

Performance Summary
Quarter Four
January – March 2003

CORPORATE CENTRE		
	PERFORMANCE DOWN IN CURRENT QUARTER AGAINST ANNUAL TARGET	SERVICE RESPONSE
8	Percentage of undisputed invoices paid within 30 days (67%)	Performance this quarter is very poor. From a sample of 298 invoices only 201 was paid within 30 days. Several sections within Housing and Social Services have not replied to the request with the effect being that the figures cannot be predicted but would have given a fairer reflection across the Council. Annual target not met
11b	% of top 5% earners from black & minority ethnic communities (16%)	Down slightly due to the turnover that has impacted on the figure. Current initiatives equality action plan, race equality scheme, black and Asian staff forum and the employment & service delivery improvement teams
17a	The percentage of local authority employees from minority ethnic communities compared with the percentage of the economically active minority ethnic community population in the authority area (53.2%)	Performance remains consistent with last quarter. Current initiatives: Equality action plan, race equality scheme, black and Asian staff forum and the employment and service delivery improvement teams

CORPORATE CENTRE		
PERFORMANCE DOWN IN CURRENT QUARTER AGAINST ANNUAL TARGET		SERVICE RESPONSE
79b	Accuracy of processing: Percentage of recoverable overpayments (excluding Council Tax Benefits) that were recovered in the year (21.22%)	Annual target not met
78a	Average time new claims for Council tenants HB CTB (89 days)	The method of data collection has changed this quarter as we have experienced difficulties in being able to accurately measure processing from the standard report issued from our software (SX3) package due to inappropriate cases being included. Therefore the reporting of this PI is based on a sampling of data

CORPORATE CENTRE		
ANNUAL PERFORMANCE TARGET MET		SERVICE RESPONSE
11a	% of senior management posts filled by women (40%)	Annual target has been met.
12	The number of working days/shifts lost due to sickness absence per quarter per employee (2.81 days)	Figure has remained consistent with the last quarter the Council balancing this by introducing a work-life balance strategy. The sickness absence procedures are being revised. Annual target met
16a	Percentage of LA employees declaring that they meet the DDA 1995 disability definition compared with the percentage of economically active disabled people in the authority area (3.90%)	Staff survey showed 5% of staff declared they met the definition, current positive action: Brent has been awarded To Tick disability symbol, and it now has a disability forum and in addition has become a member of the employers forum on disability Annual target met
78b	Average time for processing change in circumstances in days (25.52 days)	Processing times for this quarter are up on the same time last year but has seen a dip in performance, due to the focus of getting and keeping claims into payment
78c	Average time for processing % of renewal claims on time (32.47%)	

CORPORATE CENTRE		
ANNUAL PERFORMANCE TARGET MET		SERVICE RESPONSE
78c	Speed of Processing: Average time for processing percentage of renewal claims processed on time (60%)	Performance is above the target for this year but has dipped slightly form last quarter
79a	Accuracy of processing new cases (93%)	Performance this quarter has marginally decreased, however, the average for the year is an accuracy rate of 96% which means the service met the target for 2002//03
126	Burglaries per 1,000 population (5.91)	Burglaries have again fallen this quarter and overall crime in this area has fallen by 6% this year figures supplied and comments supplied direct from the Home Office Data base
127e	Robberies per 1,000 population (2.5)	Street Crime continues to fall, and overall has fallen by 16% this year figures supplied and comments supplied direct from the Home Office Data base
128	Vehicle crimes per 1000 population (6.88)	Vehicle crime over the last three-quarter's has continuously increased as more crimes in this group are reported. However overall crime in this area has fallen by $\frac{1}{2}$ of a percent figures supplied and comments supplied direct from the Home Office Data base

CORPORATE CENTRE		
ANNUAL PERFORMANCE TARGET MET		SERVICE RESPONSE
CORP 5a	The number of complaints to an Ombudsman classified as Maladministration: (0)	Performance remain high with no complaints classed as Maladministration
CORP 5b	The number of complaints to an Ombudsman classified as Local Settlement(1)	Performance remain high with only 1 case classed as Local Settlement
CORP 6	Average attendance at Area Consultative Forums: (82)	As expected the attendance has risen again in the final quarter of this year

EAL		
PERFORMANCE DOWN IN CURRENT QUARTER AGAINST ANNUAL TARGET		SERVICE RESPONSE
43a	Percentage of statements of special educational need issued within 18 weeks excluding those affected by "exceptions to the rule" under the SEN Code of Practice (75%)	43a represents 27 statements prepared within 18 weeks of which 20 were late, of this 11 were due to Health Services, 1 was due to a late education report and 8 were due to late EP reports

EAL		
ANNUAL PERFORMANCE TARGET MET		SERVICE RESPONSE
43b	including those affected by "exceptions to the rule" (45%)	No comment from service area General comment, performance in this quarter has surpassed the annual target
170a	The number of visits to/usage's of museum per 1,000 (24.7)	The number of visits to the Grange this quarter was 23.7, based on the projected end of year target visits are expected to be above the annual target

ENVIRONMENTAL SERVICES		
PERFORMANCE DOWN IN CURRENT QUARTER AGAINST ANNUAL TARGET		SERVICE RESPONSE
82a	Total tonnage of household local waste arising – percentage recycled (7.30%)	Performance has improved but annual target not met, measures are now in place to address this through recruiting new CWR Officers (Community waste & recycling officers) who will promote recycling and waste management. They are initially targeting the green box service to increase tonnage by re-boxing and re-leafleting up to 28 poor performing rounds out of a total of 50
91	Percentage of population resident in the Authority' s area served by kerbside collection of recyclables (72%)	The definition change has lead to a lower performance than expected. ECT Recycling Contractor has agreed to add more to the Green Box collection to include car and all other batteries and Yellow Pages. Later in the year ECT's beats will be re-organized so that they are more zonal. Experience in other boroughs has shown that this increases participation and tonnage
109a	Percentage of major applications determined within 13 weeks (42%)	Performance has improved this quarter but annual target has not been met
109B	Percentage of minor applications determined within 13 weeks (69%)	Performance has improved this quarter but annual target has not been met
ES 1	The percentage of missed refuse collections put right by the end of the next working day as a % of the number of missed collections (62%)	Performance has improved this quarter but is still well below annual target

ENVIRONMENTAL SERVICES		
PERFORMANCE DOWN IN CURRENT QUARTER AGAINST ANNUAL TARGET		SERVICE RESPONSE
ES 3	The percentage of consumer protection complaints and request for service responded to within target time (3 working days) (98%)	Overall average performance is just below annual target with 99%
ES 4	% of customer (requests for Births & Deaths registration) seen within 20 minutes (87%)	Overall average performance is just below annual target with 89%
ES 7	% of postal applications dealt with within 24 hours (77%)	Average for the year is 86% target not met

ENVIRONMENTAL SERVICES		
ANNUAL PERFORMANCE TARGET MET		SERVICE RESPONSE
84	Number of Kilograms of household waste collected per head (100)	GOOD PERFORMANCE IS LOW AND WE HAVE SURPASSED THE TARGET SET. IN THE MEDIUM TO LONG TERM THE CWR OFFICERS WILL LIAISE WITH COMMUNITY, RESIDENTS, TENANT GROUPS AND SCHOOLS TO ENGAGE PEOPLE IN THE IMPORTANCE OF PARTICIPATING IN RECYCLING AND WASTE REDUCTION SCHEMES
109c	Percentage of applications determined within 8 weeks (81)	Performance has exceeded annual target
165	The percentage of pedestrian crossings with facilities for disabled (81%)	Annual target met
ES 2	Routine Food Sampling: number of Food Samples taken as % of WHO (World Health Organisation) recommended sampling rate for the Borough (30%)	As performance is cumulative, this quarters performance shows that the annual target has been met
ES 5	The percentage of customers (request for Notice of intended marriage) seen within 20 minutes (81%)	Overall the performance has exceeded annual target
ES 6	% of customer (requests for certificates) seen within 20 minutes (97%)	Performance has exceeded annual target

HOUSING SERVICE		
PERFORMANCE DOWN IN CURRENT QUARTER AGAINST ANNUAL TARGET		SERVICE RESPONSE
	N/A	

HOUSING SERVICE		
ANNUAL PERFORMANCE TARGET MET		SERVICE RESPONSE
62	The proportion of unfit private sector dwellings made fit or demolished as a direct result of action by local authority (4.13%)	As more grants are completed towards the end of the financial year, performance has increased dramatically in Q4 to 4.13% exceeding the set target of 1.5% and up from 3.95% for the previous year.
66a	Local authority rent collection and arrears: proportion of rent collected (96.30%)	Rent collection has increased towards the year-end and is above the set target of 96%. The inclusion of current tenant arrears in the collectable rent means performance cannot meet 100% however collection levels have improved significantly from 94% for the previous year

HOUSING SERVICE		
ANNUAL PERFORMANCE TARGET MET		SERVICE RESPONSE
183 a	The average length of stay in bed & breakfast accommodation in whole weeks (15)	The indicator focuses on households where the duty to assist has ended. This is usually either because permanent offer of housing has been accepted, or because the household has refused a permanent offer that the Council considers to be reasonable and the Council's duty to the household has therefore been discharged. In the case of Brent many of the households who spend time in hotel or hostel accommodation go on to spend three or more years in HALS type of property with there being around 3000 households in HALS accommodation at any given time. It can therefore be three or more years until Brent's duty to a household is ended. The implementation of Brent's B&B Action Plan in 2003/04 has reduced the time that households spend in hotel/hostel accommodation by introducing a number of schemes, including the development of alternatives to hotel accommodation. However the success of the Plan is not reflected by the indicator figures, as the data used shows that over 50% of the households included in the figures above had left accommodation before the start of this financial year
183 b	The average length of stay in hostel accommodation of households which include dependent children or a pregnant women and are unintentionally homeless and in priority need in whole weeks (20)	
185	Percentage of repair for which the LA both made/kept appointment (90%)	Performance on this indicator has fallen steadily over this year from 98.6% during the first quarter to 90.1% in Q4. However performance for the year as a whole at 94.2% is better than the target set of 92% and remains good in comparisons with other boroughs

SOCIAL SERVICE		
	PERFORMANCE DOWN IN CURRENT QUARTER AGAINST ANNUAL TARGET	SERVICE RESPONSE
55	Clients receiving a review as a percentage of adult clients receiving a service (49.50%)	As reported in Q3, performance is still well below the annual target of 81%, however we are above London average PAF (47%) for this indicator
56	Percentage of items of equipment costing less than £1,000 (71.47%)	The figure this quarter continues to be low against the annual target. Department investigating the reasons for this poor performance and targets to improve performance expected next financial year
58	The percentage of people receiving a statement of their needs and how they will be met (69.30%)	The outer London average is 81% and our target has been set just below with 80% although performance has improved by 4.25% this quarter, the annual target has not been met. Issues in relation to the collection of more accurate information is ongoing and these will be monitored closely next financial year

SOCIAL SERVICE		
PERFORMANCE DOWN IN CURRENT QUARTER AGAINST ANNUAL TARGET		SERVICE RESPONSE
162	Reviews of child protection cases (91%)	The outer London average is 93% and our target being 96% performance continues to improve however annual target not met.
SS 9 (3)	Adults with mental health problems helped to live at home per 1000 population (2.35%)	As previously reported the improved information system has led to correct figures being reported without any double counting. Thus we now have a head count, and not a total of services provided. In Q4 the number of people receiving a service fell to 411 from 421 in the previous quarter
SS 12 (6)	Adults with physical disabilities helped to live at home per 1000 adults aged 18-64 (1.67)	At present this service is unable to provide a head count of service users, so the indicator is based on the total number of services provided. Annual target not met
SS 13 (7)	Adults with learning disabilities helped to live at home per 1000 adults aged 18 –64 (2.28)	In Q3 and Q4 the figure has fallen to 2.28 as for the first time we have been able to provide a figure which avoids double counting of clients (a head count rather than a figure of total services provided). This brings our performance down to the outer London average. We have improved the way information collected. The actual numbers of clients helped to live at home is increasing

SOCIAL SERVICE		
PERFORMANCE DOWN IN CURRENT QUARTER AGAINST ANNUAL TARGET		SERVICE RESPONSE
SS 25 (17)	Percentage of occupancy at day centre for people with physical disabilities Learning disability day centre occupancy (68%)	Annual target not met
SS 26 (1)	The percentage of children registered during the year on the Child Protection Register who had been previously registered (9%)	The annual target has not been met. However the numbers have gone down in the final quarter to finish at 1% above full year target

SOCIAL SERVICE		
ANNUAL PERFORMANCE TARGET MET		SERVICE RESPONSE
49	Stability of children looked after by LA by reference to the % of children looked after on 31 March in any year with three or more placements during the year (7.40%)	Annual target now met
54	Older people (aged 65 or over) helped to live at home per 1,000 (68.22%)	Annual target now met
SS 19 (15)	Learning disability day centre occupancy (92.60%)	The occupancy rate has risen in Q4 to 92.6% compared to 88% in the previous quarter therefore the annual target has been met
SS 20 (16)	total number of learning disability day centre users job trained/coached (46)	Annual target met
SS 27 (2)	Number of young people under 10 years of age in foster placements or placed for adoption (90.2)	Annual target met
SS 27 (Number of young children under 10 years of age in foster placements or placed for adoption	Annual target met