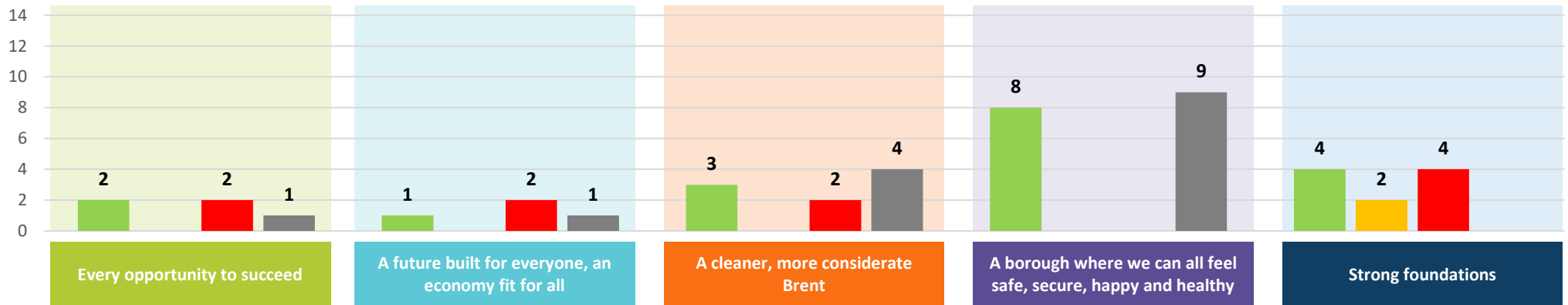
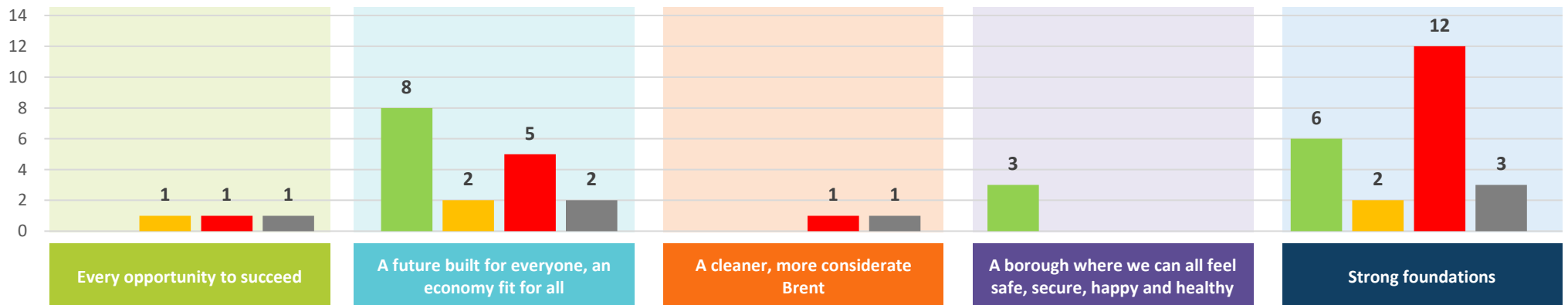


Corporate Performance Report December 2020

Borough Plan Performance Summary – Quarter 2 (July 2020 to September 2020)

All KPIs

KPIs for the Year 2 Delivery Plan

KPIs for Borough Plan Service Delivery Priorities


Corporate Performance Report December 2020

Borough Plan Performance Summary – Quarter 2 (July 2020 to September 2020)

Key for Performance Tables (all priorities)

Unless otherwise defined, performance information is assessed using the following tolerances to give a RAG rating:

Green		At target or exceeding target
Amber		0.01% - 5% outside target*
Red		Greater than 5% outside target*
Contextual		No target set
n/a		Data not available

**please note some indicators are set at a 10% tolerance due to national requirement*

The KPIs covering the Borough Plan service delivery priorities also have an indicator to show how the KPI is performing against target compared to the previous quarter:

▲	Performance has improved since previous quarter
—	Performance is the same as previous quarter
▼	Performance has declined since previous quarter
	Data for previous quarter not available

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Borough Plan: Year 2 Delivery Plan	Every opportunity to succeed	4
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Improvement in Key Stage results for boys of Black Caribbean heritage

CYP-INC002
Number of EHCPs maintained

Contextual		
2019/20 Outturn	Actual YTD	Target YTD
2,435	2,680	-

Contextual

Comments and Actions
Comments: There continues to be a consistent increase in the number of EHCPs as has been the long-term trend. A shift in focus to a demand management approach that focuses on improved early intervention is underway.

Lead Member: Cllr Mili Patel
Strategic Director: Gail Tolley

CYP-SSE001
Percentage of pupils attending Brent schools that are judged as being either good or outstanding

Green		
2019/20 Outturn	Actual YTD	Target YTD
96%	96%	95%

Bigger is better

Comments and Actions
Comments: There has been no change in this indicator since Q1.

Lead Member: Cllr Thomas Stephens
Strategic Director: Gail Tolley

Improvement in Key Stage results for looked-after children and care leavers

CYP-LAC003
Percentage of care leavers (19 -21 year olds) in education, employment or training (EET)

Red		
2019/20 Outturn	Actual YTD	Target YTD
54.0%	48.0%	57.0%

Bigger is better

Comments and Actions
Comments: Some young people have lost their jobs as a result of COVID-19, which impacts on performance. 39 young people are NEET within this reporting period: 6 young people are in custody and not engaging in training opportunities; 6 have immigration issues (of which 1 was granted status in September and is enrolling on a college course); 4 young people have mental health issues who require further support to engage in EET; 3 young people are parents who focus on looking after their children; 13 young people are not engaging in any EET opportunities despite the best efforts of their Personal Advisers; 7 young people are actively seeking employment or returning to college.
Actions: Active work with the cohort of 39 has resulted in 2 young people now being in work and 2 more are enrolled in college. 2 young people, who were reluctant to engage in EET activities, and 1 young person in custody are now considering their options. Robust tracking and monitoring activity is ensuring monthly oversight of this cohort. We are confident that support is in place to improve the number of care leavers in EET, such as ongoing work with Prospects, who provide targeted advice to care leavers, and Brent Virtual School.

Lead Member: Cllr Mili Patel
Strategic Director: Gail Tolley

CYP-LAC004
Rate of Looked After Children per 10,000 of population

Green		
2019/20 Outturn	Actual YTD	Target YTD
37.7	38.4	40.0

Smaller is better

Comments and Actions
Comments: The rate of looked after children has started to increase.

Lead Member: Cllr Mili Patel
Strategic Director: Gail Tolley

Improvement in Key Stage results for looked-after children and care leavers

CYP-LAC005
Stability of placements of Looked After Children: three or more placement moves (percentage)

Red		
2019/20 Outturn	Actual YTD	Target YTD
16.0%	13.1%	12.0%

Smaller is better

Comments and Actions
 Comments: There has been fewer placement breakdowns in Q2. Compared to the previous quarter, there has been improvement of over 3%.
 Actions: Robust tracking and monitoring activity as well as intensive support to young people in fragile placements (who have already had 2 placements in a year) is supporting placement stability.

Lead Member: Clr Mili Patel Strategic Director: Gail Tolley

Increase in housing supply

CWB-HSP005
New affordable homes delivered by Brent/Registered providers (RPs)/private developers in the period

Red		
2019/20 Outturn	Actual YTD	Target YTD
242	317	1,600

Bigger is better

Comments and Actions
Comments: 3.8 The Council has committed to an ambitious strategic housing target to deliver 5,000 new affordable homes over the five-year period 2019-24. Delivery of a total of 5,000 new affordable homes includes the provision of 1,000 homes by the Council by 31 March 2024. As at November 2020, a total of 6,355 new affordable homes are projected to be delivered. Of these, 954 have been delivered and a further 1,262 projected to be delivered this year. Of the 1,000 to be delivered directly by the Council (included in the 6,355), 229 have been delivered, 612 are currently onsite and a further 332 have been given planning consent and are now going through procurement for contractors. This shows that we are well on course to deliver above target, both in the overall and the Council specific targets. It is more challenging to project the number of homes to be delivered by Registered Providers and private developers because the Council is not in direct control. As such, the numbers will change from time to time. Projections become more accurate as time and site development progresses. Covid-19 has impacted on construction, causing delays in handover this year. However, the first tranche of handovers on the South Kilburn regeneration, providing 82 affordable new homes for local residents will come to fruition at the end of November.

Lead Member: Cllr Eleanor Southwood Strategic Director: Phil Porter

Increase level of inward investment achieved via the council

CEX-FIN001
Percentage of invoices paid on time

Green		
2019/20 Outturn	Actual YTD	Target YTD
74.4%	80.0%	80%

Bigger is better

Comments and Actions
Comments: The whole P2P process is currently being reviewed in detail with the goal of going live with a clean ledger and updated procedures in Oracle Cloud by Aug 2021. This is an ongoing project where continuous improvement is key to the success of the Cloud project.

Lead Member: Cllr Margaret McLennan Strategic Director: Minesh Patel

Keep traffic moving and roads and pavements in good repair

R&E-HIN004
Percentage of Category 2 defects repaired on time (Non-emergency repairs: response time to make highways/footways safe within 7-28 days)

Red		
2019/20 Outturn	Actual YTD	Target YTD
50.0%	67.0%	98.0%

Bigger is better

Comments and Actions
Comments: Over the last quarter our contractor has reported more obstructions on the highway than usual (due to increase in home working) resulting in delays, as they are often unable to complete the repair on the first visit. They also continue to be slow in updating the system upon completion of repair resulting in completed jobs being reported as late. CA have also experienced resource issues over this period as many of their workforce is eastern European and they have had to isolate when returning from their homeland.
Actions: We hold regular meetings with CA to improve performance in this area. We have provided a contact number for SERCO so they can arrange for obstructive vehicles to be removed within two hours to reduce abortive visits. We have also instructed CA to ensure completed jobs are updated on the system the same day to avoid completed works being recorded as late. CA have recently taken on sub contractors to ensure performance improves whilst they address Covid related resources issues.

Lead Member: Cllr Krupa Sheth Strategic Director: Alan Lunt

R&E-PAL003
Parking driver compliance: PCNs issued: Parking contraventions

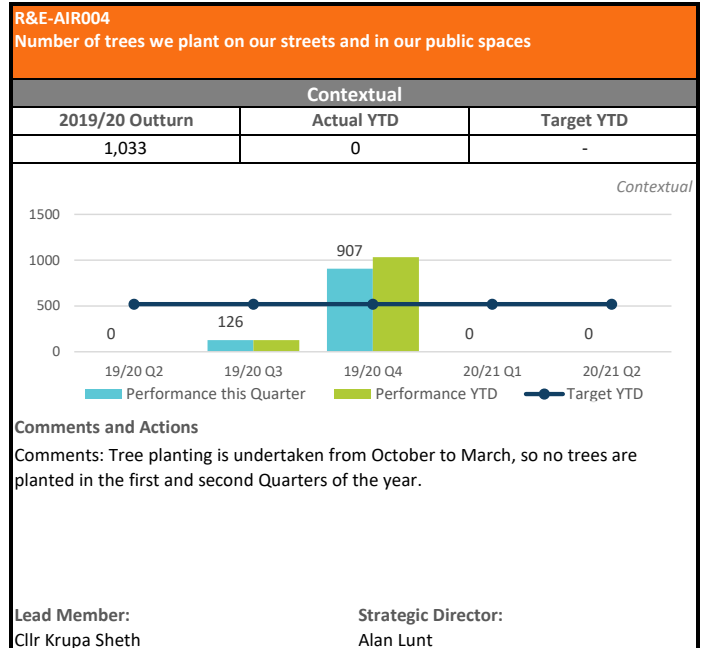
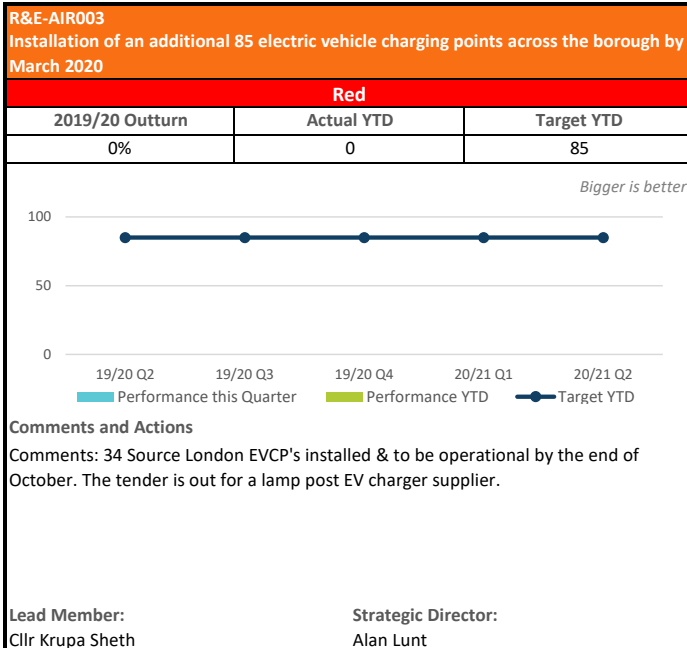
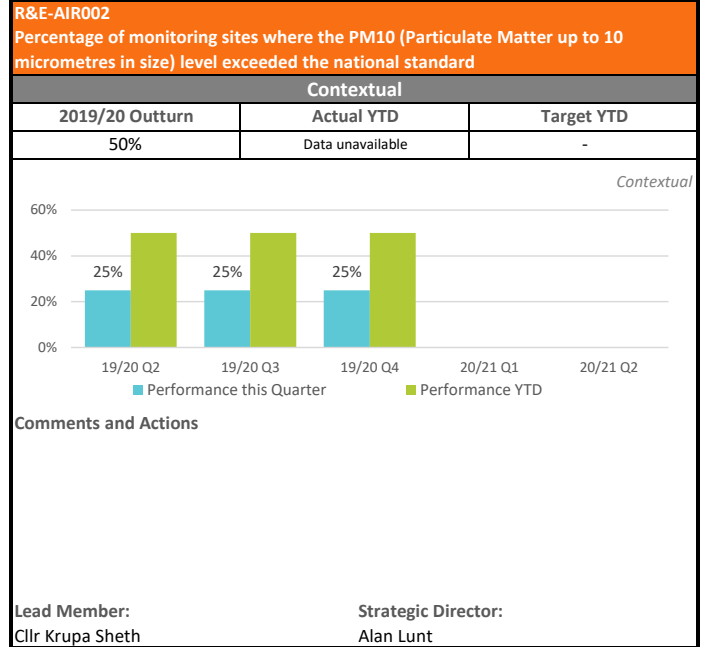
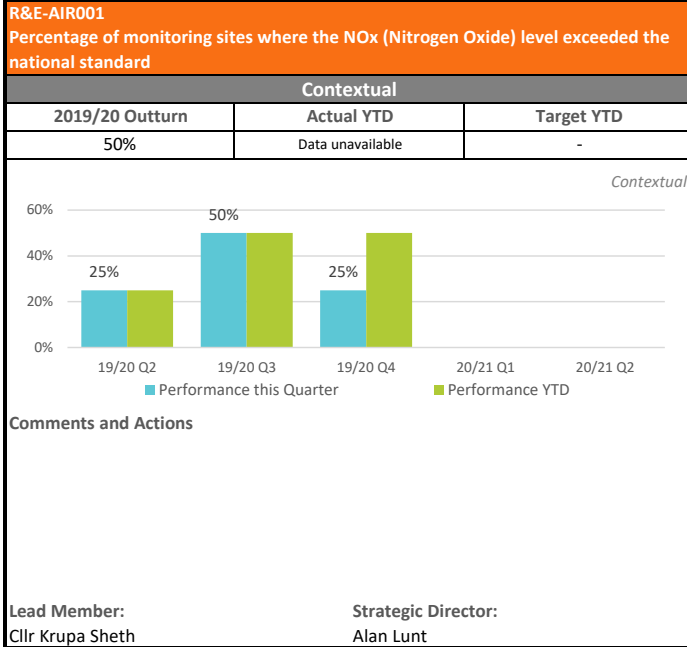
Contextual		
2019/20 Outturn	Actual YTD	Target YTD
117,658	50,225	-

Contextual

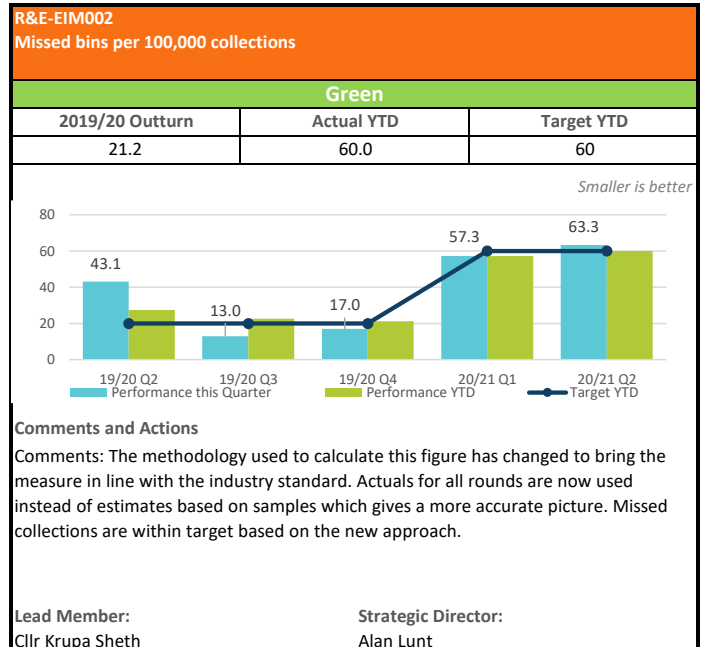
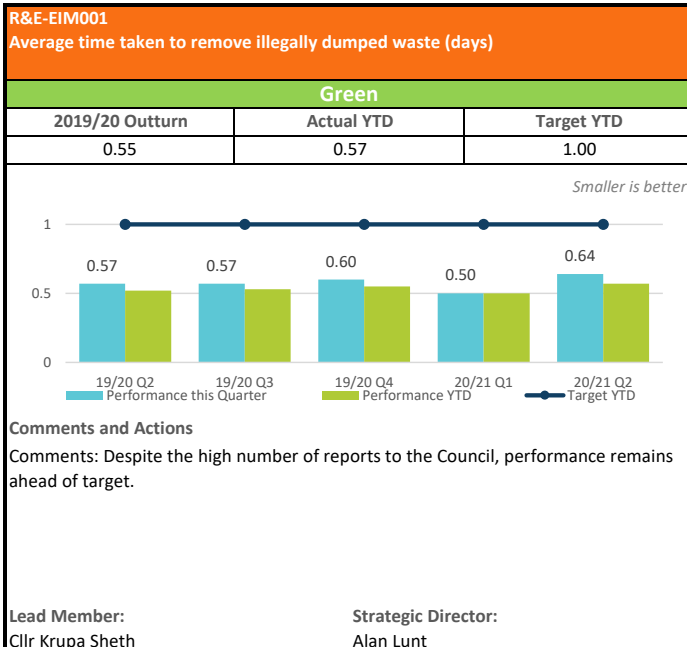
Comments and Actions
Comments: The Service is unable to set 'target expectations' this year due to the impact of COVID and the subsequent lockdown in Q1 resulting in reduced motoring activity.

Lead Member: Cllr Krupa Sheth Strategic Director: Alan Lunt

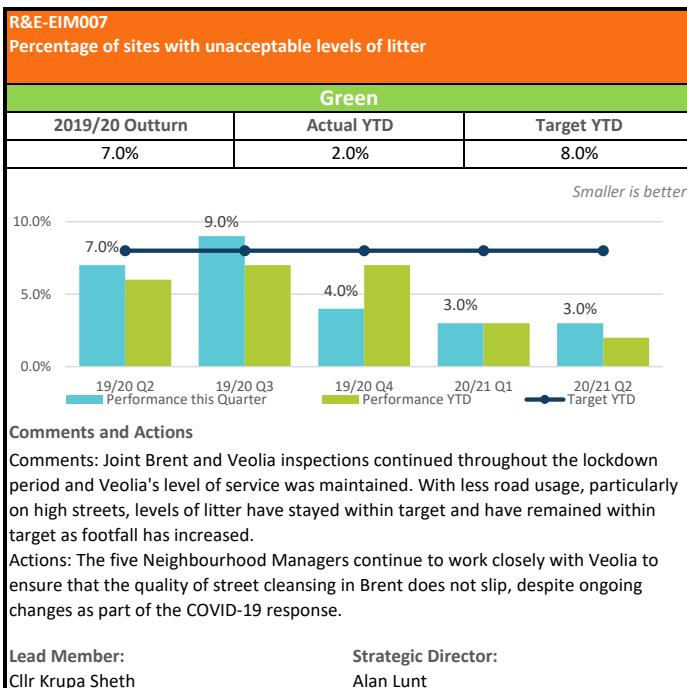
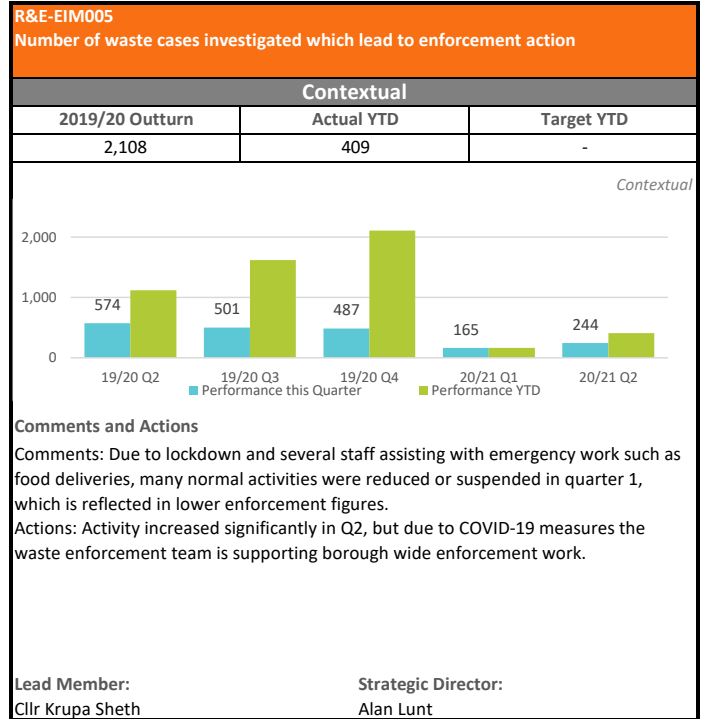
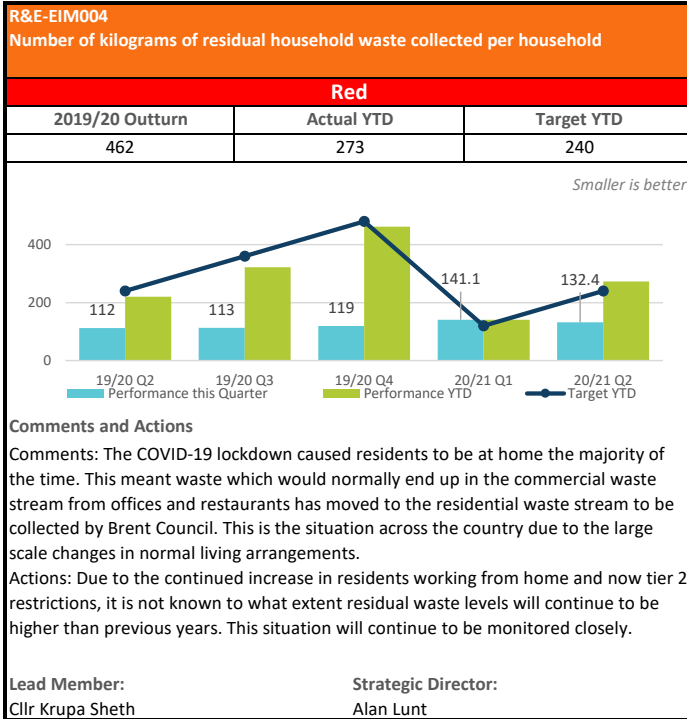
Improvement in air quality



Reduction in illegally dumped rubbish

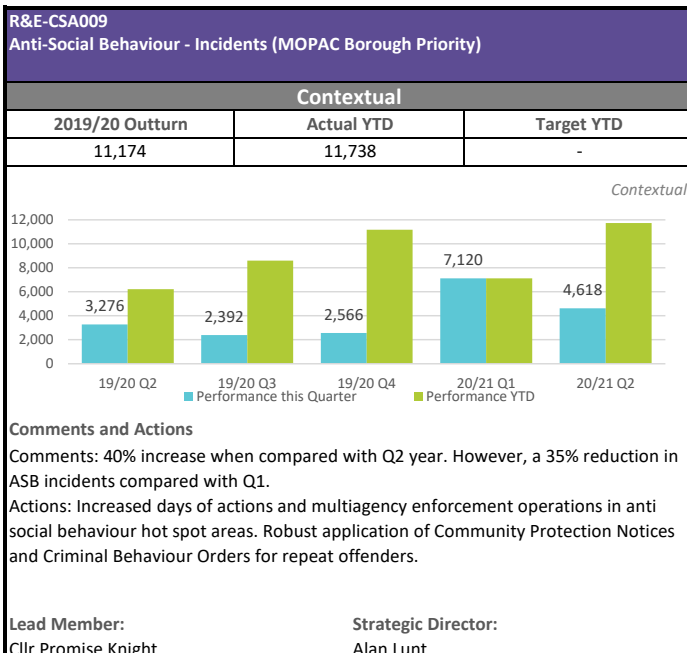
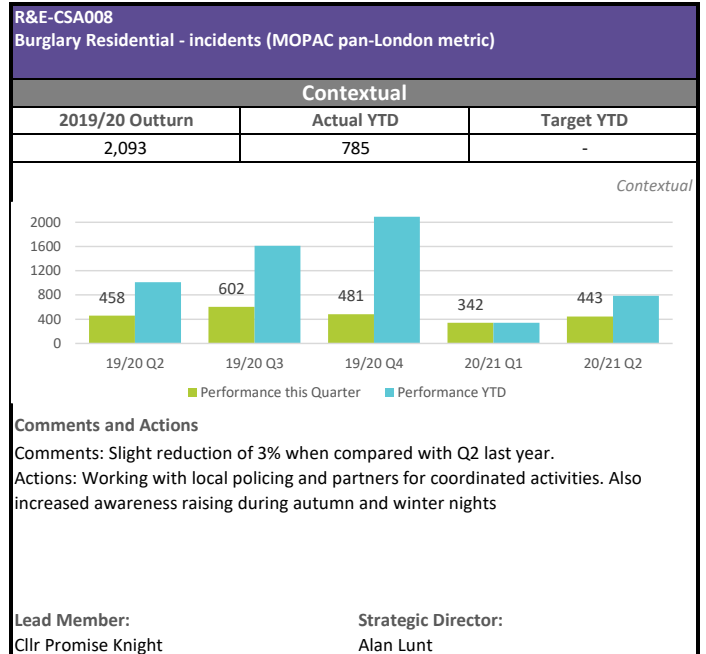
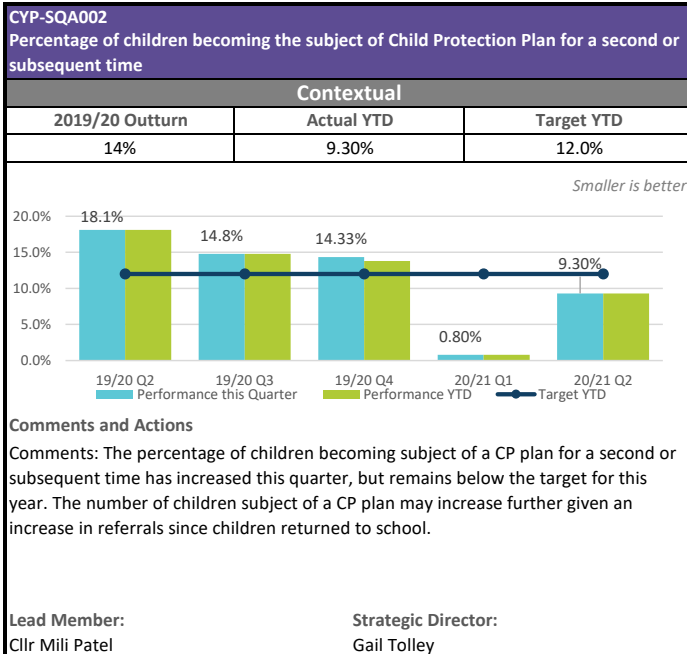
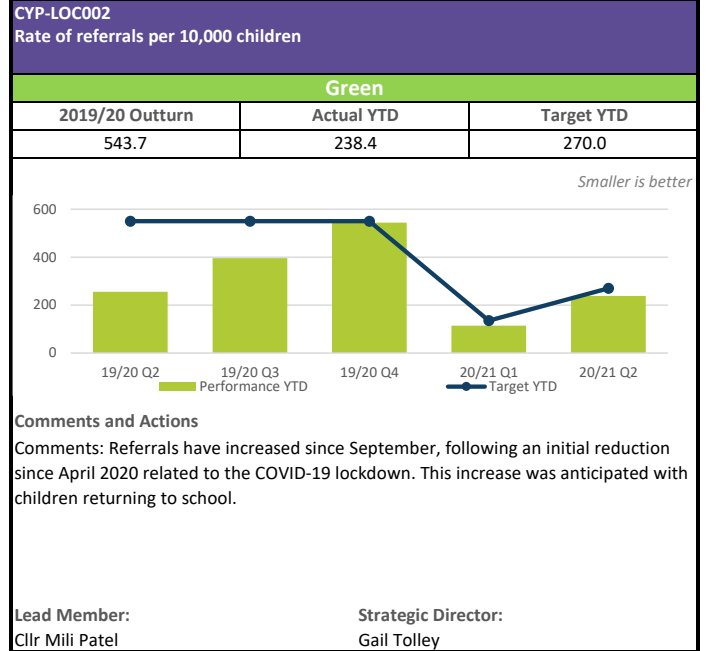
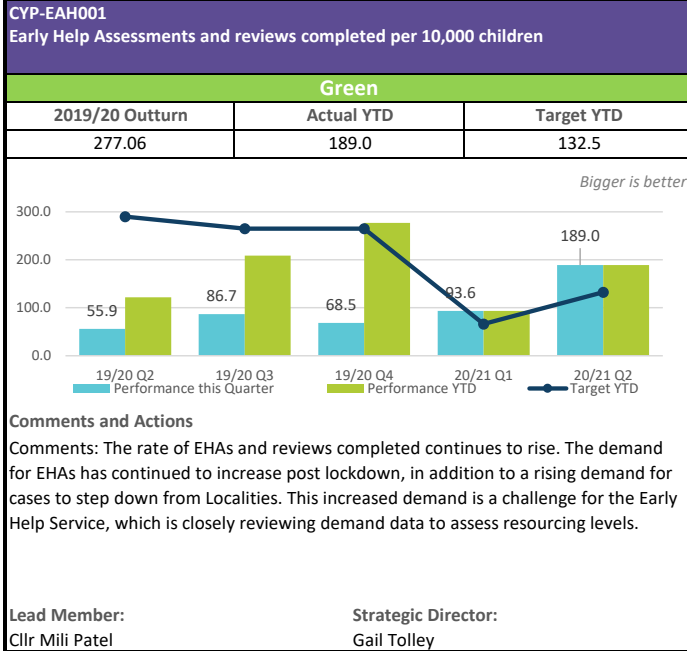


Reduction in illegally dumped rubbish



A borough where we can all feel safe, secure, happy and healthy

Reduction in anti-social behaviour, the risk of harm and re-offending



Reduction in violent crime, including gang and knife crime

CYP-EAH002
Reoffending rate by young offenders per cohort (Number of people in reoffending cohort for context)

2019/20 Outturn	Actual YTD	Target YTD
62.2%	Data unavailable	50.0%

Smaller is better

Comments and Actions
Comments: Due to COVID-19, there is no updated data available, as data is derived from the Police National Computer, via the Ministry of Justice. Data on this measure will be updated, once the MoJ release the data.

Lead Member: Clr Mili Patel
Strategic Director: Gail Tolley

R&E-CSA001
Lethal Barrel Gun Discharge - incidents (MOPAC pan-London metric)

2019/20 Outturn	Actual YTD	Target YTD
8	14	-

Contextual

Comments and Actions
Comments: A decrease of 4 incidents compared with Q1
Actions: Continued partnership approaches to further reduce incidents in line with the development of a serious violence action plan

Lead Member: Clr Promise Knight
Strategic Director: Alan Lunt

R&E-CSA002
Knife Crime - incidents (MOPAC pan-London metric)

2019/20 Outturn	Actual YTD	Target YTD
588	228	-

Contextual

Comments and Actions
Comments: A decrease of 8 incidents compared with Q1. 22% reduction compared with April to September last year.
Actions: Continued partnership approaches to further reduce incidents in line with the development of a serious violence action plan

Lead Member: Clr Promise Knight
Strategic Director: Alan Lunt

R&E-CSA003
Knife Crime Victims U25 - incidents (MOPAC pan-London metric)

2019/20 Outturn	Actual YTD	Target YTD
55	29	-

Contextual

Comments and Actions
Comments: An increase from Q1 of 3 incidents but a decrease of 1 compared with Q2 last year.
Actions: To incorporate key focus as a priority with the development of a serious violence action plan and reviewed with the Violence Reduction Action Plan

Lead Member: Clr Promise Knight
Strategic Director: Alan Lunt

R&E-CSA004
Violence with Injury (Non-Domestic) - incidents (MOPAC Borough Priority)

2019/20 Outturn	Actual YTD	Target YTD
2,063	975	-

Contextual

Comments and Actions
Comments: An expected increase from Q1 as lockdown measures were eased. 3% decrease compared with Q2 last year.
Actions: As part of Covid recovery planning, this will be incorporated within the serious violence action plan

Lead Member: Clr Promise Knight
Strategic Director: Alan Lunt

R&E-CSA005
Violence with Injury (Domestic Abuse) - incidents (MOPAC pan-London metric)

2019/20 Outturn	Actual YTD	Target YTD
870	457	-

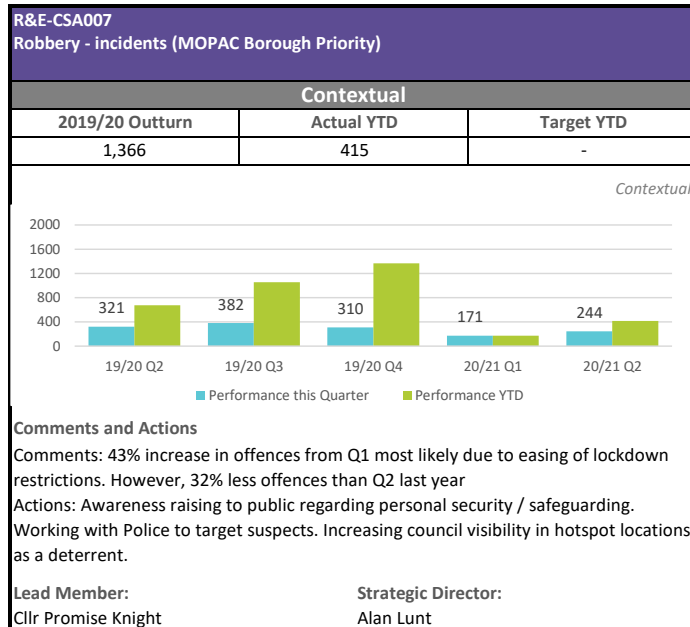
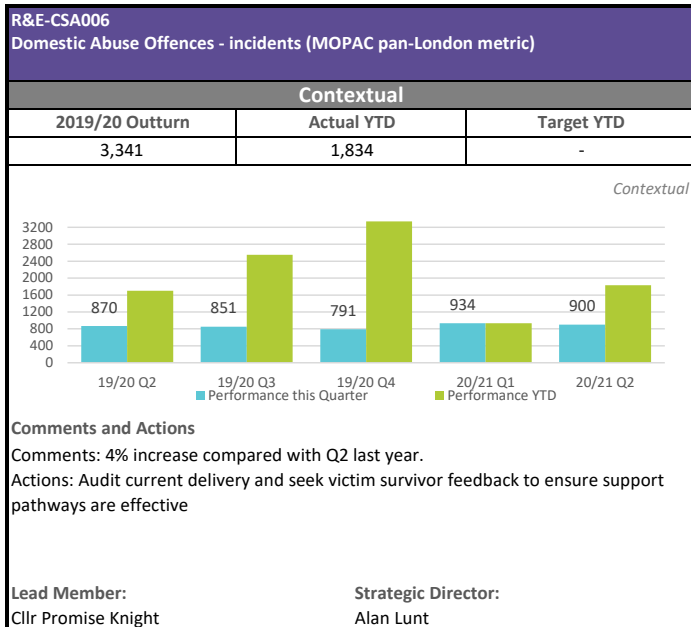
Contextual

Comments and Actions
Comments: Despite a 4% increase in DA offences, there has been a slight reduction in DA offences where the victim was injured.
Actions: Audit current delivery and seek victim survivor feedback to ensure support pathways are effective

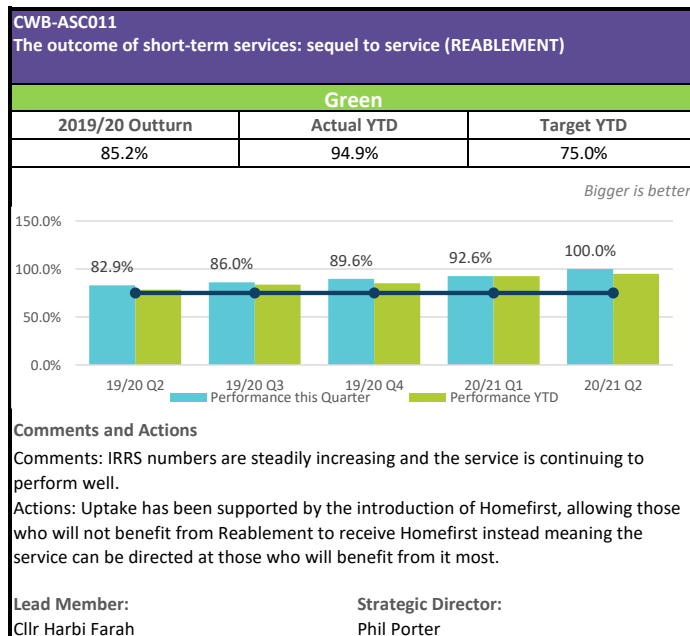
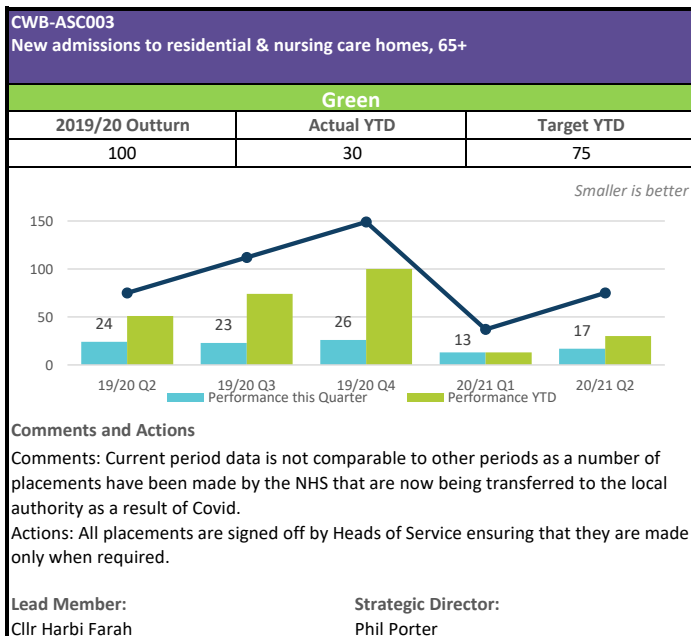
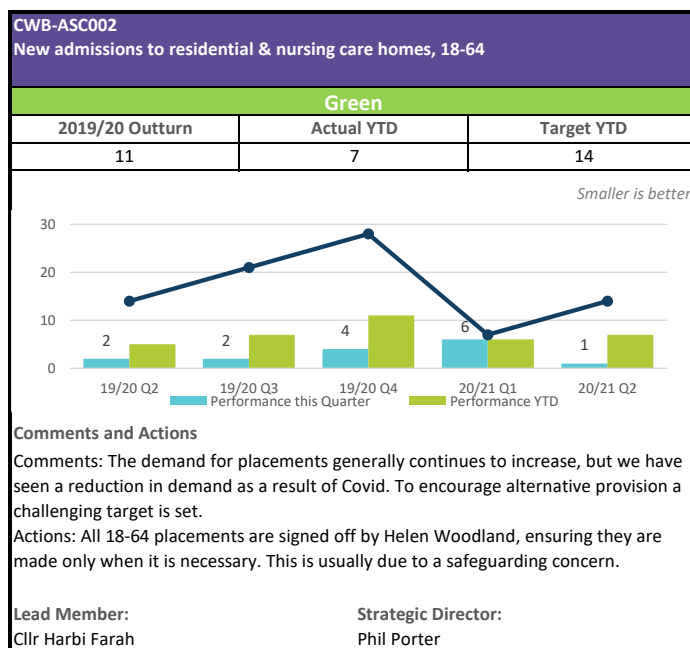
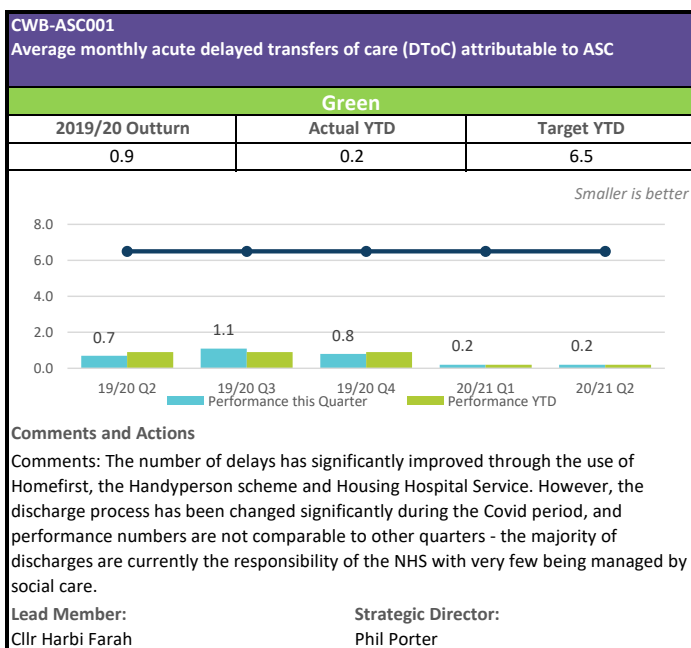
Lead Member: Clr Promise Knight
Strategic Director: Alan Lunt

A borough where we can all feel safe, secure, happy and healthy

Reduction in violent crime, including gang and knife crime



Support our most vulnerable adults, enabling them to choose and control the services they receive, remain independent and lead active lives



Support our most vulnerable adults, enabling them to choose and control the services they receive, remain independent and lead active lives

CWB-HSP004
Identification and delivery of an additional 137 New Accommodation for Independent Living (NAIL)

Green

2019/20 Outturn	Actual YTD	Target YTD
149	27	27

Bigger is better

Period	Performance this Quarter	Performance YTD
19/20 Q2	12	12
19/20 Q3	0	12
19/20 Q4	38	50
20/21 Q1	21	71
20/21 Q2	6	77

Comments and Actions

Comments: In Q1, a total of 6 units were completed for Learning Disability.

Actions: We remain on course to deliver the schemes identified as planned during 2020/21.

Lead Member: Cllr Eleanor Southwood Strategic Director: Phil Porter

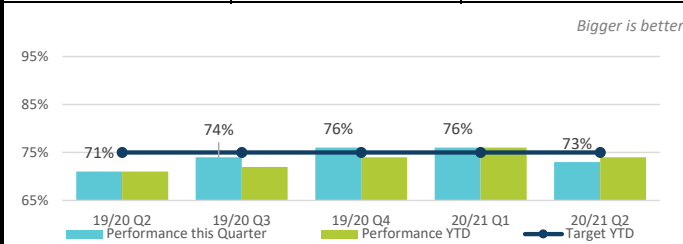
Strong foundations

Enable more residents to get online

CDS-HUB002

Percentage of Community Hub customers that are more confident in using online services

Amber		
2019/20 Outturn	Actual YTD	Target YTD
74.0%	74.0%	75.0%



Comments and Actions

Comments: There has been a slight improvement in achieving this target as a result of a number of measures which have been put in place. However the low levels of digital skills for residents who use hubs services is a challenging area to address. A wider programme of work to tackle digital exclusion is in place to help to address this more holistically.

Lead Member:

Clr Eleanor Southwood

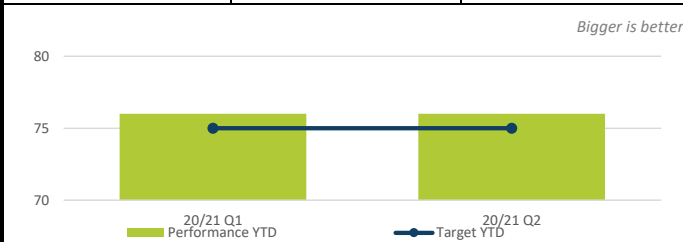
Strategic Director:

Peter Gadsdon

CDS-WEB006

By the end of 2020/21 the website will conform to Web Content Accessibility Guidance (WCAG) standards and will comply with the Web Accessibility Directive with a rating of 75 or of 100 of above.

Green		
2019/20 Outturn	Actual YTD	Target YTD
0	76	75



Comments and Actions

Comments: During Q2, work continued to bring the main website and up to a minimum standard for accessibility. There are still some known issues that mean the site is not fully compliant however these are things that we are unable to address until we have the new CMS in place. The current score is still above the Government benchmark and is a marked improvement on where it was at the beginning of the year.

Actions: Accessibility monitoring is taking place monthly to ensure we maintain the minimum level of compliancy and corrective action will be taken, where possible, to fix any new issues. We will continue to work with service teams to bring any Brent microsites up to standard and are talking with third parties to look at what we can do to ensure the third party services utilised across the site are compliant.

Lead Member:

Clr Margaret McLennan

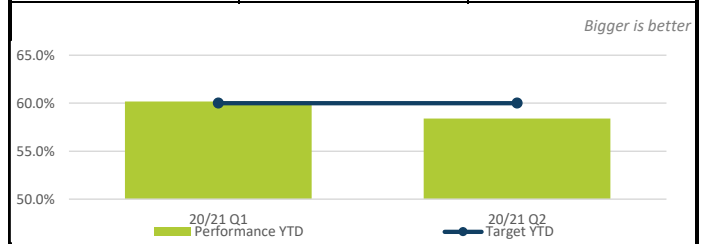
Strategic Director:

Peter Gadsdon

CDS-WEB005

Satisfaction with the Brent website will increase year on year, with the user experience of the website overall rated at more than 60% by visitors surveyed by end of 2021.

Amber		
2019/20 Outturn	Actual YTD	Target YTD
57.0%	58.4%	60.0%



Comments and Actions

Comments: The top 3 services that had a high percentage of satisfied web experiences were Bins, rubbish and recycling, Planning and Roads and Transport. Overall, positive responses focused on how easy to use with clear information and it was easy to complete their task (finding info, filling form or payment). Areas of improvement were account access (specifically trouble with passwords) and being able to access service teams, due to lack of email or telephone numbers (or too many to know which one to use). A number of responses related to difficulties in registering for parking accounts, My Account and planning accounts.

Actions: The new My Account registration process is due to go live in Q3. While this aims to resolve many of the common issues reported by website visitors, it is expected that this may have an adverse impact on user experience, initially as users get use to a new way of registering.

Lead Member:

Clr Margaret McLennan

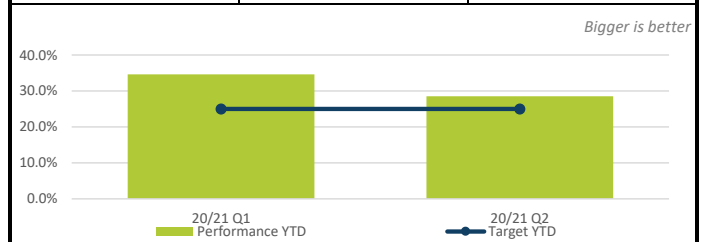
Strategic Director:

Peter Gadsdon

CDS-WEB007

25% increase in the number of transactions undertaken online across the website (non-logged in state) by 2021

Green		
2019/20 Outturn	Actual YTD	Target YTD
58,948	28.5%	25.0%



Comments and Actions

Comments: Traffic and activity on the site, does typically reduce over the summer period, however the reduction this year also coincided with a number of Covid forms coming to an end. The Resident Support Fund is not included in these numbers, due to the form sitting on the Dynamics platform however, this one form did create a specific spike in traffic during August and September. Due to the number of forms and systems that forms from our website go into, we are only able to track traffic to the forms on our site that our analytics can pick up, at present. It should be noted that these numbers do not currently include transactions undertaken via Dynamics forms. This is something that is currently being investigated.

Actions: During 2020-21 we will be upgrading the website with the aim of making transactional actions quicker and easier to complete by the user. The outputs from this wont really be felt until 2021-22 but in doing this, we will start to implement tighter controls around the creation of forms and introduce new design principles the make forms simpler and easier to understand for our users.

Lead Member:

Clr Margaret McLennan

Strategic Director:

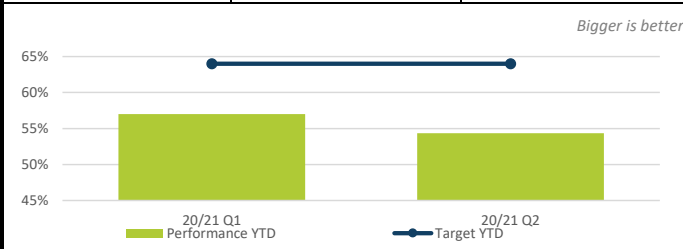
Peter Gadsdon

Enable more residents to get online

CDS-WEB008

25% increase on previous year, in visitors successfully completing what they came to the site to do first time (exc. My Account portal actions).

Red		
2019/20 Outturn	Actual YTD	Target YTD
51%	54%	64%



Comments and Actions

Comments: While people are often able to complete their transactions, often they are contacting us to find out what next, for reassurance that their request has been received or why they haven't heard from us. Covid appears to have impacted this more. With people trying to isolate and unable to come into the Civic there was greater reliance on the website and more frustration when they weren't able to do what they needed, or subsequently contact us. Other common issues remain, with visitors feeling the need to contact us further regarding My Account, the webchat being unavailable or too busy and to report missed bin collections. An isolated incident this quarter was also the change to the Abby Road recycling centre and how people could get rid of specific items of waste.

Actions: During 2020-21 we will be undertaking significant changes across the design and structure of the website and portal which will have a significant impact on the user experience. The introduction of a new registration and sign in process will make it easier for people to reset passwords and we will be piloting a new Web Advisor chat

Lead Member:

CLr Margaret McLennan

Strategic Director:

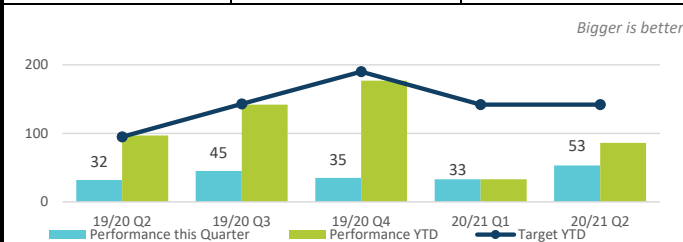
Peter Gadsdon

Building more services around residents and their needs

ACE-SPA002

Number of local voluntary sector groups receiving 1-2-1 advice and guidance from CVS

Red		
2019/20 Outturn	Actual YTD	Target YTD
177	86	142



Comments and Actions

Comments: Numbers are picking up post the first COVID wave. In addition this year the Council is running a commissioning capacity development programme, which is providing support to organisations. As a result fewer orgs might have needed support from the CVS.

Actions: continue to monitor as part of the contract monitoring process

Lead Member:

CLr Promise Knight

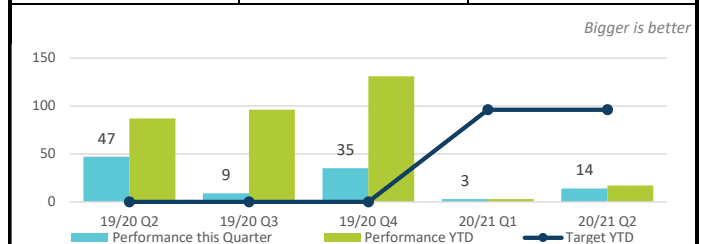
Strategic Director:

Shazia Hussain

ACE-SPA004

Number of successful grant applications to Brent Advice Fund, NCIL, Youth Fund and Love Where You Live following attendance at training/individual support

Red		
2019/20 Outturn	Actual YTD	Target YTD
131	17	96



Comments and Actions

Comments: This number does not include some of our other grant funds for example the mutual aid fund, the Edward Harvist Fund all of which received applications during this period. In addition we just closed an NCIL grant fund that received 64 applications so it is likely that this number will look a lot better next Quarter

Actions: Continue to promote the grants programme

Lead Member:

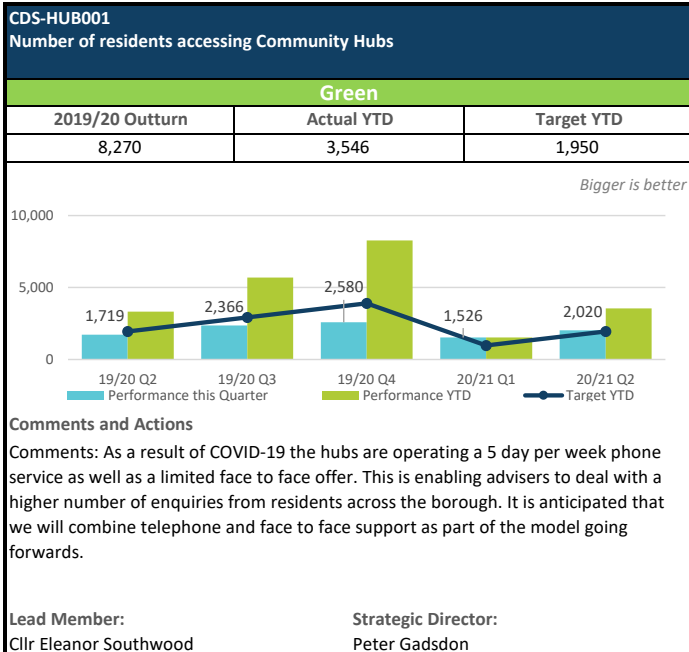
CLr Shama Tatler

Strategic Director:

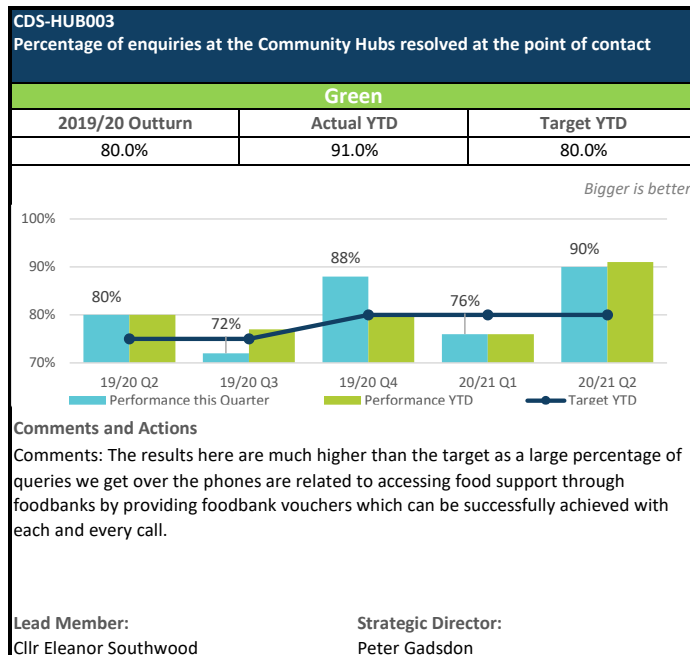
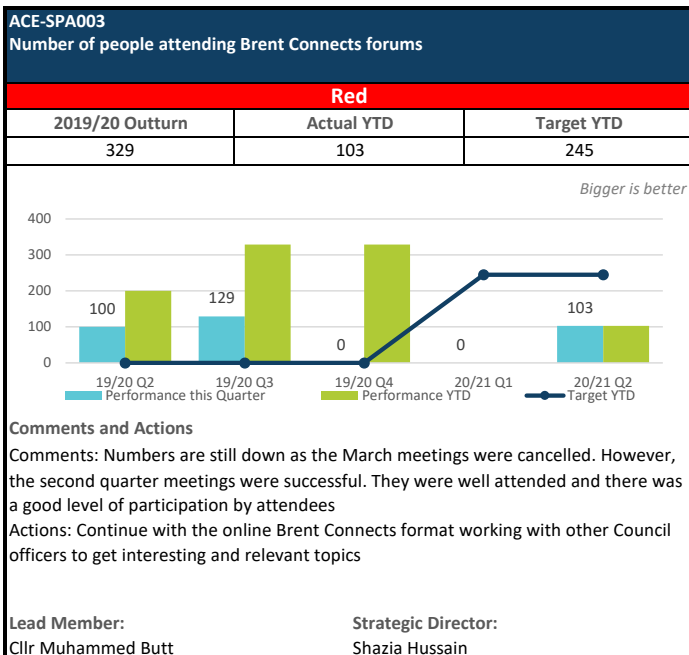
Shazia Hussain

Strong foundations

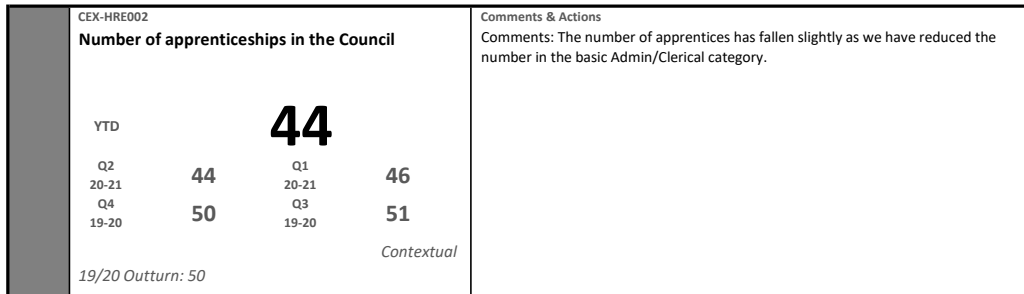
Building more services around residents and their needs



Increase in resident satisfaction

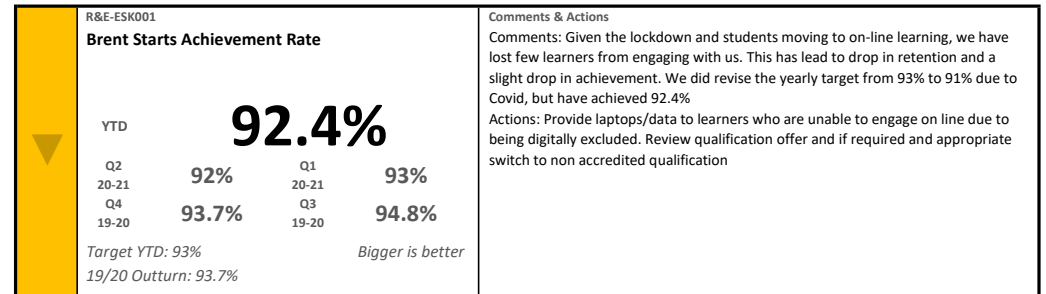


Every opportunity to succeed



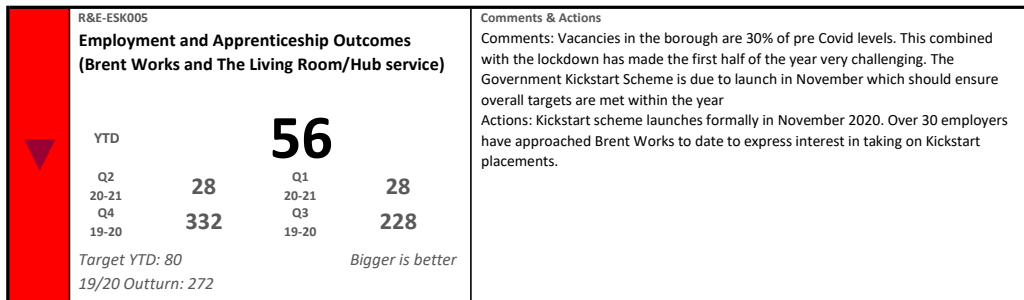
Cllr Margaret McLennan

Debra Norman



Cllr Thomas Stephens

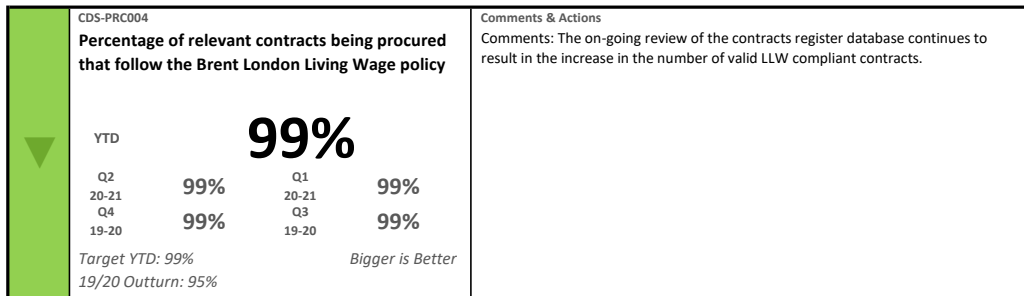
Alan Lunt



Cllr Thomas Stephens

Alan Lunt

A future built for everyone, an economy fit for all



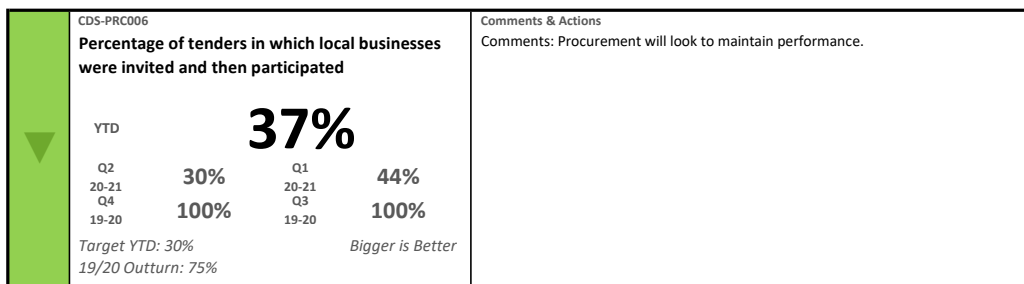
Cllr Margaret McLennan

Peter Gadsdon



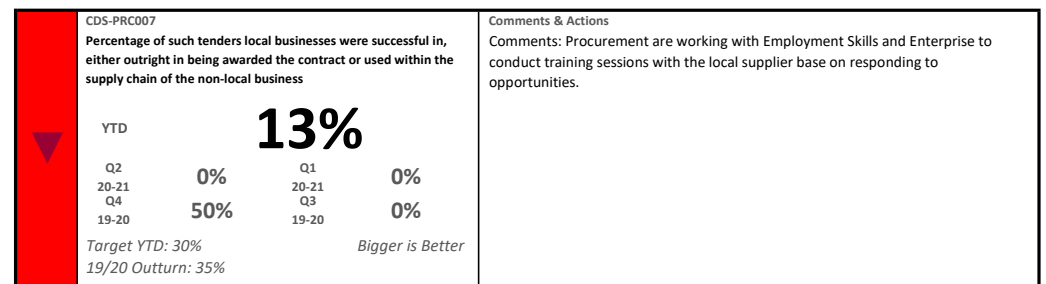
Cllr Margaret McLennan

Peter Gadsdon



Cllr Margaret McLennan

Peter Gadsdon



Cllr Margaret McLennan

Peter Gadsdon

A future built for everyone, an economy fit for all

<p>CWB-HMA001 Average re-let time for properties with major voids works (calendar days)</p> <div style="text-align: center; font-size: 2em; font-weight: bold;">150</div> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">YTD</td> <td style="width: 50%;"></td> </tr> <tr> <td>Q2 20-21</td> <td>150</td> </tr> <tr> <td>Q4 19-20</td> <td>114</td> </tr> <tr> <td>Q1 20-21</td> <td>168</td> </tr> <tr> <td>Q3 19-20</td> <td>26</td> </tr> </table> <p style="font-size: 0.8em;">Target YTD: 72 19/20 Outturn: 74</p> <p style="text-align: right; font-size: 0.8em;"><i>Smaller is better</i></p>	YTD		Q2 20-21	150	Q4 19-20	114	Q1 20-21	168	Q3 19-20	26	<p>Comments & Actions</p> <p>Comments: For all void properties, Brent takes the opportunity to completely refurbish the property. All rooms are fully decorated and where necessary, kitchens and bathrooms are replaced. This is a deliberate choice that ensures all new tenants get a high quality home to move into, but it takes more time to complete and means we are not likely to compare favourably to landlords who choose to do additional works (apart from statutory testing) after the tenant moves in. We were successful in maintaining a voids service during the Covid-19 lockdown and have continued to work to keep our customers, teams and contractors safe over this time. We are still working through the backlog from this period in which access to materials and the government embargo meant we couldn't complete void works or subsequently re-let properties. It has been a busy time for lettings officers to hold viewings and sign new customers up to properties in the last four months. There are just 11 properties remaining to be let from the 109 properties that were ready for letting once the government lifted the halt on households moving in May 2020. They have managed this backlog while also processing new voids coming in after the lockdown period.</p> <p>Actions: Changes have been made to ensure closer monitoring of the end to end process, with the aim of driving out mistakes and improving performance. Implementation will be followed up by extensive training for all teams to ensure the processes are embedded and contribute to the expected improvement in performance.</p>
YTD											
Q2 20-21	150										
Q4 19-20	114										
Q1 20-21	168										
Q3 19-20	26										

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<p>CWB-HMA002 Average re-let time for properties with minor voids works (calendar days)</p> <div style="text-align: center; font-size: 2em; font-weight: bold;">124</div> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">YTD</td> <td style="width: 50%;"></td> </tr> <tr> <td>Q2 20-21</td> <td>124</td> </tr> <tr> <td>Q4 19-20</td> <td>50</td> </tr> <tr> <td>Q1 20-21</td> <td>104</td> </tr> <tr> <td>Q3 19-20</td> <td>14</td> </tr> </table> <p style="font-size: 0.8em;">Target YTD: 28 19/20 Outturn: 43</p> <p style="text-align: right; font-size: 0.8em;"><i>Smaller is better</i></p>	YTD		Q2 20-21	124	Q4 19-20	50	Q1 20-21	104	Q3 19-20	14	<p>Comments & Actions</p> <p>Comments: For all void properties, Brent takes the opportunity to completely refurbish the property. All rooms are fully decorated and where necessary, kitchens and bathrooms are replaced. This is a deliberate choice that ensures all new tenants get a high quality home to move into, but it takes more time to complete and means we are not likely to compare favourably to landlords who choose to do additional works (apart from statutory testing) after the tenant moves in. We were successful in maintaining a voids service during the Covid-19 lockdown and have continued to work to keep our customers, teams and contractors safe over this time. We are still working through the backlog from this period in which access to materials and the government embargo meant we couldn't complete void works or subsequently re-let properties. It has been a busy time for lettings officers to hold viewings and sign new customers up to properties in the last four months. There are just 11 properties remaining to be let from the 109 properties that were ready for letting once the government lifted the halt on households moving in May 2020. They have managed this backlog while also processing new voids coming in after the lockdown period.</p> <p>Actions: Changes have been made to ensure closer monitoring of the end to end process, with the aim of driving out mistakes and improving performance. Implementation will be followed up by extensive training for all teams to ensure the processes are embedded and contribute to the expected improvement in performance.</p>
YTD											
Q2 20-21	124										
Q4 19-20	50										
Q1 20-21	104										
Q3 19-20	14										

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<p>CWB-HMA005 Fire Risk Assessment - Recommended Actions for blocks over six storeys high</p> <div style="text-align: center; font-size: 2em; font-weight: bold;">100.0%</div> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">YTD</td> <td style="width: 50%;"></td> </tr> <tr> <td>Q2 20-21</td> <td>100%</td> </tr> <tr> <td>Q4 19-20</td> <td>100%</td> </tr> <tr> <td>Q1 20-21</td> <td>100%</td> </tr> <tr> <td>Q3 19-20</td> <td>94.2%</td> </tr> </table> <p style="font-size: 0.8em;">Target YTD: 100% 19/20 Outturn: 100%</p> <p style="text-align: right; font-size: 0.8em;"><i>Bigger is better</i></p>	YTD		Q2 20-21	100%	Q4 19-20	100%	Q1 20-21	100%	Q3 19-20	94.2%	<p>Comments & Actions</p> <p>Comments: 100% compliance</p>
YTD											
Q2 20-21	100%										
Q4 19-20	100%										
Q1 20-21	100%										
Q3 19-20	94.2%										

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<p>CWB-HMA007 Percentage of properties with a valid Fire Risk Assessment, in line with cyclical date for re-inspection</p> <div style="text-align: center; font-size: 2em; font-weight: bold;">100%</div> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">YTD</td> <td style="width: 50%;"></td> </tr> <tr> <td>Q2 20-21</td> <td>100%</td> </tr> <tr> <td>Q4 19-20</td> <td>100%</td> </tr> <tr> <td>Q1 20-21</td> <td>100%</td> </tr> <tr> <td>Q3 19-20</td> <td>100%</td> </tr> </table> <p style="font-size: 0.8em;">Target YTD: 100% 19/20 Outturn: 100%</p> <p style="text-align: right; font-size: 0.8em;"><i>Bigger is better</i></p>	YTD		Q2 20-21	100%	Q4 19-20	100%	Q1 20-21	100%	Q3 19-20	100%	<p>Comments & Actions</p> <p>Comments: 100% compliance</p>
YTD											
Q2 20-21	100%										
Q4 19-20	100%										
Q1 20-21	100%										
Q3 19-20	100%										

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<p>CWB-HMA008 Percentage of properties with a valid gas certificate</p> <div style="text-align: center; font-size: 2em; font-weight: bold;">97.94%</div> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">YTD</td> <td style="width: 50%;"></td> </tr> <tr> <td>Q2 20-21</td> <td>97.9%</td> </tr> <tr> <td>Q4 19-20</td> <td>98.72%</td> </tr> <tr> <td>Q1 20-21</td> <td>98.2%</td> </tr> <tr> <td>Q3 19-20</td> <td>99.80%</td> </tr> </table> <p style="font-size: 0.8em;">Target YTD: 100% 19/20 Outturn: 98.72%</p> <p style="text-align: right; font-size: 0.8em;"><i>Bigger is better</i></p>	YTD		Q2 20-21	97.9%	Q4 19-20	98.72%	Q1 20-21	98.2%	Q3 19-20	99.80%	<p>Comments & Actions</p> <p>Comments: The current outturn on gas safety of 97.94% is due to the moratorium on seeking court injunctions during lockdown. This number gradually built up as there was less successful access compared to the increasing no access cases. Attempts were also made via Homes and communities to make contact with tenants and gain access. However, this has had very limited success.</p> <p>Actions: It is now expected that the court injunction process will commence at the end of December. With approximately 20 injunctions per week it should take approximately three months to rectify the current situation. This is subject to no further Covid restrictions being put in place.</p>
YTD											
Q2 20-21	97.9%										
Q4 19-20	98.72%										
Q1 20-21	98.2%										
Q3 19-20	99.80%										

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<p>CWB-HNE001 Number of households (families & singles) in Temporary accommodation (TA)</p> <div style="text-align: center; font-size: 2em; font-weight: bold;">1,911</div> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">YTD</td> <td style="width: 50%;"></td> </tr> <tr> <td>Q2 20-21</td> <td>1,911</td> </tr> <tr> <td>Q4 19-20</td> <td>2,132</td> </tr> <tr> <td>Q1 20-21</td> <td>2,099</td> </tr> <tr> <td>Q3 19-20</td> <td>2,097</td> </tr> </table> <p style="font-size: 0.8em;">Target YTD: 1,990 19/20 Outturn: 2,132</p> <p style="text-align: right; font-size: 0.8em;"><i>Smaller is better</i></p>	YTD		Q2 20-21	1,911	Q4 19-20	2,132	Q1 20-21	2,099	Q3 19-20	2,097	<p>Comments & Actions</p> <p>Comments: We are reporting temporary accommodation numbers below 2,000 for the first time in at least 13 years. This has come about due to increased prevention and relief work meaning we accept main duty on fewer households and increased supply of affordable accommodation from the NCHP and the work we're doing with registered providers.</p>
YTD											
Q2 20-21	1,911										
Q4 19-20	2,132										
Q1 20-21	2,099										
Q3 19-20	2,097										

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▼	<p>CWB-HNE002</p> <p>Number of households in non-self-contained Bed & Breakfast (B&B)</p> <p>YTD 84</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Q2 20-21</td> <td style="width: 50%;">Q1 20-21</td> </tr> <tr> <td style="text-align: center;">84</td> <td style="text-align: center;">91</td> </tr> <tr> <td style="width: 50%;">Q4 19-20</td> <td style="width: 50%;">Q3 19-20</td> </tr> <tr> <td style="text-align: center;">101</td> <td style="text-align: center;">62</td> </tr> </table> <p>Target YTD: 50 Smaller is better</p> <p>19/20 Outturn: 101</p>	Q2 20-21	Q1 20-21	84	91	Q4 19-20	Q3 19-20	101	62	<p>Comments & Actions</p> <p>Comments: The majority of the households are single homeless people who were placed into B&B outside of the Covid cohort. This group have specific housing needs, and are therefore not as easily moved on. The Single Homeless Team are working through the backlog of cases which are outstanding while also working with the 360 people placed in homes due to the governments 'everyone in' scheme. Joint working with colleagues in Adult Social Care to assess needs and establish the right type of accommodation for these single groups has helped us find genuine long term accommodation for people who require supported accommodation which is tailored to their needs</p>
Q2 20-21	Q1 20-21									
84	91									
Q4 19-20	Q3 19-20									
101	62									

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▼	<p>CWB-HNE003</p> <p>Percentage of homelessness prevented and relieved</p> <p>YTD 82%</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Q2 20-21</td> <td style="width: 50%;">Q1 20-21</td> </tr> <tr> <td style="text-align: center;">82%</td> <td style="text-align: center;">85%</td> </tr> <tr> <td style="width: 50%;">Q4 19-20</td> <td style="width: 50%;">Q3 19-20</td> </tr> <tr> <td style="text-align: center;">51%</td> <td style="text-align: center;">56%</td> </tr> </table> <p>Target YTD: 50% Bigger is better</p> <p>19/20 Outturn: 51%</p>	Q2 20-21	Q1 20-21	82%	85%	Q4 19-20	Q3 19-20	51%	56%	<p>Comments & Actions</p> <p>Comments: The supply of Private Rented Sector accommodation has increased during the Covid lockdown, which has contributed to the increase in percentage of homeless cases which can be prevented or relieved.</p>
Q2 20-21	Q1 20-21									
82%	85%									
Q4 19-20	Q3 19-20									
51%	56%									

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▲	<p>CWB-PRH005</p> <p>Number of Houses of Multiple Occupation licensed within the borough</p> <p>YTD 2,911</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Q2 20-21</td> <td style="width: 50%;">Q1 20-21</td> </tr> <tr> <td style="text-align: center;">2,911</td> <td style="text-align: center;">2,051</td> </tr> <tr> <td style="width: 50%;">Q4 19-20</td> <td style="width: 50%;">Q3 19-20</td> </tr> <tr> <td style="text-align: center;">-</td> <td style="text-align: center;">-</td> </tr> </table> <p>Target YTD: 3,108 Bigger is better</p> <p>19/20 Outturn: 1,715</p>	Q2 20-21	Q1 20-21	2,911	2,051	Q4 19-20	Q3 19-20	-	-	<p>Comments & Actions</p> <p>Comments: Over 1000 HMO applications have been processed since April but we anticipate that there should be higher numbers of Additional Licence applications being made. Due to the impact of Covid-19 restrictions we haven't been able to campaign and carry out enforcement activities as we would usually. Work is now commencing to target those properties and increase licence numbers.</p>
Q2 20-21	Q1 20-21									
2,911	2,051									
Q4 19-20	Q3 19-20									
-	-									

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▲	<p>R&E-PAL001</p> <p>Parking driver compliance: PCNs issued: CCTV bus lane</p> <p>YTD 5,798</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Q2 20-21</td> <td style="width: 50%;">Q1 20-21</td> </tr> <tr> <td style="text-align: center;">3,795</td> <td style="text-align: center;">2,003</td> </tr> <tr> <td style="width: 50%;">Q4 19-20</td> <td style="width: 50%;">Q3 19-20</td> </tr> <tr> <td style="text-align: center;">857</td> <td style="text-align: center;">2,928</td> </tr> </table> <p>19/20 Outturn: 9,365 Contextual</p>	Q2 20-21	Q1 20-21	3,795	2,003	Q4 19-20	Q3 19-20	857	2,928	<p>Comments & Actions</p> <p>Comments: The Service is unable to set 'target expectations' this year due to the impact of COVID and the subsequent lockdown in Q1 resulting in reduced motoring activity.</p>
Q2 20-21	Q1 20-21									
3,795	2,003									
Q4 19-20	Q3 19-20									
857	2,928									

Cllr Krupa Sheth

Alan Lunt

▲	<p>R&E-PAL002</p> <p>Parking driver compliance: PCNs issued: CCTV moving traffic</p> <p>YTD 22,710</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Q2 20-21</td> <td style="width: 50%;">Q1 20-21</td> </tr> <tr> <td style="text-align: center;">14,122</td> <td style="text-align: center;">8,588</td> </tr> <tr> <td style="width: 50%;">Q4 19-20</td> <td style="width: 50%;">Q3 19-20</td> </tr> <tr> <td style="text-align: center;">10,812</td> <td style="text-align: center;">13,463</td> </tr> </table> <p>19/20 Outturn: 56,569 Contextual</p>	Q2 20-21	Q1 20-21	14,122	8,588	Q4 19-20	Q3 19-20	10,812	13,463	<p>Comments & Actions</p> <p>Comments: The Service is unable to set 'target expectations' this year due to the impact of COVID and the subsequent lockdown in Q1 resulting in reduced motoring activity.</p>
Q2 20-21	Q1 20-21									
14,122	8,588									
Q4 19-20	Q3 19-20									
10,812	13,463									

Cllr Krupa Sheth

Alan Lunt

▲	<p>R&E-PLA001</p> <p>Percentage of major applications determined in 13 weeks or other formally agreed time over rolling two year period</p> <p>YTD 98.77%</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Q2 20-21</td> <td style="width: 50%;">Q1 20-21</td> </tr> <tr> <td style="text-align: center;">98.8%</td> <td style="text-align: center;">98.7%</td> </tr> <tr> <td style="width: 50%;">Q4 19-20</td> <td style="width: 50%;">Q3 19-20</td> </tr> <tr> <td style="text-align: center;">98.7%</td> <td style="text-align: center;">100%</td> </tr> </table> <p>Target YTD: 94% Bigger is better</p> <p>19/20 Outturn: 97.6%</p>	Q2 20-21	Q1 20-21	98.8%	98.7%	Q4 19-20	Q3 19-20	98.7%	100%	<p>Comments & Actions</p> <p>Comments: Monthly and Q1=2 year rolling. YTD=this year only. Performance well above target and 100% for YTD</p>
Q2 20-21	Q1 20-21									
98.8%	98.7%									
Q4 19-20	Q3 19-20									
98.7%	100%									

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▼	<p>R&E-PLA002</p> <p>Percentage of non-major (minor and other) applications determined in eight weeks or other formally agreed time over rolling two year period</p> <p>YTD 83.31%</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Q2 20-21</td> <td style="width: 50%;">Q1 20-21</td> </tr> <tr> <td style="text-align: center;">85.4%</td> <td style="text-align: center;">86.26%</td> </tr> <tr> <td style="width: 50%;">Q4 19-20</td> <td style="width: 50%;">Q3 19-20</td> </tr> <tr> <td style="text-align: center;">87.24%</td> <td style="text-align: center;">88.75%</td> </tr> </table> <p>Target YTD: 86% Bigger is better</p> <p>19/20 Outturn: 85.83%</p>	Q2 20-21	Q1 20-21	85.4%	86.26%	Q4 19-20	Q3 19-20	87.24%	88.75%	<p>Comments & Actions</p> <p>Comments: Monthly and Quarterly=2 year rolling figure. YTD=this year only. 2 year rolling figures fallen below target but reducing slowly. Performance fallen below Brent target of 86% but remains above national target (70%). Ongoing focus on dealing with older applications had resulted in more older applications being determined. Active oversight by DM Leadership team to address reductions in performance against target.</p>
Q2 20-21	Q1 20-21									
85.4%	86.26%									
Q4 19-20	Q3 19-20									
87.24%	88.75%									

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▼	<p>R&E-PRO001</p> <p>Revenue income secured from commercial portfolio</p> <p>YTD -</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Q2 20-21</td> <td style="width: 50%;">Q1 20-21</td> </tr> <tr> <td style="text-align: center;">-</td> <td style="text-align: center;">-</td> </tr> <tr> <td style="width: 50%;">Q4 19-20</td> <td style="width: 50%;">Q3 19-20</td> </tr> <tr> <td style="text-align: center;">£563k</td> <td style="text-align: center;">£565k</td> </tr> </table> <p>Target YTD: £1.80m Bigger is better</p> <p>19/20 Outturn: £2.33m</p>	Q2 20-21	Q1 20-21	-	-	Q4 19-20	Q3 19-20	£563k	£565k	<p>Comments & Actions</p> <p>Data not received to date.</p>
Q2 20-21	Q1 20-21									
-	-									
Q4 19-20	Q3 19-20									
£563k	£565k									

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A cleaner, more considerate Brent

R&E-EIM003		Comments & Actions	
Number of illegally dumped waste incidents reported on public land (large and small)		Comments: Continued promotion of the Cleaner Brent app and the use of Veolia's technology and reporting via the contact centre have kept levels of reporting on the increase. This is positive as it ensures illegal waste dumping is removed quickly. Actions: Area based Neighbourhood Managers and Enforcement Officers continue to tackle the issue of illegal rubbish dumping. A programme of community skip days is planned in 2020/21.	
YTD		19,426	
Q2	10,073	Q1	9,353
20-21		20-21	
Q4	8,466	Q3	7,522
19-20		19-20	
		<i>Contextual</i>	
19/20 Outturn: 33,472			

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R&E-EIM008		Comments & Actions	
Residual waste disposal tonnage - Public Realm Contract Target 1		Comments: The above target waste tonnages reflect nationwide trends due to lockdown transferring waste from the commercial to the residential waste stream. It also reflects continued property growth within the borough. Actions: The cost for disposal of tonnage in excess of the contract target is met by the Public Realm contractor Veolia so waste minimisation remains a key driver for them. Due to the need to reduce face to face contact, Veolia have been trialling online campaigns starting with textiles collections, to examine how effective a targeted campaign can be. Data is being gathered so that as the situation returns to normal, new campaigns can be developed to maximise the impact on waste levels.	
YTD		37,367	
Q2	18,433	Q1	18,934
20-21		20-21	
Q4	16,743	Q3	17,344
19-20		19-20	
Target YTD: 31,113		<i>Smaller is better</i>	
19/20 Outturn: 69,269			

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CWB-CUL001		Comments & Actions	
Number of active borrowers		Data not received to date.	
YTD		-	
Q2	-	Q1	34,673
20-21		20-21	
Q4	34,676	Q3	30,681
19-20		19-20	
Target YTD: 35,592		<i>Bigger is better</i>	
19/20 Outturn: 34,676			

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CWB-CUL002		Comments & Actions	
Number of cultural events in the libraries and museum		Data not received to date.	
YTD		-	
Q2	-	Q1	-
20-21		20-21	
Q4	25	Q3	200
19-20		19-20	
Target YTD: 258		<i>Bigger is better</i>	
19/20 Outturn: 768			

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CWB-PHE002		Comments & Actions	
Percentage of new birth visits within 14 days		Comments: The service during Covid had moved to virtual contacts except where there were concerns. CLCH achieved well above target for the New Birth Contact 98.6% (95%) and nearly achieved target for the 6-8 week review 93.4% (95%). Unfortunately the other reviews were low as these were either stopped or delayed during lockdown.	
YTD		98.60%	
Q2	-	Q1	-
20-21		20-21	
Q4	97.3%	Q3	98.0%
19-20		19-20	
Target YTD: 95%		<i>Bigger is better</i>	
19/20 Outturn: 96.2%			

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CWB-PHE005		Comments & Actions	
Percentage of successful completions as a proportion of all opiate drug users in treatment		Comments: Substance misuse services continue to be provided via telephone, on line provision and limited one to one work. Clinical services are being maintained as required and some face to face working is now taking place. Additional mobile phones and face coverings are being secured for service users for the New Beginnings Drug and Alcohol Service to maintain contact. Actions: We are working to keep services operational with our provider WDP New Beginnings Service.	
YTD		9.06%	
Q2	9.06%	Q1	8.87%
20-21		20-21	
Q4	8.09%	Q3	7.72%
19-20		19-20	
Target YTD: 5.58%		<i>Bigger is better</i>	
19/20 Outturn: 8.09%			

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CWB-PHE006		Comments & Actions	
The overall number of wet and dry visits to Brent's sports centres		Data not received to date.	
YTD		-	
Q2	-	Q1	-
20-21		20-21	
Q4	367k	Q3	427k
19-20		19-20	
Target YTD: 1.33m		<i>Bigger is better</i>	
19/20 Outturn: £1.68m			

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CYP-LOC009		Comments & Actions	
Child Protection rate per 10,000 children		Comments: The rate of children subject of a child protection plan (29.3) remains lower than the same period in 2019. It is anticipated that the rate will increase given an increase in referrals since children returned to school.	
YTD		29.3	
Q2	29.3	Q1	31.3
20-21		20-21	
Q4	32.6	Q3	35.7
19-20		19-20	
Target YTD: 35-45		<i>Smaller is better</i>	
19/20 Outturn: 32.6			

Cllr Mili Patel

Gail Tolley

Strong Foundations

<p>ACE-COM001</p> <p>Income generated by the Communications Team</p>	<p>Comments & Actions</p> <p>Comments: Minimum income guarantee contract invoicing is up to date and film projects, mainly commercials are coming back to the borough very slowly.</p>																
<p>YTD</p> <h1 style="margin: 0;">£147,534</h1> <table style="margin: 10px auto; border: none;"> <tr> <td>Q2</td><td style="text-align: right;">£125k</td><td>Q1</td><td style="text-align: right;">£23k</td></tr> <tr> <td>20-21</td><td></td><td>20-21</td><td></td></tr> <tr> <td>Q4</td><td style="text-align: right;">£128k</td><td>Q3</td><td style="text-align: right;">£151k</td></tr> <tr> <td>19-20</td><td></td><td>19-20</td><td></td></tr> </table> <p>Target YTD: £285k 19/20 Outturn: £598K</p> <p style="text-align: right;"><i>Bigger is better</i></p>	Q2	£125k	Q1	£23k	20-21		20-21		Q4	£128k	Q3	£151k	19-20		19-20		
Q2	£125k	Q1	£23k														
20-21		20-21															
Q4	£128k	Q3	£151k														
19-20		19-20															

Clr Muhammed Butt

Shazia Hussain

<p>ACE-EMS001</p> <p>Number of complaints upheld by the ombudsman</p>	<p>Comments & Actions</p> <p>Comments: The Local Government and Social Care Ombudsman began accepting complaints again on 29 June 2020 after a period of not accepting complaints during the start of the pandemic. There were 10 decisions made by the Ombudsman, of which 50% of the cases were upheld in Q2 2020/21.</p> <p>Actions: Analyse complaints upheld by the Ombudsman and seek to improve performance on upheld cases.</p>																
<p>YTD</p> <h1 style="margin: 0;">6</h1> <table style="margin: 10px auto; border: none;"> <tr> <td>Q2</td><td style="text-align: right;">5</td><td>Q1</td><td style="text-align: right;">1</td></tr> <tr> <td>20-21</td><td></td><td>20-21</td><td></td></tr> <tr> <td>Q4</td><td style="text-align: right;">2</td><td>Q3</td><td style="text-align: right;">6</td></tr> <tr> <td>19-20</td><td></td><td>19-20</td><td></td></tr> </table> <p>19/20 Outturn: 23</p> <p style="text-align: right;"><i>Contextual</i></p>	Q2	5	Q1	1	20-21		20-21		Q4	2	Q3	6	19-20		19-20		
Q2	5	Q1	1														
20-21		20-21															
Q4	2	Q3	6														
19-20		19-20															

Clr Margaret McLennan

Shazia Hussain

<p>ACE-EMS004</p> <p>Number of Stage 1 complaints upheld/partially upheld</p>	<p>Comments & Actions</p> <p>Comments: There were 489 Stage 1 complaints closed in Q2 2020/21, however an outcome was only recorded for 253 cases. This is due to the current limitations of the current CRM system. The data provided only reflects the upheld and partially upheld cases where an outcome was provided. Out of the 253 cases where an outcome was recorded, 141 were upheld/partially upheld. (56% upheld/partially upheld in Q2 2020/21).</p> <p>Actions: Ensure that where fault is identified the Council admits any failures and seeks to put things right.</p>																
<p>YTD</p> <h1 style="margin: 0;">214</h1> <table style="margin: 10px auto; border: none;"> <tr> <td>Q2</td><td style="text-align: right;">141</td><td>Q1</td><td style="text-align: right;">73</td></tr> <tr> <td>20-21</td><td></td><td>20-21</td><td></td></tr> <tr> <td>Q4</td><td style="text-align: right;">-</td><td>Q3</td><td style="text-align: right;">180</td></tr> <tr> <td>19-20</td><td></td><td>19-20</td><td></td></tr> </table> <p>19/20 Outturn: 852</p> <p style="text-align: right;"><i>Contextual</i></p>	Q2	141	Q1	73	20-21		20-21		Q4	-	Q3	180	19-20		19-20		
Q2	141	Q1	73														
20-21		20-21															
Q4	-	Q3	180														
19-20		19-20															

Clr Margaret McLennan

Shazia Hussain

<p>ACE-EMS005</p> <p>Percentage of FOI requests responded to within 20 working days</p>	<p>Comments & Actions</p> <p>Comments: Freedom of Information request performance is above the year to date target for Q2 2020/21. There were 360 Information requests due in Q2 2020/21, in which 326 were responded to on time.</p> <p>Actions: Proactively monitor FOI performance.</p>																
<p>YTD</p> <h1 style="margin: 0;">90%</h1> <table style="margin: 10px auto; border: none;"> <tr> <td>Q2</td><td style="text-align: right;">91%</td><td>Q1</td><td style="text-align: right;">89%</td></tr> <tr> <td>20-21</td><td></td><td>20-21</td><td></td></tr> <tr> <td>Q4</td><td style="text-align: right;">-</td><td>Q3</td><td style="text-align: right;">93%</td></tr> <tr> <td>19-20</td><td></td><td>19-20</td><td></td></tr> </table> <p>Target YTD: 90% 19/20 Outturn: 92%</p> <p style="text-align: right;"><i>Bigger is better</i></p>	Q2	91%	Q1	89%	20-21		20-21		Q4	-	Q3	93%	19-20		19-20		
Q2	91%	Q1	89%														
20-21		20-21															
Q4	-	Q3	93%														
19-20		19-20															

Clr Margaret McLennan

Shazia Hussain

<p>ACE-EMS006</p> <p>Percentage of members enquiries responded to within 10 days</p>	<p>Comments & Actions</p> <p>Comments: Member Enquiry response performance has increased from 88% to 93% this quarter. There were 2035 enquiries received during Q2 2020-21 which is a significant increase compared to the last quarter of 1382, this is mainly due to the vast amount of enquiries related to Covid 19. The performance rate is very good given the amount of member enquiries that were received.</p> <p>Actions: Continue to monitor Member Enquiries to improve performance.</p>																
<p>YTD</p> <h1 style="margin: 0;">91%</h1> <table style="margin: 10px auto; border: none;"> <tr> <td>Q2</td><td style="text-align: right;">93%</td><td>Q1</td><td style="text-align: right;">89%</td></tr> <tr> <td>20-21</td><td></td><td>20-21</td><td></td></tr> <tr> <td>Q4</td><td style="text-align: right;">-</td><td>Q3</td><td style="text-align: right;">97%</td></tr> <tr> <td>19-20</td><td></td><td>19-20</td><td></td></tr> </table> <p>Target YTD: 100% 19/20 Outturn: 97%</p> <p style="text-align: right;"><i>Bigger is better</i></p>	Q2	93%	Q1	89%	20-21		20-21		Q4	-	Q3	97%	19-20		19-20		
Q2	93%	Q1	89%														
20-21		20-21															
Q4	-	Q3	97%														
19-20		19-20															

Clr Muhammed Butt

Shazia Hussain

<p>ACE-EMS007</p> <p>Percentage of Stage 1 complaints responded to within timescale (Corporate)</p>	<p>Comments & Actions</p> <p>Comments: Corporate stage 1 complaint response performance is 2% points higher than the previous quarter. The amount of Stage 1 corporate complaints have increased significantly with 585 complaints due in Q2 2020-21, however performance has remained high the a 90% performance rate. There is still improvement to be made to achieve the 100% target rate.</p> <p>Actions: Report weekly on complaint performance so that service areas can improve timeliness.</p>																
<p>YTD</p> <h1 style="margin: 0;">89%</h1> <table style="margin: 10px auto; border: none;"> <tr> <td>Q2</td><td style="text-align: right;">90%</td><td>Q1</td><td style="text-align: right;">88%</td></tr> <tr> <td>20-21</td><td></td><td>20-21</td><td></td></tr> <tr> <td>Q4</td><td style="text-align: right;">-</td><td>Q3</td><td style="text-align: right;">94%</td></tr> <tr> <td>19-20</td><td></td><td>19-20</td><td></td></tr> </table> <p>Target YTD: 100% 19/20 Outturn: 94%</p> <p style="text-align: right;"><i>Bigger is better</i></p>	Q2	90%	Q1	88%	20-21		20-21		Q4	-	Q3	94%	19-20		19-20		
Q2	90%	Q1	88%														
20-21		20-21															
Q4	-	Q3	94%														
19-20		19-20															

Clr Margaret McLennan

Shazia Hussain

<p>ACE-EMS008</p> <p>Percentage of Stage 1 complaints responded to within timescale (Statutory)</p>	<p>Comments & Actions</p> <p>Comments: Stage 1 statutory complaint performance achieved 82% which is a drop of 12% points compared to the previous quarter. In Q2 2020/21, 28 out of the 34 complaints due were closed on time. .of 16 cases closed in time for Q1 2020-21. This was made up of a split of 5 out of 5 cases onetime for CYP and 10 out of 11 cases for ASC closed in time.</p> <p>Actions: Report weekly on complaint performance so that service areas can improve timeliness.</p>																
<p>YTD</p> <h1 style="margin: 0;">88%</h1> <table style="margin: 10px auto; border: none;"> <tr> <td>Q2</td><td style="text-align: right;">82%</td><td>Q1</td><td style="text-align: right;">94%</td></tr> <tr> <td>20-21</td><td></td><td>20-21</td><td></td></tr> <tr> <td>Q4</td><td style="text-align: right;">-</td><td>Q3</td><td style="text-align: right;">93%</td></tr> <tr> <td>19-20</td><td></td><td>19-20</td><td></td></tr> </table> <p>Target YTD: 100% 19/20 Outturn: 91%</p> <p style="text-align: right;"><i>Bigger is better</i></p>	Q2	82%	Q1	94%	20-21		20-21		Q4	-	Q3	93%	19-20		19-20		
Q2	82%	Q1	94%														
20-21		20-21															
Q4	-	Q3	93%														
19-20		19-20															

Clr Margaret McLennan

Shazia Hussain

<p>ACE-EMS009</p> <p>Percentage of Stage 2 complaints responded to within timescale (Corporate)</p>	<p>Comments & Actions</p> <p>Comments: Corporate Stage 2 response performance is slightly better than the previous quarter at 79% even though there were an additional 5 complaints due in this quarter compared to the last quarter, however this is still below the YTD target. There were 34 Stage 2 corporate complaints received in Q2 2020/21 of which 28 were responded to on time.</p> <p>Actions: Improve Stage 2 performance and ensure responses are sent for sign off at least 2 days before they are due.</p>																
<p>YTD</p> <h1 style="margin: 0;">78%</h1> <table style="margin: 10px auto; border: none;"> <tr> <td>Q2</td><td style="text-align: right;">79%</td><td>Q1</td><td style="text-align: right;">76%</td></tr> <tr> <td>20-21</td><td></td><td>20-21</td><td></td></tr> <tr> <td>Q4</td><td style="text-align: right;">75%</td><td>Q3</td><td style="text-align: right;">81%</td></tr> <tr> <td>19-20</td><td></td><td>19-20</td><td></td></tr> </table> <p>Target YTD: 100% 19/20 Outturn: 86%</p> <p style="text-align: right;"><i>Bigger is better</i></p>	Q2	79%	Q1	76%	20-21		20-21		Q4	75%	Q3	81%	19-20		19-20		
Q2	79%	Q1	76%														
20-21		20-21															
Q4	75%	Q3	81%														
19-20		19-20															

Clr Margaret McLennan

Shazia Hussain

Strong Foundations

ACE-EMS010
Percentage of Stage 2 complaints responded to within timescale (Statutory)

47.0%

YTD				
Q2 20-21	60%	Q1 20-21	33%	
Q4 19-20	33%	Q3 19-20	20%	

Target YTD: 100% *Bigger is better*
 19/20 Outturn: 43%

Comments & Actions
 Comments: Statutory Stage 2 complaint response performance remains poor, however it is an improvement on the previous quarter. This is largely down to the complexity of the cases received. There was 1 complaint for ASC which was closed late. There were 4 CYP complaints closed in Q2 2020/21, of which 3 were closed down on time. This is generally due to the complexity of cases and availability of staff to thoroughly investigate the complaint.
 Actions: Seek to improve performance with rigorous monitoring but continue to produce thorough investigations.

Cllr Margaret McLennan

Shazia Hussain

CDS-BCS002
Percentage of telephone calls answered through the council's ACD system

92.3%

YTD				
Q2 20-21	90%	Q1 20-21	94.67%	
Q4 19-20	88.00%	Q3 19-20	79.57%	

Target YTD: 80% *Bigger is better*
 19/20 Outturn: 80%

Comments & Actions
 Comments: 80% target met. Due to Covid, staff from Customer Service have been deployed to work on phones. This also includes the additional line created for Covid test centre bookings

Cllr Margaret McLennan

Peter Gadsdon

CDS-ICT001
Percentage of staff who have completed mandatory online Information Governance courses within one month of becoming due

88%

YTD				
Q2 20-21	89%	Q1 20-21	87%	
Q4 19-20	88%	Q3 19-20	86%	

Target YTD: 90% *Bigger is better*
 19/20 Outturn: 86%

Comments & Actions
 Comments: we can see an increase in the completion of the mandatory eLearning - Q1 from 87% to 89% in Q2. CYP has continued to make steady increases in performance.
 Actions: All departments to meet the target of 95% of completion.

Cllr Margaret McLennan

Peter Gadsdon

CDS-ICT002
Percentage of Subject Access Requests (SARs) responded to within the statutory timescales

93%

YTD				
Q2 20-21	93%	Q1 20-21	92%	
Q4 19-20	100%	Q3 19-20	99%	

Target YTD: 90% *Bigger is better*
 19/20 Outturn: 96%

Comments & Actions
 Comments: The SAR performance has continued within the statutory requirement. We are working closely with service areas to ensure information is received on time. This has seen a 1% increase from Q1.
 Actions: Continue with the weekly SAR trackers.

Cllr Margaret McLennan

Peter Gadsdon

CDS-REG001
Percentage of deaths registered within five days (excluding those referred to the Coroner)

78.0%

YTD				
Q2 20-21	87%	Q1 20-21	82%	
Q4 19-20	87%	Q3 19-20	89%	

Target YTD: 90% *Bigger is better*
 19/20 Outturn: 9%

Comments & Actions
 Comments: Brent is one of the top five districts in the London Region to record the highest death registrations year to date with 1215 deaths presented. 78% registered within the 5 day target time which has generated £81,449 income from death certificates. Other districts with high comparable numbers for death registrations were Lambeth (1269 deaths presented and 69% seen within 5 days) Barnet (1217 deaths presented with 90% registered within 5 days) Enfield (1215 deaths presented and 55% registered within 5 days) Camden (1207 deaths presented and 78% registered within 5 days). Introduction of telephone registrations has meant that community doctors and the bereavement services are sending the Medical Cause of Death (MCCD) certificate to the Registrars directly. Community deaths at times, presents delays, as an appointment to register a death cannot be booked until we receive the MCCD. If the death has occurred at home/hospice/care home we have to wait until the GP returns to surgery to write up the MCCD sometime this is outside the 5 day limit. Quarter two has seen a trend of statistics returning back to pre-COVID levels and closer to us meeting performance targets. The majority of our services are now digital in payment and booking.
 Actions: Discussions have taken place with local hospitals about the requirement to register within 5 days. Hospitals, GP services saw an exponential rise in deaths in quarter one which has reduced in quarter two.
 Due to telephone death registrations taking place there is a delay in the MCCD's being sent, at times when the documents are sent in they are not completed correctly which means they have to be returned to be completed correctly before the Registrar can proceed with the Registration.
 Virtual meeting with Senior Registration Officers and Hospital and Community GP's.

Cllr Margaret McLennan

Peter Gadsdon

CDS-REG002
Registration and Nationality external income achieved to date

£445,079

YTD				
Q2 20-21	£301k	Q1 20-21	£146k	
Q4 19-20	£256k	Q3 19-20	£254k	

Target YTD: £470k *Bigger is better*
 19/20 Outturn: £1.06m

Comments & Actions
 Comments: Since services commenced on 4th July 2020 for Ceremonies and citizenship, we have seen an increase of income back to pre-COVID-19 levels, quarter two is generally known as the busiest periods for the wedding industry. Our service diaries for giving legal notice of marriage and civil partnership, civil marriage and civil partnership ceremonies were fully booked in July, August and September. Data suggests that year to date we have conducted 337 civil marriage and civil partnership ceremonies from April 2020 to 30th September 2020 period (excluding April and May where no ceremonies took place), the majority of ceremonies were booked online, giving customers a choice of booking at a time that suits them through the digital online offer. The biggest proportion of income is through obtaining certificates which has generated £163,610 which is a request for circa 14,873 certificates since April 2020 to date. If we look at volumes, in July /Aug 2019 we conducted 401 notice appointments. But in the same period in 2020 we conducted 777, this has had a big impact on our income uptake. The majority of our services are now digital in payment and booking.

Cllr Margaret McLennan

Peter Gadsdon

Strong Foundations

CDS-REG004
Percentage of births registered within 42 days

65%			
YTD			
Q2	81%	Q1	52%
20-21		20-21	
Q4	99%	Q3	99%
19-20		19-20	

Target YTD: 98% Bigger is better
19/20 Outturn: 99%

Cllr Margaret McLennan

Comments & Actions
Comments: Following the reopening of services to register births after the COVID-19 lockdown in June 2020, a total of 955 births were registered. Quarter two has shown an trend back to pre-COVID levels as performance has increased month on month from July to September 2020. Overall we are one of the top 10 districts in London presenting high levels of births year to date we have registered 2,160 with 752 registered outside the 42 day target leaving our year to date overall performance for birth registrations at 65%. This is mainly due to the service being closed from April - May due to the COVID-19 lockdown. In the London region only Waltham forest had a higher percentage of 66%. Quarter two trends show a promising return to pre-COVID levels of birth registrations and a month on month improvement in performance (Sept 90%). As a caveat we have seen on of the highest rises in deaths presented due to COVID-19 this year the figures will not be true representation because of no birth registrations were taking place. The majority of our services are now digital in payment and booking.
Actions: We will add an extra column of births registration appointments as demand increases, currently the demand is for civil marriage and civil partnership ceremonies which are fully booked for October 2020.

Peter Gadsdon

CDS-REV001
Average days taken to process new benefit claims and change events

12.4			
YTD			
Q2	14	Q1	10.27
20-21		20-21	
Q4	8.1	Q3	8.9
19-20		19-20	

Target YTD: 8.7 Smaller is better
19/20 Outturn: 8.6

Cllr Margaret McLennan

Comments & Actions
Comments: Target not met. - More Temporary Accommodation and Exempt/Supported Accommodation cases being presented to us as new claims. 7000 UC notifications per month received additionally. General workload up 12%. Increase in DHP's, reconsiderations. Staff also doing RSF and SIP work
Actions: The average days has risen continuously since March 2020 reflecting the impact of COVID-19 on our residents. Assessment Officers are allowing additional time to customers to provide the required information. To avoid unnecessary delays, residents are being contacted by phone as opposed to email and letters.

Peter Gadsdon

CDS-REV002
Non-Domestic Business Rates (NNDR)

40.3%			
YTD			
Q2	40.3%	Q1	19.2%
20-21		20-21	
Q4	15.5%	Q3	26.4%
19-20		19-20	

Target YTD: 0.568 Bigger is better
19/20 Outturn: 98.2%

Cllr Margaret McLennan

Comments & Actions
Comments: Businesses have been severely affected by the pandemic. While many in the retail, hospitality and leisure sector are benefiting from a government funded rates holiday many not included here are badly affected and are struggling to pay, hence collection is considerably below where it would be in other years.
Actions: The service is offering payment deferrals top those struggling to pay. It has also paid out the government grants and applied the rates holiday where possible.

Peter Gadsdon

CDS-REV003
Percentage of Council Tax collected

53.2%			
YTD			
Q2	53.2%	Q1	28.1%
20-21		20-21	
Q4	14.0%	Q3	25.8%
19-20		19-20	

Target YTD: 0.588 Bigger is better
19/20 Outturn: 96.0%

Cllr Margaret McLennan

Comments & Actions
Comments: Many residents' finances are severely affected by the pandemic and so therefore is their ability to pay their council tax. Despite the additional support from government for those of working age. In addition, it is the case that issuing of summonses does produce payments but this year, with the courts closed, this has not happened.
Actions: The service has been reaching out to residents and encouraging contact so that it can provide support and deferred payment arrangements. Email, texts and outbound calls have been used. Where required payment is deferred. Reminders are issued in order to make contact. Where customers state they are affected by the pandemic this is recorded so recovery can be amended accordingly. The service also makes sure it is accessible with the answer rate on the phones for the year to date at over 86%. It is expected that court hearings will resume this calendar year, albeit virtually, assisting in encouraging contact and helping with collection. Any subsequent enforcement will focus on the won't pay rather than can't pay.

Peter Gadsdon

CDS-REV005
Value of HB overpayments recovered

£3,114,707			
YTD			
Q2	£3.11m	Q1	£1.65m
20-21		20-21	
Q4	£2.06m	Q3	£2.15m
19-20		19-20	

Target YTD: £4.35m Bigger is better
19/20 Outturn: £8.70m

Cllr Margaret McLennan

Comments & Actions
Comments: Recovery remains below the expected level as it is affected by the pandemic both in terms of some recovery routes, like benefit deduction being temporarily turned off together with the changes to circumstances of customers.
Actions: The team are continuing to review cases and discuss circumstances with customers. Where required payment is deferred. Reminders and other communication are issued in order to make contact. Where customers state they are affected by the pandemic this is recorded so recovery can be amended accordingly.

Peter Gadsdon

CEX-HRE001
Average days sickness (Previous 12 months)

6.24			
YTD			
Q2	6.2	Q1	7
20-21		20-21	
Q4	6.77	Q3	6.13
19-20		19-20	

19/20 Outturn: 6.77 Contextual

Cllr Margaret McLennan

Comments & Actions
Comments: The average level of sickness has remained stable this year which given the context of COVID -19 is good.

Debra Norman

Strong Foundations

<p><small>CWB-HMA003</small></p> <p>Current rent collected as a percentage of rent due</p> <div style="text-align: center; font-size: 2em; font-weight: bold;">95.85%</div> <table style="width: 100%; border: none;"> <tr> <td style="width: 10%;"><small>YTD</small></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> </tr> <tr> <td><small>Q2</small></td> <td>95.9%</td> <td><small>Q1</small></td> <td>95.9%</td> <td><small>20-21</small></td> <td></td> <td><small>Q3</small></td> <td>98.5%</td> </tr> <tr> <td><small>Q4</small></td> <td>98.6%</td> <td><small>19-20</small></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </table> <p><small>Target YTD: 100.5%</small> <small>19/20 Outturn: 98.6%</small></p> <p style="text-align: right;"><i>Bigger is better</i></p>	<small>YTD</small>								<small>Q2</small>	95.9%	<small>Q1</small>	95.9%	<small>20-21</small>		<small>Q3</small>	98.5%	<small>Q4</small>	98.6%	<small>19-20</small>						<p><small>Comments & Actions</small></p> <p>Comments: Income & Sustainment officers are working hard to mitigate the impact of covid-19 by working to maximise benefits and signposting to financial help for anyone struggling. So far they have limited new accounts falling into arrears since the pandemic to 6%. However, the value of arrears on household accounts has increased during this period by around £230 on average per household to an average of £1,350 per household and there is a current estimated impact of £2million in rent loss for the HRA due to Covid-19 which has significantly affected rent collection rates. Additionally 500 accounts that are in receipt of Universal Credit did not show on the monthly collection figures which would have meant collection for September was actually higher than recorded.</p> <p>Actions: From Quarter 3 the service is re-introducing targeted enforcement using the three agreed parameters for evictions at PCG. The re-introduction of serving Notices is likely to spark an increase in tenants paying towards their arrears.</p>
<small>YTD</small>																									
<small>Q2</small>	95.9%	<small>Q1</small>	95.9%	<small>20-21</small>		<small>Q3</small>	98.5%																		
<small>Q4</small>	98.6%	<small>19-20</small>																							

Clr Eleanor Southwood

Phil Porter

<p><small>CWB-HMA006</small></p> <p>Percentage of housing customers satisfied with the repairs service received</p> <div style="text-align: center; font-size: 2em; font-weight: bold;">87.38%</div> <table style="width: 100%; border: none;"> <tr> <td style="width: 10%;"><small>YTD</small></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> </tr> <tr> <td><small>Q2</small></td> <td>87.4%</td> <td><small>Q1</small></td> <td>87.5%</td> <td><small>20-21</small></td> <td></td> <td><small>Q3</small></td> <td>83.4%</td> </tr> <tr> <td><small>Q4</small></td> <td>83.0%</td> <td><small>19-20</small></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </table> <p><small>Target YTD: 85%</small> <small>19/20 Outturn: 83.0%</small></p> <p style="text-align: right;"><i>Bigger is better</i></p>	<small>YTD</small>								<small>Q2</small>	87.4%	<small>Q1</small>	87.5%	<small>20-21</small>		<small>Q3</small>	83.4%	<small>Q4</small>	83.0%	<small>19-20</small>						<p><small>Comments & Actions</small></p> <p>Comments: BHM has achieved 87% customer satisfaction year to date . The level of satisfaction has been consistently high this year and only dipped below target in September. There has been a spike in the number of repairs reported in September. Normally there would be around 450 jobs raised each week, in the last three weeks jobs have exceeded 600. The completion of jobs is affected by the resource available to managed them through and this can have an impact on customer satisfaction, due to delays caused by availability.</p> <p>Actions: The service has undertaken a review of negative feedback in order to devise an action plan to address trends and process issues, this plan has been put in place and we are working through it.</p>
<small>YTD</small>																									
<small>Q2</small>	87.4%	<small>Q1</small>	87.5%	<small>20-21</small>		<small>Q3</small>	83.4%																		
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<p><small>R&E-BCO001</small></p> <p>Income generated by Building Control</p> <div style="text-align: center; font-size: 2em; font-weight: bold;">£896,655</div> <table style="width: 100%; border: none;"> <tr> <td style="width: 10%;"><small>YTD</small></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> </tr> <tr> <td><small>Q2</small></td> <td>£591k</td> <td><small>Q1</small></td> <td>-</td> <td><small>20-21</small></td> <td></td> <td><small>Q3</small></td> <td>£220k</td> </tr> <tr> <td><small>Q4</small></td> <td>£306k</td> <td><small>19-20</small></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </table> <p><small>Target YTD: £795k</small> <small>19/20 Outturn: £1.85m</small></p> <p style="text-align: right;"><i>Bigger is better</i></p>	<small>YTD</small>								<small>Q2</small>	£591k	<small>Q1</small>	-	<small>20-21</small>		<small>Q3</small>	£220k	<small>Q4</small>	£306k	<small>19-20</small>						<p><small>Comments & Actions</small></p> <p>Comments: First Q1 shows a deficit in respect of our quarterly target of £115k. The summary below explains Q2 figures based on the back invoicing for old projects pre 2020/21 to total £426,497.24</p> <p>Old projects pre 2020/21 based on back invoicing for Q2 these figures below are for actual monies received</p> <p>July – £281,831.17 Aug – £53,191.67 Sept – £91,474.4 Total – £426,497.24</p> <p>Q2 Total income received – £590,622.62 Old project back invoicing - £426,497.24 New income received £164,125.38</p>
<small>YTD</small>																									
<small>Q2</small>	£591k	<small>Q1</small>	-	<small>20-21</small>		<small>Q3</small>	£220k																		
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Clr Shama Tatler

Alan Lunt