







Background Paper - Quarterly Corporate Performance Report

Quarter One, 2012/13

Notes

Performance icons



















 Red (Off target)	 Amber (Just short of target)	 Green (On target)	 Data Only
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-  Corporate Theme
-  Priority within the Corporate Theme
- CP The initials CP in the 'code' column are to denote Corporate Plan indicators.

Notes




- The word 'value' in the title should be read as 'result'.
- The short trend arrow compares performance in the current quarter (Q1) to the previous quarter (Q4) or if the indicator is accumulative, to the same quarters performance the previous year. If it is an annual indicator, it compares to the previous annual result.
- In many of the indicator descriptions, in brackets, is 'aim to maximise' or 'aim to minimise' which indicates whether a higher or lower number denotes good performance.
- Where the 'Data Only' symbol is used (the square icon with a graph) this is where targets have not been set. Generally a target has not been set either because the indicator is 'owned' by a partner organisation and not available to Richmond or where the Council is unable to influence the result.
- The programme and project updates are accurate as at 26th July 2012.

Protecting the Most Vulnerable

PI code & name	2011/12			2012/13	Q1 2012/13		Trend	Comment	Lead
	Target	Value	Status	Target	Value	Status			
ACS 082 Adult safeguarding - waits between alert and safeguarding decision - % in timescale (Aim to Maximise)	90%	97.4%		90%	91.4%				Derek Oliver
ACS 083 Percentage of people responded to within 2 working days with a decision about their referral (Aim to Maximise)	90%	90.4%		90%	91.4%				Derek Oliver
ACS 084 Percentage of service users where their top 3 outcomes have been met (Aim to Maximise)	85%	86%		85%	84.1%				Derek Oliver
ACS 085 Percentage of carers identified through assessment or review that were offered a carer assessment (Aim to Maximise)	90%	87.8%		90%	83.4%			This is being addressed by improving the user assessment forms to give clearer options around offering carers a separate carer's assessment. From August 2012 carers not present at the service user assessment meetings can now be sent a letter explaining their right to a carers assessment and encouraging them to request one.	Derek Oliver
ACS 086 The average number of people delayed in hospital each week (Aim to Minimise)	12	9		12	11.8				Derek Oliver
ACS 077 Percentage of adult social care service users reviewed (Aim to Maximise)	78%	89.6%		80%	62.2%			The target for this PI increases with each quarter as the data is accumulative. Q1's target is 20% and the trend arrow compares to the Q1 2011/12 result.	Derek Oliver







PI code & name	2011/12			2012/13	Q1 2012/13		Trend	Comment	Lead
	Target	Value	Status	Target	Value	Status			
ACS 078 Percentage of people receiving reablement who have a reduced level of service or no service required at the end of their reablement service (Aim to Maximise)	70%	87.8%		75%	91%				Derek Oliver
CP 65 Percentage of children becoming the subject of Child Protection Plan for a second or subsequent time (Aim to Minimise)	9.9%	9.1%		9.9%	N/A	N/A	N/A	No data available for this quarter	Barbara Murray
CP 68 Percentage of referrals to children's social care going on to initial assessment (Aim to Maximise)	N/A	70.4%		N/A	N/A	N/A	N/A	No data available for this quarter	Barbara Murray
ACS 155 Number of additional units of affordable housing delivered annually	195 Units	244 Units		N/A	3 Units			This has changed from target driven last year, to a data only PI. The affordable housing development programme is currently anticipated to deliver 37 units in 2012/13, this estimate includes proposals by RHP for a purchase and repair scheme which will involve the purchase and renovation of properties from the open market.	Mandy Skinner
ACS 020 Percentage of new applications to the housing register processed within 14 working days (Aim to Maximise)	90%	93%		90%	92%				Brian Castle
CP 181 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events (Aim to minimise)	15 Days	8.29 Days		15 Days	10.46 days				Graham Russell
ECCS 3014 % Repeat referrals to Specialist Children's Services (within 12 months of a previous referral)	25.5%	9.7%		TBC	N/A	N/A	N/A	Target to be confirmed. Q1 data available for Q2 report	Barbara Murray







Programmes and projects with green status


Code	Programme/Project Name	Cost	Time	Benefits Delivery	Sponsor
PG0872	Adult Care Provision				Brian Castle

Code	Programme/Project Name	Cost	Time	Benefits Delivery	Sponsor
PG0971	Welfare Reform Implementation Programme				Graham Russell

Details for programmes and projects with red/amber status

Code	Programme/Project Name	Cost	Time	Benefits Delivery	Comments	Sponsor
PR0785	Supporting People Recommissioning				The SP Programme RAG status is amber, due to some slippages in timescales. The tendering for Mental Health services started at the end of July for award at the end of September. Service specifications have now been agreed and signed off by the SP Programme Board for Single Homeless/Rough Sleepers and Domestic Violence. Individual negotiations with the larger provider organisations have been completed and agreements reached in principle, now awaiting final approval from Provider Governance boards. Work has started with smaller providers with final decisions to be made on whether to review and negotiate or terminate existing contracts at the October Supporting People Programme Board.	Cathy Kerr
PR0825	Pre-Payment Cards				The project status is amber due to some slippage in timescales to enable a comprehensive consultation with service users. The results from the consultation will inform the EINA and specification for the service. If approved by ASC Commissioning & Programme board, the aim is to achieve implementation prior to the new Home Support Contracts which are due to start at the beginning of 2013. Further work is also being undertaken to explore the links between the Pre-Payment Card and the proposed Richmond Residents Card.	Cathy Kerr

Code	Programme/Project Name	Cost	Time	Benefits Delivery	Comments	Sponsor
PG0509	Corporate Housing Programme				<p>The overall RAG status remains amber due to the continued delay in the implementation of the Localism Act now expected for November 2012, this has the potential to increase the borough's homelessness expenditure as use of the private sector as a re-housing option remains restricted.</p> <p>Temporary accommodation is already projected to overspend by £450,000, with overall numbers increasing from 239 in 2010-11 to 259 in 2011-12 of which the B&B element increased from 67 to 89.</p> <p>The final schemes in the 2011-12 development programme facilitated a reduction in the first quarter of 2012-13 to 229 in TA of which 60 were in B&B. The projected overspend is a reflection of both increasing numbers for whom a statutory re-housing duty is required and rising costs of temporary accommodation.</p> <p>The affordable housing development programme, which produced 244 units in 2011-12 is currently anticipated to deliver around 37 units for 2012/13. This estimate includes proposals by RHP for a purchase and repair scheme which will involve the purchase and renovation of properties from the open market. Given the continued pressure for land to support new build, options being explored also include identification of sites through the new asset management plan process.</p>	Brian Castle
PG0994	Passenger Transport				<p>The Special Educational Needs Transport procurement was successful and has achieved savings of £474K. Service providers have been awarded contracts and the proposed contract start date is September.</p> <p>It was not possible however, to award a contract for Adult Passenger Transport Services due to tenderers submitting tenders with a higher value than current costs, a review of this procurement is being undertaken to inform our approach for re-tendering in the Autumn.</p>	Brian Castle

PI code & name	2011/12			2012/13	Q1 2012/13		Trend	Comment	Lead
	Target	Value	Status	Target	Value	Status			
NHSCP 01 Number of excess winter deaths	NEW INDICATOR			N/A	Measured on an annual basis using data from Nov/Dec/Jan/Feb.		N/A	For 2011/12 there were 79 excess winter deaths. This represents 21%. The London average was 18.1% and England was 18.1%	
NHSCP 02 Take up of the NHS Health Check Programme (Aim to Maximise)	NEW INDICATOR			8%	2.6%		N/A	For 2011/12 the value was 9.4% against a target of 10.6%	Dr Usman Khan
NEW INDICATOR Proportion of physically active (at least 150 minutes of moderate activity per week) versus inactive adults (less than 30 minutes of moderate activity per week).	NEW INDICATOR			N/A	N/A	N/A	N/A	In development with public health colleagues	
NEW INDICATOR Smoking prevalence amongst over 18's	NEW INDICATOR			N/A	N/A	N/A	N/A		
NEW INDICATOR Alcohol-related admissions to hospital	NEW INDICATOR			N/A	N/A	N/A	N/A		
NEW INDICATOR People presenting with HIV at late stage of infection	NEW INDICATOR			N/A	N/A	N/A	N/A		
NEW INDICATOR Cases of excess weight in adults	NEW INDICATOR			N/A	N/A	N/A	N/A		
NEW INDICATOR Population vaccination coverage	NEW INDICATOR			N/A	N/A	N/A	N/A		




PI code & name	2011/12			2012/13	Q1 2012/13		Trend	Comment	Lead
	Target	Value	Status	Target	Value	Status			
ECCS 151 Percentage of Richmond residents applying for a primary school place who are offered a place by the start of the Autumn term (Aim to maximise)	100%	100%		100%	Measured on an annual basis		N/A		Matthew Paul
ECCS 152 Percentage of Richmond residents applying for a secondary school place who are offered a place by the start of the Autumn term (Aim to maximise)	100%	100%		100%	Measured on an annual basis		N/A		Matthew Paul
ECCS 153 Richmond Council being in the top 5 performing authorities nationally for Key Stage 2 level 4 and above results.	Yes	N/A	N/A	Yes	Measured on an annual basis		N/A	2011/12 data available December 2012	Tessa Moore
CP 75 Achievement of 5 or more A*- C grades at GCSE or equivalent including English and Maths (Aim to Maximise)	71%	N/A	N/A	TBC	Measured on an annual basis		N/A	2011/12 data available January 2013. Target TBC.	Tessa Moore
CP 117 16 to 18 year olds who are not in education, employment or training (NEET) (Aim to Minimise)	4%	5.2%		4%	3.9%				Robert Henderson

Programmes and projects with green status

Code	Programme/Project Name	Cost	Time	Benefits Delivery	Sponsor
PRO643	Academies				Nick Whitfield
PRO645	Primary School Places				Nick Whitfield














Code	Programme/Project Name	Cost	Time	Benefits Delivery	Sponsor
PRO644	Sixth Forms				Nick Whitfield
PRO646	Secondary School Places				Nick Whitfield








Programmes and projects with red/amber status

Code	Programme/Project Name	Cost	Time	Benefits Delivery	Comments	Sponsor
PRO647	Community Boards				Although there is a community board for Richmond Park Academy, establishing further community boards is dependent upon the conversion of more schools to academy status.	Nick Whitfield

Th Working in Partnership: Place

Pr A Green Borough: Local Diversity & Quality Planning

PI code & name	2011/12			2012/13	Q1 2012/13		Trend	Comment	Lead
	Target	Value	Status	Target	Value	Status			
ENV 001 % of appeals allowed against the Council's decision to refuse planning applications. (Aim to Minimise)	33%	34%		33%	29%				Jon Freer
ENV 032 Surface Footway where maintenance should be considered (Aim to Minimise)	13%	13%		13%	Measured on an annual basis		N/A		Andrew Darvill
ENV 157b Processing of planning applications: Minor applications (Aim to Maximise)	70%	68%		65%	70%				Jon Freer
ENV 157c Processing of planning applications: Other applications (Aim to Maximise)	85%	80%		80%	82%				Jon Freer
ENV 168 Principal roads where maintenance should be considered (Aim to Minimise)	9%	6%		9%	Measured on an annual basis		N/A		Andrew Darvill
ENV 169 Non-principal classified roads where maintenance should be considered (Aim to Minimise)	10%	10%		8%	Measured on an annual basis		N/A		Andrew Darvill
ENV 192 Percentage of household waste sent for reuse, recycling and composting (Aim to Maximise)	44%	44.75%		45%	44.57%				Jon Freer

PI code & name	2011/12			2012/13	Q1 2012/13		Trend	Comment	Lead
	Target	Value	Status	Target	Value	Status			
ENV 195a Improved street and environmental cleanliness: Litter (Aim to Minimise)	4%	5%		4%	N/A	N/A	N/A	These indicators are based on a survey each quarter. No survey took place in Q1.	Jon Freer
ENV 195b Improved street and environmental cleanliness: Detritus (Aim to Minimise)	18%	18%		16%	N/A	N/A	N/A		Jon Freer
ENV 195c Improved street and environmental cleanliness: Graffiti (Aim to Minimise)	5%	4%		5%	N/A	N/A	N/A		Jon Freer
ENV 195d Improved street and environmental cleanliness: Fly-posting (Aim to Minimise)	1%	1%		1%	N/A	N/A	N/A		Jon Freer
ENV 196 Improved street and environmental cleanliness – fly tipping (Aim to Minimise)	2	2		2	Measured on an annual basis		N/A		Jon Freer
ENV 197 Improved Local Biodiversity – proportion of Local Sites where positive conservation management has been or is being implemented (Aim to Maximise)	75%	77.3%		75%	Measured on an annual basis		N/A		Ishbel Murray
ENV 198 Percentage of residents satisfied with parks and open spaces (Aim to Maximise)	NEW INDICATOR			N/A	Measured on an annual basis		N/A		Mandy Skinner
ENV 014 Number of Parks with Green Flag status (Aim to maximise)	10	10		13	Measured on an annual basis		N/A	We have 13 parks with Green Flag status showing for this year.	Ishbel Murray

Programmes and projects with green status

Code	Programme/Project Name	Cost	Time	Benefits Delivery	Sponsor
PGO842	Transport				Paul Chadwick
PGO767	Local Development Framework				Paul Chadwick

Code	Programme/Project Name	Cost	Time	Benefits Delivery	Sponsor
PGO852	Uplift Programme				Ishbel Murray
PGO846	Parks Programme				Ishbel Murray



Supporting Business, Culture and The Arts

PI code & name	2011/12			2012/13	Q1 2012/13		Trend	Comment	Lead
	Target	Value	Status	Target	Value	Status			
FCS 036 The number of businesses in receipt of small business rate relief	Measured on a Quarterly basis			N/A	2,534		N/A		Graham Russell
ENV 199 Percentage of residents satisfied with their local high street	NEW INDICATOR			N/A	Measured on an annual basis		N/A		Sean Gillen
ENV 006 The number of empty shops	NEW INDICATOR			N/A	Measured on an annual basis		N/A		Jon Freer

Programmes and projects with green status

Code	Programme/Project Name	Cost	Time	Benefits Delivery	Sponsor
PRO901	Olympics				Paul Chadwick

Programmes and projects with red/amber status

Code	Programme/Project Name	Cost	Time	Benefits Delivery	Comments	Sponsor
PGO786	Cultural Services Trust Programme				There has been slippage against original timescales due to the need for clarification from HMRC around the treatment of VAT and NNDR, which could have jeopardised the projected savings. This advice as now been received and specialist consultants have been engaged to provide detailed options and advice for the proposed culture trust and to explore options for the provision of sport and leisure. For culture, a business case is expected to be presented to Cabinet in late autumn 2012, to enable a shadow trust to be in place by April 2013.	Ian Dodds

Pr A Borough Open to Visitors

PI code & name	2011/12			2012/13	Q1 2012/13		Trend	Comment	Lead
	Target	Value	Status	Target	Value	Status			
ENV 200 Percentage of residents who are satisfied with public transport (Aim to Maximise)	NEW INDICATOR			N/A	Measured on an annual basis.		N/A		Mandy Skinner

Programmes and projects with green status

Code	Programme/Project Name	Cost	Time	Benefits Delivery	Sponsor
PR0430	Richmond Residents Card				Paul Chadwick

Pr A Safe Borough

PI code & name	2011/12			2012/13	Q1 2012/13		Trend	Comment	Lead
	Target	Value	Status	Target	Value	Status			
ACS 090 Overall Crime rate per 1,000 residents (Aim to	N/A	62.46		N/A	17.15				Mandy

PI code & name	2011/12			2012/13	Q1 2012/13		Trend	Comment	Lead
	Target	Value	Status	Target	Value	Status			
Minimise)									Skinner
NI 16 Serious acquisitive crime rate per 1,000 residents (Aim to Minimise)	N/A	13.4		N/A	3.83				Mandy Skinner
ACS 171 Percentage of residents who think anti-social behaviour is a problem in their neighbourhood (Aim to Minimise)	NEW INDICATOR			N/A	Measured on an annual basis		N/A		Mandy Skinner
ACS 172 Percentage of residents who agree the police and other local public services are successfully dealing with crime and anti-social behaviour (Aim to Maximise)	NEW INDICATOR			N/A	Measured on an annual basis		N/A		Mandy Skinner
ACS 173 The level of satisfaction of victims of domestic abuse with service provided (Aim to Maximise)	NEW INDICATOR			55%	92%		N/A		Mandy Skinner









Working in Partnership: Resources


















Putting People First: A Lower Tax Borough

PI code & name	2011/12			2012/13	Q1 2012/13		Trend	Comment	Lead
	Target	Value	Status	Target	Value	Status			
FCS 019 Council Tax Collection Rate (Aim to Maximise)	98.7%	98.68%		98.7%	35.34%			These trend arrows compare to the Q1 2011/12 result as the data is accumulative.	Graham Russell
FCS 020 Non-Domestic Rates Collection Rate (Aim to Maximise)	99.6%	98.82%		99.6%	30.51%				Graham Russell
FCS 025 Number of Financial transactions over the web (Aim to Maximise)	72,000	81,941		80,000	24,970				Mike Gravatt
FCS 037 Overall cost per head (per resident) of all Council run &/or commissioned services	N/A	£576		N/A	£572		N/A		Graham Russell

PI code & name	2011/12			2012/13	Q1 2012/13		Trend	Comment	Lead
	Target	Value	Status	Target	Value	Status			
HR 001 Number of working days lost to sickness absence per full time equivalent employee - Council and School employees. (Aim to Minimise)	6.5 Days	6.61 Days		6 Days	6.3 Days			This indicators performance reflects the high amount of changes that are occurring within the council. The Human Resources department recognises that performance for Q1 is not meeting the agreed corporate target and is implementing a number of changes to address how they monitor and deal with performance and support members of staff.	Ian Steadman
HR 002 Number of working days lost to sickness absence per full time equivalent employee - Council employees only. (Aim to Minimise)	7.5 Days	8.44 Days		7 Days	8.16 Days			This indicators performance reflects the high amount of changes that are occurring within the council. The Human Resources department recognises that performance for Q1 is not meeting the agreed corporate target and is implementing a number of changes to address how they monitor and deal with performance and support members of staff.	Ian Steadman

Programmes and projects with green status

Code	Programme/Project Name	Cost	Time	Benefits Delivery	Sponsor
PG0566	Commissioning				Mandy Skinner
PR0412	Office Accommodation				Ishbel Murray
PG0858	Highways and Streetscene				Andrew Darvill

Code	Programme/Project Name	Cost	Time	Benefits Delivery	Sponsor
PG0845	Facilities, Construction and Property				Ishbel Murray
PR0891	Implementation in Change of Banking Contract				Mark Maidment

Programmes and projects with red/amber status

Code	Programme/Project Name	Cost	Time	Benefits Delivery	Comments	Sponsor
PR0493	ICT Service Contract Replacement				Serco have now agreed to our main requirements.	Mike Gravatt
PG0830	Children's Shared Service (AFC)				The Council continues to progress work in preparation for commissioning Achieving for Children (AfC) and has received a positive ruling from HMRC in relation to the treatment of VAT for the proposed company. The delay in receiving this advice has caused slippage against original timescales. The recently announced appointment of Nick Whitfield as joint Director for Richmond and Kingston offers the opportunity to accelerate elements of AfC, though careful management of resources will be required to ensure that the combination of delivering improvement within the Kingston Service as well as AfC will be achieved within the timescales envisaged.	Nick Whitfield
PR0806	Income maximization project				Monitoring of agreed new incomes is ongoing with no major issues. Advertising on the public website has begun and will increase over time. A short consultancy exercise is to be carried out over the summer to establish the potential for outdoor advertising and further reports to members will follow as needed.	Jon Freer



An Accountable Council

PI code & name	2011/12			2012/13	Q1 2012/13		Trend	Comment	Lead
	Target	Value	Status	Target	Value	Status			
ACS 087 Number of Stage 1 complaints closed in the quarter (data only, no target)	N/A	197		N/A	48				Mandy Skinner
ACS 088 Percentage of responses to Stage 1 complaints made within timescale	90%	89%		90%	91%				Mandy Skinner
ACS 115 Number of FOI requests received (data only, no target)	N/A	1,088		N/A	251				Mandy Skinner

PI code & name	2011/12			2012/13	Q1 2012/13		Trend	Comment	Lead
	Target	Value	Status	Target	Value	Status			
ACS 116 Percentage of FOI requests completed within 20 day limit	90%	95.5%		90%	96%				Mandy Skinner
FCS 022 Proportion of calls answered within 20 seconds (Aim to Maximise)	80%	79%		80%	75%			The drop in performance is due to a number of staff holidays and the loss of 2 Customer Service Advisors during the period. A recruitment drive is underway to rectify this.	Mike Gravatt
FCS 023 Proportion of calls resolved by first contact (Aim to Maximise)	80%	87%		80%	86%				Mike Gravatt

Programmes and projects with green status

Code	Programme/Project Name	Cost	Time	Benefits Delivery	Sponsor
PG0734	Data and Information Management Programme				Mandy Skinner & Mike Gravatt



Code	Programme/Project Name	Cost	Time	Benefits Delivery	Sponsor
PG0924	Customer Contact Programme 2012				Mike Gravatt

Involving Our Community







PI code & name	2011/12			2012/13	Q1 2012/13		Trend	Comment	Lead
	Target	Value	Status	Target	Value	Status			
ECCS 1041 The number of young people voting for the Youth Parliament.	No elections took place this year			N/A	N/A		N/A	Elections take place in January 2013.	Robert Henders on
ACS 174 % of people who feel they can influence decisions in their local area (Aim to Maximise)	NEW INDICATOR			N/A	Measured on an annual basis		N/A		Mandy Skinner










PI code & name	2011/12			2012/13	Q1 2012/13		Trend	Comment	Lead
	Target	Value	Status	Target	Value	Status			
ACS 175 % of people who feel informed about services in their local area (Aim to Maximise)	NEW INDICATOR			N/A	Measured on an annual basis		N/A		Mandy Skinner
ACS 168 Number of volunteers registered per year (Aim to Maximise)	NEW INDICATOR			600	N/A	N/A	N/A	Richmond Volunteering Scheme began in June 2012. Results will be available going forward from Q2 Report.	Mandy Skinner
ACS 169 Number of successful volunteer placements per year (Aim to Maximise)	NEW INDICATOR			500	N/A	N/A	N/A		Mandy Skinner

Programmes and projects with green status

Code	Programme/Project Name	Cost	Time	Benefits Delivery	Sponsor
PG1068	Community Involvement Programme				Mandy Skinner

Programmes and projects with red/amber status

Code	Programme/Project Name	Cost	Time	Benefits Delivery	Comments	Sponsor
PG0631	Health Partnership – supporting structures and arrangements				<p>This programme of work covers the following local initiatives in support of the Health and Social Care Bill which was passed by parliament in April 2012.</p> <p>Move of the Public health function to the Council in April 2013 with Public Health working in 'shadow' form from October 2012.</p> <p>The physical move of NHS Richmond staff from Thames House in Teddington to the Civic Centre which includes Clinical Commissioning Group GP leads. The intention is to move these staff post Olympics</p> <p>Development of the new HealthWatch service which will replace Richmond LINK in April 2013.</p> <p>Development of the shadow Health and Wellbeing Board in preparation for the Board to be fully operational from April 2013.</p> <p>Development of local commissioning arrangements including authorisation of the Clinical Commissioning Groups in September 2012, the set up of commissioning support organisation across South London and support provided locally through a Richmond collaborative for April 2013.</p> <p>Overall the individual projects are on track to achieve the deadlines set out above apart from the move of staff to the Civic Centre which has been delayed due to technical issues and will now be post Olympics with the actual date still to be confirmed.</p> <p>A stakeholder event re changes to local services following the bill is planned for September or early October.</p>	Cathy Kerr
PR0494	Voluntary Sector Commissioning (for all service areas)				<p>The voluntary sector commissioning programme has several strands. The grants programme is being transferred into commissioning frameworks.</p> <p>Children's Services has already transferred from April 2011.</p> <p>Cultural Services will be commissioned from October 2012. These services also include grant funded environmental services such as The London Wildlife Trust, Crane Park. The intended procurement will include a mixture of grants and contracts appropriate to the service being commissioned.</p> <p>Environment has initiated a new approach by inviting "Friends" groups to help manage the borough's parks and open spaces, through small grants.</p>	Mandy Skinner

Code	Programme/Project Name	Cost	Time	Benefits Delivery	Comments	Sponsor
					The availability of transitional funding to support organisations affected by the move to commissioning has been communicated to voluntary organisations and is on the Council's website. In addition three infrastructure and capacity building services have or are being commissioned. Contracts to provide strategic leadership and a volunteering scheme have been awarded and commenced on 1 June 2012. The remaining capacity building contract is currently being tendered, with a planned contract commencement date of 3 December 2012. A grant has been awarded to RCVS to provide capacity building services in the interim. The Volunteering Richmond scheme is developing a rolling programme of outreach events across the borough. An independent needs analysis has been commissioned on Community Advice Services. These include advice services run by Richmond CAB, Richmond AID and Age UK Richmond. All current providers have been notified and will be consulted throughout.	
PG0329	Joint Mental Health Commissioning strategy and implementation				Considerable work continues to be undertaken but the needs defined in the Joint MH strategies have yet to be met within the timescales anticipated. The public consultation on improving adult mental health rehabilitation services is due to be completed in September. Primary Mental Health Service (PMHS) and the redesign of Health and Social Care is underway and will support both the PMHS and the secondary mental health service. Kew Rd properties are to be used for 8 -10 additional Supporting people funded housing for people with MH conditions who require up to 10 hours support a week. This will provide vital additional resources for the MH rehabilitation pathway providing a step down from more intensive rehabilitation accommodation (subject to planning permission)	Grahame Freeland-Bright
PR0748	Logo Cloud – SW London Network				This is a project for a secure 5 borough network link. The long-delayed, higher-capacity LPSN connection was implemented on July 5th - 9th. Work to enable address book and calendar free/busy data sharing between the five boroughs is on-going. Completion depends on resolution of setup issues at each of the boroughs. This work is being coordinated by a project manager employed from Merton using Capital Ambition funding.	Mike Gravatt
PR0508	N3 Connection				The N3 connection has been installed but there are further technical issues preventing the ability of NHS staff from accessing all of their systems. This relates to the Council offices not currently being classified as NHS premises. Work is ongoing to resolve these issues prior to the NHS moves which have been delayed until after the Olympics.	Mike Gravatt