

VITAL SIGNS

Quarter Two
July – September 2003

POLICY & REGENERATION UNIT
LONDON BOROUGH OF BRENT

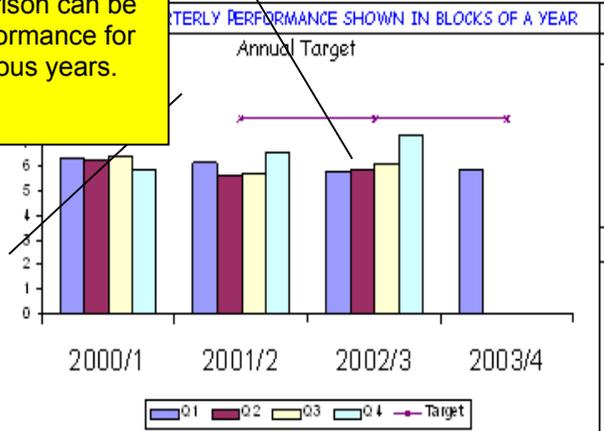
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BV NUMBER AND BRIEF DEFINITION

Graph A
Quarterly Performance 2000/01 to 2003/04
 Provides historic data (where available), so a comparison can be made on quarterly performance for the same period in various years.

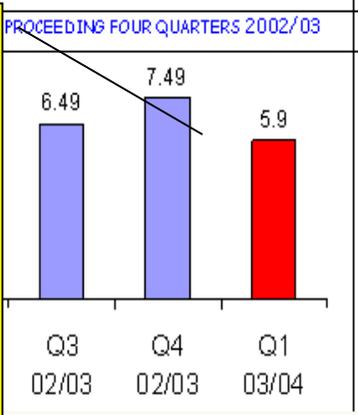


Target
 Plots annual target where known

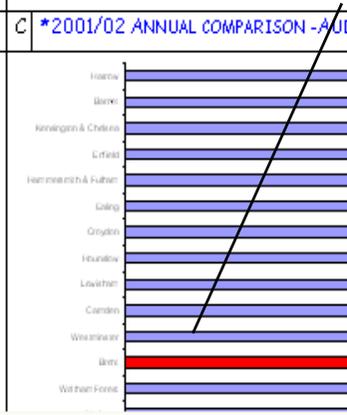
Responsibility
 Provides both officers and lead members an opportunity to comment on performance

| OFFICER | | RESPONSIBILITY | |
|------------------|------|----------------|--|
| Officer:- | | Title | |
| Executive Member | Cllr | | |

Graph B
Performance against preceding four quarters 2002/03
 Shows current quarter data together with the previous four quarters. You will note that as with the former Quarterly Digest report red performance indicates a fall in performance, green improved and is compared to the same quarter in the previous year



Graph C
2001/02 Annual Comparison Audit Family/Neighbouring Boroughs
 Shows performance against AC family and neighbouring boroughs against the latest published data which is currently 2001/02.



| SERVICE AREA | PERFORMANCE INDICATOR | IMPROVED Performance against same quarter last year | GONE DOWN Performance against same quarter last year | INCOMPLETE DATA |
|---------------------------------------|--|--|---|--------------------|
| CORPORATE CENTRE | | | | |
| | BV 9 The % Council Tax collected | ■ | | |
| | BV 11b The % of top earners from black & minority ethnic communities | | ■ | ■ |
| | BV 12 Average sickness days per employee | | | ■ |
| | BV 78a Speed of processing Average time for new claims in day | ■ | | |
| | BV 78b Speed of processing change in circumstances in days | ■ | ■ | |
| | NEW VS 501 The % of customers satisfied with service | | | ■ |
| EDUCATION ARTS & LIBRARIES | | | | |
| | BV 43a The percentage of SEN statements completed within 18 weeks with exception | | ■ | |
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| | BV 117 Number of visits to libraries | ■ | | |
| | VS 502 Pupil attendance figures | | | ■ |
| | VS 503 Define new local measure for use of youth service | | | ■ |
| ENVIRONMENTAL SERVICES | | | | |
| | BV 82a Total tonnage of household local waste arising the percentage recycled | | | ■ |
| | BV 99 I The total number of road accident casualties per 100,00 pop killed/serious injury | ■ | | |
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| | BV 187 Condition of Footways (Measures the percentage of footpaths needing repairs) | ■ | | |
| | VS 508 Condition of (Percentage of planned footways which have been re-laid and completed) | | | ■ |
| | BV 199 (VS 505) The percentage of highways cleaned to a high standard | | | ■ |
| | VS 507 Total number of visits to sports and leisure facilities | ■ | | |

| SERVICE AREA | PERFORMANCE INDICATOR | IMPROVED | GONE DOWN | INCOMPLETE DATA |
|-------------------------|--|----------|-----------|-----------------|
| HOUSING SERVICES | | | | |
| | BV 64 The number of private sector vacant dwellings that are returned into occupation or demolished as a direct result of action by the LA | | | |
| | BV 183a The average length of stay in bed and breakfast accommodation | | | |
| | BV 183b The average length of stay in hostel accommodation of households | | | |
| | BV 184b The percentage change in proportion of non-decent LA homes | | | |
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| SOCIAL SERVICES | | | | |
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| | BV 54 (PAF C32) Older people helped to live at home | | | |
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| | BV 58 (PAF D38) The percentage of people receiving a statement of their needs and how they will be met | | | |
| | BV 163 (PAF C23) Adoptions of children looked after | | | |
| | VS 506 (CPAF 29) Adults with physical disabilities helped to live at home per 1000 | | | |

CORPORATE CENTRE

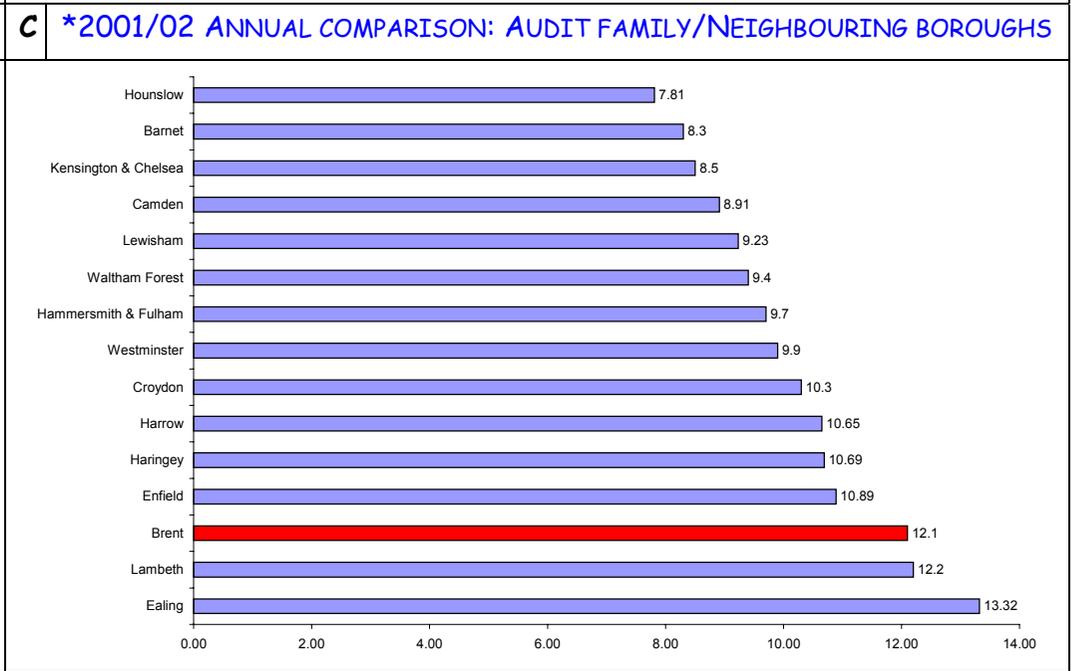
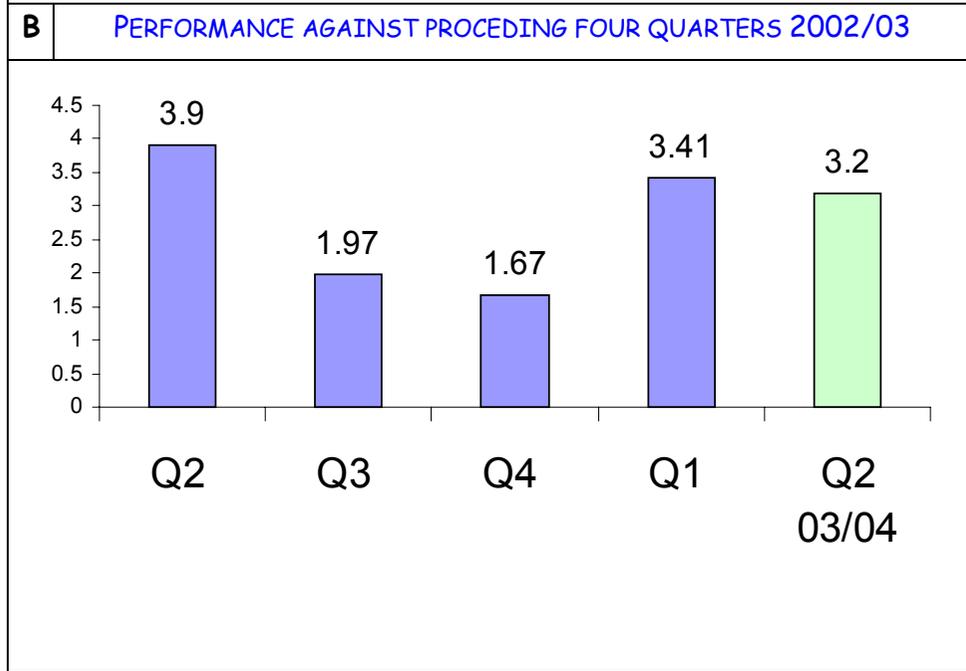
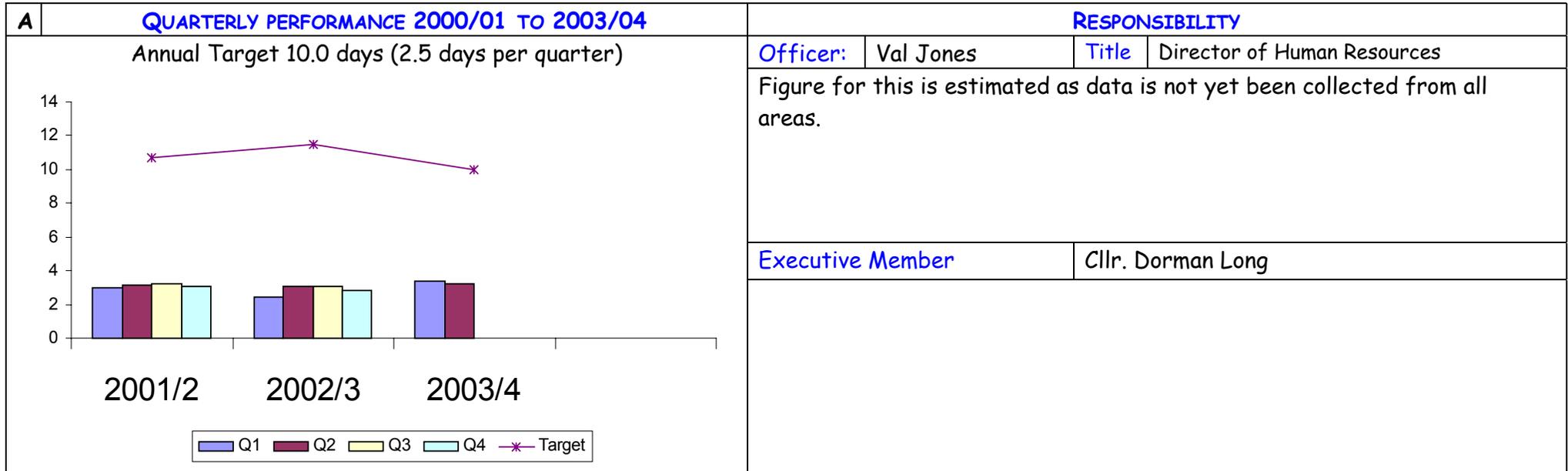
BV 9 Percentage of Council Tax collected
DIRECTOR STEPHEN HUGHES

| <p>A QUARTERLY PERFORMANCE 2000/01 TO 2003/04</p> <p align="center">Annual Target 92.0%</p> <table border="1"> <caption>Quarterly Performance Data (Approximate)</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2001/2</td> <td>35</td> <td>55</td> <td>75</td> <td>88</td> </tr> <tr> <td>2002/3</td> <td>35</td> <td>55</td> <td>75</td> <td>88</td> </tr> <tr> <td>2003/4</td> <td>35</td> <td>55</td> <td>75</td> <td>88</td> </tr> </tbody> </table> <p align="center">Legend: Q1 (Blue), Q2 (Maroon), Q3 (Yellow), Q4 (Cyan), * Target (Purple line)</p> | Year | Q1 | Q2 | Q3 | Q4 | 2001/2 | 35 | 55 | 75 | 88 | 2002/3 | 35 | 55 | 75 | 88 | 2003/4 | 35 | 55 | 75 | 88 | <p align="center">RESPONSIBILITY</p> <table border="1"> <tr> <td>Officer</td> <td>Margaret Read</td> <td>Title</td> <td>Head of Local Taxation & Benefits Brent Financial Services</td> </tr> <tr> <td colspan="4">This is a cumulative indicator and based on current collection rates the annual target of 92% is expected to be met.</td> </tr> <tr> <td>Executive Member</td> <td colspan="3">Cllr. David Coughlin</td> </tr> </table> | Officer | Margaret Read | Title | Head of Local Taxation & Benefits Brent Financial Services | This is a cumulative indicator and based on current collection rates the annual target of 92% is expected to be met. | | | | Executive Member | Cllr. David Coughlin | | | | | | | | | | | | | | |
|--|----------------------|-----------------|---|-------|----|--------|----|-------|----|-------|----------|-------|--|---------|-----------------|--------|------|--------|------|----------------------|--|----------------|---------------|----------------------|---|--|------|---------|------|-------------------------|----------------------|----------|------|--------|-------|-------------|-------|-------|-------|----------------|------|----------|-------|---------|-------|
| Year | Q1 | Q2 | Q3 | Q4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2001/2 | 35 | 55 | 75 | 88 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2002/3 | 35 | 55 | 75 | 88 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2003/4 | 35 | 55 | 75 | 88 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Officer | Margaret Read | Title | Head of Local Taxation & Benefits Brent Financial Services | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| Executive Member | Cllr. David Coughlin | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>B PERFORMANCE AGAINST PROCEEDING FOUR QUARTERS 2002/03</p> <table border="1"> <caption>Performance Against Preceding Four Quarters (2002/03)</caption> <thead> <tr> <th>Quarter</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>Q2</td> <td>56.53</td> </tr> <tr> <td>Q3</td> <td>75.34</td> </tr> <tr> <td>Q4</td> <td>89.86</td> </tr> <tr> <td>Q1</td> <td>34.84</td> </tr> <tr> <td>Q2 03/04</td> <td>52.97</td> </tr> </tbody> </table> | Quarter | Performance (%) | Q2 | 56.53 | Q3 | 75.34 | Q4 | 89.86 | Q1 | 34.84 | Q2 03/04 | 52.97 | <p>C *2001/02 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHES</p> <table border="1"> <caption>2001/02 Annual Comparison - Audit Family/Neighbouring Boroughs</caption> <thead> <tr> <th>Borough</th> <th>Performance (%)</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 | Performance (%) | 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 | 86.50 |
| Quarter | Performance (%) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q2 | 56.53 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q3 | 75.34 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q4 | 89.86 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q1 | 34.84 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q2 03/04 | 52.97 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Borough | Performance (%) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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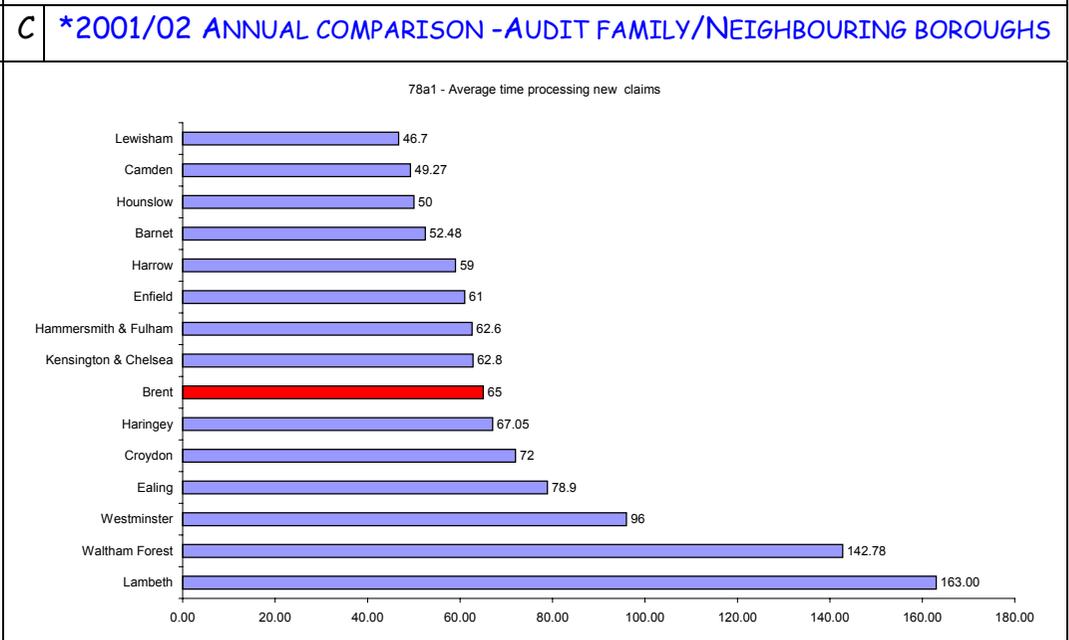
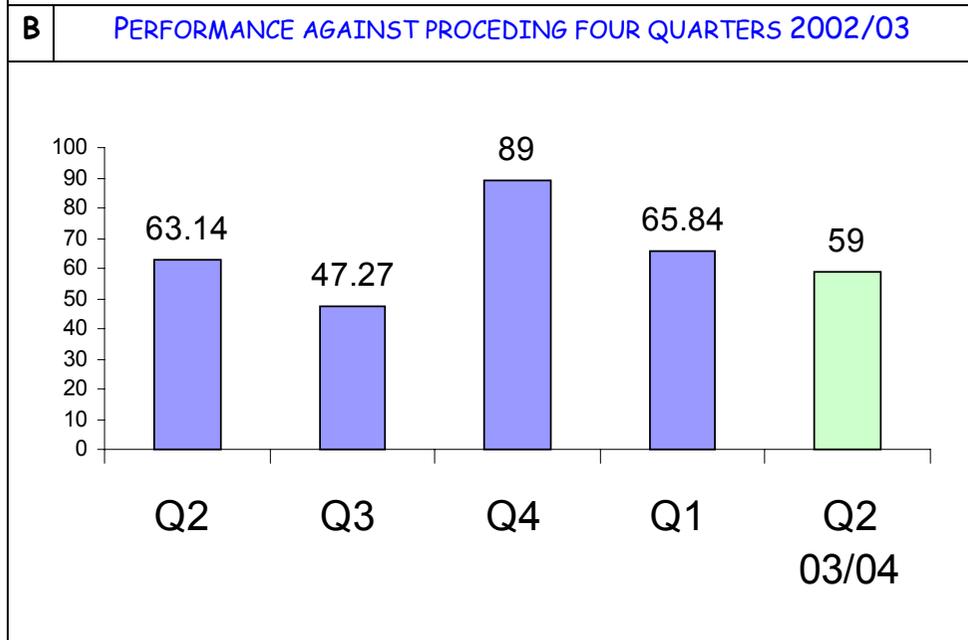
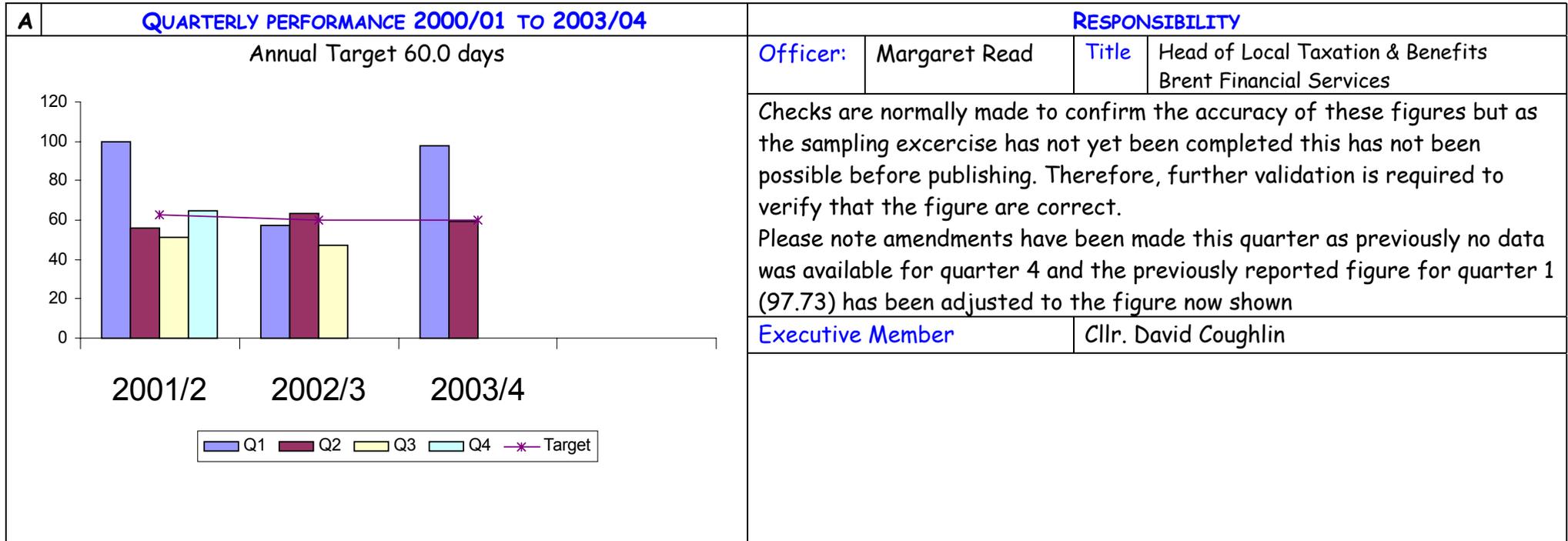
BV 11b Percentage of top 5% earners that are from black & ethnic minorities
DIRECTOR VAL JONES

| A | RESPONSIBILITY | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|---|--------------|-----------------------------|-------|--------|--------|--------|----|----|----|----------|-------|---|-------|-------|-------|-------|-------|--------|-------|-------|---|---|-------|--|----------------|-----------|--------------|-----------------------------|--|--|--|--|-------------------------|-------------------|--|--|
| <p align="center">QUARTERLY PERFORMANCE 2000/01 TO 2003/04</p> <p align="center">Annual Target 18.0%</p> <table border="1"> <caption>Quarterly Performance Data (Estimated)</caption> <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>2001/2</td> <td>-</td> <td>-</td> <td>-</td> <td>-</td> <td>18.0%</td> </tr> <tr> <td>2002/3</td> <td>20.0%</td> <td>18.0%</td> <td>16.0%</td> <td>16.0%</td> <td>18.0%</td> </tr> <tr> <td>2003/4</td> <td>16.0%</td> <td>16.0%</td> <td>-</td> <td>-</td> <td>18.0%</td> </tr> </tbody> </table> | Year | Q1 | Q2 | Q3 | Q4 | Target | 2001/2 | - | - | - | - | 18.0% | 2002/3 | 20.0% | 18.0% | 16.0% | 16.0% | 18.0% | 2003/4 | 16.0% | 16.0% | - | - | 18.0% | <table border="1"> <tr> <td>Officer</td> <td>Val Jones</td> <td>Title</td> <td>Director of Human Resources</td> </tr> <tr> <td colspan="4">Figure for this indicator has been estimated as data is not yet been collected from all areas.</td> </tr> <tr> <td>Executive Member</td> <td colspan="3">Cllr. Dorman Long</td> </tr> </table> | Officer | Val Jones | Title | Director of Human Resources | Figure for this indicator has been estimated as data is not yet been collected from all areas. | | | | Executive Member | Cllr. Dorman Long | | |
| Year | Q1 | Q2 | Q3 | Q4 | Target | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2001/2 | - | - | - | - | 18.0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2002/3 | 20.0% | 18.0% | 16.0% | 16.0% | 18.0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2003/4 | 16.0% | 16.0% | - | - | 18.0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Officer | Val Jones | Title | Director of Human Resources | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| <p>B PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2002/03</p> | <p>C *2001/02 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHs</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| Quarter | Value | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q2 | 18 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q3 | 16 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q4 | 16 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q1 | 16 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q2 03/04 | 16 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

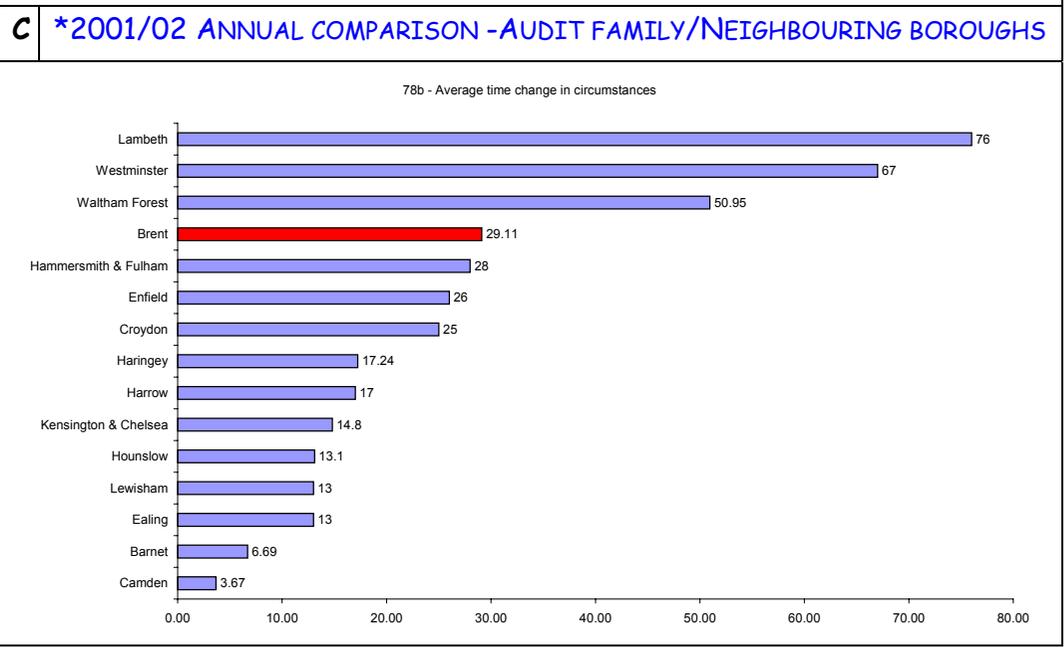
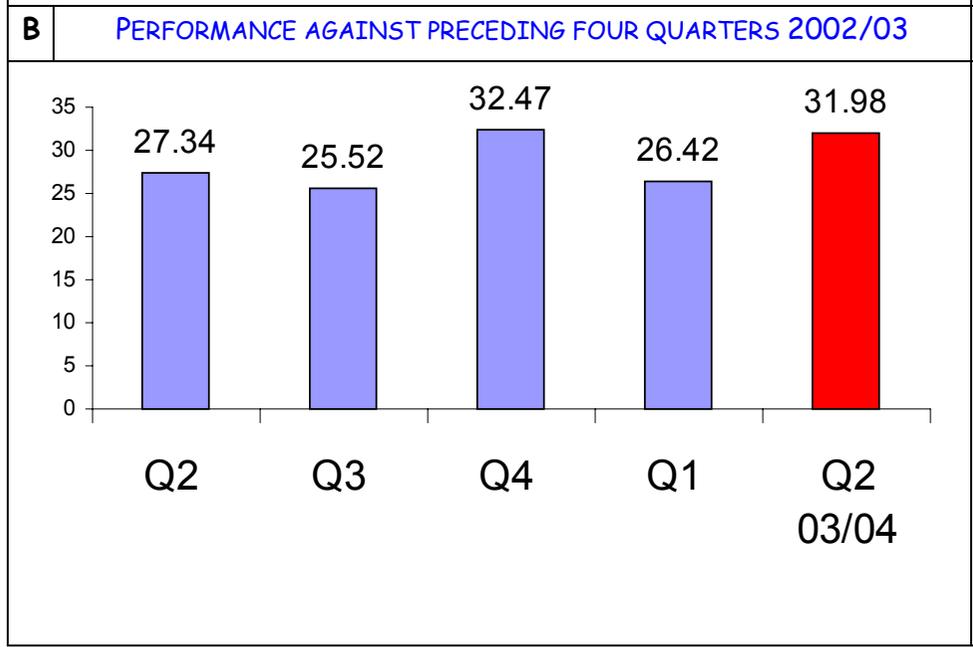
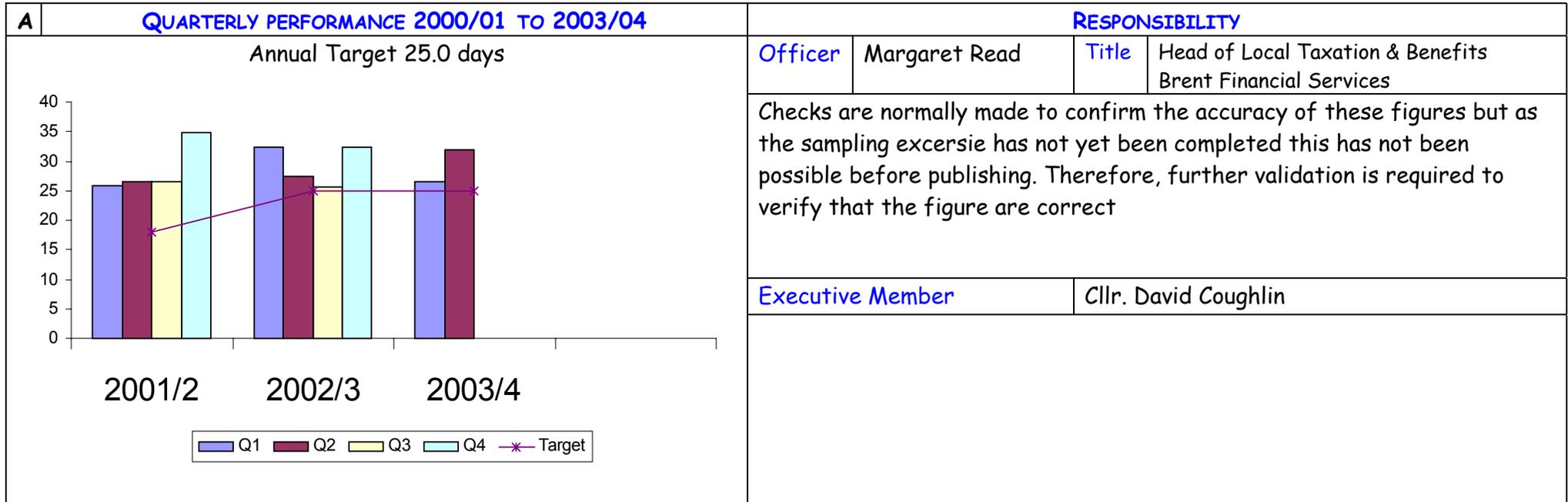
BV 12 Proportion of working days lost to sickness
DIRECTOR VAL JONES



BV 78a Average time processing new claims in days
DIRECTOR STEPHEN HUGHES



BV 78b Average time change in circumstances in days
DIRECTOR STEPHEN HUGHES

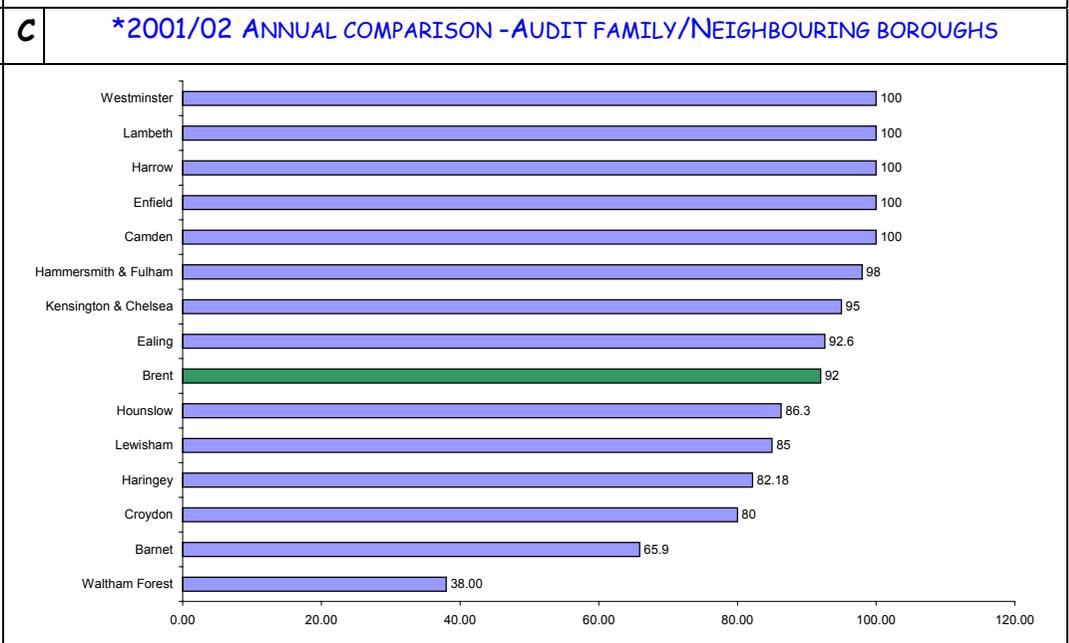
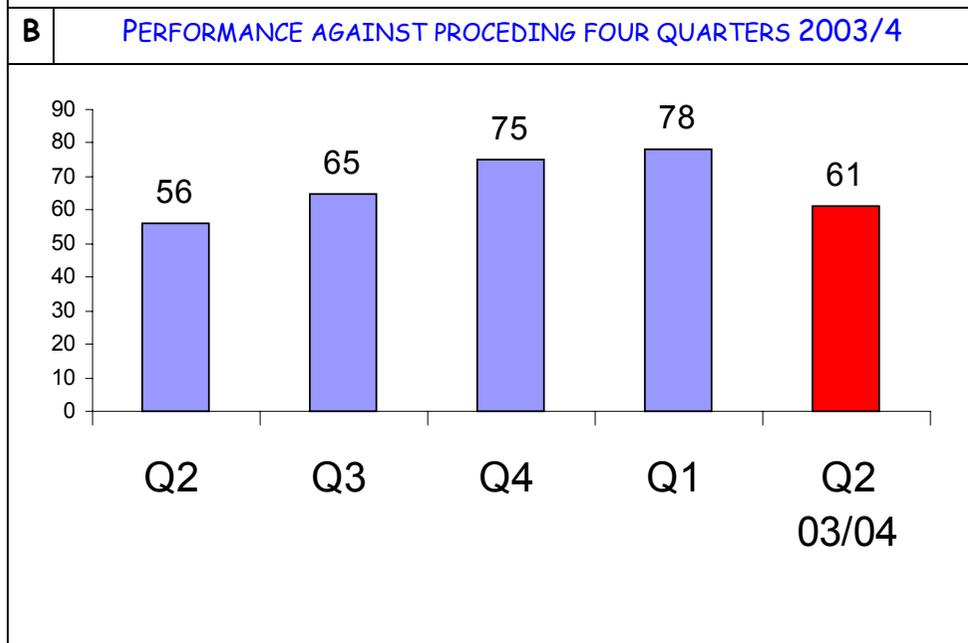
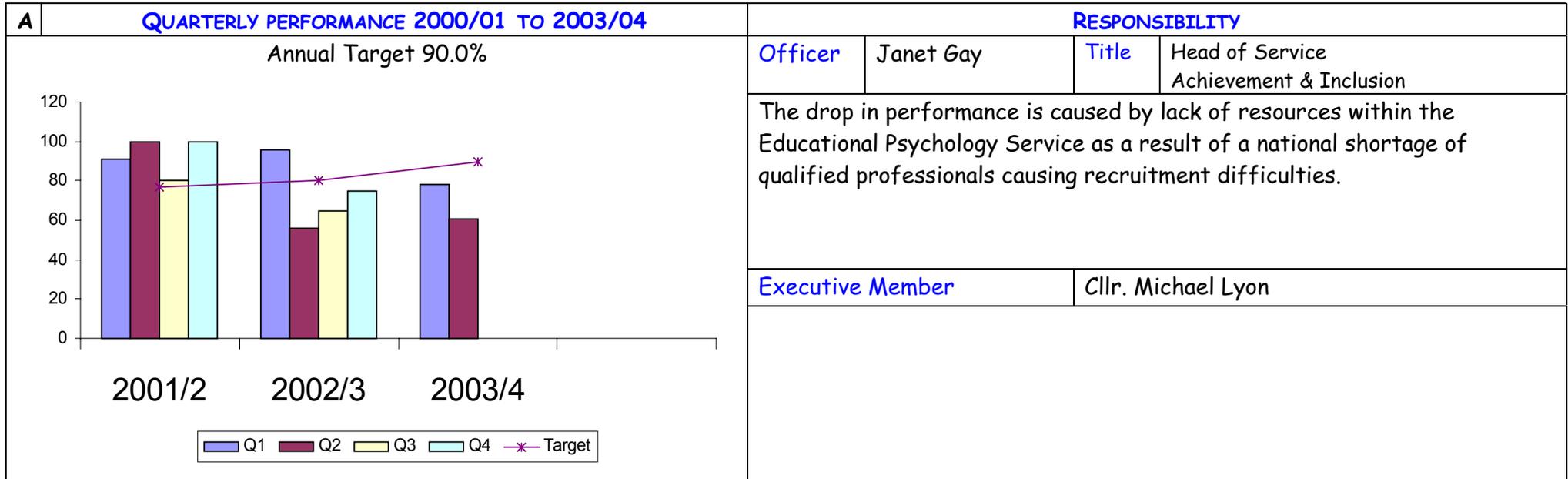


VS 501 The percentage of customers satisfied with service
DIRECTOR BERNARD DIAMANT

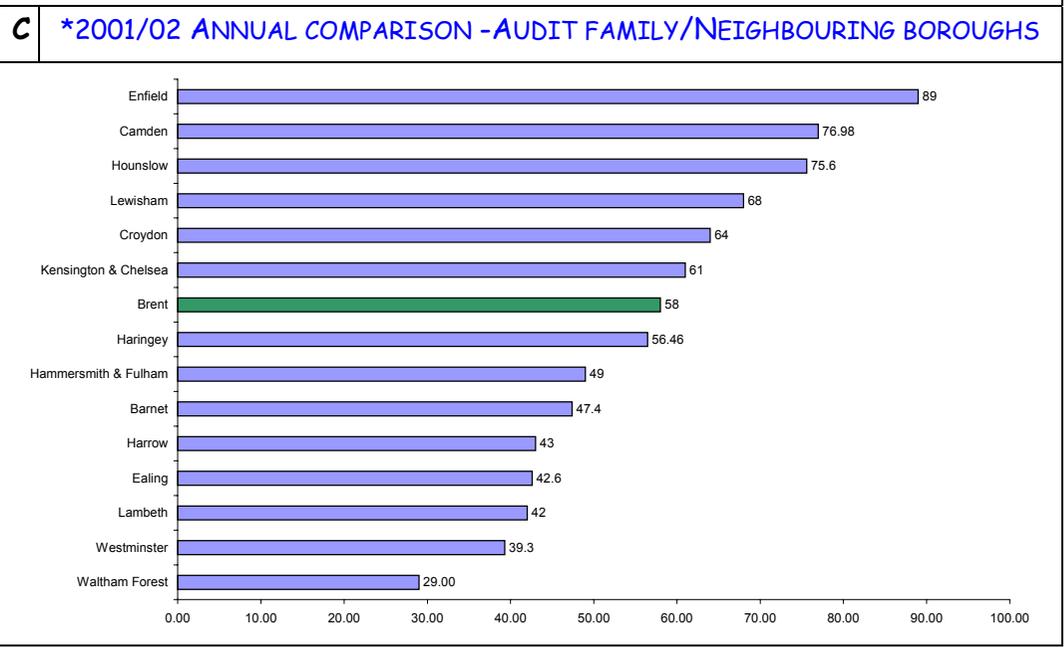
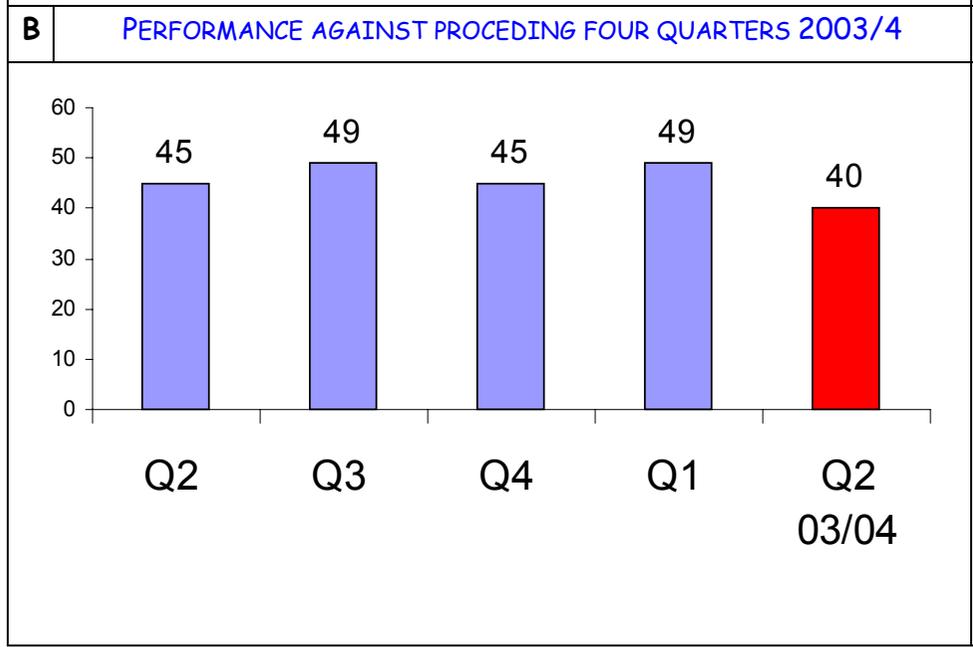
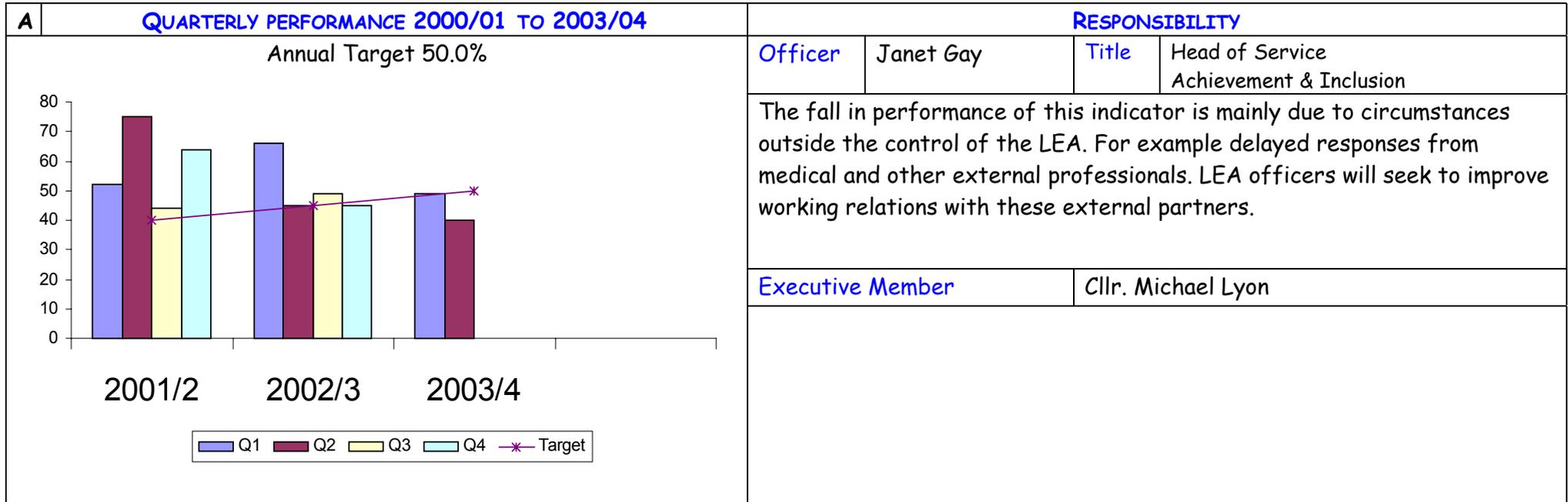
| A | QUARTERLY PERFORMANCE 2000/01 TO 2003/04 | RESPONSIBILITY | | | |
|---|--|--|--|-------|---|
| | Annual Target None Set | Officer | Bernard Diamant | Title | Director of Corp Services & Information Technology Unit |
| | Data to follow | Currently data cannot be recorded against this indicator; however the Customer Steering Group is looking at this issue and will report back in due course. | | | |
| | | Executive Member | Cllr. Dorman Long | | |
| | | The reporting of this indicator will commence later this year | | | |
| B | PERFORMANCE AGAINST PROCEEDING FOUR QUARTERS 2002/03 | C | *2001/02 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHs | | |
| | Data to follow | No comparison available | | | |

EDUCATION ARTS & LIBRARIES

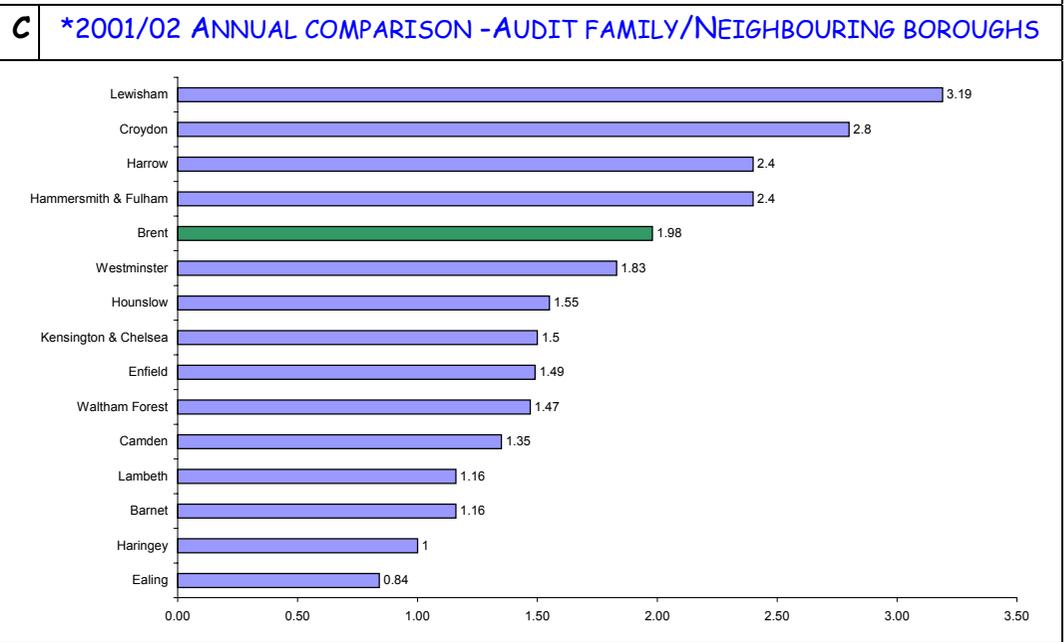
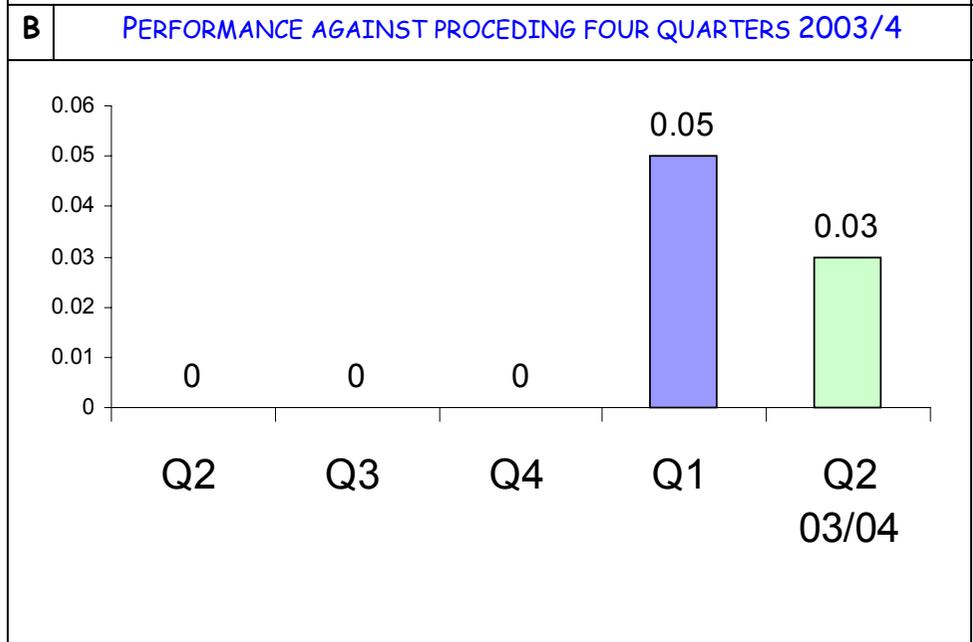
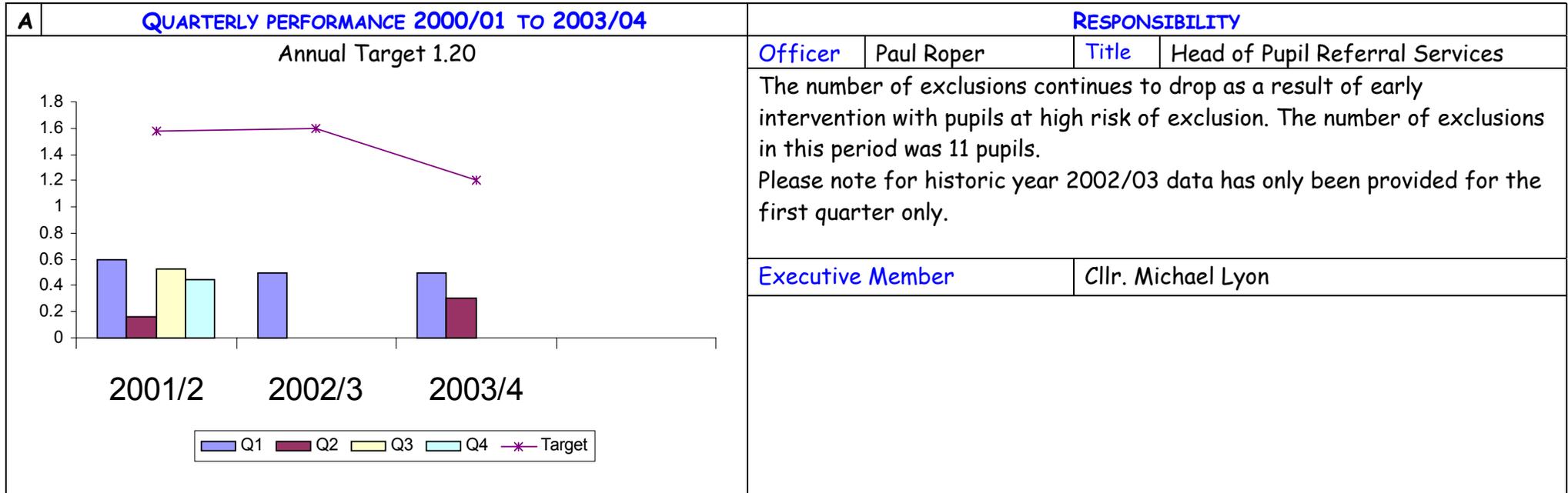
BV 43a SENs in 18 weeks without exceptions
DIRECTOR JOHN CHRISTIE



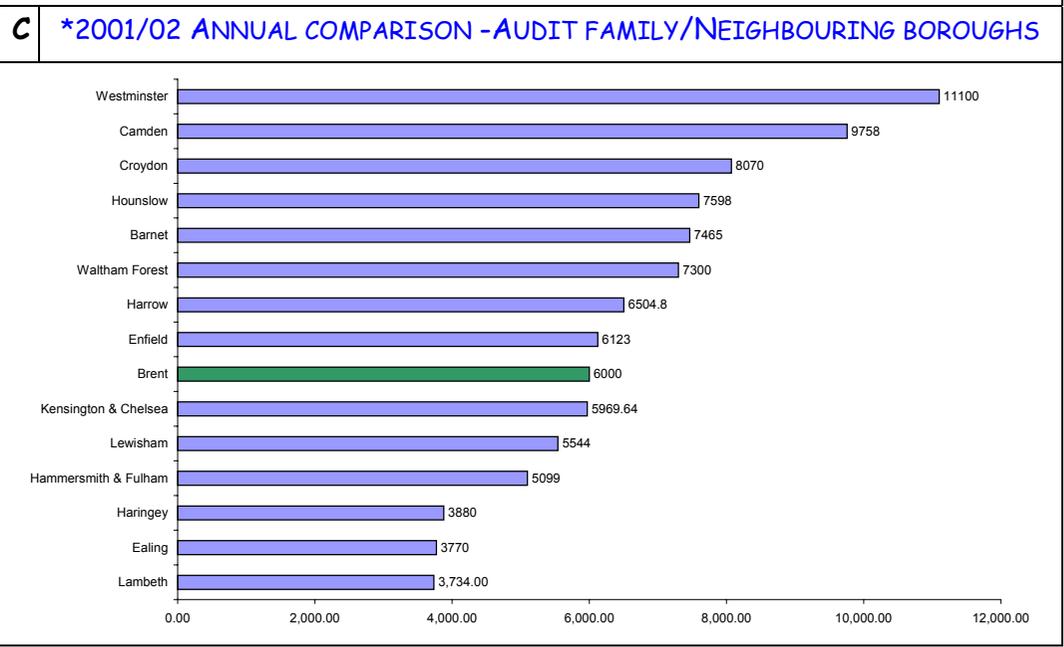
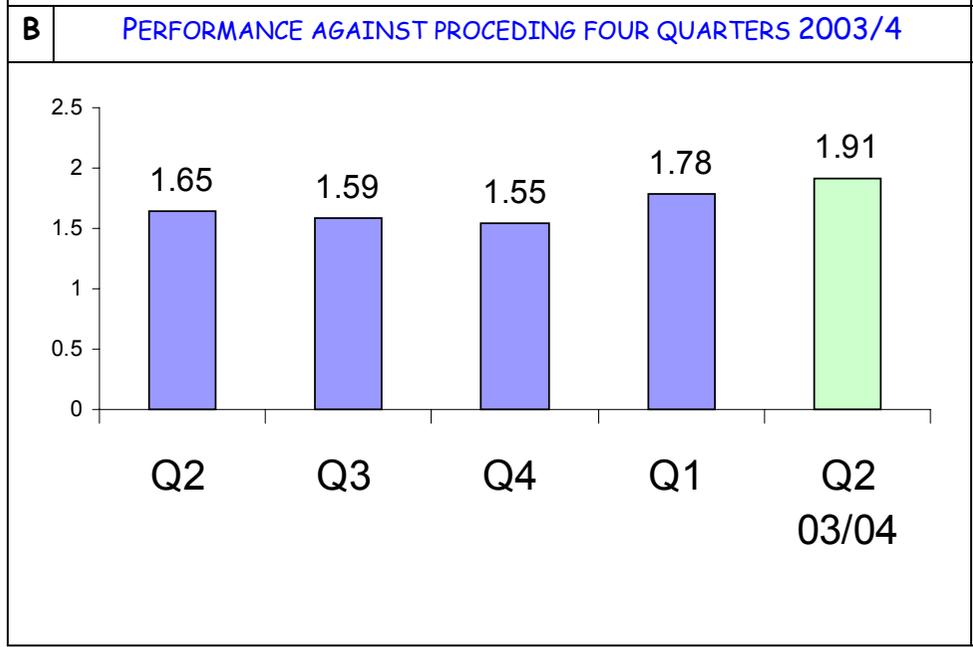
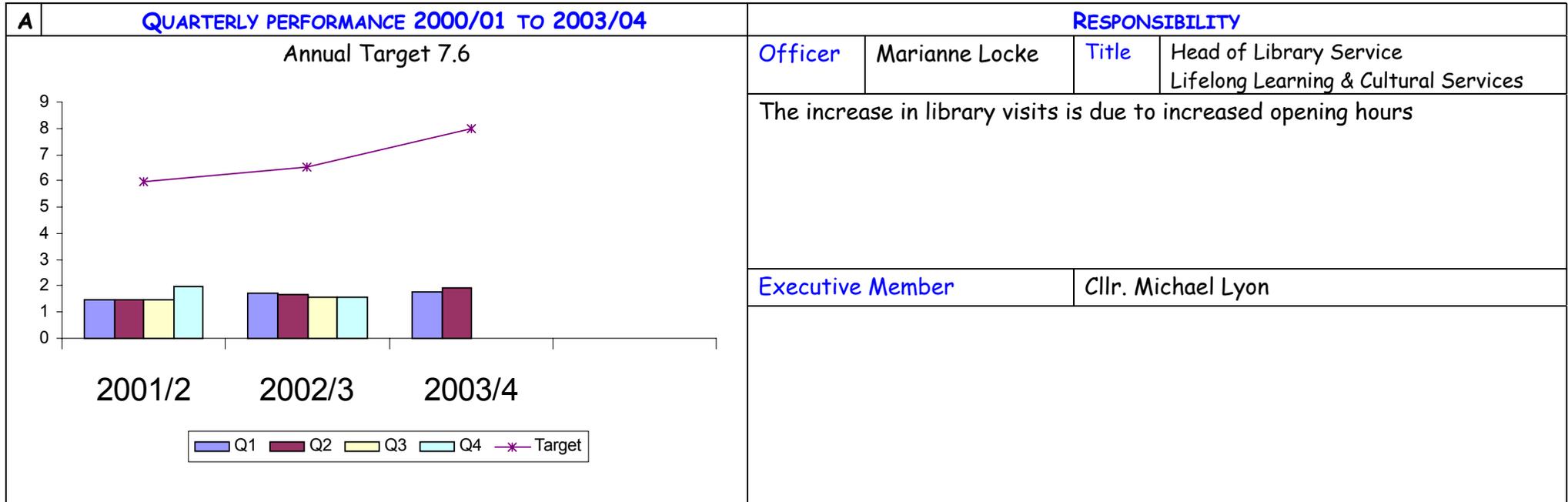
BV 43b SENs in 18 weeks with exceptions
DIRECTOR JOHN CHRISTIE



BV 44 Number of pupils permanently excluded / 1000
DIRECTOR JOHN CHRISTIE



BV 117 Visits to public library premises
DIRECTOR JOHN CHRISTIE



VS 502 Pupil attendance figures
DIRECTOR JOHN CHRISTIE

| A | QUARTERLY PERFORMANCE 2000/01 TO 2003/04 | RESPONSIBILITY | | | |
|---|---|---|--|-------|--|
| | Annual Target | Officer | Johnathan Braham | Title | Service Manager Achievement & Inclusion |
| | To follow | This is a new performance indicator which the service area are now putting in place systems to record and report relevant information. Historical and up to-date data will be provided for the next report. | | | |
| | Executive Member | Cllr. Michael Lyon | | | |
| | | | | | |
| B | PERFORMANCE AGAINST PROCEEDING FOUR QUARTERS 2003/4 | C | *2001/02 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHS | | |
| | To follow | No comparison data available | | | |

ENVIRONMENTAL SERVICES

BV 82a % Household waste Recycled
DIRECTOR RICHARD SAUNDERS

| <p>A QUARTERLY PERFORMANCE 2000/01 TO 2003/04</p> <p align="center">Annual Target 8.0%</p> <table border="1"> <caption>Quarterly Performance Data (Estimated)</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2001/2</td> <td>6.1</td> <td>5.6</td> <td>5.7</td> <td>6.6</td> </tr> <tr> <td>2002/3</td> <td>6.3</td> <td>6.3</td> <td>6.5</td> <td>7.5</td> </tr> <tr> <td>2003/4</td> <td>6.2</td> <td>6.3</td> <td>-</td> <td>-</td> </tr> </tbody> </table> <p align="center"> ■ Q1 ■ Q2 ■ Q3 ■ Q4 ✱ Target </p> | Year | Q1 | Q2 | Q3 | Q4 | 2001/2 | 6.1 | 5.6 | 5.7 | 6.6 | 2002/3 | 6.3 | 6.3 | 6.5 | 7.5 | 2003/4 | 6.2 | 6.3 | - | - | <p align="center">RESPONSIBILITY</p> <table border="1"> <tr> <td>Officer</td> <td>Chris Whyte</td> <td>Title</td> <td>Senior Waste Reduction Officer StreetCare</td> </tr> </table> <p>Measures are in hand to increase recycling and reduce tonnages of waste produced. Note that the figures are estimated at this stage and will be firmed up next quarter.</p> <table border="1"> <tr> <td>Executive Member</td> <td>Cllr. Leslie Jones</td> </tr> </table> | Officer | Chris Whyte | Title | Senior Waste Reduction Officer StreetCare | Executive Member | Cllr. Leslie Jones | | | | | | | | | | | | | | | | | | |
|---|--------------------|--------------|--|------|----|--------|-----|------|-----|------|----------|------|--|---------|-------|---------|------|--------|------|----------|--|----------------|-------------|--------------|--|-------------------------|--------------------|---------|------|----------------------|------|--------|-----|----------------------|------|----------------|------|---------|------|-------|------|----------|------|----------|------|
| Year | Q1 | Q2 | Q3 | Q4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2001/2 | 6.1 | 5.6 | 5.7 | 6.6 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2002/3 | 6.3 | 6.3 | 6.5 | 7.5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2003/4 | 6.2 | 6.3 | - | - | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Officer | Chris Whyte | Title | Senior Waste Reduction Officer StreetCare | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Executive Member | Cllr. Leslie Jones | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>B PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2003/4</p> <table border="1"> <caption>Performance Against Preceding Quarters (2003/4)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2</td> <td>6.34</td> </tr> <tr> <td>Q3</td> <td>6.49</td> </tr> <tr> <td>Q4</td> <td>7.49</td> </tr> <tr> <td>Q1</td> <td>6.26</td> </tr> <tr> <td>Q2 03/04</td> <td>6.36</td> </tr> </tbody> </table> | Quarter | Value | Q2 | 6.34 | Q3 | 6.49 | Q4 | 7.49 | Q1 | 6.26 | Q2 03/04 | 6.36 | <p>C *2001/02 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHES</p> <table border="1"> <caption>2001/02 Annual Comparison - Neighboring Boroughs</caption> <thead> <tr> <th>Borough</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Croydon</td><td>13.9</td></tr> <tr><td>Camden</td><td>13.4</td></tr> <tr><td>Hounslow</td><td>11.5</td></tr> <tr><td>Harrow</td><td>10.3</td></tr> <tr><td>Ealing</td><td>9.23</td></tr> <tr><td>Westminster</td><td>8.7</td></tr> <tr><td>Lambeth</td><td>8.65</td></tr> <tr><td>Kensington & Chelsea</td><td>8.33</td></tr> <tr><td>Barnet</td><td>8.2</td></tr> <tr><td>Hammersmith & Fulham</td><td>8.02</td></tr> <tr><td>Waltham Forest</td><td>6.62</td></tr> <tr><td>Enfield</td><td>6.54</td></tr> <tr><td>Brent</td><td>6.15</td></tr> <tr><td>Lewisham</td><td>5.33</td></tr> <tr><td>Haringey</td><td>4.56</td></tr> </tbody> </table> | Borough | Value | Croydon | 13.9 | Camden | 13.4 | Hounslow | 11.5 | Harrow | 10.3 | Ealing | 9.23 | Westminster | 8.7 | Lambeth | 8.65 | Kensington & Chelsea | 8.33 | Barnet | 8.2 | Hammersmith & Fulham | 8.02 | Waltham Forest | 6.62 | Enfield | 6.54 | Brent | 6.15 | Lewisham | 5.33 | Haringey | 4.56 |
| Quarter | Value | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q2 | 6.34 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q3 | 6.49 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q4 | 7.49 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q1 | 6.26 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q2 03/04 | 6.36 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Borough | Value | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Croydon | 13.9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Camden | 13.4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Hounslow | 11.5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Harrow | 10.3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ealing | 9.23 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Westminster | 8.7 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Lambeth | 8.65 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Kensington & Chelsea | 8.33 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Barnet | 8.2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Hammersmith & Fulham | 8.02 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Waltham Forest | 6.62 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Enfield | 6.54 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Brent | 6.15 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Lewisham | 5.33 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Haringey | 4.56 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

BV 99 I Road accident casualties - killed/serious injury
DIRECTOR RICHARD SAUNDERS

| <p>A QUARTERLY PERFORMANCE 2000/01 TO 2003/04</p> <p align="center">Annual Target 83.80</p> <table border="1"> <caption>Quarterly Performance Data (Approximate)</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2001/2</td> <td>83</td> <td>83</td> <td>83</td> <td>83</td> </tr> <tr> <td>2002/3</td> <td>72</td> <td>72</td> <td>72</td> <td>72</td> </tr> <tr> <td>2003/4</td> <td>70</td> <td>70</td> <td>70</td> <td>70</td> </tr> </tbody> </table> <p align="center">Legend: Q1 (blue), Q2 (maroon), Q3 (yellow), Q4 (cyan), * Target (purple line)</p> | Year | Q1 | Q2 | Q3 | Q4 | 2001/2 | 83 | 83 | 83 | 83 | 2002/3 | 72 | 72 | 72 | 72 | 2003/4 | 70 | 70 | 70 | 70 | <p align="center">RESPONSIBILITY</p> <table border="1"> <tr> <td>Officer</td> <td>Nanji Bhudia</td> <td>Title</td> <td>Prin Eng Accident Analysis Transportation Unit</td> </tr> </table> <p>This indicator is measured annually and retrospectively. The figures for 2002 show a further decrease in the overall casualties per 100,000 and performance has been better than target for 2003/04</p> <table border="1"> <tr> <td>Executive Member</td> <td>Cllr. Leslie Jones</td> </tr> </table> | Officer | Nanji Bhudia | Title | Prin Eng Accident Analysis Transportation Unit | Executive Member | Cllr. Leslie Jones |
|--|--------------------|--------------|---|-------|----|--------|----|-------|----|-------|----------|-------|--|----|----|--------|----|----|----|----|---|----------------|--------------|--------------|---|-------------------------|--------------------|
| Year | Q1 | Q2 | Q3 | Q4 | | | | | | | | | | | | | | | | | | | | | | | |
| 2001/2 | 83 | 83 | 83 | 83 | | | | | | | | | | | | | | | | | | | | | | | |
| 2002/3 | 72 | 72 | 72 | 72 | | | | | | | | | | | | | | | | | | | | | | | |
| 2003/4 | 70 | 70 | 70 | 70 | | | | | | | | | | | | | | | | | | | | | | | |
| Officer | Nanji Bhudia | Title | Prin Eng Accident Analysis Transportation Unit | | | | | | | | | | | | | | | | | | | | | | | | |
| Executive Member | Cllr. Leslie Jones | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>B PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2003/4</p> <table border="1"> <caption>Performance Against Preceding Quarters (2003/4)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2</td> <td>73.03</td> </tr> <tr> <td>Q3</td> <td>73.03</td> </tr> <tr> <td>Q4</td> <td>73.03</td> </tr> <tr> <td>Q1</td> <td>71.07</td> </tr> <tr> <td>Q2 03/04</td> <td>71.07</td> </tr> </tbody> </table> | Quarter | Value | Q2 | 73.03 | Q3 | 73.03 | Q4 | 73.03 | Q1 | 71.07 | Q2 03/04 | 71.07 | <p>C *2001/02 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHGS</p> <p>No comparison is available as the published data is split both by the types of road user and by the category of either killed/ serious injury or slight injury</p> | | | | | | | | | | | | | | |
| Quarter | Value | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q2 | 73.03 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q3 | 73.03 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q4 | 73.03 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q1 | 71.07 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q2 03/04 | 71.07 | | | | | | | | | | | | | | | | | | | | | | | | | | |

BV 99 ii Road accident casualties - slight injury
DIRECTOR RICHARD SAUNDERS

| A | B | RESPONSIBILITY | | | | | | | | | | | | | | | | | | | | | | | |
|--|--------------|--------------------|---|--------|----|--------|----|--------|----|--------|----------|--------|---|----------------|--------------|--------------|---|--|--|--|--|-------------------------|--|--------------------|--|
| <p align="center">QUARTERLY PERFORMANCE 2000/01 TO 2003/04</p> <p align="center">Annual Target 515.56</p> <table border="1"> <caption>Quarterly Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2</td> <td>514.04</td> </tr> <tr> <td>Q3</td> <td>514.04</td> </tr> <tr> <td>Q4</td> <td>514.04</td> </tr> <tr> <td>Q1</td> <td>496.73</td> </tr> <tr> <td>Q2 03/04</td> <td>496.73</td> </tr> </tbody> </table> | Quarter | Value | Q2 | 514.04 | Q3 | 514.04 | Q4 | 514.04 | Q1 | 496.73 | Q2 03/04 | 496.73 | <table border="1"> <tr> <td data-bbox="1068 252 1211 331">Officer</td> <td data-bbox="1211 252 1485 331">Nanji Bhudia</td> <td data-bbox="1485 252 1594 331">Title</td> <td data-bbox="1594 252 2110 331">Prin Eng Accident Analysis Transportation Unit</td> </tr> <tr> <td colspan="4" data-bbox="1068 331 2110 555"> <p>This indicator is measured annually and retrospectively. The figures for 2002 show a further decrease in the overall casualties per 100,000 and performance has been better than target for 2003/04</p> </td> </tr> <tr> <td colspan="2" data-bbox="1068 555 1485 603">Executive Member</td> <td colspan="2" data-bbox="1485 555 2110 603">Cllr. Leslie Jones</td> </tr> </table> | Officer | Nanji Bhudia | Title | Prin Eng Accident Analysis Transportation Unit | <p>This indicator is measured annually and retrospectively. The figures for 2002 show a further decrease in the overall casualties per 100,000 and performance has been better than target for 2003/04</p> | | | | Executive Member | | Cllr. Leslie Jones | |
| Quarter | Value | | | | | | | | | | | | | | | | | | | | | | | | |
| Q2 | 514.04 | | | | | | | | | | | | | | | | | | | | | | | | |
| Q3 | 514.04 | | | | | | | | | | | | | | | | | | | | | | | | |
| Q4 | 514.04 | | | | | | | | | | | | | | | | | | | | | | | | |
| Q1 | 496.73 | | | | | | | | | | | | | | | | | | | | | | | | |
| Q2 03/04 | 496.73 | | | | | | | | | | | | | | | | | | | | | | | | |
| Officer | Nanji Bhudia | Title | Prin Eng Accident Analysis Transportation Unit | | | | | | | | | | | | | | | | | | | | | | |
| <p>This indicator is measured annually and retrospectively. The figures for 2002 show a further decrease in the overall casualties per 100,000 and performance has been better than target for 2003/04</p> | | | | | | | | | | | | | | | | | | | | | | | | | |
| Executive Member | | Cllr. Leslie Jones | | | | | | | | | | | | | | | | | | | | | | | |
| B | C | | | | | | | | | | | | | | | | | | | | | | | | |
| <p align="center">PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2003/4</p> <table border="1"> <caption>Performance Against Preceding Four Quarters Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2</td> <td>514.04</td> </tr> <tr> <td>Q3</td> <td>514.04</td> </tr> <tr> <td>Q4</td> <td>514.04</td> </tr> <tr> <td>Q1</td> <td>496.73</td> </tr> <tr> <td>Q2 03/04</td> <td>496.73</td> </tr> </tbody> </table> | Quarter | Value | Q2 | 514.04 | Q3 | 514.04 | Q4 | 514.04 | Q1 | 496.73 | Q2 03/04 | 496.73 | <p>*2001/02 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHES</p> <p>No comparison is available as the published data is split both by the types of road user and by the category of either killed/ serious injury or slight injury</p> | | | | | | | | | | | | |
| Quarter | Value | | | | | | | | | | | | | | | | | | | | | | | | |
| Q2 | 514.04 | | | | | | | | | | | | | | | | | | | | | | | | |
| Q3 | 514.04 | | | | | | | | | | | | | | | | | | | | | | | | |
| Q4 | 514.04 | | | | | | | | | | | | | | | | | | | | | | | | |
| Q1 | 496.73 | | | | | | | | | | | | | | | | | | | | | | | | |
| Q2 03/04 | 496.73 | | | | | | | | | | | | | | | | | | | | | | | | |

BV 109a Planning major applications agreed within in 13 weeks
DIRECTOR RICHARD SAUNDERS

| A | B | RESPONSIBILITY | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|--------------------------------|-------|----|--------|----|----|----|----|--------|----|----------|----|--|--------|----|----|---|---|--|----------------|------------------|--------------|--------------------------------|---|--|--|--|---|-------------------------|--------------------|--|
| <p align="center">QUARTERLY PERFORMANCE 2000/01 TO 2003/04</p> <p align="center">Annual Target 50.0%</p> <table border="1"> <caption>Quarterly Performance Data (Approximate)</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2001/2</td> <td>74</td> <td>70</td> <td>68</td> <td>69</td> </tr> <tr> <td>2002/3</td> <td>23</td> <td>5</td> <td>33</td> <td>42</td> </tr> <tr> <td>2003/4</td> <td>79</td> <td>76</td> <td>-</td> <td>-</td> </tr> </tbody> </table> <p align="center">Legend: Q1 (blue), Q2 (maroon), Q3 (yellow), Q4 (cyan), * Target (purple line)</p> | Year | Q1 | Q2 | Q3 | Q4 | 2001/2 | 74 | 70 | 68 | 69 | 2002/3 | 23 | 5 | 33 | 42 | 2003/4 | 79 | 76 | - | - | <table border="1"> <tr> <td>Officer</td> <td>Jeanette Collins</td> <td>Title</td> <td>Admin Manager Planning Service</td> </tr> <tr> <td colspan="4">Performance has improved dramatically over the same quarter last year, but is slightly down on previous quarter</td> </tr> </table> | Officer | Jeanette Collins | Title | Admin Manager Planning Service | Performance has improved dramatically over the same quarter last year, but is slightly down on previous quarter | | | | <table border="1"> <tr> <td>Executive Member</td> <td>Cllr. Leslie Jones</td> </tr> </table> | Executive Member | Cllr. Leslie Jones | |
| Year | Q1 | Q2 | Q3 | Q4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2001/2 | 74 | 70 | 68 | 69 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2002/3 | 23 | 5 | 33 | 42 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2003/4 | 79 | 76 | - | - | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Officer | Jeanette Collins | Title | Admin Manager Planning Service | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Performance has improved dramatically over the same quarter last year, but is slightly down on previous quarter | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Executive Member | Cllr. Leslie Jones | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>B PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2003/4</p> | <p>C *2001/02 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHES</p> | <table border="1"> <caption>Performance Against Preceding Quarters (2003/4)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2</td> <td>5</td> </tr> <tr> <td>Q3</td> <td>33</td> </tr> <tr> <td>Q4</td> <td>42</td> </tr> <tr> <td>Q1</td> <td>79</td> </tr> <tr> <td>Q2 03/04</td> <td>76</td> </tr> </tbody> </table> | Quarter | Value | Q2 | 5 | Q3 | 33 | Q4 | 42 | Q1 | 79 | Q2 03/04 | 76 | <p align="center">No comparison data available</p> | | | | | | | | | | | | | | | | | | |
| Quarter | Value | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q2 | 5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q3 | 33 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q4 | 42 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q1 | 79 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q2 03/04 | 76 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

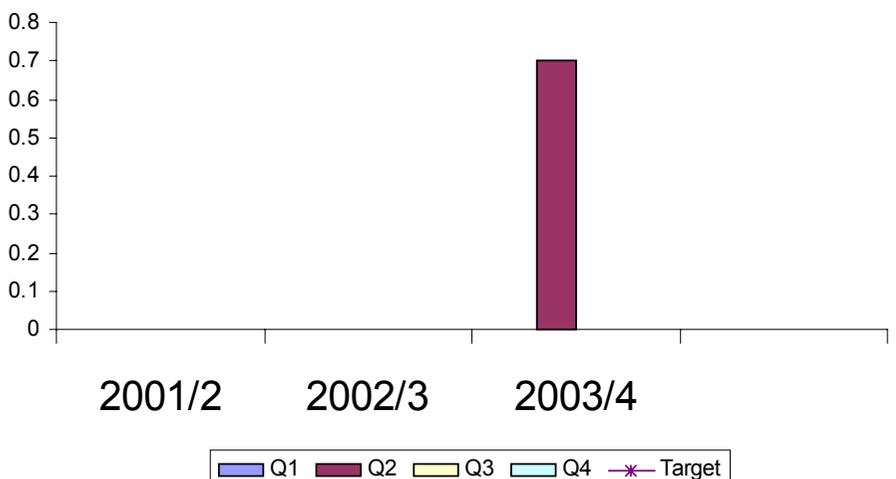
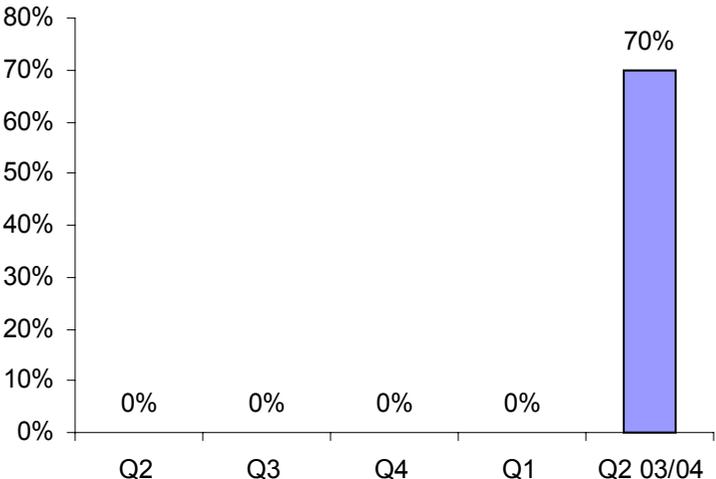
BV 187 Condition of Footways (Measures the percentage of footpaths needing repairs)

DIRECTOR RICHARD SAUNDERS

| <p>A QUARTERLY PERFORMANCE 2000/01 TO 2003/04</p> <p align="center">Annual Target</p> <table border="1"> <caption>Quarterly Performance Data (2003/4)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>1.6</td> </tr> <tr> <td>Q2</td> <td>1.6</td> </tr> <tr> <td>Q3</td> <td>0</td> </tr> <tr> <td>Q4</td> <td>0</td> </tr> <tr> <td>Target</td> <td>1.6</td> </tr> </tbody> </table> | Quarter | Value | Q1 | 1.6 | Q2 | 1.6 | Q3 | 0 | Q4 | 0 | Target | 1.6 | <p align="center">RESPONSIBILITY</p> <table border="1"> <tr> <td>Officer</td> <td>Pat Collins</td> <td>Title</td> <td>Performance Manager (Highways Maintenance)</td> </tr> </table> <p>Vital sign 504 has been set up to support this indicator by providing data on the percentage number of footways which have been re-laid and completed.</p> <table border="1"> <tr> <td>Executive Member</td> <td>Cllr. Leslie Jones</td> </tr> </table> | Officer | Pat Collins | Title | Performance Manager (Highways Maintenance) | Executive Member | Cllr. Leslie Jones |
|---|--------------------|--------------|--|-----|----|-----|----|---|----|------|--------|------|---|----------------|-------------|--------------|--|-------------------------|--------------------|
| Quarter | Value | | | | | | | | | | | | | | | | | | |
| Q1 | 1.6 | | | | | | | | | | | | | | | | | | |
| Q2 | 1.6 | | | | | | | | | | | | | | | | | | |
| Q3 | 0 | | | | | | | | | | | | | | | | | | |
| Q4 | 0 | | | | | | | | | | | | | | | | | | |
| Target | 1.6 | | | | | | | | | | | | | | | | | | |
| Officer | Pat Collins | Title | Performance Manager (Highways Maintenance) | | | | | | | | | | | | | | | | |
| Executive Member | Cllr. Leslie Jones | | | | | | | | | | | | | | | | | | |
| <p>B PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2003/4</p> <table border="1"> <caption>Performance Against Preceding Quarters (2003/4)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2</td> <td>0</td> </tr> <tr> <td>Q3</td> <td>0</td> </tr> <tr> <td>Q4</td> <td>0</td> </tr> <tr> <td>Q1</td> <td>1.63</td> </tr> <tr> <td>Q2</td> <td>1.63</td> </tr> </tbody> </table> | Quarter | Value | Q2 | 0 | Q3 | 0 | Q4 | 0 | Q1 | 1.63 | Q2 | 1.63 | <p>C *2001/02 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHES</p> <p align="center">No comparison data available</p> | | | | | | |
| Quarter | Value | | | | | | | | | | | | | | | | | | |
| Q2 | 0 | | | | | | | | | | | | | | | | | | |
| Q3 | 0 | | | | | | | | | | | | | | | | | | |
| Q4 | 0 | | | | | | | | | | | | | | | | | | |
| Q1 | 1.63 | | | | | | | | | | | | | | | | | | |
| Q2 | 1.63 | | | | | | | | | | | | | | | | | | |

VS 508 Support PI for BV 187 Condition of Footways (Percentage of planned footways which have been re-laid and completed)

DIRECTOR RICHARD SAUNDERS

| A | RESPONSIBILITY | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|----------------|--------------------|-------------------------------|-----|--------|--------|--------|-----|-----|-----|----------|-----|---|-----|-----|-----|-----|---|--------|-----|-----|-----|-----|---|---|---------|---------------|-------|-------------------------------|---|--|--|--|------------------|--|--------------------|--|
| <p>Annual Target No target set</p>  <table border="1"> <caption>Quarterly Performance Data (2001/2 to 2003/4)</caption> <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>2001/2</td> <td>0.0</td> <td>0.0</td> <td>0.0</td> <td>0.0</td> <td>-</td> </tr> <tr> <td>2002/3</td> <td>0.0</td> <td>0.0</td> <td>0.0</td> <td>0.0</td> <td>-</td> </tr> <tr> <td>2003/4</td> <td>0.0</td> <td>0.7</td> <td>0.0</td> <td>0.0</td> <td>-</td> </tr> </tbody> </table> | Year | Q1 | Q2 | Q3 | Q4 | Target | 2001/2 | 0.0 | 0.0 | 0.0 | 0.0 | - | 2002/3 | 0.0 | 0.0 | 0.0 | 0.0 | - | 2003/4 | 0.0 | 0.7 | 0.0 | 0.0 | - | <table border="1"> <tr> <td data-bbox="1068 258 1211 293">Officer</td> <td data-bbox="1211 258 1485 293">Neal St Lewis</td> <td data-bbox="1485 258 1597 293">Title</td> <td data-bbox="1597 258 2116 293">Operations Manager StreetCare</td> </tr> <tr> <td colspan="4" data-bbox="1068 293 2116 523"> This is the first time data has been available against this indicator. This local VS indicator has been set up to support BV 187 in that it shows the percentage of planned footways which have been re-laid and completed" </td> </tr> <tr> <td colspan="2" data-bbox="1068 523 1485 568">Executive Member</td> <td colspan="2" data-bbox="1485 523 2116 568">Cllr. Leslie Jones</td> </tr> </table> | Officer | Neal St Lewis | Title | Operations Manager StreetCare | This is the first time data has been available against this indicator. This local VS indicator has been set up to support BV 187 in that it shows the percentage of planned footways which have been re-laid and completed" | | | | Executive Member | | Cllr. Leslie Jones | |
| Year | Q1 | Q2 | Q3 | Q4 | Target | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2001/2 | 0.0 | 0.0 | 0.0 | 0.0 | - | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2002/3 | 0.0 | 0.0 | 0.0 | 0.0 | - | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2003/4 | 0.0 | 0.7 | 0.0 | 0.0 | - | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Officer | Neal St Lewis | Title | Operations Manager StreetCare | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| This is the first time data has been available against this indicator. This local VS indicator has been set up to support BV 187 in that it shows the percentage of planned footways which have been re-laid and completed" | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Executive Member | | Cllr. Leslie Jones | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| B | C | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2003/4</p>  <table border="1"> <caption>Performance Against Preceding Quarters (2003/4)</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q2</td> <td>0%</td> </tr> <tr> <td>Q3</td> <td>0%</td> </tr> <tr> <td>Q4</td> <td>0%</td> </tr> <tr> <td>Q1</td> <td>0%</td> </tr> <tr> <td>Q2 03/04</td> <td>70%</td> </tr> </tbody> </table> | Quarter | Percentage | Q2 | 0% | Q3 | 0% | Q4 | 0% | Q1 | 0% | Q2 03/04 | 70% | <p>*2001/02 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHs</p> <p>No comparison data available</p> | | | | | | | | | | | | | | | | | | | | | | | | |
| Quarter | Percentage | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q2 | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q3 | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q4 | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q1 | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q2 03/04 | 70% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

BV 199 (VS 505) The percentage of highways cleaned to a high or acceptable standard of cleanliness

DIRECTOR RICHARD SAUNDERS

| A | QUARTERLY PERFORMANCE 2000/01 TO 2003/04 | RESPONSIBILITY | | | |
|---|---|--|--|--------------------|-------------------------------|
| | Annual Target | Officer | Neal St Lewis | Title | Operations Manager StreetCare |
| | No data as yet available | This is a new PI and the results from ENCAMS survey is due early November and will be reported next quarter. ENCAMS stands for Environmental Campaigns. | | | |
| | | Executive Member | | Cllr. Leslie Jones | |
| | | | | | |
| B | PERFORMANCE AGAINST PROCEEDING FOUR QUARTERS 2003/4 | C | *2001/02 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHs | | |
| | No data as yet available | | No comparison data available | | |

VS 507 Total number of visits to sports and leisure facilities
DIRECTOR RICHARD SAUNDERS

| <p>A QUARTERLY PERFORMANCE 2000/01 TO 2003/04</p> <p align="center">Annual Target None set</p> <table border="1"> <caption>Quarterly Performance Data (Approximate)</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2001/2</td> <td>170,000</td> <td>210,000</td> <td>160,000</td> <td>200,000</td> </tr> <tr> <td>2002/3</td> <td>230,000</td> <td>235,000</td> <td>-</td> <td>-</td> </tr> </tbody> </table> | Year | Q1 | Q2 | Q3 | Q4 | 2001/2 | 170,000 | 210,000 | 160,000 | 200,000 | 2002/3 | 230,000 | 235,000 | - | - | <p align="center">RESPONSIBILITY</p> <table border="1"> <tr> <td>Officer</td> <td>Sue Harper</td> <td>Title</td> <td>Assistant Director Parks, Sports & Cemeteries</td> </tr> </table> <p>Performance has improved over last quarter and the same quarter last year. Following on from the Best Value Review of Parks & Sports performance will be looked at as part of the development of the sports strategy and both targets and performance will be looked at part of this ongoing process.</p> <table border="1"> <tr> <td>Executive Member</td> <td>Cllr. Leslie Jones</td> </tr> </table> | Officer | Sue Harper | Title | Assistant Director Parks, Sports & Cemeteries | Executive Member | Cllr. Leslie Jones |
|---|--------------------|--------------|---|---------|----|---------|---------|---------|---------|---------|----------|---------|---|---|---|--|----------------|------------|--------------|---|-------------------------|--------------------|
| Year | Q1 | Q2 | Q3 | Q4 | | | | | | | | | | | | | | | | | | |
| 2001/2 | 170,000 | 210,000 | 160,000 | 200,000 | | | | | | | | | | | | | | | | | | |
| 2002/3 | 230,000 | 235,000 | - | - | | | | | | | | | | | | | | | | | | |
| Officer | Sue Harper | Title | Assistant Director Parks, Sports & Cemeteries | | | | | | | | | | | | | | | | | | | |
| Executive Member | Cllr. Leslie Jones | | | | | | | | | | | | | | | | | | | | | |
| <p>B PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2003/4</p> <table border="1"> <caption>Performance Against Preceding Quarters (2003/4)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2</td> <td>208,568</td> </tr> <tr> <td>Q3</td> <td>158,041</td> </tr> <tr> <td>Q4</td> <td>201,546</td> </tr> <tr> <td>Q1</td> <td>228,571</td> </tr> <tr> <td>Q2 03/04</td> <td>234,008</td> </tr> </tbody> </table> | Quarter | Value | Q2 | 208,568 | Q3 | 158,041 | Q4 | 201,546 | Q1 | 228,571 | Q2 03/04 | 234,008 | <p>C *2001/02 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHs</p> <p align="center">No comparison available</p> | | | | | | | | | |
| Quarter | Value | | | | | | | | | | | | | | | | | | | | | |
| Q2 | 208,568 | | | | | | | | | | | | | | | | | | | | | |
| Q3 | 158,041 | | | | | | | | | | | | | | | | | | | | | |
| Q4 | 201,546 | | | | | | | | | | | | | | | | | | | | | |
| Q1 | 228,571 | | | | | | | | | | | | | | | | | | | | | |
| Q2 03/04 | 234,008 | | | | | | | | | | | | | | | | | | | | | |

HOUSING SERVICES

BV 64 Private dwellings - returned to occupation
DIRECTOR MARTIN CHEESEMAN

| <p>A QUARTERLY PERFORMANCE 2000/01 TO 2003/04</p> <p align="center">Annual Target 730 New Units</p> <table border="1"> <caption>Quarterly Performance Data</caption> <thead> <tr> <th>Year</th> <th>Q 1</th> <th>Q 2</th> <th>Q 3</th> <th>Q 4</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2001/2</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>2002/3</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>2003/4</td> <td>160</td> <td>380</td> <td>0</td> <td>0</td> <td>730</td> </tr> </tbody> </table> | Year | Q 1 | Q 2 | Q 3 | Q 4 | Target | 2001/2 | 0 | 0 | 0 | 0 | 0 | 2002/3 | 0 | 0 | 0 | 0 | 0 | 2003/4 | 160 | 380 | 0 | 0 | 730 | <p align="center">RESPONSIBILITY</p> <table border="1"> <tr> <td>Officer</td> <td>Brian Noronha</td> <td>Title</td> <td>Finance Officer Needs & Private Sector</td> </tr> </table> <p>This indicator measures the number of private homes returned into use as a result of actions taken by the local authority. For 2003/04 the Housing Service aims to complete 130 Empty Homes Grants to unfit properties in the private sector and to return 600 properties into use via the Housing Association Lease (HALS) contracts with RSL partners making a target of 730 homes. Actual data for qtr 1 is now available and estimated data for quarter 2 shows 380 properties brought back into use during the first six months of 2003/04</p> <table border="1"> <tr> <td>Executive Member</td> <td>Cllr. Bobby Thomas</td> </tr> </table> <p>The Housing Service continues valuable work within the private sector to increase the quality of properties within that tenure.</p> | Officer | Brian Noronha | Title | Finance Officer Needs & Private Sector | Executive Member | Cllr. Bobby Thomas | | | | | | | | | | | | | | |
|--|--------------------|--------------|---|-----|--------|--------|--------|---|-----|-----|-----|-----|---|---------|-------|----------|------|--------|--------|----------------------|-----|----------|-----|-------------|---|----------------|---------------|--------------|---|-------------------------|--------------------|----------------|-----|--------|------|---------|------|----------------------|-----|-------|-----|---------|------|--------|------|
| Year | Q 1 | Q 2 | Q 3 | Q 4 | Target | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2001/2 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2002/3 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2003/4 | 160 | 380 | 0 | 0 | 730 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Officer | Brian Noronha | Title | Finance Officer Needs & Private Sector | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Executive Member | Cllr. Bobby Thomas | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>B PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2003/4</p> <table border="1"> <caption>Performance Against Preceding Quarters</caption> <thead> <tr> <th>Quarter</th> <th>Performance</th> </tr> </thead> <tbody> <tr> <td>Q 2</td> <td>0</td> </tr> <tr> <td>Q 3</td> <td>0</td> </tr> <tr> <td>Q 4</td> <td>0</td> </tr> <tr> <td>Q 1</td> <td>160</td> </tr> <tr> <td>Q 2</td> <td>380</td> </tr> </tbody> </table> | Quarter | Performance | Q 2 | 0 | Q 3 | 0 | Q 4 | 0 | Q 1 | 160 | Q 2 | 380 | <p>C *2001/02 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGH</p> <table border="1"> <caption>2001/02 Annual Comparison - Audit Family/Neighbouring Borough</caption> <thead> <tr> <th>Borough</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Hounslow</td> <td>17.3</td> </tr> <tr> <td>Barnet</td> <td>13.7</td> </tr> <tr> <td>Kensington & Chelsea</td> <td>11</td> </tr> <tr> <td>Lewisham</td> <td>6.8</td> </tr> <tr> <td>Westminster</td> <td>5.1</td> </tr> <tr> <td>Haringey</td> <td>5.04</td> </tr> <tr> <td>Harrow</td> <td>4.62</td> </tr> <tr> <td>Enfield</td> <td>4.26</td> </tr> <tr> <td>Waltham Forest</td> <td>3.9</td> </tr> <tr> <td>Camden</td> <td>2.85</td> </tr> <tr> <td>Lambeth</td> <td>2.55</td> </tr> <tr> <td>Hammersmith & Fulham</td> <td>2.5</td> </tr> <tr> <td>Brent</td> <td>1.8</td> </tr> <tr> <td>Croydon</td> <td>1.51</td> </tr> <tr> <td>Ealing</td> <td>0.00</td> </tr> </tbody> </table> | Borough | Value | Hounslow | 17.3 | Barnet | 13.7 | Kensington & Chelsea | 11 | Lewisham | 6.8 | Westminster | 5.1 | Haringey | 5.04 | Harrow | 4.62 | Enfield | 4.26 | Waltham Forest | 3.9 | Camden | 2.85 | Lambeth | 2.55 | Hammersmith & Fulham | 2.5 | Brent | 1.8 | Croydon | 1.51 | Ealing | 0.00 |
| Quarter | Performance | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q 2 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q 3 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q 4 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q 1 | 160 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q 2 | 380 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Borough | Value | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Hounslow | 17.3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Barnet | 13.7 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Kensington & Chelsea | 11 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Lewisham | 6.8 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Westminster | 5.1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Haringey | 5.04 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Harrow | 4.62 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Enfield | 4.26 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Waltham Forest | 3.9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Camden | 2.85 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Lambeth | 2.55 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Hammersmith & Fulham | 2.5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Brent | 1.8 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Croydon | 1.51 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ealing | 0.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

BV 183a Average length of stay in bed & breakfast
DIRECTOR MARTIN CHEESEMAN

| A | <p align="center">QUARTERLY PERFORMANCE 2000/01 TO 2003/04</p> | <p align="center">RESPONSIBILITY</p> | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|--|----|----|--------|--------|--------|----|----|----|----------|-----|---|----|----|---|---|-----|--------|----|----|---|---|-----|-----------------------|------------------------|---------------------|---|
| <p align="center">Annual Target 6.0 weeks</p> <table border="1"> <caption>Quarterly Performance Data (2001/2 to 2003/4)</caption> <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>2001/2</td> <td>19</td> <td>19</td> <td>-</td> <td>-</td> <td>6.0</td> </tr> <tr> <td>2002/3</td> <td>15</td> <td>15</td> <td>-</td> <td>-</td> <td>6.0</td> </tr> <tr> <td>2003/4</td> <td>12</td> <td>13</td> <td>-</td> <td>-</td> <td>6.0</td> </tr> </tbody> </table> | Year | Q1 | Q2 | Q3 | Q4 | Target | 2001/2 | 19 | 19 | - | - | 6.0 | 2002/3 | 15 | 15 | - | - | 6.0 | 2003/4 | 12 | 13 | - | - | 6.0 | <p>Officer</p> | <p>Helen Clitheroe</p> | <p>Title</p> | <p>Finance & Systems Manager Needs & Private Sector</p> |
| Year | Q1 | Q2 | Q3 | Q4 | Target | | | | | | | | | | | | | | | | | | | | | | | |
| 2001/2 | 19 | 19 | - | - | 6.0 | | | | | | | | | | | | | | | | | | | | | | | |
| 2002/3 | 15 | 15 | - | - | 6.0 | | | | | | | | | | | | | | | | | | | | | | | |
| 2003/4 | 12 | 13 | - | - | 6.0 | | | | | | | | | | | | | | | | | | | | | | | |
| <p>This is a new BVPI that looks at homeless households that have previously spent time in hotel or hostel accommodation to whom we have discharged a duty during quarter 2 of 2003/04. Given that we might now be rehousing (and thereby discharging our duty) to households that were in B&B accommodation ten years ago, we are including the average length of stay for families who left B&B accommodation long ago. Therefore the indicator does not measure current or necessarily recent performance.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>Executive Member</p> | | <p>Cllr. Bobby Thomas</p> | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>Brent's two year B&B Action Plan began in 2002/2003 aiming to reduce the number of households in hotel accommodation and the length of time that they spend there. Brent has an agreed target of six weeks for the length of stay and it is worth noting that the number of families spending longer than six weeks in this type of accommodation has reduced in quarter 2 of 2003/04</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| B | C | <p align="center">*2001/02 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHES</p> | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <table border="1"> <caption>Performance Against Preceding Four Quarters (2003/4)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2</td> <td>19</td> </tr> <tr> <td>Q3</td> <td>15</td> </tr> <tr> <td>Q4</td> <td>15</td> </tr> <tr> <td>Q1</td> <td>12</td> </tr> <tr> <td>Q2 03/04</td> <td>13</td> </tr> </tbody> </table> | Quarter | Value | Q2 | 19 | Q3 | 15 | Q4 | 15 | Q1 | 12 | Q2 03/04 | 13 | <p align="center">No comparison available</p> | | | | | | | | | | | | | | | |
| Quarter | Value | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q2 | 19 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q3 | 15 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q4 | 15 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q1 | 12 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q2 03/04 | 13 | | | | | | | | | | | | | | | | | | | | | | | | | | | |

BV 183b Average length of stay in hostels
DIRECTOR MARTIN CHEESEMAN

| <p>A QUARTERLY PERFORMANCE 2000/01 TO 2003/04</p> <p align="center">Annual Target 6.0 weeks</p> <table border="1"> <caption>Quarterly Performance Data (2000/01 to 2003/04)</caption> <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>2001/2</td> <td>23</td> <td>20</td> <td>20</td> <td>20</td> <td>6.0</td> </tr> <tr> <td>2002/3</td> <td>38</td> <td>88</td> <td>-</td> <td>-</td> <td>6.0</td> </tr> <tr> <td>2003/4</td> <td>38</td> <td>88</td> <td>-</td> <td>-</td> <td>6.0</td> </tr> </tbody> </table> | Year | Q1 | Q2 | Q3 | Q4 | Target | 2001/2 | 23 | 20 | 20 | 20 | 6.0 | 2002/3 | 38 | 88 | - | - | 6.0 | 2003/4 | 38 | 88 | - | - | 6.0 | <p align="center">RESPONSIBILITY</p> <table border="1"> <tr> <td>Officer</td> <td>Helen Clitheroe</td> <td>Title</td> <td>Finance & Systems Manager Needs & Private Sector</td> </tr> </table> <p>As with BV183a, the indicator does not measure current or necessarily recent performance. The figure for quarter 2 looks alarming at 88 weeks. However it should be noted that in reality this relates to just one family, who left hostel accommodation in December 2002, however as our duty to assist them was discharged in quarter two of this year they are included in these figures. The family in question had specific needs and housing requirements that resulted in them spending far longer in hostel accommodation than would normally be expected.</p> <table border="1"> <tr> <td>Executive Member</td> <td>Cllr. Bobby Thomas</td> </tr> </table> <p>Work on Brent's two year B&B Action Plan began in 2002/2003 and targets to be achieved by March 2004 for the number of families in B&B or hostel accommodation and the length of time they spend there have been agreed with ODPM. Progress is being made towards these targets and officers continue to monitor improvements closely</p> | Officer | Helen Clitheroe | Title | Finance & Systems Manager Needs & Private Sector | Executive Member | Cllr. Bobby Thomas |
|---|--------------------|--------------|---|----|--------|--------|--------|----|----|----|----------|-----|--|----|----|---|---|-----|--------|----|----|---|---|-----|--|----------------|-----------------|--------------|---|-------------------------|--------------------|
| Year | Q1 | Q2 | Q3 | Q4 | Target | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2001/2 | 23 | 20 | 20 | 20 | 6.0 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2002/3 | 38 | 88 | - | - | 6.0 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2003/4 | 38 | 88 | - | - | 6.0 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Officer | Helen Clitheroe | Title | Finance & Systems Manager Needs & Private Sector | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Executive Member | Cllr. Bobby Thomas | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>B PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2003/4</p> <table border="1"> <caption>Performance Against Preceding Quarters (2003/4)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2</td> <td>23</td> </tr> <tr> <td>Q3</td> <td>20</td> </tr> <tr> <td>Q4</td> <td>20</td> </tr> <tr> <td>Q1</td> <td>38</td> </tr> <tr> <td>Q2 03/04</td> <td>88</td> </tr> </tbody> </table> | Quarter | Value | Q2 | 23 | Q3 | 20 | Q4 | 20 | Q1 | 38 | Q2 03/04 | 88 | <p>C *2001/02 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHES</p> <p align="center">No comparison available</p> | | | | | | | | | | | | | | | | | | |
| Quarter | Value | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q2 | 23 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q3 | 20 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q4 | 20 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q1 | 38 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q2 03/04 | 88 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

BV 185 Percentage of responsive repairs with appointments made and kept
DIRECTOR MARTIN CHEESEMAN

| | | | | | | | | | | | | | | | | | |
|---|--|--------------------|--|--------------|--|---|--|--|--|-------------------------|--|--------------------|--|--|--|--|--|
| <p>A QUARTERLY PERFORMANCE 2000/01 TO 2003/04</p> <p align="center">Annual Target 95.0%</p> <p align="center">2001/2 2002/3 2003/4</p> <p align="center"> ■ Q1 ■ Q2 ■ Q3 ■ Q4 *—* Target </p> | <p align="center">RESPONSIBILITY</p> <table border="1"> <tr> <td>Officer</td> <td>Roger Thompson</td> <td>Title</td> <td>Major Repairs Programme Manager Brent Housing Partnership</td> </tr> <tr> <td colspan="4">Performance for quarter 2 of this financial year remains above the annual target of 95% and is improved from 94.1% for the same period last year.</td> </tr> <tr> <td colspan="2">Executive Member</td> <td colspan="2">Cllr. Bobby Thomas</td> </tr> <tr> <td colspan="4">Officer work continues to maintain a high level of performance in this area.</td> </tr> </table> | Officer | Roger Thompson | Title | Major Repairs Programme Manager Brent Housing Partnership | Performance for quarter 2 of this financial year remains above the annual target of 95% and is improved from 94.1% for the same period last year. | | | | Executive Member | | Cllr. Bobby Thomas | | Officer work continues to maintain a high level of performance in this area. | | | |
| Officer | Roger Thompson | Title | Major Repairs Programme Manager Brent Housing Partnership | | | | | | | | | | | | | | |
| Performance for quarter 2 of this financial year remains above the annual target of 95% and is improved from 94.1% for the same period last year. | | | | | | | | | | | | | | | | | |
| Executive Member | | Cllr. Bobby Thomas | | | | | | | | | | | | | | | |
| Officer work continues to maintain a high level of performance in this area. | | | | | | | | | | | | | | | | | |
| <p>B PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2003/4</p> <p align="center">Q2 Q3 Q4 Q1 Q2 03/04</p> | <p>C *2001/02 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHES</p> <p align="center">No comparison available</p> | | | | | | | | | | | | | | | | |

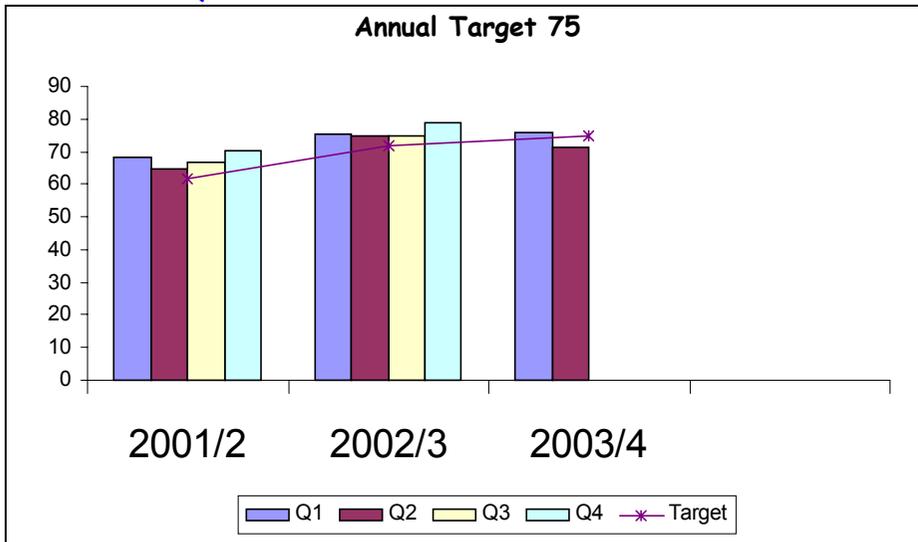
SOCIAL SERVICES

BV 49 Percentage of children looked after with 3 or more placements
DIRECTOR JENNY GOODALL

| A | QUARTERLY PERFORMANCE 2000/1 TO 2003/4 | RESPONSIBILITY | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|----------------------|---|--|--|------|----|----|--------|------|-----|-----|-----|----------|------|-----|-----|------|--------|------|-----|----|----|----------------------|-----------------|-------|---|----|----------------|------|----|----|----|----------|------|----|----|----|-------------|------|----|----|----|----------|-------|----|----|----|---------|----|----|----|----|--------|------|----|----|----|--------|-----|----|----|----|----------------------|---|----|----|----|---------|---|----|----|----|---------|-----|----|----|----|--------|------|----|----|----|--|------------------------------------|--|--|
| | <p align="center">Annual Target 14.0%</p> <table border="1"> <caption>Quarterly Performance Data (Approximate)</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2001/2</td> <td>5.5</td> <td>5.5</td> <td>4.5</td> <td>4.0</td> </tr> <tr> <td>2002/3</td> <td>1.5</td> <td>4.0</td> <td>7.5</td> <td>16.0</td> </tr> <tr> <td>2003/4</td> <td>1.5</td> <td>6.5</td> <td>-</td> <td>-</td> </tr> </tbody> </table> <p align="center">Legend: Q1 (Blue), Q2 (Maroon), Q3 (Yellow), Q4 (Cyan), * Target (Purple line)</p> | Year | Q1 | Q2 | Q3 | Q4 | 2001/2 | 5.5 | 5.5 | 4.5 | 4.0 | 2002/3 | 1.5 | 4.0 | 7.5 | 16.0 | 2003/4 | 1.5 | 6.5 | - | - | Officer | Ronnie Ferguson | Title | Case Tracking Officer Children's Services Resources | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Year | Q1 | Q2 | Q3 | Q4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2001/2 | 5.5 | 5.5 | 4.5 | 4.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2002/3 | 1.5 | 4.0 | 7.5 | 16.0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2003/4 | 1.5 | 6.5 | - | - | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | <p>Figures given are cumulative. The Department of Health regards good performance against this indicator as generally low. Our current performance suggests that at the end of the year we will have failed to meet our target. Our performance this year failed to meet our target but was very creditable. Actions taken to increase the stability of placements (e.g. the Placements Panel) should improve performance in the second two quarters of this year</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | Executive Member | Cllr. Ralph Fox | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | <p>2002/03 16% was achieved which gives a maximum of 5 bandings. This is an excellent figure. Our current new performance is satisfactory however we intend to strive for further improvements.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| B | PERFORMANCE AGAINST PRECEDING FOUR QUARTERS | C | *2001/02 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHES | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | <table border="1"> <caption>Performance Against Preceding Four Quarters (Approximate)</caption> <thead> <tr> <th>Borough</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> <th>Q1</th> </tr> </thead> <tbody> <tr> <td>Brent</td> <td>19.5</td> <td>16</td> <td>16</td> <td>16</td> </tr> <tr> <td>Haringey</td> <td>19.4</td> <td>16</td> <td>16</td> <td>16</td> </tr> <tr> <td>Barnet</td> <td>15.1</td> <td>16</td> <td>16</td> <td>16</td> </tr> <tr> <td>Hammersmith & Fulham</td> <td>15</td> <td>16</td> <td>16</td> <td>16</td> </tr> <tr> <td>Waltham Forest</td> <td>14.8</td> <td>16</td> <td>16</td> <td>16</td> </tr> <tr> <td>Lewisham</td> <td>14.5</td> <td>16</td> <td>16</td> <td>16</td> </tr> <tr> <td>Westminster</td> <td>13.7</td> <td>16</td> <td>16</td> <td>16</td> </tr> <tr> <td>Hounslow</td> <td>10.03</td> <td>16</td> <td>16</td> <td>16</td> </tr> <tr> <td>Croydon</td> <td>10</td> <td>16</td> <td>16</td> <td>16</td> </tr> <tr> <td>Ealing</td> <td>8.73</td> <td>16</td> <td>16</td> <td>16</td> </tr> <tr> <td>Camden</td> <td>8.5</td> <td>16</td> <td>16</td> <td>16</td> </tr> <tr> <td>Kensington & Chelsea</td> <td>8</td> <td>16</td> <td>16</td> <td>16</td> </tr> <tr> <td>Lambeth</td> <td>6</td> <td>16</td> <td>16</td> <td>16</td> </tr> <tr> <td>Enfield</td> <td>4.3</td> <td>16</td> <td>16</td> <td>16</td> </tr> <tr> <td>Harrow</td> <td>2.40</td> <td>16</td> <td>16</td> <td>16</td> </tr> </tbody> </table> | Borough | Q2 | Q3 | Q4 | Q1 | Brent | 19.5 | 16 | 16 | 16 | Haringey | 19.4 | 16 | 16 | 16 | Barnet | 15.1 | 16 | 16 | 16 | Hammersmith & Fulham | 15 | 16 | 16 | 16 | Waltham Forest | 14.8 | 16 | 16 | 16 | Lewisham | 14.5 | 16 | 16 | 16 | Westminster | 13.7 | 16 | 16 | 16 | Hounslow | 10.03 | 16 | 16 | 16 | Croydon | 10 | 16 | 16 | 16 | Ealing | 8.73 | 16 | 16 | 16 | Camden | 8.5 | 16 | 16 | 16 | Kensington & Chelsea | 8 | 16 | 16 | 16 | Lambeth | 6 | 16 | 16 | 16 | Enfield | 4.3 | 16 | 16 | 16 | Harrow | 2.40 | 16 | 16 | 16 | | <p>6.5</p> <p>1.7</p> <p>03/04</p> | | |
| Borough | Q2 | Q3 | Q4 | Q1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Brent | 19.5 | 16 | 16 | 16 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Haringey | 19.4 | 16 | 16 | 16 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Barnet | 15.1 | 16 | 16 | 16 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Hammersmith & Fulham | 15 | 16 | 16 | 16 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Waltham Forest | 14.8 | 16 | 16 | 16 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Lewisham | 14.5 | 16 | 16 | 16 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Westminster | 13.7 | 16 | 16 | 16 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Hounslow | 10.03 | 16 | 16 | 16 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Croydon | 10 | 16 | 16 | 16 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ealing | 8.73 | 16 | 16 | 16 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Camden | 8.5 | 16 | 16 | 16 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Kensington & Chelsea | 8 | 16 | 16 | 16 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Lambeth | 6 | 16 | 16 | 16 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Enfield | 4.3 | 16 | 16 | 16 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Harrow | 2.40 | 16 | 16 | 16 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

BV 54 Older people helped to live at home per 1000
DIRECTOR JENNY GOODALL

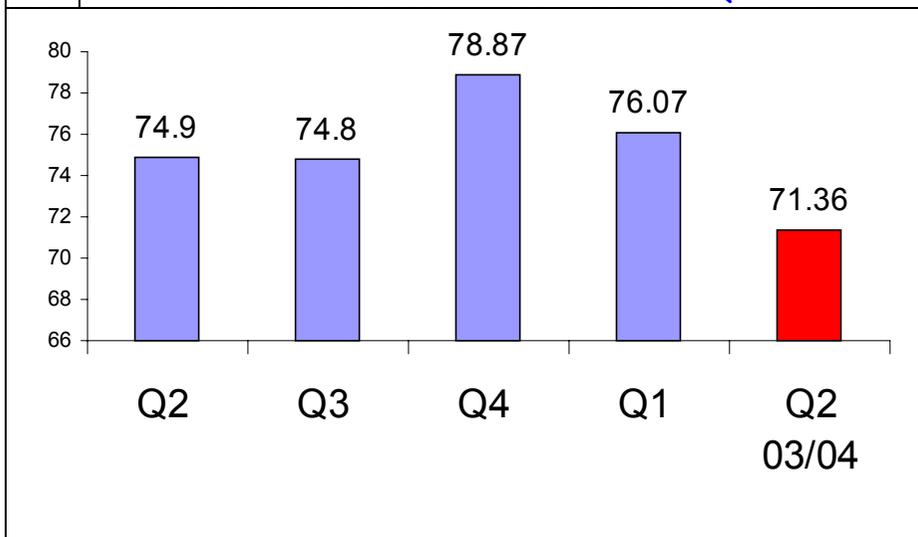
A **QUARTERLY PERFORMANCE 2000/1 TO 2003/4**



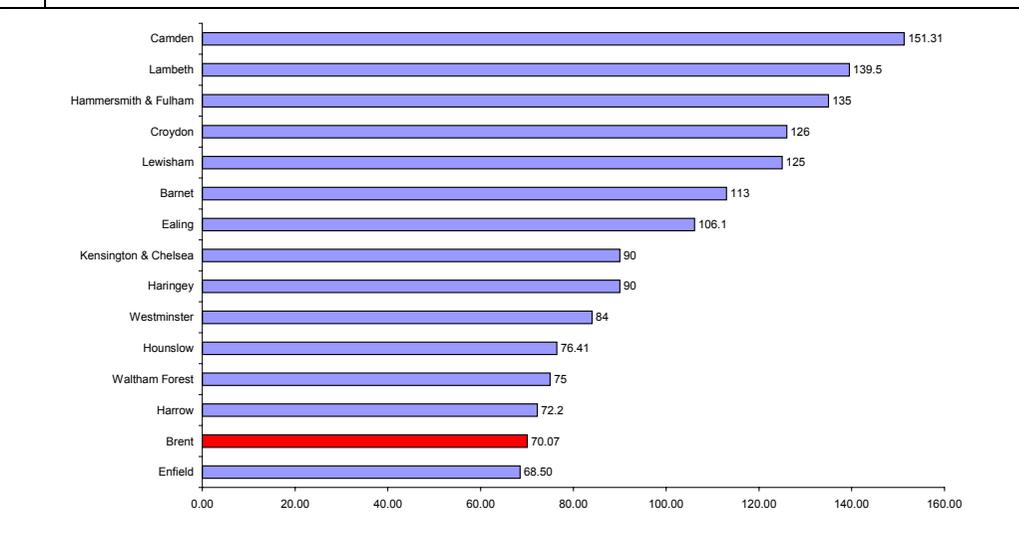
RESPONSIBILITY

| | | | |
|---|-----------------|-------|--|
| Officer | Ros Howard | Title | Service Unit Mgr Community Care Older People Services |
| The Percentage of older people helped to live at home per 1000 of the population has fallen because the new census figures show that there are now more older people in Brent. The actual number of older people helped to live at home has risen by 122 in this quarter. | | | |
| Executive Member | Cllr. Ralph Fox | | |
| Census figure have set our percentage back however we will continue to strive to achieve 75% target | | | |

B **PERFORMANCE AGAINST PRECEDING FOUR QUARTERS**



C ***2001/02 *ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHES**



BV 58 Percentage of people receiving a statement of their needs

DIRECTOR JENNY GOODALL

| A | QUARTERLY PERFORMANCE 2000/1 TO 2003/4 | RESPONSIBILITY | | | |
|---|---|--|---|-------|---------|
| | Annual Target 80.0% | Officer | All Adult Service Units | Title | Various |
| | | <p>The number of people receiving services who have been provided with a statement of their needs has fallen this quarter. This is due to data validation work (in preparation for the new IT system) in the Older Peoples Service Unit. It should be noted that this PI is the number of statements of needs as a % of all service users (many of whom will have been known to SS for a number of years). The number of new service users receiving a statement of their needs as a percentage of all new service users would provide a more accurate measure of improvement in performance and we will try to provide both figures in future. In quarter 1, 930 new service users received a statement of needs. In quarter 2, 1141 new service users received a statement of needs.</p> | | | |
| | <p>2001/2 2002/3 2003/4</p> <p>Legend: Q1 (blue), Q2 (maroon), Q3 (yellow), Q4 (cyan), * Target (purple line)</p> | Executive Member | Cllr. Ralph Fox | | |
| | | <p>Improvement shown on 2002/3 Q2. However we will investigate a change in the method of counting to reflect more accurately the percentage of statements of needs provided for new assessments.</p> | | | |
| B | PERFORMANCE AGAINST PRECEDING FOUR QUARTERS | C | *2001/02 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHES | | |
| | | | | | |

BV 163 Adoptions of children looked after
DIRECTOR JENNY GOODALL

| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---------|---|----------------|---|------------------|-----------------|--------|-----|----------|-----|-------|-----|---------|-----|--------|-----|---------|---|----------|-----|----------------------|-----|----------------------|-----|---------|-----|--------|-----|----------|------|
| <p>A QUARTERLY PERFORMANCE 2000/1 TO 2003/4</p> <p align="center">Annual Target 4.0%</p> <p>2001/2 2002/3 2003/4</p> <p>Legend: Q1 (blue bar), Q2 (red bar), Q3 (yellow bar), Q4 (green bar), * Target (purple line)</p> | <p align="center">RESPONSIBILITY</p> <table border="1"> <tr> <td>Officer</td> <td>Ronnie Ferguson</td> <td>Title</td> <td>Case Tracking Officer Children's Services Resources</td> </tr> </table> <p>In this quarter none of the children looked after for six months or more, (excluding unaccompanied asylum seekers) were adopted. In 2002-03 the total number of children adopted was 11. There are currently 22 children placed for adoption. The total number of children adopted in the first six months of 2003-04 was 3.</p> <table border="1"> <tr> <td>Executive Member</td> <td>Cllr. Ralph Fox</td> </tr> </table> <p>The Department will treat this as a high priority to improve</p> | Officer | Ronnie Ferguson | Title | Case Tracking Officer Children's Services Resources | Executive Member | Cllr. Ralph Fox | | | | | | | | | | | | | | | | | | | | | | | | |
| Officer | Ronnie Ferguson | Title | Case Tracking Officer Children's Services Resources | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Executive Member | Cllr. Ralph Fox | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>B PERFORMANCE AGAINST PRECEDING FOUR QUARTERS</p> <p>Q 2 Q 3 Q 4 Q 1 Q 2 03/04</p> | <p>C *2001/02 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHES</p> <table border="1"> <tr><td>Camden</td><td>10.4</td></tr> <tr><td>Waltham Forest</td><td>8</td></tr> <tr><td>Westminster</td><td>7</td></tr> <tr><td>Ealing</td><td>6.6</td></tr> <tr><td>Haringey</td><td>4.7</td></tr> <tr><td>Brent</td><td>4.5</td></tr> <tr><td>Enfield</td><td>4.3</td></tr> <tr><td>Harrow</td><td>4.1</td></tr> <tr><td>Lambeth</td><td>4</td></tr> <tr><td>Lewisham</td><td>3.9</td></tr> <tr><td>Hammersmith & Fulham</td><td>3.6</td></tr> <tr><td>Kensington & Chelsea</td><td>3.4</td></tr> <tr><td>Croydon</td><td>2.9</td></tr> <tr><td>Barnet</td><td>1.9</td></tr> <tr><td>Hounslow</td><td>1.72</td></tr> </table> | Camden | 10.4 | Waltham Forest | 8 | Westminster | 7 | Ealing | 6.6 | Haringey | 4.7 | Brent | 4.5 | Enfield | 4.3 | Harrow | 4.1 | Lambeth | 4 | Lewisham | 3.9 | Hammersmith & Fulham | 3.6 | Kensington & Chelsea | 3.4 | Croydon | 2.9 | Barnet | 1.9 | Hounslow | 1.72 |
| Camden | 10.4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Waltham Forest | 8 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Westminster | 7 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ealing | 6.6 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Haringey | 4.7 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Brent | 4.5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Enfield | 4.3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Harrow | 4.1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Lambeth | 4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Lewisham | 3.9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Hammersmith & Fulham | 3.6 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Kensington & Chelsea | 3.4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Croydon | 2.9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Barnet | 1.9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Hounslow | 1.72 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

VS 506 Adults with physical disabilities helped to live at home per 1000

DIRECTOR JENNY GOODALL

| A | QUARTERLY PERFORMANCE 2000/1 TO 2003/4 | RESPONSIBILITY | | | | | | | | | | | | | | | |
|----------|---|--|---|-------|---|----|---|----|---|----|------|----------|------|--|-------------------|--|--|
| | Annual Target 4.0% | Officer | Ronnie Ferguson | Title | Case Tracking Officer Children's Services Resources | | | | | | | | | | | | |
| | No data available | The number of people with physical disabilities helped to live at home has fallen in this quarter. In particular the number of these clients receiving short term breaks has fallen. | | | | | | | | | | | | | | | |
| | | Executive Member | Cllr. Ralph Fox | | | | | | | | | | | | | | |
| | | Performance is noted | | | | | | | | | | | | | | | |
| B | PERFORMANCE AGAINST PROCEEDING FOUR QUARTERS | C | *2001/02 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHS | | | | | | | | | | | | | | |
| | <table border="1"> <caption>Performance Against Preceding Four Quarters</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2</td> <td>0</td> </tr> <tr> <td>Q3</td> <td>0</td> </tr> <tr> <td>Q4</td> <td>0</td> </tr> <tr> <td>Q1</td> <td>3.44</td> </tr> <tr> <td>Q2 03/04</td> <td>3.21</td> </tr> </tbody> </table> | Quarter | Value | Q2 | 0 | Q3 | 0 | Q4 | 0 | Q1 | 3.44 | Q2 03/04 | 3.21 | | No data available | | |
| Quarter | Value | | | | | | | | | | | | | | | | |
| Q2 | 0 | | | | | | | | | | | | | | | | |
| Q3 | 0 | | | | | | | | | | | | | | | | |
| Q4 | 0 | | | | | | | | | | | | | | | | |
| Q1 | 3.44 | | | | | | | | | | | | | | | | |
| Q2 03/04 | 3.21 | | | | | | | | | | | | | | | | |