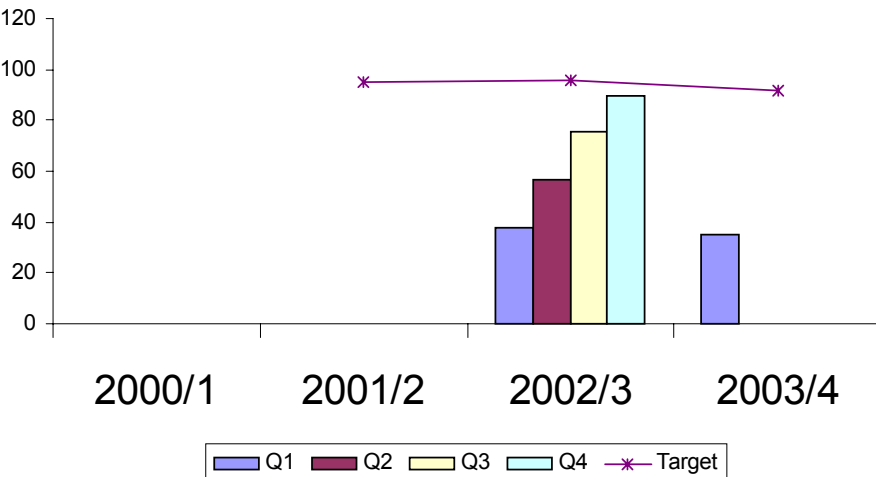
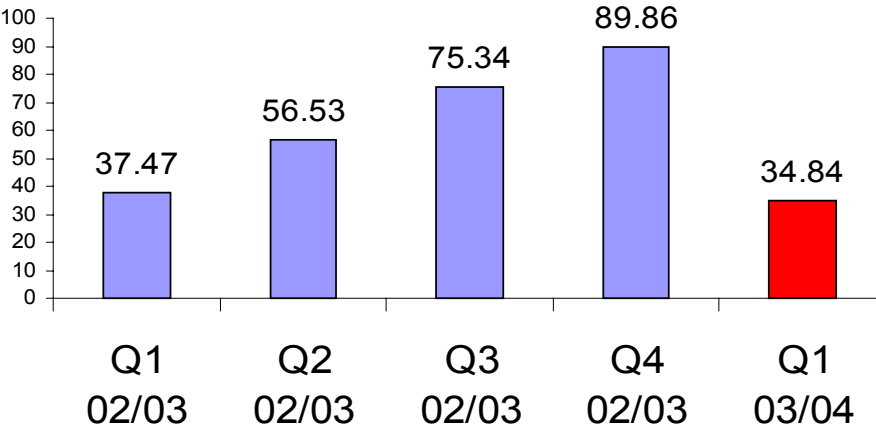
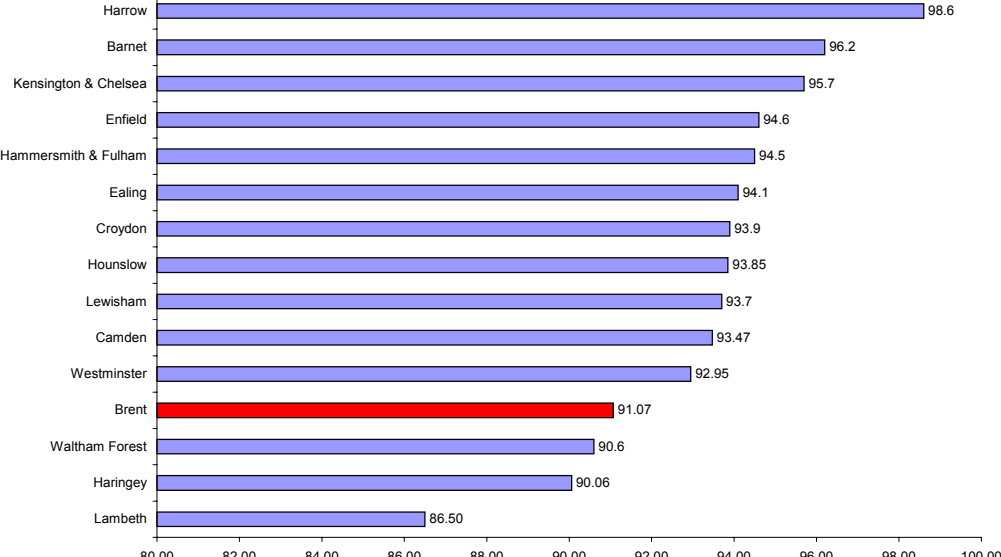


BV 9 Percentage of Council Tax collected

DIRECTOR STEPHEN HUGHES

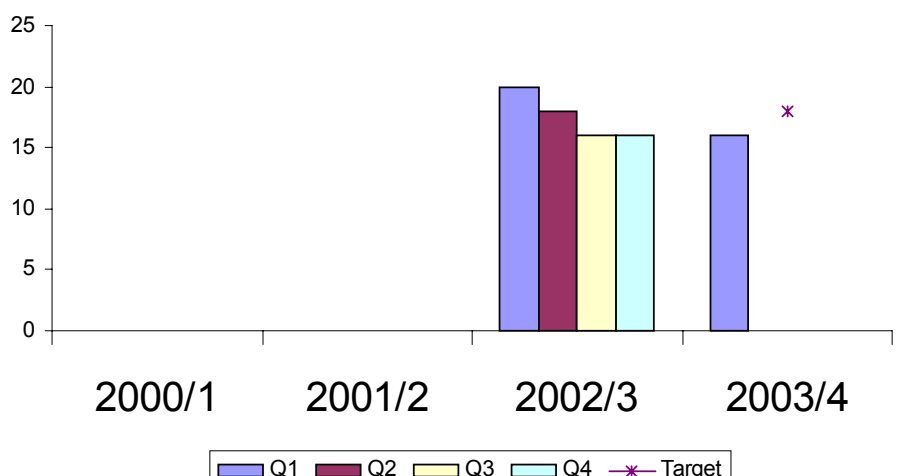
A	QUARTERLY PERFORMANCE 2000/01 TO 2003/04		RESPONSIBILITY																														
	<div>Annual Target 92.0%</div>  <table><thead><tr><th>Year</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th><th>Target</th></tr></thead><tbody><tr><td>2000/1</td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>2001/2</td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>2002/3</td><td>37.47</td><td>56.53</td><td>75.34</td><td>89.86</td><td>92.0</td></tr><tr><td>2003/4</td><td>34.84</td><td></td><td></td><td></td><td></td></tr></tbody></table>		Year	Q1	Q2	Q3	Q4	Target	2000/1						2001/2						2002/3	37.47	56.53	75.34	89.86	92.0	2003/4	34.84					<div>Officer</div> Margaret Read <div>Title</div> Head of Local Taxation & Benefits Brent Financial Services
	Year	Q1	Q2	Q3	Q4	Target																											
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2001/2																																	
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2003/4	34.84																																
This is the first time that this indicator has been reported quarterly, however the historic data has been provided for the previous year. Cumulative indicator.																																	
Executive Member		Cllr. David Coughlin																															

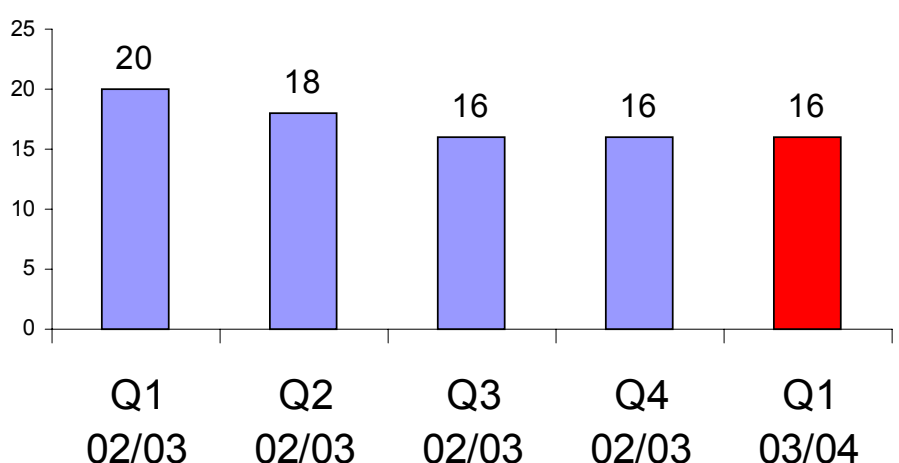
B	PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2002/03												
	 <table><thead><tr><th>Quarter</th><th>Percentage</th></tr></thead><tbody><tr><td>Q1 02/03</td><td>37.47</td></tr><tr><td>Q2 02/03</td><td>56.53</td></tr><tr><td>Q3 02/03</td><td>75.34</td></tr><tr><td>Q4 02/03</td><td>89.86</td></tr><tr><td>Q1 03/04</td><td>34.84</td></tr></tbody></table>		Quarter	Percentage	Q1 02/03	37.47	Q2 02/03	56.53	Q3 02/03	75.34	Q4 02/03	89.86	Q1 03/04
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C	*2001/02 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHs																																
	 <table><thead><tr><th>Borough</th><th>Percentage</th></tr></thead><tbody><tr><td>Harrow</td><td>98.6</td></tr><tr><td>Barnet</td><td>96.2</td></tr><tr><td>Kensington & Chelsea</td><td>95.7</td></tr><tr><td>Enfield</td><td>94.6</td></tr><tr><td>Hammersmith & Fulham</td><td>94.5</td></tr><tr><td>Ealing</td><td>94.1</td></tr><tr><td>Croydon</td><td>93.9</td></tr><tr><td>Hounslow</td><td>93.85</td></tr><tr><td>Lewisham</td><td>93.7</td></tr><tr><td>Camden</td><td>93.47</td></tr><tr><td>Westminster</td><td>92.95</td></tr><tr><td>Brent</td><td>91.07</td></tr><tr><td>Waltham Forest</td><td>90.6</td></tr><tr><td>Haringey</td><td>90.06</td></tr><tr><td>Lambeth</td><td>86.50</td></tr></tbody></table>		Borough	Percentage	Harrow	98.6	Barnet	96.2	Kensington & Chelsea	95.7	Enfield	94.6	Hammersmith & Fulham	94.5	Ealing	94.1	Croydon	93.9	Hounslow	93.85	Lewisham	93.7	Camden	93.47	Westminster	92.95	Brent	91.07	Waltham Forest	90.6	Haringey	90.06	Lambeth
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BV 11b Percentage of top 5% earners that are from black & ethnic minorities

DIRECTOR VAL JONES

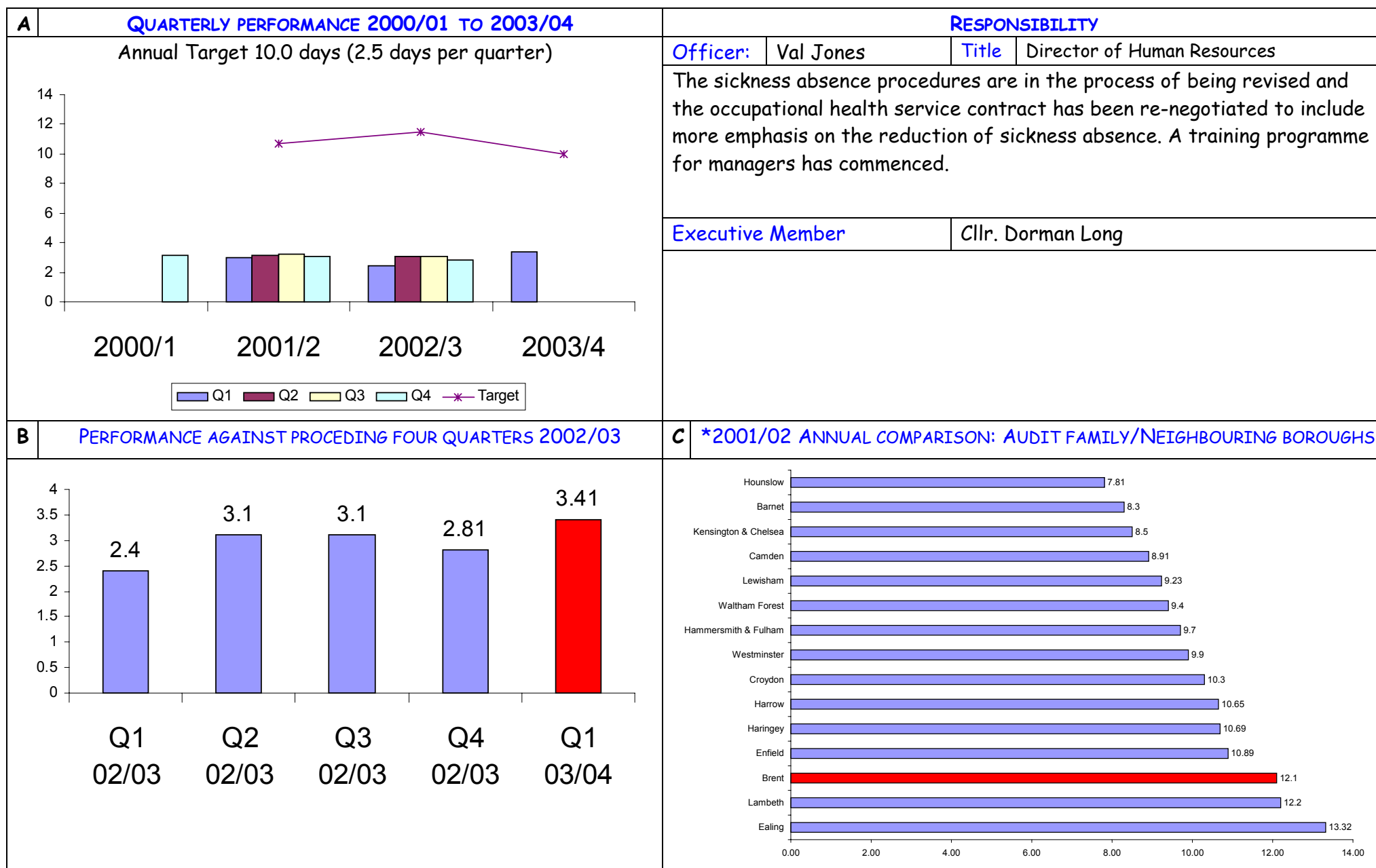
A	QUARTERLY PERFORMANCE 2000/01 TO 2003/04	RESPONSIBILITY																																	
	<div>Annual Target 18.0%</div>  <table border="1"><thead><tr><th>Period</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th><th>Target</th></tr></thead><tbody><tr><td>2000/1</td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>2001/2</td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>2002/3</td><td>20</td><td>18</td><td>16</td><td>16</td><td>18.0%</td></tr><tr><td>2003/4</td><td>16</td><td></td><td></td><td></td><td></td></tr></tbody></table>	Period	Q1	Q2	Q3	Q4	Target	2000/1						2001/2						2002/3	20	18	16	16	18.0%	2003/4	16					Officer	Val Jones	Title	Director of Human Resources
		Period	Q1	Q2	Q3	Q4	Target																												
		2000/1																																	
2001/2																																			
2002/3	20	18	16	16	18.0%																														
2003/4	16																																		
This Pi has not previously been reported on a quarterly basis. This indicator was introduced in 2001/02																																			
Executive Member		Cllr. Dorman Long																																	

B	PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2002/03												
 <table border="1"><thead><tr><th>Quarter</th><th>Performance</th></tr></thead><tbody><tr><td>Q1 02/03</td><td>20</td></tr><tr><td>Q2 02/03</td><td>18</td></tr><tr><td>Q3 02/03</td><td>16</td></tr><tr><td>Q4 02/03</td><td>16</td></tr><tr><td>Q1 03/04</td><td>16</td></tr></tbody></table>		Quarter	Performance	Q1 02/03	20	Q2 02/03	18	Q3 02/03	16	Q4 02/03	16	Q1 03/04	16
Quarter	Performance												
Q1 02/03	20												
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Q3 02/03	16												
Q4 02/03	16												
Q1 03/04	16												

C	*2001/02 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGH
No comparison available	

BV 12 Proportion of working days lost to sickness

DIRECTOR VAL JONES



BV 78a Average time processing new claims in days

DIRECTOR STEPHEN HUGHES

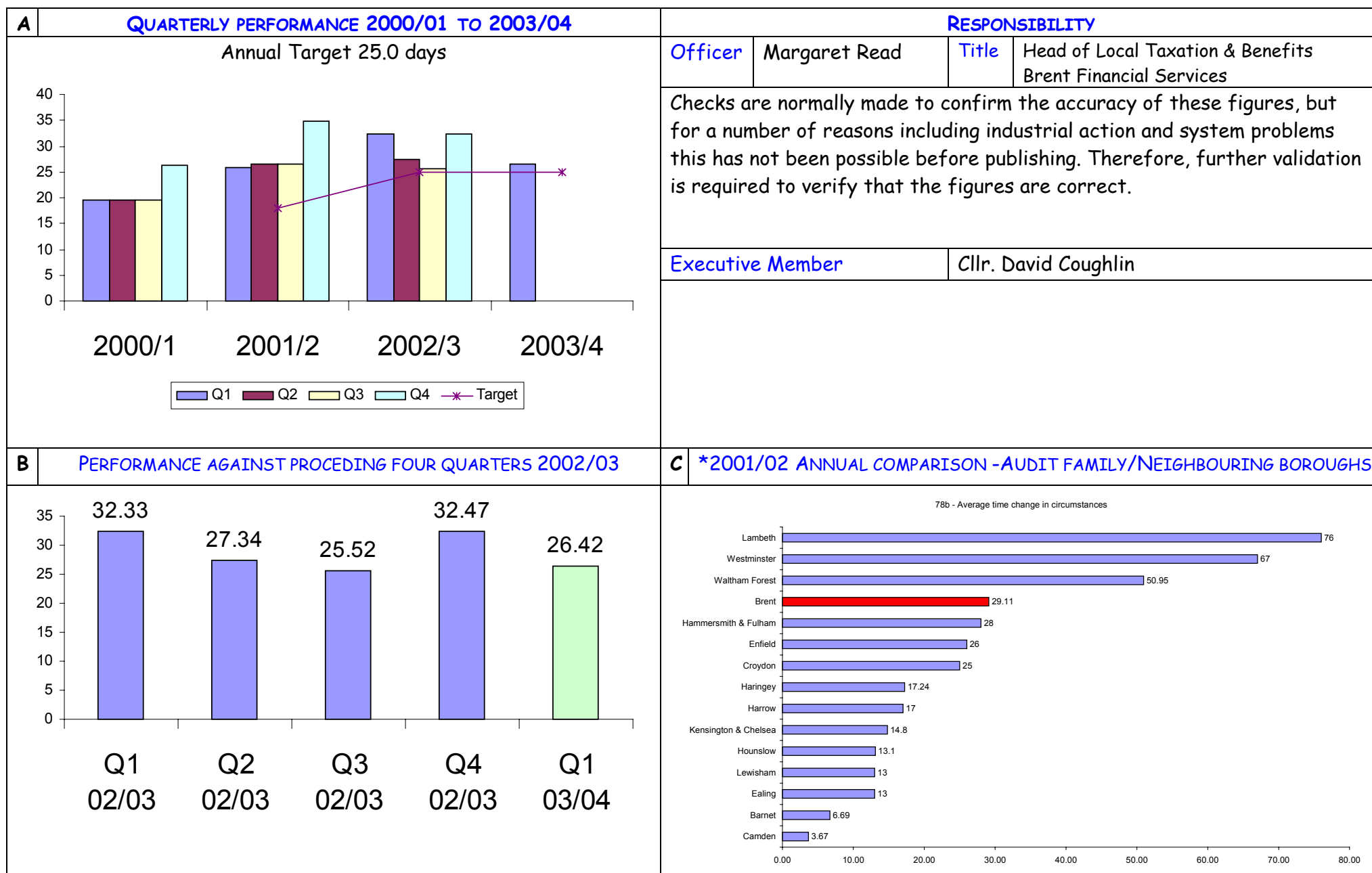
A		QUARTERLY PERFORMANCE 2000/01 TO 2003/04					
Annual Target 60.0 days							
2000/1		2001/2		2002/3		2003/4	
<div><div>Q1</div><div>Q2</div><div>Q3</div><div>Q4</div><div>Target</div></div>							

RESPONSIBILITY			
Officer:	Margaret Read	Title	Head of Local Taxation & Benefits Brent Financial Services
Checks are normally made to confirm the accuracy of these figures, but for a number of reasons including industrial action and system problems this has not been possible before publishing. Therefore, further validation is required to verify that the figures are correct.			
Executive Member		Cllr. David Coughlin	

B		C			
PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2002/03		*2001/02 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHs			
57.07		78a1 - Average time processing new claims			
Note No figure available for Q4 as figure is still in dispute		Lewisham 46.7			
0		Camden 49.27			
97.73		Hounslow 50			
Q1		Barnet 52.48			
02/03		Harrow 59			
Q2		Enfield 61			
02/03		Hammersmith & Fulham 62.6			
Q3		Kensington & Chelsea 62.8			
02/03		Brent 65			
Q4		Haringey 67.05			
02/03		Croydon 72			
Q1		Ealing 78.9			
03/04		Westminster 96			
		Waltham Forest 142.78			
		Lambeth 163.00			

BV 78b Average time change in circumstances in days

DIRECTOR STEPHEN HUGHES



DIRECTOR BERNARD DIAMANT

A	QUARTERLY PERFORMANCE 2000/01 TO 2003/04	RESPONSIBILITY			
Annual Target None Set 					