

Indicators brought forward for further monitoring at P&F Chair's briefing (Watch List) - Updated following meeting on 27 November 2013

| Indicator | Selected for monitoring | Q2 status | Update at Q2 | Comments and actions from Q2 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 | Q2, 2013/14 | - | No RAG status as target to be determined on the basis of 2013/14 being the baseline year. 49 out of 57 former care leavers are in suitable accommodation (5 deported, 6 not in suitable accommodation) YTD. 18 out of 57 former care leavers are NEET (of whom 1 are deported, 2 missing and the remaining 36 are EET) YTD. See also update issued on 20/09/2013. | Comparative data for London authorities requested. | Yes |
| Assessments completed within 35 days | Q1, 2013/14 | LR | New indicator from DfE: Timeliness of assessments, percentage completed in 45 working days (year to date) . This measure combines Initial and Core Assessments into a single measure. First reported at Q2 2013/14, but, Q1 RAG status has been determined retrospectively as Amber. | | Yes |
| Homelessness - number of households we assist with housing in the private rented sector (Housing scorecard) - No. of households in B&B at end of quarter - snapshot (Housing scorecard) | Q2, 2011/12 (as a suite) | HR LR | Q2 2013/14 return is 117 against a target of 160 (year to date). Procurement increasing due to incentives. Delay in signing leases means the improvement will show in Q3. From Directorate scorecard as not reported in Corporate scorecard. Q2 2013/14 return is 107 against a target of 100. Increase in B&B mainly caused by difficulties in procuring Private Rented Sector properties. From Directorate scorecard as not reported in Corporate scorecard. | Update in relation to private rented sector to be provided at January 2014 meeting of P&F Sub-Committee. | Yes Yes |

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| ex-BV 212 Average time taken to re-let LA housing (days) (Housing scorecard) | Q2 2012/13 | HG | Q2 2013/14 return is 15.23 days against the target of 18 days. Significant improvement in performance. From Directorate scorecard as not reported in Corporate scorecard. | Performance improved, remove from watch list. | No |
| Number of smoking quitters | Q2, 2013/14 | HR (Q1) | Newly added | Add to watch list | Yes |
| Keeping neighbourhoods clean, green and safe | | | | | |
| Repeat incidents of domestic violence (also Violent Crime) | - | R | For Violent Crime, see interim update issued on 16/10/2013. Repeat incidents of Domestic Violence return in Q2 2013/14 is 15%, same as Q2. Falls outside target range hence RAG status. Seventy-five cases were discussed at MARAC in Q2, the highest number of cases discussed in any quarter in Harrow. The number of repeat referrals, 11, was only marginally above the average for the last two years. The combination of a very high number of cases discussed, with a relative average number of repeat referrals, created a low repeat victimisation rate. A low repeat victimisation rate should usually be seen as a positive development. | Briefing to be arranged for Chair and Vice-Chairman with Service Manager (Policy and Partnerships) and Violence Against Women and Girls Co-ordinator. Scrutiny Leads for Children & Families and Adults also to be invited. Decision to be made following that meeting on referring to P&F Sub-Committee. | Yes |

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| NI 184 Food establishments in the area which are compliant with food hygiene law | Q2 2012/13 | LR | Q2 2013/14 return is 70% against a target of 76%. Quarterly figures continue to hover around the 70% compliance mark. As mentioned in previous reports, new premises added to the database and not inspected this year are considered "non compliant". The service proposes to record two measures in future: the current figure (all premises, inspected or not), and the percentage compliant out of those inspected, which will give an indication of the actual situation experienced by inspectors and an overall view of food hygiene compliance in Harrow. | An officer from the service to be asked to attend the January 2014 Chair's briefing to give further explanation. | Yes |
| NI 192 Percentage of household waste set for re-use, recycling and composting | Q4 2012/13 | LG (Q1) | Q2 2013/14 return is 52% against a target of 50%. | Performance improved, remove from watch list. | No |
| Improved street and environmental cleanliness: - NI 195a – litter - NI 195b – detritus - NI 195c – graffiti | Q2, 2011/12 (litter/detritus); Q4, 2010/11 (graffiti) | HR LG HR | Q2 2013/14 returns are 14% against a target of 6% for litter (NI195a), 9% against a target of 9% for detritus (NI195b) and 8% against a target of 3% for graffiti (NI195c). Litter and graffiti are reported in the Corporate scorecard, but detritus is from the Directorate scorecard. The NI 195 scores show a deterioration in performance this quarter. Litter (NI 195a) in particular has gone up from 7% in tranche 1 to 14% in tranche 2 (the survey is conducted in 3 tranches during the year) against a target of 6%. | | Yes |

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| | | | <p>These scores reflect the impact of the MTFs savings. This is the first tranche of inspections that has incorporated the full effect of a six weekly cleansing cycle, the reduced coverage to shopping areas, industrial areas and recreational areas, and the results reflect the extended cleansing cycle that was being undertaken at the time of the inspection - this trend should be reversed with the recent investment into the service. In terms of graffiti, we are adversely affected by the amount of graffiti on private property which, although we are not responsible for removing it, does negatively impact on our score – the measure is defined to include any graffiti or fly-posting visible from the transect area.</p> | | |
| United and involved communities: a Council that listens and leads | | | | | |
| Visits to libraries - number of physical visits | Q4 2012/13 | LR | <p>Note: as of Q1 2013/14 the composite measure "Participation in cultural services" is reported against the Corporate Priority "United and Involved Communities". Q2 2013/14 return for physical visits to libraries is 294,945 against a target of 312,500. There has been a slight decrease in the number of visits in Q2 compared to Q1. Q1 is traditionally the period of highest use due to the use of the libraries for studying by students. Civic Centre Library also merged with Gayton Library in August 2013. From Directorate scorecard, as not reported in Corporate scorecard.</p> | To be raised via CHW Scrutiny Leads' meeting. | Yes |

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| Percentage of new starters who completed the mandatory Equality & Diversity e-learning module within 6 months of commencing employment | Q2, 2013/14 | HR | Newly selected. | Add to watch list | Yes |
| Supporting our town centre, our local shopping centres and businesses | | | | | |
| None this quarter. | | | | | |
| Effective & Efficient Organisation (formerly Customer & corporate health; and Resources) | | | | | |
| % householder planning applications approved | Q1, 2012/13 (former measure selected Q2 2011/12) | HR | Q2 2013/14 return is 73% against a target of 90%. Whilst below target levels the Council's 100% appeal success rate on householder applications over this quarter would suggest that the refusals are robust. Information on the impact of pre-application advice is that where advice is followed subsequent applications are generally approved. Officers are considering how to further promote this service to improve approval rate. | | Yes |
| Proportion of web forms and web visits as a percentage of overall contact | Q1 2013/14 | A | Q2 2013/14 return is 69% against a target of 70% | | No |
| Staff sickness - average days per FTE excluding schools | Q1 2013/14 | HR | Q2 2013/14 return is 9.39 days against a target of 8.18 days. Overall performance (including schools) is unchanged since Q1. However the performance excluding Schools has further declined. A plan for improving this was agreed at CSB in October. | Request for sight of report analysing causes of absence. | Yes |

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| Workforce with IPAD in last 12 months | Q1 2013/14 | LR | Q2 2013/14 return is 86% against a target of 95%. Performance has risen significantly since Q1. HRD Business Partners are continuing to work with Directorates to improve performance. | | Yes |
| % forecast variation from budget: capital expenditure | Q4 2012/13 | - | No longer reported in Directorate or Corporate scorecard. Refer to Budget Monitoring report. | | N/A |
| Overall current tenants' rent arrears (£k) | Q4 2012/13 | HR | Q2 2013/14 return is £496k against a target of £440k. Figure calculated immediately prior to direct debit run which would result in a credit of approximately £24k (which would reduce arrears to £472k). Detailed analysis of the impact of spare room subsidy is ongoing and resources targeted at those cases requiring intensive support. From Directorate scorecard as not reported in Corporate scorecard. | | Yes |
| Accident incident rate; and Reportable injury frequency rate | Q1 2013/14 | HG HG | Q2 2013/14 returns are 16 against a target of 1,355 and 0 against a target of 0.5 respectively. See also update issued on 20/09/2013. | | No |