

VITAL SIGNS

Quarter Three
October – December 2003
Report PRU – 03/04-11

POLICY & REGENERATION UNIT
LONDON BOROUGH OF BRENT

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GUIDE TO INTERPRETING VITAL SIGNS DATA

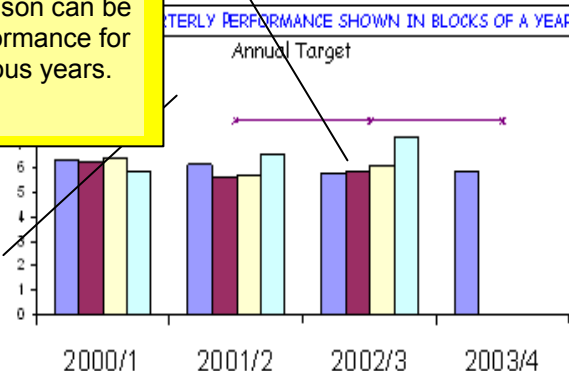
VITAL SIGNS – Corporate Centre

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

Officer:-

RESPONSIBILITY

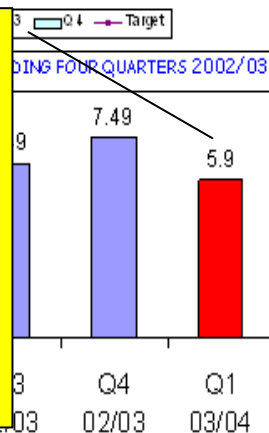
Title

Executive Member

Cllr

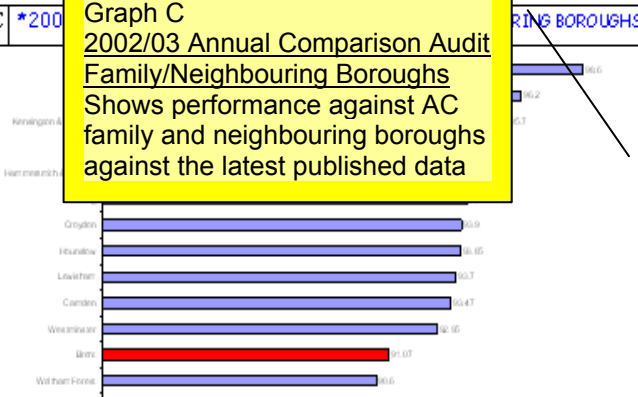
Graph B Performance against preceding four quarters 2002/03

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 2002/03 Annual Comparison Audit Family/Neighbouring Boroughs

Shows performance against AC family and neighbouring boroughs against the latest published data



SERVICE AREA	PERFORMANCE INDICATOR	IMPROVED Performance against same quarter last year	GONE DOWN Performance against same quarter last year	STATIC DATA No change in from previous	INCOMPLETE DATA
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CORPORATE CENTRE

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				

EDUCATION ARTS & LIBRARIES

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	Percentage of young people reached by Youth Service				

ENVIRONMENTAL SERVICES

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	STATIC DATA	INCOMPLETE DATA
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HOUSING SERVICES

BV 64 The number of private sector vacant dwellings that are returned into occupation or demolished as a direct result of action by the LA				
BV 183a The average length of stay in bed and breakfast accommodation				
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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				

SOCIAL SERVICES

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 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 DUNCAN MCLEOD (ACTING)

A	QUARTERLY PERFORMANCE 2000/01 TO 2003/04	RESPONSIBILITY			
	<div>Annual Target 92.0%</div> <div>2001/22002/32003/4</div> <div><div>Q1</div><div>Q2</div><div>Q3</div><div>Q4</div><div>Target</div></div>	Officer	Margaret Read	Title	Head of Local Taxation & Benefits Brent Financial Services
		There are concerns that the target of 92% will not be achieved. There have been major transition issues in 2003/04 given the transfer of the service to Capita. Detailed plans are being discussed with Capita to facilitate improvement as quickly as possible.			
		Executive Member		Cllr. David Coughlin	
		Concerns are being raised at a senior level within Capita, particularly in relation to bailiff capacity. Damages will be implemented for 2003/04 and detailed plans are being made to ensure improvements in 2004/05.			

B	PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2002/03	C	*2002/03 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHES																											
	<div>BV 9 Percentage of Council Tax collected</div> <table><tr><td>Harrow</td><td>97.20%</td></tr><tr><td>Barnet</td><td>96.20%</td></tr><tr><td>K & C</td><td>95.60%</td></tr><tr><td>Hammersmith & Fulham</td><td>95.10%</td></tr><tr><td>Croydon</td><td>94.68%</td></tr><tr><td>Enfield</td><td>94.60%</td></tr><tr><td>Ealing</td><td>94.60%</td></tr><tr><td>Hounslow</td><td>93.82%</td></tr><tr><td>Lewisham</td><td>93.70%</td></tr><tr><td>Westminster</td><td>93.52%</td></tr><tr><td>Waltham Forest</td><td>93%</td></tr><tr><td>Camden</td><td>92.71%</td></tr><tr><td>Haringey</td><td>92.50%</td></tr><tr><td>Lambeth</td><td>90.40%</td></tr><tr><td>Brent</td><td>89.80%</td></tr></table>		Harrow	97.20%	Barnet	96.20%	K & C	95.60%	Hammersmith & Fulham	95.10%	Croydon	94.68%	Enfield	94.60%	Ealing	94.60%	Hounslow	93.82%	Lewisham	93.70%	Westminster	93.52%	Waltham Forest	93%	Camden	92.71%	Haringey	92.50%	Lambeth	90.40%
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<div>75.3489.8634.8452.9772.98</div> <div>Q3Q4Q1Q2Q3 03/04</div> <div>Performance for Q3 03/04 is down compared to Q3 02/03</div>	
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BV 11b Top five percent of earners that are from black & ethnic minorities

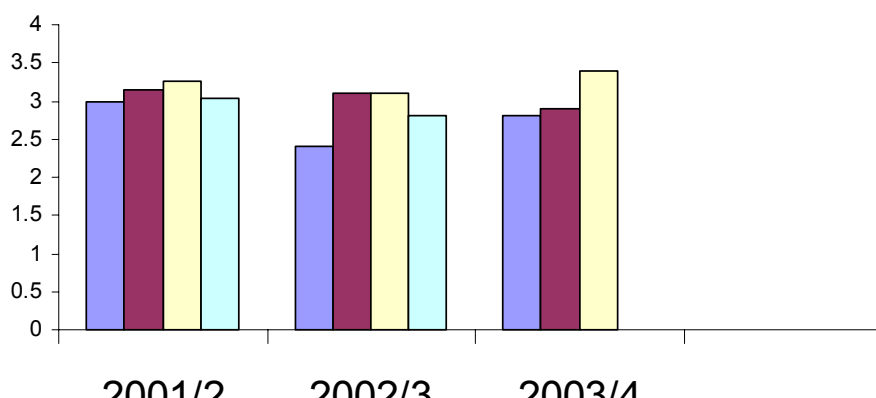
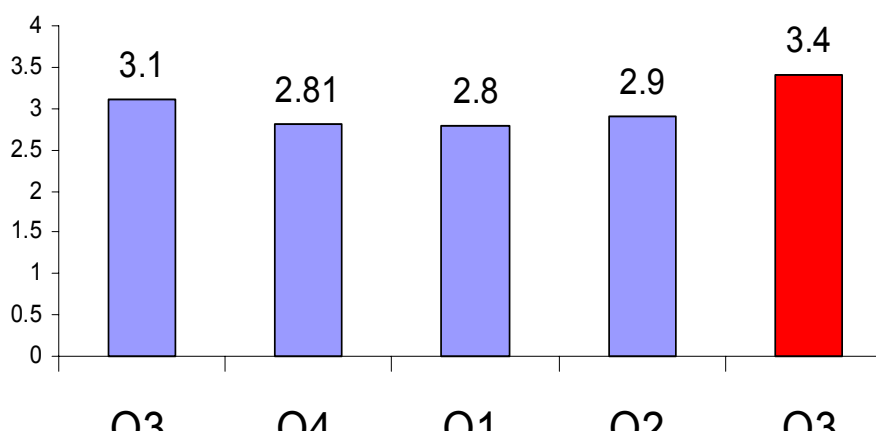

DIRECTOR VAL JONES

A	QUARTERLY PERFORMANCE 2000/01 TO 2003/04	RESPONSIBILITY			
	<div>Annual Target 18.0%</div> <div>2001/22002/32003/4</div> <div><div>Q1</div><div>Q2</div><div>Q3</div><div>Q4</div><div>✱ Target</div></div>	Officer	Val Jones	Title	Director of Human Resources
		To meet the target of top 5% earners from BME backgrounds HR & Diversity is prioritising a whole package of action over the next two years. From a development point of view Brent has taken advantage of a pilot programme through the ALG to taking places on a development programme pilot called Pathways to Success which has received IDA funding. This will offer funding for 6 Brent managers to participate. Brent Council is also researching a programme of its own, for middle/senior BME managers to enable them to apply and be successful for more senior posts in the future. In addition, when recruiting for senior jobs, emphasis is placed on encouraging applications from Black and minority ethnic groups.			
		Executive Member		Cllr. Dorman Long	
Members are supporting the prioritisation of this work and the setting aside of funding within the Improving Brent Programme to enable its delivery.					

B	PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2002/03	C	*2002/03 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHS			
<div>Q3Q4Q1Q2Q303/04</div>		<div>BV 11b Percentage of top 5 % earners from ethnic minorities</div> <div>Lambeth25.20%Waltham Forest18.80%Haringey18.65%Ealing16.75%Brent16%Hounslow14.70%Camden14.10%Lewisham11.69%Croydon11.40%Barnet10.20%Hammersmith & Fulham9.20%K & C6.10%Harrow5.30%Westminster4.60%</div>				

BV 12 Number of working days lost due to sickness absence

DIRECTOR VAL JONES

A	QUARTERLY PERFORMANCE 2000/01 TO 2003/04		RESPONSIBILITY	
	<div>Target 2.5 days per quarter</div>  <div>2001/22002/32003/4</div> <div>■ Q1 ■ Q2 ■ Q3 ■ Q4</div>		<div>Officer: Val Jones</div> <div>Title Director of Human Resources</div> <div>Significant increases in sickness between quarter 2 & 3 in; Social Services, Corporate Centre and Corporate Services, has impacted on the council's ability to reach its target 10 days by March 2004. Action has been taken to address this level of sickness. In these areas (and EAL), staff suffering from a range of serious illnesses including stress. Cases are being managed and there is a steady return to work. Also in Q3 there was a bad flu epidemic In Social Services, systems are in place for data collection and areas where excessive sickness absence is taking place have been identified. A managing attendance strategy, which identifies a range of measure for the effective management of sickness absence, has been produced. A new procedure has been produced in consultation with managers and the Trade Unions, and in May 2004 training for managers and skills based training will take place to ensure managers are skilled in handling difficult interviews with staff</div> <div>Executive Member Cllr. Dorman Long</div> <div>The management of sickness absence has become more focused in recent months. The new procedure and skills training will provide managers with the requisite tools to build on this work. Active involvement with occupational health service should see a gradual reduction in overall absence.</div>	
	B		C	
	PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2002/03		*2002/03 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHES	
 <div>Q3Q4Q1Q2Q3</div> <div>03/04</div> <div>Performance for Q3 03/04 is down compared to Q3 02/03</div>		<div>BV 12 Number of working days lost to sickness absence per employee</div>  <div>Westminster8.5Hounslow8.6K & C8.7Hammersmith & Fulham8.8Barnet8.8Camden8.87Haringey9.62Harrow9.98Croydon10Waltham Forest10.6Lewisham11.21Brent11.4Enfield12.01Ealing12.26</div>		

BV 78a Average time processing new claims in days
DIRECTOR DUNCAN MCLEOD (ACTING)

<div>A</div> <div>QUARTERLY PERFORMANCE 2000/01 TO 2003/04</div>		<div>RESPONSIBILITY</div>	
<div>Annual Target 60.0 days</div> <div></div> <div>2001/22002/32003/4</div> <div><div>Q1</div><div>Q2</div><div>Q3</div><div>Q4</div><div>Target</div></div>		<div><div>Officer:</div><div>Margaret Read</div></div> <div><div>Title</div><div>Head of Local Taxation & Benefits Brent Financial Services</div></div> <div>The most significant factor affecting overall processing time for Housing Benefit relates to backlogs of work. Good progress has been made in reducing this and the service is on target to reduce to '5000' work in progress items by 31/03/04. 60 days is the target for this year and this will be achieved. Plans for 2004/05 and 2005/06 show further reductions, which will significantly improve the service to our customers</div> <div><div>Executive Member</div><div>Cllr. David Coughlin</div></div> <div>It has been critical to bring backlogs under control and this is being actively progressed. Progress in 2003/04 has placed the service in a good position to further improve in 2004/05.</div>	
<div>B</div> <div>PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2002/03</div>		<div>C</div> <div>*2002/03 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGH</div>	
<div></div> <div>Q3Q4Q1Q2Q3</div> <div>Performance for Q3 03/04 is down compared to Q3 02/03</div> <div>03/04</div>		<div>BV 78a Speed of processing: average time for processing new claims (in days)</div> <div></div> <div>LewishamCroydonK & CCamdenHounslowHaringeyBarnetEnfieldHammersmith & FulhamWaltham ForestWestminsterEalingBrentHarrowLambeth</div> <div>020406080100120140</div>	

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

A	QUARTERLY PERFORMANCE 2000/01 TO 2003/04	RESPONSIBILITY																							
	<div>Annual Target 25.0 days</div> <table><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>25.5</td><td>26.0</td><td>26.0</td><td>34.0</td></tr><tr><td>2002/3</td><td>32.0</td><td>27.0</td><td>25.0</td><td>32.0</td></tr><tr><td>2003/4</td><td>26.0</td><td>32.0</td><td>43.0</td><td>-</td></tr></tbody></table> <p>Legend: Q1 (Blue), Q2 (Maroon), Q3 (Yellow), Q4 (Cyan), * Target (Purple line)</p>	Year	Q1	Q2	Q3	Q4	2001/2	25.5	26.0	26.0	34.0	2002/3	32.0	27.0	25.0	32.0	2003/4	26.0	32.0	43.0	-	Officer	Margaret Read	Title	Head of Local Taxation & Benefits Brent Financial Services
		Year	Q1	Q2	Q3	Q4																			
2001/2	25.5	26.0	26.0	34.0																					
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2003/4	26.0	32.0	43.0	-																					
Performance is now improving concurrent with the eradication of backlogs. Plans for 2004/05 are aimed at processing all Change In Circumstances (CIC's) within 15 days. The progress in 2003/04 will facilitate this.																									
Executive Member		Cllr. David Coughlin																							
		The decision to deprioritise CIC's enabled resources to be directed at the Council's highest priorities. Performance is improving and plans for next year ensure that this is maintained.																							

B	PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2002/03	C	*2002/03 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHES																																										
	<table><caption>Performance Against Preceding Four Quarters 2002/03</caption><thead><tr><th>Quarter</th><th>Performance (Days)</th></tr></thead><tbody><tr><td>Q3</td><td>25.52</td></tr><tr><td>Q4</td><td>32.47</td></tr><tr><td>Q1</td><td>26.42</td></tr><tr><td>Q2</td><td>31.98</td></tr><tr><td>Q3 03/04</td><td>43.34</td></tr></tbody></table> <p>Performance for Q3 03/04 is down compared to Q3 02/03</p>		Quarter	Performance (Days)	Q3	25.52	Q4	32.47	Q1	26.42	Q2	31.98	Q3 03/04	43.34	<div>BV 78b Speed of processing: average time for processing changes of circumstance (in days)</div> <table><caption>BV 78b Speed of processing: average time for processing changes of circumstance (in days)</caption><thead><tr><th>Borough</th><th>Average Time (Days)</th></tr></thead><tbody><tr><td>Camden</td><td>4</td></tr><tr><td>K & C</td><td>8</td></tr><tr><td>Barnet</td><td>8.16</td></tr><tr><td>Lewisham</td><td>9</td></tr><tr><td>Croydon</td><td>13</td></tr><tr><td>Haringey</td><td>18.24</td></tr><tr><td>Harrow</td><td>18.7</td></tr><tr><td>Hammersmith & Fulham</td><td>19</td></tr><tr><td>Ealing</td><td>20</td></tr><tr><td>Waltham Forest</td><td>23</td></tr><tr><td>Hounslow</td><td>26.5</td></tr><tr><td>Brent</td><td>29.3</td></tr><tr><td>Enfield</td><td>38</td></tr><tr><td>Westminster</td><td>50</td></tr><tr><td>Lambeth</td><td>56</td></tr></tbody></table>	Borough	Average Time (Days)	Camden	4	K & C	8	Barnet	8.16	Lewisham	9	Croydon	13	Haringey	18.24	Harrow	18.7	Hammersmith & Fulham	19	Ealing	20	Waltham Forest	23	Hounslow	26.5	Brent	29.3	Enfield	38	Westminster	50
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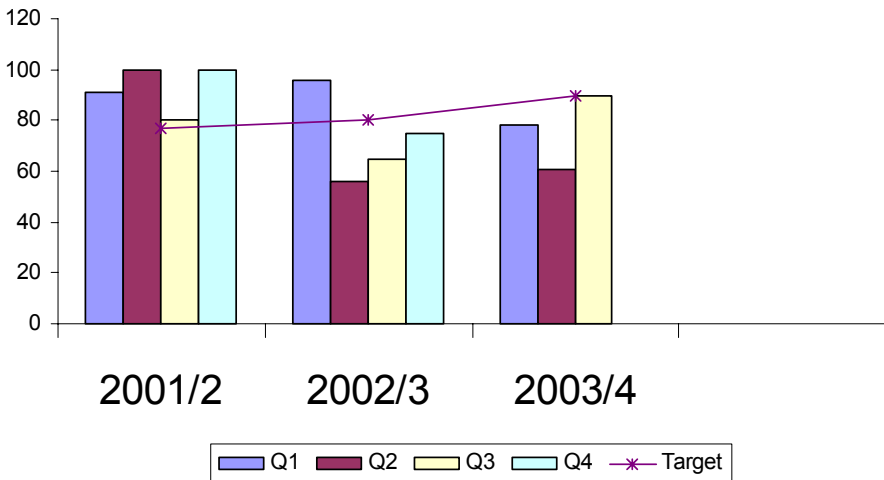
DIRECTOR BERNARD DIAMANT

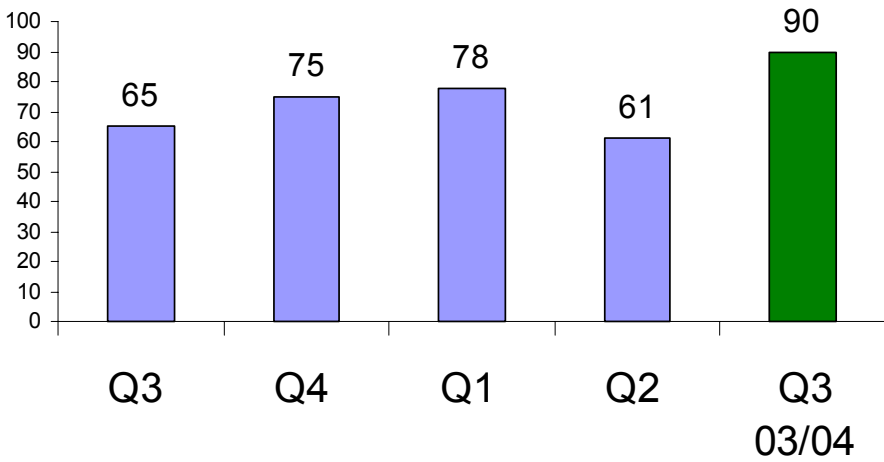
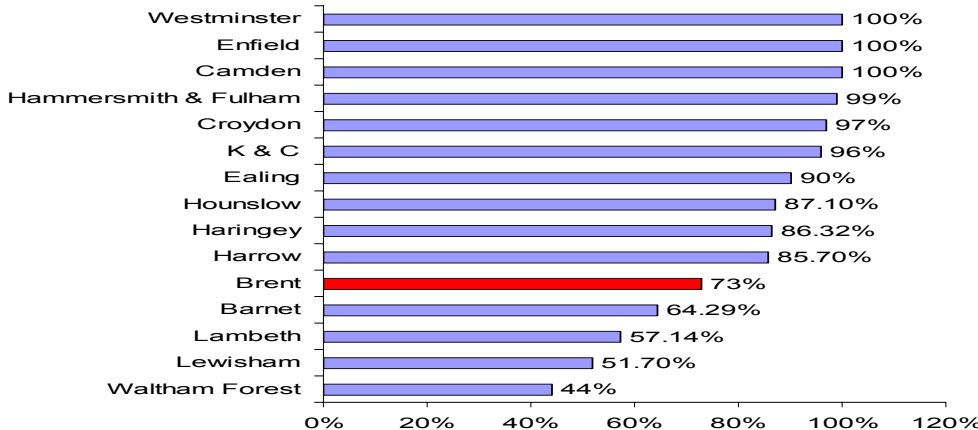
A	QUARTERLY PERFORMANCE 2000/01 TO 2003/04	RESPONSIBILITY				
	Annual Target None Set	Officer	Bernard Diamant	Title	Director of Corp Services & Information Technology Unit	
	Data to follow	Currently data cannot be recorded against this indicator; however the Customer Steering Group is looking at this 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 PRECEDING FOUR QUARTERS 2002/03	C	*2002/03 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

A	QUARTERLY PERFORMANCE 2000/01 TO 2003/04	RESPONSIBILITY			
	Annual Target 90.0%	Officer	Janet Gay	Title	Head of Service Achievement & Inclusion
		The Head of SEN has worked with service managers in education and in health to identify the pressure points on the existing system. Some solutions have been put in place, while further solutions need to be found so that the increase in performance can be sustained			
	Executive Member	Cllr. Michael Lyon			
		Quarter three represents a marked improvement on performance, resulting from a determined drive by EAL officers. We have to ensure this new level of performance is maintained			

B	PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2003/4	C	*2002/03 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHS
		<p>BV 43a Percentage of statements of special educational need prepared in 18 wks excluding "exceptions"</p> 	

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

A	QUARTERLY PERFORMANCE 2000/01 TO 2003/04	RESPONSIBILITY																							
	<p>Annual Target 50.0%</p> <table><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>52</td><td>75</td><td>45</td><td>64</td></tr><tr><td>2002/3</td><td>66</td><td>45</td><td>49</td><td>45</td></tr><tr><td>2003/4</td><td>49</td><td>40</td><td>67</td><td>-</td></tr></tbody></table> <p>Legend: Q1 (Blue), Q2 (Maroon), Q3 (Yellow), Q4 (Cyan), * Target (Pink line)</p>	Year	Q1	Q2	Q3	Q4	2001/2	52	75	45	64	2002/3	66	45	49	45	2003/4	49	40	67	-	Officer	Janet Gay	Title	Head of Service Achievement & Inclusion
		Year	Q1	Q2	Q3	Q4																			
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B	PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2003/4	C	*2002/03ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHs																													
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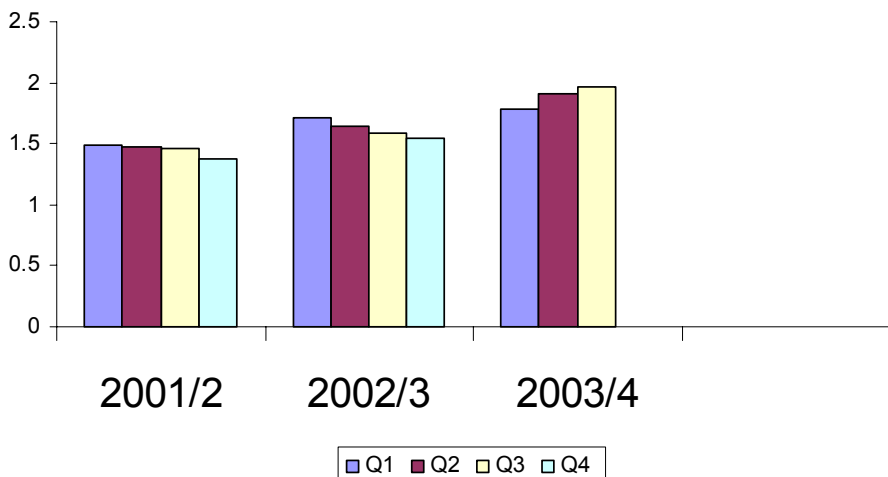
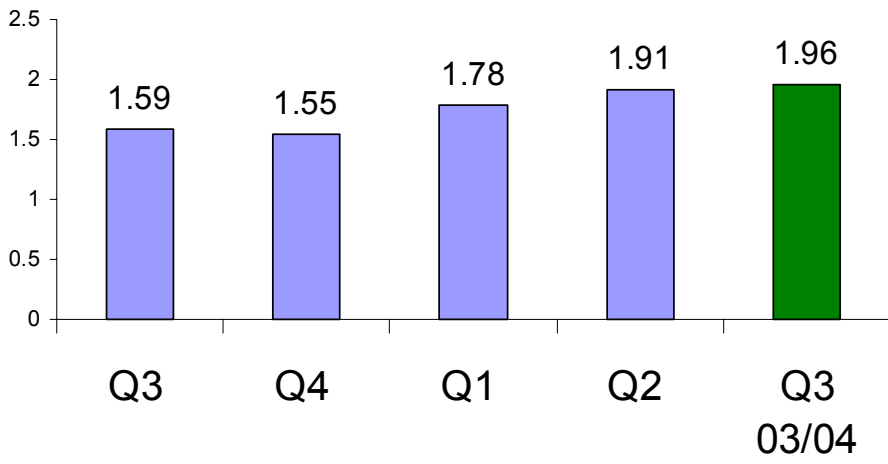
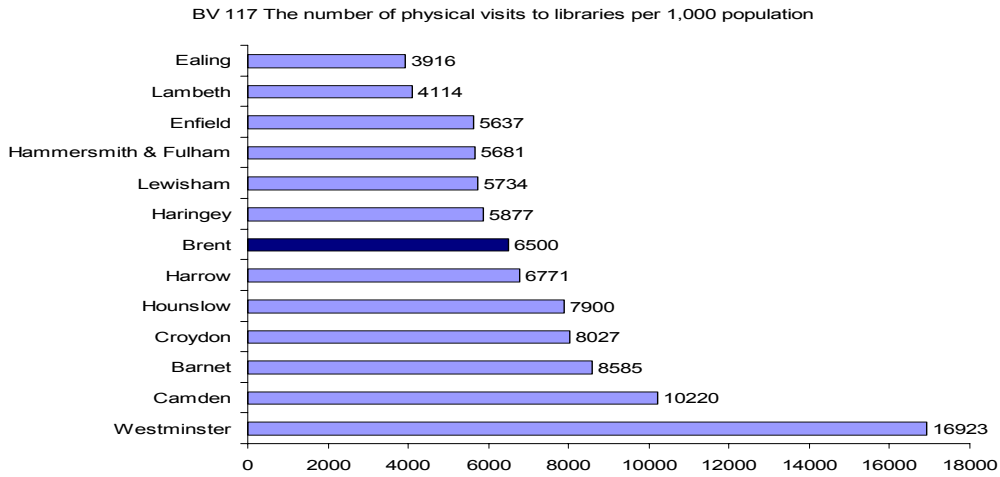
BV 44 Number of pupils permanently excluded per 1000 pupils
DIRECTOR JOHN CHRISTIE

A	QUARTERLY PERFORMANCE 2000/01 TO 2003/04	RESPONSIBILITY			
	Target 0.3 per quarter 2001/2 2002/3 2003/4 <div>■ Q1 ■ Q2 ■ Q3 ■ Q4</div>	Officer	Paul Roper	Title	Head of Pupil Referral Services
		Current performance is broadly similar to same period last year, the data for quarter two will always be relatively low as the school summer holidays falls within this period			
		Executive Member		Cllr. Michael Lyon	
		The very considerable reduction in numbers of excluded pupils achieved over recent years is being maintained. The 2003 q3 level is effectively the same as 2002 q3			
B	PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2003/4	C	*2002/03 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHs		
 Q3 Q4 Q1 Q2 Q3 03/04		 BV 44 Number of pupils per 1000 permanently excluded from primary schools			

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BV 117 The number of physical visits per 1,000 population to public library premise

DIRECTOR JOHN CHRISTIE

A	<div>QUARTERLY PERFORMANCE 2000/01 TO 2003/04</div> <div> <div>RESPONSIBILITY</div> <div> <div>Officer</div> <div>Marianne Locke</div> <div>Title</div> <div>Head of Library Service Lifelong Learning & Cultural Services</div> </div> <div> <div>The increase in library visits is due to increased opening hours and the improved range of new book stock and ICT services on offer</div> </div> <div> <div>Executive Member</div> <div>Cllr. Michael Lyon</div> <div> <div>This is an excellent increase it confirms the benefits of increased budgets for opening hours and new stock</div> </div> </div> </div>
	
B	<div>PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2003/4</div> <div>C</div> <div>*2002/03 ANNUAL COMPARISON - AUDIT FAMILY/NEIGHBOURING BOROUGHES</div>
	

DIRECTOR JOHN CHRISTIE

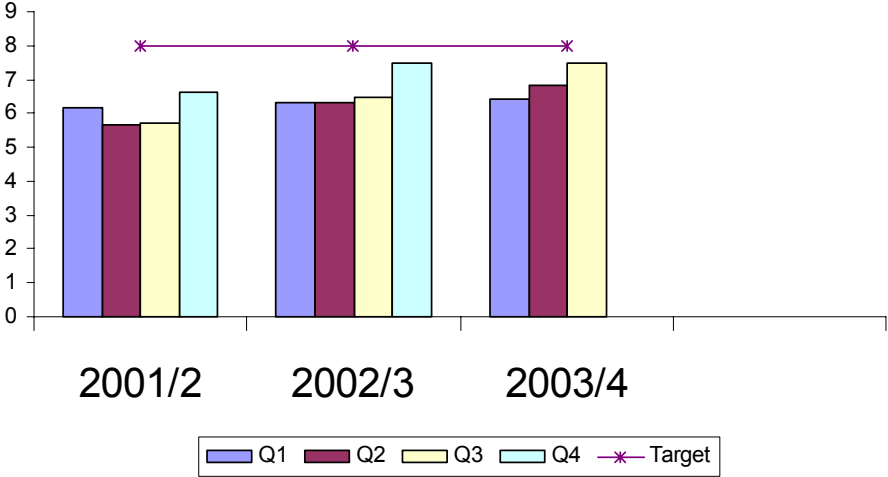
A	QUARTERLY PERFORMANCE 2000/01 TO 2003/04	RESPONSIBILITY				
	Annual Target	Officer	Jonathan Braham	Title	Service Manager	
		Achievement & Inclusion				
		This is a new performance indicator which the service area are now putting in place systems to record and report relevant information. Historical and up to-date data will be provided for the next report.				
	To follow	Executive Member		Cllr. Michael Lyon		
B	PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2003/4	C	*2002/03 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHs			
	To follow	No comparison data available				

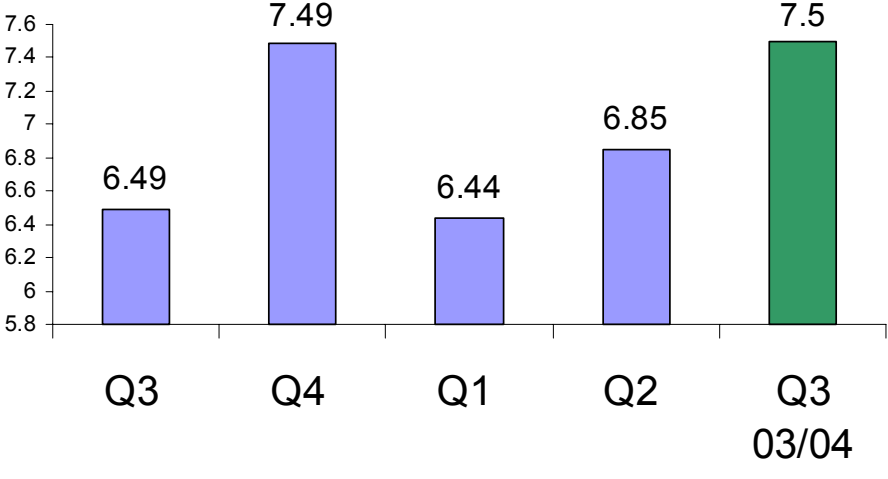
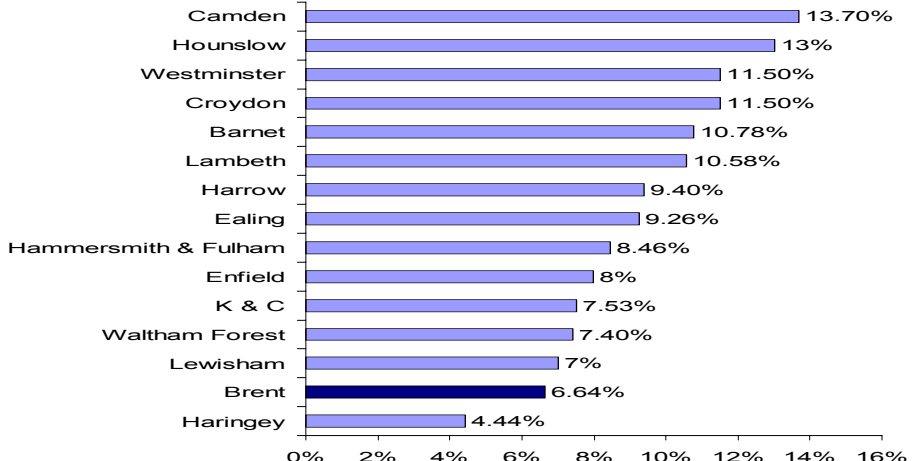
VS 503 Percentage of young people reached by Youth Service
DIRECTOR JOHN CHRISTIE

A	QUARTERLY PERFORMANCE 2000/01 TO 2003/04	RESPONSIBILITY			
	<div>Annual Target</div> <div>2001/2 2002/3 2003/4</div> <div><div>Q1</div><div>Q2</div><div>Q3</div><div>Q4</div><div>Target</div></div>	Officer	Elizabeth Rand-Greaves	Title	Head of Yth Vol Sec Sup Serv Lifelong Learning & Cultural Services
		Previously 2001 population data was used; the figures have now been calculated using the ONS 2002 mid-year estimates			
		The decrease in number is due to the fact that the previous quarter included summer activity programmes			
		Executive Member		Cllr. Michael Lyon	
		The budget for 2004/05 includes increased provision for youth services, in order to meet higher targets for reaching young people			
B	PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2003/4	C	*2002/03 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHs		
<div>Q3 Q4 Q1 Q2 Q3 03/04</div>		No comparison data available			

ENVIRONMENTAL SERVICES

BV 82a Percentage of household waste recycled
DIRECTOR RICHARD SAUNDERS

A	QUARTERLY PERFORMANCE 2000/01 TO 2003/04	RESPONSIBILITY			
	<div>Annual Target 8.0%</div>  <div>2001/2 2002/3 2003/4</div> <div>Q1 Q2 Q3 Q4 Target</div>	Officer	Chris Whyte	Title	Senior Waste Reduction Officer StreetCare
		Measures are in hand to increase recycling and reduce tonnages of waste produced. Note that each current quarterly figure is estimated. Performance is then confirmed and adjusted for the next quarterly report			
		Executive Member		Cllr. Lesley Jones	
		Note steady improvement to Q3 2003/04. Q4 figures expected show further steady improvement. Recycling measures in hand expected to make a distinct difference 2004/05			

B	PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2003/4	C	*2002/03 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHS																														
 <div>Q3 Q4 Q1 Q2 Q3 03/04</div> <div>Note figure is estimated</div>		<div>BV 82a Household waste - percentage recycled</div>  <table><tr><td>Camden</td><td>13.70%</td></tr><tr><td>Hounslow</td><td>13%</td></tr><tr><td>Westminster</td><td>11.50%</td></tr><tr><td>Croydon</td><td>11.50%</td></tr><tr><td>Barnet</td><td>10.78%</td></tr><tr><td>Lambeth</td><td>10.58%</td></tr><tr><td>Harrow</td><td>9.40%</td></tr><tr><td>Ealing</td><td>9.26%</td></tr><tr><td>Hammersmith & Fulham</td><td>8.46%</td></tr><tr><td>Enfield</td><td>8%</td></tr><tr><td>K & C</td><td>7.53%</td></tr><tr><td>Waltham Forest</td><td>7.40%</td></tr><tr><td>Lewisham</td><td>7%</td></tr><tr><td>Brent</td><td>6.64%</td></tr><tr><td>Haringey</td><td>4.44%</td></tr></table>		Camden	13.70%	Hounslow	13%	Westminster	11.50%	Croydon	11.50%	Barnet	10.78%	Lambeth	10.58%	Harrow	9.40%	Ealing	9.26%	Hammersmith & Fulham	8.46%	Enfield	8%	K & C	7.53%	Waltham Forest	7.40%	Lewisham	7%	Brent	6.64%	Haringey	4.44%
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BV 99i Road accident casualties: number of people killed or seriously injured per 100,000 population

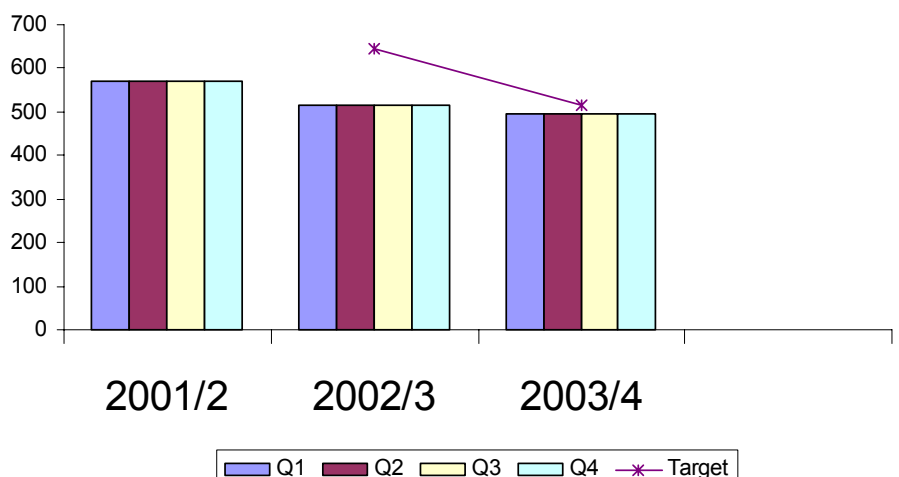
DIRECTOR RICHARD SAUNDERS

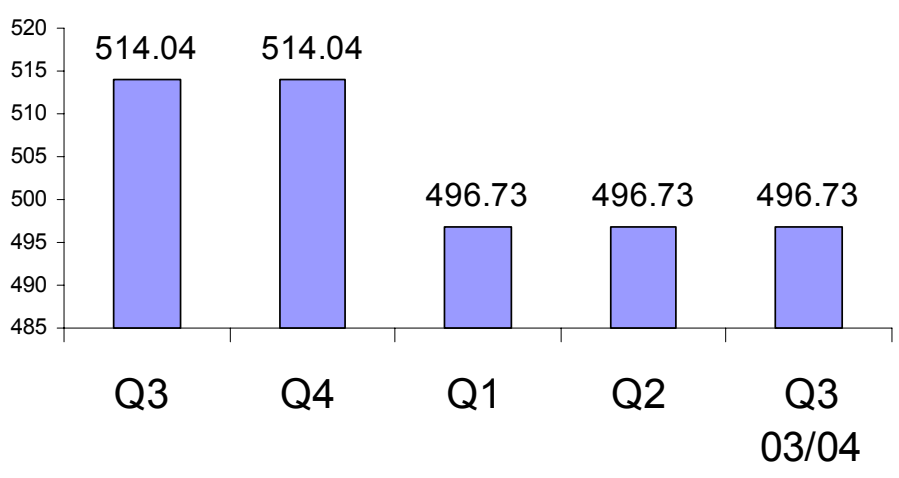
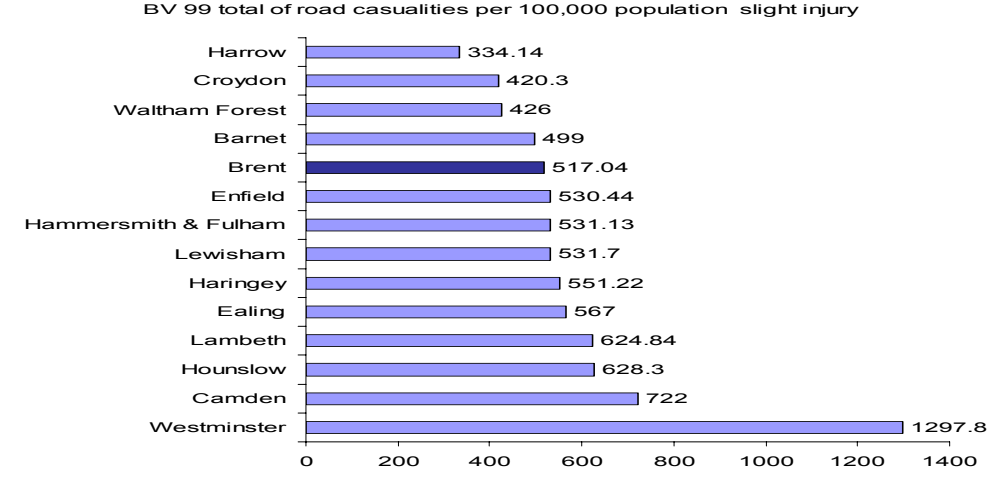
A	QUARTERLY PERFORMANCE 2000/01 TO 2003/04	RESPONSIBILITY				
	<div>Annual Target 83.80</div> <div>2001/22002/32003/4</div> <div>Q1Q2Q3Q4Target</div>	Officer	Nanji Bhudia	Title	Prin Eng Accident Analysis Transportation Unit	
		The figures for this indicator are not produced by Brent but by the London Accident Analysis Unit and are measured annually and 15 month retrospectively by the London Accident Unit. As per the Audit Commission (who set the guidelines), the LAU carries out the comparisons and their figures are based on the previous fifteen month prior to the current 31 st March of each year'. So based on the LAU 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				
		Executive Member		Cllr. Lesley Jones		
Further reduction in accidents expected 2003/04. Further safety measures planned for 2004/05. Understand reasons why a disproportionate number of black children suffer accidents being researched						

B	PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2003/4	C	*2002/03 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHS	
<div>73.0373.0371.0771.0771.07</div> <div>Q3Q4Q1Q2Q3 03/04</div>		<div>BV 99 total of road casualties per 100,000 population killed/serious injury</div> <div>Westminster206.04Camden114Lambeth97.83Haringey89.95Hounslow89.1Lewisham88.9Hammersmith & Fulham88.82Waltham Forest88Enfield86.39Croydon79.6Barnet78.2Brent73.02Ealing72.37Harrow50.48</div>		

BV 99 ii Road accident casualties: number of people with slight injury per 100,000 population

DIRECTOR RICHARD SAUNDERS

A	QUARTERLY PERFORMANCE 2000/01 TO 2003/04	RESPONSIBILITY			
	<div>Annual Target 515.56</div> 	Officer	Nanji Bhudia	Title	Prin Eng Accident Analysis Transportation Unit
		The figures for this indicator are not produced by Brent but by the London Accident Unit and are measured annually and 15 month retrospectively by the London Accident Unit. As per the LAU guideline 'figures are based on the previous fifteen month prior to the current 31 st March of each year'. So based on the LAU 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			
		Executive Member		Cllr. Lesley Jones	
Further reduction in accidents expected 2003/04. Further safety measures planned for 2004/05. Understand reasons why a disproportionate number of black children suffer accidents being researched.					

B	PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2003/4	C	*2002/03 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHS
		<div>BV 99 total of road casualties per 100,000 population slight injury</div> 	

BV 109a Percentage of major planning applications agreed within 13 weeks

DIRECTOR RICHARD SAUNDERS

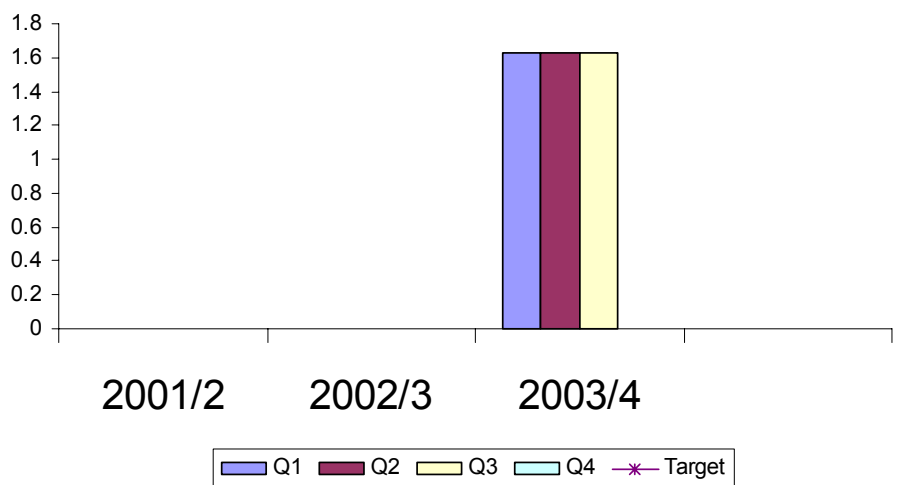
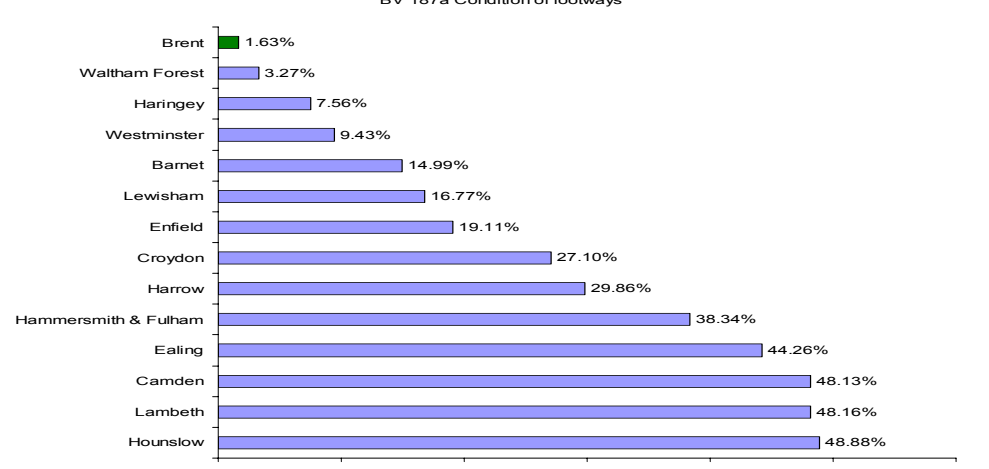
A	QUARTERLY PERFORMANCE 2000/01 TO 2003/04	RESPONSIBILITY																											
	<div>Annual Target 50.0%</div> <table border="1"><caption>Quarterly Performance Data (2000/01 to 2003/04)</caption><thead><tr><th>Year</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th><th>Target</th></tr></thead><tbody><tr><td>2001/2</td><td>74%</td><td>71%</td><td>68%</td><td>69%</td><td>50%</td></tr><tr><td>2002/3</td><td>23%</td><td>5%</td><td>33%</td><td>42%</td><td>50%</td></tr><tr><td>2003/4</td><td>79%</td><td>76%</td><td>79%</td><td>79%</td><td>50%</td></tr></tbody></table>	Year	Q1	Q2	Q3	Q4	Target	2001/2	74%	71%	68%	69%	50%	2002/3	23%	5%	33%	42%	50%	2003/4	79%	76%	79%	79%	50%	Officer	Jeanette Collins	Title	Admin Manager Planning Service
		Year	Q1	Q2	Q3	Q4	Target																						
		2001/2	74%	71%	68%	69%	50%																						
2002/3	23%	5%	33%	42%	50%																								
2003/4	79%	76%	79%	79%	50%																								
Performance has improved dramatically over the same quarter last year.																													
Executive Member		Cllr. Lesley Jones																											
		Performance particularly noteworthy considering the difficulties in recruiting and retaining qualified staff which is a London-wide as well as a Brent issue																											

B	PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2003/4											
<table border="1"><caption>Performance Against Preceding Four Quarters (2003/4)</caption><thead><tr><th>Quarter</th><th>Percentage</th></tr></thead><tbody><tr><td>Q3</td><td>33%</td></tr><tr><td>Q4</td><td>42%</td></tr><tr><td>Q1</td><td>79%</td></tr><tr><td>Q2</td><td>76%</td></tr><tr><td>Q3 03/04</td><td>79%</td></tr></tbody></table>	Quarter	Percentage	Q3	33%	Q4	42%	Q1	79%	Q2	76%	Q3 03/04	79%
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C	*2002/03ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGH																																
<div>BV 109a Percentage of major planning applications determined in 13 wks</div> <table border="1"><caption>BV 109a Percentage of major planning applications determined in 13 wks</caption><thead><tr><th>Borough</th><th>Percentage</th></tr></thead><tbody><tr><td>K & C</td><td>90%</td></tr><tr><td>Waltham Forest</td><td>62%</td></tr><tr><td>Lewisham</td><td>50%</td></tr><tr><td>Haringey</td><td>43.75%</td></tr><tr><td>Lambeth</td><td>38%</td></tr><tr><td>Hammersmith & Fulham</td><td>37.90%</td></tr><tr><td>Harrow</td><td>32%</td></tr><tr><td>Croydon</td><td>30.08%</td></tr><tr><td>Ealing</td><td>30%</td></tr><tr><td>Hounslow</td><td>28.57%</td></tr><tr><td>Barnet</td><td>28%</td></tr><tr><td>Brent</td><td>25.49%</td></tr><tr><td>Camden</td><td>21%</td></tr><tr><td>Westminster</td><td>18%</td></tr><tr><td>Enfield</td><td>17%</td></tr></tbody></table>		Borough	Percentage	K & C	90%	Waltham Forest	62%	Lewisham	50%	Haringey	43.75%	Lambeth	38%	Hammersmith & Fulham	37.90%	Harrow	32%	Croydon	30.08%	Ealing	30%	Hounslow	28.57%	Barnet	28%	Brent	25.49%	Camden	21%	Westminster	18%	Enfield	17%
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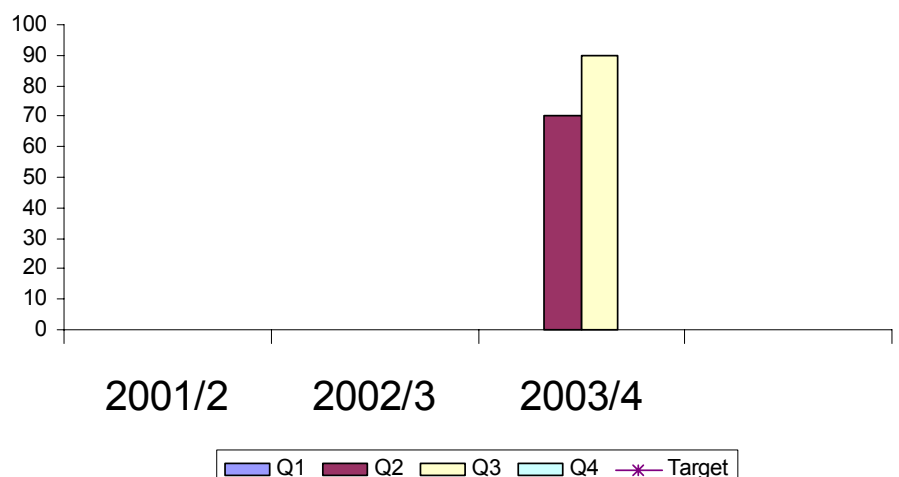
BV 187(VS 504) Condition of Footways (Measures the percentage of footpaths needing repairs)

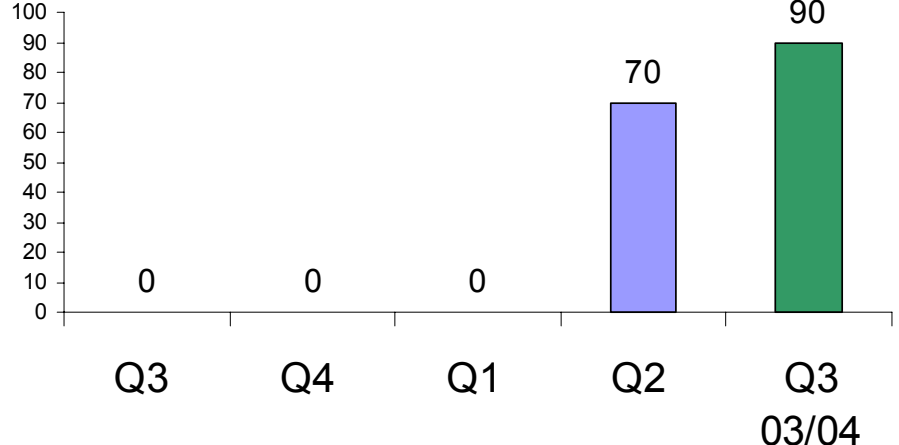
DIRECTOR RICHARD SAUNDERS

A	QUARTERLY PERFORMANCE 2000/01 TO 2003/04	RESPONSIBILITY			
		Officer	Pat Collins	Title	Performance Manager (Highways Maintenance)
		Brents performance is in the upper quartile compared to the other London boroughs			
B	PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2003/4	Executive Member		Cllr. Lesley Jones	
		An effective performance with good use made of an improved budget. Likely to be improved with additional funding 2004/05			
C	*2002/03 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHS				

VS 508 Percentage of planned footways which have been re-laid and completed

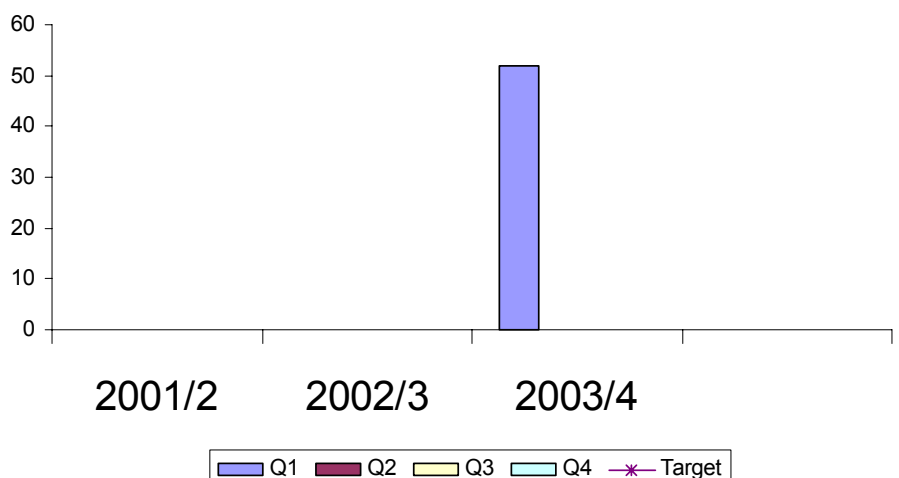
DIRECTOR RICHARD SAUNDERS

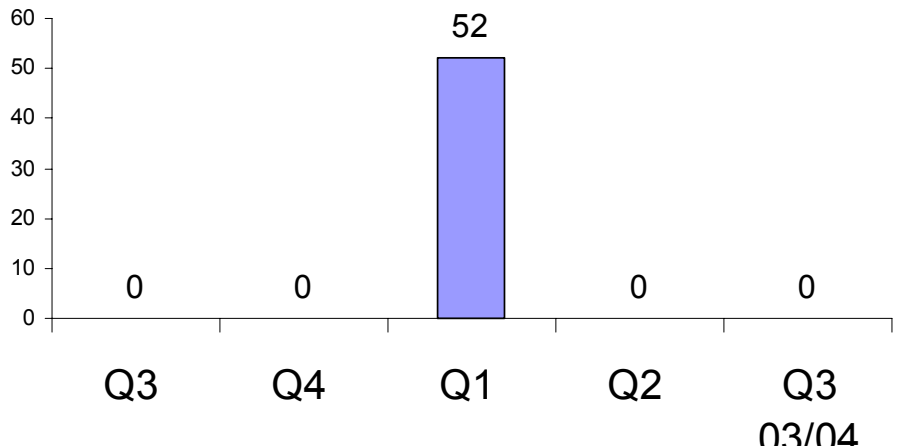
A	QUARTERLY PERFORMANCE 2000/01 TO 2003/04	RESPONSIBILITY													
	<div>Annual Target No target set</div>  <table><thead><tr><th>Quarter</th><th>Percentage</th></tr></thead><tbody><tr><td>Q1</td><td>0</td></tr><tr><td>Q2</td><td>70</td></tr><tr><td>Q3</td><td>90</td></tr><tr><td>Q4</td><td>0</td></tr></tbody></table>	Quarter	Percentage	Q1	0	Q2	70	Q3	90	Q4	0	Officer	Neal St Lewis	Title	Operations Manager StreetCare
		Quarter	Percentage												
		Q1	0												
Q2	70														
Q3	90														
Q4	0														
Performance is on target 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															
		Executive Member		Cllr. Lesley Jones											
		An effective performance with good use made of an improved budget. Likely to be improved further with additional funding 2004/05													

B	PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2003/4	C	*2002/03 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHs														
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Quarter	Percentage																
Q3	0																
Q4	0																
Q1	0																
Q2	70																
Q3 03/04	90																

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

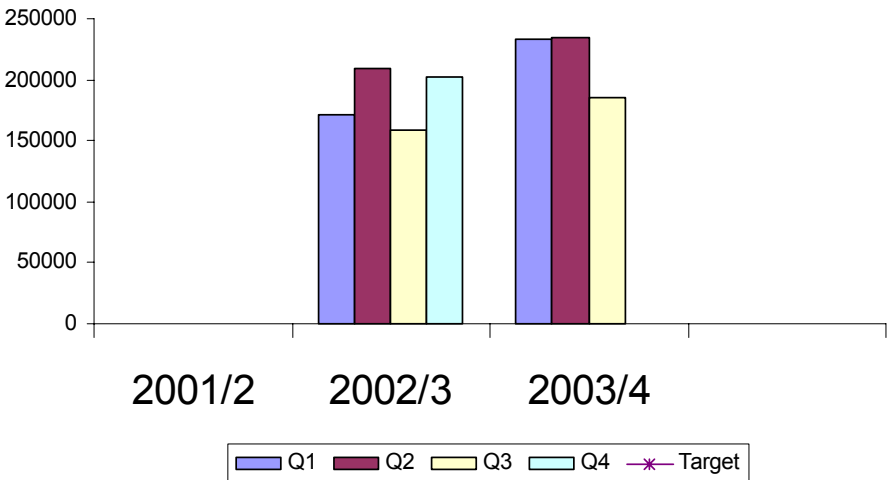
DIRECTOR RICHARD SAUNDERS

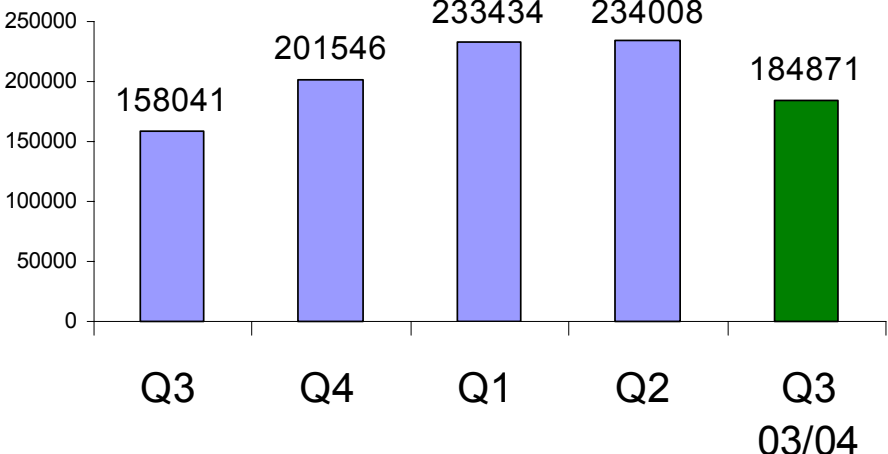
A	QUARTERLY PERFORMANCE 2000/01 TO 2003/04	RESPONSIBILITY																											
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		Year	Q1	Q2	Q3	Q4	Target																						
		2001/2	0	0	0	0	0																						
		2002/3	0	0	0	0	0																						
2003/4	52	0	0	0	0																								
Surveys are carried out three per times year by ENCAMS and the second survey results have not yet been released (the results from ENCAMS survey were due end of February). ENCAMS stands for Environmental Campaigns.																													
This indicator essentially measures the percentage of sites surveyed that fall below grade B for cleanliness, using grades based on those set out in the Code of Practice for Litter and Refuse.																													
Executive Member		Cllr. Lesley Jones																											
		An area recognised as needing close monitoring. Improvements to be addressed in growth budget and other measures discussed with contractors.																											

B	PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2003/4	C	*2002/03 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGH												
 <table><caption>Performance Against Preceding Four Quarters (2003/4)</caption><thead><tr><th>Quarter</th><th>Performance</th></tr></thead><tbody><tr><td>Q3</td><td>0</td></tr><tr><td>Q4</td><td>0</td></tr><tr><td>Q1</td><td>52</td></tr><tr><td>Q2</td><td>0</td></tr><tr><td>Q3 03/04</td><td>0</td></tr></tbody></table>		Quarter	Performance	Q3	0	Q4	0	Q1	52	Q2	0	Q3 03/04	0	No comparison data available	
Quarter	Performance														
Q3	0														
Q4	0														
Q1	52														
Q2	0														
Q3 03/04	0														

VS 507 Total number of visits to sports and leisure facilities

DIRECTOR RICHARD SAUNDERS

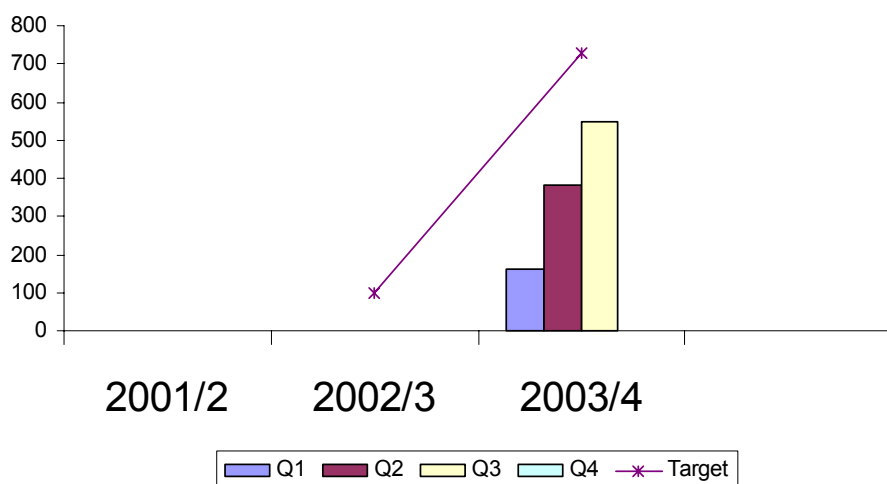
A	QUARTERLY PERFORMANCE 2000/01 TO 2003/04	RESPONSIBILITY																							
	<div>Annual Target None set</div>  <table border="1"><thead><tr><th>Year</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th></tr></thead><tbody><tr><td>2001/2</td><td>170000</td><td>210000</td><td>160000</td><td>200000</td></tr><tr><td>2002/3</td><td>230000</td><td>235000</td><td>185000</td><td>200000</td></tr><tr><td>2003/4</td><td>230000</td><td>235000</td><td>185000</td><td>200000</td></tr></tbody></table>	Year	Q1	Q2	Q3	Q4	2001/2	170000	210000	160000	200000	2002/3	230000	235000	185000	200000	2003/4	230000	235000	185000	200000	Officer	Sue Harper	Title	Assistant Director Parks, Sports & Cemeteries
		Year	Q1	Q2	Q3	Q4																			
		2001/2	170000	210000	160000	200000																			
2002/3	230000	235000	185000	200000																					
2003/4	230000	235000	185000	200000																					
Performance has improved compared to the same quarter last year but has dropped against q2																									
		Executive Member		Cllr. Lesley Jones																					
		The Sports Strategy is expected to address weaknesses in the past and to further promote sports facilities. The closure of Willesden Sports Centre could affect number of visits in 2004/05, although relocation plans developing satisfactorily																							

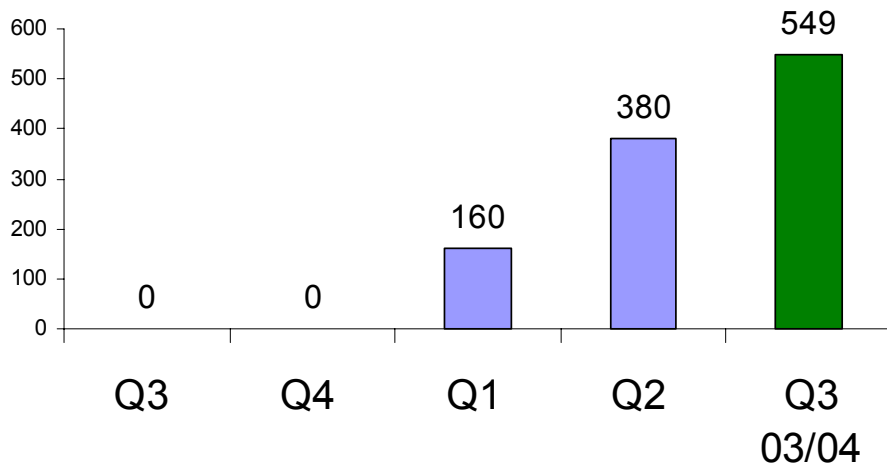
B	PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2003/4	C	*2002/03 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGH												
 <table border="1"><thead><tr><th>Quarter</th><th>Visits</th></tr></thead><tbody><tr><td>Q3</td><td>158041</td></tr><tr><td>Q4</td><td>201546</td></tr><tr><td>Q1</td><td>233434</td></tr><tr><td>Q2</td><td>234008</td></tr><tr><td>Q3 03/04</td><td>184871</td></tr></tbody></table>		Quarter	Visits	Q3	158041	Q4	201546	Q1	233434	Q2	234008	Q3 03/04	184871	No comparison available	
Quarter	Visits														
Q3	158041														
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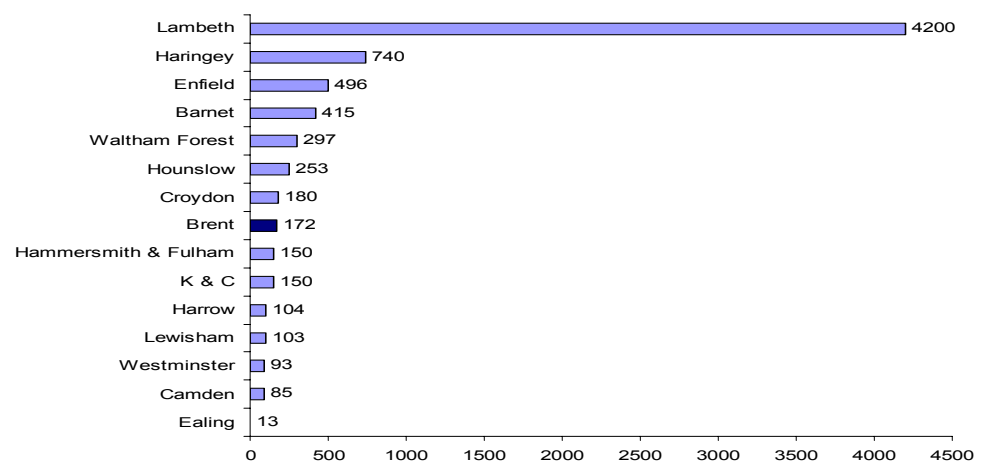
HOUSING SERVICES

BV 64 Private dwellings returned to occupation

DIRECTOR MARTIN CHEESEMAN

A	QUARTERLY PERFORMANCE 2000/01 TO 2003/04	RESPONSIBILITY			
	<div>Annual Target 730 New Units</div>  <div>2001/2 2002/3 2003/4</div> <div><div>Q1</div><div>Q2</div><div>Q3</div><div>Q4</div><div>Target</div></div>	Officer	Brian Noronha	Title	Finance Officer Needs & Private Sector
		The quarter 2 return was estimated as the final figures were not available at the time of submission. The cumulative performance to the end of quarter 3 means that the Housing Service are on track to reach the set target of 730 dwellings into use by the end of the financial year			
		Executive Member		Cllr. Bobby Thomas	
Maximizing the use of properties across all tenures is a priority and this indicator demonstrates ongoing work by the Housing Service to turn empty properties into occupied homes					

B	PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2003/4
 <div>Q3 Q4 Q1 Q2 Q3 03/04</div>	

C	*2002/03 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGH																																
<div>BV 64 Number of vacant private sector dwellings occupied in 2000/01 as a result of LA action</div>  <table><tr><th>Borough</th><th>Number of dwellings</th></tr><tr><td>Lambeth</td><td>4200</td></tr><tr><td>Haringey</td><td>740</td></tr><tr><td>Enfield</td><td>496</td></tr><tr><td>Barnet</td><td>415</td></tr><tr><td>Waltham Forest</td><td>297</td></tr><tr><td>Hounslow</td><td>253</td></tr><tr><td>Croydon</td><td>180</td></tr><tr><td>Brent</td><td>172</td></tr><tr><td>Hammersmith & Fulham</td><td>150</td></tr><tr><td>K & C</td><td>150</td></tr><tr><td>Harrow</td><td>104</td></tr><tr><td>Lewisham</td><td>103</td></tr><tr><td>Westminster</td><td>93</td></tr><tr><td>Camden</td><td>85</td></tr><tr><td>Ealing</td><td>13</td></tr></table>		Borough	Number of dwellings	Lambeth	4200	Haringey	740	Enfield	496	Barnet	415	Waltham Forest	297	Hounslow	253	Croydon	180	Brent	172	Hammersmith & Fulham	150	K & C	150	Harrow	104	Lewisham	103	Westminster	93	Camden	85	Ealing	13
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BV 183a Average length of stay in bed & breakfast
DIRECTOR MARTIN CHEESEMAN

A	QUARTERLY PERFORMANCE 2000/01 TO 2003/04	RESPONSIBILITY																							
	<div>Annual Target 6.0 weeks</div> <table><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>18</td><td>18</td><td>15</td><td>15</td></tr><tr><td>2002/3</td><td>12</td><td>13</td><td>14</td><td>-</td></tr><tr><td>2003/4</td><td>-</td><td>6</td><td>-</td><td>-</td></tr></tbody></table> <div>Q1 Q2 Q3 Q4 * Target</div>	Year	Q1	Q2	Q3	Q4	2001/2	18	18	15	15	2002/3	12	13	14	-	2003/4	-	6	-	-	Officer	Helen Clitheroe	Title	Finance & Systems Manager
		Year	Q1	Q2	Q3	Q4																			
		2001/2	18	18	15	15																			
2002/3	12	13	14	-																					
2003/4	-	6	-	-																					
This BVPI looks at homeless households to whom we have discharged a duty, who had previously spent time in hotel accommodation. Given that we might be rehousing (and thereby discharging our duty to) households now that were in hotel accommodation ten years ago, we would also be monitoring our B&B management of ten years ago. The indicator does not measure current or necessarily recent performance - the data used shows that 70% of the households included in the figure above had left hotel accommodation before the start of the quarter. The Council and the ODPM Homelessness Directorate have agreed targets relating to the usage of B&B for families with dependant children. These targets are to be achieved by the end of March 04 at the latest. We have already achieved the year-end target of having 117 or less families in B&B - our quarter 3 figure was 79. We are also well on the way to our target of having no families in B&B for six weeks or longer - our quarter 3 figure was 52, a reduction of 165 families since the beginning of the financial year.																									
Executive Member		Cllr. Bobby Thomas																							
The reduction in the number of families spending over six weeks in this type of accommodation is noted. Work continues to meet the ODPM target of all families to be moved from B&B accommodation within six weeks of entry																									

B	PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2003/4	C	*2002/03 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHES																													
	<div>BV 183a The average length of stay in bed & breakfast in weeks</div> <table><caption>Average Length of Stay by Borough (Weeks)</caption><thead><tr><th>Borough</th><th>Average Length of Stay (Weeks)</th></tr></thead><tbody><tr><td>K & C</td><td>60</td></tr><tr><td>Ealing</td><td>54</td></tr><tr><td>Barnet</td><td>45</td></tr><tr><td>Westminster</td><td>43</td></tr><tr><td>Enfield</td><td>40</td></tr><tr><td>Hammersmith & Fulham</td><td>31</td></tr><tr><td>Haringey</td><td>22.05</td></tr><tr><td>Lambeth</td><td>21.6</td></tr><tr><td>Croydon</td><td>21</td></tr><tr><td>Hounslow</td><td>19</td></tr><tr><td>Harrow</td><td>16</td></tr><tr><td>Waltham Forest</td><td>15</td></tr><tr><td>Brent</td><td>15</td></tr><tr><td>Camden</td><td>12</td></tr><tr><td>Lewisham</td><td>0</td></tr></tbody></table>		Borough	Average Length of Stay (Weeks)	K & C	60	Ealing	54	Barnet	45	Westminster	43	Enfield	40	Hammersmith & Fulham	31	Haringey	22.05	Lambeth	21.6	Croydon	21	Hounslow	19	Harrow	16	Waltham Forest	15	Brent	15	Camden	12
Borough	Average Length of Stay (Weeks)																															
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Waltham Forest	15																															
Brent	15																															
Camden	12																															
Lewisham	0																															

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

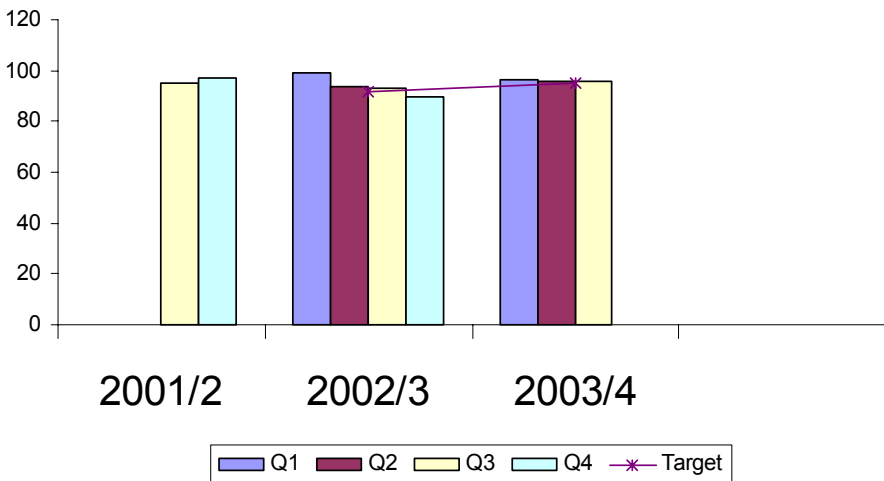
A	QUARTERLY PERFORMANCE 2000/01 TO 2003/04	RESPONSIBILITY			
	Annual Target 6.0 weeks	Officer	Helen Clitheroe	Title	Finance & Systems Manager Needs & Private Sector
		This BVPI looks at homeless households to whom we have discharged a duty, who had previously spent time in hostel accommodation. Given that we might be rehousing (and thereby discharging our duty to) households now that were in hostel accommodation five years ago, we would also be monitoring our hostel management of five years ago. The indicator does not measure current or necessarily recent performance - for example the quarter 2 figure 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, although our duty to assist them was discharged in quarter two of this year, therefore their appearance 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. Brent makes minimal use of hostels, with around 30 households temporarily housed in such accommodation currently			
	Executive Member		Cllr. Bobby Thomas		
Performance is noted					
B	PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2003/4				
C	*2002/03 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHES				

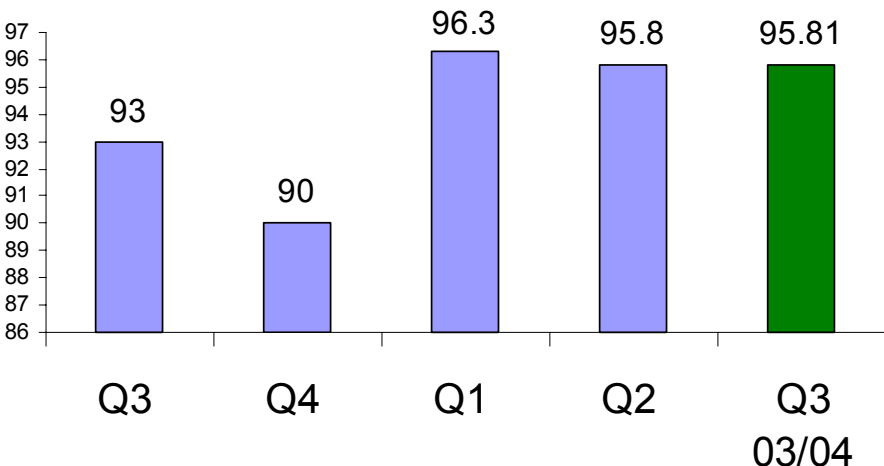
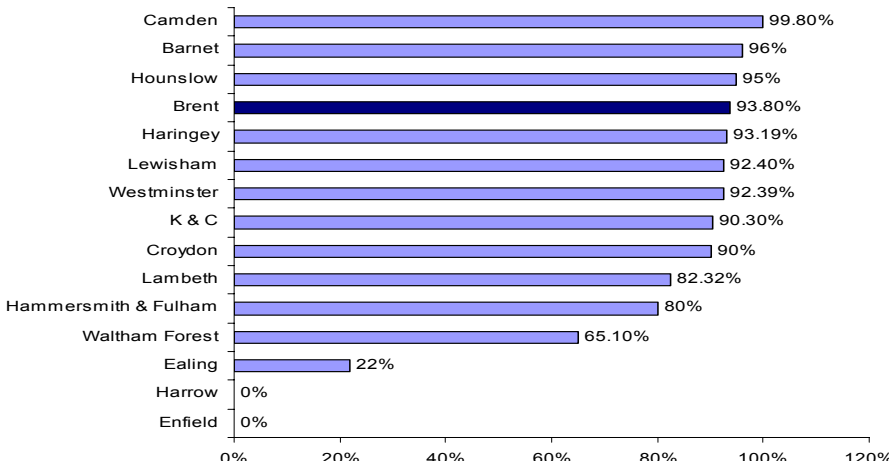
BV 184b Change in proportion of non-decent homes in the year
DIRECTOR MARTIN CHEESEMAN

A	QUARTERLY PERFORMANCE 2000/01 TO 2003/04	RESPONSIBILITY																															
Annual Target 3.0%		Officer	Laura Murray	Title	Data Quality Officer Strategy & Regeneration																												
		The first phase of a three year programme to bring all homes in the Council's ALMO up to the decency standard by April 2007 is now on site. Officers expect that over 1,100 homes of the 5348 homes in the Council's three year ALMO programme will be made decent by the end of the financial year, equating to a reduction in the non decent housing stock of 9.95%. This reduction would mean a year end figure for BV184b, The percentage change in the proportion of non decent dwellings of 19.48%, far exceeding the published target of 3%.																															
		Executive Member		Cllr. Bobby Thomas																													
		Progress on bringing all Council homes up to the decency standard is being closely monitored by officers																															
B	PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2003/4	C	*2002/03 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHs																														
No data available reported as an annual figure only		BV 184b Percentage change in proportion of non-decent LA homes in the year																															
		<table><tr><td>Haringey</td><td>83.50%</td></tr><tr><td>Westminster</td><td>18.56%</td></tr><tr><td>Barnet</td><td>15%</td></tr><tr><td>Hammersmith & Fulham</td><td>12.24%</td></tr><tr><td>Croydon</td><td>12%</td></tr><tr><td>Hounslow</td><td>11.80%</td></tr><tr><td>Brent</td><td>6.55%</td></tr><tr><td>Harrow</td><td>6%</td></tr><tr><td>Camden</td><td>4.67%</td></tr><tr><td>Enfield</td><td>4.60%</td></tr><tr><td>K & C</td><td>3.40%</td></tr><tr><td>Ealing</td><td>3.33%</td></tr><tr><td>Waltham Forest</td><td>2.63%</td></tr><tr><td>Lambeth</td><td>2.30%</td></tr><tr><td>Lewisham</td><td>0%</td></tr></table>				Haringey	83.50%	Westminster	18.56%	Barnet	15%	Hammersmith & Fulham	12.24%	Croydon	12%	Hounslow	11.80%	Brent	6.55%	Harrow	6%	Camden	4.67%	Enfield	4.60%	K & C	3.40%	Ealing	3.33%	Waltham Forest	2.63%	Lambeth	2.30%
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BV 185 Percentage of responsive repairs where appointments were made and kept

DIRECTOR MARTIN CHEESEMAN

A	QUARTERLY PERFORMANCE 2000/01 TO 2003/04	RESPONSIBILITY			
	<div>Annual Target 95.0%</div>  <div>2001/22002/32003/4</div> <div>Q1Q2Q3Q4Target</div>	Officer	Roger Thompson	Title	Major Repairs Programme Manager Brent Housing Partnership
		Performance for quarter 3 of this year remains above the set target of 95% of all non urgent repairs having an appointment made and kept			
		Executive Member		Cllr. Bobby Thomas	
		The continuing good performance in this area is noted			

B	PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2003/4	C	*2002/03 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHGS
 <div>Q3Q4Q1Q2Q303/04</div>		<div>BV 185 Percentage of responsive repairs (non-emergency) appointments made & kept</div>  <div>Camden99.80% Barnet96% Hounslow95% Brent93.80% Haringey93.19% Lewisham92.40% Westminster92.39% K & C90.30% Croydon90% Lambeth82.32% Hammersmith & Fulham80% Waltham Forest65.10% Ealing22% Harrow0% Enfield0%</div>	

SOCIAL SERVICES

BV 49 Percentage of children looked after with 3 or more placements

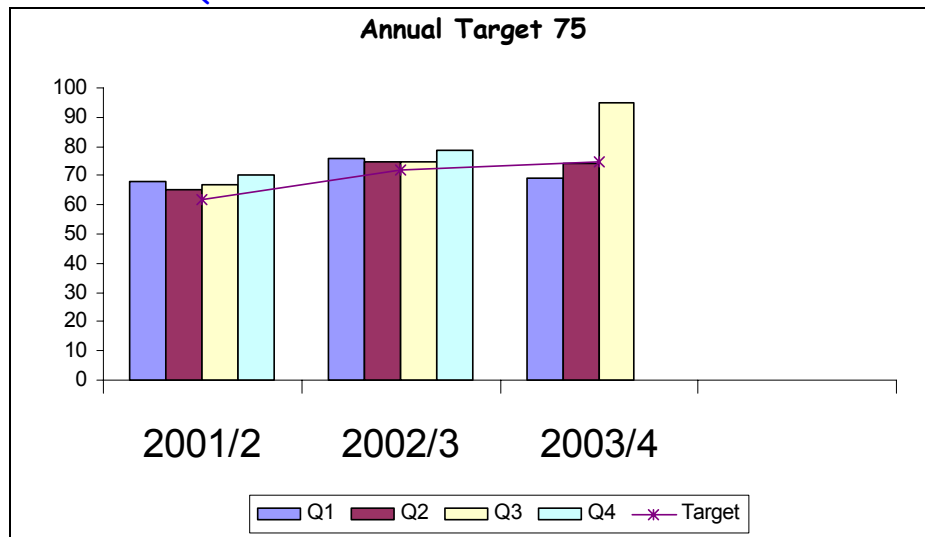
DIRECTOR JENNY GOODALL

A	<div>QUARTERLY PERFORMANCE 2000/1 TO 2003/4</div> <div><div>Annual Target 14.0%</div><div><table><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>4.0</td><td>4.0</td><td>4.0</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>8.0</td><td>10.5</td><td>10.5</td></tr></tbody></table><div>Q1 Q2 Q3 Q4 * Target</div></div></div>	Year	Q1	Q2	Q3	Q4	2001/2	4.0	4.0	4.0	4.0	2002/3	1.5	4.0	7.5	16.0	2003/4	1.5	8.0	10.5	10.5	<div>RESPONSIBILITY</div> <table><tr><td>Officer</td><td>Ronnie Ferguson</td><td>Title</td><td>Case Tracking Officer Children's Services Resources</td></tr></table> <div>At the end of Quarter 3, we are 5.52% below our target. The Department of Health (DoH) regards good performance as low, and so we are on track to meet the target figure and achieve good performance in 2003/04. * The target set for the 2003/04 Performance Plan (June 2003) = 14%, however the target from our more recent Delivery & Improvement Statement (Autumn 2003) = 16%. Children's Services are working towards the 16% target, although current trends suggest both targets may be achieved.</div> <table><tr><td>Executive Member</td><td>Cllr. Ralph Fox</td></tr></table> <div>Monitoring data suggests that we are likely to end the year within the target range and hence maintain high levels of performance and achieve target of 5 blobs rating from DoH**. ** A 5 blob rating is the highest awarded for this indicator and equates to a rating of 'very good' from the DoH. Brent received 5 blobs last year and is on course to repeat this high level of performance in 2004.</div>				Officer	Ronnie Ferguson	Title	Case Tracking Officer Children's Services Resources	Executive Member	Cllr. Ralph Fox																		
Year	Q1	Q2	Q3	Q4																																													
2001/2	4.0	4.0	4.0	4.0																																													
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B	<div>PERFORMANCE AGAINST PRECEDING FOUR QUARTERS</div> <div><table><caption>Performance Against Preceding Four Quarters</caption><thead><tr><th>Quarter</th><th>Percentage</th></tr></thead><tbody><tr><td>Q3</td><td>7.4</td></tr><tr><td>Q4</td><td>16</td></tr><tr><td>Q1</td><td>1.7</td></tr><tr><td>Q2</td><td>8.24</td></tr><tr><td>Q3 03/04</td><td>10.48</td></tr></tbody></table></div> <div>*Q3 03/04 is higher than Q3 02/03 but is on target for good performance for the year. Please refer to the comments opposite.</div>	Quarter	Percentage	Q3	7.4	Q4	16	Q1	1.7	Q2	8.24	Q3 03/04	10.48	C	<div>*2002/03 ANNUAL COMPARISON - AUDIT FAMILY/NEIGHBOURING BOROUGHES</div> <div><div>BV 49 Percentage of children looked after with 3 or more placements during the year</div><div><table><thead><tr><th>Borough</th><th>Percentage</th></tr></thead><tbody><tr><td>Harrow</td><td>3.10%</td></tr><tr><td>Enfield</td><td>4.18%</td></tr><tr><td>K & C</td><td>5.50%</td></tr><tr><td>Lambeth</td><td>6.20%</td></tr><tr><td>Ealing</td><td>8.80%</td></tr><tr><td>Hounslow</td><td>11.20%</td></tr><tr><td>Westminster</td><td>11.51%</td></tr><tr><td>Lewisham</td><td>11.70%</td></tr><tr><td>Camden</td><td>11.70%</td></tr><tr><td>Croydon</td><td>13.40%</td></tr><tr><td>Barnet</td><td>13.60%</td></tr><tr><td>Hammersmith & Fulham</td><td>13.92%</td></tr><tr><td>Brent</td><td>15.50%**</td></tr><tr><td>Waltham Forest</td><td>20%</td></tr><tr><td>Haringey</td><td>20%</td></tr></tbody></table></div><div>** At 15.5%, Brent's performance equates to 5 blobs or 'very good' according to DoH assessment. See comments above.</div></div>			Borough	Percentage	Harrow	3.10%	Enfield	4.18%	K & C	5.50%	Lambeth	6.20%	Ealing	8.80%	Hounslow	11.20%	Westminster	11.51%	Lewisham	11.70%	Camden	11.70%	Croydon	13.40%	Barnet	13.60%	Hammersmith & Fulham	13.92%	Brent	15.50%**	Waltham Forest	20%	Haringey	20%
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BV 54 Older people helped to live at home per 1000 people aged 65 and over

DIRECTOR JENNY GOODALL

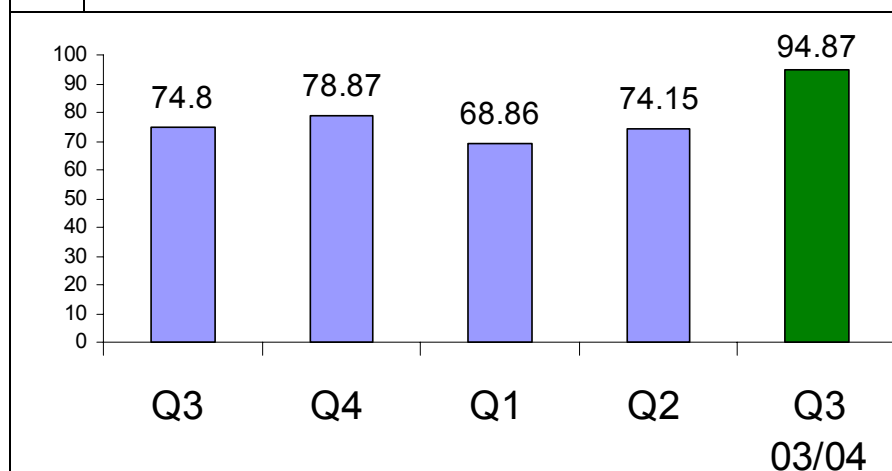
A QUARTERLY PERFORMANCE 2000/1 TO 2003/4



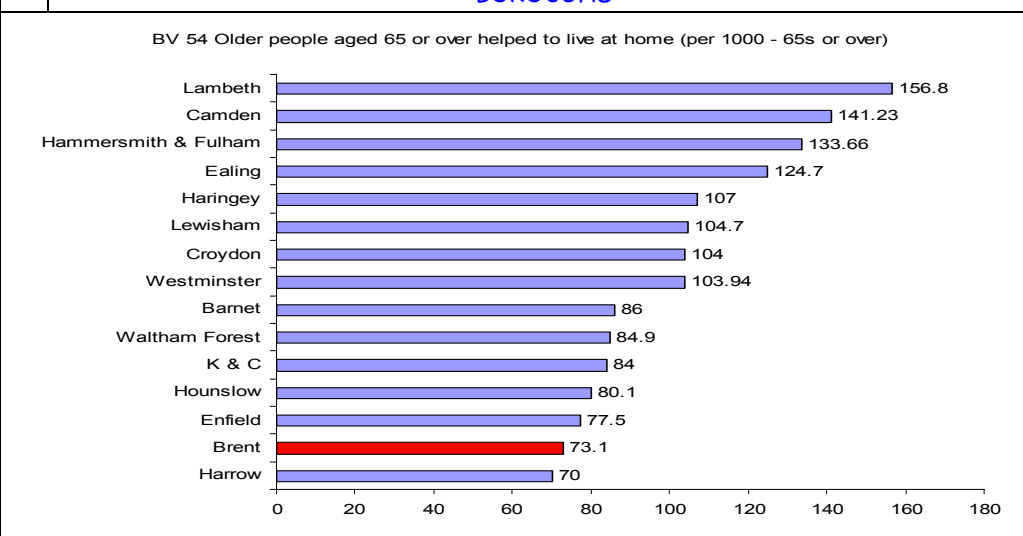
RESPONSIBILITY

Officer	Ros Howard	Title	Service Unit Mgr Community Care Older People Services
We have made extensive efforts to ensure that all relevant clients are included in the data for this indicator to ensure the information is wholly accurate and complete. The figure for quarter 3 now includes clients attending luncheon clubs. This information was not previously available. The total number of older people helped to live at home is now 2925.			
Executive Member	Cllr. Ralph Fox		
Improved data collection has enabled more accurate performance figures to be shown. Performance against this target is now exceeding the annual target and we are striving to maintain this significantly improved figure			

B PERFORMANCE AGAINST PRECEDING FOUR QUARTERS

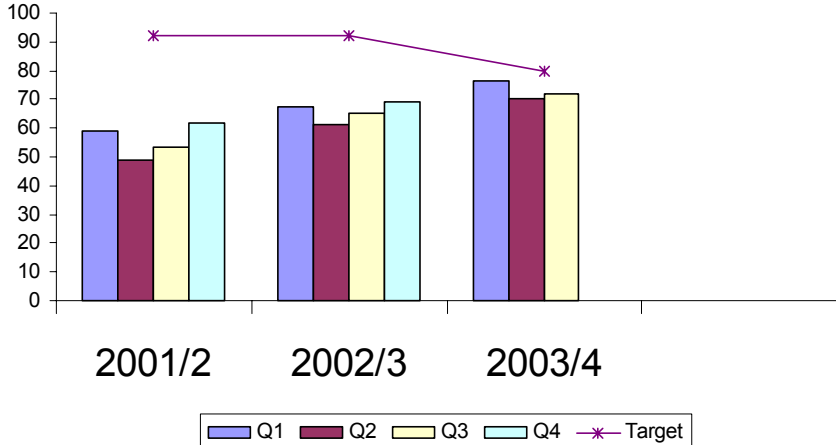


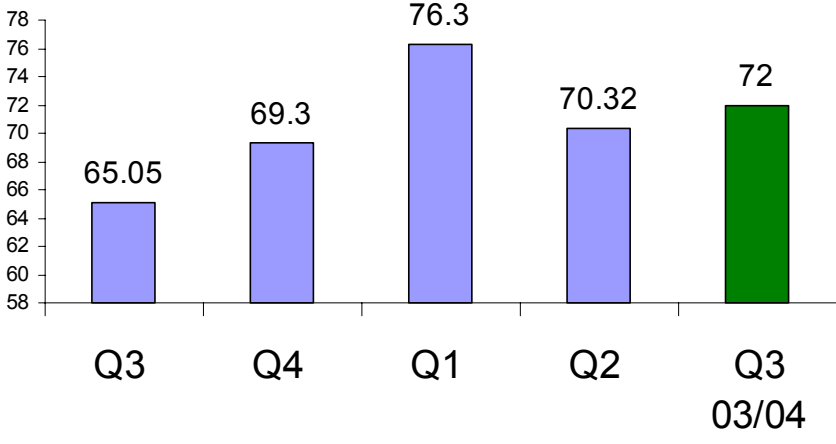
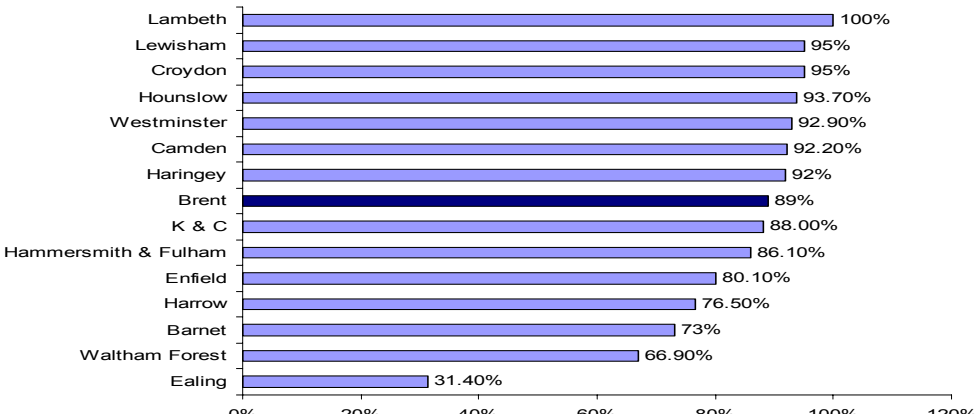
C *2002/03 ANNUAL COMPARISON - AUDIT FAMILY/NEIGHBOURING BOROUGH



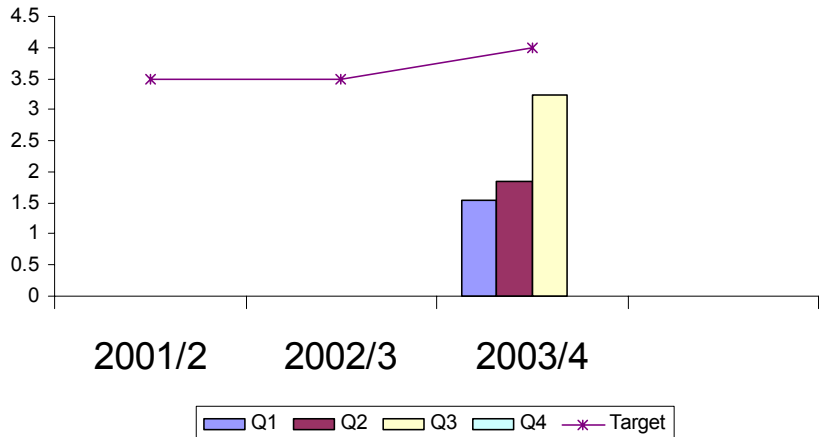
BV 58 Percentage of people receiving a statement of their needs

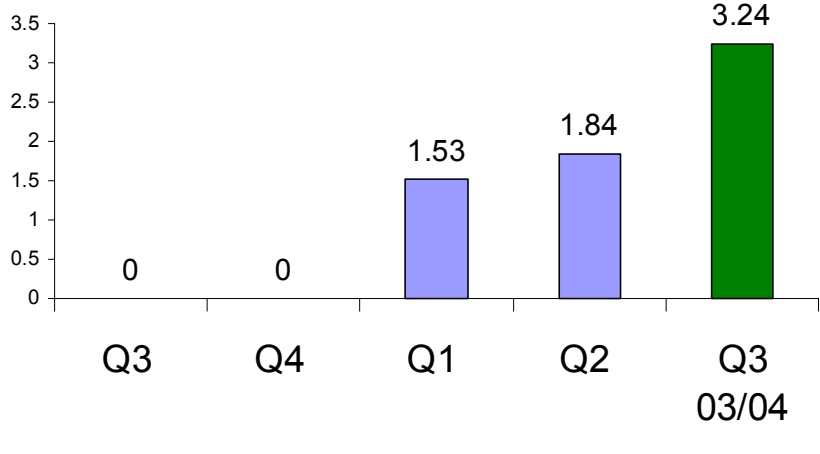
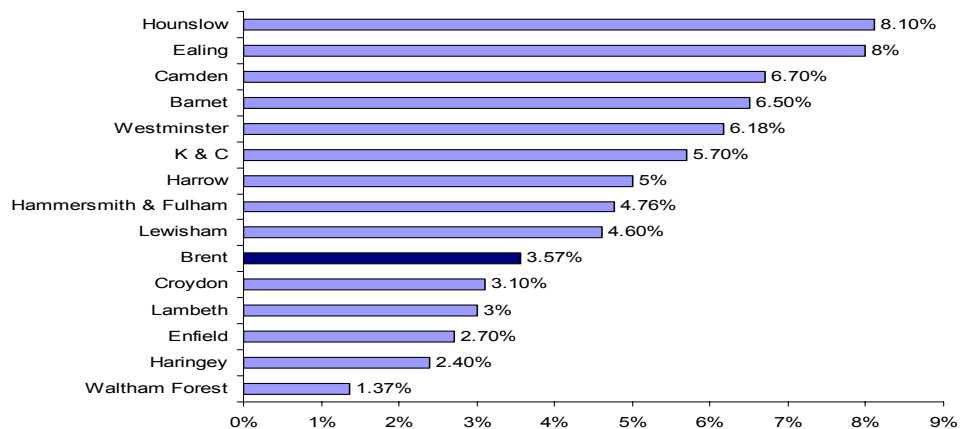
DIRECTOR JENNY GOODALL

A	QUARTERLY PERFORMANCE 2000/1 TO 2003/4	RESPONSIBILITY				
	<div>Annual Target 80.0%</div>  <div>2001/22002/32003/4</div> <div>Q1Q2Q3Q4Target</div>	Officer	All Adult Service Units	Title	Various	
		Some service areas are performing at 100% against this indicator. However, figures are lower in other service units which reduces the overall figures. The number of people receiving services who have been provided with a statement of their needs and how they will be met has risen in quarter 3 by just under 2 percent. We are still 8% below our target. In order to achieve our annual target performance will need to improve considerably in quarter 4. The total number of clients receiving a service at 31st December was 5794. The total number of care (plans) provided was 4177 (72%). We would need to provide 4636 care plans by 31 st March 2004 in order to meet our target.				
		Executive Member		Cllr. Ralph Fox		
		Targeted action has been taken to increase the number of people receiving a statement of their needs during the final months of the year. It is anticipated that this will enable the target to be met. Progress is being monitored monthly via the Departmental Management Team				

B	PERFORMANCE AGAINST PRECEDING FOUR QUARTERS	C	*2002/03 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHES
	 <div>Q3Q4Q1Q2Q3 03/04</div>		<div>BV 58 Percentage of people receiving a statement of needs and how they will be met</div>  <div>0%20%40%60%80%100%120%</div>

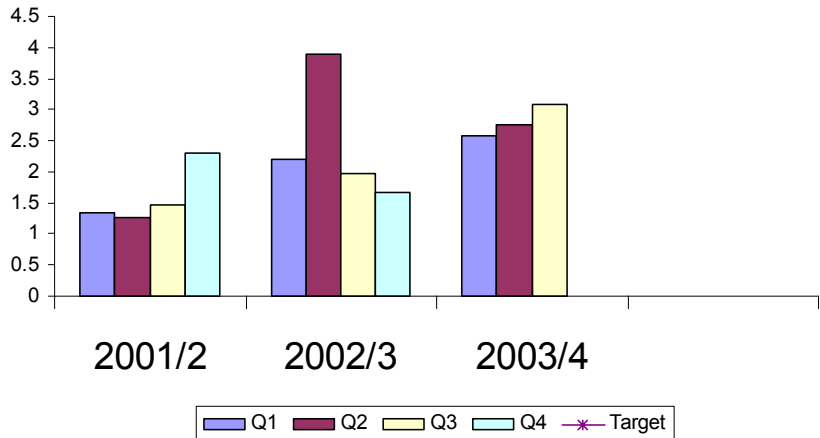
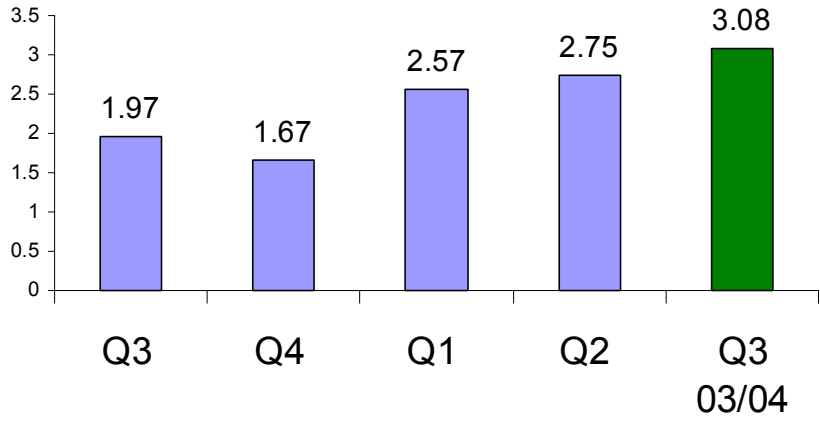
BV 163 Adoptions of children looked after
DIRECTOR JENNY GOODALL

A	QUARTERLY PERFORMANCE 2000/1 TO 2003/4	RESPONSIBILITY			
<div>Annual Target 4.0%</div>  <p>2001/2 2002/3 2003/4</p> <p>■ Q1 ■ Q2 ■ Q3 ■ Q4 ✱ Target</p>		Officer	Ronnie Ferguson	Title	Case Tracking Officer Children's Services Resources
		This indicator does not fully reflect good work in permanency planning for Looked After Children. It only counts those where court adoption orders are granted. The department has a significant number of children in 'kinship' placements which are stable, long term and better meet the needs of the child. The SSI have agreed that consideration of such services would provide a better reflection of the department's performance. In this quarter 5 of the children looked after for six months or more, (excluding unaccompanied asylum seekers) were adopted			
		Executive Member	Cllr. Ralph Fox		
		The total number of children adopted during 03/04 to date exceeds the figure for the whole of 02/03. Work is being undertaken to further improve performance during the coming year.			

B	PERFORMANCE AGAINST PRECEDING FOUR QUARTERS	C	*2002/03 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHES																																
 <p>Q3 Q4 Q1 Q2 Q3 03/04</p>		<div>Bv 163 Percentage of looked after children subsequently adopted</div>  <table><tr><th>Borough</th><th>Percentage</th></tr><tr><td>Hounslow</td><td>8.10%</td></tr><tr><td>Ealing</td><td>8%</td></tr><tr><td>Camden</td><td>6.70%</td></tr><tr><td>Barnet</td><td>6.50%</td></tr><tr><td>Westminster</td><td>6.18%</td></tr><tr><td>K & C</td><td>5.70%</td></tr><tr><td>Harrow</td><td>5%</td></tr><tr><td>Hammersmith & Fulham</td><td>4.76%</td></tr><tr><td>Lewisham</td><td>4.60%</td></tr><tr><td>Brent</td><td>3.57%</td></tr><tr><td>Croydon</td><td>3.10%</td></tr><tr><td>Lambeth</td><td>3%</td></tr><tr><td>Enfield</td><td>2.70%</td></tr><tr><td>Haringey</td><td>2.40%</td></tr><tr><td>Waltham Forest</td><td>1.37%</td></tr></table>		Borough	Percentage	Hounslow	8.10%	Ealing	8%	Camden	6.70%	Barnet	6.50%	Westminster	6.18%	K & C	5.70%	Harrow	5%	Hammersmith & Fulham	4.76%	Lewisham	4.60%	Brent	3.57%	Croydon	3.10%	Lambeth	3%	Enfield	2.70%	Haringey	2.40%	Waltham Forest	1.37%
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VS 506 Adults with physical disabilities helped to live at home per 1000 adults with physical disabilities

DIRECTOR JENNY GOODALL

A	QUARTERLY PERFORMANCE 2000/1 TO 2003/4	RESPONSIBILITY				
	<div>Annual Target 4.0%</div>  <div>2001/2 2002/3 2003/4</div> <div>Q1 Q2 Q3 Q4 * Target</div>	Officer	Ronnie Ferguson	Title	Case Tracking Officer Children's Services Resources	
		Previous data has been inaccurate as mentioned above. This issue also affects the end of year figure for 02/03 which suggested better performance than was actually achieved due to data problems. The annual target figure for 03/04 has been revised downwards and is now realistic based on actual, more accurate performance data. The number of people with physical disabilities helped to live at home has risen in this quarter. The figure has risen because Occupational Therapy has contracted out 200 cases.				
		Executive Member		Cllr. Ralph Fox		
		Performance has improved gradually over the year. Sustaining this should ensure the revised target is met.				
B	PERFORMANCE AGAINST PRECEDING FOUR QUARTERS	C	*2002/03 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHs			
 <div>Q3 Q4 Q1 Q2 Q3 03/04</div>		No data available				