

**LONDON BOROUGH OF BRENT**

**PERFORMANCE & FINANCE SELECT COMMITTEE 13<sup>TH</sup> JANUARY 2004**

**REPORT FROM THE DIRECTOR OF POLICY & REGENERATION**

**FOR ACTION**

**NAME OF WARD(S): ALL**

**BRENT COUNCIL'S VITAL SIGNS**  
**QUARTER 2 - July to September 2003**

**1. SUMMARY**

- 1.1 This report introduces the Vital Signs for the period July to September 2003.
- 1.2 The Vital Signs set out the data on the Council's performance against the key priority indicators.
- 1.3 The Vital Signs are colour coded
  - Green for improvement against previous quarter
  - Red where performance has fallen against previous quarter
  - Yellow where there is incomplete data
- 1.4 Appendix A is a new support document, which has been introduced to provide a detailed breakdown of improved and continuing good performance as well as highlighting continuing fall in performance from the previous quarter or where it is just a fall reported in this quarter.

**2. RECOMMENDATIONS**

Members of the Performance & Finance Select Committee are recommended to:

- 2.2 Note that the summary table attached to this report, provides a clear and concise indication of where performance has improved or fallen against the previous quarter.

**3. FINANCIAL IMPLICATIONS**

- 3.1 There are no direct financial implications arising from this report. However, the Vital Signs is an important document by which the performance of the Council can be monitored on a regular basis.

**4. STAFFING IMPLICATIONS**

None, directly arising from the report.

5.1 The regular, quarterly, monitoring of key performance indicators is an important initiative for the following reasons:

- It provides an at a glance summary of good and bad performance highlighting areas where performance has fluctuated.
- It provides details of any remedial action to be taken
- It allows both Councillors and officers an opportunity to comment and assess performance progress
- It encourages regular performance monitoring by service managers and thereby signals that such monitoring should not just be seen as a one-off end of year exercise but an essential part of good management practice throughout the year
  
- It is used as a tool to assist with the Performance Plan Process

## 6. **BACKGROUND INFORMATION**

Background papers used in the preparation of the schedule are in-line with:

Agreed service area priorities CMT Awaydays - July 2003

PIIG produced data on behalf of the Service Areas - October 2003

Further information can be obtained from Ann Kenny (Policy & Regeneration Unit) on 020 8937 1033

**Phil Newby**  
**Director of Policy & Regeneration**

## PERFORMANCE SUMMARY

For information the following table has been added to act as a guide.

QUARTER TWO CORPORATE TOTALS		
IMPROVED	GONE DOWN	INCOMPLETE DATA
15	9	7

### PERFORMANCE IMPROVEMENT

The following have reported improved performance compared to the previous quarter

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 44 The percentage of permanent exclusions

BV 64 The number of private sector vacant dwellings that are returned into occupation or demolished by the LA

BV 117 Number of visits to libraries per 1,000

VS 508 Condition of (Percentage of planned footways which have been re-laid and completed) (no change)

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

BV185 The % response to non-emergency repairs where appointments were made and kept

BV 58 The percentage of people receiving a statement of their needs and how they will be met

### CONTINUING PERFORMANCE IMPROVEMENT

The following continue to report performance improvement:

BV 99i The total number of road accident casualties per 100,00 pop killed/serious injury

BV 99ii 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 183a The average length of stay in bed and breakfast accommodation

VS 507 Total number of visits to sports and leisure facilities

### INCOMPLETE DATA

The following still require information

VS 501 The % of customers satisfied with service (no data)

VS 502 Pupil attendance figures

VS 503 Define new local measure for use of youth service (no data)

BV 82a Total tonnage of household local waste arising the percentage recycled (estimated data)

BV 199 (VS 505) The percentage of highways cleaned to a high standard

BV 184b The % change in proportion of non-decent LA homes

BV 56 The percentage of items of equipment delivered within 7 days (to be with drawn)

<b>QUARTER TWO CORPORATE TOTALS</b>		
<b>IMPROVED</b>	<b>GONE DOWN</b>	<b>INCOMPLETE DATA</b>
<b>15</b>	<b>9</b>	<b>7</b>
<b>POOR PERFORMANCE</b>		
<p>The following indicators have reported a fall in performance for this quarter</p> <p>BV78b, Speed of processing change in circumstances in days (Revenue &amp; Housing Benefit claims)</p> <p>BV 49 Stability of placements of children looked after with 3 or more placements during the year</p> <p>BV 163 Adoptions of children looked after</p> <p>VS 506 Adults with physical disabilities helped to live at home per 1000</p>		
<b>CONTINUING POOR PERFORMANCE</b>		
<p>The following are still reporting no improvement in performance</p> <p>BV 9 % Council Tax collected</p> <p>BV 54 Older people helped to live at home</p> <p>BV 43a, The percentage of SEN statements completed within 18 weeks with exception</p> <p>BV43b, The percentage of SEN statements completed without exception</p> <p>BV183b, The average length of stay in hostel accommodation of households</p>		