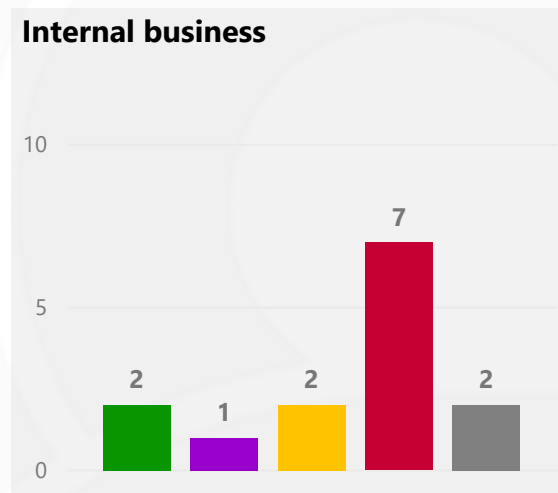
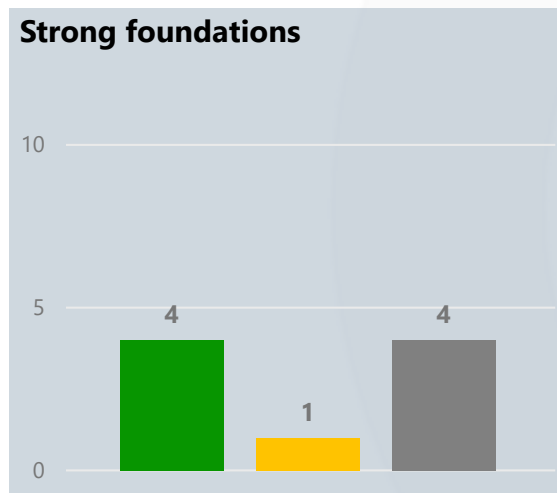
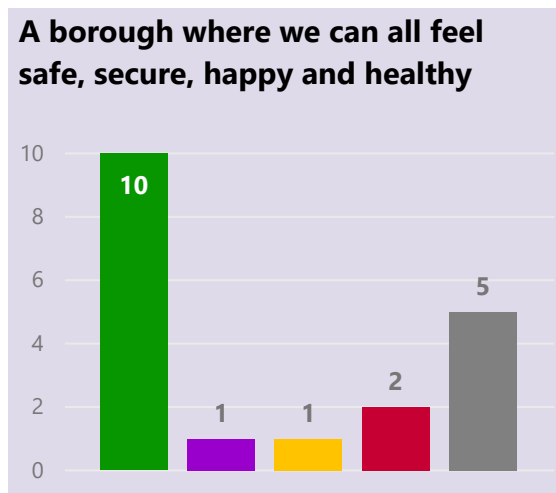
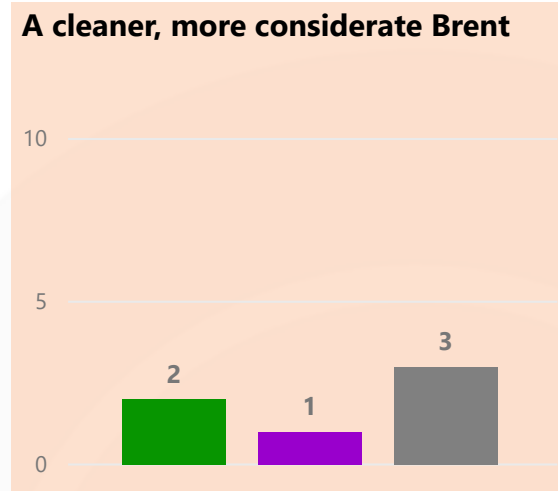
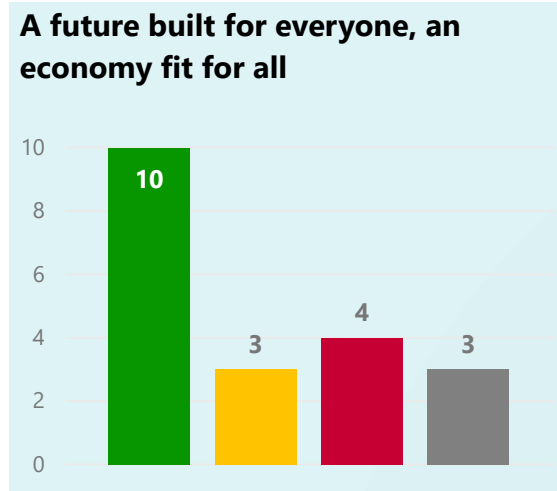
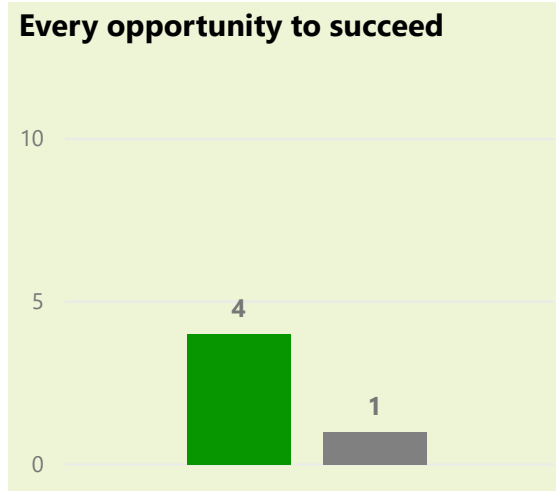


Corporate Performance Report Q2 2021-22

Indicators by RAG Rating



Key for Performance Rating

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

Green – At target or exceeding target

Purple – Outside target and where performance is directly attributable to the impact of COVID-19

Amber – 0.01% - 5% outside target, where performance is not directly attributable to the impact of COVID-19

Red – Greater than 5% outside target, where performance is not directly attributable to the impact of COVID-19

Contextual – No target set

n/a – Data not available

Count of Red Ratings for Borough Plan KPIs by Department

| Department | Q1 2021-22 | Q2 2021-22 | Trajectory |
|-----------------------------|------------|------------|------------|
| Chief Executive | 0 | 0 | → |
| Children & Young People | 0 | 1 | ↑ |
| Community Wellbeing | 6 | 4 | ↓ |
| Customer & Digital Services | 1 | 0 | ↓ |
| Regeneration & Environment | 3 | 1 | ↓ |

Corporate Performance Report Q2 2021-22

Every opportunity to succeed

Number of local apprenticeships/work experience opportunities (including focus on disadvantaged groups) [Social Value and Ethical Procurement Policy]

5

Target: 5 (+0%)

Number of students enrolled on Brent Starts courses

5,041

Target: 5,000 (+0.82%)

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

60.0%

Target: 57.0% (+5.26%)

Employment and Apprenticeship Outcomes (Brent Works)

162

Target: 120 (+35%)

Percentage of LAC in education, employment or training (EET) (Year 12 and 13)

71.0%

Corporate Performance Report Q2 2021-22

A future built for everyone, an economy fit for all

Average re-let time for properties with major voids works (calendar days)

108.0

Target: 72.0 (-50%)

Average re-let time for properties with minor voids works (calendar days)

67.5

Target: 35.0 (-92.86%)

Percentage of Category 2 defects repaired on time (Non-emergency repairs: response time to make highway...)

67.9%

Target: 90.0% (-24.51%)

Number of affordable homes delivered by i4B

18

Target: 30 (-40%)

Number of households (families & singles) in Temporary accommodation (TA)

1,646

Target: 1,626 (-1.23%)

Number of Houses of Multiple Occupation licensed within the borough

3,484

Target: 3,500 (-0.46%)

Number of affordable homes delivered by external providers (incl. S.106)

75

Target: 77 (-2.6%)

Number of empty properties refurbished and brought back in to use within the borough

45

Target: 45 (+0%)

Number of new council homes delivered

854

Target: 800 (+6.75%)

Percentage of properties with a valid gas certificate

98.1%

Target: 98.1% (+0.03%)

Percentage of properties with a valid Fire Risk Assessment, in line with cyclical date for re-inspection

100.0%

Target: 100.0% (+0%)

Percentage of homelessness prevented and relieved

64.5%

Target: 50.0% (+29.08%)

Corporate Performance Report Q2 2021-22

A future built for everyone, an economy fit for all

Number of students who have participated in a Brent ESOL course

1,528

Target: 1,500 (+1.87%)

Employment rate

119

Target: 96 (+23.96%)

Number of employment outcomes in growth sectors through Brent employment services

57

Target: 40 (+42.5%)

Number of residents in employment following participation in Moving On Up

32

Target: 20 (+60%)

Number of local suppliers we use in Brent

22.5%

Target: 20.0% (+12.5%)

Parking driver compliance: PCNs issued:
Parking contraventions

68,924

Number of households residing in council housing whom have downsized to a smaller property

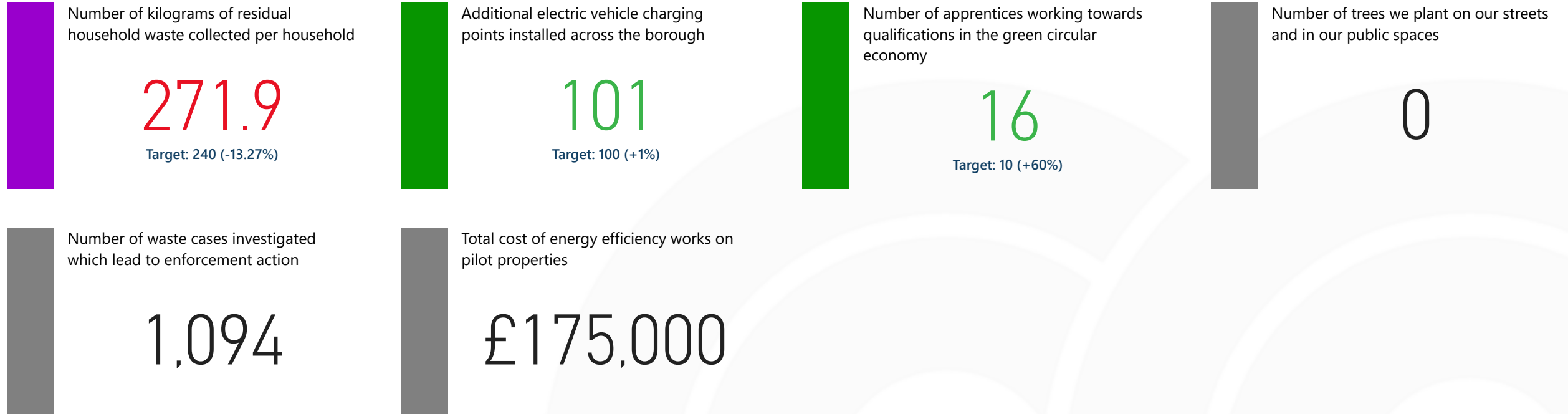
10

Amount of CIL collected

£4,657,208

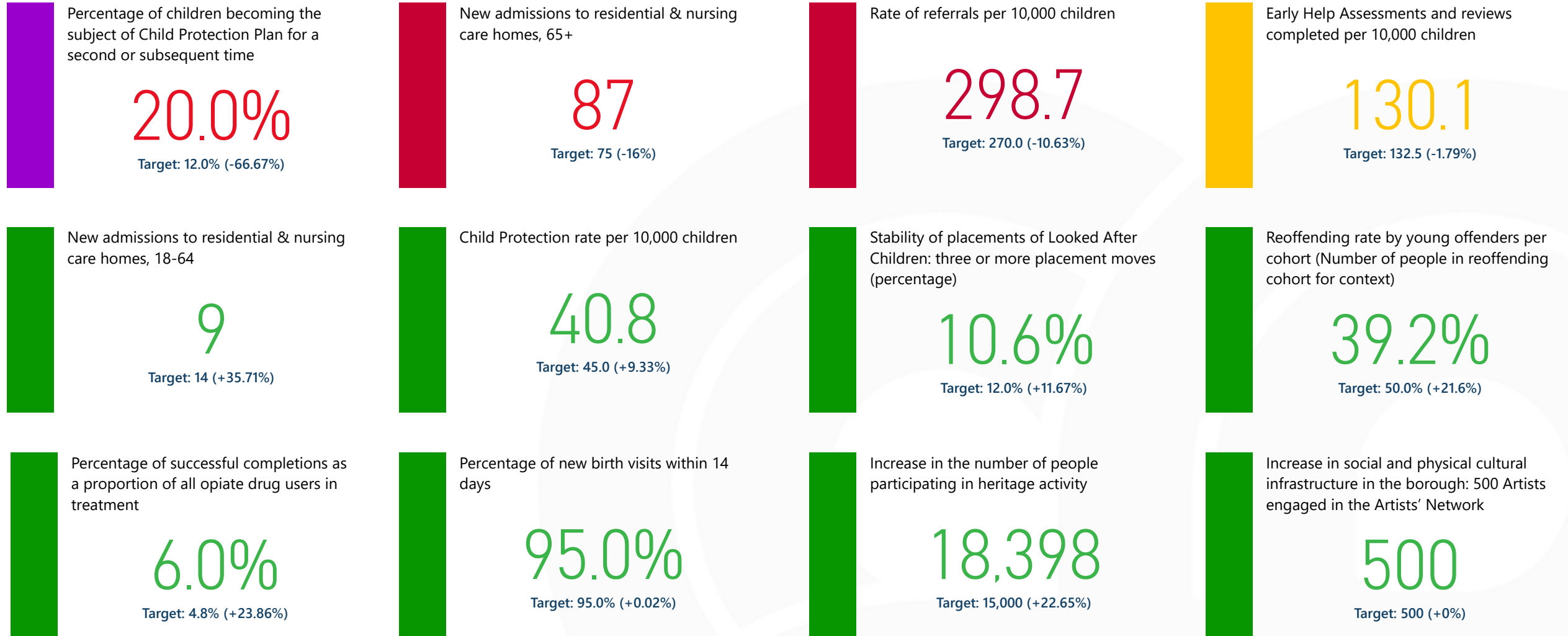
Corporate Performance Report Q2 2021-22

A cleaner, more considerate Brent



Corporate Performance Report Q2 2021-22

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



Corporate Performance Report Q2 2021-22

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

Increase in loans of physical and electronic stock from the libraries

432,687

Target: 259,212 (+66.92%)

Increase in social and physical cultural infrastructure in the borough: 5 meanwhile / temporary spaces secured ...

5

Target: 5 (+0%)

The overall number of wet, dry or virtual visits to Brent's sports centres

475,994

Rate of Looked After Children per 10,000 of population

40.1

Knife Crime - incidents

154

Anti-Social Behaviour - Incidents (MOPAC Borough Priority)

6,740

Delivery of specialist accommodation (property receiving enhanced housing management)

21

Waiting times for access to substance misuse treatment

Data not available

Average monthly acute delayed transfers of care (DToC) attributable to ASC

Data not available

The outcome of short-term services: sequel to service (REABLEMENT)

Data not available

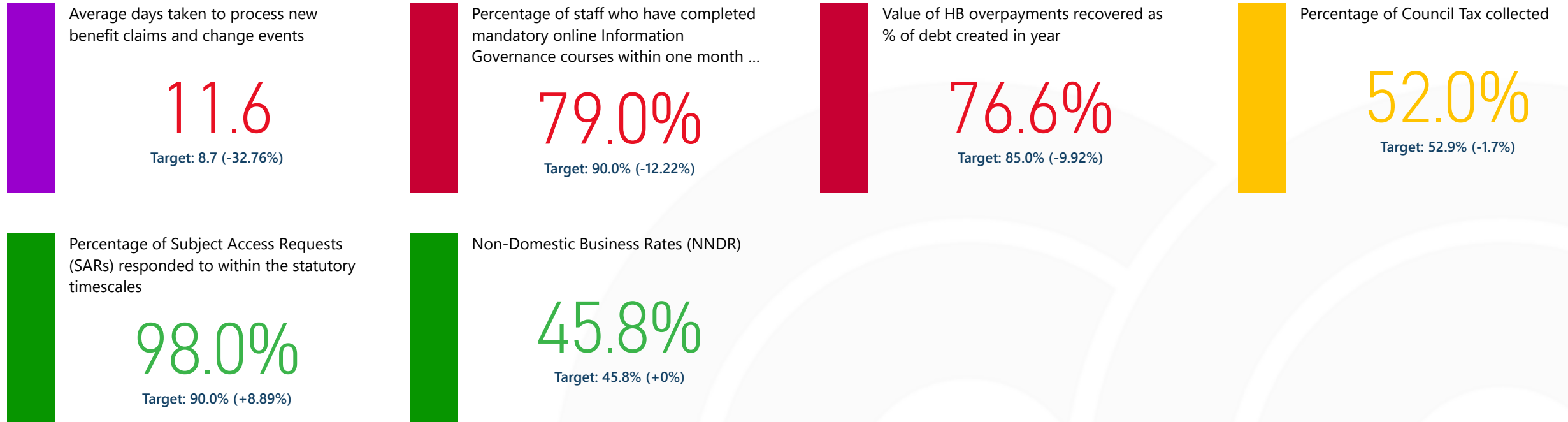
Corporate Performance Report Q2 2021-22

Strong foundations



Corporate Performance Report Q2 2021-22

Internal business



Corporate Performance Report Q2 2021-22

Internal business - Complaints focus

Percentage of Stage 1 complaints responded to within timescale (Corporate)

86.7%

Target: 100.0% (-13.27%)

Percentage of Stage 1 complaints responded to within timescale (Statutory)

75.0%

Target: 100.0% (-25%)

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

28.6%

Target: 100.0% (-71.43%)

Percentage of Stage 2 complaints responded to within timescale (Corporate)

67.7%

Target: 100.0% (-32.29%)

Percentage of members enquiries responded to within 10 days

92.5%

Target: 100.0% (-7.49%)

Percentage of FOI requests responded to within 20 working days

88.4%

Target: 90.0% (-1.77%)

Number of complaints upheld by the ombudsman

1

Number of Stage 1 complaints upheld/partially upheld

381