

BV	Definition	Performance per quarter	Comments on performance:												
82a	Total tonnage of household local waste arising – percentage recycled	<p style="text-align: center;">BV 82a</p> <table border="1"> <caption>Performance per quarter for BV 82a</caption> <thead> <tr> <th>Quarter</th> <th>Percentage Recycled</th> </tr> </thead> <tbody> <tr> <td>Q4 - 02/03</td> <td>7.30%</td> </tr> <tr> <td>Q3 - 02/03</td> <td>6.10%</td> </tr> <tr> <td>Q2 - 02/03</td> <td>5.90%</td> </tr> <tr> <td>Q1 - 02/03</td> <td>5.80%</td> </tr> <tr> <td>Q4 - 01/02</td> <td>6.60%</td> </tr> </tbody> </table>	Quarter	Percentage Recycled	Q4 - 02/03	7.30%	Q3 - 02/03	6.10%	Q2 - 02/03	5.90%	Q1 - 02/03	5.80%	Q4 - 01/02	6.60%	01/02 Annual target 8% 02/03 Annual target 8%
Quarter	Percentage Recycled														
Q4 - 02/03	7.30%														
Q3 - 02/03	6.10%														
Q2 - 02/03	5.90%														
Q1 - 02/03	5.80%														
Q4 - 01/02	6.60%														
	Responsible Service Area		Response to any fluctuation in performance: <i>Performance has improved but annual target not met, measures are now in place to address this through recruiting new CWR Officers (Community waste & recycling officers) who will promote recycling and waste management. They are initially targeting the green box service to increase tonnage by re-boxing and re-leafleting up to 28 poor performing rounds out of a total of 50</i>												
	Tony Talman StreetCare														
BV	Definition	Performance per quarter	Comments on performance:												
84	Number of Kilograms of household waste collected per head	<p style="text-align: center;">BV 84</p> <table border="1"> <caption>Performance per quarter for BV 84</caption> <thead> <tr> <th>Quarter</th> <th>Kilograms per head</th> </tr> </thead> <tbody> <tr> <td>Q4 - 02/03</td> <td>100</td> </tr> <tr> <td>Q3 - 02/03</td> <td>113</td> </tr> <tr> <td>Q2 - 02/03</td> <td>120</td> </tr> <tr> <td>Q1 - 02/03</td> <td>120</td> </tr> <tr> <td>Q4 - 01/02</td> <td>107</td> </tr> </tbody> </table>	Quarter	Kilograms per head	Q4 - 02/03	100	Q3 - 02/03	113	Q2 - 02/03	120	Q1 - 02/03	120	Q4 - 01/02	107	01/02 Annual target 446 kg 02/03 Annual target 459 kg
Quarter	Kilograms per head														
Q4 - 02/03	100														
Q3 - 02/03	113														
Q2 - 02/03	120														
Q1 - 02/03	120														
Q4 - 01/02	107														
	Responsible Service Area		Response to any fluctuation in performance: <i>Good performance is low and we have surpassed the target set. In the medium to long term the CWR Officers will liaise with Community, residents, tenant Groups and schools to engage people in the importance of participating in recycling and waste reduction schemes.</i>												
	Tony Talman StreetCare														

BV	Definition	Performance per quarter	Comments on performance:												
91	Percentage of population resident in the Authority' s area served by kerbside collection of recyclables	<p style="text-align: center;">BV 91</p> <table border="1"> <caption>BV 91 Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>Q4 - 02/03</td> <td>72%</td> </tr> <tr> <td>Q3 - 02/03</td> <td>72%</td> </tr> <tr> <td>Q2 - 02/03</td> <td>72%</td> </tr> <tr> <td>Q1 - 02/03</td> <td>72%</td> </tr> <tr> <td>Q4 - 01/02</td> <td>100%</td> </tr> </tbody> </table>	Quarter	Performance (%)	Q4 - 02/03	72%	Q3 - 02/03	72%	Q2 - 02/03	72%	Q1 - 02/03	72%	Q4 - 01/02	100%	01/02 Annual target 100% 02/03 Annual target 100%
	Quarter		Performance (%)												
	Q4 - 02/03		72%												
Q3 - 02/03	72%														
Q2 - 02/03	72%														
Q1 - 02/03	72%														
Q4 - 01/02	100%														
Responsible Service Area	Tony Talman StreetCare	Response to any fluctuation in performance:													
		The definition change has lead to a lower performance than expected. It is planned to extend recycling collection to high rise blocks on housing estates and also to some additional low rise blocks in 2003/04 which should improve performance on this indicator													
109a	Percentage of planning applications determined as 60% of major applications in 13 weeks	<p style="text-align: center;">BV 109a</p> <table border="1"> <caption>BV 109a Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>Q4 - 02/03</td> <td>42%</td> </tr> <tr> <td>Q3 - 02/03</td> <td>33%</td> </tr> <tr> <td>Q2 - 02/03</td> <td>5%</td> </tr> <tr> <td>Q1 - 02/03</td> <td>23%</td> </tr> </tbody> </table>	Quarter	Performance (%)	Q4 - 02/03	42%	Q3 - 02/03	33%	Q2 - 02/03	5%	Q1 - 02/03	23%	01/02 Annual target New in 2002 02/03 Annual target 45%		
	Quarter		Performance (%)												
	Q4 - 02/03		42%												
Q3 - 02/03	33%														
Q2 - 02/03	5%														
Q1 - 02/03	23%														
Responsible Service Area	Jeanette Collins Planning	Response to any fluctuation in performance:													
		Performance has improved this quarter but annual target has not been met													

BV	Definition	Performance per quarter	Comments on performance:										
109b	Percentage of planning applications as 65% of minor applications in 8 weeks	<p style="text-align: center;">BV 109b</p> <table border="1"> <caption>Performance per quarter for BV 109b</caption> <thead> <tr> <th>Quarter</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>Q4 - 02/03</td> <td>69%</td> </tr> <tr> <td>Q3 - 02/03</td> <td>56%</td> </tr> <tr> <td>Q2 - 02/03</td> <td>55%</td> </tr> <tr> <td>Q1 - 02/03</td> <td>58%</td> </tr> </tbody> </table>	Quarter	Performance (%)	Q4 - 02/03	69%	Q3 - 02/03	56%	Q2 - 02/03	55%	Q1 - 02/03	58%	01/02 Annual target New in 2002 02/03 Annual target 60%
	Quarter		Performance (%)										
Q4 - 02/03	69%												
Q3 - 02/03	56%												
Q2 - 02/03	55%												
Q1 - 02/03	58%												
	Responsible Service Area Jeanette Collins Planning	Response to any fluctuation in performance: <i>Performance has improved this quarter but annual target has not been met.</i>											
109c	Percentage of planning applications determined as 80% of other applications in 8 weeks	<p style="text-align: center;">BV 109c</p> <p style="text-align: right;">Annual target revised to 80%</p> <table border="1"> <caption>Performance per quarter for BV 109c</caption> <thead> <tr> <th>Quarter</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>Q4 - 02/03</td> <td>81%</td> </tr> <tr> <td>Q3 - 02/03</td> <td>81%</td> </tr> <tr> <td>Q2 - 02/03</td> <td>81%</td> </tr> <tr> <td>Q1 - 02/03</td> <td>78%</td> </tr> </tbody> </table>	Quarter	Performance (%)	Q4 - 02/03	81%	Q3 - 02/03	81%	Q2 - 02/03	81%	Q1 - 02/03	78%	01/02 Annual target New in 2002 02/03 Annual target 75%
	Quarter		Performance (%)										
Q4 - 02/03	81%												
Q3 - 02/03	81%												
Q2 - 02/03	81%												
Q1 - 02/03	78%												
	Responsible Service Area Jeanette Collins Planning	Response to any fluctuation in performance: <i>Performance has exceeded annual target</i>											

BV	Definition	Performance per quarter	Comments on performance:												
165	The percentage of pedestrian crossings with facilities for disabled people	<p style="text-align: center;">← BV 165 →</p> <table border="1"> <caption>Performance per quarter for BV 165</caption> <thead> <tr> <th>Quarter</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>Q4 - 02/03</td> <td>81%</td> </tr> <tr> <td>Q3 - 02/03</td> <td>77%</td> </tr> <tr> <td>Q2 - 02/03</td> <td>77%</td> </tr> <tr> <td>Q1 - 02/03</td> <td>77%</td> </tr> <tr> <td>Q4 - 01/02</td> <td>75%</td> </tr> </tbody> </table>	Quarter	Performance (%)	Q4 - 02/03	81%	Q3 - 02/03	77%	Q2 - 02/03	77%	Q1 - 02/03	77%	Q4 - 01/02	75%	01/02 Annual target 57% 02/03 Annual target 80%
	Quarter		Performance (%)												
	Q4 - 02/03		81%												
Q3 - 02/03	77%														
Q2 - 02/03	77%														
Q1 - 02/03	77%														
Q4 - 01/02	75%														
Responsible Service Area	John Moriarty Transportation	Response to any fluctuation in performance: <i>Annual target met</i>													
Local	Definition	Performance per quarter	Comments on performance:												
ES 1	The percentage of missed refuse collection put right by the end of the next working day as a % of the number of missed collections	<p style="text-align: center;">← ES 1 →</p> <table border="1"> <caption>Performance per quarter for ES 1</caption> <thead> <tr> <th>Quarter</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>Q4 - 02/03</td> <td>62%</td> </tr> <tr> <td>Q3 - 02/03</td> <td>46%</td> </tr> <tr> <td>Q2 - 02/03</td> <td>34%</td> </tr> <tr> <td>Q1 - 02/03</td> <td>30%</td> </tr> <tr> <td>Q4 - 01/02</td> <td>26%</td> </tr> </tbody> </table>	Quarter	Performance (%)	Q4 - 02/03	62%	Q3 - 02/03	46%	Q2 - 02/03	34%	Q1 - 02/03	30%	Q4 - 01/02	26%	01/02 Annual target 100% 02/03 Annual target 90%
	Quarter		Performance (%)												
	Q4 - 02/03		62%												
Q3 - 02/03	46%														
Q2 - 02/03	34%														
Q1 - 02/03	30%														
Q4 - 01/02	26%														
Responsible Service Area	Tony Talman StreetCare	Response to any fluctuation in performance: <i>Performance has improved this quarter but is still well below annual target</i>													

Local	Definition	Performance per quarter	Comments on performance:												
ES 2	Routine Food Sampling: number of Food Samples taken as % of WHO (World Health Organisation) recommended sampling rate for the Borough Responsible Service Area	<p>ES 2</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>Q4 - 02/03</td> <td>30%</td> </tr> <tr> <td>Q3 - 02/03</td> <td>17%</td> </tr> <tr> <td>Q2 - 02/03</td> <td>12%</td> </tr> <tr> <td>Q1 - 02/03</td> <td>9%</td> </tr> <tr> <td>Q4 - 01/02</td> <td>27%</td> </tr> </tbody> </table>	Quarter	Performance (%)	Q4 - 02/03	30%	Q3 - 02/03	17%	Q2 - 02/03	12%	Q1 - 02/03	9%	Q4 - 01/02	27%	01/02 Annual target 27% 02/03 Annual target 25%
Quarter	Performance (%)														
Q4 - 02/03	30%														
Q3 - 02/03	17%														
Q2 - 02/03	12%														
Q1 - 02/03	9%														
Q4 - 01/02	27%														
	Stephen Moore Environmental Health		Response to any fluctuation in performance: <i>As performance is cumulative, this quarters performance shows that the annual target has been met</i>												
ES 3	The percentage of consumer protection complaints and requests for services responded to within the target time (3 working days).	<p>ES 3</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>Q4 - 02/03</td> <td>98%</td> </tr> <tr> <td>Q3 - 02/03</td> <td>99%</td> </tr> <tr> <td>Q2 - 02/03</td> <td>100%</td> </tr> <tr> <td>Q1 - 02/03</td> <td>99%</td> </tr> <tr> <td>Q4 - 01/02</td> <td>98%</td> </tr> </tbody> </table>	Quarter	Performance (%)	Q4 - 02/03	98%	Q3 - 02/03	99%	Q2 - 02/03	100%	Q1 - 02/03	99%	Q4 - 01/02	98%	01/02 Annual target 100% 02/03 Annual target 100%
Quarter	Performance (%)														
Q4 - 02/03	98%														
Q3 - 02/03	99%														
Q2 - 02/03	100%														
Q1 - 02/03	99%														
Q4 - 01/02	98%														
	John Taylor Trading Standards		Response to any fluctuation in performance: <i>Overall average performance is just below annual target with 99%</i>												

Local	Definition	Performance per quarter	Comments on performance:												
ES 4	% of customer (requests for Births & Deaths registration) seen within 20 minutes	<p style="text-align: center;">ES 4</p> <table border="1"> <caption>ES 4 Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>Q4 - 02/03</td> <td>87%</td> </tr> <tr> <td>Q3 - 02/03</td> <td>89%</td> </tr> <tr> <td>Q2 - 02/03</td> <td>90%</td> </tr> <tr> <td>Q1 - 02/03</td> <td>90%</td> </tr> <tr> <td>Q4 - 01/02</td> <td>89%</td> </tr> </tbody> </table>	Quarter	Performance (%)	Q4 - 02/03	87%	Q3 - 02/03	89%	Q2 - 02/03	90%	Q1 - 02/03	90%	Q4 - 01/02	89%	01/02 Annual target 100% 02/03 Annual target 90%
Quarter	Performance (%)														
Q4 - 02/03	87%														
Q3 - 02/03	89%														
Q2 - 02/03	90%														
Q1 - 02/03	90%														
Q4 - 01/02	89%														
	Responsible Service Area	Response to any fluctuation in performance:													
	Mark Rimmer Registrar of BDM	Overall average performance is just below annual target with 89%													
Local	Definition	Performance per quarter	Comments on performance:												
ES 5	% of customer (requests for Notice of intended marriage) seen within 20 minutes	<p style="text-align: center;">ES 5</p> <table border="1"> <caption>ES 5 Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>Q4 - 02/03</td> <td>87%</td> </tr> <tr> <td>Q3 - 02/03</td> <td>92%</td> </tr> <tr> <td>Q2 - 02/03</td> <td>93%</td> </tr> <tr> <td>Q1 - 02/03</td> <td>91%</td> </tr> <tr> <td>Q4 - 01/02</td> <td>96%</td> </tr> </tbody> </table>	Quarter	Performance (%)	Q4 - 02/03	87%	Q3 - 02/03	92%	Q2 - 02/03	93%	Q1 - 02/03	91%	Q4 - 01/02	96%	01/02 Annual target 100% 02/03 Annual target 90%
Quarter	Performance (%)														
Q4 - 02/03	87%														
Q3 - 02/03	92%														
Q2 - 02/03	93%														
Q1 - 02/03	91%														
Q4 - 01/02	96%														
	Responsible Service Area	Response to any fluctuation in performance:													
	Mark Rimmer Registrar of BDM	Overall the performance has exceeded annual target													

Local	Definition	Performance per quarter	Comments on performance:												
ES 6	% of customer (requests for certificates) seen within 20 minutes	<p style="text-align: center;">ES 6</p> <table border="1"> <caption>ES 6 Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>Q4 - 02/03</td> <td>97%</td> </tr> <tr> <td>Q3 - 02/03</td> <td>97%</td> </tr> <tr> <td>Q2 - 02/03</td> <td>96%</td> </tr> <tr> <td>Q1 - 02/03</td> <td>96%</td> </tr> <tr> <td>Q4 - 01/02</td> <td>96%</td> </tr> </tbody> </table>	Quarter	Performance (%)	Q4 - 02/03	97%	Q3 - 02/03	97%	Q2 - 02/03	96%	Q1 - 02/03	96%	Q4 - 01/02	96%	01/02 Annual target 100% 02/03 Annual target 95%
	Quarter		Performance (%)												
	Q4 - 02/03		97%												
Q3 - 02/03	97%														
Q2 - 02/03	96%														
Q1 - 02/03	96%														
Q4 - 01/02	96%														
Responsible Service Area	Response to any fluctuation in performance:														
Mark Rimmer Registrar of BDM	Performance has exceeded annual target														
Local	Definition	Performance per quarter	Comments on performance:												
ES 7	% of postal applications dealt with within 24 hours	<p style="text-align: center;">ES 7</p> <table border="1"> <caption>ES 7 Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>Q4 - 02/03</td> <td>77%</td> </tr> <tr> <td>Q3 - 02/03</td> <td>88%</td> </tr> <tr> <td>Q2 - 02/03</td> <td>95%</td> </tr> <tr> <td>Q1 - 02/03</td> <td>85%</td> </tr> <tr> <td>Q4 - 01/02</td> <td>88%</td> </tr> </tbody> </table>	Quarter	Performance (%)	Q4 - 02/03	77%	Q3 - 02/03	88%	Q2 - 02/03	95%	Q1 - 02/03	85%	Q4 - 01/02	88%	01/02 Annual target 100% 02/03 Annual target 90%
	Quarter		Performance (%)												
	Q4 - 02/03		77%												
Q3 - 02/03	88%														
Q2 - 02/03	95%														
Q1 - 02/03	85%														
Q4 - 01/02	88%														
Responsible Service Area	Response to any fluctuation in performance:														
Mark Rimmer Registrar of BDM	Average for the year is 86% target not met														

