



# **Best Value Performance Indicators 2004/05**

## **A Comparison of Brent's Council's Performance Indicators**

POLICY & REGENERATION UNIT  
LONDON BOROUGH OF BRENT

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## INTRODUCTION

It is a statutory requirement that all council's must be measure their performance. This document provides information on the way that the Council has performed for the year 2004/05.

Where an indicator can be measured (those that are yes/no are not included), a comparison with that of its audit family (made up of similar boroughs), and neighbours is shown.

These boroughs are:

Brent	Hammersmith & Fulham
Barnet	Haringey
Camden	Hounslow
Croydon	Lambeth
Ealing	Lewisham
Enfield	Waltham Forest
Harrow	Westminster

The report contains:

1. Graphs showing Brent's comparative performance for Best Value Performance Indicators 2004/05
2. Each graph is colour coded indicating quartile performance.

Green	Top	Blue where performance falls within the median (normal performance quartile range)	Red	Bottom
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The quartile range assessment is based on the following:

Top quartile must be the exact figure as required by ODPM or above

Bottom quartile is where the figure is below that required by ODPM with the remaining data grouped as mid range.

(Where no ranking is available Brent's performance is shown as a blue stripe)

3. To support the graphic information the following has been included:
  - Position against all London boroughs and our family/neighbours
  - Historic performance where available
  - Direction of travel, performance in 2004/05 against 2003/04
  - ODPM quartile measure i.e. good performance is considered high for this indicator or low is good.
4. The table on the next page shows the breakdown of indicators classified as good, poor or median range for 2004/05 and a direction of travel summary.

All data shown has been verified by the ODPM (Office of the Deputy Prime Minister) and released for publication by the Audit Commission on 16 January 2006.



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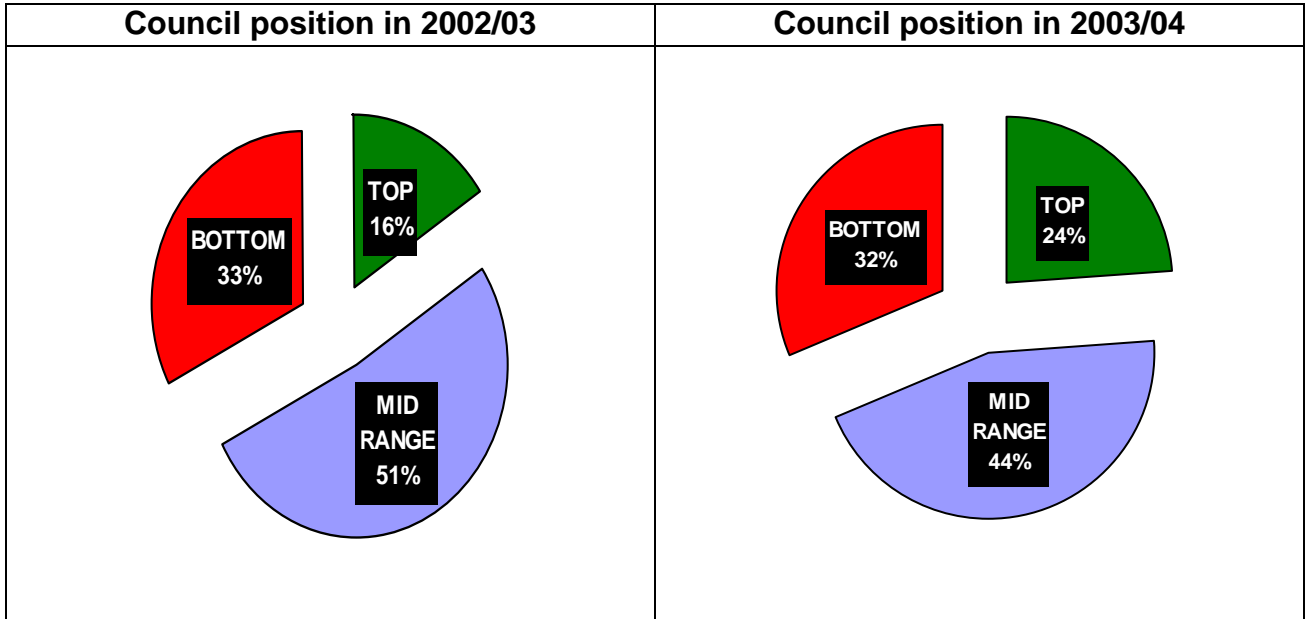
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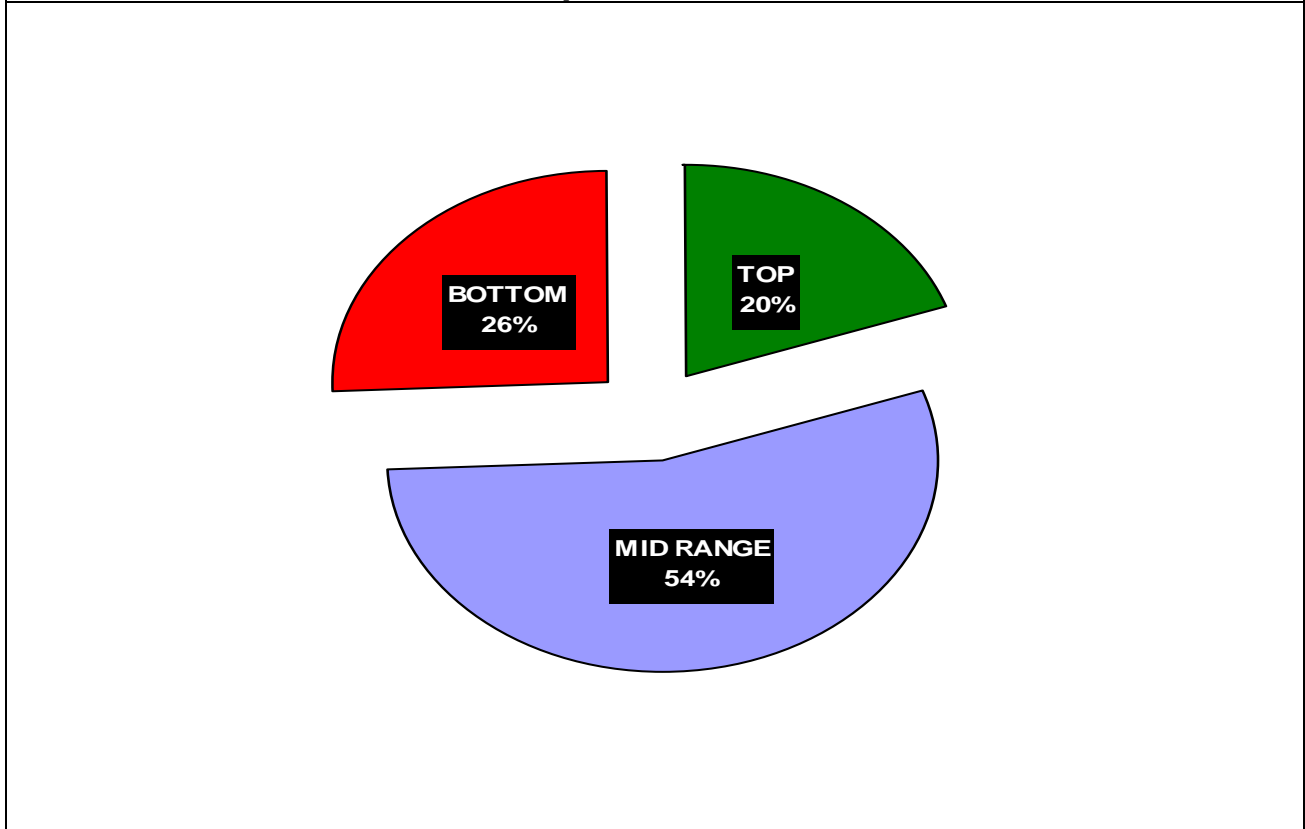
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## Overall quartile performance



### Council position in 2004/05



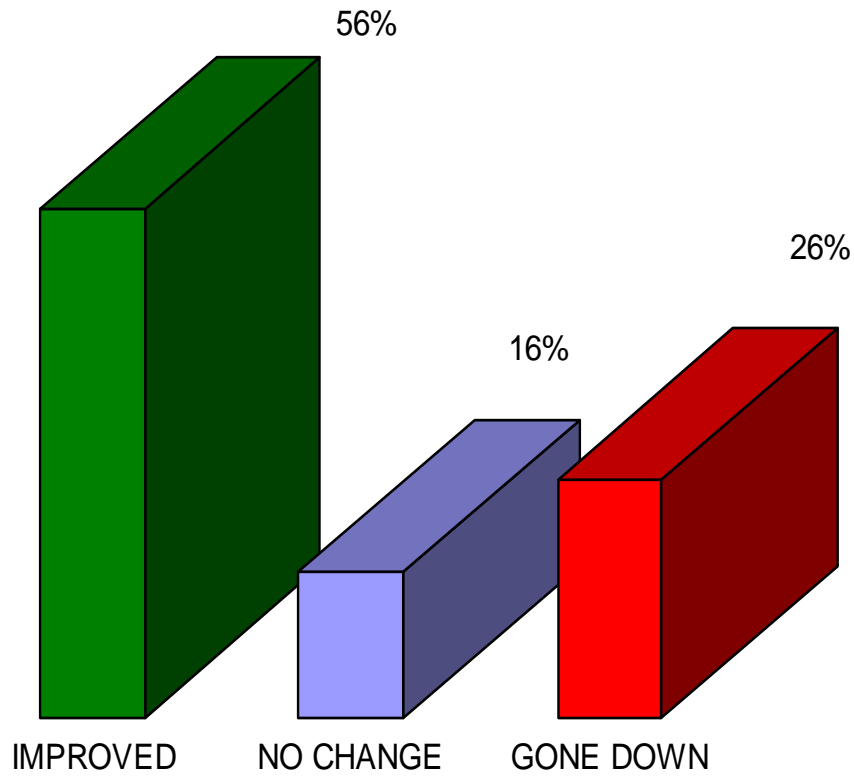
### 2004/05 Service area summary

QUARTILE RANGE:	Central	Children & Families	Environment & Culture	Finance & Corporate Resources	Housing & community Care
TOP	40%	8%	26%	9%	14%
MID-RANGE	20%	65%	48%	82%	65%
BOTTOM	40%	27%	26%	9%	21%



## SNAP SHOT YEAR 2004/05

### DIRECTION OF TRAVEL PERCENTAGE IMPROVEMENT



	CENTRAL UNITS	CHILDREN & FAMILIES	ENVIRONMENT & CULTURE	FINANCE & CORPORATE RESOURCES	HOUSING & COMMUNITY CARE
IMPROVED	44%	69%	50%	92%	45%
NO CHANGE	25%	14%	14%	0	25%
GONE DOWN	31%	17%	36%	8%	30%



# Direction of travel

## CENTRAL UNITS

PI NUMBER	PI DESCRIPTION	SERVICE AREA	Direction of travel	Page reference
BV 2a	The equality standard for local government in England	Central HR	➔	23
BV 2b	Duty to promote race equality	Central HR	⬆	24
BV 11a	Percentage of top 5% earners that are women	Central HR	⬇	25
BV 11b	Percentage of top 5% earners from black and minority ethnic communities	Central HR	⬇	26
BV 12	Number of working days lost due to sickness absence	Central HR	⬆	27
BV 14	Percentage of early retirements	Central HR	⬆	28
BV 15	Percentage of ill health retirements	Central HR	⬆	29
BV 16a	Percentage of disabled employees	Central HR	⬆	30
BV 16b	Percentage of economically active disabled community population	Central HR	➔	31
BV 17a	Percentage of black and ethnic minority employees	Central HR	⬆	32
BV 17b	Percentage of economically active minority ethnic community population	Central HR	➔	33
BV 126	Domestic burglaries per 1000 household	Central PRU	⬇	34
BV 127e	Robberies per 1000 population	Central PRU	⬇	35
BV 128	Vehicle crimes per 1000 population	Central PRU	⬆	36
*BV 174	Racial incidents per 100000 population	Central PRU	*	37
*BV 175	Racial incidents with further action	Central PRU	*	38
BV 177	Percentage of authority expenditure on Community Legal Services	Central PRU	➔	39
BV 197	Teenage Pregnancies	Central PRU	⬇	40

\* Reserved data no comparison possible

## CHILDREN & FAMILIES

PI NUMBER	PI DESCRIPTION	SERVICE AREA	Direction of travel	Page reference
BV 33	Youth Service expenditure per head of population	Children & Families	➔	43
BV 34a	Percentage of surplus places in primary schools	Children & Families	⬆	44
BV 34b	Percentage of surplus places in secondary schools	Children & Families	➔	45
BV 38	Percentage of pupil achieving 5 or more A*-C GCSEs	Children & Families	⬆	46
BV 39	Percentage of pupil achieving 5 or more A*-G GCSEs	Children & Families	➔	47
BV 40	Percentage of pupil achieving Level 4 or above in KS2 Math tests	Children & Families	⬆	48
BV 41	Percentage of pupil achieving Level 4 or above in KS2 English tests	Children & Families	⬆	49
BV 43a	Percentage of SEN statements (excluding)	Children & Families	⬆	50
BV 43b	Percentage of SEN statements (including)	Children & Families	⬆	51
BV 44	Number of pupils permanently excluded	Children & Families	⬇	52
BV 45	Percentage absence in secondary schools	Children & Families	⬆	53
BV 46	Percentage absence in primary schools	Children & Families	⬆	54
BV 48	Percentage of schools under special measures	Children & Families	⬆	55
BV 49	Stability of Placements for Looked After Children	Children & Families	⬆	56
BV 50	Educational qualifications of Looked After Children	Children & Families	⬇	57
BV 51	Cost of services for Looked After Children	Children & Families	N/A	58
BV 159a	Percentage of permanently excluded pupils provided with alternative tuition (5 hours or less)	Children & Families	N/A	59
BV 159b	Percentage of permanently excluded pupils provided with alternative tuition (6-12 hours)	Children & Families	N/A	60
BV 159c	Percentage of permanently excluded pupils provided with alternative tuition (13-19 hours)	Children & Families	N/A	61
BV 159d	Percentage of permanently excluded pupils provided with alternative tuition (20 hours or more)	Children & Families	⬆	62
BV 161	Employment, education and training for care leavers	Children & Families	⬆	63
BV 162	Reviews of child protection cases	Children & Families	⬆	64
BV 163	Adoptions of children looked after	Children & Families	⬇	65
BV 181a	Percentage of pupil achieving Level 5 or above in KS3 results - English	Children & Families	⬆	66
BV 181b	Percentage of pupil achieving Level 5 or above in KS3 results - Maths	Children & Families	⬆	67
BV 181c	Percentage of pupil achieving Level 5 or above in KS3 results - Science	Children & Families	⬆	68
BV 181d	Percentage of pupil achieving Level 5 or above in KS3 results - ICT Assessment	Children & Families	➔	69
BV 192a	Quality of teaching - Average days access to relevant training and development	Children & Families	⬆	70

## CHILDREN & FAMILIES

PI NUMBER	PI DESCRIPTION	SERVICE AREA	Direction of travel	Page reference
BV 192b	Quality of teaching - Number of settings per teacher	Children & Families	↑	71
BV 193a	Schools Budget as a percentage of the Schools Funding Assessment	Children & Families	↑	72
BV 193b	Percentage increase in Schools Budgets	Children & Families	↓	73
BV 194a	Proportion of children level 5 or above, KS2 in English	Children & Families	↓	74
BV 194b	Proportion of children level 5 or above, KS2 in Maths	Children & Families	↑	75

## ENVIRONMENT & CULTURE

PI NUMBER	PI DESCRIPTION	SERVICE AREA	Direction of travel	Page reference
BV 82a	Percentage household waste recycled	Environment & Cultural Services	↓	79
BV 82b	Percentage household waste composted	Environment & Cultural Services	↑	80
BV 84	Number of kilograms household waste collected per head	Environment & Cultural Services	↓	81
BV 86	Cost of household waste collection per household	Environment & Cultural Services	↑	82
BV 91	Percentage of residents served by kerbside recycling	Environment & Cultural Services	↑	83
BV 96	Condition of principal roads	Environment & Cultural Services	↓	84
BV 97a	Condition of non-principal roads	Environment & Cultural Services	↑	85
BV 97b	Condition of unclassified roads	Environment & Cultural Services	↑	86
BV 99ai	Road accident casualties – Number of casualties – all killed/seriously injured	Environment & Cultural Services	↓	87
BV 99aia	Road accident casualties - % change in number of casualties from previous year – all killed/seriously injured	Environment & Cultural Services	N/A	88
BV 99aib	Road accident casualties - % change in number of casualties between most current year and average of 1994-1998 – all killed/seriously injured	Environment & Cultural Services	N/A	89
BV 99bi	Road accident casualties – Number of casualties – children killed/seriously injured	Environment & Cultural Services	N/A	90
BV 99bia	Road accident casualties - % Change in number of casualties from previous year – children killed/seriously injured	Environment & Cultural Services	N/A	91
BV 99bib	Road accident casualties - % change in number of casualties between most current year and average of 1994-1998 – children killed/seriously injured	Environment & Cultural Services	N/A	92
BV 99ci	Road accident casualties – Number of casualties – all slight injuries	Environment & Cultural Services	↓	93
BV 99cia	Road accident casualties - % change in number of casualties from previous year – all slight injuries	Environment & Cultural Services	N/A	94
BV 99cib	Road accident casualties - % change in number of casualties between most current year and average of 1994-1998 – all slight injuries	Environment & Cultural Services	N/A	95
BV 100	Number of temporary traffic control days caused by road works per km	Environment & Cultural Services	→	96
BV 106	Percentage of new homes on previously developed land	Environment & Cultural Services	↑	97
BV 109a	Percentage of major planning applications within 13 weeks	Environment & Cultural Services	↓	98
BV 109b	Percentage of minor planning applications within 8 weeks	Environment & Cultural Services	↑	99



## ENVIRONMENT & CULTURE

PI NUMBER	PI DESCRIPTION	SERVICE AREA	Direction of travel	Page reference
BV 109c	Percentage of other planning applications within 8 weeks	Environment & Cultural Services	↓	100
BV 117	Number of visits to libraries per 1000 population	Environment & Cultural Services	↑	101
BV 165	Percentage of pedestrian crossings for disabled people	Environment & Cultural Services	↑	102
BV 166a	Environmental health checklist of best practice	Environment & Cultural Services	↑	103
BV 166b	Trading standards checklist of best practice	Environment & Cultural Services	→	104
BV 170a	Number of visits to/usage of museums per 1000 population	Environment & Cultural Services	↓	105
BV 170b	Number of those visits that were in person per 1000 population	Environment & Cultural Services	↓	106
BV 170c	Number of pupils in organised school trips visiting museums & galleries	Environment & Cultural Services	↑	107
BV 178	Percentage of footpaths and rights of way easy to use by public	Environment & Cultural Services	→	108
BV 179	Percentage of planning searches within 10 days	Environment & Cultural Services	→	109
BV 186a	Percentage of roads not needing major repair - Principal road network	Environment & Cultural Services	↓	110
BV 186b	Percentage of roads not needing major repair - non-Principal road network	Environment & Cultural Services	↓	111
BV 187	Condition of surface footway	Environment & Cultural Services	↑	112
BV 199	Local street and environmental cleanliness	Environment & Cultural Services	↑	113
BV 204	The % of appeals allowed against the authorities decision to refuse planning applications	Environment & Cultural Services	N/A	114
BV 205	Quality of service checklist	Environment & Cultural Services	N/A	115

## FINANCE & CORPORATE RESOURCES

PI NUMBER	PI DESCRIPTION	SERVICE AREA	Direction of travel	Page reference
BV 8	Percentage of invoices paid on time	Finance & Corporate Resources	↑	119
BV 9	Percentage of Council Tax collected	Finance & Corporate Resources	↑	120
BV 10	Percentage of non-domestic rates collected	Finance & Corporate Resources	↑	121
BV 76a	Housing Benefit Security - Number of claimants visited per 1000 caseload	Finance & Corporate Resources	N/A	122
BV 76b	Housing Benefit Security - Number of investigators per 1000 caseload	Finance & Corporate Resources	↑	123
BV 76c	Housing Benefit Security - Number of investigations per 1000 caseload	Finance & Corporate Resources	↑	124
BV 76d	Housing Benefit Security - Number of prosecutions and sanctions per 1000 caseload	Finance & Corporate Resources	↓	125
BV 78a	Speed of processing new claim to HB/CTB	Finance & Corporate Resources	↑	126
BV 78b	Speed of processing changes of circumstances to HB/CTB	Finance & Corporate Resources	↑	127
BV 79a	Accuracy of HB/CTB claims	Finance & Corporate Resources	↑	128
BV 79b	Accuracy of recovering overpayments	Finance & Corporate Resources	↑	129
BV 156	Percentage of buildings accessible for disabled people	Finance & Corporate Resources	↑	130
BV 157	E-government: Percentage of e-enabled interactions	Finance & Corporate Resources	↑	131

## HOUSING & COMMUNITY CARE

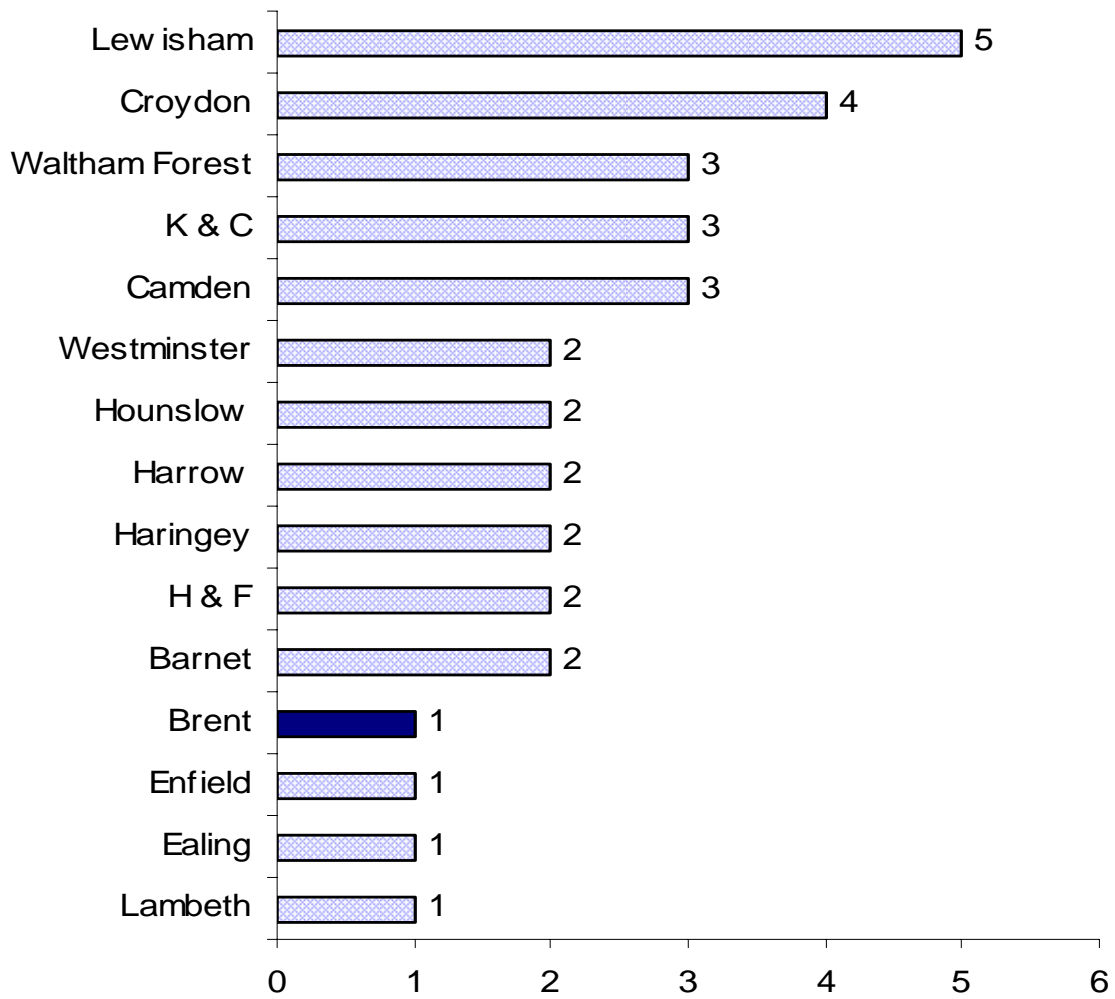
PI NUMBER	PI DESCRIPTION	SERVICE AREA	Direction of travel	Page reference
BV 52	Cost of services for intensive social care for adults	Housing & Community Care	N/A	135
BV 53	Intensive home care per 1000 population aged 65 or over	Housing & Community Care	N/A	136
BV 54	Over 65s helped to live at home per 1000 population	Housing & Community Care	↓	137
BV 56	Percentage of items of equipment delivered within 7 working days	Housing & Community Care	↑	138
BV 58	Percentage of people receiving statements of their needs	Housing & Community Care	↑	139
BV 62	Proportion of unfit private sector dwellings made fit or demolished	Housing & Community Care	↑	140
BV 63	Energy Efficiency - average SAP rating	Housing & Community Care	↑	141
BV 64	Number of private sector dwellings returned into occupation	Housing & Community Care	↓	142
BV 66a	Local Authority rent collection and arrears: proportion of rent collected	Housing & Community Care	→	143
BV 74a	Satisfaction of LA tenants with overall service of landlord by All tenants	Housing & Community Care	↑	144
BV 74b	Satisfaction of LA tenants with overall service of landlord by BME groups	Housing & Community Care	↑	145
BV 74c	Satisfaction of LA tenants with overall service of landlord by non-BME groups	Housing & Community Care	→	146
BV 75a	Satisfaction with participation for all tenants	Housing & Community Care	↓	147
BV 75b	Satisfaction with participation for BME	Housing & Community Care	→	148
BV 75c	Satisfaction with participation for non-BME groups	Housing & Community Care	N/A	149
BV 176	Domestic refuge places per 10000 population	Housing & Community Care	↑	150
BV 183a	Average length of Stay in bed and breakfast accommodation	Housing & Community Care	→	151
BV 183b	Average length of stay in hostel accommodation	Housing & Community Care	↑	152
BV 184a	Proportion of LA homes which were non-decent	Housing & Community Care	↑	153
BV 184b	Percentage change in the proportion of non decent homes	Housing & Community Care	↑	154
BV 185	Percentage of responsive repair jobs	Housing & Community Care	→	155
BV 195	Acceptable waiting time for assessment	Housing & Community Care	↓	156
BV 196	Acceptable waiting time for care packages	Housing & Community Care	↓	157
BV 198	Participation in Drug Treatment Programmes	Housing & Community Care	N/A	158
BV 201	Number of adults and older people receiving payments	Housing & Community Care	N/A	159
BV 202	Number of people sleeping rough on a single night	Housing & Community Care	N/A	160
BV 203	The % change in average number of families in temporary accommodation	Housing & Community Care	N/A	161



# CENTRAL SERVICES

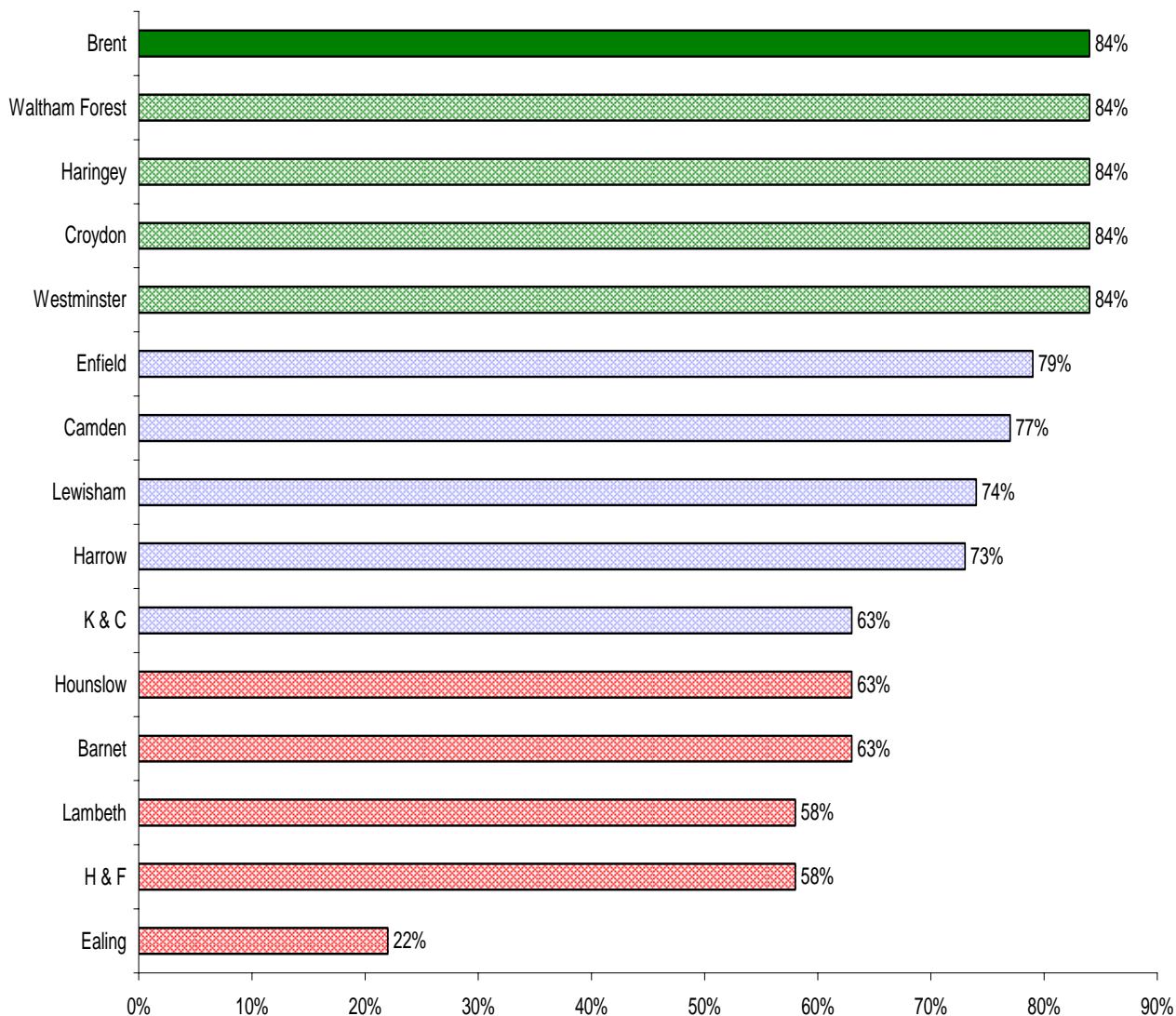


BVPI	2A	THE LEVEL OF THE EQUALITY STANDARD FOR LOCAL GOVERNMENT TO WHICH THE LA CONFORMS	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	N/A	FAMILY & NEIGHBOURS	12th	CURRENT	1	NO CHANGE
MEDIAN	N/A			2003/04	1	
LOWER	N/A	ALL LONDON	21st	2002/03	N/A	
				2001/02	N/A	

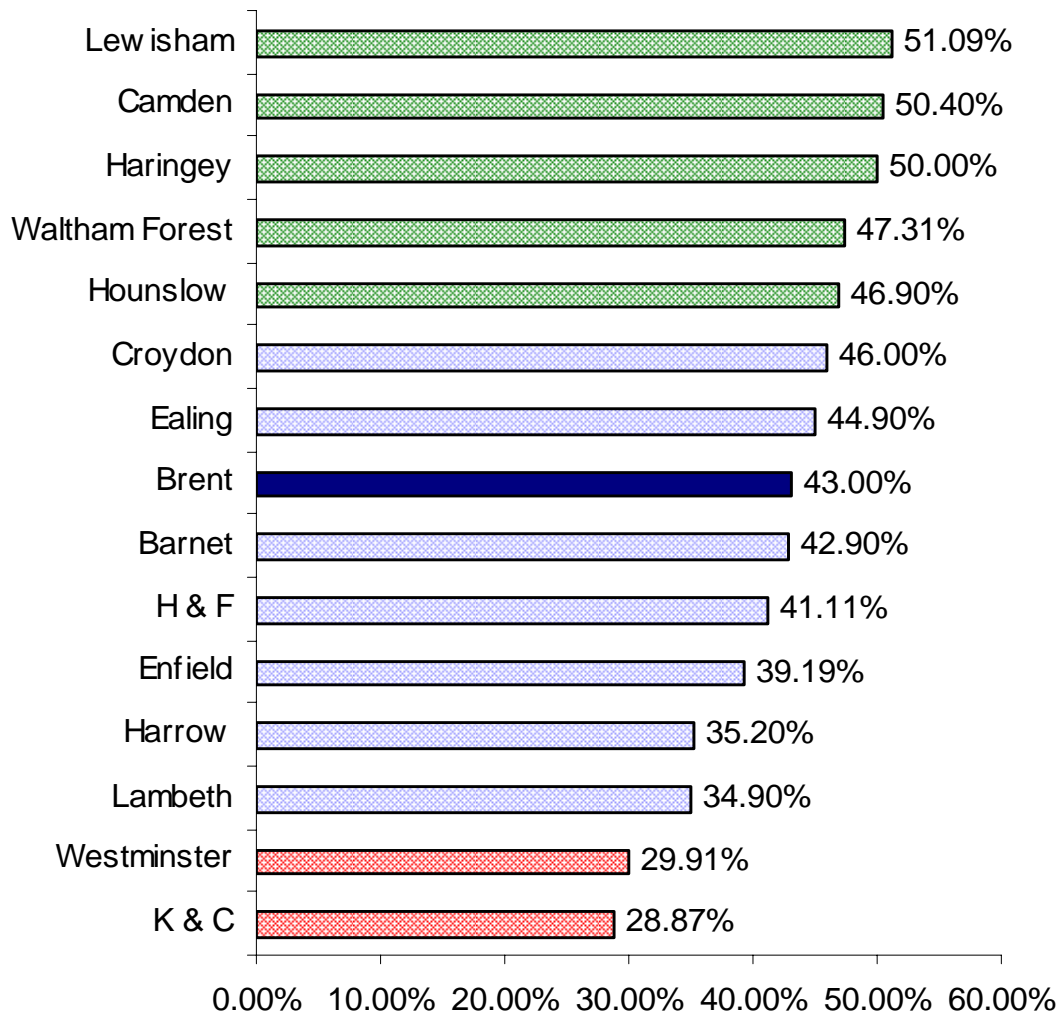
BVPI	2B	DUTY TO PROMOTE RACE EQUALITY - PERFORMANCE AGAINST RACE EQUALITIES PRIORITIES AND OUTCOMES	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	84%	FAMILY & NEIGHBOURS	1st	CURRENT	84%	IMPROVING
MEDIAN	74%			2003/04	53%	
LOWER	63%	ALL LONDON	3rd	2002/03	N/A	
				2001/02	N/A	

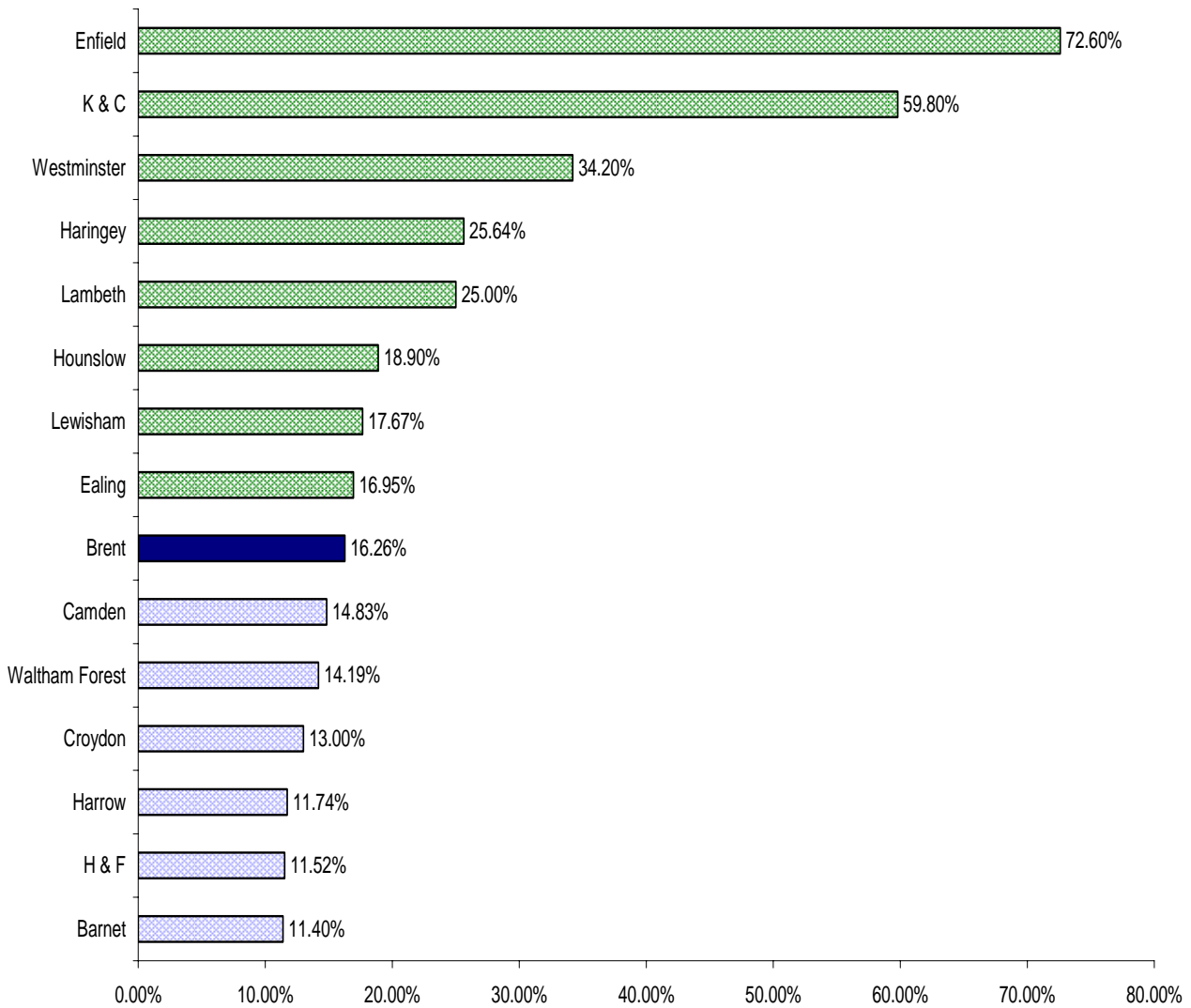


BVPI	11A	PERCENTAGE OF TOP 5% OF EARNERS THAT ARE WOMEN	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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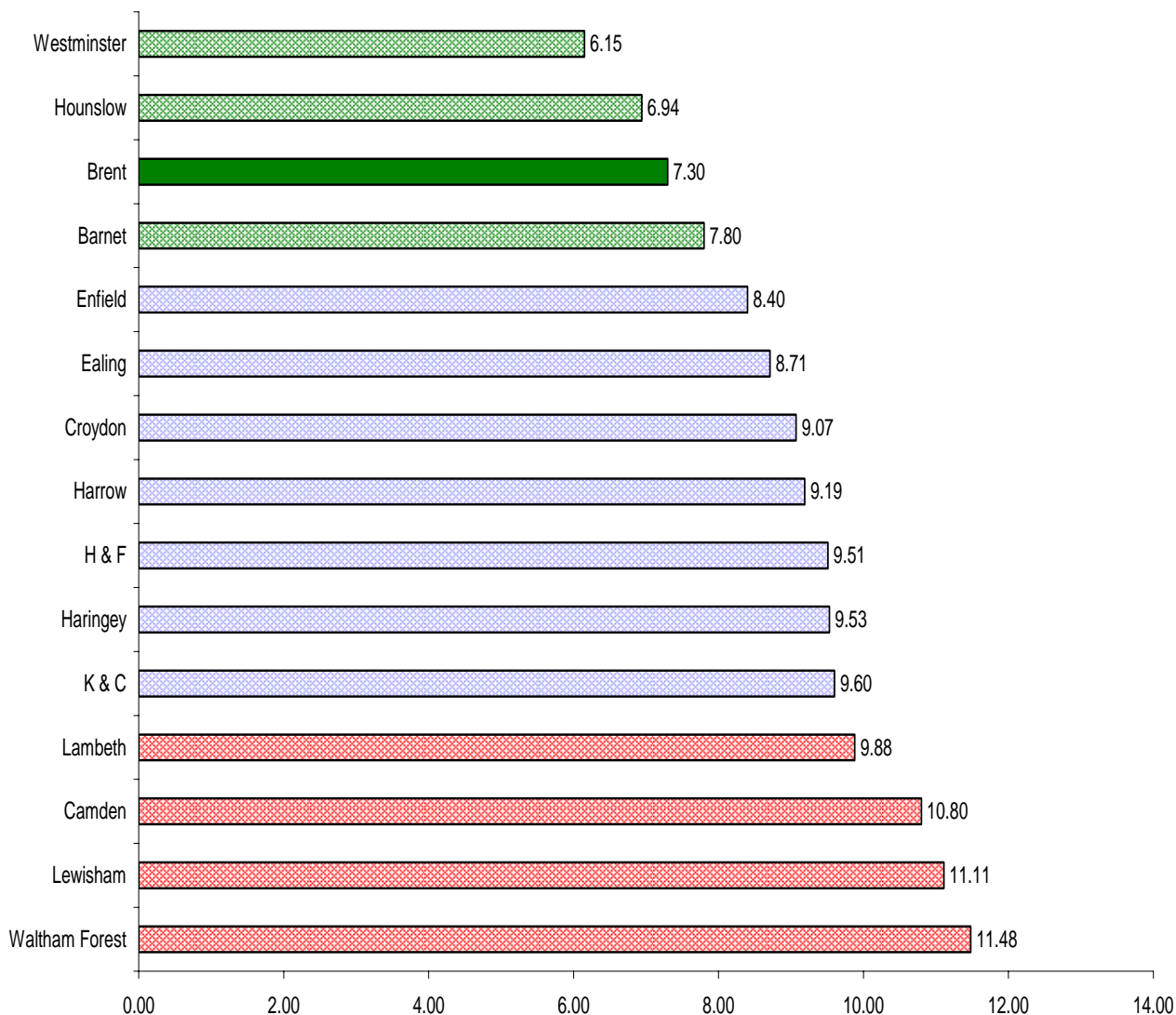
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	46.75%	FAMILY & NEIGHBOURS	8th	CURRENT	43%	NOT IMPROVING
MEDIAN	40.15%			2003/04	48%	
LOWER	34.41%	ALL LONDON	15th	2002/03	N/A	
				2001/02	45%	

<b>BVPI</b>	<b>11B</b>	PERCENTAGE OF TOP 5% OF EARNERS THAT ARE FROM BLACK OR ETHNIC MINORITIES	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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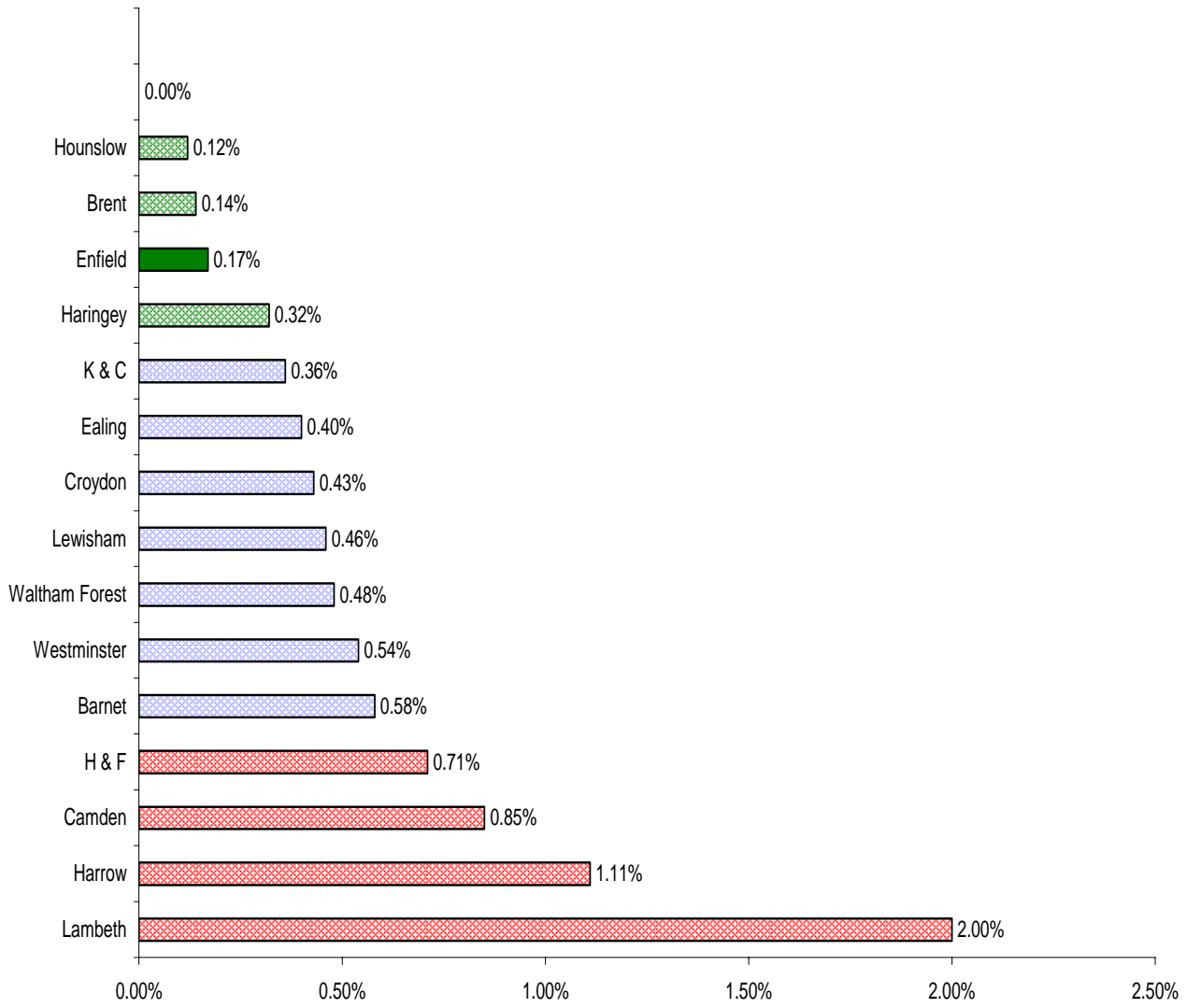
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	16.30%	FAMILY & NEIGHBOURS	9th	CURRENT	16.26%	NOT IMPROVING
MEDIAN	12.37%			2003/04	16.50%	
LOWER	5.61%	ALL LONDON	9th	2002/03	16%	
				2001/02	Amended	

BVPI	<b>12</b>	THE NUMBER OF WORKING DAYS/SHIFTS LOST DUE TO SICKNESS ABSENCE	ODPM GOOD PERFORMANCE IS CONSIDERED LOW
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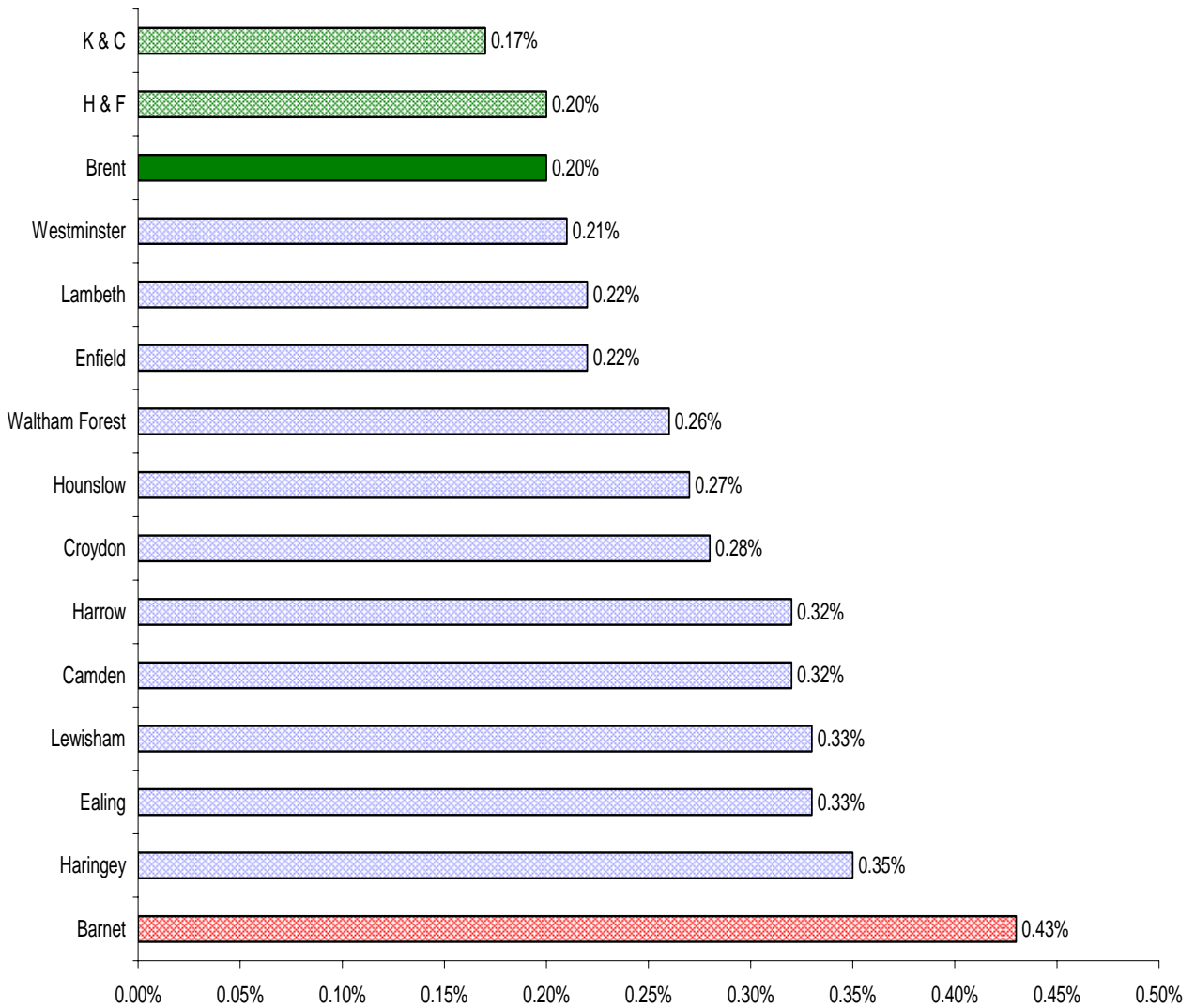
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	7.92 days	FAMILY & NEIGHBOURS	3rd	CURRENT	7.30 DAYS	IMPROVING
MEDIAN	9.01 days			2003/04	8.06 days	
LOWER	9.74 days	ALL LONDON	28th	2002/03	11.4 days	
				2001/02	12.1 days	

BVPI	<b>14</b>	PERCENTAGE OF EARLY RETIREMENTS FOR ALL STAFF	ODPM GOOD PERFORMANCE IS CONSIDERED LOW
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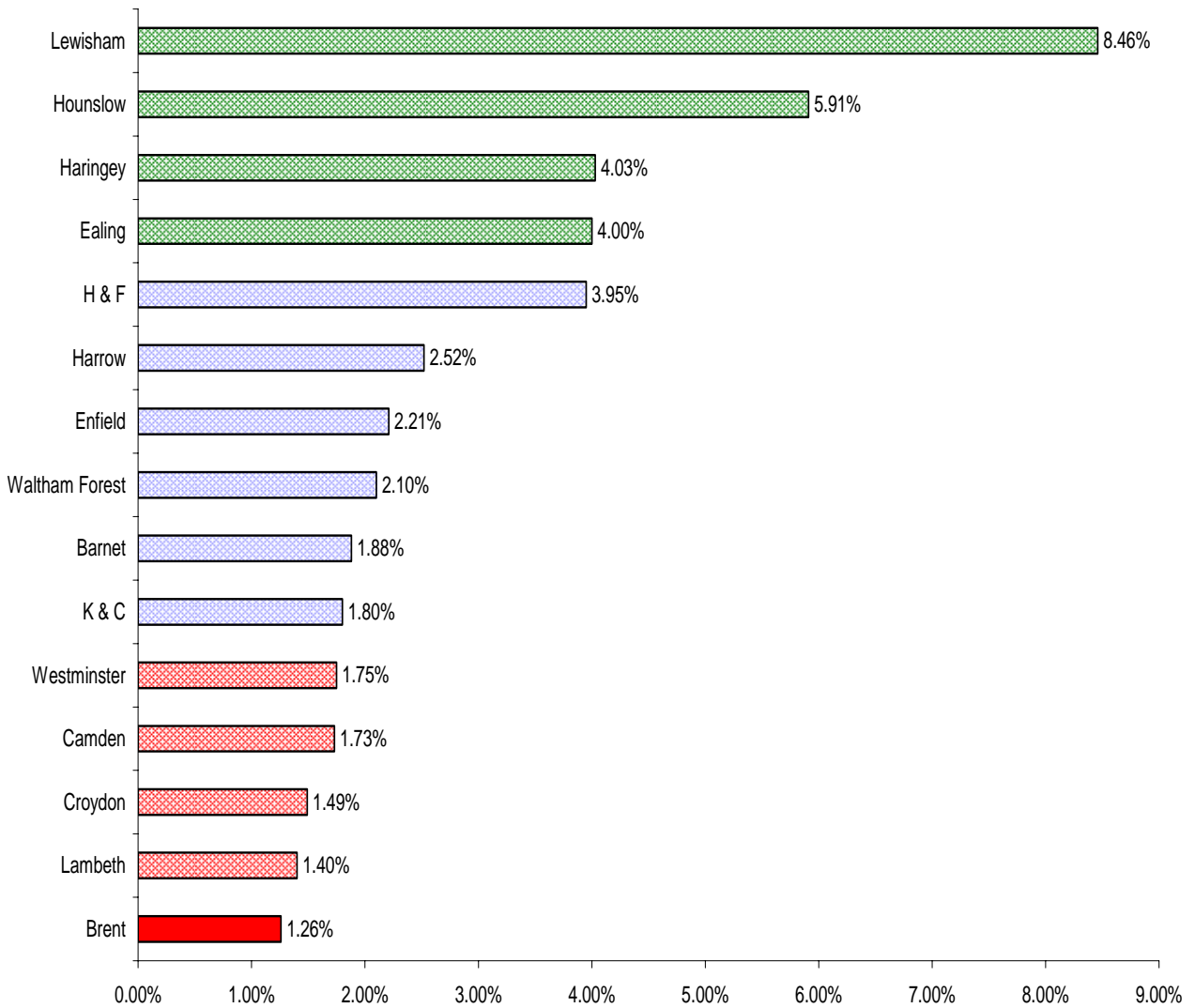
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	0.17%	FAMILY & NEIGHBOURS	2nd	CURRENT	0.14%	IMPROVING
MEDIAN	0.43%			2003/04	0.22%	
LOWER	0.62%	ALL LONDON	26th	2002/03	0.25%	
				2001/02	0.25%	

BVPI	<b>15</b>	THE PERCENTAGE OF ILL HEALTH RETIREMENTS FOR ALL STAFF	ODPM GOOD PERFORMANCE IS CONSIDERED LOW
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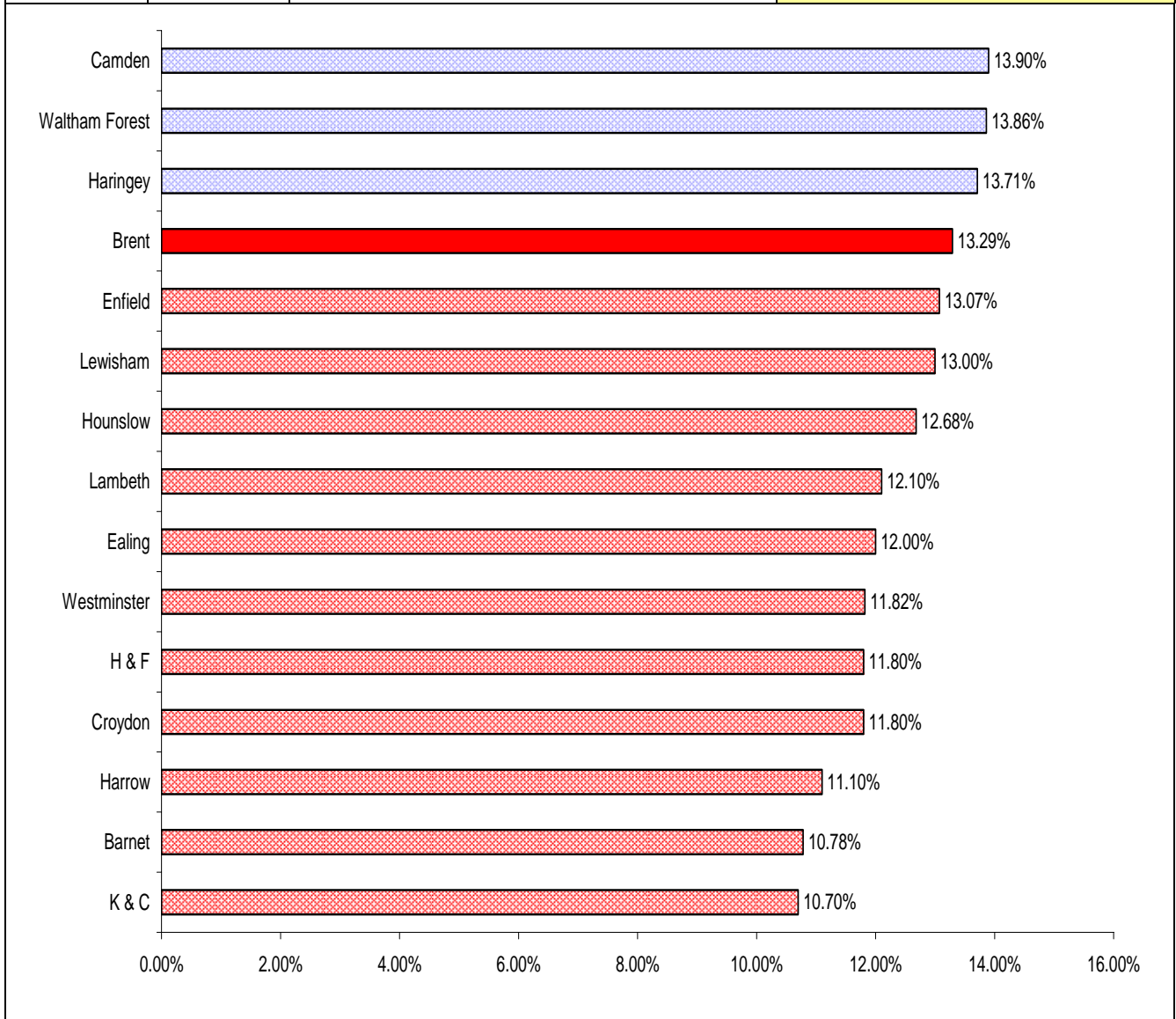
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	0.20%	FAMILY & NEIGHBOURS	3rd	CURRENT	0.20%	IMPROVING
MEDIAN	0.27%			2003/04	0.30%	
LOWER	0.35%	ALL LONDON	23rd	2002/03	0.62%	
				2001/02	0.87%	

<b>BVPI</b>	<b>16A</b>	<b>THE PERCENTAGE OF STAFF WITH DISABILITIES</b>	<b>ODPM GOOD PERFORMANCE IS CONSIDERED HIGH</b>
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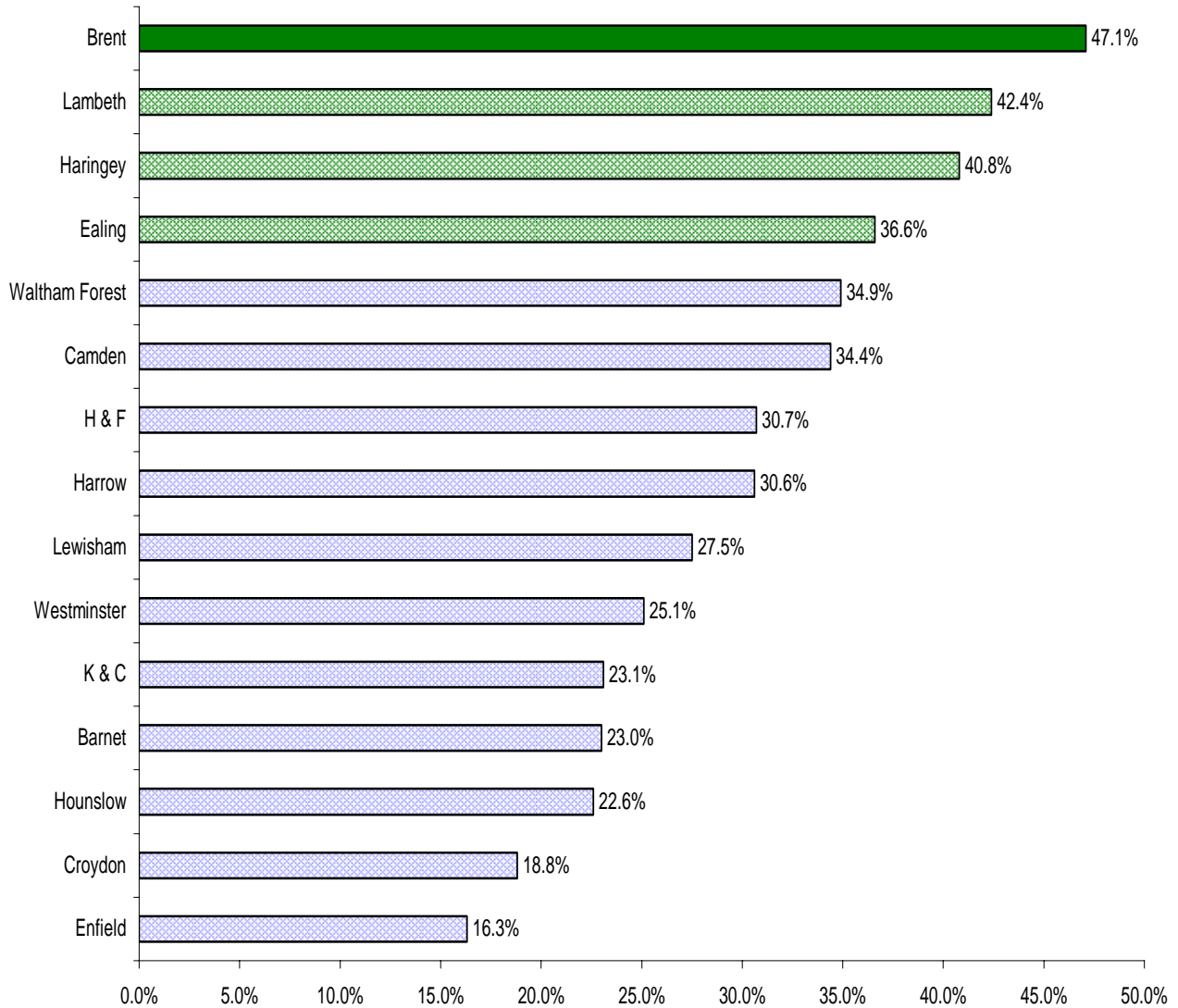
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	3.96%	FAMILY & NEIGHBOURS	15th	CURRENT	1.26%	IMPROVING
MEDIAN	2.27%			2003/04	1.20%	
LOWER	1.75%	ALL LONDON	32nd	2002/03	3.90%	
				2001/02	2.70%	

BVPI	<b>16B</b>	<b>THE PERCENTAGE OF ECONOMICALLY ACTIVE DISABLED PEOPLE IN THE AUTHORITY AREA</b>	ODPM GOOD PERFORMANCE IS CONSIDERED N/A
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EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	52.8	FAMILY & NEIGHBOURS	4th	CURRENT	13.29%	NO CHANGE
MEDIAN	19.6			2003/04	13.29%	
LOWER	13.3	ALL LONDON	11th	2002/03	13.29%	
				2001/02	Amended	

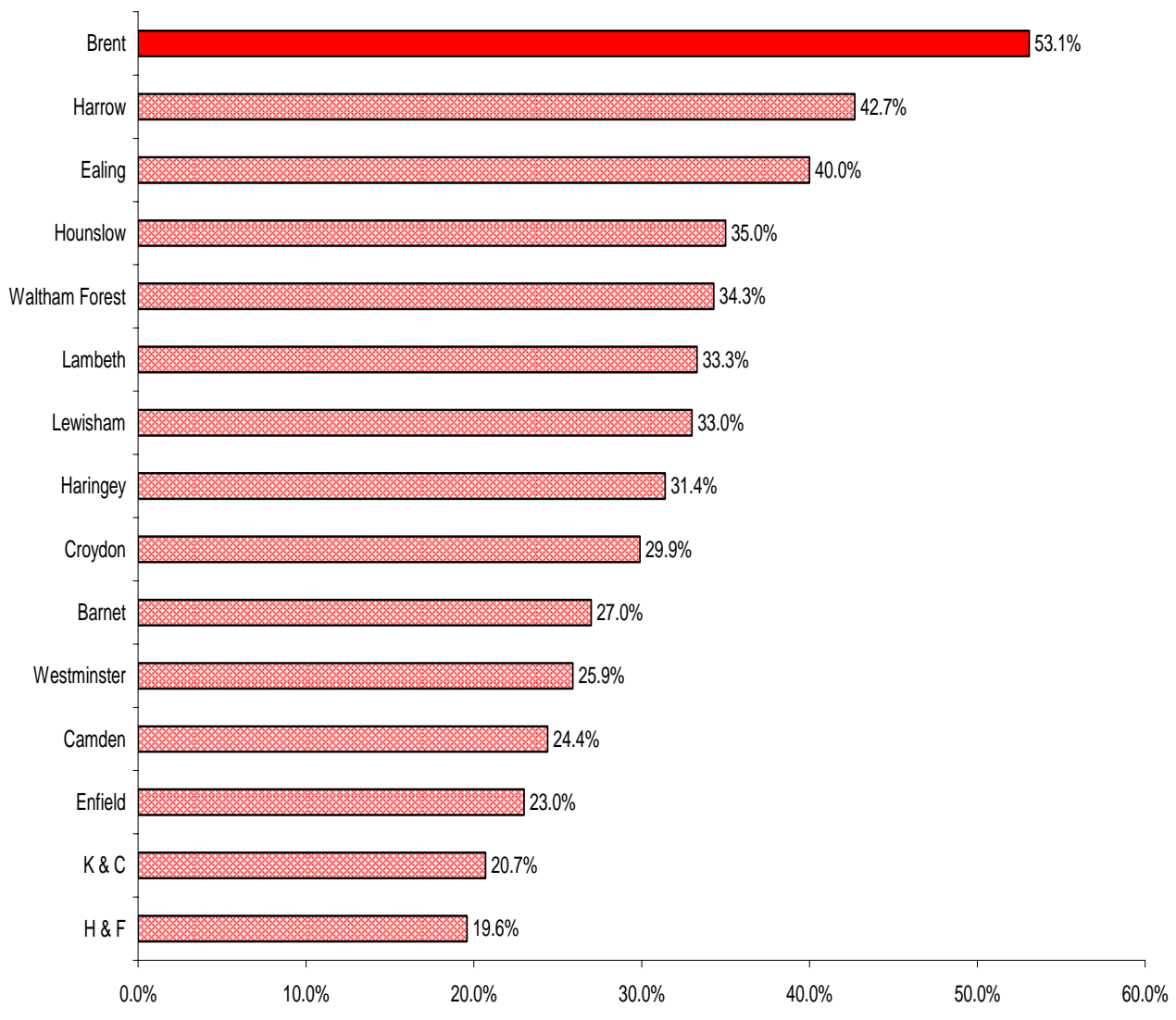
<b>BVPI</b>	<b>17A</b>	THE PERCENTAGE OF STAFF FROM ETHNIC MINORITIES AS A PERCENTAGE OF WORKFORCE	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	35.3%	FAMILY & NEIGHBOURS	1 <sup>st</sup>	CURRENT	47.1%	IMPROVING
MEDIAN	24.1%			2003/04	45.80%	
LOWER	15.3%	ALL LONDON	1 <sup>st</sup>	2002/03	53.20%	
				2001/02	53.40%	

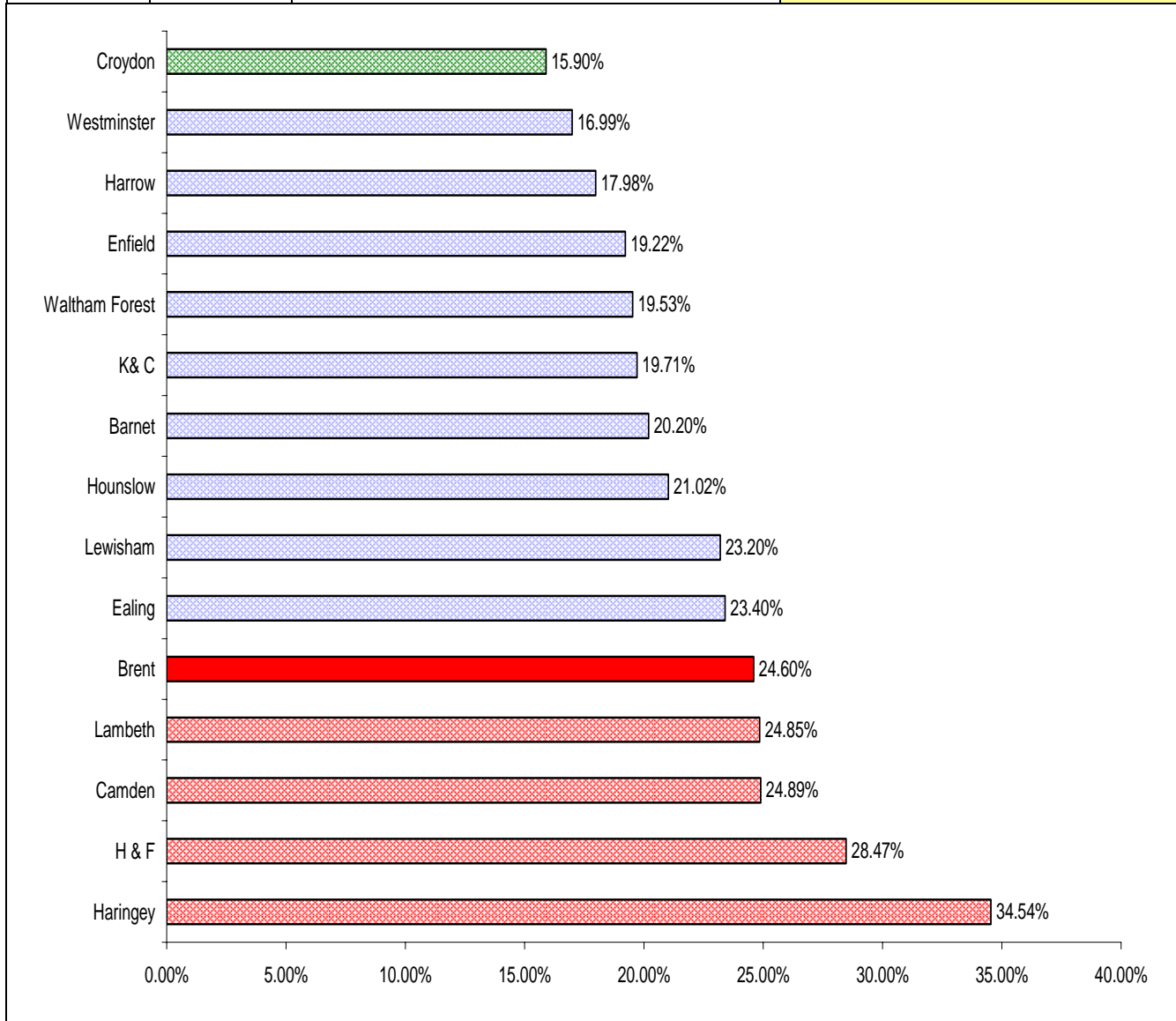


BVPI	17B	<b>THE PERCENTAGE COMPARED TO WORKING POPULATION OF STAFF FROM ETHNIC MINORITIES</b>	ODPM GOOD PERFORMANCE IS CONSIDERED N/A
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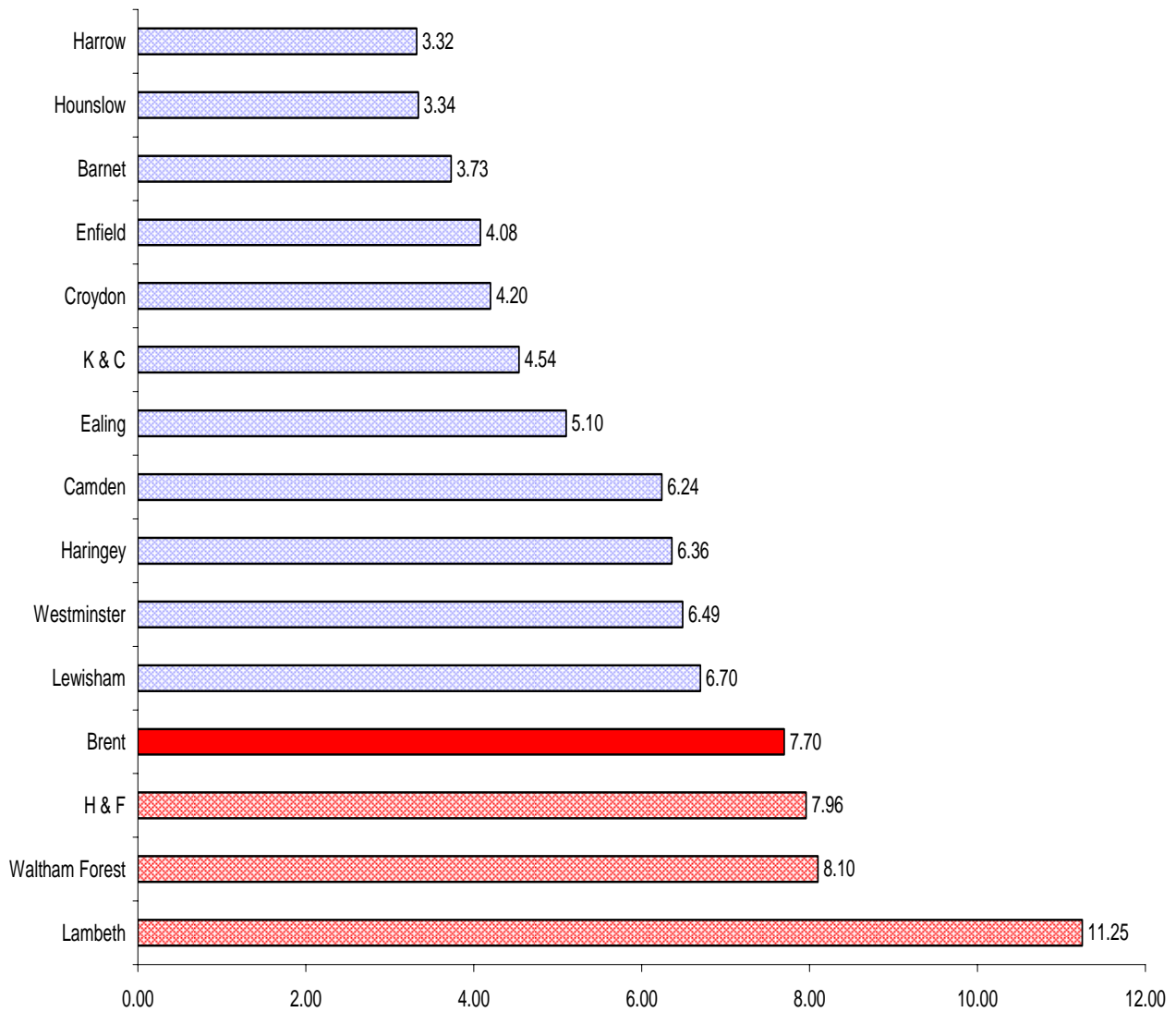
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	104.6	FAMILY & NEIGHBOURS	1st	CURRENT	53.10%	NO CHANGE
MEDIAN	86.6			2003/04	53.10%	
LOWER	69.3	ALL LONDON	3 <sup>rd</sup>	2002/03	53.14%	
				2001/02	N/A	

BVPI	<b>126</b>	DOMESTIC BURGLARIES PER 1,000 HOUSEHOLDS	ODPM GOOD PERFORMANCE IS CONSIDERED LOW
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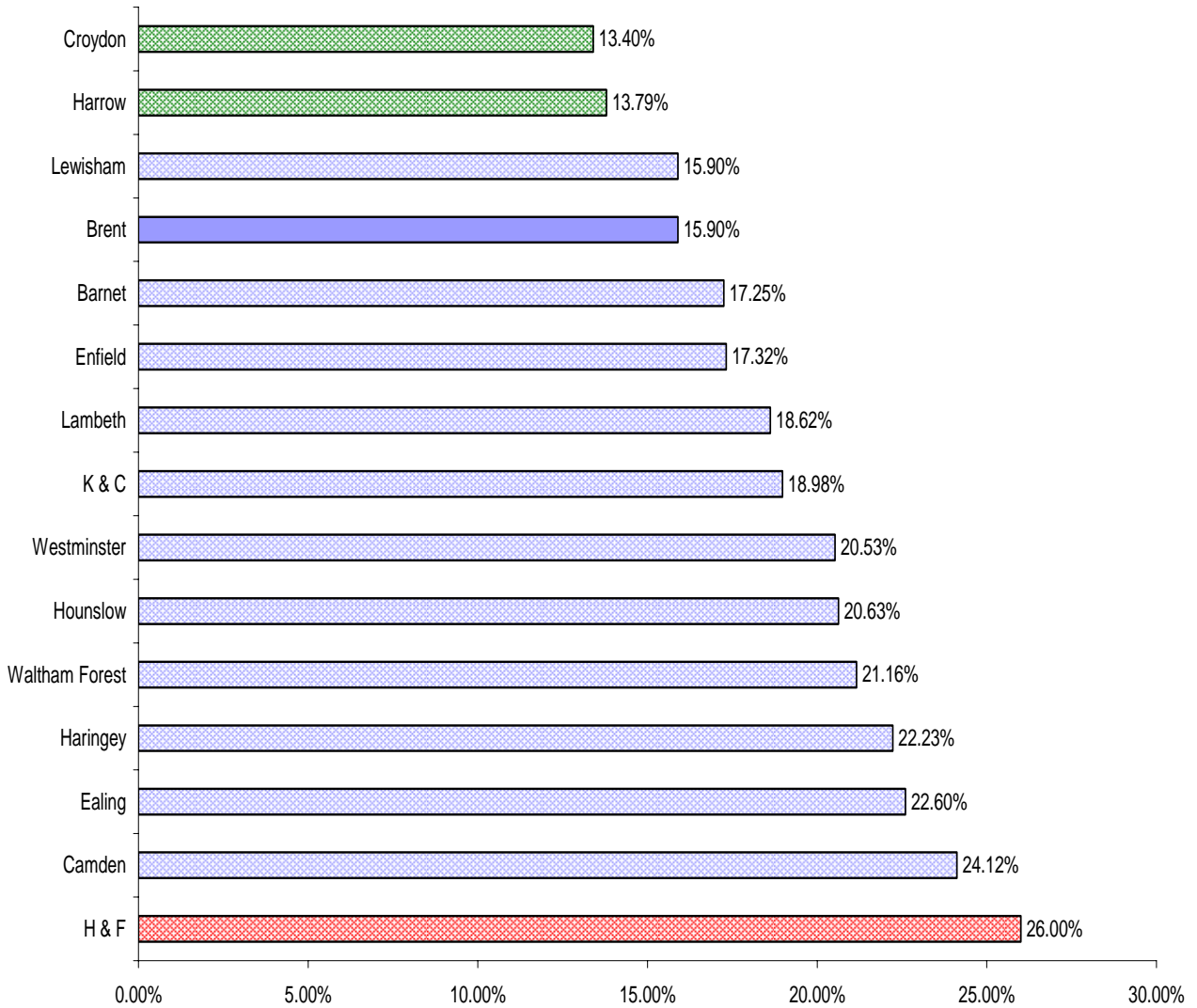
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	15.90%	FAMILY & NEIGHBOURS	11th	CURRENT	24.60%	NOT IMPROVING
MEDIAN	19.53%			2003/04	28.13%	
LOWER	23.80%	ALL LONDON	26th	2002/03	27.33%	
				2001/02	29%	

<b>BVPI</b>	<b>127E</b>	<b>ROBBERIES PER 1,000 POPULATION</b>	<b>ODPM GOOD PERFORMANCE IS CONSIDERED LOW</b>
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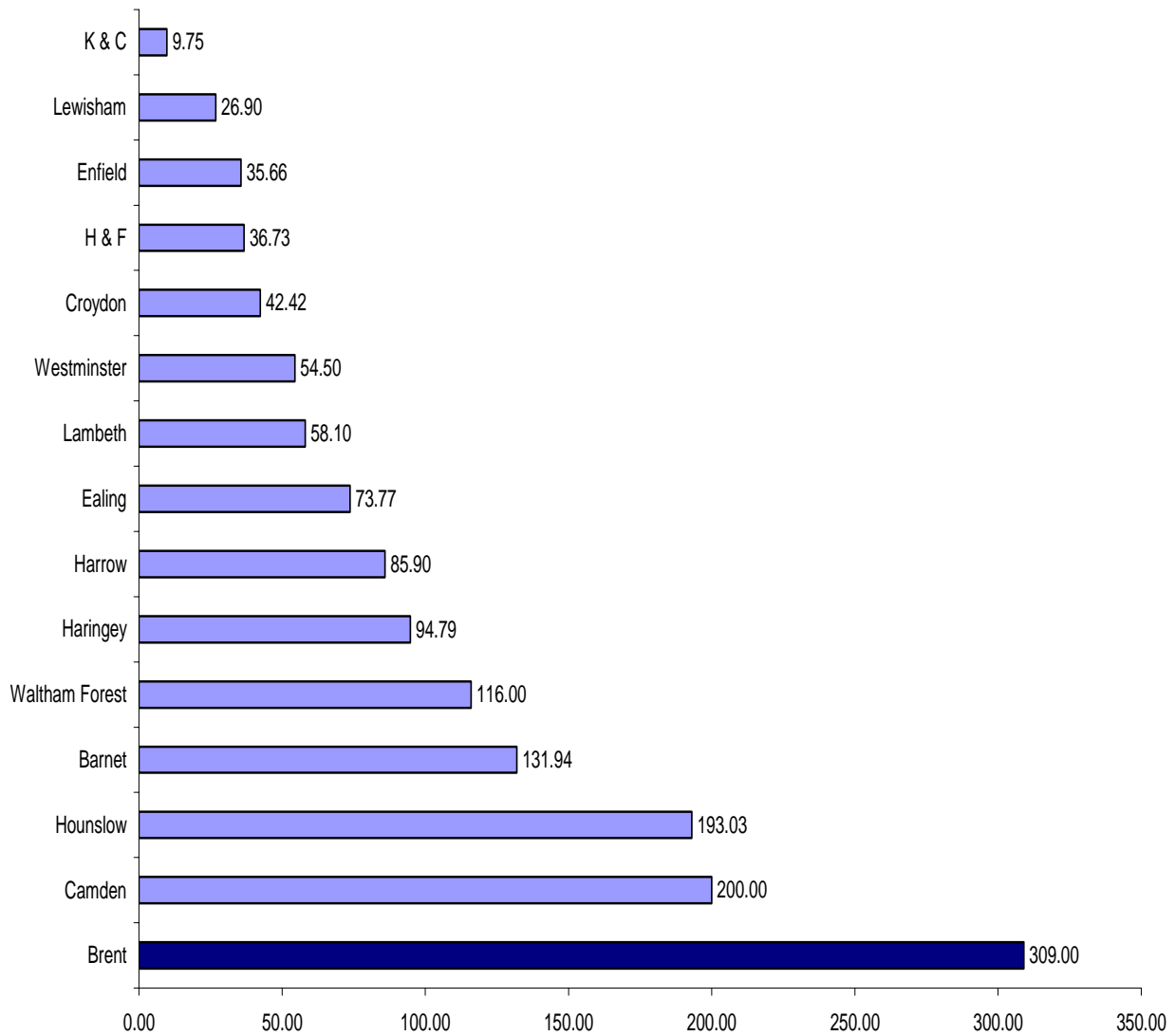
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	3.22	FAMILY & NEIGHBOURS	12 <sup>th</sup>	CURRENT	7.70	NOT IMPROVING
MEDIAN	5.12			2003/04	6.63	
LOWER	6.79	ALL LONDON	28 <sup>th</sup>	2002/03	10.23	
				2001/02	12.2	

<b>BVPI</b>	<b>128</b>	<b>VEHICLE CRIMES PER 1,000 POPULATION</b>	<b>ODPM GOOD PERFORMANCE IS CONSIDERED LOW</b>
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EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	15.73%	FAMILY & NEIGHBOURS	4th	CURRENT	15.90%	IMPROVING
MEDIAN	19.40%			2003/04	26.5%	
LOWER	24.12%	ALL LONDON	10th	2002/03	26.19%	
				2001/02	26.3%	

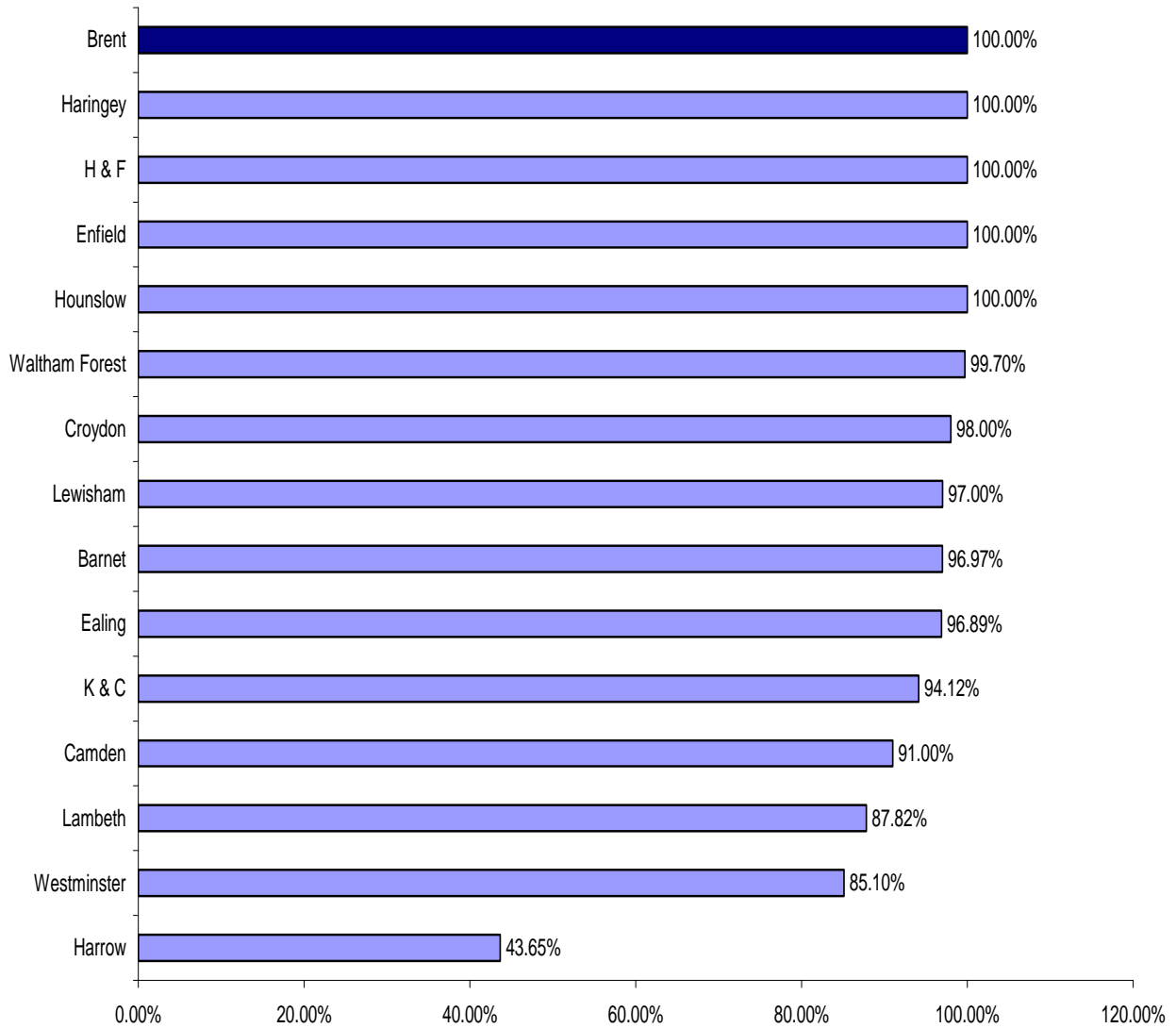
<b>BVPI</b>	<b>174</b>	<b>THE NUMBER OF RACIAL INCIDENTS RECORDED PER 100,000 POPULATION</b>	<b>ODPM GOOD PERFORMANCE IS CONSIDERED LOW HOWEVER NOT RANKED</b>
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EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	N/A	FAMILY & NEIGHBOURS	N/A	CURRENT	309*	UNABLE TO VERIFY DATA COLLECTION INVALID
MEDIAN	N/A			2003/04	8	
LOWER	N/A	ALL LONDON	N/A	2002/03	12	
				2001/02	21	

\* RESERVED DATA NOT COLLECTED IN-LINE WITH ODPM GUIDELINES

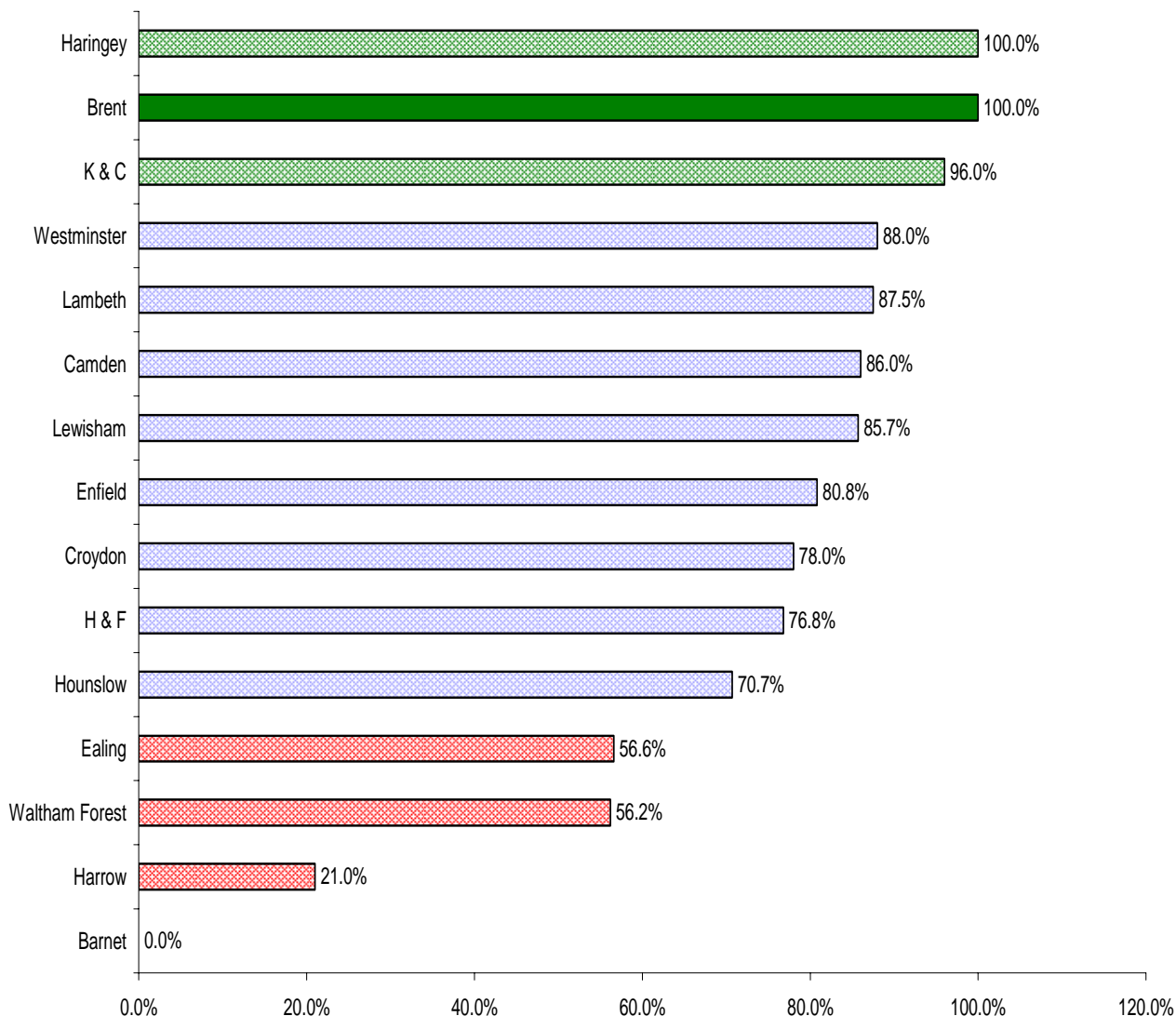
<b>BVPI</b>	<b>175</b>	<b>THE % OF RACIAL INCIDENTS THAT RESULTED IN FURTHER ACTION</b>	<b>ODPM GOOD PERFORMANCE IS CONSIDERED HIGH HOWEVER NOT RANKED</b>
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EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	N/A	FAMILY & NEIGHBOURS	N/A	CURRENT	100%	UNABLE TO VERIFY DATA COLLECTION INVALID
MEDIAN	N/A			2003/04	Not collected	
LOWER	N/A	ALL LONDON	N/A	2002/03	Not collected	
				2001/02	Not collected	

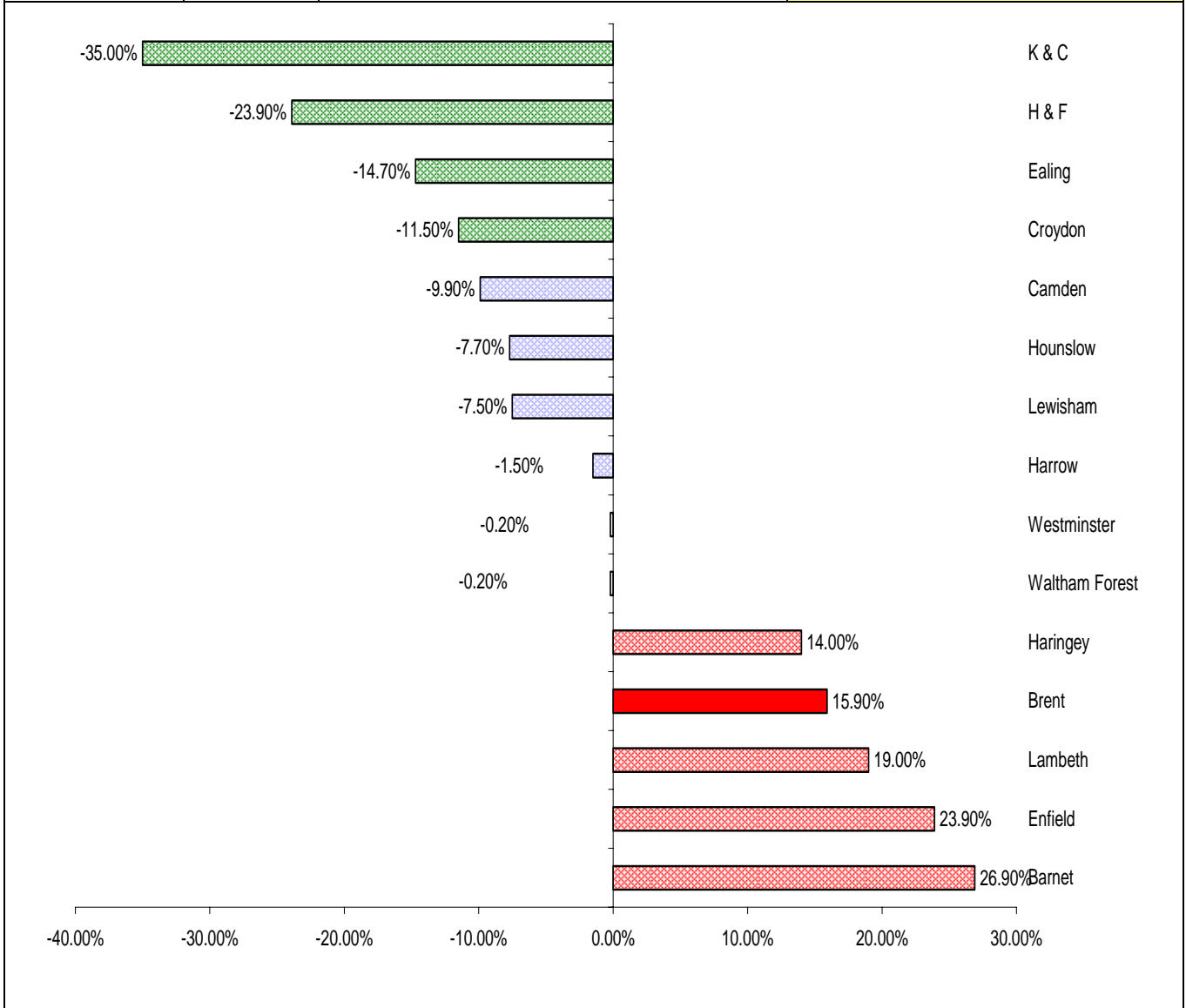
\* RESERVED DATA NOT COLLECTED IN-LINE WITH ODPM GUIDELINES

BVPI	177	LOCAL AUTHORITY SPEND ON QUALITY MARKED LEGAL AND ADVICE SERVICES	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	94.2%	FAMILY & NEIGHBOURS	1 <sup>st</sup>	CURRENT	100%	UNCHANGED
MEDIAN	80.9%			2003/04	100%	
LOWER	59.5%	ALL LONDON	1 <sup>st</sup>	2002/03	N/A	
				2001/02	New	

BVPI	<b>197</b>	CHANGE IN THE NUMBER OF CONCEPTIONS TO FEMALES UNDER 18	ODPM GOOD PERFORMANCE IS CONSIDERED LOW
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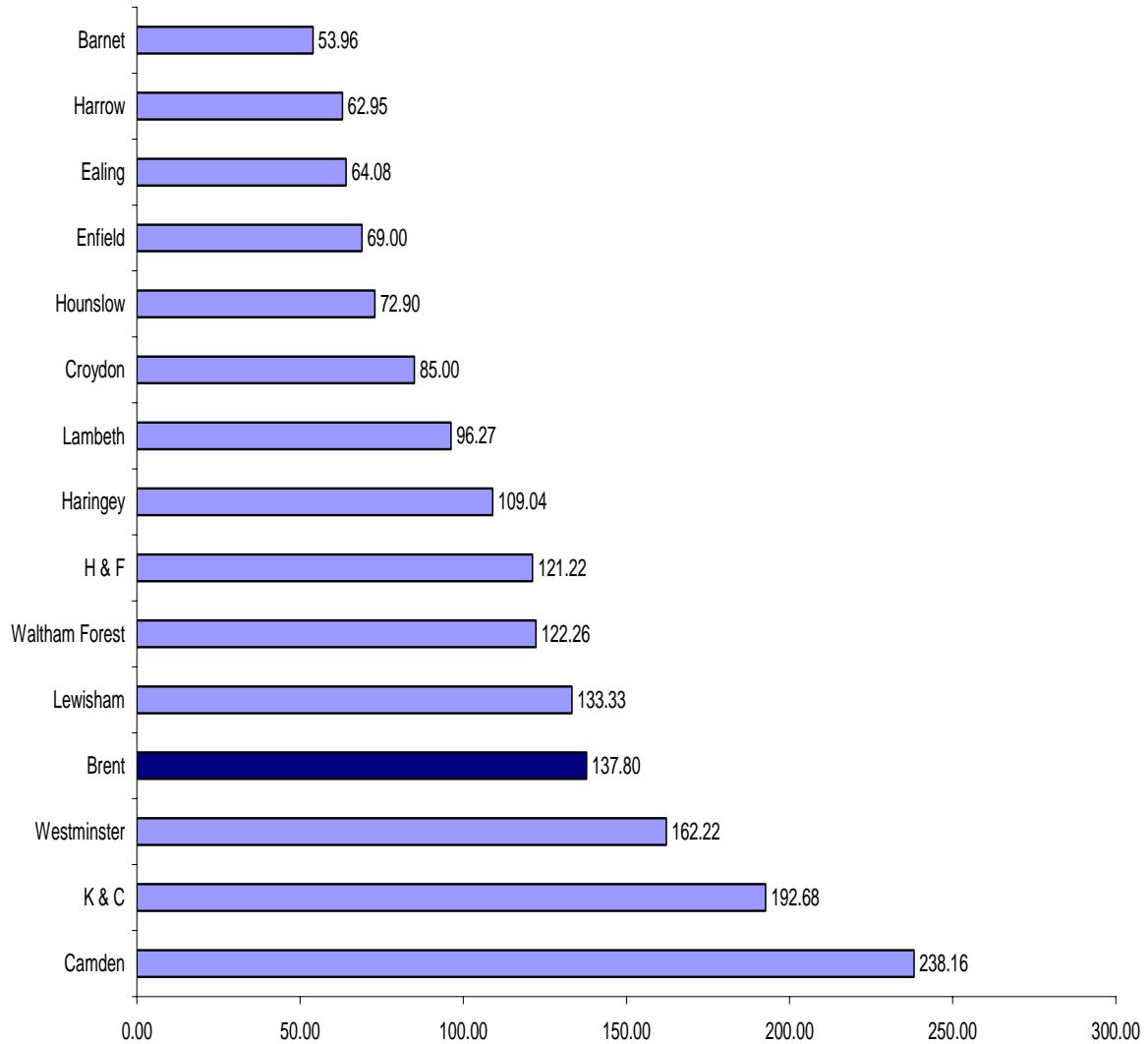
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	-11.4	FAMILY & NEIGHBOURS	12 <sup>th</sup>	CURRENT	15.90%	NOT IMPROVING
MEDIAN	-0.9			2003/04	0.20%	
LOWER	11.6	ALL LONDON	12 <sup>th</sup>	2002/03	N/A	
				2001/02	New	



# CHILDREN & FAMILIES

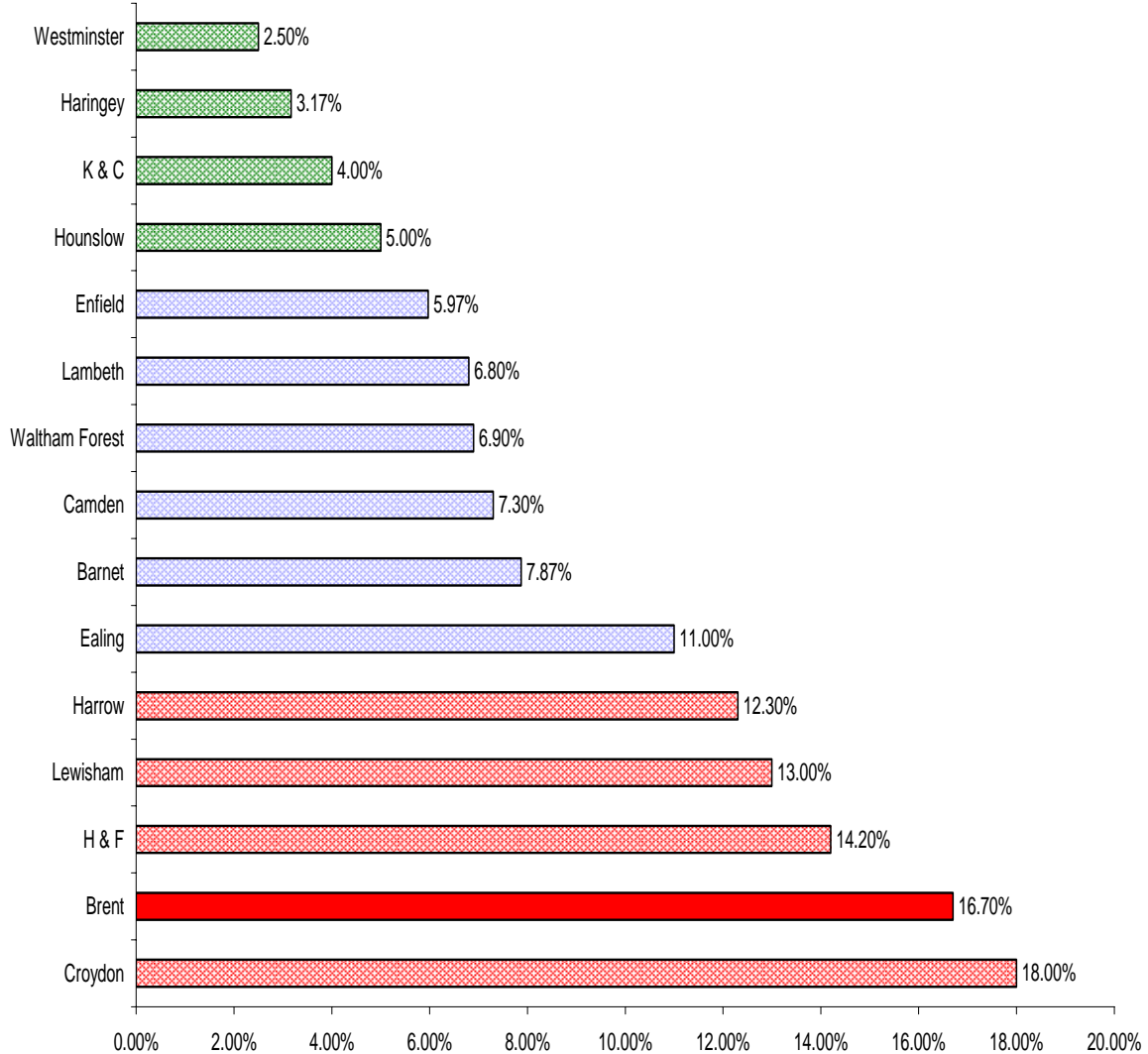


BVPI	<b>33</b>	YOUTH SERVICE SPEND PER HEAD OF POPULATION IN TARGET AGE RANGE	ODPM GOOD PERFORMANCE IS CONSIDERED N/A
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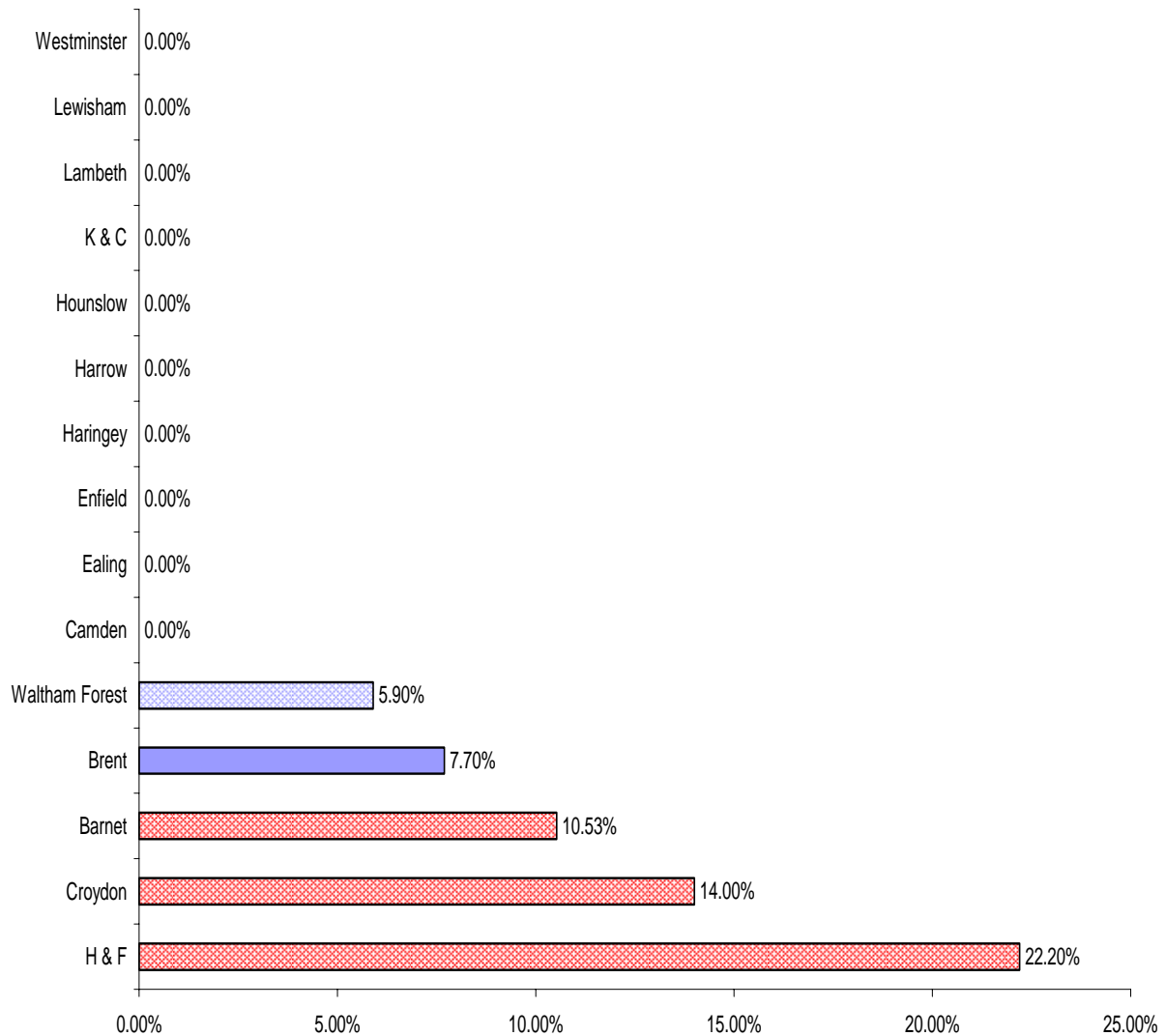
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	N/A	FAMILY & NEIGHBOURS	12 <sup>th</sup>	CURRENT	£137.80	NO CHANGE
MEDIAN				2003/04	£117.86	
LOWER		ALL LONDON	24 <sup>th</sup>	2002/03	£114.43	
				2001/02	£110.88	

<b>BVPI</b>	<b>34A</b>	PERCENTAGE OF PRIMARY SCHOOLS WITH 25% OF THEIR PLACES UNFILLED	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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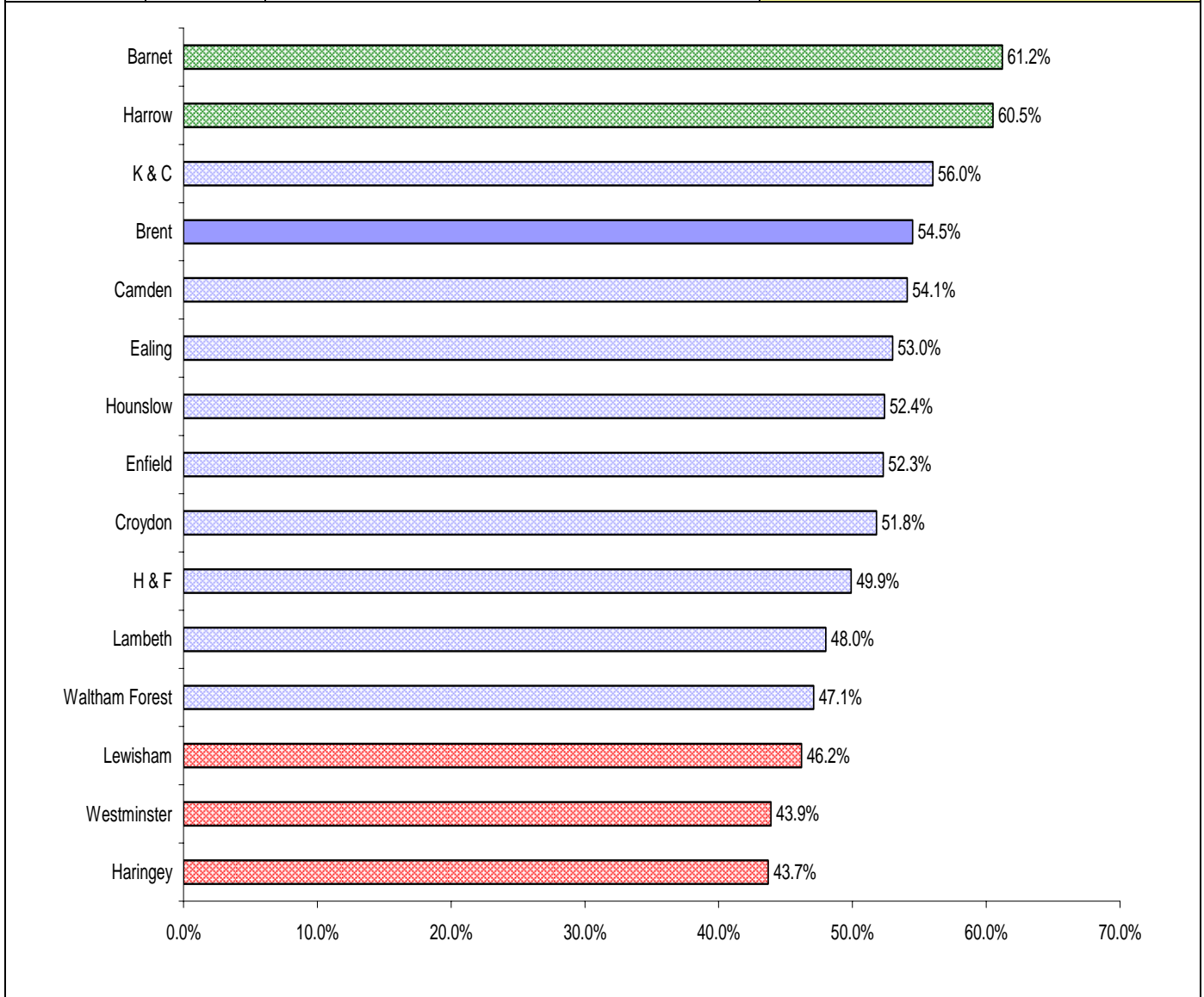
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	4.88%	FAMILY & NEIGHBOURS	14 <sup>th</sup>	CURRENT	16.70%	IMPROVING
MEDIAN	7.58%			2003/04	15%	
LOWER	11%	ALL LONDON	30 <sup>th</sup>	2002/03	13.30%	
				2001/02	10%	

BVPI	<b>34B</b>	PERCENTAGE OF SECONDARY SCHOOLS WITH 25% OF THEIR PLACES UNFILLED	ODPM GOOD PERFORMANCE IS CONSIDERED LOW
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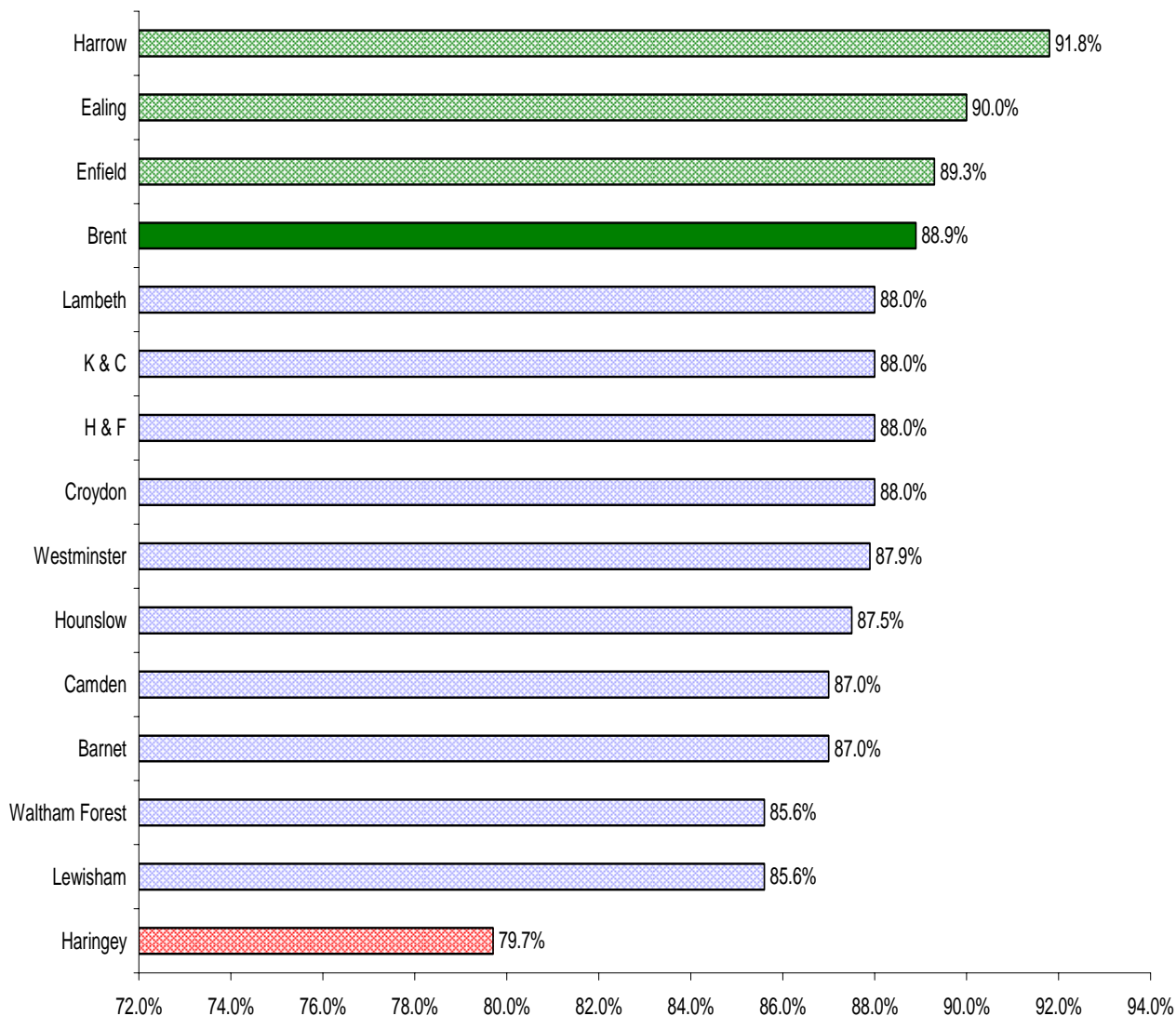
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	0	FAMILY & NEIGHBOURS	12 <sup>th</sup>	CURRENT	7.70%	NO CHANGE
MEDIAN	0			2003/04	7.69%	
LOWER	8.28%	ALL LONDON	24 <sup>th</sup>	2002/03	14.30%	
				2001/02	7.70%	

BVPI	<b>38</b>	PERCENTAGE OF 15 YEAR OLDS IN SCHOOLS ACHIEVING 5 OR MORE GCSE A - C	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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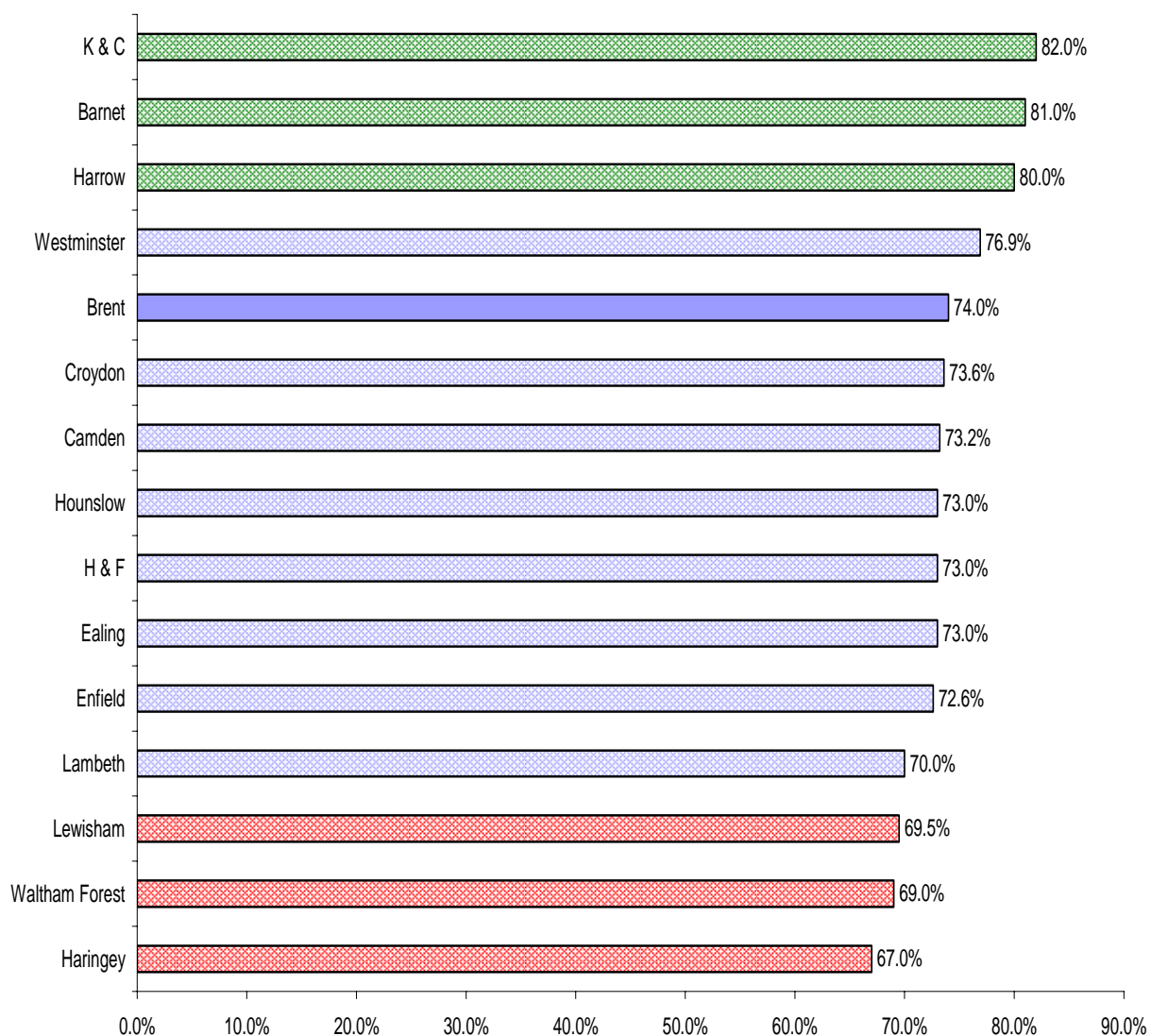
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	56.2%	FAMILY & NEIGHBOURS	4 <sup>th</sup>	CURRENT	54.5%	IMPROVING
MEDIAN	50.9%			2003/04	50.7%	
LOWER	46.3%	ALL LONDON	11 <sup>th</sup>	2002/03	49.60%	
				2001/02	44.80%	

BVPI	<b>39</b>	PERCENTAGE OF 15 YEAR OLDS ACHIEVING 5 OR MORE GCSE A - G	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	89.3%	FAMILY & NEIGHBOURS	4 <sup>th</sup>	CURRENT	88.9%	NO CHANGE
MEDIAN	88%			2003/04	89.7%	
LOWER	85.6%	ALL LONDON	12 <sup>th</sup>	2002/03	90.40%	
				2001/02	97.60%	

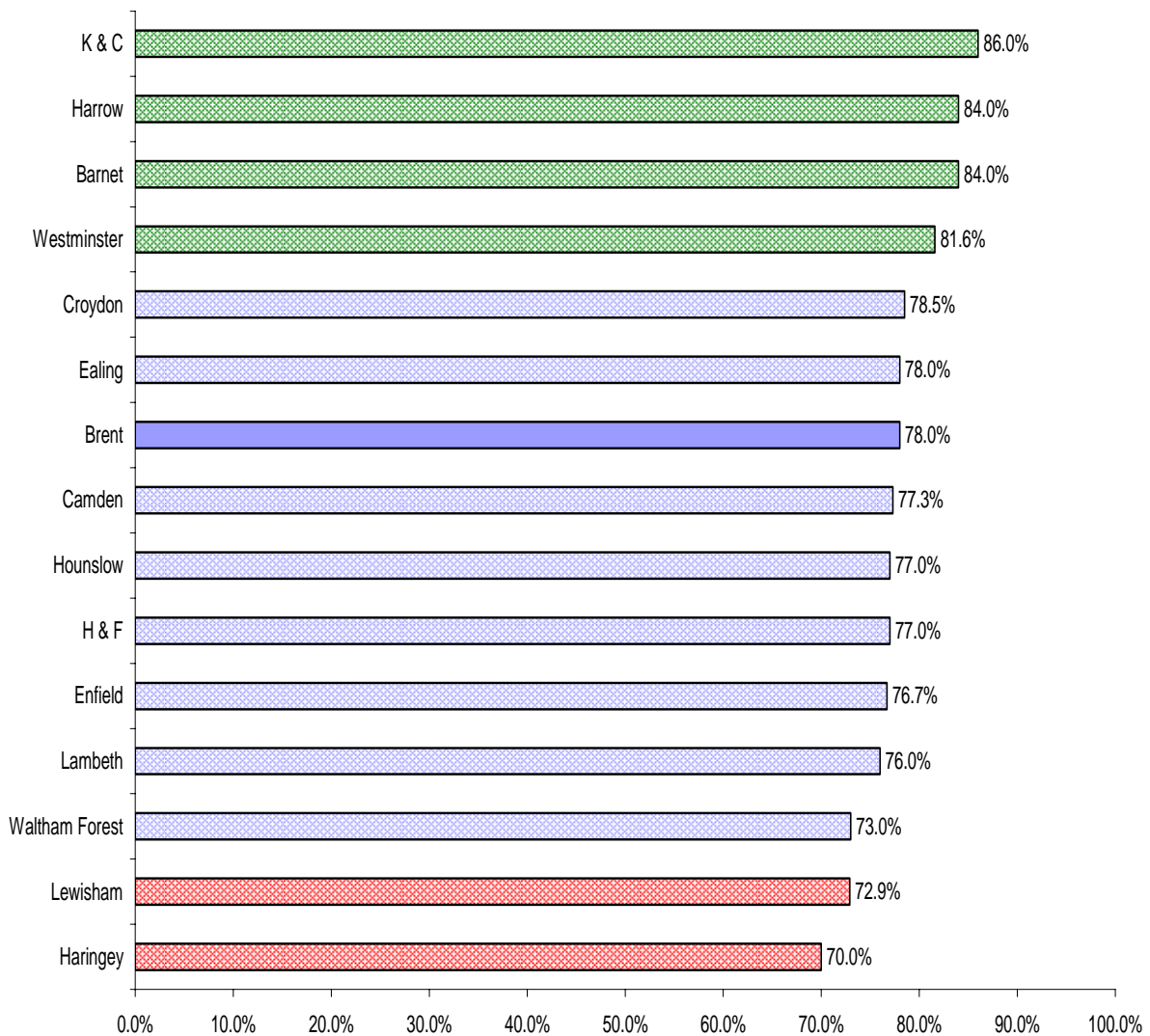
<b>BVPI</b>	<b>40</b>	<b>PERCENTAGE OF PUPILS ACHIEVING LEVEL 4 OR ABOVE IN KEY STAGE 2 MATHS</b>	<b>ODPM GOOD PERFORMANCE IS CONSIDERED HIGH</b>
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EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	77%	FAMILY & NEIGHBOURS	5 <sup>th</sup>	CURRENT	74.0%	IMPROVING
MEDIAN	73%			2003/04	72.0%	
LOWER	70%	ALL LONDON	14 <sup>th</sup>	2002/03	76%	
				2001/02	72.60%	

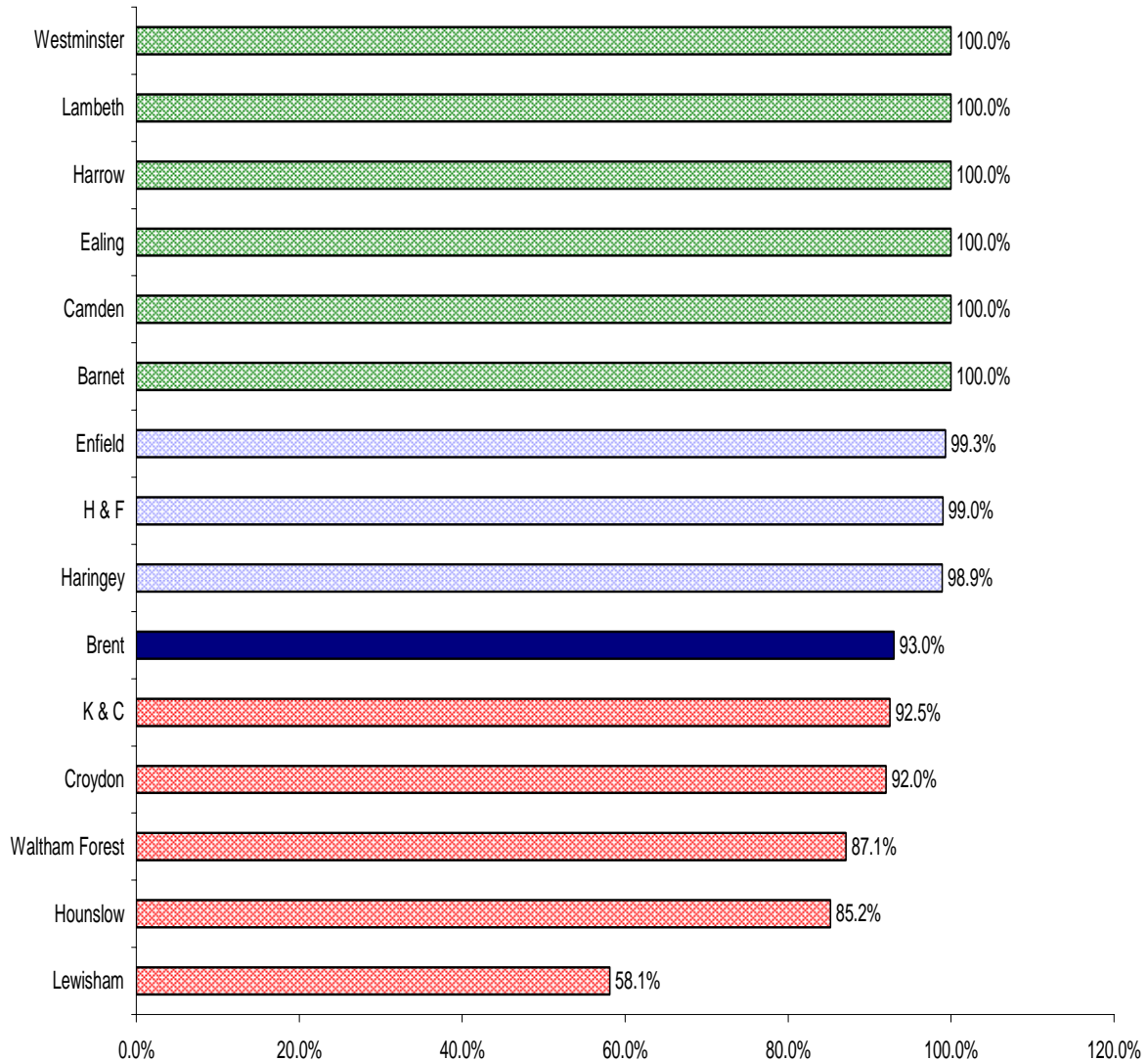


<b>BVPI</b>	<b>41</b>	<b>PERCENTAGE OF PUPILS ACHIEVING LEVEL 4 OR ABOVE IN KEY STAGE 2 ENGLISH</b>	<b>ODPM GOOD PERFORMANCE IS CONSIDERED HIGH</b>
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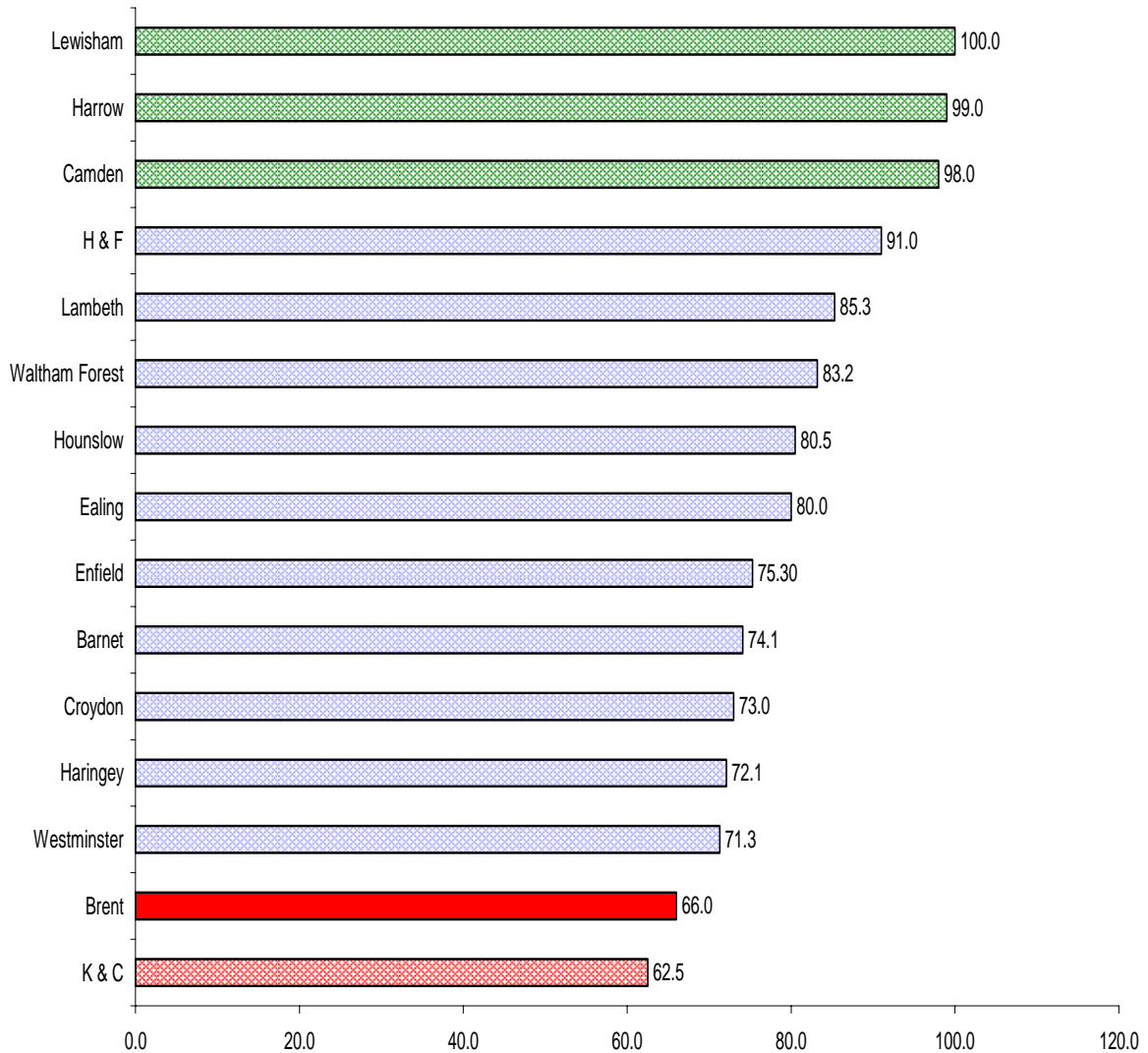
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	80%	FAMILY & NEIGHBOURS	7 <sup>th</sup>	CURRENT	78.0%	IMPROVING
MEDIAN	77.3%			2003/04	77.1%	
LOWER	73%	ALL LONDON	14 <sup>th</sup>	2002/03	74.90%	
				2001/02	74.50%	

BVPI	<b>43A</b>	PERCENTAGE OF STATEMENTS OF SPECIAL EDUCATIONAL NEED ISSUED BY THE AUTHORITY - PREPARED WITHIN 18 WEEKS UNDER THE CODE OF PRACTICE RULE: (A) EXCLUDING THOSE AFFECTED BY "EXCEPTIONS TO THE RULE"	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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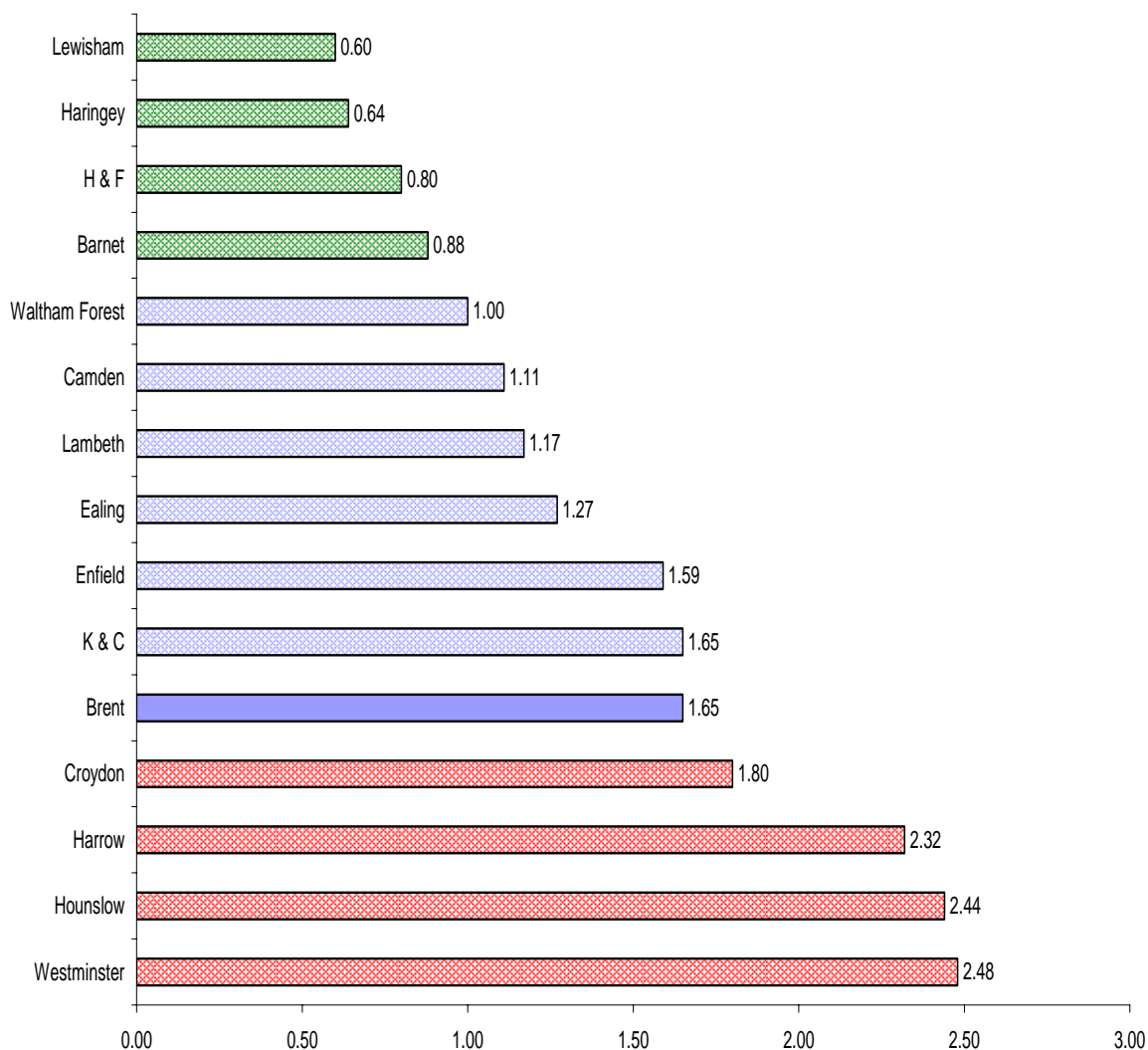
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	100%	FAMILY & NEIGHBOURS	10 <sup>th</sup>	CURRENT	93.0%	IMPROVING
MEDIAN	99.3%			2003/04	80%	
LOWER	93%	ALL LONDON	27 <sup>th</sup>	2002/03	73%	
				2001/02	92%	

<b>BVPI</b>	<b>43B</b>	PERCENTAGE OF STATEMENTS OF SPECIAL EDUCATIONAL NEED ISSUED BY THE PREPARED WITHIN 18 WEEKS UNDER THE SEN CODE OF PRACTICE RULE:: (B) INCLUDING THOSE AFFECTED BY "EXCEPTIONS TO THE RULE"	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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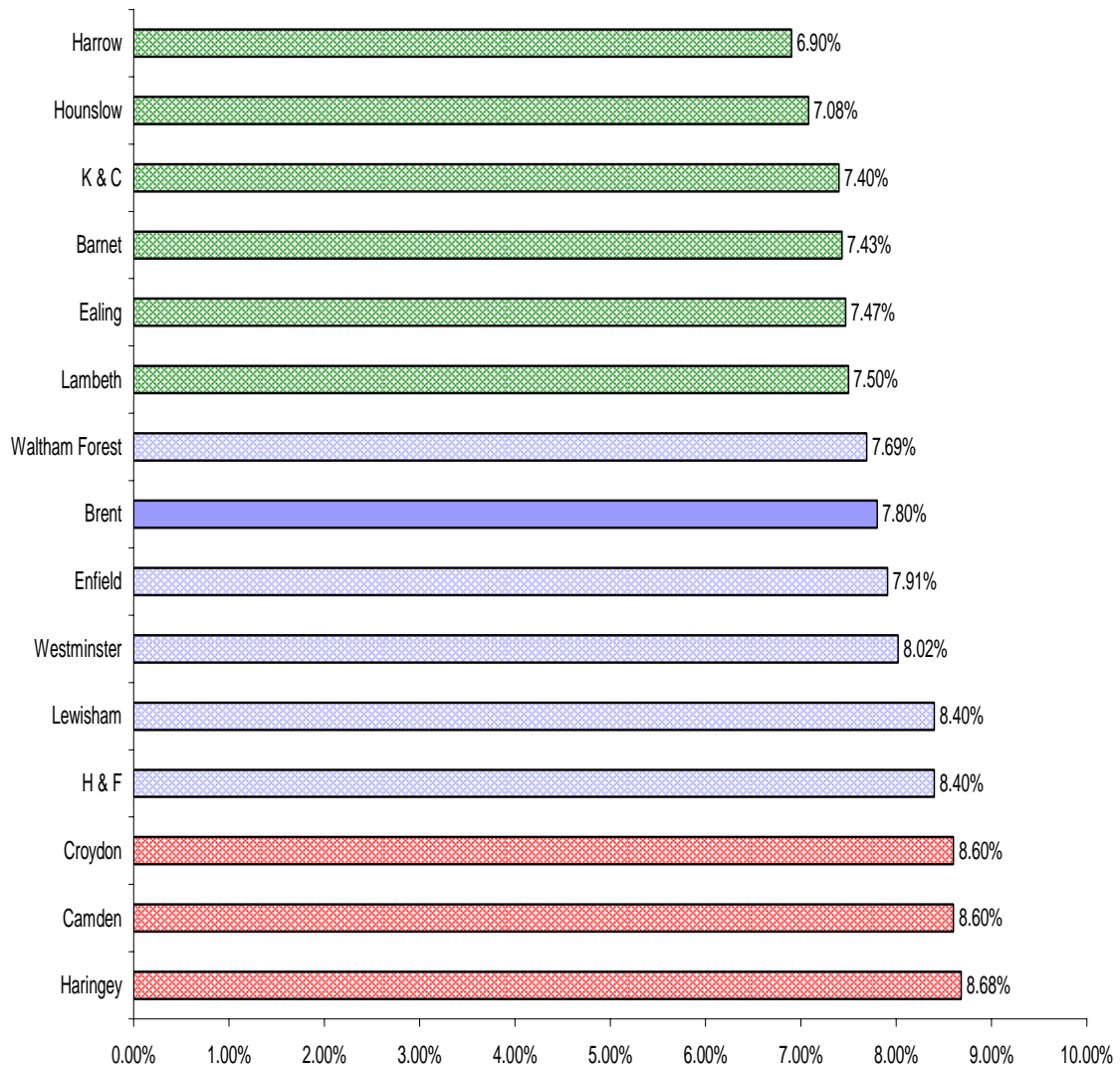
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	92.2%	FAMILY & NEIGHBOURS	14 <sup>th</sup>	CURRENT	66.0%	IMPROVING
MEDIAN	80.3%			2003/04	56%	
LOWER	71.3%	ALL LONDON	27 <sup>th</sup>	2002/03	55%	
				2001/02	58%	

BVPI	<b>44</b>	ALL MAINTAINED SCHOOLS EXCLUSIONS PER 1,000 PUPILS	ODPM GOOD PERFORMANCE IS CONSIDERED LOW
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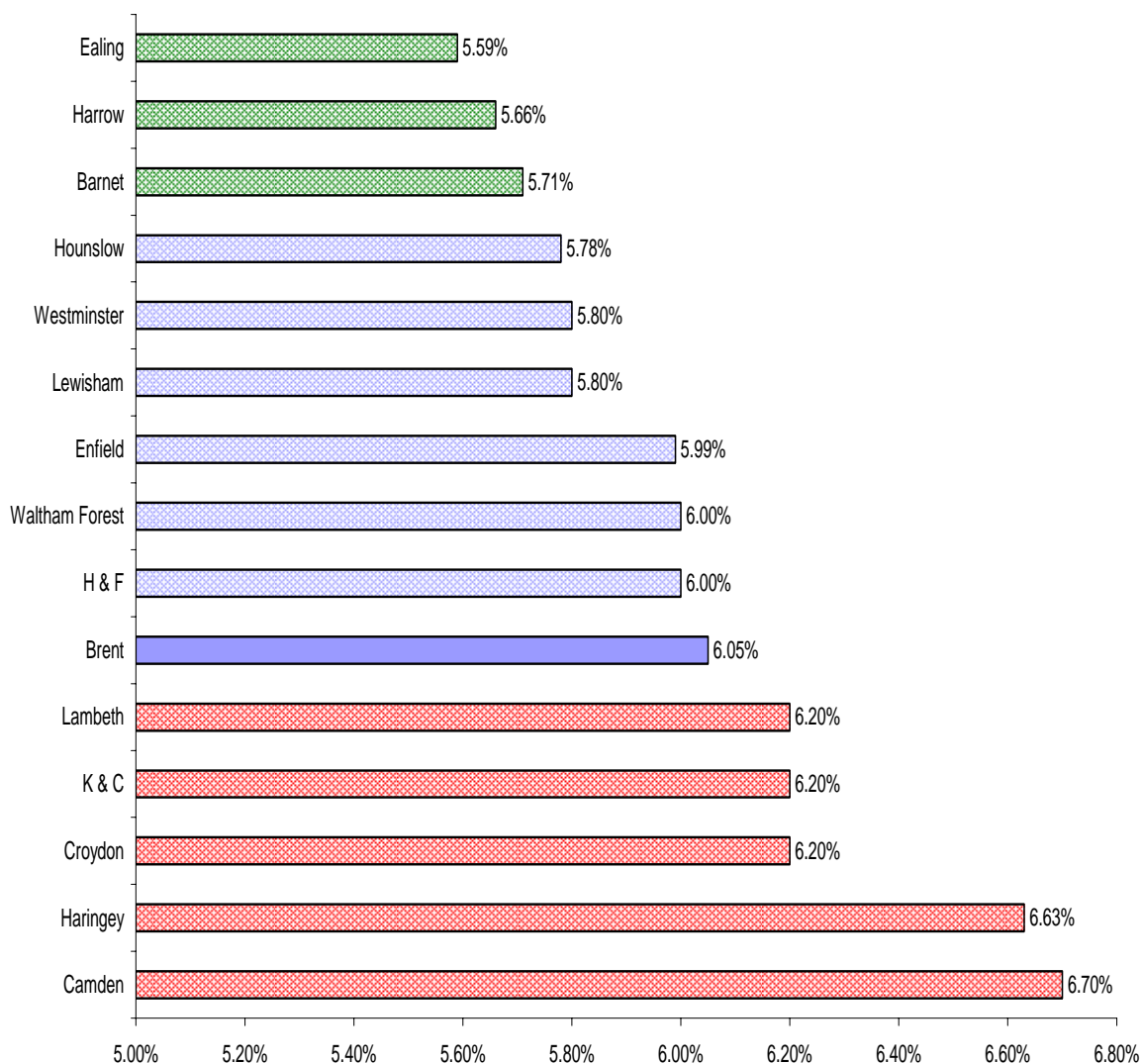
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	0.88	FAMILY & NEIGHBOURS	11 <sup>th</sup>	CURRENT	1.65	NOT IMPROVING
MEDIAN	1.35			2003/04	1.48	
LOWER	1.70	ALL LONDON	15 <sup>th</sup>	2002/03	1.22	
				2001/02	1.98	

<b>BVPI</b>	<b>45</b>	<b>PERCENTAGE OF HALF DAYS MISSED DUE TO TOTAL ABSENCE IN A) SECONDARY SCHOOLS:</b>	<b>ODPM GOOD PERFORMANCE IS CONSIDERED LOW</b>
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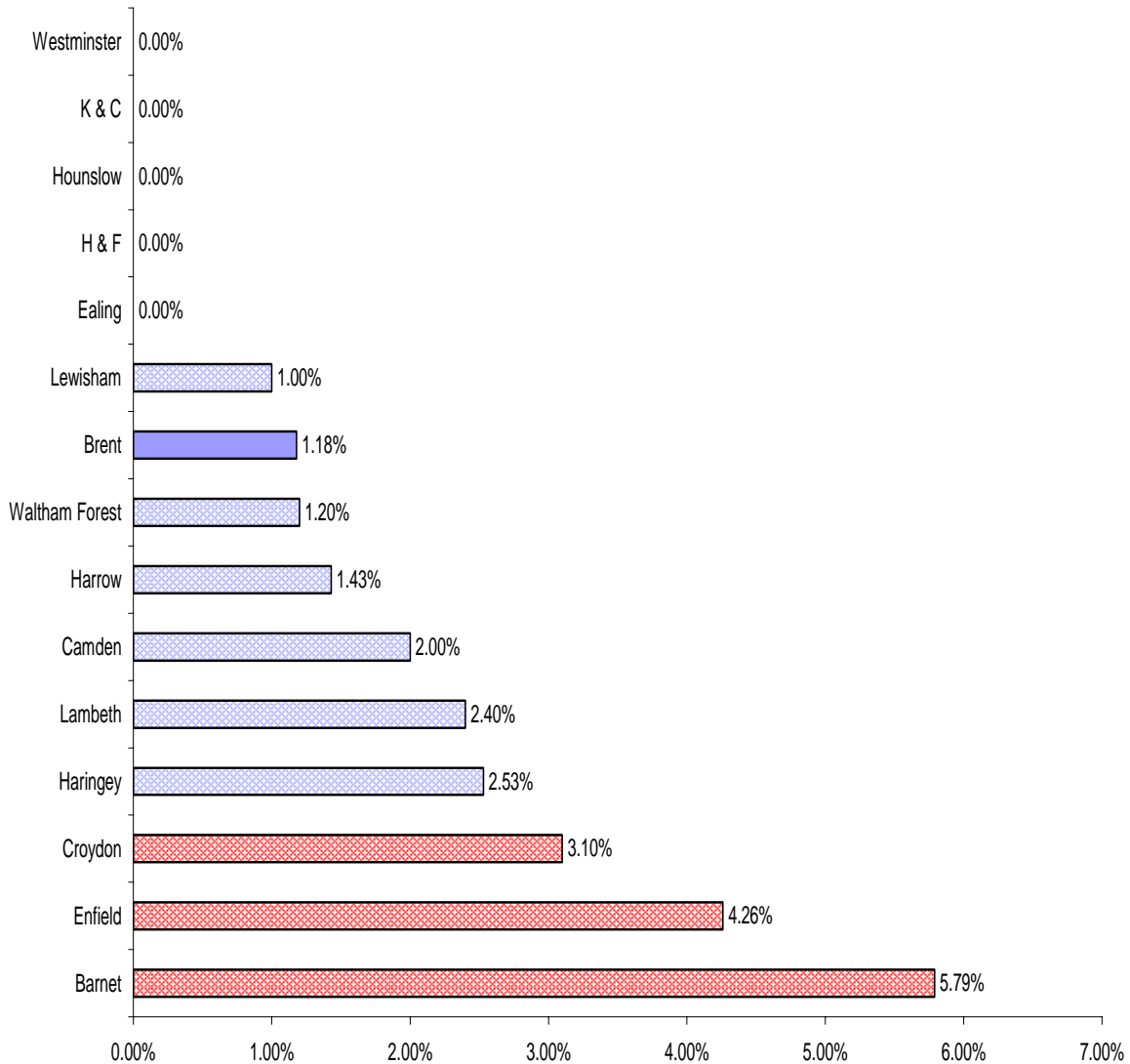
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	7.46%	FAMILY & NEIGHBOURS	8 <sup>th</sup>	CURRENT	7.80%	IMPROVING
MEDIAN	7.86%			2003/04	8.30%	
LOWER	8.40%	ALL LONDON	18 <sup>th</sup>	2002/03	7.80%	
				2001/02	Amended	

<b>BVPI</b>	<b>46</b>	<b>PERCENTAGE OF HALF DAYS MISSED DUE TO TOTAL ABSENCE IN: B) PRIMARY SCHOOLS</b>	<b>ODPM GOOD PERFORMANCE IS CONSIDERED LOW</b>
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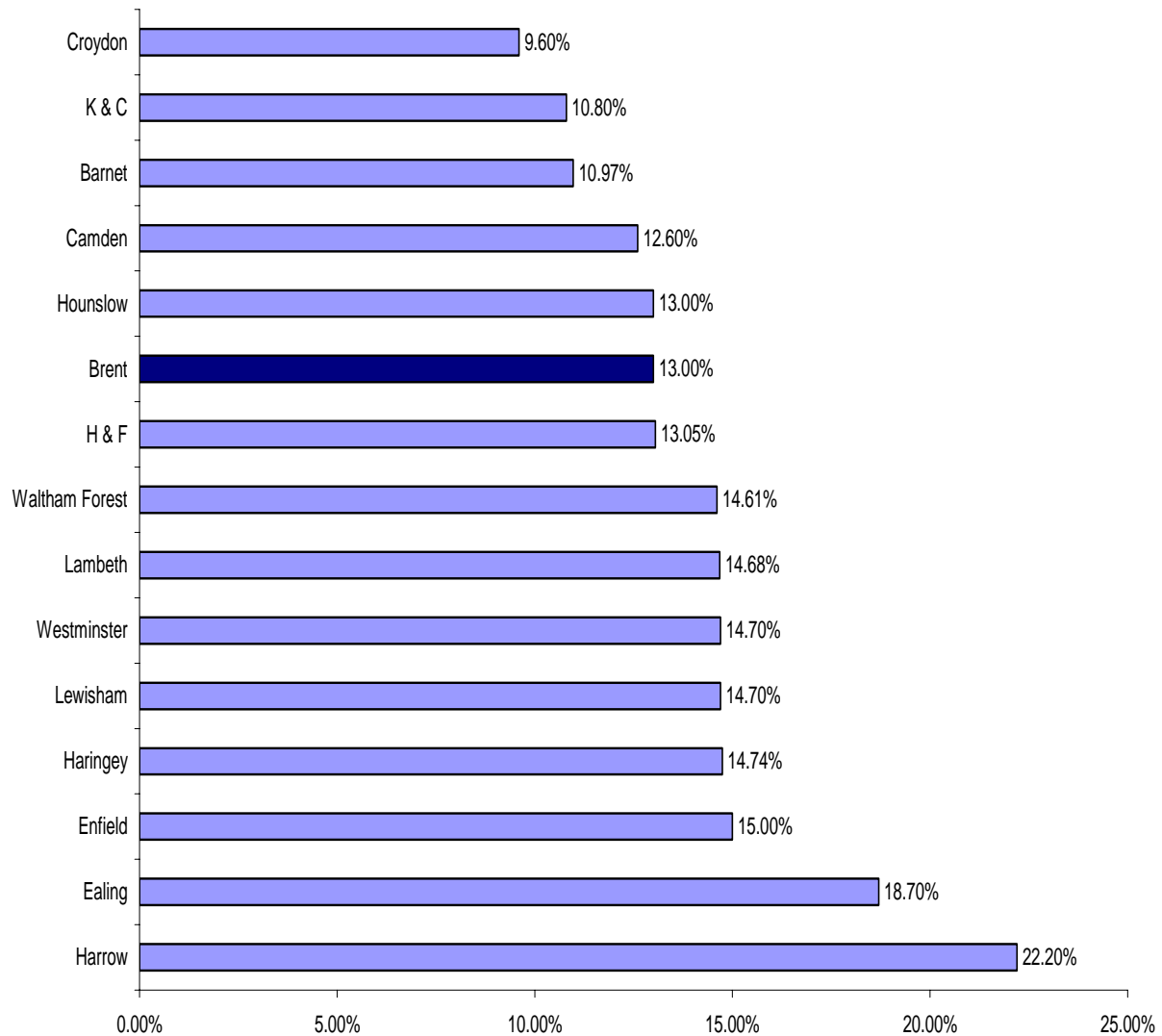
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	5.71%	FAMILY & NEIGHBOURS	10 <sup>th</sup>	CURRENT	6.05%	IMPROVING
MEDIAN	5.99%			2003/04	6.20%	
LOWER	6.21%	ALL LONDON	16 <sup>th</sup>	2002/03	6.30%	
				2001/02	Amended	

<b>BVPI</b>	<b>48</b>	PERCENTAGE OF HALF DAYS MISSED DUE TO TOTAL ABSENCE IN: C) SCHOOLS SUBJECT TO SPECIAL MEASURES	ODPM GOOD PERFORMANCE IS CONSIDERED LOW
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EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	0	FAMILY & NEIGHBOURS	7 <sup>th</sup>	CURRENT	1.18%	IMPROVING
MEDIAN	1.43%			2003/04	3.57%	
LOWER	2.70%	ALL LONDON	14 <sup>th</sup>	2002/03	2.40%	
				2001/02	4.80%	

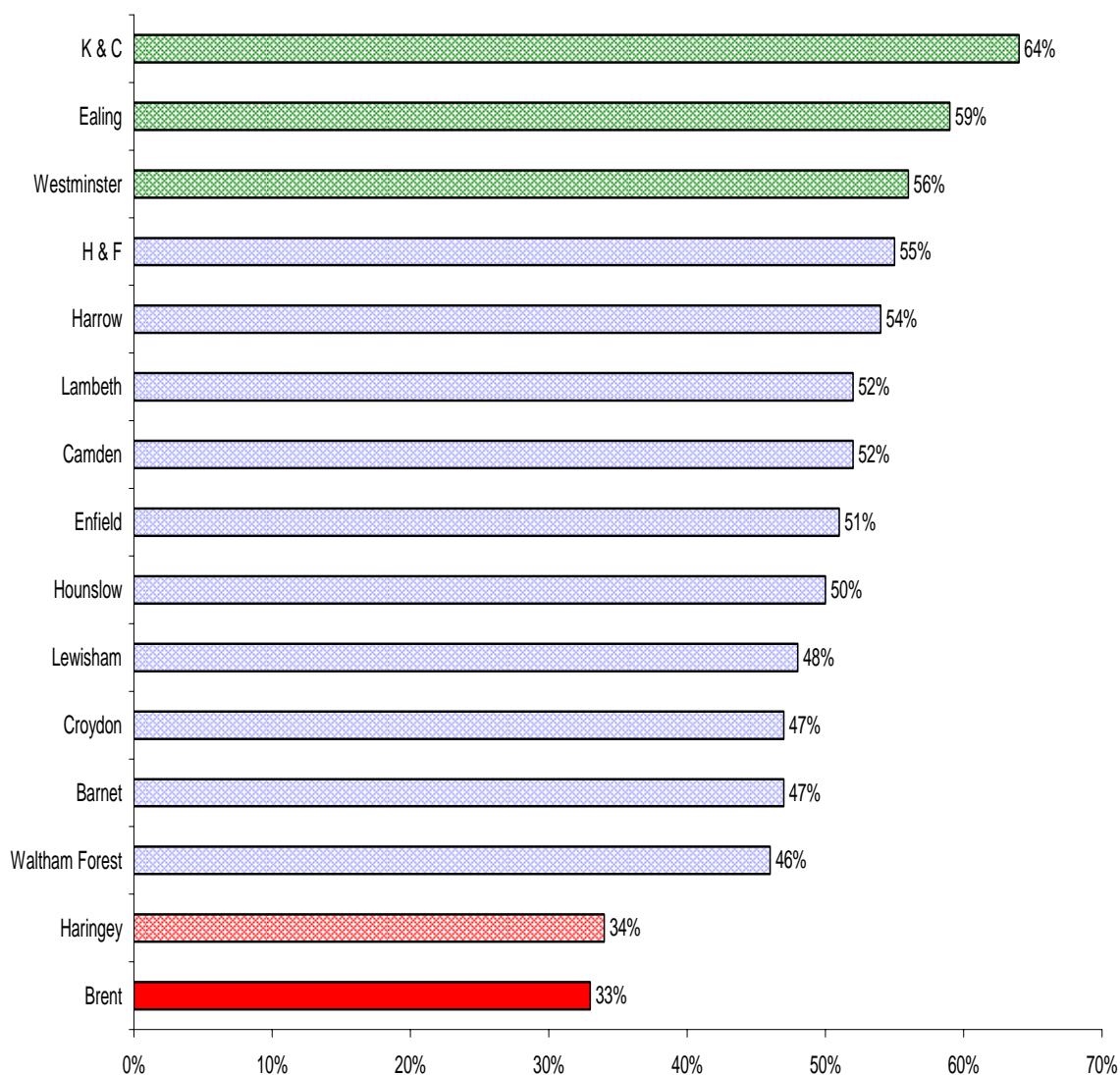
<b>BVPI</b>	<b>49</b>	<b>% OF CHILDREN LOOKED AFTER ON 31 MARCH WITH 3 OR MORE PLACEMENTS DURING THE YEAR</b>	<b>ODPM GOOD PERFORMANCE IS CONSIDERED LOW</b>
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EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	N/A	FAMILY & NEIGHBOURS	6 <sup>th</sup>	CURRENT	13.00%	IMPROVING
MEDIAN				2003/04	15.30%	
LOWER		ALL LONDON	24 <sup>th</sup>	2002/03	15.50%	
				2001/02	19.5%	

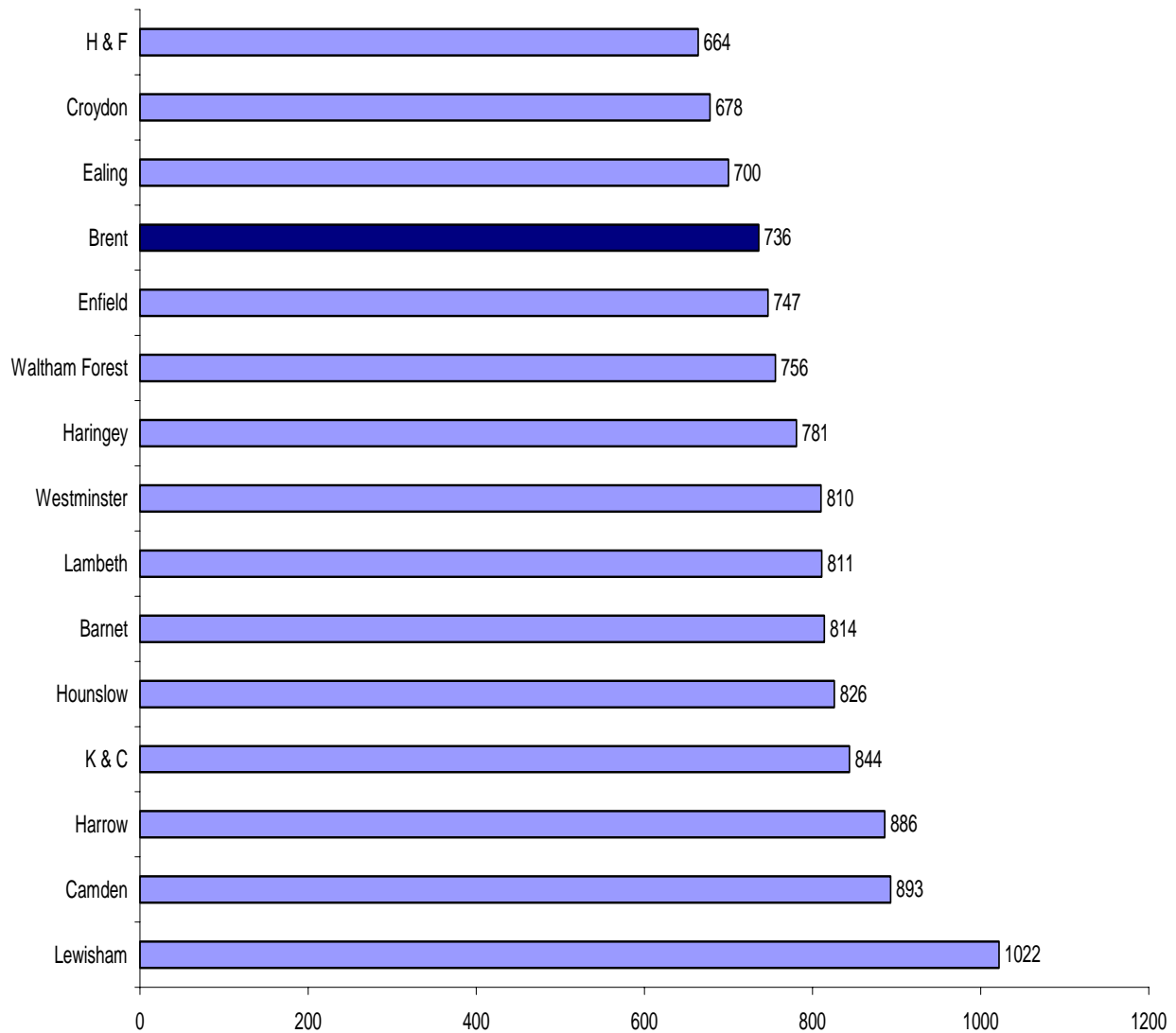


<b>BVPI</b>	<b>50</b>	<b>% OF YOUNG PEOPLE LEAVING CARE AGED 16 OR OVER WITH AT LEAST 1 GCSE AT GRADES A* - G OR GNVQ</b>	<b>ODPM GOOD PERFORMANCE IS CONSIDERED HIGH</b>
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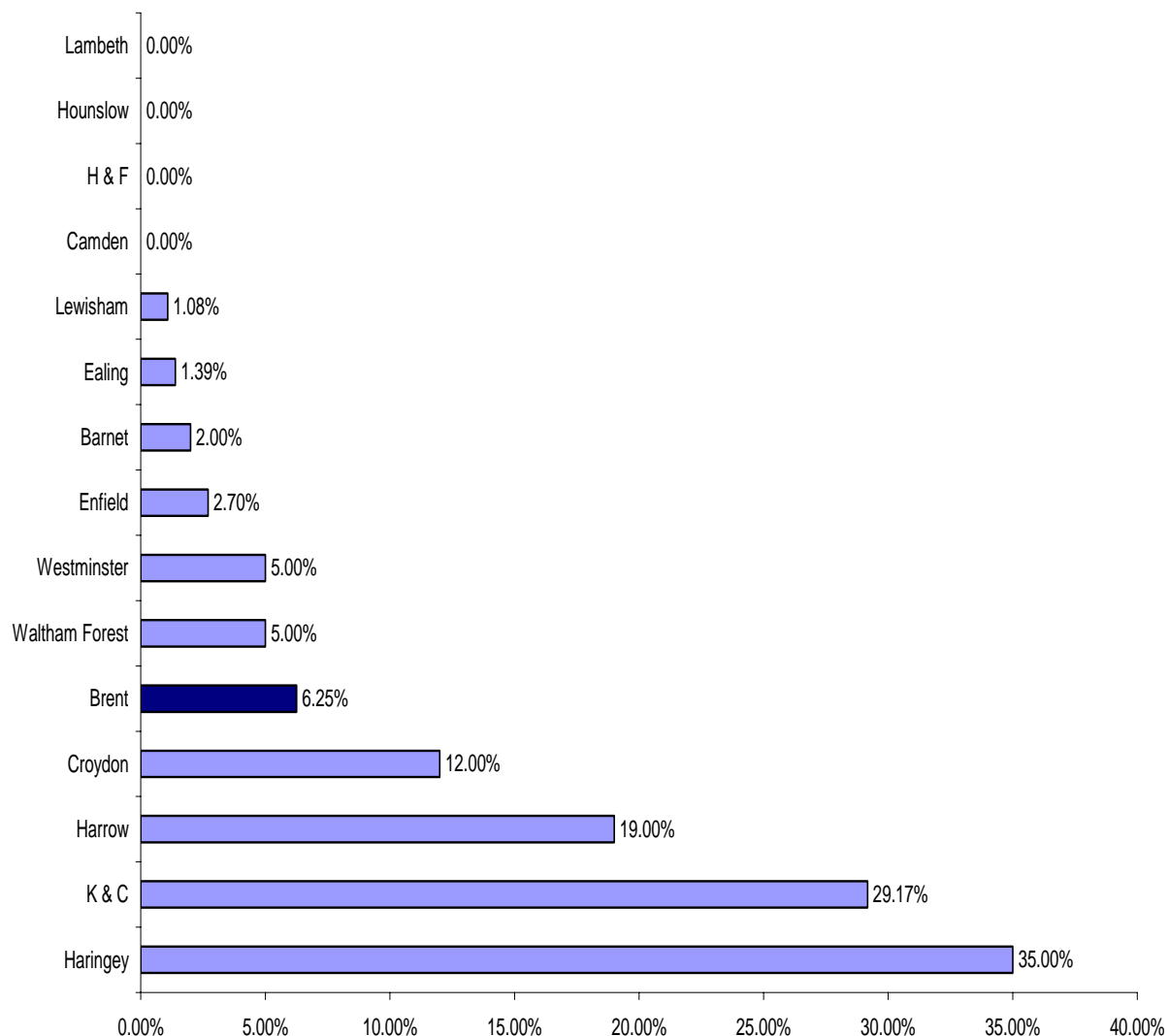
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	56%	FAMILY & NEIGHBOURS	15 <sup>th</sup>	CURRENT	33%	NOT IMPROVING
MEDIAN	51%			2003/04	43%	
LOWER	42%	ALL LONDON	31 <sup>st</sup>	2002/03	30.2%	
				2001/02	18.90%	

BVPI	<b>51</b>	COST OF CHILDREN LOOKED AFTER (£ GROSS PER WEEK)	ODPM GOOD PERFORMANCE IS CONSIDERED N/A
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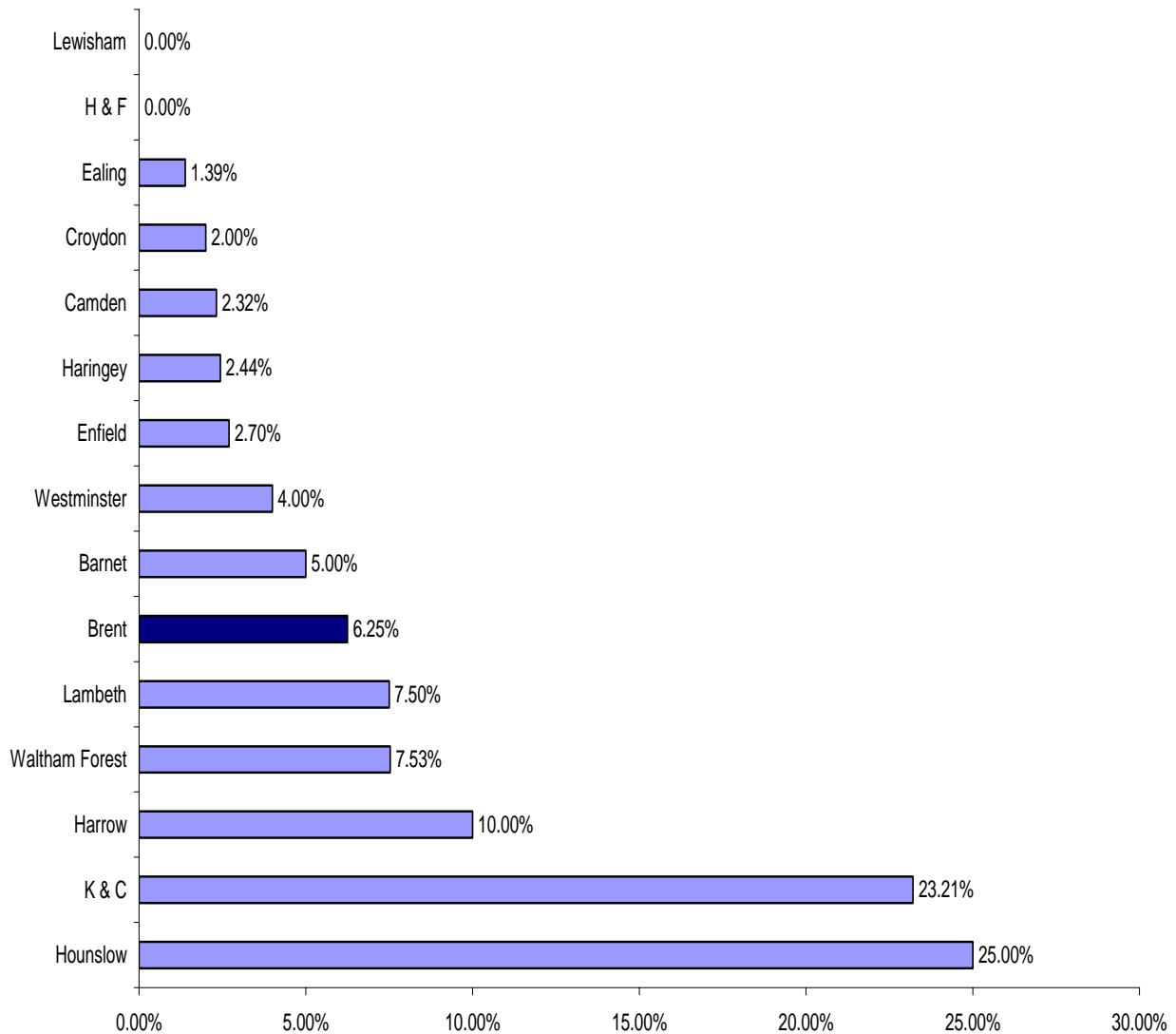
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	N/A	FAMILY & NEIGHBOURS	4 <sup>th</sup>	CURRENT	£736	N/A
MEDIAN				2003/04	£714	
LOWER		ALL LONDON	16 <sup>th</sup>	2002/03	£838	
				2001/02	£748.88	

<b>BVPI</b>	<b>159A</b>	PERCENTAGE OF PERMANENTLY EXCLUDED PUPILS PROVIDED WITH ALTERNATIVE TUITION OF: A) 5 HOURS OR LESS PER WEEK	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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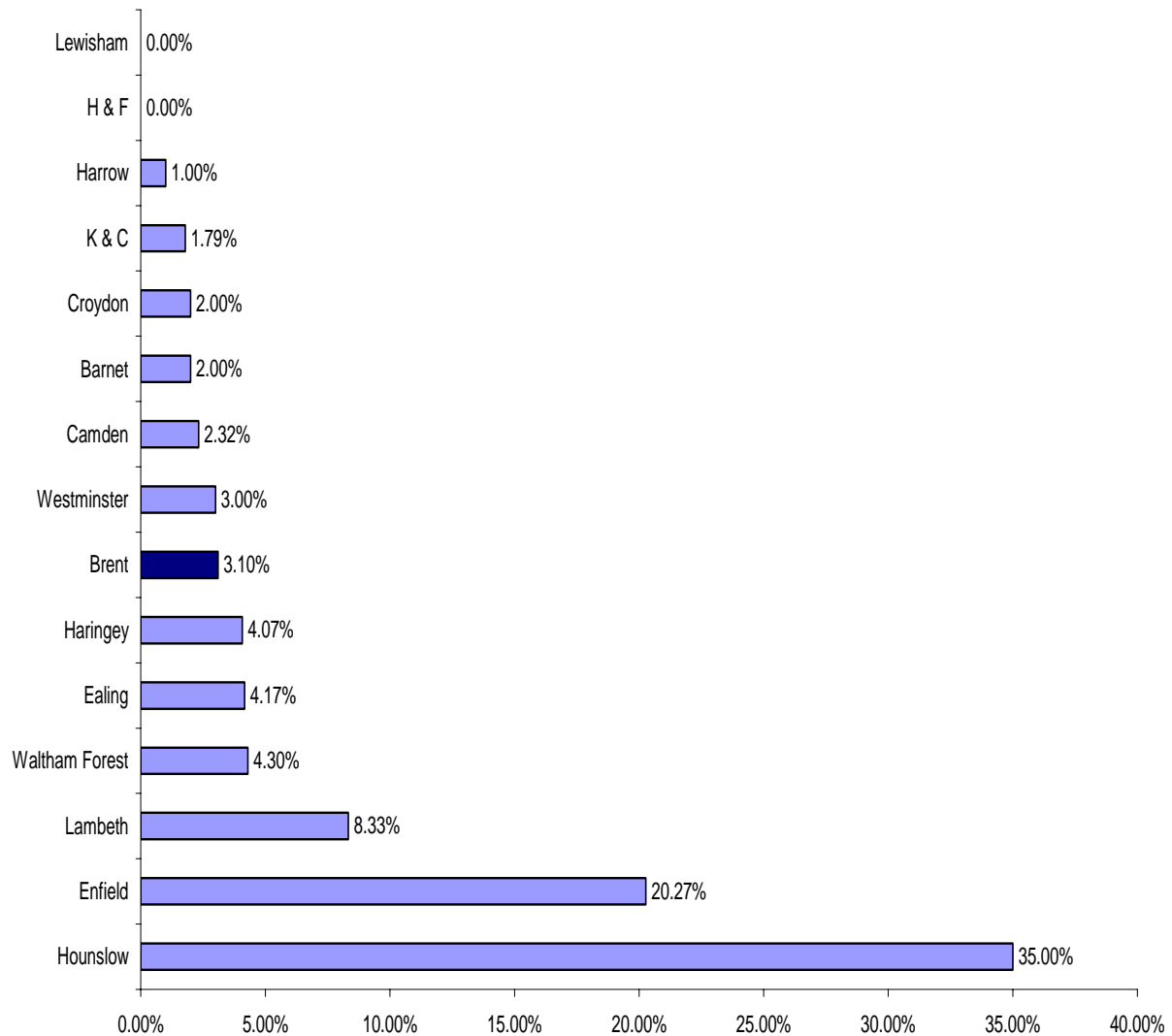
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	N/A	FAMILY & NEIGHBOURS	11 <sup>th</sup>	CURRENT	6.25%	N/A
MEDIAN				2003/04	Amended	
LOWER		ALL LONDON	10 <sup>th</sup>	2002/03	N/A	
				2001/02	N/A	

<b>BVPI</b>	<b>159B</b>	PERCENTAGE OF PERMANENTLY EXCLUDED PUPILS PROVIDED WITH ALTERNATIVE TUITION OF: B) 6 - 12 HOURS PER WEEK	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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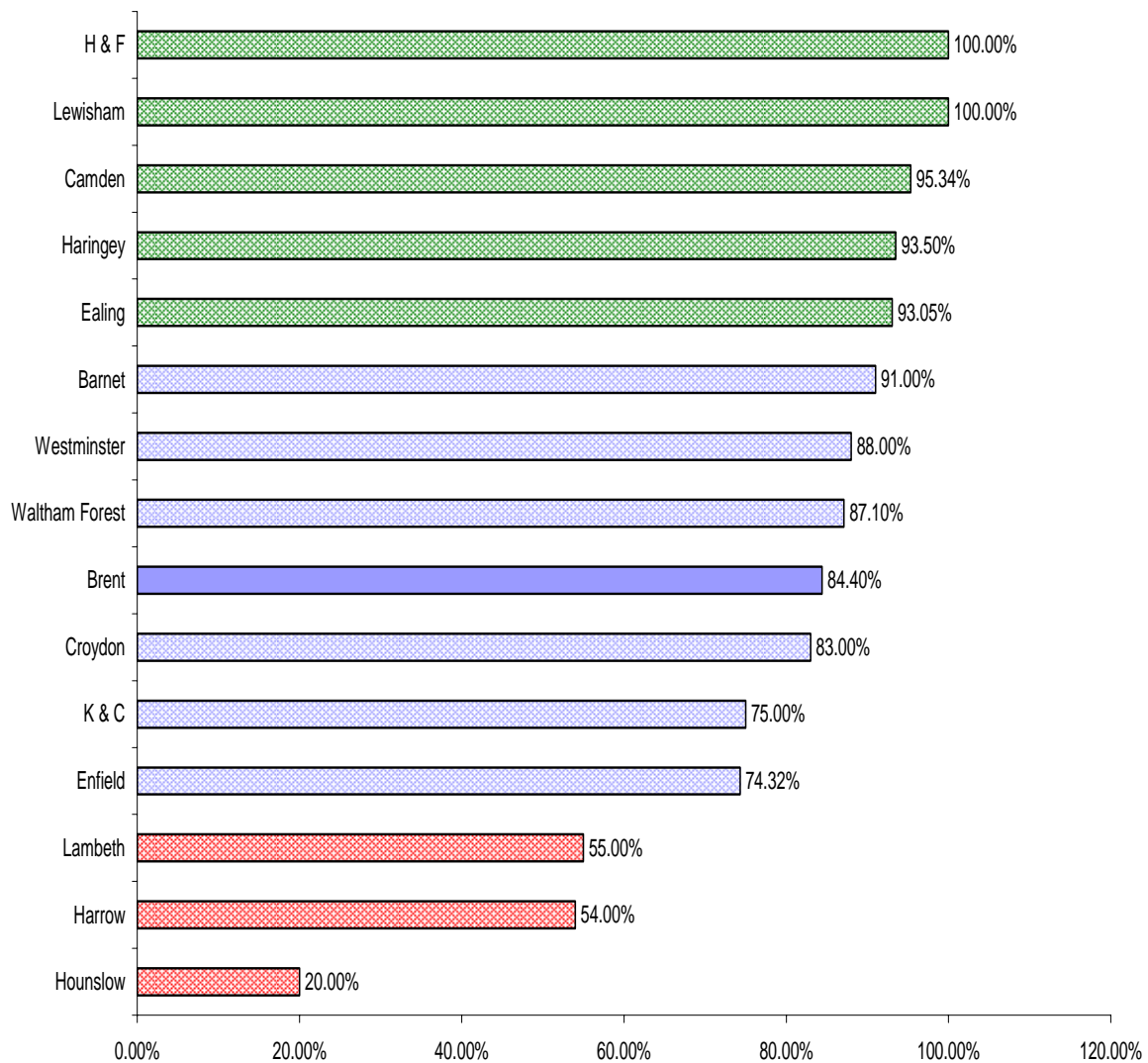
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	N/A	FAMILY & NEIGHBOURS	10 <sup>th</sup>	CURRENT	6.25%	N/A
MEDIAN				2003/04	Amended	
LOWER		ALL LONDON	12 <sup>th</sup>	2002/03	N/A	
				2001/02	N/A	

<b>BVPI</b>	<b>159c</b>	PERCENTAGE OF PERMANENTLY EXCLUDED PUPILS PROVIDED WITH ALTERNATIVE TUITION OF: C) 13 - 19 HOURS PER WEEK	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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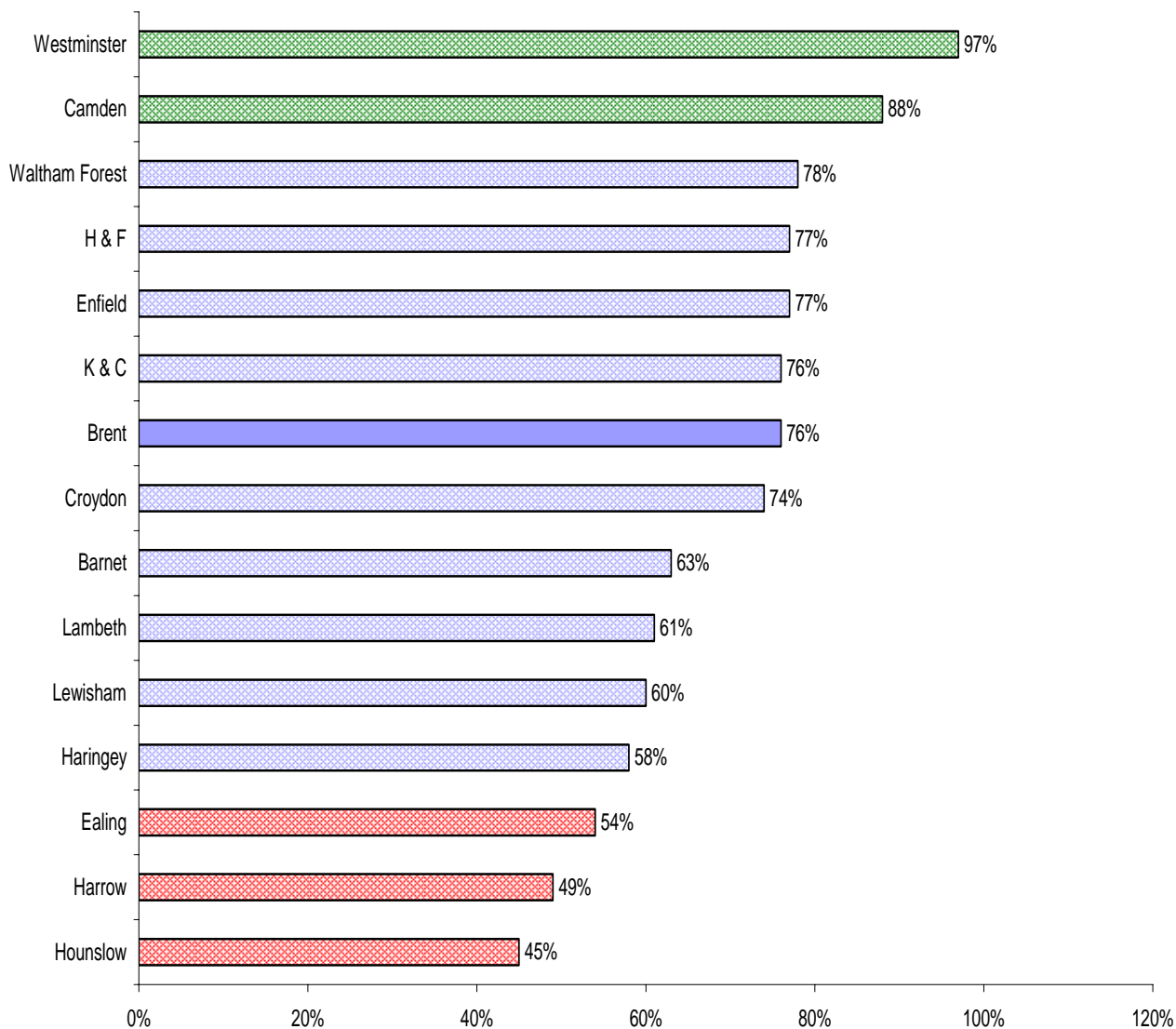
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	N/A	FAMILY & NEIGHBOURS	9 <sup>th</sup>	CURRENT	3.10%	N/A
MEDIAN				2003/04	Amended	
LOWER		ALL LONDON	9 <sup>th</sup>	2002/03	N/A	
				2001/02	N/A	

<b>BVPI</b>	<b>159d</b>	<b>PERCENTAGE OF PERMANENTLY EXCLUDED PUPILS PROVIDED WITH ALTERNATIVE TUITION OF: (D) 20 OR MORE HOURS PER WEEK (FULL TIME)</b>	<b>ODPM GOOD PERFORMANCE IS CONSIDERED HIGH</b>
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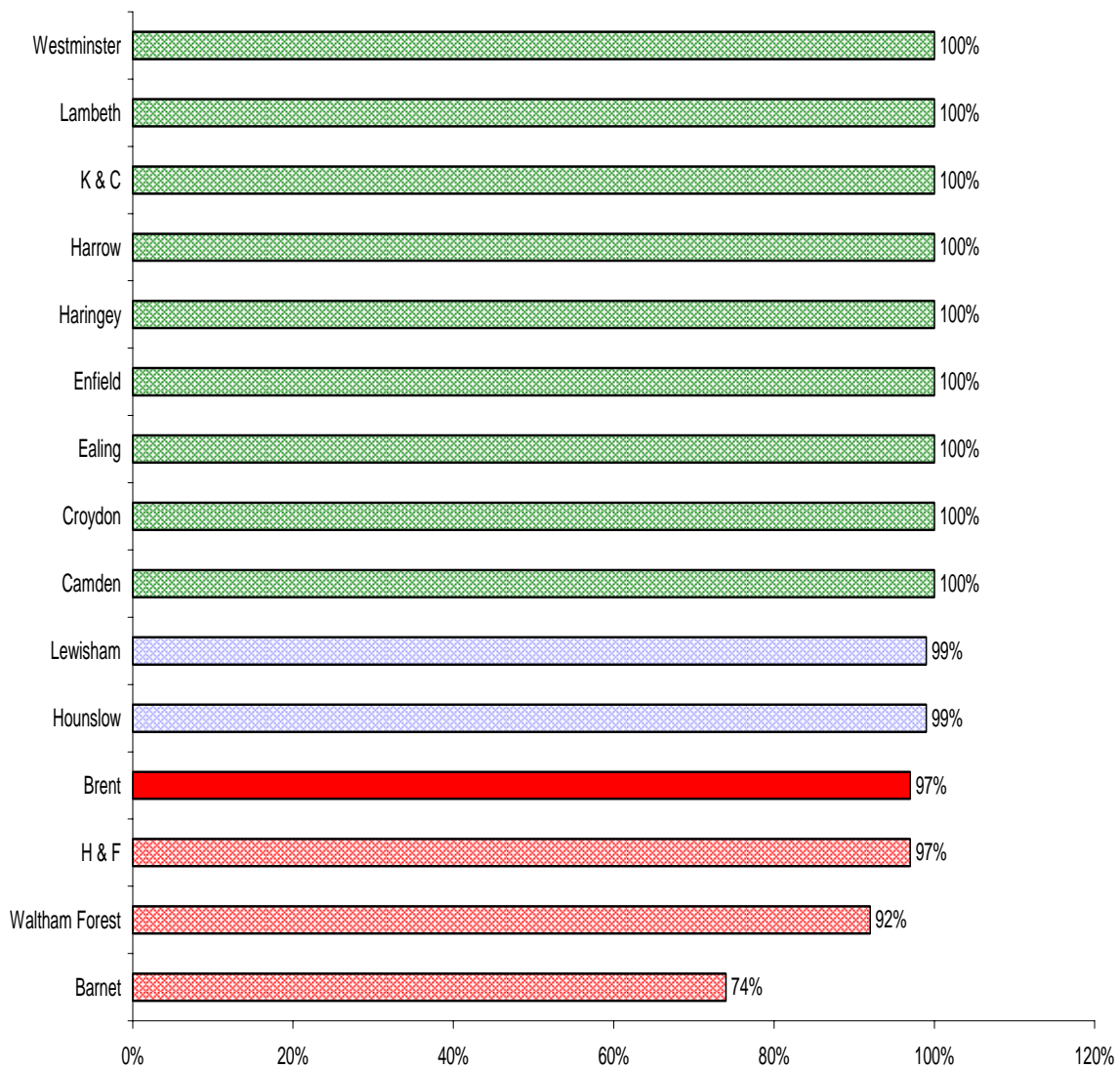
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	92.5%	FAMILY & NEIGHBOURS	9 <sup>th</sup>	CURRENT	84.40%	IMPROVING
MEDIAN	86.84%			2003/04	67.40%	
LOWER	73.08%			2002/03	61%	
		2001/02	Amended			

<b>BVPI</b>	<b>161</b>	<b>% OF CARE LEAVERS IN EDUCATION, TRAINING OR EMPLOYMENT AGED 19</b>	<b>ODPM GOOD PERFORMANCE IS CONSIDERED HIGH</b>
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EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	83%	FAMILY & NEIGHBOURS	7 <sup>th</sup>	CURRENT	76%	IMPROVING
MEDIAN	75%			2003/04	58.50%	
LOWER	58%	ALL LONDON	18 <sup>th</sup>	2002/03	54%	
				2001/02	31%	

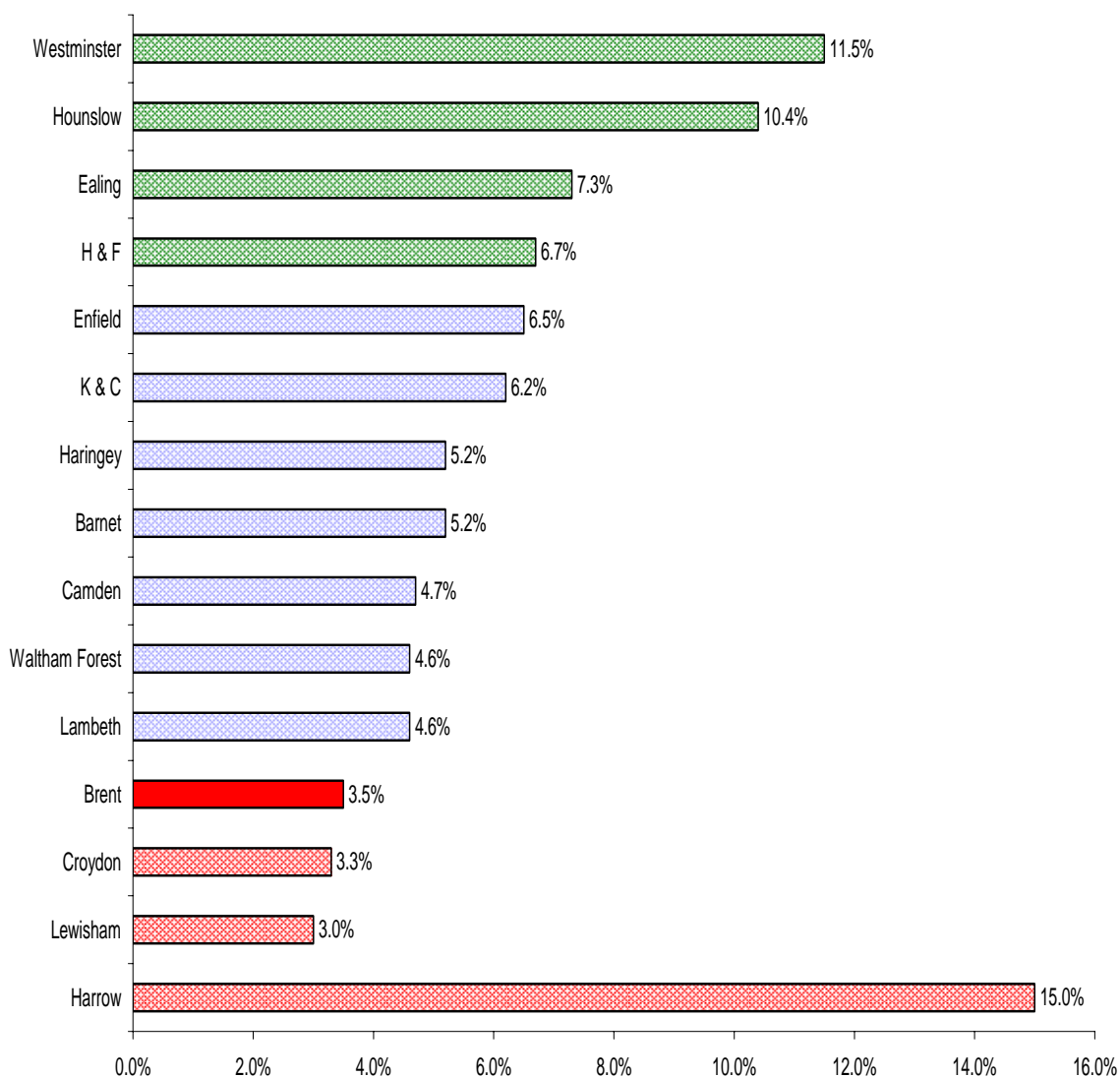
BVPI	<b>162</b>	REVIEWS OF CHILD PROTECTION CASES	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	100%	FAMILY & NEIGHBOURS	2 <sup>nd</sup>	CURRENT	97%	IMPROVING
MEDIAN	100%			2003/04	93%	
LOWER	99%	ALL LONDON	30 <sup>th</sup>	2002/03	91%	
				2001/02	89.20%	

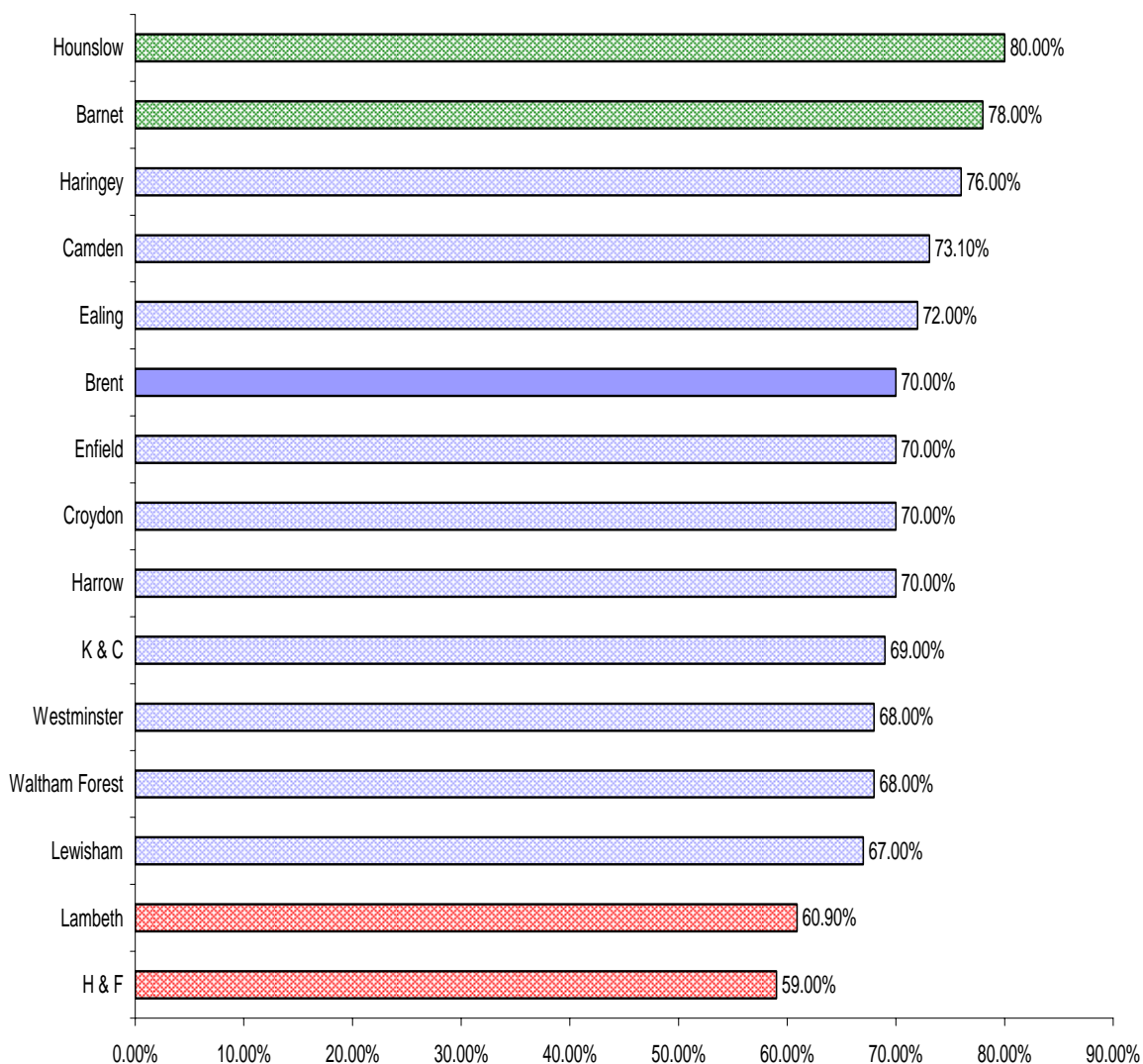


BVPI	<b>163</b>	ADOPTIONS OF CHILDREN LOOKED AFTER	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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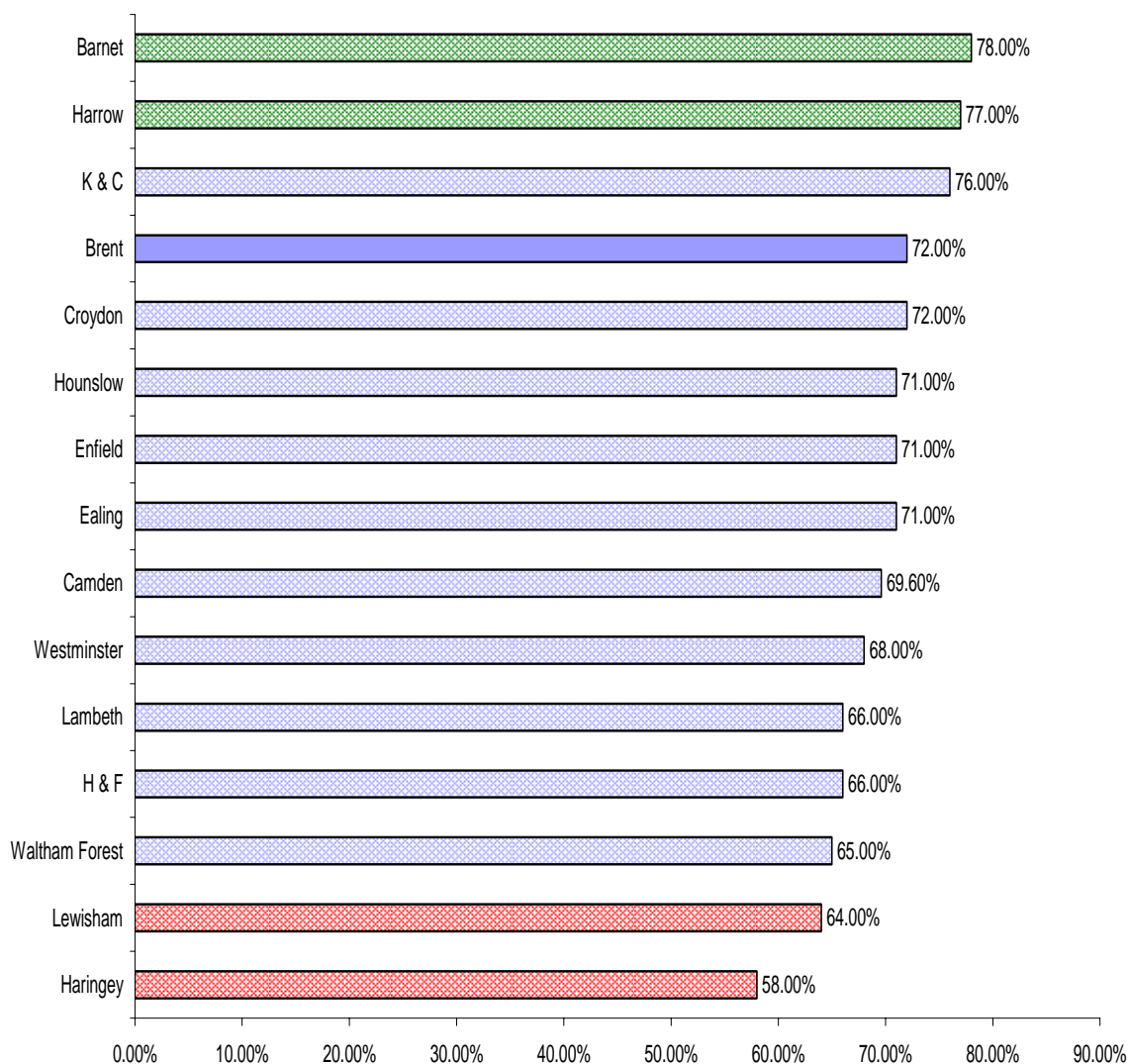
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	6.7%	FAMILY & NEIGHBOURS	12 <sup>th</sup>	CURRENT	3.5%	NOT IMPROVING
MEDIAN	5.8%			2003/04	4.40%	
LOWER	4.6%	ALL LONDON	29 <sup>th</sup>	2002/03	3.57%	
				2001/02	4.50%	

<b>BVPI</b>	<b>181A</b>	<b>PERCENTAGE OF 14 YRS OLDS IN SCHOOLS ACHIEVING LEVEL 5 OR ABOVE IN KEY STAGE 3: A) ENGLISH</b>	<b>ODPM GOOD PERFORMANCE IS CONSIDERED HIGH</b>
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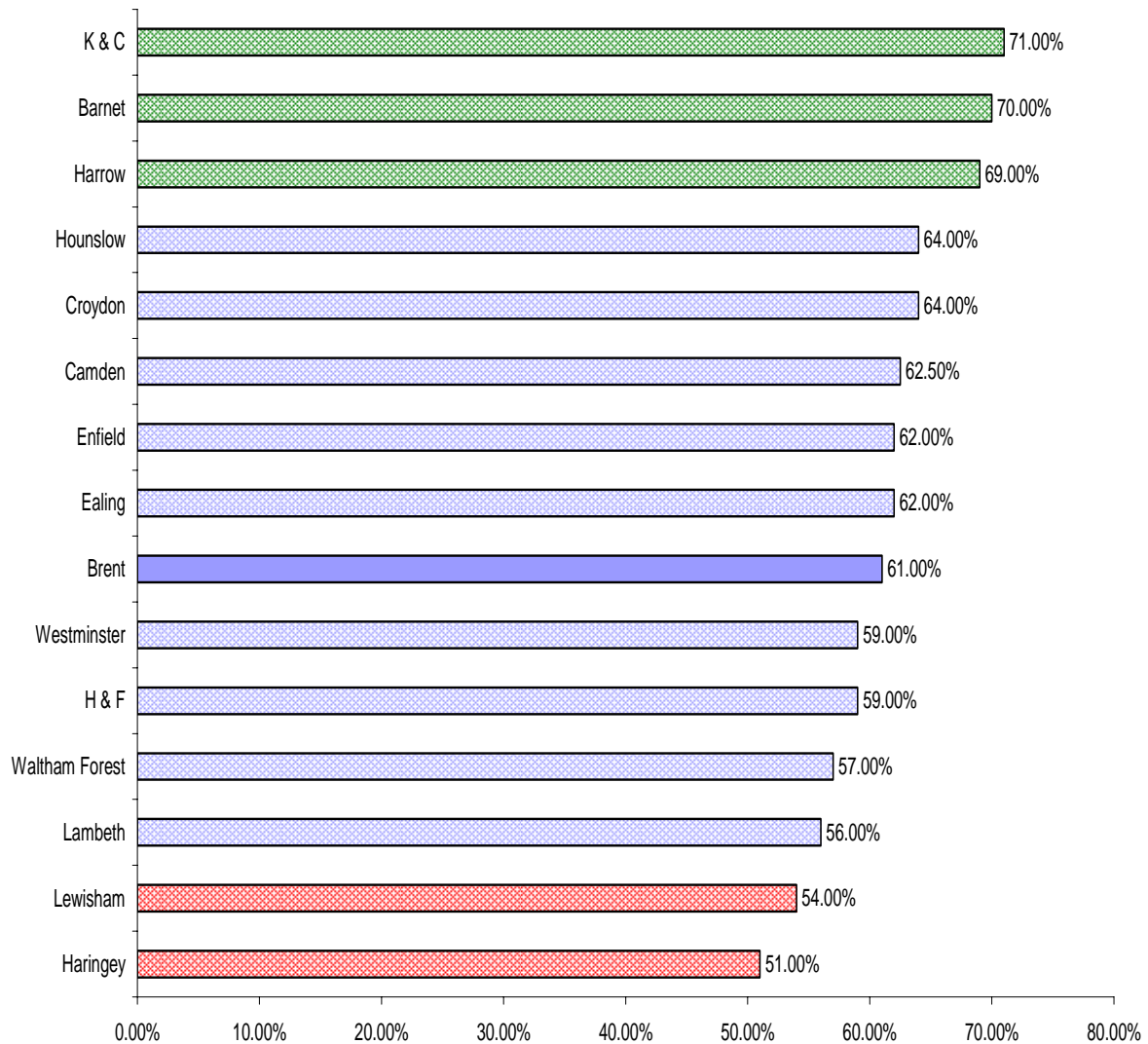
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	76.25%	FAMILY & NEIGHBOURS	6 <sup>th</sup>	CURRENT	70%	IMPROVING
MEDIAN	70%			2003/04	64%	
LOWER	63%	ALL LONDON	10 <sup>th</sup>	2002/03	64%	
				2001/02	N/A	

BVPI	<b>181B</b>	PERCENTAGE OF 14 YRS OLDS IN SCHOOLS ACHIEVING LEVEL 5 OR ABOVE IN KEY STAGE 3: B)MATHS	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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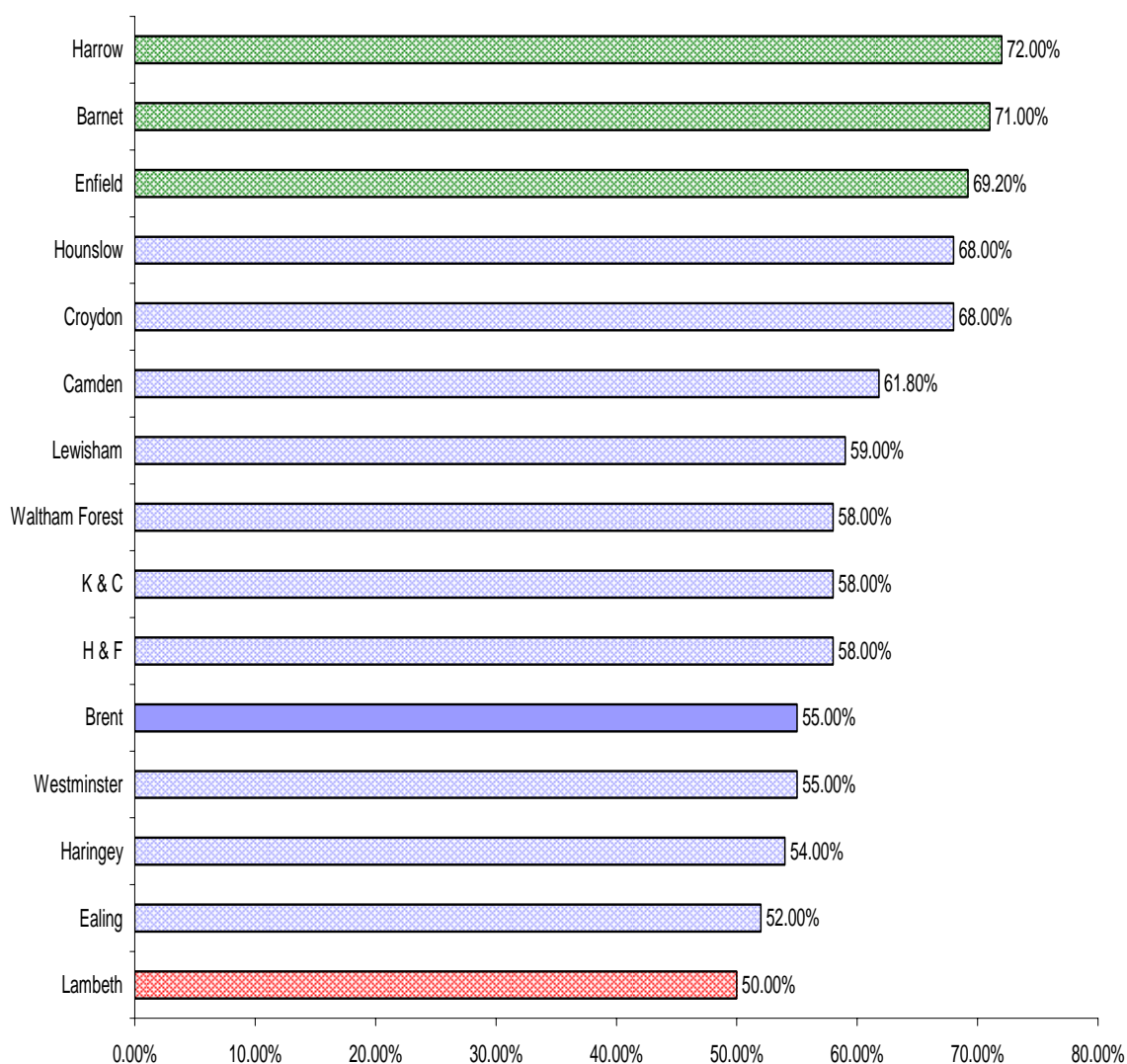
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	76.25%	FAMILY & NEIGHBOURS	4 <sup>th</sup>	CURRENT	72%	IMPROVING
MEDIAN	70.30%			2003/04	66%	
LOWER	64.75%	ALL LONDON	15 <sup>th</sup>	2002/03	66%	
				2001/02	N/A	

<b>BVPI</b>	<b>181c</b>	PERCENTAGE OF 14 YRS OLDS IN SCHOOLS ACHIEVING LEVEL 5 OR ABOVE IN KEY STAGE 3: C) SCIENCE	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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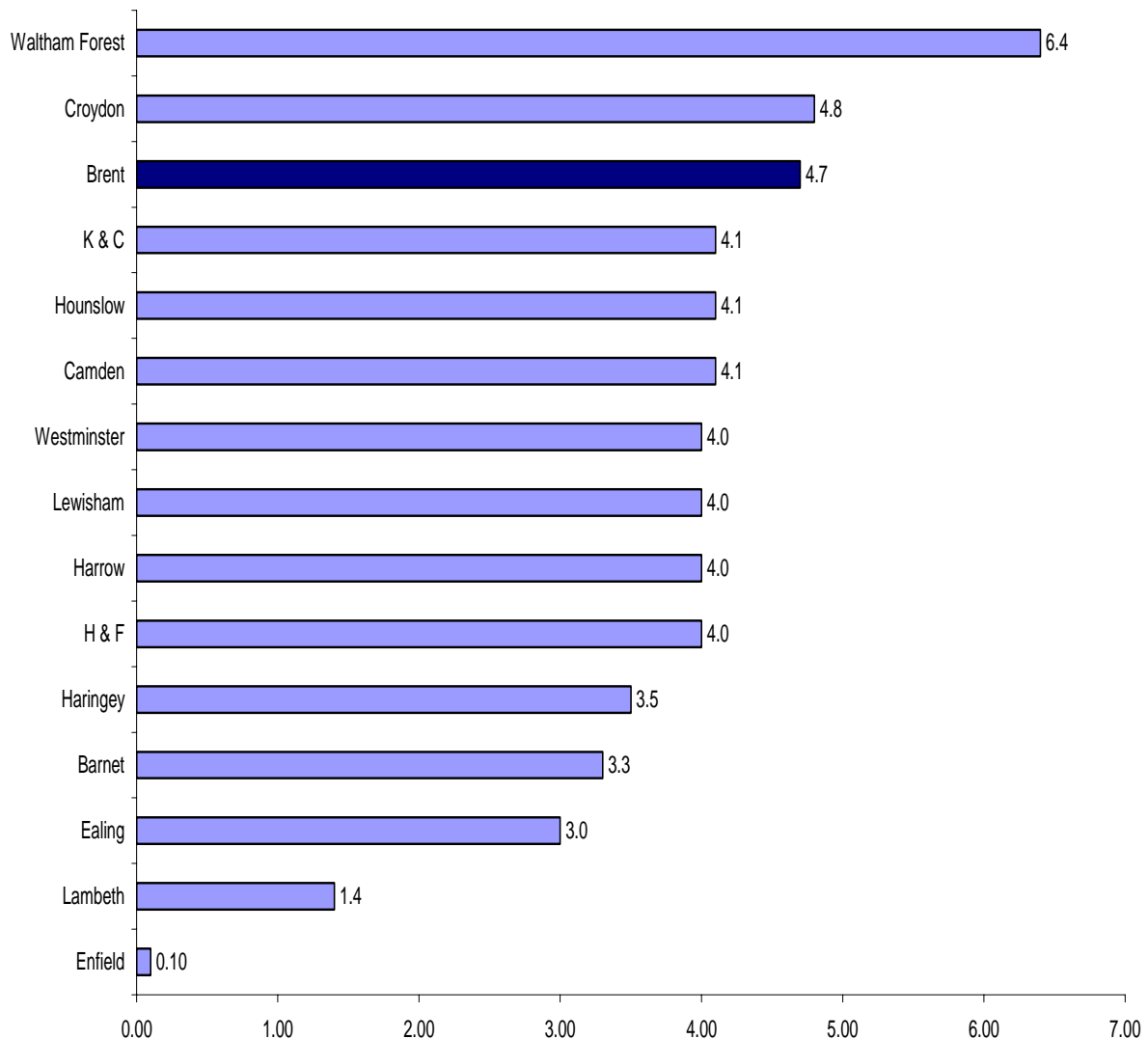
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	68.25%	FAMILY & NEIGHBOURS	9 <sup>th</sup>	CURRENT	61%	IMPROVING
MEDIAN	61.59%			2003/04	60%	
LOWER	55.50%	ALL LONDON	16 <sup>th</sup>	2002/03	60%	
				2001/02	N/A	

<b>BVPI</b>	<b>181D</b>	PERCENTAGE OF 14 YRS OLDS IN SCHOOLS ACHIEVING LEVEL 5 OR ABOVE IN KEY STAGE 3: D) IT	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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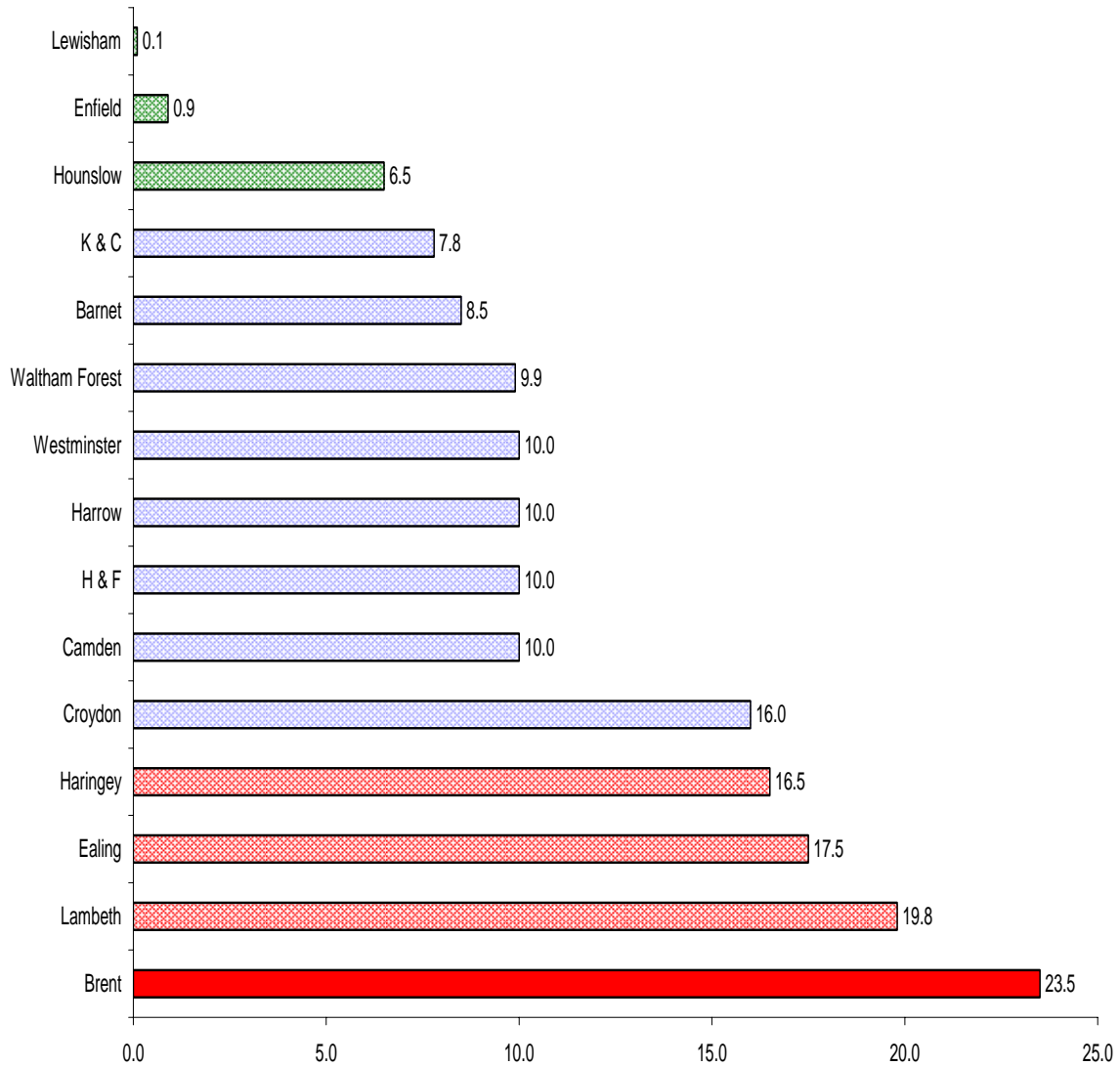
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	68.30%	FAMILY & NEIGHBOURS	11 <sup>th</sup>	CURRENT	55%	NO CHANGE
MEDIAN	58%			2003/04	55%	
LOWER	52%	ALL LONDON	19 <sup>th</sup>	2002/03	Not Reported	
				2001/02	N/A	

<b>BVPI</b>	<b>192A</b>	QUALITY OF TEACHING FOR EARLY YEARS AND CHILDCARE SERVICES: A) AVERAGE DAYS ACCESS TO RELEVANT TRAINING AND DEVELOPMENT PER PRACTITIONER	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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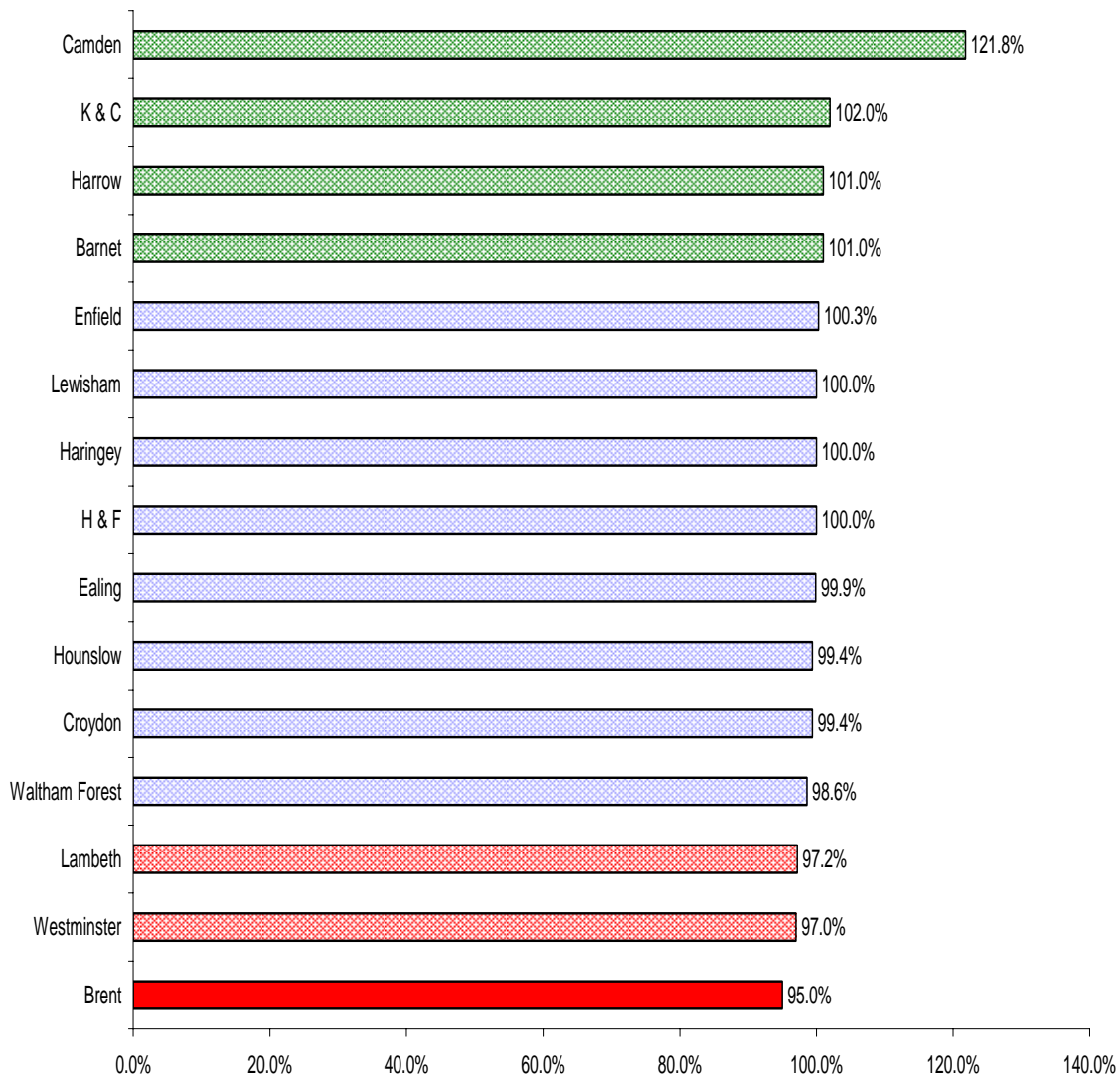
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	N/A	FAMILY & NEIGHBOURS	3 <sup>rd</sup>	CURRENT	4.7	IMPROVING
MEDIAN				2003/04	4.6	
LOWER		ALL LONDON	12 <sup>th</sup>	2002/03	New	
				2001/02	N/A	

<b>BVPI</b>	<b>192B</b>	QUALITY OF TEACHING FOR EARLY YEARS AND CHILDCARE SERVICES: B) AVERAGE NUMBER OF NON-MAINTAINED SETTINGS PER QUALIFIED TEACHER STATUS TEACHERS	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	6.9	FAMILY & NEIGHBOURS	1 <sup>st</sup>	CURRENT	23.5	IMPROVING
MEDIAN	10			2003/04	20	
LOWER	16	ALL LONDON	2 <sup>nd</sup>	2002/03	New	
				2001/02	N/A	

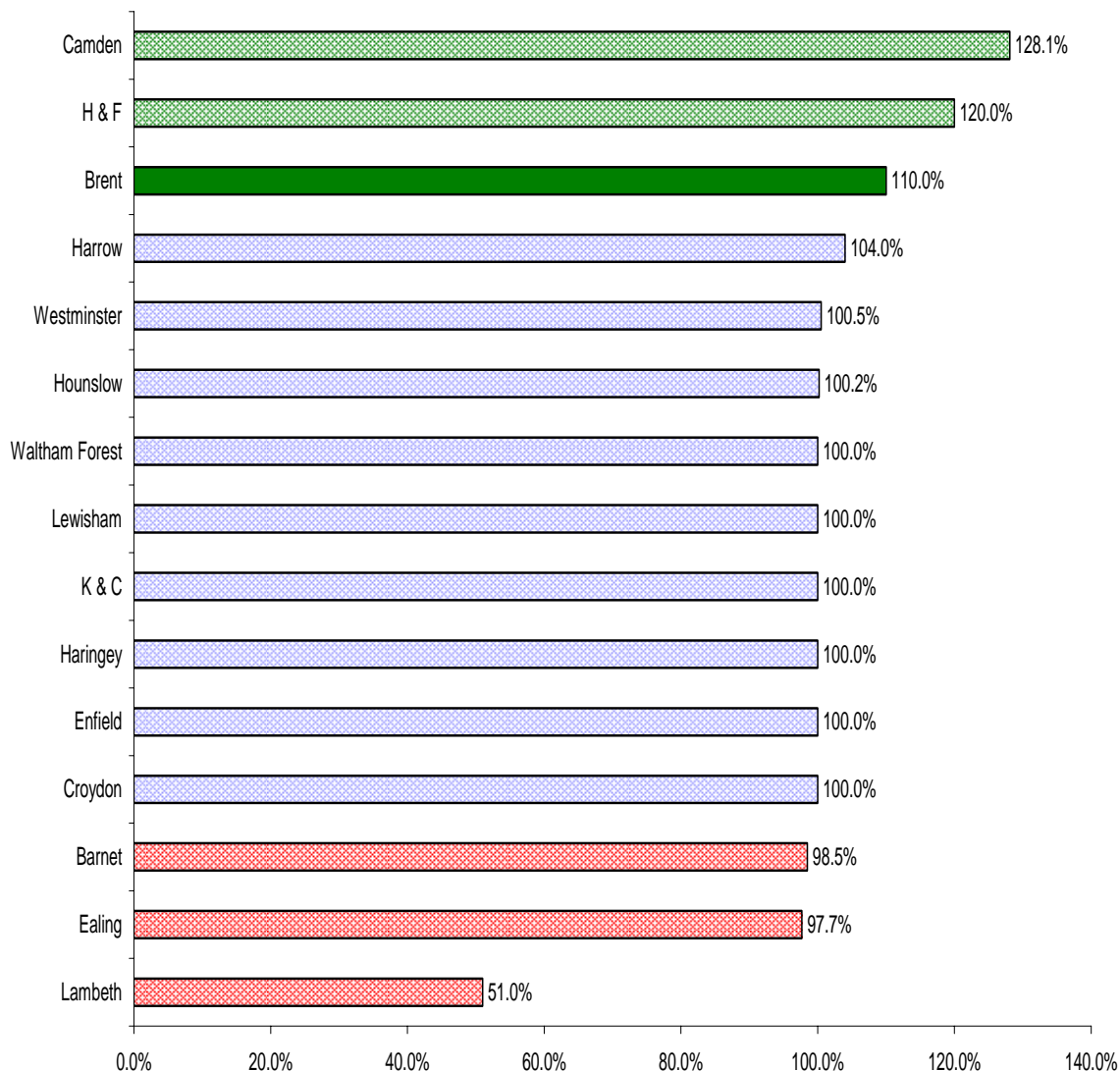
<b>BVPI</b>	<b>193A</b>	<b>HOW COUNCIL BUDGET COMPARES WITH SCHOOLS FUNDING ASSESSMENT: A) SCHOOLS BUDGET AS A PERCENTAGE OF THE SCHOOLS FUNDING ASSESSMENT</b>	<b>ODPM GOOD PERFORMANCE IS CONSIDERED HIGH</b>
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EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	101%	FAMILY & NEIGHBOURS	15 <sup>th</sup>	CURRENT	95.0%	IMPROVING
MEDIAN	100%			2003/04	94%	
LOWER	98.3%	ALL LONDON	32 <sup>nd</sup>	2002/03	New	
				2001/02	N/A	

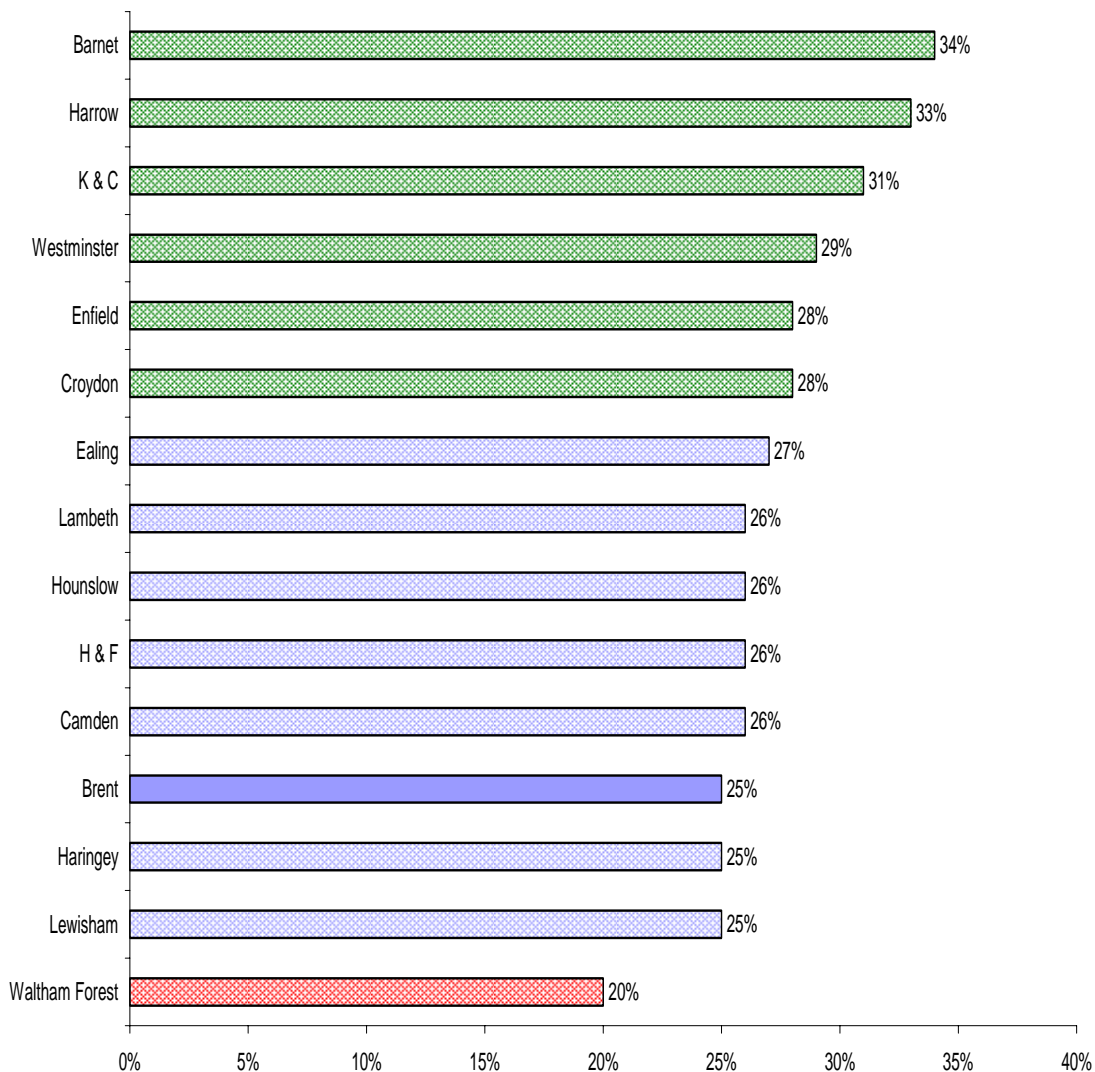


BVPI	<b>193B</b>	HOW COUNCIL BUDGET COMPARES WITH SCHOOLS FUNDING ASSESSMENT: B) INCREASE IN SCHOOLS BUDGET ON THE PREVIOUS YEARS AS A PERCENTAGE OF THE INCREASE IN SCHOOLS FUNDING ASSESSMENT ON THE PREVIOUS YEAR	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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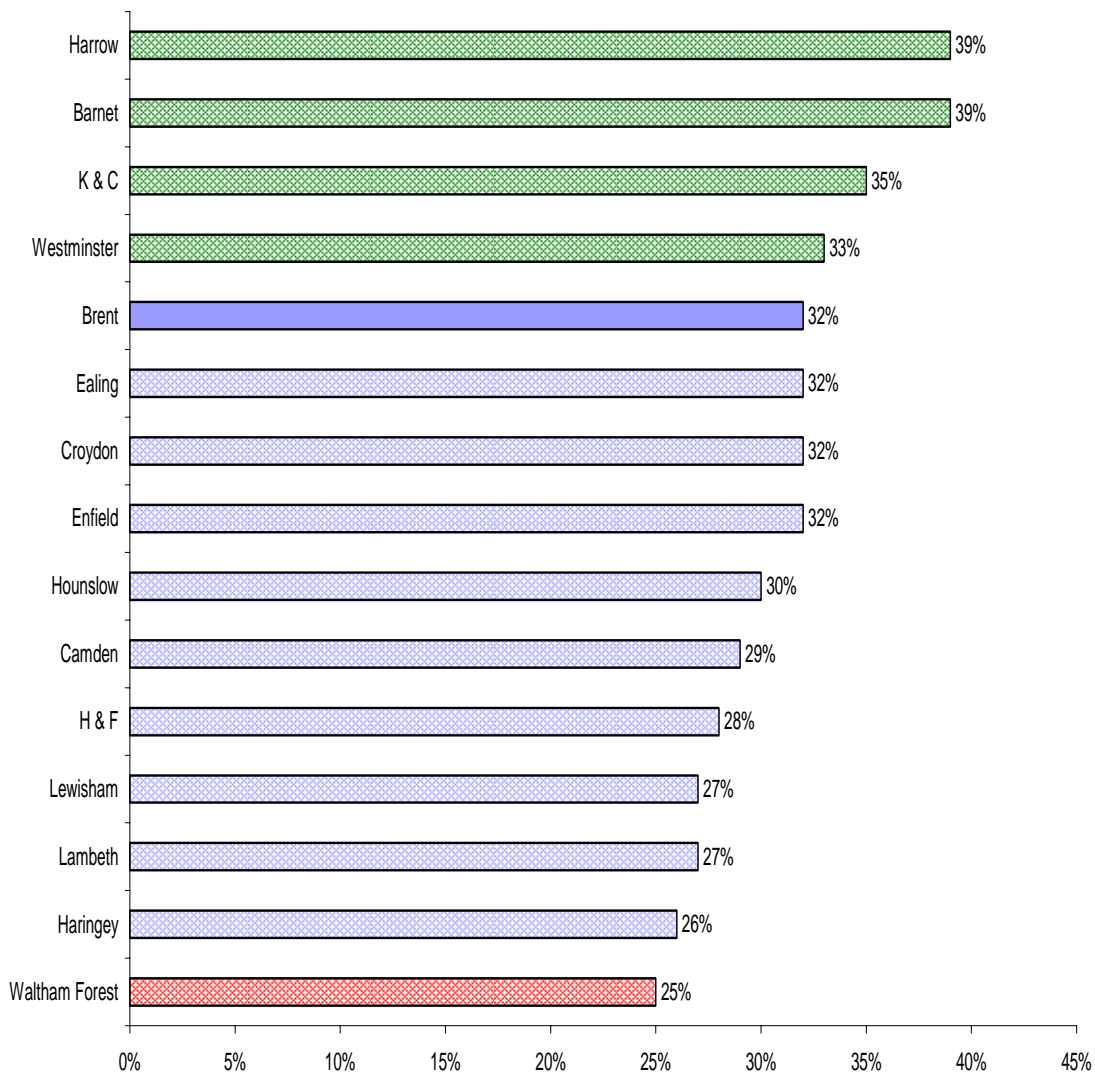
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	110%	FAMILY & NEIGHBOURS	3 <sup>rd</sup>	CURRENT	110%	NOT IMPROVING
MEDIAN	100.2%			2003/04	113%	
LOWER	100%	ALL LONDON	9 <sup>th</sup>	2002/03	New	
				2001/02	N/A	

<b>BVPI</b>	<b>194A</b>	PERCENTAGE OF 11 YR OLD PUPILS ACHIEVING LEVEL 5 OR ABOVE IN KEY STAGE 2: A) ENGLISH	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	28%	FAMILY & NEIGHBOURS	12 <sup>th</sup>	CURRENT	25.00%	NOT IMPROVING
MEDIAN	26%			2003/04	29.00%	
LOWER	24%	ALL LONDON	19 <sup>th</sup>	2002/03	New	
				2001/02	N/A	

BVPI	<b>194B</b>	PERCENTAGE OF 11 YR OLD PUPILS ACHIEVING LEVEL 5 OR ABOVE IN KEY STAGE 2: B) MATHS	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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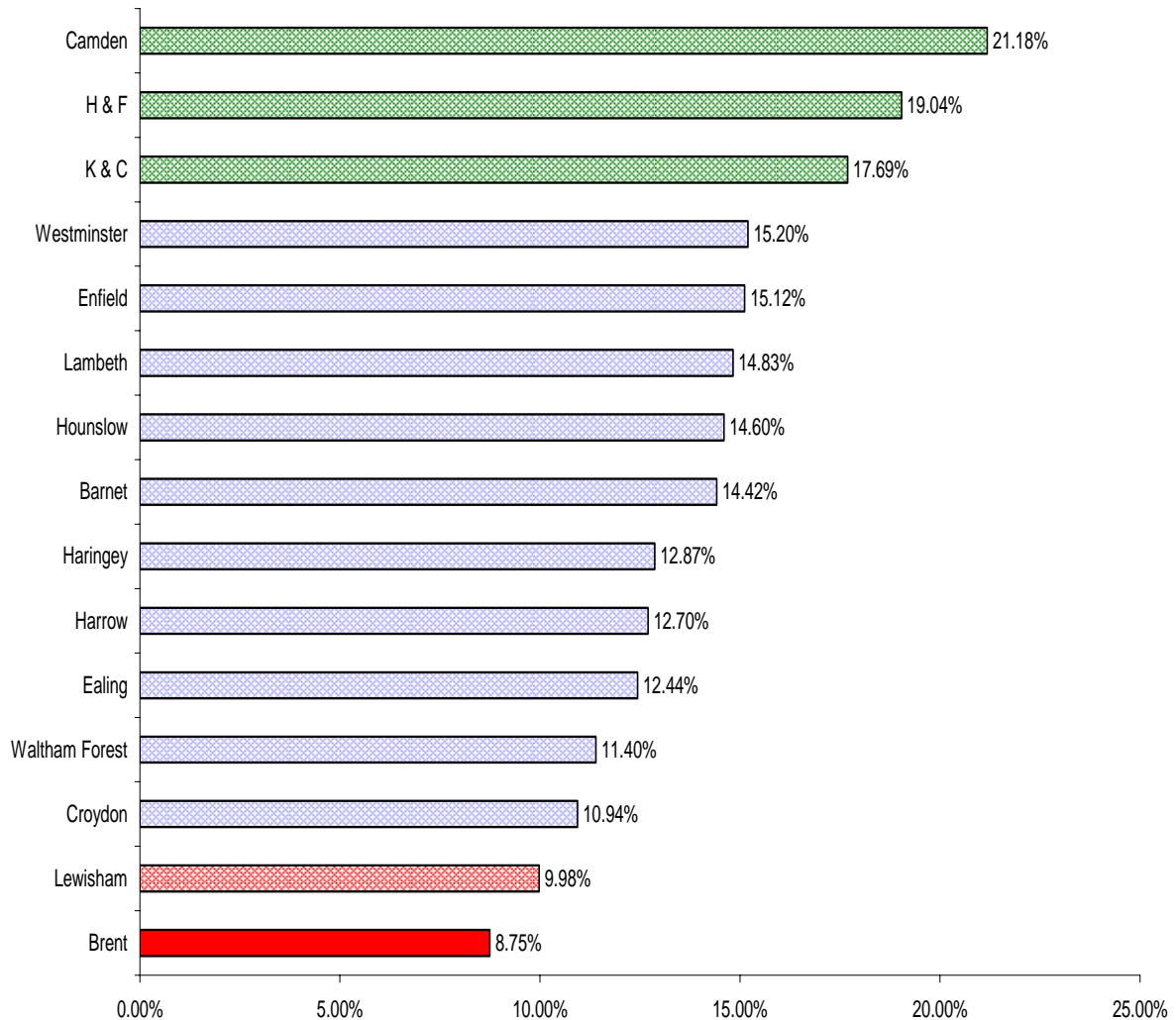
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	33%	FAMILY & NEIGHBOURS	5 <sup>th</sup>	CURRENT	32.00%	IMPROVING
MEDIAN	30%			2003/04	27.00%	
LOWER	26%	ALL LONDON	11 <sup>th</sup>	2002/03	New	
				2001/02	N/A	



# ENVIRONMENT & CULTURE

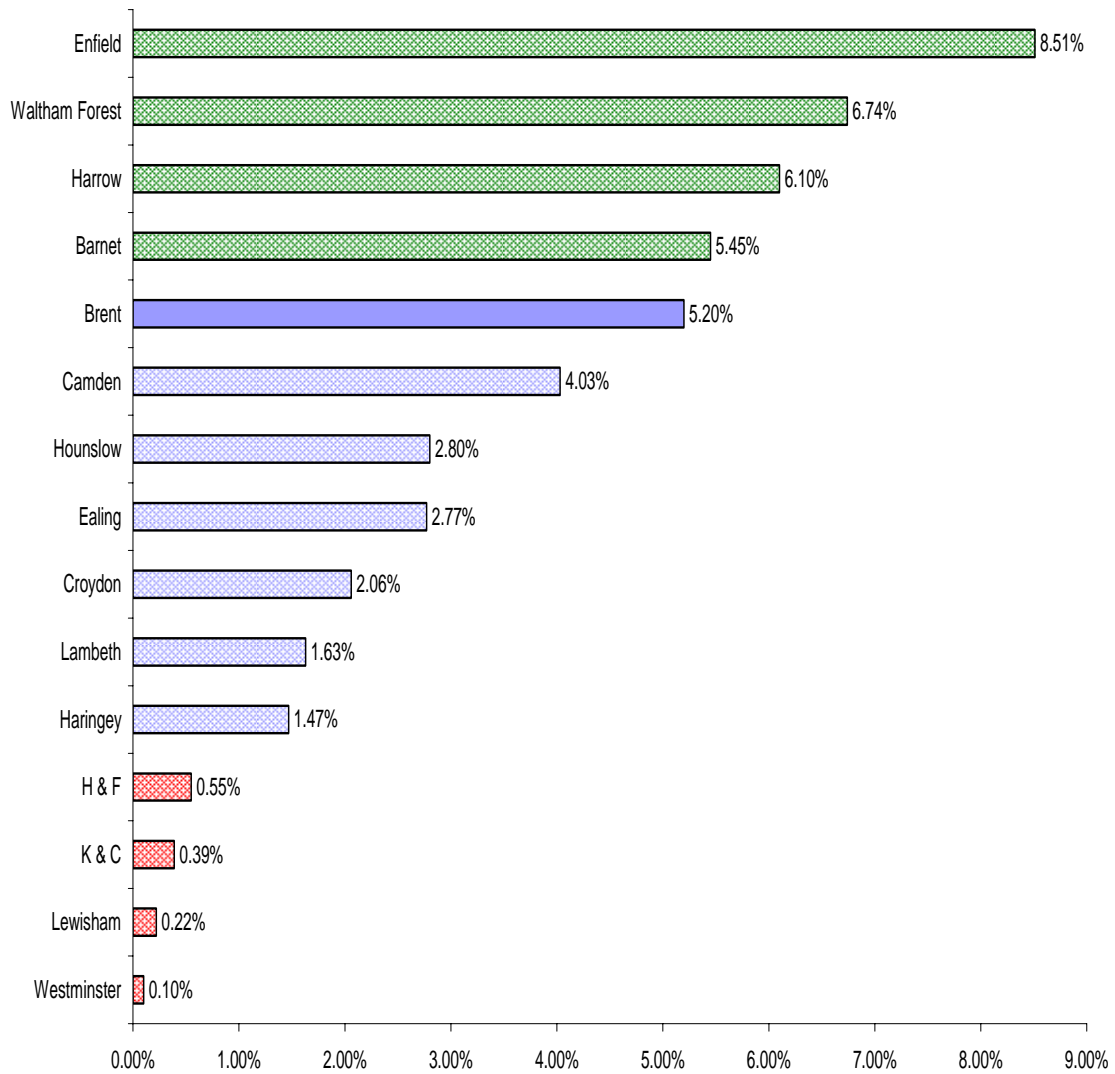


BVPI	<b>82A</b>	TOTAL TONNAGE OF HOUSEHOLD LOCAL WASTE ARISING – PERCENTAGE RECYCLED	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	16.97%	FAMILY & NEIGHBOURS	14	CURRENT	8.75%	NOT IMPROVING
MEDIAN	14.30%			2003/04	8.20%	
LOWER	10.33%	ALL LONDON	30 <sup>th</sup>	2002/03	6.64%	
				2001/02	6.15%	

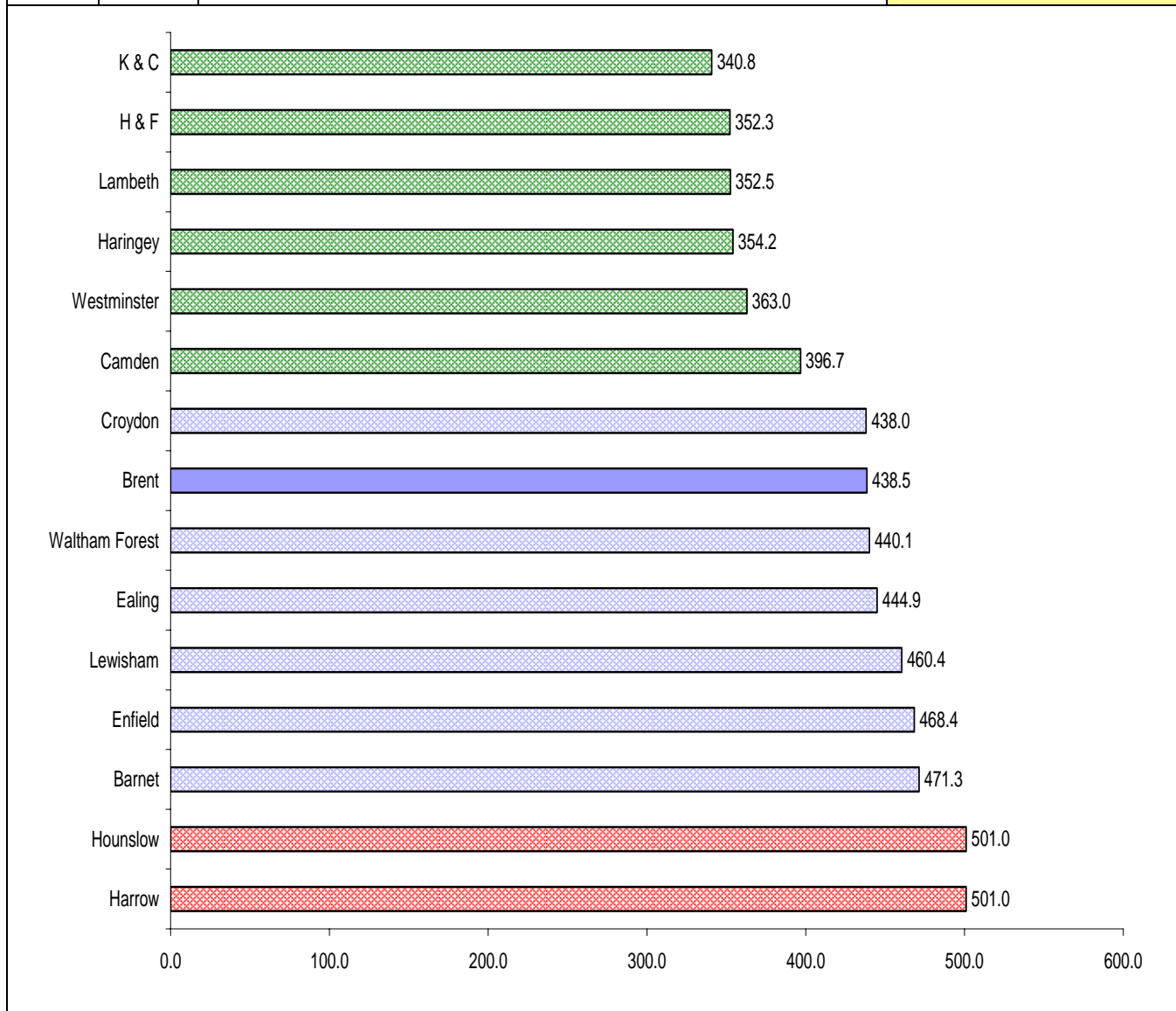
<b>BVPI</b>	<b>82B</b>	<b>TOTAL TONNAGE OF HOUSEHOLD LOCAL WASTE ARISING PERCENTAGE COMPOSTED</b>	<b>ODPM GOOD PERFORMANCE IS CONSIDERED HIGH</b>
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EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	5.45%	FAMILY & NEIGHBOURS	5 <sup>th</sup>	CURRENT	5.20%	IMPROVING
MEDIAN	2.80%			2003/04	0.90%	
LOWER	0.71%	ALL LONDON	10 <sup>th</sup>	2002/03	New	
				2001/02	N/A	

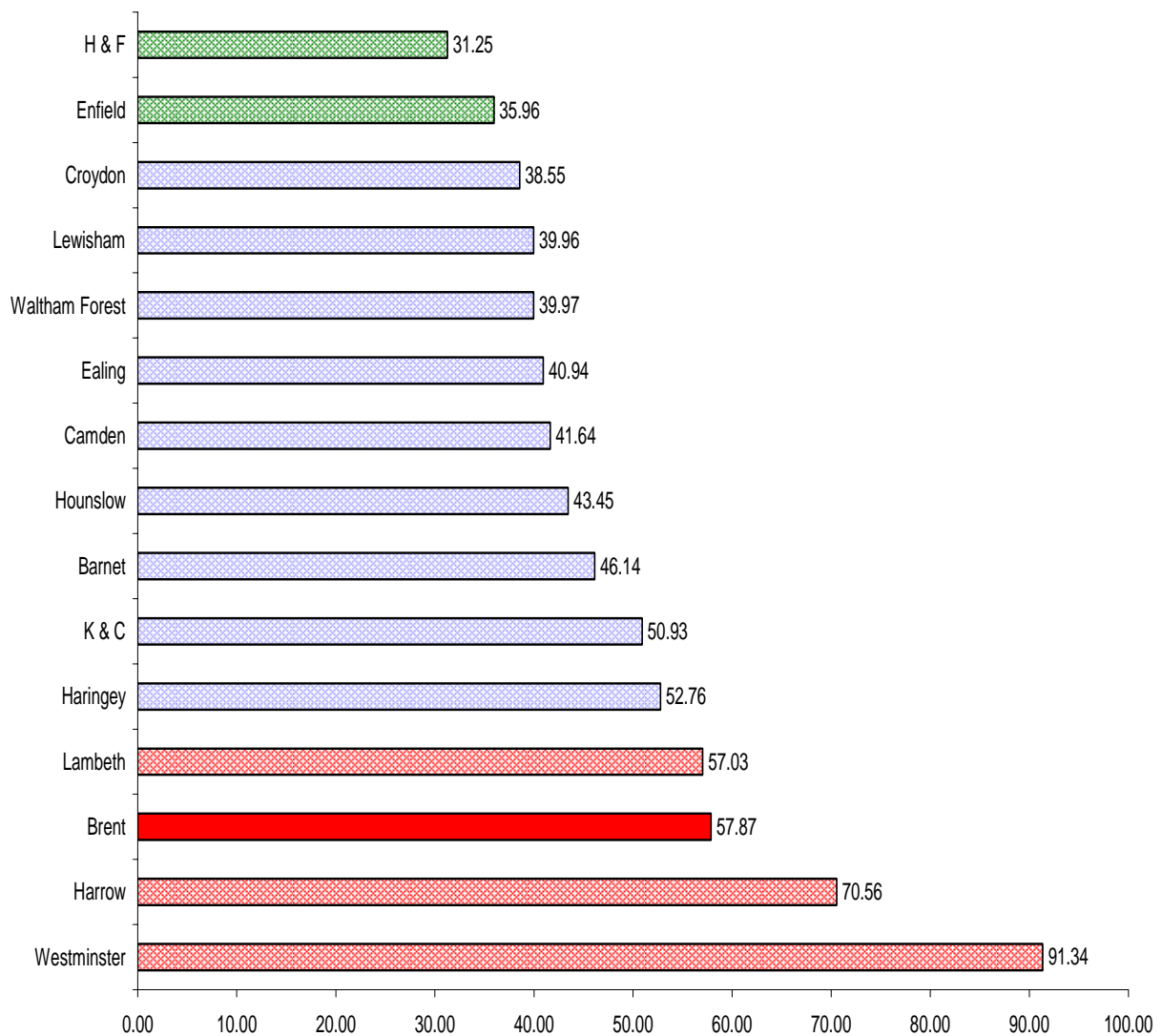


BVPI	<b>84</b>	KILOGRAMS OF HOUSEHOLD WASTE COLLECTED PER PERSON	ODPM GOOD PERFORMANCE IS CONSIDERED LOW
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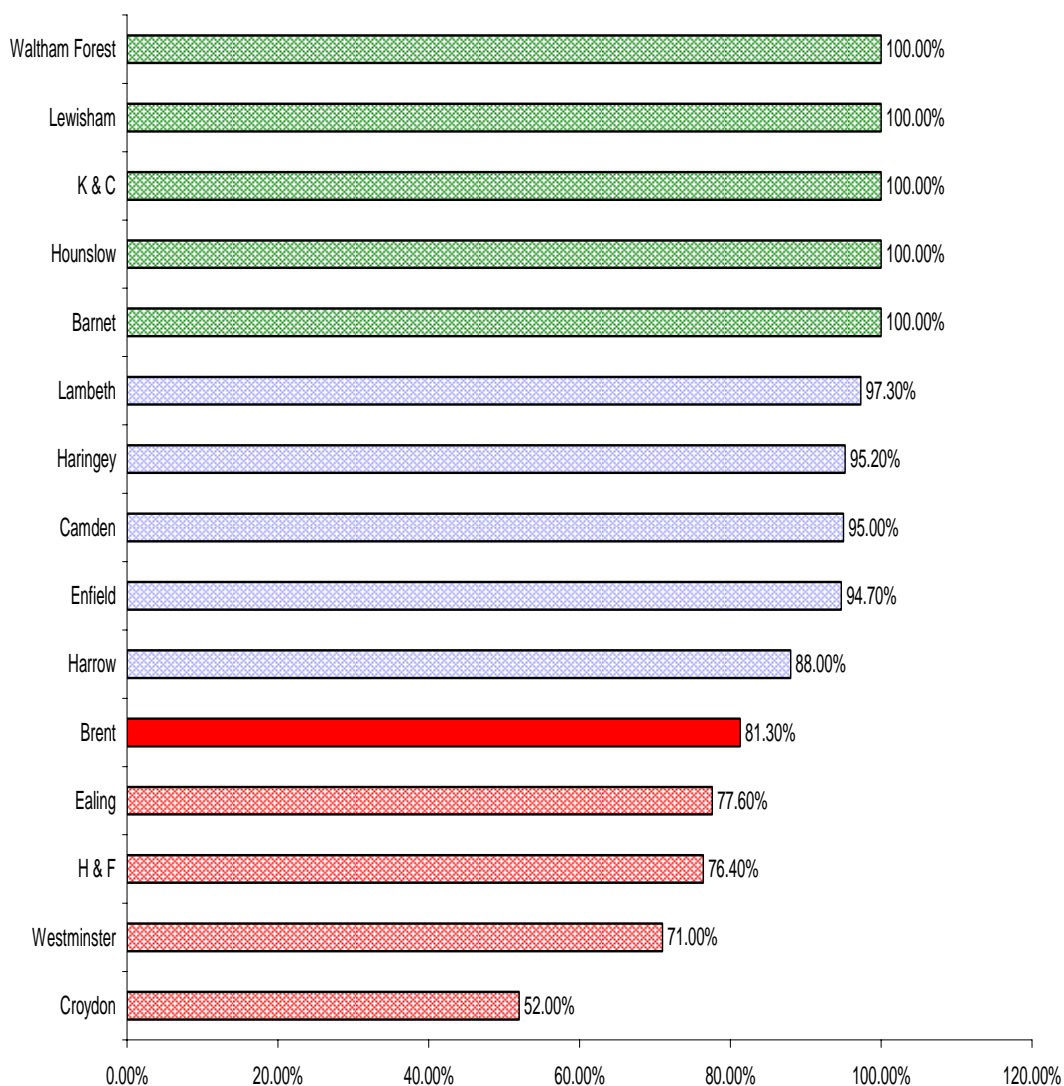
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	396.2	FAMILY & NEIGHBOURS	8 <sup>th</sup>	CURRENT	438.5	NOT IMPROVING
MEDIAN	440.1			2003/04	424	
LOWER	489.0	ALL LONDON	15 <sup>th</sup>	2002/03	454	
				2001/02	453	

BVPI	<b>86</b>	COST OF WASTE COLLECTION PER HOUSEHOLD	ODPM GOOD PERFORMANCE IS CONSIDERED LOW
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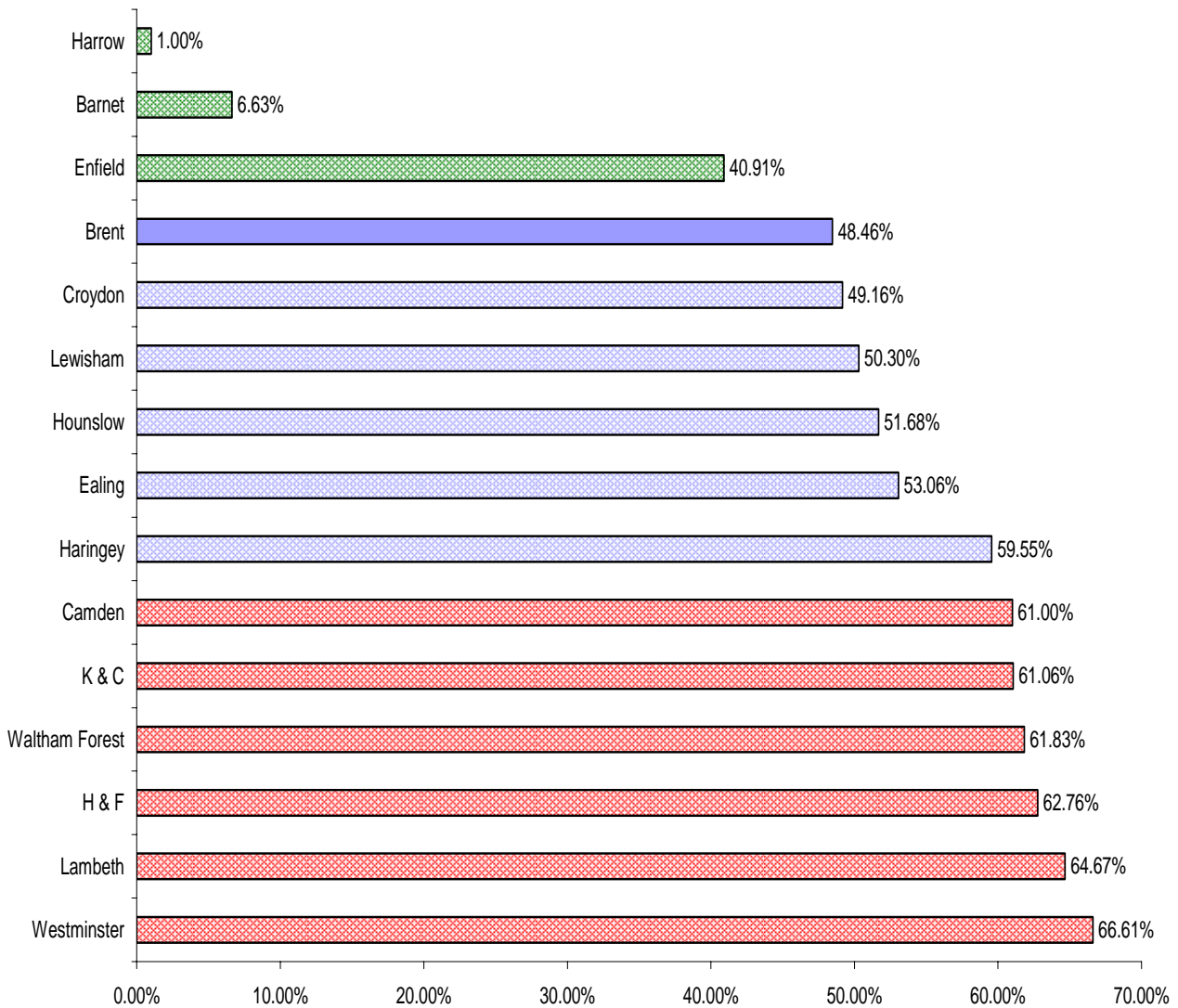
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	£38.60	FAMILY & NEIGHBOURS	13 <sup>th</sup>	CURRENT	£57.87	IMPROVING
MEDIAN	£45.10			2003/04	£61.69	
LOWER	£52.80	ALL LONDON	28 <sup>th</sup>	2002/03	£54.61	
				2001/02	£51.68	

BVPI	<b>91</b>	PERCENTAGE OF POPULATION SERVED BY A KERBSIDE COLLECTION OF RECYCLABLES	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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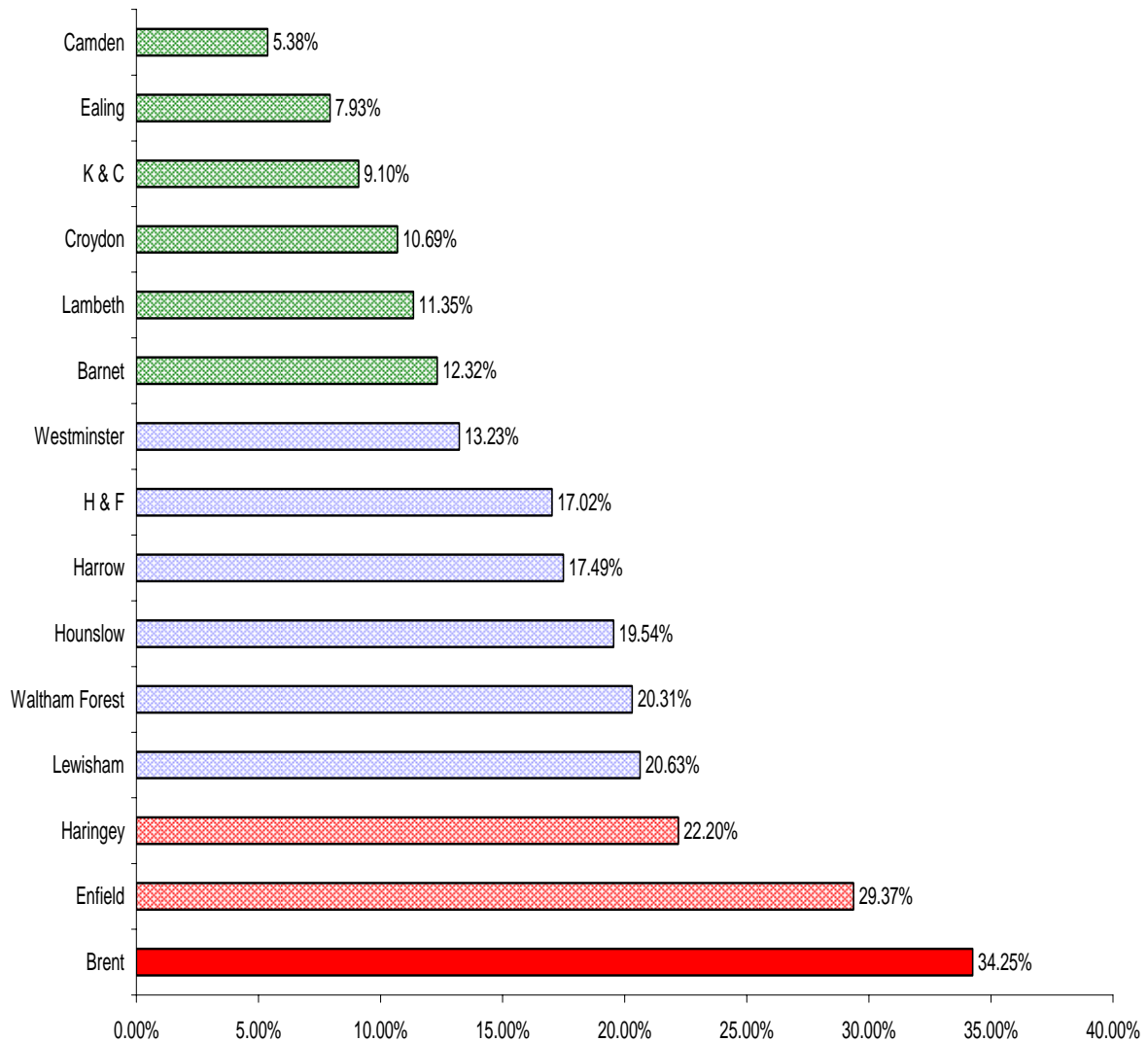
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	100%	FAMILY & NEIGHBOURS	11 <sup>th</sup>	CURRENT	81.30%	IMPROVING
MEDIAN	92.7%			2003/04	75.84%	
LOWER	87.1%	ALL LONDON	25 <sup>th</sup>	2002/03	72.84%	
				2001/02	100%	

BVPI	<b>96</b>	PERCENTAGE OF PRINCIPAL ROADS IN A POOR CONDITION	ODPM GOOD PERFORMANCE IS CONSIDERED LOW
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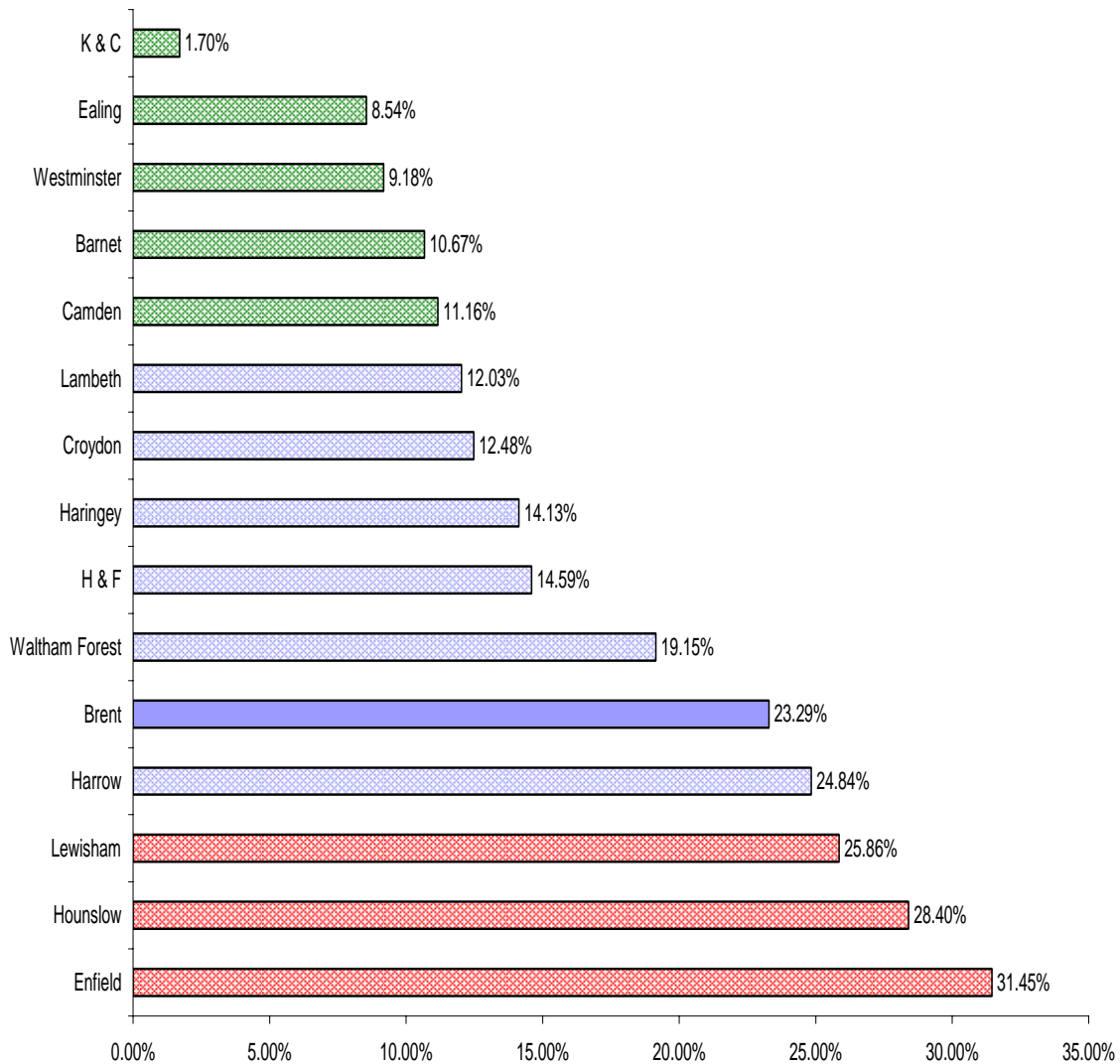
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	47.43%	FAMILY & NEIGHBOURS	4 <sup>th</sup>	CURRENT	48.46%	NOT IMPROVING
MEDIAN	53.06%			2003/04	8.96%	
LOWER	61.03%	ALL LONDON	7 <sup>th</sup>	2002/03	9.23%	
				2001/02	7.56%	

<b>BVPI</b>	<b>97A</b>	PERCENTAGE OF NON PRINCIPAL ROADS IN A POOR CONDITION: A) CLASSIFIED ROADS	ODPM GOOD PERFORMANCE IS CONSIDERED LOW
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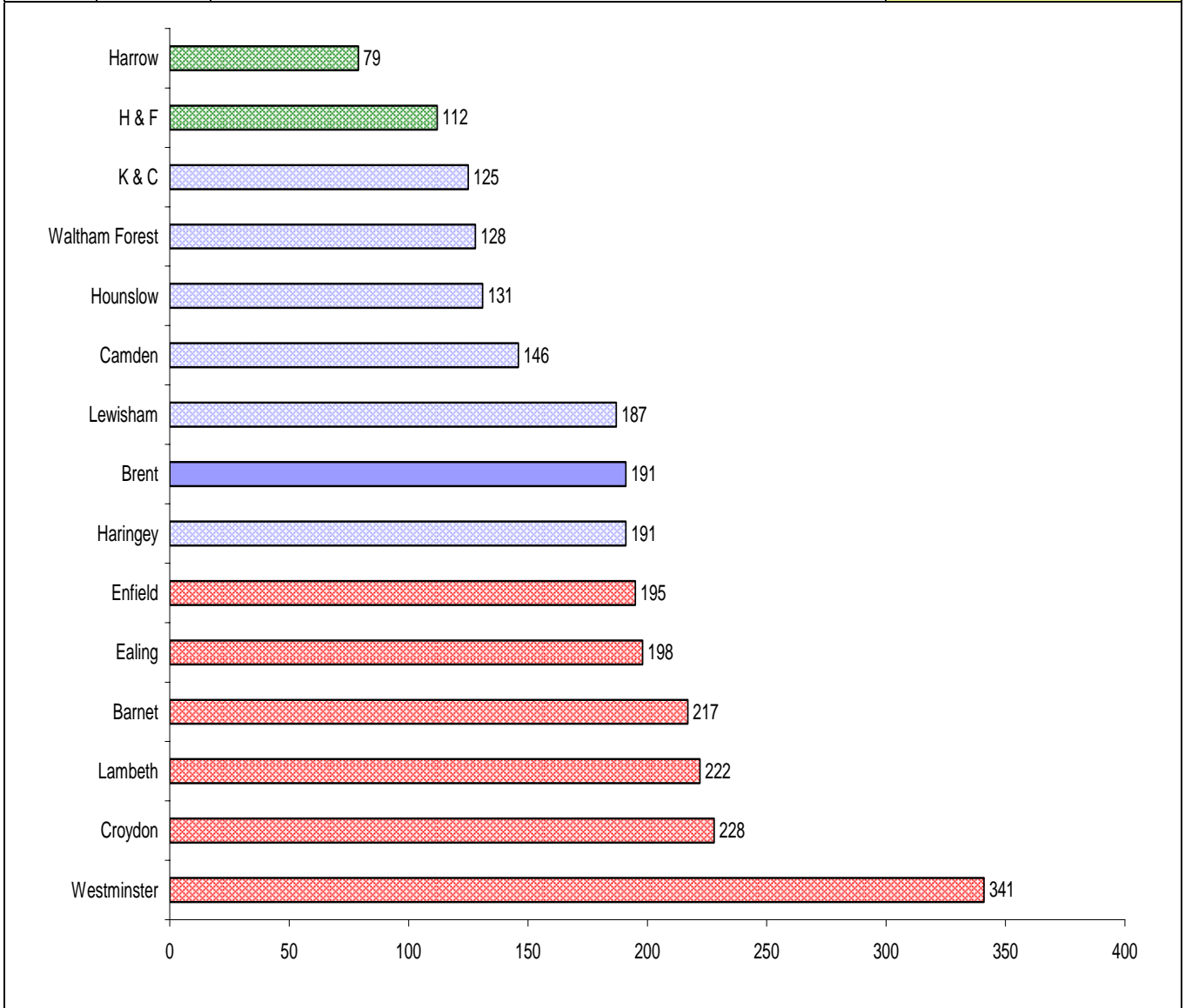
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	13%	FAMILY & NEIGHBOURS	15 <sup>th</sup>	CURRENT	34.25%	IMPROVING
MEDIAN	17.44%			2003/04	36.46%	
LOWER	22.03%	ALL LONDON	32 <sup>nd</sup>	2002/03	35.42%	
				2001/02	23.03%	

BVPI	<b>97B</b>	PERCENTAGE OF NON PRINCIPAL ROADS IN A POOR CONDITION: B) UNCLASSIFIED ROADS	ODPM GOOD PERFORMANCE IS CONSIDERED LOW
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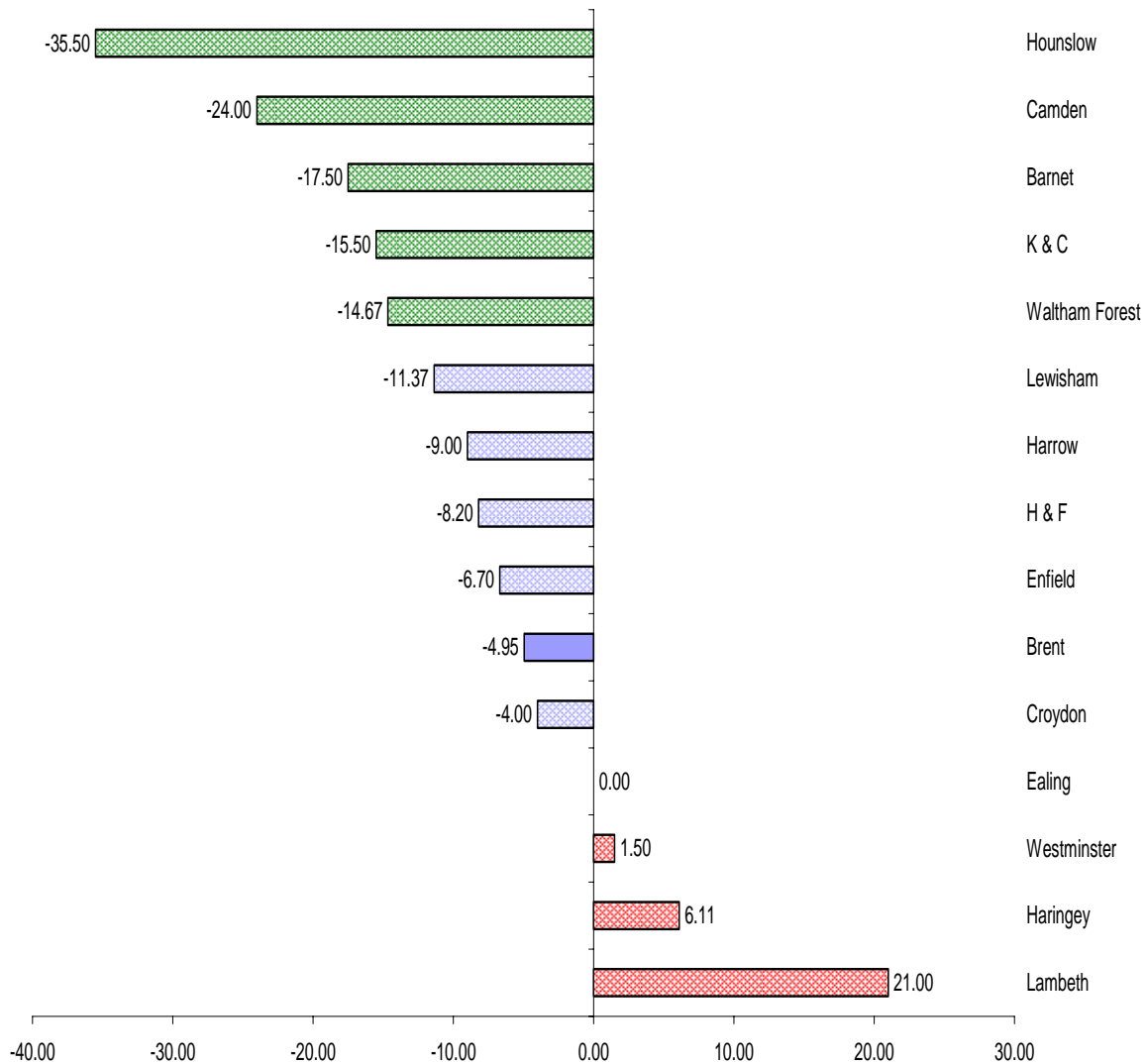
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	11.95%	FAMILY & NEIGHBOURS	11 <sup>th</sup>	CURRENT	23.29%	IMPROVING
MEDIAN	14.86%			2003/04	34.46%	
LOWER	25%	ALL LONDON	23 <sup>rd</sup>	2002/03	32.96%	
				2001/02	19.03%	

<b>BVPI</b>	<b>99Ai</b>	ROAD ACCIDENT CASUALTIES: KSI ALL PEOPLE: 99Ai) NUMBER OF PEOPLE KILLED OR SERIOUSLY INJURED (KSI) IN ROAD TRAFFIC COLLISIONS	ODPM GOOD PERFORMANCE IS CONSIDERED LOW
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EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	123	FAMILY & NEIGHBOURS	8 <sup>th</sup>	CURRENT	191	NOT IMPROVING
MEDIAN	150			2003/04	66.82	
LOWER	191	ALL LONDON	24 <sup>th</sup>	2002/03	73.02	
				2001/02	83.90	

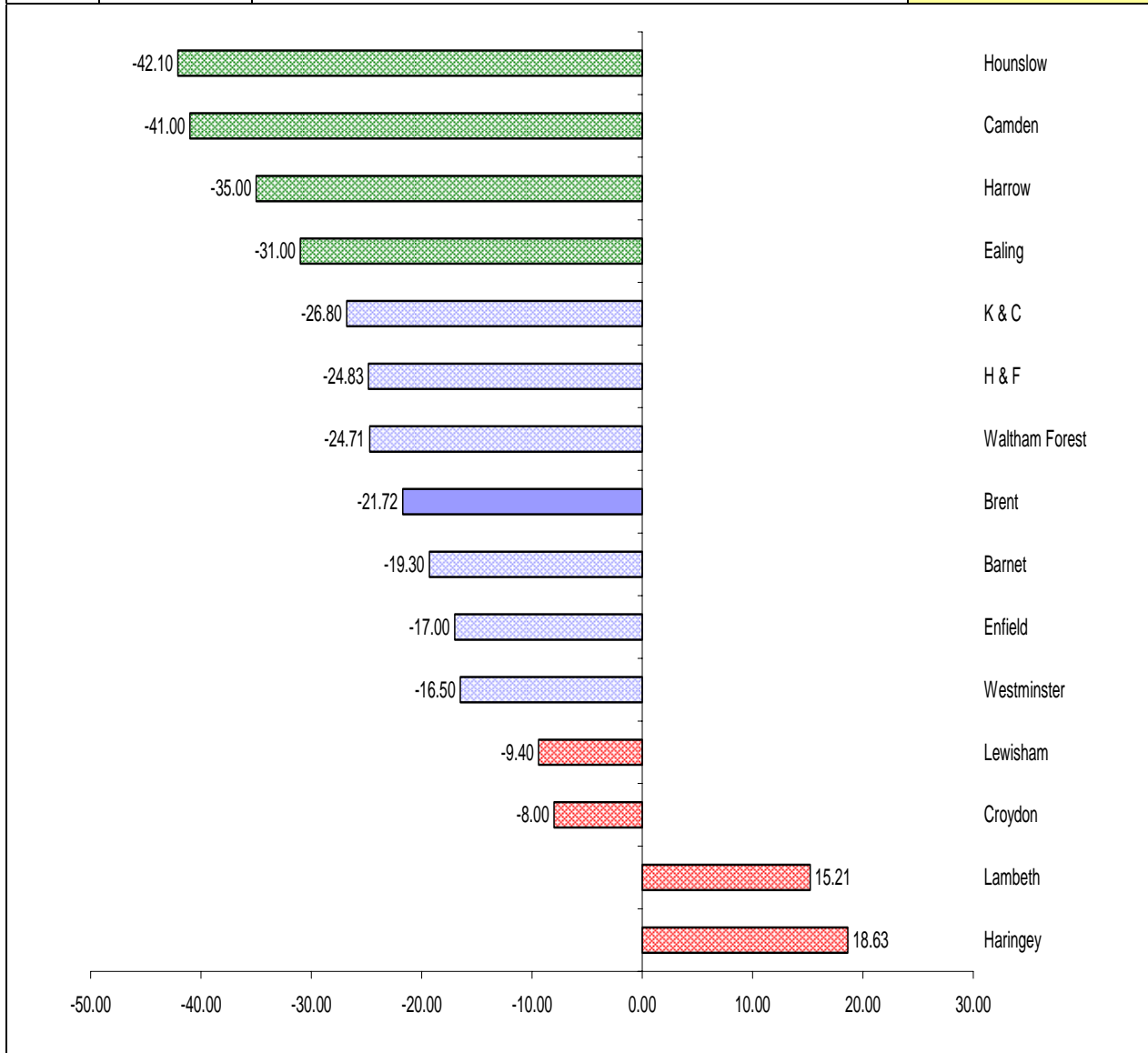
<b>BVPI</b>	<b>99AII</b>	<b>ROAD ACCIDENT CASUALTIES: KSI CHILDREN: AII) NUMBER OF CHILDREN KILLED OR SERIOUSLY INJURED (KSI) IN ROAD TRAFFIC COLLISIONS</b>	<b>ODPM GOOD PERFORMANCE IS CONSIDERED LOW</b>
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EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	-	FAMILY & NEIGHBOURS	10 <sup>th</sup>	CURRENT	-4.95	N/A
MEDIAN	14.17			2003/04	AMENDED	
LOWER	-7.43	ALL LONDON	19 <sup>th</sup>	2002/03	N/A	
				2001/02	N/A	
	-0.62					

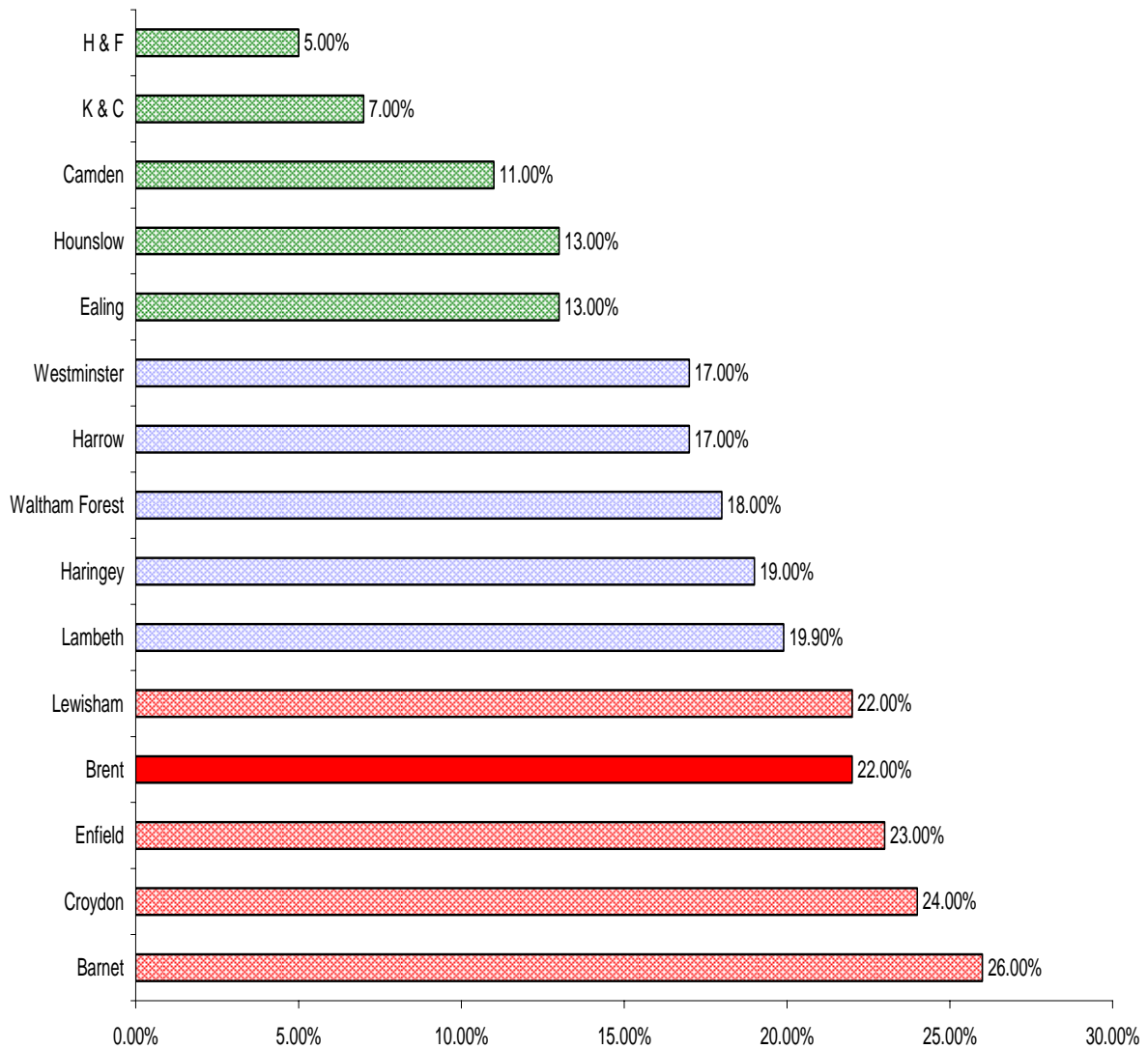


BVPI	<b>99AIII</b>	ROAD ACCIDENT CASUALTIES: SLIGHT INJURIES: AIII) NUMBER OF PEOPLE SLIGHTLY INJURED IN ROAD TRAFFIC COLLISIONS	ODPM GOOD PERFORMANCE IS CONSIDERED LOW
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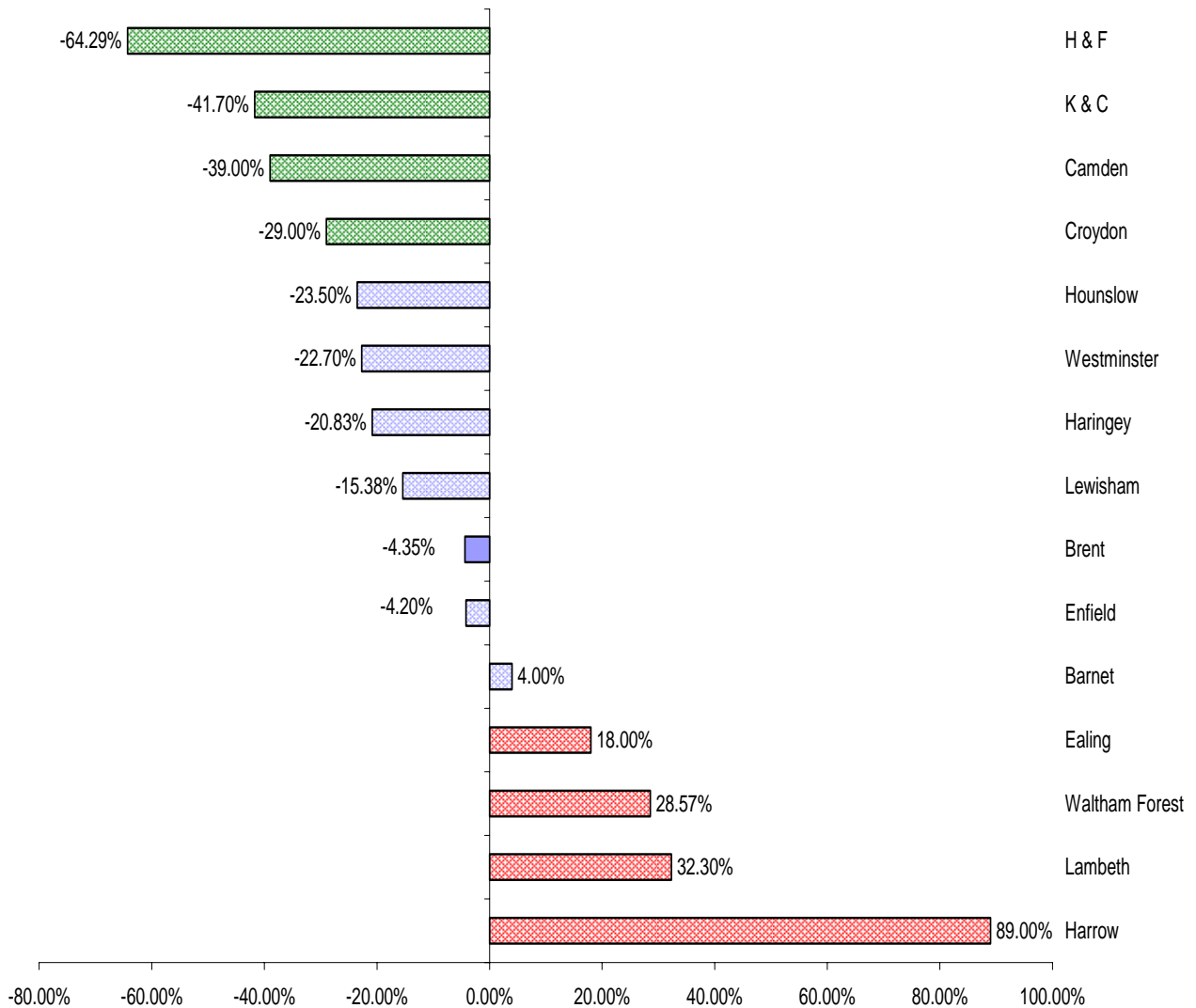
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	-30.39	FAMILY & NEIGHBOURS	8 <sup>th</sup>	CURRENT	-21.72	N/A
MEDIAN	-23.22			2003/04	AMENDED	
LOWER	-12.66	ALL LONDON	17 <sup>th</sup>	2002/03	N/A	
				2001/02	N/A	

<b>BVPI</b>	<b>99BI</b>	<b>ROAD ACCIDENT CASUALTIES: KSI CHILDREN: PERCENTAGE CHANGE IN KSIS OVER PREVIOUS YEAR</b>	<b>ODPM GOOD PERFORMANCE IS CONSIDERED LOW</b>
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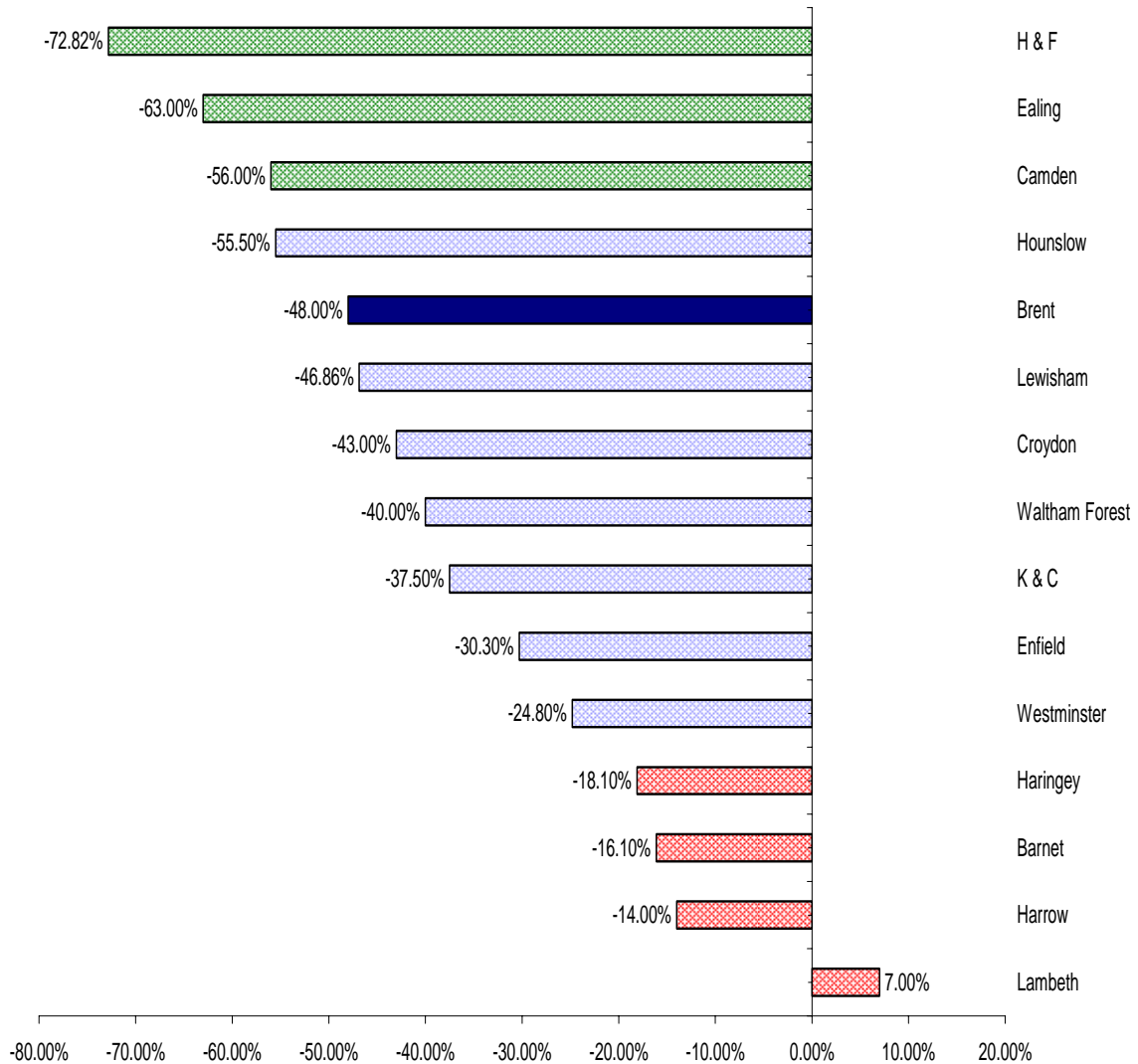
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	13%	FAMILY & NEIGHBOURS	12 <sup>th</sup>	CURRENT	22.00%	N/A
MEDIAN	17%			2003/04	AMENDED	
LOWER	20%	ALL LONDON	26 <sup>th</sup>	2002/03	N/A	
				2001/02	N/A	

BVPI	99BII	ROAD ACCIDENT CASUALTIES: KSI CHILDREN: BII) PERCENTAGE IN CHANGE IN CHILD KSIS	ODPM GOOD PERFORMANCE IS CONSIDERED LOW
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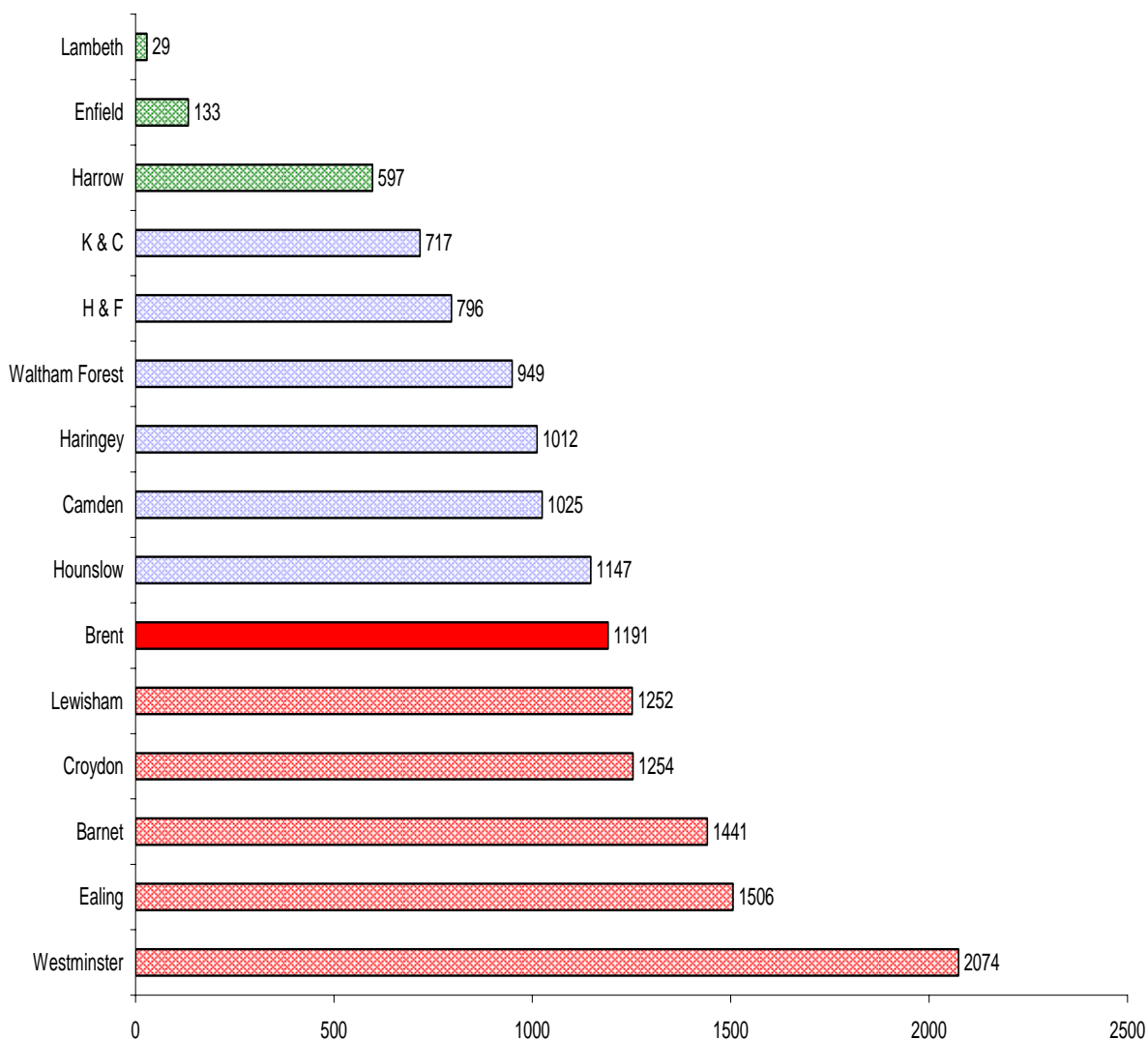
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	-24.88	FAMILY & NEIGHBOURS	9 <sup>th</sup>	CURRENT	-4.35%	N/A
MEDIAN	-10.69			2003/04	AMENDED	
LOWER	7.00	ALL LONDON	26 <sup>th</sup>	2002/03	N/A	
				2001/02	N/A	

BVPI	<b>99BIII</b>	ROAD ACCIDENT CASUALTIES: SLIGHT INJURIES: BIII) PERCENTAGE CHANGE IN PEOPLE SLIGHTLY INJURED IN ROAD TRAFFIC COLLISIONS OVER PREVIOUS YEAR	ODPM GOOD PERFORMANCE IS CONSIDERED LOW
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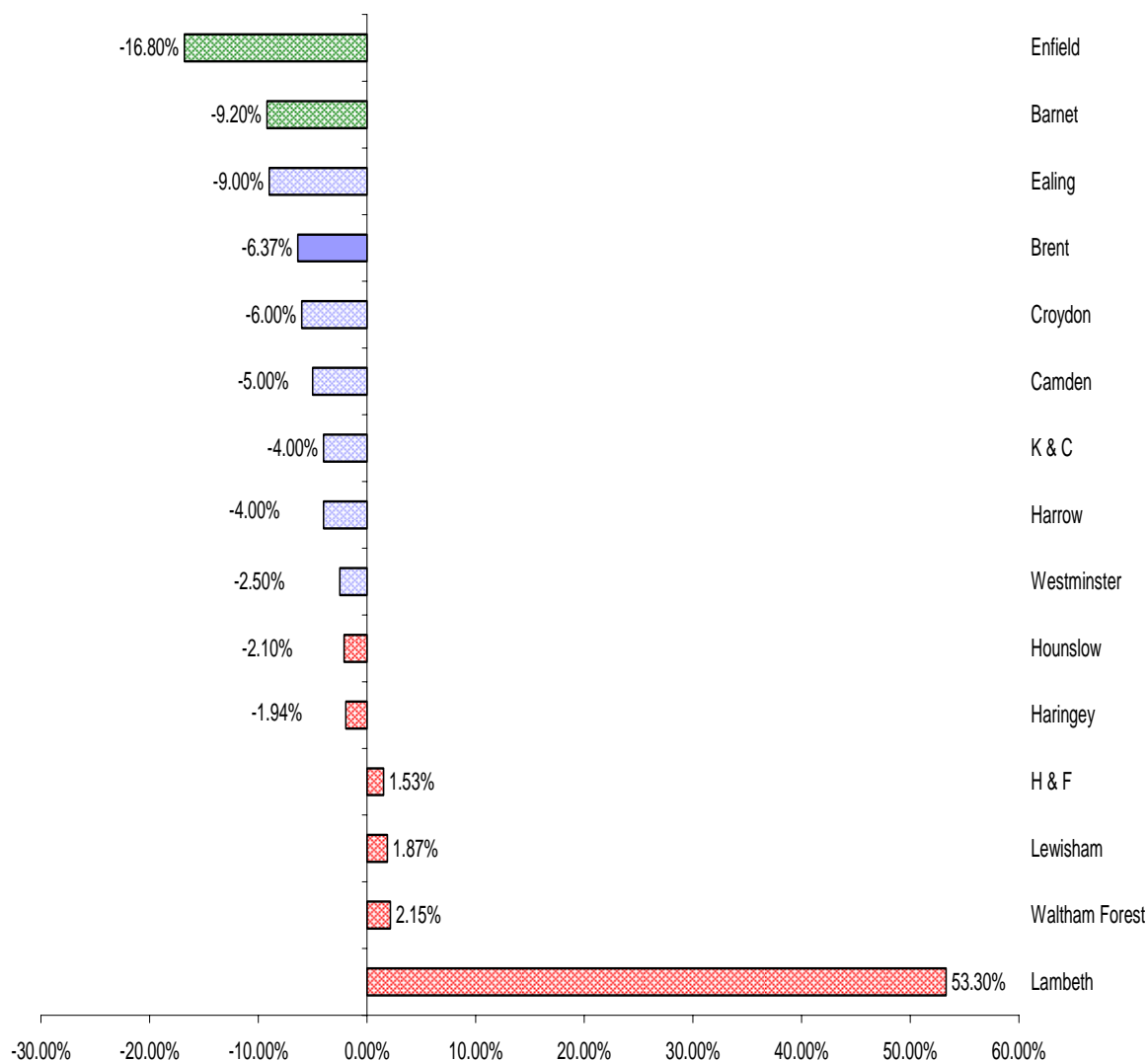
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	-55.63	FAMILY & NEIGHBOURS	5 <sup>th</sup>	CURRENT	-48.00%	N/A
MEDIAN	-43.41			2003/04	AMENDED	
LOWER	-20.28	ALL LONDON	11 <sup>th</sup>	2002/03	N/A	
				2001/02	N/A	

BVPI	99ci	ROAD ACCIDENT CASUALTIES: KSI ALL PEOPLE: SLIGHT INJURY	ODPM GOOD PERFORMANCE IS CONSIDERED LOW
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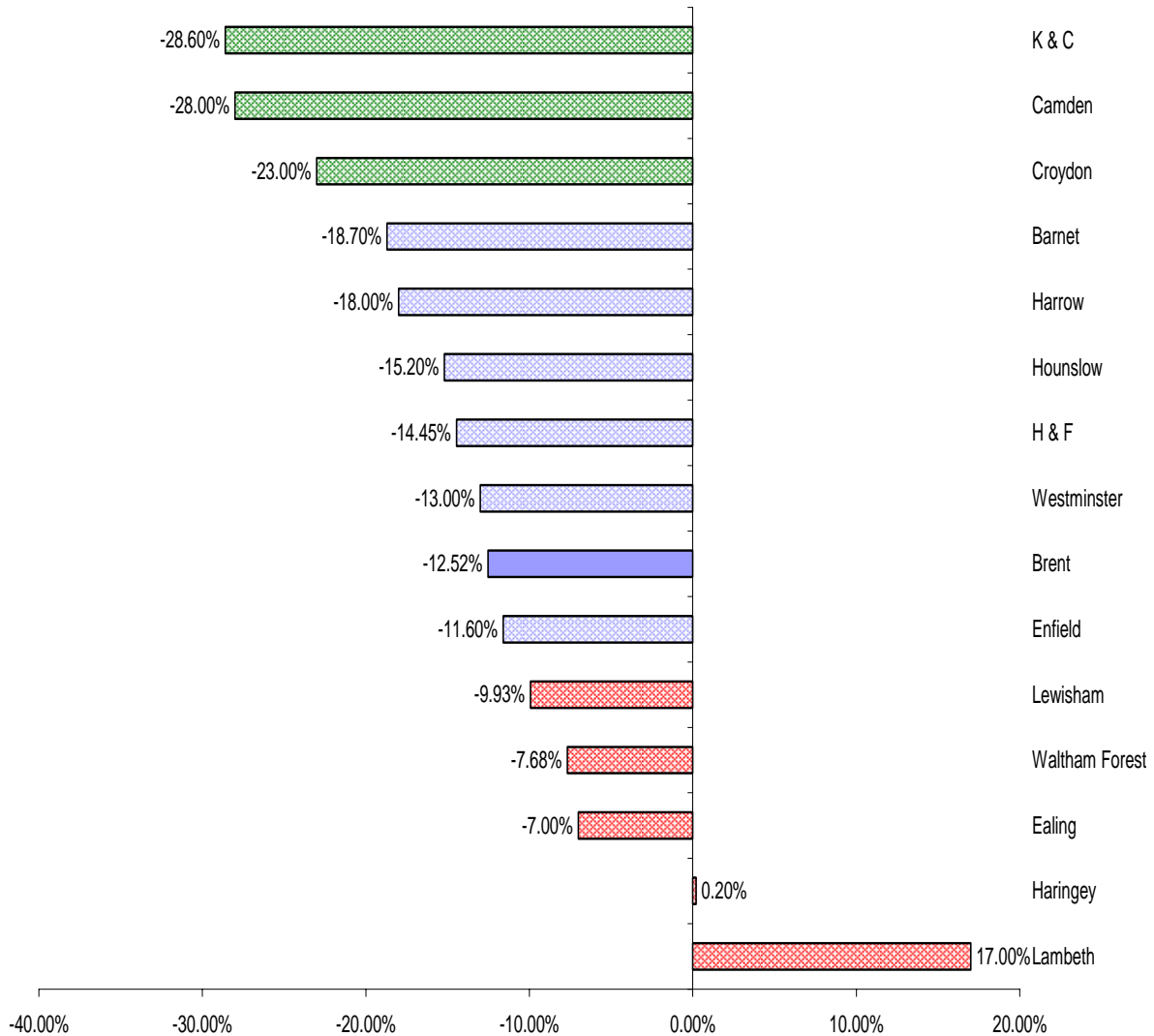
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	701	FAMILY & NEIGHBOURS	10 <sup>th</sup>	CURRENT	1191	NOT IMPROVING
MEDIAN	988			2003/04	517.04	
LOWER	1194	ALL LONDON	24 <sup>th</sup>	2002/03	565	
				2001/02	568.80	

BVPI	99cii	ROAD ACCIDENT CASUALTIES: KSI CHILDREN: CII) PERCENTAGE CHANGE IN CHILD KSIS OVER 1994-98 AVERAGE	ODPM GOOD PERFORMANCE IS CONSIDERED LOW
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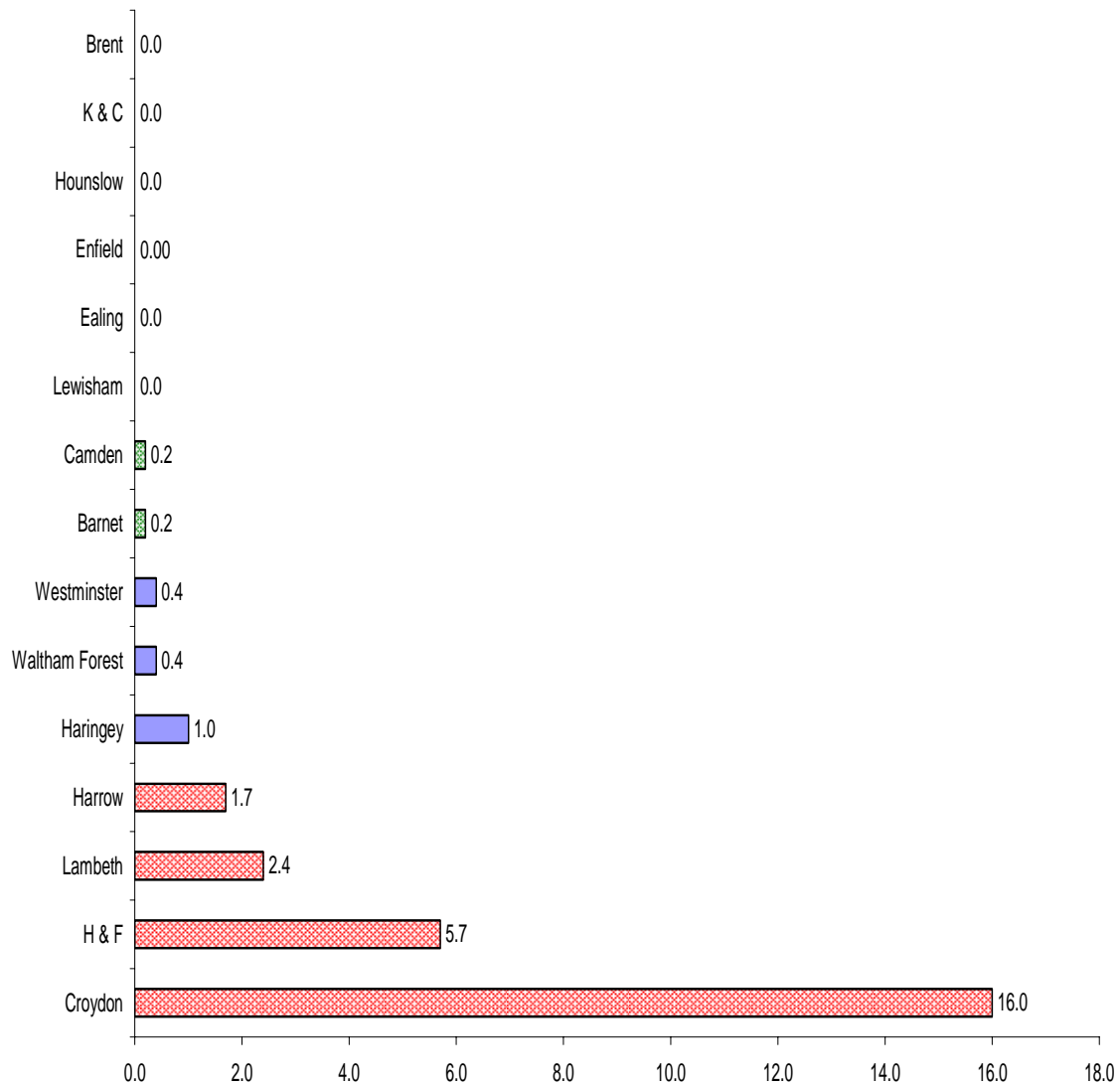
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	-9.05	FAMILY & NEIGHBOURS	4 <sup>th</sup>	CURRENT	-6.37%	N/A
MEDIAN	-4.27			2003/04	AMENDED	
LOWER	-2.40	ALL LONDON	12 <sup>th</sup>	2002/03	N/A	
				2001/02	N/A	

BVPI	<b>99cIII</b>	ROAD ACCIDENT CASUALTIES: SLIGHT INJURIES: CIII) PERCENTAGE CHANGE IN PEOPLE SLIGHTLY INJURED IN ROAD TRAFFIC COLLISIONS OVER 1994-98 AVERAGE	ODPM GOOD PERFORMANCE IS CONSIDERED LOW
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EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	-19.55	FAMILY & NEIGHBOURS	9 <sup>th</sup>	CURRENT	-12.52%	N/A
MEDIAN	-13.11			2003/04	AMENDED	
LOWER	-9.98	ALL LONDON	9 <sup>th</sup>	2002/03	N/A	
				2001/02	N/A	

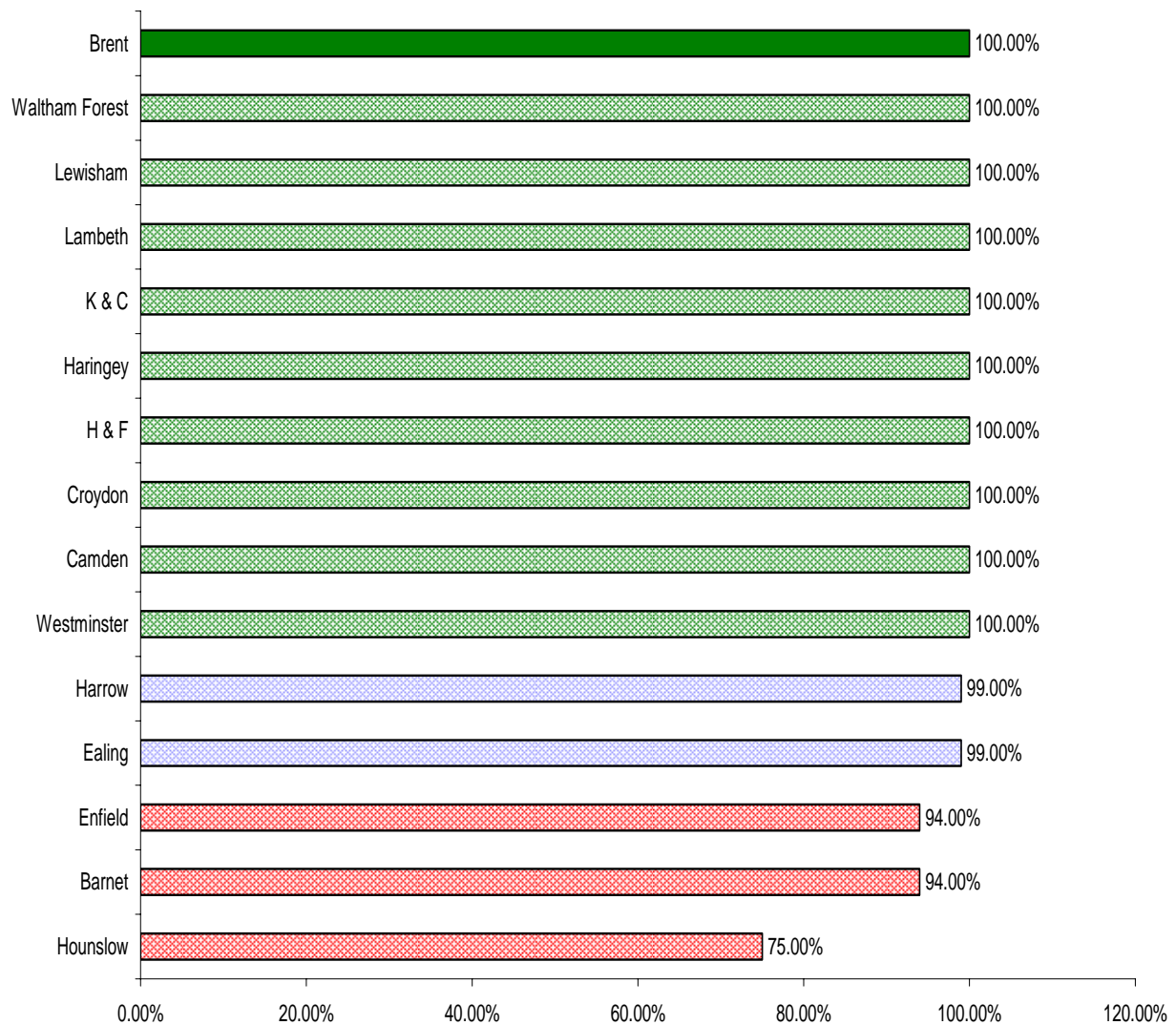
<b>BVPI</b>	<b>100</b>	NUMBER OF DAYS TEMPORARY TRAFFIC CONTROLS IN PLACE ON TRAFFIC SENSITIVE ROADS	ODPM GOOD PERFORMANCE IS CONSIDERED LOW
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EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	0.2 days	FAMILY & NEIGHBOURS	1 <sup>st</sup>	CURRENT	0	NO CHANGE
MEDIAN	0.8 days			2003/04	0	
LOWER	1.6 days	ALL LONDON	1 <sup>st</sup>	2002/03	0.44	
				2001/02	0.03	

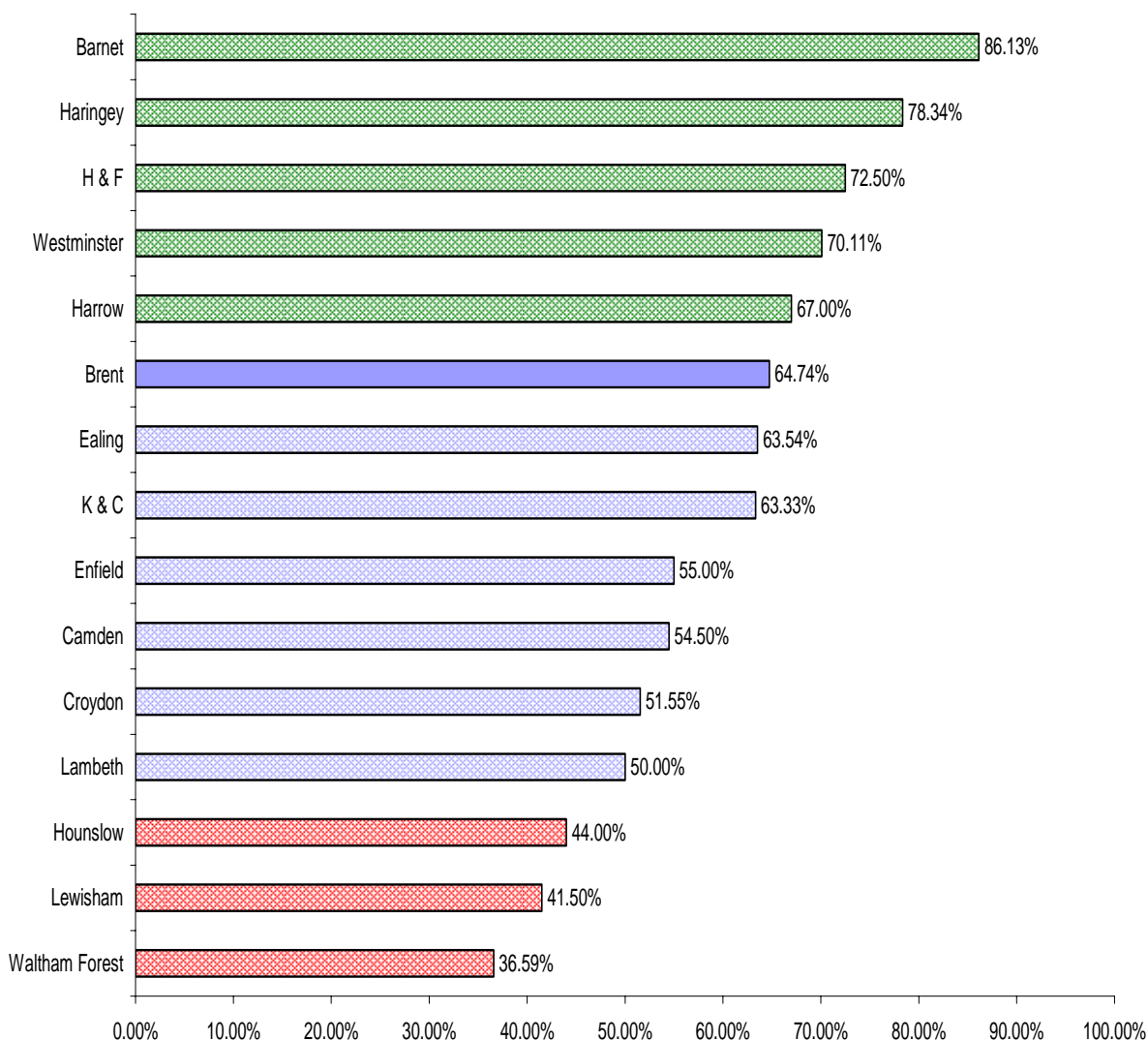


BVPI	<b>106</b>	PERCENTAGE OF NEW HOMES BUILT ON BROWN FIELD SITES	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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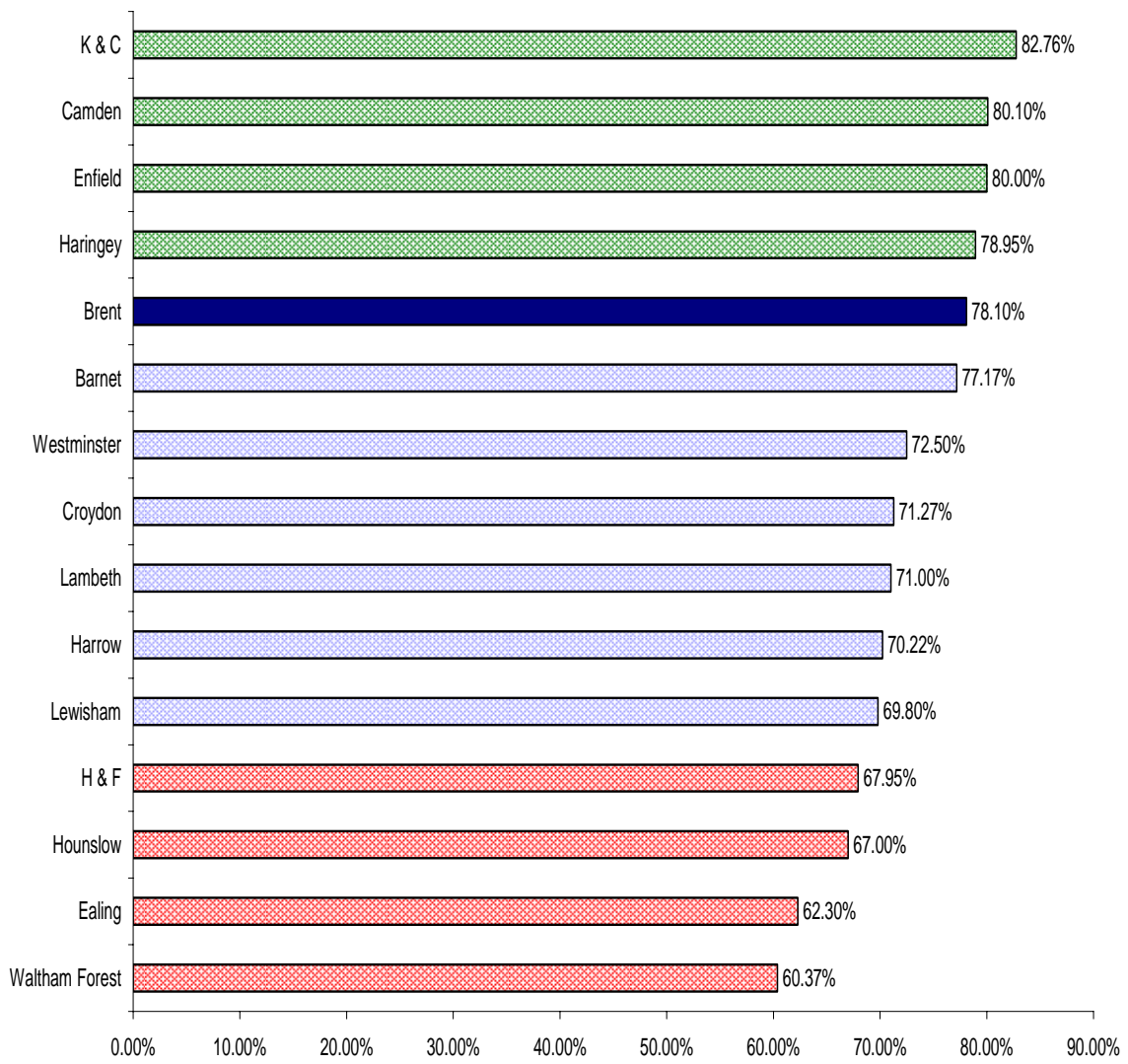
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	100%	FAMILY & NEIGHBOURS	1 <sup>st</sup>	CURRENT	100.00%	IMPROVING
MEDIAN	100%			2003/04	99.56%	
LOWER	99%	ALL LONDON	1 <sup>st</sup>	2002/03	89.52%	
				2001/02	62.42	

BVPI	<b>109A</b>	PERCENTAGE OF MAJOR PLANNING APPLICATIONS DETERMINED WITHIN 13 WEEKS	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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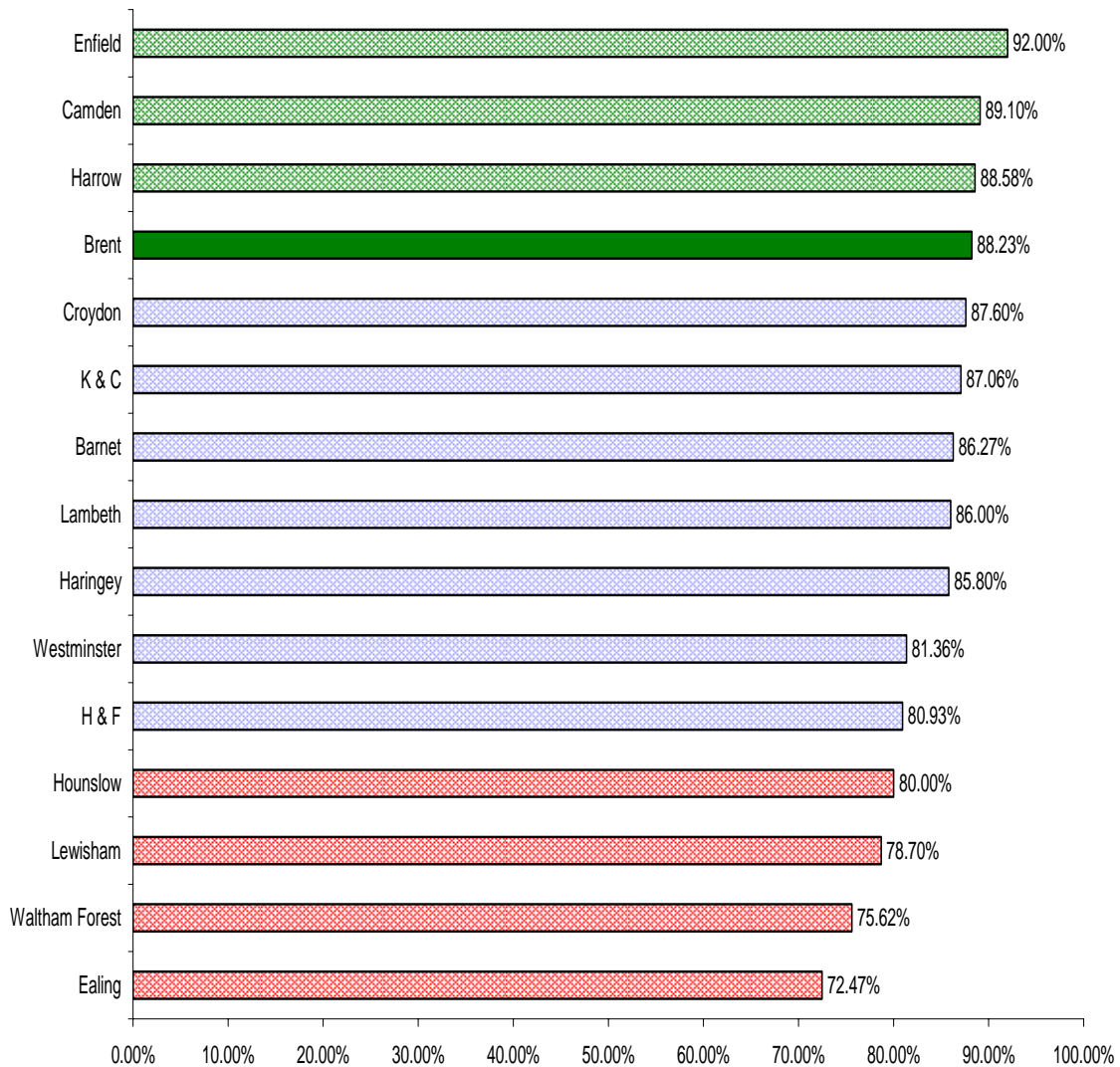
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	67%	FAMILY & NEIGHBOURS	6 <sup>th</sup>	CURRENT	64.74%	NOT IMPROVING
MEDIAN	55%			2003/04	71.62%	
LOWER	50%	ALL LONDON	24 <sup>th</sup>	2002/03	Amended	
				2001/02	N/A	

BVPI	<b>109B</b>	PERCENTAGE OF MINOR PLANNING APPLICATIONS DETERMINED WITHIN 8 WEEKS	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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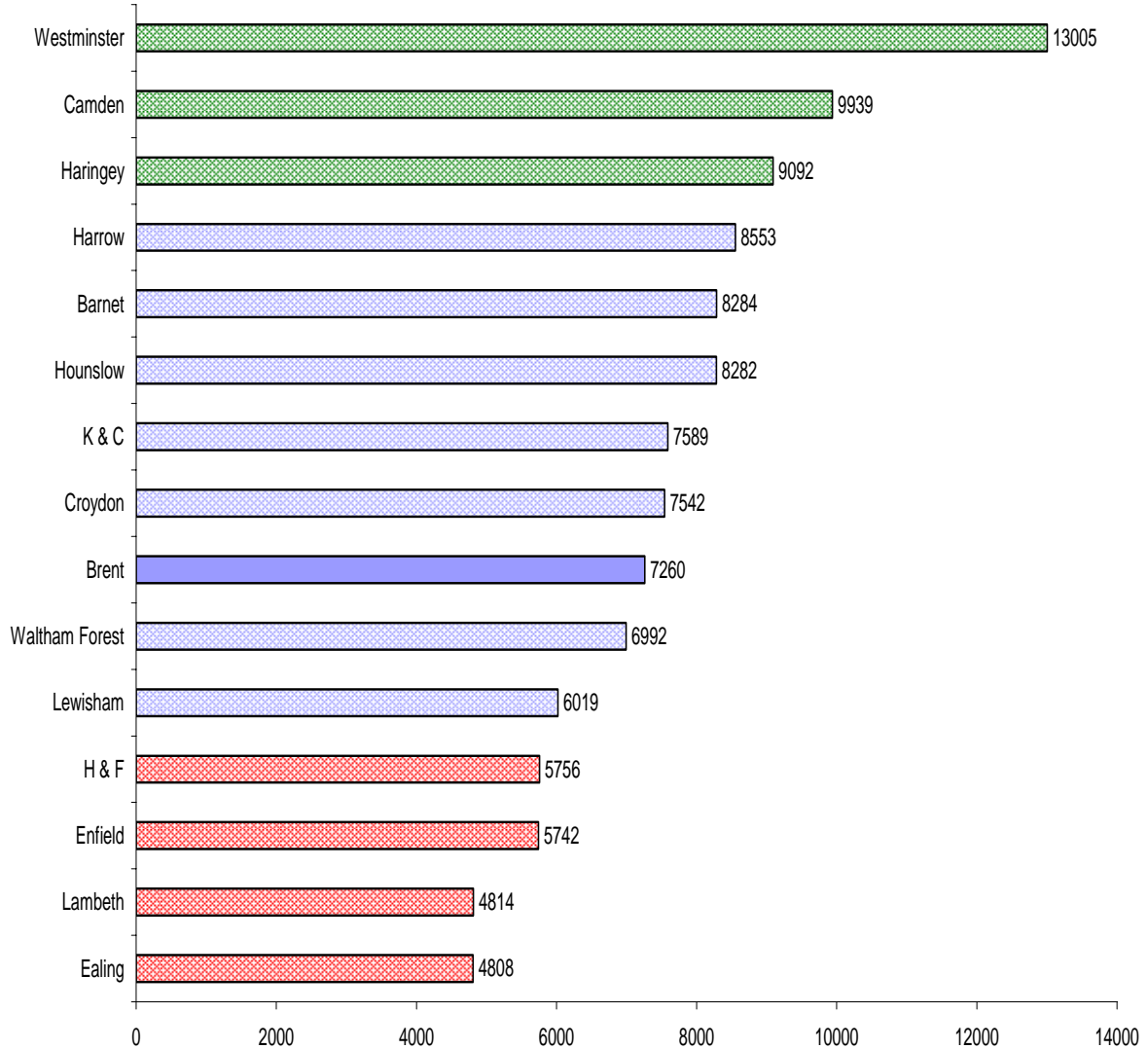
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	78.95%	FAMILY & NEIGHBOURS	5 <sup>th</sup>	CURRENT	78.10%	IMPROVING
MEDIAN	72.50%			2003/04	74.69%	
LOWER	68.00%	ALL LONDON	24 <sup>th</sup>	2002/03	Amended	
				2001/02	N/A	

BVPI	<b>109c</b>	PERCENTAGE OF OTHER PLANNING APPLICATIONS DETERMINED WITHIN 8 WEEKS	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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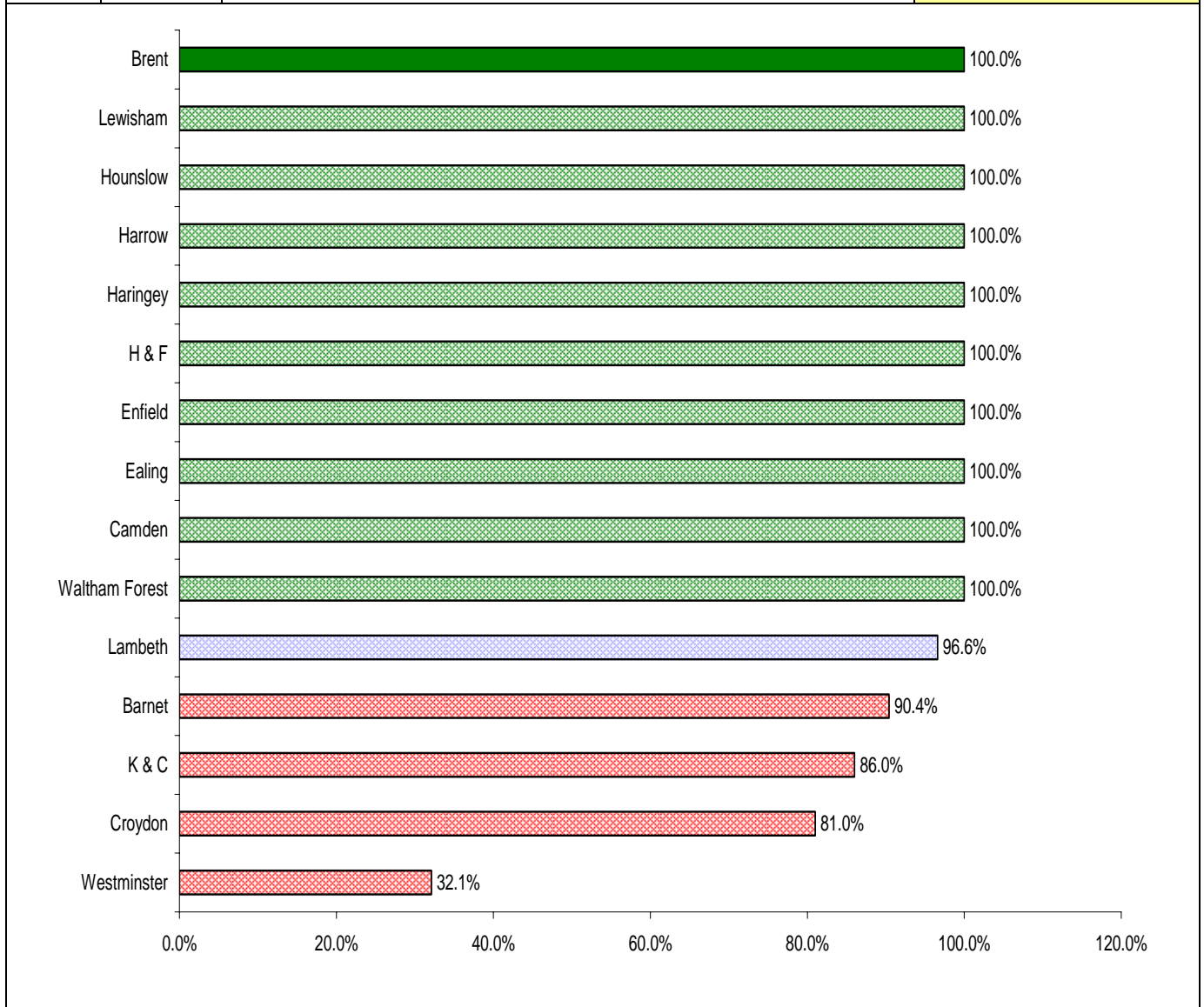
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	88.23%	FAMILY & NEIGHBOURS	4 <sup>th</sup>	CURRENT	88.23%	NOT IMPROVING
MEDIAN	85.80%			2003/04	88.42%	
LOWER	80.93%	ALL LONDON	24 <sup>th</sup>	2002/03	Amended	
				2001/02	N/A	

<b>BVPI</b>	<b>117</b>	THE NUMBER OF PHYSICAL VISITS TO LIBRARIES PER 1,000 POPULATION	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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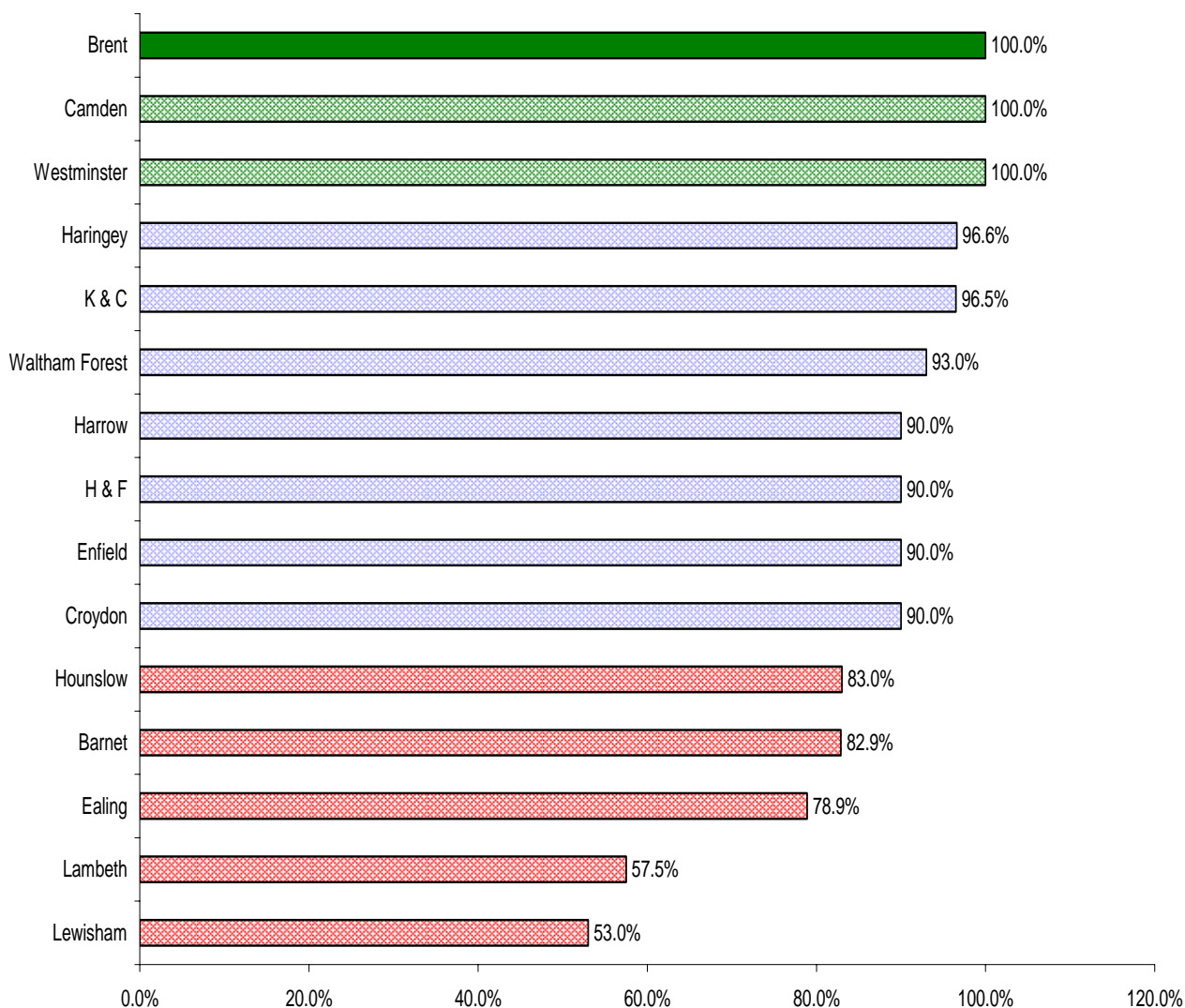
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	8360	FAMILY & NEIGHBOURS	9 <sup>th</sup>	CURRENT	7260	IMPROVING
MEDIAN	7163			2003/04	7205	
LOWER	6019	ALL LONDON	15 <sup>th</sup>	2002/03	6500	
				2001/02	6000	

<b>BVPI</b>	<b>165</b>	THE PERCENTAGE OF PEDESTRIAN CROSSINGS WITH FACILITIES FOR DISABLED PEOPLE	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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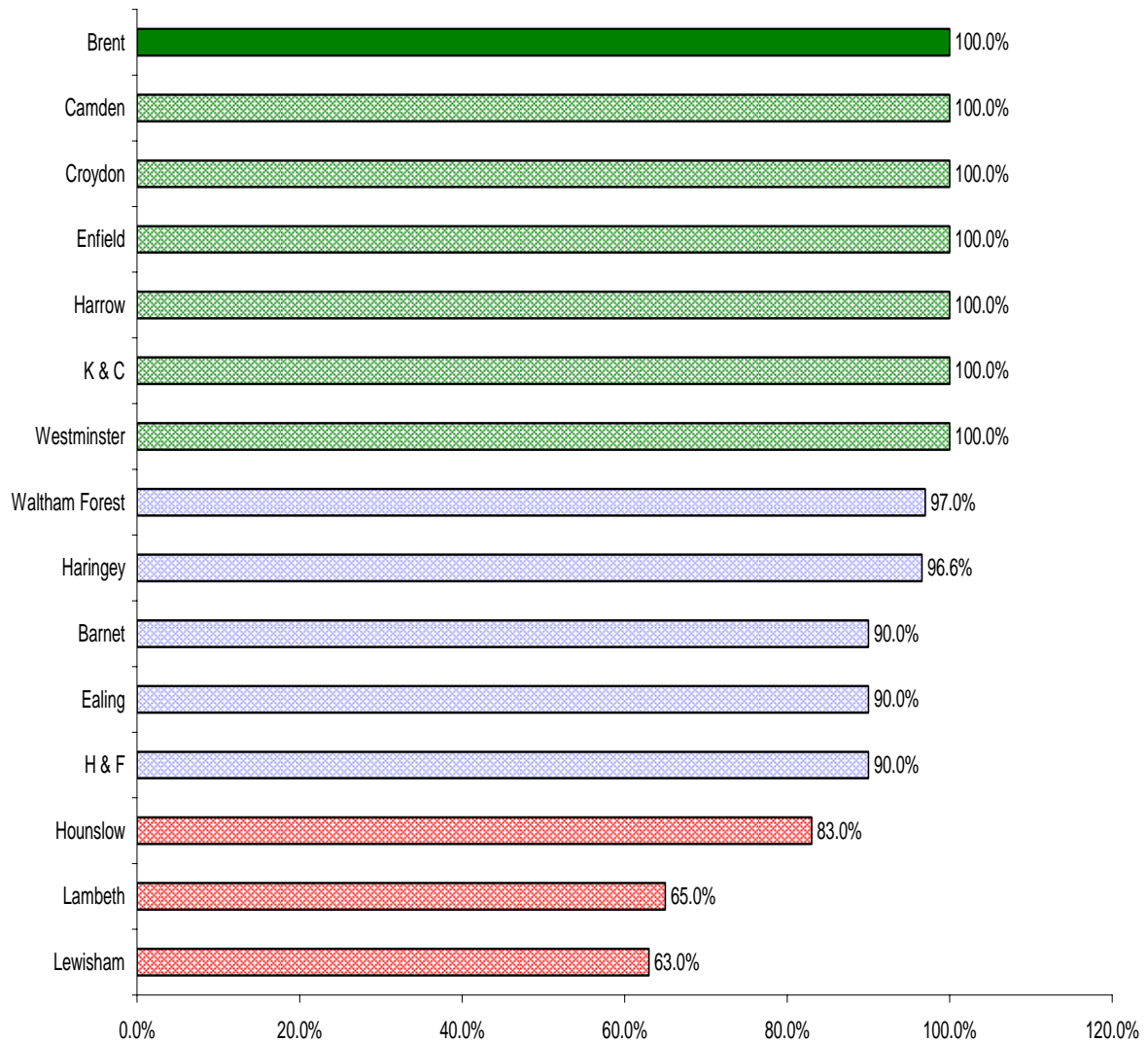
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	100%	FAMILY & NEIGHBOURS	1 <sup>st</sup>	CURRENT	100%	IMPROVING
MEDIAN	100%			2003/04	95.8%	
LOWER	95.4%	ALL LONDON	1 <sup>st</sup>	2002/03	80.99%	
				2001/02	75.85%	

<b>BVPI</b>	<b>166A</b>	<b>SCORE AGAINST CHECKLIST OF ENFORCEMENT BEST PRACTICE FOR ENVIRONMENTAL HEALTH</b>	<b>ODPM GOOD PERFORMANCE IS CONSIDERED HIGH</b>
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EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	100%	FAMILY & NEIGHBOURS	1 <sup>st</sup>	CURRENT	100%	IMPROVING
MEDIAN	93%			2003/04	80%	
LOWER	86%	ALL LONDON	1 <sup>st</sup>	2002/03	80%	
				2001/02	New	

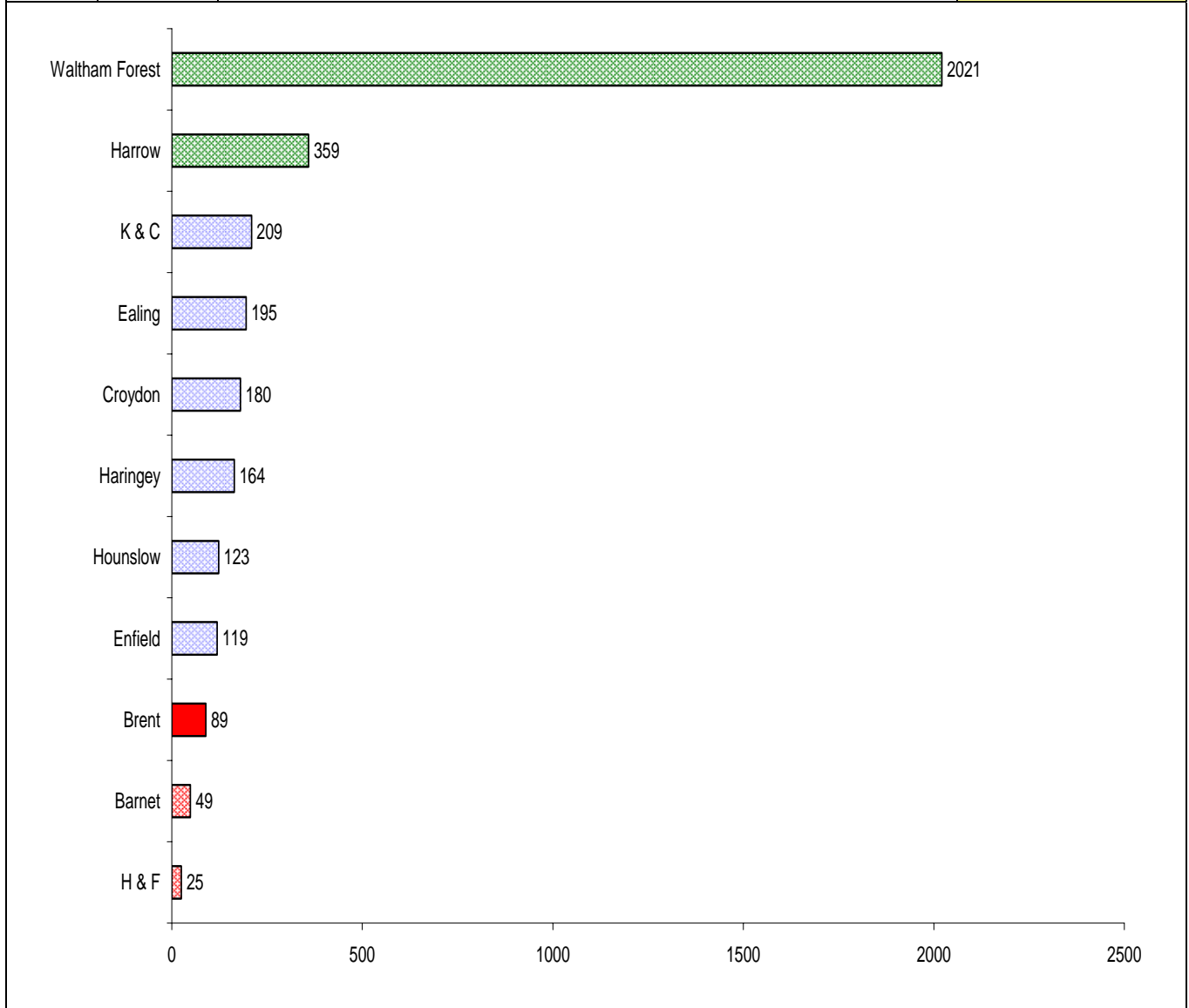
BVPI	<b>166B</b>	SCORE AGAINST CHECKLIST OF ENFORCEMENT BEST PRACTICE FOR TRADING STANDARDS	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	100%	FAMILY & NEIGHBOURS	1 <sup>st</sup>	CURRENT	100%	NO CHANGE
MEDIAN	98.5%			2003/04	100%	
LOWER	90%	ALL LONDON	1 <sup>st</sup>	2002/03	90%	
				2001/02	New	

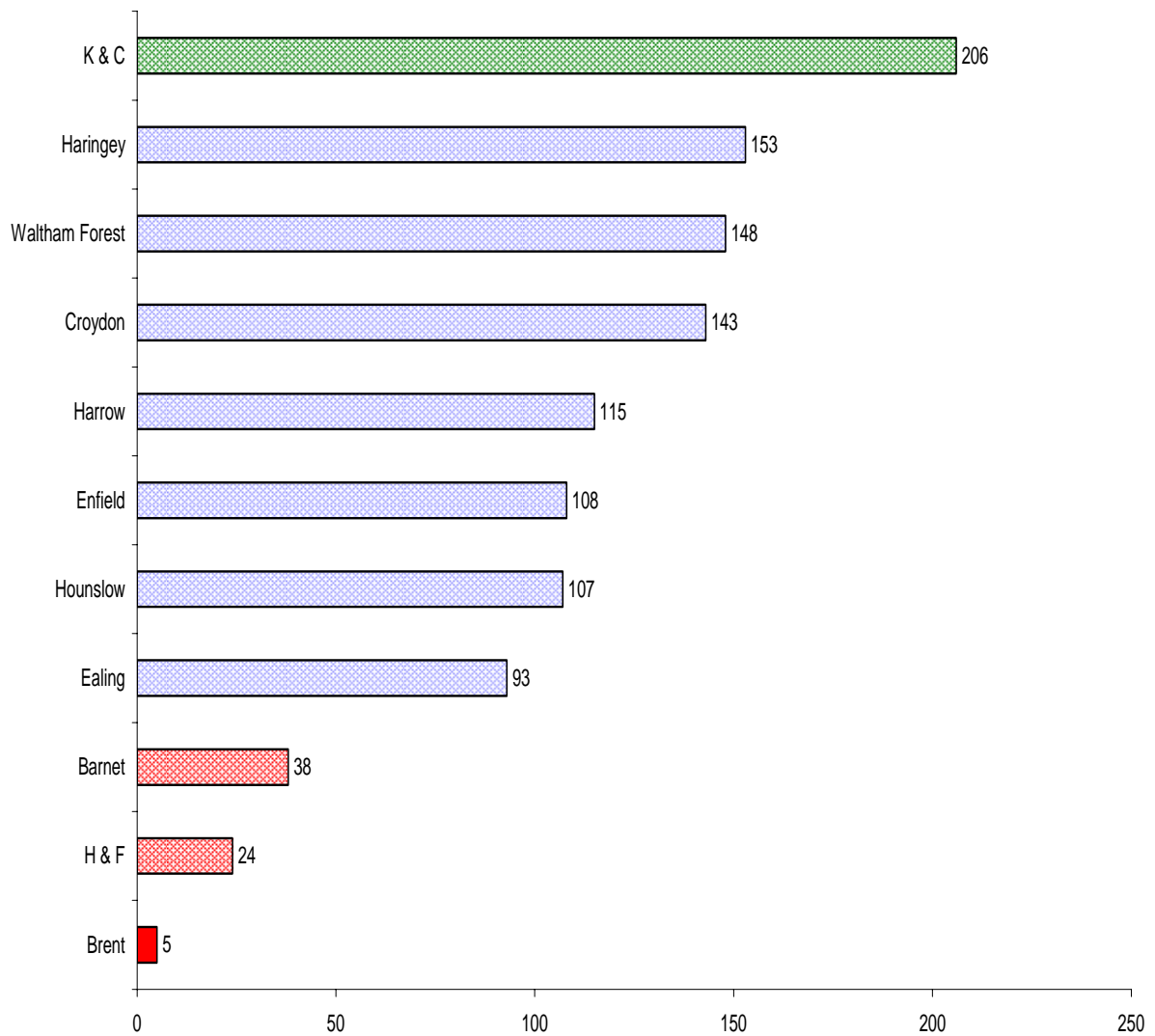


BVPI	<b>170A</b>	NUMBER OF VISITS TO MUSEUMS PER 1,000 POPULATION: A) TOTAL VISITS	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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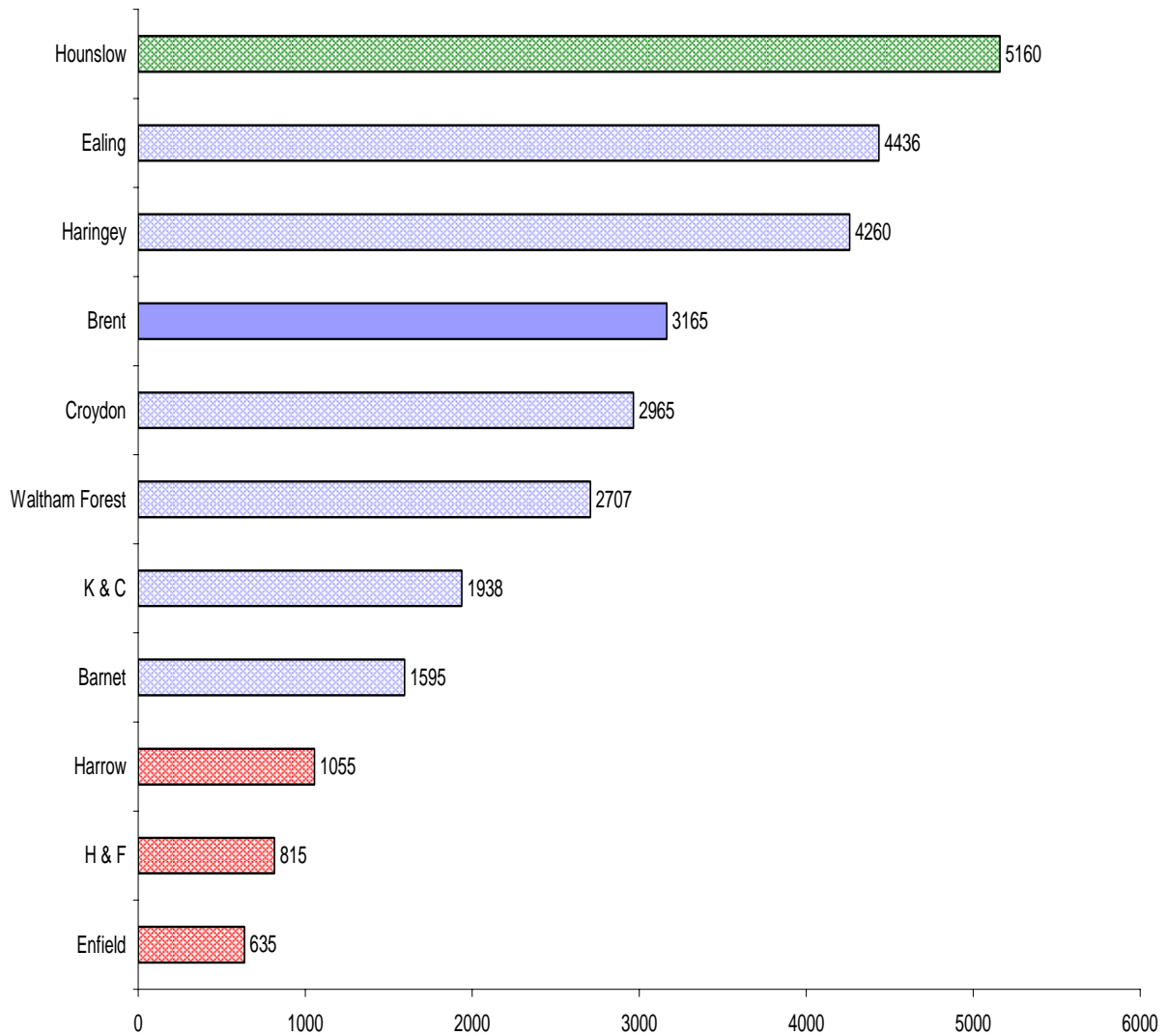
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	340	FAMILY & NEIGHBOURS	9 <sup>th</sup>	CURRENT	89	NOT IMPROVING
MEDIAN	172			2003/04	91	
LOWER	114	ALL LONDON	4/24	2002/03	71.45	
				2001/02	58.65	

BVPI	<b>170B</b>	NUMBER OF VISITS TO MUSEUMS PER 1,000 POPULATION: B) VISITS THAT WERE MADE IN PERSON	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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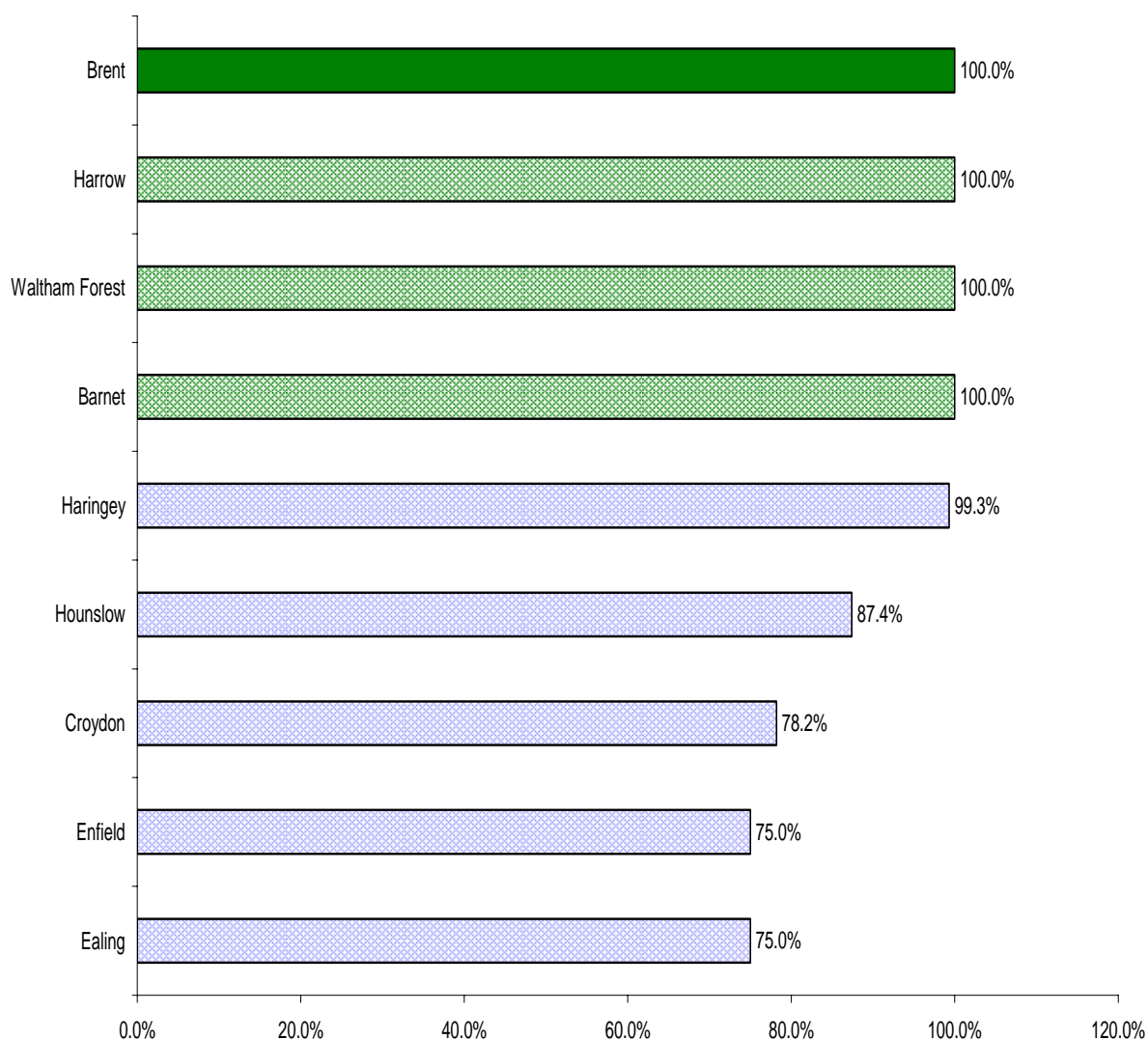
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	172	FAMILY & NEIGHBOURS	11 <sup>th</sup>	CURRENT	5	NOT IMPROVING
MEDIAN	129			2003/04	25	
LOWER	88	ALL LONDON	1/24	2002/03	23.89	
				2001/02	23.98	

<b>BVPI</b>	<b>170c</b>	<b>NUMBER OF VISITS TO MUSEUMS PER 1,000 POPULATION: C) VISITS BY SCHOOL GROUPS</b>	<b>ODPM GOOD PERFORMANCE IS CONSIDERED HIGH</b>
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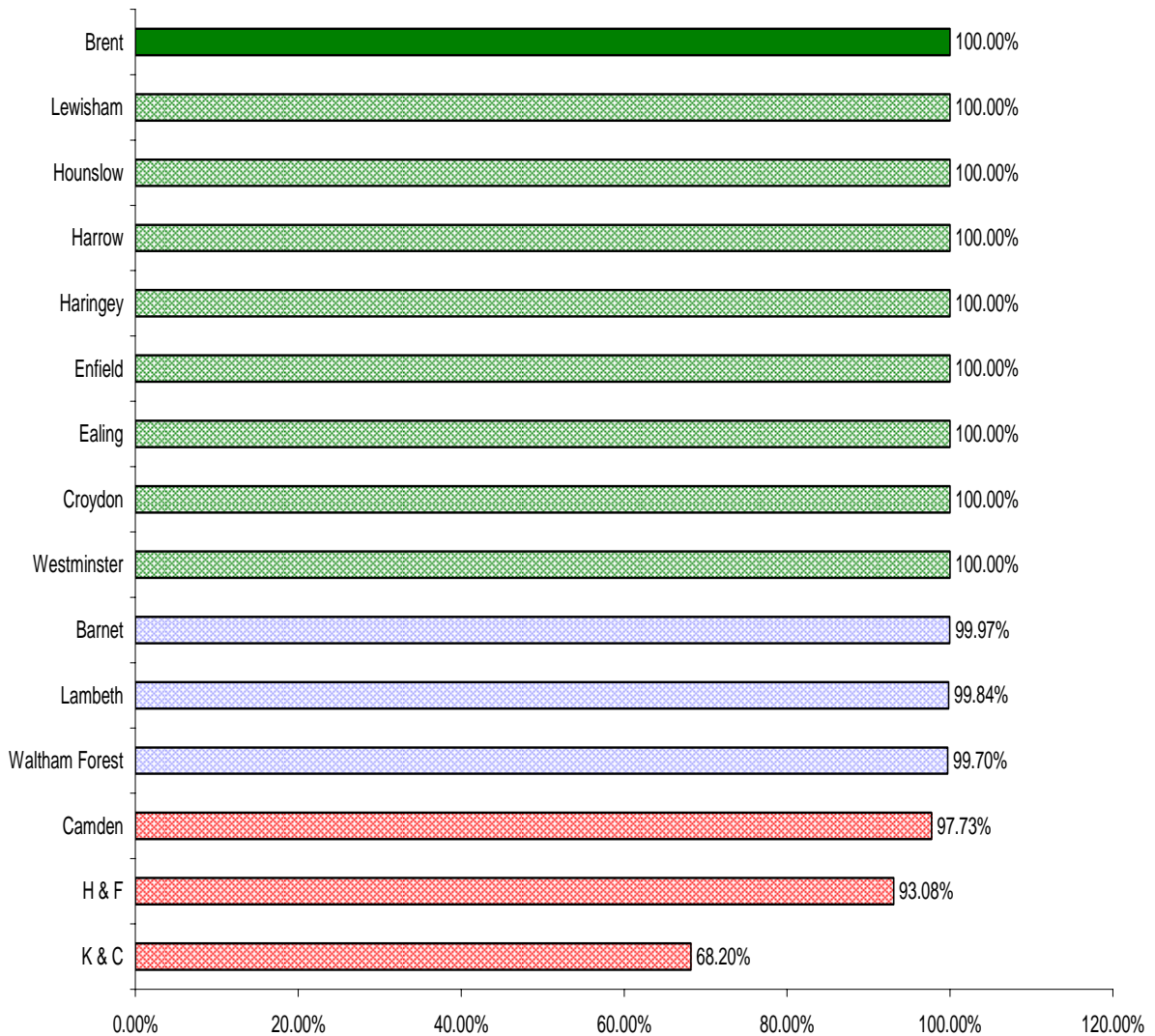
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	5160	FAMILY & NEIGHBOURS	4 <sup>th</sup>	CURRENT	3165	IMPROVING
MEDIAN	2965			2003/04	929	
LOWER	1595	ALL LONDON	14/24	2002/03	1150	
				2001/02	N/A	

BVPI	<b>178</b>	THE PERCENTAGE OF TOTAL LENGTH OF FOOTPATHS AND OTHER RIGHTS OF WAY WHICH WERE EASY TO USE BY MEMBERS OF THE PUBLIC	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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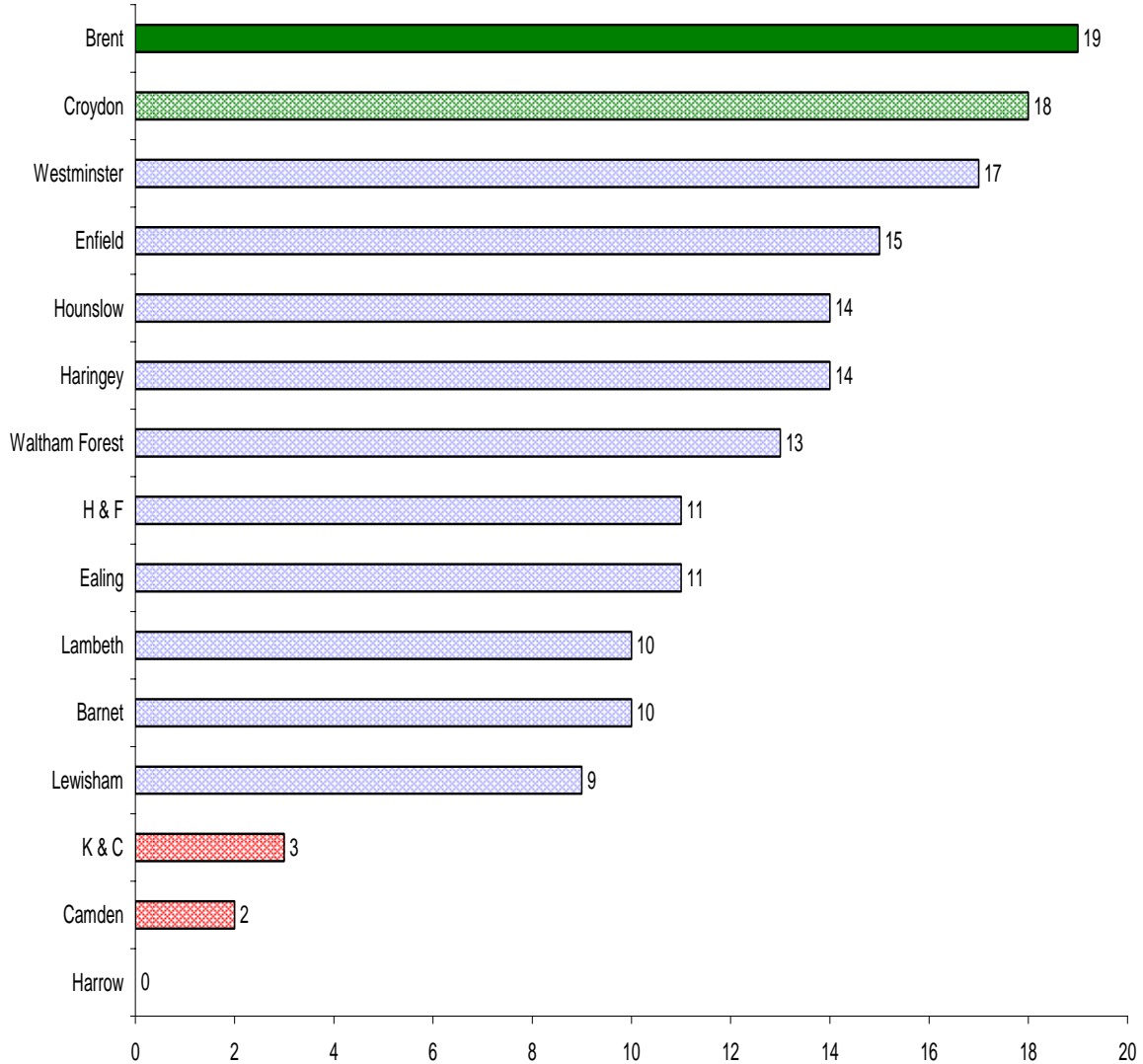
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	99.5%	FAMILY & NEIGHBOURS	1 <sup>st</sup>	CURRENT	100%	NO CHANGE
MEDIAN	79.2%			2003/04	100%	
LOWER	0	ALL LONDON	1 <sup>st</sup>	2002/03	90.50%	
				2001/02	96.70%	

BVPI	<b>179</b>	PERCENTAGE OF STANDARD SEARCHES CARRIED OUT IN 10 WORKING DAYS	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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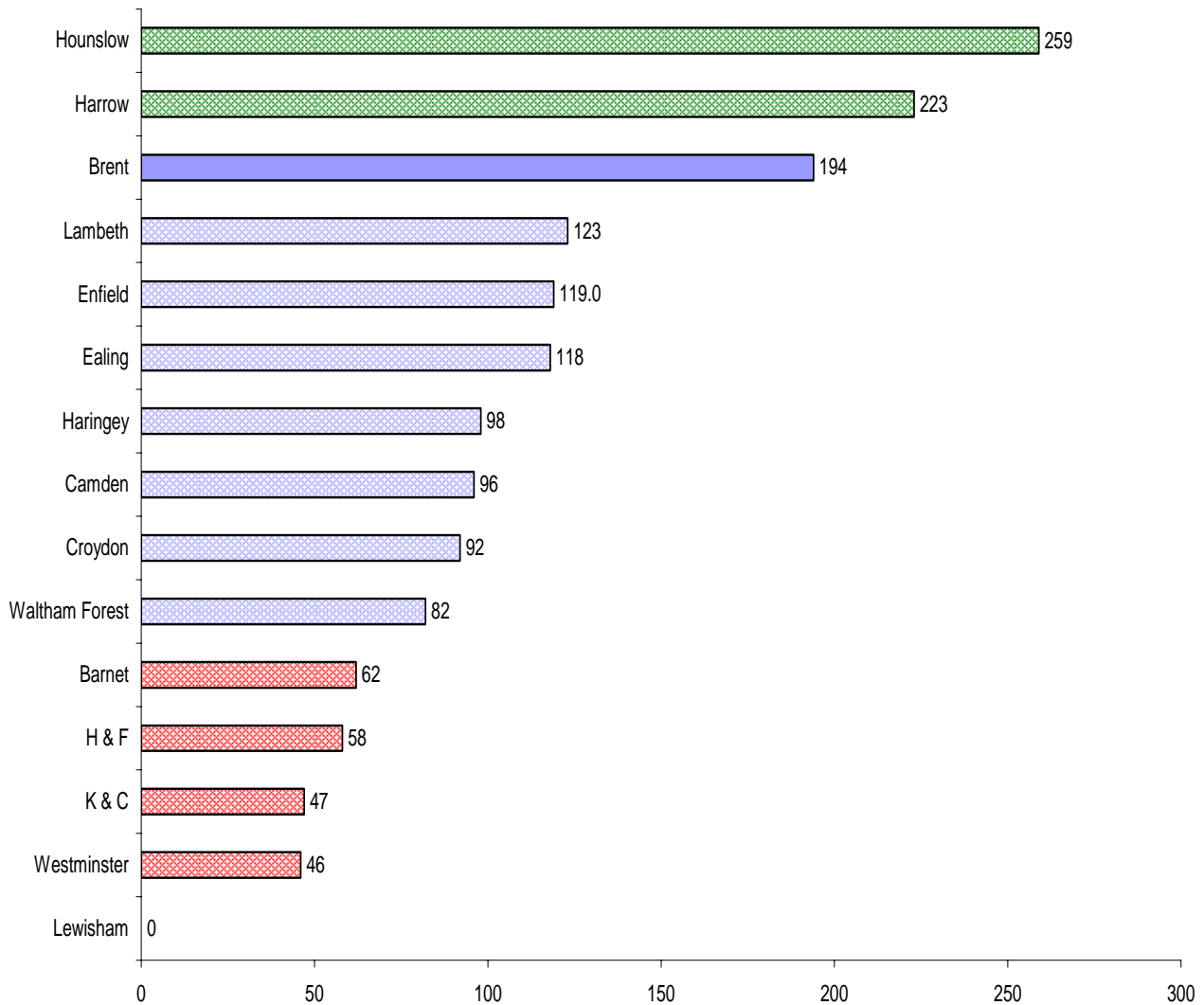
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	100%	FAMILY & NEIGHBOURS	1 <sup>st</sup>	CURRENT	100%	NO CHANGE
MEDIAN	100%			2003/04	100%	
LOWER	99.18%	ALL LONDON	1 <sup>st</sup>	2002/03	99.99%	
				2001/02	99.1%	

BVPI	<b>186A</b>	PRINCIPAL ROADS NOT NEEDING MAJOR REPAIRS	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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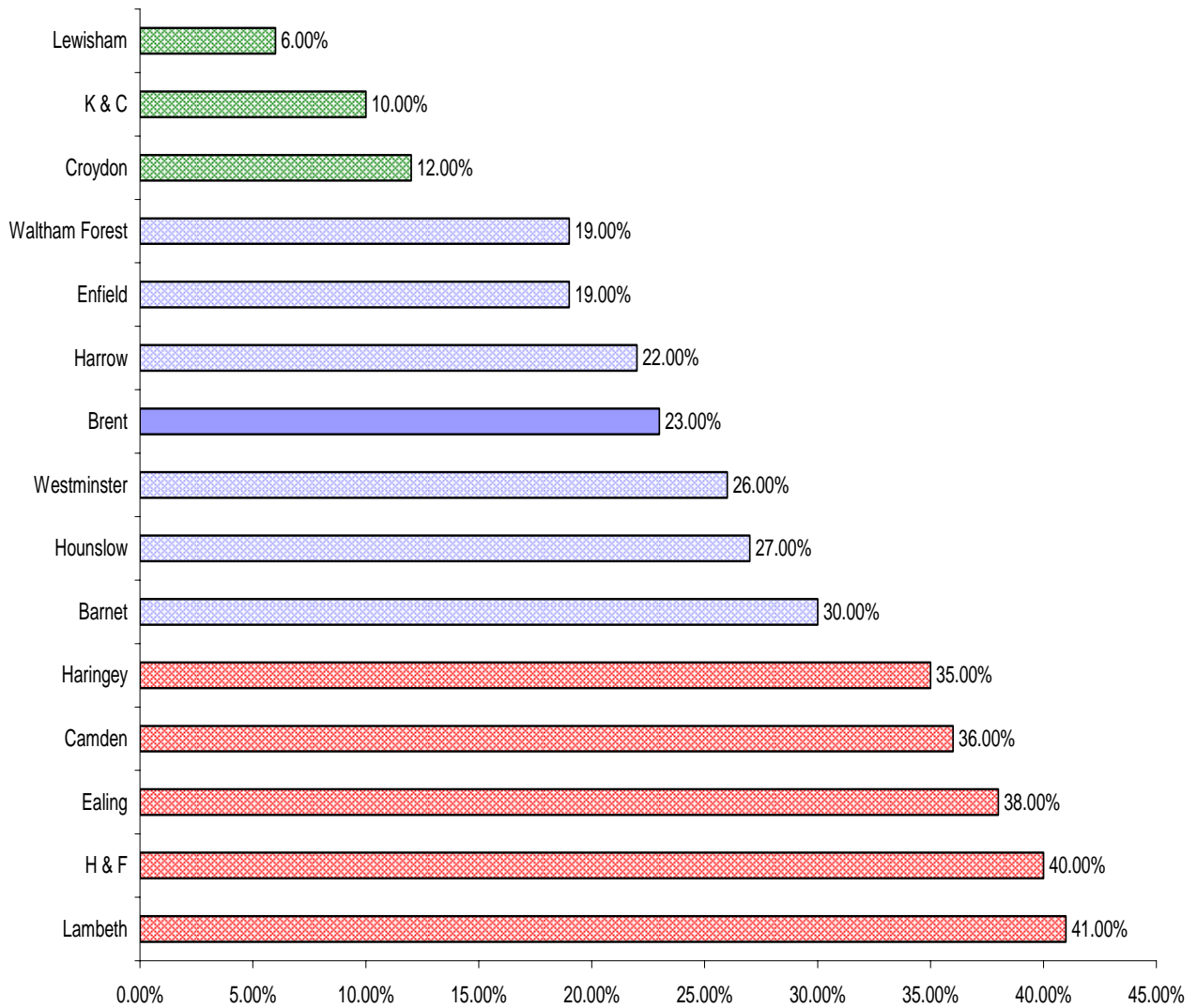
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	18%	FAMILY & NEIGHBOURS	1 <sup>st</sup>	CURRENT	19	NOT IMPROVING
MEDIAN	13%			2003/04	47.49	
LOWER	7	ALL LONDON	26 <sup>th</sup>	2002/03	67.75	
				2001/02	New	

BVPI	<b>186B</b>	NON PRINCIPAL ROADS NOT NEEDING MAJOR REPAIR	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	201	FAMILY & NEIGHBOURS	3 <sup>rd</sup>	CURRENT	194	NOT IMPROVING
MEDIAN	123			2003/04	381.81	
LOWER	81	ALL LONDON	23 <sup>rd</sup>	2002/03	506.07	
				2001/02	New	

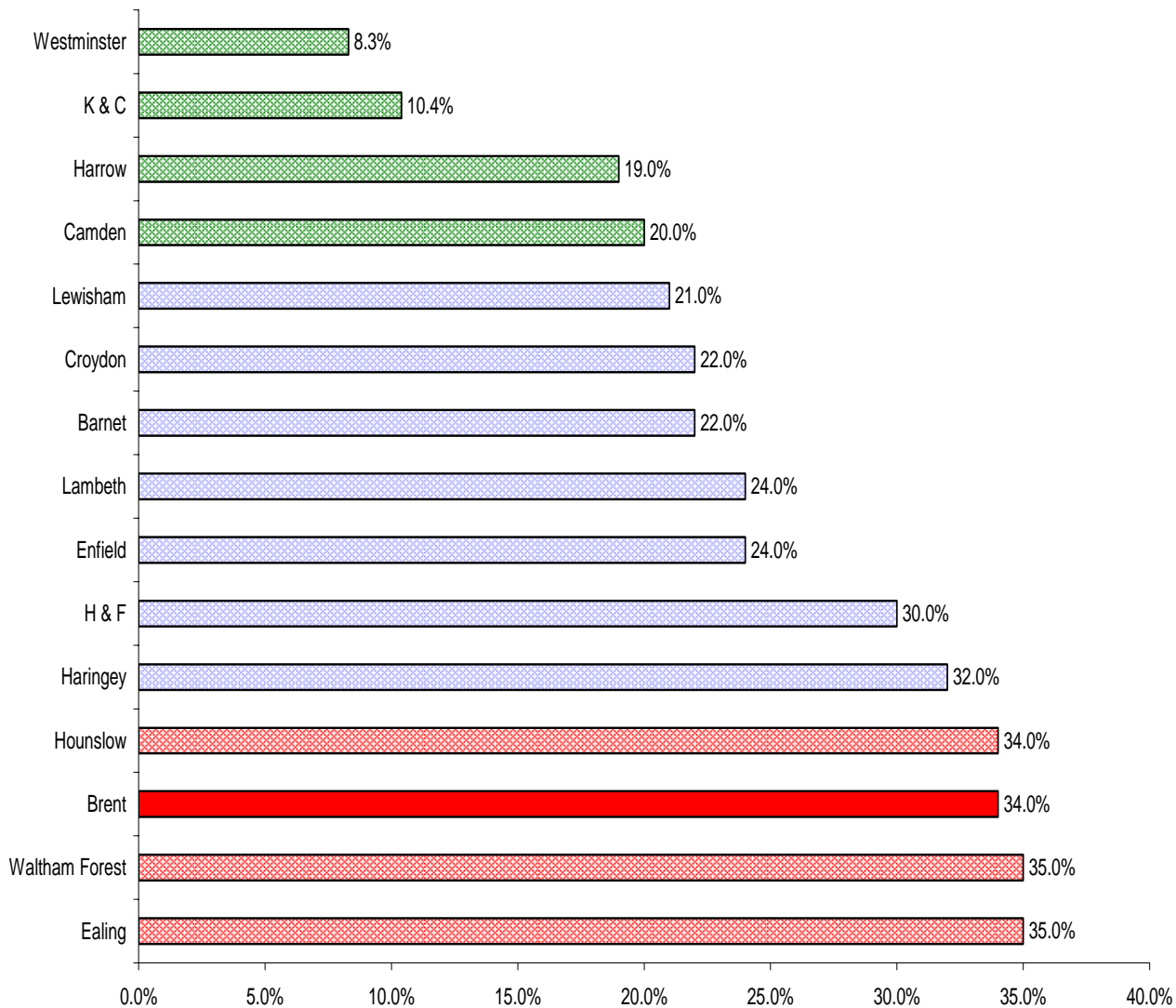
BVPI	<b>187</b>	CONDITION OF SURFACE FOOTWAY BASED ON DVI MEASUREMENT	ODPM GOOD PERFORMANCE IS CONSIDERED LOW
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EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	15%	FAMILY & NEIGHBOURS	7 <sup>th</sup>	CURRENT	23.00%	IMPROVING
MEDIAN	27%			2003/04	27%	
LOWER	34%	ALL LONDON	13 <sup>th</sup>	2002/03	16.3%	
				2001/02	New	

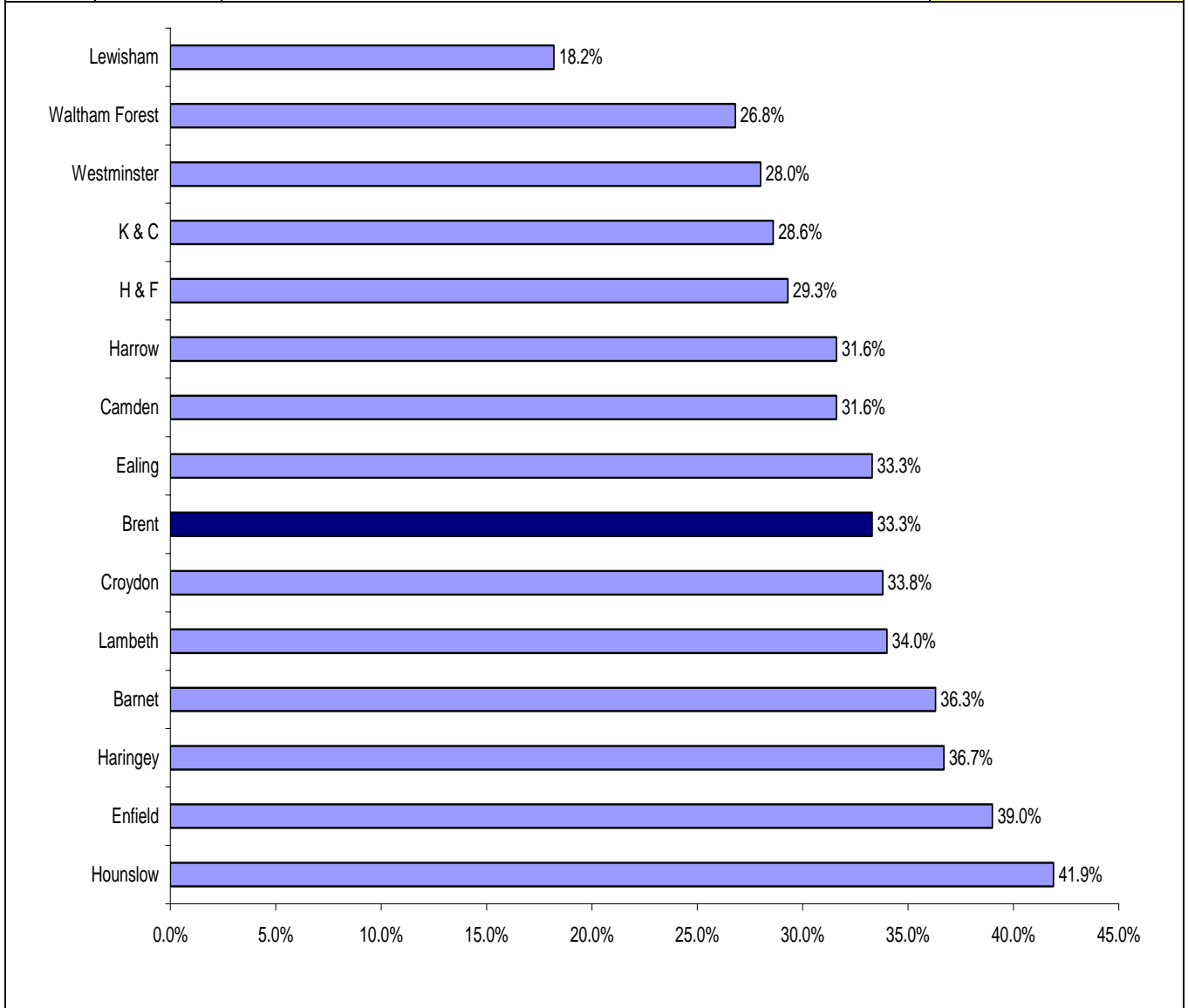


BVPI	<b>199</b>	PERCENTAGE OF RELEVANT LAND AND HIGHWAYS THAT FALL BELOW A GRADE B FOR CLEANLINESS	ODPM GOOD PERFORMANCE IS CONSIDERED LOW
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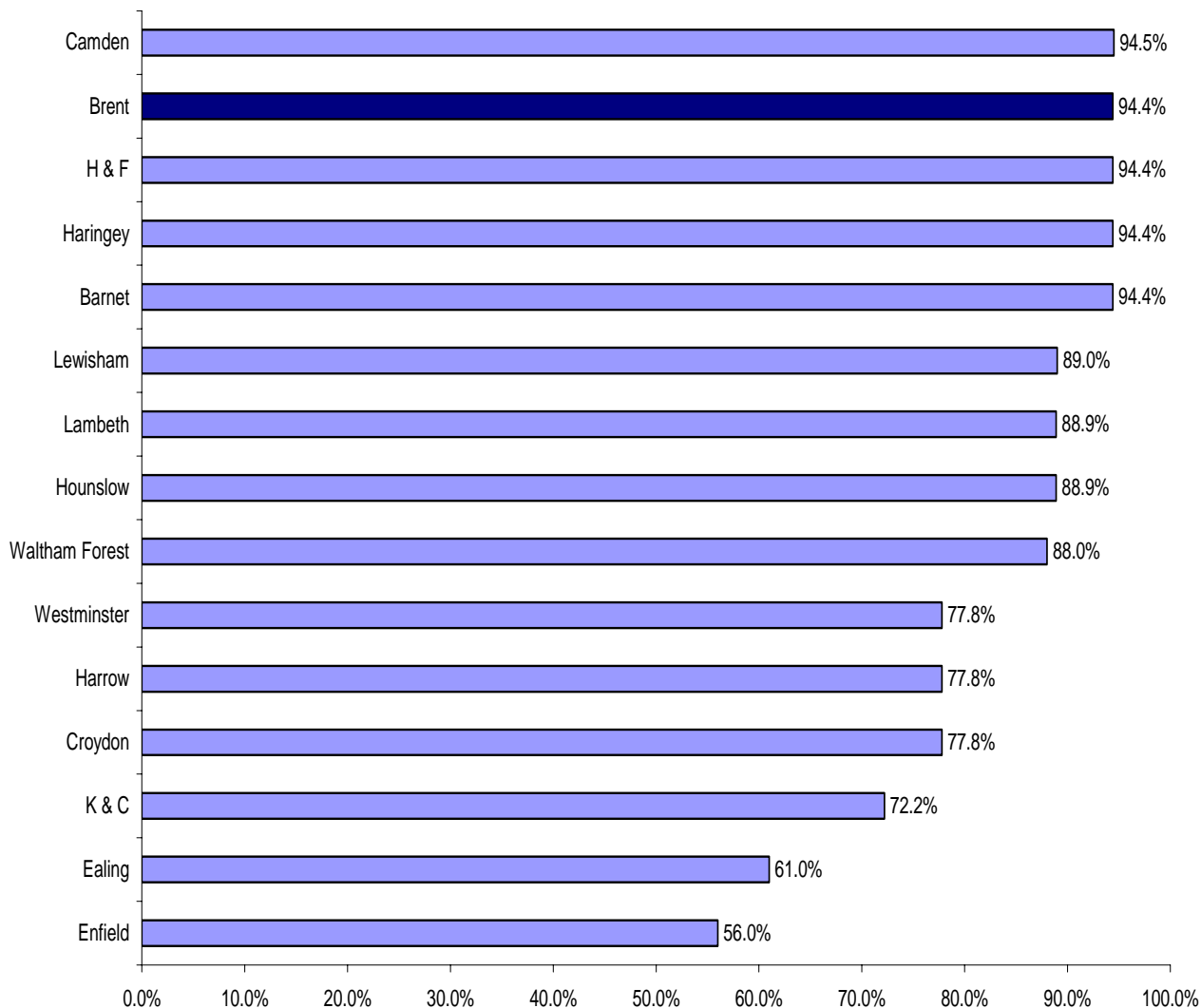
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	20%	FAMILY & NEIGHBOURS	3 <sup>rd</sup>	CURRENT	34%	IMPROVING
MEDIAN	25.50%			2003/04	45%	
LOWER	32%	ALL LONDON	25 <sup>th</sup>	2002/03	New	
				2001/02	N/A	

BVPI	<b>204</b>	% OF APPEALS AGAINST THE AUTHORITY'S DECISION TO REFUSE PLANNING APPLICATIONS	ODPM GOOD PERFORMANCE IS CONSIDERED LOW
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EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	N/A	FAMILY & NEIGHBOURS	9 <sup>th</sup>	CURRENT	33.3%	N/A
MEDIAN				2003/04	NEW	
LOWER		ALL LONDON	17 <sup>th</sup>	2002/03	N/A	
				2001/02	N/A	

BVPI	<b>205</b>	QUALITY OF SERVICE CHECKLIST – PLANNING	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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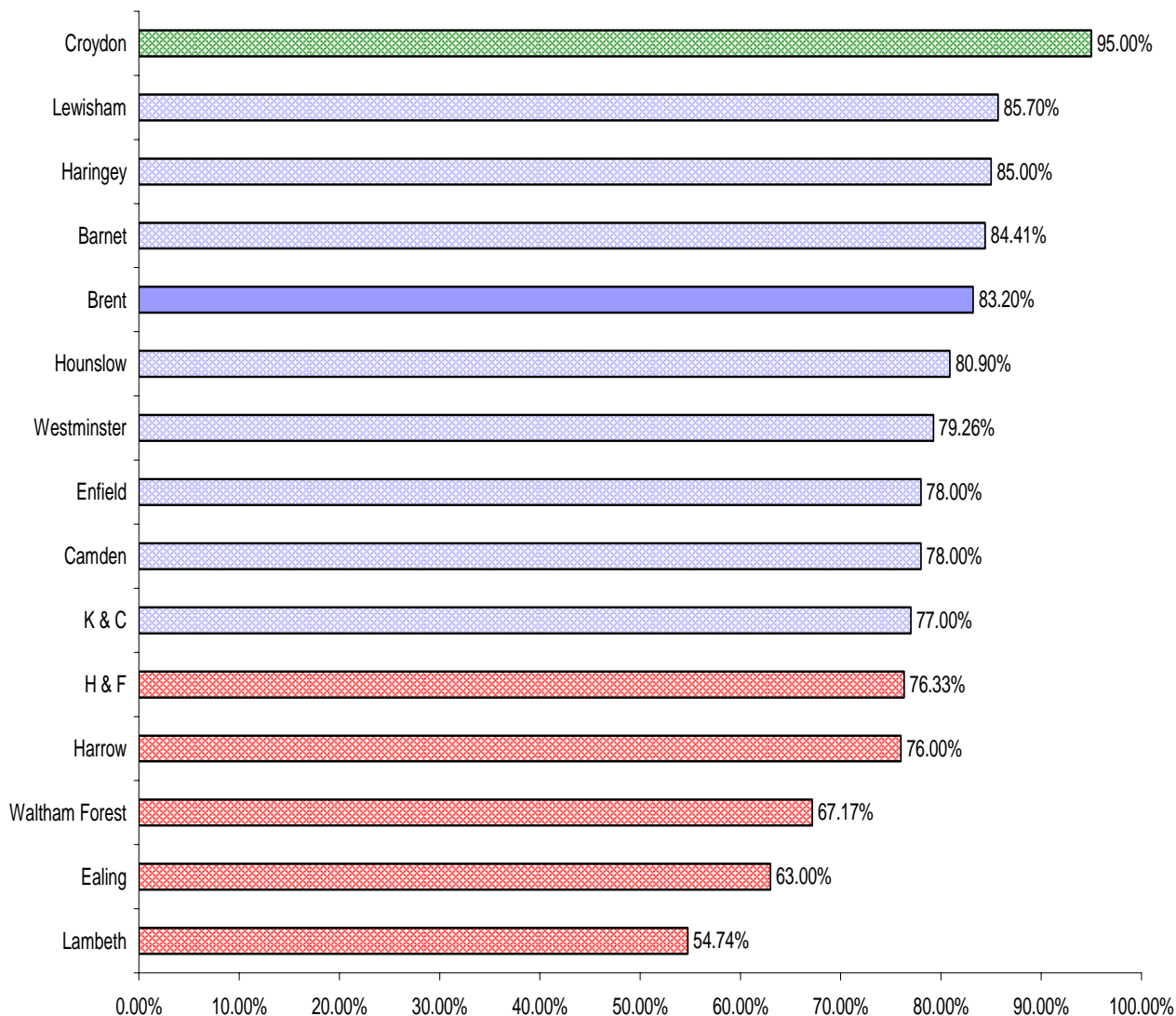
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	N/A	FAMILY & NEIGHBOURS	2 <sup>nd</sup>	CURRENT	94.4%	N/A
MEDIAN				2003/04	NEW	
LOWER		ALL LONDON	2 <sup>nd</sup>	2002/03	N/A	
				2001/02	N/A	



# FINANCE & CORPORATE RESOURCES

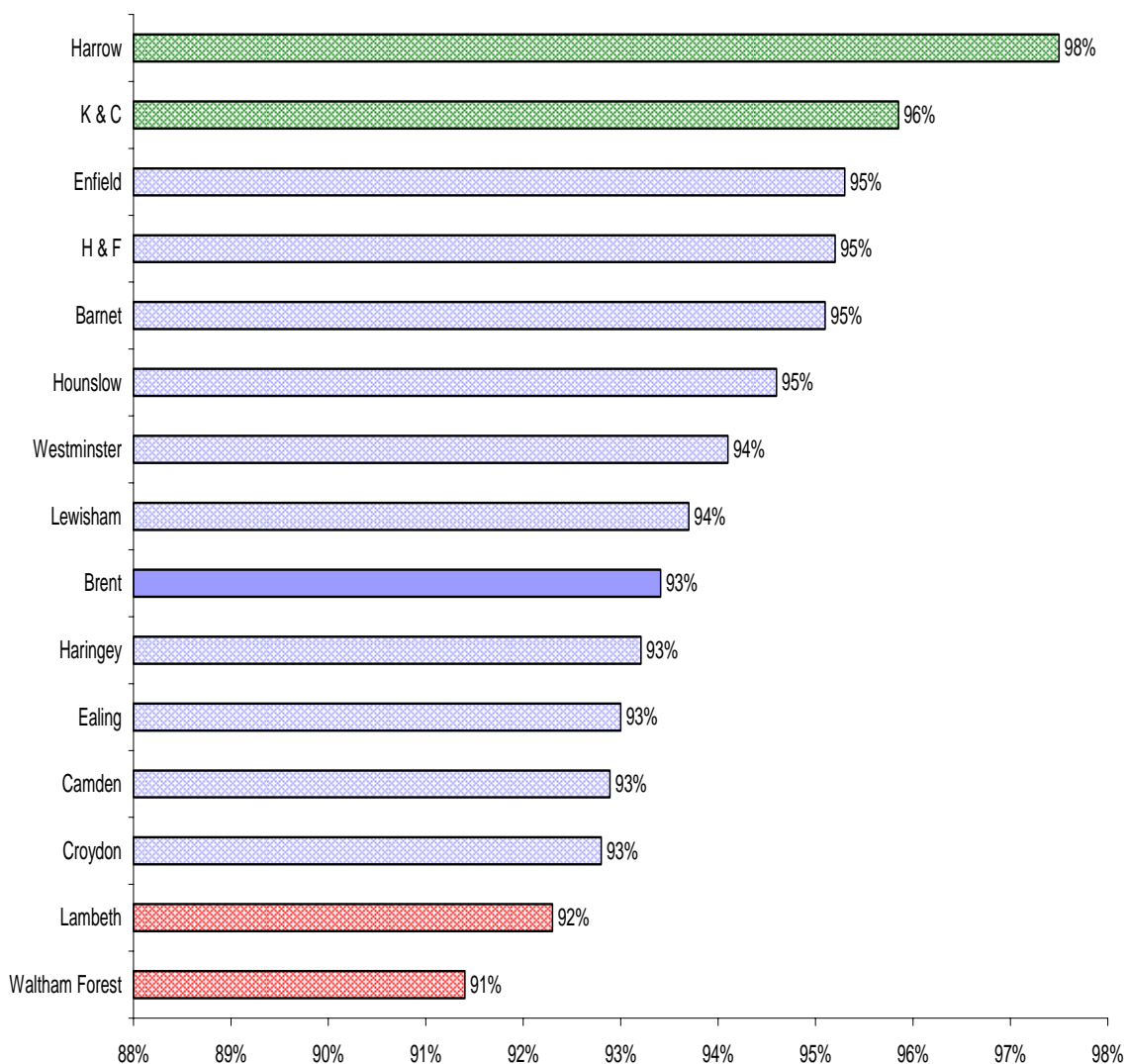


BVPI	8	PERCENTAGE OF INVOICES PAID WITHIN 30 DAYS	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	90.20%	FAMILY & NEIGHBOURS	5 <sup>th</sup>	CURRENT	83.20%	IMPROVING
MEDIAN	84.41%			2003/04	71%	
LOWER	77%	ALL LONDON	18 <sup>th</sup>	2002/03	73%	
				2001/02	77.20%	

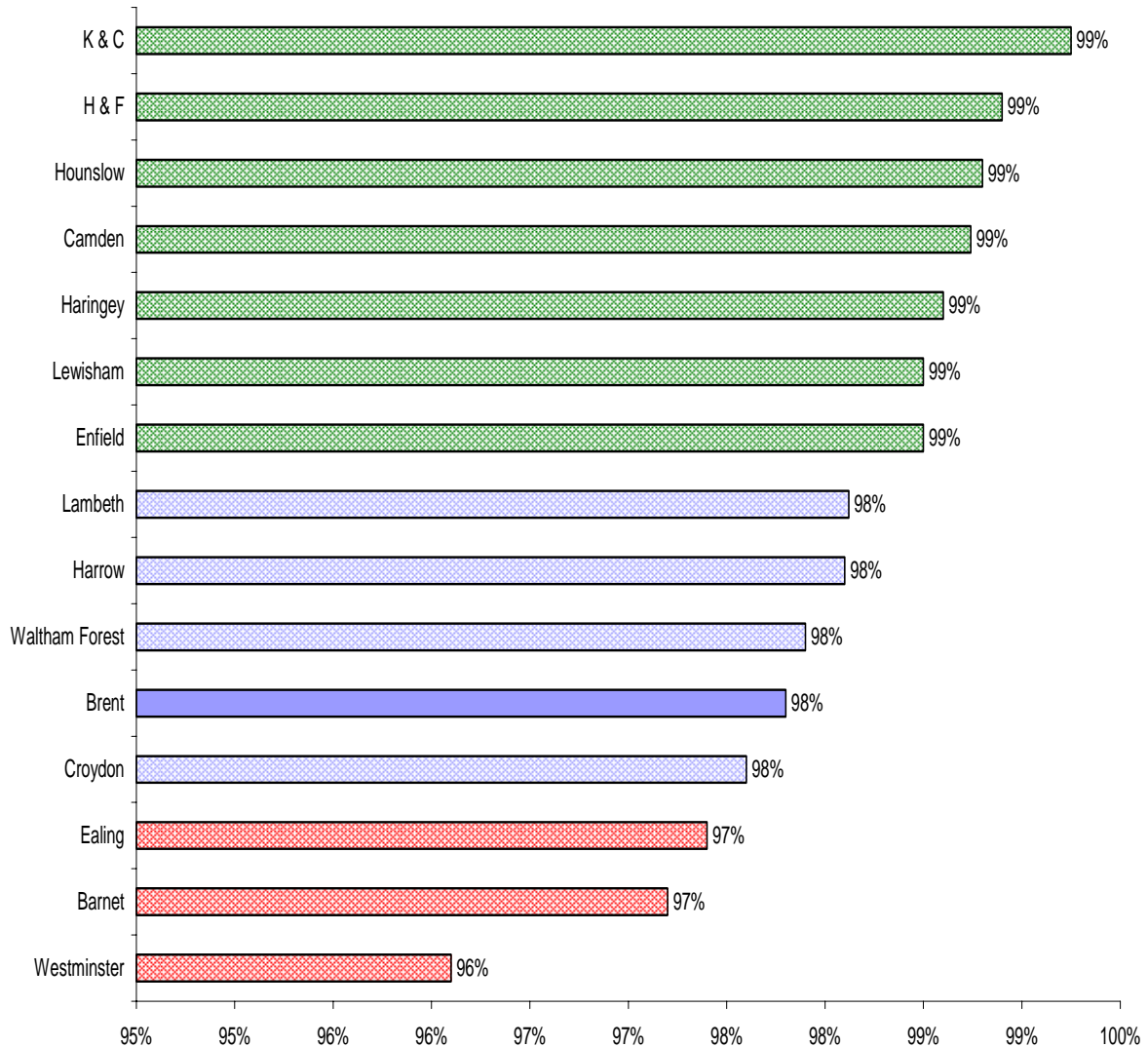
BVPI	<b>9</b>	PERCENTAGE OF COUNCIL TAX COLLECTED	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	95.85%	FAMILY & NEIGHBOURS	9 <sup>th</sup>	CURRENT	93%	IMPROVING
MEDIAN	94.34%			2003/04	90.97	
LOWER	92.89%	ALL LONDON	20 <sup>th</sup>	2002/03	90.97	
				2001/02	91.07	

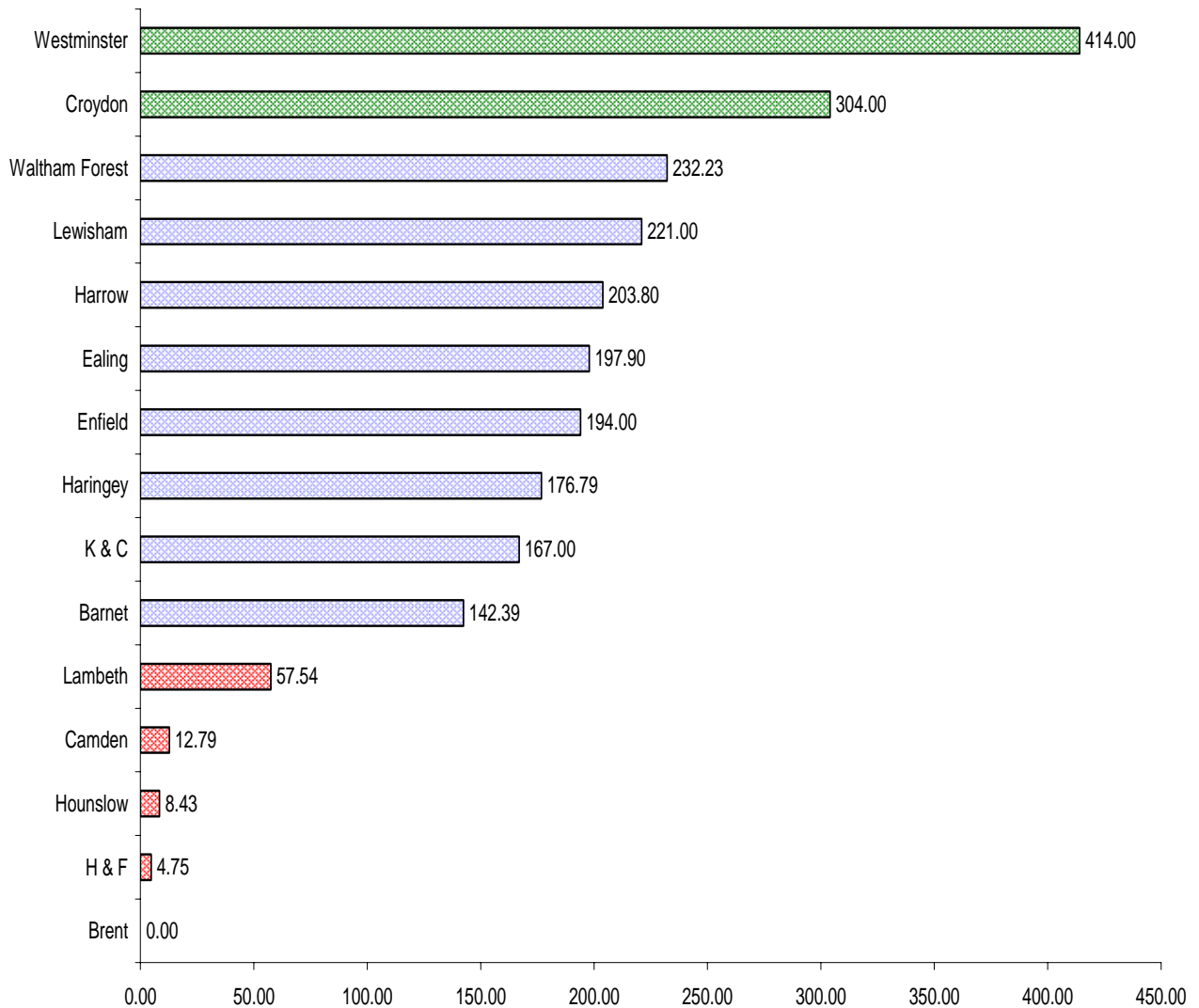


BVPI	<b>10</b>	PERCENTAGE OF NNDR COLLECTED	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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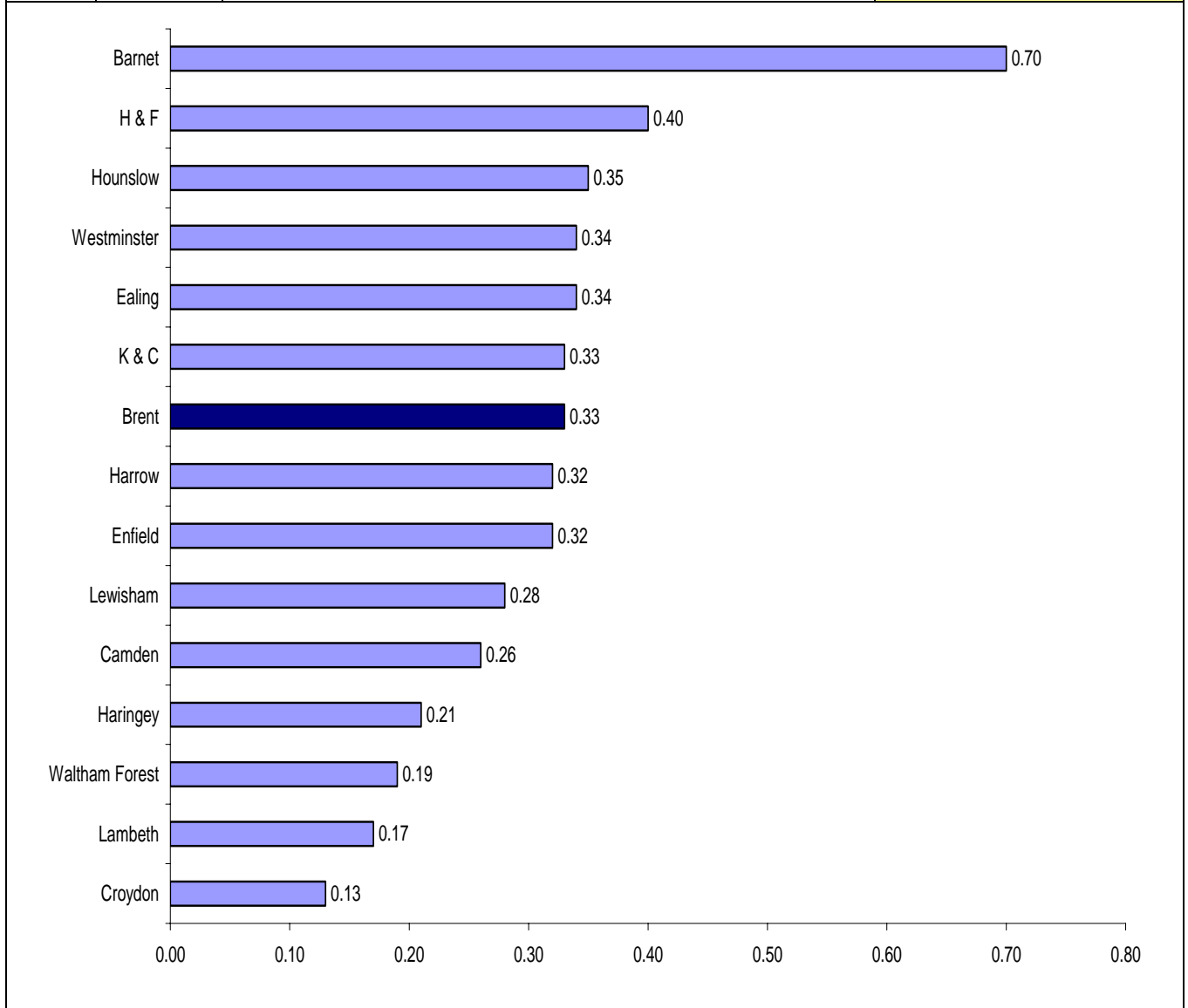
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	98.83%	FAMILY & NEIGHBOURS	11 <sup>th</sup>	CURRENT	98%	IMPROVING
MEDIAN	98.50%			2003/04	96.39%	
LOWER	97.57%	ALL LONDON	23 <sup>rd</sup>	2002/03	96.39%	
				2001/02	95.80%	

BVPI	<b>76A</b>	HOUSING BENEFIT SECURITY: A) THE NUMBER OF CLAIMANTS VISITED PER 1,000 CASELOAD	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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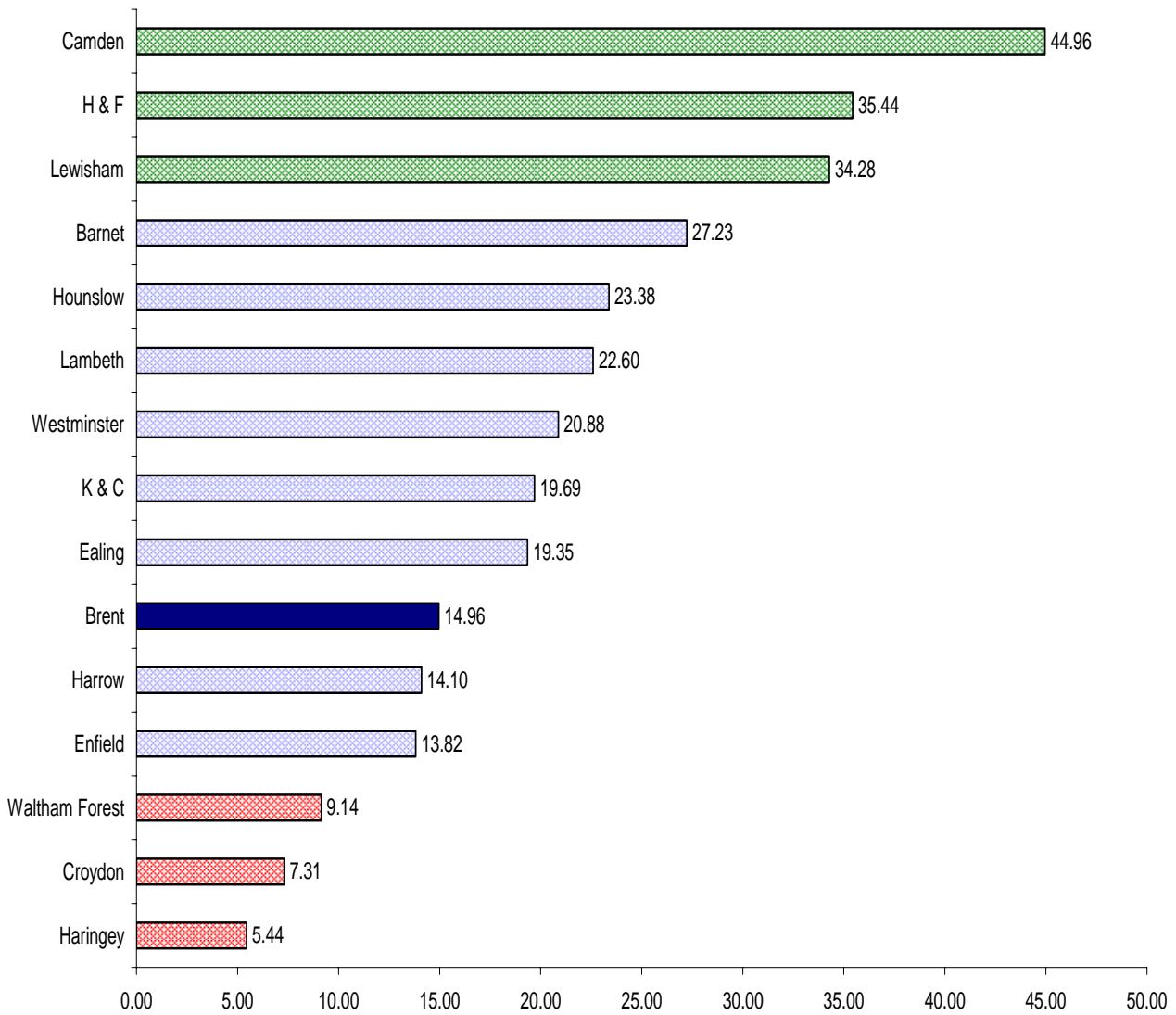
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	264.82	FAMILY & NEIGHBOURS	32 <sup>nd</sup>	CURRENT	0 NOT COLLECTED	N/A
MEDIAN	188.11			2003/04	AMENDED	
LOWER	80.28	ALL LONDON	32 <sup>nd</sup>	2002/03	N/A	
				2001/02	N/A	

BVPI	<b>76B</b>	HOUSING BENEFIT SECURITY:B) NUMBER OF FRAUD INVESTIGATORS EMPLOYED PER 1,000 CASELOAD	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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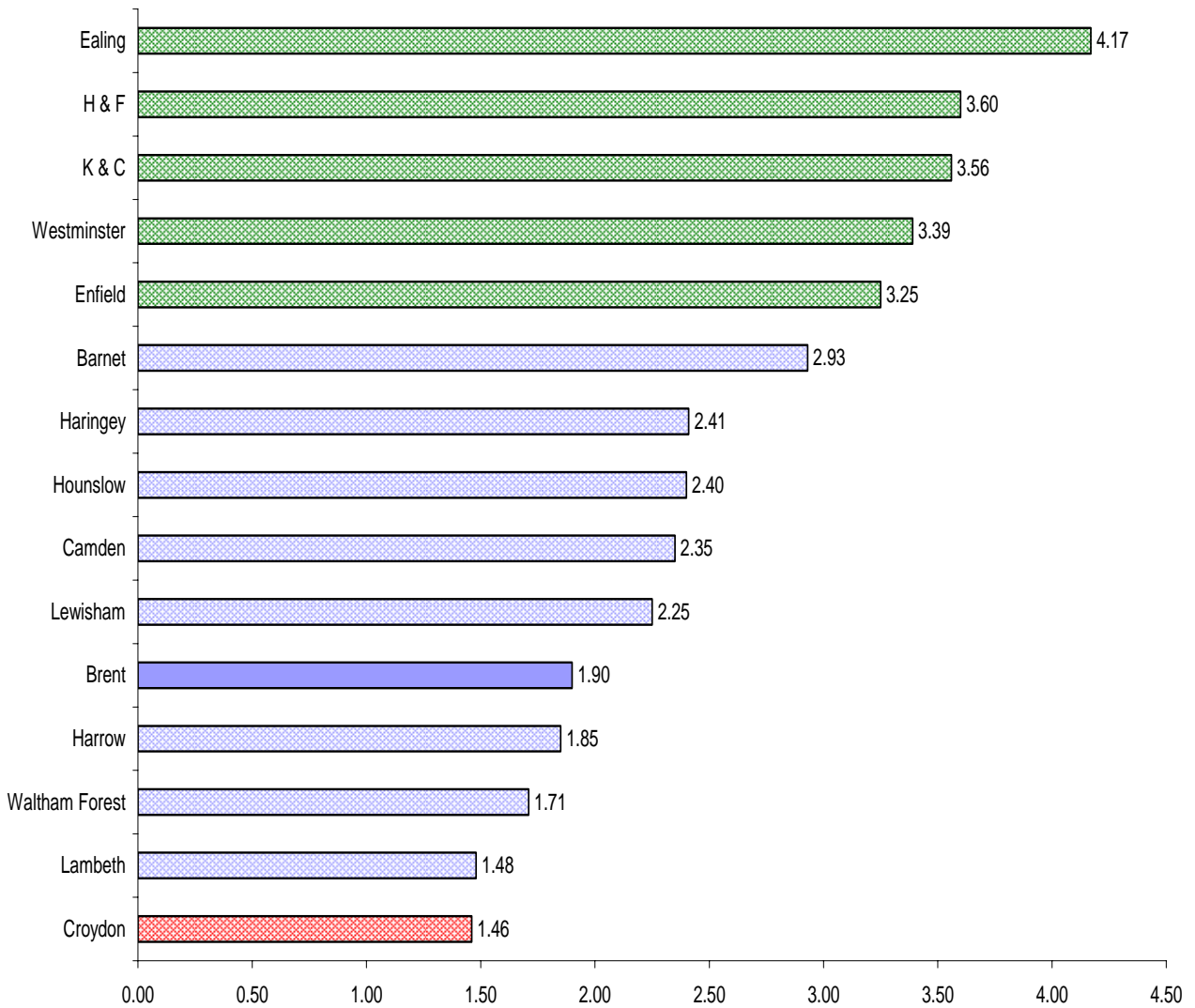
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	N/A	FAMILY & NEIGHBOURS	7 <sup>th</sup>	CURRENT	0.33	IMPROVING
MEDIAN				2003/04	0.24	
LOWER		ALL LONDON	11 <sup>th</sup>	2002/03	New	
				2001/02	N/A	

BVPI	<b>76c</b>	HOUSING BENEFIT SECURITY: C) NUMBER OF FRAUD INVESTIGATIONS PER 1,000 CASELOAD	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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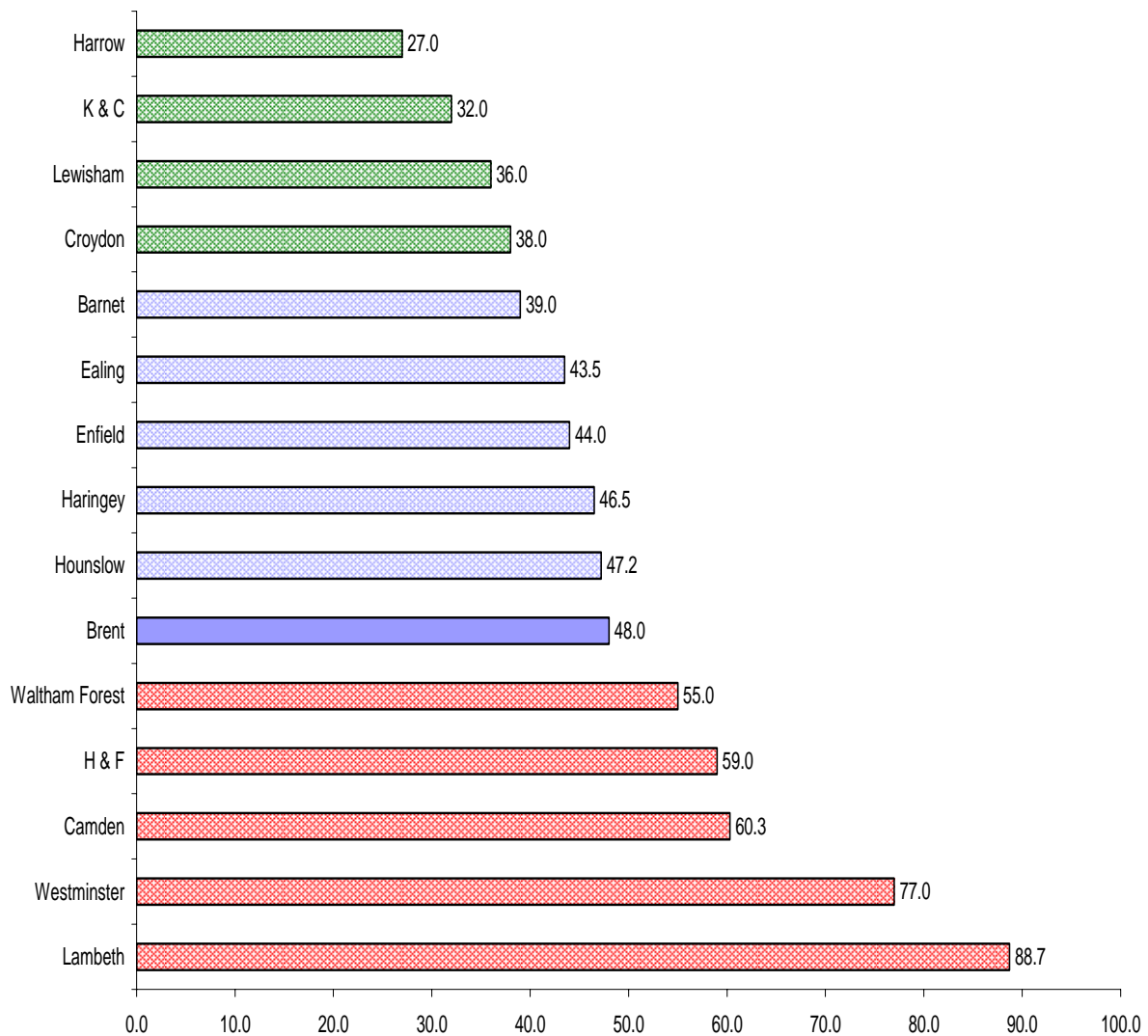
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	33.02	FAMILY & NEIGHBOURS	10 <sup>th</sup>	CURRENT	14.96	IMPROVING
MEDIAN	19.60			2003/04	8.68	
LOWER	11.49	ALL LONDON	20 <sup>th</sup>	2002/03	New	
				2001/02	N/A	

BVPI	<b>76D</b>	HOUSING BENEFIT SECURITY: D) NUMBER OF PROSECUTIONS AND SANCTIONS	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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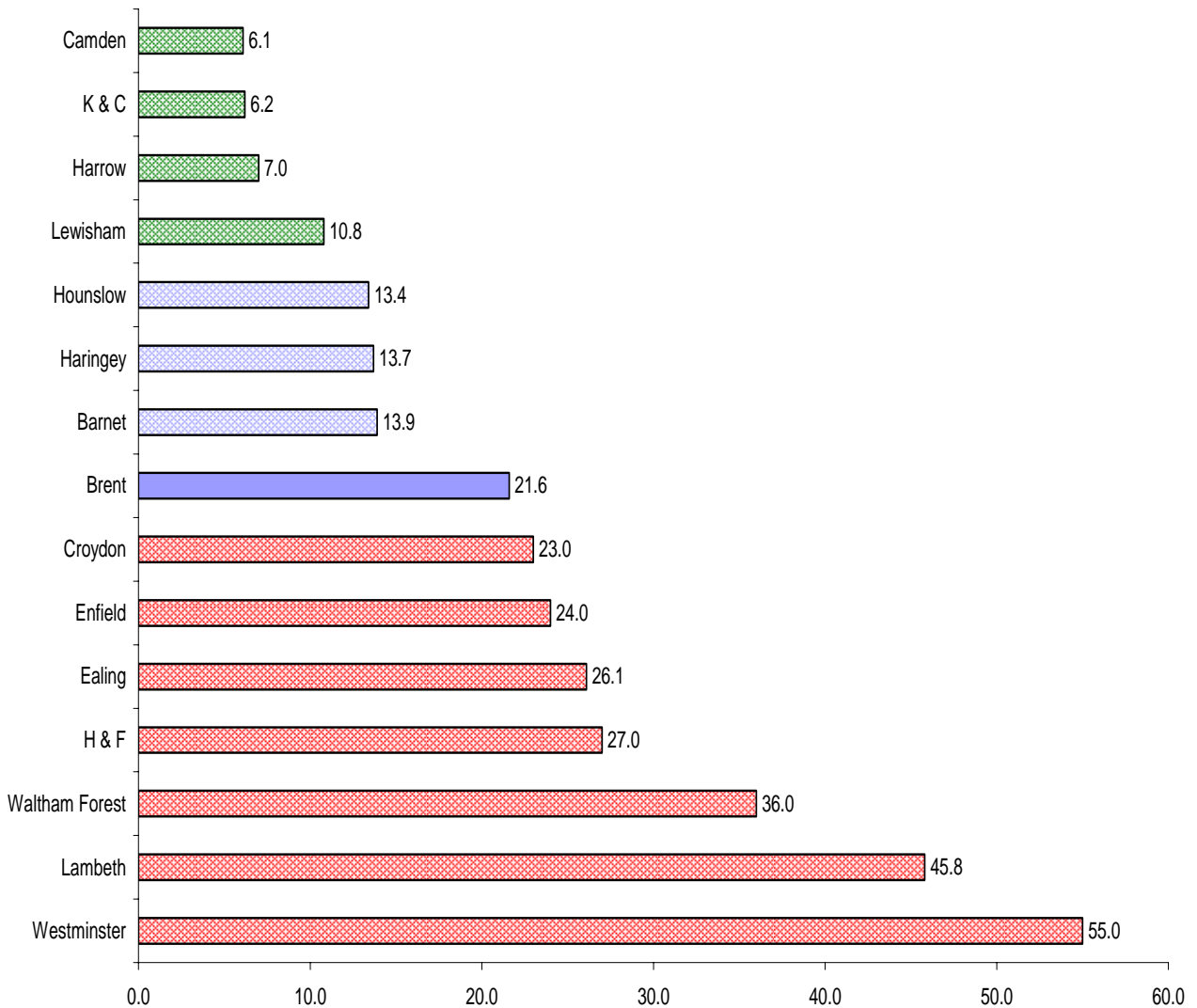
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	3.25	FAMILY & NEIGHBOURS	11 <sup>th</sup>	CURRENT	1.90	NOT IMPROVING
MEDIAN	2.17			2003/04	2.34	
LOWER	1.48	ALL LONDON	20 <sup>th</sup>	2002/03	N/A	
				2001/02	N/A	

<b>BVPI</b>	<b>78A</b>	AVERAGE TIME FOR PROCESSING COUNCIL TENANTS HOUSING BENEFIT/COUNCIL TAX BENEFIT IN DAYS: A) NEW CLAIMS IN DAYS	ODPM GOOD PERFORMANCE IS CONSIDERED LOW
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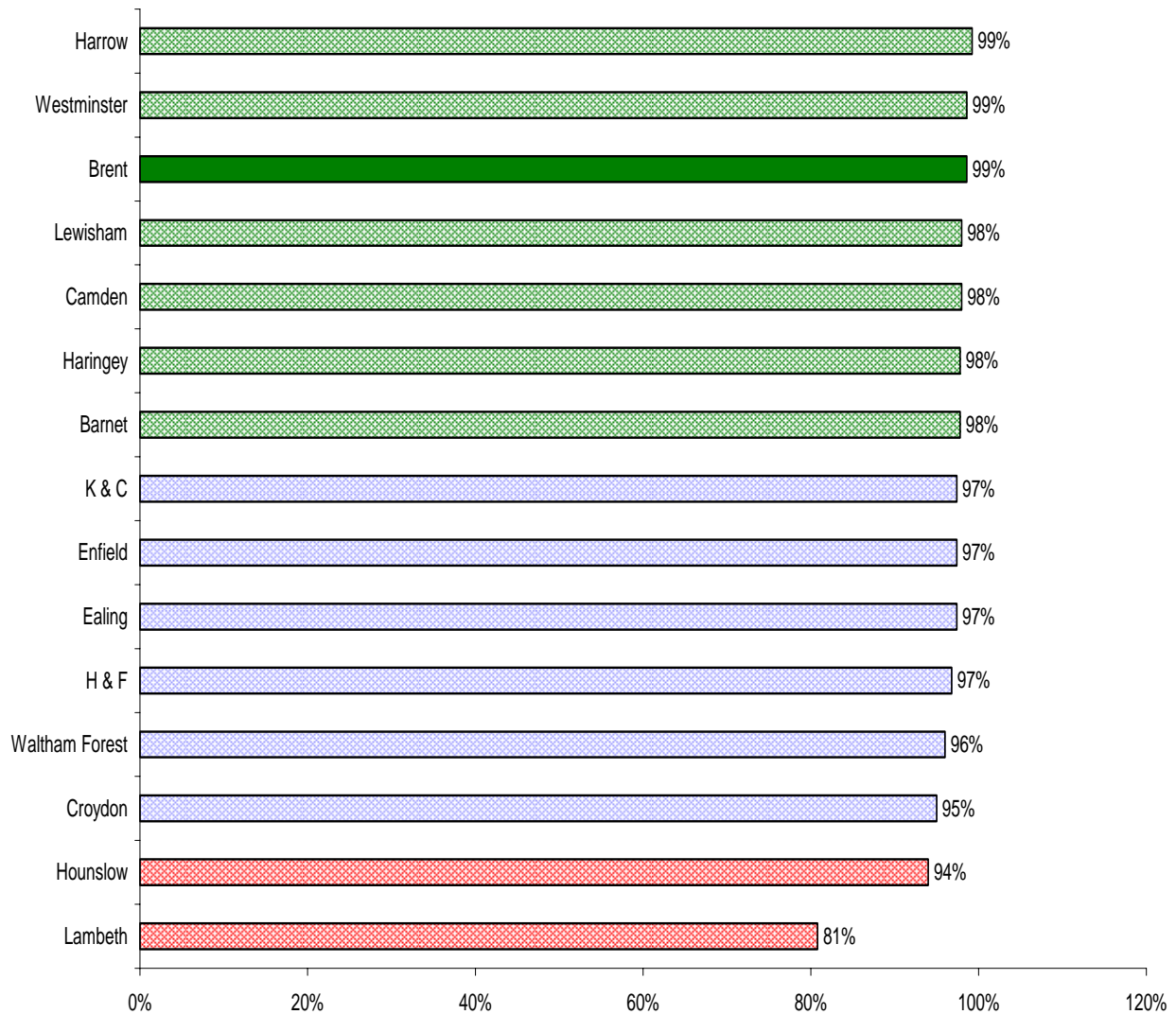
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	38.50 days	FAMILY & NEIGHBOURS	10 <sup>th</sup>	CURRENT	48 days	IMPROVING
MEDIAN	47.20 days			2003/04	56 days	
LOWER	56.00 days	ALL LONDON	14 <sup>th</sup>	2002/03	85.56 days	
				2001/02	65 days	

<b>BVPI</b>	<b>78B</b>	AVERAGE TIME FOR PROCESSING COUNCIL TENANTS HOUSING BENEFIT/COUNCIL TAX BENEFIT IN DAYS: B)CHANGE IN CIRCUMSTANCES IN DAYS	ODPM GOOD PERFORMANCE IS CONSIDERED LOW
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EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	11.10 days	FAMILY & NEIGHBOURS	8 <sup>th</sup>	CURRENT	21.6 days	IMPROVING
MEDIAN	15.15 days			2003/04	35 days	
LOWER	22.65 days	ALL LONDON	11 <sup>th</sup>	2002/03	29.3 days	
				2001/02	29.11 days	

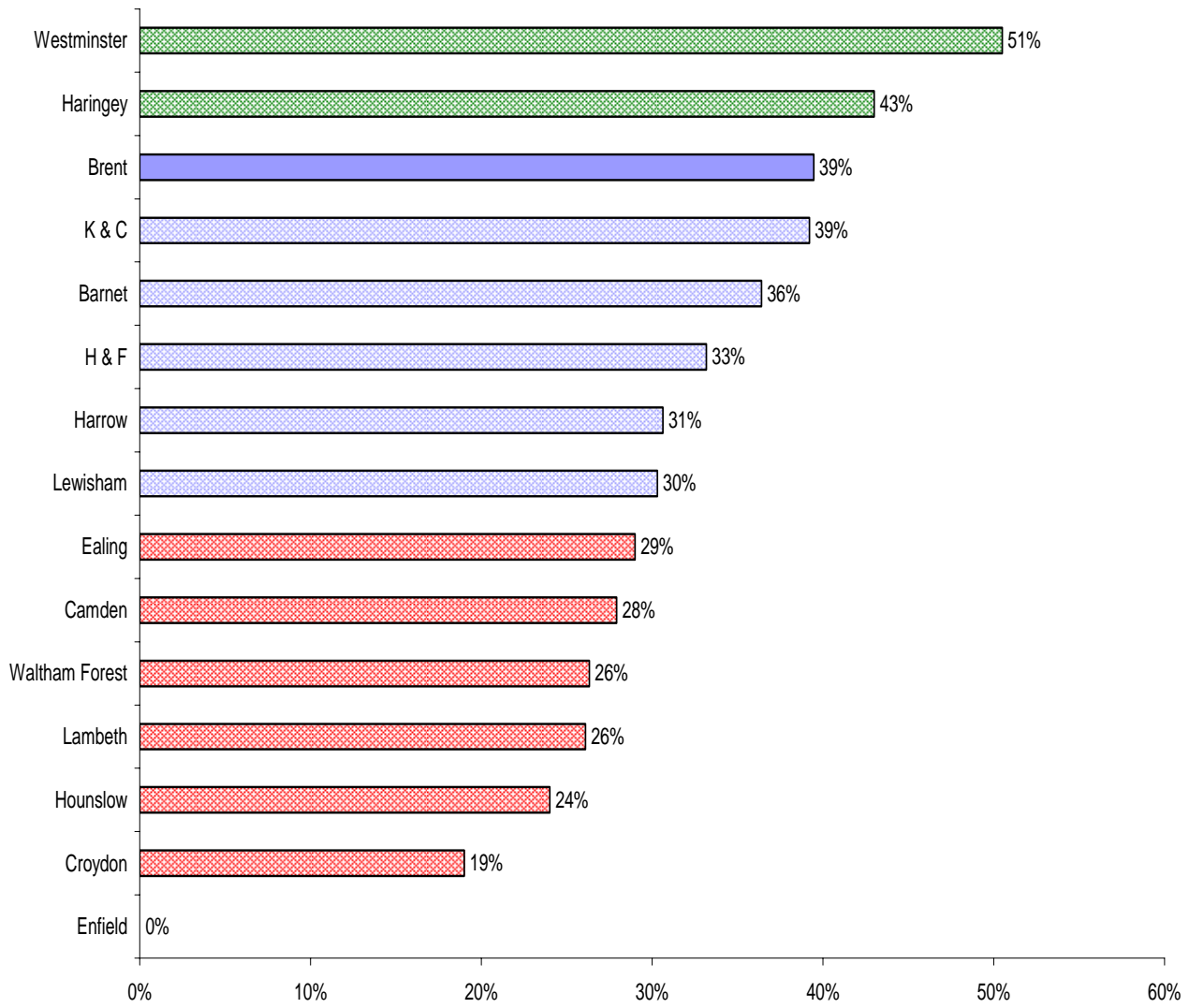
BVPI	<b>79A</b>	PERCENTAGE OF CASES FOR WHICH THE CALCULATION OF THE AMOUNT OF BENEFIT DUE WAS CORRECT	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	98%	FAMILY & NEIGHBOURS	3 <sup>rd</sup>	CURRENT	99%	IMPROVING
MEDIAN	97.70%			2003/04	97%	
LOWER	95%	ALL LONDON	4 <sup>th</sup>	2002/03	95%	
				2001/02	99.8%	

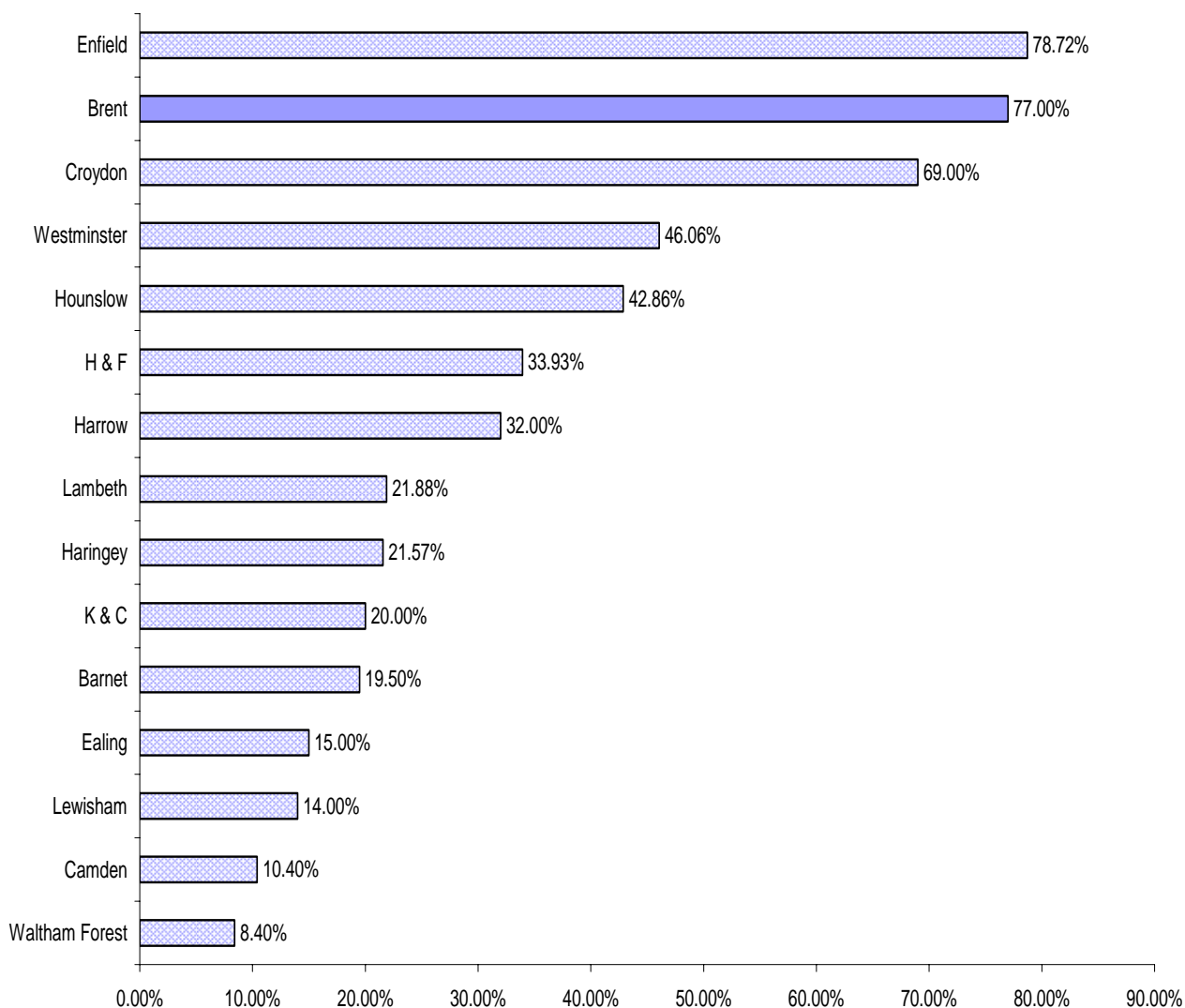


<b>BVPI</b>	<b>79B</b>	PERCENTAGE OF RECOVERABLE OVERPAYMENTS (EXCLUDING COUNCIL TAX BENEFITS) THAT WERE RECOVERED IN THE YEAR	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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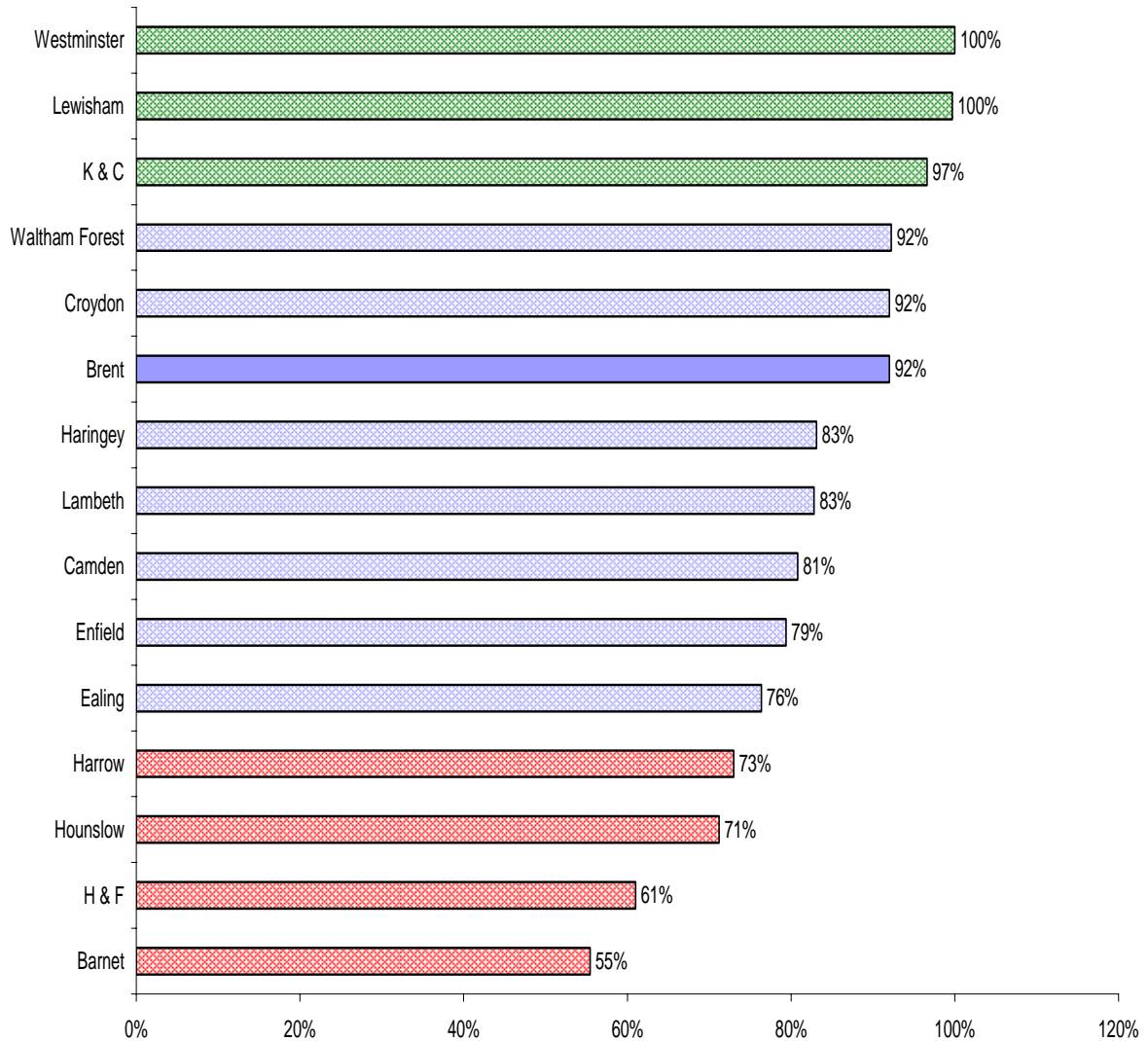
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	39.88%	FAMILY & NEIGHBOURS	3 <sup>rd</sup>	CURRENT	39%	IMPROVING
MEDIAN	32.72%			2003/04	38.34%	
LOWER	29.09%	ALL LONDON	8 <sup>th</sup>	2002/03	51%	
				2001/02	46.06%	

<b>BVPI</b>	<b>156</b>	<b>THE % BUILDINGS WITH FACILITIES FOR PEOPLE WITH DISABILITIES</b>	<b>ODPM GOOD PERFORMANCE IS CONSIDERED HIGH</b>
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EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	N/A	FAMILY & NEIGHBOURS	2 <sup>nd</sup>	CURRENT	77.00%	IMPROVING
MEDIAN				2003/04	45%	
LOWER		ALL LONDON	4 <sup>th</sup>	2002/03	30.93%	
				2001/02	23.30%	

BVPI	<b>157</b>	TYPES OF INTERACTION DELIVERED ELECTRONICALLY	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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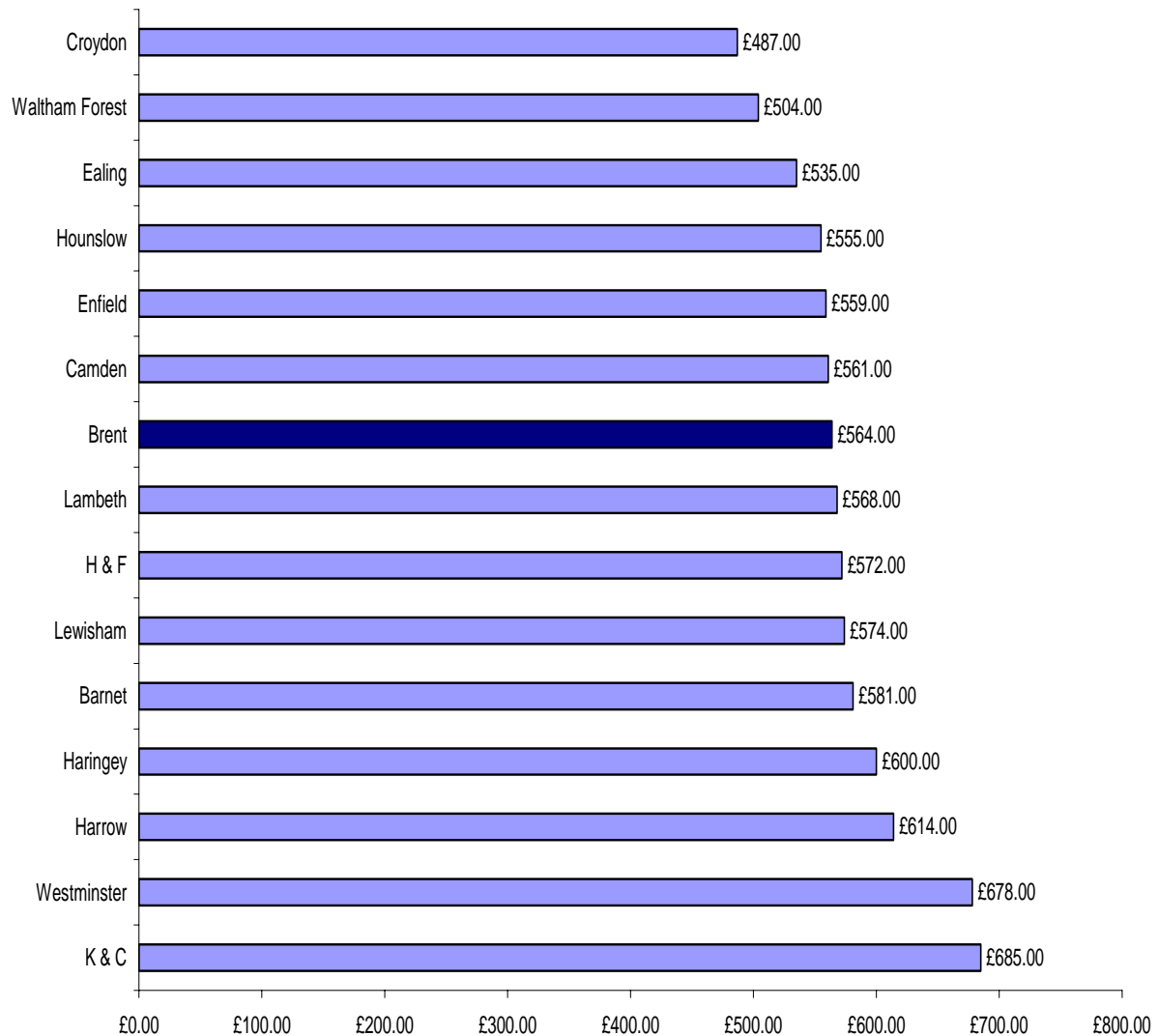
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	92.24%	FAMILY & NEIGHBOURS	6 <sup>th</sup>	CURRENT	92%	IMPROVING
MEDIAN	83.11%			2003/04	73%	
LOWER	73.07%	ALL LONDON	11 <sup>th</sup>	2002/03	42.50%	
				2001/02	30%	



# HOUSING & COMMUNITY CARE

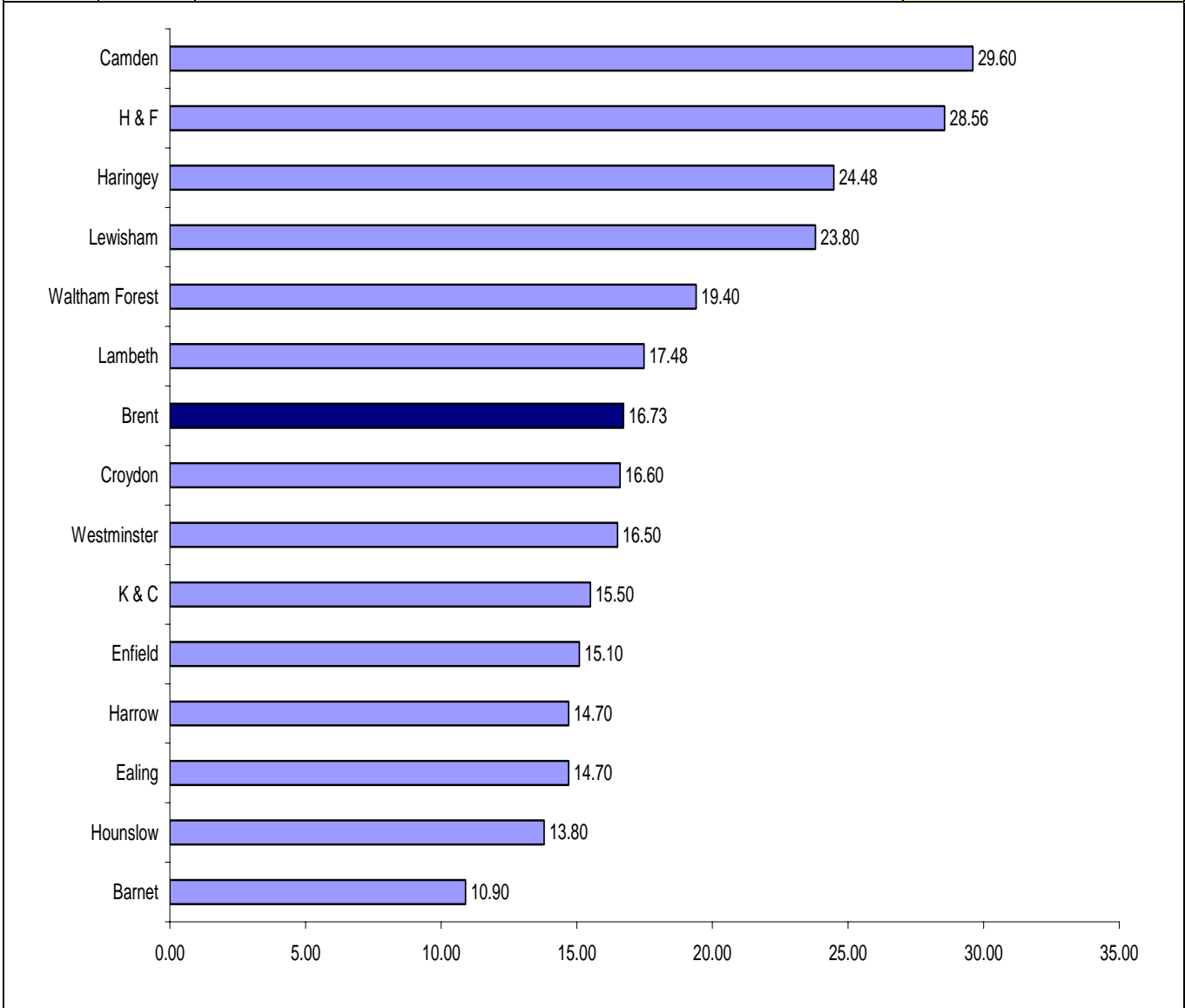


BVPI	<b>52</b>	COST OF INTENSIVE CARE FOR ADULTS (£ GROSS PER WEEK)	ODPM GOOD PERFORMANCE IS CONSIDERED N/A
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EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	N/A	FAMILY & NEIGHBOURS	7 <sup>th</sup>	CURRENT	£564	N/A
MEDIAN				2003/04	£590	
LOWER		ALL LONDON	29 <sup>th</sup>	2002/03	£498	
				2001/02	£533	

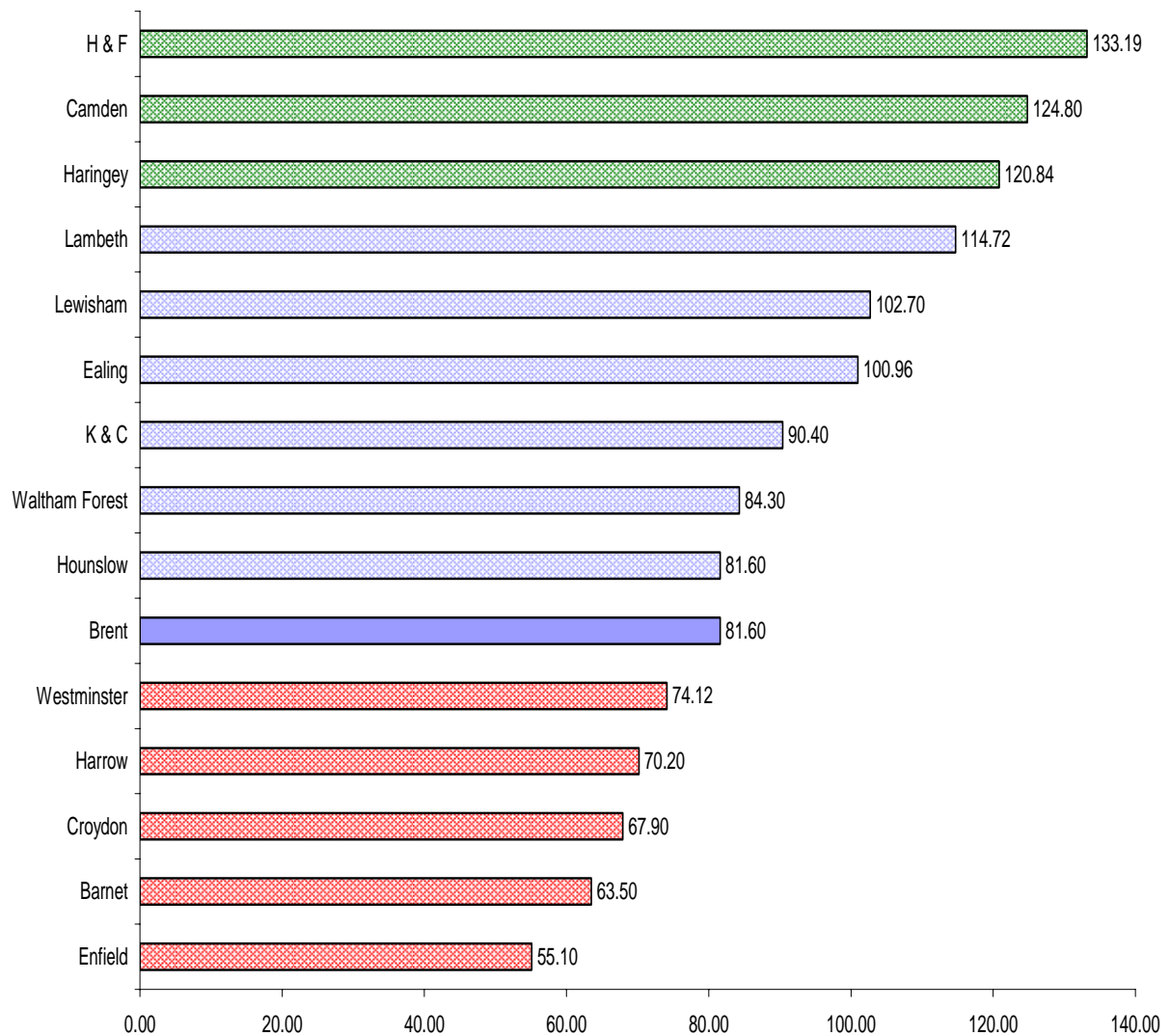
BVPI	<b>53</b>	HOUSEHOLDS RECEIVING INTENSIVE HOME CARE PER 1,000 POPULATION AGED 65+	ODPM GOOD PERFORMANCE IS CONSIDERED N/A
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EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	N/A	FAMILY & NEIGHBOURS	7 <sup>th</sup>	CURRENT	£16.73	N/A
MEDIAN				2003/04	£15.34	
LOWER		ALL LONDON	23 <sup>rd</sup>	2002/03	£16.64	
				2001/02	£16.28	

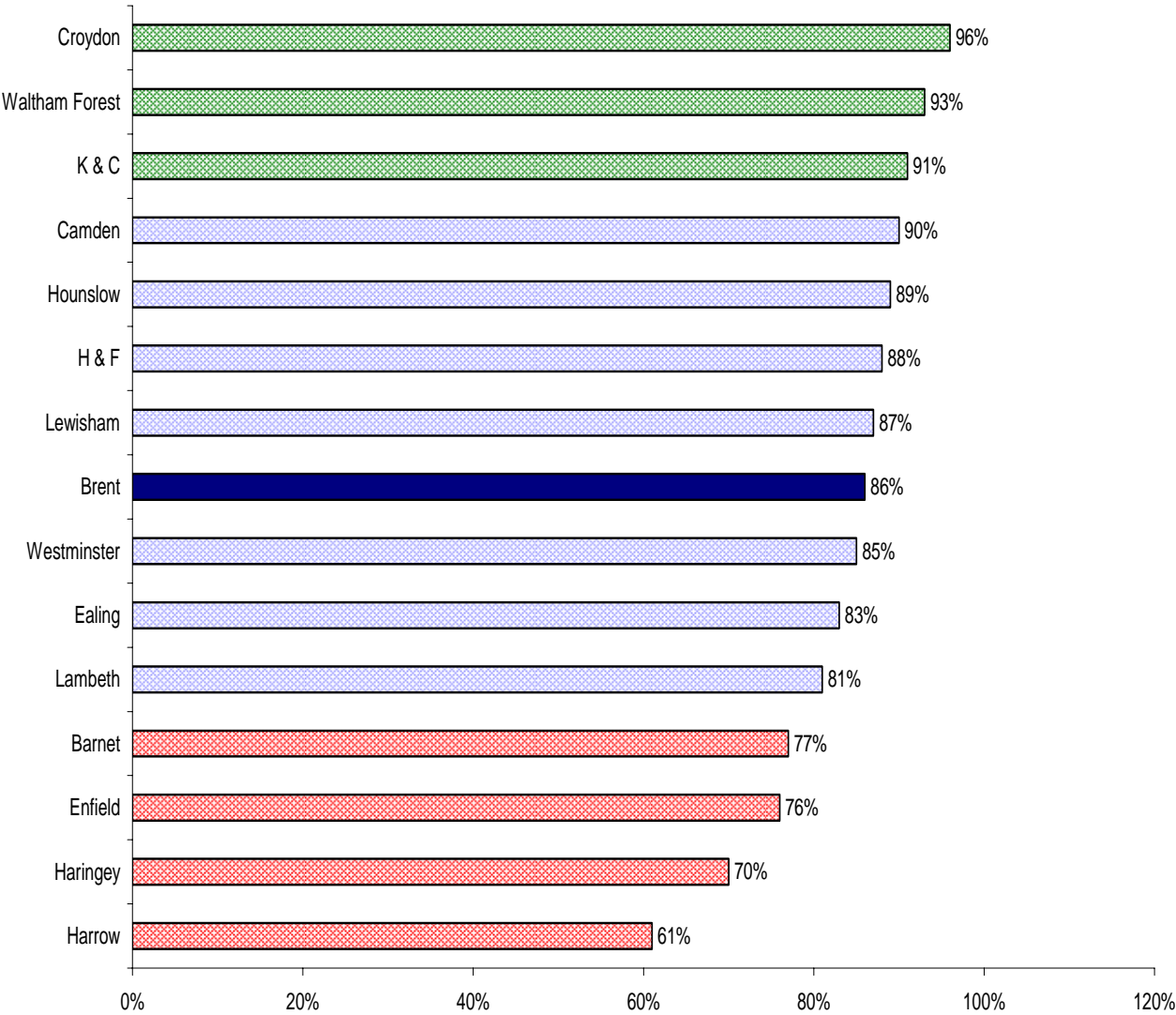


<b>BVPI</b>	<b>54</b>	<b>OLDER PEOPLE (AGED 65 OR OVER) HELPED TO LIVE AT HOME PER 1,000 POPULATION AGED 65+</b>	<b>ODPM GOOD PERFORMANCE IS CONSIDERED HIGH</b>
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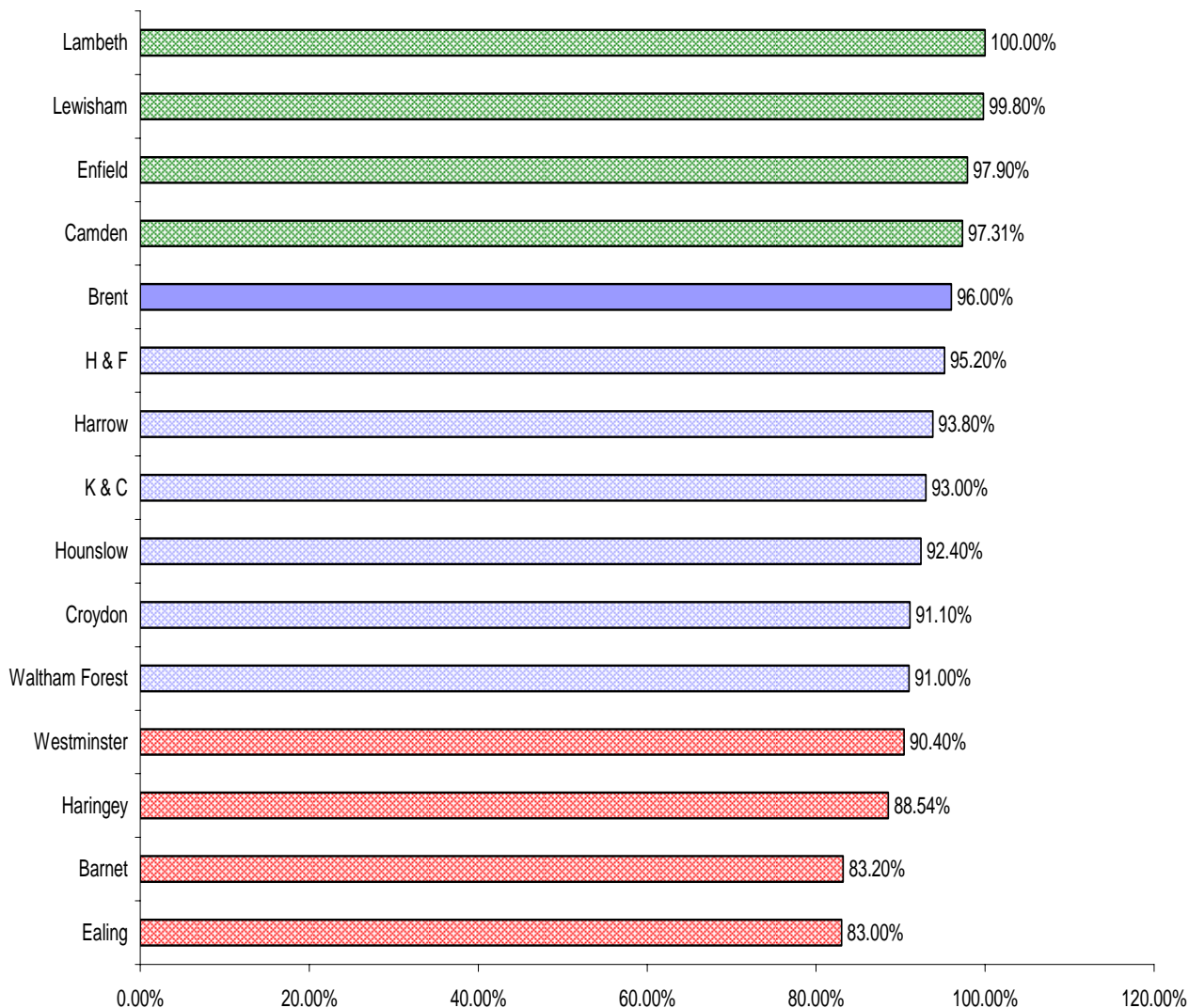
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	116.25	FAMILY & NEIGHBOURS	10 <sup>th</sup>	CURRENT	81.60	NOT IMPROVING
MEDIAN	93.65			2003/04	89.8	
LOWER	80.24	ALL LONDON	20 <sup>th</sup>	2002/03	70.00	
				2001/02	70.10	

<b>BVPI</b>	<b>56</b>	<b>% OF ITEMS OF EQUIPMENT DELIVERED WITHIN 7 WORKING DAYS.</b>	<b>ODPM GOOD PERFORMANCE IS CONSIDERED HIGH</b>
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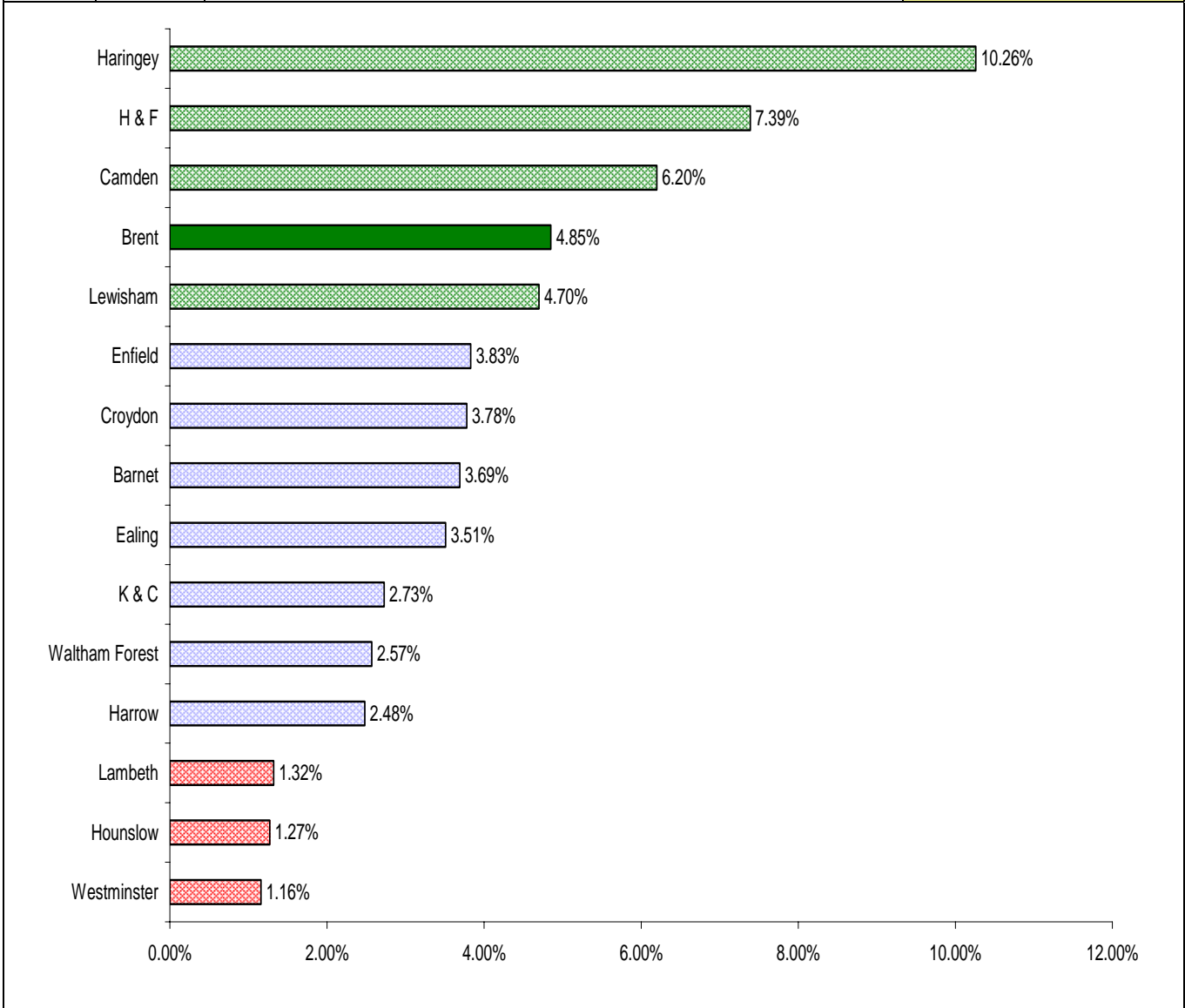
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	91%	FAMILY & NEIGHBOURS	8 <sup>th</sup>	CURRENT	86%	IMPROVING
MEDIAN	87%			2003/04	78%	
LOWER	79%	ALL LONDON	20 <sup>th</sup>	2002/03	79.40%	
				2001/02	79%	

BVPI	<b>58</b>	% OF PEOPLE RECEIVING A STATEMENT OF THEIR NEEDS AND HOW THEY WILL BE MET	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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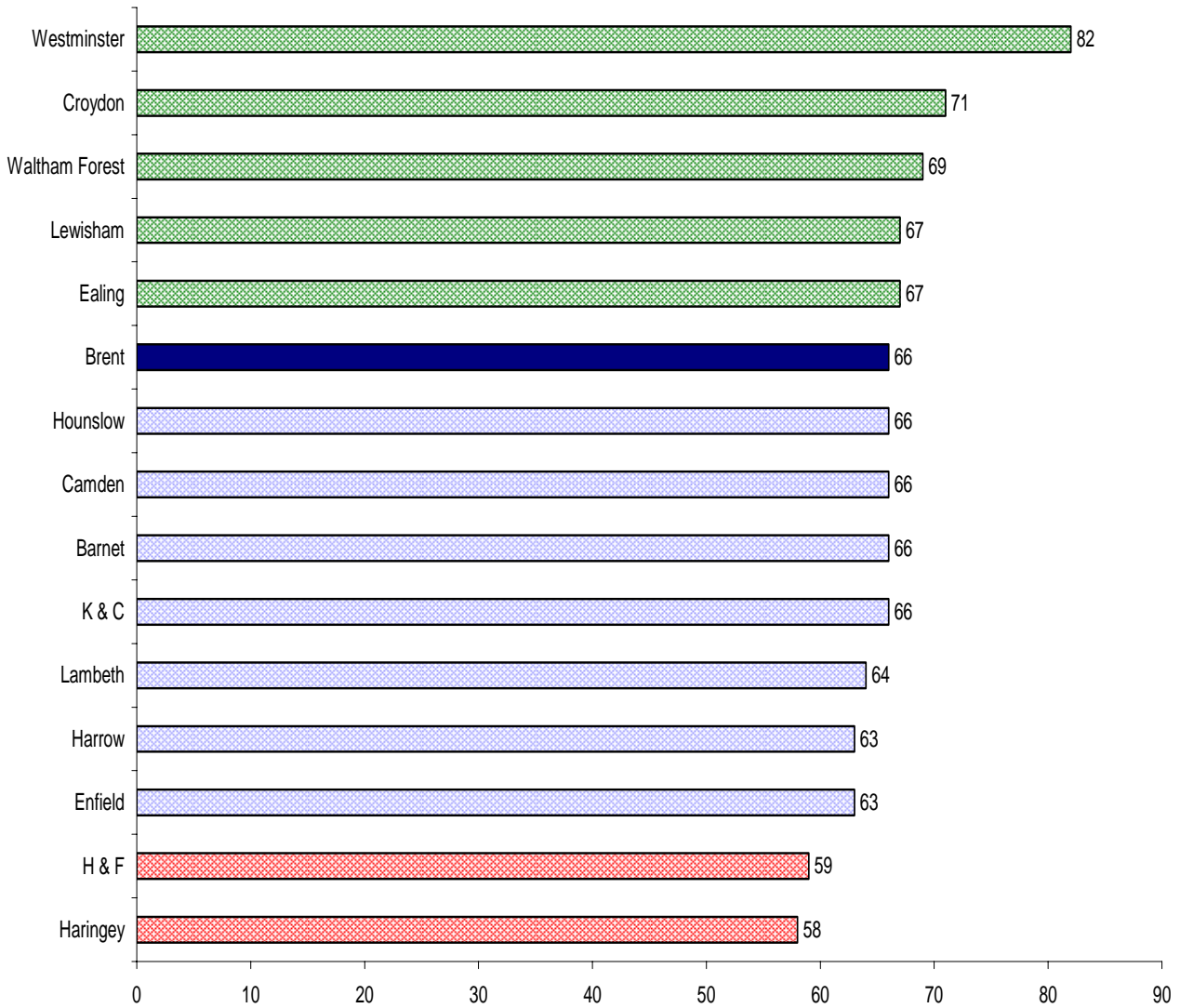
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	96.55	FAMILY & NEIGHBOURS	5 <sup>th</sup>	CURRENT	96.00%	IMPROVING
MEDIAN	93.16			2003/04	93.02%	
LOWER	91	ALL LONDON	11 <sup>th</sup>	2002/03	89%	
				2001/02	72.62%	

BVPI	<b>62</b>	UNFIT PRIVATE SECTOR DWELLINGS MADE FIT	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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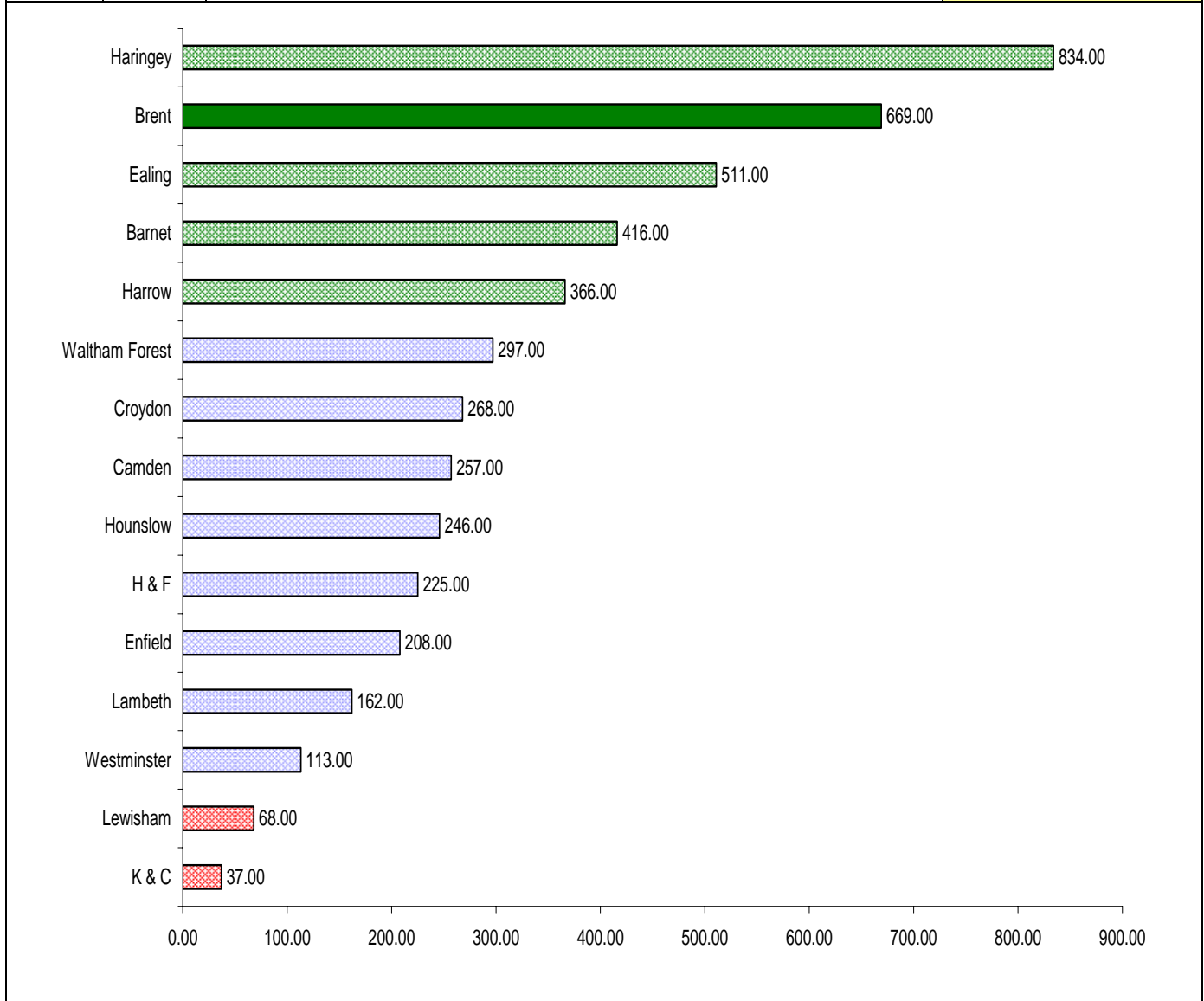
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	4.63%	FAMILY & NEIGHBOURS	4 <sup>th</sup>	CURRENT	4.85%	IMPROVING
MEDIAN	3.42%			2003/04	4.72%	
LOWER	2.04%	ALL LONDON	7 <sup>th</sup>	2002/03	3.86%	
				2001/02	3.95%	

BVPI	<b>63</b>	THE AVERAGE SAP RATING OF COUNCIL OWNED DWELLINGS	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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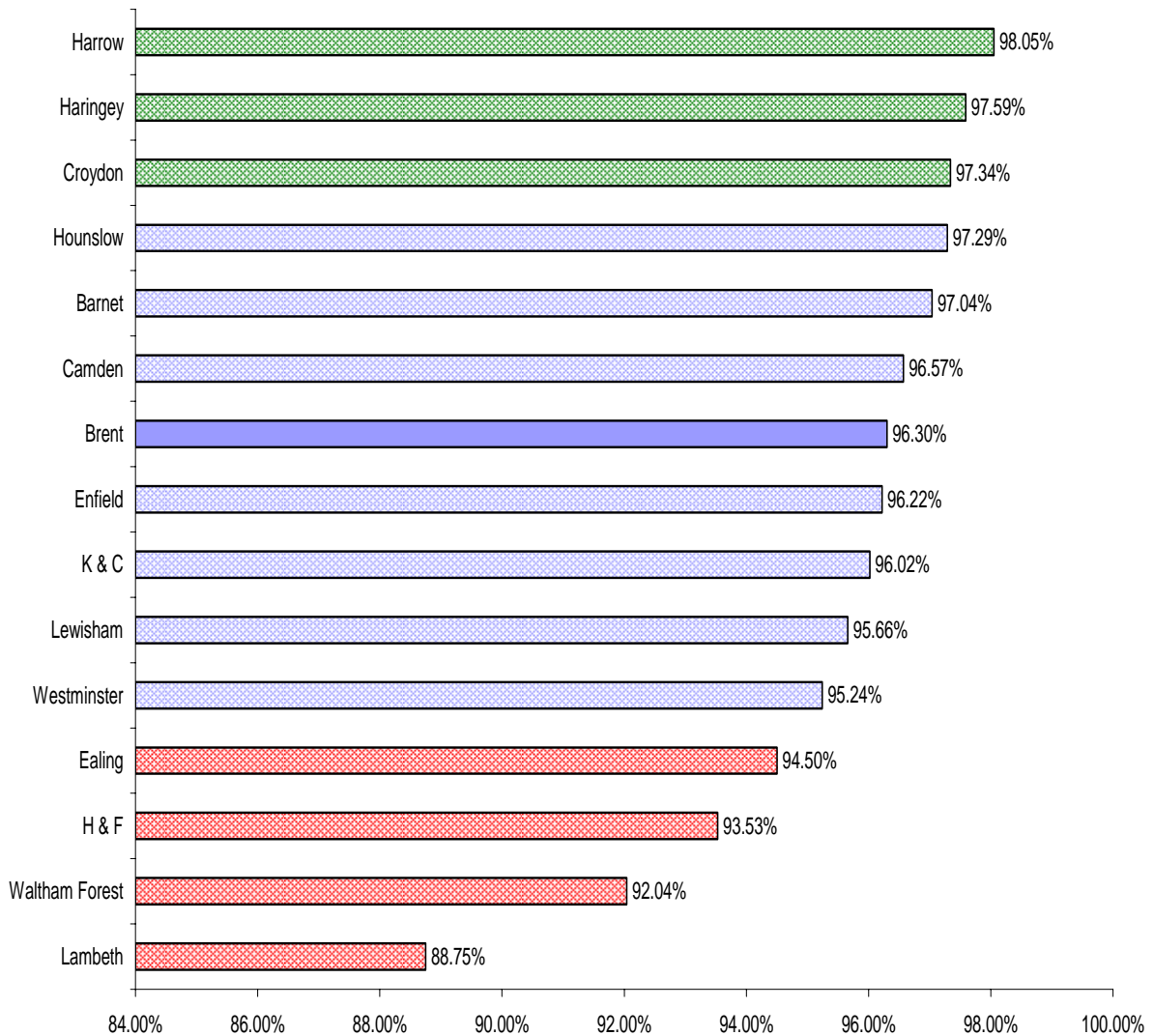
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	67	FAMILY & NEIGHBOURS	6 <sup>th</sup>	CURRENT	66	IMPROVING
MEDIAN	66			2003/04	54	
LOWER	61	ALL LONDON	10/30	2002/03	52	
				2001/02	49	

BVPI	<b>64</b>	THE NUMBER OF PRIVATE DWELLINGS RETURNED TO OCCUPATION	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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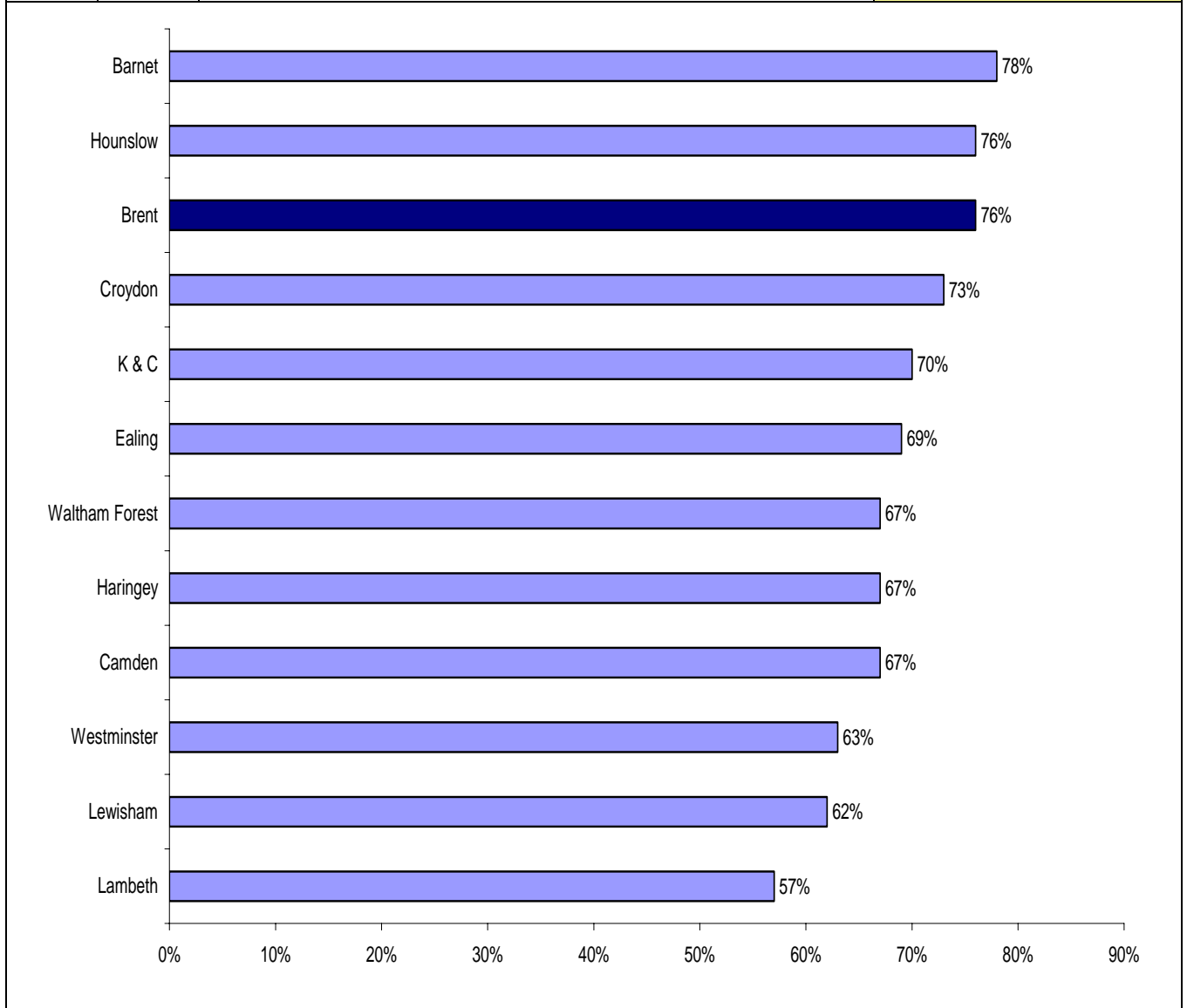
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	301.25	FAMILY & NEIGHBOURS	2 <sup>nd</sup>	CURRENT	669	NOT IMPROVING
MEDIAN	180			2003/04	946	
LOWER	75.75	ALL LONDON	2 <sup>nd</sup>	2002/03	172	
				2001/02	Amended	

BVPI	<b>66A</b>	LOCAL AUTHORITY RENT COLLECTION AND ARREARS: PROPORTION OF RENT COLLECTED	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	97.30%	FAMILY & NEIGHBOURS	7 <sup>th</sup>	CURRENT	96.30%	NO CHANGE
MEDIAN	6.03%			2003/04	96.30%	
LOWER	94.93%	ALL LONDON	12 <sup>th</sup>	2002/03	96.30%	
				2001/02	94%	

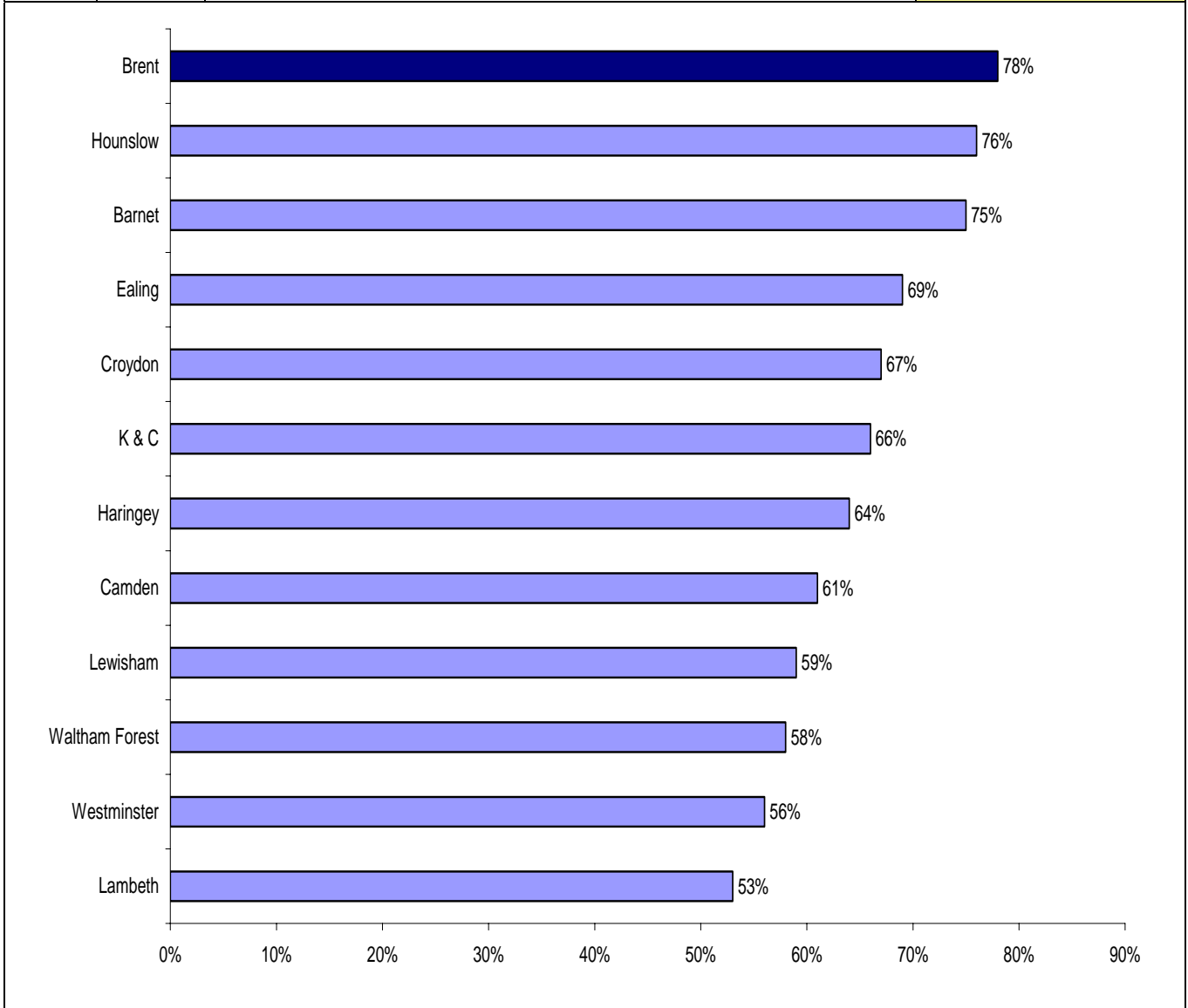
BVPI	<b>74A</b>	TENANT SATISFACTION: LANDLORDS: A) OVERALL SATISFACTION	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	N/A	FAMILY & NEIGHBOURS	3 <sup>rd</sup>	CURRENT	76%	IMPROVING
MEDIAN				2003/04	73%	
LOWER		ALL LONDON	4/22	2002/03	53%	
				2001/02	49%	

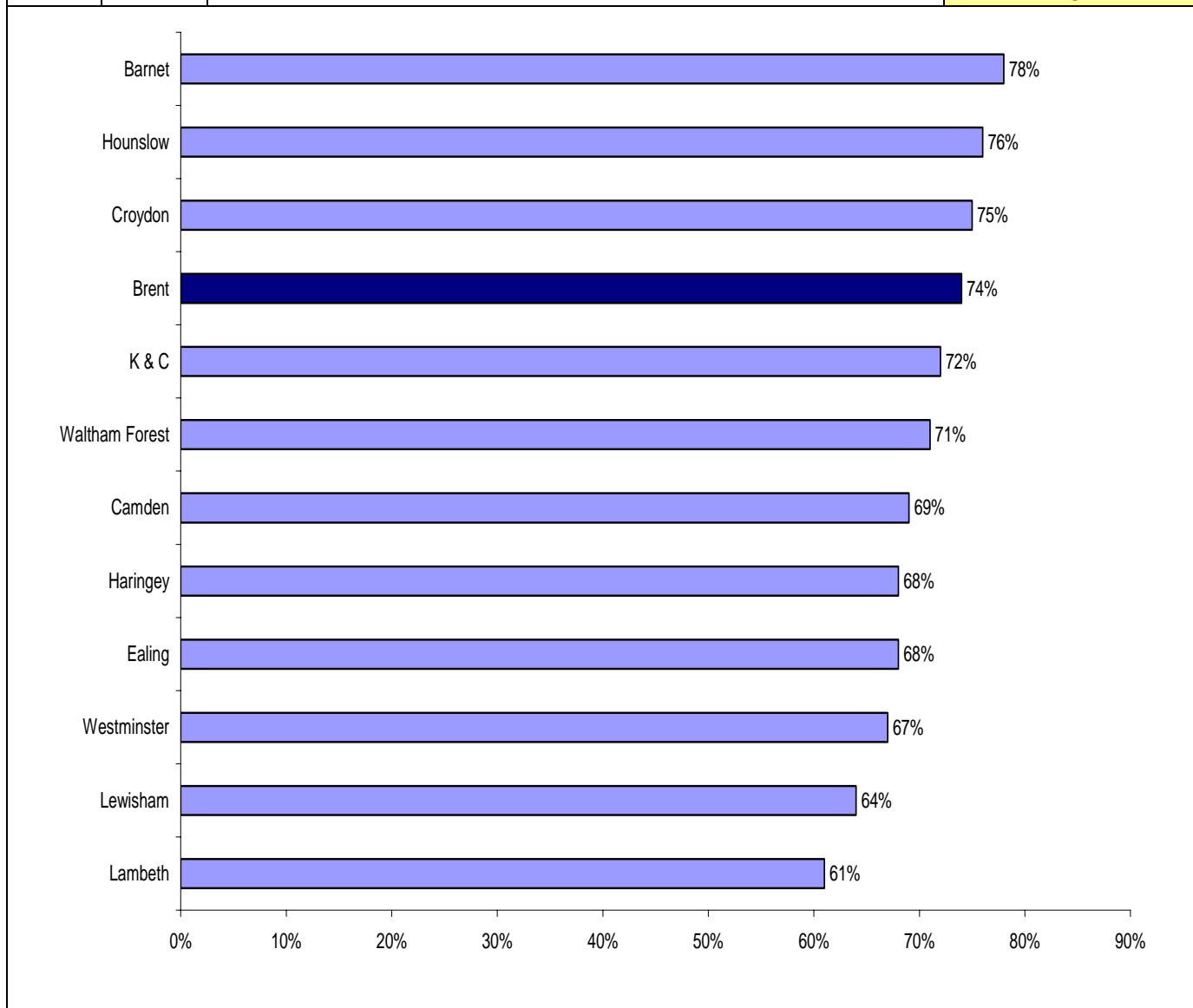


BVPI	<b>74B</b>	TENANT SATISFACTION: LANDLORDS: B) BLACK AND MINORITY ETHNIC TENANTS	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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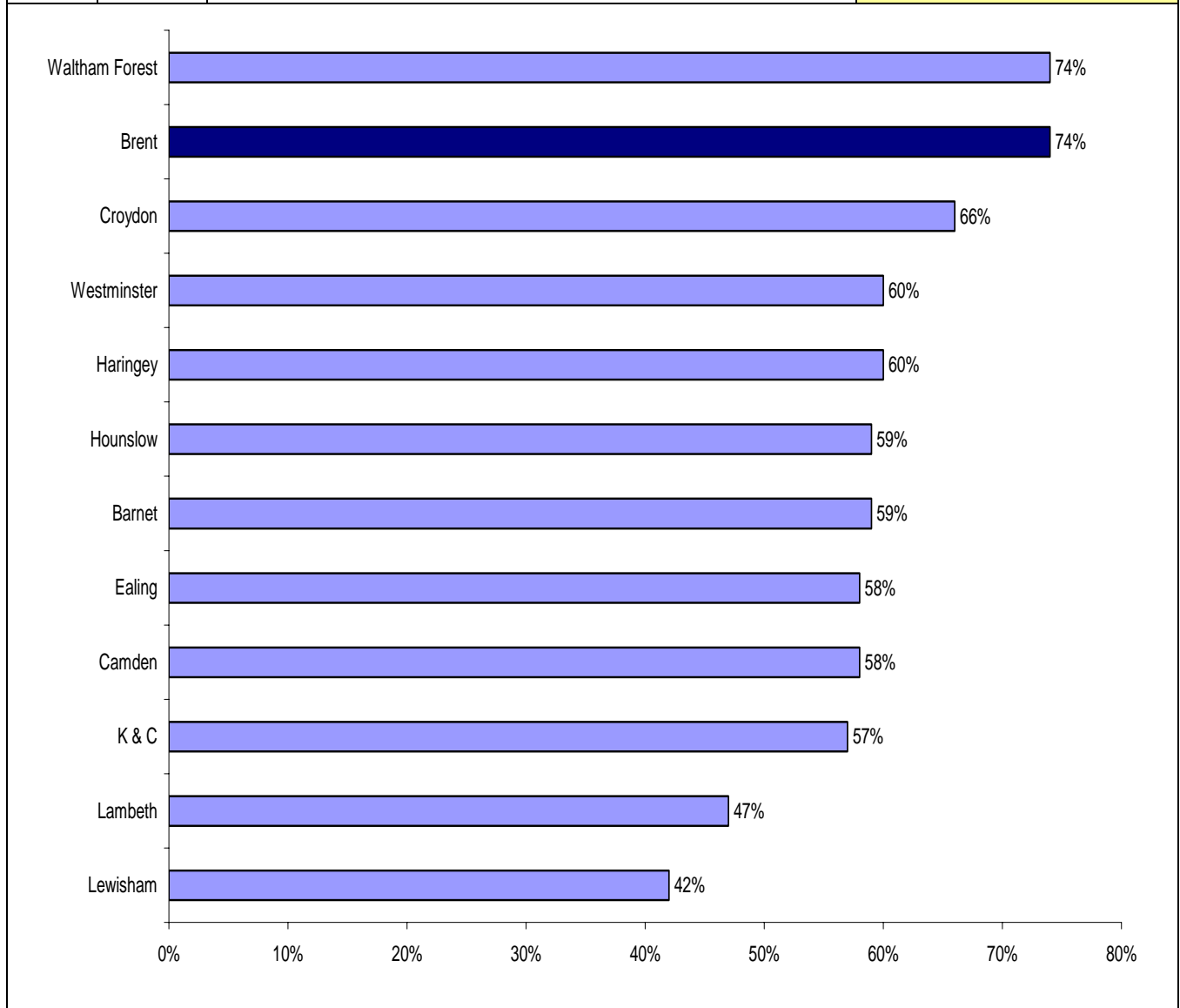
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	N/A	FAMILY & NEIGHBOURS	1 <sup>st</sup>	CURRENT	78%	IMPROVING
MEDIAN				2003/04	74%	
LOWER		ALL LONDON	1/22	2002/03	47%	
				2001/02	New	

BVPI	74c	TENANT SATISFACTION: LANDLORDS: C) NON BLACK AND MINORITY ETHNIC TENANTS	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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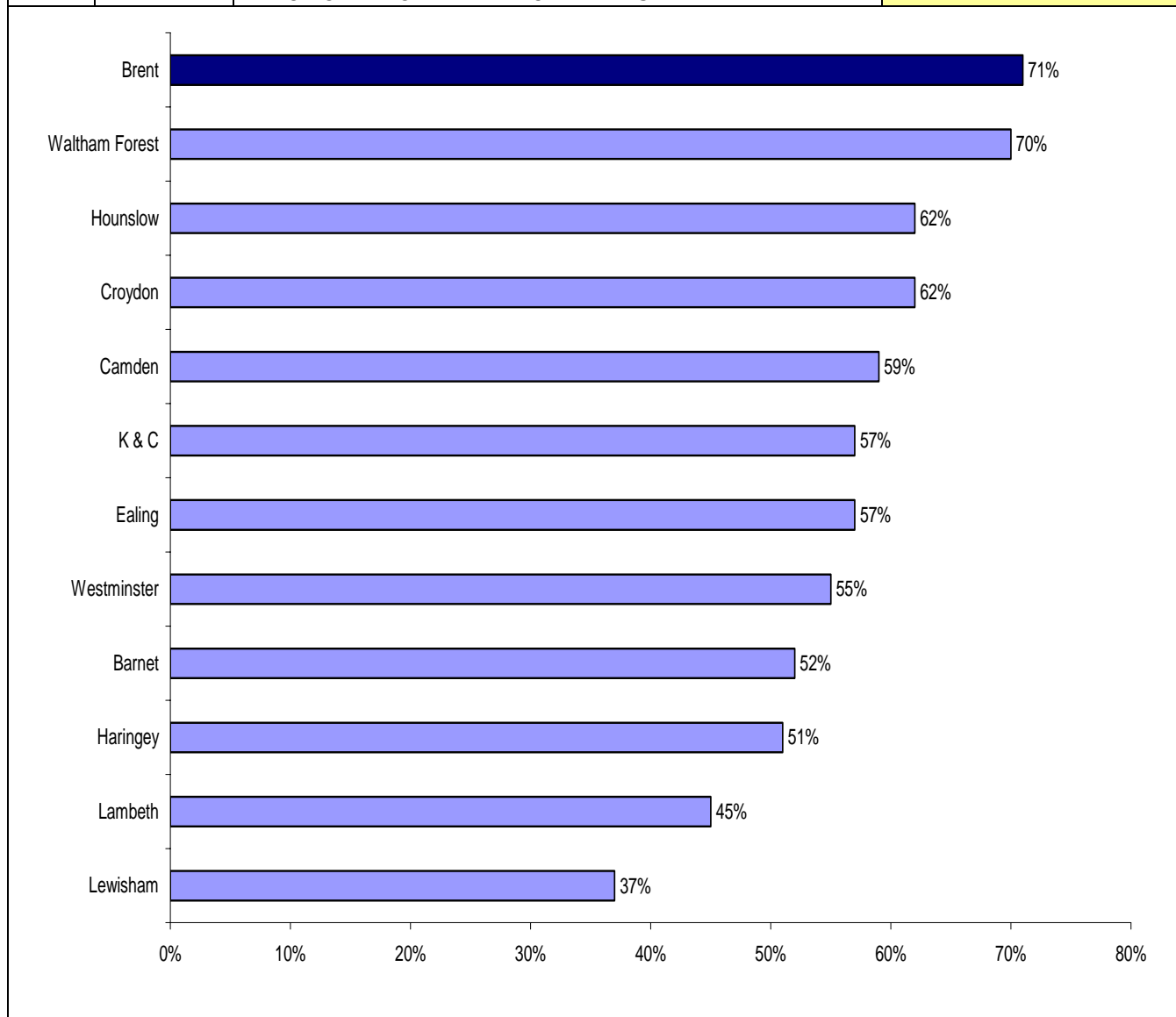
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	N/A	FAMILY & NEIGHBOURS	4 <sup>th</sup>	CURRENT	74%	NO CHANGE
MEDIAN				2003/04	74%	
LOWER		ALL LONDON	6/22	2002/03	New	
				2001/02	N/A	

<b>BVPI</b>	<b>75A</b>	SATISFACTION OF TENANTS OF COUNCIL HOUSING WITH OPPORTUNITIES FOR PARTICIPATION IN MANAGEMENT AND DECISION MAKING IN RELATION TO HOUSING SERVICES BY THEIR LANDLORD BROKEN DOWN BY: A) BLACK & MINORITY ETHNIC TENANTS	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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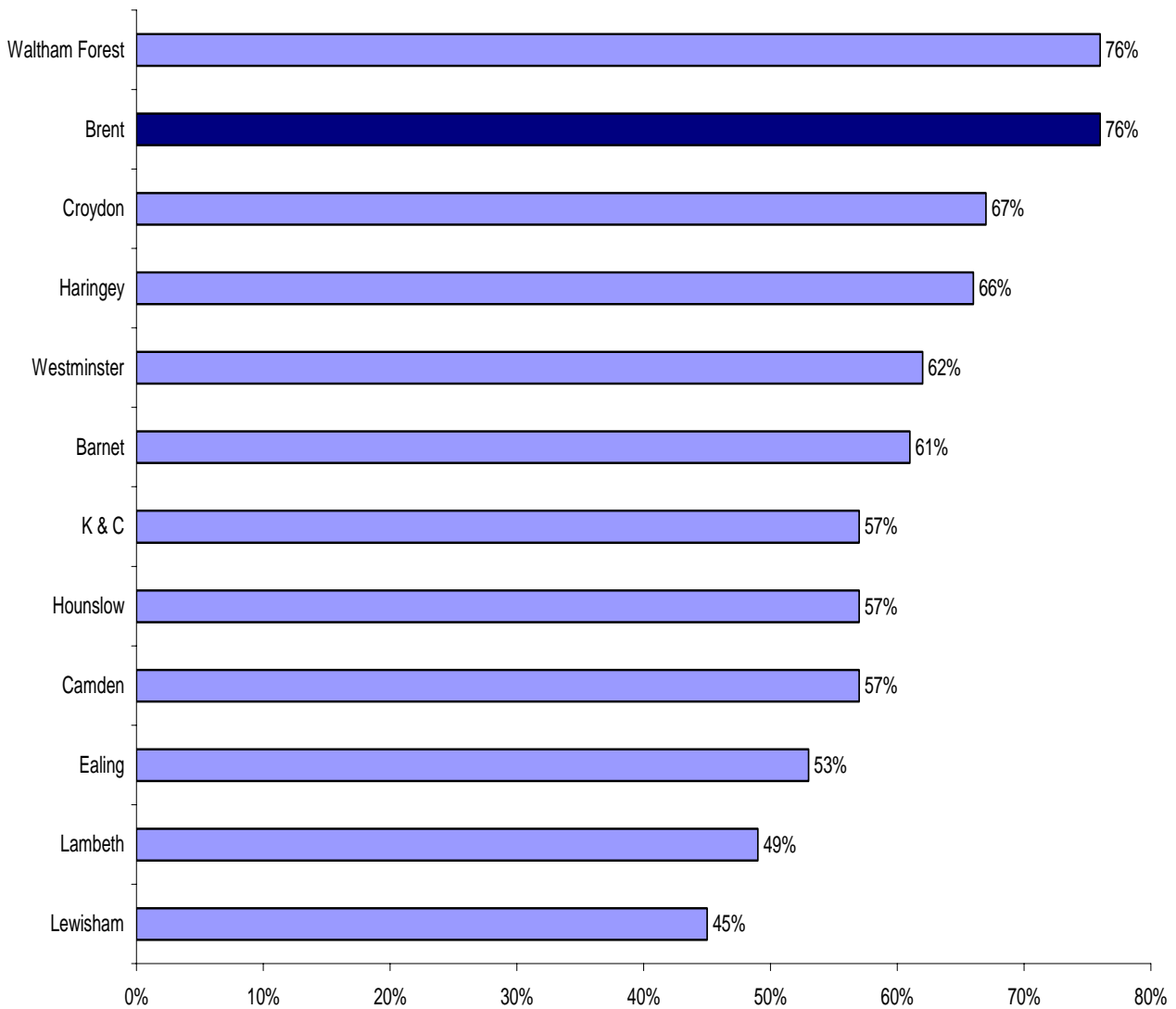
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	N/A	FAMILY & NEIGHBOURS	2 <sup>nd</sup>	CURRENT	74%	NOT IMPROVING
MEDIAN				2003/04	75%	
LOWER		ALL LONDON	2/22	2002/03	New	
				2001/02	N/A	

<b>BVPI</b>	<b>75B</b>	SATISFACTION OF TENANTS OF COUNCIL HOUSING WITH OPPORTUNITIES FOR PARTICIPATION IN MANAGEMENT AND DECISION MAKING IN RELATION TO HOUSING SERVICES BY THEIR LANDLORD BROKEN DOWN BY: B) NON BLACK OR MINORITY ETHNIC TENANTS	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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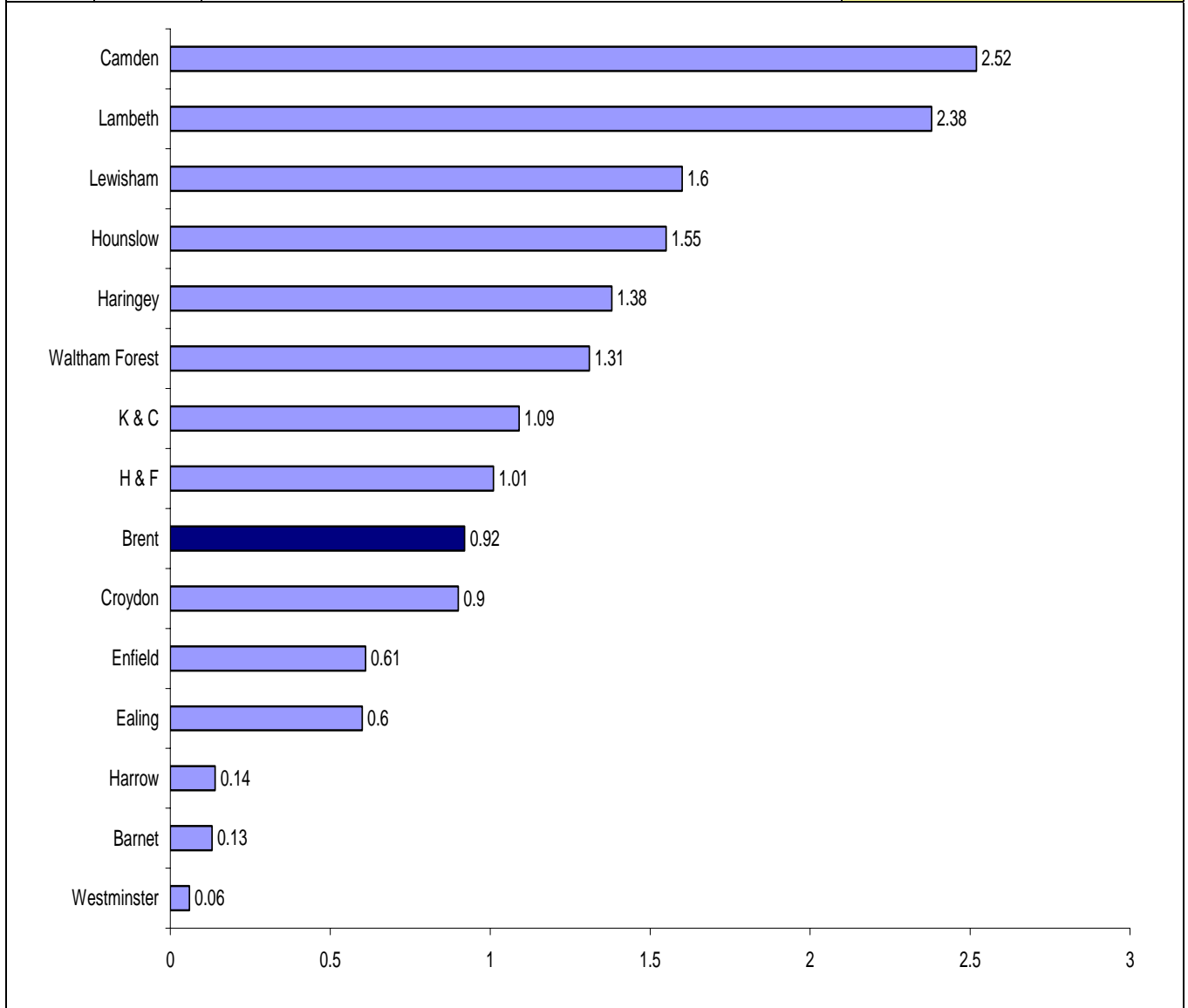
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	N/A	FAMILY & NEIGHBOURS	1 <sup>st</sup>	CURRENT	71%	NO CHANGE
MEDIAN				2003/04	71%	
LOWER		ALL LONDON	1/22	2002/03	New	
				2001/02	N/A	

<b>BVPI</b>	<b>75c</b>	<b>SATISFACTION OF TENANTS OF COUNCIL HOUSING WITH OPPORTUNITIES FOR PARTICIPATION IN MANAGEMENT AND DECISION MAKING IN RELATION TO HOUSING SERVICES BY THEIR LANDLORD BROKEN DOWN BY: C) SATISFACTION WITH PARTICIPATION OPPORTUNITIES - NON ETHNIC MINORITY TENANTS</b>	<b>ODPM GOOD PERFORMANCE IS CONSIDERED HIGH</b>
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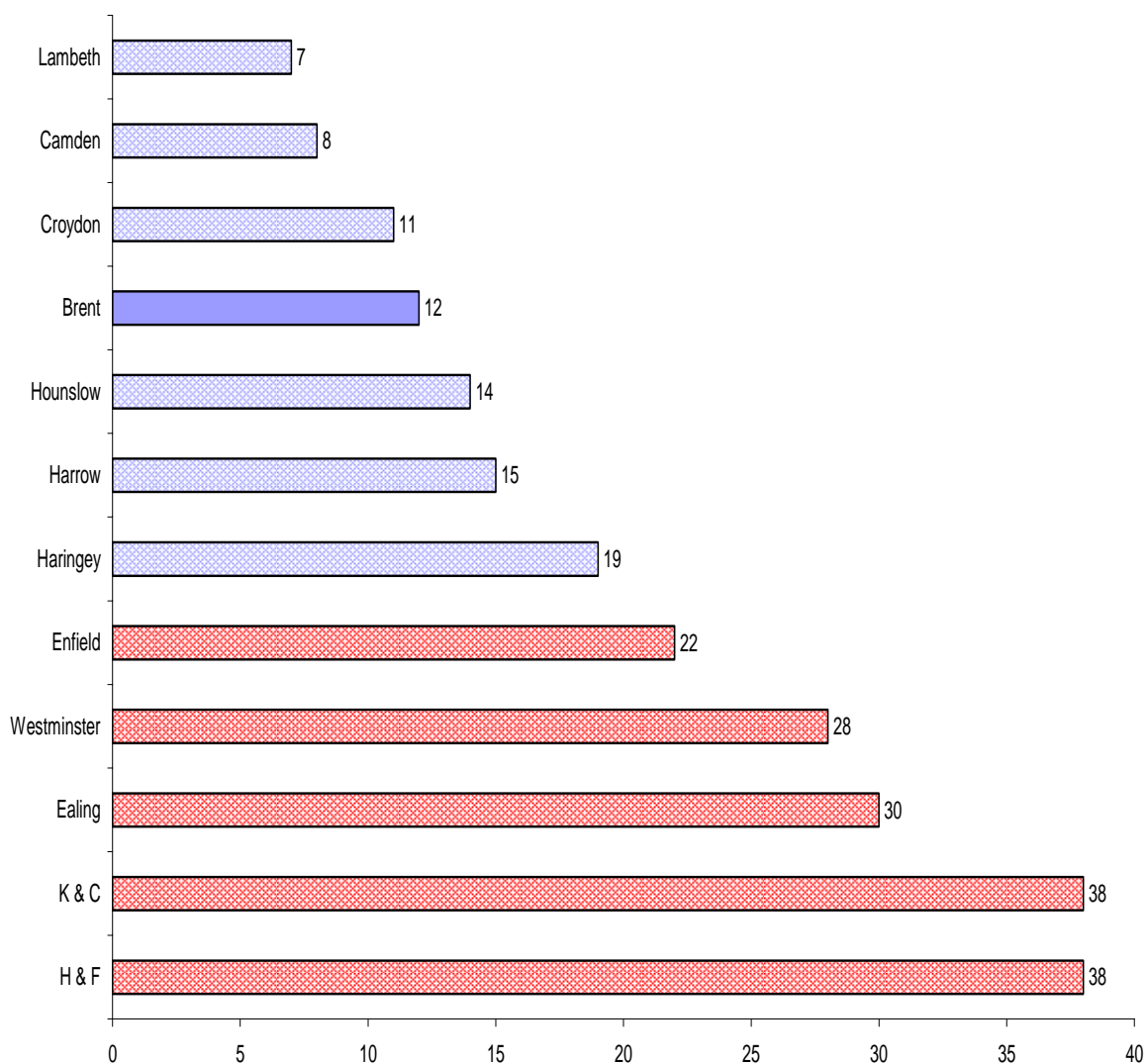
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	N/A	FAMILY & NEIGHBOURS	2 <sup>nd</sup>	CURRENT	76%	N/A
MEDIAN				2003/04	AMENDED	
LOWER		ALL LONDON	2/22	2002/03	N/A	
				2001/02	N/A	

BVPI	<b>176</b>	THE NUMBER OF DOMESTIC VIOLENCE REFUGE PLACES SUPPLIED SUPPORTED BY THE COUNCIL	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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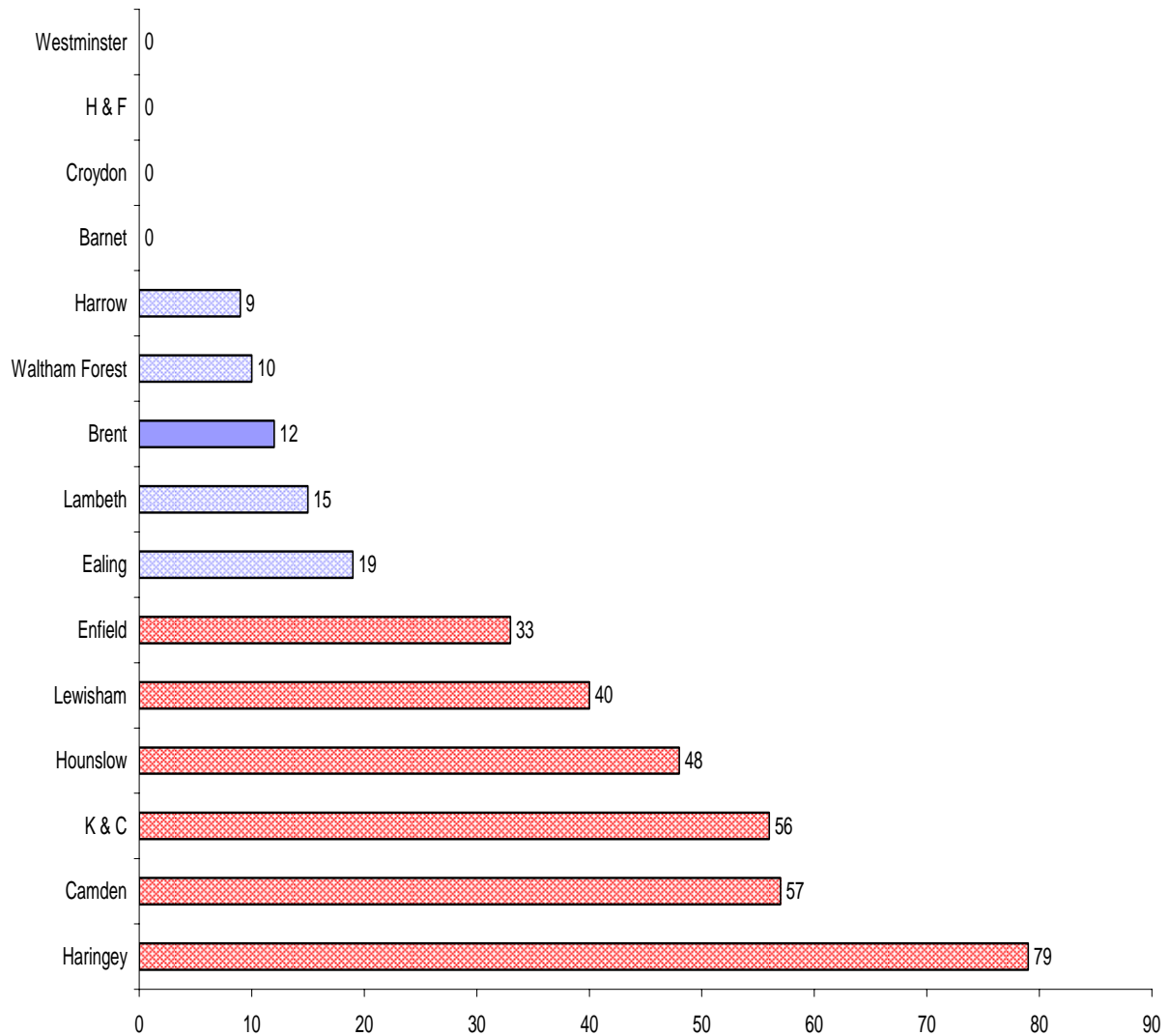
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	N/A	FAMILY & NEIGHBOURS	9 <sup>th</sup>	CURRENT	0.92	IMPROVING
MEDIAN				2003/04	0.70	
LOWER		ALL LONDON	15 <sup>th</sup>	2002/03	0.72	
				2001/02	2.83	

<b>BVPI</b>	<b>183A</b>	<b>AVERAGE LENGTH OF STAY IN B&amp;B ACCOMMODATION IN WEEKS</b>	<b>ODPM GOOD PERFORMANCE IS CONSIDERED LOW</b>
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EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	5 weeks	FAMILY & NEIGHBOURS	4 <sup>th</sup>	CURRENT	12 weeks	NO CHANGE
MEDIAN	12 weeks			2003/04	12 weeks	
LOWER	21 weeks			2002/03	Amended	
		2001/02	N/A			

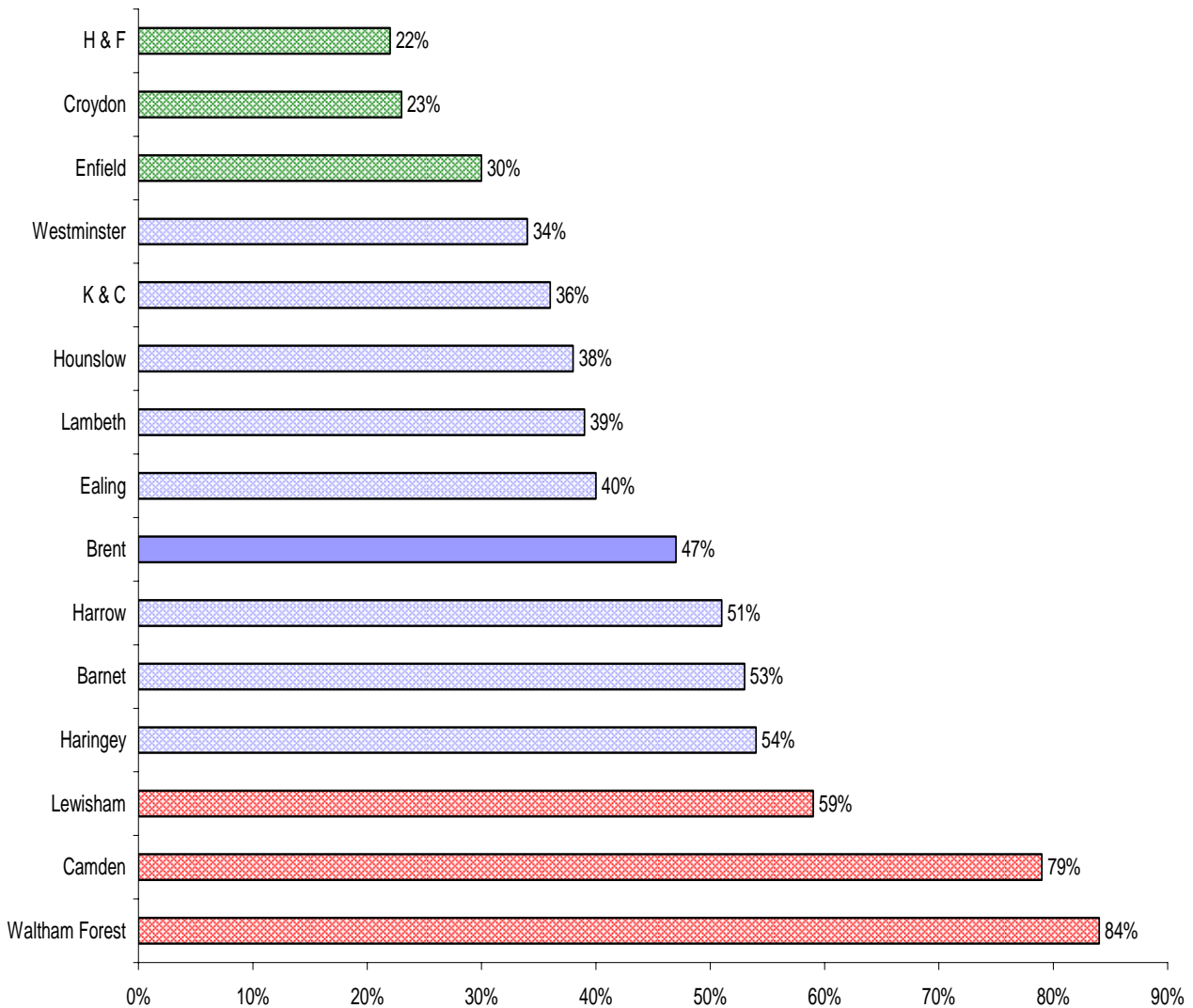
BVPI	<b>183B</b>	AVERAGE LENGTH OF STAY IN HOSTEL ACCOMMODATION IN WEEKS	ODPM GOOD PERFORMANCE IS CONSIDERED LOW
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EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	0	FAMILY & NEIGHBOURS	7 <sup>th</sup>	CURRENT	12 weeks	IMPROVING
MEDIAN	13			2003/04	28 weeks	
LOWER	32	ALL LONDON	14 <sup>th</sup>	2002/03	15 Weeks	
				2001/02	Amended	

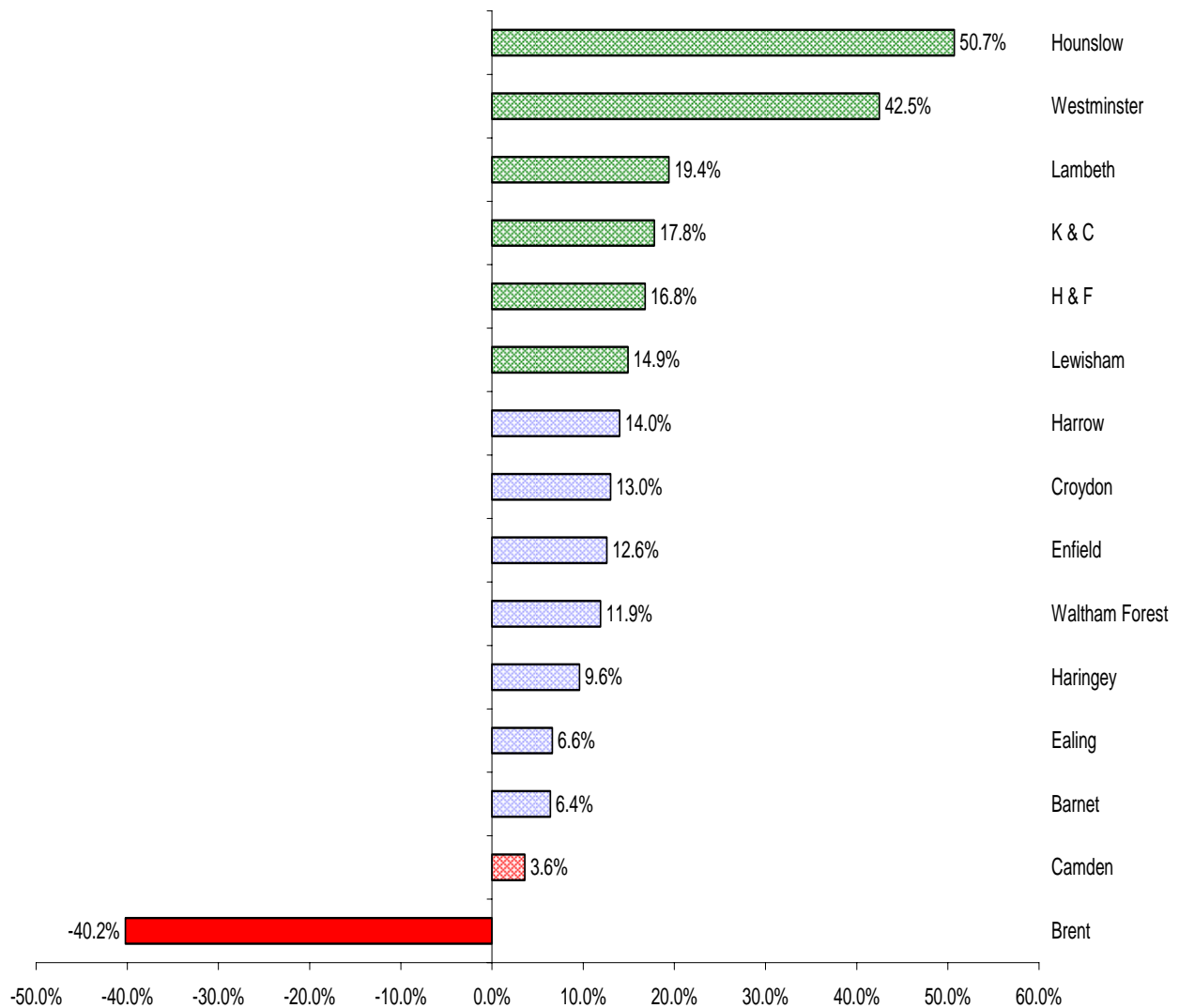


BVPI	<b>184A</b>	COUNCIL HOMES WHICH WERE NON-DECENT AT THE BEGINNING OF THE YEAR	ODPM GOOD PERFORMANCE IS CONSIDERED LOW
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EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	30%	FAMILY & NEIGHBOURS	9 <sup>th</sup>	CURRENT	47%	IMPROVING
MEDIAN	44%			2003/04	51%	
LOWER	54%	ALL LONDON	18 <sup>th</sup>	2002/03	Amended	
				2001/02	N/A	

BVPI	<b>184B</b>	PERCENTAGE CHANGE IN PROPORTION OF NON-DECENT HOMES IN THE YEAR	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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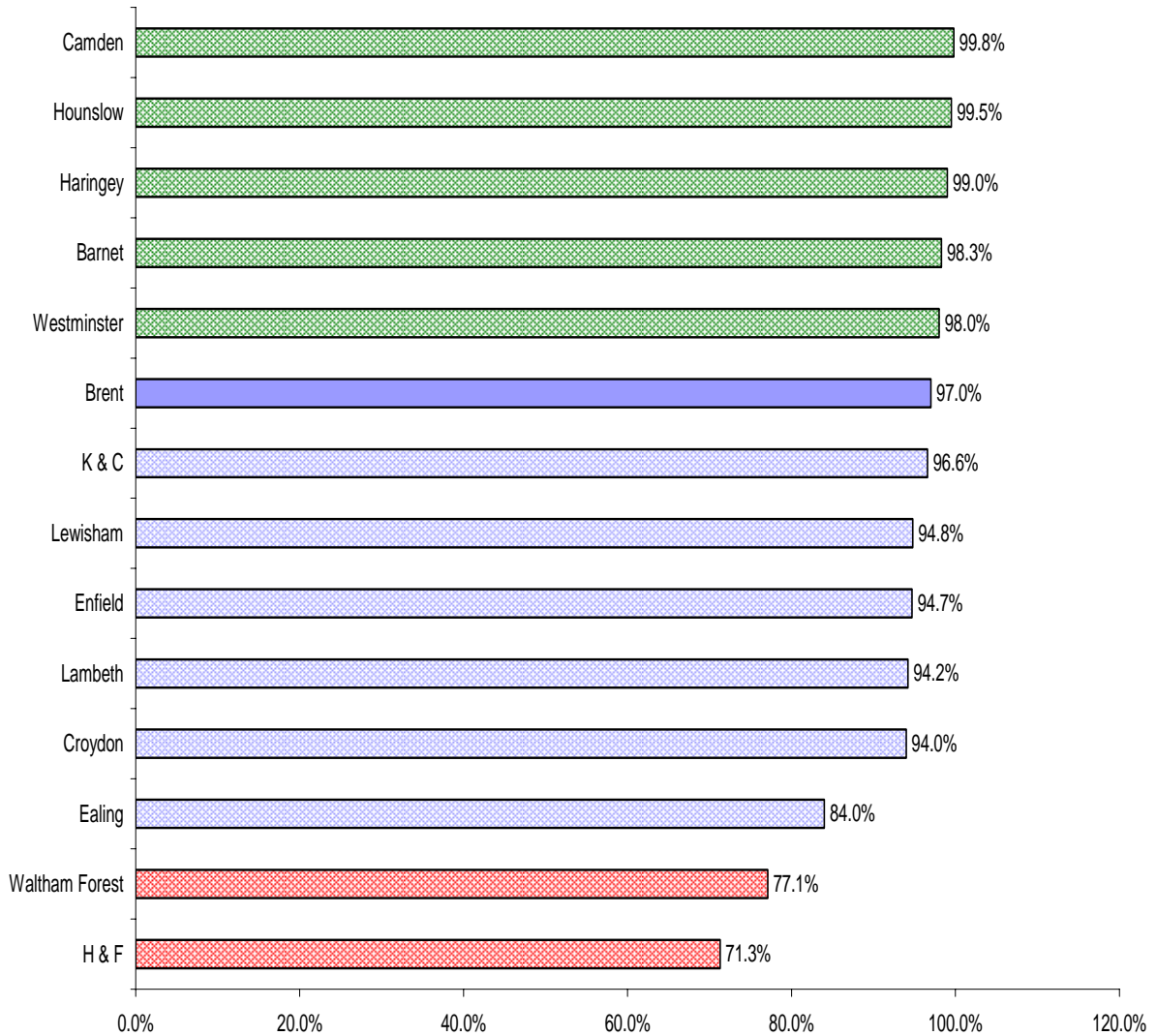
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	14.9%	FAMILY & NEIGHBOURS	1 <sup>st</sup>	CURRENT	-40.2%	NOT IMPROVING*
MEDIAN	11.9%			2003/04	18%	
LOWER	6.4%	ALL LONDON	1 <sup>st</sup>	2002/03	Amended	
				2001/02	N/A	

\*This indicator is in dispute with ODPM.

The figure provided was based on our understanding of the calculation at the time and this has since been shown to be incorrect.

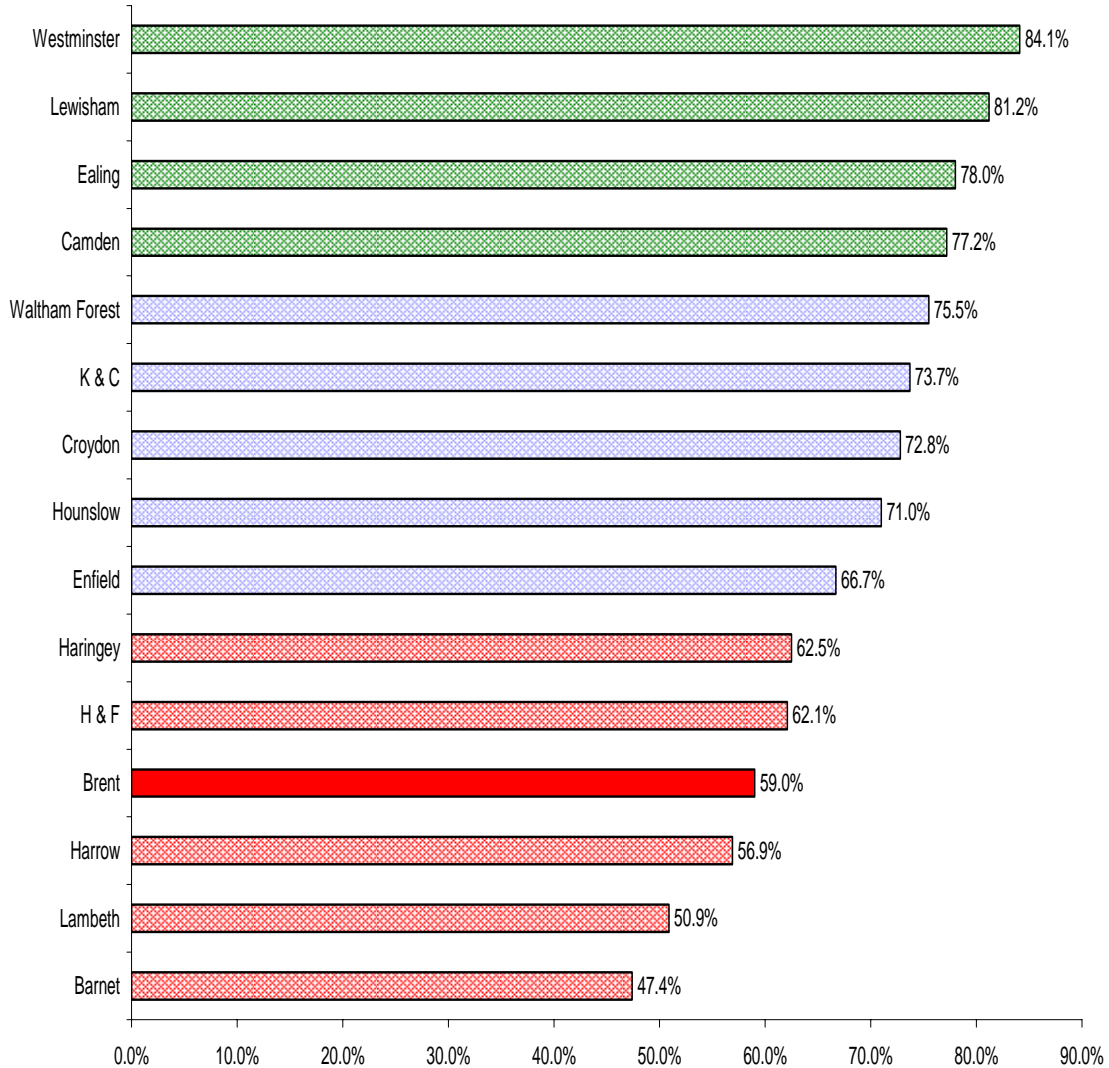
As a result the PI appears as if this PI is in lower quartile but it should be in the upper quartile.

BVPI	<b>185</b>	PERCENTAGE OF RESPONSIVE (BUT NON EMERGENCY) REPAIRS DURING 2004/05, FOR WHICH THE LA BOTH MADE AND KEPT THE APPOINTMENT	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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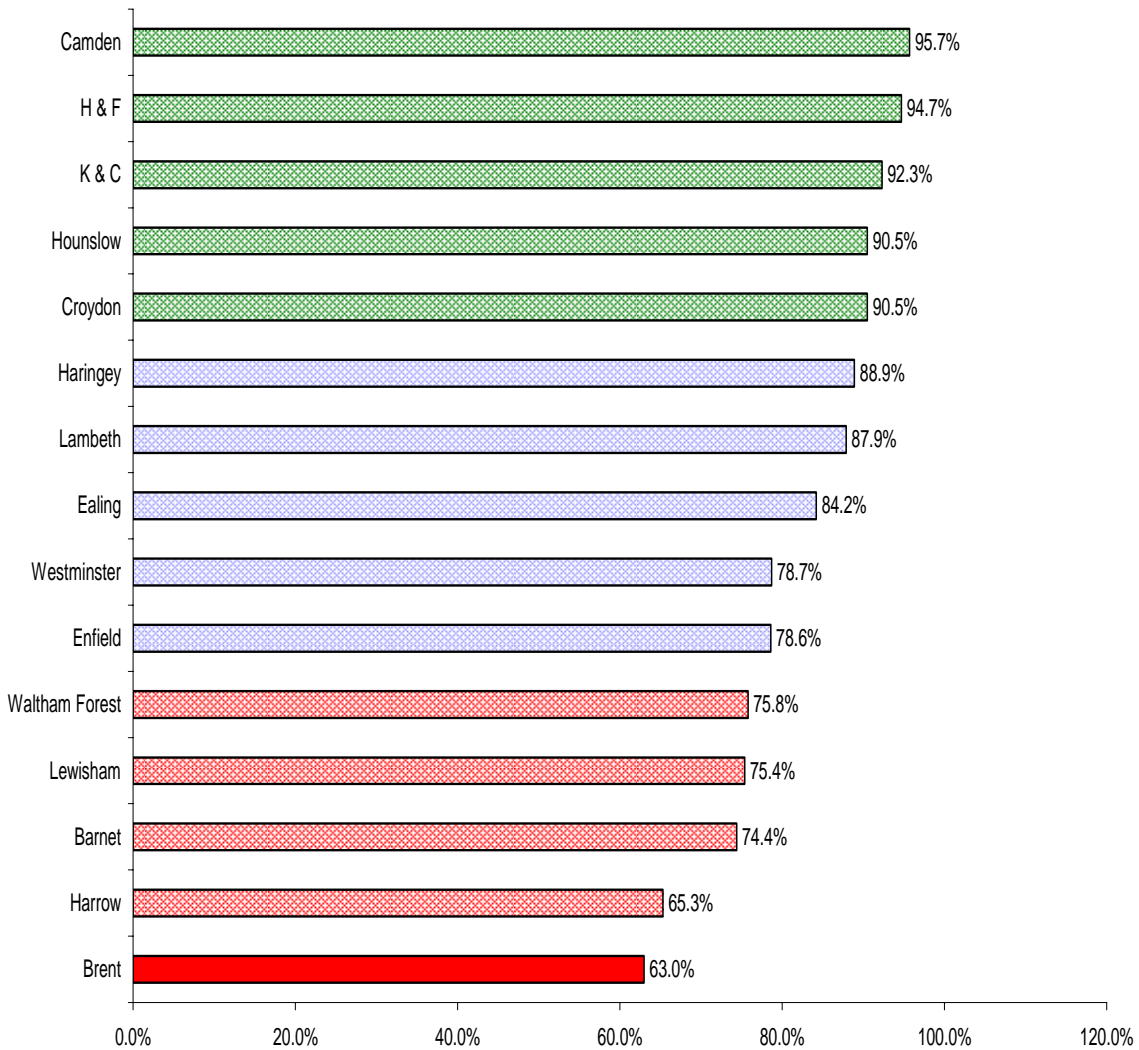
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	97.1%	FAMILY & NEIGHBOURS	6 <sup>th</sup>	CURRENT	97%	NO CHANGE
MEDIAN	94.2%			2003/04	97%	
LOWER	82.1%	ALL LONDON	7 <sup>th</sup>	2002/03	93.80%	
				2001/02	N/A	

BVPI	<b>195</b>	ACCEPTABLE WAITING TIME FOR ASSESSMENTS OF OLDER PEOPLE	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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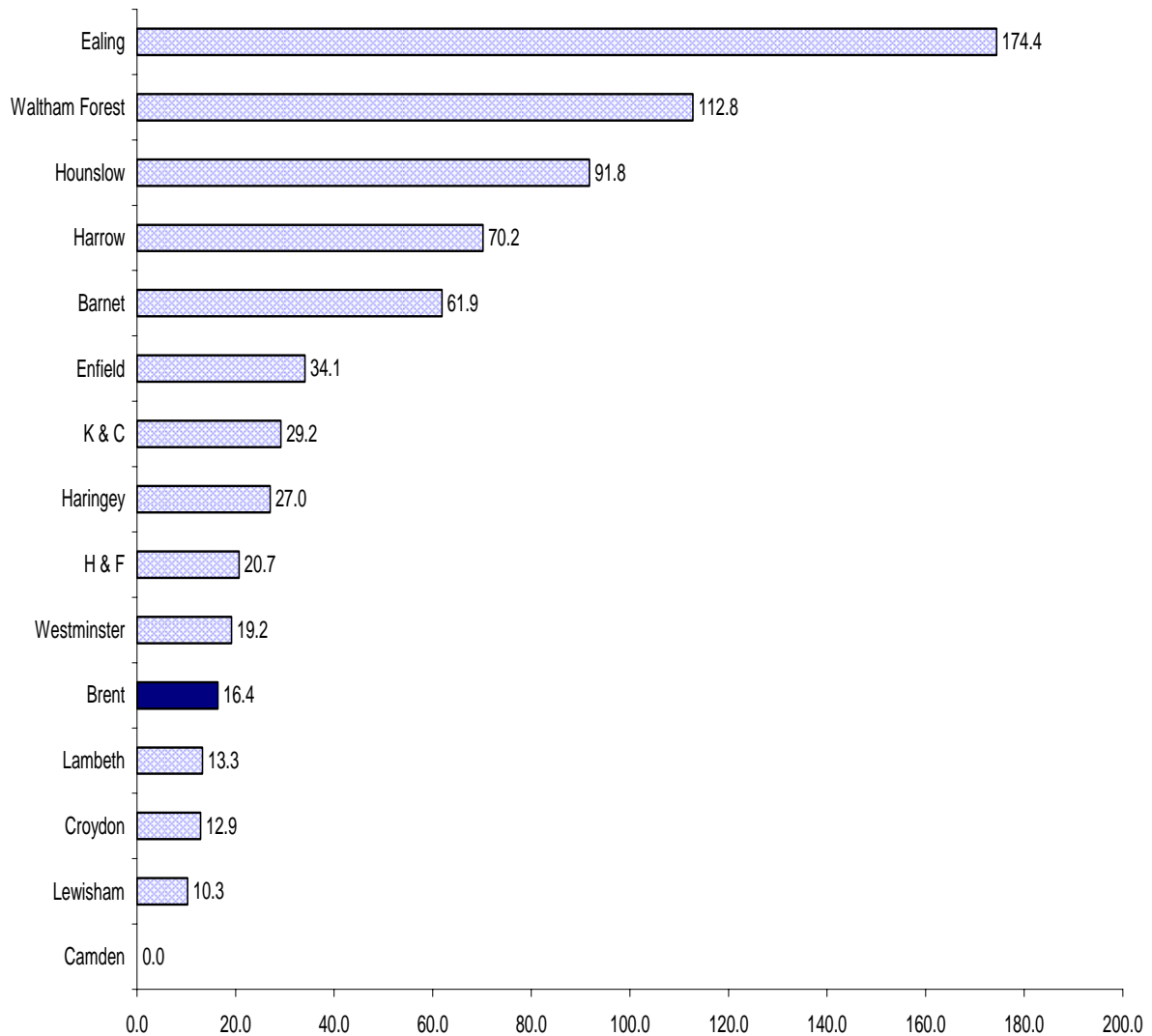
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	77.1	FAMILY & NEIGHBOURS	12 <sup>th</sup>	CURRENT	59.0%	NOT IMPROVING
MEDIAN	72.4			2003/04	66.10%	
LOWER	63.2	ALL LONDON	27 <sup>th</sup>	2002/03	New	
				2001/02	N/A	

<b>BVPI</b>	<b>196</b>	ACCEPTABLE WAITING TIMES FOR CARE PACKAGES FOR OLDER PEOPLE	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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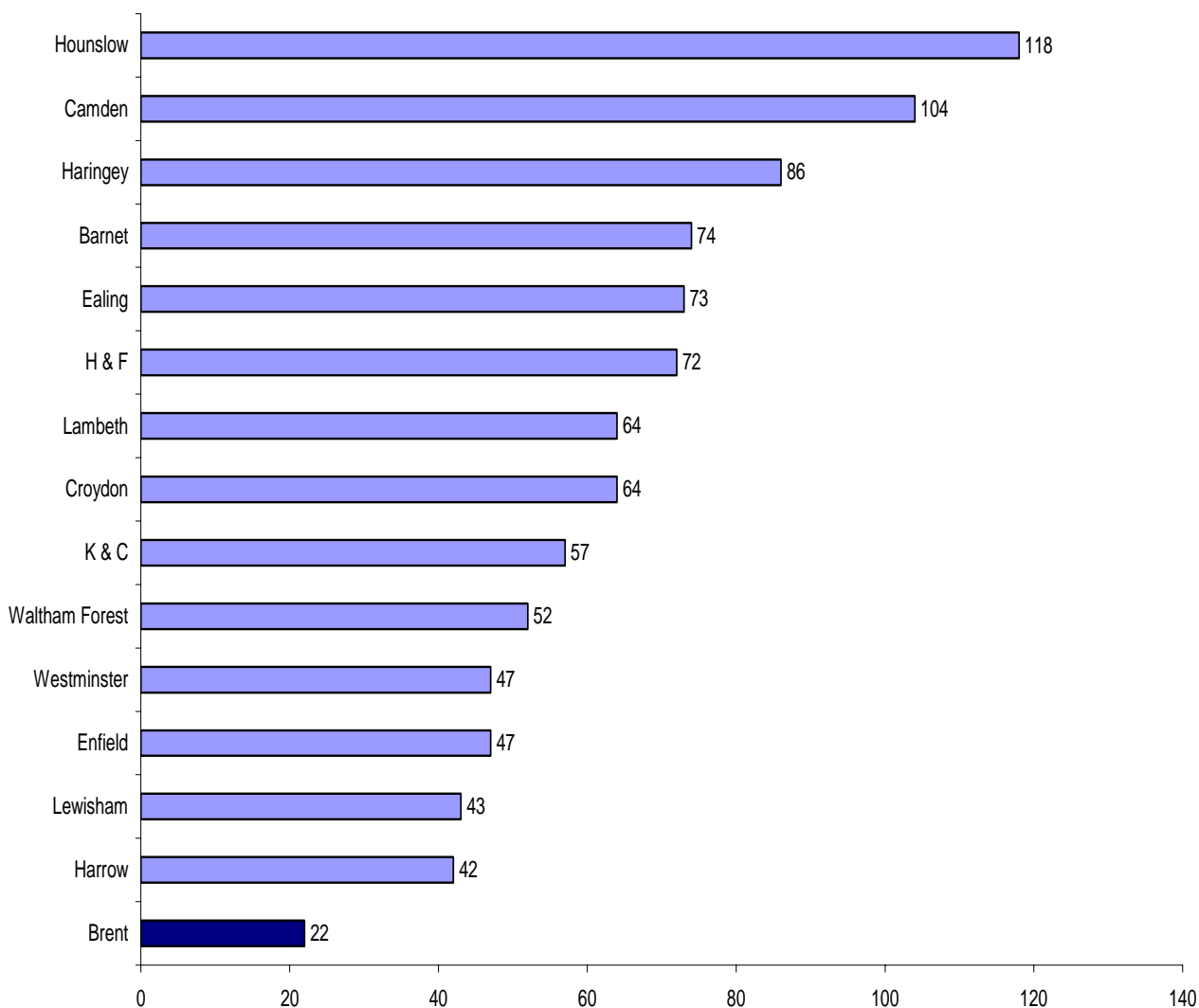
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	90.5	FAMILY & NEIGHBOURS	15 <sup>th</sup>	CURRENT	63%	NOT IMPROVING
MEDIAN	85.1			2003/04	81%	
LOWER	77.4	ALL LONDON	32 <sup>nd</sup>	2002/03	New	
				2001/02	N/A	

BVPI	<b>198</b>	THE NUMBER OF PROBLEM DRUG MISUSERS IN TREATMENT PER 1000 PEOPLE AGED 15 - 44	ODPM GOOD PERFORMANCE IS CONSIDERED N/A
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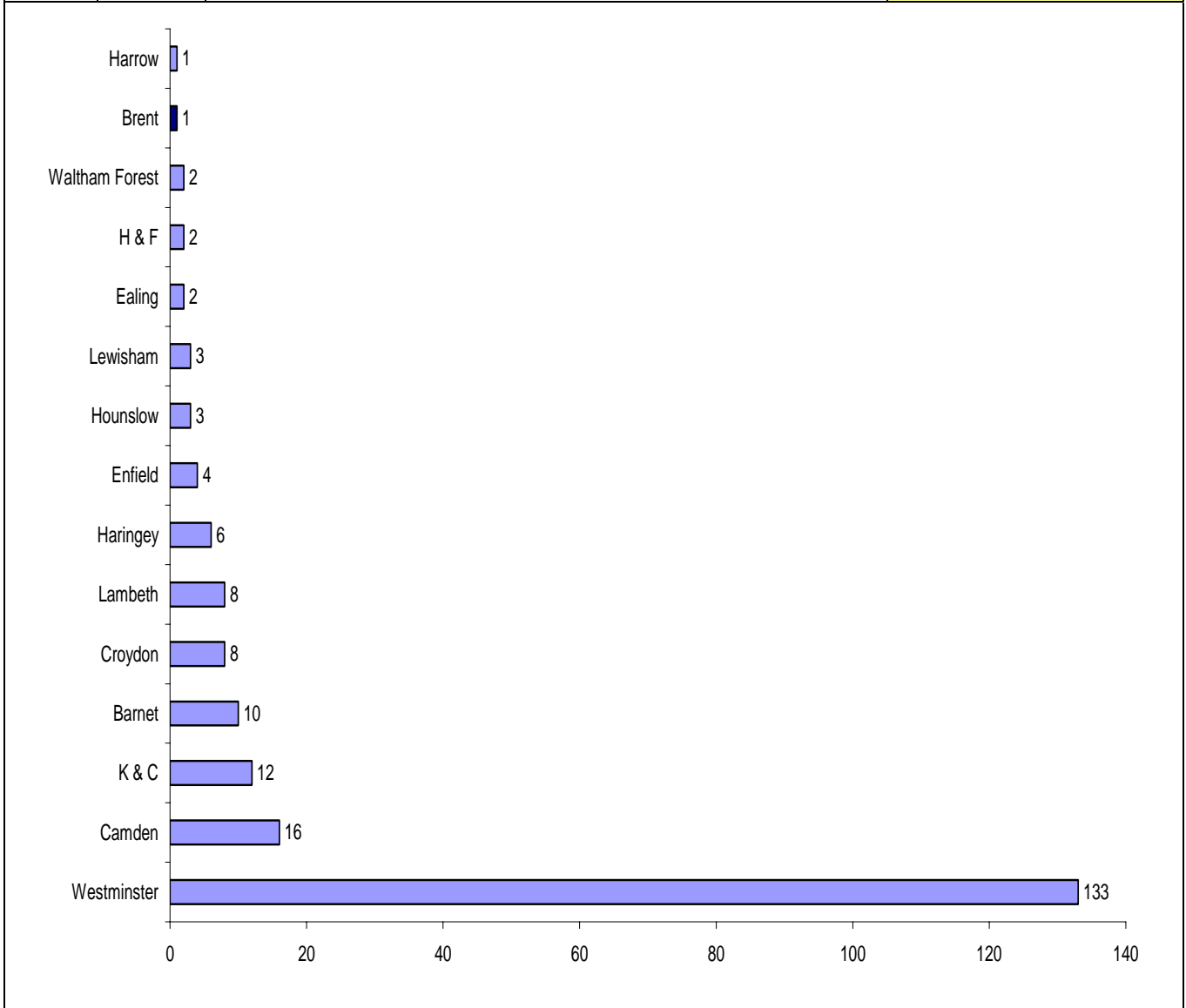
EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	N/A	FAMILY & NEIGHBOURS	11 <sup>th</sup>	CURRENT	16.4	N/A
MEDIAN				2003/04	N/A	
LOWER		ALL LONDON	24 <sup>th</sup>	2002/03	N/A	
				2001/02	N/A	

BVPI	201	ADULTS & OLDER PEOPLE RECEIVING DIRECT PAYMENTS PER 100,000 POPULATION AGED 18+	ODPM GOOD PERFORMANCE IS CONSIDERED HIGH
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EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	N/A	FAMILY & NEIGHBOURS	15 <sup>th</sup>	CURRENT	22	N/A
MEDIAN				2003/04	N/A	
LOWER		ALL LONDON	31 <sup>st</sup>	2002/03	N/A	
				2001/02	N/A	

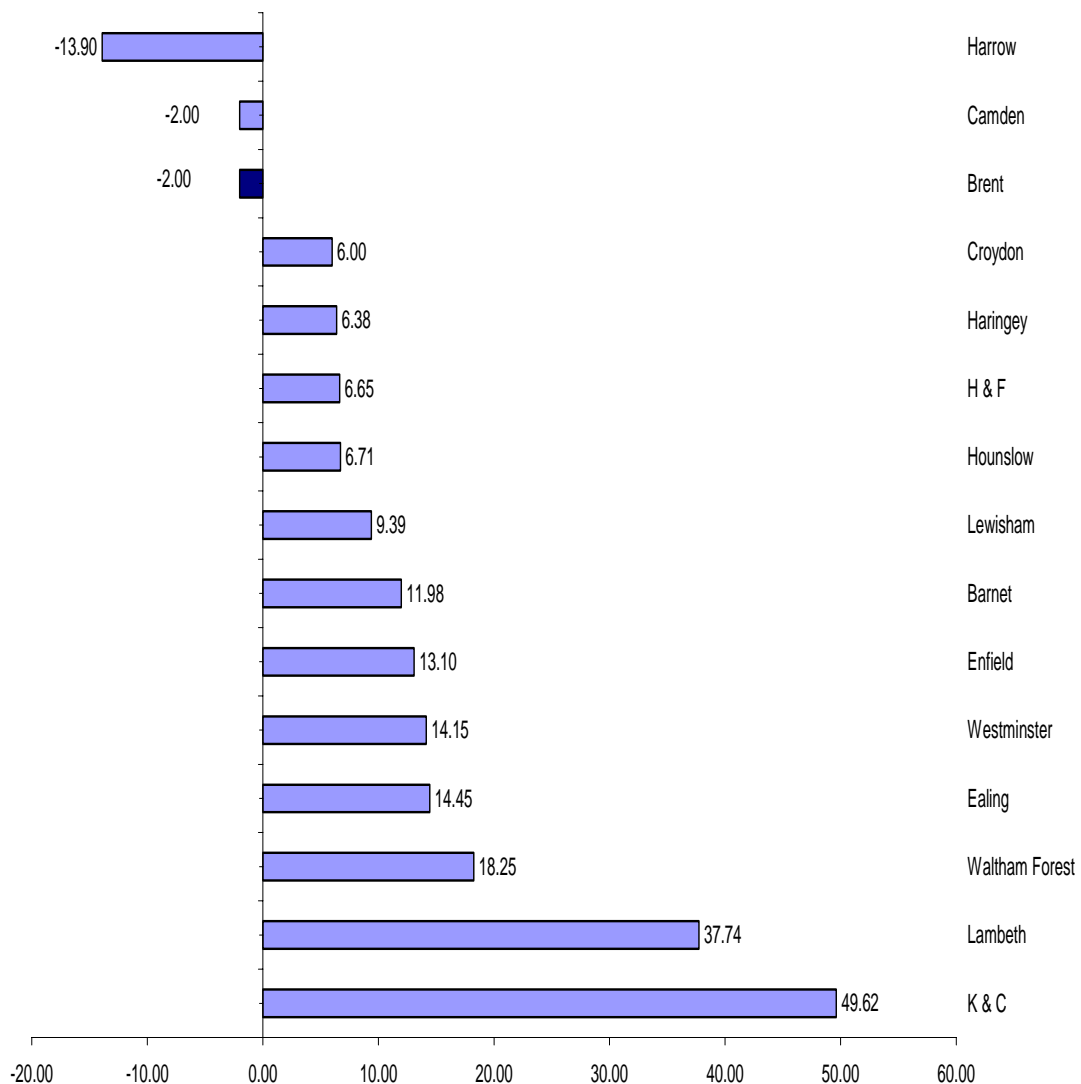
BVPI	<b>202</b>	THE NUMBER OF PEOPLE SLEEPING ROUGH ON A SINGLE NIGHT WITHIN THE AREA OF THE LA	ODPM GOOD PERFORMANCE IS CONSIDERED LOW
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EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	N/A	FAMILY & NEIGHBOURS	1 <sup>st</sup>	CURRENT	1	N/A
MEDIAN				2003/04	N/A	
LOWER		ALL LONDON	2 <sup>nd</sup>	2002/03	N/A	
				2001/02	N/A	



<b>BVPI</b>	<b>203</b>	THE PERCENTAGE CHANGE IN THE AVERAGE NUMBER OF FAMILIES (WHICH INCLUDE DEPENDENT CHILDREN OR PREGNANT WOMAN), PLACED IN TEMPORARY ACCOMMODATION UNDER THE HOMELESSNESS LEGISLATION COMPARED WITH THE AVERAGE FROM THE PREVIOUS YEAR	<b>ODPM GOOD PERFORMANCE IS CONSIDERED LOW</b>
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EXTERNAL PERFORMANCE SUMMARY				PERFORMANCE HISTORY & DIRECTION OF TRAVEL		
QUARTILES:		OUR POSITION AGAINST:		YEAR	PERFORMANCE	DIRECTION
TOP	N/A	FAMILY & NEIGHBOURS	3 <sup>rd</sup>	CURRENT	-2.00	N/A
MEDIAN				2003/04	N/A	
LOWER		ALL LONDON	7 <sup>th</sup>	2002/03	N/A	
				2001/02	N/A	