

Indicators brought forward for further monitoring at P&F Chairman's briefing (Watch List) - Updated following meeting on 17 June 2013

Indicator	Selected for monitoring	Q4 status	Update at Q4	Comments and actions to be taken from Q4 meeting	Keep on Watch List?
Keeping neighbourhoods clean, green and safe					
NI 32 - repeat incidents of domestic violence	Q3, 2010/11	HG	Communications indicate that the event received the usual level of Comms support for an event of this type and coverage was achieved in both local papers. If Members wish to discuss concerns about the approach to this particular event or more generally, it is suggested that the appropriate officer attend the next Chairman's Briefing or a separate meeting.	Remove from watch list	No
NI 184 Food establishments in the area which are compliant with food hygiene law	Q2 2012/13	HR	Service commentary: New premises added to database and not inspected this year are, by default, considered "non compliant". This interpretation is under review. In the last 3 months, over 50 new premises have registered (mainly home based). This has resulted in a lower performance than expected as traditionally Q4 is used to complete inspections that are due in that year.	Officer to be invited to next Chairman's briefing to explain the position further and comment on the risk to public health.	Yes
NI 192 Percentage of household waste set for re-use, recycling and composting	Q4 2012/13	LR	Newly listed.	Further explanation sought on why this measure is red, what remedial action is being taken and what the shortfall means in terms of Landfill Tax liability.	Yes

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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	No new survey in Q4 - this represents the year-end position derived from average results across three surveys. The worst affected areas for litter were Industry & Warehousing and Other Highways. It is proposed to combine results for the 4 variants of this indicator from Q1 2013/14 onwards, and show one overall figure for street and environmental cleanliness and to distinguish those areas where the Council has control over the levels of cleanliness from those where it does not (private land). [Note - the current measures count both.]	Feed back to the service Members' view that a) combining four indicators into one may result in significant performance variations in the individual component measures being masked and b) if a reduction in the number of measures is essential, Litter and Graffiti would be the most important to continue monitoring.	Yes
United and involved communities: a Council that listens and leads					
How well informed do residents feel (Involvement Tracker)	Q1, 2011/12	-	No Tracker in Q4, next report at Q1.	Remove from watch list	No
Number of trained neighbourhood champions	Q1, 2011/12	HR	See below for Q4 position statement.	Remove from watch list	No
<p>It is likely that the numbers of Neighbourhood Champions who will be recruited will continue to decline, as has been the case since the initial launch of the scheme. This is because there is a static population from which Neighbourhood Champions can be drawn. Inevitably, not every resident in Harrow wishes to join the scheme, and the majority who would like to will have done so when the scheme first began (hence the highest numbers in 2010 and 2011). Therefore, though some new Neighbourhood Champions will be existing residents who have changed their mind with regard to the scheme (or possibly not have heard of it previously), most will have recently moved to the borough and this is a limited pool of people. Therefore, these limited numbers, combined with the inevitable resignations from residents as they move out of the borough or as their situations change, means that the initial target of 2000 Neighbourhood Champions is unlikely to be reached and so needs to be reviewed.</p> <p>There are currently 895 residents and 24 Members trained to be Neighbourhood Champions, making a total of 919. The service team have suggested provisional targets for 2013/14 that they think are realistically achievable. These figures suggest a target figure for the end of 2013/14 of 1120. This is based on the number to be recruited and trained and the number of resignations for each quarter remaining similar to Q4 2012/13.</p>					
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	LG	77 / 679 = 11.3% (target 11%)	Remove from watch list	No

Indicator	Selected for monitoring	Q4 status	Update at Q4	Comments and actions to be taken from Q4 meeting	Keep on Watch List?
- % of adults in contact with secondary mental health services living independently, with or without support		LR	539 / 679 = 79.4% (target 88%) Service commentary: This is a significant improvement on 2011/12 performance. This increase would have moved us up from 21st in London to 15th, however further improvement is expected in 2013/14.	Remove from watch list	No
Hospital delayed transfers of care (caused by social care) - all clients over 18 - financial year to date (not rolling year as previously stated)	Q2 2012/13	None (no target)	Separate note provided.	Remove from watch list	No
% of new case contact episodes completed within 24 hrs	Q4 2012/13	HR	Newly listed.	Provide an explanation of how indicator is calculated and update on performance within planned report to Sub-Committee 11 July.	Yes
% of referrals to social care from partner organisations made using CAF	Q4 2012/13	no data	Newly listed.	Provide an update on performance within planned report to Sub-Committee 11 July.	Yes
Initial assessments completed within 10 days	Q4 2012/13	HR	Newly listed.	as above	Yes
(PAF C64) Timing of Core Assessments (NI 60)	Q4 2012/13	HR	Newly listed.	as above	Yes
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 HG HR LG	We still cannot obtain sufficient local housing, but we were able to keep B&B numbers below original estimate.	Status update to be supplied to Members.	No No Yes No

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ex-BV 212 Average time taken to re-let LA housing (days)	Q2 2012/13	HR	(Service comments on Q4 performance) Delivering on time has been a struggle throughout 2012/13 for a number of reasons but new steps are being taken to address this. A new Voids process is being considered which will see Asset Management and Housing Needs sharing the work with Void Officers remaining in Housing Needs to oversee the re-letting, and alert managers. Comments on historic delays below (from Maggie Challoner):	Early update to be supplied to Members on how much the changes planned will reduce the relet time and whether any improvement is yet being seen. On this basis, Chairman and Vice-Chair to decide whether to request an officer's attendance at next briefing.	Yes
<p>In response to the question the number of reasons cited are all linked to the changes made - i.e. both moving from a single contractor to 3 area based contractors and a new staffing structure - that was not fully completed until November 2012.</p> <p>Since the changes were made the "new" process has been evolving and there have been a number of difficulties in delivering consistently on all voids, and across all contractors. A lot of this has been down to new people learning the ropes (both contractors and staff) and getting the communication right. However work to improve things has been effective and I am now confident that the process in place is fit for purpose-and is working much more effectively.</p> <p>The problems experienced that are now resolved included:</p> <ul style="list-style-type: none"> • Inconsistent allocation of voids between contractors, making it difficult for each contractor to be appropriately staffed. For example one particular contractor went from holding 3 voids in a month to holding 16 the following month • Lack of clarity about when to undertake internal decorations and when to issue vouchers to incoming tenant • Orders not being raised and approved within 24 hours • Delays in processing variations to original order once works started on a void • Complaints from tenants post works about both standards and actual works not completed - taking contractors off new voids to resolve problems • No details given of voids in the pipeline, and when they are likely to come through • Inaccurate info given on major works-making performance looking worse than it actually was • Poor/inconsistent communication between contractors and Council <p>The only issues considered still to be a problem, and where work continues to affect further improvement are:</p> <ul style="list-style-type: none"> • Delays caused by utility providers • Poor property condition requiring extensive works 					
Supporting our town centre, our local shopping centres and businesses					
Visits to libraries - number of physical visits	Q4 2012/13	HR	Newly listed.	Information required on the new target for visits within the new contract, the rationale for that and how any increase is to be delivered.	Yes

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Customer and corporate health perspective					
% of complaints resolved to timescale	Q1, 2012/13	LG	Separate note provided but performance is on target at Q4.	Remove from watch list.	No
% householder planning applications approved	Q1, 2012/13 (former measure selected Q2 2011/12)	HR	In April 2013 the householder applications approved were 85% which meets the national average.	Information requested on current performance and on appeals success rates.	Yes
Resources perspective					
Workforce with IPAD in last 12 months	Q2, 2011/12	A	Performance improved to 91% overall, broken down as follows: Resources 84% Children & Families 94% Community, Health & Wellbeing 90% Environment & Enterprise 93%	Remove from watch list.	No
Total debt collected as a % of total debt raised [YTD]	Q1, 2011/12	LG	Q4 performance 75% against a 75% target. (iii) Leasehold service charge arrears - Housing Services no longer monitor this indicator (hence the lack of data) but rather the percentage recovery. The collection year runs from October to September, rather than April to March. The percentage recovery at December 2012 was 37.86% and at 31 March 2013 was 52.25%, with a target of 80% by 30 September 2013. The amount outstanding at 31 March was £102,543. Housing report that repayment plans are in place and on track.	Considering the economic situation and welfare reform, Members wish to be kept updated on collection profiles generally (not this measure specifically).	No
% forecast variation from budget: capital expenditure	Q4 2012/13	HR	Newly listed.	Include in planned report to Sub-Committee meeting 11 July why such a large underspend has occurred.	Yes
Current rent arrears as % of rent roll	Q4 2012/13	LR	Newly listed.	Information required on the targets for the current year and what improvement actions are planned.	Yes
Overall current tenants' rent arrears (£k)	Q4 2012/13	HR	Newly listed.		Yes