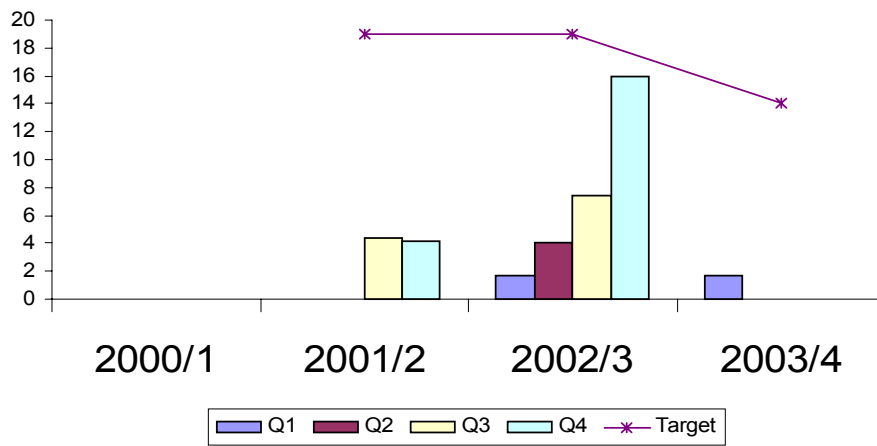
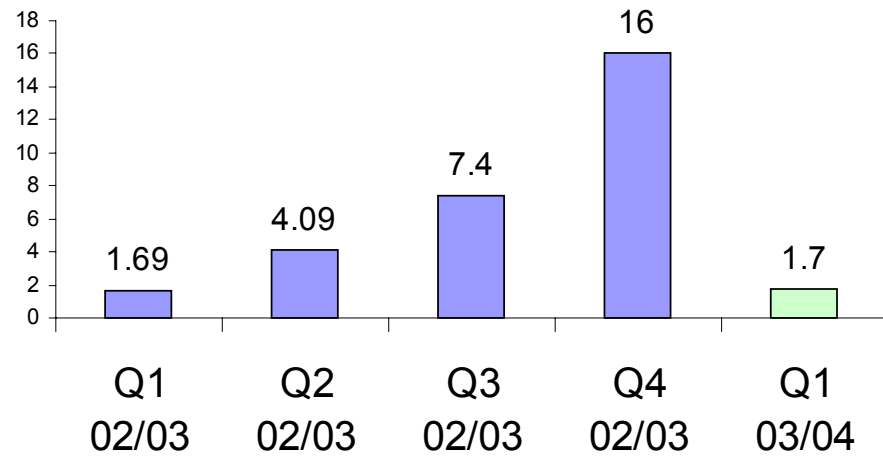
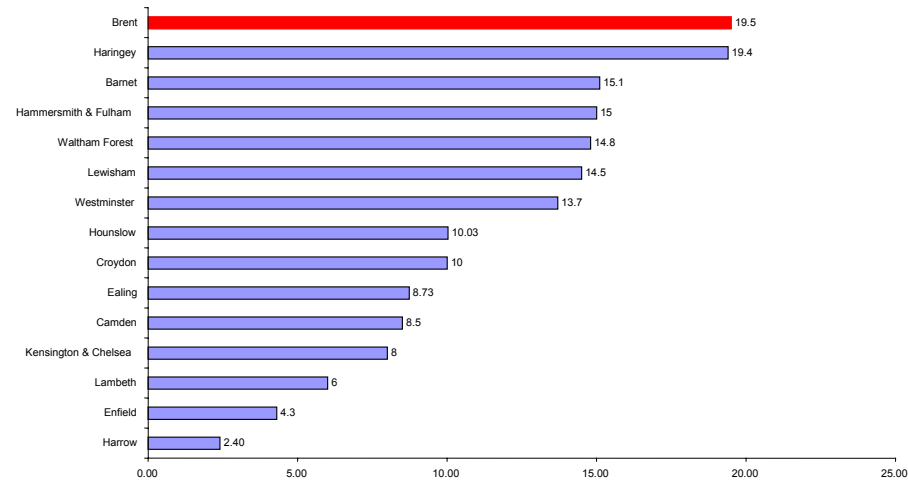


BV 49 Percentage of children looked after 3+ Placements

DIRECTOR JENNY GOODALL

A	QUARTERLY PERFORMANCE 2000/1 TO 2003/4	RESPONSIBILITY																																	
	Annual Target 14.0%	Officer	Ronnie Ferguson	Title	Case Tracking Officer Children's Services Resources																														
		The figure for quarter 1 was 1.7 as only 6 children have been placed 3 times so far in this financial year. Work carried out with officers in Children's Services in the past year has resulted in the recent introduction of more robust processes to ensure all activity is being captured. This may result in some deterioration in performance during this year.																																	
		Executive Member		Cllr. Ralph Fox																															
		It is important to know why placements fail and work to understand this should continue whether or not our improved performance against the indicator is sustained.																																	
 <table border="1"><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>2000/1</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr><tr><td>2001/2</td><td>0</td><td>0</td><td>4.5</td><td>4.0</td><td>14.0</td></tr><tr><td>2002/3</td><td>1.5</td><td>4.0</td><td>7.5</td><td>16.0</td><td>14.0</td></tr><tr><td>2003/4</td><td>1.5</td><td>0</td><td>0</td><td>0</td><td>14.0</td></tr></tbody></table>						Year	Q1	Q2	Q3	Q4	Target	2000/1	0	0	0	0	0	2001/2	0	0	4.5	4.0	14.0	2002/3	1.5	4.0	7.5	16.0	14.0	2003/4	1.5	0	0	0	14.0
Year	Q1	Q2	Q3	Q4	Target																														
2000/1	0	0	0	0	0																														
2001/2	0	0	4.5	4.0	14.0																														
2002/3	1.5	4.0	7.5	16.0	14.0																														
2003/4	1.5	0	0	0	14.0																														
B	PERFORMANCE AGAINST PRECEDING FOUR QUARTERS		C	*2001/02 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGH																															



BV 54 Older people helped to live at home per 1000

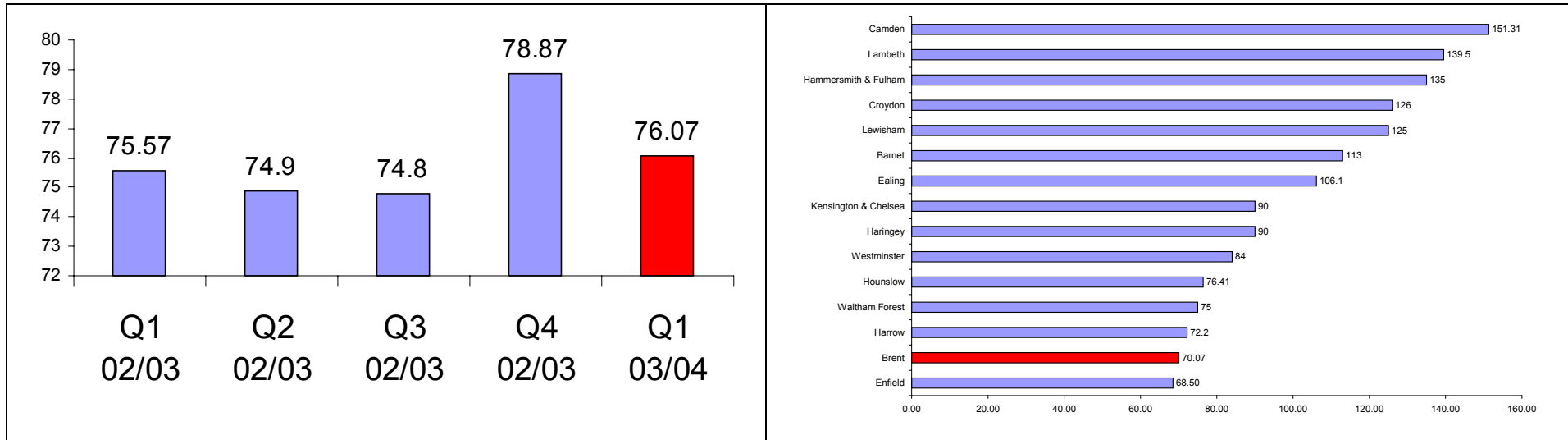
DIRECTOR JENNY GOODALL

A	QUARTERLY PERFORMANCE 2000/1 TO 2003/4	RESPONSIBILITY																																	
<p>Annual Target 75</p> <table><caption>Quarterly Performance Data (Estimated)</caption><thead><tr><th>Financial Year</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th><th>Target</th></tr></thead><tbody><tr><td>2000/1</td><td>-</td><td>-</td><td>-</td><td>63</td><td>-</td></tr><tr><td>2001/2</td><td>68</td><td>65</td><td>67</td><td>70</td><td>62</td></tr><tr><td>2002/3</td><td>72</td><td>67</td><td>68</td><td>73</td><td>70</td></tr><tr><td>2003/4</td><td>75</td><td>-</td><td>-</td><td>-</td><td>75</td></tr></tbody></table>		Financial Year	Q1	Q2	Q3	Q4	Target	2000/1	-	-	-	63	-	2001/2	68	65	67	70	62	2002/3	72	67	68	73	70	2003/4	75	-	-	-	75	Officer	Ros Howard	Title	Service Unit Mgr Community Care Older People Services
		Financial Year	Q1	Q2	Q3	Q4	Target																												
		2000/1	-	-	-	63	-																												
		2001/2	68	65	67	70	62																												
2002/3	72	67	68	73	70																														
2003/4	75	-	-	-	75																														
Our figures for the last 4 quarters have been adjusted as we have not previously included the home bathing service. The fall off in performance in the first quarter of this year is because we are having to give priority to the assessment of older people awaiting discharge from hospital because from January we will be fined if discharge is delayed. The majority of these older people require nursing home or residential placements.																																			
Executive Member		Cllr. Ralph Fox																																	
Senior Managers in the Social Services Department are having to make difficult decisions about where to target resources because of the decision to impose fines for delayed hospital discharge. This means that until we are clearer about the impact of fines it will be difficult for us to improve further against this indicator.																																			

B	PERFORMANCE AGAINST PROCEEDING FOUR QUARTERS	C	*2001/02 *ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGH
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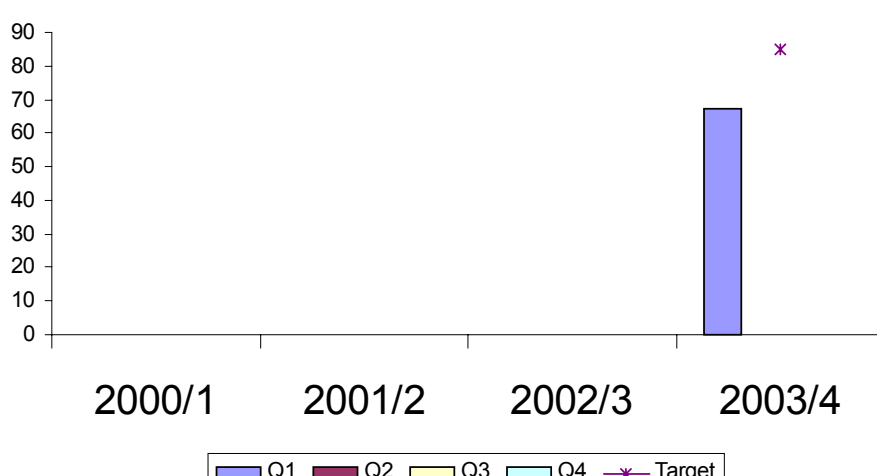
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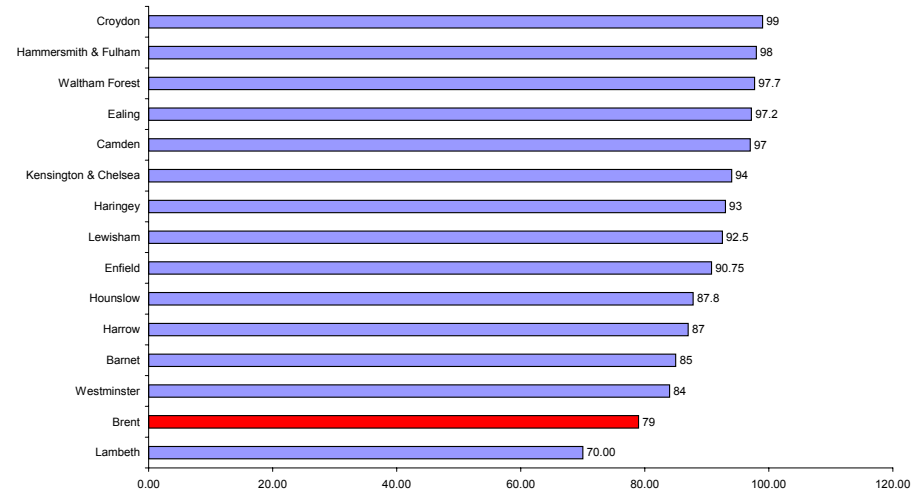
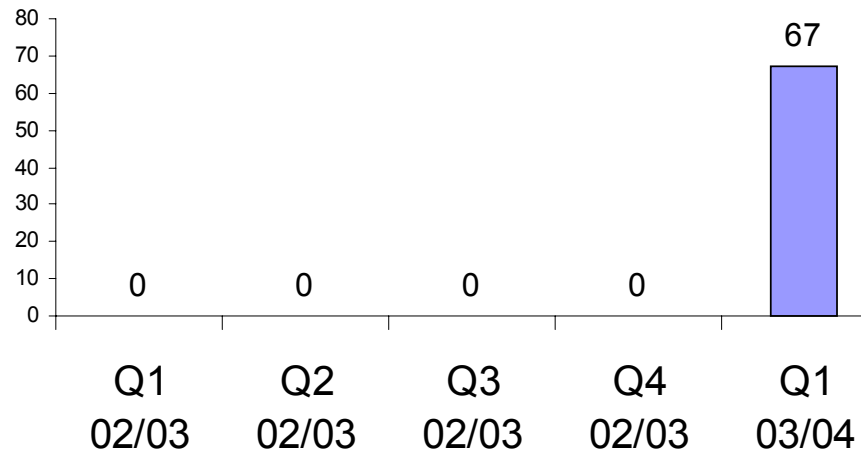


BV 56 Percentage of items of equipment delivered within 7 days

DIRECTOR JENNY GOODALL

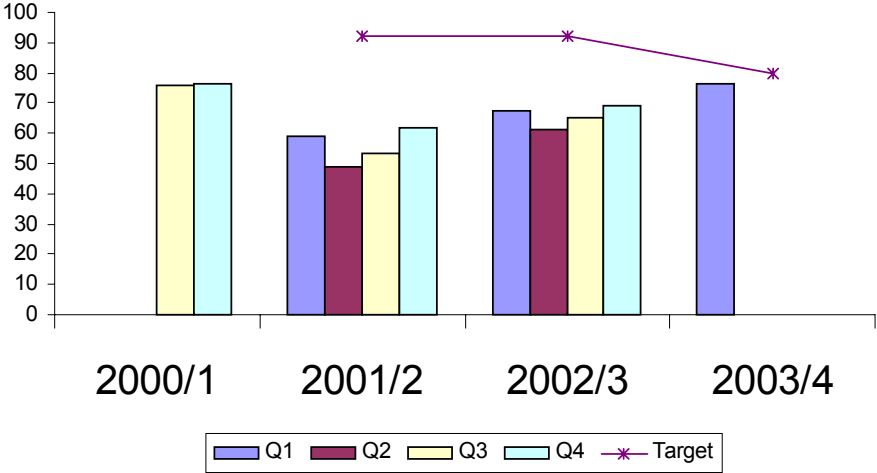
A	QUARTERLY PERFORMANCE 2000/1 TO 2003/4		RESPONSIBILITY																																	
	<div>Annual Target 85.0%</div>  <table border="1"><thead><tr><th>Quarter</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th><th>Target</th></tr></thead><tbody><tr><td>2000/1</td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>2001/2</td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>2002/3</td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>2003/4</td><td>68</td><td></td><td></td><td></td><td>85</td></tr></tbody></table>		Quarter	Q1	Q2	Q3	Q4	Target	2000/1						2001/2						2002/3						2003/4	68				85	Officer	Diane Brown	Title	Service Unit Manager Community Care- Physical Disabilities
			Quarter	Q1	Q2	Q3	Q4	Target																												
			2000/1																																	
2001/2																																				
2002/3																																				
2003/4	68				85																															
Please note that the definition for this indicator changed in 2003/04 to 7 working days. Improved Performance against this indicator is expected as the full impact of improved resources and improvements in procedure are seen to take full effect.																																				
Executive Member		Cllr. Ralph Fox																																		

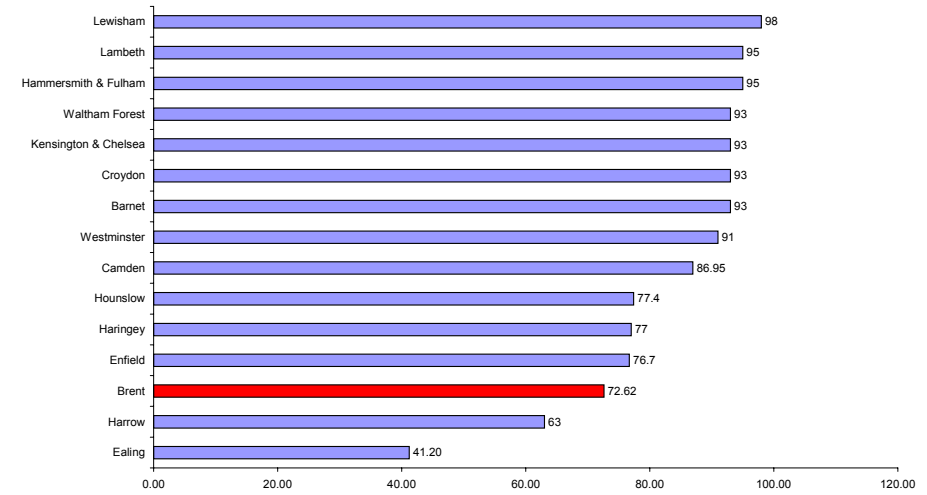
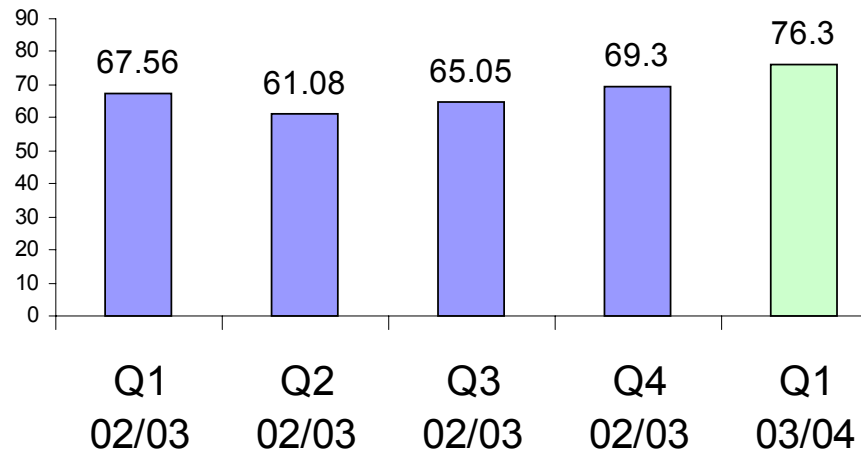
B	PERFORMANCE AGAINST PROCEEDING FOUR QUARTERS		C	*2001/02 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHs	
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BV 58 Percentage of people receiving a statement of their needs

DIRECTOR JENNY GOODALL

A	QUARTERLY PERFORMANCE 2000/1 TO 2003/4	RESPONSIBILITY																																	
	Annual Target 80.0%	Officer	All Adult Service Units	Title	Various																														
		The trend shows gradual improvement against this indicator over the past year. Elders and Brent Mental Health Service show extremely strong performance, Adult physical disability and learning disability show poor performance. All Adult Services																																	
		Executive Member		Cllr. Ralph Fox																															
		Work will continue to ensure that statements are being sent by Care Managers from all service units and that this activity is being properly recorded and reported.																																	
 <table border="1"><caption>Quarterly Performance Data (Estimated)</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>2000/1</td><td>-</td><td>-</td><td>75</td><td>75</td><td>-</td></tr><tr><td>2001/2</td><td>58</td><td>48</td><td>52</td><td>60</td><td>90</td></tr><tr><td>2002/3</td><td>65</td><td>60</td><td>65</td><td>68</td><td>90</td></tr><tr><td>2003/4</td><td>75</td><td>-</td><td>-</td><td>-</td><td>78</td></tr></tbody></table>						Year	Q1	Q2	Q3	Q4	Target	2000/1	-	-	75	75	-	2001/2	58	48	52	60	90	2002/3	65	60	65	68	90	2003/4	75	-	-	-	78
Year	Q1	Q2	Q3	Q4	Target																														
2000/1	-	-	75	75	-																														
2001/2	58	48	52	60	90																														
2002/3	65	60	65	68	90																														
2003/4	75	-	-	-	78																														
B	PERFORMANCE AGAINST PRECEDING FOUR QUARTERS																																		
C	*2001/02 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGH																																		



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> <table border="1"><thead><tr><th>Quarter</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th><th>Target</th></tr></thead><tbody><tr><td>2000/1</td><td>1.2</td><td></td><td></td><td></td><td>4.0</td></tr><tr><td>2001/2</td><td></td><td></td><td></td><td></td><td>4.0</td></tr><tr><td>2002/3</td><td></td><td></td><td></td><td></td><td>4.0</td></tr><tr><td>2003/4</td><td></td><td></td><td></td><td></td><td>4.0</td></tr></tbody></table>	Quarter	Q1	Q2	Q3	Q4	Target	2000/1	1.2				4.0	2001/2					4.0	2002/3					4.0	2003/4					4.0	Officer	Ronnie Ferguson	Title	Case Tracking Officer Children's Services Resources
		Quarter	Q1	Q2	Q3	Q4	Target																												
		2000/1	1.2				4.0																												
2001/2					4.0																														
2002/3					4.0																														
2003/4					4.0																														
This indicator was not available on a quarterly basis from the service unit in 2002-03. 1.2 represents 3 children in this quarter. Our performance is not yet improved against this indicator. However, approximately 60% of our population of looked after children are over 10 years old and very few children over 10 are considered for adoption. The annual target is set low to reflect the numbers involved.																																			
Executive Member		Cllr. Ralph Fox																																	
The development of more sophisticated local indicators could help us understand why it is difficult to improve performance. More detailed comparison with other London boroughs would assist us in benchmarking our performance against similar authorities. This should not prevent us from continuing to try to improve our performance.																																			

B	PERFORMANCE AGAINST PRECEDING FOUR QUARTERS	C	*2001/02 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHs
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