

**SERVICE AREA PERFORMANCE:**

Ref:	Indicator	HOW WE PERFORMED			TARGET:				COMMENTS & COMPARISONS (Including where relevant average level of London Boroughs performance in 2001/02)
		2000/2001	2001/2002	2002/03	2002/03	2003/04	2004/05	2005/06	

BV 1a	Community Strategy with LSP?	N/A	New Indicator	YES	Summer 2003	None set	None set	None set	
1b	When will the strategy review be completed?	N/A	New Indicator						
1c	Progress reported?	N/A	New Indicator						
1b	When will strategy be in place?	N/A	New Indicator		N/A AGREED	N/A	N/A	N/A	
BV 2a	Equality Standard for Local PI Government Level	N/A change in reporting	N/A change in reporting	Level 1	N/A change in reporting	Level 1	Level 2	Level 3	
BV 2b	Duty to promote race equality Checklist score	N/A	N/A	To reach Level 1	N/A change in reporting	Level 1 *	Level 2 *	Level 3 *	
BV 3	Level of satisfaction with Local PI authority	45% source MORI	N/A	None set next survey 2003/04	None set next survey 2003/04		N/A	None set next survey 2007/08	Survey results will be reported in next year's performance plan
BV 4	Satisfied with complaints handling	28% source MORI	N/A	None set next survey 2003/04	None set next survey 2003/04)		N/A	None set next survey 2007/08	Survey results will be reported in next years' performance plan
BV 8	The % of invoices paid on time	74%	77%	73%	87%	87%	93%	100%	London Average:77% Moving to new financial systems nearing completion, therefore improvements in performance are expected in future years.
BV 9	% of Council Tax collected	91%	91.1%	73%	87%	87%	93%	100%	London Average: 94%
BV 10	The % of NNDR collected	96%	95.8%	94.8%	95.5%	96%	96.2%	96.4%	London Average: 98%
BV 11a	% of top 5% earners that are women	N/A change in reporting	N/A change in reporting	40%	40%	40%	40%		

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BV 11b	The % of top earners from black & minority ethnic communities	New PI	New PI	16%	16%	16%	16%		
BV 12	Days sick per member of staff	13.06 days	12.1days	11.3 days	11.5 days	10days	9 days	9 days*	London Average: 9.7%  A work life balance strategy has been introduced and the sickness absence procedures are being revised
BV 14	The % of early retirements/staff	0.11%	0.25%	0.26%	0.10%	0.10%	0.10%	0.10%	London Average: 0.3%
BV 15	The % of ill health retirements/staff	0.76%	0.87%	0.59%	0.73%	0.73%	0.73%	0.73%	London Average: 0.4%
BV 16a	The % of staff with disabilities	2.17%	2.7%	3.9%	4%	4%	4%	4%	London Average: 1.7%
BV 16b	The % of staff with disabilities against the working population	2.17%	2.7%	3.9%	4%	4%	4%	4%	
BV 17a	The % of staff from ethnic minorities as a percentage of workforce	40.4%	53.4%	53.2%	55%	55%	55%	55%	
BV 17b	The % compared to working population	N/A change in reporting	50.45%						
BV 76	Fraud scheme?	YES	NO	YES	YES	N/A	N/A	N/A	
BV 78a	Average time new claims	65.01 days	65 days*	89 days	60 days	60 days	50 days	40 days	London Average: 59 days

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BV 78b	Average time change in circumstances	22.36 days	29.11 days	29.3 days	25 days	25 days	15 days	10 days	London Average: 18 days
BV 78c	% of renewal claims on time	44.1%	46.84%	61.4%	55%	65%	None set	None set	London Average: 63%
BV 79a	Cases process correctly	94.4%	99.8%	95%	96%	96%	97%	98%	London Average: 97%
BV 79b	Recovery of overpaid benefit	40.8%	46.06%	51%	50%	50%	53%	56%	London Average: 42%
BV 80a	User satisfaction survey covering Contact with Benefit office	% (source MORI)	N/A	None set next survey 2003/04	None set next survey 2003/04)		N/A	None set next survey 2007/08	Survey results will be reported in next years performance plan
BV 80b	User satisfaction survey covering Service	% (source MORI)	N/A	None set next survey 2003/04	None set next survey 2003/04)		N/A	None set next survey 2007/08	Survey results will be reported in next years performance plan
BV 80c	User satisfaction survey covering Telephones	% (source MORI)	N/A	None set next survey 2003/04	None set next survey 2003/04)		N/A	None set next survey 2007/08	Survey results will be reported in next years performance plan
BV 80d	User satisfaction survey covering Staff	% (source MORI)	N/A	None set next survey 2003/04	None set next survey 2003/04)		N/A	None set next survey 2007/08	Survey results will be reported in next years performance plan
BV 80e	User satisfaction survey covering leaflets/ information	% (source MORI)	N/A	None set next survey 2003/04	None set next survey 2003/04)		N/A	None set next survey 2007/08	Survey results will be reported in next years performance plan
BV 80f	User satisfaction survey covering Time for decision	% (source MORI)	N/A	None set next survey 2003/04	None set next survey 2003/04)		N/A	None set next survey 2007/08	Survey results will be reported in next years performance plan

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BV 80g	User satisfaction survey covering Overall	62% (source MORI)	N/A	None set next survey 2003/04	None set next survey 2003/04)		N/A	None set next survey 2007/08	Survey results will be reported in next years performance plan
BV 126a	Domestic burglaries per 1,000 household	32.4	28.57	27.23	Local partnership Targets needed	Local partnership Targets needed	Local partnership Targets needed	Local partnership Targets needed	London Average: 23  The data reported against this indicator is supplied from the Metropolitan Police and is collated through the use of the Home Office Data Collection Programme.
BV 127e	Robberies per 1000 population	9.4	11.57	10.23	Local partnership Targets needed	Local partnership Targets needed	Local partnership Targets needed	Local partnership Targets needed	London Average:6.1  The data reported against this indicator is supplied from the Metropolitan Police and is collated through the use of the Home Office Data Collection Programme.
BV 128a	Vehicle crimes per 1000 population	26.9	26.38	26.25	Local partnership Targets needed	Local partnership Targets needed	Local partnership Targets needed	Local partnership Targets needed	London Average: 25.4  The data reported against this indicator is supplied from the Metropolitan Police and is collated through the use of the Home Office Data Collection Programme.
BV 156	The % buildings with facilities for people with disabilities	18.4%			24.3%	34%	None set	None set	London Average: 11%
BV 157	Types of interaction delivered electronically	N/A	30.0%	38.4%	40%	60%	80%	*100% by December 2005	London Average: 39% We have recently started using the esd-toolkit provided by the IdeA. This has enabled us to better record our service against a comprehensive list of services and processes. It also enabled us to identify additional interactions

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177	% of LA expenditure on legal and advice services	N/A	*N/A change in reporting	0.24%	*100% revised target of 0.24%	0.24%	0.24%	0.24%	The above figure includes all external legal & advice providers accredited with the CLS Quality Mark funded and cliented by Housing.
180a	The energy consumption/m2 of LA	N/A	NEW PI	*N/A change in reporting					
Local PI	Number of complaints Maladministration								
Local PI	Number of complaints Local PI settlements								
Local PI	Average attendance at Area Consultative Forums	67	72		+10% pa	+5%pa	None set	None set	

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**EAL**

BV 30	% of 3 year olds in early Years Development Plan	75.3%	67.1%	70.95 %	94%	PI DELETED NO TARGET SET?	PI DELETED NO TARGET SET?	PI DELETED NO TARGET SET?	London Average:79%
BV 33	Youth Service Expenditure	£115.09	£110.88	*£114.43	£122.09	£118.09	£121.87	£125.77	London Average: 94.06 *Estimated figure
BV 34a	% of primary schools with 25% surplus places	6.7%	10%	13.3%	None set	None set	None set	None set	London Average: 7.7%
BV 34b	% of secondary schools with 25% surplus places	7.7%	7.7%	14.29 %	7.7%	7.1%	7.1%	7.1%	London Average: 7.7%
BV 36a	Expenditure per pupil under 5	£4,450	£5,099	*£5,262	£4,702	£5,604	£4,850	None Set	London Average: £3,952 *Estimated figure
BV 36b	Expenditure per pupil primary pupils 5 & over	£2,687	£2,911	*£3,004	£2,821	£3,100	£3,199	£3,301	London Average: £3,302 *Estimated figure
BV 36c	Expenditure per pupil secondary pupils under 16	£3,985	£4,276	£4,412 *	£4,184	£4,554	£4,699	£4,850	London Average: £4,144 *Estimated figure
BV 38	Pupils 5 or more GCSE's A-C	46.8%	44.8%	49.6%	50%	52%	54%	None set	London Average: 45%
BV 39	% Pupils 5+GCSEs, A-G	95.8%	N/A change in reporting	90.4%	None set	95%	92%	None set	
BV 40	% Pupils level 4 KS2 Maths	73.1%	72.6%	76%	75%	77%	85%	None set	London Average: 76%
BV 41	% Pupils level 4 KS2 English	74.5%	74.5%	74.9%	78%	79%	84%	None set	London Average: 76%

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BV 43a	% (SEN) in 18 weeks without exceptions	80%	92%	73%	80%	90%	None set	None set	London Average: 95%
BV 43b	% (SEN) in 18 weeks with exceptions	44.3%	58%	55%	45%	50%	None set	None set	London Average: 58%
BV 44	All maintained schools exclusions per 1,000 pupils	1.67	1.98	1.22	1.6	1.2	1.2	1.2	London Average: 1.35
BV 45	% absence in secondary schools	1.0%	N/A	7.8%	None set	7.8%	7.7%	7.6%	London Average: 1.6%
BV 46	% absence in primary schools	0.1%	N/A	6.3%	None set	6.8%	6.6%	6.5%	London Average: .90%
BV 48	% of schools subject to special measures	6%	4.8%	2.4%	0%	0%	0%	0%	London Average: 1.6%
BV 114	Culture strategy score against creating opportunity checklist	N/A change in reporting	N/A change in reporting		N/A change in reporting	100%	100%	100%	
BV 115	The cost per physical visit to libraries	£2.45	£2.45	£3.16	£2.60	None set	None set	None set	London Average: £3.43
BV 117	The number of physical visits per 1,000 population to libraries	5.8	6	6.5	6.5	7.6	8.6	None set	

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BV 118	Library Satisfaction survey information all requests	70% (source MORI)	N/A	None set next survey 2003/04	None set next survey 2003/04	TARGET?	N/A	None set next survey 2007/08	
BV 119	Satisfaction survey Satisfaction with Museum services	30% (source MORI)	N/A	None set next survey 2003/04	None set next survey 2003/04	TARGET?	N/A	None set next survey 2007/08	
BV 159a	% permanent exclusion pupils provided with alternative tuition under 6 hrs per week	N/A change in reporting	N/A change in reporting	61%	N/A change in reporting	85%	90%	95%	
BV 159b	% alternative tuition 6 -12 hours a week	N/A change in reporting	N/A change in reporting	12	N/A change in reporting	0	0	0	
BV 159c	% alternative tuition 13 -19 hours a week	N/A change in reporting	N/A change in reporting	6	None set	0	0	0	
BV 159d	% alternative tuition 20 or more hours a week	N/A change in reporting	N/A change in reporting	21	None set	15	10	5	
BV 170a	The number of visit to/usage's of museums per 1,000 population.	33.2	58.65	71.45	66.7	78.43	None set	None set	London Average: 122



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BV 170b	The number of those visits in person per 1,000 population.	24.8	23.98	23.89	31.4	19.61	None set	None set	London Average: 114
BV 170c	The number of those visits that were school trips	N/A	New PI	1150	None set	1000	None set	None set	
BV 181a	The % of 14 yr olds achieving level 5 or above in the key stage 3 English	N/A	New PI	64	None set	70	75	None set	
BV 181b	The % of 14 yr olds achieving level 5 or above in the key stages 3 Maths	N/A	New PI	66	None set	70	74	None set	
BV 181c	The % of 14 yr olds achieving level 5 or above in the key stage 3 in Science	N/A	New PI	60	N/A	65	68	None set	

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BV 49 (PAF A1)	% of children looked after on 31 March with 3 or more placements during the year	22.5%	19.5%	15.5%	19%	14%	13%	12%	London Average: 10%  The 03-04 target has been set to reflect achievable performance based on figures for 02-03.
BV 50 (PAF A2)	% of young people leaving care aged 16 or over with at least 1 GCSE at grades A -G or GNVQ	30.2%	18.9%	29.2%	38%	34%	37%	40%	London Average: 38% The 03-04 target has been changed to deliver continuous improvement based on the 02-03 performance figure
BV 51 (PAF B8)	Cost children looked after	£689	£641		£470	£650			London Average: £722
BV 52 (PAF B12)	Cost intensive care for adults	£414.75	£490	£548	£447	£567	£587	£610	London Average: £494  The 03-04 target has been changed due to increases in unit costs in 02-03as a result of increased charges by providers.
BV 53 (PAF C28)	Intensive home care per 1,000 population aged 65 and over	14.1	16.3	16.7	17	17.5	18.5	20	London Average: 16
BV 54 (PAF C32)	Older people helped to live at home per 1,000 population aged 65 or over	62.4	70.1	73.2	61.7	75	77.5	80	London Average: 90

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BV 55 (PAF D40)	Clients receiving a review as a % of adult clients receiving a service	27.2%	72.7%%	49.5%	81%	80%	80%	80%	London Average: 50%
BV 56 (PAF D38)	% of items of equipment costing less than £1,000 within 3 weeks	73.2%	79%	79.4	85%	85%	95%	95%	London Average: 93%
BV 58 (PAF D39)	Needs statement issued	70.9%	72.6%	69.3%	92%	80%	85%	95%	London Average: 85%
BV 161 (PAF A4)	Care leavers in education/ training/ employment	79	31	53	80	50	60	70	London Average: 53%
BV 162 (PAF C20)	Review of CPR cases	91.8	89.2	91	96	95	95	95	London Average: 90%
BV 163 (PAF C23)	Adoptions of children looked after	2.5%	4.1%	2.6%	3.5%	4%	5%	6%	London Average: 4.7%
BV 182	Users satisfied with help from SS	N/A	N/A	54	None Set	65	70	75	
BV 190	Users whose requested changes were made	N/A	N/A	60%	None Set	78	79	80	

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Local PI (PAF B7)	Children looked after in foster placements or placed for adoption	74.4	74.9	76.4	82	78	79	80	
Local PI (PAF C21)	Duration on the child protection register	21.6	12.4	3.4	10	3.4	3.2	3.1	
Local PI (PAF C27)	Admissions of supported residents aged 18-64 to residential/ nursing care	4.7	3.2	1.9	3.3	2.5	2.4	2.2	
Local PI (PAF C29)	Adults with physical disabilities helped to live at home	1.3	2.6	1.6	2.5	2.8	3.0	3.2	
Local PI (PAF D42)	The number of informal carers receiving an assessment as a proportion of the total number of clients and carers receiving assessments.	11	7.6	6.7	3.94	15	17	19	

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Local PI (PAF A3)	The % of children registered during the year on the Child Protection Register (CPR) who had been previously registered	4.4%	8.5%		8%	8%			
Local PI	The % of children on the (CPR) who have a key worker	86.4%	86.7%		90%	90%		None set	
Local PI (D42)	The number of informal carers receiving an assessment as a proportion of the total number of clients and carers receiving assessments.	11	6.51		3.94	15		None set	

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**HSG**

BV 62	% Private unfit dwellings made fit/demolished	1.4%	3.95%	4.13%	1.5%	4.05%	None set	None set	London Average: 2.6% Targets beyond 2003/04 will depend on result of ongoing stock condition survey
BV 63	Average SAP rating of LA owned dwellings	47	49	47	51	52	53	57	London Average: 54 The latest SAP rating relates to new Stock Condition survey carried out in 2002/03. As this is based on a sample of homes as such the results can vary
BV 64	Number of Private dwellings returned to occupation	N/A change in reporting	N/A change in reporting	*172 UNITS	100	130	81	81 units	
BV 66a	Rent collection and arrears: proportion of rent collected	97.6%	94%	96.3%	96%	96.25%	96.50%	96.75%	London Average: 94.1% Performance has increased by 2% this year due to increased drive on rent collection
BV 68	Average re-let times for LA	37 days	34 days	35 days	*33 higher than national target	32 days	31 days	30 days	London Average: 68%
BV 74a	Tenant Satisfaction overall service provided by their landlord: All tenants	46%	45%	47%	60%	70%	75%	85%	

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BV 74b	Tenant Satisfaction overall service provided by their landlord: Black & minority ethnic tenants	Not reported	56%	58%	60%	70%	75%	85%	
BV 74c	Tenant Satisfaction overall service provided by their landlord: Non black & minority ethnic tenants	Not reported	56%	58%	60%	70%	75%	85%	
BV 164	CRE code of practice & Good Practice Standards - harassment	YES	YES	YES	N/A	N/A	N/A	N/A	
BV 174	The number of racial incidents recorded by the authority per 100,000 population	13	21		None set	None set	None set	None set	London Average: 41
BV 175	The % of racial incidents that resulted in further action	Not collected	Not collected		None set	None set	None set	None set	London Average: 0.3
BV 176	The number of domestic violence refuge places per 10,000 population	2.4	2.83	2.62	None set	None set	None set	None set	

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BV 183a	The average length of stay in B&B in weeks	Amended PI	Amended PI	15 weeks	None set	6 weeks	5 weeks	5 weeks	See chapter Quality of Life
BV 183b	The average length of stay in hostels in weeks	Amended PI	Amended PI	20 weeks	None set	6 weeks	5 weeks	5 weeks	See chapter Quality of Life
BV 184a	% LA homes which were non-decent at beginning of the year								
BV 184B	% Changes in proportion of non-decent homes in the year								
BV 185	% of responsive(not emergency) repairs where appointment made & kept	NEW	NEW	94.2%	92%	93%	93%	94%	
Local PI	Local PI authority rent collection and arrears: rent arrears of current tenants as a proportion of the authority's rent roll.	5.1%	5.5%	3.84%	5.45%	4.5%	4.25		



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Local PI	Local PI authority rent collection and arrears: rent written off as not collectable as a proportion of the authority's rent roll.	3.4%	2.94%	0.39%	1.6%	1.6%	1.6%	1.6%	
Local PI	% of rent lost through Local PI authority dwellings becoming vacant	1.6%	1.4%	1.30%	1.4%	1.3%	1.2%	1.1%	
Local PI	The % of urgent repairs completed within government time limits	92%	91%	92%	96%	97%	98%	99%	
Local PI	The average time taken to complete non-urgent responsive repairs	13 days	9.7 days	9.45 days	11 days	11 days	11 days	11 days	

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BV 82a	Total tonnage of household Local PI waste arising – % recycled	6.4%	6.15%	6.73%	8%	8%	10%	13%	London Average: 5.7%
BV 82b	Total tonnage of household Local PI waste arising – % composted	0%	0%	0%	0%	0%	2%	3%	Currently no central composting facility in Brent future dependent on expansion of the service
BV 84	Number of Kilograms of household waste collected per head.	440.5	453	452	459	487	497	507	London Average: 525
BV 86	Cost of waste collection per household	£43.85	£51.68	*£51.92	£52.95	£57	£60	£62.40	London Average: £29.06 Estimated figure
BV 89	Satisfaction survey: cleanliness of street/relevant land	47% (source MORI)	N/A	None set next survey 2003/04	None set next survey 2003/04	TARGET?	N/A	None set next survey 2007/08	
BV 90a	Satisfaction survey: waste collection	74% (source MORI)	N/A	None set next survey 2003/04	None set next survey 2003/04)	TARGET?	N/A	None set next survey 2007/08	
BV 90b	Satisfaction survey: recycling facilities	54% (source MORI)	N/A	None set next survey 2003/04	None set next survey 2003/04	TARGET?	N/A	None set next survey 2007/08	
BV 90c	Satisfaction survey: civic amenity site	43% (source MORI)	N/A	None set next survey 2003/04	None set next survey 2003/04)	TARGET?	N/A	None set next survey 2007/08	

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BV 91	% population served by kerbside collection of recyclables	N/A	New PI	72.84%	100%	76%	80%	90%	London Average: 98%
BV 96	% of roads in poor condition: principal roads	2.2%	7.59% (DVI)	9.23% (DVI) (2.24% CVI)	None set	None set	None set	None set	London Average: 9%  DVI relates to Detailed Visual Inspection. No targets have been set as this PI is subject to external funding
BV 97	% of roads in poor condition: non principal roads	6.6%	a) non: 23.03% b) un-classified 19.03%	To follow	None set	None set	None set	None set	London Average: 16% Subject to growth bids

**SERVICE AREA PERFORMANCE:**

Ref:	Indicator	HOW WE PERFORMED			TARGET:				COMMENTS & COMPARISONS (Including where relevant average level of London Boroughs performance in 2001/02)
		2000/2001	2001/2002	2002/03	2002/03	2003/04	2004/05	2005/06	

BV 99	Road Safety – number of road accident casualties per 100,000 population by:	655.09	652.7	590.07	733.49	599.36	590.23	581.08	See below
	<b>1: nature of casualties</b>								
	Killed/seriously injured	90.1	83.9	73.03	86.61	83.80	79.98	76.15	PSA
	Slight	565	568.8	517.04	646.68	515.56	510.25	504.93	
BV 99	<b>2: Road user type killed or seriously injured</b>								
	Pedestrians	31	28.6	25.77	29.77	29.21	27.88	26.55	London Average: 21
	Pedal cyclists	5.6	3.9	3.51	5.38	6.21	5.94	5.66	London Average: 5
	Two wheeled motor vehicles users	14.3	16.1	12.89	13.73	8.59	8.20	7.81	London Average: 14
	Car users	36.5	29.4	26.16	35.05	35.03	33.43	31.83	London Average: 30
	Other vehicle users	2.8	5.9	4.69	2.68	4.76	4.52	4.3	London Average: 4
	<b>2; Road user type slight injury</b>								
	Pedestrians	98.5	101.6	78.88	112.78	97.32	96.30	95.29	London Average: 79
	Pedal cyclists	34.5	26.7	21.09	39.50	33.31	32.96	32.26	London Average: 32
	Two wheeled motor vehicles users	58.8	77.3	65.22	67.30	50.42	49.91	49.40	London Average: 74
	Car users	337.1	318.1	303.43	385.95	295.46	292.42	289.37	London Average: 269
	Other vehicle users	36.1	45.1	48.42	41.33	39.05	38.66	38.27	London Average: 42
BV 100	Days traffic controls in place	0.18 days	0.30 days	0.44 days	None set	None set	None set	None set	London Average: 0.60 PI subject to external funding no targets set

**SERVICE AREA PERFORMANCE:**

Ref:	Indicator	HOW WE PERFORMED			TARGET:				COMMENTS & COMPARISONS (Including where relevant average level of London Boroughs performance in 2001/02)
		2000/2001	2001/2002	2002/03	2002/03	2003/04	2004/05	2005/06	
BV 106	% new homes on brown field sites	66.2%	62.4%	89.52%	80%	81%	82%	83%	London Average: 100% Only one development built on a greenfield site during 2002/03
BV 107	Planning cost per head of population	£9.13	£9.22	£10.69	£10.28	£10.50	£11	£12	
BV 109a	Major Planning applications within 13 weeks	New PI	Amended PI	25.49%	45%	50%	55%	60%	
BV 109b	Minor Planning applications within 8 weeks	New PI	Amended PI	62.55%	60%	65%	66%	67%	
BV 109c	Other Planning applications within 8 weeks	New PI	Amended PI	75.41%	60%	80%	80%	82%	
BV 165	The % of pedestrian crossings with facilities for disabled people	43%	74.85%	80.99%	None set	85%	87.5%	90%	London Average: 86%
BV 166a	% Score against a checklist of enforcement best practice for Environmental Health	N/A	70%	80%	90%	100%	100%	100%	London Average: 67%
BV 166b	% Score against a checklist of enforcement best practice for Trading Standards	N/A	90%	90%	90%	90%	100%	100%	London Average: 71%

**SERVICE AREA PERFORMANCE:**

Ref:	Indicator	HOW WE PERFORMED			TARGET:				COMMENTS & COMPARISONS (Including where relevant average level of London Boroughs performance in 2001/02)
		2000/2001	2001/2002	2002/03	2002/03	2003/04	2004/05	2005/06	

BV 178	The % of total length of footpaths and other rights of way which were easy to use by members of the public	100%	96.7%	90.5%	100%	100%	100%	100%	London Average: 100%
BV 179	% of standard searches carried out in 10 working days	99.9%	99.1%	99.9%	99.9%	100%	100%	100%	London Average: 99.7
BV 180b	Average lamp circuit wattage compared with average consumption/ Wattage of LA	N/A	New PI	110.39	None set	None set	None set	None set	Definition amended in 2003/04
BV 186a	Principal Roads not needing major repair	N/A	New PI	0.0071*	None set	None set	None set	None set	* Figure estimated
BV 186b	Non principal Roads not needing major repair	N/A	New PI		None set	None set	None set	None set	
BV 187	Condition of footways	N/A	New PI		None set	None set	None set	None set	
BV 188	% of decisions delegated to officers	N/A	NEW PI	94.72%	Gov 90% Brent 85%	90%	92%	94%	

**SERVICE AREA PERFORMANCE:**

Ref:	Indicator	HOW WE PERFORMED			TARGET:				COMMENTS & COMPARISONS (Including where relevant average level of London Boroughs performance in 2001/02)
		2000/2001	2001/2002	2002/03	2002/03	2003/04	2004/05	2005/06	

Local PI	% of customers (requests for births and deaths registration) seen within 20 minutes	90%	89%	89%	90%	90%	90%	90%	
Local PI	% of consumer protection complaints and requests for services responded to within 3 working days	100%	99.3%	99%	100%	100%	100%	100%	
Local PI	Number of preventative safety inspections per 1000 premises	79	60	53	109	131	144	165	
Local PI	% of playgrounds meeting national standards for equipped play areas and neighbourhood equipped play areas	33%	78.3%	100%	100%	100%	100%	100%	

**SERVICE AREA PERFORMANCE:**

Ref:	Indicator	HOW WE PERFORMED			TARGET:				COMMENTS & COMPARISONS (Including where relevant average level of London Boroughs performance in 2001/02)
		2000/2001	2001/2002	2002/03	2002/03	2003/04	2004/05	2005/06	

Local PI	% of street lamps not working as planned	0.22%	0.06%	0.06%	0%	0.05%	0.045%	0.04%	
Local PI	Full building regulation applications checked within 3 weeks	94%	96%	89%	98%	98%	98%	98%	
Local PI	% of food safety inspections carried out of those due for inspection.	91.5%	90%	99%	100%	100%	100%	100%	
Local PI	Number of swims and other visits per 1000 of the population.	N/A	N/A	2899.77	None set	None set	None set	None set	Past data has been unreliable. Willesden SC will be closing in August 2004. Difficult to predict target until relocation strategy in place.