

APPENDIX C

Indicators brought forward for further monitoring at P&F Chair's briefing

Indicator	Selected for monitoring	Q2 Status	Update at Q2	Comments and action to be taken - briefing meeting 27 November 2012
Keeping neighbourhoods clean, green and safe				
NI 32 - repeat incidents of domestic violence	Q3, 2010/11	HG	(On the matters arising from the meeting with the Borough Commander) A template for the supply of community safety data to Members is under development and will be populated by Council staff.	The apparently low level of communications (including to Members) on the local White Ribbon event to be drawn to the attention of the Communications Unit. Monitoring at Chair's briefing to continue.
- Residential burglaries - Serious acquisitive crime	Q2, 2011/12	LG HG	The most recent evaluation of Smartwater indicated that there is no evidence that it has reduced residential burglary. However, residential burglary is one of Safer Harrow's most important priorities and is the target of a number of initiatives and measures. Residential burglary has started to show substantial reductions in 2012. In the financial year to date, residential burglary has decreased by 13% compared to the same period in 2011/12.	Monitoring at Chair's briefing to continue.
NI 184 Food establishments in the area which are compliant with food hygiene law	Q2 2012/13		NEWLY IDENTIFIED THIS QUARTER	Add to list for monitoring at these meetings.
Improved street and environmental cleanliness: - NI 195a – litter - NI 195b – detritus - NI 195c – graffiti	Q2, 2011/12 (litter/ detritus); Q4, 2010/11 (graffiti)	HR HR HR	See later page	Monitoring at Chair's briefing to continue.
United and involved communities: a Council that listens and leads				
How well informed do residents feel (Involvement Tracker)	Q1, 2011/12	-	No Involvement Tracker in Q2	Report on receipt of next results.

Indicator	Selected for monitoring	Q2 Status	Update at Q2	Comments and action to be taken - briefing meeting 27 November 2012
Number of trained neighbourhood champions	Q1, 2011/12	No quarterly target	The total number of trained residents is 1,097, but 258 have subsequently resigned leaving a total of 839 active Neighbourhood Champions. A Comms campaign in September resulted in around 100 applicants so far but this does not make up for the drop-out rate. It is predicted that the target of 2000 trained Neighbourhood Champions by March 2013 is not likely to be achieved.	Outstanding information on geographical distribution of Neighbourhood Champions to be supplied.
Supporting and protecting people who are most in need				
- adults in contact with secondary mental health services in paid employment (same as NI 150 - name changed)	Q1 2012/13	HR	Following a problem with the data collection through CNWL for this indicator, Quarter 2 data appears to be counted correctly. With a replacement for the employment co-ordinator post being approved, CNWL are confident they can significantly improve this figure and achieve the target, which would be the 3rd best result in London when compared to 2011-12 data. Performance is being addressed through the partnership agreement.	Information requested on steps in place to assure future data quality in the context of the renewal of the agreement with CNWL.
- % of adults in contact with secondary mental health services living independently, with or without support		LR	Previously reported data quality issues have made a significant impact upon this indicator. However, to date we have still not received the final, confirmed end of year figure from the Department of Health. The data on which the target was based was miscalculated by CNWL head office leading to a short-fall that is unlikely to be met. However an action plan has been agreed and will be closely monitored by the Head of Service and the Director of Adult Social Services.	
Hospital delayed transfers of care (caused by social care) - all clients over 18 - rolling year	Q2 2012/13	None None	NEWLY IDENTIFIED THIS QUARTER	Explanation of this indicator required.

Indicator	Selected for monitoring	Q2 Status	Update at Q2	Comments and action to be taken - briefing meeting 27 November 2012
Children Looked After: - % sessions absent from school amongst school age CLA in the school year to date - Rate of fixed term exclusions as a % of the Harrow CLA population	Q1, 2011/12 (sessions absent); Q4 2010/11 (FT exclusions)	HG HR	Meeting set for 28 November, to be attended by Chair and Vice-Chairman of P&F, Councillor Osborn and Children's Leads.	Review in light of meeting.
Termly rate of permanent exclusions as % of Harrow school population	Q2, 2011/12	HR	The number of permanent exclusions has risen from 7 (0.02% of the school population) in the autumn term to 14 (0.04%) in the spring term and 15 (0.05%) in the summer term. This summer's exclusions are higher than the number of exclusions in the 2010-11 summer term (11 - 0.04%). Whilst the local authority works as closely as possible with schools, progression for this indicator largely relies on the work of Academies (8 out of 10 High Schools) in order to improve outcomes.	Monitoring at Chair's briefing to continue. Information requested on the sources of exclusions.
Termly rate of fixed term exclusions as a % of Harrow school population	Q3, 2010/11	LR	The number of fixed term exclusions decreased from the autumn term, from 368 (1.16% of the school population) to 336 (1.06%) in the spring term, and further still to 263 (0.83%) in the summer term. There has also been a significant drop since summer term 2010-11 (320 - 1.02%). The target for this indicator is currently being reviewed. The same comments as above apply in relation to dependence on Academies for improvement.	
Numbers of children with child protection plan for over two years	Q3, 2010/11	HR	David Harrington is attending the meeting to speak to this item.	Monitoring at Chair's briefing to continue. Further information requested on the sources of referrals for those children already with protection plans and the level of referrals from GPs and hospital doctors.
Initial assessments completed within 10 days Timing of core assessments (PAF C64) (NI 60)	Q2 2012/13	HR HR	NEWLY IDENTIFIED THIS QUARTER	Add to list for monitoring and information requested on reasons for low performance.

Indicator	Selected for monitoring	Q2 Status	Update at Q2	Comments and action to be taken - briefing meeting 27 November 2012
NI 19 Rate of proven re-offending by young offenders NI 111 First time entrants to Youth Justice system 10-17	Q2 2012/13	None None	NEWLY IDENTIFIED THIS QUARTER	Further information requested about these indicators (for which no quarterly targets have been set).
Homelessness: - Total number accepted as homeless and in priority need - NI 156 - Number of households living in temporary accommodation - number of households we assist with housing in the private rented sector - Number of cases where positive action is taken to prevent homelessness	Q2, 2011/12 (as a suite)	HG LG HR HG	Jon Dalton is attending the meeting to speak to this item.	Monitoring at Chair's briefing to continue.
Council adaptations: average time from assessment to completion of works (weeks)	Q3 2011/12	HG	Major adaptations are those costed at over £1.000 and are carried out by the Adaptations & Repairs team in the Environment & Enterprise Directorate. Minor adaptations are the responsibility of the Occupational Therapy service in the Community, Health & Wellbeing Directorate. For the year 2011-12: there were 75 new referrals, 101 completions, a total spend of £639,579.39, average cost of £6,430.93 and 6 cases where work was not progressed. Average no. of weeks from assessment (received in all years) to practical completion was 39 weeks; for assessments received after April 2011 this falls to 23 weeks. For minor adaptations the comparative figures are 131 new referrals, 152 practical completions, total spend of £86,059 giving an average of £577.52. Average no. of weeks from assessment to practical completion was 18 weeks for all years and 11 weeks since April 2011.	Monitoring at Chair's briefing to continue.
ex-BV 212 Average timetaken to re-let LA housing (days)	Q2 2012/13	HR	NEWLY IDENTIFIED THIS QUARTER	Significant deterioration in performance - further explanation requested.

Indicator	Selected for monitoring	Q2 Status	Update at Q2	Comments and action to be taken - briefing meeting 27 November 2012
Supporting our town centre, our local shopping centres and businesses				
Visits to leisure centre – number of physical visits	Q4, 2011/12	HG	Service management advises: "This is a relatively new performance indicator and in light of the numbers of actual visits taking place, the target figure is under active review." A proposal will go forward to CSB on November 28 to increase the target having been agreed at CHW IB on November 16.	Monitoring at Chair's briefing to continue.
Increase the percentage difference between Harrow and the rest of London in respect of JSA	Q1 2012/13	HR	Unemployment dropped in Harrow, but dropped by a greater margin in the rest of London. An analysis showed that the greatest drop was in the Olympic boroughs. This maybe a one off, however on the available data it is not possible to forecast whether this trend will continue. See also graph at foot of table.	No further monitoring required at this meeting.
Customer and corporate health perspective				
% of complaints resolved to timescale	Q1, 2012/13	HR	The dip in performance relates to low response rates within Council Tax. This is being addressed through smarter scanning of complaints within Business Support and closer oversight by management team.	Monitoring at Chair's briefing to continue.
Processing of householder planning applications within 6 weeks	Q2, 2011/12	Indicator replaced		
% householder planning applications approved	Q1, 2012/13 (former measure selected Q2 2011/12)	HR	Improvement on Q1; officer training and monitoring are continuing. An update report is scheduled for P&F on 29 January 2013.	Review after consideration at Sub-Committee on 29 January 2013.
Resources perspective				

Indicator	Selected for monitoring	Q2 Status	Update at Q2	Comments and action to be taken - briefing meeting 27 November 2012
Workforce with IPAD in last 12 months	Q2, 2011/12	LR	Performance continues to improve but remains below target. Directorates report that the significant amount of organisational change is impacting on the performance of this indicator. Directorates continue to be encouraged to ensure IPADs are completed as soon as possible following change.	Monitoring at Chair's briefing to continue. Breakdown of figures by Directorate requested.
Total debt collected as a % of total debt raised [YTD]	Q1, 2011/12	HR	It should be noted that 15 high value invoices totalling £4.3m account for 54% of unpaid debt, of this 12 invoices (£4.2m) are to Public Sector bodies. The Corporate Director of Resources is liaising with the Harrow PCT Finance Director for payment of one invoice (£2.5m.) The percentage excluding these invoices is 71%.	Report requested by age of debt.
% of invoices paid within 30 working days % of SAP purchase orders raised before invoice date	Q3, 2010/11	LG		No further monitoring required at this meeting.
IT customer (internal) complaints	Q2, 2011/12	LG		No further monitoring required at this meeting.

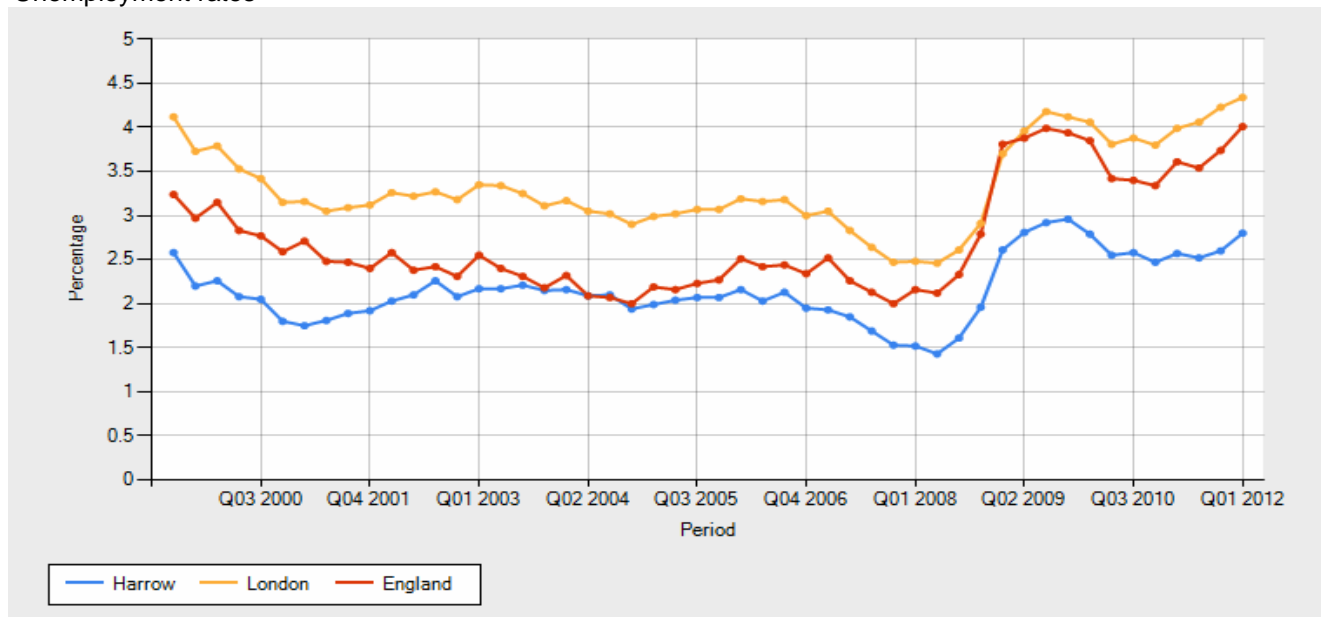
Indicator	Selected for monitoring	Q2 Status	Update at Q2	Comments and action to be taken - briefing meeting 27 November 2012
-----------	-------------------------	-----------	--------------	--

ANNUAL MEASURES - 2011/12

Indicator				
Supporting our town centre, our local shopping centres and businesses				
NI 169 Non-principal classified roads where maintenance should be considered		LG (2011/12)	The indicator measures the percentage of the local authority's B road and C road carriageways where maintenance should be considered. The performance indicator is derived from an annual survey of the surface condition of the local authority's classified carriageway network, using survey vehicles that are accredited as conforming to the SCANNER (Surface Condition Assessment for the National Network of Roads) specification and processing software that is accredited as conforming to the UKPMS (UK Pavement Management System) standards. Results reported are a combination of (a) 100% of the B class network surveyed in both directions; and (b) 100% of the C class network surveyed in one direction.	No further monitoring required at this meeting.

Indicator	Selected for monitoring	Q2 Status	Update at Q2	Comments and action to be taken - briefing meeting 27 November 2012
-----------	-------------------------	-----------	--------------	--

Unemployment rates



Source:
<http://harrowinformed.harrow.gov.uk/profiles/profile?profileId=156&geoTypeId=#iasProfileSection9>