

Indicators brought forward for further monitoring at P&F Chairman's briefing (Watch List) - updated following meeting on 4 September 2013

Indicator	Selected for monitoring	Q1 status	Update at Q1	Comments and actions from Q1 meeting	Keep on Watch List?
Supporting and protecting people who are most in need					
Care leavers not in education, employment or training at age 19	-	-	-	Advise members how many young people are involved in this measure.	tbc
% of new case contact episodes completed within 24 hrs	Q4 2012/13	-	(Report made to Sub-Committee 11 July.) Measure no longer in use following changes post Munro report.	-	N/A
% of referrals to social care from partner organisations made using CAF	Q4 2012/13	-	No longer on Corporate Scorecard or Directorate scorecard. CAF has been relaunched in 2013/14.	-	N/A
Initial assessments completed within 10 days	Q4 2012/13	-	No longer used, see below.	-	N/A
(PAF C64) Timing of Core Assessments (NI 60)	Q4 2012/13	-	No longer used. See next measure.	-	N/A
Assessments completed within 35 days		LR	The service now uses a single assessment in accordance with Munro recommendations and DfE guidance. This is the replacement measure. See below.	-	Yes
<p>From 2011-12 to 2012-13 there were increases of over 50% in the numbers of core assessments carried out by social workers and Section 47 investigations. Continued increase has been seen in the first quarter of 2013-14 with 69 new child protection plans, against an average of 12 per month in 2012-13, and 40 new children looked after (CLA), compared with an average of eight per month in 2012-13. The number of applications for court orders that Harrow has made for children over the past year has doubled, from approximately 20 to 40.</p> <p>Comparison of 'front door' activity with statistical neighbours confirms that Harrow's assessment activity was comparatively low in previous years. The additional workload described has given rise to the necessity to create additional social work posts above establishment.</p>					
Homelessness - NI 156 - Number of households living in temporary accommodation - number of households we assist with housing in the private rented sector	Q2, 2011/12 (as a suite)	-	No longer monitored. See B&B below.	-	N/A
		HR	Update provided to Chairman and Vice-Chair 9 July. Measure no longer on Corporate Scorecard. 52 against a target of 75. "We are reviewing our landlord offer to increase procurement." (Directorate scorecard)	-	Yes
- No of households in B&B at end of quarter - snapshot (Housing scorecard)		LR	81 against a target of 75. Increase in B&B (from 69) mainly caused by difficulties in procuring Private Rented Sector properties. (Taken from Directorate scorecard as measure not on Corporate Scorecard.)	-	Yes

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ex-BV 212 Average time taken to re-let LA housing (days)	Q2 2012/13	HR	Updates provided to Chairman and Vice-Chair. No officer required at briefing. Measure no longer on Corporate Scorecard. 25 days at June against a tougher target of 18 (hence High Red) but 18 days mid-August.	-	Yes
Keeping neighbourhoods clean, green and safe					
Repeat incidents of domestic violence (also Violent Crime)	-	R	Scoring changed on Corporate Scorecard whereby target is now a range.	Request for information around the increase in violent crime (including domestic) and the nature and location of incidents.	tbc
NI 184 Food establishments in the area which are compliant with food hygiene law	Q2 2012/13	LR	All food establishments are required to be inspected; risk assessed and awarded a risk rating from high to low. The risk rating determines the period before the next inspection. Whilst high risk non-compliant premises are re-inspected as a matter of urgency, where the risk to public health is low, a lapse period of up to 18 months is allowed by the Food Standards Agency. These low risk premises technically remain non-compliant until the next inspection. In addition new premises are deemed non-compliant until the first inspection; therefore an increased number of new business starters reduces the percentage of food establishments which are compliant with food hygiene law. New technology due to be introduced this year should provide better management information in this area of enforcement. (In view of the change in meeting format an officer from the service has not been invited to this meeting. Members may wish to decide whether and how to set up a meeting.)	-	Yes
NI 192 Percentage of household waste set for re-use, recycling and composting	Q4 2012/13	LR (Q4)	(The figure shown under Q1 in fact relates to the previous quarter as there is a long lag in the release of figures from an external agency.) Composting tonnages have remained constant. The drop in recycling is a continuing trend experienced by all high-performing boroughs across London over the last two years. It is thought to be due to a number of factors including a reduction in the weight of magazines and papers with less advertising; a continuing trend towards electronic delivery such as e-readers; and the success of a national agreement on reductions in packaging waste. The new Community Engagement Team will look at the practicality of a publicity campaign which will help residents identify what can be recycled or composted. A verbal update will be given on Landfill Tax.	Confirmed that Landfill charge (not "tax") will not exceed estimate as overall tonnages have decreased, which outweighs the reduction in percentage recycled.	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	Corporate Scorecard now contains the Litter and Graffiti measures. (The Directorate scorecard reports all four parts.) The quarter 1 survey result for litter is one percentage point over target but an improvement over the previous year average. The worst performing land use type was Industry and Warehousing. The figure for graffiti was consistent with previous quarters but remains over target. The worst performing land use was alleys and small footpaths. Much of the graffiti is on private land and the owners' responsibility to remove and the same applies to some of the instances of litter. Discussions are in progress with the survey contractor to establish whether it is possible to report separately on areas which are the Council's responsibility.	-	Yes
United and involved communities: a Council that listens and leads					
(None this quarter)					
Supporting our town centre, our local shopping centres and businesses					
Visits to libraries - number of physical visits	Q4 2012/13	LG	Corporate Scorecard now contains a composite measure including this one. From Directorate scorecard: Target 312,500 for Q1, actual 313,054. Service commentary: The library service will be commissioned to John Laing from the beginning of September 2013. The contract includes the requirement for John Laing to increase visits by 2% per annum with penalty clauses if this is not achieved.	-	Yes
Effective & Efficient Organisation (formerly Customer & corporate health; and Resources)					
% householder planning applications approved	Q1, 2012/13 (former measure selected Q2 2011/12)	HR	No longer on Corporate Scorecard. 75% against target of 90% but 2 percentage points improvement. Householder planning appeals allowed (Directorate scorecard) for Q1: HR - 55% against 30% target. "Increase in householder appeals allowed reflects government stance on householder developments. Also some split decisions which count against the Council, and 'varied' decisions where the Inspector allows an alternative scheme. (Also counts against the Council)."	-	Yes
Proportion of web forms and web visits as a percentage of overall contact	Q1 2013/14	A	Newly selected	Add to Watch List	Yes

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Staff sickness - average days per FTE excluding schools	Q1 2013/14	HR	Newly selected	Add to Watch List	Yes
Workforce with IPAD in last 12 months	Q1 2013/14	HR	Newly selected	Add to Watch List	Yes
% forecast variation from budget: capital expenditure	Q4 2012/13	A	Report made to Sub-Committee 11 July and item discussed at committee		Yes
Current rent arrears as % of rent roll	Q4 2012/13	-	No longer measured as %. See next. Interim update provided to Chairman and Vice-Chair.		N/A
Overall current tenants' rent arrears (£k)	Q4 2012/13	A	£441K against £440K target. No longer on corporate scorecard.		Yes
Accident incident rate; and Reportable injury frequency rate	Q1 2013/14	HR LR	-	Provide explanation of how rate is calculated in each case and supply back data calculated on this basis.	tbc