

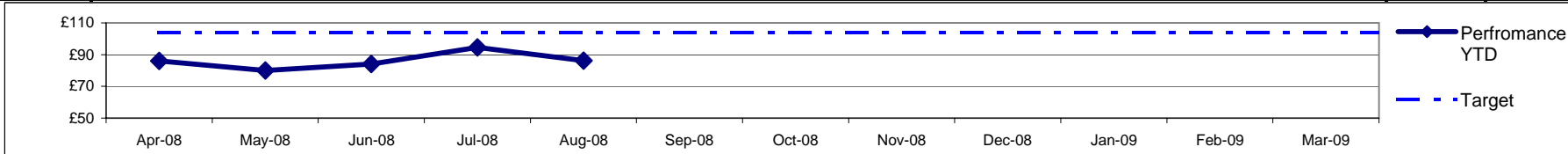



Key Priority	Ref.	2007/08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	YTD 08/09	Target 08/09
Make Haringey one of London's greenest boroughs																
Urban Environment																
Make Haringey one of London's greenest boroughs	LAA, NI 192	% of household waste recycled or composted													 London top quartile 2006/07 26.05%	28%
		The recycling rate and tonnages apportionment from North London Waste Authority has been less than forecasted and previous performance, we are currently investigating the cause. This will affect several recycling related PIs reported this period.														
		Green	Green	Green	Green	Green	Red									
		26.0%	27.0%	27.0%	28.0%	28.0%	23%									
Make Haringey one of London's greenest boroughs		Cost of household waste collection per tonne														£104
		For this indicator a high cost is 'better'. With collection costs fixed, cost per tonne rises as waste tonnage goes down Annual target £104. August target £101.80														
		Green	Red	Amber	Amber	Red										
		£87	£86	£80	£84	£95	£86									
																
Make Haringey one of London's greenest boroughs	NI 191	Residual household waste per household (kg) annual Equivalent - actual in brackets														604
		New indicator, if applied to 07/08 waste disposal figures would give a figure of 629kg The recycling rate and tonnages apportionment from North London Waste Authority has been less than forecasted and previous performance, we are currently investigating the cause. This will affect several recycling related PIs reported this period.														
		Red	Red	Amber	Amber	Red										
		629	804 (67)	744 (62)	624 (52.1)	612 (51)	660 (55)									
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														11.8
		Shown as annual equivalent														
		11.5			11.8	N/A	N/A									

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Create a better Haringey: cleaner,	NI 16 LAA	Serious acquisitive crime rate per 1000 population <i>Shown as annual equivalent</i>													↑		
					Green	Amber										Green	37.6
		39.8			36.4	38	N/A									36.8	
Create a better Haringey: cleaner,	NI 20 LAA	Assault with injury crime rate per 1000 population <i>Shown as annual equivalent</i>															
					215	N/A	N/A										
Create a better Haringey: cleaner,	NI 28 LAA	Serious knife crime rate per 1000 population <i>Shown as annual equivalent</i> 69 in year to June													↑		
					Green											Green	1.8
		2.0			1.5	N/A	N/A									1.2	
Create a better Haringey: cleaner,	(NI 33)	Arson incidents (number of deliberate fires) <i>Shown as annual equivalent</i> 28 in August, 106 incidents in year to August													↑		
			Red		Green		Green									Green	478
		512	384		312		336									254	
Create a better Haringey: cleaner, greener and safer		Domestic burglaries (Total) <i>Shown as annual equivalent</i> 894 incidents in year to July													↑		
			Red	Amber	Green	Green	N/A									Amber	-8.3%
		2,877	3,096	2,868	2,532	2,400										2,682	2,683
Create a better Haringey: cleaner,																	
			Green	Green	Green	Green	N/A									Green	-1%
		1,503	1,092	996	1,092	1,080	N/A									1,035	1,488

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Create a better Haringey: cleaner, greener		Theft of Motor Vehicle (Total) <i>Shown as annual equivalent</i> 425 in year to July																
			Green	Green	Green	Red										Red	-2.7%	
		1,234	1,080	996	1,200	1,512	N/A									1,275	1,201	
Create a better Haringey: cleaner,		Theft from Motor Vehicle (Total) <i>Shown as annual equivalent</i> 1062 in year to July																
			Red	Green	Green	Amber										Amber	-6.1%	
		3,358	3,852	2,568	2,844	3,480	N/A									3,186	3,153	
Create a better Haringey: cleaner,		Serious Youth Violence (Total) <i>Shown as annual equivalent</i> 177 in year to June																
					Amber											Amber	667%	
		702			828											708		
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 July 9.8% reduction on previous 3 year rolling average.</i>																
			Green	Green	Green	Green	Amber										Green	
		78 (2007)	3	6	7	10	N/A										26	102 (2008)
Create a better Haringey: cleaner, greener and safer	NI 48	Number of casualties - Children killed or seriously injured (KSI)																
			Green														Green	
		8 (2007)	1	1	0	3	N/A										5	11 (2008)
Create a better Haringey: cleaner, greener	(LAA, NI 195a) In house monitoring	Local street and environment cleanliness - Litter <i>low score is good - % of unacceptable sites</i> Encams tranche one results shown in July																
			Green	Green	Green	Green											Green	
		12%	8%	8%	7.5%	9.0%	N/A										9.0%	12%
Create a better Haringey: cleaner, greener	(LAA, NI 195b) In house monitoring	Local street and environment cleanliness - detritus <i>low score is good - % of unacceptable sites</i> Encams tranche one results shown in July																
			Green	Green	Green	Green											Green	
		23%	27%	22%	20.9%	21.0%	N/A										21.0%	24%

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> Encams tranche one results shown in July													↑																																								
		Amber	Red	Green	Amber	Green									Green																																								
		6%	7%	2%	3.7%	2.0%	N/A								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> Encams tranche one results shown in July													↑																																								
		Red	Red	Amber	Green	Green									Green																																								
		3%	5%	3%	1%	0%	N/A								0%	2%																																							
Create a better Haringey: cleaner, greener	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> Quarterly reported in future																																																					
					Amber										Amber																																								
		2			2										2	1																																							
Corporate Resources																																																							
Create a better Haringey: cleaner,	NI 195a	Local street and environment cleanliness - (Litter) - Industrial land - property services																																																					
			Green	Green	Green	Green	Green								Green																																								
		n/a	8%	8%	8.0%	4.0%	5.0%								8%	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								Green																																								
		n/a	27%	22%	21.0%	11.0%	12.0%								19%	35%																																							
<table border="1"> <caption>Performance YTD vs Target Data</caption> <thead> <tr> <th>Month</th> <th>Performance YTD (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>Apr-08</td><td>27%</td><td>35%</td></tr> <tr><td>May-08</td><td>22%</td><td>35%</td></tr> <tr><td>Jun-08</td><td>21.0%</td><td>35%</td></tr> <tr><td>Jul-08</td><td>11.0%</td><td>35%</td></tr> <tr><td>Aug-08</td><td>12.0%</td><td>35%</td></tr> <tr><td>Sep-08</td><td></td><td>35%</td></tr> <tr><td>Oct-08</td><td></td><td>35%</td></tr> <tr><td>Nov-08</td><td></td><td>35%</td></tr> <tr><td>Dec-08</td><td></td><td>35%</td></tr> <tr><td>Jan-09</td><td></td><td>35%</td></tr> <tr><td>Feb-09</td><td></td><td>35%</td></tr> <tr><td>Mar-09</td><td>19%</td><td>35%</td></tr> </tbody> </table>																	Month	Performance YTD (%)	Target (%)	Apr-08	27%	35%	May-08	22%	35%	Jun-08	21.0%	35%	Jul-08	11.0%	35%	Aug-08	12.0%	35%	Sep-08		35%	Oct-08		35%	Nov-08		35%	Dec-08		35%	Jan-09		35%	Feb-09		35%	Mar-09	19%	35%
Month	Performance YTD (%)	Target (%)																																																					
Apr-08	27%	35%																																																					
May-08	22%	35%																																																					
Jun-08	21.0%	35%																																																					
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Mar-09	19%	35%																																																					

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	
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	214									214	215
Encourage lifetime well being	NI 67	Child protection cases which were reviewed within required timescales														↑	2006/07 Statistical neighbours top Quartile 99.8%
	2006/07	Top performance sustained in this area															
	Top Quartile	Green	Green	Green	Green	Green	Green									Green	100%
		100%	100%	100%	100%	100%	100%								100%		
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 indicator is calculated one month in arrears - excellent performance has been sustained.															
	Top Quartile	Green	Green	Green	Green	Green										Green	97%
		97%	97%	99%	99%	99%	N/A								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 This indicator looks at last 12 month performance. In the current financial year, 26 (6%) children have moved 3 or more times (since April).															
		Red	Amber	Amber	Amber	Green	Green									Green	12%
	14.8%	13.8%	13.4%	13.0%	12.0%	12.0%									12.0%		
	<p>Line graph showing performance YTD (solid blue line with diamonds) and Target (dashed blue line) for NI 62 from Apr-08 to Mar-09. The Y-axis represents the percentage of children with 3 or more placements, ranging from 10% to 15%. The X-axis shows months from Apr-08 to Mar-09. Performance YTD starts at 14.8% in Apr-08, drops to 13.8% in May-08, 13.4% in Jun-08, and reaches 12.0% in Jul-08 and Aug-08. The Target is a constant dashed line at 12.0%.</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 figures, 374 not knowns 9.4% - target 9.9%															
		Green	Green	Green	Green	Green										Green	10.4% stretch 11%
	10.4%	9.2%	8.4%	8.8%	9.0%	N/A									9.0%		

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																																							
Encourage lifetime well being	LAA Local	Number of schools achieving Healthy School Status													↑																																								
		<i>Cumulative indicator. Target for December 2008</i>																																																					
		This equates to 55 schools including the PRU assessed as having healthy schools status to date. Next round of self validation is first mid term.																																																					
		Green	Amber	Amber	Amber	Amber	Amber								Amber																																								
		66%	68%	68%	68%	69%	69%									75%																																							
Adults Culture & Community																																																							
Encourage lifetime well being	(NI 9 CPPI)	Use of public libraries													↑																																								
		<i>Total number of visits per 1,000 population - annual equivalent, actual in brackets</i>																																																					
		Green	Green	Green	Green	Green	Amber											Green																																					
		9,138	10,099 (842)	10,255 (854)	9,053 (754)	9,367	8,556								9,468	9,000																																							
Encourage lifetime well being	xBV 170a CPPI (NI 10)	Visits to museums and galleries													↑																																								
		<i>Total number of visits per 1000 population. Shown as annual equivalent</i>																																																					
		Green	Amber	Green	Green	Green	Green											Green																																					
		193	184	194	322	201	212								223	194																																							
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Month	Performance YTD	Target																																																					
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Jan-09		194																																																					
Feb-09		194																																																					
Mar-09		194																																																					
Encourage lifetime well being	Local	Sport and leisure usage													↑	August YTD Target																																							
					Green	Green	Green										Green																																						
				1,230,569			113,191	120,904	125,519									575,669	563,357																																				
Encourage lifetime well being	Local	Active card membership													↑																																								
					Green	Green	Amber										Amber																																						
				9,376			10,381	10,821	10,505									10,505	10,524																																				

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			
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			
		8 young people turned 19 in August, 6 were in ETE on or around their 19th birthday. This figure will fluctuate throughout the year as the cohort will change each month and increase as the year progresses.																	
		Amber	Red	Green	Green	Red	Green											Amber	75%
		68.0%	63.0%	77.8%	83%	40.0%	75.0%								69%				
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																	
Adults Culture & Community																			
Promote independent living	LAA CPPI	Number of older people permanently admitted into residential and nursing care (2007-2010 stretch target)																	
		Low figure is good. YTD is Cumulative - Actual number in brackets																	
		Green	Green	Green	Amber	Green	Green											Green	135
		137	84 (7)	108 (9)	156 (13)	108 (36)	130 (54)								130 (54)				
Promote independent living	LAA CPPI	Number of adults permanently admitted into residential and nursing care (2007-2010 stretch target)																	
		Low figure is good. YTD is Cumulative - Actual number in brackets																	
		Green	Green	Green	Green	Green	Green											Green	28
		18	0	0	0	3 (1)	7 (3)								7 (3)				
Promote independent living	NI 130	Self Directed Support (Direct Payments) per 1,000 population (age standardised)														London top quartile 122 2005/06			
		Monthly target		165	170	175	180												
		Green	Green	Green	Green	Green	Green											Green	213
		152	163	186	194	200	211								211				

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																																							
Promote independent living	NI 131	Delayed transfer of care from hospitals <i>Low figure is good.</i> This is very closely monitored and called over weekly. Calculation and target is currently only for acute hospitals. Non-acute data will be added once data is available (National issue) and the target amended accordingly. We are looking at commissioning needs to enable moving people on and are actively working with Health to improve delays attributable to the hospitals. 68% Health Delays 32% Adult Services Delays													↑																																								
					Red	Amber	Red								Red																																								
		38.55			37.6	35.5	36.5								36.5	30																																							
<table border="1"> <caption>Performance Data for NI 131</caption> <thead> <tr> <th>Period</th> <th>Performance</th> <th>Target 08/09</th> </tr> </thead> <tbody> <tr> <td>04/05</td> <td>65</td> <td>30</td> </tr> <tr> <td>05/06</td> <td>75</td> <td>30</td> </tr> <tr> <td>06/07</td> <td>65</td> <td>30</td> </tr> <tr> <td>07/08</td> <td>40</td> <td>30</td> </tr> <tr> <td>YTD 08/09</td> <td>36.5</td> <td>30</td> </tr> </tbody> </table>																	Period	Performance	Target 08/09	04/05	65	30	05/06	75	30	06/07	65	30	07/08	40	30	YTD 08/09	36.5	30																					
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04/05	65	30																																																					
05/06	75	30																																																					
06/07	65	30																																																					
07/08	40	30																																																					
YTD 08/09	36.5	30																																																					
Promote independent living	NI 132	Timeliness of social assessments (all adults)													↑	London top quartile 73.2%																																							
		Green	Green	Green	Green	Green									Green																																								
		86.7%	82.8%	90%	92%	92%									92%	80%																																							
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Mar-09		80%																																																					
Promote independent living	NI 133	Timeliness of social care packages 65+.													→	London top quartile 91.66% 2005/06																																							
		Green	Green	Green	Green	Green	Green								Green																																								
		93%	95%	96%	93%	93%	93%								93%	93%																																							

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	
Promote independent living	NI 135 LAA CPPI	Carers receiving needs assessment or review and a specific carer's service, or advice and information.													↑	London top quartile 18.9% 2005/06	
			Green	Green	Green	Green	Green									Green	
		n/a	26%	28%	21%	23%	22%									22%	14.2%
Deliver excellent services																	
People and OD																	
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 3rd Best Quartile	Red 9.67	Green 5.59	Green 6.06	Green 6.75		Green 4.57									Green 6.97	8.8
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 9.67	Red 9.5	Red 9.4	Red 9.18	Amber 9	Amber 8.95									Amber 8.95	8.8
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>													→		
		Green 88%	Amber 86%	Amber 85%	Amber 88%	Red 82%	Green 94%									Amber 87%	90%

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	Stage 2 public complaints dealt within target (20 day) timescale															
		07/08 Target was 80%														Green	
		Green	Green	Red	Red	Green	Green									Green	85%
		84%	90%	78%	73%	91%	90%								85%	85%	
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. Every directorate over 90% in August.														Amber	
		Amber	Red	Red	Red	Green	Green									Amber	90%
		88%	83%	82%	85%	93%	96%								88%	90%	
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 59%
		SN Top Quartile is the top quartile of our statistical neighbours in 2006/07 Deterioration around assessments completed in timescale partly due to relocation and realignment of assessment service Revised targets at a local level to ensure year end targets are achieved Managers are monitoring upcoming due dates for each assessment due to ensure that they are followed up and completed in timescale – these are also being reviewed on a regular basis by service managers														Amber	
		Green	Amber	Amber	Red	Red	Amber									Amber	88%
		88.0%	87.3%	86.5%	81.0%	73.0%	85.0%								82.0%	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 79%
		There was an increase in the average number of assessments completed in August, however the percentage in timescale has decreased. Performance is being monitored closely in this area to ensure target is achieved and at the time of writing a higher than target percentage of core assessments have been completed in timescale in September.														Amber	
		Green	Green	Green	Green	Amber	Red									Amber	86%
		84.0%	88.1%	89.7%	85.0%	81.0%	76.0%								84.0%	86%	



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 a	Special Educational Needs – statements issued within 26 weeks - excluding exemptions															
		Performance for August is above target for both of these indicators. 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, July and August performance has been above target, overall target will be achieved if monthly outturns are above target for the remainder of the year. Excellent performance achieved in August.															
				Red	Green	Green	Green									Green	
			75%	90%	86%	100%									82%	82%	
Deliver excellent services	NI 103 b	Special Educational Needs – statements issued within 26 weeks - including exemptions															
		see above															
				Amber	Green	Green	Green									Green	
			67%	82%	79%	95%									73%	70%	
Deliver excellent services		Unit cost Independent Schools SEN Placements - Residential															
					Amber	Amber	Amber									Amber	
		£67,766			£71,401	£71,366	£71,366									£71,336	£69,325
Deliver excellent services		Unit cost Independent Schools SEN Placements - Day															
					Amber	Amber	Amber									Amber	
		£38,236			£38,486	£38,942	£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									Amber	
	£772	£758	£792	£808	£783	£814									£814	£777	
Corporate Resources																	
Deliver excellent services	NI 180	Changes in Housing Benefit/Council Tax Benefit entitlements within the year															
		DWP have announced changes to reporting on this indicator due to national reporting problems. Performance will now only be reported from June 08 - Mar 09 and also do not expect to capture ALL changes that we have identified. This has result in a requirement to re-profile the monthly target to 33,333 changes for the year. Our current performance is running very close to target, with a shortfall of just 398 cases. Problems with decrypting potential 'change cases' sent to us by DWP have now been overcome. This newly available data will be used to increase our performance and ensure that we remain on course to achieve the year end target															
					Green	Amber	Amber									Amber	
	new				3,572	2,929	3,144								9,601	33,333	

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 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events <i>Performance in August was not as expected due to a temporary build up of work. This build up has been cleared and September performance has improved. Year to date performance is good and we remain confident that the end of year target will be achieved.</i>														
			Green	Amber	Green	Green	Red									Green
	new	17	19	17	16	19.88									16.02	18
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								Green	
		87%	89.35%	91.88%	91.18%	92.17%	91.72%								90.94%	91.00%
Deliver excellent services																
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> Performance in August was not as expected due to a temporary build up of work. This build up has been cleared and September performance has shown improvement. We remain confident that the end of year target will be achieved.														London prov top quartile 24 days 2007/08
		2007/08 Worst Quartile	Red	Red	Red	Amber	Amber	Red								Amber
		36	34.18	35.22	33	34	36								34	32
Deliver excellent services	BV78b	TEMP MEASURE a) Average time taken to processing benefit changes in circumstances (calendar days) <i>Monthly until NI180/181 ready than delete</i>														London prov top quartile 10.1days 2007/08
			Green	Green	Green	Green	Green	Amber								Green
		13	9.65	9.80	12.0	9.4	14.0								11.8	13.00
Deliver excellent services																

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 93.9%	Amber 93.01%	Amber 93.44%	Amber 93.8%	Amber 93.4%	Green 93.9%									Green 93.9%	93.92%
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 99%	Red 94.1%	Amber 98.4%	Amber 98.4%	Amber 98.3%	Green 99.5%									Green 99.5%	99%
Deliver excellent services	Local	Customer Service Centres - Waiting times - personal callers seen in 15 mins													↑		
		Green 71%	Green 75%	Green 78%	Green 83%	Green 83%	Green 83%									Green 81%	70%
<p>100% 90% 80% 70% 60%</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>																	
Deliver excellent services	Local	Contact Centre - Telephone answering in 30 seconds - of all calls presented													↑		
		Red 57%	Green 82%	Green 87%	Green 84%	Amber 68%	Green 77%									Green 79%	70%
Deliver excellent services	Local	Contact Centre - Telephone answering Calls answered as percentage of all calls presented													↑		
		Red 87%	Green 95%	Green 96%	Green 96%	Green 90%	Green 94%									Green 94%	90%
Deliver excellent services		Council-Wide Debt recovery - Overall Sundry debt.															
		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 £4.16m		Green £4.33m	Green £4.17m	Green £4.30m	Green £4.21m									Green £4.21m	£3.86m

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																																							
Urban Environment																																																							
Deliver excellent services	Local	Cost of recycling per tonne																																																					
		Cost is profiled across the year to reflect seasonal variations, with monthly targets. Annual 2008/09 target 104. The recycling rate and tonnages apportionment from North London Waste Authority has been less than forecasted and previous performance, we are currently investigating the cause. This will affect several recycling related PIs reported this period.																																																					
		<i>Profiled Target</i>	£169	£149	£159	£167	£176	£178	£171	£163	£198	£165	£190	£177																																									
				Red	Amber	Red									Amber																																								
	£146			£187	£168	£184									£181	£172																																							
Deliver excellent services	NI 157a	Processing of planning applications as measured against targets for 'major' application types																																																					
		England Top quartile 2006/07																																																					
		Amber	Green		Amber	Green	Green									Green																																							
	79%	100%	None	75%	100%	100%									92%	82%																																							
Deliver excellent services	NI 157b	Processing of planning applications as measured against targets for 'minor' application types																																																					
		England Top quartile 2006/07																																																					
		Red	Green	Red	Green	Red	Amber									Amber																																							
	78%	83%	78%	85%	77%	83%									82%	85%																																							
Deliver excellent services	NI 157c	Processing of planning applications as measured against targets for 'other' application types																																																					
		England Top quartile 2006/07																																																					
		Amber	Green	Green	Green	Green	Green									Green																																							
	88%	91%	95%	90%	91%	90%									91%	90%																																							
<table border="1"> <caption>Performance YTD vs Target Data</caption> <thead> <tr> <th>Month</th> <th>Performance YTD (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>Apr-08</td><td>91</td><td>90</td></tr> <tr><td>May-08</td><td>95</td><td>90</td></tr> <tr><td>Jun-08</td><td>90</td><td>90</td></tr> <tr><td>Jul-08</td><td>91</td><td>90</td></tr> <tr><td>Aug-08</td><td>90</td><td>90</td></tr> <tr><td>Sep-08</td><td></td><td>90</td></tr> <tr><td>Oct-08</td><td></td><td>90</td></tr> <tr><td>Nov-08</td><td></td><td>90</td></tr> <tr><td>Dec-08</td><td></td><td>90</td></tr> <tr><td>Jan-09</td><td></td><td>90</td></tr> <tr><td>Feb-09</td><td></td><td>90</td></tr> <tr><td>Mar-09</td><td></td><td>90</td></tr> </tbody> </table>																	Month	Performance YTD (%)	Target (%)	Apr-08	91	90	May-08	95	90	Jun-08	90	90	Jul-08	91	90	Aug-08	90	90	Sep-08		90	Oct-08		90	Nov-08		90	Dec-08		90	Jan-09		90	Feb-09		90	Mar-09		90
Month	Performance YTD (%)	Target (%)																																																					
Apr-08	91	90																																																					
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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 xBV66a	Rent collection - including arrears														London prov top quartile 98.13% 2007/08
		Green	Red	Red	Green	Amber	Amber								Amber	
		98.2%	94.6%	94.6%	97.8%	96.9%	96.9%								97.2%	97.6%
Deliver excellent services	Local IC 01	Rent collection -% of rent due excluding arrears														
		Performance dropped over July and August in line with trends in previous years. In anticipation of this postcards were sent to 3,000 tenants at the beginning of July reminding them to pay their rent. The impact has been that the fall was half that of last year and recovery has been more marked over September.													Red	100%
Deliver excellent services	Local (xBV 212)	Average relet time Days														
		Performance improvement May to July has dipped in August due to a higher than average number of terminations each week. This is being scrutinised on a weekly basis at the voids meeting.													Red	31 days
Deliver excellent services	LAA, NI 156	Number of households living in Temporary Accommodation														
		Target	5336	5271	5207	5113	5030									Green
		5389	5275	5224	5182	5094	5005								5005	4000
Adults Culture & Community																
Deliver excellent services	Local	Cost per visit to a leisure centre														
		Monthly target				£3.76	£0.95	£0.56	£1.74	£0.92	£2.04	£1.04	£0.90	£6.17		Green
		£2.03			£2.27	£3.30	£1.07								£1.55	£1.77

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	Cost per visit to a library															
					Green	Green	Green									Green	
		£2.53			£2.59	£2.56	£2.58									£2.58	£2.78
Deliver excellent services	Local	Unit cost of Homecare															
					Green	Green	Green									Green	
		£17.52			£16.23	£16.23	£16.23									£16.23	£17.51