

Corporate Scorecard – March 2010



Status	
	Alert- Target not achieved/below expectation
	OK- Target achieved/ better than planned
	Warning- Just below target (typically 5% tolerance)
	Unknown

Short Term Trends	
	Increasing
	No Change
	Decreasing

A Better Haringey

Generated on: 20 April 2010

PI Sort Code	Short Name	2008/09	Apr 2009	May 2009	Jun 2009	Jul 2009	Aug 2009	Sep 2009	Oct 2009	Nov 2009	Dec 2009	Jan 2010	Feb 2010	Mar 2010	2009/10	2009/10 Target
L0504	The number of child contacts received in the month.		1,495	1,301 	1,458 	1,323 	1,037 	1,109 	1,156 	1,218 	1,030 	967 	970 	1,291 	14,355	
L0505	The percentage of contacts in the month which proceeded to referral.		22.7%	21.1% 	22.8% 	24.9% 	29.7% 	26% 	32.7% 	22% 	23.3% 	23.9% 	20.6% 	18.1% 	24%	
L0506	The number of children subject to s47 enquiries who go on to be the subject of an initial child protection conference.					32%	65.9% 	61.9% 	71.1% 	62.7% 	103.1% 	39.4% 	34% 	76.3% 	60.7%	
L0507	The percentage of children under three subject to child protection plans who have been visited and seen at the required frequency in the previous month.				88.9%	80.4% 	76.1% 	80.4% 	82.5% 	74.6% 	78% 	76% 	73.6% 	82.1% 	82.1%	
L0508	The number of Snr Prac. & Social Work posts vacant in First Response & Safeguarding & Support at the end of the month.					13.7	21.5 	10 			0	0 	0 	0 	0	

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L0509	The number of team manager and senior team manager posts vacant in First Response and Safeguarding and Support at the end of the month.					6.3	13 ↑	10 ↓			1	0 ↓	0 ▬	0 ▬	0	

Traffic Light: Red 7 Amber 4 Green 14 Unknown 1

PI Sort Code	Short Name	2008/09	London Boroughs - Average 2008/09	London Boroughs - TQ 2008/09	Apr 2009	May 2009	Jun 2009	Jul 2009	Aug 2009	Sep 2009	Oct 2009	Nov 2009	Dec 2009	Jan 2010	Feb 2010	Mar 2010	2009/10	2009/10 Target
NI 59	Percentage of initial assessments for children's social care carried out within 7 working days of referral (LAA)		78.8%	82%	25%	14.1%	12%	14.7%	25.9%	23.7%	35.2%	26%	34.9%	41.4%	41.5%	39.3%	28.3%	53%
NI 60	Percentage of core assessments for children's social care that were carried out within 35 working days of their commencement (LAA)		81.6%	88%	24.1%	26.4%	40.4%	40.8%	31.9%	59.6%	53.8%	43.1%	45.4%	43.7%	57.9%	50.3%	45.9%	63%
NI 61	Timeliness of placements of looked after children for adoption following an agency decision that the child should be placed for adoption	80%	73.1%	85.2%	N/A	N/A	0%	50%	50%	57.1%	57.1%	50%	50%	50%	54.5%	50%	50%	75%
NI 62	Stability of placements of looked after children: number of moves (LAA local)	14.69%	10.97%	9.1%	13.4%	13.87%	13.87%	13.57%	12.36%	12.82%	12.24%	12.85%	12.25%	13.98%	13.03%	13.33%	13.33%	11%
NI 63	Stability of placements of looked after children: length of placement	56.3%	67.8%	72.3%	59.4%	58%	60.7%	61.4%	63.2%	65.1%	65.1%	69%	69.7%	69.6%	71.4%	71.9%	71.9%	70%
NI 64	Child Protection Plans lasting 2 years or more	4.7%	7.8%	5.8%	0%	0%	10%	15.8%	25%	40%	42.1%	5.3%	19%	0%	21.1%	27.3%	17.9%	5%
NI 65	Percentage of children becoming the subject of Child Protection Plan for a second or subsequent time	5.6%	11.7%	9%	33.3%	5.6%	0%	20%	3.8%	12.5%	7.7%	8%	25%	15.4%	0%	9.3%	11.7%	10%
NI 66	Children in care cases which were reviewed within required timescales (LAA local)	95.6%	94.4%	98.6%				98.2%	98.2%	97.8%	97.8%	96.4%	96.4%	92.6%	91.7%	91.1%	91.1%	98.0%

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NI 67	Percentage of child protection cases which were reviewed within required timescales (LAA local)	100%	99.7%	100%														100%
NI 68	Percentage of referrals to children's social care going on to initial assessment		64.7%	79%														58%
L0035	No. of Domestic burglaries - YTD	2870																2818
L0036	No. of Personal Robberies - YTD	997																971
L0037	Theft of motor vehicle - YTD	1082																1065
L0129	No. of Serious Youth Violence - YTD	220																211
L0096	No. of Thefts from motor vehicle - YTD	3158																3126
NI 15 N	No. of recorded most serious violent crimes																	396
NI 16_N_YTD	No. of recorded serious acquisitive crimes YTD	8252																8089
NI 20	No. of recorded 'Assaults with less serious injury'	329			207	349	542	803	930	1073	1213	1389	1580	1711	1898	2011	2011	
NI 28	Number of recorded serious violent knife crimes - cumulative	508																475
NI 33	Arson incidents	248									34	14	13	9	15			360
NI 195a L0478a	Improved street and environmental cleanliness: litter - in house monitoring	4.3%																12%

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NI 195b L0478b	Improved street and environmental cleanliness: detritus - in house monitoring	12.2%			13% 	17% 	10% 	9% 	13% 	16% 	6% 	12% 	11% 	27% 	16% 	14% 	13.7% 	24%
NI 195c L0478c	Improved street and environmental cleanliness: graffiti - in house monitoring	3.5%			2.5% 	2.8% 	1.8% 	1.1% 	2.2% 	1.2% 	0.6% 	0.3% 	2.9% 	1.6% 	1% 	1% 	1.6% 	3%
NI 195d L0478d	Improved street and environmental cleanliness: fly posting - in house monitoring	1.8%			1.5% 	1.8% 	0.5% 	0.8% 	0.9% 	0.8% 	1.4% 	0.8% 	1.8% 	0.6% 	0% 	0% 	0.9% 	2%
NI 47	Percentage reduction each year of people killed or seriously injured in road traffic accidents - based on a rolling 3 year average	8.5%	1.1%	4.8%	10.5% 	11.3% 	15.5% 	13.8% 	12.4% 	10.3% 	12% 	8% 	8.7% 				8.7% 	5%
NI 48	Percentage reduction each year of children killed or seriously injured in road traffic accidents - based on a rolling 3 year average	13.2%	2.0%	12.9%	17.5% 	13.9% 	14.3% 	11.8% 	12.1% 	12.1% 	9.4% 	12.1% 	12.1% 				12.1% 	6.0%

A Greener Haringey

Generated on: 20 Apr 2010

Traffic Light: Red 2

PI Sort Code	Short Name	2008/09	London Boroughs -Average 2008/09	London Boroughs - TQ 2008/09	Apr 2009	May 2009	Jun 2009	Jul 2009	Aug 2009	Sep 2009	Oct 2009	Nov 2009	Dec 2009	Jan 2010	Feb 2010	Mar 2010	2009/10	2009/10 Target
NI 191	Residual household waste per household	639	651	551	55 	54 	59 	61 	51 	55 	54 	56 	56 	49 	46 	58 	654 	611
NI 192	Percentage of household waste sent for reuse, recycling and composting (2007-2010 LAA stretch target)	23.79%	29.43%	34.19%	23.81% 	24.48% 	24.24% 	24.69% 	24.79% 	25.26% 	25.63% 	27.46% 	25.41% 	25.97% 	26.01% 	24.7% 	25.2% 	32%

A Thriving Haringey

Generated on: 20 Apr 2010

Traffic Light: Amber 1 Green 6

PI Sort Code	Short Name	2008/09	London Boroughs Average 2008/09	London Boroughs TQ 2008/09	Apr 2009	May 2009	Jun 2009	Jul 2009	Aug 2009	Sep 2009	Oct 2009	Nov 2009	Dec 2009	Jan 2010	Feb 2010	Mar 2010	2009/10	2009/10 Target
L0084	Active Card Membership - total number	13,377			13,332	14,732	16,183	17,870	18,939	20,106	20,827	21,155	21,003	21,807	22,623	23,385	23,385	16,271
L0200	Sports and Leisure Usage	1,286,702			117,816	117,939	121,618	131,705	106,878	101,223	106,608	103,085	83,353	82,447	97,331	99,348	1.287 million	1.302 million
BV 170a	The no. of visits to/usages of museums per 1,000 population	208			180	230	392	218	226	218	217	260	164	172	188	173	220	195
L0085	Number of library visits per 1000 of the population	9,524			9,072	9,855	9,378	9,057	8,446	9,968	10,404	9,222	7,549	8,851	8,853	9,919	9,919	9,600
L0004 LAAstretch	Number of schools achieving Healthy School Status (2007 - 2010 LAA local stretch target)	76%			78%	79%	79%	79%	79%	79%	82%	85%	85%	85%	85%	85%	85%	85%
L0378	% of Not Knowns - 16 to 18 year olds who are not in education, employment or training (NEET)	11.1%			3.8%	4.1%	4.1%	4.1%	3.9%	31.5%	13.9%	6%	4.7%	4.1%	4.2%		5%	9.9%
NI 117	% of 16 to 18 year olds who are not in education, employment or training (NEET) (2007-2010 LAA stretch target)	6.8%	5.8%	4.6%	7.6%	7.7%	7.5%	7.7%	8.4%	8.1%	6.5%	7.0%	6.7%	6.7%	6.6%		6.8%	10.4%

A Caring Haringey

Generated on: 20 Apr 2010

Traffic Light: Red 1 Green 6

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L0114 LAA	Improved living conditions for vulnerable people ii) Number of older people permanently admitted into residential and nursing care - YTD (2007 -2010 LAA local stretch target)	135			7 	15 	20 	27 	41 	57 	65 	84 	97 	76 	93 	114 	114 	115
L0115 LAA	Improved living conditions for vulnerable people iii) Number of adults permanently admitted into residential and nursing care - YTD (2007 -2010 LAA local stretch target)	10			0 	1 	1 	2 	2 	5 	6 	7 	9 	10 	11 	14 	14 	20
NI 132	% of social care assessment which occur within 4 weeks (all adults) - cumulative	96.1%	85.7%	91.6%	91.4% 	91.4% 	90.9% 	91.7% 	88.7% 	89.1% 	92.6% 	93.6% 	97.0% 	96.8% 	97.2% 	97.1% 	97.1% 	95.0%
NI 133	% of social care packages following assessment which are delivered within 4 weeks	95.0%	91.7%	95.1%	92.3% 	96.7% 	96.5% 	93.6% 	93.0% 	89.6% 	90.0% 	88.4% 	95.9% 	98.7% 	97.9% 	97.7% 	97.7% 	93.0%
NI 130	Social care clients receiving Self Directed Support				8.0% 	8.0% 	13.6% 	16.8% 	18.1% 	19.0% 	21.3% 	22.7% 	22.8% 	23.8% 	23.8% 	26.0% 	26.0% 	25.0%
NI 131	Delayed transfers of care	17.0	10.0	6.8	20.4 	16.1 	14.9 	14.5 	14.4 	14.4 	14.6 	14.7 	14.5 	14.2 	13.8 	13.5 	13.5 	9.0
NI 135	% of carers receiving needs assessment or review and a specific carer's service, or advice and information - YTD (LAA)	22.1%	21.0%	23.2%	3.1% 	5.2% 	7.7% 	9.2% 	11.4% 	12.8% 	14.3% 	16.5% 	18.0% 	19.5% 	19.6% 	21.2% 	21.2% 	19.2%

Driving change, improving quality

Generated on: 20 Apr 2010

Traffic Light: Red 7 Amber 3 Green 15 Unknown 8

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ACC001	Unit Cost of Homecare	£15.05			£15.05 	£15.05 	£15.9 	£15.9 	£15.9 	£15.9 	£15.9 						£15.9 	£17.51
L0134	Cost per visit to a leisure centre	£1.41			-£0.32 	£1.32 	£0.21 	£4.73 	£2.59 	£0.98 	£2.53 	£1.16 	£2.55 	£1.11 	£1.24 	-£0.33 	£1.53 	£1.84
L0199	Cost per library visit	£2.62			£2.67 	£2.7 	£2.71 	£2.78 	£2.77 	£2.75 	£2.78 	£2.78 	£2.78 	£2.79 	£2.8 	£2.77 	£2.77 	£2.8
BV 9	% of council taxes due for the financial year which were received in year by the authority	93%			95.89% 	91.37% 	92.62% 	91.31% 	91.42% 	91.9% 	92.11% 	90.9% 	90.05% 	91.05% 	90.65% 	92.6% 	92.6% 	93.25%
BV 10	% of non-domestic rates due for the financial year which were received in year by the authority.	95.7%			93.58% 	98.63% 	97.22% 	97.93% 	97.25% 	97.64% 	96.15% 	96.03% 	95.89% 	96.14% 	94.6% 	97.5% 	97.5% 	98.5%
NI 180	The number of changes of circumstances which affect customers' HB/CTB entitlement within the year.	28,427			2,932 	2,785 	9,500 	2,802 	16,000 	8,000 	3,500 	3,500 	3,500 	8,070 	8,642 	7,493 	76,724 	34,500
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events (days)	18.3			26 	32.1 	26.7 	29.7 	43.3 	45.2 	39.2 	38 	30 	30 	28 	14 	24 	17
Fin 5b	Reduction of long term (over 211 days) Sundry Debt owed to the council	£4.35m			£3.12m 	£3.31m 	£3.02m 	£2.99m 	£2.94m 	£3.01m 	£3m 	£3.03m 	£2.94m 	£2.78m 	£2.86m 	£2.32m 	£2.32m 	£2.54m

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BV 8	% of invoices for commercial goods and services that were paid by the authority within 30 days. COUNCIL	91.7%			91.58% 	88.56% 	92.62% 	92.3% 	93.76% 	94.11% 	94.97% 	93.22% 	91.65% 	88.91% 	92.54% 	91.88% 	92.23% 	91%
CS3	Call Centre calls answered as a % of calls presented	92.86%			70% 	67% 	82% 	91% 	82% 	82% 	91% 	86% 	91% 	85% 	90% 	67% 	81% 	90%
CS2	Call centre telephone answering in 30 seconds - of calls presented (all call centre calls)	75%			43% 	43% 	50% 	64% 	52% 	49% 	62% 	48% 	64% 	55% 	65% 	35% 	52% 	70%
CS1	Customer Services Centres- Waiting times – personal callers seen in 15 mins	81%			81% 	83% 	79% 	80% 	80% 	73% 	73% 	71% 	74% 	79% 	80% 	75% 	77% 	70%
NI 14	Avoidable contact: the proportion of customer contact that is of low or no value to the customer. Council wide		27.48%	16.05%	22.2% 	20.1% 	22.2% 	22.4% 	20.2% 	21.9% 	20.1% 	20.4% 	20.4% 	19.7% 	18.5% 	20.8% 	21.7% 	16%
NI 103	Special Educational Needs – statements issued within 26 weeks - excluding exemptions	88.8%			100% 	90.9% 	100% 	100% 	100% 	100% 	92.3% 	100% 	94.4% 	100% 		100% 	97.8% 	86%
NI 103b	Special Educational Needs – statements issued within 26 weeks - including exemptions	84.4%			91.7% 	90.9% 	100.0% 	91.7% 	100.0% 	100.0% 	80.0% 	93.8% 	85.0% 	100.0% 		100.0% 	93.0% 	86.0%
L0131	Unit cost Independent Schools SEN Placements - Residential	£70,981			£81,265 	£81,078 	£82,854 	£82,746 	£80,860 	£82,811 	£81,604 	£81,617 	£81,090 	£81,111 	£81,530 	£79,932 	£79,932 	£81,973
L0132	Unit cost Independent Schools SEN Placements - Day	£38,246			£39,575 	£39,567 	£39,146 	£38,999 	£38,983 	£39,289 	£40,439 	£40,329 	£40,384 	£40,396 	£40,345 	£40,427 	£40,427 	£40,449
BV 12 - ytd	The no. of working days/shifts lost due to sickness absence per FTE employee Annual Equivalent. COUNCIL	8.88			5.79 	6.73 	7.5 	8.25 	7.93 	8.08 	9.57 	9.68 	8.49 	9.63 	8.98 	10.8 	9.38 	8.5
BV 12- rollingyr	The no. of working days/shifts lost due to sickness absence per FTE employee Rolling Year. COUNCIL	8.88			8.92 	8.8 	8.74 	8.87 	8.97 	8.92 	8.99 	8.99 	8.97 	9.08 	9.32 	9.38 	9.38 	8.5

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L0038	% of Stage 1 public complaints dealt within target (10 day) timescale. Council wide.	90%			89% 	91% 	90% 	90% 	92% 	90% 	94% 	95% 	96% 	85% 	95% 	90% 	91% 	93%
L0039	% of Stage 2 public complaints dealt within target (25 day) timescale. Council wide.	89%			93% 	56% 	90% 	92% 	70% 	88% 	100% 	82% 	81% 	79% 	100% 	82% 	85% 	90%
L0041	% of Members' Enquiries dealt with in target time. Council wide.	91%			78% 	85% 	84% 	88% 	94% 	93% 	92% 	96% 	95% 	89% 	92% 	86% 	89% 	93%
L0425	Freedom of information act (FOI) replies within 20 day time scale				88.1% 	84.8% 	67.9% 	79.7% 	86% 	83.3% 	89.2% 	84.1% 	77.4% 	75% 	81% 	69.3% 	80.5% 	100%
L0426	Data Protection Act (DPA) Subject Access Requests (SAR) within 40 day time scale	74%			93% 	69% 	78% 	92% 	92% 	69% 	73% 	57% 	100% 	83% 	100% 	100% 	84% 	100%
NI 157a	Processing of planning applications: Major applications	77.78%	66.72%	84.3%	N/A	N/A	0% 	80% 	N/A	100% 	N/A	50% 	100% 	0% 	0% 	100% 	66.67% 	60%
NI 157b	Processing of planning applications: Minor applications	80.56%	77.27%	84.65%	80.77% 	79.31% 	86.36% 	68.18% 	90.32% 	66.67% 	59.26% 	85.71% 	77.55% 	73.91% 	60.00% 	82.93% 	76.36% 	65.00%
NI 157c	Processing of planning applications: Other applications	89.39%	87.42%	92.49%	94.44% 	87.63% 	93.27% 	83.05% 	89.32% 	81.51% 	79.65% 	86.60% 	88.79% 	89.47% 	89.66% 	88.43% 	87.48% 	80.00%
IC01	% of rent collected (of rent due - excluding arrears)	99.17%			94.18% 	96.19% 	97.95% 	98.11% 	97.87% 	98.01% 	98.6% 	99.09% 	98.67% 	98.93% 	N/A	N/A	N/A	100.5%
NI 156	Number of households living in temporary accommodation (LAA)	4548			4520 	4494 	4403 	4321 	4267 	4123 	3982 	3880 	3800 	3734 	3633 	3547 	3547 	3552
BV 66a CPA H6	Local authority rent collection and arrears: proportion of rent collected - inc arrears	98.13%			96.24% 	95.66% 	95.85% 	96.54% 	97.28% 	96.68% 	97.25% 	98.41% 	97.9% 	97.8% 	N/A	N/A	N/A	97.6%

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L0066 BV 212	Average relet times for local authority dwellings let in the financial year (calendar days)	44.3 days			38.6 days 	44.4 days 	31.6 days 	35.5 days 	45 days 	40.5 days 	54.5 days 	54.4 days 	50.5 days 	56.3 days 	39.1 days 	44.9 days 	44.6 days 	27 days
L0066a	Average general needs relet times for local authority dwellings let in the financial year (calendar days)				37.8 days	39 days	26.5 days	32.6 days	31.9 days	26.4 days	37.4 days	34.8 days	40.6 days	38.6 days	31.7 days	44.6 days	34.1 days	
L0066b	Average supported housing relet times for local authority dwellings let in the financial year (calendar days)				47 days	73.3 days	57.2 days	73.6 days	96.3 days	93.2 days	99 days	106.1 days	79.9 days	102.8 days	63.4 days	46.3 days	83.3 days	