

SECTION ONE:

BV	Definition	Performance per quarter	Comments on performance:												
8	Percentage of undisputed invoices paid within 30 days	<p style="text-align: center;">BV 8</p> <table border="1"> <caption>Performance per quarter for BV 8</caption> <thead> <tr> <th>Quarter</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>Q4 - 02/03</td> <td>67%</td> </tr> <tr> <td>Q3 - 02/03</td> <td>76%</td> </tr> <tr> <td>Q2 - 02/03</td> <td>75%</td> </tr> <tr> <td>Q1 - 02/03</td> <td>83%</td> </tr> <tr> <td>Q4 - 01/02</td> <td>75%</td> </tr> </tbody> </table>	Quarter	Performance (%)	Q4 - 02/03	67%	Q3 - 02/03	76%	Q2 - 02/03	75%	Q1 - 02/03	83%	Q4 - 01/02	75%	01/02 Annual target set at 95% 02/03 Annual target set at 87%
	Quarter		Performance (%)												
	Q4 - 02/03		67%												
Q3 - 02/03	76%														
Q2 - 02/03	75%														
Q1 - 02/03	83%														
Q4 - 01/02	75%														
Responsible Service Area:	Corporate Finance: Sarah Cardo	Response to any change in performance:													
		Performance this quarter is very poor. From a sample of 298 invoices only 201 was paid within 30 days. Several sections within Housing and Social Services have not replied to the request with the effect being that the figures cannot be predicted but would have given a fairer reflection across the Council. Annual target not met													
BV	Definition	Performance per quarter	Comments on performance:												
11a	% of top 5% earners that are women	<p style="text-align: center;">BV 11a</p> <table border="1"> <caption>Performance per quarter for BV 11a</caption> <thead> <tr> <th>Quarter</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>Q4 - 02/03</td> <td>40%</td> </tr> <tr> <td>Q3 - 02/03</td> <td>38%</td> </tr> <tr> <td>Q2 - 02/03</td> <td>39%</td> </tr> <tr> <td>Q1 - 02/03</td> <td>33%</td> </tr> </tbody> </table>	Quarter	Performance (%)	Q4 - 02/03	40%	Q3 - 02/03	38%	Q2 - 02/03	39%	Q1 - 02/03	33%	01/02 Annual target New 2002 02/03 Annual target 36%		
	Quarter		Performance (%)												
	Q4 - 02/03		40%												
Q3 - 02/03	38%														
Q2 - 02/03	39%														
Q1 - 02/03	33%														
Responsible Service Area	HR Marco O'Henry	Response to any change in performance:													
		Annual target met													

BV	Definition	Performance per quarter	Comments on performance:												
11b	% of top 5% earners that are from black & minority ethnic communities	<p style="text-align: center;">BV 11b</p> <table border="1"> <caption>Performance per quarter for BV 11b</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q4 - 02/03</td> <td>16%</td> </tr> <tr> <td>Q3 - 02/03</td> <td>16%</td> </tr> <tr> <td>Q2 - 02/03</td> <td>18%</td> </tr> <tr> <td>Q1 - 02/03</td> <td>20%</td> </tr> </tbody> </table>	Quarter	Percentage	Q4 - 02/03	16%	Q3 - 02/03	16%	Q2 - 02/03	18%	Q1 - 02/03	20%	<p>01/02 Annual target New 2002 02/03 Annual target 36%</p>		
Quarter	Percentage														
Q4 - 02/03	16%														
Q3 - 02/03	16%														
Q2 - 02/03	18%														
Q1 - 02/03	20%														
	<p>Responsible Service Area</p> <p>HR Marco O'Henry</p>	<p>Response to any change in performance:</p> <p>Down slightly due to the turnover that has impacted on the figure. Current initiatives equality action plan, race equality scheme, black and Asian staff forum and the employment & service delivery improvement teams</p>													
12	The number of working days/shifts lost due to sickness absence per quarter per employee	<p style="text-align: center;">BV 12</p> <table border="1"> <caption>Performance per quarter for BV 12</caption> <thead> <tr> <th>Quarter</th> <th>Days/Shifts Lost</th> </tr> </thead> <tbody> <tr> <td>Q4 - 02/03</td> <td>2.81</td> </tr> <tr> <td>Q3 - 02/03</td> <td>3.1</td> </tr> <tr> <td>Q2 - 02/03</td> <td>3.1</td> </tr> <tr> <td>Q1 - 02/03</td> <td>2.4</td> </tr> <tr> <td>Q4 - 01/02</td> <td>3.04</td> </tr> </tbody> </table>	Quarter	Days/Shifts Lost	Q4 - 02/03	2.81	Q3 - 02/03	3.1	Q2 - 02/03	3.1	Q1 - 02/03	2.4	Q4 - 01/02	3.04	<p>01/02 Annual target set at 10.7(amended) 02/03 Annual target set at 11.50 days</p>
Quarter	Days/Shifts Lost														
Q4 - 02/03	2.81														
Q3 - 02/03	3.1														
Q2 - 02/03	3.1														
Q1 - 02/03	2.4														
Q4 - 01/02	3.04														
	<p>Responsible Service Area:</p> <p>HR Marco O'Henry</p>	<p>Response to any change in performance:</p> <p>Figure has remained consistent with the last quarter the Council balancing this by introducing a work-life balance strategy. The sickness absence procedures are being revised. Annual target met</p>													

BV	Definition	Performance per quarter	Comments on performance:												
16a	Percentage of LA employees declaring that they meet the DDA 1995 disability definition compared with the percentage of economically active disabled people in the authority area	<p style="text-align: center;">BV16</p> <table border="1"> <caption>Performance per quarter for BV16</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q4 - 02/03</td> <td>3.90%</td> </tr> <tr> <td>Q3 - 02/03</td> <td>2.40%</td> </tr> <tr> <td>Q2 - 02/03</td> <td>2.40%</td> </tr> <tr> <td>Q1 - 02/03</td> <td>2.50%</td> </tr> <tr> <td>Q4 - 01/02</td> <td>2.17%</td> </tr> </tbody> </table>	Quarter	Percentage	Q4 - 02/03	3.90%	Q3 - 02/03	2.40%	Q2 - 02/03	2.40%	Q1 - 02/03	2.50%	Q4 - 01/02	2.17%	01/02 Annual target set at 3% 02/03 Annual target set at 3.5%
Quarter	Percentage														
Q4 - 02/03	3.90%														
Q3 - 02/03	2.40%														
Q2 - 02/03	2.40%														
Q1 - 02/03	2.50%														
Q4 - 01/02	2.17%														
	Responsible Service Area	Response to any change in performance:													
	HR Marco O'Henry	Staff survey showed 5% of staff declared they met the definition, current positive action: Brent has been awarded To Tick disability symbol, and it now has a disability forum and in addition has become a member of the employers forum on disability													
BV	Definition	Performance per quarter	Comments on performance:												
17a	The percentage of local authority employees from minority ethnic communities compared with the percentage of the economically active minority ethnic community population in the authority area	<p style="text-align: center;">BV 17a</p> <table border="1"> <caption>Performance per quarter for BV 17a</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q4 - 02/03</td> <td>53.2%</td> </tr> <tr> <td>Q3 - 02/03</td> <td>54%</td> </tr> <tr> <td>Q2 - 02/03</td> <td>53.0%</td> </tr> <tr> <td>Q1 - 02/03</td> <td>53.0%</td> </tr> <tr> <td>Q4 - 01/02</td> <td>53.4%</td> </tr> </tbody> </table>	Quarter	Percentage	Q4 - 02/03	53.2%	Q3 - 02/03	54%	Q2 - 02/03	53.0%	Q1 - 02/03	53.0%	Q4 - 01/02	53.4%	01/02 Annual target 42% 02/03 Annual target 100%
Quarter	Percentage														
Q4 - 02/03	53.2%														
Q3 - 02/03	54%														
Q2 - 02/03	53.0%														
Q1 - 02/03	53.0%														
Q4 - 01/02	53.4%														
	Responsible Service Area	Response to any change in performance:													
	HR Marco O'Henry	Performance remains consistent with last quarter. Current initiatives: Equality action plan, race equality scheme, black and Asian staff forum and the employment and service delivery improvement teams													

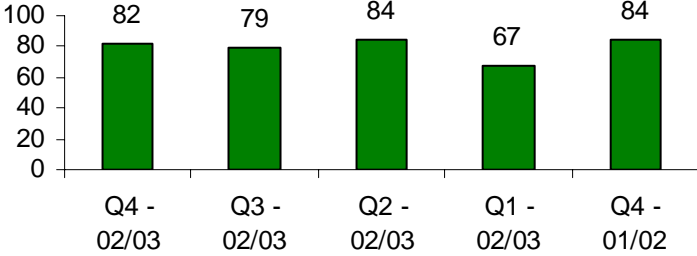
BV	Definition	Performance per quarter	Comments on performance:												
78a	Speed of Processing: Average time for processing new claims for Council tenants HB/CTB in days	<p style="text-align: center;">BV 78a</p> <table border="1"> <caption>Data for BV 78a</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 - 02/03</td> <td>89</td> </tr> <tr> <td>Q3 - 02/03</td> <td>47.27</td> </tr> <tr> <td>Q2 - 02/03</td> <td>63.14</td> </tr> <tr> <td>Q1 - 02/03</td> <td>57.07</td> </tr> <tr> <td>Q4 - 01/02</td> <td>65</td> </tr> </tbody> </table>	Quarter	Value	Q4 - 02/03	89	Q3 - 02/03	47.27	Q2 - 02/03	63.14	Q1 - 02/03	57.07	Q4 - 01/02	65	01/02 Annual target 62.5 days 02/03 Annual target 60 days
Quarter	Value														
Q4 - 02/03	89														
Q3 - 02/03	47.27														
Q2 - 02/03	63.14														
Q1 - 02/03	57.07														
Q4 - 01/02	65														
	Responsible Service Area		Response to any change in performance: <i>The method of data collection has changed this quarter as we have experienced difficulties in being able to accurately measure processing from the standard report issued from our software (SX3) package due to inappropriate cases being included. Therefore the reporting of this PI is based on a sampling of data only</i>												
	Margaret Read Revenue & Benefits														
BV	Definition	Performance per quarter	Comments on performance:												
78b	Speed of Processing: Average time for processing change in circumstances in days	<p style="text-align: center;">BV 78b</p> <table border="1"> <caption>Data for BV 78b</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 - 02/03</td> <td>32.47</td> </tr> <tr> <td>Q3 - 02/03</td> <td>25.52</td> </tr> <tr> <td>Q2 - 02/03</td> <td>27.34</td> </tr> <tr> <td>Q1 - 02/03</td> <td>32.33</td> </tr> <tr> <td>Q4 - 01/02</td> <td>34.79</td> </tr> </tbody> </table>	Quarter	Value	Q4 - 02/03	32.47	Q3 - 02/03	25.52	Q2 - 02/03	27.34	Q1 - 02/03	32.33	Q4 - 01/02	34.79	01/02 Annual target 18 days 02/03 Annual target 25 days
Quarter	Value														
Q4 - 02/03	32.47														
Q3 - 02/03	25.52														
Q2 - 02/03	27.34														
Q1 - 02/03	32.33														
Q4 - 01/02	34.79														
	Responsible Service Area		Response to any change in performance: <i>Processing times for this quarter are up on the same time last year but has seen a dip in performance, due to the focus of getting and keeping claims into payment</i>												
	Margaret Read Revenue & Benefits														

BV	Definition	Performance per quarter	Comments on performance:												
78c	Speed of Processing: Average time for processing percentage of renewal claims processed on time	<p style="text-align: center;">BV 78c</p> <table border="1"> <caption>Performance per quarter for BV 78c</caption> <thead> <tr> <th>Quarter</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>Q4 - 02/03</td> <td>60%</td> </tr> <tr> <td>Q3 - 02/03</td> <td>62%</td> </tr> <tr> <td>Q2 - 02/03</td> <td>63%</td> </tr> <tr> <td>Q1 - 02/03</td> <td>61%</td> </tr> <tr> <td>Q4 - 01/02</td> <td>62%</td> </tr> </tbody> </table>	Quarter	Performance (%)	Q4 - 02/03	60%	Q3 - 02/03	62%	Q2 - 02/03	63%	Q1 - 02/03	61%	Q4 - 01/02	62%	01/02 Annual target 70% 02/03 Annual target 55%
Quarter	Performance (%)														
Q4 - 02/03	60%														
Q3 - 02/03	62%														
Q2 - 02/03	63%														
Q1 - 02/03	61%														
Q4 - 01/02	62%														
	Responsible Service Area		Response to any change in performance: <i>Performance is above the target for this year but has dipped slightly form last quarter</i>												
	Margaret Read Revenue & Benefits														
BV	Definition	Performance per quarter	Comments on performance:												
79a	Accuracy of processing: Percentage of cases for which the calculation of the amount of benefit due was correct on the basis of the information available	<p style="text-align: center;">BV 79a</p> <table border="1"> <caption>Performance per quarter for BV 79a</caption> <thead> <tr> <th>Quarter</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>Q4 - 02/03</td> <td>93%</td> </tr> <tr> <td>Q3 - 02/03</td> <td>96%</td> </tr> <tr> <td>Q2 - 02/03</td> <td>94%</td> </tr> <tr> <td>Q1 - 02/03</td> <td>98%</td> </tr> <tr> <td>Q4 - 01/02</td> <td>99%</td> </tr> </tbody> </table>	Quarter	Performance (%)	Q4 - 02/03	93%	Q3 - 02/03	96%	Q2 - 02/03	94%	Q1 - 02/03	98%	Q4 - 01/02	99%	01/02 Annual target 99% 02/03 Annual target 96%
Quarter	Performance (%)														
Q4 - 02/03	93%														
Q3 - 02/03	96%														
Q2 - 02/03	94%														
Q1 - 02/03	98%														
Q4 - 01/02	99%														
	Responsible Service Area		Response to any fluctuation in performance: <i>Performance this quarter has marginally decreased, however, the average for the year is an accuracy rate of 96% which means the service met the target for 2002//03</i>												
	Margaret Read Revenue & Benefits														

BV	Definition	Performance per quarter	Comments on performance:												
79b	Accuracy of processing: Percentage of recoverable overpayments (excluding Council Tax Benefits) that were recovered in the year	<p style="text-align: center;">BV 79b</p> <table border="1"> <caption>BV 79b Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q4 - 02/03</td> <td>21.22%</td> </tr> <tr> <td>Q3 - 02/03</td> <td>22.12%</td> </tr> <tr> <td>Q2 - 02/03</td> <td>23.35%</td> </tr> <tr> <td>Q1 - 02/03</td> <td>20.41%</td> </tr> <tr> <td>Q4 - 01/02</td> <td>14.32%</td> </tr> </tbody> </table>	Quarter	Percentage	Q4 - 02/03	21.22%	Q3 - 02/03	22.12%	Q2 - 02/03	23.35%	Q1 - 02/03	20.41%	Q4 - 01/02	14.32%	01/02 Annual target 62% 02/03 Annual target 50%
Quarter	Percentage														
Q4 - 02/03	21.22%														
Q3 - 02/03	22.12%														
Q2 - 02/03	23.35%														
Q1 - 02/03	20.41%														
Q4 - 01/02	14.32%														
	Responsible Service Area		Response to any fluctuation in performance: Annual target not met												
	Margaret Read Revenue & Benefits														
BV	Definition	Performance per quarter	Comments on performance:												
126	Domestic burglaries per 1,000 household.	<p style="text-align: center;">BV 126</p> <table border="1"> <caption>BV 126 Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Rate</th> </tr> </thead> <tbody> <tr> <td>Q4 - 02/03</td> <td>5.91</td> </tr> <tr> <td>Q3 - 02/03</td> <td>7.36</td> </tr> <tr> <td>Q2 - 02/03</td> <td>7.51</td> </tr> <tr> <td>Q1 - 02/03</td> <td>6.45</td> </tr> <tr> <td>Q4 - 01/02</td> <td>8.1</td> </tr> </tbody> </table>	Quarter	Rate	Q4 - 02/03	5.91	Q3 - 02/03	7.36	Q2 - 02/03	7.51	Q1 - 02/03	6.45	Q4 - 01/02	8.1	01/02 Annual target none set 02/03 Annual target none set National target of 8%
Quarter	Rate														
Q4 - 02/03	5.91														
Q3 - 02/03	7.36														
Q2 - 02/03	7.51														
Q1 - 02/03	6.45														
Q4 - 01/02	8.1														
	Responsible Service Area		Response to any fluctuation in performance: Comment from Andy Bamber Borough Commander for Brent: Burglaries have again fallen this quarter and overall crime in this area has fallen by 6% this year												
	Sgt Martin Christmas Performance Information Bureau Wembley Police		figures supplied and comments supplied direct from the Home Office Data base												

BV	Definition	Performance per quarter	Comments on performance:												
127e	Robberies per 1,000 population	<p style="text-align: center;">BV 127e</p> <table border="1"> <caption>Robberies per 1,000 population (BV 127e)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 - 02/03</td> <td>2.5</td> </tr> <tr> <td>Q3 - 02/03</td> <td>2.7</td> </tr> <tr> <td>Q2 - 02/03</td> <td>2.63</td> </tr> <tr> <td>Q1 - 02/03</td> <td>2.4</td> </tr> <tr> <td>Q4 - 01/02</td> <td>2.74</td> </tr> </tbody> </table>	Quarter	Value	Q4 - 02/03	2.5	Q3 - 02/03	2.7	Q2 - 02/03	2.63	Q1 - 02/03	2.4	Q4 - 01/02	2.74	01/02 Annual target none set 02/03 Annual target none set
	Quarter		Value												
	Q4 - 02/03		2.5												
Q3 - 02/03	2.7														
Q2 - 02/03	2.63														
Q1 - 02/03	2.4														
Q4 - 01/02	2.74														
Responsible Service Area	Response to any fluctuation in performance:														
Details supplied from: Sgt Martin Christmas Performance Information Bureau Wembley Police	<p><i>Comment from Andy Bamber Borough Commander for Brent:</i></p> <p><i>Street Crime continues to fall, and overall has fallen by 16% this year</i></p> <p><i>figures supplied and comments supplied direct from the Home Office Data base</i></p>														
128	Vehicle crimes per 1000 population	<p style="text-align: center;">BV 128</p> <table border="1"> <caption>Vehicle crimes per 1000 population (BV 128)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 - 01/02</td> <td>6.88</td> </tr> <tr> <td>Q3 - 02/03</td> <td>6.83</td> </tr> <tr> <td>Q2 - 02/03</td> <td>6.41</td> </tr> <tr> <td>Q1 - 02/03</td> <td>6.13</td> </tr> <tr> <td>Q4 - 01/02</td> <td>6.17</td> </tr> </tbody> </table>	Quarter	Value	Q4 - 01/02	6.88	Q3 - 02/03	6.83	Q2 - 02/03	6.41	Q1 - 02/03	6.13	Q4 - 01/02	6.17	01/02 Annual target none set 02/03 Annual target to have 0% growth
	Quarter		Value												
	Q4 - 01/02		6.88												
Q3 - 02/03	6.83														
Q2 - 02/03	6.41														
Q1 - 02/03	6.13														
Q4 - 01/02	6.17														
Responsible Service Area	Response to any fluctuation in performance:														
Details supplied from: Sgt Martin Christmas Performance Information Bureau Wembley Police	<p><i>Comment from Andy Bamber Borough Commander for Brent:</i></p> <p><i>Vehicle crime over the last three-quarter's has continuously increased as more crimes in this group are reported. However overall crime in this area has fallen by ½ of a percent</i></p> <p><i>figures supplied and comments supplied direct from the Home Office Data base</i></p>														

BV	Definition	Performance per quarter	Comments on performance:												
Corp 5a	NEW LOCAL former BV5 The number of complaints to an Ombudsman classified as Maladministration	PERFORMANCE REMAINS HIGH AS NO CASES REFERED	01/02 Annual target New 2002* 02/03 Annual target 2												
	Responsible Service Area		Response to any fluctuation in performance: <i>Performance remain high with no complaints classed as Maladministration</i>												
	Angela Hickey PRU														
Local	Definition	Performance per quarter	Comments on performance:												
Corp 5b	NEW LOCAL former BV5 The number of complaints to an Ombudsman classified as Local settlement	<table border="1" style="margin-top: 10px;"> <caption>Performance Data for Corp 5b</caption> <thead> <tr> <th>Quarter</th> <th>Number of Complaints</th> </tr> </thead> <tbody> <tr> <td>Q4 - 02/03</td> <td>1</td> </tr> <tr> <td>Q3 - 02/03</td> <td>2</td> </tr> <tr> <td>Q2 - 02/03</td> <td>0</td> </tr> <tr> <td>Q1 - 02/03</td> <td>4</td> </tr> <tr> <td>Q4 - 01/02</td> <td>6</td> </tr> </tbody> </table>	Quarter	Number of Complaints	Q4 - 02/03	1	Q3 - 02/03	2	Q2 - 02/03	0	Q1 - 02/03	4	Q4 - 01/02	6	01/02 Annual target New 2002* 02/03 Annual target 24
	Quarter		Number of Complaints												
Q4 - 02/03	1														
Q3 - 02/03	2														
Q2 - 02/03	0														
Q1 - 02/03	4														
Q4 - 01/02	6														
	Responsible Service Area		Response to any fluctuation in performance: <i>Performance continues to fall with only 1 local settlement this quarter</i>												
	Angela Hickey PRU														

Local	Definition	Performance per quarter	Comments on performance:												
Corp 6	Average attendance at Area Consultative Forums	<p style="text-align: center;">CORP 6</p>  <table border="1" data-bbox="741 368 1435 624"> <thead> <tr> <th>Quarter</th> <th>Attendance</th> </tr> </thead> <tbody> <tr> <td>Q4 - 02/03</td> <td>82</td> </tr> <tr> <td>Q3 - 02/03</td> <td>79</td> </tr> <tr> <td>Q2 - 02/03</td> <td>84</td> </tr> <tr> <td>Q1 - 02/03</td> <td>67</td> </tr> <tr> <td>Q4 - 01/02</td> <td>84</td> </tr> </tbody> </table>	Quarter	Attendance	Q4 - 02/03	82	Q3 - 02/03	79	Q2 - 02/03	84	Q1 - 02/03	67	Q4 - 01/02	84	01/02 Annual target + 10% 02/03 Annual target + 5%
Quarter	Attendance														
Q4 - 02/03	82														
Q3 - 02/03	79														
Q2 - 02/03	84														
Q1 - 02/03	67														
Q4 - 01/02	84														
	Responsible Service Area		Response to any fluctuation in performance:												
	Owen Thomson Consultation Unit		<i>As expected the attendance has risen again in the final quarter of this year</i>												

