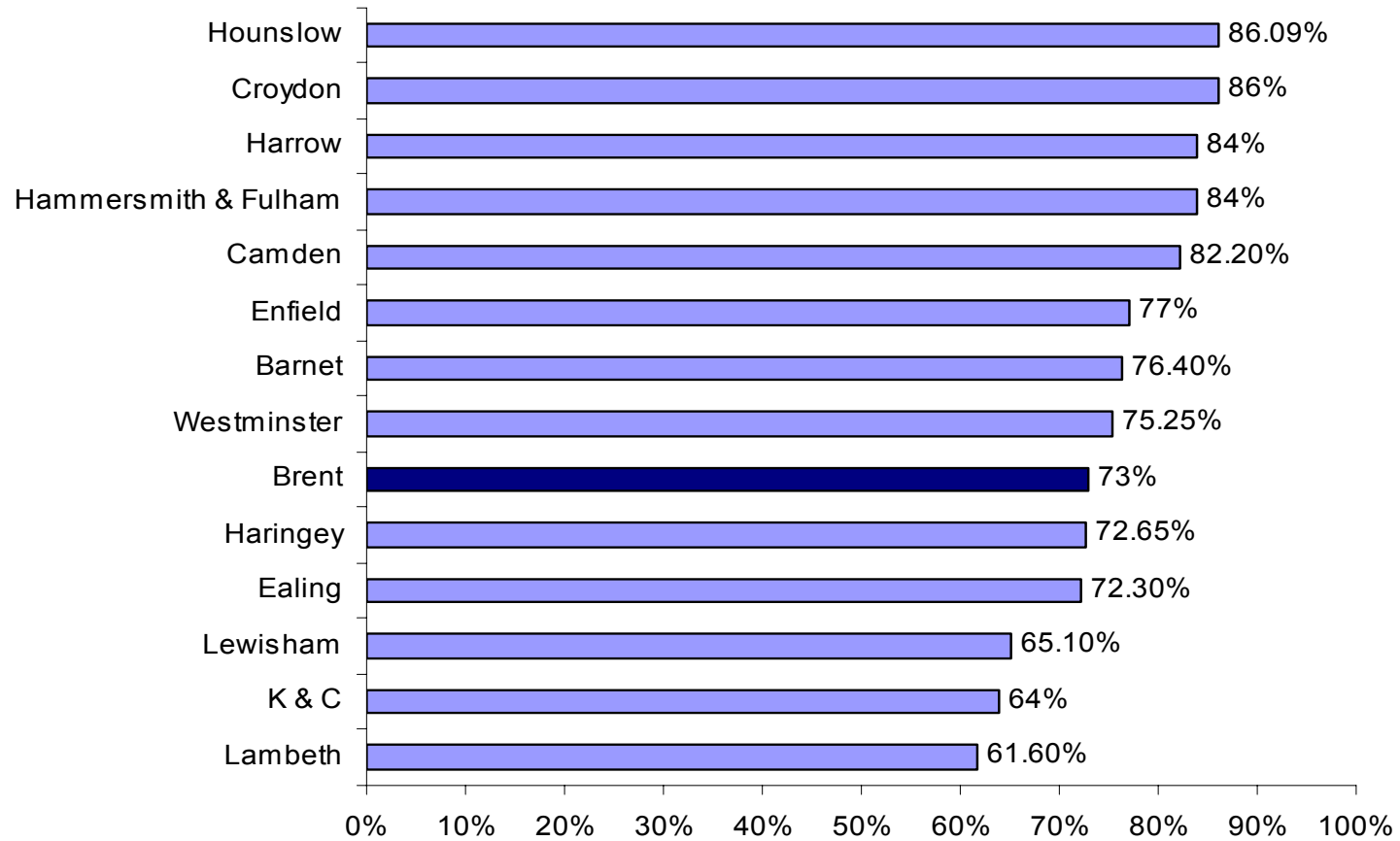


CORPORATE CENTRE

BV 8 Percentage of undisputed invoices paid in 30 days



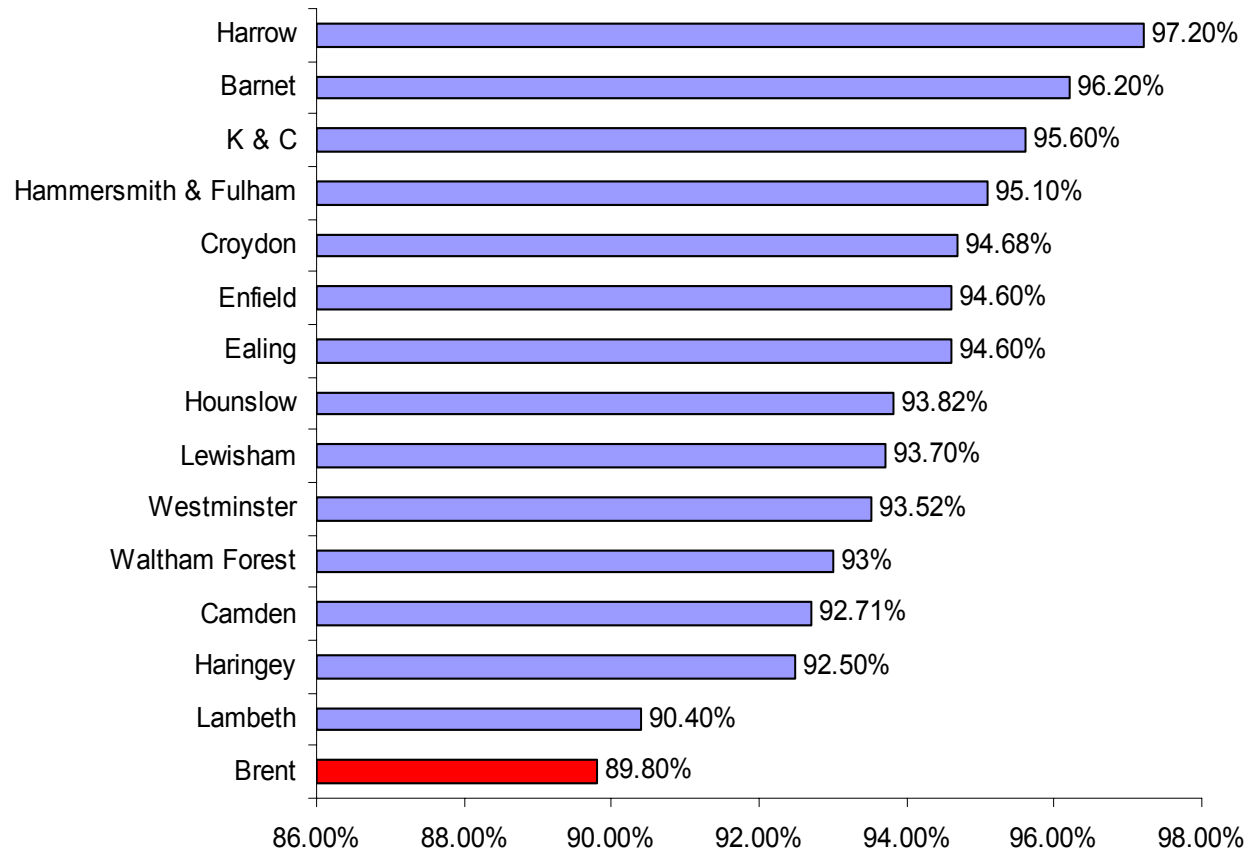
2002/03 QUARTILE SUMMARY

Upper quartile 86%	Median 77%	Lower quartile 72%
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HISTORIC DATA

Performance 2001/02 77.20%	Performance 2000/01 74%
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BV 9 Percentage of Council Tax collected



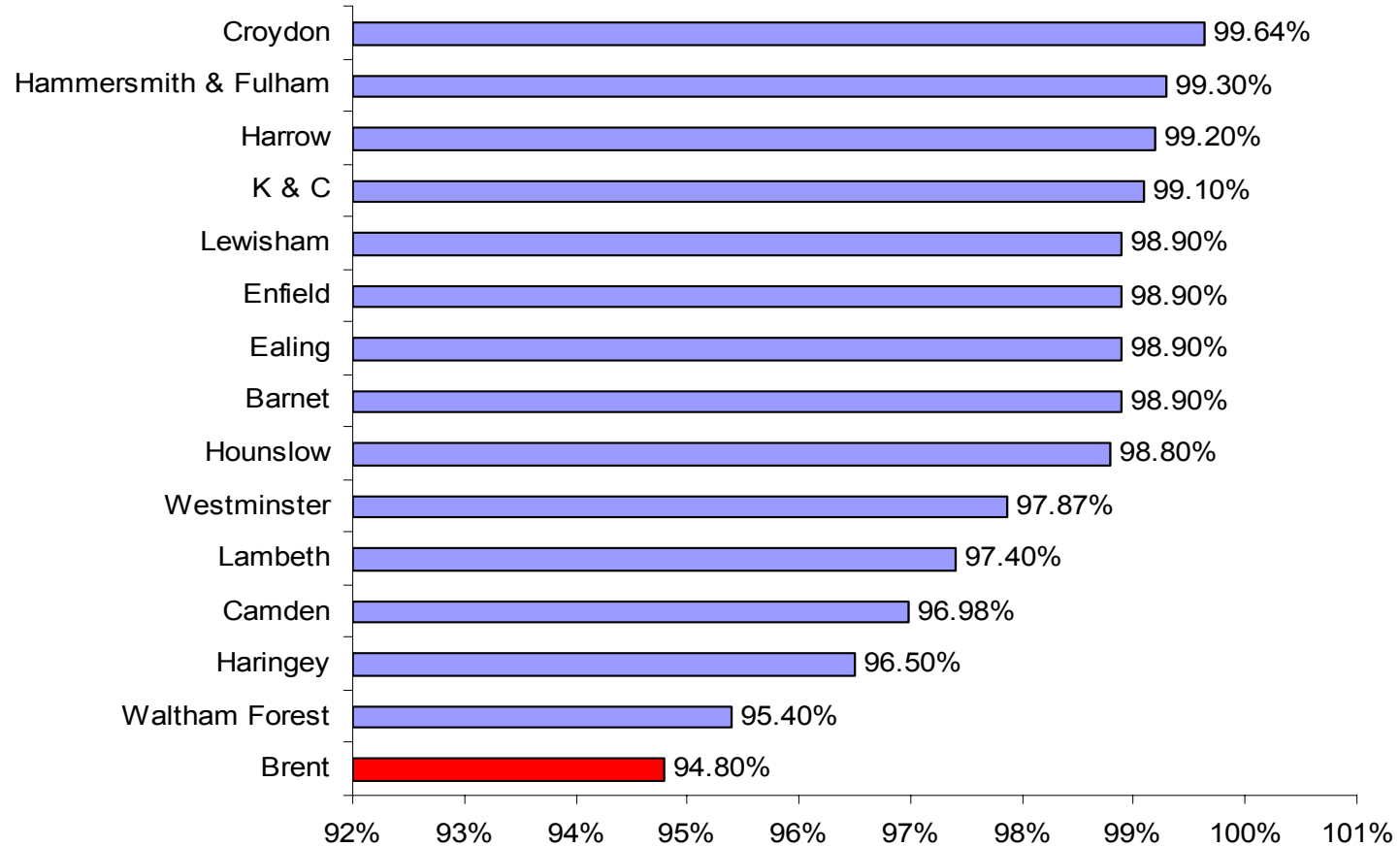
2002/03 QUARTILE SUMMARY

HISTORIC DATA

Upper quartile 96%	Median 95%	Lower quartile 93%
------------------------------	----------------------	------------------------------

Performance 2001/02 91.07%	Performance 2000/01 91%
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BV 10 Percentage of business rates collected



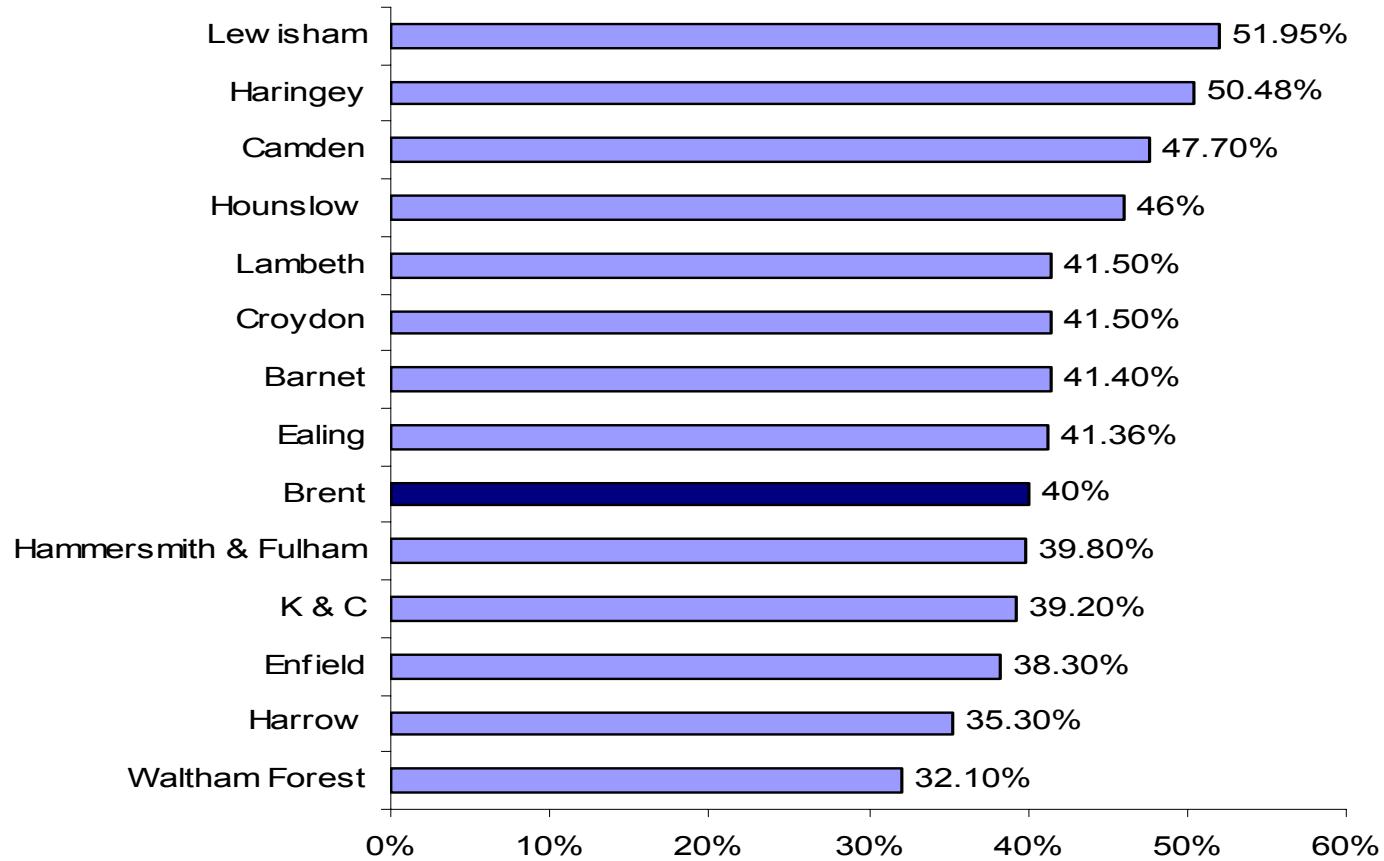
2002/03 QUARTILE SUMMARY

HISTORIC DATA

Upper quartile 99%	Median 98%	Lower quartile 97%
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Performance 2001/02 95.80%	Performance 2000/01 96.7%
--------------------------------------	-------------------------------------

BV 11a Percentage of top 5% earners that are women



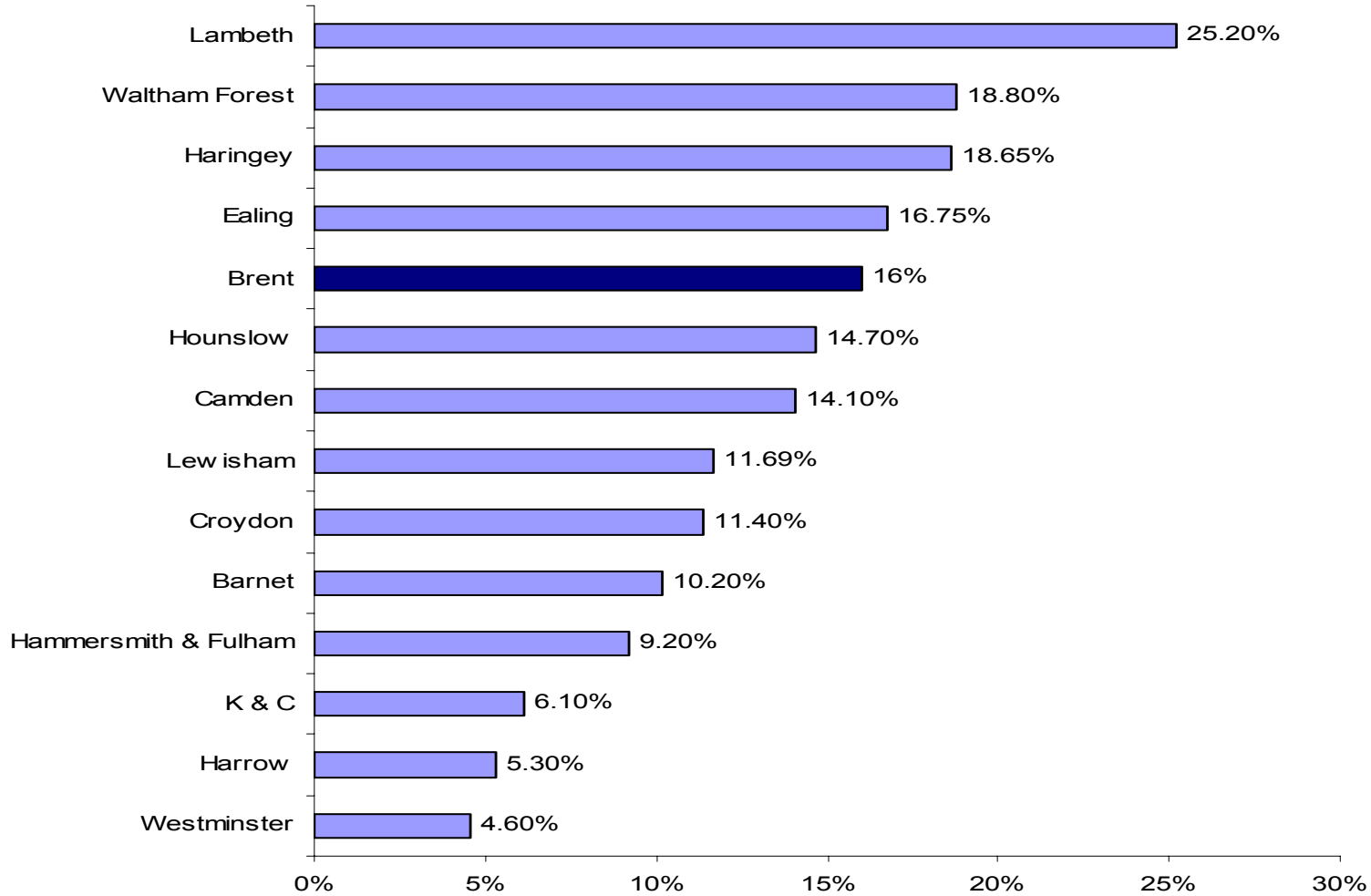
2002/03 QUARTILE SUMMARY

Upper quartile 42%	Median 39%	Lower quartile 35%
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HISTORIC DATA

Performance 2001/02 Amended definition	Performance 2000/01 N/A
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BV 11b Percentage of top 5 % earners from ethnic minorities



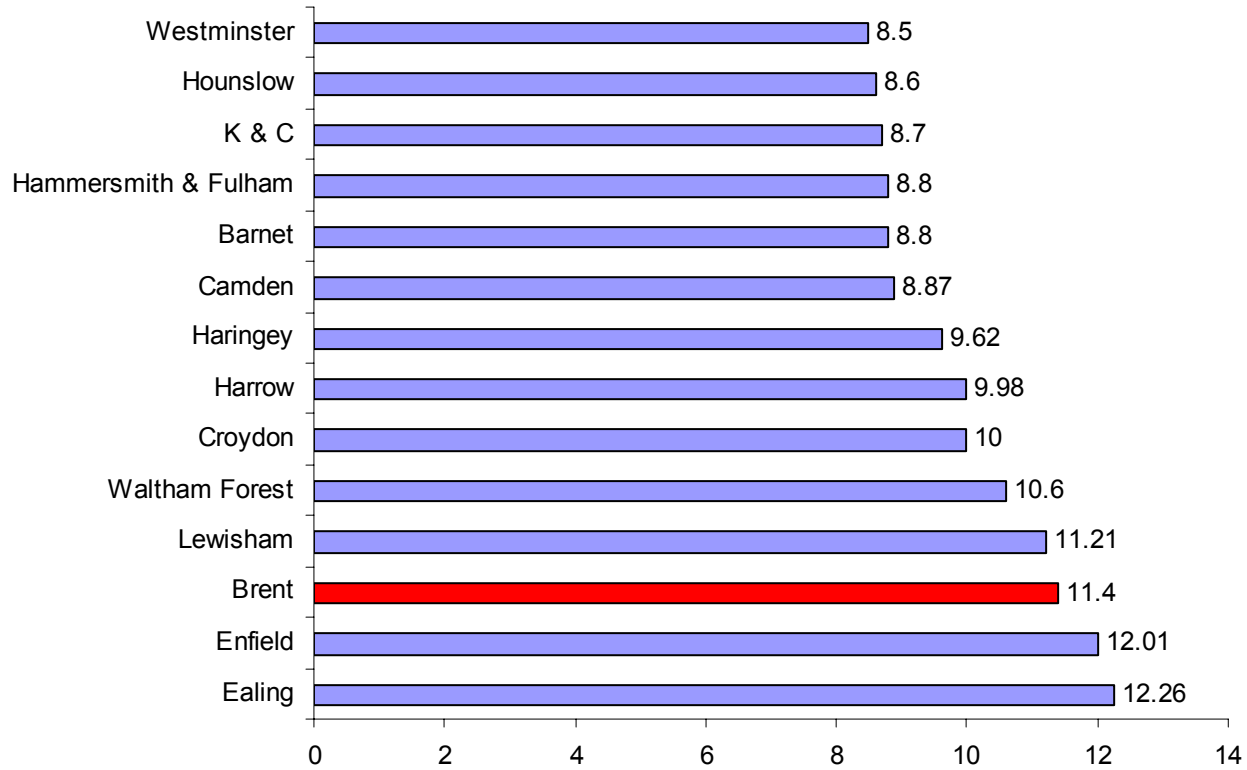
2002/03 QUARTILE SUMMARY

HISTORIC DATA

Upper quartile 14.7%	Median 10.2%	Lower quartile 5.3%
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Performance 2001/02 Amended definition	Performance 2000/01 N/A
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BV 12 Number of working days lost to sickness absence per employee



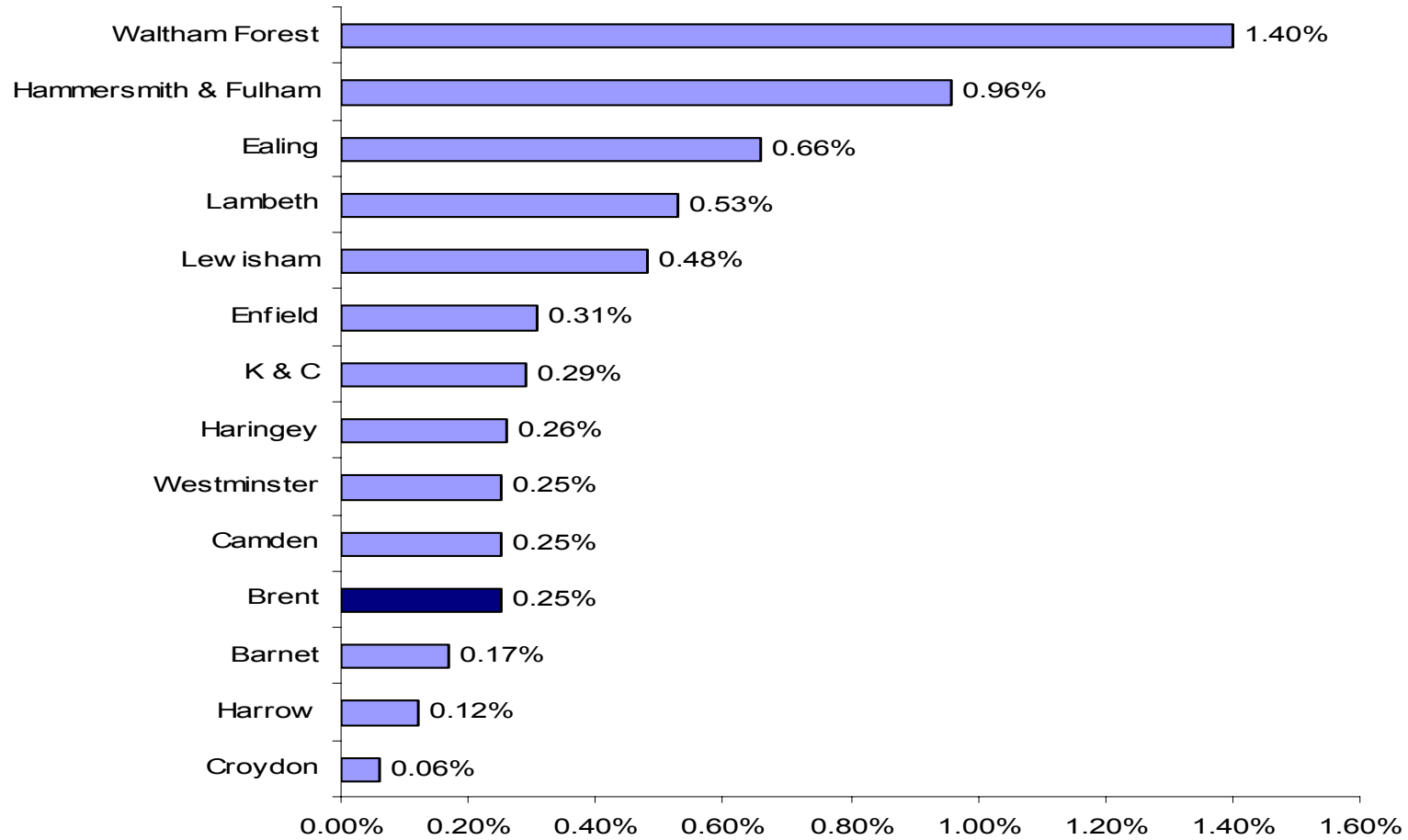
2002/03 QUARTILE SUMMARY

HISTORIC DATA

Upper quartile 11 days	Median 10 days	Lower quartile 9 days
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Performance 2001/02 12.1 days	Performance 2000/01 13.06 days
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BV 14 Early retirements as a Percentage of the total workforce



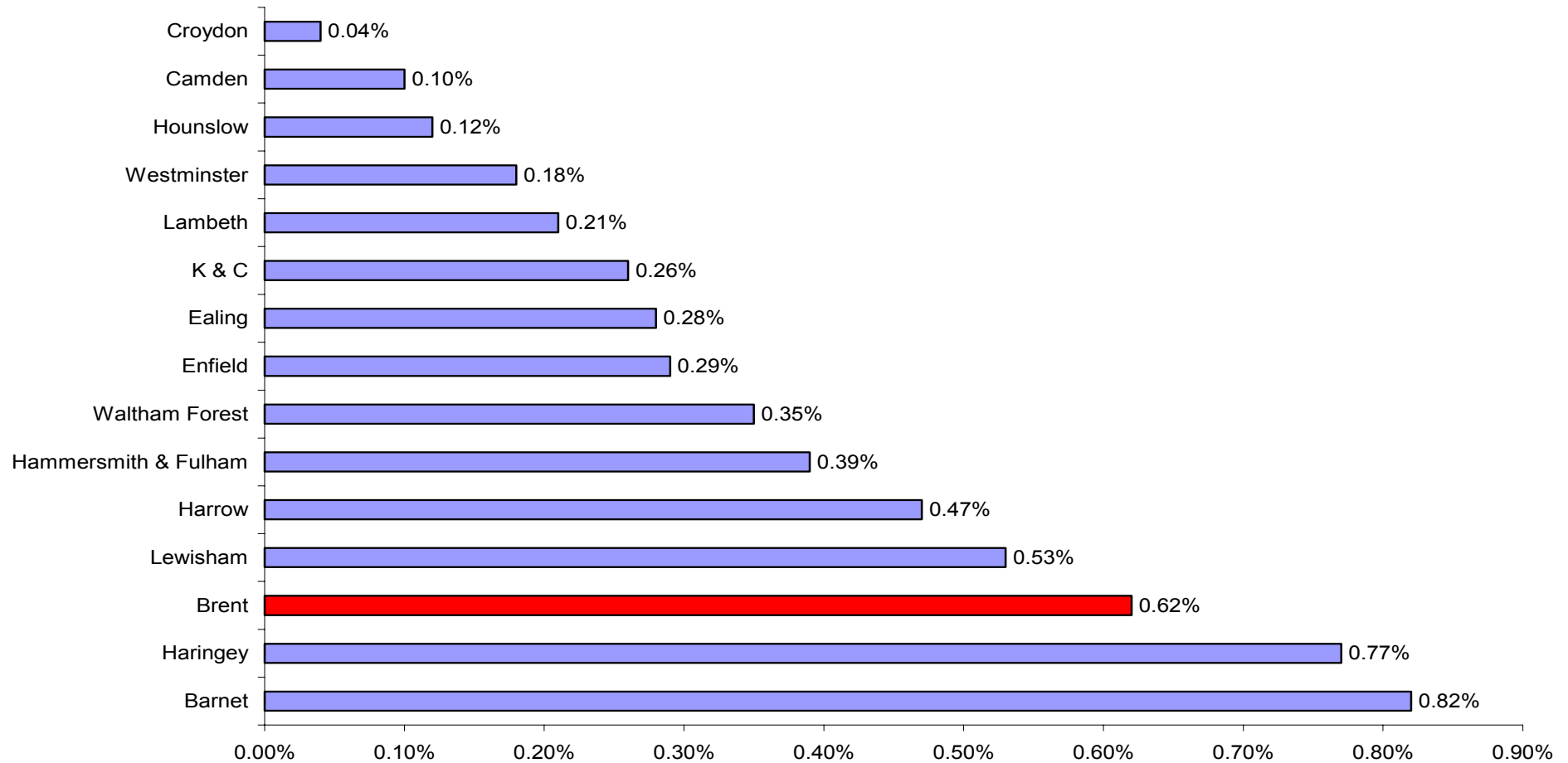
2002/03 QUARTILE SUMMARY

HISTORIC DATA

Upper quartile 0.65%	Median 0.31%	Lower quartile 0.21%
--------------------------------	------------------------	--------------------------------

Performance 2001/02 0.25%	Performance 2000/01 0.11%
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BV 15 Ill-health retirements as a percentage of the total workforce



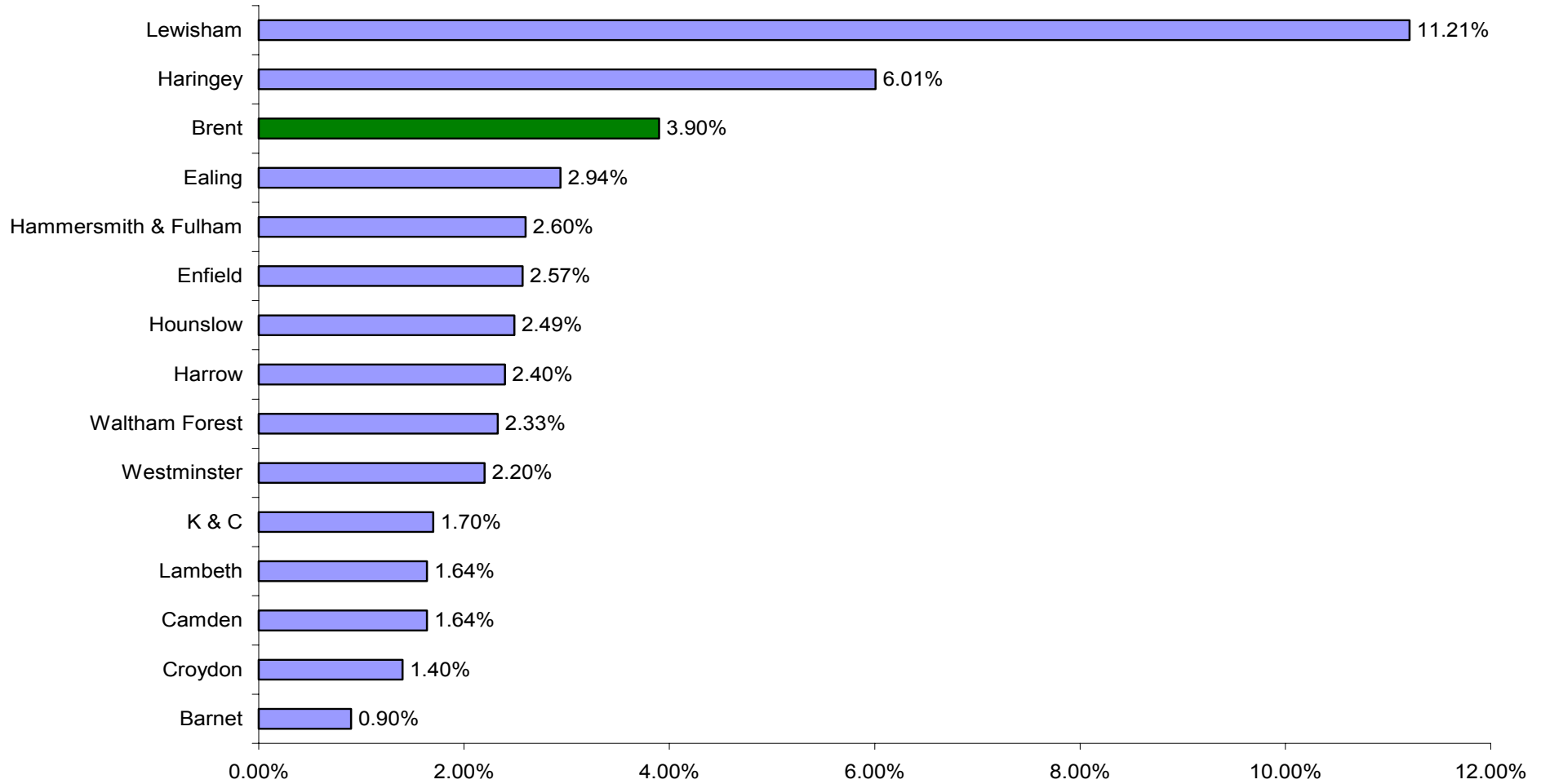
2002/03 QUARTILE SUMMARY

HISTORIC DATA

Upper quartile 0.49%	Median 0.30%	Lower quartile 0.21%
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Performance 2001/02 0.87%	Performance 2000/01 0.76%
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BV 16a Percentage of staff with disabilities of the total workforce



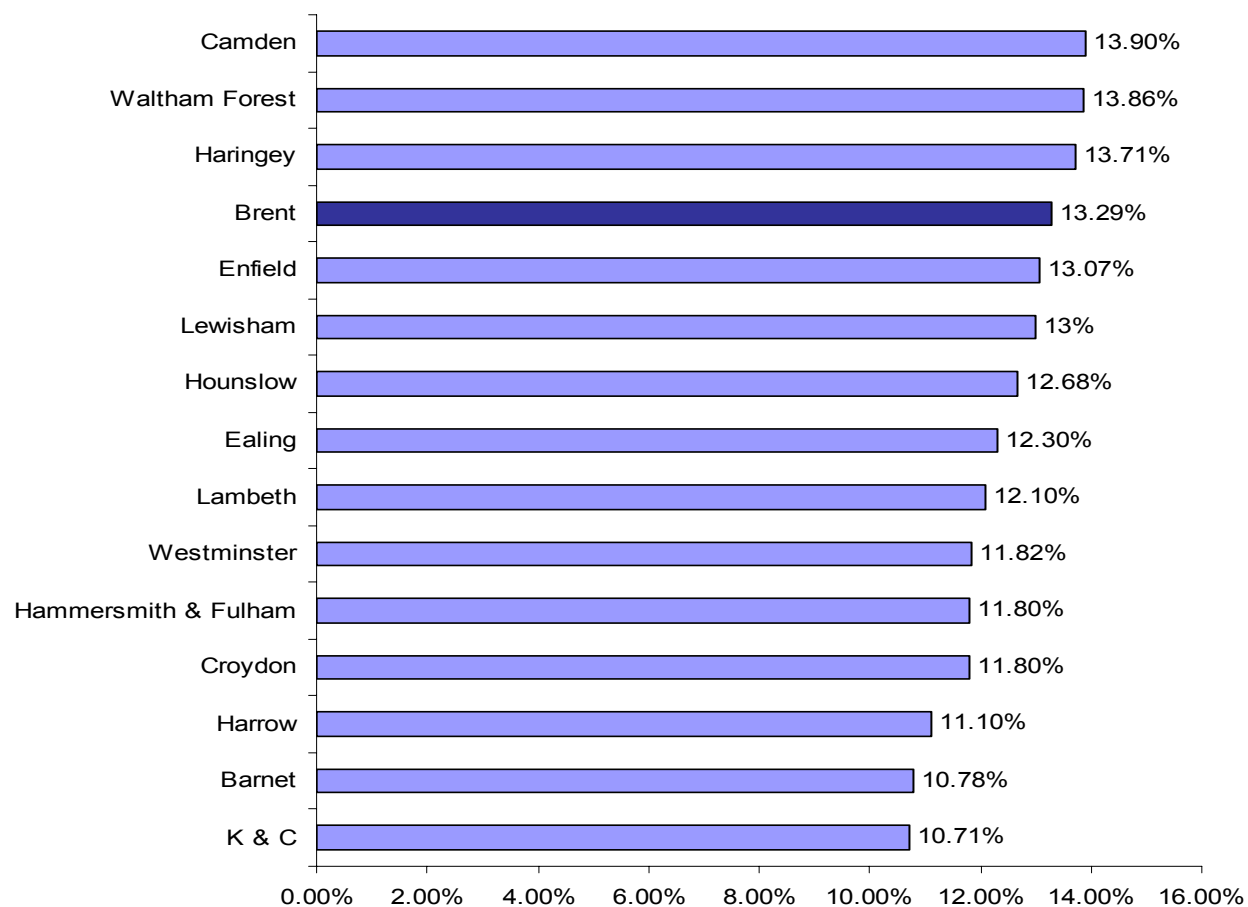
2002/03 QUARTILE SUMMARY

HISTORIC DATA

Upper quartile 2.6%	Median 2.14%	Lower quartile 1.65%
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Performance 2001/02 2.70%	Performance 2000/01 2.17%
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BV 16b Percentage of economically active disabled people in local authority area



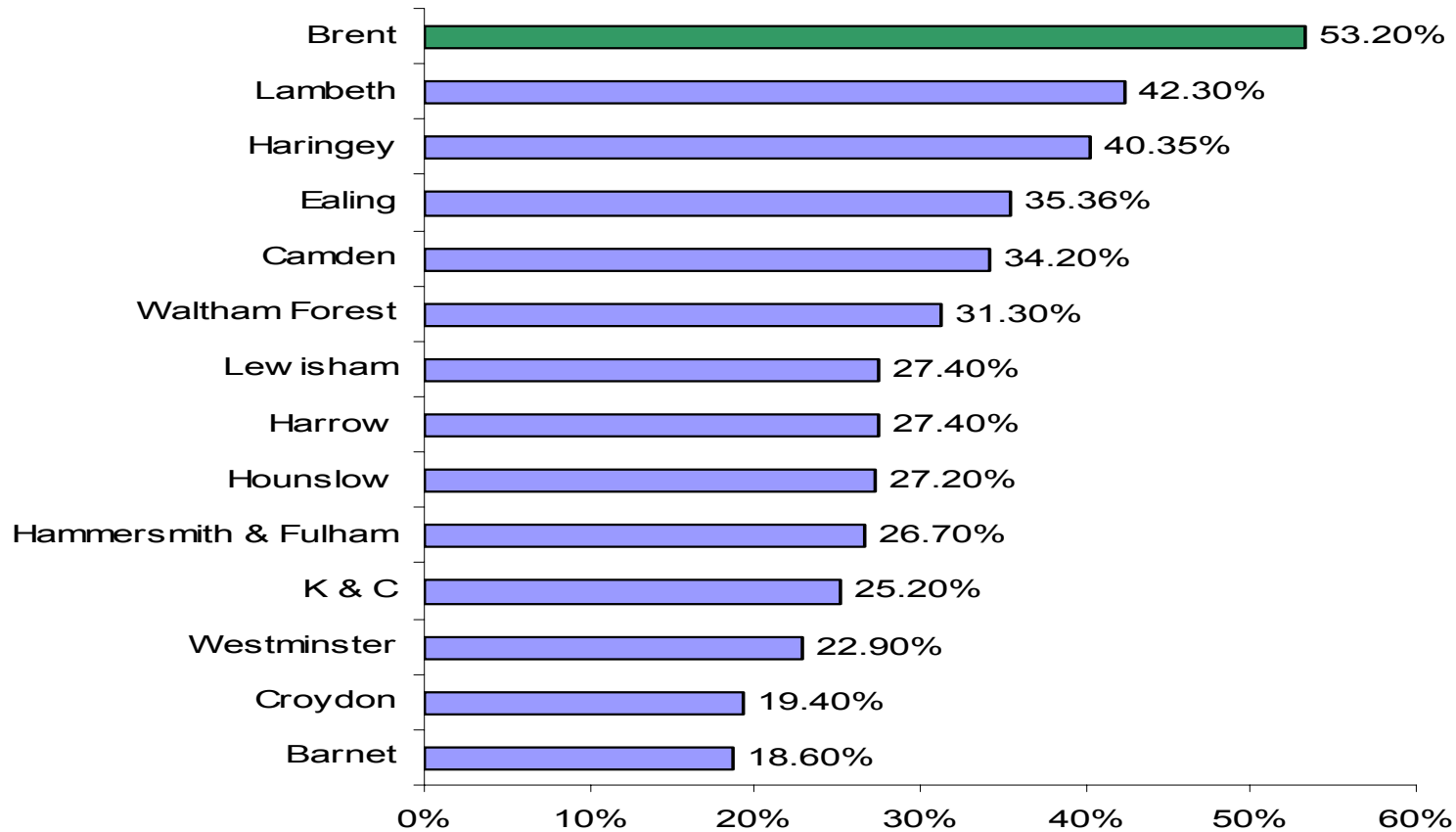
2002/03 QUARTILE SUMMARY

HISTORIC DATA

Upper quartile 13.71%	Median 12.3%	Lower quartile 10.95%
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Performance 2001/02 Amended definition	Performance 2000/01 N/A
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BV 17a Percentage of staff from ethnic minorities



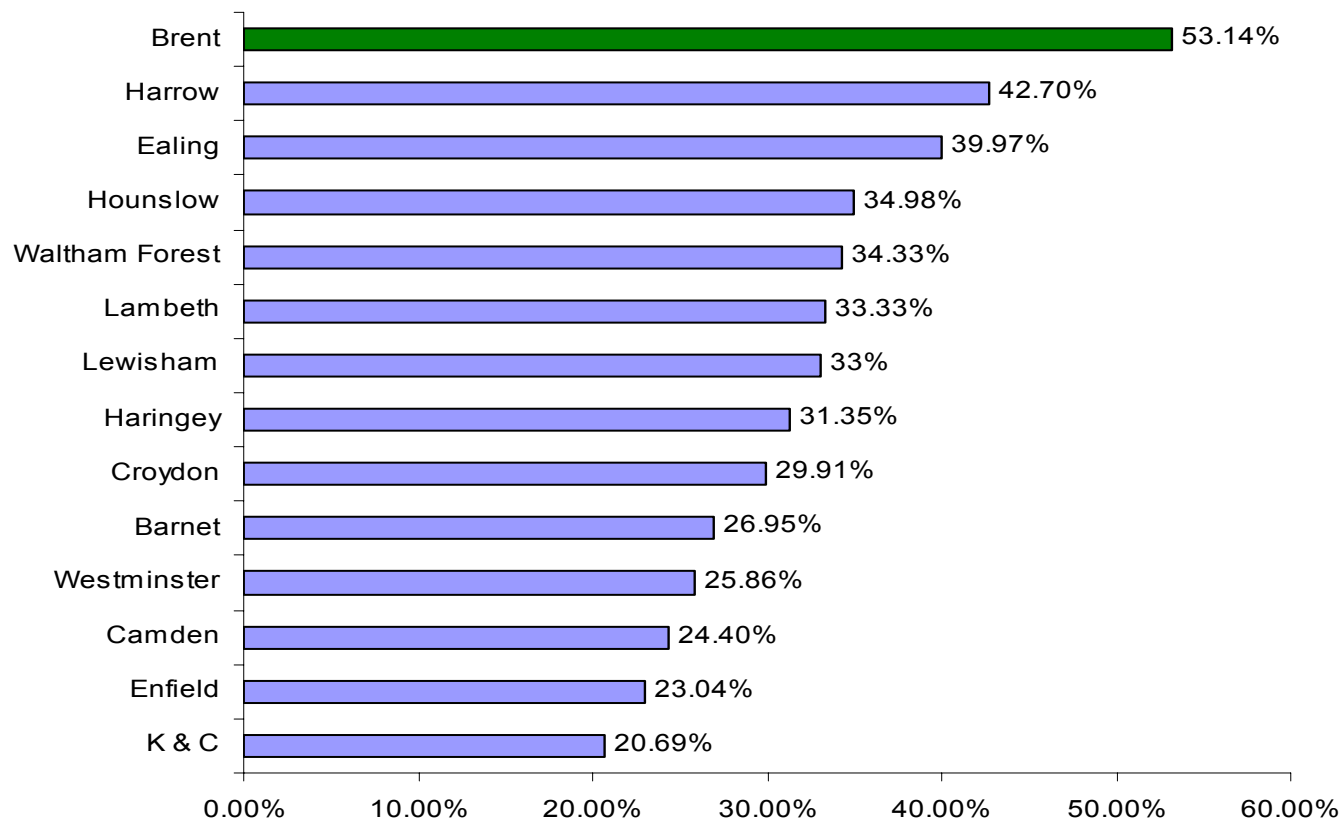
2002/03 QUARTILE SUMMARY

HISTORIC DATA

Upper quartile 31.3%	Median 22.9%	Lower quartile 10.98%
--------------------------------	------------------------	---------------------------------

Performance 2001/02 53.40%	Performance 2000/01 40.40%
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BV 17b Percentage of economically active people from ethnic minorities in local authority area



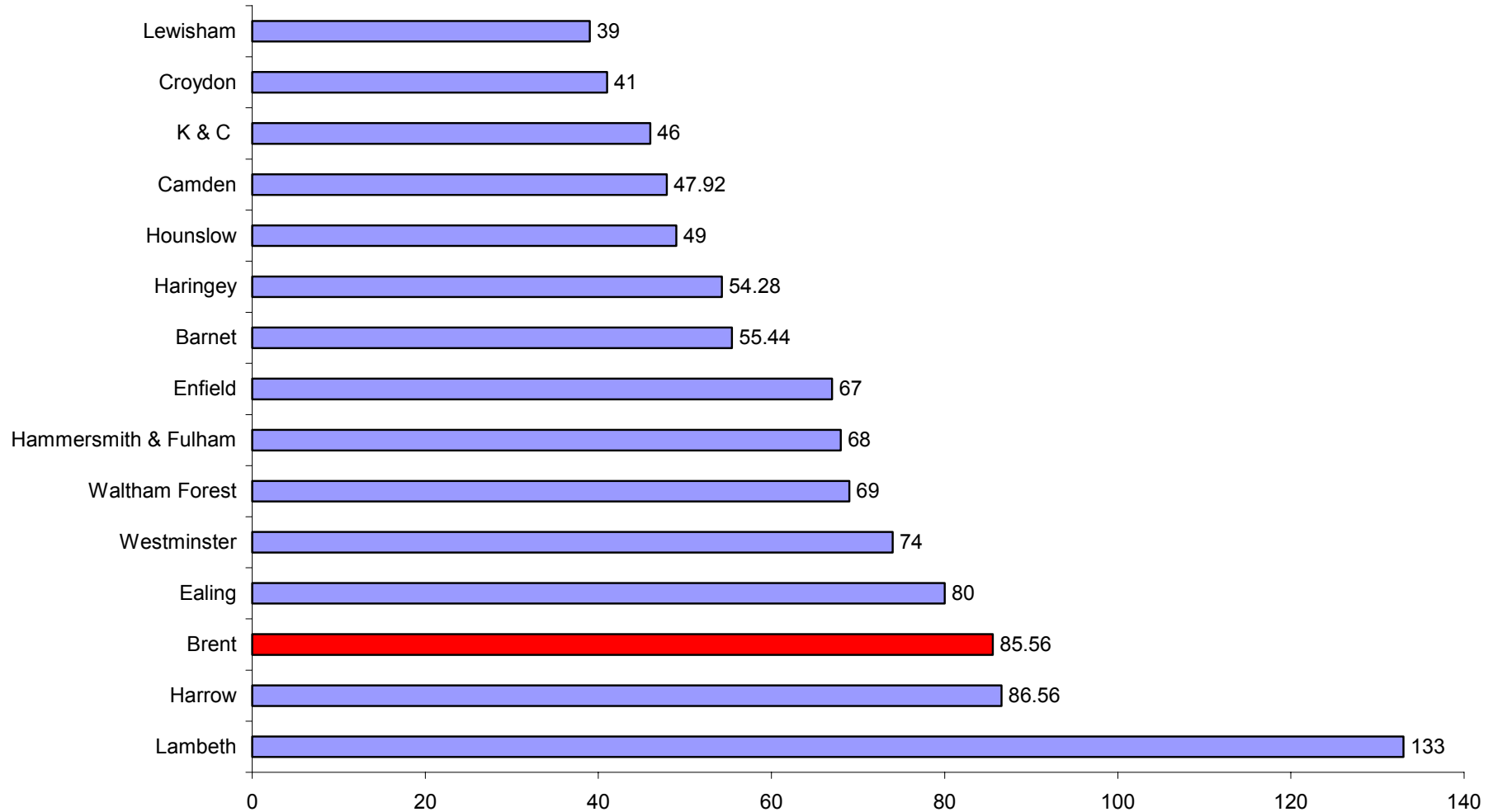
2002/03 QUARTILE SUMMARY

HISTORIC DATA

Upper quartile 34.67%	Median 24.8%	Lower quartile 19.64%
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Performance 2001/02 50.45%	Performance 2000/01 Not reported
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BV 78a Speed of processing: average time for processing new claims (in days)



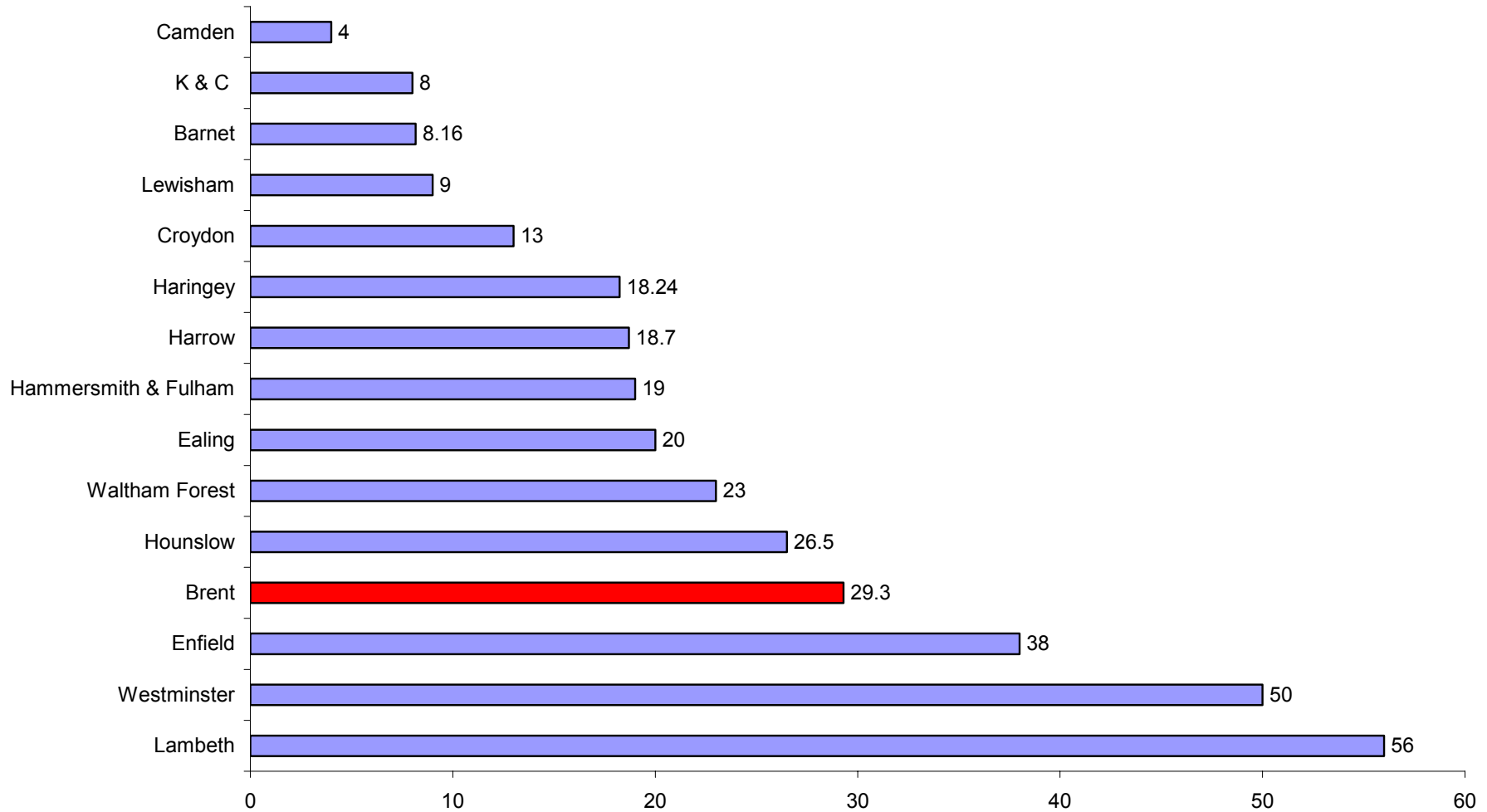
2002/03 QUARTILE SUMMARY

HISTORIC DATA

Upper quartile 47 days	Median 54 days	Lower quartile 68 days
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Performance 2001/02 65 days	Performance 2000/01 65.01 days
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BV 78b Speed of processing: average time for processing changes of circumstance (in days)



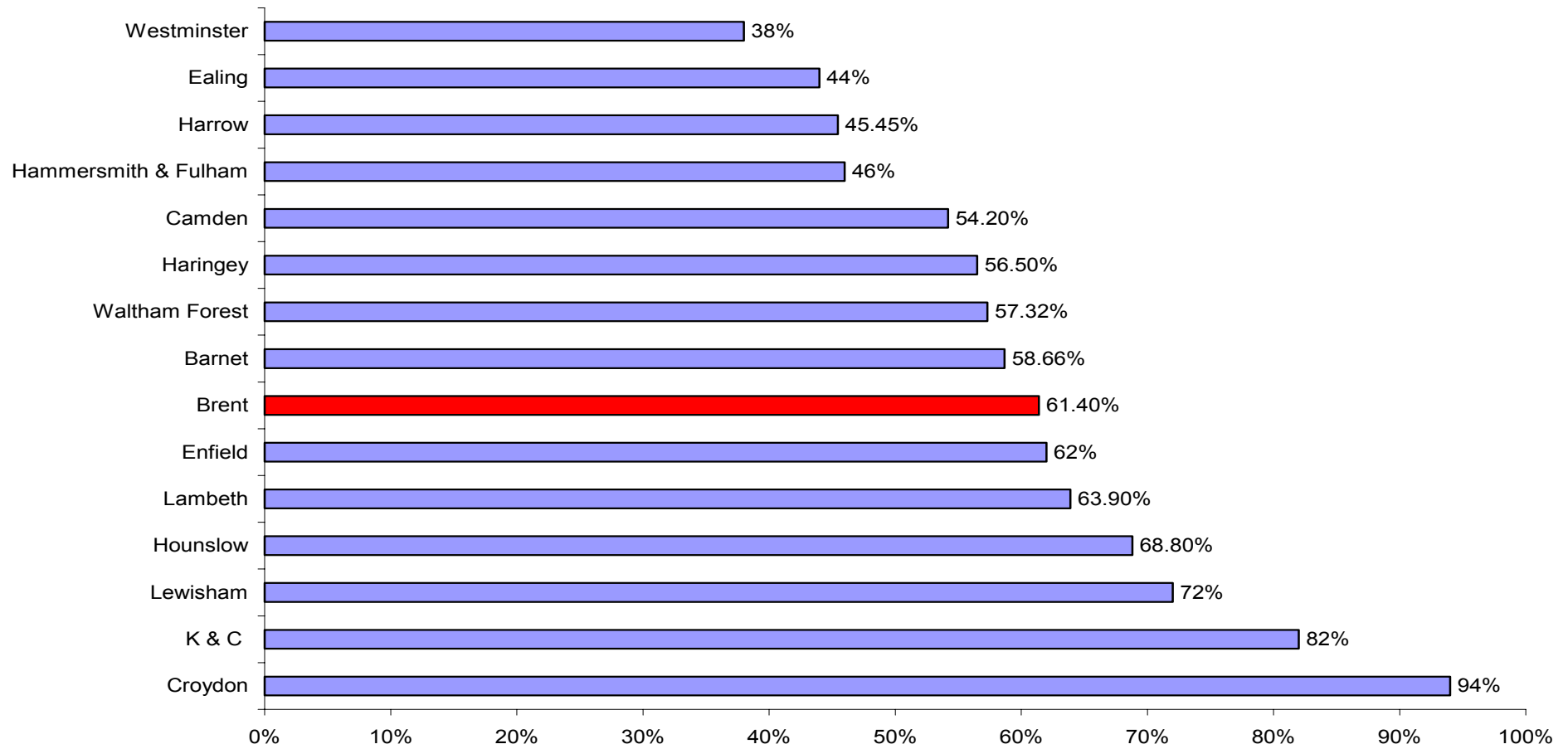
2002/03 QUARTILE SUMMARY

HISTORIC DATA

Upper quartile 10 days	Median 18 days	Lower quartile 24 days
----------------------------------	--------------------------	----------------------------------

Performance 2001/02 29.11 days	Performance 2000/01 22.36 days
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BV 78c Speed of processing % of renewal claims processed on time



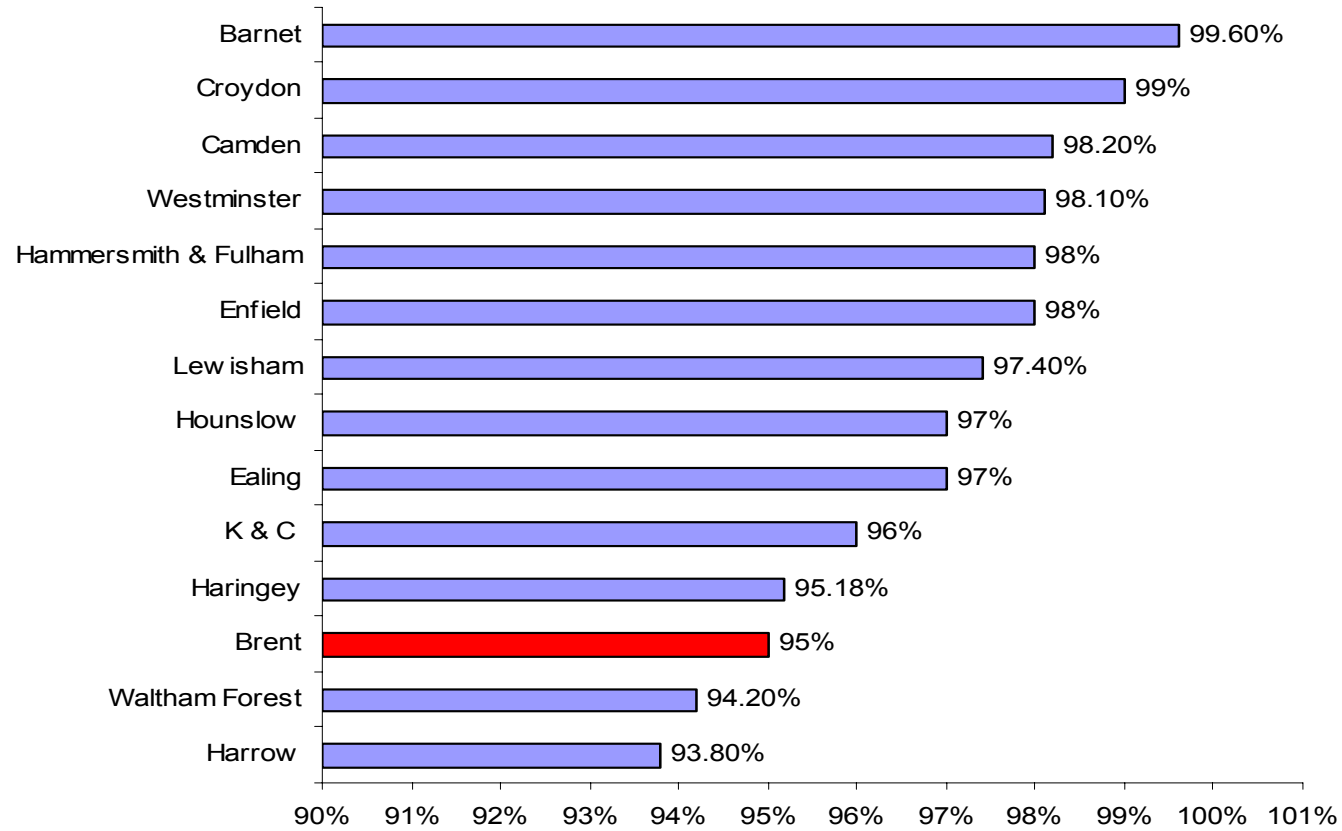
2002/03 QUARTILE SUMMARY

HISTORIC DATA

Upper quartile 55%	Median 64%	Lower quartile 72%
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Performance 2001/02 46.84%	Performance 2000/01 44.10%
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BV 79a Accuracy of processing: % of cases calculated correctly



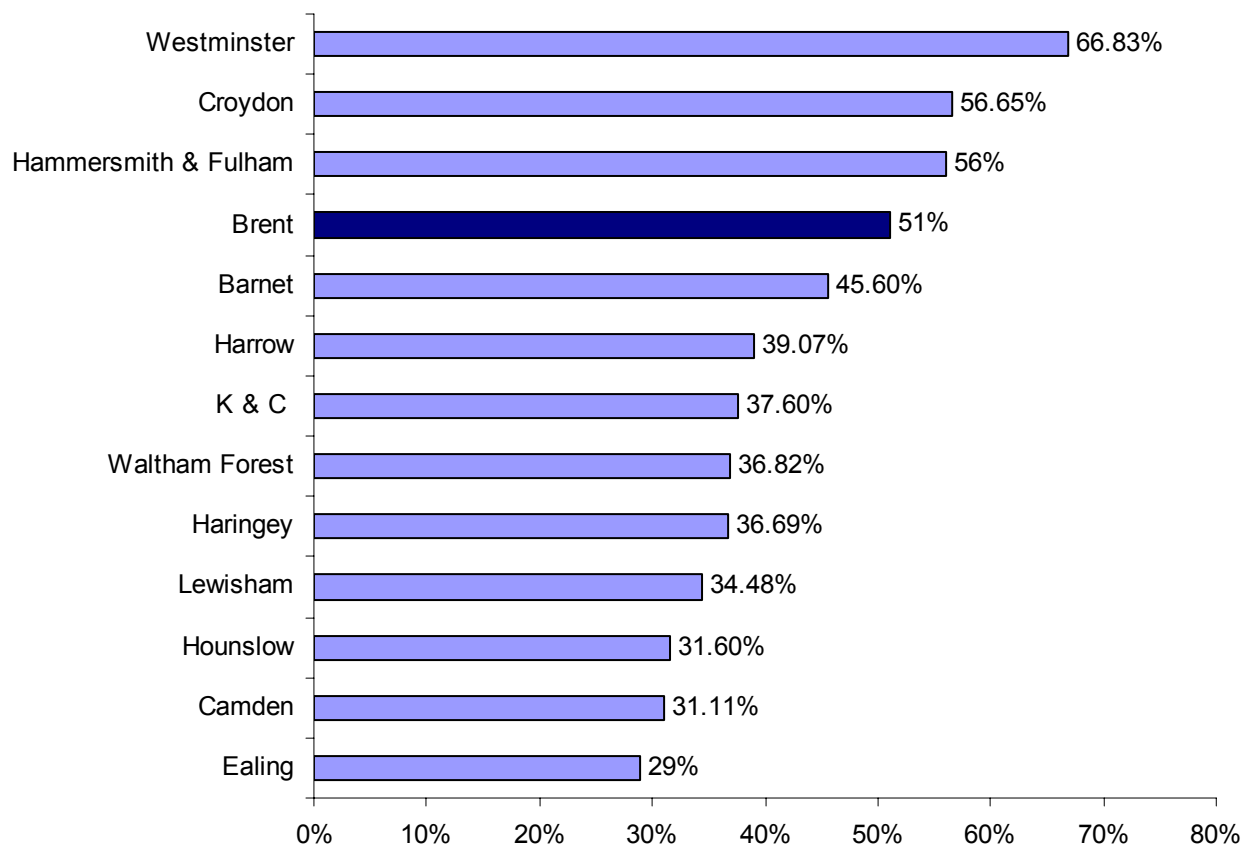
2002/03 QUARTILE SUMMARY

HISTORIC DATA

Upper quartile 99%	Median 97%	Lower quartile 94%
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Performance 2001/02 99.8%	Performance 2000/01 94.10%
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BV 79b Accuracy of processing: % of recoverable overpayments recovered



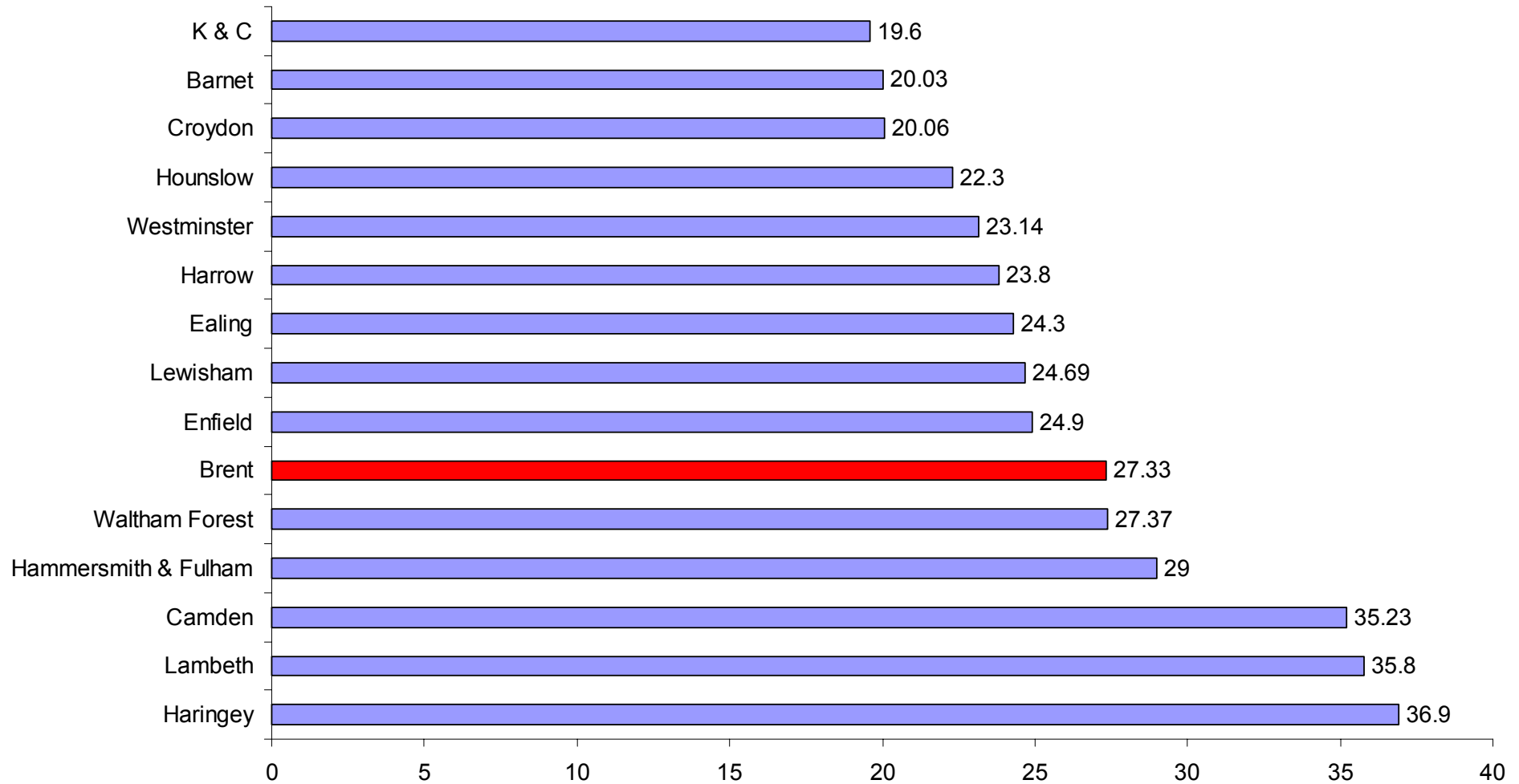
2002/03 QUARTILE SUMMARY

HISTORIC DATA

Upper quartile 52%	Median 39%	Lower quartile 32%
------------------------------	-----------------------------	------------------------------

Performance 2001/02 46.06%	Performance 2000/01 40.08%
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BV 126 Number of burglaries per 1,000 households



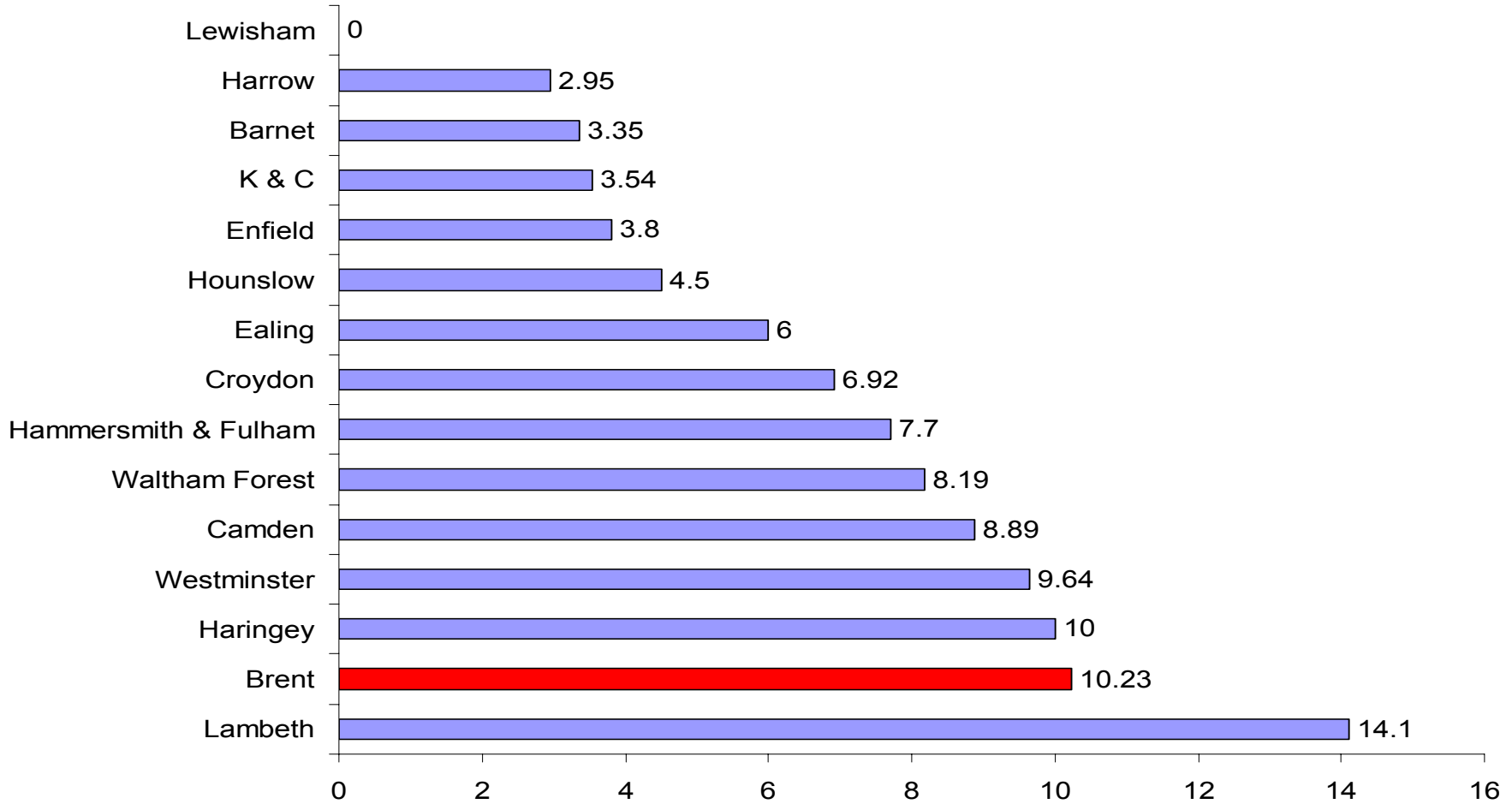
2002/03 QUARTILE SUMMARY

HISTORIC DATA

Upper quartile 27	Median 22	Lower quartile 19
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Performance 2001/02 29	Performance 2000/01 32.4
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BV 127 Robberies per 1,000 population



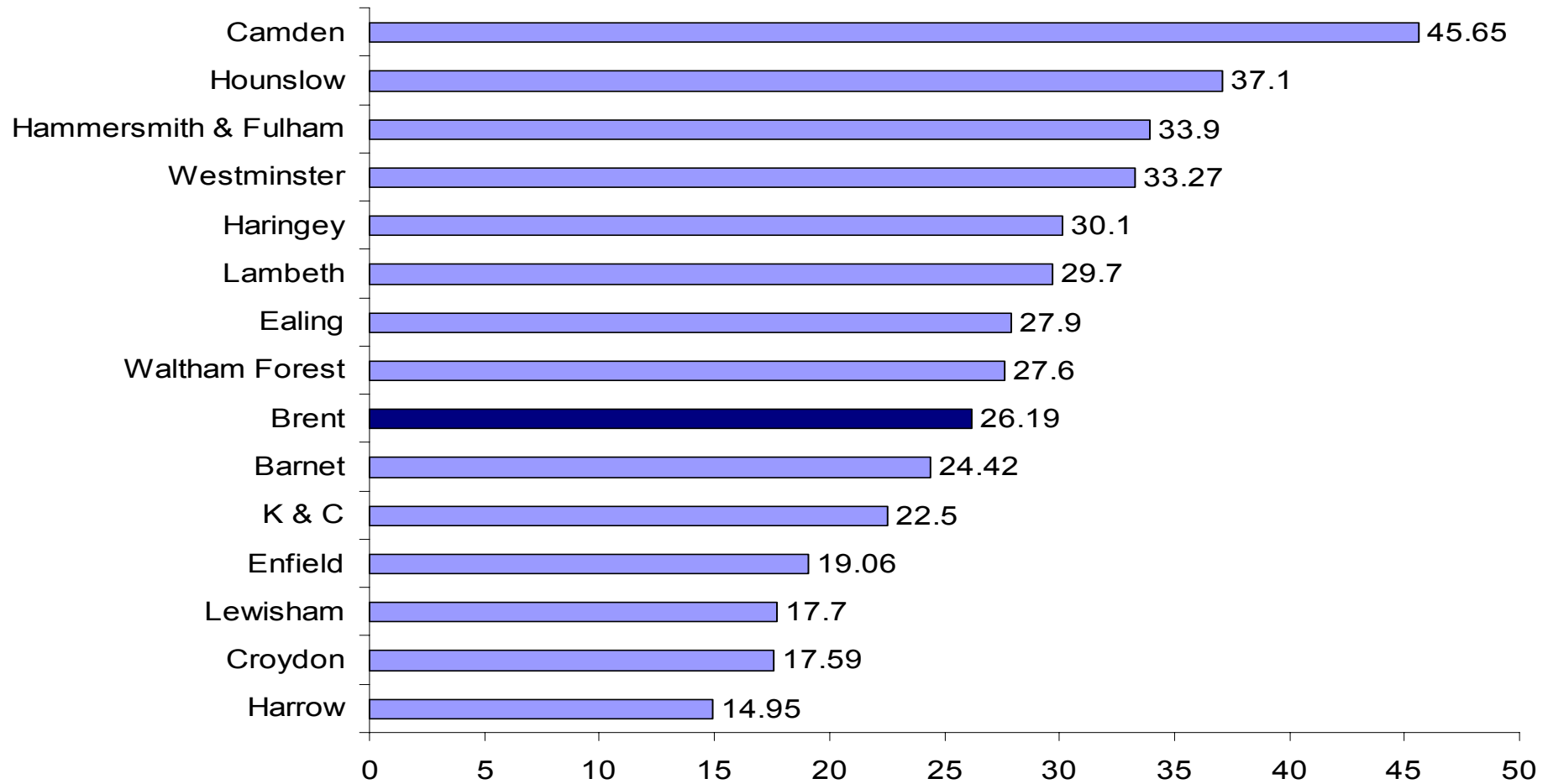
2002/03 QUARTILE SUMMARY

HISTORIC DATA

Upper quartile 9	Median 5	Lower quartile 3
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Performance 2001/02 12.2	Performance 2000/01 9.4
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BV 128e Vehicle crimes per 1,000 population



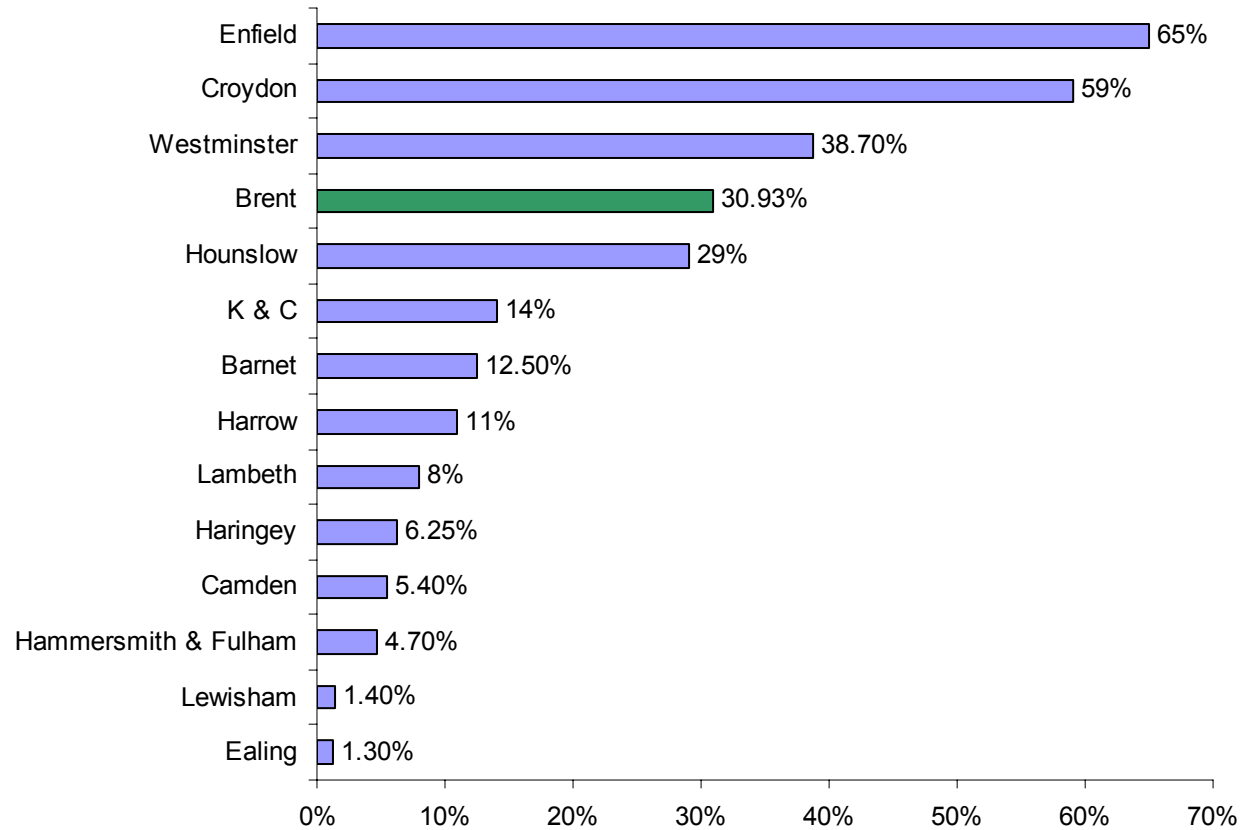
2002/03 QUARTILE SUMMARY

HISTORIC DATA

Upper quartile 33	Median 26	Lower quartile 19
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Performance 2001/02 26.3	Performance 2000/01 26.8
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BV 156 Percentage of local authority buildings suitable for and accessible by disabled people



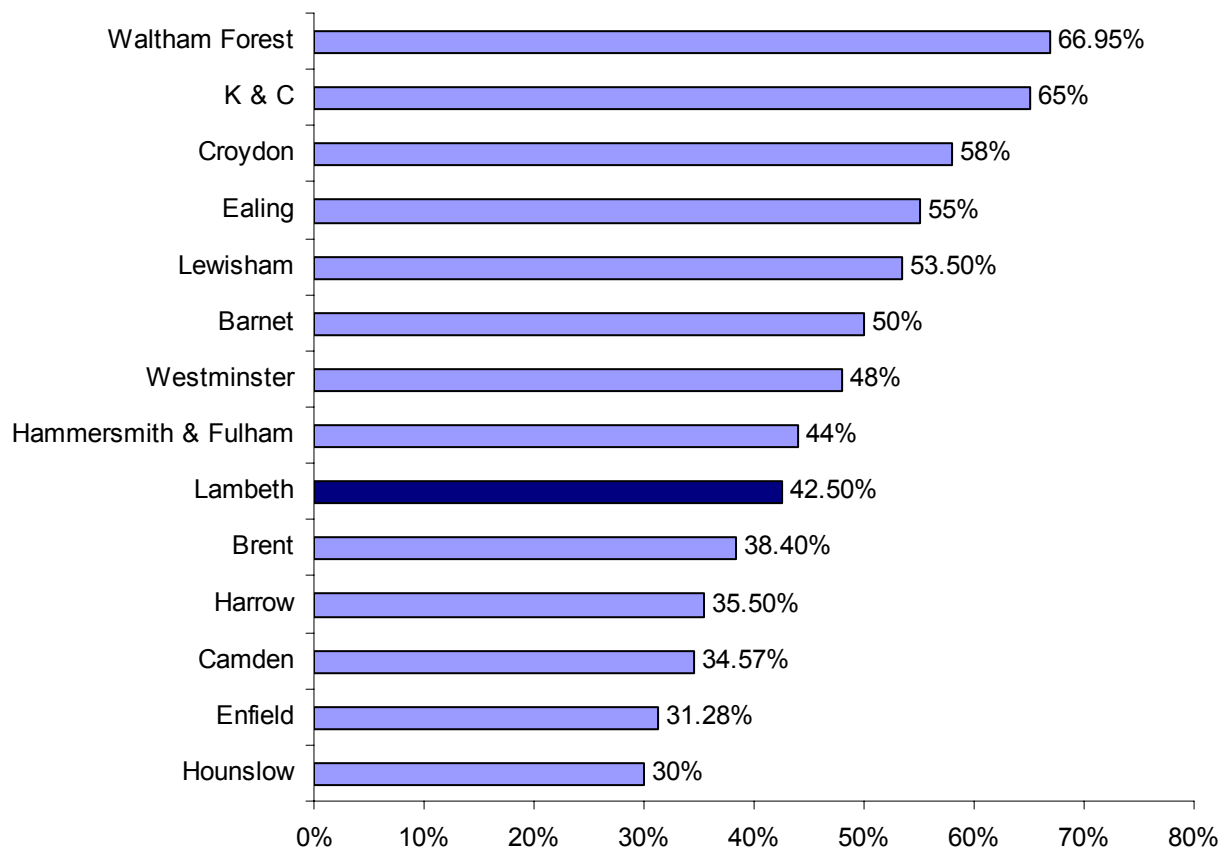
2002/03 QUARTILE SUMMARY

HISTORIC DATA

Upper quartile 29%	Median 14%	Lower quartile 5%
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Performance 2001/02 23.30%	Performance 2000/01 N/A
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BV 157 Number of types of interactions enabled for e-delivery



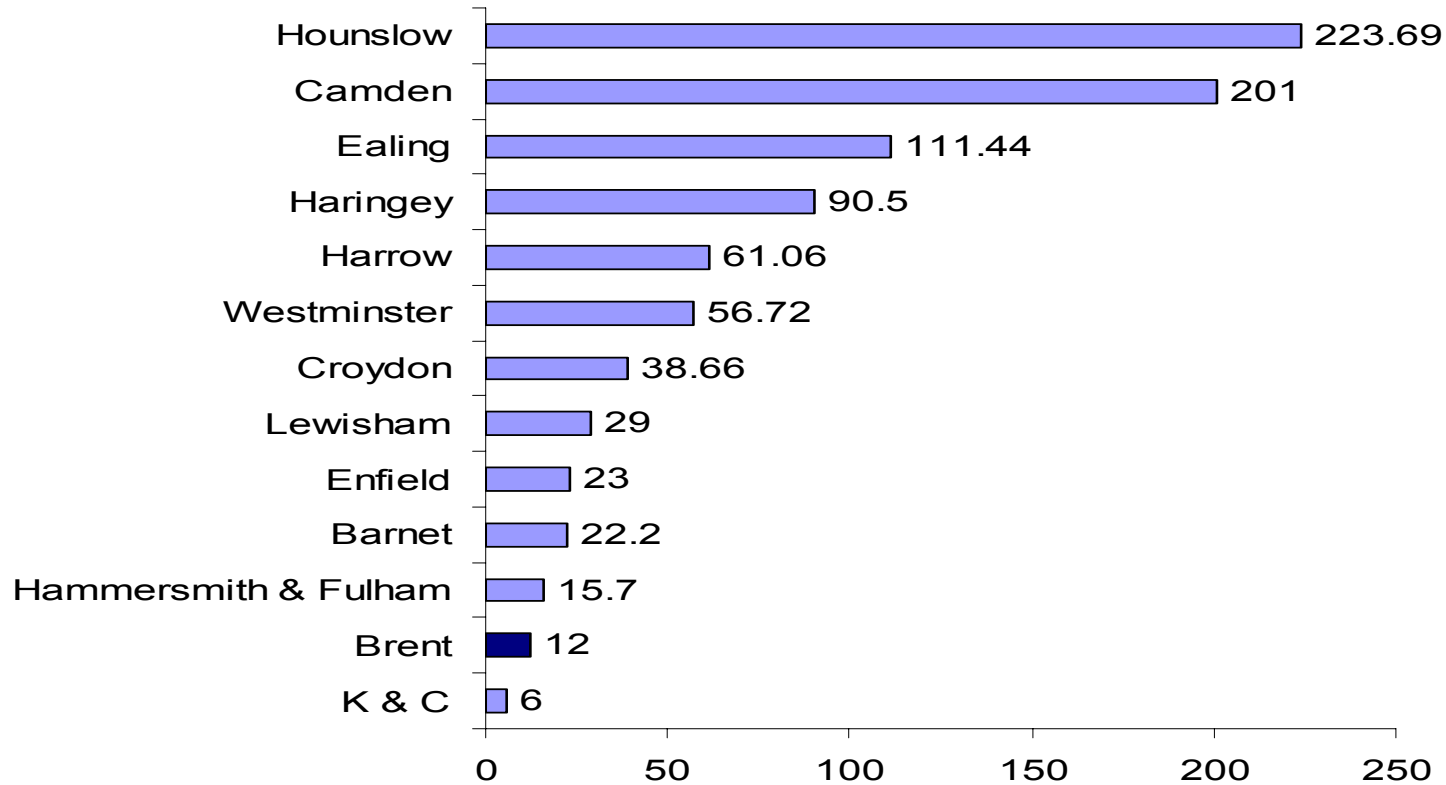
2002/03 QUARTILE SUMMARY

HISTORIC DATA

Upper quartile 57%	Median 47%	Lower quartile 38%
------------------------------	-----------------------------	------------------------------

Performance 2001/02 30%	Performance 2000/01 N/A
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BV 174 Racial incidents recorded by the Local Authority per 100,000 population



Brent reports on the number of cases as opposed to the number of incidents because the present system cannot capture the number of incidents so no comparison with quartile data can be made.

2002/03 QUARTILE SUMMARY

Upper quartile 136	Median 76	Lower quartile 31
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HISTORIC DATA

Performance 2001/02 21	Performance 2000/01 13
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