



Quarterly Performance Digest

Quarter Four
January - March 2003

POLICY & REGENERATION UNIT
LONDON BOROUGH OF BRENT

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SERVICE AREA	BV	DEFINITION	PAGE:
CORPORATE CENTRE			1
Corporate Finance	8	Percentage of undisputed invoices paid within 30 days	2
HR	11a	Percentage of top 5% of earners that are women	2
HR	11b	Percentage of top 5% of earners from black & minority ethnic communities	3
HR	12	The number of working days/shifts lost due to sickness absence per quarter per employee	3
HR	16a	Percentage of LA employees declaring that they meet the DDA 1995 disability definition	4
HR	17a	The percentage of local authority employees from minority ethnic communities compared with the percentage of the economically active minority ethnic community population in the authority area.	4
Revenue & Benefits	78a	Speed of Processing: Average time for processing new claims for Council tenants HB/CTB in days	5
Revenue & Benefits	78b	Speed of Processing: Average time for processing change in circumstances in days	5
Revenue & Benefits	78c	Speed of Processing: Average time for processing percentage of renewal claims processed on time	6
Revenue & Benefits	79a	Accuracy of processing: Percentage of cases for which the calculation of the amount of benefit due was correct on the basis of the information available for the determination for a sample of cases checked post-determination	6
Revenue & Benefits	79b	Accuracy of processing: Percentage of recoverable overpayments (excluding Council Tax Benefits) that were recovered in the year	7
PRU	126	Domestic burglaries per 1,000 household	7
PRU	127a	Violent crimes per 1,000 population, broken down to show: violent offences committed by a stranger	8
PRU	127b	Violent crimes per 1,000 population, broken down to show: Violent offences committed in a public place	8
PRU	127c	Violent crimes per 1,000 population, broken down to show: Violent offences committed in connection with a licensed premises	9
PRU	127d	Violent crimes per 1,000 population, broken down to show: Violent offences committed under the influence	9
PRU	127e	Robberies per 1,000 population	10
PRU	128	Vehicle crimes per 1,000	10
PRU	Corp 5a	The number of complaints to an Ombudsman classified as Maladministration	11
PRU	Corp 5b	The number of complaints to an Ombudsman classified as Local settlement	11
Communications	Corp 6	Average attendance at Area Consultative Forums	12

SERVICE AREA	BV	DEFINITION	PAGE:
EDUCATION ARTS & LIBRARIES	43a	Percentage of statements of special educational need issued by the authority in a financial year and prepared within 18 weeks (a) excluding those affected by “exceptions to the rule” under the SEN Code of Practice	13
	43b	(b) including those affected by “exceptions to the rule” under the SEN Code of Practice	14
	170a	The number of visits to/usage’s of museum per 1,000 population	14
	170b	The number of those visits that were in person per 1,000 population	15
ENVIRONMENTAL SERVICES	82a	Total tonnage of household local waste arising – percentage recycled	16
	84	Number of Kilograms of household waste collected per head	17
	91	Percentage of population resident in the authority’s area which are served by a kerbside collection of recyclables	17
	109a	Percentage of applications determined as – 60% of major applications in 13 weeks	18
	109b	Percentage of applications determined as – 65% of minor applications in 8 weeks	18
	109c	Percentage of applications determined as – 80% of other applications in 8 weeks	19
	165	The percentage of pedestrian crossings with facilities for disabled people	19
	ES 1	The percentage of missed refuse collections put right by the end of the next working day as a % of the number of missed collections	20
	ES 2	Routine Food Sampling: number of Food Samples taken as % of WHO (World Health Organisation) recommended sampling rate for the Borough	20
	ES 3	The percentage of consumer protection complaints and requests for services responded to within the target time (3 working days).	21
	ES 4	% of customer (requests for Births & Deaths registration) seen within 20 minutes	21
	ES 5	% of customer (requests for Notice of intended marriage) seen within 20 minutes	22
	ES 6	% of customer (requests for certificates) seen within 20 minutes	22
	ES 7	% of postal applications dealt with within 24 hours	23

SERVICE AREA	BV	DEFINITION	PAGE:
HOUSING SERVICE	62	The proportion of unfit private sector dwellings made fit or demolished as a direct result of action by local authority	25
	66a	Local authority rent collection and arrears: proportion of rent collected	25
	183a	The average length of stay in bed & breakfast accommodation in whole weeks	26
	183b	The average length of stay in hostel accommodation of households which include dependent children or a pregnant women and are unintentionally homeless and in priority need in whole weeks	26
	185	% of responsive (but not emergency) repairs during 02/03 for which the LA both made and kept an appointment	27
	SOCIAL SERVICE	49	Stability of children looked after by LA by reference to the % of children looked after on 31 March in any year with three or more placements during the year
54		Older people (aged 65 or over) helped to live at home per 1,000 population aged 65 or over	29
55		Clients receiving a review as a percentage of adult clients receiving a service	29
56		Percentage of items of equipment costing less than £1,000 delivered within 3 weeks	30
58		The percentage of people receiving a statement of their needs and how they will be met	30
162		Reviews of child protection cases	31
SS 9		Adults with mental health problems helped to live at home per 1000 population	31
SS 12		Adults with physical disabilities helped to leave at home per 1000 population	32
SS 13		Adults with learning disabilities helped to live at home per 1000 adults aged 18 -64	32
SS 19		Learning disability day centre occupancy	33
SS 20		Total number of learning disability day centre users job trained/coached	33
SS 25		Percentage of occupancy at day centre for people with physical disabilities	34
SS 26		The percentage of children registered during the year on the Child Protection Register who had been previously registered	34
SS 27		Number of young people under 10 years of age in foster placements or placed for adoption	35