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

Performance Information

	CC Vita	al Signs Ho	ousing and	d 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			_					Smaller is
escalated from stage 1 to 2	19.34	20.00	×	-0.66	19.34	20.00	20.00	Better
CC CMP2 % stage 1								Smaller is
complaints responses in time	84.87	85.00		-0.13	84.87	85.00	85.00	Better
BV064.02 No. of non-LA owned vacant dwellings returned to			*					Bigger is
occupation/demolished	225.00	150.00		75.00	225.00	150.00	600.00	
BV212 Average time to re-let	25.57	27.00	*	-1.43	25.57	27.00	27.00	Smaller is Better

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 152.31 n/a n/a 152.31 n/a n/a 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 Better NI 132 % of clients for whom the assessment was completed in 28 calendar days 24.64 n/a n/a n/a 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 98.98 n/a n/a 898.98 n/a n/a 194.00 n/a 898.98 n/a n/a 898.98 n/a n/a 194.00 n/a 194.00 n/a n/a 898.98 n/a n/a 898.98 n/a n/a 194.00 n/a n/a 898.98 n/a n/a 898.99 n/a n/a 898.98 n/a n/a n/a 898		CC Vital	Signs Hou	sing and	Community Care 20	008/09			
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 152.31 n/a n/a 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 Better NI 132 % of clients for whom the assessment was completed in 28 calendar days 24.64 n/a n/a 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 98.98 n/a n/a Better NI 136 D People supported to live independently through social services (all ages) NI 142 D % of vulnerable people who									Good
NI 130 Social Care clients receiving self directed support per 100,000 population 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 Better NI 132 % of clients for whom the assessment was completed in 28 calendar days 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 98.98 n/a n/a Better NI 135 D % of carer's 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 Better NI 136 D People supported to live independently through social services (all ages) 4070.57 n/a n/a Better		VCD A-t- I				01.1-	T 0.4		Performance
self directed support per 100,000 population 152.31 n/a n/a 152.31 n/a n/a 152.31 n/a n/a 152.31 n/a n/a n/a n/a n/a n/a n/a n/a		YID Actual	Target	Alert	Target	Q1 Actual	Target Q1	Target	IS?
population 152.31 n/a n/a 152.31 n/a n/a 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 92.65 n/a n/a 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 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 98.98 n/a n/a 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 Better NI 136 D People supported to live independently through social services (all ages) 4070.57 n/a n/a Better	2								p::
_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 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 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 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 Better NI 136 D People supported to live independently through social services (all ages) 4070.57 n/a n/a Better NI 142 D % of vulnerable people who	11 1 1	450.04	,		,	450.04	, ,	,	00
delayed transfers of care per 100,000 92.65 n/a n/a 92.65 n/a n/a Better NI 132 % of clients for whom the assessment was completed in 28 calendar days	population	152.31	n/a		n/a	152.31	n/a	n/a	Better
delayed transfers of care per 100,000 92.65 n/a n/a 92.65 n/a n/a Better NI 132 % of clients for whom the assessment was completed in 28 calendar days	NI 121 D Avorago wookly rate of								Smaller is
NI 132 % of clients for whom the assessment was completed in 28 calendar days		02.65	n/a		n/2	02.65	n/a	n/a	
assessment was completed in 28 calendar days NI 133 D % of care packages delivery following assessment within 4 weeks for new clients (65+) NI 135 D % of carers receiving needs assessment or review & a specific carer's service or advice & i NI 136 D People supported to live independently through social services (all ages) NI 142 D % of vulnerable people who		92.05	11/ d		II/ a	92.03	II/ a	11/ d	better
calendar days 24.64 n/a n/a 24.64 n/a n/a 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 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 Better NI 136 D People supported to live independently through social services (all ages) 4070.57 n/a n/a Better NI 142 D % of vulnerable people who				-01					Diagor is
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 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 Better NI 136 D People supported to live independently through social services (all ages) 4070.57 n/a n/a Better NI 142 D % of vulnerable people who		24.54	n/a		-/-	24.54	n/-	-/-	00
following assessment within 4 weeks for new clients (65+) NI 135 D % of carers receiving needs assessment or review & a specific carer's service or advice & i NI 136 D People supported to live independently through social services (all ages) NI 142 D % of vulnerable people who		24.04	II/ a		II/d	24.04	II/ d	II/ d	Better
for new clients (65+) 98.98 n/a n/a 98.98 n/a n/a 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 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 Better NI 142 D % of vulnerable people who				-					Diagos is
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 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 Better NI 142 D % of vulnerable people who	5	00.00	-1-			00.00	- /-	-1-	00
needs assessment or review & a specific carer's service or advice & i NI 136 D People supported to live independently through social services (all ages) VI 142 D % of vulnerable people who Rigger is Rigger is NI 142 D % of vulnerable people who Rigger is NI 142 D % of vulnerable people who	` '	98.98	n/a		n/a	98.98	n/a	n/a	Better
specific carer's service or advice & i 194.00 n/a n/a 194.00 n/a n/a 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 Better NI 142 D % of vulnerable people who	5			-01					a
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 Better NI 142 D % of vulnerable people who		404.00	,		,		,	,	00
independently through social services (all ages) VI 142 D % of vulnerable people who Single is the property of the people who is the peo		194.00	n/a		n/a	194.00	n/a	n/a	Better
(all ages) 4070.57 n/a n/a 4070.57 n/a Better NI 142 D % of vulnerable people who 14070.57 n/a 14070.57 n/a 14070.57 14									
NI 142 D % of vulnerable people who	. , ,			?!					55
	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \	4070.57	n/a		n/a	4070.57	n/a	n/a	Better
are supported to maintain ?									
	• •								Bigger is
independent living n/a 96.00 n/a n/a 96.00 96.00 Better		n/a	96.00		n/a	n/a	96.00	96.00	Better
NI 149 D Percentage of adults	_			21					
receiving secondary mental health	· ·			13					Bigger is
services in settled accommodation 21.91 n/a n/a 21.91 n/a n/a Better		21.91	n/a		n/a	21.91	n/a	n/a	Better
NI 150 D Percentage of adults	NI 150 D Percentage of adults								
	,			7					Bigger is
services in employment 8.06 n/a n/a 8.06 n/a n/a Better		8.06	n/a		n/a	8.06	n/a	n/a	Better
NI 156 D No of households living in Smaller	NI 156 D No of households living in			•					Smaller is
temporary accommodation 3812.00 3824.00 -12.00 3812.00 3824.00 3573.00 Better	temporary accommodation	3812.00	3824.00	^	-12.00	3812.00	3824.00	3573.00	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

rice cim = /o clage : complainte respenses cir til	mer miprovenient / tetrem i tan
Key improvement actions	Timescale
A new complaints and representation officer has been recruited to monitor and regulate pending complaints.	Ongoing from May 08