
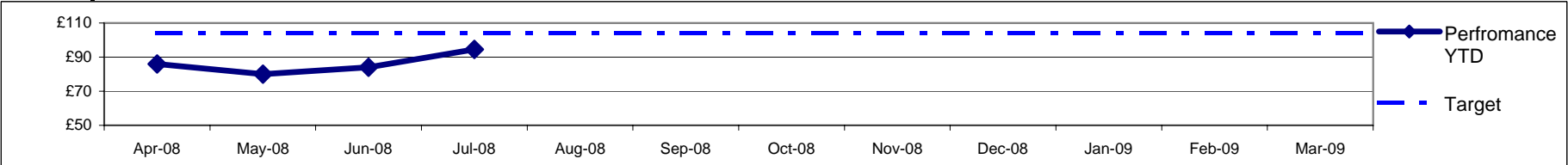



Key Priority	Ref.	2007/08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	YTD 08/09	Target 08/09		
Make Haringey one of London's greenest boroughs																		
Urban Environment																		
Make Haringey one of London's greenest boroughs	LAA, NI 192	% of household waste recycled or composted													 London top quartile 2006/07 26.05%			
	These figures are provisional - a review of the new household/ non-household split introduced by NLWA and investigation of seasonal variation may impact on this Pi. New investments will have an additional impact on this PI's performance. July's data is a provisional estimate based on information to date.																	
	Green	Green	Green	Green	Green	Green											Green	
	26.0%	27.0%	27.0%	28.0%	28.0%										28.1%	28%		
Make Haringey one of London's greenest boroughs		Cost of household waste collection per tonne																
	For this indicator a high cost is 'better'. With collection costs fixed, cost per tonne rises as waste tonnage goes down Annual target £104 - July target £95.63																	
		Green	Red	Amber	Amber											Green		
	£87	£86	£80	£84	£94.5										£99	£104		
																		
Make Haringey one of London's greenest boroughs	NI 191	Residual household waste per household (kg)_ annual Equivalent - actual in brackets																
	New indicator, if applied to 07/08 waste disposal figures would give a figure of 629kg These figures are provisional - a review of the new household/ non-household split introduced by NLWA and investigation of seasonal variation may impact on this PI. New investments will have an additional impact on this PI's performance. Performance reported is monthly performance scaled up to show an annual equivalent.																	
		Red	Red	Amber	Amber												Amber	
	629	804 (67)	744 (62)	624 (52.1)	612										600	604		

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Create a better Haringey: cleaner, greener and safer																	
Policy, Performance, Partnerships & Communication																	
Create a better Haringey: cleaner,	NI 15 LAA	Serious violent crime rate per 1000 population															
		<i>Shown as annual equivalent</i>															
		April to June performance															
		11.5			11.8										11.8		
Create a better Haringey: cleaner,	NI 16 LAA	Serious acquisitive crime rate per 1000 population															
		<i>Shown as annual equivalent</i>															
		July return not yet available. YTD figure based on April - June performance															
					Green										Green		
		39.8			36.4										36.4	37.6	
Create a better Haringey: cleaner,	NI 20 LAA	Assault with injury crime rate per 1000 population															
		<i>Shown as annual equivalent</i>															
		July return not yet available.															
		10.9															
Create a better Haringey: cleaner,	NI 28 LAA	Serious knife crime rate per 1000 population															
		<i>Shown as annual equivalent</i>															
		July return not yet available. YTD figure based on April - June performance															
					Green										Green		
		2.0			1.6										1.6	1.8	
Create a better Haringey: cleaner,	NI 33 LAA	Arson incidents (number of deliberate fires per 10000 population)															
		<i>Shown as annual equivalent</i>															
		July return not yet available. YTD figure based on April - June performance															
			Red		Green										Green		
		375	384		312										312	360	

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Create a better Haringey: cleaner, greener and safer	Domestic burglaries (Total) Shown as annual equivalent July return not yet available. YTD figure based on April - June performance. Domestic burglary is the only area of concern against target despite month on month reductions and favourable comparisons within our most similar borough group and London as a whole – where the trend for Q1 has been increasing. This issue is being given the highest priority by police and partners. Some of the key actions currently being undertaken; <ul style="list-style-type: none"> • Met Care & Repair and Victim Support have expanded their services to vulnerable and repeat victims of burglary (including security surveys and target hardening) - ongoing • Haringay ward Safer Neighbourhood Team (in partnership with local Registered Social Landlords and the Council) started a target hardening initiative on 27th June. This pilot project focuses on one hotspot area of the ward and involves the fitting of high specification deadlocks to properties. This initiative is being carried out in conjunction with increased patrols. There have not been any burglaries in the target area since the initiative began. 														↑		
		Red	Amber	Green												Red	-8.3%
	2,877	3,096	2,868	2,532												2,776	2,683
Create a better Haringey: cleaner,	Robberies (Total) Shown as annual equivalent July return not yet available. YTD figure based on April - June performance														↑		
		Green	Green	Green												Green	-1%
	1,503	1,092	996	1,092												1,180	1,488
Create a better Haringey: cleaner, greener	Theft of Motor Vehicle (Total) Shown as annual equivalent July return not yet available. YTD figure based on April - June performance														↑		
		Green	Green	Green												Green	-2.7%
	1,234	1,080	996	1,200												1,176	1,201
Create a better Haringey: cleaner,	Theft from Motor Vehicle (Total) Shown as annual equivalent July return not yet available. YTD figure based on April - June performance														↑		
		Red	Green	Green												Green	-6.1%
	3,358	3,852	2,568	2,844												3,088	3,153

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
Create a better Haringey: cleaner,		Serious Youth Violence (Total) <i>Shown as annual equivalent</i> July return not yet available. YTD figure based on April - June performance													↑	
					Amber										Amber	
		702			708										708	667%
Urban Environment																
Create a better Haringey: cleaner, greener and safer	NI 47	Number of casualties - People killed or seriously injured (KSI) <i>Figures available for 2008 to March</i>														
			Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08		
		Green	Green	Green	Green										Green	102 (2008)
	78 (2007)	3	6	5										14		
Create a better Haringey: cleaner, greener and safer	NI 48	Number of casualties - Children killed or seriously injured (KSI) <i>Figures available for period January to March 2008</i>														
		Green													Green	11 (2008)
		8 (2007)													2	
Create a better Haringey: cleaner, greener and safer	(LAA, NI 195a) <i>In house monitoring</i>	Local street and environment cleanliness - Litter <i>low score is good - % of unacceptable sites</i> Provisional score for April to July based on independent survey by Encams for tranche 1 2008/09 is 9% which is better than the target. A robust BVPI 199 action plan is in place.													↑	
			Green	Green	Green	Green									Green	
		21%	8%	8%	7.5%	9.0%									9.0%	12%
Create a better Haringey: cleaner, greener and safer	(LAA, NI 195b) <i>In house monitoring</i>	Local street and environment cleanliness - detritus <i>low score is good - % of unacceptable sites</i> Provisional score for April to July based on independent survey by Encams for tranche 1 2008/09 is 21% which is better than the target. A robust BVPI 199 action plan is in place.													↑	
			Green	Green	Green	Green									Green	
		34%	27%	22%	20.9%	21.0%									21.0%	24%
<p>The chart displays two data series: 'Performance YTD' (solid blue line with diamond markers) and 'Target' (dashed blue line). The Y-axis represents the percentage of unacceptable sites, ranging from 0% to 30%. The X-axis shows months from April 2008 to March 2009. For Litter, the performance starts at approximately 25% in April 2008, drops to 21% by July 2008, and remains stable around 21% through March 2009. The target is set at 12%. For Detritus, the performance starts at 34% in April 2008, drops to 21% by July 2008, and remains stable around 21% through March 2009. The target is set at 24%.</p>																

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																																							
Create a better Haringey: cleaner, greener	(LAA, NI 195c) In house monitoring	Local street and environment cleanliness - graffiti <i>low score is good - % of unacceptable sites</i> Provisional score for April to July based on independent survey by Encams for tranche 1 2008/09 is 2% which is better than the target. A robust BVPI 199 action plan is in place.													↑																																								
		Amber	Red	Green	Amber	Green									Green																																								
		6%	7%	2%	3.7%	2.0%									2.0%	3%																																							
Create a better Haringey: cleaner, greener and safer	(LAA, NI 195d) In house monitoring	Local street and environment cleanliness - fly posting <i>low score is good - % of unacceptable sites</i> Monthly performance reported below is based on in-house surveys. Low is good, so July performance is below target. Provisional score from independent survey by Encams for tranche 1 (April to July) is 0% which is on target. A robust BVPI 199 action plan is in place.													↑																																								
		Red	Red	Amber	Green	Green									Green																																								
		3%	5%	3%	1%	0%									0%	2%																																							
<table border="1"> <caption>Performance YTD vs Target for Fly Posting</caption> <thead> <tr> <th>Month</th> <th>Performance YTD (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>Apr-08</td><td>5%</td><td>2%</td></tr> <tr><td>May-08</td><td>3%</td><td>2%</td></tr> <tr><td>Jun-08</td><td>1%</td><td>2%</td></tr> <tr><td>Jul-08</td><td>0%</td><td>2%</td></tr> <tr><td>Aug-08</td><td></td><td>2%</td></tr> <tr><td>Sep-08</td><td></td><td>2%</td></tr> <tr><td>Oct-08</td><td></td><td>2%</td></tr> <tr><td>Nov-08</td><td></td><td>2%</td></tr> <tr><td>Dec-08</td><td></td><td>2%</td></tr> <tr><td>Jan-09</td><td></td><td>2%</td></tr> <tr><td>Feb-09</td><td></td><td>2%</td></tr> <tr><td>Mar-09</td><td></td><td>2%</td></tr> </tbody> </table>																	Month	Performance YTD (%)	Target (%)	Apr-08	5%	2%	May-08	3%	2%	Jun-08	1%	2%	Jul-08	0%	2%	Aug-08		2%	Sep-08		2%	Oct-08		2%	Nov-08		2%	Dec-08		2%	Jan-09		2%	Feb-09		2%	Mar-09		2%
Month	Performance YTD (%)	Target (%)																																																					
Apr-08	5%	2%																																																					
May-08	3%	2%																																																					
Jun-08	1%	2%																																																					
Jul-08	0%	2%																																																					
Aug-08		2%																																																					
Sep-08		2%																																																					
Oct-08		2%																																																					
Nov-08		2%																																																					
Dec-08		2%																																																					
Jan-09		2%																																																					
Feb-09		2%																																																					
Mar-09		2%																																																					
Create a better Haringey: cleaner, greener and safer	NI 196	Local street and environment cleanliness - fly tipping <i>low score is good - graded 1 - 4 on a combination of decreasing incidents and increasing actions</i> This indicator is designed to assess effectiveness at dealing with fly tipping based on two factors. 1. Numbers of dumps which ideally should be falling and 2. numbers of enforcements actions which ideally should be rising. The indicator is normally reported annually but as a guide to performance through the year, numbers will be reported quarterly. Based on the weighting applied we have a 15% reduction in incidents, and an 8% reduction in enforcement score for Q1.																																																					
					Amber										Amber																																								
		2			2										2	1																																							
Adults Culture & Community																																																							
Create a better Haringey: cleaner,	LAA	Number of Green Flag parks													↑																																								
		Green			Green										Green																																								
		8			9										9	9																																							
Create a better Haringey: cleaner,	LAA	Number of Green Pennants													↑																																								
		Green			Green										Green																																								
		2			3										3	9																																							

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Corporate Resources																	
Create a better Haringey: cleaner,	NI 195a	Local street and environment cleanliness - (Litter) - Industrial land - property services															
			Green	Green	Green	Green										Green	
		n/a	8%	8%	8.0%	4.0%										7%	22%
Create a better Haringey: cleaner, greener and safer	NI 195b	Local street and environment cleanliness - (detritus) Industrial land - Property services <i>Low score is good - % unacceptable</i>															
			Green	Green	Green	Green										Green	
		n/a	27%	22%	21.0%	11.0%										20%	35%
<p>40% 35% 30% 25% 20% 15% 10% 5% 0%</p> <p>Apr-08 May-08 Jun-08 Jul-08 Aug-08 Sep-08 Oct-08 Nov-08 Dec-08 Jan-09 Feb-09 Mar-09</p> <p>◆ Performance YTD - - - Target</p>																	
Create a better Haringey: cleaner,	NI 185	CO2 reduction from Local Authority operations															
		PI data not collected until at least October 2008.															
Encourage lifetime well-being																	
Children's and Young Peoples Service																	
Encourage lifetime well being		Children subject to a child protection plan															
		232	247	245	236	216										216	215
Encourage lifetime well being	NI 67	Child protection cases which were reviewed within required timescales															
		Excellent Performance continues to be sustained in this area.															
		2006/07	Green	Green	Green	Green	Green										
Top Quartile	100%	100%	100%	100%	100%										100%	100%	
															↑	2006/07 Statistical neighbours top Quartile 99.8%	

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Encourage lifetime well being	NI 66	Looked after children cases which were reviewed within required timescales													↑	2006/07 Statistical neighbours top quartile 91%
	2006/07	This figure is calculated a month in arrears so reflects performance for June Excellent Performance continues to be sustained in this area														
	Top Quartile	Green	Green	Green	Green	Green									Green	
		97%	97%	99%	99%	99%									99%	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%
		Rolling Year The year to date position is based on the 12 months to the end of July. 20 children have moved 3 or more times since April 08 (4.5%)														
		Red	Amber	Amber	Amber	Green									Green	
		14.8%	13.8%	13.4%	13.0%	12.0%									12.0%	12%
		<p>15% 14% 13% 12% 11% 10%</p> <p>Apr-08 May-08 Jun-08 Jul-08 Aug-08 Sep-08 Oct-08 Nov-08 Dec-08 Jan-09 Feb-09 Mar-09</p> <p>—◆— Performance YTD - - - - - Target</p>														
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 July 2008 NEET was 9.0%, which compares with 8.8% last month and 13.2% last July. The NEET level continues the trend of being under 10% since January, and is below the 2010 NEET target and the 2009 NEET stretch target (both 10.4%).														
		Green	Green	Green	Green	Green									Green	10.4% stretch 11%
		10.4%	9.2%	8.4%	8.8%	9.0%									9.0%	
Encourage lifetime well being	LAA Local	Number of schools achieving Healthy School Status													↑	
		Cumulative indicator. Target for December 2008 July year to date equates to 55 schools including the PRU The assessment process for Healthy School status is undertaken in December so change will not be reflected until then.														
		Green	Amber	Amber	Amber	Amber									Amber	
		66%	68%	68%	68%	68%										75%
Adults Culture & Community																
Encourage lifetime well being	(NI 9 CPPI)	Use of public libraries													↑	
		Total number of visits per 1,000 population - annual equivalent, actual in brackets														
		Green	Green	Green	Green	Green									Green	
		9,138	10,099 (842)	10,255 (854)	9,053 (754)	9,367									9,690	9,000

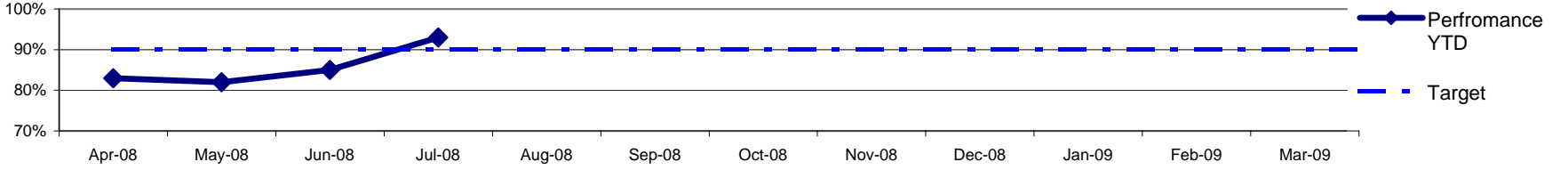


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Encourage lifetime well being	xBV 170a CPPI (NI 10)	Visits to museums and galleries													↑	194
		Total number of visits per 1000 population. Shown as annual equivalent Monthly and YTD is projected.														
		Green	Amber	Green	Green	Green										
		193	184	194	322	201									204	
Encourage lifetime well being	Local	Sport and leisure usage													↑	June YTD Target
		July target 109,678														
				Green	Green										Green	
		1,230,569			113,191	120,904									458,079	340,620
Encourage lifetime well being	Local	Active card membership													↑	10,524
				Green	Green										Green	
		9,376			10,381	10,821									10,821	
Promote independent living																
Children and Young People's Service																
Promote independent living	NI 148	Care leavers in employment, education or training													↑	London top quartile 72% 2005/06
		5 young people turned 19 in July, 2 were in ETE on or around their 19th birthday. This figure will fluctuate throughout the year although monthly performance enables tracking of performance for the month, it is dependent on those turning 19 in the month and not a good reflection of overall performance.														
		Amber	Red	Green	Green	Red										
		68.0%	63.0%	77.8%	83%	40.0%									68%	75%
Promote independent living	NI 111	First time entrants to the Youth Justice System aged 10-17 (COUNCIL TOP 35)														Target to be set in Dec 08
		Targets not yet agreed														
		373														

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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. YTD is Cumulative - Actual number in brackets</i>													↑																		
		Green	Green	Green	Amber	Green									Green																		
		137	84 (7)	108 (9)	156 (13)	108 (36)										108 (36)	135																
Promote independent living	LAA CPPI	Number of adults permanently admitted into residential and nursing care (2007-2010 stretch target) <i>Low figure is good. YTD is Cumulative - Actual number in brackets</i>													↑																		
			Green	Green	Green	Green									Green																		
		18	0	0	0	1										3 (1)	28																
Promote independent living	NI 130	Self Directed Support (Direct Payments)													↑	London top quartile 122 2005/06																	
		Monthly target		165	170	175																											
			Green	Green	Green	Green												Green															
	152	163	186	194	200										200	213																	
Promote independent living	NI 131	Delayed transfer of care from hospitals <i>Low figure is good.</i> Non-acute data will be added when available and the target adjusted accordingly. 73% due to Health delays.													↑																		
					Red	Amber										Amber																	
		38.55			37.6	35.5											30																
		<table border="1"> <caption>Delayed transfer of care from hospitals - Performance vs Target</caption> <thead> <tr> <th>Year</th> <th>Performance</th> <th>Target 08/09</th> </tr> </thead> <tbody> <tr> <td>04/05</td> <td>60</td> <td>30</td> </tr> <tr> <td>05/06</td> <td>70</td> <td>30</td> </tr> <tr> <td>06/07</td> <td>60</td> <td>30</td> </tr> <tr> <td>07/08</td> <td>38</td> <td>30</td> </tr> <tr> <td>YTD 08/09</td> <td>35</td> <td>30</td> </tr> </tbody> </table>														Year	Performance	Target 08/09	04/05	60	30	05/06	70	30	06/07	60	30	07/08	38	30	YTD 08/09	35	30
Year	Performance	Target 08/09																															
04/05	60	30																															
05/06	70	30																															
06/07	60	30																															
07/08	38	30																															
YTD 08/09	35	30																															

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Promote independent living	NI 132 Timeliness of social assessments (all adults)															↑	London top quartile 73.2% 2005/06
			Green	Green	Green	Green										Green	
			86.7%	82.8%	90%	92%											
Promote independent living	NI 133 Timeliness of social care packages 65+.															→	London top quartile 91.66% 2005/06
		Green	Green	Green	Green	Green										Green	
		93%	95%	96%	93%	93%										93%	93%
Promote independent living	NI 135 LAA CPPI Carers receiving needs assessment or review and a specific carer's service, or advice and information. Projection based on 1st 4 months. This indicator now includes carers receiving information & advice.															↑	London top quartile 18.9% 2005/06
			Green	Green	Green	Green										Green	
		n/a	26%	28%	21%	23%											
Promote independent living	NI 136 People supported to live independently by social services - all adults Proxy measure awaiting final definition from DoH															↑	
					Green											Green	
		21			23.58											23.58	22.68

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Deliver excellent services																
People and OD																
Deliver excellent services	BV 11a	% of top 5% of earners that are women														2006/07 Top Quartile 43.5%
	2006/07	Green			Green										Green	52%
Deliver excellent services	BV 11b	% of top 5% of earners from ethnic minority communities														2006/07 Top Quartile 4.5%
	2006/07	Red			Red										Red	19%
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	Amber			Red										Red	2.8%
Deliver excellent services	BV 12	The no. of working days/shifts lost due to sickness absence per FTE employee - Year to date annual equivalent. <i>Only counting days lost since April - scaled to show annual equivalent. The monthly figures are often lower than the YTD as inevitability they exclude late reporting included in the year to date figures.</i>														London prov top quartile 8.29%
	2007/08	Red	Green	Green	Green										Green	9.67
Deliver excellent services		The no. of working days/shifts lost due to sickness absence per FTE employee in the rolling year. <i>Rolling Year Counting days lost in last 12 months</i>														
		Red	Red	Red	Red	Amber									Amber	9.67
Deliver excellent services	BV 16a	% of staff declaring they meet the Disability Discrimination Act disability definition														2006/07 Top Quartile 4.4%
	2006/07	Green			Green										Green	6.58%

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Deliver excellent services	BV 17a	Percentage of staff from minority ethnic communities														2006/07 Top Quartile 5.1%
	2006/07 Top Quartile	Green 45.7%			Green 45.8%										Green 45.8%	39.9%
Policy, Performance, Partnerships & Communication																
Deliver excellent services	Local	Stage 1 public complaints dealt within target (10 day) timescale <i>07/08 Target was 80%</i> Monthly performance dipped due in part to Strategic Housing clearing their all of their outstanding cases, this reduced UE to only 68% in July													↓	
		Green 88%	Amber 86%	Amber 85%	Amber 88%	Red 82%									Amber 86%	90%
Deliver excellent services	Local	Stage 2 public complaints dealt within target (20 day) timescale <i>07/08 Target was 80%</i>													→	
		Green 84%	Green 90%	Red 78%	Red 73%	Green 91%									Amber 84%	85%
Deliver excellent services	Local	Stage 3 public complaints dealt within target (20 day) timescale													↑	
		Amber 85%			Green Q1: 92%										Green 92%	90%
Deliver excellent services	Local	LGO first enquiry. Average days to respond													→	LGO target 18 days
		Amber 18.5			Amber Q1 18.6 days										Amber 18.6	18.0



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
Deliver excellent services	Local	Members' Enquiries. Percentage of replies sent in 10 days														
		If current levels of performance are maintained the target will be met														
		Amber	Red	Red	Red	Green										
		88%	83%	82%	85%	93%									86%	
																
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%
		SN Top Quartile is the top quartile of our statistical neighbours in 2006/07														
		Dip in performance in July due to issues with monitoring system for assessments. Issue resolved and now on track to achieving target.														
		Green	Amber	Amber	Red	Red									Amber	88%
		88.0%	87.3%	86.5%	81.0%	73.0%									82.0%	
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 79%
		Dip in performance in July due to issues with monitoring system for assessments. Issue resolved and now on track to achieving target.														
		Green	Green	Green	Green	Amber										
		84.0%	88.1%	89.7%	85.0%	81.0%									86.0%	
Deliver excellent services	NI 103 a	Special Educational Needs – statements issued within 26 weeks - excluding exemptions														
		Performance for July is above target for this indicator. This new national indicator was only introduced from April. Early issues in developing systems to monitor these new timescales resulted in below target performance in April and May. Systems are now embedded and June and July performance has been above target, overall target will be achieved if monthly outturns are above target for the remainder of the year.														
				Red	Green	Green										
			75%	90%	86%										75%	

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	
Deliver excellent services	NI 103 b	Special Educational Needs – statements issued within 26 weeks - including exemptions															
		Performance for July is above target for this indicator. This new national indicator was only introduced from April. Early issues in developing systems to monitor these new timescales resulted in below target performance in April and May. Systems are now embedded and June and July performance has been above target, overall target will be achieved if monthly outturns are above target for the remainder of the year.															
				Amber	Green	Green										Amber	
			67%	82%	79%										66%	70%	
Deliver excellent services		Unit cost Independent Schools SEN Placements - Residential															
					Amber	Amber										Amber	
		£67,766			£71,401	£71,366										£71,336	£69,325
Deliver excellent services		Unit cost Independent Schs SEN Placements - Day															
					Amber	Amber										Amber	
		£38,236			£38,486	£38,942										£38,942	£38,454
Deliver excellent services		Cost of service per looked after child <i>Shown as annual equivalent</i>															
			Green	Amber	Amber	Amber										Amber	
		£772	£758	£792	£808	£783										£783	£777
Corporate Resources																	
Deliver excellent services	NI 180	Changes in Housing Benefit/Council Tax Benefit entitlements within the year															
		Data is being extracted from a bespoke system report. This data will need to be validated by DWP at a later date															
			Amber	Amber	Green	Amber											Green
	new	3534	3400	4,128	3,684											14,746	40,000
Deliver excellent services	NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events															
		Data is being extracted from a bespoke system report. This data will need to be validated by DWP at a later date															
			Green	Amber	Green	Green											Green
	new	17	19	17	16											15	18

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
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													↑	London prov top quartile 94.74% 2007/08
		Amber	Amber	Amber	Amber	Green									Green	
		87%	89.35%	91.88%	91.18%	92.17%									91.07%	91.00%
Deliver excellent services	BV 76d	no. of prosecutions & sanctions per 1,000 caseload														
		Target is likely to be achieved as prosecutions and sanctions tend to happen later in the year														
		Amber			Amber										Amber	
		3.40			2.58										2.58	3.40
Deliver excellent services	BV78a	Speed of processing: a) Average time for processing new benefit claims (calendar days)													↑	London prov top quartile 24 days 2007/08
		Monthly until NI180/181 ready than delete Performance at the beginning of the year was affected by system down time. System is now functioning normally.														
	2007/08 Worst Quartile	Red	Red	Red	Amber	Amber									Amber	
		36	34.18	35.22	33	34									34	32
Deliver excellent services	BV78b	TEMP MEASURE a) Average time taken to processing benefit changes in circumstances (calendar days)													↑	London prov top quartile 10.1days 2007/08
		Monthly until NI180/181 ready than delete														
		Green	Green	Green	Green	Green									Green	
		13	9.65	9.80	12.0	9.4									9.5	13.00

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	
Deliver excellent services	BV79b	Amount of HB overpayments recovered during the period as a % of total amount of HB overpayments identified during the period															
		Performance for Quarter 1 is poor when compared with last year. Collection has proven to be more difficult this quarter. A recovery improvement plan and an upgrade to the IT system is now coming into place to significantly improve reporting on this indicator and this in turn should see an improvement in the collection of overpaid benefit.															
					Red											Red	
		68%			54%										54%	68%	
Deliver excellent services	BV79a	Accuracy of processing: a) % of cases for which the calculation of the amount of benefit due was correct as the basis of the information available to the determination, for a sample of cases checked post-determination															
					Green											Green	
					99%											99%	99%
Deliver excellent services	BV156	% of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people															
					Amber											Amber	
					40%											40%	45%
Deliver excellent services	Fin 10a	Treasury Management - average interest rate return on investments (above bank base rate)															
		Treasury investment income for the month of June is red (although YTD is still green) as shorter term investments were largely made in June based upon the Council's cash flow.															
					Green											Green	
					0.93%										0.93%	0.50%	
Deliver excellent services	Fin 10b	Treasury Management - average interest paid on borrowings (above bank base rate)															
					Green											Green	
					0.00%	0.08%										0.08%	0.30%
Deliver excellent services	Fin 10c	Pension Fund - performance for the whole fund compared to benchmark. Target is to achieve (composite) benchmark returns.															
		We are below benchmark. The stock markets are very volatile due to issues including the credit crunch.															
					Red											Red	
					-1%										-2.41	Benchmark	

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
Deliver excellent services	xBV 9	% of council taxes due for the financial year which were received in year by the authority													→	London prov top quartile 96.4% 2007/08
	2007/08															
	Worst Quartile	Green	Amber	Amber	Amber	Amber									Amber	93.92%
		93.9%	93.01%	93.44%	93.8%	93.4%									93.4%	
Deliver excellent services	BV 10	% of non-domestic rates due for the financial year which were received in year by the authority.													→	London prov top quartile 99.2% 2007/08
		Green	Red	Amber	Amber	Amber									Amber	99%
		99%	94.1%	98.4%	98.4%	98.3%									98.3%	99%
Deliver excellent services	Local	Customer Service Centres - Waiting times - personal callers seen in 15 mins													↑	
		Green	Green	Green	Green	Green									Green	70%
		71%	75%	78%	83%	83%									80%	
Deliver excellent services	Local	Contact Centre - Telephone answering in 30 seconds - of all calls presented													↑	
		Red	Green	Green	Green	Amber									Green	70%
		57%	82%	87%	84%	68%									80%	
Deliver excellent services	Local	Contact Centre - Telephone answering Calls answered as percentage of all calls presented													↑	
		Red	Green	Green	Green	Green									Green	90%
		87%	95%	96%	96%	90%									94%	

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		
Deliver excellent services		Council-Wide Debt recovery - Overall Sundry debt.																
		<i>Profiled Target</i>	£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	Green									Green			
		£4.16m		£4.33m	£4.17m	£4.30m											£3.86m	
Urban Environment																		
Deliver excellent services	Local	Cost of recycling per tonne																
		Figures are provisional - a review of the new household/ non-household split introduced by NLWA may impact on this PI. Monthly profile is the expected % of total annual waste collected each month based on 2007/08.																
		<i>Profiled Target</i>	£169	£149	£159	£167	£176	£178	£171	£163	£198	£165	£190	£177				
					Red	Amber										Amber		
		£146			£187	£168									£167		£172	
Deliver excellent services	NI 157a	Processing of planning applications as measured against targets for 'major' application types																
		2 out of 2 applications determined on target in July.																England Top quartile 2006/07
		Amber	Green		Amber	Green										Green		
		79%	100%	None	75%	100%									89%		82%	
Deliver excellent services	NI 157b	Processing of planning applications as measured against targets for 'minor' application types																
		34 out of 44 applications determined on target in July. The service is confident the target will be reached by September 2008.																England Top quartile 2006/07 83%
		Red	Green	Red	Green	Red										Amber		
		78%	83%	78%	85%	77%									81%		85%	

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	
Deliver excellent services	NI 157c	Processing of planning applications as measured against targets for 'other' application types													↑	England Top quartile 2006/07 92%	
		126 out of 138 applications determined on target in July.															
		Amber	Green	Green	Green	Green											
		88%	91%	95%	90%	91%									92%		
Deliver excellent services	Local xBV66a	Rent collection - including arrears													↓	London prov top quartile 98.13% 2007/08	
		"Homes for Haringey ALMO: Actions to improve performance include weekly and monthly monitoring of arrears cases, increasing the number of notices served, and targeted rent exercises focusing on specific categories of debt/recovery action. This PI has been measured to rent week 16. June's outturn figure has been revised with data received from Homes for Haringey." and shows an improvement over the same period last year.															
		Green	Red	Red	Green	Amber											
		98.2%	94.6%	94.6%	97.8%	96.9%									96.9%		
Deliver excellent services	Local IC 01	Rent collection - % of rent due excluding arrears															
					Red											Red	
					98.7%	N/A										98.7%	100%

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
Deliver excellent services	Local LAA NI 158	Proportion of LA non decent homes														
		41.3%			41.6%	N/A										Red 41.6%
Deliver excellent services	Local (xBV 212)	Average relet time Days Homes for Haringey ALMO: Improvement activity in the last few months concentrated in reducing the number of sheltered voids which has been successful. Process redesign around pre-verification of properties is expected to deliver improvement in relet time.														
		Red 50.3 days	Red 60.9	Red 63.91	Red 55.72	Red 40.84										Red 54.6
Deliver excellent services	LAA, NI 156	Number of households living in Temporary Accommodation Progress has been made this month through the on-going range of TA reduction activities.														
		Target	5336	5271	5207											Green 5389
Adults Culture & Community																
Deliver excellent services	Local	Cost per visit to a leisure centre Period 4 monthly target £3.76. Period 5, £0.95 Period 6, £0.56, P7, £1.74, P8, £0.92, P9, £2.04, P10, £1.04, P11, £0.90, P12, £6.17. YTD, £1.77														
		£2.03			Green £2.27	Green £3.30										Green £1.67
Deliver excellent services	Local	Cost per visit to a library														
		£2.53			Green £2.59	Green £2.56										Green £2.56
Deliver excellent services	Local	Unit cost of Homecare														
		£17.52			Green £16.23	Green £16.23										Green £16.23