

## APPENDIX C

### Indicators brought forward for further monitoring at P&F Chair's briefing

Indicator	Selected for monitoring	Status (Q3)	Comments and action to be taken (Q3) 27 February 2012 briefing	Status (Q4)	Comments and action to be taken (Q4) 28 May 2012 briefing
<b>Keeping neighbourhoods clean, green and safe</b>					
NI 32 - repeat incidents of domestic violence	Q3, 2010/11	HR	Monitoring at Chair's briefing to continue (to include the number of individuals and number of repeat referrals). Information on the reasons for changing the target was also requested.	HG	Monitoring at Chair's briefing to continue. Members expressed interest in determining whether this is a blip or a trend of reduced incidents of repeat referrals. In addition, information was sought on reasons for the change to the target and the target for 2012/13.
- Residential burglaries - Serious acquisitive crime	Q2, 2011/12	HR	Monitoring at Chair's briefing to continue. An update on the impact of the abstraction of officers for Olympics policing was also requested.	HR HR	Monitoring at Chair's briefing to continue. Information was requested regarding the setting of targets, performance of the Smartwater scheme, analysis of Metropolitan police data and hotspot mapping. The Chair and Vice-Chairman also agreed to refer these indicators to the Scrutiny Leads.
NI 192 - Percentage of household waste sent for re-use, recycling and composting	Q4, 2011/12			LR	NEWLY IDENTIFIED THIS QUARTER. Performance against this indicator dropped because of a reduction in tonnage salvaged from contaminated waste. Difficulties with the contractor have now been addressed.
Improved street and environmental cleanliness: - NI195a – litter - NI195b – detritus - NI 195c – graffiti	Q2, 2011/12 (litter/detritus); Q4, 2010/11 (graffiti)	No survey	No survey data available in Q3 report - to monitor at next Chair's briefing.	HG HG HR	Monitoring at Chair's briefing to continue. Members were provided with the data for Q3 which had been unavailable at the previous meeting. The blip in performance was attributed to service redesign as staff were undertaking training on new equipment/ techniques which reduced street presence. Q4 performance had improved. [There is no survey in Q1]
<b>United and involved communities: a Council that listens and leads</b>					
How well informed do residents feel (Involvement Tracker)	Q1, 2011/12	LR	Monitoring at Chair's briefing to continue.	N/A (LR in Q3)	Monitoring at Chair's briefing to continue.
Number of trained neighbourhood champions	Q1, 2011/12	HR	Monitoring at Chair's briefing to continue.	HR	Monitoring at Chair's briefing to continue. Further information was requested, mapping the distribution of NCs across the borough.
<b>Supporting and protecting people who are most in need</b>					
NI 125 – Achieving independence for older people through rehabilitation (This measure is no longer on the Corporate Scorecard)	Q4, 2010/11	-	Monitoring at Chair's briefing to continue. To be reported in parallel with NI 130 (adult social care users who receive self-directed support).	LG	No further monitoring required.
Children Looked After: - % sessions absent from school amongst school age CLA in the school year to date - Rate of fixed term exclusions as a % of the Harrow CLA population	Q1, 2011/12 (sessions absent); Q4 2010/11 (FT exclusions)	HR/HR	Officers are considering whether there is a way of reflecting individuals' achievement in a performance measure. Review at next Chair's briefing.	HR HR	Monitoring at Chair's briefing to continue. The O&S committee will review the recent Ofsted report. It was noted that absence is green in comparison with the national picture.
Termly rate of permanent exclusions as % of Harrow school population	Q2, 2011/12	HG	Monitoring at Chair's briefing to continue	A	Monitoring at Chair's briefing to continue.
Termly rate of fixed term exclusions as a % of Harrow school population	Q3, 2010/11	HR	Monitoring at Chair's briefing to continue.	HR	Monitoring at Chair's briefing to continue.
Numbers of children with child protection plan for over two years	Q3, 2010/11	HR	Monitoring at Chair's briefing to continue.	HG	Monitoring at Chair's briefing to continue. Further information was requested on how plans are reviewed.

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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)	HR HG LR HG	Monitoring at Chair's briefing to continue, as a suite of indicators.	HR LG LG HG	Monitoring at Chair's briefing to continue. Information was requested on the causes of homelessness leading to acceptances by the council.
Council adaptations: average time from assessment to completion of works (weeks)	Q3 2011/12	HG	Monitoring at Chair's briefing to continue. Breakdown of simple/complex cases and/or pre/post-reform performance to be sought.	HG	Monitoring at Chair's briefing to continue. Further information was requested on 'simple' and 'complex' cases, as well as the stage of the process, whether this indicator included planning applications where required. In addition Members enquired whether a more demanding target could be set.
Average time to relet LA housing (days)	Q3 2011/12	LR	Monitoring at Chair's briefing to continue. Further information requested on the relationship between this indicator and Housing voids measure (HG).	LG	No further monitoring required
<b>Supporting our town centre, our local shopping centres and businesses</b>					
Visits to museum – number of physical visits	Q2, 2011/12	HR	Monitoring at Chair's briefing to continue.	HG	Monitoring at Chair's briefing to continue.
Libraries: - number of physical visits - Hours of use of public library computers (no target)	Q3, 2011/12	LR -	Monitoring at Chair's briefing to continue.	A -	Monitoring at Chair's briefing to continue.
Visits to leisure centre – number of physical visits	Q4, 2011/12			LG	NEWLY IDENTIFIED THIS QUARTER. Monitoring at Chair's briefing to continue. Members requested details of the target for 2012/13.
Processing of major planning applications in accordance with statutory timescales or Planning Performance Agreements (PPAs)	Q2, 2011/12	HG	No further monitoring required.	HR	
Processing of householder planning applications within 6 weeks	Q2, 2011/12	HR	Monitoring to continue, including a briefing note on reasons for underperformance, to cover what is the average time for a decision, are any statutory deadlines affected and any cost implications.	HR	Monitoring at Chair's briefing to continue. It was noted that this area would be considered by the customer care scrutiny review. Members asked that the briefing note requested at the previous meeting be provided asap.
<b>Resources perspective</b>					
Workforce IPAD in last 12 months	Q2, 2011/12	HR	Monitoring at Chair's briefing to continue.	HR	Monitoring at Chair's briefing to continue. Information by directorate was requested.
Total debt collected as a % of total debt raised [YTD]	Q1, 2011/12	A	Monitoring at Chair's briefing to continue. Information outstanding on amount of debt overdue as well as explanation of what the indicator is intended to measure.	LG	Monitoring at Chair's briefing to continue.
BV 8 - % of undisputed invoices paid within 30 working days [also % of SAP purchase orders raised before invoice date]	Q3, 2010/11	HR	Officers are considering replacing this indicator with that on payments to small businesses, which is already collected but is not on the Corporate Scorecard. Definition of "small businesses" used for this purpose to be clarified.	HR (LR)	Monitoring at Chair's briefing to continue.

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% forecast variation from net budget	Q1, 2011/12	HG	No further monitoring required.		
ex-BV66a LA rent collection and arrears: proportion of rent collected	Q3, 2011/12	LG	Monitor at next chair's briefing, in context of benefit reform.	LG	No further monitoring required
IT customer (internal) complaints	Q2, 2011/12	HR	Information on how calculated to be supplied.	HR	Monitoring at Chair's briefing to continue. Members were advised this indicator is a monthly average. It measures formal complaints.