

## Appendix 2 - Corporate Scorecard 2023-24

Ref to service s/card	Indicator Description	Polarity: High ▲ or Low ▼ is 'good'	Bench Mark if Available (Statistical Neighbours unless otherwise indicated)	Target Q3 2022/23	Actual Q3 2022/23	RAG Q3 -22/23	Target Q2 2023/24	Actual Q2 2023/24	RAG Q2 2023/24	Target Q3 2023/24	Actual Q3 2023/24	RAG Q3 2023/24	Trend vs previous Quarter Q2 vs Q3	Management Commentary Q3 23/24	Portfolio Holder
<b>RESIDENTS FIRST</b>															
<b>Deliver the Council's new Customer Experience strategy</b>															
RES1.	% of customer calls successfully answered (>90% answered)	▲	N/A	90%	98%	GREEN	90%	95%	GREEN	90%	94%	GREEN	SIMILAR		ClIr Stephen Greek
RES2.	Average Wait Time (seconds) before a telephone call is answered	▼	N/A	120	97	GREEN	120	165	RED	120	189	RED	DECLINING	Managing demand for Housing continues to be challenging with the new system implementation being pushed back until April. AWT excluding Housing stands at 111 seconds for the quarter	ClIr Stephen Greek
RES3.	% of customer calls successfully answered (<10% abandoned) (Revs & Bens)	▲	N/A	90%	97%	GREEN	90%	93%	GREEN	90%	93%	GREEN	SIMILAR		ClIr Stephen Greek
RES4.	Average Wait Time (seconds) before a telephone call is answered (Revs & Bens)	▼	N/A	180	174	GREEN	240	277	RED	180	192	RED	IMPROVING	An increase in recovery throughout October saw an increase demand and wait times which pushed the overall wait time just over the target of 180 seconds	ClIr Stephen Greek
RES6	Complaints answered within timescale	▲	N/A	New in 2023/24	New in 2023/24	New in 2023/24	90%	94%	GREEN	90%	94%	GREEN	SIMILAR		ClIr Stephen Greek
<b>Deliver service improvements that contribute to a positive customer experience</b>															
RES12	PM1 Average time for processing new benefits claims (days)	▼	N/A	25	18.37	GREEN	25	23.01	GREEN	25	24.03	GREEN	SIMILAR		ClIr Stephen Greek
RES13	PM5 Average time for processing changes of circumstances (days)	▼	N/A	12	8.01	GREEN	12	9.8	GREEN	12	9.29	GREEN	IMPROVING		ClIr Stephen Greek
RES39	% FOI responses within 20 working days	▲	N/A	90%	75%	RED	90%	79%	RED	90%	83%	RED	IMPROVING	The successful training of new recruits and backlog clearance have resulted in commendable improvements in our overall response times this quarter. However, it's important to note that recent changes in other teams have introduced delays in responding to information requests, impacting Freedom of Information (FOI) request timelines. We are actively addressing these challenges to ensure sustained efficiency and timely responses moving forward.	ClIr Stephen Greek
<b>Ensure a seamless customer journey through up-to-date and connected IT</b>															
RES36	Total of all IT incidents raised during reporting period	▼	N/A	7200	4808	GREEN	4500	3640	GREEN	4500	3650	GREEN	DECLINING		ClIr Stephen Greek
RES41	% operating time without active P1 incidents	▲	N/A	New in 2023/24	New in 2023/24	New in 2023/24	99.50%	99.94%	GREEN	99.50%	99.92%	GREEN	SIMILAR		ClIr Stephen Greek
RES42	% operating time without active P1 or P2 outages on customer facing systems	▲	N/A	New in 2023/24	New in 2023/24	New in 2023/24	97.50%	96.58%	AMBER	97.50%	99.37%	GREEN	IMPROVING		ClIr Stephen Greek
<b>Ensure that the digital experience promotes digital as the channel of choice</b>															
RES5.	Self service as a proportion of overall contact	▲	N/A	0.95	96.00%	GREEN	0.95	95.40%	GREEN	95%	95.30%	GREEN	SIMILAR		ClIr Stephen Greek
<b>Ensure culturally aware customer care that enables outstanding service delivery to residents from all backgrounds.</b>															
New	% of employees trained in the Customer Excellence Academy	▲	N/A	New in 2023/24	New in 2023/24	New in 2023/24	15%	12%	RED	15%	15%	GREEN	IMPROVING		ClIr Stephen Greek
<b>Additional RF Indicators</b>															
Res 29	Proportion of staff trained in information security	▲	N/A	95%	85.00%	RED	90%	90%	GREEN	90%	91%	GREEN	IMPROVING		ClIr Stephen Greek

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<b>CLEAN &amp; SAFE</b>															
<b>Increase resident's perception of being safe in Harrow'</b>															
Csafe 1	Number of anti-social behaviour incidents	▼	1500				1299	1319	AMBER	972	1365	RED	DECLINING	Q3 Levels of ASB incidents in Harrow (1365) have increased from last quarter (1319) and from the equivalent period last year (1079). Harrow's rate is ASB per 1,000 population is the 7th lowest in London. <b>Action:</b> Partnership working between Local Authority, Police and other stakeholders continues to target responsible persons / premises using ASB tools and influences available.	Cllr Anjana Patel
Csafe 2	% of repeat locations for ASB complaints	▼	Local				10%	8%	GREEN	9.5%	9.3%	GREEN	SIMILAR		Cllr Anjana Patel
Csafe 3	Repeat web contact ASB complaints (over 12 months)	▼	Local				10%	7.0%	GREEN	9.0%	8.7%	GREEN	SIMILAR		Cllr Anjana Patel
Csafe 6	Catalytic Converter Theft (rolling year)	▼	TBC				414	91	GREEN	330	49	GREEN	IMPROVING		Cllr Anjana Patel
<b>Take enforcement action to protect residents and the environment</b>															
ENV 1	Number of enforcement actions commenced (including FPNs) - fly tips	▲	Local	60	275	GREEN	60	394	GREEN	60	277	GREEN	DECLINING	Performance remains above target for quarter 3. <b>Action:</b> Head of Service and Team Leader have weekly meetings in place with a focus on improving performance in this area.	Cllr Anjana Patel
ENV 2	Number of FPNs issued - (tri-borough contract)	▲	Local	900	2625	GREEN	900	1635	GREEN	900	2040	GREEN	IMPROVING	This work is carried out by the contractor. Performance in quarter 3 has improved and is above target.	Cllr Anjana Patel
ENV 3	Fly-tipping incidents per 1,000 people	▼	48 (Defra 2022/23 annual)	10.1	8.08	GREEN	12	12.12	AMBER	11	11.42	AMBER	IMPROVING	Quarter 3 sees a decrease in the number of incidents compared to the previous quarter. Quarter 3 has a target to reduce the rate of flytips further from 12 to 11 per 1000 people.	Cllr Anjana Patel
<b>Implement a new approach to a well maintained highway network</b>															
ENV 13	Percentage of actionable highway defects rectified within timescale (either reported or found during cyclic inspections)	▲	Local	100%	90%	RED	87%	87.50%	GREEN	87%	76%	RED	SIMILAR	This work is carried out by the contractor. Quarter 3 sees a decline in performance. Contractor staffing together with lining completion being more challenging during winter months due to damp road conditions has impacted adversely on performance. <b>Action:</b> Formal monthly meetings led by the Head of Service require the contractor to report on progress made in meeting timescales and where further improvement is needed confirmation that there are effective performance improvement plans in place to make these improvements.	Cllr Anjana Patel
ENV 18	Percentage of land assessed for litter that falls below an acceptable standard - Litter, Detritus, Graffiti, Fly-posting.	▼	10.08% (L) 13.76% (D) 7.91% (G) 3.34% (FP) (KBT 2022/23)	*7.7% (L) 9.54% (D) 7.75% (G) 3.25% (FP)	6% (L) 0% (D) 7% (G) 1% (FP)	GREEN	-	-	-	*7.7% (Litter) 9.54% (Detritus) 7.75% (Graffiti) 3.25% (Fly Posting)	5% (Litter) 4% (Detritus) 9% (Graffiti) 0% (Fly Posting)	GREEN	DECLINING	Inspection undertaken in October shows all areas remain within target with the exception of graffiti. However there has been a decline from the previous inspection in quarter 1. *Performance trend is Qtr 1 vs Qtr 3. <b>Action:</b> This area will continue to be monitored by the service and findings from the inspection used to deliver improvements.	Cllr Anjana Patel
<b>Provide excellent green and cultural spaces for our residents</b>															
<i>Qualitative update only</i>															
<b>Protecting the character of Harrow</b>															
<i>Qualitative update only</i>															
<b>Invest in the physical infrastructure of Harrow</b>															
<i>Qualitative update only</i>															
<b>Improve business engagement</b>															
CLIE 4	Footfall in Harrow town centre (year on year % change)	▲	5%				2%	2.30%	GREEN	2%	2.80%	RED	IMPROVING	Q3: There has been a reduction in the footfall in Harrow BID throughout the quarter when compared to the same monthly periods last year. <b>Action:</b> The Future High Streets Fund proposals aim to increase connectivity by Improving pedestrian links to the town centre and station. Proposals to increase footfall and spend also include Provision of new Kiosks in St Ann's Road and the introduction of Meanwhile Uses on Greenhill Way car park following the closure of Debenhams.	Cllr Norman Stevenson
CLIE 5	% of vacant high street premises in Harrow Town Centre (based on empty units)	▼	11.40%				8%	8.30%	AMBER	8%	7.50%	GREEN	IMPROVING		Cllr Norman Stevenson
<b>Embed effective responses to climate change and enable the recovery</b>															
ENV 19	Percentage of household waste sent for recycling (Oflog)	▲	32.7% (Defra 2021/22 annual)	50%*	29.83%	RED	33%*	32.7%	GREEN	33%*	33.04%	GREEN	IMPROVING	Quarter 2 shows further improvement. Target of 33% is annual target. Performance for this indicator is reported quarterly in arrears. Q2 performance is therefore reported in Q3.	Cllr Stephen Greek
ENV 20	Residual household waste per household (kg/household) (Oflog)	▼	543kg (Defra 2021/22 annual)	135*	180.54	RED	172.5	171.5	GREEN	172.5	158.95	GREEN	IMPROVING	Quarter 2 shows improvement and remains within the target. Annual target is 690kg. Performance for this indicator is reported quarterly in arrears. Q2 performance is therefore reported in Q3.	Cllr Stephen Greek
<b>Enable more new Homes to be available in Harrow</b>															
<b>Look after and make best use of the Council's estate.</b>															
Hsg 2	% of homes not meeting the Decent homes standard	▼	15% (GLA survey - 2019)				12%	11.8%	GREEN	11.60%	11.8%	AMBER	SIMILAR		Cllr Mina Parmar
Hsg 3	% Homes with valid gas certificate	▲	99.5% (Mar 23)				99.50%	99.89%	GREEN	99.50%	99.74%	GREEN	SIMILAR		Cllr Mina Parmar
Hsg 4	% of buildings that have had all the necessary fire risk assessments	▲	100% (21/22)				100%	100%	GREEN	100%	100%	GREEN	SIMILAR		Cllr Mina Parmar
Hsg 5	% of homes in buildings that have had necessary asbestos management surveys or re-inspections	▲	100% (21/22)				100%	100%	GREEN	100%	100%	GREEN	SIMILAR		Cllr Mina Parmar
Hsg 6	% of homes that have had all the necessary water safety checks	▲	100% (21/22)				100%	100%	GREEN	100%	100%	GREEN	SIMILAR		Cllr Mina Parmar
Hsg 7	% of homes that have had all the necessary Lift safety checks	▲	100% (21/22)				100%	100%	GREEN	100%	100%	GREEN	SIMILAR		Cllr Mina Parmar

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Hsg 8	% of domestic properties with EICR certificates	▲	98.69% (Feb 22)				37%	44.9%	GREEN	40%	57.4%	GREEN	IMPROVING		Cllr Mina Parmar
	<b>Additional C&amp;S Indicators</b>														
							-	-	-				-		
							-	-	-				-		
	<b>SUPPORTING THOSE MOST IN NEED</b>														
	Work in partnership with the VCS to help support the health and wellbeing of residents and the integration of services														
	<i>Qualitative update only</i>						-	-	-				-		
	Support refugees via Government programmes to settle and integrate into the borough														
	<i>Qualitative update only</i>						-	-	-				-		
	Increase procurement of private rented accommodation to house those in need														
Hsg 9	Total % private rented accommodation procured within 35 miles of Harrow	▲	N/a -local				99.5%	99.6%	GREEN	99.5%	99.6%	GREEN	SIMILAR		Cllr Mina Parmar
Hsg 10	Number of households in temporary accommodation	▼	16.4 per 1,000 households = approx 1500 equivalent for				1075	1098	AMBER	1075	1115	AMBER	DECLINING		Cllr Mina Parmar
Hsg 11	Homelessness prevention (%)	▲	TBC				52%	62.4%	GREEN	52%	72.1%	GREEN	IMPROVING		Cllr Mina Parmar
	Target support to help residents out of financial hardship														
	<i>Qualitative update only</i>						-	-	-				-		
	Support residents to realise their career ambitions through delivering prevocational and vocational learning (including ESOL, Digital Skills. Job brokerage with local employers)														
CYPS 9:	% of eligible Care Leavers (aged 19/21) in education, employment or training	▲	57%	65	62.9	AMBER	65	65.1	GREEN	65	63.8	AMBER	SIMILAR		Cllr Hitesh Karia
CLIE 2	Total number of residents supported into employment; Xcite, Learn Harrow, Supply Chain and Section 106	▲	N/a -local				100	331	GREEN	290	438	GREEN	IMPROVING	KP now presented as rolling year -as performance is cumulative towards year end target of 405 that has already been exceeded.	Cllr Norman Stevenson
CLIE 3	Total number of residents provided with information and advice in employment or training	▲	N/a -local				200	256	GREEN	200	191	AMBER	DECLINING		Cllr Norman Stevenson
							-	-	-				-		
	<b>Supporting children, young people and families through the development of the prevention and community offer</b>														
CYPS 1:	% of Re-referrals that are repeat within 12 months	▼	17%	16%	17.10%	RED	19%	13.8%	GREEN	19	14.5	GREEN	DECLINING		Cllr Hitesh Karia
CYPS 2:	% of assessments completed within 45 working days	▲	85%	90%	77.60%	RED	85%	62.3%	RED	90	55.4	RED	IMPROVING	There has been robust plan to address the timeliness of overdue assessments. Additional staff have been agreed with weekly tracking in place weekly. Recent data for Jan 2024 indicated the trend for completion has improved being the lowest numbers outside timescale in 5 months. Clear systems are in place to continue to monitor and complete, with meetings held with Assistant Director 3 times a week.	Cllr Hitesh Karia
CYPS 5:	% of CPP for 2nd or subsequent time	▼	19%	15%	11.60%	GREEN	20%	9.9%	GREEN	20	16.7	GREEN	DECLINING	Although year to date remains within target due to lower rates in the first 2 quarters, the rate in each of the 3 months in Q3 was over the 20% target. This is being discussed in the service performance meeting and actions will be determined.	Cllr Hitesh Karia
CYPS 25:	Universal Reach numbers for Early Support Hubs	▲	Local indicator	No Target - This indicator is for information about reach	2964	-	No Target - This indicator is for information about reach	3348	-	No Target - This indicator is for information about reach	3310	-	DECLINING		Cllr Hitesh Karia
	<b>Improving the quality and sustainability of care provision in Harrow</b>														
ASCOF 2d and OfLoG monitored	Reablement - % of new people completed reablement (no ongoing support required) (OfLoG)	▲	7 of 16 (CIPFA) in 2022				80%	84%	GREEN	80%	83%	GREEN	SIMILAR		Cllr Pritesh Patel
ASC 16	CQC rating "requires improvement" of Homecare Providers used	▼	not available				18%	16.6%	GREEN	18%	12.1%	GREEN	IMPROVING		Cllr Pritesh Patel
ASC 23	Safeguarding - of those asked, % of people with goals met	▲	not available				90%	97%	GREEN	90%	98%	GREEN	IMPROVING		Cllr Pritesh Patel
ASC 24	Safeguarding - where risk identified, was reduced or removed	▲	not available				86%	84.90%	AMBER	86%	87%	GREEN	IMPROVING		Cllr Pritesh Patel
	<i>Other Adults Survey Related Measures will be made available in Q4 &amp; Q1 next year.</i>														

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<b>Reducing Health Inequalities</b>															
	% of births that receive a face to face New Birth Visit within 14 days by a Health Visitor	▲	87.8% (21/22)				90%	88%	AMBER	90%	90%	GREEN	IMPROVING		Cllr Pritesh Patel
	% of people from total eligible population invited for a Health Check	▲	16.2% of total eligible population (TEP) 18/19 - yearly data				10%	10%	AMBER	15%	18%	GREEN	IMPROVING	Public Health have continued to work hard to produce regular league tables for practices, visit GP practices and attend regular meetings to keep the NHS Health Check programme in practices' minds.	Cllr Pritesh Patel
	Proportion of new sign ups in at least one of our target groups (e.g. ethnic minority, from deprived community)	▲	N/A				54	42	RED	18	70	GREEN	IMPROVING	Q3 numbers adjusted to include missing data from Q2. Data missing due to error when analysing data. Numbers show that we have exceeded our targets significantly for our progress this year.	Cllr Pritesh Patel
<b>Additional STMIN indicators</b>															
Csafe 4	Domestic (flagged) offences (rolling 12 months)	▼	10.7 per 10000 pop (RY May 23)				2214	2186	GREEN	2230	2134	GREEN	IMPROVING		Cllr Anjana Patel
Csafe 5	Domestic abuse with injury offences (rolling 12 months)	▼	24.4% (RY May 23)				500	537	RED	497	501	AMBER	IMPROVING		Cllr Anjana Patel
Edu 16	Special Educational Needs – Education, Health Care Plans (EHCP) issued within 20 weeks (excluding exception)	▲	2022 57.3% - SN 54.7% - London 49.1% - National	65%	9.5%	RED	59%	35%	RED	59%	30%	RED	SIMILAR	Harrow is now being monitored by the DfE. Timeliness: 30% Q3 (35% in Q2)/Q3 is 30% but January 2024 of Q4 is 50%. Where plans can be issued on time - where advice is received on time and there is a school to name - plans are being issued on time. We still have a fair bit of late advice from health. Also, in Q3, it was more difficult to name schools as the Christmas break meant that there was a 2 week period where we could not finalise. This period is also the one where the summer holiday delays would be noted. Requests for new plans are up 11% on this time last year and 15% more plans have been issued than this time last year. 57% of Annual Reviews are on time to date in this Quarter compared to 5.9% in Q1.	Cllr Hitesh Karia
								36 under 20 weeks 67 over 20 weeks							
Edu 17	Special Educational Needs – Education, Health Care Plans (EHCP) issued within 20 weeks (all such EHCP, including exceptions)	▲	2022 50.8% - SN 51.9% - London 47.6% - National	65%	9.5%	RED	59%	35%	RED	59%	33%	RED	SIMILAR	The service continues to see an increase in the number of requests for assessment. This impacts on actuals in the following quarter. Number of EHC Plans which attracted exceptions: The service worked well with parents and educational professionals to achieve conclusions to placements but due to professionals' commitments, additional meetings and lack of special school places we were unable to work within the reduced 20 week period framework for a number of cases. School places, especially special, are very limited and therefore officers have to consult with a number of schools and schools and other LA's are not responding within timeframe. Following consultation costs need to be compared and agreed by the LA. The service will aim to issue draft EHC Plans by the 16 week timescale. The managers to ensure that for complex cases, where possible, meetings are set up in advance. Officers to make telephone contact with families/schools. Naming of mainstream schools whilst waiting for a special school. SEND Strategy to focus on place planning for CYP who require a special school.	Cllr Hitesh Karia
Edu 18	The percentage of Young People with a SEND who are in mainstream education and training, ISPs or supported internships in the National Curriculum Years 12 to 16+ (age 16 - 24)	▲	December 2023 47.3% - SN 39.9% - London 52.2% - England	-	57.3%	-	34%	20%	RED	52.2%	53.2%	GREEN	IMPROVING	The percentage of Young People with a SEND EHCP (Education, Health Care Plan) age 16 to 24 has increased to 53.2% in December 2023 from 20.0% in September 2023. Harrow's latest outcome is higher than the national, London and SN outcomes.  September is very much a transition month, so a great many YP will be in the "not known" category as they are still being tracked to their current destination. This is how the data should be managed and treated as per DfE guidelines so not too much notice should be made around these figures, hence why the target months are December, January & February. All regions and areas will be reporting the same. For example, all Yr 11 leavers are given a destination of Yr 11 transition, which is a "not known" destination until they are confirmed in their new destination.	Cllr Hitesh Karia
					June 2022 (cohort 800)			September 2023 (cohort 599)		Above national	December 2023 (cohort 601)				
Edu 32	Key Stage 2 & Special Educational Needs Achievement gap between pupils with special educational needs and their peers, based on % of pupils achieving the national standard in reading, writing and mathematics (RWM) at the end of key stage 2	▼	2022-23 51.7% - SN 48.9% - London 50.3% - National	-	48.4%	-	Gap lower than SN 52.5%	52.3%	GREEN	51.7%	49.9%	GREEN	IMPROVING	In 2022-23 75.9% of children with No SEN Provision (78.0% in 2021-22) attained the KS2 national standard in RWM compared to 26% of pupils with a SEN (25.7% in 2021-22) attaining the national standard.  Harrow's gap this year of 49.9% is narrower than the national gap 50.3%, statistical neighbours 51.7% but slightly higher than London 48.9%  Harrow's SEN result of 25.9% is higher than the national average of 20.0%.	Cllr Hitesh Karia
			Final results		2018-19 Final result			2021-22 Final result		Gap lower than SN	2022-23 Final Result				

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Edu 38	Key Stage 4 & Special Educational Needs The Special Educational Needs (SEN)/non-SEN gap based on average attainment across 8 GCSE subjects at the end of Key Stage 4	▼	24.8 - SN 22.7 - London 22.1 - National	Gap lower than SN SN 24.5	24.5	GREEN	Gap lower than SN SN 25.6	22.4	GREEN	24.8	23.5	GREEN	SIMILAR	The average Attainment 8 score of Harrow's pupils with a SEN in 2022-23 is 31.4 (35.1 in 2021-22), which is lower than the score of 54.9 (57.5 in 2021-22) of the pupil's with no SEN, resulting in a 23.5 gap (22.4 in 2021-22 & 24.5 in 2018-19). Harrow's gap is wider than the national and London gap and narrower than the statistical neighbours gap. Harrow's SEN score of 31.4 is above the national score of 28.1 but below the statistical neighbour score of 32.4 and London score of 31.8.	Cllr Hitesh Karia
			2022-23 Final result		2018-19 Final result			2021-22 Final result		Gap lower than SN	2022-23 Final result				
Edu 7	Annual rate of Secondary School Permanent exclusions as % of Harrow school population	▼	2021-22 0.12% - SN 0.09% - London 0.16% - National	0.20%	0.09%	GREEN	0.20%	0.13%	GREEN	0.20%	0.19%	GREEN	SIMILAR	Harrow's secondary school permanent exclusions have increased from 15 (0.10%) in 2020-21 to 32 (0.19%) in 2022-23, this is at pre-covid levels such as 30 (0.22%) in 2018-19. For 2021-22 Harrow's secondary school exclusions were above both the 2021-22 statistical neighbours outcome (0.12%) and London (0.09%) but below the national position (0.16%). Harrow was in a better position than the nation (thus GREEN) but did less well regionally. Harrow's 2022-23 data will be compared when the 2022-23 data has been published nationally.	Cllr Hitesh Karia
					2019-20 13 exclusions DfE data			2021-22 21 exclusions DfE data			2022-23 32 exclusions Harrow data				
Edu 8	Annual rate of Primary, Secondary & Special School Permanent Exclusions as % of Harrow school population	▼	2021-22 0.06% - SN 0.04% - London 0.08% - National	0.10%	0.04%	GREEN	0.10%	0.06%	GREEN	0.10%	0.09%	GREEN	SIMILAR	Permanent exclusions increased from 0.03% (11) in 2020-21 to 0.09% (37) in 2022-23, this is at pre-covid levels such as 33 (0.09%) in 2018-19. Harrow's 2021-22 exclusions are the same as the 2021-22 outcomes of our statistical neighbours (0.06%), above than London (0.04%) but below than national (0.08%). Harrow's 2022-23 data will be compared when the 2022-23 data has been published nationally. Harrow's permanent exclusions targets are challenging as they set to be in-line with the national averages. In small authorities like Harrow small numbers can impact progress against the target significantly.	Cllr Hitesh Karia
					2019-20 15 exclusions DfE data			2021-22 24 exclusions DfE data			2022-23 37 exclusions Harrow data				
Edu 10	Annual rate of Primary, Secondary & Special School Permanent Exclusions of Pupils with a Special Education Need (SEN) as % of Harrow school population with the same SEN status	▼	2021-22 0.14% - SN 0.10% - London 0.22% - National	0%	0.19%	RED	0%	0.16%	RED	0%	0.49%	RED	SIMILAR	In-line with the total number of permanent exclusions increasing, the exclusions given to pupils with a SEN has also increased. In 2022-23, of the 37 exclusions, 21 were given to pupils with SEN Support and 5 to pupils with an EHCP.	Cllr Hitesh Karia
					2019-20 9 exclusions DfE data			2021-22 8 exclusions DfE data			2022-23 26 exclusions Harrow data				
Edu 11	Annual rate of Primary, Secondary & Special School Suspensions as % Harrow school population	▼	2021-22 3.66% - SN 4.34% - London 6.91% - National	1.92%	1.60%	GREEN	1.92%	2.62%	RED	2.12%	3.19%	RED	SIMILAR	The RAG for this indicator is red because the target set for Harrow is in-line with Harrow's exclusions rates in 2018-19. Harrow's performance is better than both regional and national outcomes and if compared to any of the national or regional benchmarks Harrow would be rated Green. Harrow's exclusions targets are challenging as they were set to be in-line with Harrow's previous best outcomes. In small authorities like Harrow small numbers can impact progress against the target significantly. The number of Suspensions have increased from 547 (1.44%) in 2020-21 to 1,249 (3.19%) in 2022-23 and are higher than the pre-covid 2018-19 number of 789 (2.12%). Harrow's 2021-22 outcome is significantly below the 2021-22 outcomes of our statistical neighbours (3.66%), London (4.34%) and nationally (6.91%).	Cllr Hitesh Karia
					2019-20 606 suspensions DfE data			2021-22 1,007 suspensions DfE data			2022-23 1,249 suspensions Harrow data				
Edu 12	Annual rate of overall absence in primary schools	▼	2021-22 6.0% - SN 5.9% - London 6.3% - National	4.0%	3.8%	GREEN	4.0%	5.6%	RED	4.0%	6.00%	RED	SIMILAR	Harrow's performance is better than both statistical neighbours and national outcomes, against any of the national or regional benchmarks Harrow would be rated Green. The annual rate of absence has declined from 3.3% in 2020-21 to 6.0% in 2022-23. Absence in Harrow's primary schools for the previous four years is 4.1% in 2015-16 and 3.8% in both 2016-17 and 2017-18 and 3.8% in 2018-19. 2019-20 only has attendance for the autumn term due to Covid related school closures. The 'Harrow data' is local data and provisional, which we suspect may have a recording issue and we continue to monitor. In 2021-22 Harrow's primary school's absence rate is better than the statistical neighbour, London and national averages. The Attendance Intervention Model (AIM) is now in use by all schools (including Academies). It is contributing to a positive impact on attendance overall.	Cllr Hitesh Karia
					Autumn term only 2019-20 DfE data			2021-22 DfE			2022-23 Harrow data				
Edu 14	Annual rate of overall absence in secondary schools	▼	2021-22 7.3% - SN 7.4% - London 9.0% - National	4.0%	4.5%	RED	4.0%	7.0%	RED	4.0%	9.7%	RED	SIMILAR	The annual rate of absence in Harrow's secondary schools has declined from 5.0% in 2020-21 to 9.7% in 2022-23. Absence in our high schools for the last four years is 4.5% in 2015-16, 4.7% in both 2016-17 and 2017-18 and 4.8% in 2018-19. 2019-20 only has attendance for the autumn term due to Covid related school closures. The 'Harrow data' is local data and provisional, which we suspect may have a recording issue and we continue to monitor. In 2021-22 Harrow's secondary school's absence rate is below the statistical neighbour London and national averages. The Attendance Intervention Model (AIM) is now in use by all schools (including Academies). It is contributing to a positive impact on attendance overall.	Cllr Hitesh Karia
					Autumn term only 2019-20 DfE data			2021-22 DfE			2022-23 Harrow data				