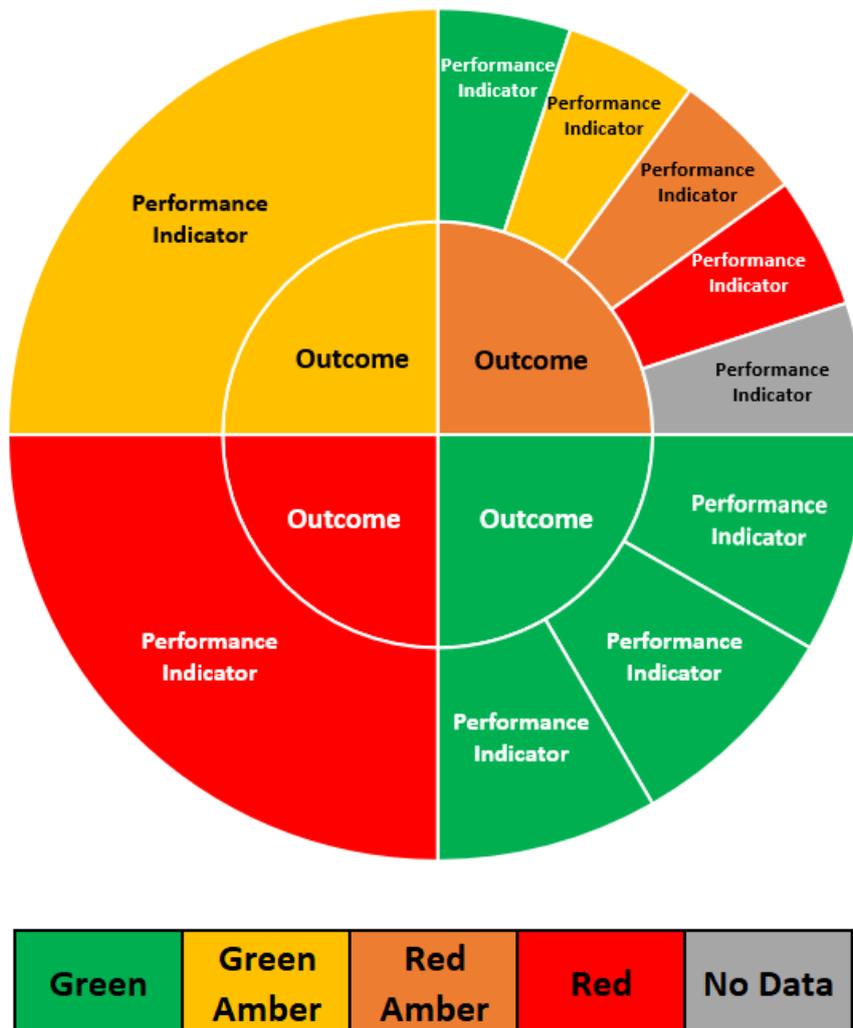


## How to read the performance wheel and RAG status

Each priority in the Borough Plan has a set of objectives and performance indicators that will illustrate progress towards achieving our goals.

A performance wheel is presented for each priority using a four-part colour-coded status to indicate how well we have performed against target - Green, Amber/Green, Amber/Red and Red.



The ratings are as follows:

- Green: current performance is equal or above target
- Green amber: current performance is below target by less than 5%
- Red amber: current performance is below target by more than 5% but less than 10%
- Red: performance is more than 10% below target
- No data: insufficient information available to assign a rating.

In some cases, such as if a performance indicator relates to an ongoing project that does not lend itself to a percentage rating or a simple number, we will make a

judgement on how to rate the indicator. In these cases, we will explain the rationale behind our decision in the performance commentary.

## Outcomes

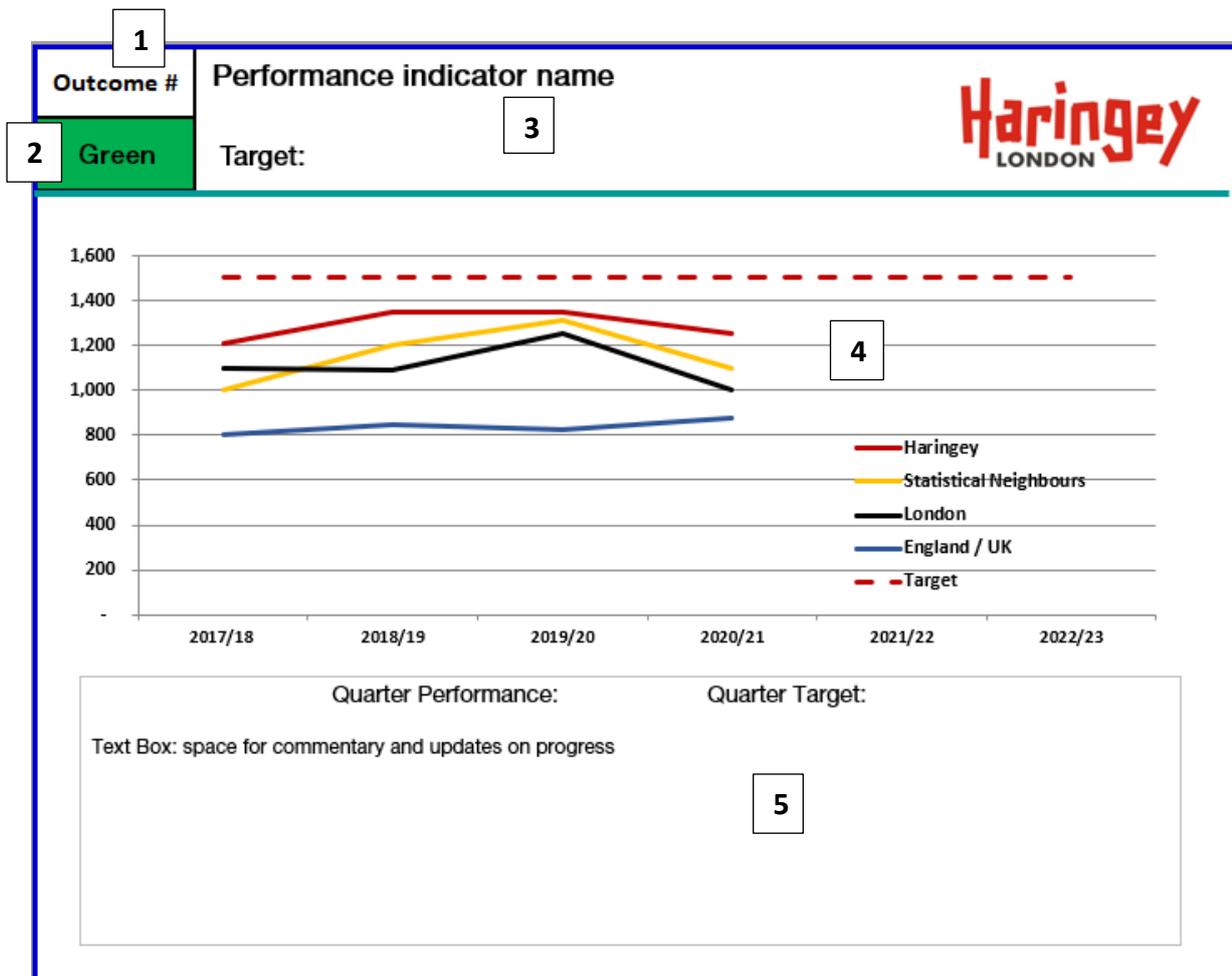
Each priority has between 3 and 5 outcomes, which are shown in the centre of the performance wheel. The outcomes outline our overall goals for each priority; they are rated based on how well we progress with the performance indicators that are associated with them, which are found on the second layer of the wheel.

## Performance Indicators

All of our objectives need to be measurable. The performance indicators have been chosen to provide definite, measurable updates on our journey to achieving the outcomes detailed in the borough plan. Most relate to work done by Haringey Council and some are there to highlight performance by our partners such as Homes for Haringey and the Metropolitan Police. The success or failure of each performance indicator affects the rating of the outcomes in the centre of the wheel.

## Indicator Slides and Charts

Clicking on the chart underneath each wheel will open a slide that gives more detail on the performance of each indicator in the previous quarter, as seen here in this example:



1. Outcome number
2. Performance rating, as shown on the performance wheel
3. Performance indicator name and annual target
4. Chart that shows past and current performance, future trajectory and comparison to London, the rest of the UK or our statistical neighbours. The term 'statistical neighbours' refers to a group of similar boroughs that we can measure our progress against. The makeup of this group varies depending on what is being measured and could be boroughs that are geographically close to Haringey, or boroughs that have a similar population size, or many other reasons. Details of the statistical neighbour groups used is available on request.
5. Commentary on how the indicator has progressed over the previous quarter, with information about how we will address any areas of underperformance.

### **Customer Feedback**

The borough plan is an ongoing process and we welcome any feedback from our residents, particularly in how we communicate our progress against our goals. Please direct any comments or questions to our customer services team via our website.