

# ***VITAL SIGNS***

## Quarter Two

### July – September 2003

POLICY & REGENERATION UNIT  
LONDON BOROUGH OF BRENT

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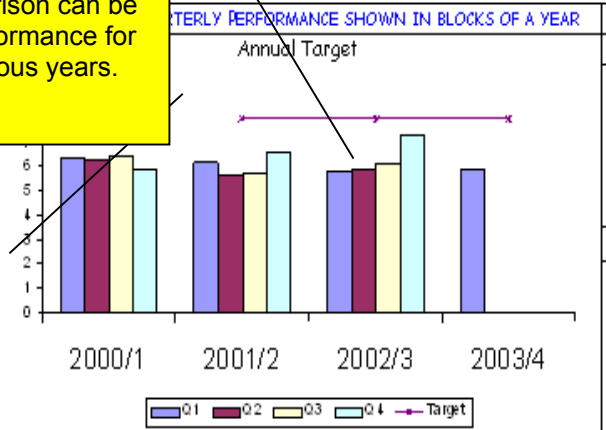


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**BV NUMBER AND BRIEF DEFINITION**

**Graph A**  
Quarterly Performance 2000/01 to 2003/04  
 Provides historic data (where available), so a comparison can be made on quarterly performance for the same period in various years.

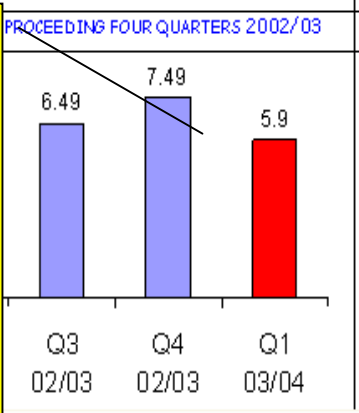


Target  
 Plots annual target where known

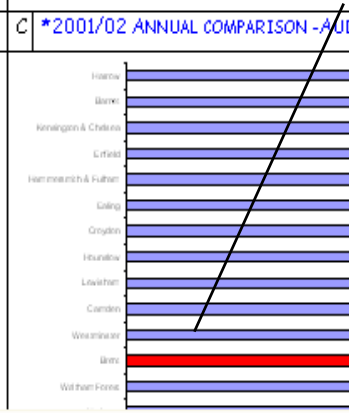
Responsibility  
 Provides both officers and lead members an opportunity to comment on performance

RESPONSIBILITY	
Officer:-	Title
Executive Member	Cllr

**Graph B**  
Performance against preceding four quarters 2002/03  
 Shows current quarter data together with the previous four quarters. You will note that as with the former Quarterly Digest report red performance indicates a fall in performance, green improved and is compared to the same quarter in the previous year



**Graph C**  
2001/02 Annual Comparison Audit Family/Neighbouring Boroughs  
 Shows performance against AC family and neighbouring boroughs against the latest published data which is currently 2001/02.



SERVICE AREA	PERFORMANCE INDICATOR	IMPROVED Performance against same quarter last year	GONE DOWN Performance against same quarter last year	INCOMPLETE DATA
<b>CORPORATE CENTRE</b>				
	BV 9 The % Council Tax collected	■		
	BV 11b The % 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 day	■		
	BV 78b Speed of processing change in circumstances in days	■	■	
	NEW VS 501 The % of customers satisfied with service			■
<b>EDUCATION ARTS &amp; LIBRARIES</b>				
	BV 43a The percentage of SEN statements completed within 18 weeks with exception		■	
	BV 43b The percentage of SEN statements completed without exception		■	
	BV 44 The percentage of permanent exclusions	■		
	BV 117 Number of visits to libraries	■		
	VS 502 Pupil attendance figures			■
	VS 503 Define new local measure for use of youth service			■
<b>ENVIRONMENTAL SERVICES</b>				
	BV 82a Total tonnage of household local waste arising the percentage recycled			■
	BV 99 I The total number of road accident casualties per 100,00 pop killed/serious injury	■		
	BV 99 ii The total number of road accident casualties per 100,00 pop slight injury	■		
	BV 109a Major Planning applications within guidelines, applications in 8 weeks	■		
	BV 187 Condition of Footways (Measures the percentage of footpaths needing repairs)	■		
	VS 508 Condition of (Percentage of planned footways which have been re-laid and completed)			■
	BV 199 (VS 505) The percentage of highways cleaned to a high standard			■
	VS 507 Total number of visits to sports and leisure facilities	■		

SERVICE AREA	PERFORMANCE INDICATOR	IMPROVED	GONE DOWN	INCOMPLETE DATA
<b>HOUSING SERVICES</b>				
	BV 64 The number of private sector vacant dwellings that are returned into occupation or demolished as a direct result of action by the LA			
	BV 183a The average length of stay in bed and breakfast accommodation			
	BV 183b The average length of stay in hostel accommodation of households			
	BV 184b The percentage change in proportion of non-decent LA homes			
	BV 185 The % response to non-emergency repairs where appointments were made and kept			
<b>SOCIAL SERVICES</b>				
	BV 49 (PAF A1) Stability of placements of children looked after with 3 or more placements during the year			
	BV 54 (PAF C32) Older people helped to live at home			
	BV 56 (PAF D39) The percentage of items of equipment delivered within 7 days			
	BV 58 (PAF D38) The percentage of people receiving a statement of their needs and how they will be met			
	BV 163 (PAF C23) Adoptions of children looked after			
	VS 506 (CPAF 29) Adults with physical disabilities helped to live at home per 1000			

# CORPORATE CENTRE





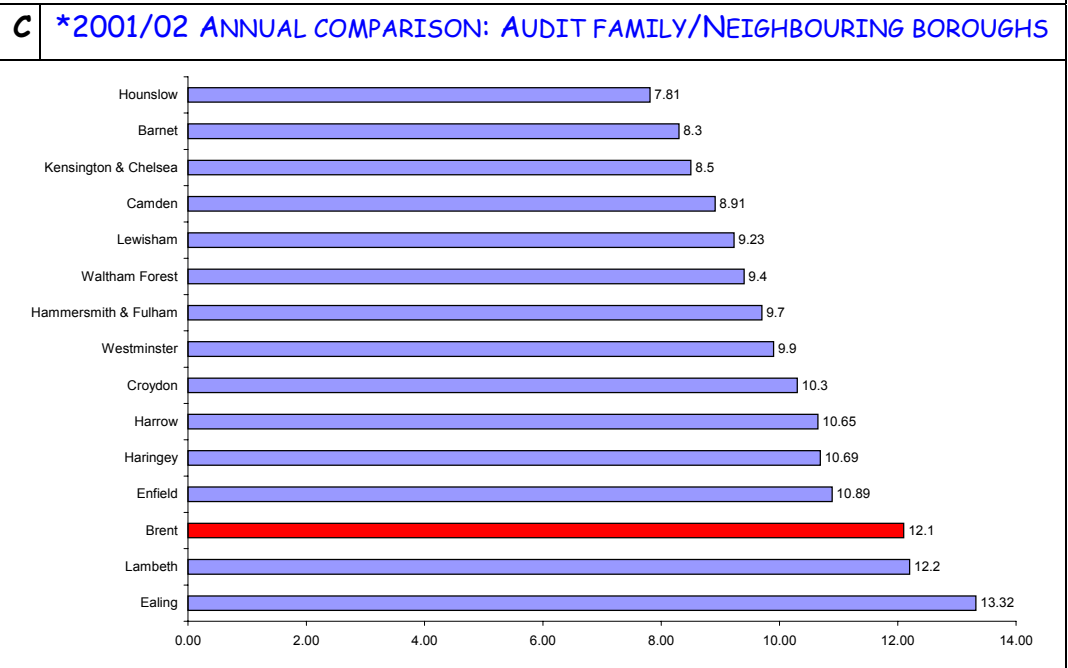
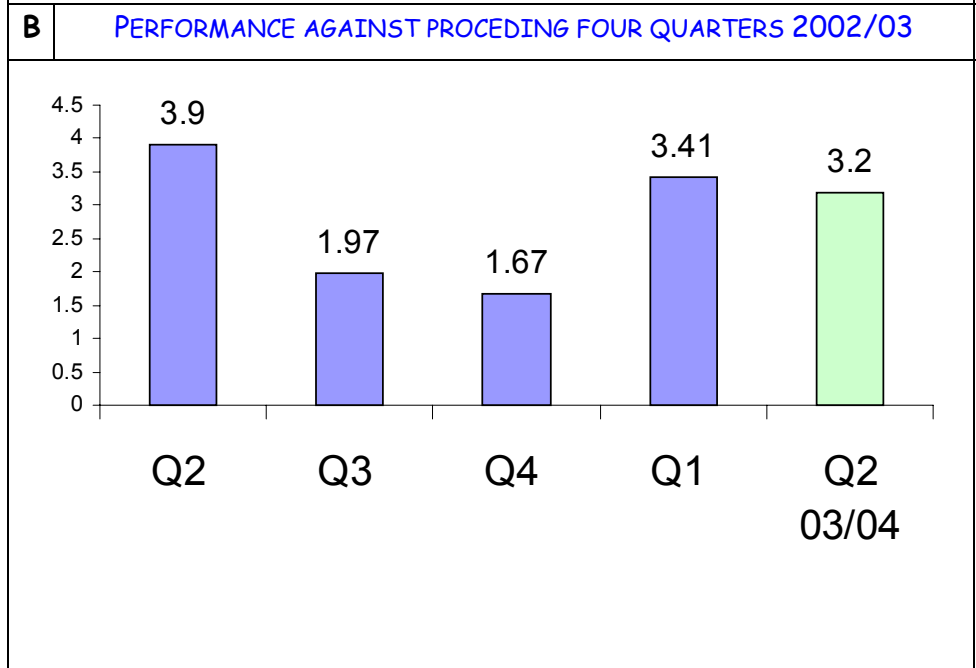
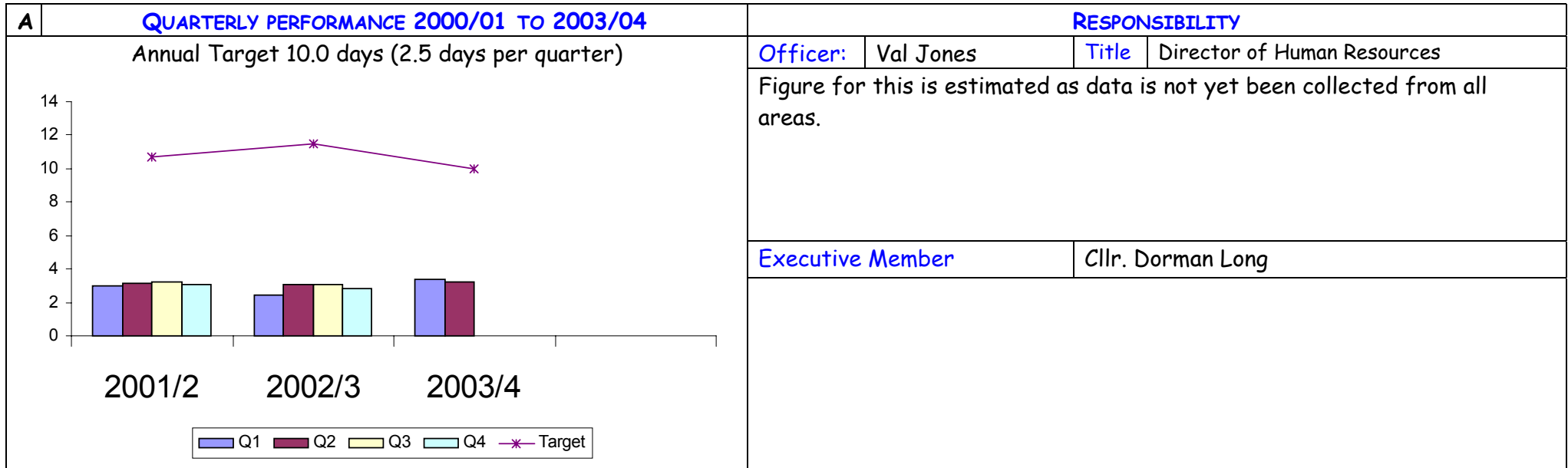
**BV 9 Percentage of Council Tax collected**  
**DIRECTOR STEPHEN HUGHES**

<p><b>A</b> <b>QUARTERLY PERFORMANCE 2000/01 TO 2003/04</b></p> <p align="center">Annual Target 92.0%</p> <p align="center">2001/2      2002/3      2003/4</p> <p align="center"> <span style="color:blue">■</span> Q1    <span style="color:maroon">■</span> Q2    <span style="color:yellow">■</span> Q3    <span style="color:cyan">■</span> Q4    <span style="color:purple">*—*</span> Target         </p>	<p align="center"><b>RESPONSIBILITY</b></p> <table border="1"> <tr> <td><b>Officer</b></td> <td>Margaret Read</td> <td><b>Title</b></td> <td>Head of Local Taxation &amp; Benefits Brent Financial Services</td> </tr> <tr> <td colspan="4">This is a cumulative indicator and based on current collection rates the annual target of 92% is expected to be met.</td> </tr> <tr> <td><b>Executive Member</b></td> <td colspan="3">Cllr. David Coughlin</td> </tr> </table>	<b>Officer</b>	Margaret Read	<b>Title</b>	Head of Local Taxation & Benefits Brent Financial Services	This is a cumulative indicator and based on current collection rates the annual target of 92% is expected to be met.				<b>Executive Member</b>	Cllr. David Coughlin		
<b>Officer</b>	Margaret Read	<b>Title</b>	Head of Local Taxation & Benefits Brent Financial Services										
This is a cumulative indicator and based on current collection rates the annual target of 92% is expected to be met.													
<b>Executive Member</b>	Cllr. David Coughlin												
<p><b>B</b> <b>PERFORMANCE AGAINST PROCEEDING FOUR QUARTERS 2002/03</b></p> <p align="center">         56.53      75.34      89.86      34.84      52.97       </p> <p align="center">         Q2      Q3      Q4      Q1      Q2          03/04       </p>	<p><b>C</b> <b>*2001/02 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHES</b></p> <p align="center">         Harrow 98.6          Barnet 96.2          Kensington &amp; Chelsea 95.7          Enfield 94.6          Hammersmith &amp; Fulham 94.5          Ealing 94.1          Croydon 93.9          Hounslow 93.85          Lewisham 93.7          Camden 93.47          Westminster 92.95          Brent 91.07          Waltham Forest 90.6          Haringey 90.06          Lambeth 86.50       </p>												

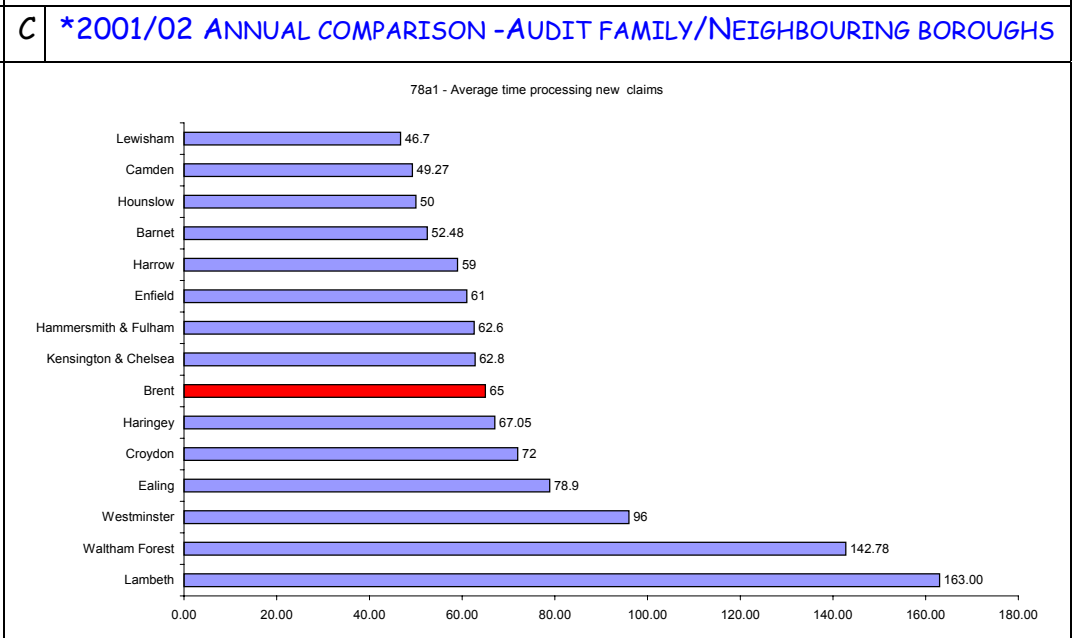
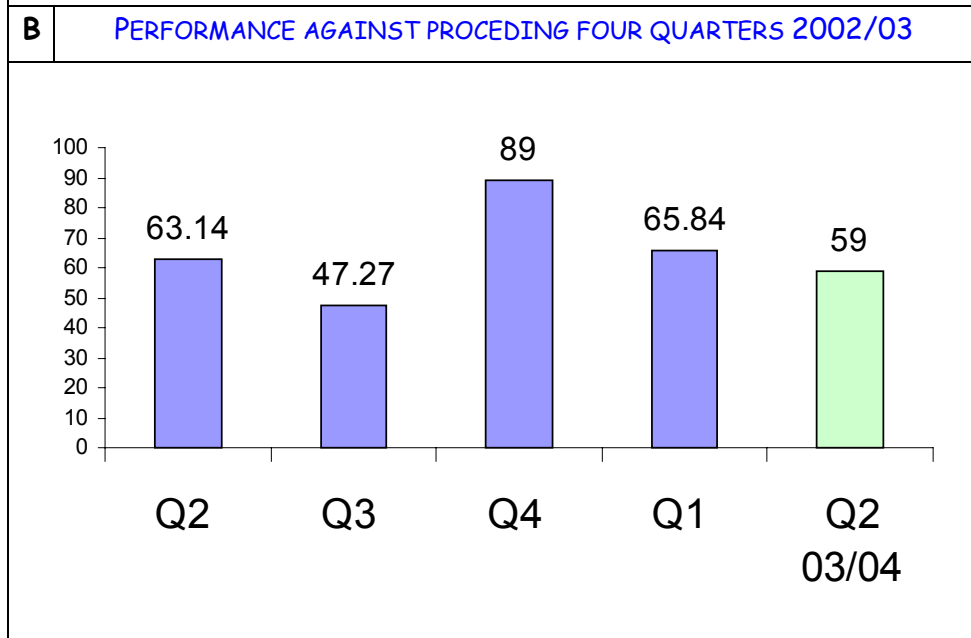
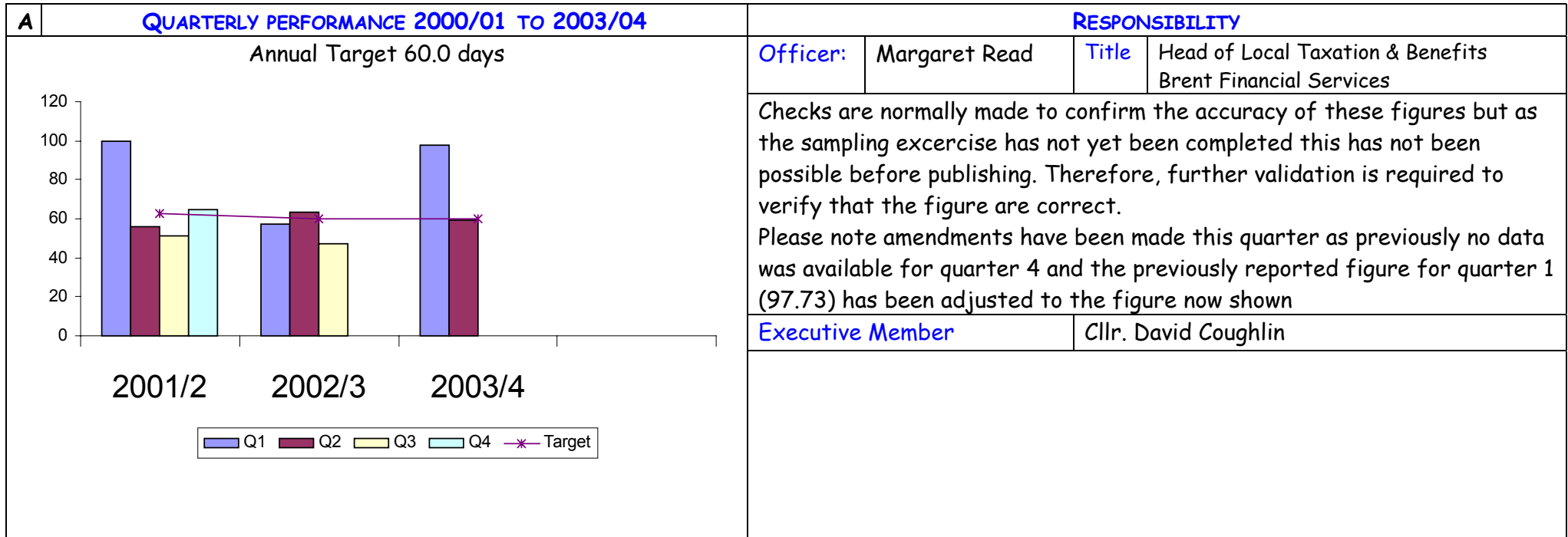
**BV 11b Percentage of top 5% earners that are from black & ethnic minorities**  
**DIRECTOR VAL JONES**

A	B	C												
<p align="center"><b>QUARTERLY PERFORMANCE 2000/01 TO 2003/04</b></p> <p align="center">Annual Target 18.0%</p> <p align="center">2001/2      2002/3      2003/4</p> <p align="center"> <span style="color:blue">■</span> Q1    <span style="color:maroon">■</span> Q2    <span style="color:yellow">■</span> Q3    <span style="color:cyan">■</span> Q4    <span style="color:purple">* Target</span> </p>	<p align="center"><b>RESPONSIBILITY</b></p> <table border="1"> <tr> <td><b>Officer</b></td> <td>Val Jones</td> <td><b>Title</b></td> <td>Director of Human Resources</td> </tr> <tr> <td colspan="4">Figure for this indicator has been estimated as data is not yet been collected from all areas.</td> </tr> <tr> <td><b>Executive Member</b></td> <td colspan="3">Cllr. Dorman Long</td> </tr> </table>	<b>Officer</b>	Val Jones	<b>Title</b>	Director of Human Resources	Figure for this indicator has been estimated as data is not yet been collected from all areas.				<b>Executive Member</b>	Cllr. Dorman Long			<p><b>*2001/02 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHs</b></p> <p align="center">No comparison available</p>
<b>Officer</b>	Val Jones	<b>Title</b>	Director of Human Resources											
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<p><b>B</b>      <b>PERFORMANCE AGAINST PROCEEDING FOUR QUARTERS 2002/03</b></p> <p align="center">18.5 18 17.5 17 16.5 16 15.5 15</p> <p align="center">18      16      16      16      16</p> <p align="center">Q2      Q3      Q4      Q1      Q2 03/04</p>														

**BV 12 Proportion of working days lost to sickness**  
**DIRECTOR VAL JONES**



**BV 78a Average time processing new claims in days**  
**DIRECTOR STEPHEN HUGHES**





**VS 501 The percentage of customers satisfied with service**  
**DIRECTOR BERNARD DIAMANT**

A	QUARTERLY PERFORMANCE 2000/01 TO 2003/04	RESPONSIBILITY			
	Annual Target None Set	Officer	Bernard Diamant	Title	Director of Corp Services & Information Technology Unit
	Data to follow	Currently data cannot be recorded against this indicator; however the Customer Steering Group is looking at this issue and will report back in due course.			
		Executive Member	Cllr. Dorman Long		
		The reporting of this indicator will commence later this year			
B	PERFORMANCE AGAINST PROCEEDING FOUR QUARTERS 2002/03	C	*2001/02 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHs		
	Data to follow	No comparison available			

EDUCATION ARTS & LIBRARIES

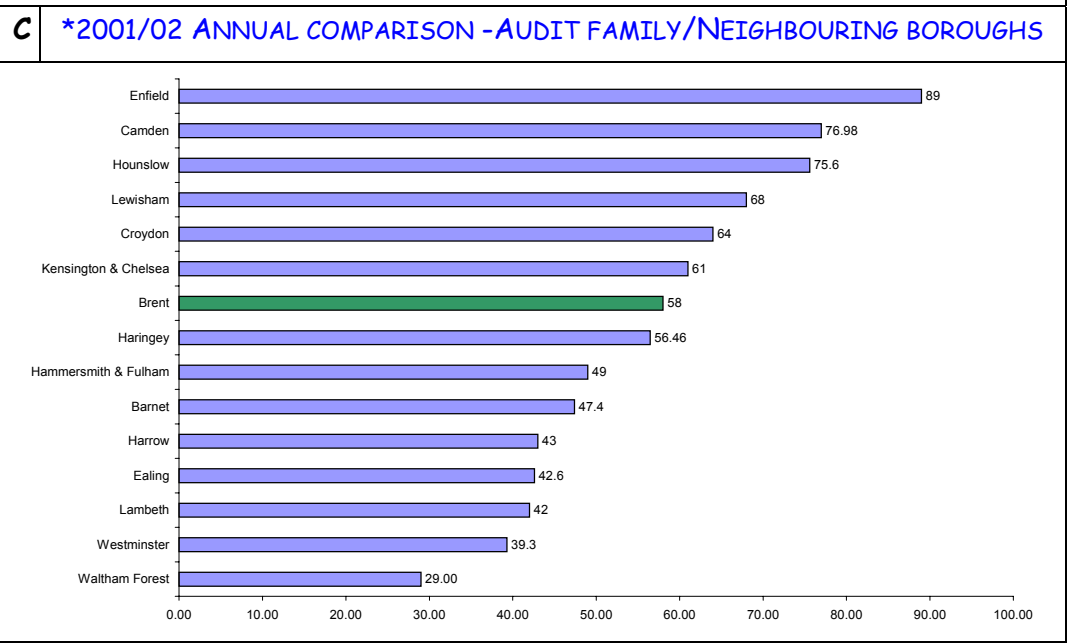
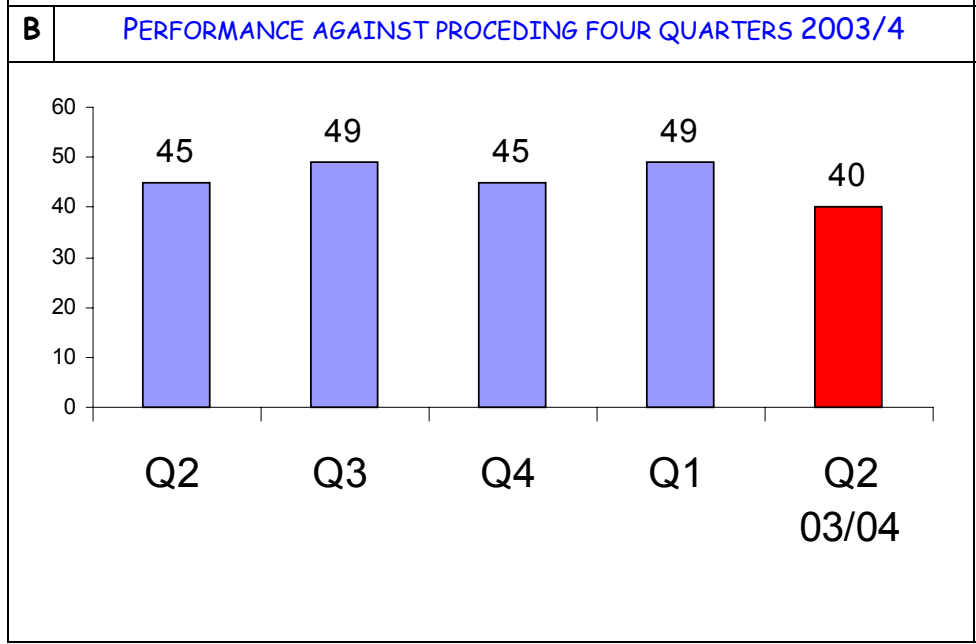
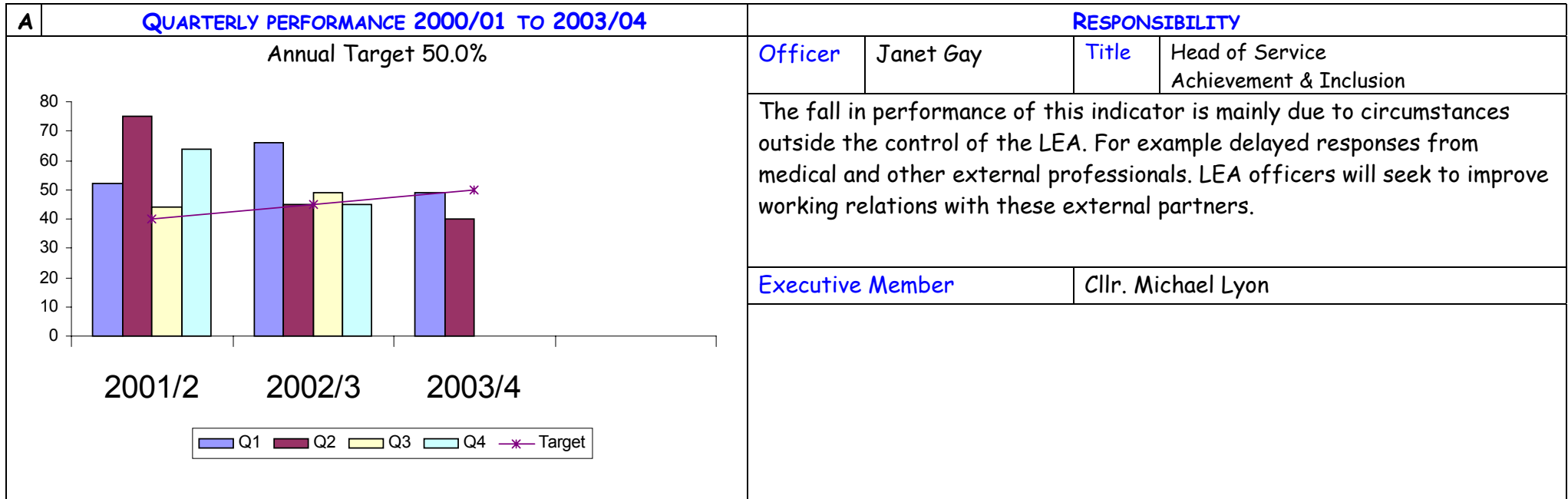




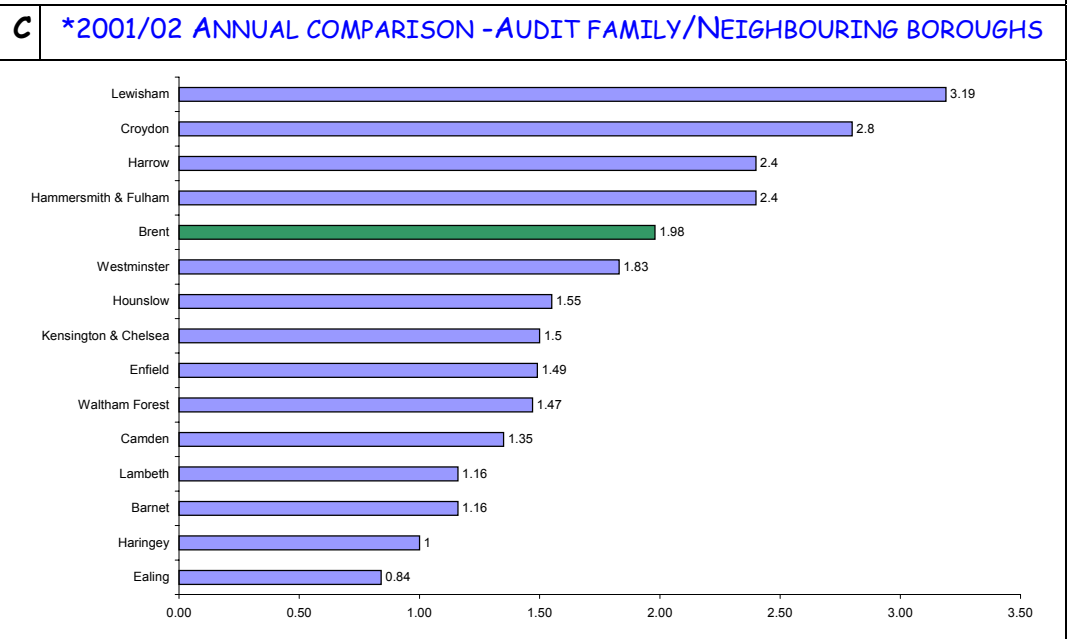
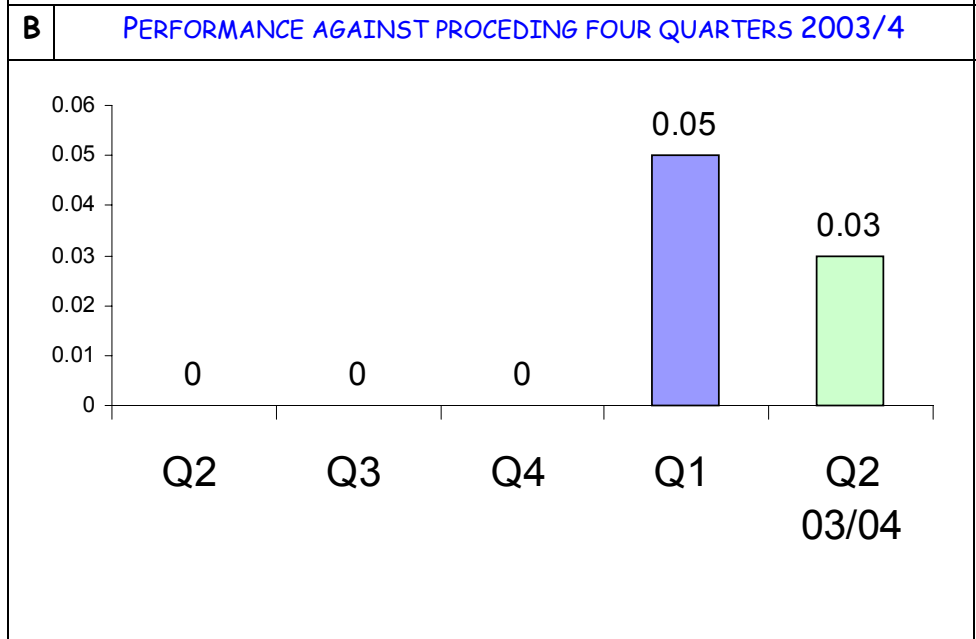
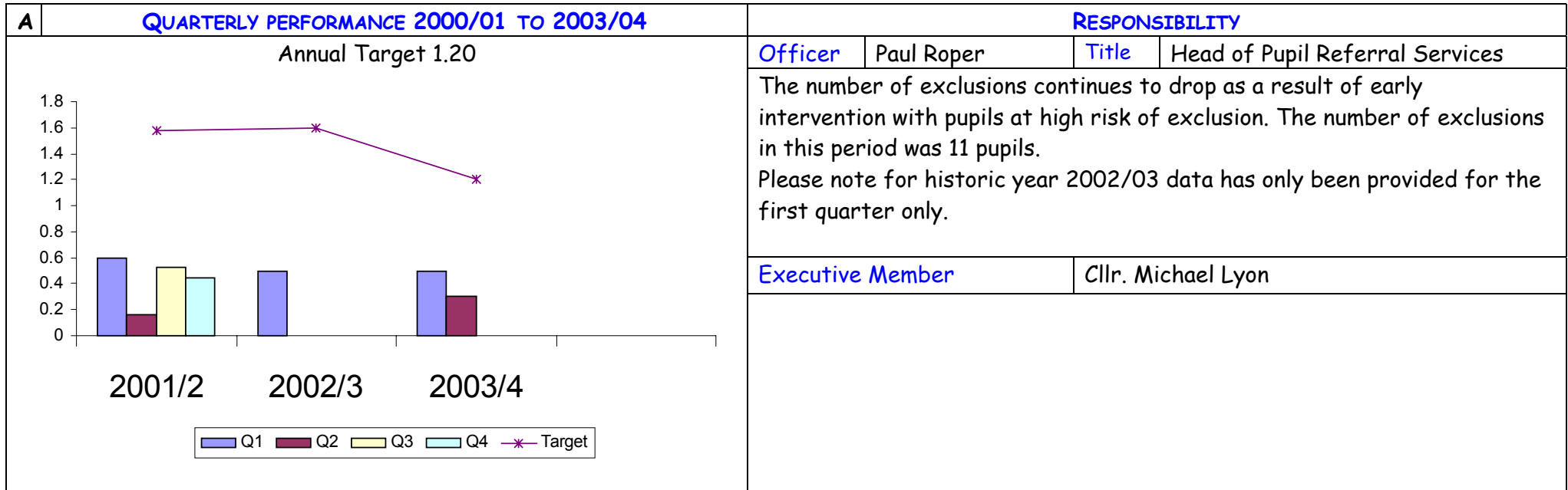
**BV 43a SENs in 18 weeks without exceptions**  
**DIRECTOR JOHN CHRISTIE**

<p><b>A</b> <b>QUARTERLY PERFORMANCE 2000/01 TO 2003/04</b></p> <p align="center">Annual Target 90.0%</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> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2001/2</td> <td>90</td> <td>100</td> <td>80</td> <td>100</td> <td>90</td> </tr> <tr> <td>2002/3</td> <td>95</td> <td>55</td> <td>65</td> <td>75</td> <td>80</td> </tr> <tr> <td>2003/4</td> <td>78</td> <td>60</td> <td>-</td> <td>-</td> <td>90</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	Target	2001/2	90	100	80	100	90	2002/3	95	55	65	75	80	2003/4	78	60	-	-	90	<p align="center"><b>RESPONSIBILITY</b></p> <table border="1"> <tr> <td><b>Officer</b></td> <td>Janet Gay</td> <td><b>Title</b></td> <td>Head of Service Achievement &amp; Inclusion</td> </tr> </table> <p>The drop in performance is caused by lack of resources within the Educational Psychology Service as a result of a national shortage of qualified professionals causing recruitment difficulties.</p> <table border="1"> <tr> <td><b>Executive Member</b></td> <td>Cllr. Michael Lyon</td> </tr> </table>	<b>Officer</b>	Janet Gay	<b>Title</b>	Head of Service Achievement & Inclusion	<b>Executive Member</b>	Cllr. Michael Lyon														
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<p><b>B</b> <b>PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2003/4</b></p> <table border="1"> <caption>Performance Against Preceding Quarters (2003/4)</caption> <thead> <tr> <th>Quarter</th> <th>Performance</th> </tr> </thead> <tbody> <tr> <td>Q2</td> <td>56</td> </tr> <tr> <td>Q3</td> <td>65</td> </tr> <tr> <td>Q4</td> <td>75</td> </tr> <tr> <td>Q1</td> <td>78</td> </tr> <tr> <td>Q2 03/04</td> <td>61</td> </tr> </tbody> </table>	Quarter	Performance	Q2	56	Q3	65	Q4	75	Q1	78	Q2 03/04	61	<p><b>C</b> <b>*2001/02 ANNUAL COMPARISON - AUDIT FAMILY/NEIGHBOURING BOROUGHES</b></p> <table border="1"> <caption>2001/02 Annual Comparison - Audit Family/Neighbouring Boroughs</caption> <thead> <tr> <th>Borough</th> <th>Performance</th> </tr> </thead> <tbody> <tr><td>Westminster</td><td>100</td></tr> <tr><td>Lambeth</td><td>100</td></tr> <tr><td>Harrow</td><td>100</td></tr> <tr><td>Enfield</td><td>100</td></tr> <tr><td>Camden</td><td>100</td></tr> <tr><td>Hammersmith &amp; Fulham</td><td>98</td></tr> <tr><td>Kensington &amp; Chelsea</td><td>95</td></tr> <tr><td>Ealing</td><td>92.6</td></tr> <tr><td>Brent</td><td>92</td></tr> <tr><td>Hounslow</td><td>86.3</td></tr> <tr><td>Lewisham</td><td>85</td></tr> <tr><td>Haringey</td><td>82.18</td></tr> <tr><td>Croydon</td><td>80</td></tr> <tr><td>Barnet</td><td>65.9</td></tr> <tr><td>Waltham Forest</td><td>38.00</td></tr> </tbody> </table>	Borough	Performance	Westminster	100	Lambeth	100	Harrow	100	Enfield	100	Camden	100	Hammersmith & Fulham	98	Kensington & Chelsea	95	Ealing	92.6	Brent	92	Hounslow	86.3	Lewisham	85	Haringey	82.18	Croydon	80	Barnet	65.9	Waltham Forest	38.00
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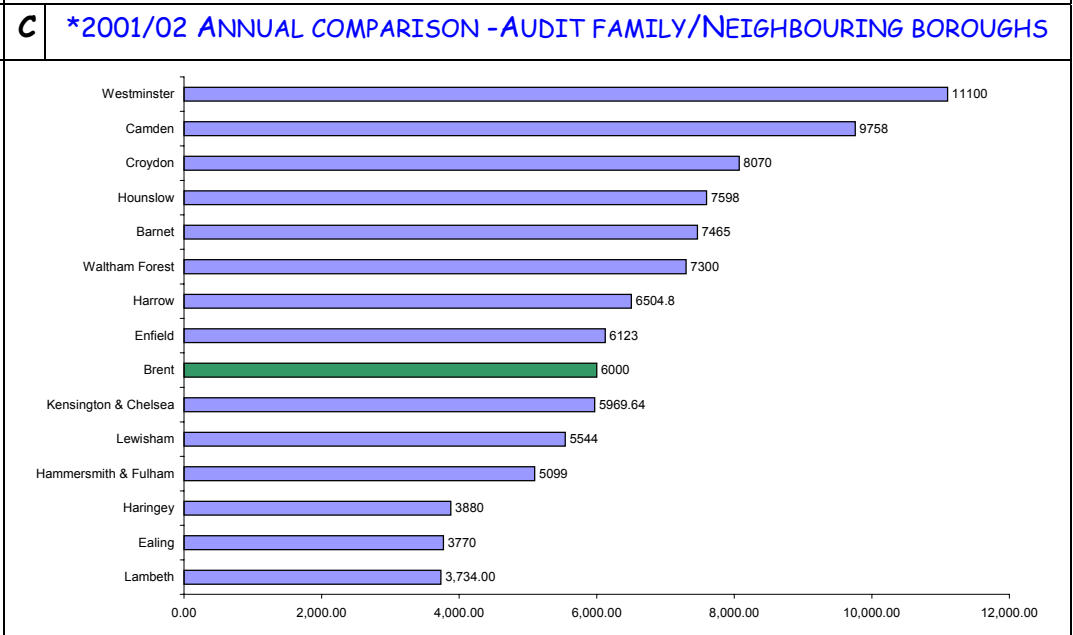
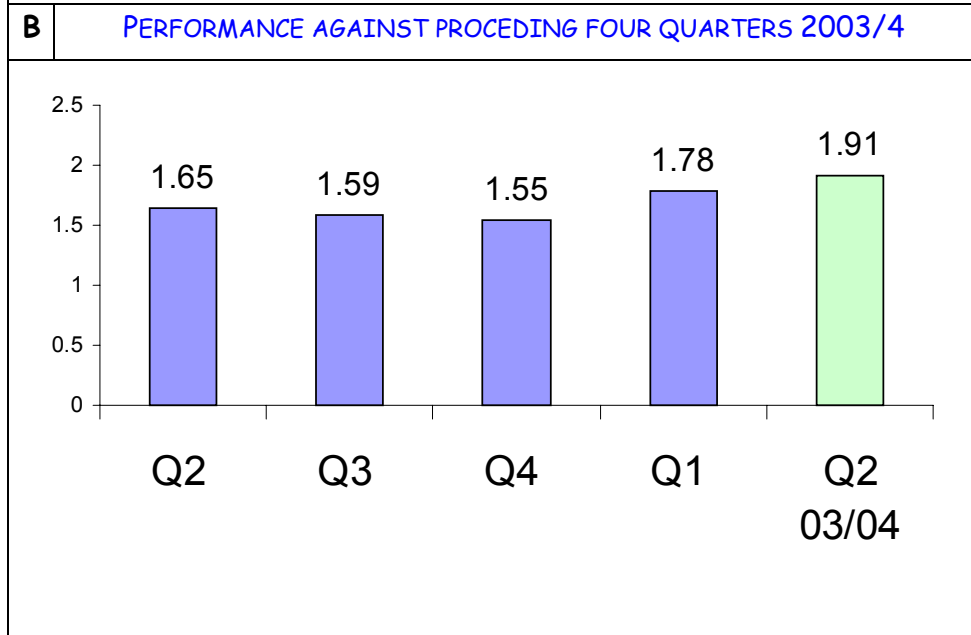
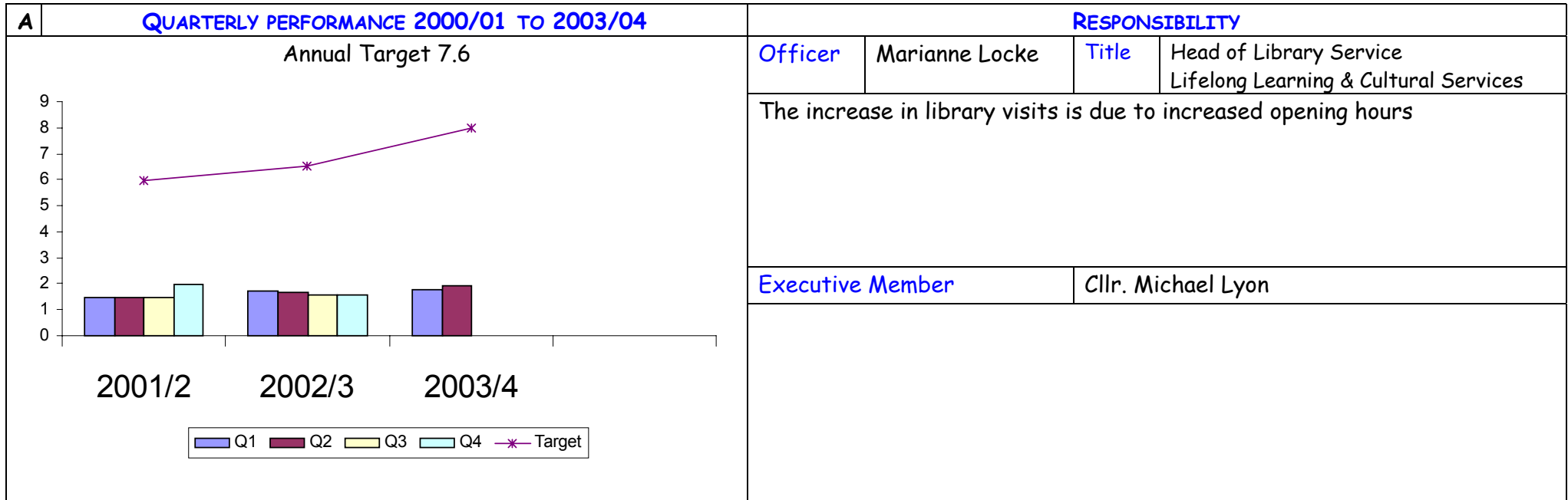
**BV 43b SENs in 18 weeks with exceptions**  
**DIRECTOR JOHN CHRISTIE**



**BV 44 Number of pupils permanently excluded / 1000**  
**DIRECTOR JOHN CHRISTIE**



**BV 117 Visits to public library premises**  
**DIRECTOR JOHN CHRISTIE**



**VS 502 Pupil attendance figures**  
**DIRECTOR JOHN CHRISTIE**

A	QUARTERLY PERFORMANCE 2000/01 TO 2003/04	RESPONSIBILITY			
	Annual Target	Officer	Johnathan Braham	Title	Service Manager Achievement & Inclusion
	To follow	This is a new performance indicator which the service area are now putting in place systems to record and report relevant information. Historical and up to-date data will be provided for the next report.			
		Executive Member		Cllr. Michael Lyon	
B	PERFORMANCE AGAINST PROCEEDING FOUR QUARTERS 2003/4	C	*2001/02 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHS		
	To follow	No comparison data available			



# ENVIRONMENTAL SERVICES





**BV 82a % Household waste Recycled**  
**DIRECTOR RICHARD SAUNDERS**

<p><b>A</b> <b>QUARTERLY PERFORMANCE 2000/01 TO 2003/04</b></p> <p align="center">Annual Target 8.0%</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>2001/2</td> <td>6.1</td> <td>5.6</td> <td>5.7</td> <td>6.6</td> </tr> <tr> <td>2002/3</td> <td>6.3</td> <td>6.3</td> <td>6.5</td> <td>7.4</td> </tr> <tr> <td>2003/4</td> <td>6.2</td> <td>6.3</td> <td>-</td> <td>-</td> </tr> </tbody> </table> <p align="center"> <span style="color:blue">■</span> Q1    <span style="color:maroon">■</span> Q2    <span style="color:yellow">■</span> Q3    <span style="color:cyan">■</span> Q4    <span style="color:purple">✱</span> Target         </p>	Year	Q1	Q2	Q3	Q4	2001/2	6.1	5.6	5.7	6.6	2002/3	6.3	6.3	6.5	7.4	2003/4	6.2	6.3	-	-	<p align="center"><b>RESPONSIBILITY</b></p> <table border="1"> <tr> <td><b>Officer</b></td> <td>Chris Whyte</td> <td><b>Title</b></td> <td>Senior Waste Reduction Officer StreetCare</td> </tr> </table> <p>Measures are in hand to increase recycling and reduce tonnages of waste produced.          Note that the figures are estimated at this stage and will be firmed up next quarter.</p> <table border="1"> <tr> <td><b>Executive Member</b></td> <td>Cllr. Leslie Jones</td> </tr> </table>	<b>Officer</b>	Chris Whyte	<b>Title</b>	Senior Waste Reduction Officer StreetCare	<b>Executive Member</b>	Cllr. Leslie Jones																		
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**BV 99 I Road accident casualties - killed/serious injury**  
**DIRECTOR RICHARD SAUNDERS**

<p><b>A</b> <b>QUARTERLY PERFORMANCE 2000/01 TO 2003/04</b></p> <p align="center">Annual Target 83.80</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>2001/2</td> <td>83</td> <td>83</td> <td>83</td> <td>83</td> </tr> <tr> <td>2002/3</td> <td>72</td> <td>72</td> <td>72</td> <td>72</td> </tr> <tr> <td>2003/4</td> <td>70</td> <td>70</td> <td>70</td> <td>70</td> </tr> </tbody> </table> <p align="center">Legend: Q1 (blue), Q2 (maroon), Q3 (yellow), Q4 (cyan), * Target (purple asterisk)</p>	Year	Q1	Q2	Q3	Q4	2001/2	83	83	83	83	2002/3	72	72	72	72	2003/4	70	70	70	70	<p align="center"><b>RESPONSIBILITY</b></p> <table border="1"> <tr> <td><b>Officer</b></td> <td>Nanji Bhudia</td> <td><b>Title</b></td> <td>Prin Eng Accident Analysis Transportation Unit</td> </tr> </table> <p>This indicator is measured annually and retrospectively. The figures for 2002 show a further decrease in the overall casualties per 100,000 and performance has been better than target for 2003/04</p> <table border="1"> <tr> <td><b>Executive Member</b></td> <td>Cllr. Leslie Jones</td> </tr> </table>	<b>Officer</b>	Nanji Bhudia	<b>Title</b>	Prin Eng Accident Analysis Transportation Unit	<b>Executive Member</b>	Cllr. Leslie Jones
Year	Q1	Q2	Q3	Q4																							
2001/2	83	83	83	83																							
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**BV 99 ii Road accident casualties - slight injury**  
**DIRECTOR RICHARD SAUNDERS**

A	B	RESPONSIBILITY																							
<p align="center"><b>QUARTERLY PERFORMANCE 2000/01 TO 2003/04</b></p> <p align="center">Annual Target 515.56</p> <table border="1"> <caption>Quarterly Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2</td> <td>514.04</td> </tr> <tr> <td>Q3</td> <td>514.04</td> </tr> <tr> <td>Q4</td> <td>514.04</td> </tr> <tr> <td>Q1</td> <td>496.73</td> </tr> <tr> <td>Q2 03/04</td> <td>496.73</td> </tr> </tbody> </table>	Quarter	Value	Q2	514.04	Q3	514.04	Q4	514.04	Q1	496.73	Q2 03/04	496.73	<table border="1"> <tr> <td data-bbox="1059 252 1485 331"><b>Officer</b></td> <td data-bbox="1485 252 1597 331">Nanji Bhudia</td> <td data-bbox="1597 252 2119 331"><b>Title</b></td> <td data-bbox="1597 252 2119 331">Prin Eng Accident Analysis Transportation Unit</td> </tr> <tr> <td colspan="4" data-bbox="1059 331 2119 555"> <p>This indicator is measured annually and retrospectively. The figures for 2002 show a further decrease in the overall casualties per 100,000 and performance has been better than target for 2003/04</p> </td> </tr> <tr> <td data-bbox="1059 555 1485 603"><b>Executive Member</b></td> <td colspan="3" data-bbox="1485 555 2119 603">Cllr. Leslie Jones</td> </tr> </table>	<b>Officer</b>	Nanji Bhudia	<b>Title</b>	Prin Eng Accident Analysis Transportation Unit	<p>This indicator is measured annually and retrospectively. The figures for 2002 show a further decrease in the overall casualties per 100,000 and performance has been better than target for 2003/04</p>				<b>Executive Member</b>	Cllr. Leslie Jones		
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**BV 109a Planning major applications agreed within in 13 weeks**  
**DIRECTOR RICHARD SAUNDERS**

A	B	RESPONSIBILITY																															
<p align="center"><b>QUARTERLY PERFORMANCE 2000/01 TO 2003/04</b></p> <p align="center">Annual Target 50.0%</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>2001/2</td> <td>74</td> <td>70</td> <td>68</td> <td>69</td> </tr> <tr> <td>2002/3</td> <td>23</td> <td>5</td> <td>33</td> <td>42</td> </tr> <tr> <td>2003/4</td> <td>79</td> <td>76</td> <td>-</td> <td>-</td> </tr> </tbody> </table> <p align="center"> <span style="color:blue">■</span> Q1    <span style="color:maroon">■</span> Q2    <span style="color:yellow">■</span> Q3    <span style="color:cyan">■</span> Q4    <span style="color:magenta">✱</span> Target         </p>	Year	Q1	Q2	Q3	Q4	2001/2	74	70	68	69	2002/3	23	5	33	42	2003/4	79	76	-	-	<table border="1"> <tr> <td><i>Officer</i></td> <td>Jeanette Collins</td> <td><i>Title</i></td> <td>Admin Manager Planning Service</td> </tr> <tr> <td colspan="4">Performance has improved dramatically over the same quarter last year, but is slightly down on previous quarter</td> </tr> </table>	<i>Officer</i>	Jeanette Collins	<i>Title</i>	Admin Manager Planning Service	Performance has improved dramatically over the same quarter last year, but is slightly down on previous quarter				<table border="1"> <tr> <td><i>Executive Member</i></td> <td>Cllr. Leslie Jones</td> </tr> </table>	<i>Executive Member</i>	Cllr. Leslie Jones	
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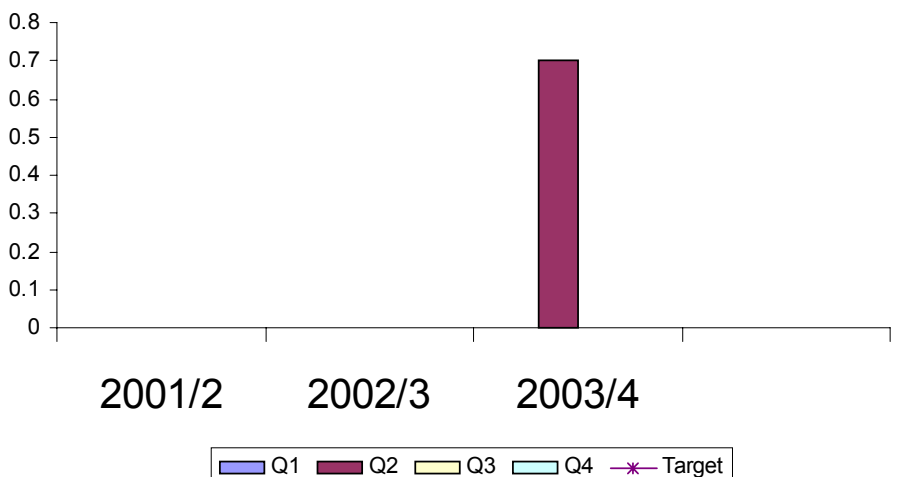
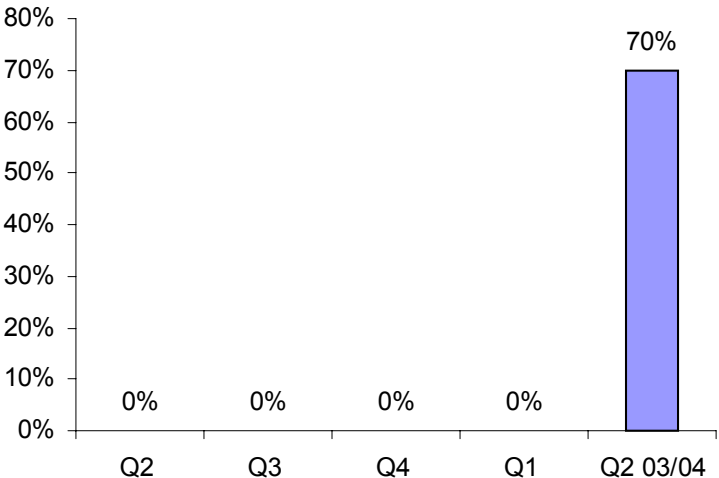
**BV 187 Condition of Footways (Measures the percentage of footpaths needing repairs)**

**DIRECTOR RICHARD SAUNDERS**

<p><b>A</b> <b>QUARTERLY PERFORMANCE 2000/01 TO 2003/04</b></p> <p align="center">Annual Target</p> <table border="1"> <caption>Quarterly Performance Data (2003/4)</caption> <thead> <tr> <th>Quarter</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2001/2</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>1.6</td> </tr> <tr> <td>2002/3</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>1.6</td> </tr> <tr> <td>2003/4</td> <td>1.6</td> <td>1.6</td> <td>0</td> <td>0</td> <td>1.6</td> </tr> </tbody> </table>	Quarter	Q1	Q2	Q3	Q4	Target	2001/2	0	0	0	0	1.6	2002/3	0	0	0	0	1.6	2003/4	1.6	1.6	0	0	1.6	<p align="center"><b>RESPONSIBILITY</b></p> <table border="1"> <tr> <td><b>Officer</b></td> <td>Pat Collins</td> <td><b>Title</b></td> <td>Performance Manager (Highways Maintenance)</td> </tr> </table> <p>Vital sign 504 has been set up to support this indicator by providing data on the percentage number of footways which have been re-laid and completed.</p> <table border="1"> <tr> <td><b>Executive Member</b></td> <td>Cllr. Leslie Jones</td> </tr> </table>	<b>Officer</b>	Pat Collins	<b>Title</b>	Performance Manager (Highways Maintenance)	<b>Executive Member</b>	Cllr. Leslie Jones
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**VS 508 Support PI for BV 187 Condition of Footways (Percentage of planned footways which have been re-laid and completed)**

**DIRECTOR RICHARD SAUNDERS**

A	B	C																													
<p><b>QUARTERLY PERFORMANCE 2000/01 TO 2003/04</b></p> <p>Annual Target No target set</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> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2001/2</td> <td>0.0</td> <td>0.0</td> <td>0.0</td> <td>0.0</td> <td>0.0</td> </tr> <tr> <td>2002/3</td> <td>0.0</td> <td>0.0</td> <td>0.0</td> <td>0.0</td> <td>0.0</td> </tr> <tr> <td>2003/4</td> <td>0.0</td> <td>0.7</td> <td>0.0</td> <td>0.0</td> <td>0.0</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	Target	2001/2	0.0	0.0	0.0	0.0	0.0	2002/3	0.0	0.0	0.0	0.0	0.0	2003/4	0.0	0.7	0.0	0.0	0.0	<p><b>RESPONSIBILITY</b></p> <table border="1"> <tr> <td><b>Officer</b></td> <td>Neal St Lewis</td> <td><b>Title</b></td> <td>Operations Manager StreetCare</td> </tr> </table> <p>This is the first time data has been available against this indicator. This local VS indicator has been set up to support BV 187 in that it shows the percentage of planned footways which have been re-laid and completed"</p> <table border="1"> <tr> <td><b>Executive Member</b></td> <td>Cllr. Leslie Jones</td> </tr> </table>	<b>Officer</b>	Neal St Lewis	<b>Title</b>	Operations Manager StreetCare	<b>Executive Member</b>	Cllr. Leslie Jones
Year	Q1	Q2	Q3	Q4	Target																										
2001/2	0.0	0.0	0.0	0.0	0.0																										
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**BV 199 (VS 505) The percentage of highways cleaned to a high or acceptable standard of cleanliness**

**DIRECTOR RICHARD SAUNDERS**

A	QUARTERLY PERFORMANCE 2000/01 TO 2003/04	RESPONSIBILITY			
	Annual Target	Officer	Neal St Lewis	Title	Operations Manager StreetCare
	No data as yet available	This is a new PI and the results from ENCAMS survey is due early November and will be reported next quarter. ENCAMS stands for Environmental Campaigns.			
		Executive Member		Cllr. Leslie Jones	
B	PERFORMANCE AGAINST PROCEEDING FOUR QUARTERS 2003/4	C	*2001/02 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHHS		
	No data as yet available		No comparison data available		

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

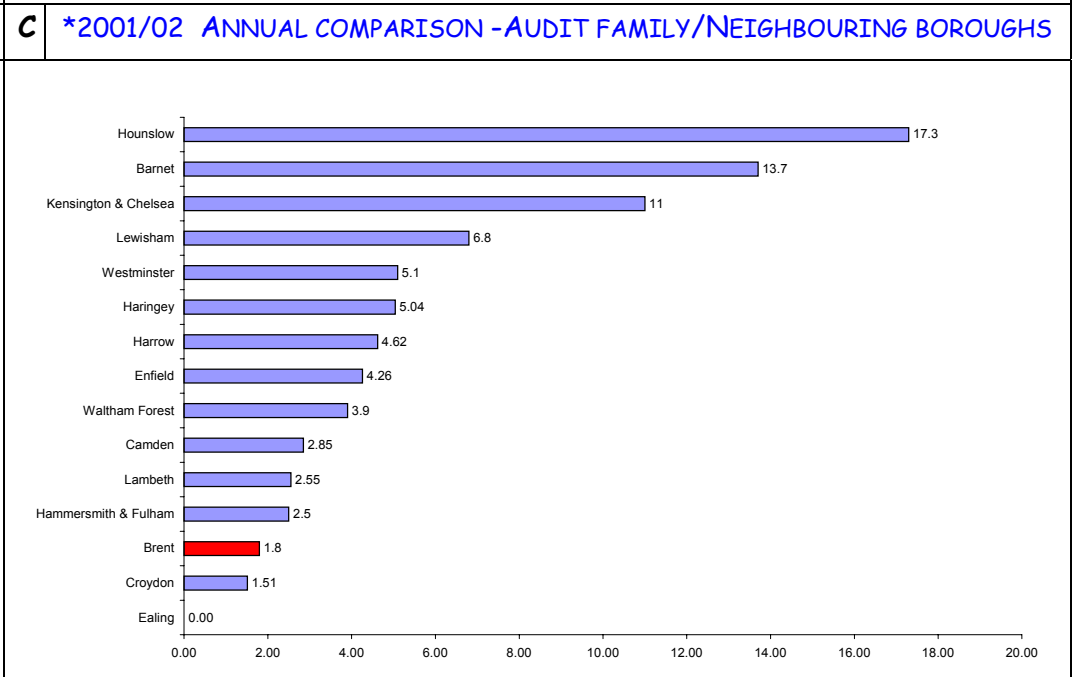
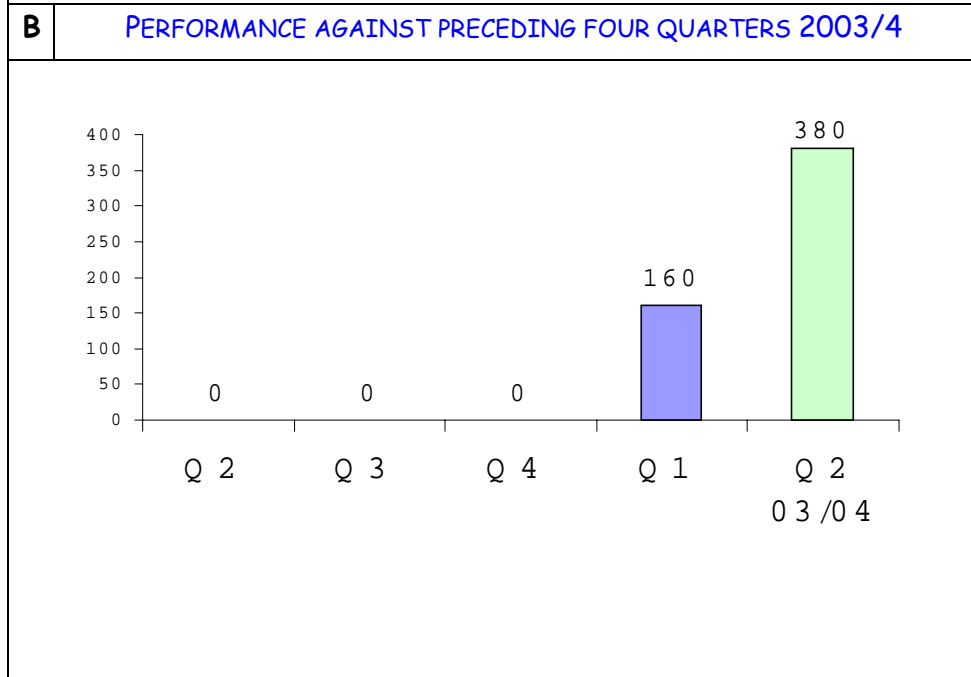
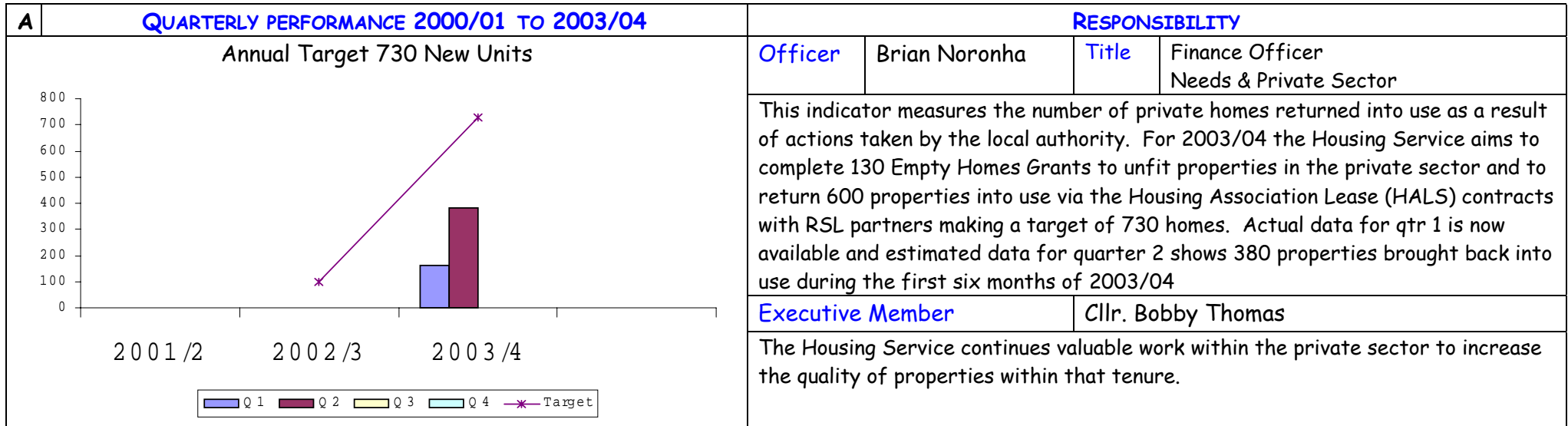
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Year	Q1	Q2	Q3	Q4																		
2001/2	170,000	210,000	160,000	200,000																		
2002/3	230,000	235,000	-	-																		
<b>Officer</b>	Sue Harper	<b>Title</b>	Assistant Director Parks, Sports & Cemeteries																			
<b>Executive Member</b>	Cllr. Leslie Jones																					
<p><b>B</b> <b>PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2003/4</b></p> <table border="1"> <caption>Performance Against Preceding Quarters (2003/4)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2</td> <td>208,568</td> </tr> <tr> <td>Q3</td> <td>158,041</td> </tr> <tr> <td>Q4</td> <td>201,546</td> </tr> <tr> <td>Q1</td> <td>228,571</td> </tr> <tr> <td>Q2 03/04</td> <td>234,008</td> </tr> </tbody> </table>	Quarter	Value	Q2	208,568	Q3	158,041	Q4	201,546	Q1	228,571	Q2 03/04	234,008	<p><b>C</b> *2001/02 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHs</p> <p align="center">No comparison available</p>									
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Q2	208,568																					
Q3	158,041																					
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Q1	228,571																					
Q2 03/04	234,008																					



# HOUSING SERVICES



**BV 64 Private dwellings - returned to occupation**  
**DIRECTOR MARTIN CHEESEMAN**



**BV 183a Average length of stay in bed & breakfast**  
**DIRECTOR MARTIN CHEESEMAN**

A	QUARTERLY PERFORMANCE 2000/01 TO 2003/04	RESPONSIBILITY																										
<p align="center">Annual Target 6.0 weeks</p> <table border="1"> <caption>Quarterly Performance Data (2001/2 to 2003/4)</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2001/2</td> <td>19</td> <td>15</td> <td>15</td> <td>13</td> <td>6.0</td> </tr> <tr> <td>2002/3</td> <td>18</td> <td>18</td> <td>15</td> <td>15</td> <td>6.0</td> </tr> <tr> <td>2003/4</td> <td>12</td> <td>13</td> <td>-</td> <td>-</td> <td>6.0</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	Target	2001/2	19	15	15	13	6.0	2002/3	18	18	15	15	6.0	2003/4	12	13	-	-	6.0	Officer	Helen Clitheroe	Title	Finance & Systems Manager Needs & Private Sector
Year	Q1	Q2	Q3	Q4	Target																							
2001/2	19	15	15	13	6.0																							
2002/3	18	18	15	15	6.0																							
2003/4	12	13	-	-	6.0																							
<p>This is a new BVPI that looks at homeless households that have previously spent time in hotel or hostel accommodation to whom we have discharged a duty during quarter 2 of 2003/04. Given that we might now be rehousing (and thereby discharging our duty) to households that were in B&amp;B accommodation ten years ago, we are including the average length of stay for families who left B&amp;B accommodation long ago. Therefore the indicator does not measure current or necessarily recent performance.</p>																												
Executive Member		Cllr. Bobby Thomas																										
<p>Brent's two year B&amp;B Action Plan began in 2002/2003 aiming to reduce the number of households in hotel accommodation and the length of time that they spend there. Brent has an agreed target of six weeks for the length of stay and it is worth noting that the number of families spending longer than six weeks in this type of accommodation has reduced in quarter 2 of 2003/04</p>																												
B	PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2003/4	C		*2001/02 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHES																								
<table border="1"> <caption>Performance Against Preceding Four Quarters (2003/4)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2</td> <td>19</td> </tr> <tr> <td>Q3</td> <td>15</td> </tr> <tr> <td>Q4</td> <td>15</td> </tr> <tr> <td>Q1</td> <td>12</td> </tr> <tr> <td>Q2 03/04</td> <td>13</td> </tr> </tbody> </table>	Quarter	Value	Q2	19	Q3	15	Q4	15	Q1	12	Q2 03/04	13	<p align="center">No comparison available</p>															
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Q2	19																											
Q3	15																											
Q4	15																											
Q1	12																											
Q2 03/04	13																											

**BV 183b Average length of stay in hostels**  
**DIRECTOR MARTIN CHEESEMAN**

<p><b>A</b> <b>QUARTERLY PERFORMANCE 2000/01 TO 2003/04</b></p> <p align="center">Annual Target 6.0 weeks</p> <p align="center"> <span style="color:blue">■</span> Q1    <span style="color:maroon">■</span> Q2    <span style="color:yellow">■</span> Q3    <span style="color:cyan">■</span> Q4    <span style="color:purple">✱</span> Target         </p>	<p align="center"><b>RESPONSIBILITY</b></p> <table border="1"> <tr> <td><b>Officer</b></td> <td>Helen Clitheroe</td> <td><b>Title</b></td> <td>Finance &amp; Systems Manager Needs &amp; Private Sector</td> </tr> </table> <p>As with BV183a, the indicator does not measure current or necessarily recent performance. The figure for quarter 2 looks alarming at 88 weeks. However it should be noted that in reality this relates to just one family, who left hostel accommodation in December 2002, however as our duty to assist them was discharged in quarter two of this year they are included in these figures. The family in question had specific needs and housing requirements that resulted in them spending far longer in hostel accommodation than would normally be expected.</p> <table border="1"> <tr> <td><b>Executive Member</b></td> <td>Cllr. Bobby Thomas</td> </tr> </table> <p>Work on Brent's two year B&amp;B Action Plan began in 2002/2003 and targets to be achieved by March 2004 for the number of families in B&amp;B or hostel accommodation and the length of time they spend there have been agreed with ODPM. Progress is being made towards these targets and officers continue to monitor improvements closely</p>	<b>Officer</b>	Helen Clitheroe	<b>Title</b>	Finance & Systems Manager Needs & Private Sector	<b>Executive Member</b>	Cllr. Bobby Thomas
<b>Officer</b>	Helen Clitheroe	<b>Title</b>	Finance & Systems Manager Needs & Private Sector				
<b>Executive Member</b>	Cllr. Bobby Thomas						
<p><b>B</b> <b>PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2003/4</b></p>	<p><b>C</b> <b>*2001/02 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHs</b></p> <p align="center">No comparison available</p>						









# SOCIAL SERVICES



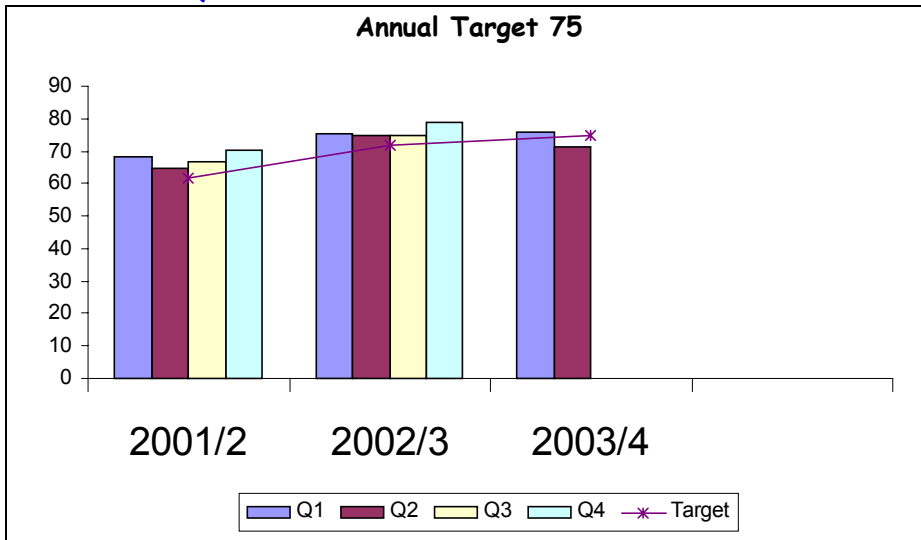
**BV 49 Percentage of children looked after with 3 or more placements**  
**DIRECTOR JENNY GOODALL**

<b>A</b>	<b>QUARTERLY PERFORMANCE 2000/1 TO 2003/4</b>	<b>RESPONSIBILITY</b>																																																																																																			
	<p align="center">Annual Target 14.0%</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>2001/2</td> <td>5.5</td> <td>5.5</td> <td>4.5</td> <td>4.0</td> </tr> <tr> <td>2002/3</td> <td>1.5</td> <td>4.0</td> <td>7.5</td> <td>16.0</td> </tr> <tr> <td>2003/4</td> <td>1.5</td> <td>6.5</td> <td>-</td> <td>-</td> </tr> </tbody> </table> <p align="center">Legend: Q1 (Blue), Q2 (Maroon), Q3 (Yellow), Q4 (Cyan), * Target (Purple line)</p>	Year	Q1	Q2	Q3	Q4	2001/2	5.5	5.5	4.5	4.0	2002/3	1.5	4.0	7.5	16.0	2003/4	1.5	6.5	-	-	Officer	Ronnie Ferguson	Title	Case Tracking Officer Children's Services Resources																																																																												
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		<p>Figures given are cumulative. The Department of Health regards good performance against this indicator as generally low. Our current performance suggests that at the end of the year we will have failed to meet our target. Our performance this year failed to meet our target but was very creditable. Actions taken to increase the stability of placements (e.g. the Placements Panel) should improve performance in the second two quarters of this year</p>																																																																																																			
		Executive Member	Cllr. Ralph Fox																																																																																																		
		<p>2002/03 16% was achieved which gives a maximum of 5 bandings. This is an excellent figure. Our current new performance is satisfactory however we intend to strive for further improvements.</p>																																																																																																			
<b>B</b>	<b>PERFORMANCE AGAINST PRECEDING FOUR QUARTERS</b>	<b>C</b>	<b>*2001/02 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHES</b>																																																																																																		
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**BV 54 Older people helped to live at home per 1000**  
**DIRECTOR JENNY GOODALL**

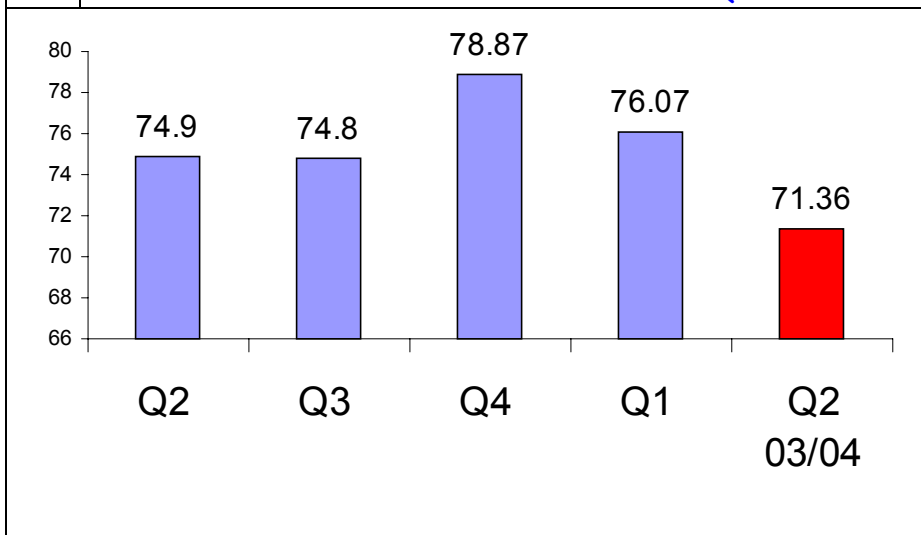
**A** **QUARTERLY PERFORMANCE 2000/1 TO 2003/4**

**RESPONSIBILITY**

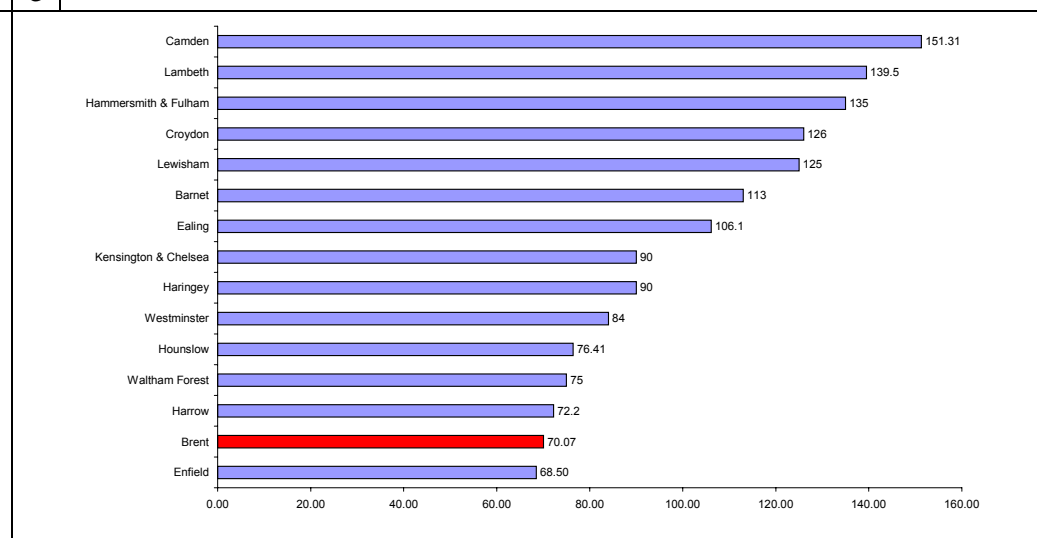


Officer	Ros Howard	Title	Service Unit Mgr Community Care Older People Services
The Percentage of older people helped to live at home per 1000 of the population has fallen because the new census figures show that there are now more older people in Brent. The actual number of older people helped to live at home has risen by 122 in this quarter.			
Executive Member	Cllr. Ralph Fox		
Census figure have set our percentage back however we will continue to strive to achieve 75% target			

**B** **PERFORMANCE AGAINST PRECEDING FOUR QUARTERS**



**C** **\*2001/02 \*ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHES**



**BV 56 Percentage of items of equipment delivered within 7 days**  
**DIRECTOR JENNY GOODALL**

<b>A</b>	<b>QUARTERLY PERFORMANCE 2000/1 TO 2003/4</b>	<b>RESPONSIBILITY</b>			
<p align="center">Annual Target</p>    <p align="center">No data available</p>		Officer	Diane Brown	Title	Service Unit Manager Community Care- Physical Disabilities
		<p>Although this indicator is seen as a key reflection on performance it will not be possible to report on this as a vital sign until next year as the definition has changed therefore this indicator is to be withdrawn as a vital sign. However it will still be reported at a departmental level.</p>			
		Executive Member	Cllr. Ralph Fox		
		<p>It is important to continue to monitor this indicator at departmental level</p>			
<b>B</b>	<b>PERFORMANCE AGAINST PROCEEDING FOUR QUARTERS</b>	<b>C</b>	<b>*2001/02 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHs</b>		
<p align="center">No data available</p>					

**BV 58 Percentage of people receiving a statement of their needs**  
**DIRECTOR JENNY GOODALL**

A	RESponsibility																
<p align="center"><b>QUARTERLY PERFORMANCE 2000/1 TO 2003/4</b></p> <p align="center">Annual Target 80.0%</p> <p align="center">2001/2      2002/3      2003/4</p> <p align="center"> <span style="color:blue">■</span> Q1    <span style="color:maroon">■</span> Q2    <span style="color:yellow">■</span> Q3    <span style="color:cyan">■</span> Q4    <span style="color:magenta">*—*</span> Target         </p>	<table border="1"> <thead> <tr> <th>Officer</th> <th>All Adult Service Units</th> <th>Title</th> <th>Various</th> </tr> </thead> <tbody> <tr> <td colspan="4"> <p>The number of people receiving services who have been provided with a statement of their needs has fallen this quarter. This is due to data validation work (in preparation for the new IT system) in the Older Peoples Service Unit. It should be noted that this PI is the number of statements of needs as a % of all service users (many of whom will have been known to SS for a number of years). The number of new service users receiving a statement of their needs as a percentage of all new service users would provide a more accurate measure of improvement in performance and we will try to provide both figures in future. In quarter 1, 930 <b>new</b> service users received a statement of needs. In quarter 2, 1141 <b>new</b> service users received a statement of needs.</p> </td> </tr> <tr> <td>Executive Member</td> <td colspan="3">Cllr. Ralph Fox</td> </tr> <tr> <td colspan="4"> <p>Improvement shown on 2002/3 Q2. However we will investigate a change in the method of counting to reflect more accurately the percentage of statements of needs provided for new assessments.</p> </td> </tr> </tbody> </table>	Officer	All Adult Service Units	Title	Various	<p>The number of people receiving services who have been provided with a statement of their needs has fallen this quarter. This is due to data validation work (in preparation for the new IT system) in the Older Peoples Service Unit. It should be noted that this PI is the number of statements of needs as a % of all service users (many of whom will have been known to SS for a number of years). The number of new service users receiving a statement of their needs as a percentage of all new service users would provide a more accurate measure of improvement in performance and we will try to provide both figures in future. In quarter 1, 930 <b>new</b> service users received a statement of needs. In quarter 2, 1141 <b>new</b> service users received a statement of needs.</p>				Executive Member	Cllr. Ralph Fox			<p>Improvement shown on 2002/3 Q2. However we will investigate a change in the method of counting to reflect more accurately the percentage of statements of needs provided for new assessments.</p>			
Officer	All Adult Service Units	Title	Various														
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Executive Member	Cllr. Ralph Fox																
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B	C																
<p align="center"><b>PERFORMANCE AGAINST PRECEDING FOUR QUARTERS</b></p> <p align="center">         61.08      65.05      69.3      76.3      70.32       </p> <p align="center">         Q2      Q3      Q4      Q1      Q2          03/04       </p>	<p align="center"><b>*2001/02 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHs</b></p> <p align="center">         Lewisham 98          Lambeth 95          Hammersmith &amp; Fulham 95          Waltham Forest 93          Kensington &amp; Chelsea 93          Croydon 93          Barnet 93          Westminster 91          Camden 86.95          Hounslow 77.4          Haringey 77          Enfield 76.7          Brent 72.62          Harrow 63          Ealing 41.20       </p>																

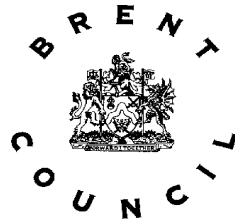
**BV 163 Adoptions of children looked after**  
**DIRECTOR JENNY GOODALL**

<b>A</b>	<b>QUARTERLY PERFORMANCE 2000/1 TO 2003/4</b>	<b>RESPONSIBILITY</b>			
<p align="center">Annual Target 4.0%</p> <p>Legend: Q1 (blue bar), Q2 (red bar), Q3 (yellow bar), Q4 (green bar), * Target (purple line)</p>		Officer	Ronnie Ferguson	Title	Case Tracking Officer Children's Services Resources
		<p>In this quarter none of the children looked after for six months or more, (excluding unaccompanied asylum seekers) were adopted. In 2002-03 the total number of children adopted was 11. There are currently 22 children placed for adoption. The total number of children adopted in the first six months of 2003-04 was 3.</p>			
		Executive Member	Cllr. Ralph Fox		
		<p>The Department will treat this as a high priority to improve</p>			
<b>B</b>	<b>PERFORMANCE AGAINST PROCEEDING FOUR QUARTERS</b>	<b>C</b>	<b>*2001/02 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHS</b>		

**VS 506 Adults with physical disabilities helped to live at home per 1000**  
**DIRECTOR JENNY GOODALL**

<b>A</b>	<b>QUARTERLY PERFORMANCE 2000/1 TO 2003/4</b>	<b>RESPONSIBILITY</b>														
<p align="center">Annual Target 4.0%</p> <p align="center">No data available</p>		Officer	Ronnie Ferguson	Title	Case Tracking Officer Children's Services Resources											
		<p>The number of people with physical disabilities helped to live at home has fallen in this quarter. In particular the number of these clients receiving short term breaks has fallen.</p>														
		Executive Member		Cllr. Ralph Fox												
		Performance is noted														
<b>B</b>	<b>PERFORMANCE AGAINST PROCEEDING FOUR QUARTERS</b>	<b>C</b>	<b>*2001/02 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHs</b>													
<table border="1"> <caption>Quarterly Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Performance</th> </tr> </thead> <tbody> <tr> <td>Q2</td> <td>0</td> </tr> <tr> <td>Q3</td> <td>0</td> </tr> <tr> <td>Q4</td> <td>0</td> </tr> <tr> <td>Q1</td> <td>3.44</td> </tr> <tr> <td>Q2 03/04</td> <td>3.21</td> </tr> </tbody> </table>		Quarter	Performance	Q2	0	Q3	0	Q4	0	Q1	3.44	Q2 03/04	3.21	<p align="center">No data available</p>		
Quarter	Performance															
Q2	0															
Q3	0															
Q4	0															
Q1	3.44															
Q2 03/04	3.21															





# ***VITAL SIGNS***

## Quarter Two

### July – September 2003

POLICY & REGENERATION UNIT  
LONDON BOROUGH OF BRENT

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

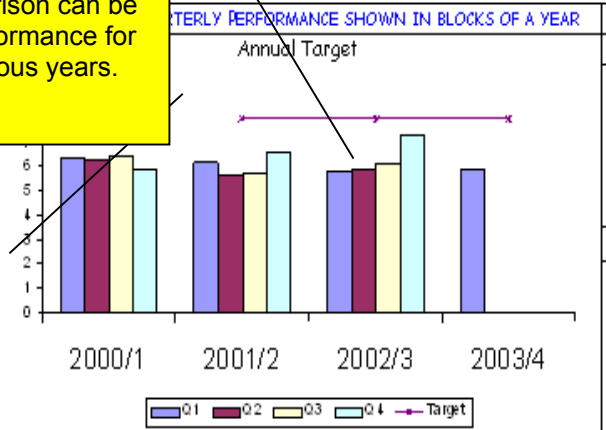


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BV 109a Major Planning applications within guidelines, applications in 8 weeks	18
BV 187 (VS 504) Condition of Footways (measures the percentage of footpaths needing repairs)	19
VS 508 Condition of footways (percentage of planned footways which have been re-laid and completed)	20
BV 199 (VS 505) The percentage of highways cleaned to a high or acceptable standard of cleanliness	21
VS 507 Total number of visits to sports and leisure facilities	22
<u>Housing Services</u>	
BV 64 The number of private sector vacant dwellings that are returned into occupation/demolished as a result of action by the LA	23
BV 183a The average length of stay in bed and breakfast accommodation	24
BV 183b The average length of stay in hostel accommodation of households	25
BV 184b The % change in proportion of non-decent LA homes	26
BV 185 The % response to non-emergency repairs where appointments were made and kept	27
<u>Social Services</u>	
BV 49 (A1) Stability of placements of children looked after with 3 or more placements during the year	29
BV 54 (PAF C32) Older people helped to live at home	30
BV 56 (D39) The percentage of items of equipment delivered within 7 days	31
BV 58 (D38) The percentage of people receiving a statement of their needs and how they will be met	32
BV 163 (C23) Adoptions of children looked after	33
VS 506 (C29) Adults with physical disabilities helped to live at home per 1000	34

**BV NUMBER AND BRIEF DEFINITION**

**Graph A**  
Quarterly Performance 2000/01 to 2003/04  
 Provides historic data (where available), so a comparison can be made on quarterly performance for the same period in various years.

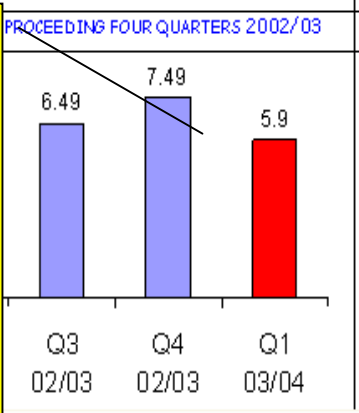


**Target**  
 Plots annual target where known

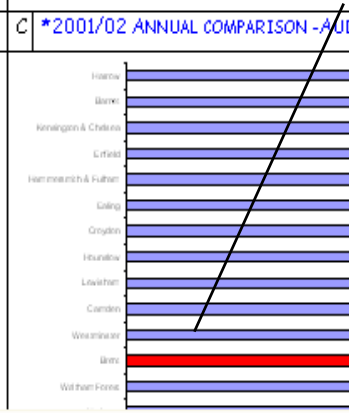
**Responsibility**  
 Provides both officers and lead members an opportunity to comment on performance

RESPONSIBILITY	
Officer:-	Title
Executive Member	Cllr

**Graph B**  
Performance against preceding four quarters 2002/03  
 Shows current quarter data together with the previous four quarters. You will note that as with the former Quarterly Digest report red performance indicates a fall in performance, green improved and is compared to the same quarter in the previous year



**Graph C**  
2001/02 Annual Comparison Audit Family/Neighbouring Boroughs  
 Shows performance against AC family and neighbouring boroughs against the latest published data which is currently 2001/02.



SERVICE AREA	PERFORMANCE INDICATOR	IMPROVED Performance against same quarter last year	GONE DOWN Performance against same quarter last year	INCOMPLETE DATA
<b>CORPORATE CENTRE</b>				
	BV 9 The % Council Tax collected	■		
	BV 11b The % 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 day	■		
	BV 78b Speed of processing change in circumstances in days	■	■	
	NEW VS 501 The % of customers satisfied with service			■
<b>EDUCATION ARTS &amp; LIBRARIES</b>				
	BV 43a The percentage of SEN statements completed within 18 weeks with exception		■	
	BV 43b The percentage of SEN statements completed without exception		■	
	BV 44 The percentage of permanent exclusions	■		
	BV 117 Number of visits to libraries	■		
	VS 502 Pupil attendance figures			■
	VS 503 Define new local measure for use of youth service			■
<b>ENVIRONMENTAL SERVICES</b>				
	BV 82a Total tonnage of household local waste arising the percentage recycled			■
	BV 99 I The total number of road accident casualties per 100,00 pop killed/serious injury	■		
	BV 99 ii The total number of road accident casualties per 100,00 pop slight injury	■		
	BV 109a Major Planning applications within guidelines, applications in 8 weeks	■		
	BV 187 Condition of Footways (Measures the percentage of footpaths needing repairs)	■		
	VS 508 Condition of (Percentage of planned footways which have been re-laid and completed)			■
	BV 199 (VS 505) The percentage of highways cleaned to a high standard			■
	VS 507 Total number of visits to sports and leisure facilities	■		

SERVICE AREA	PERFORMANCE INDICATOR	IMPROVED	GONE DOWN	INCOMPLETE DATA
<b>HOUSING SERVICES</b>				
	BV 64 The number of private sector vacant dwellings that are returned into occupation or demolished as a direct result of action by the LA			
	BV 183a The average length of stay in bed and breakfast accommodation			
	BV 183b The average length of stay in hostel accommodation of households			
	BV 184b The percentage change in proportion of non-decent LA homes			
	BV 185 The % response to non-emergency repairs where appointments were made and kept			
<b>SOCIAL SERVICES</b>				
	BV 49 (PAF A1) Stability of placements of children looked after with 3 or more placements during the year			
	BV 54 (PAF C32) Older people helped to live at home			
	BV 56 (PAF D39) The percentage of items of equipment delivered within 7 days			
	BV 58 (PAF D38) The percentage of people receiving a statement of their needs and how they will be met			
	BV 163 (PAF C23) Adoptions of children looked after			
	VS 506 (CPAF 29) Adults with physical disabilities helped to live at home per 1000			

# CORPORATE CENTRE





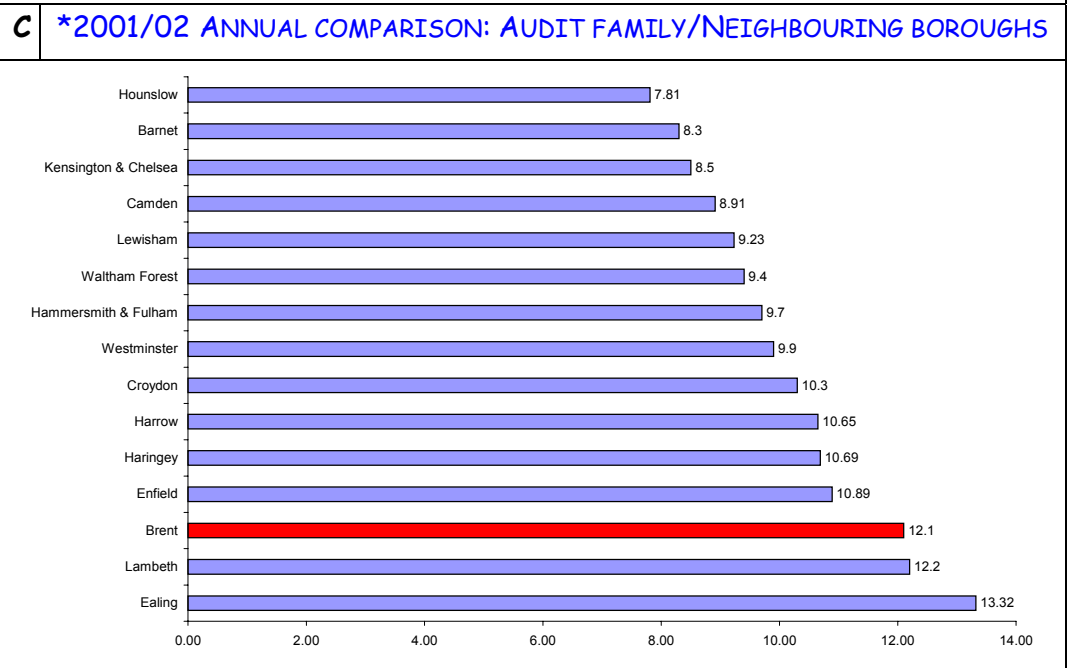
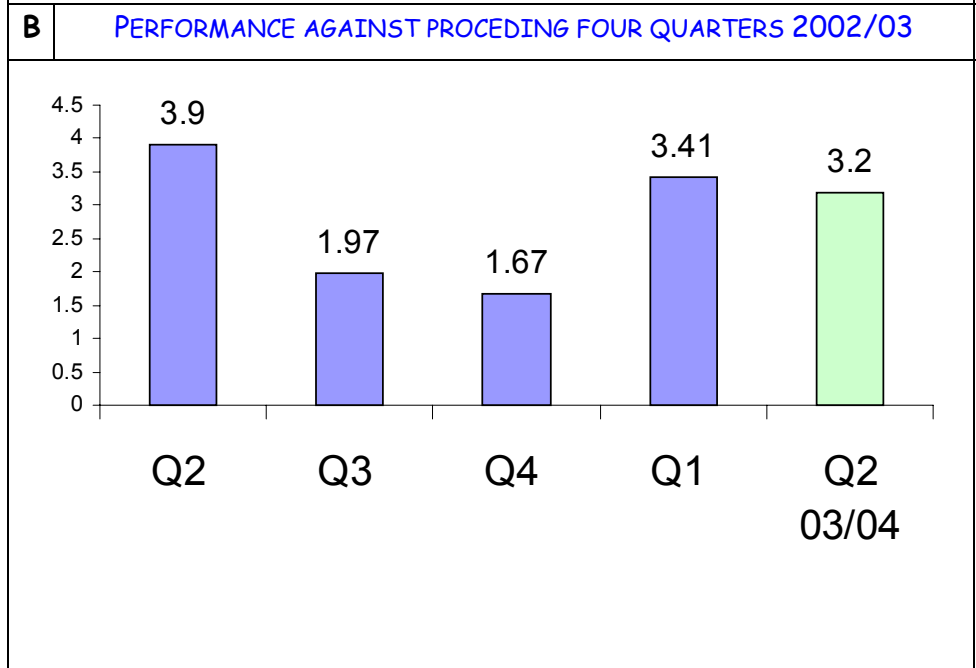
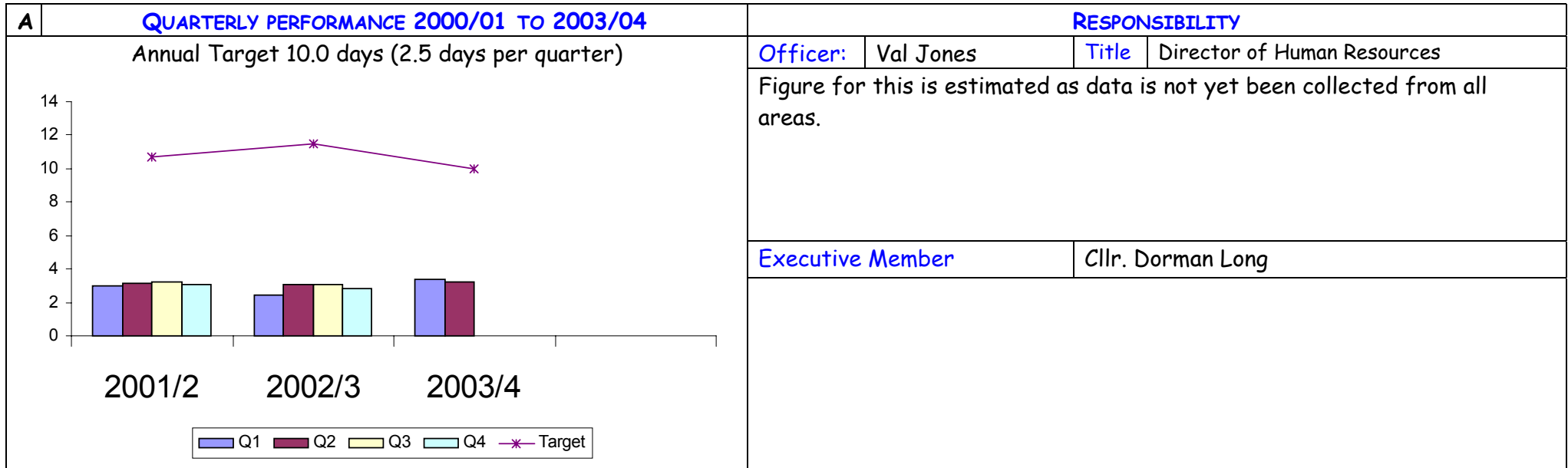
**BV 9 Percentage of Council Tax collected**  
**DIRECTOR STEPHEN HUGHES**

<p><b>A</b> <b>QUARTERLY PERFORMANCE 2000/01 TO 2003/04</b></p> <p align="center">Annual Target 92.0%</p> <p align="center">2001/2      2002/3      2003/4</p> <p align="center"> <span style="color:blue">■</span> Q1    <span style="color:maroon">■</span> Q2    <span style="color:yellow">■</span> Q3    <span style="color:cyan">■</span> Q4    <span style="color:purple">*—*</span> Target         </p>	<p align="center"><b>RESPONSIBILITY</b></p> <table border="1"> <tr> <td><b>Officer</b></td> <td>Margaret Read</td> <td><b>Title</b></td> <td>Head of Local Taxation &amp; Benefits Brent Financial Services</td> </tr> <tr> <td colspan="4">This is a cumulative indicator and based on current collection rates the annual target of 92% is expected to be met.</td> </tr> <tr> <td><b>Executive Member</b></td> <td colspan="3">Cllr. David Coughlin</td> </tr> </table>	<b>Officer</b>	Margaret Read	<b>Title</b>	Head of Local Taxation & Benefits Brent Financial Services	This is a cumulative indicator and based on current collection rates the annual target of 92% is expected to be met.				<b>Executive Member</b>	Cllr. David Coughlin		
<b>Officer</b>	Margaret Read	<b>Title</b>	Head of Local Taxation & Benefits Brent Financial Services										
This is a cumulative indicator and based on current collection rates the annual target of 92% is expected to be met.													
<b>Executive Member</b>	Cllr. David Coughlin												
<p><b>B</b> <b>PERFORMANCE AGAINST PROCEEDING FOUR QUARTERS 2002/03</b></p> <p align="center">         56.53      75.34      89.86      34.84      52.97       </p> <p align="center">         Q2      Q3      Q4      Q1      Q2          03/04       </p>	<p><b>C</b> <b>*2001/02 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHES</b></p> <p align="center">         Harrow 98.6          Barnet 96.2          Kensington &amp; Chelsea 95.7          Enfield 94.6          Hammersmith &amp; Fulham 94.5          Ealing 94.1          Croydon 93.9          Hounslow 93.85          Lewisham 93.7          Camden 93.47          Westminster 92.95          Brent 91.07          Waltham Forest 90.6          Haringey 90.06          Lambeth 86.50       </p>												

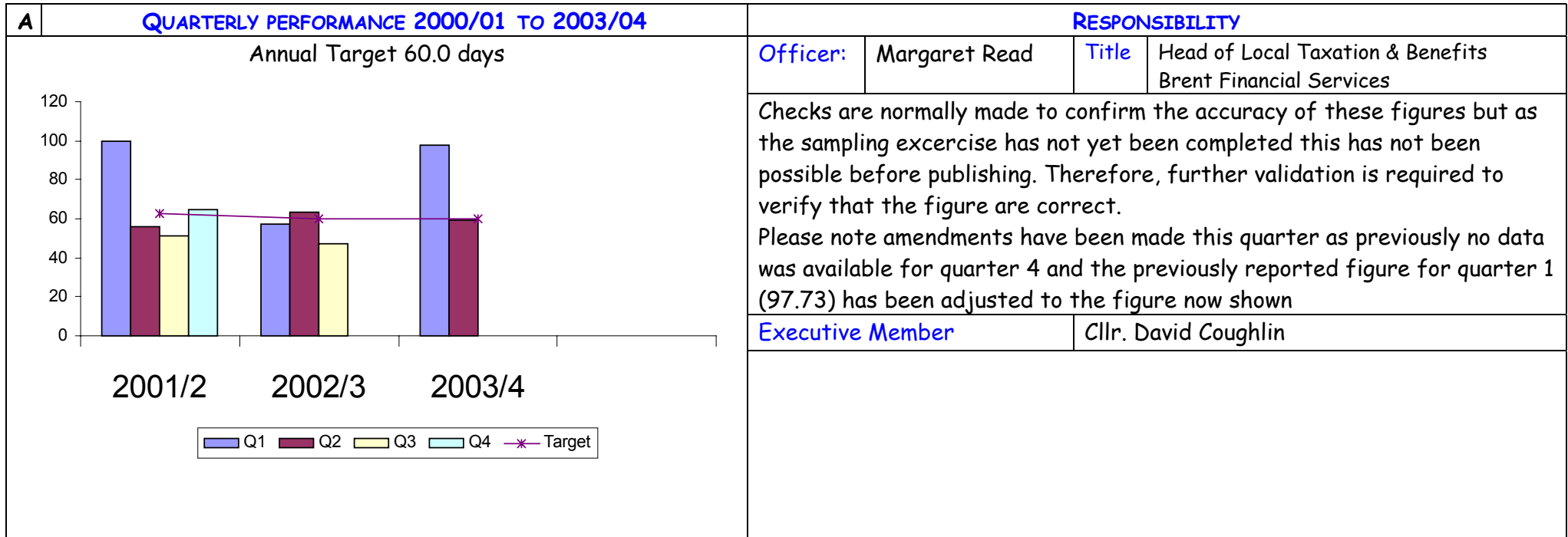
**BV 11b Percentage of top 5% earners that are from black & ethnic minorities**  
**DIRECTOR VAL JONES**

A	B	C												
<p align="center"><b>QUARTERLY PERFORMANCE 2000/01 TO 2003/04</b></p> <p align="center">Annual Target 18.0%</p> <p align="center">2001/2      2002/3      2003/4</p> <p align="center"> <span style="color:blue">■</span> Q1    <span style="color:maroon">■</span> Q2    <span style="color:yellow">■</span> Q3    <span style="color:cyan">■</span> Q4    <span style="color:purple">✱</span> Target         </p>	<p align="center"><b>RESPONSIBILITY</b></p> <table border="1"> <tr> <td><b>Officer</b></td> <td>Val Jones</td> <td><b>Title</b></td> <td>Director of Human Resources</td> </tr> <tr> <td colspan="4">Figure for this indicator has been estimated as data is not yet been collected from all areas.</td> </tr> <tr> <td><b>Executive Member</b></td> <td colspan="3">Cllr. Dorman Long</td> </tr> </table>	<b>Officer</b>	Val Jones	<b>Title</b>	Director of Human Resources	Figure for this indicator has been estimated as data is not yet been collected from all areas.				<b>Executive Member</b>	Cllr. Dorman Long			<p><b>*2001/02 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHs</b></p> <p align="center">No comparison available</p>
<b>Officer</b>	Val Jones	<b>Title</b>	Director of Human Resources											
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<b>Executive Member</b>	Cllr. Dorman Long													
<p><b>B</b>      <b>PERFORMANCE AGAINST PROCEEDING FOUR QUARTERS 2002/03</b></p> <p align="center">18.5 18 17.5 17 16.5 16 15.5 15</p> <p align="center">18      16      16      16      16</p> <p align="center">Q2      Q3      Q4      Q1      Q2 03/04</p>														

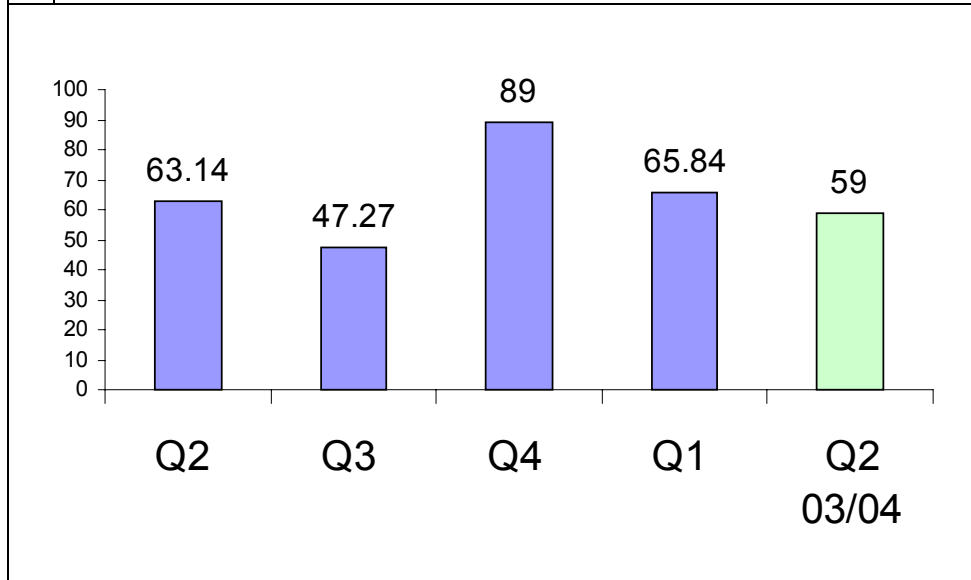
**BV 12 Proportion of working days lost to sickness**  
**DIRECTOR VAL JONES**



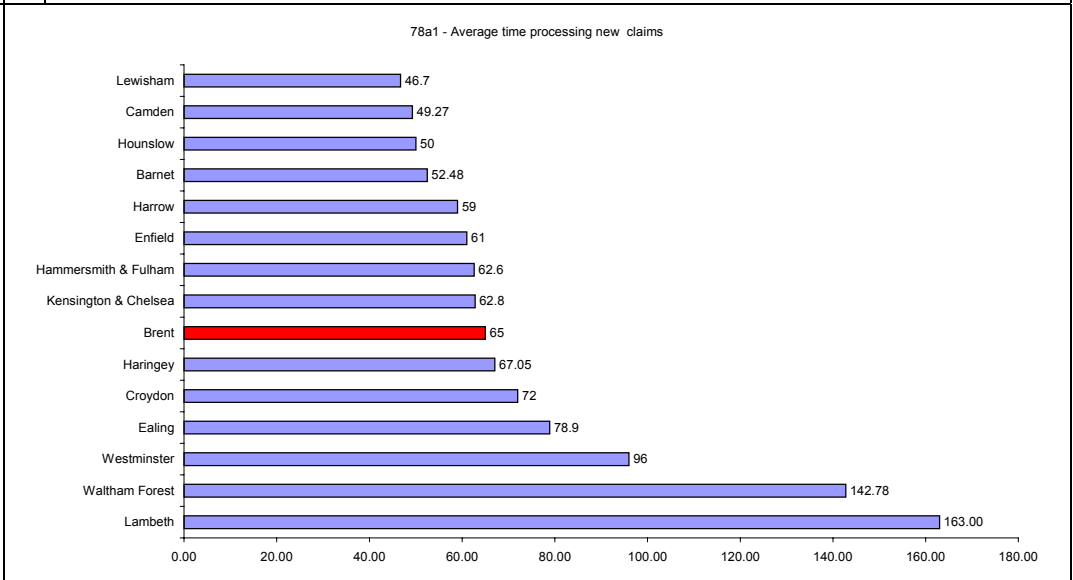
**BV 78a Average time processing new claims in days**  
**DIRECTOR STEPHEN HUGHES**



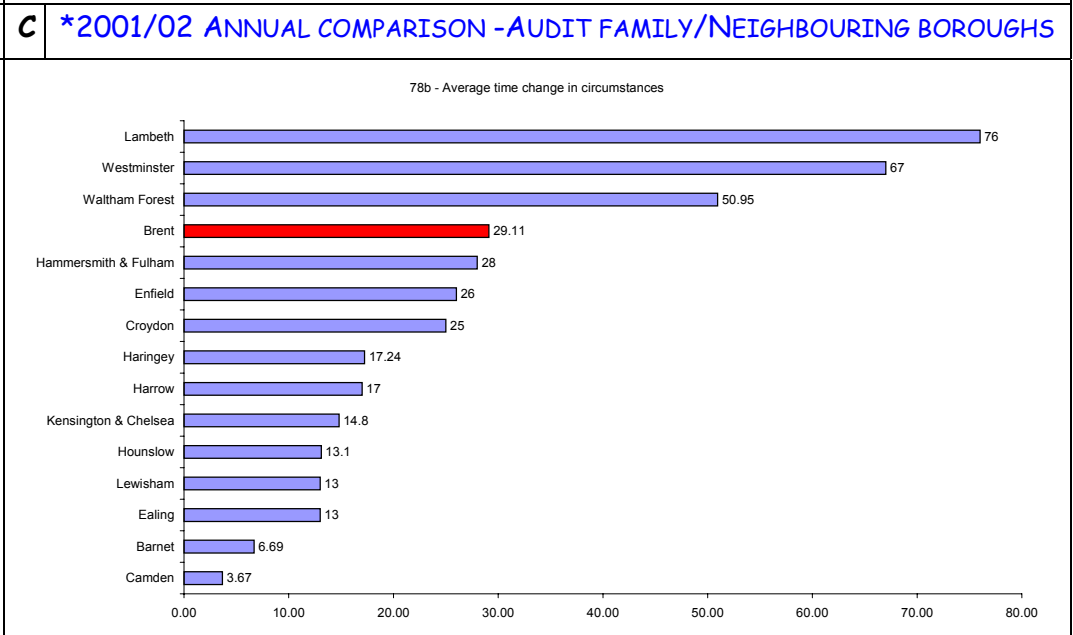
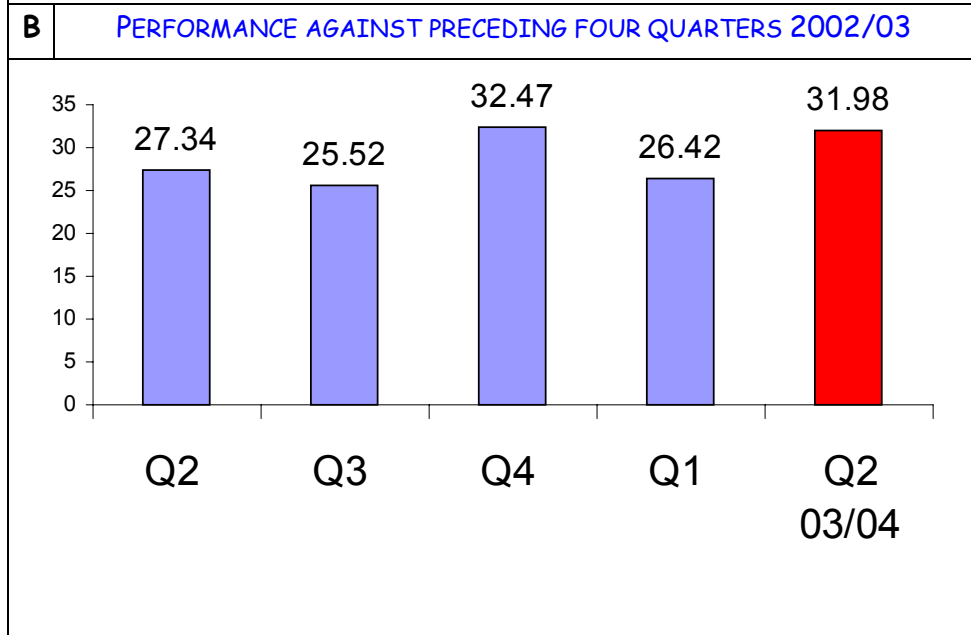
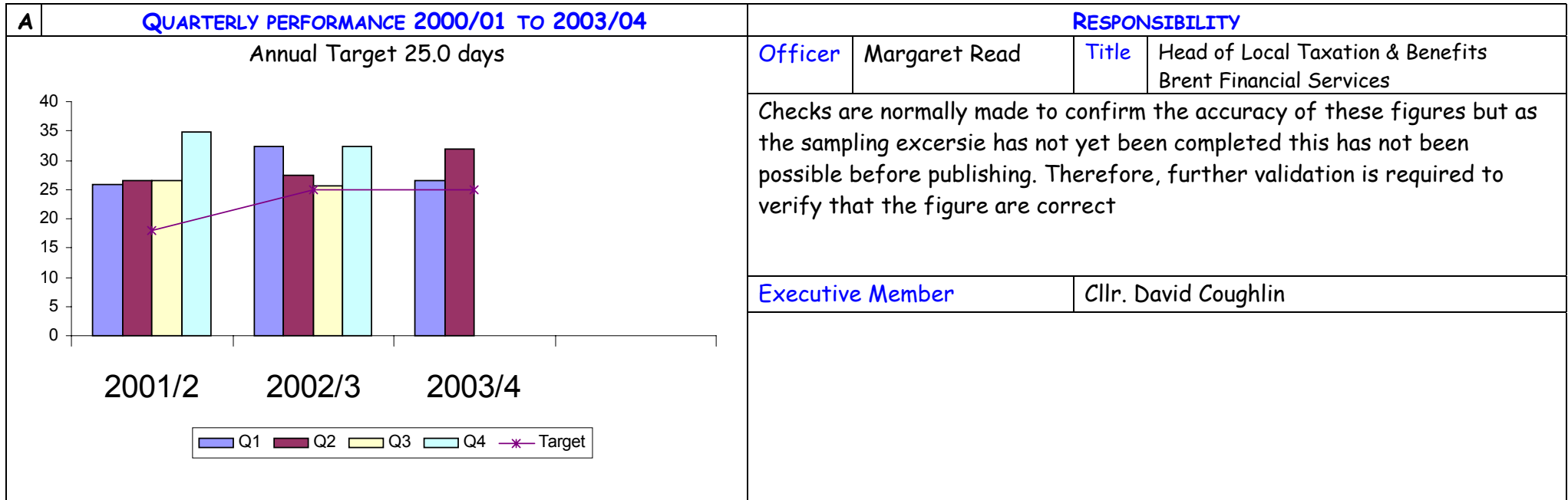
**B**      **PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2002/03**



**C**      **\*2001/02 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHES**



**BV 78b Average time change in circumstances in days**  
**DIRECTOR STEPHEN HUGHES**



**VS 501 The percentage of customers satisfied with service**  
**DIRECTOR BERNARD DIAMANT**

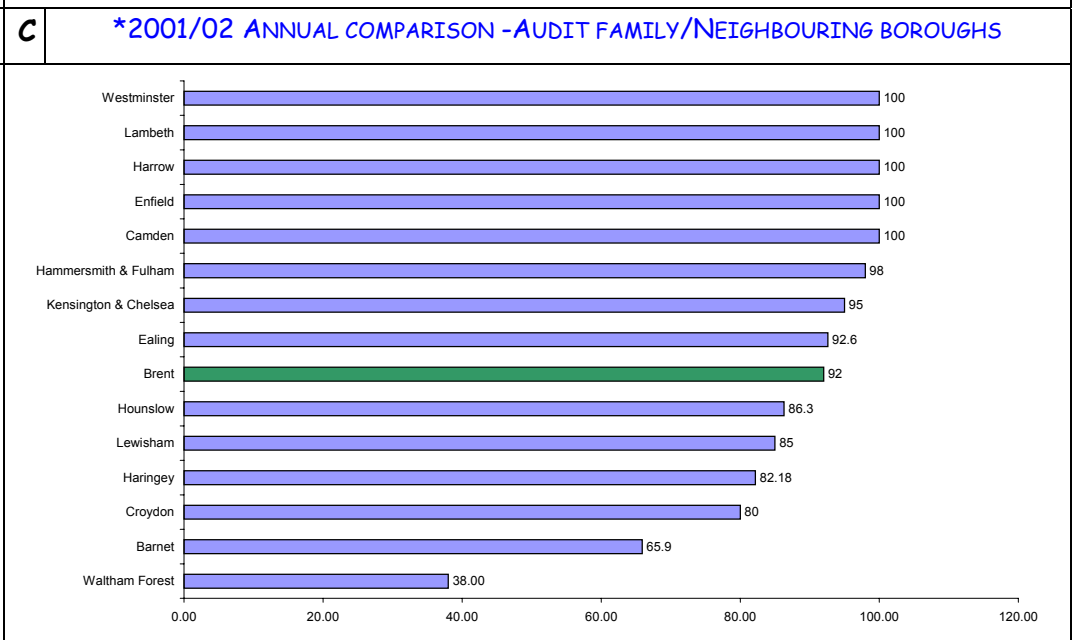
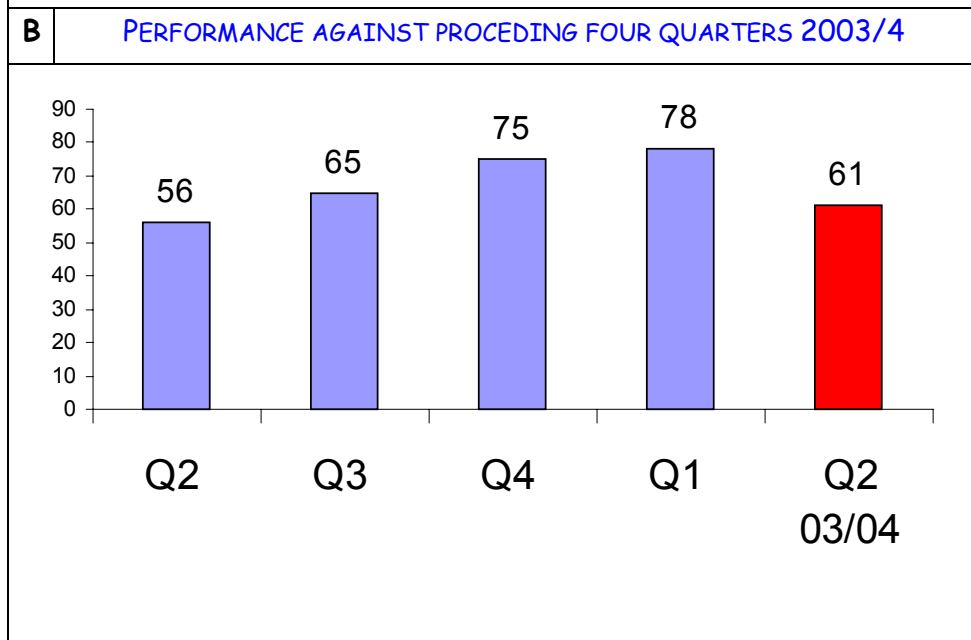
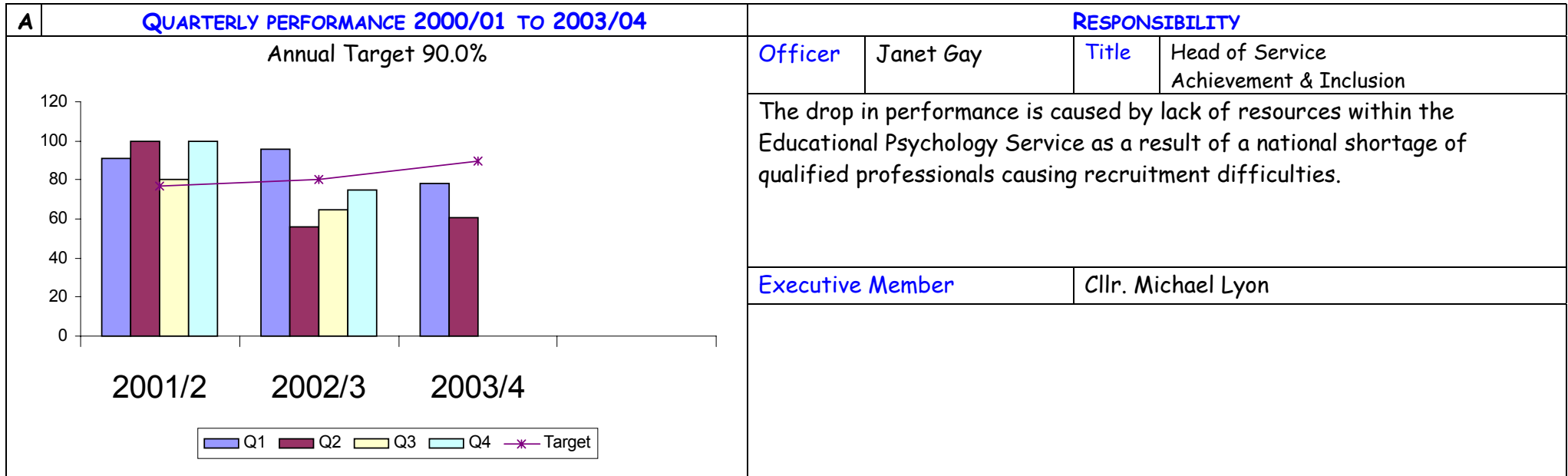
A	QUARTERLY PERFORMANCE 2000/01 TO 2003/04	RESPONSIBILITY			
	Annual Target None Set	Officer	Bernard Diamant	Title	Director of Corp Services & Information Technology Unit
	Data to follow	Currently data cannot be recorded against this indicator; however the Customer Steering Group is looking at this issue and will report back in due course.			
		Executive Member	Cllr. Dorman Long		
		The reporting of this indicator will commence later this year			
B	PERFORMANCE AGAINST PROCEEDING FOUR QUARTERS 2002/03	C	*2001/02 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHs		
	Data to follow	No comparison available			

EDUCATION ARTS & LIBRARIES

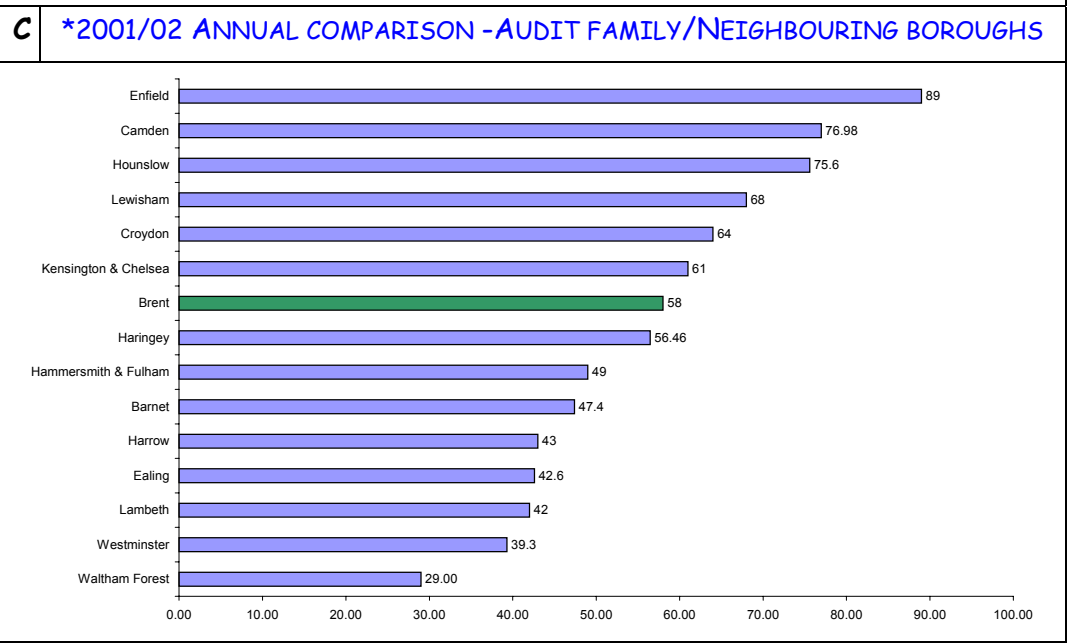
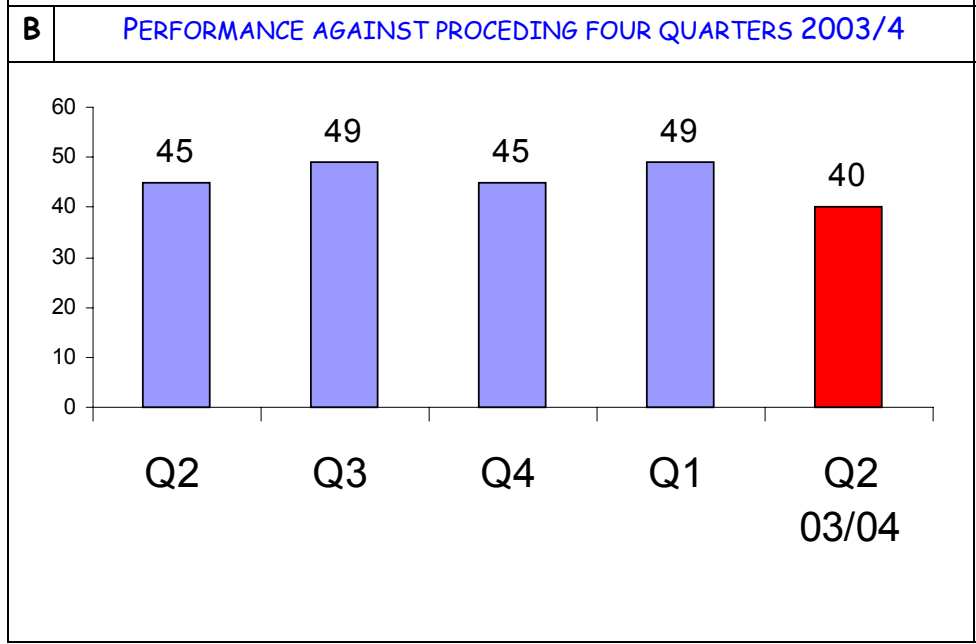
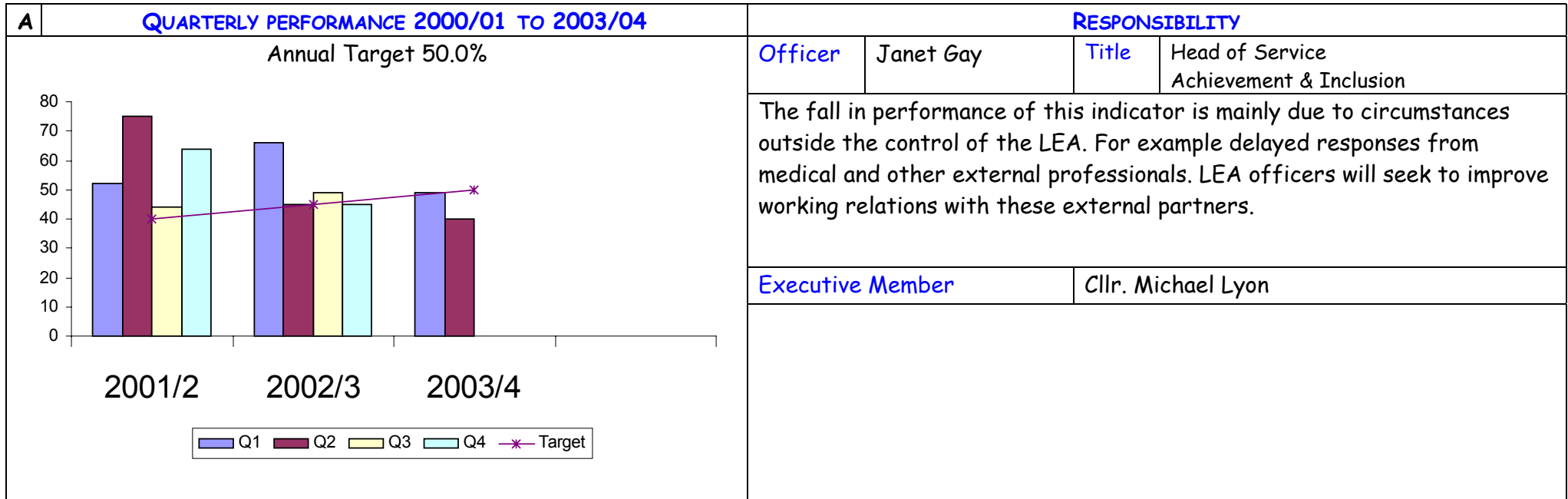




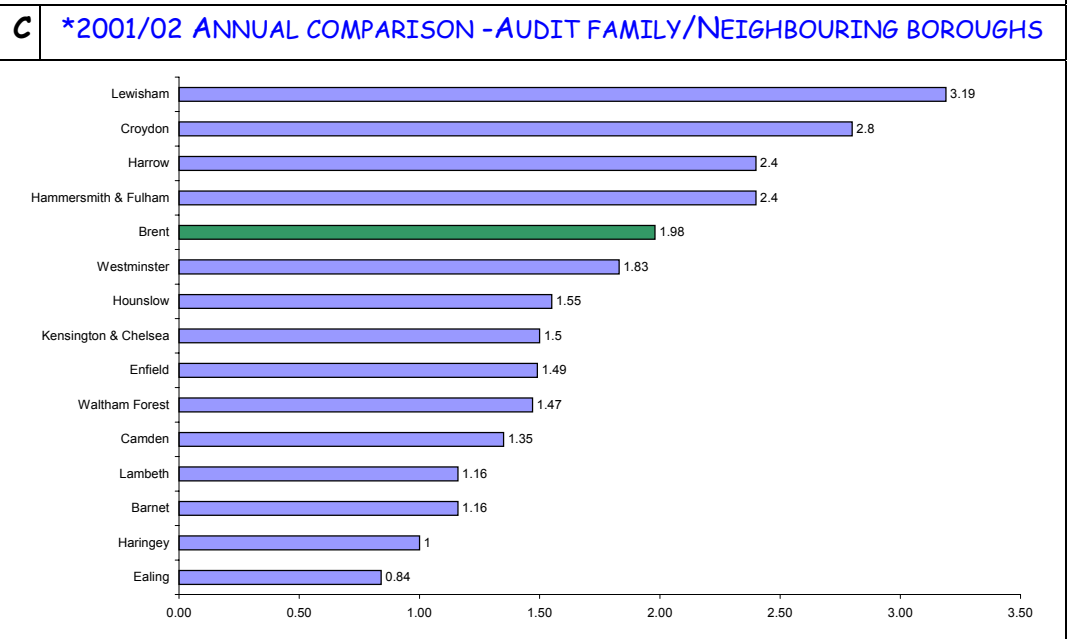
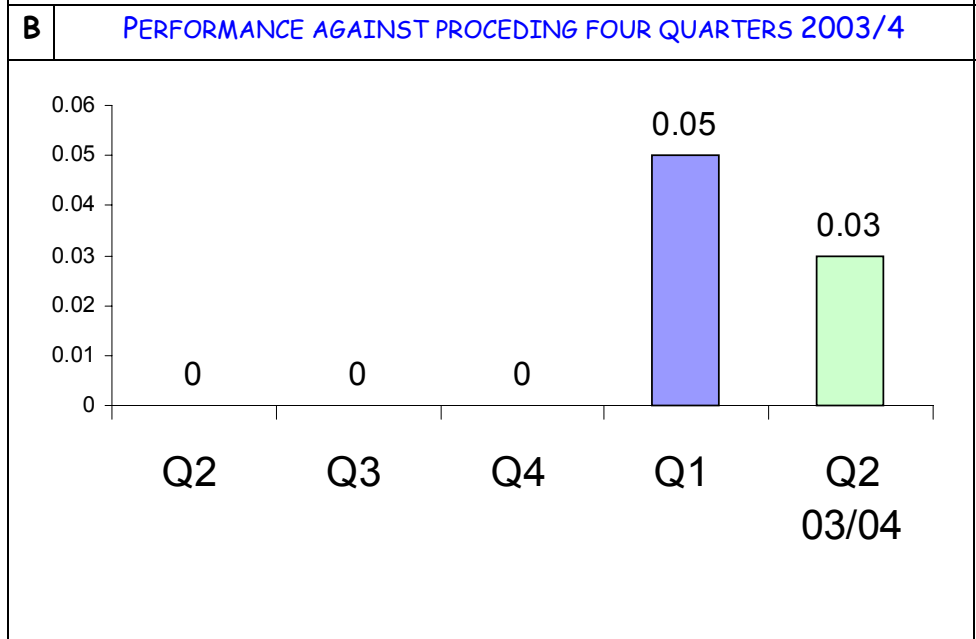
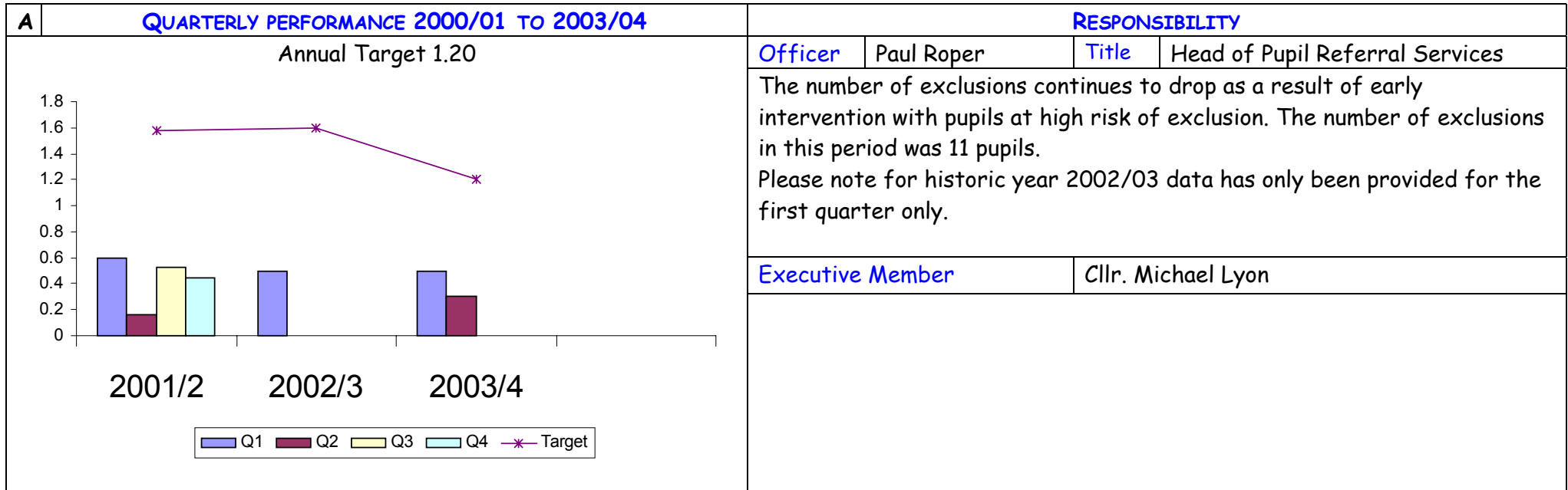
**BV 43a SENs in 18 weeks without exceptions**  
**DIRECTOR JOHN CHRISTIE**



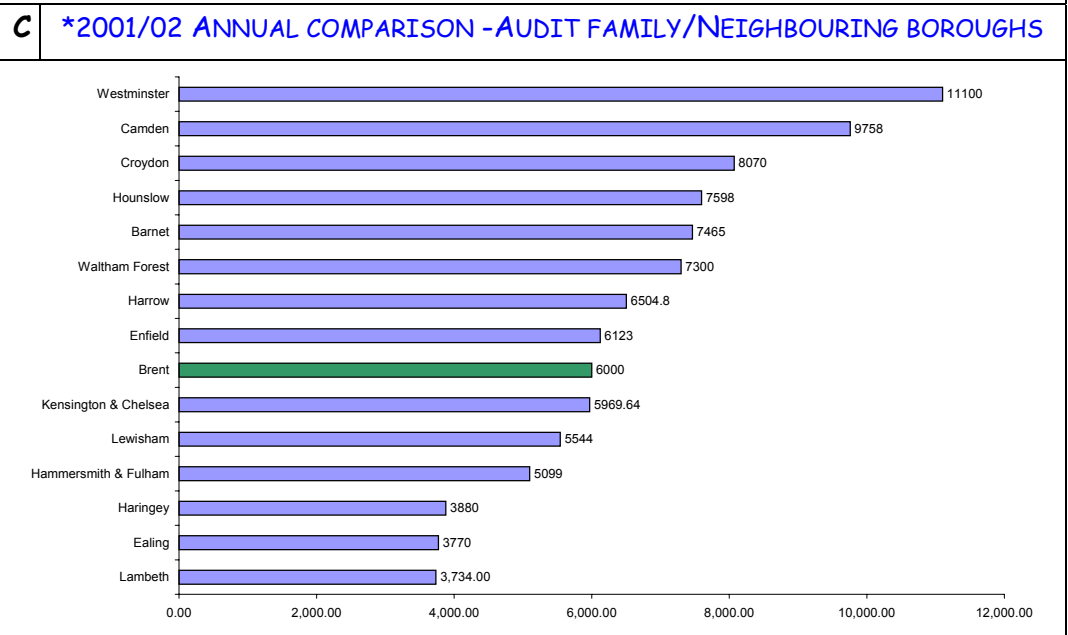
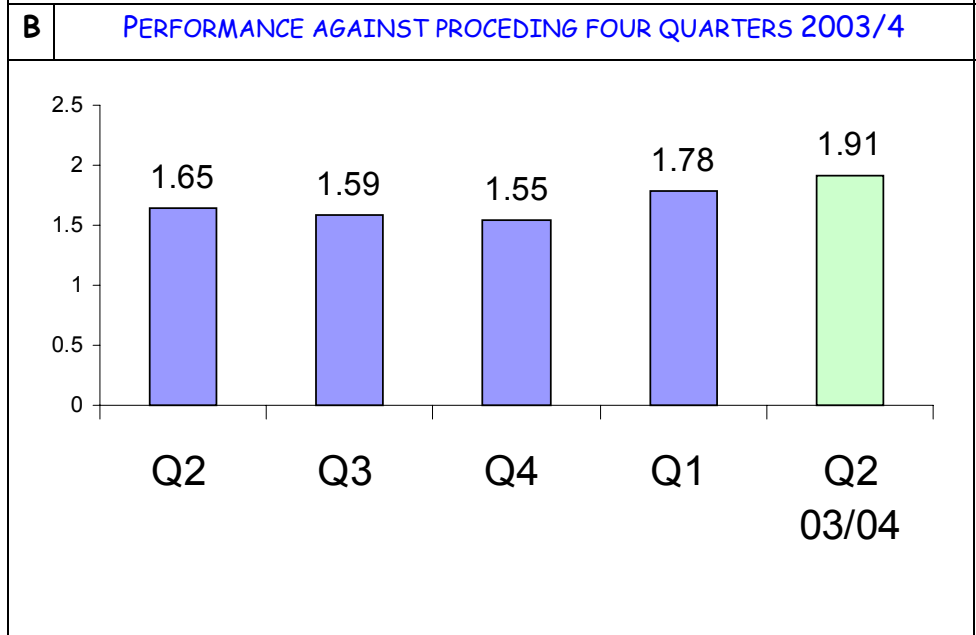
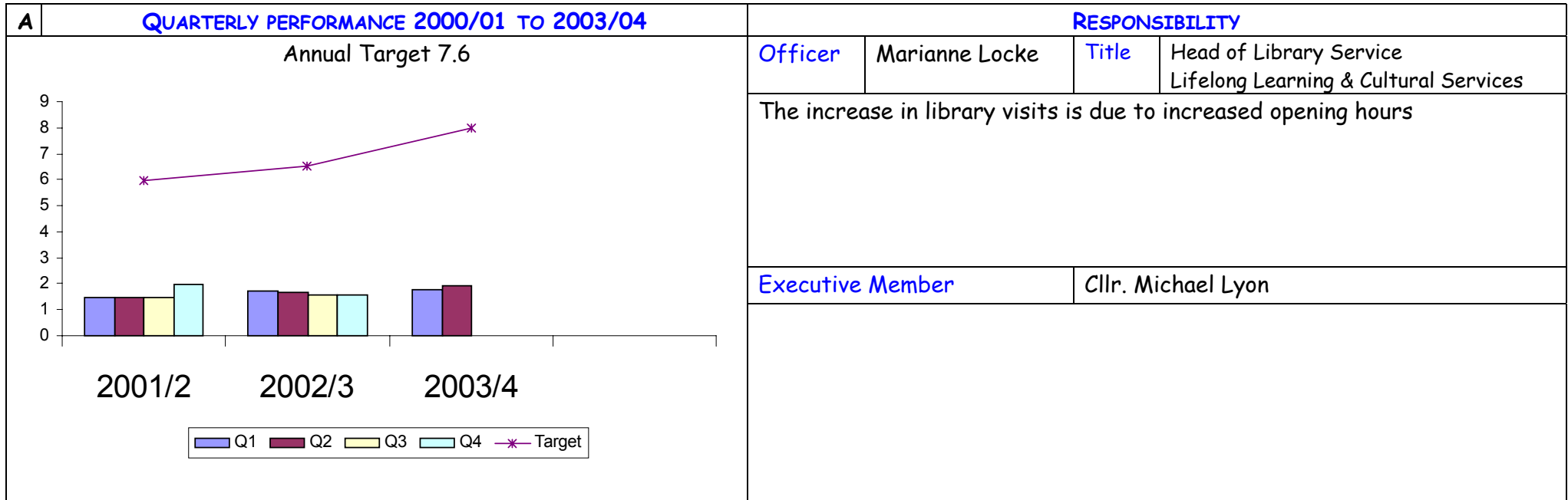
**BV 43b SENs in 18 weeks with exceptions**  
**DIRECTOR JOHN CHRISTIE**



**BV 44 Number of pupils permanently excluded / 1000**  
**DIRECTOR JOHN CHRISTIE**



**BV 117 Visits to public library premises**  
**DIRECTOR JOHN CHRISTIE**



**VS 502 Pupil attendance figures**  
**DIRECTOR JOHN CHRISTIE**

A	QUARTERLY PERFORMANCE 2000/01 TO 2003/04	RESPONSIBILITY			
	Annual Target	Officer	Johnathan Braham	Title	Service Manager Achievement & Inclusion
	To follow	This is a new performance indicator which the service area are now putting in place systems to record and report relevant information. Historical and up to-date data will be provided for the next report.			
		Executive Member		Cllr. Michael Lyon	
B	PERFORMANCE AGAINST PROCEEDING FOUR QUARTERS 2003/4	C	*2001/02 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHS		
	To follow	No comparison data available			

**VS 503 Define new local measure for use of youth service**  
**DIRECTOR JOHN CHRISTIE**

<b>A</b>	<b>QUARTERLY PERFORMANCE 2000/01 TO 2003/04</b>	<b>RESPONSIBILITY</b>			
Annual Target		Officer	Elizabeth Rand-Reeves	Title	Head of Yth Vol Sec Sup Serv Lifelong Learning & Cultural Services
To follow		This is a new performance indicator which the service area are now putting in place systems to record and report relevant information. Historical and up to-date data will be provided for the next report			
		Executive Member		Cllr. Michael Lyon	
<b>B</b>	<b>PERFORMANCE AGAINST PROCEEDING FOUR QUARTERS 2003/4</b>	<b>C</b>	<b>*2001/02 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGH</b>		
To follow		No comparison data available			

# ENVIRONMENTAL SERVICES





**BV 82a % Household waste Recycled**  
**DIRECTOR RICHARD SAUNDERS**

<p><b>A</b> <b>QUARTERLY PERFORMANCE 2000/01 TO 2003/04</b></p> <p align="center">Annual Target 8.0%</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>2001/2</td> <td>6.1</td> <td>5.6</td> <td>5.7</td> <td>6.6</td> </tr> <tr> <td>2002/3</td> <td>6.3</td> <td>6.3</td> <td>6.5</td> <td>7.5</td> </tr> <tr> <td>2003/4</td> <td>6.2</td> <td>6.3</td> <td>-</td> <td>-</td> </tr> </tbody> </table> <p align="center">Legend: Q1 (blue), Q2 (maroon), Q3 (yellow), Q4 (cyan), * Target (purple asterisk)</p>	Year	Q1	Q2	Q3	Q4	2001/2	6.1	5.6	5.7	6.6	2002/3	6.3	6.3	6.5	7.5	2003/4	6.2	6.3	-	-	<p align="center"><b>RESPONSIBILITY</b></p> <table border="1"> <tr> <td><b>Officer</b></td> <td>Chris Whyte</td> <td><b>Title</b></td> <td>Senior Waste Reduction Officer StreetCare</td> </tr> </table> <p>Measures are in hand to increase recycling and reduce tonnages of waste produced.          Note that the figures are estimated at this stage and will be firmed up next quarter.</p> <table border="1"> <tr> <td><b>Executive Member</b></td> <td>Cllr. Leslie Jones</td> </tr> </table>	<b>Officer</b>	Chris Whyte	<b>Title</b>	Senior Waste Reduction Officer StreetCare	<b>Executive Member</b>	Cllr. Leslie Jones																		
Year	Q1	Q2	Q3	Q4																																									
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<p><b>B</b> <b>PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2003/4</b></p> <table border="1"> <caption>Performance Against Preceding Quarters (2003/4)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2</td> <td>6.34</td> </tr> <tr> <td>Q3</td> <td>6.49</td> </tr> <tr> <td>Q4</td> <td>7.49</td> </tr> <tr> <td>Q1</td> <td>6.26</td> </tr> <tr> <td>Q2 03/04</td> <td>6.36</td> </tr> </tbody> </table>	Quarter	Value	Q2	6.34	Q3	6.49	Q4	7.49	Q1	6.26	Q2 03/04	6.36	<p><b>C</b> <b>*2001/02 ANNUAL COMPARISON - AUDIT FAMILY/NEIGHBOURING BOROUGHS</b></p> <table border="1"> <caption>Annual Comparison - Audit Family/Neighbouring Boroughs (2001/02)</caption> <thead> <tr> <th>Borough</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Croydon</td><td>13.9</td></tr> <tr><td>Camden</td><td>13.4</td></tr> <tr><td>Hounslow</td><td>11.5</td></tr> <tr><td>Harrow</td><td>10.3</td></tr> <tr><td>Ealing</td><td>9.23</td></tr> <tr><td>Westminster</td><td>8.7</td></tr> <tr><td>Lambeth</td><td>8.65</td></tr> <tr><td>Kensington &amp; Chelsea</td><td>8.33</td></tr> <tr><td>Barnet</td><td>8.2</td></tr> <tr><td>Hammersmith &amp; Fulham</td><td>8.02</td></tr> <tr><td>Waltham Forest</td><td>6.62</td></tr> <tr><td>Enfield</td><td>6.54</td></tr> <tr><td>Brent</td><td>6.15</td></tr> <tr><td>Lewisham</td><td>5.33</td></tr> <tr><td>Haringey</td><td>4.56</td></tr> </tbody> </table>	Borough	Value	Croydon	13.9	Camden	13.4	Hounslow	11.5	Harrow	10.3	Ealing	9.23	Westminster	8.7	Lambeth	8.65	Kensington & Chelsea	8.33	Barnet	8.2	Hammersmith & Fulham	8.02	Waltham Forest	6.62	Enfield	6.54	Brent	6.15	Lewisham	5.33	Haringey	4.56
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**BV 99 I Road accident casualties - killed/serious injury**  
**DIRECTOR RICHARD SAUNDERS**

<p><b>A</b> <b>QUARTERLY PERFORMANCE 2000/01 TO 2003/04</b></p> <p align="center">Annual Target 83.80</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>2001/2</td> <td>83</td> <td>83</td> <td>83</td> <td>83</td> </tr> <tr> <td>2002/3</td> <td>72</td> <td>72</td> <td>72</td> <td>72</td> </tr> <tr> <td>2003/4</td> <td>70</td> <td>70</td> <td>70</td> <td>70</td> </tr> </tbody> </table> <p align="center">Legend: Q1 (blue), Q2 (maroon), Q3 (yellow), Q4 (cyan), * Target (purple line)</p>	Year	Q1	Q2	Q3	Q4	2001/2	83	83	83	83	2002/3	72	72	72	72	2003/4	70	70	70	70	<p align="center"><b>RESPONSIBILITY</b></p> <table border="1"> <tr> <td><b>Officer</b></td> <td>Nanji Bhudia</td> <td><b>Title</b></td> <td>Prin Eng Accident Analysis Transportation Unit</td> </tr> </table> <p>This indicator is measured annually and retrospectively. The figures for 2002 show a further decrease in the overall casualties per 100,000 and performance has been better than target for 2003/04</p> <table border="1"> <tr> <td><b>Executive Member</b></td> <td>Cllr. Leslie Jones</td> </tr> </table>	<b>Officer</b>	Nanji Bhudia	<b>Title</b>	Prin Eng Accident Analysis Transportation Unit	<b>Executive Member</b>	Cllr. Leslie Jones
Year	Q1	Q2	Q3	Q4																							
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**BV 99 ii Road accident casualties - slight injury**  
**DIRECTOR RICHARD SAUNDERS**

A	B	RESPONSIBILITY																							
<p align="center"><b>QUARTERLY PERFORMANCE 2000/01 TO 2003/04</b></p> <p align="center">Annual Target 515.56</p> <table border="1"> <caption>Quarterly Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2</td> <td>514.04</td> </tr> <tr> <td>Q3</td> <td>514.04</td> </tr> <tr> <td>Q4</td> <td>514.04</td> </tr> <tr> <td>Q1</td> <td>496.73</td> </tr> <tr> <td>Q2 03/04</td> <td>496.73</td> </tr> </tbody> </table>	Quarter	Value	Q2	514.04	Q3	514.04	Q4	514.04	Q1	496.73	Q2 03/04	496.73	<table border="1"> <tr> <td data-bbox="1061 252 1211 331"><b>Officer</b></td> <td data-bbox="1211 252 1485 331">Nanji Bhudia</td> <td data-bbox="1485 252 1594 331"><b>Title</b></td> <td data-bbox="1594 252 2121 331">Prin Eng Accident Analysis Transportation Unit</td> </tr> <tr> <td colspan="4" data-bbox="1061 331 2121 555"> <p>This indicator is measured annually and retrospectively. The figures for 2002 show a further decrease in the overall casualties per 100,000 and performance has been better than target for 2003/04</p> </td> </tr> <tr> <td colspan="2" data-bbox="1061 555 1485 603"><b>Executive Member</b></td> <td colspan="2" data-bbox="1485 555 2121 603">Cllr. Leslie Jones</td> </tr> </table>	<b>Officer</b>	Nanji Bhudia	<b>Title</b>	Prin Eng Accident Analysis Transportation Unit	<p>This indicator is measured annually and retrospectively. The figures for 2002 show a further decrease in the overall casualties per 100,000 and performance has been better than target for 2003/04</p>				<b>Executive Member</b>		Cllr. Leslie Jones	
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**BV 109a Planning major applications agreed within in 13 weeks**  
**DIRECTOR RICHARD SAUNDERS**

A	RESPONSIBILITY																																
<p align="center"><b>QUARTERLY PERFORMANCE 2000/01 TO 2003/04</b></p> <p align="center">Annual Target 50.0%</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>2001/2</td> <td>74</td> <td>70</td> <td>68</td> <td>69</td> </tr> <tr> <td>2002/3</td> <td>23</td> <td>5</td> <td>33</td> <td>42</td> </tr> <tr> <td>2003/4</td> <td>79</td> <td>76</td> <td>-</td> <td>-</td> </tr> </tbody> </table> <p align="center"> <span style="color:blue">■</span> Q1    <span style="color:maroon">■</span> Q2    <span style="color:yellow">■</span> Q3    <span style="color:cyan">■</span> Q4    * Target         </p>	Year	Q1	Q2	Q3	Q4	2001/2	74	70	68	69	2002/3	23	5	33	42	2003/4	79	76	-	-	<table border="1"> <tr> <td><b>Officer</b></td> <td>Jeanette Collins</td> <td><b>Title</b></td> <td>Admin Manager Planning Service</td> </tr> <tr> <td colspan="4">Performance has improved dramatically over the same quarter last year, but is slightly down on previous quarter</td> </tr> <tr> <td><b>Executive Member</b></td> <td colspan="3">Cllr. Leslie Jones</td> </tr> </table>	<b>Officer</b>	Jeanette Collins	<b>Title</b>	Admin Manager Planning Service	Performance has improved dramatically over the same quarter last year, but is slightly down on previous quarter				<b>Executive Member</b>	Cllr. Leslie Jones		
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**BV 187 Condition of Footways (Measures the percentage of footpaths needing repairs)**

**DIRECTOR RICHARD SAUNDERS**

<p><b>A</b> <b>QUARTERLY PERFORMANCE 2000/01 TO 2003/04</b></p> <p align="center">Annual Target</p> <table border="1"> <caption>Quarterly Performance Data (2003/4)</caption> <thead> <tr> <th>Quarter</th> <th>Performance</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>1.6</td> </tr> <tr> <td>Q2</td> <td>1.6</td> </tr> <tr> <td>Q3</td> <td>0</td> </tr> <tr> <td>Q4</td> <td>0</td> </tr> <tr> <td>Target</td> <td>1.6</td> </tr> </tbody> </table>	Quarter	Performance	Q1	1.6	Q2	1.6	Q3	0	Q4	0	Target	1.6	<p align="center"><b>RESPONSIBILITY</b></p> <table border="1"> <tr> <td><b>Officer</b></td> <td>Pat Collins</td> <td><b>Title</b></td> <td>Performance Manager (Highways Maintenance)</td> </tr> </table> <p>Vital sign 504 has been set up to support this indicator by providing data on the percentage number of footways which have been re-laid and completed.</p> <table border="1"> <tr> <td><b>Executive Member</b></td> <td>Cllr. Leslie Jones</td> </tr> </table>	<b>Officer</b>	Pat Collins	<b>Title</b>	Performance Manager (Highways Maintenance)	<b>Executive Member</b>	Cllr. Leslie Jones
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**VS 508 Support PI for BV 187 Condition of Footways (Percentage of planned footways which have been re-laid and completed)**

**DIRECTOR RICHARD SAUNDERS**

A	B	C																													
<p><b>QUARTERLY PERFORMANCE 2000/01 TO 2003/04</b></p> <p>Annual Target No target set</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> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2001/2</td> <td>0.0</td> <td>0.0</td> <td>0.0</td> <td>0.0</td> <td>0.0</td> </tr> <tr> <td>2002/3</td> <td>0.0</td> <td>0.0</td> <td>0.0</td> <td>0.0</td> <td>0.0</td> </tr> <tr> <td>2003/4</td> <td>0.0</td> <td>0.7</td> <td>0.0</td> <td>0.0</td> <td>0.0</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	Target	2001/2	0.0	0.0	0.0	0.0	0.0	2002/3	0.0	0.0	0.0	0.0	0.0	2003/4	0.0	0.7	0.0	0.0	0.0	<p><b>RESPONSIBILITY</b></p> <table border="1"> <tr> <td><b>Officer</b></td> <td>Neal St Lewis</td> <td><b>Title</b></td> <td>Operations Manager StreetCare</td> </tr> </table> <p>This is the first time data has been available against this indicator. This local VS indicator has been set up to support BV 187 in that it shows the percentage of planned footways which have been re-laid and completed"</p> <table border="1"> <tr> <td><b>Executive Member</b></td> <td>Cllr. Leslie Jones</td> </tr> </table>	<b>Officer</b>	Neal St Lewis	<b>Title</b>	Operations Manager StreetCare	<b>Executive Member</b>	Cllr. Leslie Jones
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2001/2	0.0	0.0	0.0	0.0	0.0																										
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**BV 199 (VS 505) The percentage of highways cleaned to a high or acceptable standard of cleanliness**

**DIRECTOR RICHARD SAUNDERS**

A	QUARTERLY PERFORMANCE 2000/01 TO 2003/04	RESPONSIBILITY			
	Annual Target	Officer	Neal St Lewis	Title	Operations Manager StreetCare
	No data as yet available	This is a new PI and the results from ENCAMS survey is due early November and will be reported next quarter. ENCAMS stands for Environmental Campaigns.			
		Executive Member		Cllr. Leslie Jones	
B	PERFORMANCE AGAINST PROCEEDING FOUR QUARTERS 2003/4	C	*2001/02 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHs		
	No data as yet available		No comparison data available		

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

<p><b>A</b> <b>QUARTERLY PERFORMANCE 2000/01 TO 2003/04</b></p> <p align="center">Annual Target None set</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>2001/2</td> <td>170,000</td> <td>210,000</td> <td>160,000</td> <td>200,000</td> </tr> <tr> <td>2002/3</td> <td>230,000</td> <td>235,000</td> <td>-</td> <td>-</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2001/2	170,000	210,000	160,000	200,000	2002/3	230,000	235,000	-	-	<p align="center"><b>RESPONSIBILITY</b></p> <table border="1"> <tr> <td><b>Officer</b></td> <td>Sue Harper</td> <td><b>Title</b></td> <td>Assistant Director Parks, Sports &amp; Cemeteries</td> </tr> </table> <p>Performance has improved over last quarter and the same quarter last year. Following on from the Best Value Review of Parks &amp; Sports performance will be looked at as part of the development of the sports strategy and both targets and performance will be looked at part of this ongoing process.</p> <table border="1"> <tr> <td><b>Executive Member</b></td> <td>Cllr. Leslie Jones</td> </tr> </table>	<b>Officer</b>	Sue Harper	<b>Title</b>	Assistant Director Parks, Sports & Cemeteries	<b>Executive Member</b>	Cllr. Leslie Jones
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# HOUSING SERVICES



**BV 64 Private dwellings - returned to occupation**  
**DIRECTOR MARTIN CHEESEMAN**

<p><b>A</b> <b>QUARTERLY PERFORMANCE 2000/01 TO 2003/04</b></p> <p align="center">Annual Target 730 New Units</p> <table border="1"> <caption>Quarterly Performance Data</caption> <thead> <tr> <th>Year</th> <th>Q 1</th> <th>Q 2</th> <th>Q 3</th> <th>Q 4</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2001/2</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>2002/3</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>2003/4</td> <td>160</td> <td>380</td> <td>0</td> <td>0</td> <td>730</td> </tr> </tbody> </table>	Year	Q 1	Q 2	Q 3	Q 4	Target	2001/2	0	0	0	0	0	2002/3	0	0	0	0	0	2003/4	160	380	0	0	730	<p align="center"><b>RESPONSIBILITY</b></p> <table border="1"> <tr> <td><b>Officer</b></td> <td>Brian Noronha</td> <td><b>Title</b></td> <td>Finance Officer Needs &amp; Private Sector</td> </tr> </table> <p>This indicator measures the number of private homes returned into use as a result of actions taken by the local authority. For 2003/04 the Housing Service aims to complete 130 Empty Homes Grants to unfit properties in the private sector and to return 600 properties into use via the Housing Association Lease (HALS) contracts with RSL partners making a target of 730 homes. Actual data for qtr 1 is now available and estimated data for quarter 2 shows 380 properties brought back into use during the first six months of 2003/04</p> <table border="1"> <tr> <td><b>Executive Member</b></td> <td>Cllr. Bobby Thomas</td> </tr> </table> <p>The Housing Service continues valuable work within the private sector to increase the quality of properties within that tenure.</p>	<b>Officer</b>	Brian Noronha	<b>Title</b>	Finance Officer Needs & Private Sector	<b>Executive Member</b>	Cllr. Bobby Thomas														
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**BV 183a Average length of stay in bed & breakfast**  
**DIRECTOR MARTIN CHEESEMAN**

A	<p align="center"><b>QUARTERLY PERFORMANCE 2000/01 TO 2003/04</b></p>	<p align="center"><b>RESPONSIBILITY</b></p>																										
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Year	Q1	Q2	Q3	Q4	Target																							
2001/2	19	19	-	-	6.0																							
2002/3	15	15	-	-	6.0																							
2003/4	12	13	-	-	6.0																							
<p>This is a new BVPI that looks at homeless households that have previously spent time in hotel or hostel accommodation to whom we have discharged a duty during quarter 2 of 2003/04. Given that we might now be rehousing (and thereby discharging our duty) to households that were in B&amp;B accommodation ten years ago, we are including the average length of stay for families who left B&amp;B accommodation long ago. Therefore the indicator does not measure current or necessarily recent performance.</p>																												
<p><b>Executive Member</b></p>			<p>Cllr. Bobby Thomas</p>																									
<p>Brent's two year B&amp;B Action Plan began in 2002/2003 aiming to reduce the number of households in hotel accommodation and the length of time that they spend there. Brent has an agreed target of six weeks for the length of stay and it is worth noting that the number of families spending longer than six weeks in this type of accommodation has reduced in quarter 2 of 2003/04</p>																												
B	C	<p align="center"><b>*2001/02 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHES</b></p>																										
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Q3	15																											
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Q1	12																											
Q2 03/04	13																											

**BV 183b Average length of stay in hostels**  
**DIRECTOR MARTIN CHEESEMAN**

<p><b>A</b> <b>QUARTERLY PERFORMANCE 2000/01 TO 2003/04</b></p> <p align="center">Annual Target 6.0 weeks</p> <table border="1"> <caption>Quarterly Performance Data (2000/01 to 2003/04)</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2001/2</td> <td>23</td> <td>20</td> <td>20</td> <td>20</td> <td>-</td> </tr> <tr> <td>2002/3</td> <td>38</td> <td>88</td> <td>-</td> <td>-</td> <td>-</td> </tr> <tr> <td>2003/4</td> <td>38</td> <td>88</td> <td>-</td> <td>-</td> <td>6.0</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	Target	2001/2	23	20	20	20	-	2002/3	38	88	-	-	-	2003/4	38	88	-	-	6.0	<p align="center"><b>RESPONSIBILITY</b></p> <table border="1"> <tr> <td><b>Officer</b></td> <td>Helen Clitheroe</td> <td><b>Title</b></td> <td>Finance &amp; Systems Manager Needs &amp; Private Sector</td> </tr> </table> <p>As with BV183a, the indicator does not measure current or necessarily recent performance. The figure for quarter 2 looks alarming at 88 weeks. However it should be noted that in reality this relates to just one family, who left hostel accommodation in December 2002, however as our duty to assist them was discharged in quarter two of this year they are included in these figures. The family in question had specific needs and housing requirements that resulted in them spending far longer in hostel accommodation than would normally be expected.</p> <table border="1"> <tr> <td><b>Executive Member</b></td> <td>Cllr. Bobby Thomas</td> </tr> </table> <p>Work on Brent's two year B&amp;B Action Plan began in 2002/2003 and targets to be achieved by March 2004 for the number of families in B&amp;B or hostel accommodation and the length of time they spend there have been agreed with ODPM. Progress is being made towards these targets and officers continue to monitor improvements closely</p>	<b>Officer</b>	Helen Clitheroe	<b>Title</b>	Finance & Systems Manager Needs & Private Sector	<b>Executive Member</b>	Cllr. Bobby Thomas
Year	Q1	Q2	Q3	Q4	Target																										
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**BV 184b Change in proportion of non-decent homes in the year**  
**DIRECTOR MARTIN CHEESEMAN**

A	QUARTERLY PERFORMANCE 2000/01 TO 2003/04	RESPONSIBILITY			
	<p align="center">Annual Target 3.0%</p>           <p align="center">No data available reported as an annual figure only</p>	Officer	Laura Murray	Title	Data Quality Officer Strategy & Regeneration
		<p>This indicator measures the change in the number of non decent homes managed by Brent Housing Partnership (BHP) as a proportion of the Council's total housing stock. The set target of a 3% reduction in the proportion of non decent stock equates to 156 properties to be made decent during 2003/04. BHP have designed a three phase major works programme to bring properties up to the Decent Homes standard by 2006 with phase 1 going on site in September 2003. This phase includes works to address compliance with the Decent Homes Standard in 1700 properties and feedback on progress will be available in January 2004 although officers expect at least 1000 of the properties in phase 1 will have received works to meet the Decent Homes Standard by March 2004.</p>			
		Executive Member		Cllr. Bobby Thomas	
		<p>The Housing Service remains committed to the objective of achieving the Decent Homes Standard for all Council tenants by 2006 and officers are monitoring the on site works to ensure progress towards that objective.</p>			
B	PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2003/4	C	*2001/02 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHES		
	<p align="center">No data available reported as an annual figure only</p>		<p align="center">No comparison available</p>		

**BV 185 Percentage of responsive repairs with appointments made and kept**  
**DIRECTOR MARTIN CHEESEMAN**

<p><b>A</b> <b>QUARTERLY PERFORMANCE 2000/01 TO 2003/04</b></p> <p align="center">Annual Target 95.0%</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> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2001/2</td> <td>-</td> <td>-</td> <td>95</td> <td>96</td> <td>95.0</td> </tr> <tr> <td>2002/3</td> <td>98</td> <td>92</td> <td>91</td> <td>89</td> <td>95.0</td> </tr> <tr> <td>2003/4</td> <td>95</td> <td>95</td> <td>-</td> <td>-</td> <td>95.0</td> </tr> </tbody> </table> <p align="center"> <span style="color:blue">■</span> Q1    <span style="color:maroon">■</span> Q2    <span style="color:yellow">■</span> Q3    <span style="color:cyan">■</span> Q4    <span style="color:purple">-*</span> Target         </p>	Year	Q1	Q2	Q3	Q4	Target	2001/2	-	-	95	96	95.0	2002/3	98	92	91	89	95.0	2003/4	95	95	-	-	95.0	<p align="center"><b>RESPONSIBILITY</b></p> <table border="1"> <tr> <td><b>Officer</b></td> <td>Roger Thompson</td> <td><b>Title</b></td> <td>Major Repairs Programme Manager Brent Housing Partnership</td> </tr> </table> <p>Performance for quarter 2 of this financial year remains above the annual target of 95% and is improved from 94.1% for the same period last year.</p> <table border="1"> <tr> <td><b>Executive Member</b></td> <td>Cllr. Bobby Thomas</td> </tr> </table> <p>Officer work continues to maintain a high level of performance in this area.</p>	<b>Officer</b>	Roger Thompson	<b>Title</b>	Major Repairs Programme Manager Brent Housing Partnership	<b>Executive Member</b>	Cllr. Bobby Thomas
Year	Q1	Q2	Q3	Q4	Target																										
2001/2	-	-	95	96	95.0																										
2002/3	98	92	91	89	95.0																										
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<b>Officer</b>	Roger Thompson	<b>Title</b>	Major Repairs Programme Manager Brent Housing Partnership																												
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# SOCIAL SERVICES

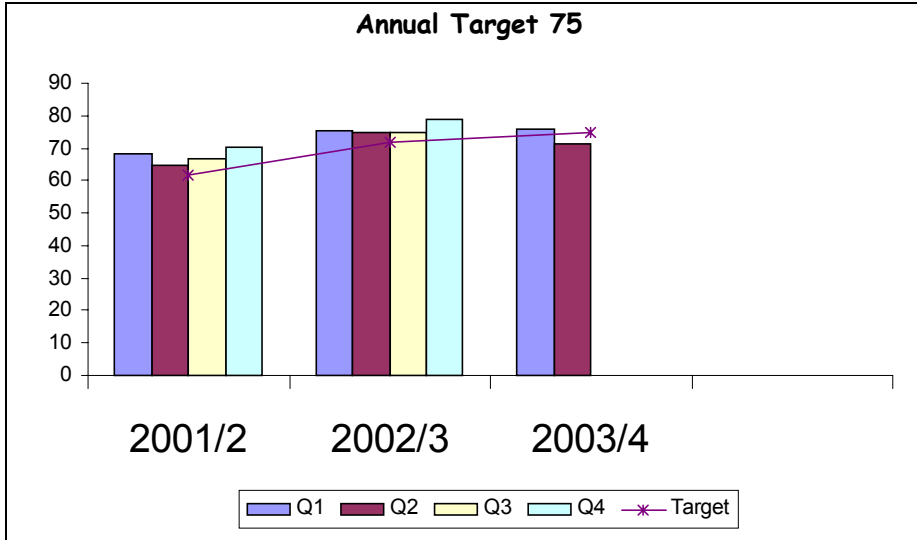


**BV 49 Percentage of children looked after with 3 or more placements**  
**DIRECTOR JENNY GOODALL**

<b>A</b>	<b>QUARTERLY PERFORMANCE 2000/1 TO 2003/4</b>	<b>RESPONSIBILITY</b>																																																																																								
	<p align="center">Annual Target 14.0%</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>2001/2</td> <td>5.5</td> <td>5.5</td> <td>4.5</td> <td>4.0</td> </tr> <tr> <td>2002/3</td> <td>1.5</td> <td>4.0</td> <td>7.5</td> <td>16.0</td> </tr> <tr> <td>2003/4</td> <td>1.5</td> <td>6.5</td> <td>-</td> <td>-</td> </tr> </tbody> </table> <p align="center">Legend: Q1 (Blue), Q2 (Maroon), Q3 (Yellow), Q4 (Cyan), * Target (Purple line)</p>	Year	Q1	Q2	Q3	Q4	2001/2	5.5	5.5	4.5	4.0	2002/3	1.5	4.0	7.5	16.0	2003/4	1.5	6.5	-	-	Officer	Ronnie Ferguson	Title	Case Tracking Officer Children's Services Resources																																																																	
Year	Q1	Q2	Q3	Q4																																																																																						
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2003/4	1.5	6.5	-	-																																																																																						
		<p>Figures given are cumulative. The Department of Health regards good performance against this indicator as generally low. Our current performance suggests that at the end of the year we will have failed to meet our target. Our performance this year failed to meet our target but was very creditable. Actions taken to increase the stability of placements (e.g. the Placements Panel) should improve performance in the second two quarters of this year</p>																																																																																								
		Executive Member	Cllr. Ralph Fox																																																																																							
		<p>2002/03 16% was achieved which gives a maximum of 5 bandings. This is an excellent figure. Our current new performance is satisfactory however we intend to strive for further improvements.</p>																																																																																								
<b>B</b>	<b>PERFORMANCE AGAINST PRECEDING FOUR QUARTERS</b>	<b>C</b>	<b>*2001/02 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHES</b>																																																																																							
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**BV 54 Older people helped to live at home per 1000**  
**DIRECTOR JENNY GOODALL**

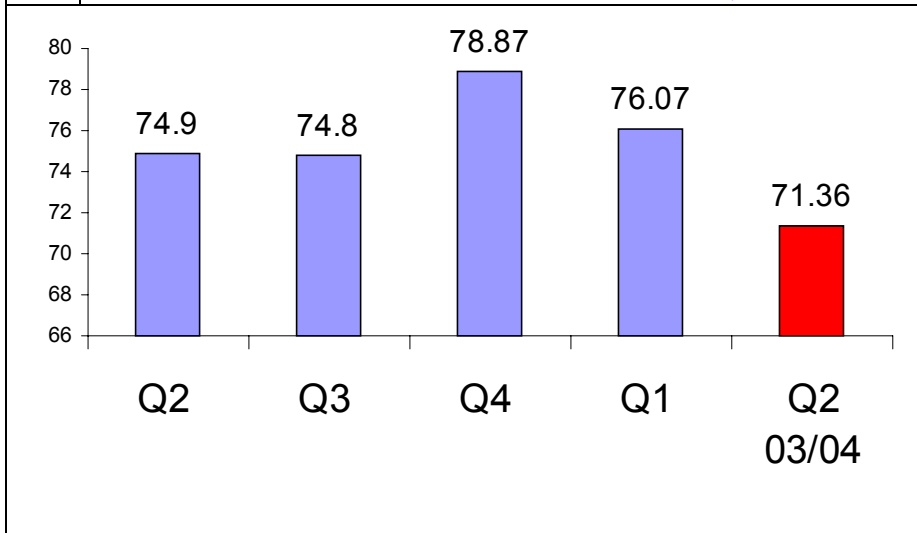
**A** **QUARTERLY PERFORMANCE 2000/1 TO 2003/4**



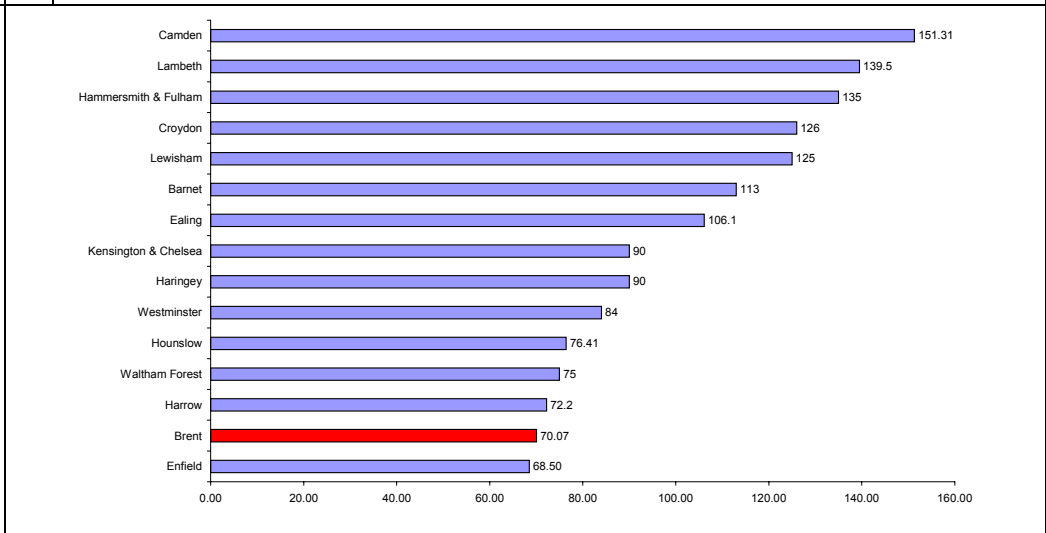
**RESPONSIBILITY**

Officer	Ros Howard	Title	Service Unit Mgr Community Care Older People Services
The Percentage of older people helped to live at home per 1000 of the population has fallen because the new census figures show that there are now more older people in Brent. The actual number of older people helped to live at home has risen by 122 in this quarter.			
Executive Member	Cllr. Ralph Fox		
Census figure have set our percentage back however we will continue to strive to achieve 75% target			

**B** **PERFORMANCE AGAINST PRECEDING FOUR QUARTERS**



**C** **\*2001/02 \*ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHES**



**BV 56 Percentage of items of equipment delivered within 7 days**  
**DIRECTOR JENNY GOODALL**

A	QUARTERLY PERFORMANCE 2000/1 TO 2003/4	RESPONSIBILITY			
	Annual Target	Officer	Diane Brown	Title	Service Unit Manager Community Care- Physical Disabilities
	No data available	Although this indicator is seen as a key reflection on performance it will not be possible to report on this as a vital sign until next year as the definition has changed therefore this indicator is to be withdrawn as a vital sign. However it will still be reported at a departmental level.			
		Executive Member	Cllr. Ralph Fox		
		It is important to continue to monitor this indicator at departmental level			
B	PERFORMANCE AGAINST PRECEDING FOUR QUARTERS	C	*2001/02 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHs		
	No data available				

**BV 58 Percentage of people receiving a statement of their needs**  
**DIRECTOR JENNY GOODALL**

A	RESponsibility																																
<p align="center"><b>QUARTERLY PERFORMANCE 2000/1 TO 2003/4</b></p> <p align="center">Annual Target 80.0%</p> <p align="center">2001/2      2002/3      2003/4</p> <p align="center"> <span style="color:blue">■</span> Q1    <span style="color:maroon">■</span> Q2    <span style="color:yellow">■</span> Q3    <span style="color:cyan">■</span> Q4    <span style="color:purple">*—*</span> Target         </p>	<table border="1"> <thead> <tr> <th data-bbox="1055 288 1189 328">Officer</th> <th data-bbox="1189 288 1556 328">All Adult Service Units</th> <th data-bbox="1556 288 1686 328">Title</th> <th data-bbox="1686 288 2085 328">Various</th> </tr> </thead> <tbody> <tr> <td colspan="4" data-bbox="1055 328 2085 703"> <p>The number of people receiving services who have been provided with a statement of their needs has fallen this quarter. This is due to data validation work (in preparation for the new IT system) in the Older Peoples Service Unit. It should be noted that this PI is the number of statements of needs as a % of all service users (many of whom will have been known to SS for a number of years). The number of new service users receiving a statement of their needs as a percentage of all new service users would provide a more accurate measure of improvement in performance and we will try to provide both figures in future. In quarter 1, 930 <b>new</b> service users received a statement of needs. In quarter 2, 1141 <b>new</b> service users received a statement of needs.</p> </td> </tr> <tr> <td data-bbox="1055 703 1379 751">Executive Member</td> <td colspan="3" data-bbox="1379 703 2085 751">Cllr. Ralph Fox</td> </tr> <tr> <td colspan="4" data-bbox="1055 751 2085 863"> <p>Improvement shown on 2002/3 Q2. However we will investigate a change in the method of counting to reflect more accurately the percentage of statements of needs provided for new assessments.</p> </td> </tr> </tbody> </table>	Officer	All Adult Service Units	Title	Various	<p>The number of people receiving services who have been provided with a statement of their needs has fallen this quarter. This is due to data validation work (in preparation for the new IT system) in the Older Peoples Service Unit. It should be noted that this PI is the number of statements of needs as a % of all service users (many of whom will have been known to SS for a number of years). The number of new service users receiving a statement of their needs as a percentage of all new service users would provide a more accurate measure of improvement in performance and we will try to provide both figures in future. In quarter 1, 930 <b>new</b> service users received a statement of needs. In quarter 2, 1141 <b>new</b> service users received a statement of needs.</p>				Executive Member	Cllr. Ralph Fox			<p>Improvement shown on 2002/3 Q2. However we will investigate a change in the method of counting to reflect more accurately the percentage of statements of needs provided for new assessments.</p>																			
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<p align="center">         61.08      65.05      69.3      76.3      70.32     </p> <p align="center">         Q2      Q3      Q4      Q1      Q2          03/04     </p>	<table border="1"> <thead> <tr> <th>Borough</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Lewisham</td><td>98</td></tr> <tr><td>Lambeth</td><td>95</td></tr> <tr><td>Hammersmith &amp; Fulham</td><td>95</td></tr> <tr><td>Waltham Forest</td><td>93</td></tr> <tr><td>Kensington &amp; Chelsea</td><td>93</td></tr> <tr><td>Croydon</td><td>93</td></tr> <tr><td>Barnet</td><td>93</td></tr> <tr><td>Westminster</td><td>91</td></tr> <tr><td>Camden</td><td>86.95</td></tr> <tr><td>Hounslow</td><td>77.4</td></tr> <tr><td>Haringey</td><td>77</td></tr> <tr><td>Enfield</td><td>76.7</td></tr> <tr><td><b>Brent</b></td><td><b>72.62</b></td></tr> <tr><td>Harrow</td><td>63</td></tr> <tr><td>Ealing</td><td>41.20</td></tr> </tbody> </table>	Borough	Percentage	Lewisham	98	Lambeth	95	Hammersmith & Fulham	95	Waltham Forest	93	Kensington & Chelsea	93	Croydon	93	Barnet	93	Westminster	91	Camden	86.95	Hounslow	77.4	Haringey	77	Enfield	76.7	<b>Brent</b>	<b>72.62</b>	Harrow	63	Ealing	41.20
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**BV 163 Adoptions of children looked after**  
**DIRECTOR JENNY GOODALL**

<p><b>A</b>      <b>QUARTERLY PERFORMANCE 2000/1 TO 2003/4</b></p> <p align="center">Annual Target 4.0%</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> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2001/2</td> <td>-</td> <td>-</td> <td>-</td> <td>-</td> <td>3.5</td> </tr> <tr> <td>2002/3</td> <td>-</td> <td>-</td> <td>-</td> <td>-</td> <td>3.5</td> </tr> <tr> <td>2003/4</td> <td>1.2</td> <td>-</td> <td>-</td> <td>-</td> <td>4.0</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	Target	2001/2	-	-	-	-	3.5	2002/3	-	-	-	-	3.5	2003/4	1.2	-	-	-	4.0	<p align="center"><b>RESPONSIBILITY</b></p> <table border="1"> <tr> <td>Officer</td> <td>Ronnie Ferguson</td> <td>Title</td> <td>Case Tracking Officer Children's Services Resources</td> </tr> </table> <p>In this quarter none of the children looked after for six months or more, (excluding unaccompanied asylum seekers) were adopted. In 2002-03 the total number of children adopted was 11. There are currently 22 children placed for adoption. The total number of children adopted in the first six months of 2003-04 was 3.</p> <table border="1"> <tr> <td>Executive Member</td> <td>Cllr. Ralph Fox</td> </tr> </table> <p>The Department will treat this as a high priority to improve</p>	Officer	Ronnie Ferguson	Title	Case Tracking Officer Children's Services Resources	Executive Member	Cllr. Ralph Fox														
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**VS 506 Adults with physical disabilities helped to live at home per 1000**  
**DIRECTOR JENNY GOODALL**

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		<p>The number of people with physical disabilities helped to live at home has fallen in this quarter. In particular the number of these clients receiving short term breaks has fallen.</p>															
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<b>B</b>	<b>PERFORMANCE AGAINST PROCEEDING FOUR QUARTERS</b>	<b>C</b>	<b>*2001/02 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHES</b>														
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