



BRENT COUNCIL'S PERFORMANCE PLAN 2007/08

POLICY & REGENERATION UNIT
LONDON BOROUGH OF BRENT

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BEST VALUE PERFORMANCE PLAN 2007 – 2008

Introduction

Each year the council is required to publish its end of year performance against the national set of performance indicators as directed the Dept of Communities and Local Government and Audit Commission.

The government has set the date for the publication of the Best Value Performance Plan for the end of June each year. This has been done to enable us to include actual performance data for the previous financial year. Most of the figures you will see are actual figures however; there are some performance indicators that are still estimated. These are mostly financial figures where there has not been sufficient time since the close of the financial year to calculate them accurately.

The data within the plan is subject to an annual independent verification process by external auditors on behalf of the Audit Commission.

Statement on contracts

The council has undertaken an exercise to identify all relevant service contracts awarded during the 2006/07 financial year which have involved a transfer of staff and where requirements of the Code of Practice on Workforce Matters in Local Authority Service Contracts are applicable. Two relevant contracts have been identified. A contract between Prospects Services Limited and the Council involved the transfer of staff previously employed by the Council from a previous contractor. A contract between Millbrook Furnishing Industries Limited and the Council involves the transfer of staff employed by the Council to the contractor. In both cases the contract complied with the requirements of the Code of Practice on Workforce Matters.

About the Plan

This year the focus of the report has changed to reflect the new Corporate Strategy themes. Each indicator has been positioned to relate to the most relevant theme within the Corporate Strategy.




The Best Value Performance Plan covers each of these indicators showing performance against target.

Priority	Theme	Page:
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Key

The performance plan shows the following for each indicator:

- Previous and current annual performance
- Current year's target
- Did we achieve the target?

	Low risk' performance indicators – this means the annual target is either being met or exceeded
	'Medium risk' performance indicators this means annual performance is not being met but is within 10-15% of the target
	High risk' performance indicators this means annual target are not being met and are not within 10-15% of the target

- Direction of travel

	Arrow signifies that performance has gone up and that this is the right direction it should be going.		Performance falling where it should be falling (as smaller is better)
	Signifies that performance has gone up and that this is the wrong direction		Performance falling where it should be rising (as bigger is better)
	No change		

- Future targets where possible for the next three years

	2005/06 ACTUAL	2006/07 ACTUAL	2006/07 TARGET	Did we achieve the target?	Direction of travel ACTUAL	Future target 2007/08	Future target 2008/09	Future target 2009/10
A Safe Place: Community Safety								
BV126 Residential Burglaries per 1000 households	25.57	22.90	25.32	★	↓✓	Not set	N/A	N/A
Bv127a Violent Crime per 1,000 population	30.82	23.02	N/A	N/A	↓✓	N/A	N/A	N/A
BV127b. Personal Robbery per 1000 population	8.52	7.73	7.59	★	↓✓	Not set	N/A	N/A
BV128a Vehicle Crime per 1000 population	18.31	17.54	16.66	★	↓✓	Not set	N/A	N/A
BV174 Number of Racial incidents per 100,000 pop (Cross Council total)	192 <small>reported cases</small>	56.28	N/A	N/A	N/A	N/A	N/A	N/A
BV175 Racial incidents – percentage further action (Cross Council total)	100	100	N/A	N/A	N/A	N/A	N/A	N/A
BV 225 Actions against Domestic Violence based on % 11 point check list completed	81	91	91	★	↓✓	Not set	N/A	N/A
A Safe Place: Environment & Culture								
BV099ai. % number of people killed or seriously injured (KSI) in road traffic collisions (All ages)	155.00	124.00	150.00	★	↓✓	114.00	104.00	94.00
BV099aii. % number of people killed or seriously injured (KSI) in road traffic collisions as a % change in previous year (All ages)	-18.80	-20.00	-3.20	★	↓✓	-8.10	-8.80	-9.60
BV099aiii. % change number of people killed or seriously injured (KSI's) in road traffic collisions 1994-98 average	-36.50	-49.20	-38.50	★	↓✓	-53.30	-57.40	-61.50
BV099bi. % number of children killed or seriously injured (KSI) in road traffic collisions	23.00	14.00	18.00	★	↓✓	13.00	11.00	10.00
BV099bii. % number of children killed or seriously injured (KSI) in road traffic collisions as a % change over previous year	4.50	-39.10	-21.70	★	↓✓	-7.10	-15.40	-9.10
BV099biii. % number of children killed or seriously injured (KSI) in road traffic collisions % change in KSI's over 1994-98 average	-45.80	-67.00	-57.50	★	↓✓	-69.30	-74.10	-76.40

	2005/06 ACTUAL	2006/07 ACTUAL	2006/07 TARGET	Did we achieve the target?	Direction of travel ACTUAL	Future target 2007/08	Future target 2008/09	Future target 2009/10
A GREAT PLACE: A Safe Place: Environment & Culture								
BV099ci. Number of people slight injury in road traffic collisions (All ages)	1058.00	1024.00	1025.00	★	✓	1002.00	981.00	959.00
BV099cii. % change in people slight injury in road traffic collisions (All ages) over previous year	-11.20	-3.20	-3.10	★	✗	-2.10	-2.10	-2.20
BV099ciii. %Change in people slight injury in road traffic collisions (All ages) over 1994-98 average	-22.30	-24.80	-24.70	★	✓	-26.40	-27.90	-29.60
BV166a Score against checklist of best practice for Environmental Health	100.00	100.00	100.00	★	➡	100.00	100.00	100.00
BV166b Score against checklist of best practice for Trading Standards	100.00	100.00	100.00	★	➡	100.00	100.00	100.00
BV187 % Surface Footways where structural maintenance should be considered	23.01	14.00	21.00	★	✓	13.00	12.00	11.00
BV223. % Principal Roads where structural maintenance should be considered	16.00	21.00	15.00	▲	✗	20.00	19.00	18.00
BV224a .% Condition of Non Principal Roads where structural maintenance should be considered	15.00	21.00	11.00	▲	✗	11.00	9.00	7.00
BV224b. % Condition of Unclassified Roads where structural maintenance should be considered	27.78	18.00	27.00	★	✓	15.00	14.00	13.00
BV215a. Average no of days taken to repair street lighting faults under LA control	2.25	3.74	2.00	▲	✗	3.00	2.00	1.00
BV215b Average time taken to repair street light fault where response time is under the control of LA	30.54	44.34	12.00	▲	✗	30.00	20.00	15.00
BV218a. Newly reported abandoned vehicles investigated within 24 hrs	83.88	97.50	90.00	★	✓	98.00	98.00	98.00
BV218b. % Abandoned vehicles removal within 24 hrs as legally required	71.28	98.32	75.00	★	✓	98.00	98.00	98.00

	2005/06 ACTUAL	2006/07 ACTUAL	2006/07 TARGET	Did we achieve the target?	Direction of travel ACTUAL	Future target 2007/08	Future target 2008/09	Future target 2009/10
A GREAT PLACE A Clean place: Environment & Culture								
BV199a. % of relevant land and highways that fall below an acceptable standard for cleaning - Litter	30.00	32.00	26.00			23.00	19.00	19.00
BV199b. % of relevant land and highways that fall below an acceptable standard for cleaning - Graffiti	17.00	21.00	10.00			7.00	5.00	5.00
BV199c.% of relevant land and highways that fall below an acceptable standard for cleaning Fly-Posting	3.36	3.00	3.00			1.5	1.5	1.5
BV199d.% of relevant land and highways that fall below an acceptable standard for cleaning - Fly-Tipping	NEW PI	DATA NOT YET AVAILABLE DUE END JULY 2007						
A GREAT PLACE A Green Place: Environment & Culture								
BV082ai. % Household waste recycled	10.89	11.51	11.00			13.00	14.00	17.00
BV082aii. % Total tonnage of household waste Recycled	12019.11	12663.00	12000.00			14500.00	15500.00	18000.00
BV082bi.% Household waste composted	9.00	10.41	11.00			12.00	13.00	13.00
BV082bii.% Total tonnage household waste composted	10058	11431.00	12000.00			13500.00	14500.00	15500.00
BV082ci. % Household waste energy recovery.	Not collected							
BV082cii.% Tonnage household waste energy	Not collected							
BV082di. % Total waste sent to landfill	79.99	78.15 estimated	78.00			75.00	73.00	71.00
BV082dii.%Tonnes household sent to waste landfill	88248.00	85903.00 estimated	86000.00			84000.00	82000.00	72000.00

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A GREAT PLACE A Green Place: Environment & Culture								
BV084a. No of kilograms of household waste collected per head of population	412.00	406.00	411.00	★	↘	410.00	409.00	393.00
BV084b. % change from the previous financial year in the number of kg household waste collected per head of population	-6.06	-1.36	-0.25	★	↘	-0.24	-0.24	-3.91
BV091a. % residents served by kerbside collection of recyclables	91.04	91.49	93.00	●	✓	100.00	100.00	100.00
BV091b.% residents served by collection of at least 2 kerb-side recyclables	91.04	91.49	93.00	●	✓	100.00	100.00	100.00
BV106 % New homes built on 'brownfield'	99.77	91.12	95.00	●	↘	100.00	100.00	100.00
BV178. % Footpaths and rights of way which are easy to use by public	100.00	100.00	100.00	★	→	100.00	100.00	100.00
BV216a.No of sites identified as being of potential concern with respect to contaminated land	1584.00	1589.00	1589.00	★	↘	1528.00	1528.00	1528.00
BV216b. No of sites with detailed information to decide whether remediation of the land is necessary as a % of sites of potential concern	0.95	4.97	8.70	★	✓	7.00	8.00	9.00
BV217.% of pollution control improvements completed on time	100.00	100.00	100.00	★	→	100.00	100.00	100.00
A GREAT PLACE A Lively Place: Environment & Culture								
BV170a No of visits to / usage of museums per 1,000 population	85.34	189.90	100.00	★	✓	150.00	155.00	160.00
BV 170b No of visits to museums in person	0.00	127.93	73.40	★	✓	100.00	105.00	110.00
BV170c No of pupils visiting museums and galleries	5333.00	4071.00	3200.00	★	↘	4250.00	4400.00	4500.00
BV219a.Total no of conservation areas	22.00	22.00	22.00	★	→	22.00	22.00	22.00

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A GREAT PLACE A Lively Place: Environment & Culture								
BV219b.% of conservation areas charters with up to date appraisals	100.00	100.00	100.00	★	➡	100.00	100.00	100.00
BV219c.% of conservation areas with published management proposals	100.00	100.00	100.00	★	➡	100.00	100.00	100.00
A BOROUGH OF OPPORTUNITY Local employment & enterprise: Environment & Culture								
BV100 No of days lost to temporary Road Closure	0.00	0.00	4.00	★	➡	4.00	4.00	4.00
BV109a. % of major planning approved within 3 weeks	67.69	69.39	60.00	★	✓	60.00	60.00	60.00
BV109b.% of minor planning approved within 8 weeks	77.52	72.30	70.00	★	✗	70.00	70.00	70.00
BV109c.% of other planning approved within 8 weeks	88.70	84.70	85.00	●	✗	85.00	85.00	85.00
BV200a. Has LA a Local Development Scheme (LDS) in place	YES	YES	YES	★	➡	YES	YES	YES
BV200b.LDS milestones met	YES	NO	YES	▲	✗	YES	YES	YES
BV200c.LDS published annual report	YES	YES	YES	★	➡	YES	YES	YES
BV204 Planning appeals allowed	28.87	32.31	28.00	▲	✗	28.00	28.00	28.00
BV205 % Quality of Service checklist met - Planning	100.00	100.00	100.00	★	➡	100.00	100.00	100.00
A BOROUGH OF OPPORTUNITY Health & Well being: Children & Families								
BV 197 % Change in the number of conceptions to females aged 15 -17 (data from PCT 2005)	11.73	-6.9	-22.40	▲	✗	-22.40	-22.40	-22.40









	2005/06 ACTUAL	2006/07 ACTUAL	2006/07 TARGET	Did we achieve the target?	Direction of travel ACTUAL	Future target 2007/08	Future target 2008/09	Future target 2009/10
A BOROUGH OF OPPORTUNITY Help when you need it: Finance & Corporate Resources: Revenue & Benefits								
BV076a Number of claimants visited per 1,000 caseload	214.00	221.82	122.00	★	✓	122.00	122.00	122.00
BV076b Number of fraud investigators employed per 1,000 caseload	0.28	0.15	0.26	▲	✗	0.26	0.26	0.26
BV076c Number of fraud investigations per year per 1,000 caseload	15.53	11.19	8.20	★	✗	8.20	8.20	8.20
BV076d Number prosecutions & sanctions per year per 1,000 caseload	2.16	2.07	2.48	▲	✗	2.48	2.91	2.91
BV078a Average time for new claims in days Housing & Council Tax benefit (HCTB)	35.92	34.80	36.00	★	✓	30.00	24.00	24.00
BV078b Average time for processing changes in HCTB	20.68	20.33	20.00	●	✓	19.00	18.00	18.00
BV079a % of cases for which the calculation of the amount of benefit was correct	98.40	98.40	98.00	★	➡	98.50	98.50	98.50
BV079bi % of HB overpayments recovered	54.34	62.05	55.00	★	✓	55.00	50.00	50.00
BV079bii. Overpayments recovered as a % of total overpayment debit outstanding	8.07	23.07	10.00	★	✓	12.00	14.00	14.00
BV079biii. % overpayments written off as a % of total overpayment debit outstanding	27.16	1.64	2.00	★	✓	2.00	2.00	2.00
A BOROUGH OF OPPORTUNITY Help when you need it: Housing & Community Care: Adult Social Care								
BV053 Households receiving intensive home care per 1,000 pop aged 65 and over	16.73	18.33	17.05	★	✓	18.50	18.60	18.70
BV054 Older people helped live at home per 1,000 pop	90.12	83.70	91.00	●	✗	90.00	91.00	93.00
BV056. % of items of equipment and adaptations made within 7 working days.	77.34	86.09	85.00	★	✓	87.00	88.00	90.00
BV058 % People with statement of needs	98.00	98.00	99.00	●	➡	100.00	100.00	100.00

	2005/06 ACTUAL	2006/07 ACTUAL	2006/07 TARGET	Did we achieve the target?	Direction of travel ACTUAL	Future target 2007/08	Future target 2008/09	Future target 2009/10
A BOROUGH OF OPPORTUNITY Help when you need it: Housing & Community Care: Adult Social Care								
BV195 Acceptable waiting times for asst	63.00	75.16	75.00	★	✓	85.00	88.00	90.00
BV196 Acceptable wait for care packages	90	90.8	90	★	✓	92	93	94
BV198 Number drug misusers in treatment	6.90	6.82	7.05	●	✗	7.80	8.60	8.60
BV201 Adults receiving direct payments	48.45	83.26	90.00	●	✓	120.00	140.00	180.00
ONE COMMUNITY: Settled Homes: Housing & Community Care								
BV063 Average SAP rating of LA dwellings	67.00	67.00	70.00	●	→	68.00	70.00	70.00
BV064.Number of non LA owned vacant dwellings returned to occupation or demolished	718.00	650.00	699.00	●	✗	650.00	650.00	650.00
BV066a Rent collected by LA as a proportion owed on HRA dwellings	98.44	97.39	98.75	●	✗	98.10	98.90	99.10
BV066b.% of LA tenants with more than 7 weeks gross rent arrears	5.31	12.10	5.00	▲	✗	10.00	8.00	6.00
BV066c.05 % Tenants who have had Possession Notices served	10.58	28.38	10.00	▲	✗	20.00	13.00	10.00
BV066d.% of LA tenants evicted as a result of rent arrears	0.45	0.42	0.50	★	✓	0.42	0.42	0.42
BV074a % of all Council tenants satisfied with overall landlords services	78.00	74.11	80.00	●	✗	74.10	74.10	74.10

	2005/06 ACTUAL	2006/07 ACTUAL	2006/07 TARGET	Did we achieve the target?	Direction of travel ACTUAL	Future target 2007/08	Future target 2008/09	Future target 2009/10
ONE COMMUNITY: Settled Homes: Housing & Community Care								
BV074b % of Black & Minority Ethnic (BME) Council tenants satisfied with overall landlords services	78.00	73.16	80.00			73.20	73.20	73.20
BV074c % of non-BME Council tenants satisfied with overall landlords services	74.00	74.04	80.00			74.00	74.00	74.00
BV075a % of tenants satisfied with opportunities for participation	74.00	69.71	78.00			70.00	70.00	70.00
BV075b % of BME tenants satisfied with opportunities for participation	71.00	70.00	78.00			70.00	70.00	70.00
BV075c % of non-BME tenants satisfied with opportunities' for participation	76.00	67.09	78.00			67.10	67.10	67.10
BV164.CRE Code of Practice in rented housing followed?	YES					YES	YES	YES
BV183a Average length of stay in B&B accommodation (in weeks)	4.80	5.44	6.00			6.00	6.00	6.00
BV183b Average length of stay in hostel accommodation (in weeks)	14.63	7.67	15.00			15.00	15.00	15.00
BV184a LA homes which were non-decent at start of financial year	28.00	14.84	15.00			0.00	0.00	0.00
BV184b % Change non-decent LA homes	57.00	100.00	100.00			0.00	0.00	0.00
BV202 Number of people sleeping rough on a single night	1.00	1.00	5.00			5.00	5.00	5.00
BV203 % Change in the average number of families in temporary accommodation	-9.00	-15.86	-2.00			-3.00	-4.00	-5.00

	2005/06 ACTUAL	2006/07 ACTUAL	2006/07 TARGET	Did we achieve the target?	Direction of travel ACTUAL	Future target 2007/08	Future target 2008/09	Future target 2009/10
ONE COMMUNITY: Settled Homes: Housing & Community Care								
BV212.Average time to re-let LA housing	33.00	31.00	30.00			28.00	28.00	28.00
BV213.No of households who considered themselves as homeless who approached LA's housing advice service helped	2.00	23.00	2.00			20.00	20.00	20.00
BV214 Proportion of households accepted as statutorily homeless who were accepted as statutorily homeless within the last two years	0.40	0.82	2.00			2.00	2.00	2.00
ONE COMMUNITY: Early excellence: Children & Families								
BV38 % of 15 year olds in schools achieving 5 or more GCSE A* - C	57.50	61.40	61.00			64.00	N/A	N/A
BV39 % of 15 year olds in schools achieving 5 or more GCSE A* - G inc English & maths	91.40	92.20	95.00			N/A	N/A	N/A
BV40 % of pupils achieving level 4 or above in key stage (KS) 2 maths	73.00	73.00	80.00			83.00	N/A	N/A
BV041 % of pupils with Level 4 at KS2 English	78.00	79.00	81.00			81.00	N/A	N/A
BV043a % of SEN statements issued within 18 weeks affected by 'exceptions to rule'	98.00	97.00	95.00			95.00	N/A	N/A
BV043b % of SEN statements issued within 18 weeks not affected by 'exceptions to rule'	72.00	75.00	70.00			70.00	N/A	N/A
BV 45 % of half days missed in secondary schools	6.89	9.00	7.70			7.70	N/A	N/A
BV046.% of half days missed in primary schools	6.90	9.00	7.10			6.90	N/A	N/A
BV049.% Children in care with 3 or more placements in last year	12.90	14.30	12.00			12.00	14.00	N/A

	2005/06 ACTUAL	2006/07 ACTUAL	2006/07 TARGET	Did we achieve the target?	Direction of travel ACTUAL	Future target 2007/08	Future target 2008/09	Future target 2009/10
ONE COMMUNITY: Early excellence: Children & Families								
BV050 Children looked after at age 16 with one A*-G GCSE or GNVQ	37.00	31.70	46.00			50.00	53.00	N/A
BV051 Cost of children looked after (£ gross per week)	733.00	810.00	n/a		N/A	740.00	N/A	N/A
BV161 % of young people looked after at 17 who were engaged in education, training or employment at 19 compared to young people not looked after	78.40	72.50	80.00			82.00	N/A	N/A
BV162 % of child protection cases reviewed regularly	99.00	100.00	100.00			100.00	N/A	N/A
BV163 % Adoptions of children looked after in year	5.20	4.30	7.00			10.00	N/A	N/A
BV181a % of 14 year olds in schools achieving level 5 or above at key stage (KS) 3 English	73.00	74.00	76.00			76.00	N/A	N/A
BV181b % of 14 year olds in schools achieving level 5 or above at key stage (KS) 3 Maths	74.00	76.00	78.00			N/A	N/A	N/A
BV181c % of 14 year olds in schools achieving level 5 or above at key stage (KS) 3 Science	64.00	69.00	61.00			N/A	N/A	N/A
BV181d % of 14 year olds in schools achieving level 5 or above at key stage (KS) 3 ICT	58.00	62.00	74.00			N/A	N/A	N/A
BV194a % of 11 year olds in school achieving level 5 or above in (KS) 2 English	26.00	30.00	30.00			N/A	N/A	N/A
BV194b % of 11 year olds in school achieving level 5 or above in (KS) 2 Maths	28.00	30.00	30.00			N/A	N/A	N/A
BV221a.% of young people ages 13-19 achieving a recorded outcome compared to the % of young people in LA area	36.70	44.60	71.40			90.30	N/A	N/A

	2005/06 ACTUAL	2006/07 ACTUAL	2006/07 TARGET	Did we achieve the target?	Direction of travel ACTUAL	Future target 2007/08	Future target 2008/09	Future target 2009/10
ONE COMMUNITY: Early excellence: Children & Families								
BV221b.% of young people aged 13-19 achieving an accredited outcome compared to the % of young people in LA area	0.67	1.45	3.40			3.40	N/A	N/A
BV222a.% of early years education and childcare settings, where leaders have a qualification at level 4 or above	9.00	31.80	19.00			25.00	31.00	N/A
BV222b. Early years education and childcare settings, have input from staff with graduate or post graduate qualifications in teaching or child development	5.00	19.60	12.00			16.00	21.00	N/A
ONE COMMUNITY: Civic Leadership:								
BV226a Total spend on Advice % Guidance Services across LA	648310.26	1,173,007.44	N/A	N/A	N/A	N/A	N/A	N/A
BV226b % of expenditure on advise and guidance services to organisation with CLS Quality Mark	100.00	100.00	100.00			100.00	100.00	100.00
BV226c.Total spend on direct provision of advice and guidance services across LA	143334.50	2812771.00	N/A	N/A	N/A	N/A	N/A	N/A

	2005/06 ACTUAL	2006/07 ACTUAL	2006/07 TARGET	Did we achieve the target?	Direction of travel ACTUAL	Future target 2007/08	Future target 2008/09	Future target 2009/10
ONE COMMUNITY: Community Engagement: Overall Council satisfaction								
BV165 % of Pedestrian Crossings with Facilities for Disabled People	100.00	100.00	100.00	★	→	100.00	100.00	100.00
BV003 % of residents satisfied with council overall (MORI Survey every three years)	48.00 03/04	52.00	51.00	★	↗	N/A	N/A	51.00
BV004 % of residents satisfied with Council wide complaint handling (MORI Survey every three years)	29.00 03/04	29.00	29.00	★	→	N/A	N/A	29.00
ONE COMMUNITY: Community Engagement: Satisfaction Benefits Service								
BV080a % of residents satisfied with Benefit Service Contact and access (MORI Survey every three years)	69.00 03/04	73.00	70.00	★	↘	N/A	N/A	75.00
BV080b % of residents satisfied with Benefit Service: Service in benefit office (MORI Survey every three years)	69.00 03/04	81.00	70.00	★	↘	N/A	N/A	75.00
BV080c % of residents satisfied with Benefit Service: Telephone contact (MORI Survey every three years)	47.00 03/04	60.00	70.00	▲	↘	N/A	N/A	65.00
BV080d % of residents satisfied with Benefit Service: Staff (MORI Survey every three years)	71.00 03/04	77.00	70.00	★	↘	N/A	N/A	77.00
BV080e % of residents satisfied with Benefit Service: leaflets and information (MORI Survey every three years)	67.00 03/04	68.00	70.00	●	↘	N/A	N/A	70.00
BV080f % of residents satisfied with Benefit Service: Speed of decision (MORI Survey every three years)	58.00 03/04	61.00	70.00	▲	↘	N/A	N/A	65.00
BV080g % of residents satisfied with Benefit Service: Overall satisfaction (MORI Survey every three years)	69.00 03/04	72.00	70.00	★	↘	N/A	N/A	73.00

	2005/06 ACTUAL	2006/07 ACTUAL	2006/07 TARGET	Did we achieve the target?	Direction of travel ACTUAL	Future target 2007/08	Future target 2008/09	Future target 2009/10
ONE COMMUNITY: Community Engagement: Environment & Culture Service								
BV089 % of residents satisfied with Litter and Refuse (MORI Survey every three years)	51.00 03/04	65.00	65.00	★	✓	N/A	N/A	75.00
BV090a % of residents satisfied with Refuse overall (MORI Survey every three years)	73.00 03/04	81.00	70.00	★	✓	N/A	N/A	95.00
BV090b % of residents satisfied with Recycling (MORI Survey every three years)	51.00 03/04	56.00	70.00	▲	✓	N/A	N/A	85.00
BV090c % of residents satisfied with - Civic Amenity Site (MORI Survey every three years)	50.00 03/04	64.00	65.00	●	✓	N/A	N/A	85.00
BV111 % of residents satisfied with - Planning Applications (MORI Survey every three years)	49.00 03/04	67.00	60.00	★	✓	N/A	N/A	65.00
BV119 % of residents satisfied with Sports & Leisure facilities (MORI Survey every three years)	38.00 03/04	39.00	39.00	★	✓	N/A	N/A	43.00
BV119 % of residents satisfied with Library (MORI Survey every three years)	56.00 03/04	67.00	64.00	★	✓	N/A	N/A	73.00
BV119 % of residents satisfied with Museum/ Galleries (MORI Survey every three years)	25.00 03/04	21.00	35.00	▲	✗	N/A	N/A	45.00
BV119 % of residents satisfied with concert halls (MORI Survey every three years)	29.00 03/04	23.00	23.00	▲	✗	N/A	N/A	40.00
BV119 % of residents satisfied with Parks Open Space (MORI Survey every three years)s	66.00 03/04	71.00	71.00	★	✓	N/A	N/A	71.00
ONE COMMUNITY: Building our Capacity: Finance & Corporate Resources								
BV156 % LA public buildings with disabled access	80.00	82.00	82.00	★	✓	84.00	86.00	86.00
ONE COMMUNITY: Building our Capacity: Human Resources								
BV002a.Equality Standard Level	2	2	2	★	✓	3	4	5
BV002b The duty to promote race equality % achieved against check list	84.20	84.20	100.00			100.00	100.00	100.00

	2005/06 ACTUAL	2006/07 ACTUAL	2006/07 TARGET	Did we achieve the target?	Direction of travel ACTUAL	Future target 2007/08	Future target 2008/09	Future target 2009/10
ONE COMMUNITY: Building our Capacity: Human Resources								
BV011a.% of women in top 5% earners	43.94	44.72	44.00	★	✓	45.00	48.00	50.00
BV011b. % black/ethnic minorities in top 5% earners	18.67	17.35	20.00	▲	✗	20.00	22.00	24.00
BV011c.% of staff with a disability in top 5%: earners	4.71	4.49	5.00	▲	✗	5.50	6.00	6.50
BV012 Days / shifts lost to sickness	7.18	7.43	7.00	▲	✗	7.00	7.00	6.00
BV014 % early retirements	0.13	0.29	0.20	▲	✗	0.20	0.20	0.20
BV015 % Ill health retirements	0.14	0.13	0.20	★	✓	0.20	0.20	0.20
BV016a % of Disabled employees	4.09	4.21	4.50	●	✓	4.50	4.50	4.50
BV016b % Economically active disabled people in area (based on census data calculation)	13.29	13.29	N/A	★	N/A	N/A	N/A	N/A
BV017a % of staff from ethnic minorities as a % of workforce	49.07	49.89	53.14	▲	N/A	N/A	N/A	N/A
BV017b % of economically active persons in area from ethnic minorities in local area	53.14	53.14	N/A	★	N/A	N/A	N/A	N/A
ONE COMMUNITY: Building our Capacity: Finance & Corporate Resources: Revenue & Benefits								
BV008 Invoices paid within 30 days	82.00	85.00	86.00	●	✓	88.00	91.00	94.00
BV009 % of council tax collected	93.56	94.17	94.00	★	✓	94.00	93.75	94.00
BV010 % of national non domestic rates (NNDR) collected	98.29	98.66	98.30	★	✓	98.70	98.80	99.00

	2005/06 ACTUAL	2006/07 ACTUAL	2006/07 TARGET	Did we achieve the target?	Direction of travel ACTUAL	Future target 2007/08	Future target 2008/09	Future target 2009/10
ONE COMMUNITY: Building our Capacity: Finance & Corporate Resources								
BV157 % e-government % e-enabled interactions	100.00	100	100	★	→	N/A	100.00	100.00
ONE COMMUNITY: Building our Capacity: Environment & Culture								
BV084a. Household Waste collected per head of pop in kg	412.00	406.00	411.00	★	✓	410.00	409.00	409.00
BV086 Cost of waste collection per household	81.60	80.23	68.00	▲	✓	70.00	72.00	72.00

Brent Council's Performance Plan 2007-2008

If you would like to make any comments or suggestions about this plan, or if you would like further information, please contact us at:

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