

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

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

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

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

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

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

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