

Indicators brought forward for further monitoring at P&F Chair's briefing (Watch List) - updated following meeting on 19 September 2014

Indicator	Selected for monitoring	Q1 status	Update at Q1 2014/15	Comments and actions from Q1 meeting	Keep on Watch List?
Making a difference for the vulnerable					
Care leavers not in education, employment or training (age 19 - 21) (Was: at age 19)	Q2, 2013/14	-	The percentage of 19 - 21 care leavers who are NEET has halved from Q4 last year. There are 3 out of 21 Young People NEET (16 not recorded). Comparative data not currently available as measure was changed by DfE at Q4 2013/14. Against the old measure (19 year olds) Statistical Neighbours' performance was 40% and England 42%. Harrow's performance for 19 year olds only at Q3 was 30.6%.	(Note: The RAG rating for this measure at Q1 has been withdrawn in view of the number of missing datasets. To be updated.) Retain on Watch List a further cycle.	Yes
Stability of placements of Children Looked After (%age of CLA with more than 2 placement moves)	Q1, 2014/15 (enquiry only)	HG	-	Explanation requested for changes in target - 2% at Q1 2013/14, 11% at Q4 2013/14 and 9% at Q1 2014/15	TBC
Timeliness of assessments, percentage completed in 45 working days (year to date) (previously: Assessments completed within 35 days)	Q1, 2013/14 (previous measure)	A	Performance has shown continual improvement throughout Q1 with a score of 76.4% in April, 80% in May and 85.9% in June. Q1 figure shows a significant improvement on the Q4 figure with an increase of over 7%. The indicator remains below target at end of Q1		Yes
Number of people setting a quit date with Smoking Cessation services who successfully quit at 4 weeks (previously: Number of smoking quitters)	Q2, 2013/14 (previous measure)	LG	The number of people setting a quit date with Smoking Cessation services who successfully quit at 4 weeks was 175 in Q1 (target also 175)		Yes

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Making a difference for communities					
Violence with injury - Domestic abuse (previously: Repeat incidents of domestic violence)	Q2, 2013/14 (previous measure)	None	Briefing (agreed November 2013) was not held at the time but can be arranged if Members wish. The measure has since been changed to correspond with the MOPAC7 data set. This refers to the top seven categories of crime targeted by the Mayor's Office for Policing and Crime. This measure is a subset of Violence with Injury. (no Q1 target , hence no status)	To be discussed at Scrutiny Leads meeting in the context of the wider Violence with Injury measure, to include the issue of Female Genital Mutilation.	Yes
Food establishments in the area which are compliant with food hygiene law	Q2, 2012/13	HR	This results from a long term high vacancy rate within Environmental Health. We have had a change of management in this service area, and are seeking qualified agency staff, which should reverse this trend of diminishing compliance.	Officer from the service to be invited to attend next Chair's Briefing to advise on recent changes in the service, current performance levels and method of measurement.	Yes
Improved street and environmental cleanliness: - NI 195a – litter - NI 195b – detritus - NI 195c – graffiti (now: excluding private land) - NI 195d - fly posting	Q2, 2011/12 (litter/detritus); Q4, 2010/11 (graffiti) Q1, 2014/15 (fly posting)	LG LG HG HR	The measure on graffiti is now reported in relation to Council property because of the difficulty outlined in the Q2 update. Performance against the first three measures is now at or above target.	Update requested on the proposed offer to private owners to help them with graffiti removal. Should measurement of fly posting exclude private land (as for graffiti)? Does it include stickers on street furniture?	Yes
No. of hours contributed by volunteers supporting the direct delivery of Community & Culture services	Q1, 2014/15 (enquiry only)	A	(New entry)	Information requested on the source of the data, the categories of activity which this covers and whether a breakdown of hours by category is available.	TBC
First time entrants to Youth Justice System (rate per 100,000 of 10-17 population)	Q1, 2014/15 (enquiry only)	A		Children & Families Scrutiny Leads to be invited to consider whether sufficient performance targets exist to enable monitoring of the new Youth Justice Plan.	No

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%age of new starters who completed the mandatory Equality Matters training (either face to face or e-learning module) within the first 8 weeks of their employment (Previously: First six months)	Q2, 2013/14 (previous measure)	HR	This measure looks at new starters completing training within 8 weeks rather than 6 months as previously measured. As a new process, this needs time to embed in the organisation. General communications are being made to managers and staff and HR Business Partners will notify DMTs of new starters who have yet to complete.	Further information requested on how underperformance is being addressed and progress with this measure.	Yes
Making a difference for local businesses					
None this quarter.					
Making a difference for families					
Homelessness - number of households we assist with housing in the private rented sector (Housing scorecard)	Q2, 2011/12 (as a suite)	HG	Report (requested at the November 2013 briefing) was provided and noted at January 2014 Sub-Committee meeting. From Directorate scorecard as not now in Corporate Scorecard. Service comment: 114 against a Q1 target of 87 (annual target remains at 350) Our improved activity and incentives have improved our procurement. It is still very difficult to obtain local accommodation close to HB rates.	Add "Total number of households to whom we have accepted a full homelessness duty" (Corporate Scorecard) to this suite of measures on future Watch Lists.	Yes

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- No. of households in B&B at end of quarter - snapshot (Housing scorecard)		(119)	No longer in Housing scorecard. Service comment: Significant pressures on homelessness budgets due to combined impact of welfare reform, a buoyant private rented market, limited social housing supply and the need to find alternatives to costly and unsuitable bed and breakfast accommodation. In response to these pressures we are enforcing moves out of London for homeless families and using some permanent council stock as temporary accommodation. We are also reviewing the rents we charge for temporary accommodation, whilst ensuring the increase can be met by Housing Benefit.	Explanation sought for the removal of this measure from scorecards.	Yes
Efficient and effective organisation					
Visits to libraries - number of physical visits	Q4, 2012/13	HR	(From service scorecard as not now in Corporate Scorecard) Considered at a meeting of the CHW Scrutiny Leads in February 2014, when the decision was as follows: "The Environment and Enterprise Leads will receive the information offered by the Divisional director and a report on the performance of the Library and Leisure contract will be received by the Performance and Finance sub committee in the next administration."	Intended report to P&F Sub-Committee is not yet programmed. Discussion to take place at Scrutiny Leads meeting. CHW Scrutiny Leads to be alerted to this issue.	No
% householder planning applications approved	Q1, 2012/13 (former measure selected Q2 2011/12)	R	(From Directorate scorecard as measure is no longer in Corporate Scorecard.) A new Divisional Director is in post and is reviewing performance issues.	Request for sight of all Planning related measures at next Briefing; and clarification of the legal requirements relating to determination of planning applications within specified timescales and the implications in default.	Yes

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Staff sickness - average days per FTE excluding schools	Q1, 2013/14	HR	Analysis was provided and discussed at the Chair's briefing 29 January 2014.		Yes
Workforce with appraisal (formerly IPAD) in last 12 months	Q1, 2013/14	HR	Overall figure at Q1 is 80%, Resources 92% Children & Families 51% CHW 83% E&E 91%	Request for update on position in Children & Families. To be raised at Scrutiny Leads meeting if necessary.	Yes
Overall current tenants' rent arrears (£k)	Q4, 2012/13	£459k HG	(This measure is no longer on either the Corporate Scorecard or the service scorecard.) Service comment: Target £490k. Sustaining rent collection despite annual rent increases and ongoing welfare reform implications including 'spare room subsidy' which accounts for approx £40k.	Housing Ambition Plan 5 has now been launched. CHW Scrutiny Leads to be invited to enquire about progress with the new performance framework for Housing.	Yes