

**Quarterly Performance and Finance Review: Addendum
Quarter 1 2008/09**

Performance Information								
CC Vital Signs Housing and Community Care 2008/09								
	YTD Actual	YTD Target	YTD Alert	Distance between YTD Actual and Target	Q1 Actual	Target Q1	Annual Target	Good Performance Is?
CC CMP1 %of complaints escalated from stage 1 to 2	19.34	20.00	★	-0.66	19.34	20.00	20.00	Smaller is Better
CC CMP2 % stage 1 complaints responses in time	84.87	85.00	●	-0.13	84.87	85.00	85.00	Smaller is Better
BV064.02 No. of non-LA owned vacant dwellings returned to occupation/demolished	225.00	150.00	★	75.00	225.00	150.00	600.00	Bigger is Better
BV212 Average time to re-let	25.57	27.00	★	-1.43	25.57	27.00	27.00	Smaller is Better
CC Vital Signs Housing and Community Care 2008/09								
	YTD Actual	YTD Target	YTD Alert	Distance between YTD Actual and Target	Q1 Actual	Target Q1	Annual Target	Good Performance Is?
NI 130 Social Care clients receiving self directed support per 100,000 population	152.31	n/a	?	n/a	152.31	n/a	n/a	Bigger is Better
NI 131 D Average weekly rate of delayed transfers of care per 100,000	92.65	n/a	?	n/a	92.65	n/a	n/a	Smaller is Better
NI 132 % of clients for whom the assessment was completed in 28 calendar days	24.64	n/a	?	n/a	24.64	n/a	n/a	Bigger is Better
NI 133 D % of care packages delivery following assessment within 4 weeks for new clients (65+)	98.98	n/a	?	n/a	98.98	n/a	n/a	Bigger is Better
NI 135 D % of carers receiving needs assessment or review & a specific carer's service or advice & i	194.00	n/a	?	n/a	194.00	n/a	n/a	Bigger is Better
NI 136 D People supported to live independently through social services (all ages)	4070.57	n/a	?	n/a	4070.57	n/a	n/a	Bigger is Better
NI 142 D % of vulnerable people who are supported to maintain independent living	n/a	96.00	?	n/a	n/a	96.00	96.00	Bigger is Better
NI 149 D Percentage of adults receiving secondary mental health services in settled accommodation	21.91	n/a	?	n/a	21.91	n/a	n/a	Bigger is Better
NI 150 D Percentage of adults receiving secondary mental health services in employment	8.06	n/a	?	n/a	8.06	n/a	n/a	Bigger is Better
NI 156 D No of households living in temporary accommodation	3812.00	3824.00	★	-12.00	3812.00	3824.00	3573.00	Smaller is Better

Housing and Community Care comments should read:	
CC CMP 2 % stage 1 complaints responses on time	
Director:	Performance has improved considerably compared to the previous year. Unfortunately we have missed the target. HCC will continue to work towards improving performance
Lead member:	The department will continue to work to achieve the target.
Environment and Culture lead member comments should read:	
NI 192 % household waste sent for reuse, recycling or composting	We should meet the annual target after the introduction of compulsory recycling.
CMP2 D % Stage 1 complaints responses in time	This is slightly below target however this has to be balanced against the fact that a very good result was achieved in the number of complaints being escalated from Stage 1 to Stage 2, being just 10.5% against a target of 20%
NI 196 % Improved street and environmental cleanliness - fly-tipping	Work continues on increasing the volume of targeted enforcement action but the good news is that the level of flytipping continues to decline under this administration. Reported flytipping has plunged since last year and independant surveys prove our streets are cleaner then ever, thanks to Brent Council's investing in a first class waste service.
NI 195 % Improved street and environmental cleanliness - detritus	This administration continues to work hard to make our area cleaner, greener and safer and we are going in the right direction.

HCC CMP 2 % stage 1 complaints responses on time: Improvement Action Plan	
Key improvement actions	Timescale
A new complaints and representation officer has been recruited to monitor and regulate pending complaints.	Ongoing from May 08