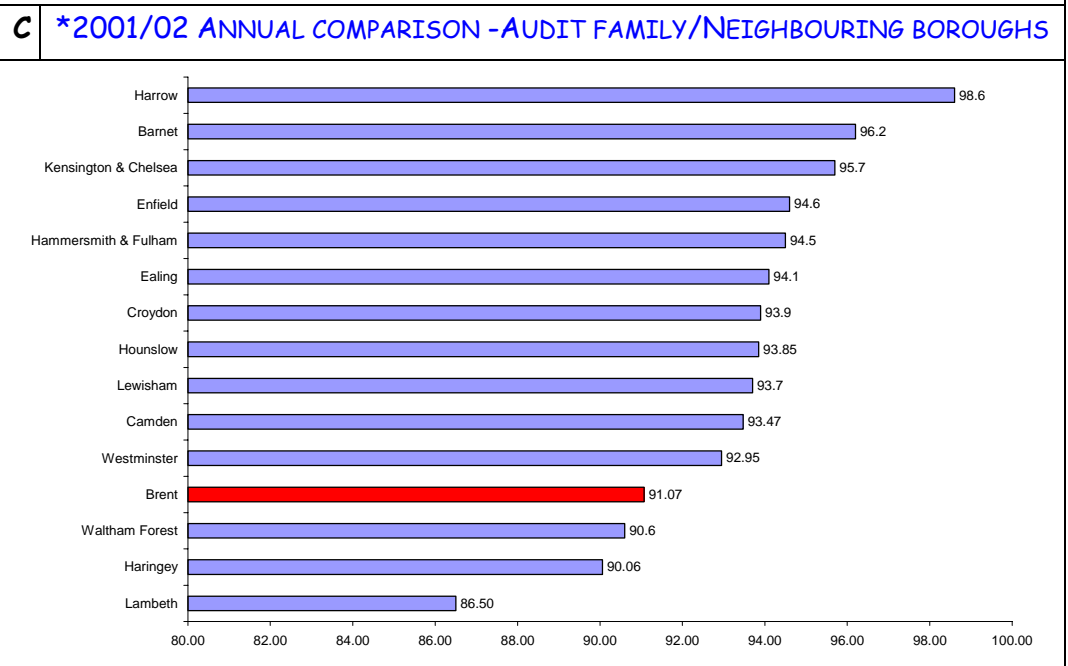
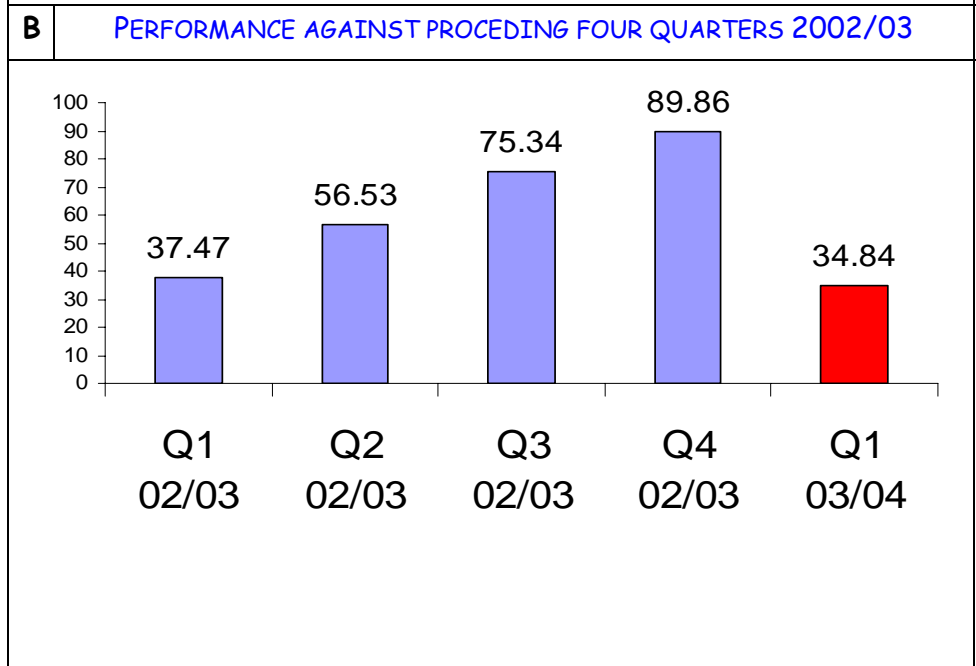
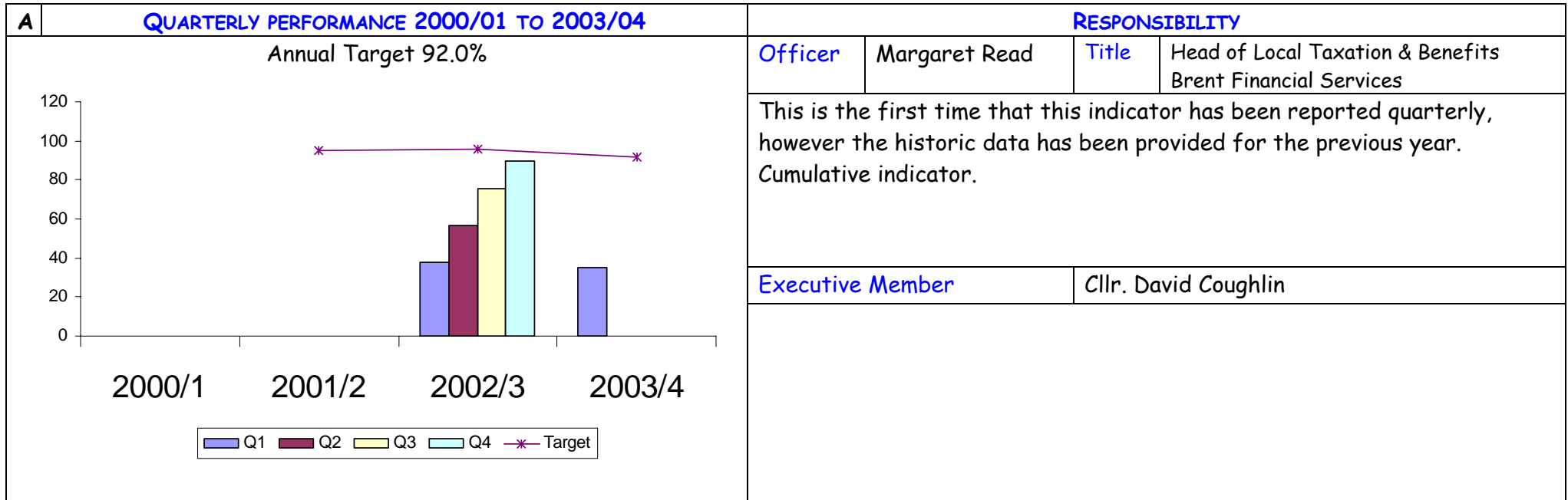


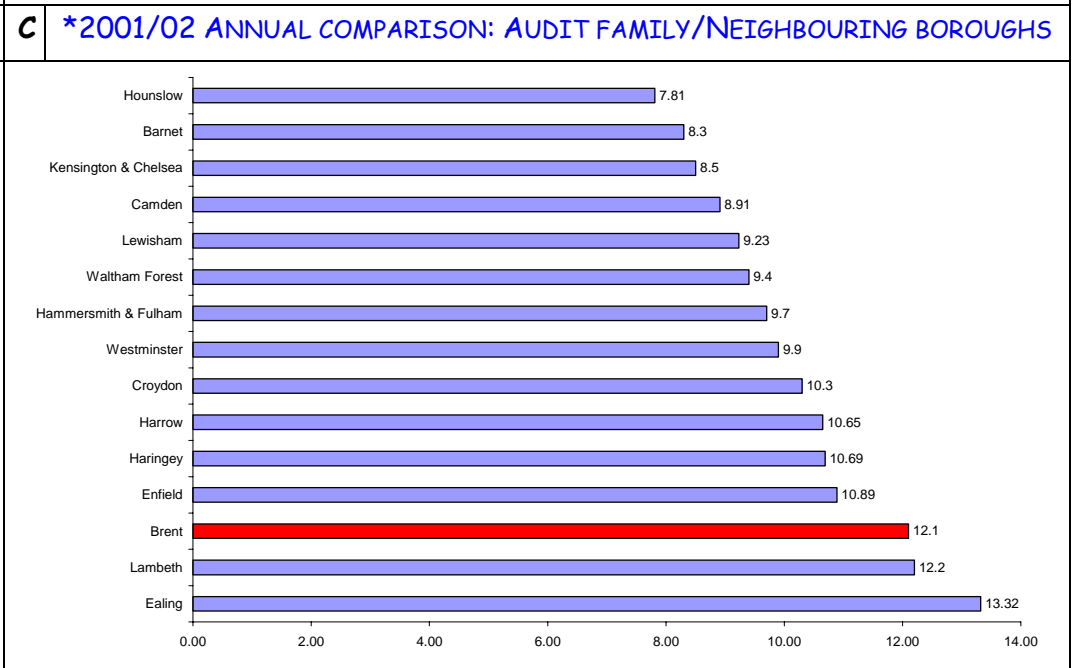
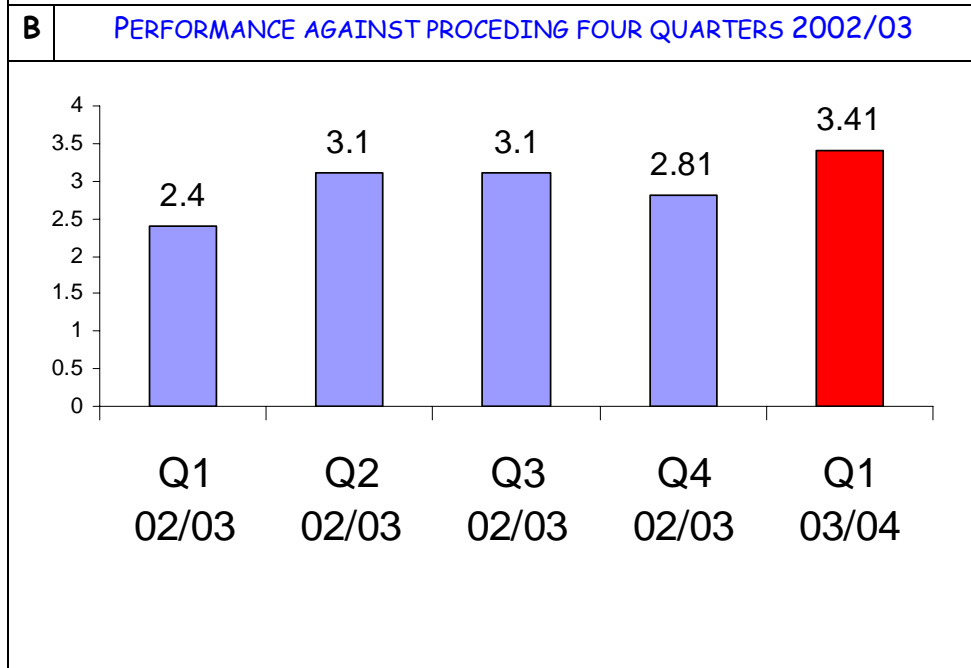
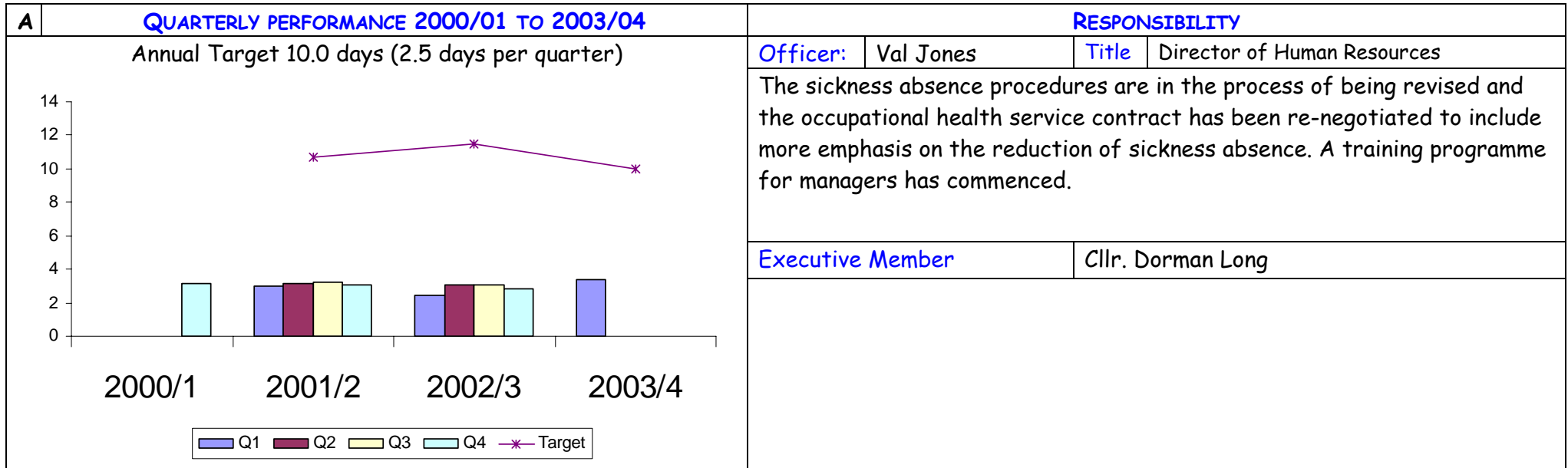
BV 9 Percentage of Council Tax collected
DIRECTOR STEPHEN HUGHES



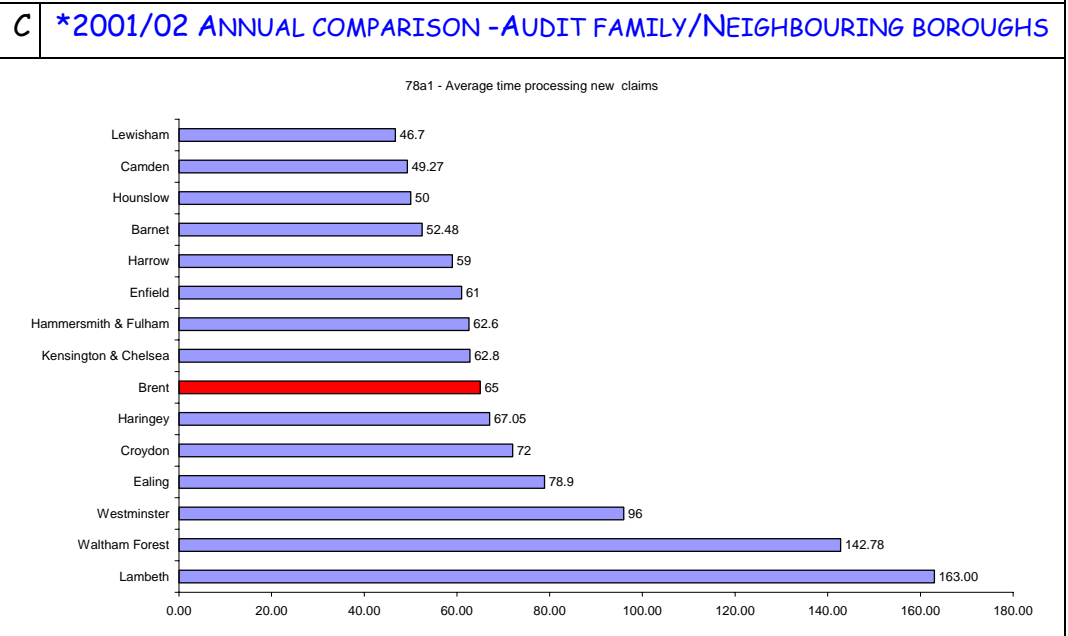
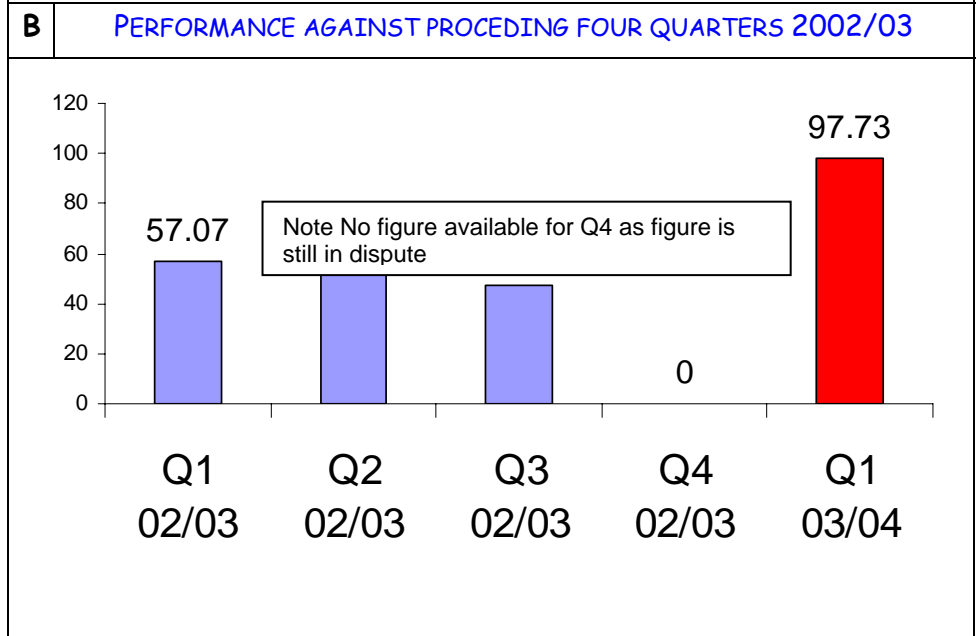
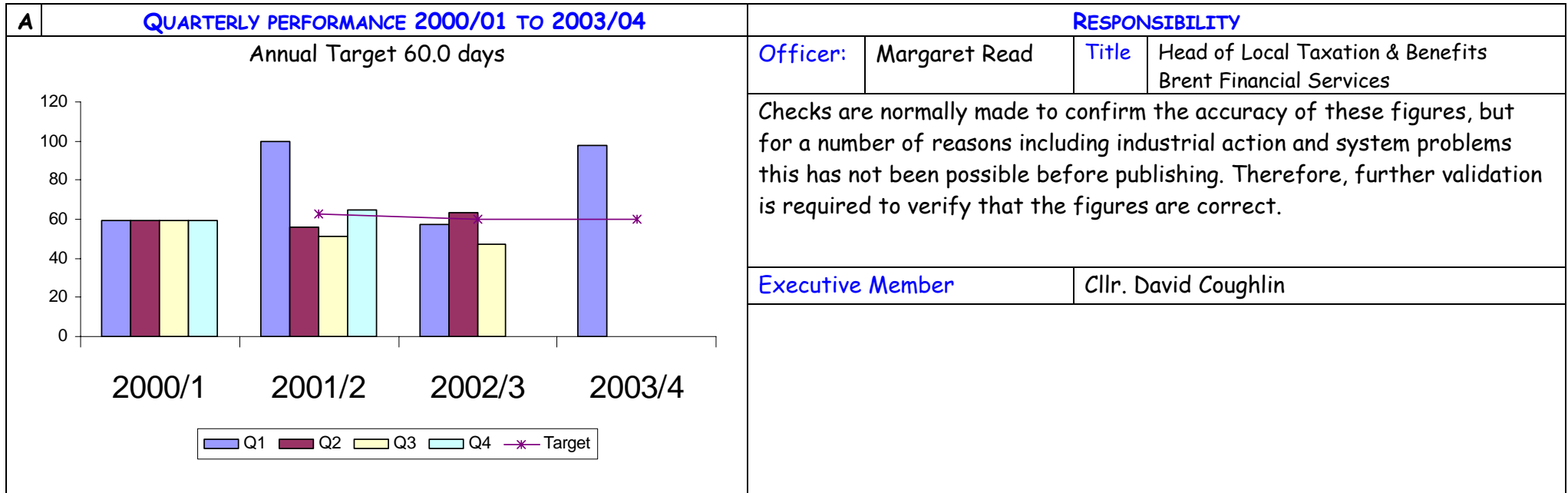
BV 11b Percentage of top 5% earners that are from ethnic minorities
DIRECTOR VAL JONES

<p>A QUARTERLY PERFORMANCE 2000/01 TO 2003/04</p> <p>Annual Target 18.0%</p> <table border="1"> <caption>Quarterly Performance Data (2002/3 and 2003/4)</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2002/3</td> <td>20</td> <td>18</td> <td>16</td> <td>16</td> <td>-</td> </tr> <tr> <td>2003/4</td> <td>16</td> <td>-</td> <td>-</td> <td>-</td> <td>18.0%</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	Target	2002/3	20	18	16	16	-	2003/4	16	-	-	-	18.0%	<p>RESPONSIBILITY</p> <table border="1"> <tr> <td>Officer</td> <td>Val Jones</td> <td>Title</td> <td>Director of Human Resources</td> </tr> </table> <p>This Pi has not previously been reported on a quarterly basis. This indicator was introduced in 2001/02</p> <table border="1"> <tr> <td>Executive Member</td> <td>Cllr. Dorman Long</td> </tr> </table>	Officer	Val Jones	Title	Director of Human Resources	Executive Member	Cllr. Dorman Long
Year	Q1	Q2	Q3	Q4	Target																				
2002/3	20	18	16	16	-																				
2003/4	16	-	-	-	18.0%																				
Officer	Val Jones	Title	Director of Human Resources																						
Executive Member	Cllr. Dorman Long																								
<p>B PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2002/03</p> <table border="1"> <caption>Performance Against Preceding Four Quarters</caption> <thead> <tr> <th>Quarter</th> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>02/03</td> <td>20</td> </tr> <tr> <td>Q2</td> <td>02/03</td> <td>18</td> </tr> <tr> <td>Q3</td> <td>02/03</td> <td>16</td> </tr> <tr> <td>Q4</td> <td>02/03</td> <td>16</td> </tr> <tr> <td>Q1</td> <td>03/04</td> <td>16</td> </tr> </tbody> </table>	Quarter	Year	Percentage	Q1	02/03	20	Q2	02/03	18	Q3	02/03	16	Q4	02/03	16	Q1	03/04	16	<p>C *2001/02 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHs</p> <p>No comparison available</p>						
Quarter	Year	Percentage																							
Q1	02/03	20																							
Q2	02/03	18																							
Q3	02/03	16																							
Q4	02/03	16																							
Q1	03/04	16																							

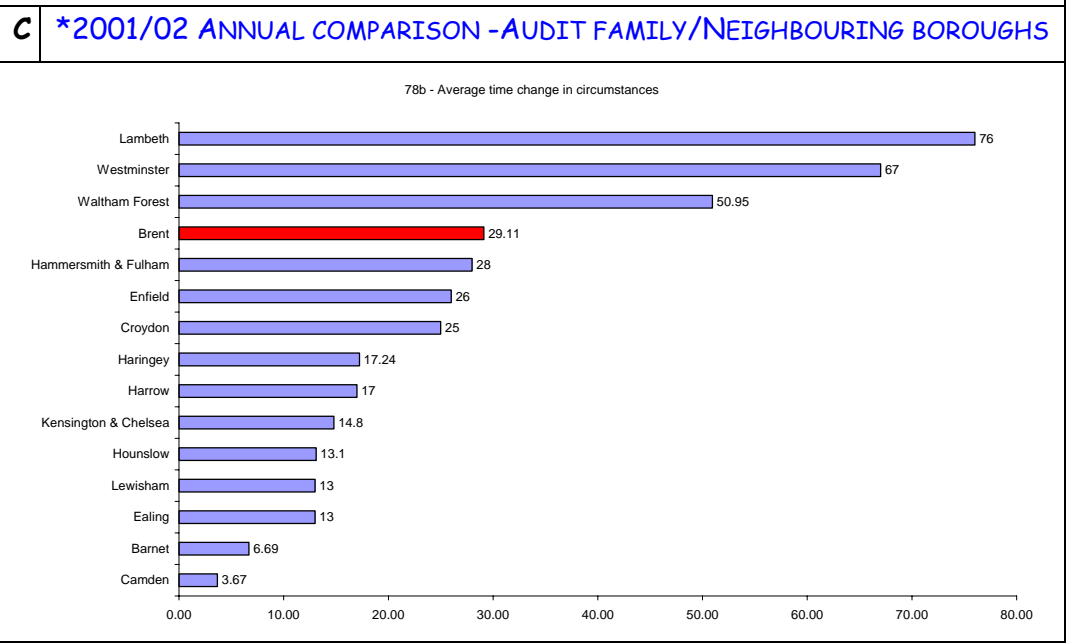
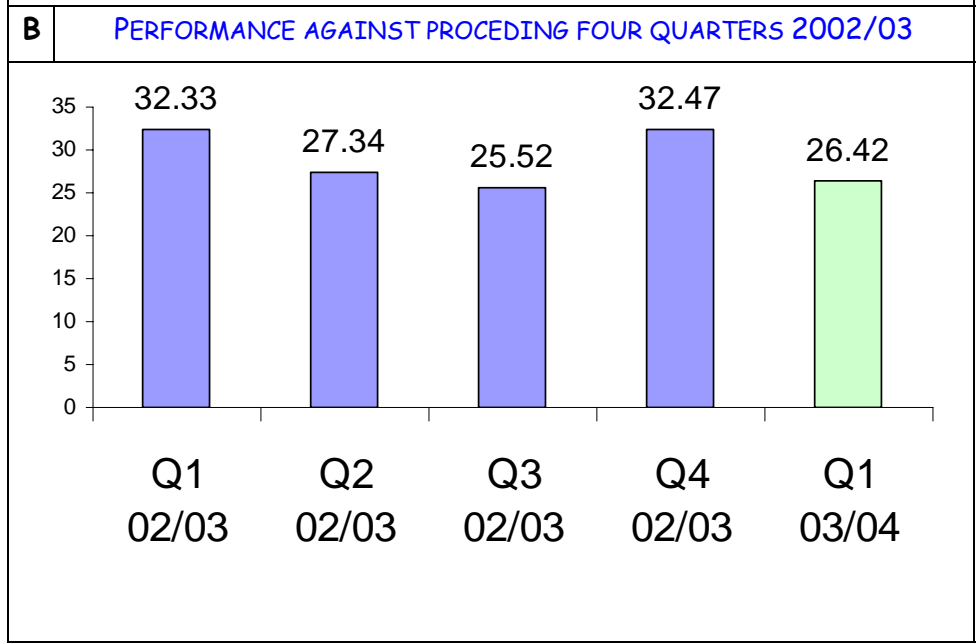
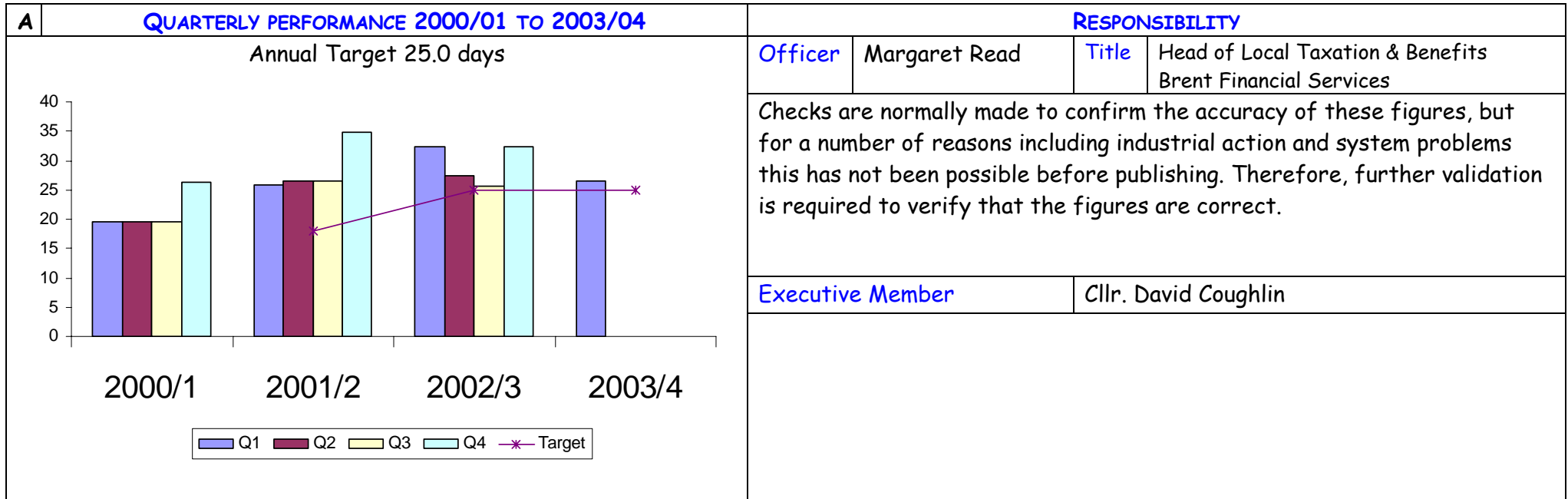
BV 12 Proportion of working days lost to sickness
DIRECTOR VAL JONES



BV 78a Average time processing new claims in days
DIRECTOR STEPHEN HUGHES



BV 78b Average time change in circumstances in days
DIRECTOR STEPHEN HUGHES



VS 501 The percentage of customers satisfied with service
DIRECTOR BERNARD DIAMANT

A	QUARTERLY PERFORMANCE 2000/01 TO 2003/04	RESPONSIBILITY			
Annual Target None Set		<i>Officer</i>	Bernard Diamant	<i>Title</i>	Director of Corp Services & Information Technology Unit
To follow		This is a new indicator which has been set up to gauge the public's perception of the overall service provided by this authority. It will look at Corporate Customer Care training, Senior Management Development Programme (Customer Care training module 2004) and Customer service standards.			
		<i>Executive Member</i>		Cllr. Dorman Long	
		The reporting of this indicator will commence later this year			
B	PERFORMANCE AGAINST PROCEEDING FOUR QUARTERS 2002/03	C	*2001/02 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHES		
To follow		No comparison available			