

Appendix 2 - Corporate Scorecard 2023-24

Ref to service s'card	Indicator Description	Polarity: High ▲ or Low ▼ is 'good'	Bench Mark if Available (Statistical Neighbours unless otherwise indicated)	Target Q2 2022/23	Actual Q2 2022/23	RAG Q2 - 22/23	Target Q1 2023/24	Actual Q1 2023/24	RAG Q1 2023/24	Target Q2 2023/24	Actual Q2 2023/24	RAG Q2 2023/24	Trend vs previous Quarter	Management Commentary Q2 23/24	Portfolio Holder
RESIDENTS FIRST															
Deliver the Council's new Customer Experience strategy															
RES1.	% of customer calls successfully answered (>90% answered)	▲	N/A	90%	95%	GREEN	90%	95.0%	GREEN	90%	95%	GREEN	SIMILAR		Cllr Stephen Greek
RES2.	Average Wait Time (seconds) before a telephone call is answered	▼	N/A	120	260	RED	120	147	RED	120	165	RED	DECLINING	Average Wait Time across the Contact Centre were impacted by three areas. (i) High wait times for Housing whilst the new IT system is yet to be rolled out (although wait times were shorter than Q1) (ii) An increase in wait times for Adult Social Care as the Three Conversations model is rolled out across the Access Harrow team resulting in a longer handle team. This will improve service delivery at the first point of contact and relieve the workload within the Early Intervention Service (EIS) (iii) An increase in wait times for R&B in July/August following recovery action being taken.	Cllr Stephen Greek
RES3.	% of customer calls successfully answered (<10% abandoned) (Revs & Bens)	▲	N/A	90%	92%	GREEN	90%	94%	GREEN	90%	93%	GREEN	SIMILAR		Cllr Stephen Greek
RES4.	Average Wait Time (seconds) before a telephone call is answered (Revs & Bens)	▼	N/A	240	347	RED	180	213	RED	240	277	RED	DECLINING	Average Wait Time increased during Q2 on the back of recovery action leading to higher call volumes at certain times throughout the months of July and August. This was combined with a slight reduction in staffing during the summer period. Wait times improved in September as staffing numbers returned to full capacity.	Cllr Stephen Greek
RES6	Complaints answered within timescale	▲	N/A	New in 2023/24	New in 2023/24	New in 2023/24	90%	95%	GREEN	90%	94%	GREEN	SIMILAR		Cllr Stephen Greek
Deliver service improvements that contribute to a positive customer experience															
RES12	PM1 Average time for processing new benefits claims (days)	▼	N/A	25	22.35	GREEN	25	22.84	GREEN	25	23.01	GREEN	SIMILAR		Cllr Stephen Greek
RES13	PM5 Average time for processing changes of circumstances (days)	▼	N/A	12	8.6	GREEN	12	6.2	GREEN	12	9.8	GREEN	DECLINING		Cllr Stephen Greek
RES39	% FOI responses within 20 working days	▲	N/A	90%	79%	RED	90%	94%	GREEN	90%	79%	RED	DECLINING	The current situation within the Adults and Children's Complaints department has been impacted due to the recent departure of two Full-Time Equivalent (FTE) employees. This has temporarily left the department with only one manager and one officer to handle the information rights workload. However, we are pleased to inform that two new Full-Time Equivalent positions have been successfully filled. The newly appointed individuals are currently undergoing relevant background checks before start date agreed.	Cllr Stephen Greek
Ensure a seamless customer journey through up - to -date and connected IT															
RES36	Total of all IT incidents raised during reporting period	▼	N/A	7200	6381	GREEN	4500	3795	GREEN	4500	3640	GREEN	IMPROVING		Cllr Stephen Greek
RES41	% operating time without active P1 incidents	▲	N/A	New in 2023/24	New in 2023/24	New in 2023/24	99.50%	99.12%	AMBER	99.50%	99.94%	GREEN	IMPROVING		Cllr Stephen Greek
RES42	% operating time without active P1 or P2 outages on customer facing systems	▲	N/A	New in 2023/24	New in 2023/24	New in 2023/24	97.50%	99.22%	GREEN	97.50%	96.58%	AMBER	SIMILAR		Cllr Stephen Greek
Ensure that the digital experience promotes digital as the channel of choice															
RES5.	Self service as a proportion of overall contact	▲	N/A	0.95	95.70%	GREEN	95%	95.80%	GREEN	0.95	95.40%	GREEN	SIMILAR		Cllr Stephen Greek
Ensure culturally aware customer care that enables outstanding service delivery to residents from all backgrounds.															
New	% of employees trained in the Customer Excellence Academy	▲	N/A	New in 2023/24	New in 2023/24	New in 2023/24	New in 2023/24	New in 2023/24	New in 2023/24	15%	12%	RED	-	Good start made in the Customer Excellence Academy but not quite meeting the 15% target, however work will intensify to roll out training across the Local Authority.	Cllr Stephen Greek
Additional RF Indicators															
New	% who are satisfied with the way the Council runs things (survey)	▲	60% (LGA Feb 2023)	-	-	-	-	-	-	-	-	-	-	Next Data Available in Q4 23/24	Cllr Stephen Greek
New	Council takes account of residents' views when making decisions (survey)	▲	n/a	-	-	-	-	-	-	-	-	-	-	Next Data Available in Q4 23/24	Cllr Stephen Greek
New	% who feel that they can influence decisions affecting their local area (survey)	▲	n/a	-	-	-	-	-	-	-	-	-	-	Next Data Available in Q4 23/24	Cllr Stephen Greek
New	%age who agree that the Council keeps residents informed about what it's doing (survey)	▲	59% (LGA Feb 2023)	-	-	-	-	-	-	-	-	-	-	Next Data Available in Q4 23/24	Cllr Stephen Greek
New	Residents who agree that people from different backgrounds get on well together in their local area (survey)	▲	77% (LGA Feb 2023)	-	-	-	-	-	-	-	-	-	-	Next Data Available in Q4 23/24	Cllr Stephen Greek
Res 29	Proportion of staff trained in information security	▲	N/A	95%	35.00%	RED	95%	89.60%	RED	90%	90.00%	GREEN	IMPROVING		Cllr Stephen Greek

Ref to service s'card	Indicator Description	Polarity: High ▲ or Low ▼ is 'good'	Bench Mark if Available (Statistical Neighbours unless otherwise indicated)	Target Q2 2022/23	Actual Q2 2022/23	RAG Q2 - 22/23	Target Q1 2023/24	Actual Q1 2023/24	RAG Q1 2023/24	Target Q2 2023/24	Actual Q2 2023/24	RAG Q2 2023/24	Trend vs previous Quarter	Management Commentary Q2 23/24	Portfolio Holder
CLEAN & SAFE															
Increase resident's perception of being safe in Harrow'															
Csafe 1	Number of anti-social behaviour incidents	▼	1500				1291	1379	RED	1299	1319	AMBER	IMPROVING		Cllr Anjana Patel
Csafe 2	% of repeat locations for ASB complaints	▼	Local				12%	7%	GREEN	10%	8%	GREEN	DECLINING		Cllr Anjana Patel
Csafe 3	Repeat web contact ASB complaints (over 12 months)	▼	Local				10%	8.90%	GREEN	10%	7.00%	GREEN	IMPROVING		Cllr Anjana Patel
Csafe 6	Catalytic Converter Theft (rolling year)	▼	TBC				550	166	GREEN	414	91	GREEN	IMPROVING		Cllr Anjana Patel
CYPS 21	Rate of serious violence offences per 10,000 of the general 10-17 year old population	▼	8.8			New Indicator in 2023-24	8.8	7.6	GREEN	8.8	7.6	GREEN	SIMILAR	This has been recalculated locally for both Q1 & Q2. This was due to the issues with our system provider. Q1 rate has been recalculated and should be 7.6	Cllr Hitesh Karia
Take enforcement action to protect residents and the environment															
ENV 1	Number of enforcement actions commenced (including FPNs) - fly tips	▲	Local	60	91	GREEN	60	287	GREEN	60	394	GREEN	IMPROVING	Quarter 2 shows improved performance and exceeds target.	Cllr Anjana Patel
ENV 2	Number of FPNs issued - (tri-borough contract)	▲	Local	-	-	-	900	1488	GREEN	900	1635	GREEN	IMPROVING	This work is carried out by the contractor. Performance in quarter 2 exceeds target and shows improvement from quarter 1.	Cllr Anjana Patel
ENV 3	Fly-tipping incidents per 1,000 people	▼	46 (Defra 2021/22 annual)	10.10	10.03	GREEN	12	11.79	GREEN	12	12.12	AMBER	SIMILAR	Performance for quarter 2 is just off target. Action: This area is being closely monitored by the Head of Service.	Cllr Anjana Patel
Implement a new approach to a well maintained highway network															
ENV 13	Percentage of actionable highway defects rectified within timescale (either reported or found during cyclic inspections)	▲	Local	100%	93.55%	RED	87%	81.34%	RED	87%	87.50%	GREEN	IMPROVING	This work is carried out by the contractor. Quarter 2 shows improved performance and is above target. Action: Formal monthly meetings led by the Head of Service require the contractor to report on progress made in meeting timescales and where further improvement is needed confirmation that there are effective performance improvement plans in place to make these improvements. The contractor has increased the number of lining crews. Additional resources have been deployed in this area.	Cllr Anjana Patel
ENV 18	Percentage of land assessed for litter that falls below an acceptable standard - Litter, Detritus, Graffiti, Fly-posting.	▼	10.08% (L) 13.76% (D) 7.91% (G) 3.34% (FP) (KBT 2022/23)	-	-	-	* 7.7% (L) 9.54% (D) 7.75% (G) 3.25% (FP)	3% (Litter) 1% (Detritus) 6% (Graffiti) 0% (Fly Posting)	GREEN	-	-	-	-	Next inspection is due in quarter 3. Target is annual target.	Cllr Anjana Patel
Provide excellent green and cultural spaces for our residents															
	Qualitative update only							-	n/a	-	-	-	-		
Protecting the character of Harrow															
	Qualitative update only							-	n/a	-	-	-	-		
Invest in the physical infrastructure of Harrow															
	Qualitative update only							-	n/a	-	-	-	-		
Improve business engagement															
CLIE 4	Footfall in Harrow town centre (year on year % change)	▲	5%				1%	0.90%	AMBER	2%	2.30%	GREEN	IMPROVING		Cllr Norman Stevenson
CLIE 5	% of vacant high street premises in Harrow Town Centre (based on empty units)	▼	11.40%				8%	8.30%	AMBER	8%	8.30%	AMBER	SIMILAR		Cllr Norman Stevenson

Ref to service s'card	Indicator Description	Polarity: High ▲ or Low ▼ is 'good'	Bench Mark if Available (Statistical Neighbours unless otherwise indicated)	Target Q2 2022/23	Actual Q2 2022/23	RAG Q2 - 22/23	Target Q1 2023/24	Actual Q1 2023/24	RAG Q1 2023/24	Target Q2 2023/24	Actual Q2 2023/24	RAG Q2 2023/24	Trend vs previous Quarter	Management Commentary Q2 23/24	Portfolio Holder
Embed effective responses to climate change and enable the recovery															
ENV 19	Percentage of household waste sent for recycling (Oflog)	▲	32.7% (Defra 2021/22 annual)	50%*	33.0%	RED	50%*	27.2%	RED	33%*	32.7%	GREEN	IMPROVING	Qtr 1 performance shows significant improvement from Qtr 4. Target of 33% is annual target. Performance for this indicator is reported quarterly in arrears. Q1 performance is therefore reported in Q2.	Cllr Stephen Greek
ENV 20	Residual household waste per household (kg/household) (Oflog)	▼	543kg (Defra 2021/22 annual)	-	-		172.5	161.1	GREEN	172.5	171.5	GREEN	DECLINING	Qtr 1 performance continues to remain within the target. Annual target is 690kg. Performance for this indicator is reported quarterly in arrears. Q1 performance is therefore reported in Q2.	Cllr Stephen Greek
Hsg 12 (climate)	% of existing council homes with an EPC rating of C+	▲	TBC				37%	37.10%	GREEN	38%	38.10%	GREEN	IMPROVING		Cllr Anjana Patel
Enable more new Homes to be available in Harrow															
Reg&PI 1	Number of new homes built (stats become available in Q2 for previous year Q4)	▲	N/A				-	-	-	-	653	-	-	Housing completions can fluctuate between years, depending on broader development activity in London and when specific sites in Harrow complete. The underperformance for 2022/23 is considered to be a reflection of broader trends in development activity across London. Housing development is predominately undertaken by the private sector and the Council's primary role is to allocate sufficient land and grant sufficient permissions to meet the target. In this regard, Harrow has a strong pipeline of sites, equating to approximately 6.5 years supply.	Cllr Marliyn Ashton
Reg&PI 2:	Proportion of new homes that are affordable (stats become available in Q2 for previous year Q4)	▲	N/A				-	-	-	-	35%	-	-	The underperformance is relative to the Council's Local Plan target of 40% affordable housing from all sources (not just planning permissions). In terms of planning permissions, the Mayor's threshold level for affordable housing is 35%, at 34.8%, the 2022/23 is just below that level. It also represents a continuation of greater levels of affordable housing being completed in the borough. Delivery is also dependent on factors outside the Council's control, such as the proportion of housing completions from sources where the LPA cannot secure affordable housing (i.e. office to residential conversions).	Cllr Marliyn Ashton
Look after and make best use of the Council's estate.															
Hsg 1:	% properties in disrepair	▼	N/A				7.80%	7.80%	GREEN	7.60%	7.60%	GREEN	IMPROVING		Cllr Mina Parmar
Hsg 2	% of homes not meeting the Decent homes standard	▼	15% (GLA survey - 2019)				12%	12.1%	GREEN	12%	12%	GREEN	IMPROVING		Cllr Mina Parmar
Hsg 3	% Homes with valid gas certificate	▲	99.5% (Mar 23)				99.50%	99.31%	AMBER	100%	100%	GREEN	IMPROVING		Cllr Mina Parmar
Hsg 4	% of buildings that have had all the necessary fire risk assessments	▲	100% (21/22)				100%	100%	GREEN	100%	100%	GREEN	SIMILAR		Cllr Mina Parmar
Hsg 5	% of homes in buildings that have had necessary asbestos management surveys or re-inspections	▲	100% (21/22)				100%	100%	GREEN	100%	100%	GREEN	SIMILAR		Cllr Mina Parmar
Hsg 6	% of homes that have had all the necessary water safety checks	▲	100% (21/22)				100%	97%	AMBER	100%	100%	GREEN	IMPROVING		Cllr Mina Parmar
Hsg 7	% of homes that have had all the necessary Lift safety checks	▲	100% (21/22)				100%	92%	RED	100%	100%	GREEN	IMPROVING		Cllr Mina Parmar
Hsg 8	% of domestic properties with EICR certificates	▲	98.69% (Feb 22)				34%	32.8%	AMBER	37%	44.9%	GREEN	IMPROVING		Cllr Mina Parmar

Ref to service s'card	Indicator Description	Polarity: High ▲ or Low ▼ is 'good'	Bench Mark if Available (Statistical Neighbours unless otherwise indicated)	Target Q2 2022/23	Actual Q2 2022/23	RAG Q2 - 22/23	Target Q1 2023/24	Actual Q1 2023/24	RAG Q1 2023/24	Target Q2 2023/24	Actual Q2 2023/24	RAG Q2 2023/24	Trend vs previous Quarter	Management Commentary Q2 23/24	Portfolio Holder
SUPPORTING THOSE MOST IN NEED															
Work in partnership with the VCS to help support the health and wellbeing of residents and the integration of services															
<i>Qualitative update only</i>															
Support refugees via Government programmes to settle and integrate into the borough															
<i>Qualitative update only</i>															
Increase procurement of private rented accommodation to house those in need															
Hsg 9	Total % private rented accommodation procured within 35 miles of Harrow	▲	N/a -local				BL	99.9%	-	99.5%	99.6%	GREEN	SIMILAR	Baselined in Q1 - 479 of 482 properties within 35 miles	Cllr Mina Parmar
Hsg 10	Number of households in temporary accommodation	▼	16.4 per 1,000 households = approx 1500 equivalent for Harrow (March 2022)				1075	1082	AMBER	1075	1098	AMBER	SIMILAR		Cllr Mina Parmar
Hsg 11	Homelessness prevention (%)	▲	TBC				53%	68.8%	GREEN	52%	62.4%	GREEN	DECLINING		Cllr Mina Parmar
Target support to help residents out of financial hardship															
<i>Qualitative update only</i>															
Support residents to realise their career ambitions through delivering prevocational and vocational learning (including ESOL, Digital Skills, Job brokerage with local employers)															
CLIE 1	Total No of enrolments in Adult Community Learning (combined)	▲	N/a -local				876	876	GREEN	600	1520	GREEN	IMPROVING		Cllr Jean Lammiman
CYPs 9:	% of eligible Care Leavers (aged 19/21) in education, employment or training	▲	57%				65	65.5	GREEN	65	65.1	GREEN	SIMILAR		Cllr Hitesh Karia
CLIE 2	Total number of residents supported into employment; Xcite, Learn Harrow, Supply Chain and Section 106	▲	N/a -local				50	36	RED	50	190	GREEN	IMPROVING		Cllr Norman Stevenson
CLIE 3	Total number of residents provided with information and advice in employment or training	▲	N/a -local				200	253	GREEN	200	256	GREEN	IMPROVING		Cllr Norman Stevenson
Number of Council apprenticeships in line with flagship action															
Supporting children, young people and families through the development of the prevention and community offer															
CYPS 1:	% of Re-referrals that are repeat within 12 months	▼	17%	16%	16.4%	AMBER	19%	14.5%	GREEN	19%	13.8%	GREEN	IMPROVING		Cllr Hitesh Karia
CYPS 2:	% of assessments completed within 45 working days	▲	85%	90%	77.6%	RED	85%	58.6%	RED	85%	62.3%	RED	IMPROVING	Action has been taken to clear a backlog of overdue assessments which will see performance dropping as the backlog gets cleared. Steps are being taken to prevent further assessments exceeding 45 days, There is daily monitoring of case progression by team managers. For new allocations, supervision will be completed within 10-15 days. A further case tracking meeting will occur at days 20-25 to ensure that the assessment is on track for completion and sign off by day 35.	Cllr Hitesh Karia
CYPS 5:	% of CPP for 2nd or subsequent time	▼	19%	15%	10.5%	GREEN	20%	18.8%	GREEN	20%	9.9%	GREEN	IMPROVING		Cllr Hitesh Karia
CYPS 25:	Universal Reach numbers for Early Support Hubs	▲	Local indicator	No Target - This indicator is for information about reach	2656	-	This indicator is for information about reach	3296	-	This indicator is for information about reach	3348	-	IMPROVING		Cllr Hitesh Karia

Ref to service s'card	Indicator Description	Polarity: High ▲ or Low ▼ is 'good'	Bench Mark if Available (Statistical Neighbours unless otherwise indicated)	Target Q2 2022/23	Actual Q2 2022/23	RAG Q2 - 22/23	Target Q1 2023/24	Actual Q1 2023/24	RAG Q1 2023/24	Target Q2 2023/24	Actual Q2 2023/24	RAG Q2 2023/24	Trend vs previous Quarter	Management Commentary Q2 23/24	Portfolio Holder
Improving the quality and sustainability of care provision in Harrow															
ASCOF 2d and OfLoG monitored	Reablement - % of new people completed reablement (no ongoing support required) (OfLoG)	▲	7 of 16 (CIPFA) in 2022				80%	81%	GREEN	80%	84%	GREEN	IMPROVING	This result is on track and no actions are planned.	Cllr Pritesh Patel
ASC 16	CQC rating "requires improvement" of Homecare Providers used	▼	not available				18%	17.9%	GREEN	18%	16.6%	GREEN	IMPROVING	This result is on track and no actions are planned.	Cllr Pritesh Patel
ASC 23	Safeguarding - of those asked, % of people with goals met	▲	not available				90%	96%	GREEN	90%	97%	GREEN	IMPROVING	This result is on track and no actions are planned.	Cllr Pritesh Patel
ASC 24	Safeguarding - where risk identified, was reduced or removed	▲	not available				85%	82.30%	AMBER	86%	84.90%	AMBER	IMPROVING	COMMENT: The recruitment of a service manager is now expected in November. ACTION: External review of the entire safeguarding pathway has been completed and identified the lack of a QA process. An action plan is being drawn up that will address this particular issue and embed a QA process.	Cllr Pritesh Patel
<i>Other Adults Survey Related Measures will be made available in Q4 & Q1 nex year.</i>															

Ref to service s'card	Indicator Description	Polarity: High ▲ or Low ▼ is 'good'	Bench Mark if Available (Statistical Neighbours unless otherwise indicated)	Target Q2 2022/23	Actual Q2 2022/23	RAG Q2 - 22/23	Target Q1 2023/24	Actual Q1 2023/24	RAG Q1 2023/24	Target Q2 2023/24	Actual Q2 2023/24	RAG Q2 2023/24	Trend vs previous Quarter	Management Commentary Q2 23/24	Portfolio Holder
Reducing Health Inequalities															
	% of births that receive a face to face New Birth Visit within 14 days by a Health Visitor	▲	87.8% (21/22)				90%	88%	AMBER	90%	88%	AMBER	SIMILAR	While below our very high target, this figure is still above the London average for 21/22 (87.8%) and the England average (82.7%). Mothers / families can postpone or refuse an appointment. From the data below we can assure ourselves that the service is making great efforts to achieve the 90% target. There are a very small number where the Health Visitor has not 'closed the event' which is the only thing that is really in the service's gift to change. They have made improvements in their processes to reduce those numbers and we hope to see that improve still further next quarter. In addition to the 88% seen within 14 days, 9% of births were seen within 30 days i.e. 97% of new birth visits happened within 30 days. The shortfall in numbers equates to 90 children. Of which, 2 x completed in timescales; 69 x completed after due date; 9 x outcome not recorded; 4 x Hospital / SCBU; 3 x patient left area; 3 x Assessment declined; 1 x unsuccessful attempts; 0 x not completed; 1 x home visit/no reply. We have reduced the target to 90% as this is now the new contractual target better to reflect the situation on the ground and to take into account what the service can actually influence.	Cllr Pritesh Patel
	% of people from total eligible population invited for a Health Check	▲	16.2% of total eligible population (TEP) 18/19 - yearly data				5%	6%	GREEN	10%	10%	AMBER	IMPROVING	These figures do not represent the full Q2 performance figures. Due to technical issues with EMIS Enterprise search, we are missing 3 weeks' worth of data and only have data for the first 7 days of September. This has been raised as an issue with EMIS. Our YTD performance with the partial Q2 figures, puts us as AMBER rating, only 212 invites behind target. It is reasonable to expect that these will have been achieved in September. Target - 7062 (10% of TEB) Actual - 6850 (9.7% of TEP)	Cllr Pritesh Patel
	Proportion of people that successfully quit smoking who engage with the smoking cessation service	▲						-	-	-	-	-	-		Cllr Pritesh Patel
	Proportion of new sign ups in at least one of our target groups (e.g. ethnic minority, from deprived community)	▲	N/A				72	71	AMBER	54	42	RED	DECLINING	In Q2, the privacy policy was reviewed and some of our registration materials to make clearer how their information is used and where it is stored. This was to alleviate some of the concerns of walkers who feel hesitant to give their data. The data from Q2 shows that we're still experiencing these issues, and will continue to follow through with actions suggested in Q1. In addition, volunteers will be refreshed on data privacy and the use of the Upshot registration system. We have also started 2 new walks in new or returning areas in the last month and should see this reflected in Q3. We will also be increasing our engagement with people with LTHC and minority communities through use of JOY, the development of a physical activity workshop and development of walks with local charities.	Cllr Pritesh Patel

Ref to service s'card	Indicator Description	Polarity: High ▲ or Low ▼ is 'good'	Bench Mark if Available (Statistical Neighbours unless otherwise indicated)	Target Q2 2022/23	Actual Q2 2022/23	RAG Q2 - 22/23	Target Q1 2023/24	Actual Q1 2023/24	RAG Q1 2023/24	Target Q2 2023/24	Actual Q2 2023/24	RAG Q2 2023/24	Trend vs previous Quarter	Management Commentary Q2 23/24	Portfolio Holder
Additional STMIN indicators															
Csafe 4	Domestic (flagged) offences (rolling 12 months)	▼	10.7 per 10000 pop (RY May 23)				2185	2269	RED	2214	2186	GREEN	IMPROVING		Cllr Anjana Patel
Csafe 5	Domestic abuse with injury offences (rolling 12 months)	▼	24.4% (RY May 23)				516	525	AMBER	500	537	RED	SIMILAR	Reducing domestic abuse is a priority for the local community safety partnership.	Cllr Anjana Patel
Edu 16	Special Educational Needs – Education, Health Care Plans (EHCP) issued within 20 weeks (excluding exception)	▲	2022 57.3% - SN 54.7% - London 49.1% - National	65%	27%	RED	59%	8%	RED	59%	35%	RED	IMPROVING	SENARS have seen a 34% increase in request for assessments this academic year, putting an immense strain on the team's capacity. Staff turnover has also been a factor with several experienced staff members leaving and new staff taking time to be trained. A full time caseworker is managing approx 39 (an increase from 26 last quarter) EHC needs assessments at any one time. Delays in Health advice are also making EHCPs late. The EP service have provided 62% of SEN advice on time in the academic year 22-23. Lack of Special School places has also affected the ability to finalise EHCPs. Actions: Additional capacity has been provided from within SENARS staffing budget. New staff are making good progress in their training. A new system has been implemented which has revised some BS processes and the timeliness on assessments is improving. SEND Strategy to focus on place planning for CYP who require a special school. Schools Forum releasing money to put interim support in place while children's plans are being finalised. - <i>Of the actual (36 under 20 weeks 67 over 20 weeks)</i>	Cllr Hitesh Karia
Edu 17	Special Educational Needs – Education, Health Care Plans (EHCP) issued within 20 weeks (all such EHCP, including exceptions)	▲	2022 50.8% - SN 51.9% - London 47.6% - National	65%	27%	RED	59%	10%	RED	59%	35%	RED	IMPROVING		Cllr Hitesh Karia
Edu 18	The percentage of Young People with a SEND who are in mainstream education and training, ISPs or supported internships in the National Curriculum Years 12 to 16+ (age 16 - 24)	▲	September 2023 22.9% - SN 21.5% - London 33.7% - National	Above national	57.3%	GREEN	Above national	72.8%	GREEN	34%	20%	RED	DECLINING	The percentage of Young People with a SEND EHCP (Education, Health Care Plan) age 16 to 24 in mainstream education has decreased from 72.8% in June 2023 (end of the academic year) to 20.0% in September 2023 (at the beginning of the academic year). Harrow's September 2023 outcome is below the Statistical Neighbours, London and England averages. Please note that September is very much a transition month, so a great many YP will be in the "not known" category as they are still being tracked to their current destination. This is how the data should be managed and treated as per DfE guidelines so not too much notice should be made around these figures, hence why the target months are December, January & February. All regions and areas will be reporting the same. For example, all Yr 11 leavers are given a destination of Yr 11 transition, which is a "not known" destination until they are confirmed in their new destination.	Cllr Hitesh Karia

Ref to service s'card	Indicator Description	Polarity: High ▲ or Low ▼ is 'good'	Bench Mark if Available (Statistical Neighbours unless otherwise indicated)	Target Q2 2022/23	Actual Q2 2022/23	RAG Q2 - 22/23	Target Q1 2023/24	Actual Q1 2023/24	RAG Q1 2023/24	Target Q2 2023/24	Actual Q2 2023/24	RAG Q2 2023/24	Trend vs previous Quarter	Management Commentary Q2 23/24	Portfolio Holder
Edu 32	Key Stage 2 & Special Educational Needs Achievement gap between pupils with special educational needs and their peers, based on % of pupils achieving the national standard in reading, writing and mathematics (RWM) at the end of key stage 2	▼	2022-23 51.7% - SN 48.9% - London 50.3% - National	Gap lower than SN	48.4%	-	Gap lower than SN	52.3%	GREEN	Gap lower than SN	49.9%	GREEN	IMPROVING	In 2022-23 75.9% of children with No SEN Provision (78.0% in 2021-22) attained the national standard in RWM compared to 26.0% of pupils with a SEN (25.7% in 2021-22) attaining the national standard. Harrow's gap this year of 49.9% is narrower than the national gap of 50.3%. Harrow's SEN result of 26.0% is higher than the national average of 20.0%.	Cllr Hitesh Karia
				SN 25.5	2018-19 Final results		2021-22 Final results		2022-23 Final Result						
Edu 38	Key Stage 4 & Special Educational Needs The Special Educational Needs (SEN)/non-SEN gap based on average attainment across 8 GCSE subjects at the end of Key Stage 4	▼	2022-23 Provisional results 24.8 - SN 22.7 - London 21.9 - National	Gap lower than SN	24.5	Amber	Gap lower than SN	22.4	GREEN	24.8	23.5	GREEN	SIMILAR	The average Attainment 8 score of Harrow's pupils with a SEN in 2022-23 is 31.2 (provisional) (35.1 in 2021-22), which is lower than the score of 54.7 (57.5 in 2021-22) of the pupil's with no SEN, resulting in a 23.5 gap (22.4 in 2021-22 & 24.5 in 2018-19). Harrow's gap is wider than the national and London gaps and narrower than statistical neighbours. Harrow's SEN score of 31.2 is above the national score of 28.0 but below the statistical neighbour score of 32.4 and London score of 31.7.	Cllr Hitesh Karia
				SN 24.5	2018-19 Final results		2021-22 Final results		2022-23 Provisional Result						
Edu 7	Annual rate of Secondary School Permanent exclusions as % of Harrow school population	▼	2021-22 0.12% - SN 0.09% - London 0.16% - National	0.20%	0.20%	GREEN	0.20%	0.13%	GREEN	0.20%	0.19%	GREEN	DECLINING	Harrow's secondary school permanent exclusions have increased from 11 (0.07%) in 2020-21 to 32 (0.19%) in 2022-23, which is at the pre-covid levels such as 29 (0.20%) in 2018-19. For 2021-22 Harrow's secondary school exclusion rate is above both the 2021-22 statistical neighbours outcome (0.12%) and London (0.09%) but below the national position (0.16%). Harrow was in a better position than the nation but did less well regionally. Harrow's 2022-23 data will be compared when the 2022-23 data has been published nationally in July 2024.	Cllr Hitesh Karia
					2018-19 29 exclusions DfE data		2021-22 21 exclusions DfE data		2022-23 32 exclusions Harrow data						
Edu 8	Annual rate of Primary, Secondary & Special School Permanent Exclusions as % of Harrow school population	▼	2021-22 0.06% - SN 0.04% - London 0.08% - National	0.10%	0.09%	GREEN	0.10%	0.06%	GREEN	0.10%	0.09%	GREEN	DECLINING	Permanent exclusions increased from 0.03% (11) in 2020-21 to 0.09% (37) in 2022-23, which is at pre-covid levels such as 33 (0.09%) in 2018-19. Harrow's 2021-22 exclusions are the same as the 2021-22 outcomes of our statistical neighbours (0.06%), above than London (0.04%) but lower than national (0.08%). Harrow's 2022-23 data will be compared when the 2022-23 data has been published nationally in July. Harrow's permanent exclusions targets are challenging as they set to be in-line with the national averages. In small authorities like Harrow small numbers can impact progress against the target significantly.	Cllr Hitesh Karia
					2018-19 33 exclusions DfE data		2021-22 24 exclusions DfE data		2022-23 37 exclusions Harrow data						
Edu 10	Annual rate of Primary, Secondary & Special School Permanent Exclusions of Pupils with a Special Education Need (SEN) as % of Harrow school population with the same SEN status	▼	2021-22 0.14% - SN 0.10% - London 0.22% - National	0%	0.38%	RED	0%	0.16%	AMBER	0%	0.49%	RED	DECLINING	In-line with the total number of permanent exclusions increasing, the exclusions given to pupils with a SEN has also increased. In 2022-23 of the 37 exclusions, 21 were given to pupils with SEN Support and 5 to pupils with an EHCP.	Cllr Hitesh Karia
					2018-19 18 exclusions DfE data		2021-22 8 exclusions DfE data		2022-23 26 exclusions Harrow data						

Ref to service s'card	Indicator Description	Polarity: High ▲ or Low ▼ is 'good'	Bench Mark if Available (Statistical Neighbours unless otherwise indicated)	Target Q2 2022/23	Actual Q2 2022/23	RAG Q2 - 22/23	Target Q1 2023/24	Actual Q1 2023/24	RAG Q1 2023/24	Target Q2 2023/24	Actual Q2 2023/24	RAG Q2 2023/24	Trend vs previous Quarter	Management Commentary Q2 23/24	Portfolio Holder
Edu 11	Annual rate of Primary, Secondary & Special School Suspensions as % Harrow school population	▼	2021-22 3.66% - SN 4.34% - London 6.91% - National	1.92%	2.12%	RED	1.92%	2.62%	RED	1.92%	3.19%	RED	DECLINING	Harrow's performance is better than both regional and national outcomes. Against any of the national or regional benchmarks Harrow would be rated Green. Harrow's exclusions targets are challenging as they were set to be in-line with Harrow's previous best outcomes. In small authorities like Harrow small numbers can impact progress against the target significantly. The number of Suspensions have increased from 547 (1.44%) in 2020-21 to 1,247 (3.18%) in 2022-23 and are higher than the pre-covid 2018-19 number of 789 (2.12%). Harrow's 2021-22 outcome is significantly better the 2021-22 outcomes of our statistical neighbours (3.66%), London (4.34%) and nationally (6.91%).	Cllr Hitesh Karia
Edu 12	Annual rate of overall absence in primary schools	▼	2021-22 6.0% - SN 5.9% - London 6.3% - National	4.0%	3.8%	GREEN	4.0%	5.6%	RED	4.0%	6.0%	RED	DECLINING	Harrow's performance is better than both statistical neighbours and national outcomes, against any of the national or regional benchmarks Harrow would be rated Green. The annual rate of absence has declined from 3.3% in 2020-21 to 6.0% in 2022-23. Absence in Harrow's primary schools for the previous four years is 4.1% in 2015-16 and 3.8% in both 2016-17 and 2017-18 and 3.8% in 2018-19. 2019-20 only has attendance for the autumn term due to Covid related school closures. The 'Harrow data' is local data and provisional, which we suspect 'may' have a recording issue and we continue to monitor. In 2021-22 Harrow's primary school's absence rate is better than the statistical neighbour, London and national averages. The Attendance Intervention Model (AIM) is now in use by all schools (including Academies). It is contributing to a positive impact on attendance overall.	Cllr Hitesh Karia
Edu 14	Annual rate of overall absence in secondary schools	▼	2021-22 7.3% - SN 7.4% - London 9.0% - National	4.0%	4.8%	RED	4.0%	7.0%	RED	4.0%	9.7%	RED	DECLINING	The annual rate of absence in Harrow's secondary schools has declined from 5.0% in 2020-21 to 9.7% in 2022-23. Absence in our high schools for the last four years is 4.5% in 2015-16, 4.7% in both 2016-17 and 2017-18 and 4.8% in 2018-19. 2019-20 only has attendance for the autumn term due to Covid related school closures. The 'Harrow data' is local data and provisional, which we suspect 'may' have a recording issue and we continue to monitor. In 2021-22 Harrow's secondary school's absence rate is below the statistical neighbour, London and national averages. The Attendance Intervention Model (AIM) is now in use by all schools (including Academies). It is contributing to a positive impact on attendance overall.	Cllr Hitesh Karia