

 <b>Brent</b>	<p style="text-align: center;"><b>Cabinet</b></p> <p style="text-align: center;">16 November 2015</p> <p style="text-align: center;"><b>Report from Chief Operating Officer</b></p>
<p style="text-align: right;">Wards Affected: ALL</p>	
<p><b>Performance Report, Q1 and Q2, 2015/16</b></p>	

## 1.0 Introduction

- 1.1 The Borough Plan for 2015-16 was agreed by Full Council in May 2015. It sets out three priorities for Brent as follows:
- Better Lives
  - Better Place
  - Better Locally
- 1.2 The Corporate Plan adds an additional, internally focussed priority:
- Better Ways of Working
- 1.3 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.
- 1.4 The purpose of this report is to provide 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.
- 1.5 This is the first year of performance reporting under the new Performance Framework aligned to the Borough and Corporate Plans for 2015-16.
- 1.6 The performance measures included within the report represent those considered to be most relevant to tracking achievement against the four

corporate priorities for Brent. Where available, quartile and benchmarking information has been used to inform target setting.

- 1.7 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.
- 1.8 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.
- 1.9 This Quarter reflects a tighter suite than Quarter 1 due to the revision of relevant indicators under each priority and their respective processes.
- 1.10 The report contains both quarterly and monthly indicator tables under each priority. Annual performance measures are reported when new performance data becomes available.
- 1.11 Where measures have a Red RAG status, commentary is mandatory in line with the new Performance Framework and is included in the tables.
- 1.12 Overall in Quarter 2, there are 89 indicators which have a Green, Amber or Red RAG status. 44 (49%) are currently on target (Green RAG). 21 (24%) are just below target (Amber RAG) and 24 (27%) are well below target (Red RAG).
- 1.13 A summary list of Red RAG status indicators can be found below:

<b>Better Lives</b>	<ul style="list-style-type: none"><li>• R&amp;G - Number of employers in Brent receiving London Living Wage accreditation, compared to London average.</li><li>• R&amp;G - No. of people entering employment on St Raphael's Estate as a result of WPCB intervention.</li><li>• R&amp;G – New primary school places created.</li><li>• CYP - Number of secondary schools that are judged good or outstanding by Ofsted</li><li>• CYP - Percentage of Looked After Children with an up to date Personal Education Plan</li><li>• CYP - Percentage of social workers on a permanent contract</li><li>• ASC - Percentage of Safeguarding Adults investigations which are inconclusive.</li><li>• ASC - The outcome of short-term services: sequel to service (REABLEMENT).</li></ul>
---------------------	---

	<ul style="list-style-type: none"> <li>• ASC - Proportion of adults with a learning disability in paid employment</li> <li>• ASC - Proportion of adults with a learning disability who live in their own home or with their family</li> <li>• ASC - Proportion of people who use services that receive a direct payment</li> </ul>
<b>Better Place</b>	<ul style="list-style-type: none"> <li>• COO - Tonnes of municipal waste sent to landfill</li> <li>• R&amp;G - New council homes planned</li> <li>• R&amp;G - New affordable housing starts (GLA data)</li> <li>• R&amp;G - Dwellings improved through enforcement action</li> <li>• R&amp;G - Empty properties brought back into use</li> <li>• R&amp;G - Average re-let time minor voids (days)</li> <li>• R&amp;G – Households in non self contained B&amp;B for more than 6 weeks</li> <li>• R&amp;G – Number of households in B&amp;B</li> </ul>
<b>Better Locally</b>	<ul style="list-style-type: none"> <li>• COO - Percentage of telephone calls answered by BCS</li> <li>• COO - Percentage of stage 1 complaints responded to within timescale</li> </ul>
<b>Better Ways of Working</b>	<ul style="list-style-type: none"> <li>• COO - Percentage of black and minority ethnic staff (PO8 and above)</li> <li>• COO -% of disabled staff</li> <li>• COO -% of lesbian, gay and bisexual staff.</li> </ul>

## 2.0 Recommendations

2.1 Cabinet 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.

## 3.0 Financial implications

None.

## 4.0 Legal implications

4.1 The Council's Borough Plan for 2015-16 was approved by Full Council in May 2015 and forms part of the Council's Policy Framework.

## **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**

Peter Gadsdon, Operational Director, Strategic Commissioning, Brent Civic Centre, Engineers Way, Wembley, Middlesex, HA9 0FJ. 020 8937 1045

LORRAINE LANGHAM  
Chief Operating Officer