



**Cabinet  
16 March 2015**

**Report from  
Chief Operating Officer**

Wards Affected:  
ALL

## **Performance Report, Quarter 3 2014/15**

### **1.0 Introduction**

1.1 The Borough Plan for 2013 - 2014 was agreed by Full Council in June 2013. It sets out six priorities for Brent as follows:

- Building a Strong Community
- Promoting Jobs, Growth and Fair Pay
- Making Brent Safer, Cleaner and Greener
- Improving Health & Wellbeing
- Better Lives for Children and Families
- Developing Better Ways of Working

1.2 The Borough Plan is an overarching plan which sets out our vision for the borough. It is part of a suite of plans which, together with the council's Corporate Plan, departmental plans, and individual targets and appraisals, establish the golden process thread for all council activity.

1.3 The purpose of this report is to provide the Cabinet with a corporate overview of performance information linked to the current priorities for Brent, to support informed decision-making, and to manage performance effectively.

- 1.4 The performance measures included within the report represent those considered to be most relevant to tracking achievement against the six corporate priorities for Brent. Where available, quartile and benchmarking information has been used to inform target setting. Annual performance measures will only be reported when new performance data becomes available.
- 1.5 The performance measures included within this report represent a small subset of those measured within the council. A wider range of performance measures are tracked within each council department, through the One Council programme and by Partners for Brent.
- 1.6 Additional performance measures may be included, by exception, if performance levels highlight particular achievements to be celebrated, or present risks associated with the realisation of Brent's priorities.
- 1.7 A new Borough Plan for the period 2015 – 2019 is being developed and will be adopted for the new financial year 2015 - 16. As part of this process local people have been consulted on their priorities for Brent through a number of mechanisms. New performance measures will be incorporated into the 2015 - 16 reporting as appropriate, to reflect the new priorities identified.
- 1.8 A recent enhancement to the iCasework complaints management software now gives us a more comprehensive picture of complaint response rates across the Council. Until now, the performance figure has been based on an analysis of complaints, where the response was sent out within the period in question. With effect from this quarter, the performance figure will be derived from an analysis of complaints responded to in time during the period, together with complaints that remained unanswered where the response deadline fell within the reporting period. The new approach represents a more rounded view of performance.
- 1.9 A summary list of high risk indicators for Quarter 3 can be found below::

<b>Jobs, Growth and Fair Pay</b>	<ul style="list-style-type: none"> <li>• Minor planning applications determined within 8 weeks.</li> <li>• Other planning applications determined within 8 weeks.</li> </ul>
<b>Safer, Cleaner and Greener</b>	<ul style="list-style-type: none"> <li>• Kilograms of household waste collected.</li> <li>• Municipal waste sent to landfill (tonnes).</li> </ul>

<b>Improving Health and Wellbeing</b>	<ul style="list-style-type: none"> <li>• % of safeguarding adults investigations which are inconclusive.</li> </ul>
<b>Better Lives</b>	<ul style="list-style-type: none"> <li>• Children applying for Reception Years 1 &amp; 2 who have not been offered a place within 4 weeks.</li> <li>• Stability of placements of LAC: 3 or more placement moves.</li> </ul>
<b>Better Working</b>	<ul style="list-style-type: none"> <li>• % of stage 1 complaints responded to in time.</li> <li>• % of FOIs responded to in time.</li> <li>• % of lesbian, gay &amp; bisexual staff.</li> <li>• Total agency spend as a proportion of council pay bill.</li> </ul>

## 2.0 Recommendations

2.1 The Corporate Management Team has been asked to:

- a. Note the performance information contained in this report and agree remedial actions as necessary.
- b. Consider the current and future strategic risks associated with the information provided and agree remedial actions as appropriate.
- c. Challenge progress with responsible officers as necessary.
- d. Note the recent changes in methodology to the complaints performance indicators (statutory and corporate).

## 3.0 Financial implications

None.

## 4.0 Legal implications

4.1 Under section 4 of the Local Government Act 2000, every local authority in England must prepare a sustainable communities strategy for promoting or improving the economic, social and environmental well-being of their area and contributing to the achievement of sustainable development in the United Kingdom. A local authority may modify its sustainable communities strategy from time to time. When preparing or modifying its strategy, a local authority must consult with and seek the participation of "each partner authority" it considers appropriate, and any other person the local authority considers

appropriate. The council's Borough Plan 2013-14 is the council's current strategy pursuant to section 4 of the Local Government Act 2000.

- 4.2 In table 3 of part 4 of the council's constitution, it states that the Cabinet is responsible for formulating and preparing the sustainable communities strategy and then submitting the same to Full Council for consideration and adoption or approval. The sustainable communities strategy constitutes part of the policy framework. The council's Borough Plan 2013-14 was approved by Full Council in 2013.

## **5.0 Diversity implications**

- 5.1 There are no direct diversity implications. However the report includes performance measures related to the council's diversity objectives and is part of the framework for ensuring delivery of these key outcomes.

## **6.0 Contact officers**

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