

EXECUTIVE
17 JANUARY 2005

VITAL SIGNS

Quarter Two
July to September 2004
Report PRU 04/05 –8

POLICY & REGENERATION UNIT
LONDON BOROUGH OF BRENT

TEL: (020) 8937-1030 FAX: (020) 8937-1050

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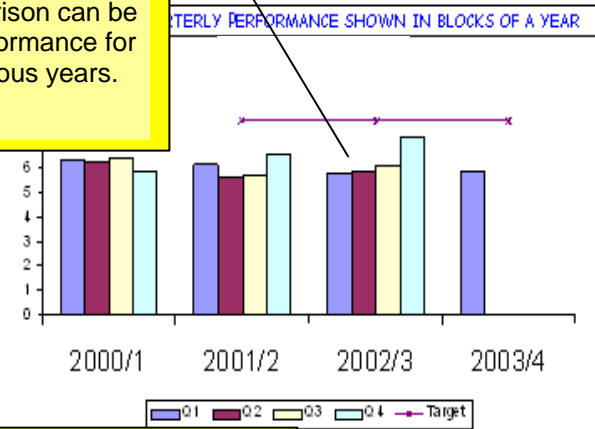
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GUIDE TO INTERPRETING VITAL SIGNS DATA

VITAL SIGNS – Corporate Centre

BV NUMBER AND BRIEF DEFINITION

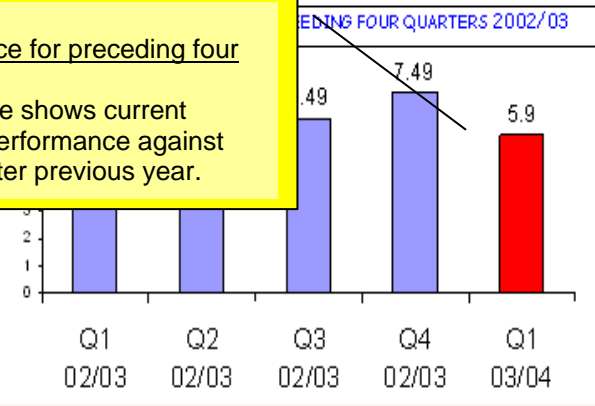
Graph A
Quarterly Performance 2003/04 TO 2004/05
 Provides historic data (where available), so a comparison can be made on quarterly performance for the same period in various years.



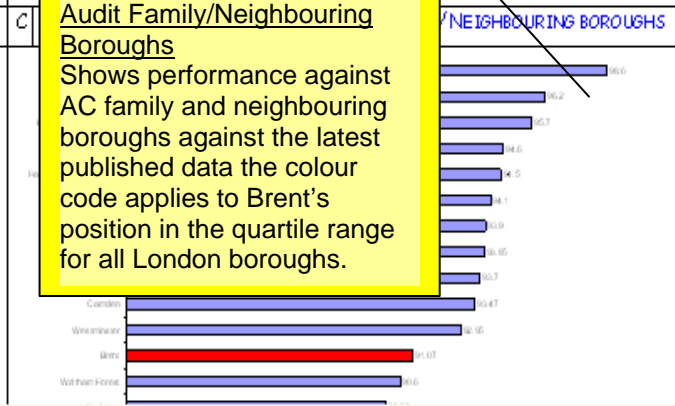
Responsibility
 Provides both officers and lead members an opportunity to comment on performance

Target
 Provides annual target where known

Graph B
Performance for preceding four quarters.
 Colour code shows current quarter's performance against same quarter previous year.



Graph C
2002/03 Annual Comparison Audit Family/Neighbouring Boroughs
 Shows performance against AC family and neighbouring boroughs against the latest published data the colour code applies to Brent's position in the quartile range for all London boroughs.



QUARTERLY PERFORMANCE SUMMARY

SERVICE AREA & PERFORMANCE INDICATOR

SERVICE AREA	PERFORMANCE INDICATOR	IMPROVED	GONE DOWN	STATIC DATA	NO DATA AVAILABLE
		Performance against same quarter last year	Performance against same quarter last year	No change from previous quarter	CURRENT QUARTER

CORPORATE CENTRE

BV 9 The percentage of Council Tax collected					
BV 11b The percentage of top earners from black & minority ethnic communities					
BV 12 Average sickness days per employee					
BV 78a Speed of processing - average time for new claims in days					
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EDUCATION ARTS & LIBRARIES

BV 43a The percentage of SEN statements prepared within 18 weeks excluding those where exemption apply under Code of Practice					
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SERVICE AREA	PERFORMANCE INDICATOR	IMPROVED	GONE DOWN	STATIC DATA	NO DATA AVAILABLE
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ENVIRONMENTAL SERVICES					
	BV 82a* Total tonnage of household local waste arising - the percentage recycled (*now includes composting tonnage)				
	BV 99 Percentage change in road accident casualties based on changes over previous year and percentage change over 1994 - 1998 Indicator table now shows total killed/ seriously injured, number of children killed/seriously injured and total where slight injury occurred			AMENDED DEFINITION	
	BV 109a Major planning applications in 8 weeks				
	BV 187 Condition of footways (measures the percentage of footpaths needing repairs)				
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	BV 199 (VS 505) The percentage of highways cleaned to a high standard				
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HOUSING SERVICES					
BV 64	The number of private sector vacant dwellings that are returned into occupation or demolished as a direct result of action by the local authority				
BV 183a	The average length of stay in bed and breakfast accommodation				
BV 183b	The average length of stay in hostel accommodation				
BV 184b	The percentage change in the proportion of non-decent local authority homes				
BV 185	The percentage response to non-emergency repairs where appointments were made and kept				
SOCIAL SERVICES					
BV 56 (PAF D54)	Percentage of items of equipment and adaptations delivered within 7 working days	NEW VS			
BV 58 (PAF D39)	The percentage of people receiving a statement of their needs and how they will be met				
BV 162 (PAF C20)	The percentage of child protection cases which should and were reviewed during the year	NEW VS			
BV 163 (PAF C23)	Adoptions of children looked after				
BV 201 (PAF C52)	Adults and older people receiving direct payments per 100,000 population aged 18 and over	NEW VS No historic comparative data available			

CORPORATE CENTRE

BV 9 Percentage of Council Tax collected
DIRECTOR DUNCAN MCLEOD

<p>A QUARTERLY PERFORMANCE 2003/04 TO 2004/05</p> <table border="1"> <caption>Quarterly Performance Data (Estimated)</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2002/03</td> <td>38%</td> <td>58%</td> <td>75%</td> <td>90%</td> </tr> <tr> <td>2003/04</td> <td>35%</td> <td>55%</td> <td>72%</td> <td>90%</td> </tr> <tr> <td>2004/05</td> <td>30%</td> <td>55%</td> <td>-</td> <td>-</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2002/03	38%	58%	75%	90%	2003/04	35%	55%	72%	90%	2004/05	30%	55%	-	-	<p align="center">RESPONSIBILITY</p> <table border="1"> <tr> <td>Officer</td> <td>Margaret Read</td> <td>Title</td> <td>Head of Local Taxation & Benefits</td> </tr> </table> <p>Annual target: 93% Council Tax collection (in year and arrears) continues to be monitored closely. Year to date collection is slightly behind profile to achieve 93% but additional actions have been identified to close this gap.</p> <table border="1"> <tr> <td>Executive Member</td> <td>Cllr. David Coughlin</td> </tr> </table> <p>Capita have identified additional actions intended to close the gap in collection against the profile expected. This includes a bailiff publicity campaign. We will need to see evidence that this has worked in the next quarter</p>	Officer	Margaret Read	Title	Head of Local Taxation & Benefits	Executive Member	Cllr. David Coughlin																		
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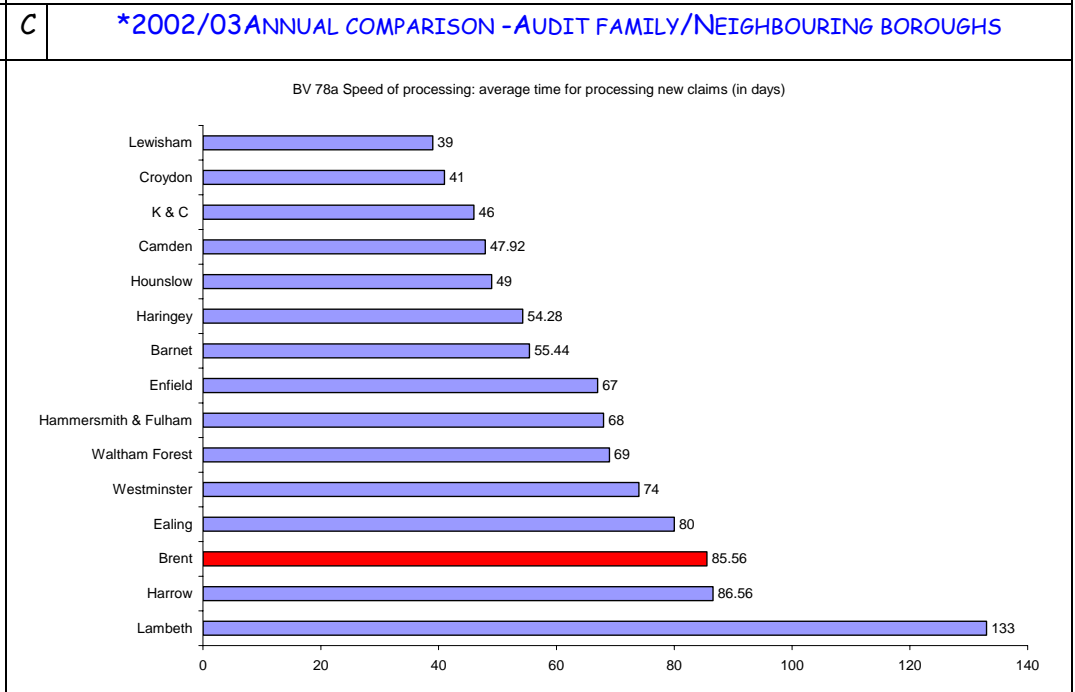
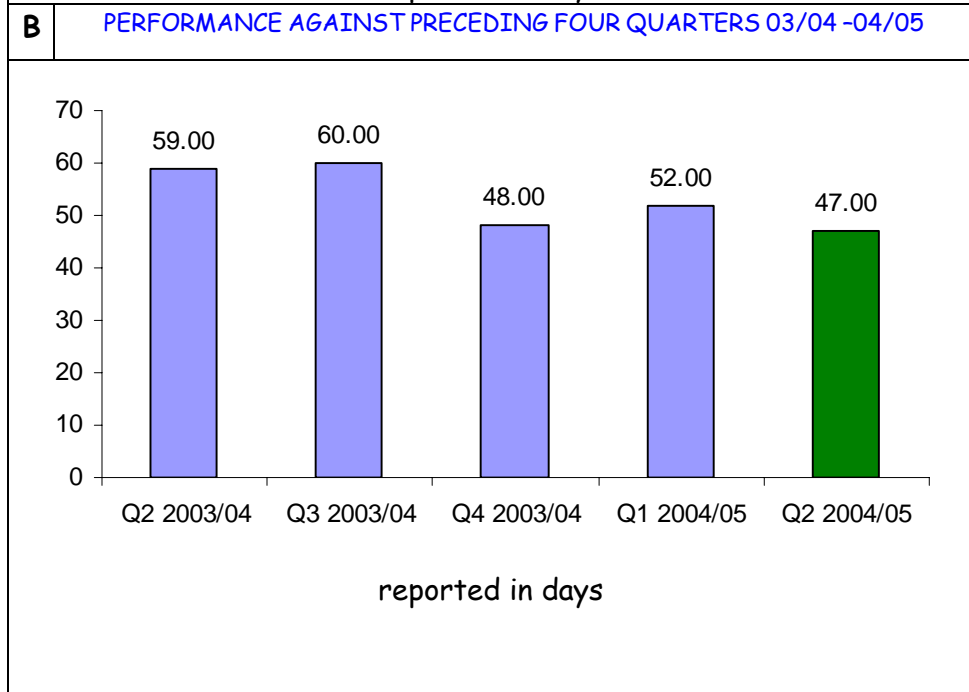
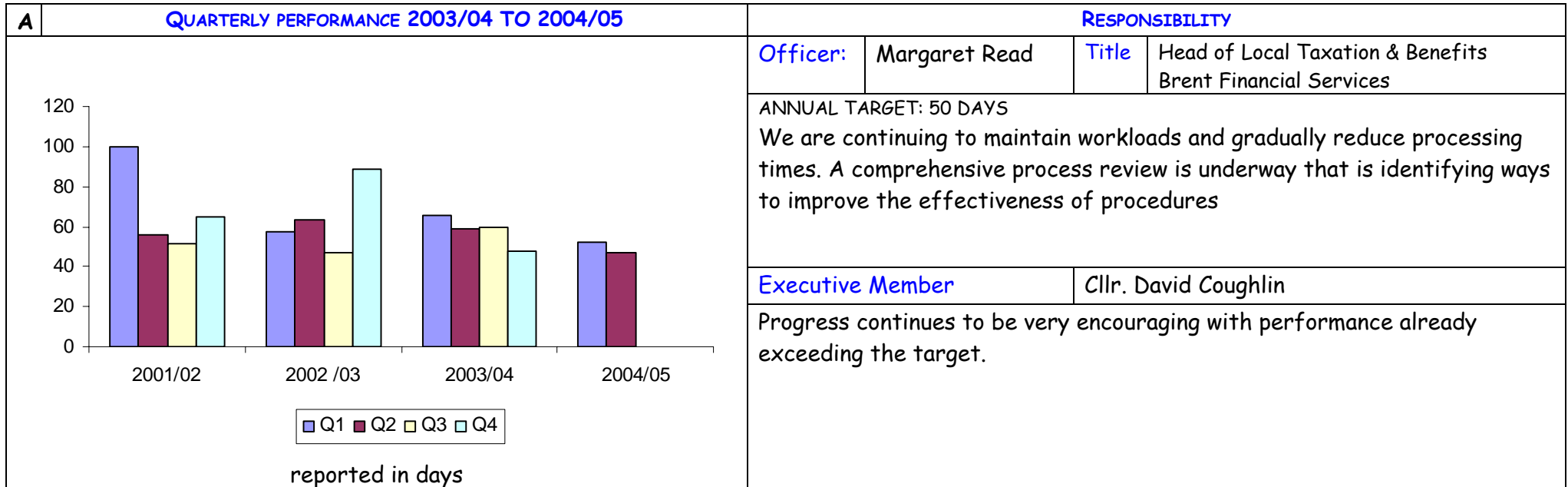
BV 11b Top five percent of earners that are from black & ethnic minorities
DIRECTOR VAL JONES

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BV 12 Number of working days lost due to sickness absence
DIRECTOR VAL JONES

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BV 78b Average time to process change in circumstances in days
DIRECTOR DUNCAN MCLEOD

<p>A QUARTERLY PERFORMANCE 2003/04 TO 2004/05</p> <table border="1"> <caption>Quarterly Performance Data (Approximate)</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2001/02</td> <td>25</td> <td>26</td> <td>26</td> <td>34</td> </tr> <tr> <td>2002 /03</td> <td>32</td> <td>27</td> <td>25</td> <td>32</td> </tr> <tr> <td>2003/04</td> <td>26</td> <td>32</td> <td>43</td> <td>34</td> </tr> <tr> <td>2004/05</td> <td>21</td> <td>22</td> <td>-</td> <td>-</td> </tr> </tbody> </table> <p align="center">Reported in days</p>	Year	Q1	Q2	Q3	Q4	2001/02	25	26	26	34	2002 /03	32	27	25	32	2003/04	26	32	43	34	2004/05	21	22	-	-	<p align="center">RESPONSIBILITY</p> <table border="1"> <tr> <td>Officer</td> <td>Margaret Read</td> <td>Title</td> <td>Head of Local Taxation & Benefits Brent Financial Services</td> </tr> </table> <p>ANNUAL TARGET: 15 DAYS Although processing times for changes in circumstances have improved we need to improve further to achieve our target of 15 days. The planned process review will help facilitate this.</p> <table border="1"> <tr> <td>Executive Member</td> <td>Cllr. David Coughlin</td> </tr> </table> <p>It will be essential to improve processing times for changes in circumstances further, particularly to prevent the creation of Local Authority error overpayments.</p>	Officer	Margaret Read	Title	Head of Local Taxation & Benefits Brent Financial Services	Executive Member	Cllr. David Coughlin													
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EDUCATION ARTS & LIBRARIES

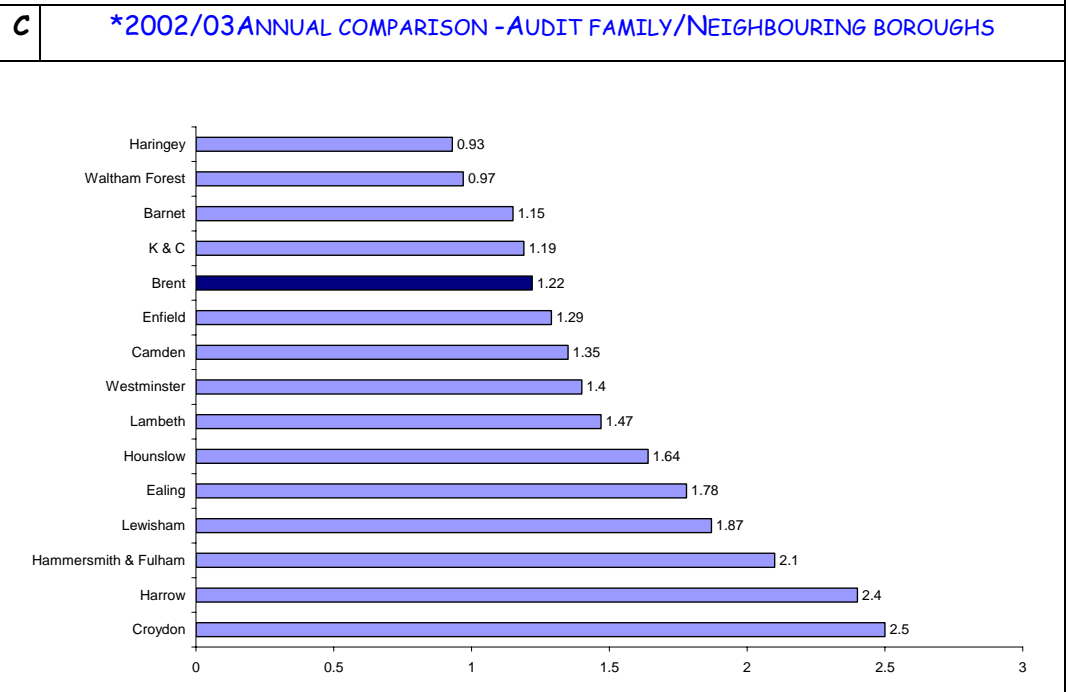
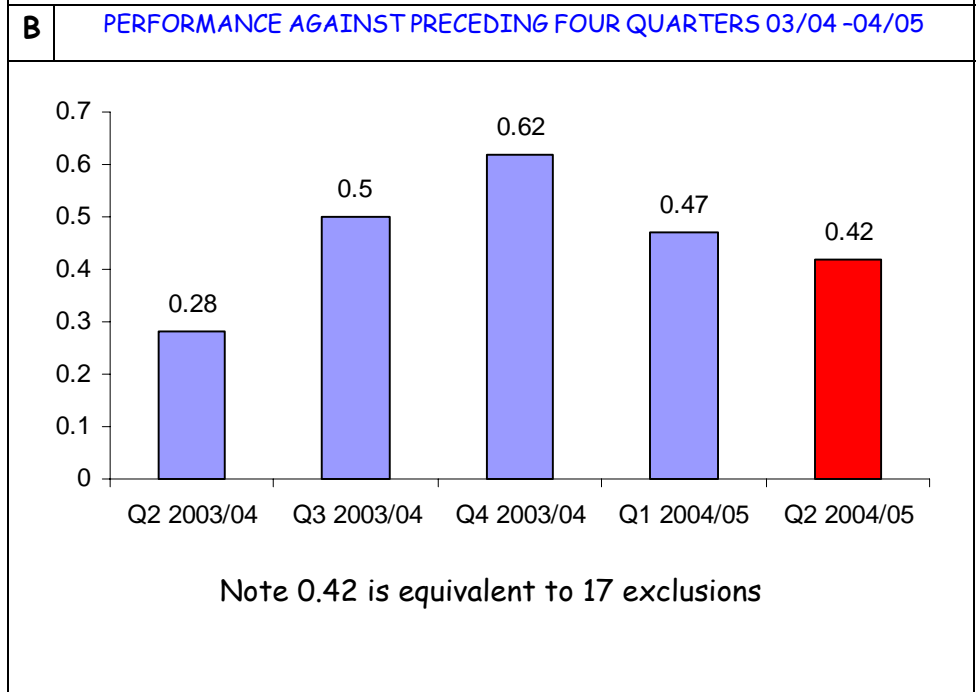
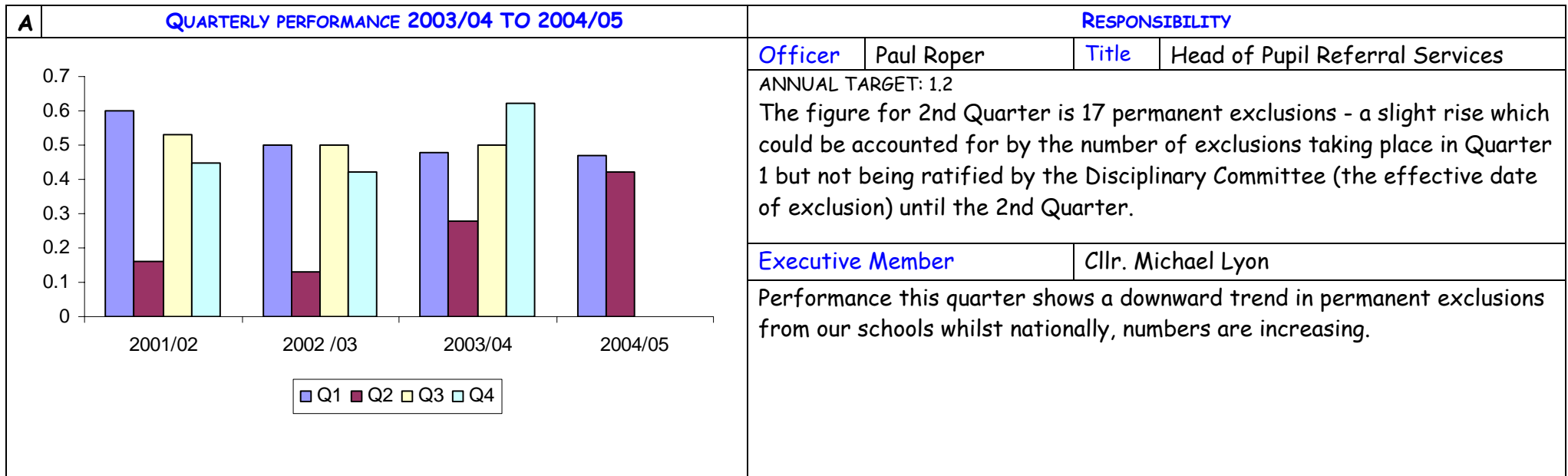
BV 43a - % of SEN statements prepared within 18 weeks, excluding those where exceptions apply under the Code of Practice
DIRECTOR JOHN CHRISTIE

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DIRECTOR JOHN CHRISTIE

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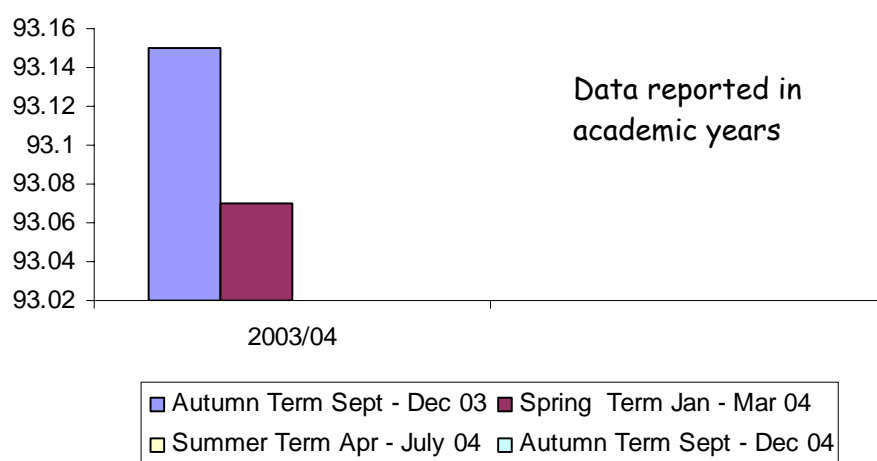
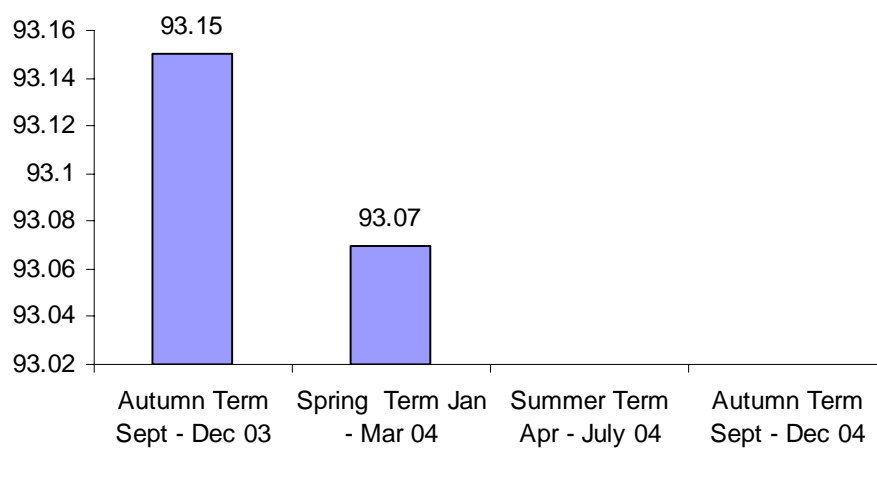
BV 44 The number of pupils excluded permanently from Brent schools (including non-Brent resident pupils), per 1000 pupils on roll
DIRECTOR JOHN CHRISTIE



BV 117 The number of physical visits per 1,000 population to public library premises
DIRECTOR JOHN CHRISTIE

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DIRECTOR JOHN CHRISTIE

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DIRECTOR JOHN CHRISTIE

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ENVIRONMENTAL SERVICES

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DIRECTOR RICHARD SAUNDERS

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BV 99 Percentage change in road accident casualties
DIRECTOR RICHARD SAUNDERS

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QUARTERLY PERFORMANCE 2003/04 TO 2004/05						RESPONSIBILITY			
Reporting Year 2003	All Killed/serious injury	Children Killed/serious injury	All Slight injury	Targets for 2004/05		Officer	Nanji Bhudia	Title	Prin Eng Accident Analysis Transportation Unit
No of casualties	191	22	1,191	KSI	215	This Best Value indicator is reported on annually. However the information is retrospective. i.e. the figures to be reported for 2004/05 relate to the calendar year ending December 2003. The definition has changed for 2004/05 and information from 2003/04 is not comparable. Latest figures for year ended Dec. 2003 show that the overall targets for 2004/05 have been achieved			
				CHILDREN KSI	36				
				ALL SLIGHT	1320				
Percentage change over previous year	+5%	-4%	-6%	KSI	4%	Executive Member: Cllr. Lesley Jones Schemes to improve road safety in general are proving effective. 'Safer Routes to Schools' and crossing patrols schemes are improving safety for children. Extending schemes to more schools is dependent on funding.			
				CHILDREN KSI	-6%				
				ALL SLIGHT	-1%				
Percentage change over 1994 -	-22%	-48%	-13%	KSI	-12%				
				CHILDREN KSI	-16%				
B						C			
PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 03/04 -04/05						*2002/03 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHS			
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BV 109a Percentage of major planning applications agreed within 13 weeks
DIRECTOR RICHARD SAUNDERS

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BV 187(VS 504) Condition of Footways (Measures the percentage of footpaths needing repairs)

DIRECTOR RICHARD SAUNDERS

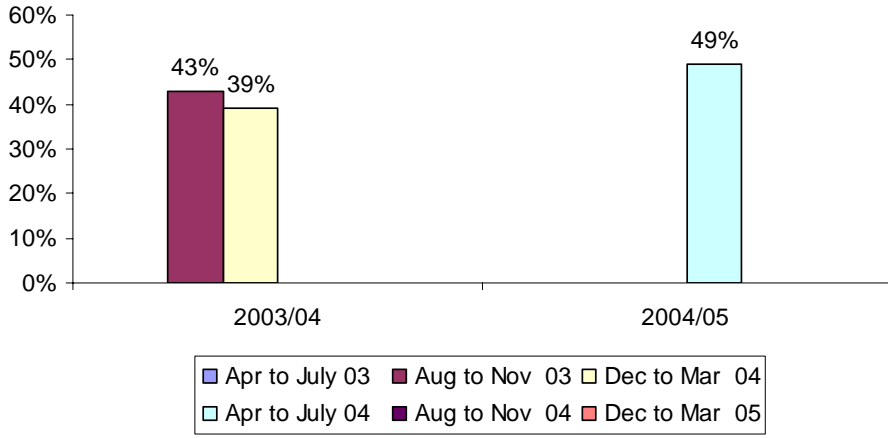
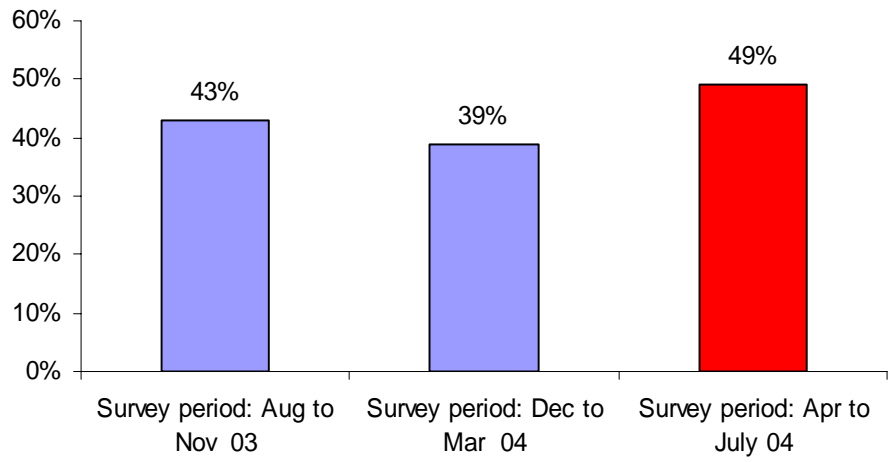
A	QUARTERLY PERFORMANCE 2003/04 TO 2004/05	RESPONSIBILITY																																	
	<p>Performance in 2003/04 was 26.92%</p> <p>Performance in 2002/03 was 1.63%</p>	Officer	Pat Collins	Title	Performance Manager (Highways Maintenance)																														
		<p>ANNUAL TARGET: 20%</p> <p>The survey is carried out over two years and looks at different areas each year. The survey results for 2003/04 show a higher level of repair needed than the previous year. The national average for 2002/03 was 30% with the top quartile being 15%.</p>																																	
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VS 508 Percentage of planned footways which have been re-laid and completed
DIRECTOR RICHARD SAUNDERS

A QUARTERLY PERFORMANCE 2003/04 TO 2004/05	RESPONSIBILITY																				
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<p>ANNUAL TARGET: 100%. QUARTERLY TARGETS: QUARTER 1 - 30%; QUARTER 2 - 55%; QUARTER 3 - 80%; QUARTER 4 - 100% (Targets are cumulative over the year).</p> <p>In this quarter performance is on target</p>	<table border="1"> <tr> <td>Executive Member</td> <td>Cllr. Lesley Jones</td> </tr> </table>		Executive Member	Cllr. Lesley Jones																	
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BV 199 (VS 505) The percentage of highways not cleaned to a high or acceptable standard of cleanliness

DIRECTOR RICHARD SAUNDERS

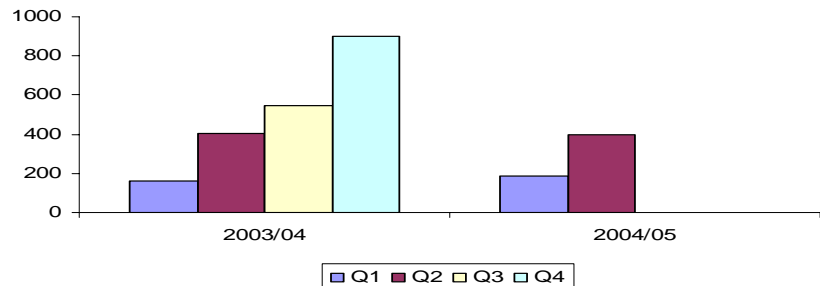
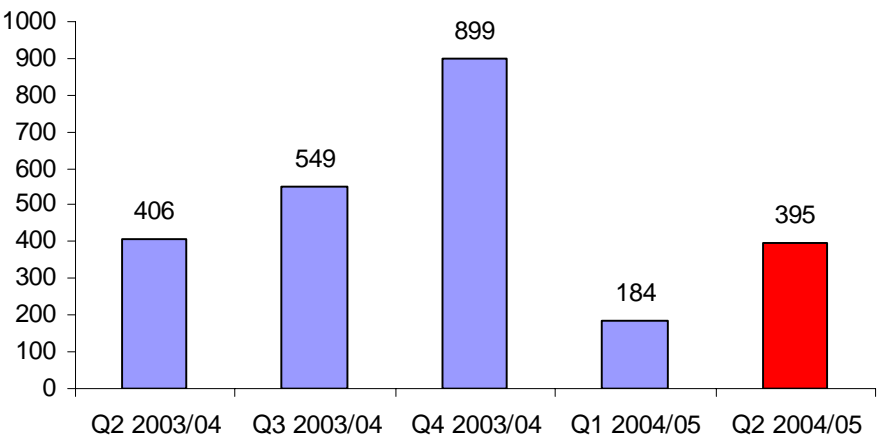
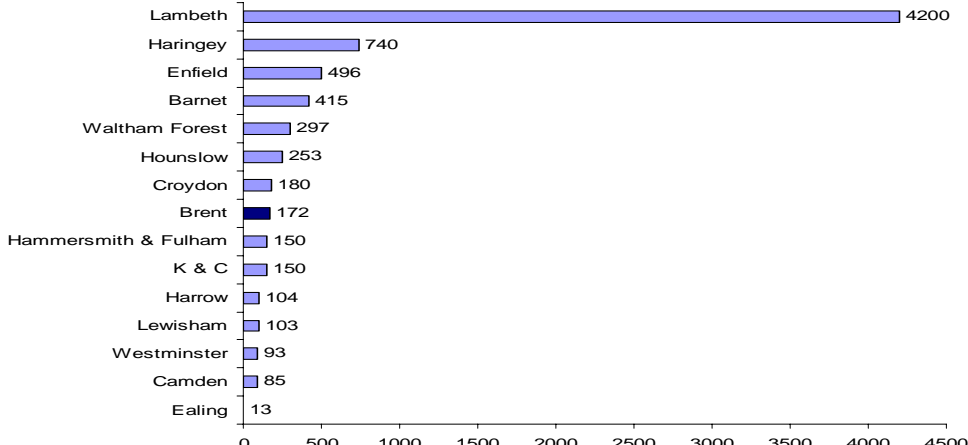
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VS 507 Total number of visits to sports and leisure facilities
DIRECTOR RICHARD SAUNDERS

A QUARTERLY PERFORMANCE 2003/04 TO 2004/05	RESPONSIBILITY																		
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Year	Q1	Q2	Q3	Q4															
2003/04	~230,000	~230,000	~180,000	~180,000															
2004/05	~170,000	~150,000	-	-															
<p>ANNUAL TARGET: 655,894</p> <p>The annual target has been set to reflect the closure of Willesden sports centre. The reduction in usage for the July -September 2004 quarter is due to the reduction in opening hours at Willesden during July and August and the closure of the centre at the end of August.</p>																			
Executive Member			Cllr. Lesley Jones																
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HOUSING SERVICES

BV 64 Private dwellings returned to occupation
DIRECTOR MARTIN CHEESEMAN

A QUARTERLY PERFORMANCE 2003/04 TO 2004/05	RESPONSIBILITY																					
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TOTAL UNITS	395	670																				
<p>ANNUAL TARGET: 670</p> <p>The breakdown of empty private homes brought back into use by the Council for quarter 2 is shown as part of graph A. Note as the units brought back into use by Private Housing Services are then let under other schemes e.g. HALS these are not included in the overall total. As this is a combined indicator, the 2004-05 targets are now included to allow members to see how each unit is progressing towards target</p>	Executive Member		Cllr. Bobby Thomas																			
<p>The cumulative performance for empty homes returned into use at the end of quarter 2 shows that Housing are well on target for the year 2004-05.</p>																						
B PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 03/04 -04/05	C *2002/03 ANNUAL COMPARISON - AUDIT FAMILY/NEIGHBOURING BOROUGHES																					
	<p align="center">BV 64 Number of vacant private sector dwellings occupied in 2000/01 as a result of LA action</p> 																					

BV 183a Average length of stay (in weeks) in bed & breakfast
DIRECTOR MARTIN CHEESEMAN

<p>A QUARTERLY PERFORMANCE 2003/04 TO 2004/05</p> <p align="center">Reported in weeks</p> <p align="center">2002 /03 2003/04 2004/05</p> <p align="center">■ Q1 ■ Q2 ■ Q3 ■ Q4</p>	<p align="center">RESPONSIBILITY</p> <table border="1"> <tr> <td>Officer</td> <td>Helen Clitheroe</td> <td>Title</td> <td>Finance & Systems Manager</td> </tr> </table> <p>ANNUAL TARGET: 10 WEEKS</p> <p>As detailed in previous reports, the indicator does not reflect current performance, due to the method of measurement. Only one household included in the quarter 2 figure actually left hotel accommodation during the quarter. 21% of the households included in the figure left the hotel accommodation seven or more years ago. Current performance continues to be good. At the end of September 2004, 88 households were in hotel accommodation, of which only 16 were families with children. None of these households had been in the hotel accommodation for longer than six weeks.</p> <table border="1"> <tr> <td>Executive Member</td> <td>Cllr. Bobby Thomas</td> </tr> </table> <p>Performance on the average length of stay in hotel accommodation for current cases continues to be above target.</p>	Officer	Helen Clitheroe	Title	Finance & Systems Manager	Executive Member	Cllr. Bobby Thomas
Officer	Helen Clitheroe	Title	Finance & Systems Manager				
Executive Member	Cllr. Bobby Thomas						
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BV 183b Average length of stay (in weeks) in hostels

DIRECTOR MARTIN CHEESEMAN

A	QUARTERLY PERFORMANCE 2003/04 TO 2004/05	RESPONSIBILITY			
	<p style="text-align: center;">Reported in weeks</p>	Officer	Helen Clitheroe	Title	Finance & Systems Manager Needs & Private Sector
		<p>ANNUAL TARGET: 10 WEEKS</p> <p>The figure for quarter 2 is based on just two households. One of these left the hostel accommodation over four years ago. The other left in July 2004, having spent 8 weeks in the hostel. This is well within the current target.</p>			
		Executive Member	Cllr. Bobby Thomas		
		Performance on this indicator is noted			
B	PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 03/04 -04/05	C	*2002/03 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHES		
	<p style="text-align: center;">Reported in weeks</p>	<p style="text-align: center;">BV 183b The average length of stay in hostels in weeks</p>			

BV 184b Change in proportion of non-decent homes in the year
DIRECTOR MARTIN CHEESEMAN

A	QUARTERLY PERFORMANCE 2003/04 TO 2004/05	RESPONSIBILITY																														
	Please see officer comments	Officer	Laura Murray	Title	Data Quality Officer Strategy & Regeneration																											
ANNUAL TARGET: 23.41 The estimated change in the proportion of non decent homes at the end of quarter 2 2004-05 is 25.81%. This figure while provisional demonstrates that Brent Housing Partnership is on course to exceed the target for 2004-05.		Executive Member	Cllr. Bobby Thomas																													
Brent Housing Partnership are making good progress towards reducing the proportion of non decent homes in the borough.																																
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	Please see officer comments	BV 184b Percentage change in proportion of non-decent LA homes in the year																														
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Lewisham	0%																															

BV 185 Percentage of responsive repairs where appointments were made and kept

DIRECTOR MARTIN CHEESEMAN

A	QUARTERLY PERFORMANCE 2003/04 TO 2004/05	RESPONSIBILITY																																													
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	ANNUAL TARGET: 97% Performance for quarter 2 of this financial year remains above the annual target of 97% and is improved from 95.8% for the same period last year																																														
	Executive Member		Cllr. Bobby Thomas																																												
	This is a consistently high performing indicator for Brent Housing Partnership and it is pleasing to note the continuing improvement in performance for responsive repairs that have an appointment made and kept																																														
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SOCIAL SERVICES

BV 56 (PAF D54) Percentage of items of equipment and adaptations delivered within seven working days
DIRECTOR JENNY GOODALL

A	QUARTERLY PERFORMANCE 2000/1 TO 2003/4	RESPONSIBILITY																		
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Year	Q1	Q2	Q3	Q4																
2003/04	68%	69%	73%	73%																
2004/05	87%	88.48%																		
		<p>ANNUAL TARGET: 90% Performance in the first two quarters of the year shows an improvement on the figure of 79% for 2003-04. This reflects continuous improvement resulting from improved processes and data recording which were implemented last year. If this is maintained, the ambitious annual target should be met. This quarter we are within 1.52% of achieving our 2004-05 target, which is 90%. Although we have achieved 88%, which is 2% below our target we have managed to retain a 5 blob rating. In order to maintain a 5 blob rating we must keep our score above 85% between September 2004 and March 2005. The DOH regards good performance as high</p>																		
		Executive Member	Cllr. Ralph Fox																	
		<p>The last year has seen significant improvement in the delivery of equipment. Performance in the first half of the year suggests that this will continue throughout 2004-05</p>																		
B	PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 03/04 -04/05	C	*2002/03 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHs																	
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BV 58 (PAF D39) Percentage of people receiving a statement of their needs
DIRECTOR JENNY GOODALL

<p>A QUARTERLY PERFORMANCE 2000/1 TO 2003/4</p> <p>Note Q1 & Q2 figures are estimated</p> <table border="1"> <caption>Quarterly Performance Data (Estimated)</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2001/02</td> <td>58%</td> <td>48%</td> <td>52%</td> <td>60%</td> </tr> <tr> <td>2002 /03</td> <td>68%</td> <td>60%</td> <td>65%</td> <td>70%</td> </tr> <tr> <td>2003/04</td> <td>75%</td> <td>70%</td> <td>72%</td> <td>92%</td> </tr> <tr> <td>2004/05</td> <td>93%</td> <td>93%</td> <td>93%</td> <td>93%</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2001/02	58%	48%	52%	60%	2002 /03	68%	60%	65%	70%	2003/04	75%	70%	72%	92%	2004/05	93%	93%	93%	93%	<p>RESPONSIBILITY</p> <table border="1"> <tr> <td>Officer</td> <td>All Adult Service Units</td> <td>Various</td> </tr> </table> <p>ANNUAL TARGET: 95%</p> <p>Performance of 93.3% is just below the annual target. We are aiming to increase this percentage for the next quarter. In this quarter we are 1.7% below our target for 2004-05. The target for the indicator is 95%. It should be noted that both quarter 1 & 2, are estimated as major disruption has been caused in reporting on this indicator due to technical problems with 'Framework i'. This has now been resolved and IT is working closely with the performance and quality team to ensure credible information is available for early January 2005. DOH regards good performance as 100%.</p> <table border="1"> <tr> <td>Executive Member</td> <td>Cllr. Ralph Fox</td> </tr> </table> <p>It is encouraging to see that high levels of performance have been maintained against this indicator</p>	Officer	All Adult Service Units	Various	Executive Member	Cllr. Ralph Fox														
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BV 162 (PAF C20) The percentage of child protection cases which should have been reviewed during the year that were reviewed

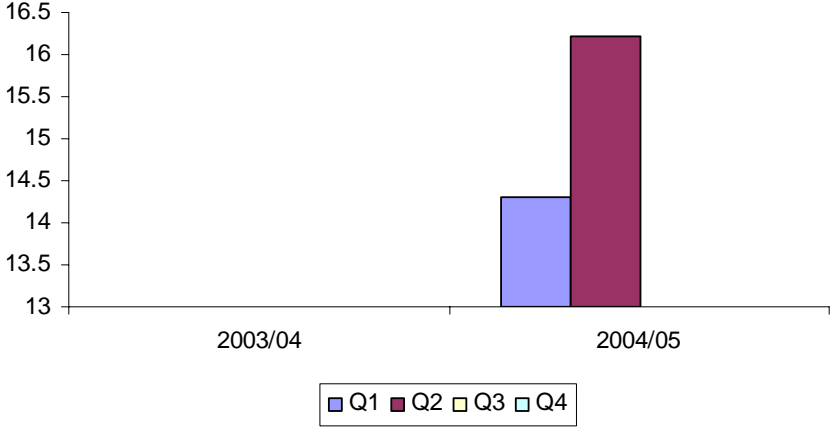
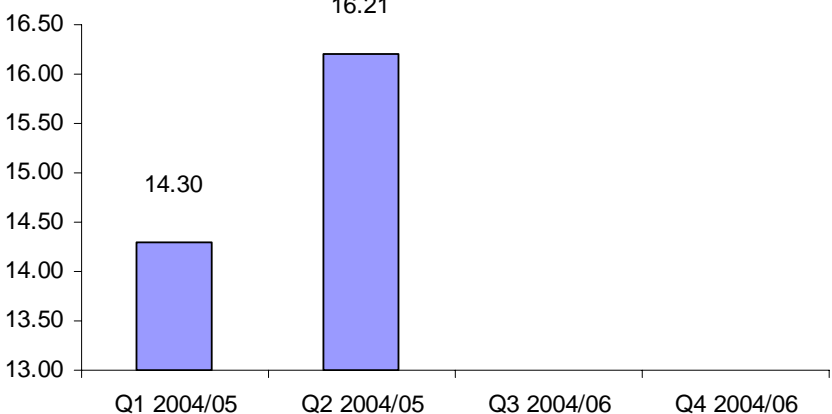
DIRECTOR JENNY GOODALL

A QUARTERLY PERFORMANCE 2000/1 TO 2003/4	RESPONSIBILITY			
<p>100% 80% 60% 40% 20% 0%</p> <p>2001/02 2002 /03 2003/04 2004/05</p> <p>■ Q1 ■ Q2 ■ Q3 ■ Q4</p>	Officer	Ronnie Ferguson	Title	Case Tracking Officer Children's Services Resources
	<p>ANNUAL TARGET: 96%</p> <p>Review of Child Protection cases is a 'key threshold indicator' as defined by the Department of Health. Current performance represents a significant improvement on the 93% in 2003-04 and is a reflection of the priority attached to improving performance in this area. In this quarter we are 1.2% above our target for the year. In order to achieve 4 blobs we need to score 97.5% for the rest of the financial year. The DOH regards good performance as generally 100%.</p>			
	Executive Member	Cllr. Ralph Fox		
	<p>The encouraging improvement in performance is welcomed. Maintaining this level will ensure the annual target is met.</p>			
B PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 03/04 04/05	C *2002/03 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGH			
<p>100% 98% 96% 94% 92% 90% 88% 86% 84%</p> <p>89.00% 93.00% 95.00% 97.39% 97.20%</p> <p>Q2 2003/04 Q3 2003/04 Q4 2003/04 Q1 2004/05 Q2 2004/05</p>	<p>Bv 162 Percentage of child protection cases that should have been reviewed which were reviewed</p> <p>100% 100% 100% 100% 100% 100% 98.06% 98% 97.60% 97.50% 96.88% 91% 90% 86.80% 59.00%</p> <p>Lambeth Hounslow Harrow Hammersmith & Fulham Ealing Croydon Waltham Forest Camden Haringey Barnet Westminster Brent Enfield Lewisham K & C</p> <p>0.00% 20.00% 40.00% 60.00% 80.00% 100.00% 120.00%</p>			

BV 163 (PAF C23) Adoptions of children looked after
DIRECTOR JENNY GOODALL

<p>A QUARTERLY PERFORMANCE 2000/1 TO 2003/4</p> <table border="1"> <caption>Quarterly Performance Data</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2003/04</td> <td>1.5%</td> <td>1.8%</td> <td>3.2%</td> <td>4.6%</td> </tr> <tr> <td>2004/05</td> <td>1.0%</td> <td>2.1%</td> <td></td> <td></td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2003/04	1.5%	1.8%	3.2%	4.6%	2004/05	1.0%	2.1%			<p align="center">RESPONSIBILITY</p> <p>Ronnie Ferguson Case Tracking Officer Children's Services Resources</p> <p>ANNUAL TARGET: 6% Adoption of Children Looked After is a key threshold indicator as defined by the Department of Health. Improving performance during 2004-05 is a priority for the department. Arranging adoptions is a complicated and lengthy process, and the small numbers involved mean that dramatic improvements in performance percentages result from adoptions being finalised. Targeted work is being undertaken with children placed for adoption to support them through this process. In Quarter 2 we are 3.91% below our target for 2004-05. The target for 2004-05 has been revised to 6% for this indicator in order to achieve 3 blobs. Since the start of the financial year only 6 children have been adopted, if this trend is mirrored over the second half of the year our total number of adoptions will be 12 translated as 4.18%. In order to attain 3 blobs (6%) we must adopt at minimum a further 11 children before March 2005.</p> <p>Executive Member Cllr. Ralph Fox</p> <p>The profile of Looked After Children in Brent, and the complexities resulting from the diverse nature of our community make it a challenge to achieve high levels of performance against this indicator. However, steps have been taken to improve processes to assist in achieving the annual target</p>																													
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BV 201 (PAF C51) Adults and older people receiving direct payments per 100,000 population aged 18 and over
DIRECTOR JENNY GOODALL

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	Year	Q1	Q2	Q3	Q4													
	2003/04	-	-	-	-													
	2004/05	14.3	16.2	-	-													
ANNUAL TARGET: 23 In quarter 1, incorrect data was provided, however it has been amended this quarter. (The correct figure for quarter 1 was 14.3 which equates to 30 people). At present we are 6.79 below our target for this financial year. The target for 2004-05 is set at 23 (3 blobs), which equates to 50 people in total receiving direct payments by Mar 2005. We aim to ensure 100 adults and older people receive direct payments by spring 2007																		
Executive Member	Cllr. Ralph Fox																	
B	C	*2002/03 ANNUAL COMPARISON - AUDIT FAMILY/NEIGHBOURING BOROUGHES																
 <table border="1"> <caption>Performance Against Preceding Four Quarters</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2004/05</td> <td>14.30</td> </tr> <tr> <td>Q2 2004/05</td> <td>16.21</td> </tr> <tr> <td>Q3 2004/06</td> <td>-</td> </tr> <tr> <td>Q4 2004/06</td> <td>-</td> </tr> </tbody> </table>	Quarter	Value	Q1 2004/05	14.30	Q2 2004/05	16.21	Q3 2004/06	-	Q4 2004/06	-	No data available							
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