



**EXECUTIVE**  
**16<sup>TH</sup> August 2004**

# ***VITAL SIGNS***

**Quarter Four**  
**January – March 2004**  
Report PRU-04/05-2

POLICY & REGENERATION UNIT  
LONDON BOROUGH OF BRENT

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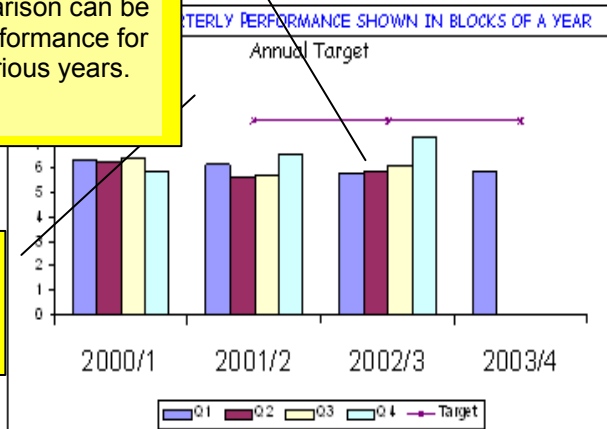
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### GUIDE TO INTERPRETING VITAL SIGNS DATA

VITAL SIGNS - Corporate Centre

#### 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.

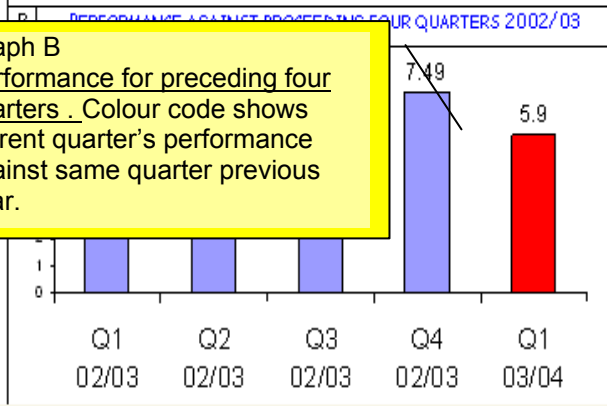


**Target**  
 Plots annual target where known

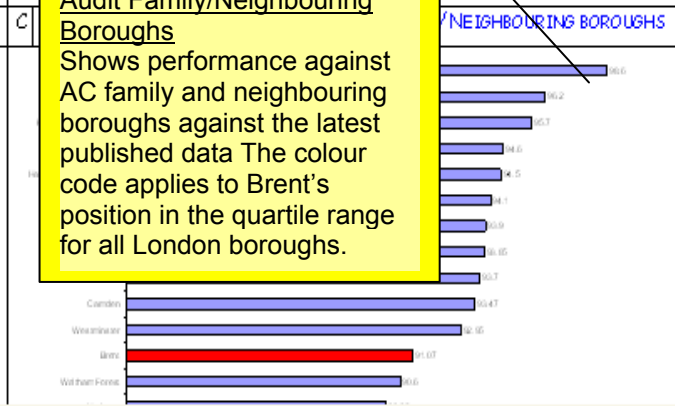
**Responsibility**  
 Provides both officers and lead members an opportunity to comment on performance

| RESPONSIBILITY   |       |
|------------------|-------|
| Officer:-        | Title |
| Executive Member | CLlr  |

**Graph B**  
 Performance for preceding four quarters. Colour code shows current quarter's performance against same quarter previous year.



**Graph C**  
 2002/03 Annual Comparison Audit Family/Neighbouring Boroughs  
 Shows performance against AC family and neighbouring boroughs against the latest published data. The colour code applies to Brent's position in the quartile range for all London boroughs.





## ANNUAL REVIEW – PROGRESS ON PERFORMANCE AND TARGETS 2003/04

| <b>Corporate Centre</b>   | <b>Q1</b> | <b>Q2</b> | <b>Q3</b> | <b>Q4</b> | <b>ANNUAL TARGET MET</b> |
|---|-----------|-----------|-----------|-----------|--------------------------|
| BV 9 The % Council Tax collected  | Red       | Green     | Red       | Green     | NO                       |
| BV 11b The % of top earners from BEM communities  | Red       | Blue      | Blue      | Green     | NO                       |
| BV 12 Average sickness days per employee  | Red       | Green     | Red       | Green     | NO                       |
| BV 78a Speed of processing average time for a) new claims in days                                   | Green     | Green     | Red       | Green     | YES                      |
| BV 78b Speed of processing average time b) processing notifications of change of circumstances      | Green     | Red       | Red       | Red       | NO                       |
| <b>Education Arts &amp; Libraries</b>   | <b>Q1</b> | <b>Q2</b> | <b>Q3</b> | <b>Q4</b> |                          |
| BV 43a The % of SEN statements completed within 18 weeks with exception                             | Red       | Red       | Green     | Green     | NO                       |
| BV 43b The % of SEN statements completed within 18 weeks without exception                          | Red       | Red       | Green     | Green     | YES                      |
| BV 44 The % of permanent exclusions   | Yellow    | Green     | Red       | Red       | NO                       |
| BV 117 Number of visits to libraries  | Yellow    | Green     | Green     | Green     | NO                       |
| VS 502 Pupil attendance figures   | Yellow    | Yellow    | Yellow    | Blue      | NONE SET                 |
| VS 503 Define new local measure for use of youth service  | Yellow    | Yellow    | Red       | Red       | NO                       |
| <b>Environmental Services</b>   | <b>Q1</b> | <b>Q2</b> | <b>Q3</b> | <b>Q4</b> |                          |
| BV 82 Total tonnage of household local waste arising – percentage recycled                          | Red       | Green     | Green     | Green     | YES                      |
| BV 99 I Total number of road accident casualties per 100,00 population killed/serious injury        | Green     | Blue      | Blue      | Blue      | YES                      |
| BV 99ii Total number of road accident casualties per 100,00 population slight injury                | Green     | Blue      | Blue      | Blue      | YES                      |
| BV 109a Major Planning applications within guidelines, applications in 8 weeks                      | Green     | Red       | Green     | Green     | YES                      |
| BV 187 (VS 504) Condition of Footways (measures the percentage of footpaths needing repairs)        | Yellow    | Blue      | Blue      | Blue      | NO DATA                  |
| VS 508 Condition of footways (percentage of planned footways which have been re-laid and completed) | Yellow    | Green     | Green     | Green     | YES                      |
| V 199 (VS 505) The percentage of highways cleaned to a high or acceptable standard of cleanliness   | Blue      | Yellow    | Yellow    | Green     | NONE SET                 |
| VS 507 Total number of visits to sports and leisure facilities                                      | Yellow    | Green     | Green     | Red       | NONE SET                 |

|                        |   |  |  |                         |
|------------------------|---|--|--|-------------------------|
| <b>PERFORMANCE KEY</b> | <b>GREEN – IMPROVED PERFORMANCE COMPARED SAME QUARTER PREVIOUS YEAR</b> | <b>RED – GONE DOWN COMPARED SAME QUARTER PREVIOUS YEAR</b> | <b>BLUE – STATIC DATA (NOT REPORTED QUARTERLY)</b> | <b>YELLOW – NO DATA</b> |
|------------------------|---|--|--|-------------------------|

## ANNUAL REVIEW – PROGRESS ON PERFORMANCE AND TARGETS 2003/04

| Housing Services   | Q1     | Q2     | Q3     | Q4    | ANNUAL TARGET MET           |
|--|--------|--------|--------|-------|-----------------------------|
| BV 64 The number of private sector vacant dwellings returned into occupation/ demolished by the LA | Yellow | Green  | Green  | Green | YES                         |
| BV 183a The average length of stay in bed and breakfast accommodation                              | Green  | Red    | Green  | Green | YES*                        |
| BV 183b The average length of stay in hostel accommodation of households                           | Red    | Red    | Green  | Red   | YES*<br>*local targets only |
| BV 184b The % change in proportion of non-decent LA homes  | Yellow | Yellow | Yellow | Green | YES                         |
| BV 185 The % response to non-emergency repairs where appointments were made and kept               | Red    | Red    | Green  | Green | YES                         |
| Social Services  | Q1     | Q2     | Q3     | Q4    |                             |
| BV 49 (A1) Stability of placements of children looked after with 3 or more placements in the year  | Green  | Red    | Red    | Green | YES                         |
| BV 54 (PAF C32) Older people helped to live at home  | Red    | Red    | Green  | Green | YES                         |
| BV 58 (D38) The percentage of people receiving a statement of their needs and how they will be met | Yellow | Green  | Green  | Green | YES                         |
| BV 163 (C23) Adoptions of children looked after  | Green  | Red    | Green  | Green | YES                         |
| VS 506 (C29) Adults with physical disabilities helped to live at home per 1000                     | Green  | Red    | Green  | Green | YES                         |

|                        |   |  |  |                         |
|------------------------|---|--|--|-------------------------|
| <b>PERFORMANCE KEY</b> | <b>GREEN – IMPROVED PERFORMANCE COMPARED SAME QUARTER PREVIOUS YEAR</b> | <b>RED – GONE DOWN COMPARED SAME QUARTER PREVIOUS YEAR</b> | <b>BLUE – STATIC DATA (NOT REPORTED QUARTERLY)</b> | <b>YELLOW – NO DATA</b> |
|------------------------|---|--|--|-------------------------|

**ANNUAL TARGET SUMMARY**

|                       |           |
|-----------------------|-----------|
| <b>TARGET MET</b>     | <b>17</b> |
| <b>TARGET NOT MET</b> | <b>8</b>  |
| <b>NO TARGET SET</b>  | <b>4</b>  |



## QUARTER FOUR QUARTERLY PERFORMANCE SUMMARY

| SERVICE AREA | PERFORMANCE INDICATOR | IMPROVED                                   | GONE DOWN                                  | STATIC DATA                     | NO DATA |
|--------------|-----------------------|--|--|---------------------------------|---------|
|              |                       | Performance against same quarter last year | Performance against same quarter last year | No change from previous quarter |         |

| 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           |  |  |  |  |

| EDUCATION ARTS & LIBRARIES |   |  |  |  |  |
|----------------------------|---|--|--|--|--|
| BV 43a                     | The % of SEN statements prepared within 18 weeks excluding those requiring input from external partners |  |  |  |  |
| BV 43b                     | The percentage of ALL SEN statements within 18 weeks  |  |  |  |  |
| BV 44                      | The percentage of permanent exclusions  |  |  |  |  |
| BV 117                     | Number of visits to libraries   |  |  |  |  |
| VS 502                     | Pupil attendance figures  |  |  |  |  |
| VS 503                     | Percentage of young people reached by Youth Service   |  |  |  |  |

**QUARTER FOUR QUARTERLY PERFORMANCE SUMMARY**

| SERVICE AREA | PERFORMANCE INDICATOR | IMPROVED | GONE DOWN | STATIC DATA | NO DATA |
|--------------|-----------------------|----------|-----------|-------------|---------|
|--------------|-----------------------|----------|-----------|-------------|---------|

| ENVIRONMENTAL SERVICES  |  |  |  |  |  |
|---|--|--|--|--|--|
| BV 82a* Total tonnage of household local waste arising the percentage recycled (*now includes composting tonnage) |  |  |  |  |  |
| BV 99i The total number of road accident casualties per 100,000 pop killed/serious injury                         |  |  |  |  |  |
| BV 99ii The total number of road accident casualties per 100,000 pop slight injury                                |  |  |  |  |  |
| BV 109a Major Planning applications in 8 weeks  |  |  |  |  |  |
| BV 187 Condition of Footways (Measures the percentage of footpaths needing repairs)                               |  |  |  |  |  |
| VS 508 Condition of footways (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  |  |  |  |  |  |

**QUARTER FOUR QUARTERLY PERFORMANCE SUMMARY**

| SERVICE AREA | PERFORMANCE INDICATOR | IMPROVED | GONE DOWN | STATIC DATA | INCOMPLETE DATA |
|--------------|-----------------------|----------|-----------|-------------|-----------------|
|--------------|-----------------------|----------|-----------|-------------|-----------------|

| <b>HOUSING SERVICES</b> |  |  |  |  |  |
|-------------------------|--|--|--|--|--|
|                         | 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   |  |  |  |  |
|                         | BV 184b The percentage change in proportion of non-decent LA homes   |  |  |  |  |
|                         | BV 185 The % response to non-emergency repairs where appointments were made and kept   |  |  |  |  |

| <b>SOCIAL SERVICES</b> |  |  |  |  |  |
|------------------------|--|--|--|--|--|
|                        | BV 49 (PAF A1) Stability of placements of children looked after with 3 or more placements during the year            |  |  |  |  |
|                        | BV 54 (PAF C32) Older people helped to live at home  |  |  |  |  |
|                        | 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 adults with physical disabilities |  |  |  |  |



# CORPORATE CENTRE



**BV 9 Percentage of Council Tax collected**  
**DIRECTOR DUNCAN MCLEOD**

|  |  |                |   |              |   |  |        |                      |        |                         |                      |         |        |  |        |          |        |          |        |             |        |                |     |        |        |          |        |         |        |       |        |
|--|--|----------------|---|--------------|---|--|--------|----------------------|--------|-------------------------|----------------------|---------|--------|--|--------|----------|--------|----------|--------|-------------|--------|----------------|-----|--------|--------|----------|--------|---------|--------|-------|--------|
| <p><b>A</b> <b>QUARTERLY PERFORMANCE 2000/01 TO 2003/04</b></p> <p>Annual Target 92.0%</p> <p>2001/2      2002/3      2003/4</p> <p>Legend: Q1 (blue), Q2 (maroon), Q3 (yellow), Q4 (cyan), * Target (purple asterisk)</p>   | <p><b>RESPONSIBILITY</b></p> <table border="1"> <tr> <td><b>Officer</b></td> <td>Margaret Read</td> <td><b>Title</b></td> <td>Head of Local Taxation &amp; Benefits<br/>Brent Financial Services</td> </tr> <tr> <td colspan="4"> <p>The end of year collection rate of 90.97% represents an increase of 1.11% compared to 02/03 although still below the contractual target of 92%. A detailed service plan has been jointly developed with Capita for 04/05, which seeks to address the issues preventing better performance in 03/04.</p> </td> </tr> <tr> <td><b>Executive Member</b></td> <td colspan="3">Cllr. David Coughlin</td> </tr> <tr> <td colspan="4"> <p>Some good progress was made in the final quarter of 03/04 which needs to be sustained on 04/05 to drive collection improvements. Capita's performance will need to be closely monitored to ensure that this is achieved</p> </td> </tr> </table> | <b>Officer</b> | Margaret Read   | <b>Title</b> | Head of Local Taxation & Benefits<br>Brent Financial Services | <p>The end of year collection rate of 90.97% represents an increase of 1.11% compared to 02/03 although still below the contractual target of 92%. A detailed service plan has been jointly developed with Capita for 04/05, which seeks to address the issues preventing better performance in 03/04.</p> |        |                      |        | <b>Executive Member</b> | Cllr. David Coughlin |         |        | <p>Some good progress was made in the final quarter of 03/04 which needs to be sustained on 04/05 to drive collection improvements. Capita's performance will need to be closely monitored to ensure that this is achieved</p> |        |          |        |          |        |             |        |                |     |        |        |          |        |         |        |       |        |
| <b>Officer</b>   | Margaret Read  | <b>Title</b>   | Head of Local Taxation & Benefits<br>Brent Financial Services |              |   |  |        |                      |        |                         |                      |         |        |  |        |          |        |          |        |             |        |                |     |        |        |          |        |         |        |       |        |
| <p>The end of year collection rate of 90.97% represents an increase of 1.11% compared to 02/03 although still below the contractual target of 92%. A detailed service plan has been jointly developed with Capita for 04/05, which seeks to address the issues preventing better performance in 03/04.</p> |  |                |   |              |   |  |        |                      |        |                         |                      |         |        |  |        |          |        |          |        |             |        |                |     |        |        |          |        |         |        |       |        |
| <b>Executive Member</b>  | Cllr. David Coughlin   |                |   |              |   |  |        |                      |        |                         |                      |         |        |  |        |          |        |          |        |             |        |                |     |        |        |          |        |         |        |       |        |
| <p>Some good progress was made in the final quarter of 03/04 which needs to be sustained on 04/05 to drive collection improvements. Capita's performance will need to be closely monitored to ensure that this is achieved</p>   |  |                |   |              |   |  |        |                      |        |                         |                      |         |        |  |        |          |        |          |        |             |        |                |     |        |        |          |        |         |        |       |        |
| <p><b>B</b> <b>PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2002/03</b></p> <p>89.86%      34.84%      52.97%      72.98%      90.97%</p> <p>Q4      Q1      Q2      Q3      Q4 03/04</p>   | <p><b>C</b> <b>*2002/03 ANNUAL COMPARISON - AUDIT FAMILY/NEIGHBOURING BOROUGHES</b></p> <p>BV 9 Percentage of Council Tax collected</p> <table border="1"> <tr><td>Harrow</td><td>97.20%</td></tr> <tr><td>Barnet</td><td>96.20%</td></tr> <tr><td>K &amp; C</td><td>95.60%</td></tr> <tr><td>Hammersmith &amp; Fulham</td><td>95.10%</td></tr> <tr><td>Croydon</td><td>94.68%</td></tr> <tr><td>Enfield</td><td>94.60%</td></tr> <tr><td>Ealing</td><td>94.60%</td></tr> <tr><td>Hounslow</td><td>93.82%</td></tr> <tr><td>Lewisham</td><td>93.70%</td></tr> <tr><td>Westminster</td><td>93.52%</td></tr> <tr><td>Waltham Forest</td><td>93%</td></tr> <tr><td>Camden</td><td>92.71%</td></tr> <tr><td>Haringey</td><td>92.50%</td></tr> <tr><td>Lambeth</td><td>90.40%</td></tr> <tr><td>Brent</td><td>89.80%</td></tr> </table>   | Harrow         | 97.20%  | Barnet       | 96.20%  | K & C  | 95.60% | Hammersmith & Fulham | 95.10% | Croydon                 | 94.68%               | Enfield | 94.60% | Ealing   | 94.60% | Hounslow | 93.82% | Lewisham | 93.70% | Westminster | 93.52% | Waltham Forest | 93% | Camden | 92.71% | Haringey | 92.50% | Lambeth | 90.40% | Brent | 89.80% |
| Harrow   | 97.20%   |                |   |              |   |  |        |                      |        |                         |                      |         |        |  |        |          |        |          |        |             |        |                |     |        |        |          |        |         |        |       |        |
| Barnet   | 96.20%   |                |   |              |   |  |        |                      |        |                         |                      |         |        |  |        |          |        |          |        |             |        |                |     |        |        |          |        |         |        |       |        |
| K & C  | 95.60%   |                |   |              |   |  |        |                      |        |                         |                      |         |        |  |        |          |        |          |        |             |        |                |     |        |        |          |        |         |        |       |        |
| Hammersmith & Fulham   | 95.10%   |                |   |              |   |  |        |                      |        |                         |                      |         |        |  |        |          |        |          |        |             |        |                |     |        |        |          |        |         |        |       |        |
| Croydon  | 94.68%   |                |   |              |   |  |        |                      |        |                         |                      |         |        |  |        |          |        |          |        |             |        |                |     |        |        |          |        |         |        |       |        |
| Enfield  | 94.60%   |                |   |              |   |  |        |                      |        |                         |                      |         |        |  |        |          |        |          |        |             |        |                |     |        |        |          |        |         |        |       |        |
| Ealing   | 94.60%   |                |   |              |   |  |        |                      |        |                         |                      |         |        |  |        |          |        |          |        |             |        |                |     |        |        |          |        |         |        |       |        |
| Hounslow   | 93.82%   |                |   |              |   |  |        |                      |        |                         |                      |         |        |  |        |          |        |          |        |             |        |                |     |        |        |          |        |         |        |       |        |
| Lewisham   | 93.70%   |                |   |              |   |  |        |                      |        |                         |                      |         |        |  |        |          |        |          |        |             |        |                |     |        |        |          |        |         |        |       |        |
| Westminster  | 93.52%   |                |   |              |   |  |        |                      |        |                         |                      |         |        |  |        |          |        |          |        |             |        |                |     |        |        |          |        |         |        |       |        |
| Waltham Forest   | 93%  |                |   |              |   |  |        |                      |        |                         |                      |         |        |  |        |          |        |          |        |             |        |                |     |        |        |          |        |         |        |       |        |
| Camden   | 92.71%   |                |   |              |   |  |        |                      |        |                         |                      |         |        |  |        |          |        |          |        |             |        |                |     |        |        |          |        |         |        |       |        |
| Haringey   | 92.50%   |                |   |              |   |  |        |                      |        |                         |                      |         |        |  |        |          |        |          |        |             |        |                |     |        |        |          |        |         |        |       |        |
| Lambeth  | 90.40%   |                |   |              |   |  |        |                      |        |                         |                      |         |        |  |        |          |        |          |        |             |        |                |     |        |        |          |        |         |        |       |        |
| Brent  | 89.80%   |                |   |              |   |  |        |                      |        |                         |                      |         |        |  |        |          |        |          |        |             |        |                |     |        |        |          |        |         |        |       |        |

**BV 11b Top five percent of earners that are from black & ethnic minorities**  
**DIRECTOR VAL JONES**

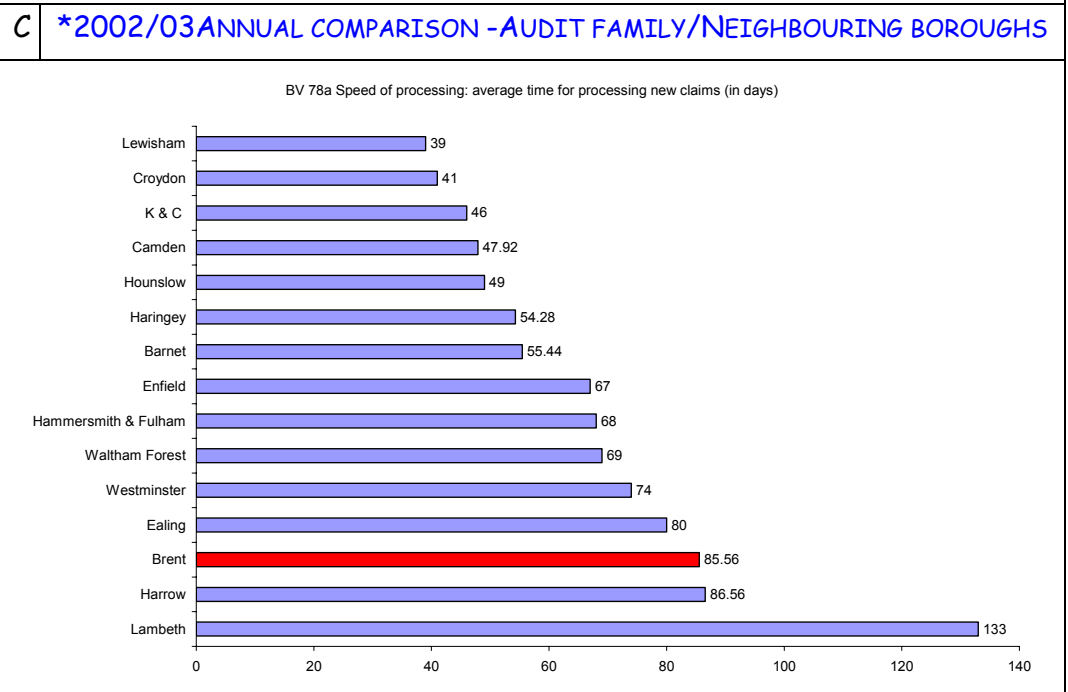
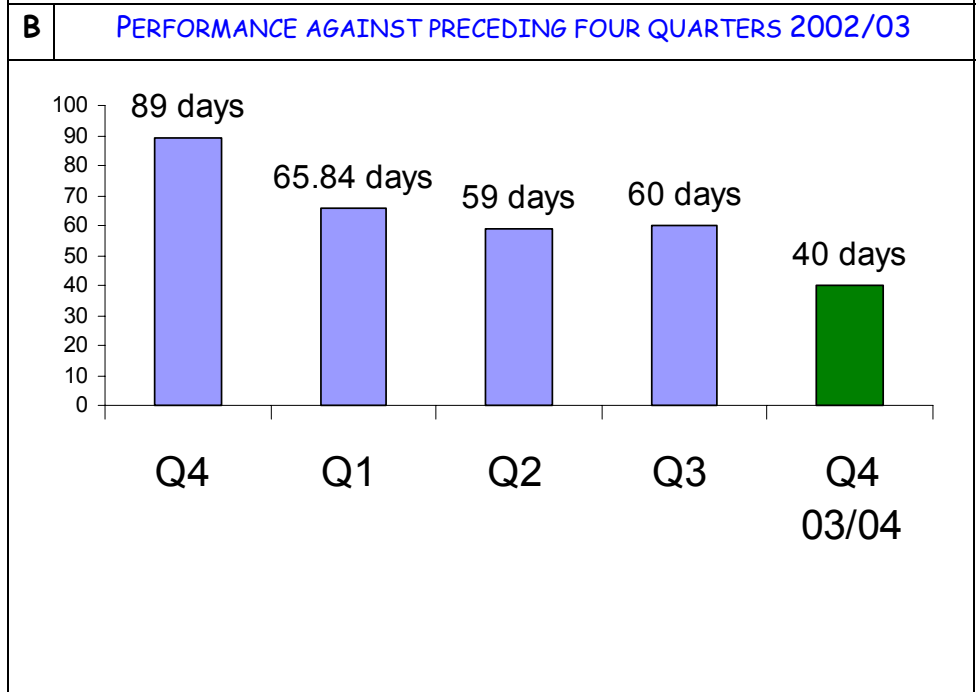
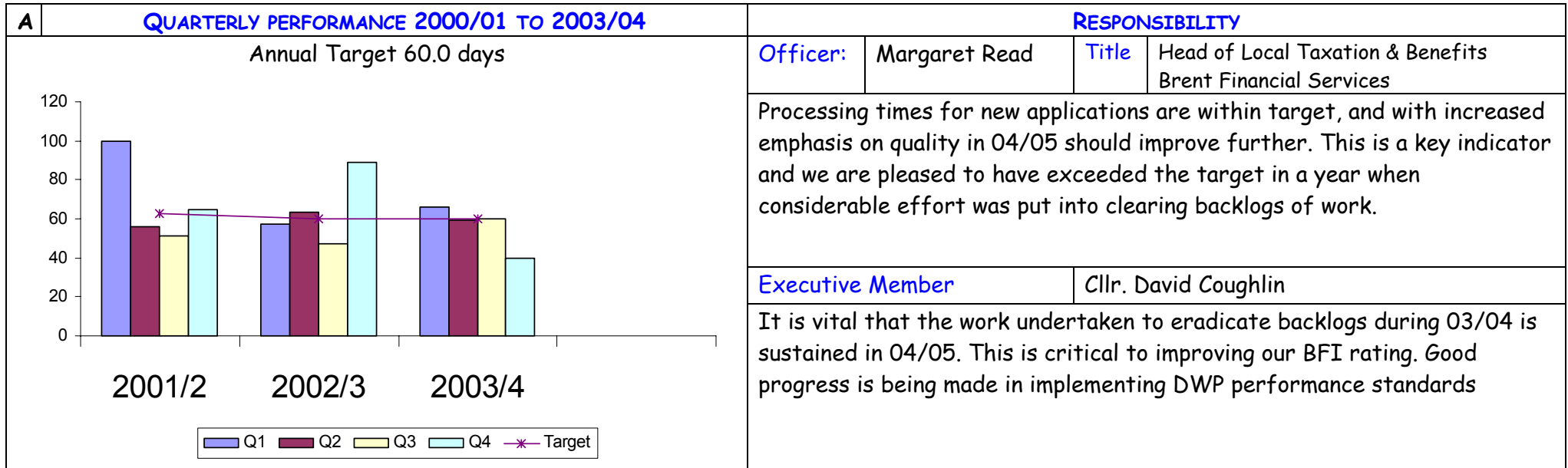
| <p><b>A</b> <b>QUARTERLY PERFORMANCE 2000/01 TO 2003/04</b></p> <p align="center">Annual Target 18.0%</p> <table border="1"> <caption>Quarterly Performance Data (Approximate)</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2001/2</td> <td>20.0</td> <td>18.0</td> <td>16.0</td> <td>16.0</td> <td>18.0</td> </tr> <tr> <td>2002/3</td> <td>16.0</td> <td>16.0</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>16.0</td> <td>16.0</td> <td>18.0</td> </tr> </tbody> </table> <p align="center"> <span style="color: blue;">■</span> Q1                <span style="color: maroon;">■</span> Q2                <span style="color: yellow;">■</span> Q3                <span style="color: cyan;">■</span> Q4                * Target         </p> | Year              | Q1              | Q2                          | Q3   | Q4     | Target | 2001/2 | 20.0 | 18.0 | 16.0 | 16.0     | 18.0  | 2002/3  | 16.0    | 16.0       | 16.0    | 16.0   | 18.0           | 2003/4 | 16.0     | 16.0   | 16.0   | 16.0   | 18.0         | <p align="center"><b>RESPONSIBILITY</b></p> <table border="1"> <tr> <td><b>Officer</b></td> <td>Val Jones</td> <td><b>Title</b></td> <td>Director of Human Resources</td> </tr> </table> <p>To meet the target of top 5% earners from BME backgrounds HR &amp; Diversity is prioritising a whole package of action over the next two years. From a development point of view Brent has taken advantage of a pilot programme through the ALG to take places on a development programme pilot called Pathways to Success which has received IDA funding. This will offer funding for 6 Brent managers to participate. Brent Council is also researching a programme of its own, for middle/senior BME managers to enable them to apply and be successful for more senior posts in the future. In addition, when recruiting for senior jobs, emphasis is placed on encouraging applications from Black and minority ethnic groups</p> <table border="1"> <tr> <td><b>Executive Member</b></td> <td>Cllr. Dorman Long</td> </tr> </table> <p>Members are supporting the prioritisation of this work and the setting aside of funding within the Improving Brent Programme to enable its delivery.</p> | <b>Officer</b> | Val Jones | <b>Title</b> | Director of Human Resources | <b>Executive Member</b> | Cllr. Dorman Long |         |        |        |        |                      |       |       |       |        |       |             |       |
|--|-------------------|-----------------|-----------------------------|------|--------|--------|--------|------|------|------|----------|-------|---|---------|------------|---------|--------|----------------|--------|----------|--------|--------|--------|--------------|---|----------------|-----------|--------------|-----------------------------|-------------------------|-------------------|---------|--------|--------|--------|----------------------|-------|-------|-------|--------|-------|-------------|-------|
| Year   | Q1                | Q2              | Q3                          | Q4   | Target |        |        |      |      |      |          |       |   |         |            |         |        |                |        |          |        |        |        |              |   |                |           |              |                             |                         |                   |         |        |        |        |                      |       |       |       |        |       |             |       |
| 2001/2   | 20.0              | 18.0            | 16.0                        | 16.0 | 18.0   |        |        |      |      |      |          |       |   |         |            |         |        |                |        |          |        |        |        |              |   |                |           |              |                             |                         |                   |         |        |        |        |                      |       |       |       |        |       |             |       |
| 2002/3   | 16.0              | 16.0            | 16.0                        | 16.0 | 18.0   |        |        |      |      |      |          |       |   |         |            |         |        |                |        |          |        |        |        |              |   |                |           |              |                             |                         |                   |         |        |        |        |                      |       |       |       |        |       |             |       |
| 2003/4   | 16.0              | 16.0            | 16.0                        | 16.0 | 18.0   |        |        |      |      |      |          |       |   |         |            |         |        |                |        |          |        |        |        |              |   |                |           |              |                             |                         |                   |         |        |        |        |                      |       |       |       |        |       |             |       |
| <b>Officer</b>   | Val Jones         | <b>Title</b>    | Director of Human Resources |      |        |        |        |      |      |      |          |       |   |         |            |         |        |                |        |          |        |        |        |              |   |                |           |              |                             |                         |                   |         |        |        |        |                      |       |       |       |        |       |             |       |
| <b>Executive Member</b>  | Cllr. Dorman Long |                 |                             |      |        |        |        |      |      |      |          |       |   |         |            |         |        |                |        |          |        |        |        |              |   |                |           |              |                             |                         |                   |         |        |        |        |                      |       |       |       |        |       |             |       |
| <p><b>B</b> <b>PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2002/03</b></p> <table border="1"> <caption>Performance Against Preceding Quarters (2002/03)</caption> <thead> <tr> <th>Quarter</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>Q4</td> <td>16%</td> </tr> <tr> <td>Q1</td> <td>16%</td> </tr> <tr> <td>Q2</td> <td>16%</td> </tr> <tr> <td>Q3</td> <td>16%</td> </tr> <tr> <td>Q4 03/04</td> <td>16.5%</td> </tr> </tbody> </table>  | Quarter           | Performance (%) | Q4                          | 16%  | Q1     | 16%    | Q2     | 16%  | Q3   | 16%  | Q4 03/04 | 16.5% | <p><b>C</b> <b>*2002/03 ANNUAL COMPARISON - AUDIT FAMILY/NEIGHBOURING BOROUGHES</b></p> <table border="1"> <caption>BV 11b Percentage of top 5% earners from ethnic minorities</caption> <thead> <tr> <th>Borough</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Lambeth</td> <td>25.20%</td> </tr> <tr> <td>Waltham Forest</td> <td>18.80%</td> </tr> <tr> <td>Haringey</td> <td>18.65%</td> </tr> <tr> <td>Ealing</td> <td>16.75%</td> </tr> <tr> <td><b>Brent</b></td> <td><b>16%</b></td> </tr> <tr> <td>Hounslow</td> <td>14.70%</td> </tr> <tr> <td>Camden</td> <td>14.10%</td> </tr> <tr> <td>Lewisham</td> <td>11.69%</td> </tr> <tr> <td>Croydon</td> <td>11.40%</td> </tr> <tr> <td>Barnet</td> <td>10.20%</td> </tr> <tr> <td>Hammersmith &amp; Fulham</td> <td>9.20%</td> </tr> <tr> <td>K &amp; C</td> <td>6.10%</td> </tr> <tr> <td>Harrow</td> <td>5.30%</td> </tr> <tr> <td>Westminster</td> <td>4.60%</td> </tr> </tbody> </table> | Borough | Percentage | Lambeth | 25.20% | Waltham Forest | 18.80% | Haringey | 18.65% | Ealing | 16.75% | <b>Brent</b> | <b>16%</b>  | Hounslow       | 14.70%    | Camden       | 14.10%                      | Lewisham                | 11.69%            | Croydon | 11.40% | Barnet | 10.20% | Hammersmith & Fulham | 9.20% | K & C | 6.10% | Harrow | 5.30% | Westminster | 4.60% |
| Quarter  | Performance (%)   |                 |                             |      |        |        |        |      |      |      |          |       |   |         |            |         |        |                |        |          |        |        |        |              |   |                |           |              |                             |                         |                   |         |        |        |        |                      |       |       |       |        |       |             |       |
| Q4   | 16%               |                 |                             |      |        |        |        |      |      |      |          |       |   |         |            |         |        |                |        |          |        |        |        |              |   |                |           |              |                             |                         |                   |         |        |        |        |                      |       |       |       |        |       |             |       |
| Q1   | 16%               |                 |                             |      |        |        |        |      |      |      |          |       |   |         |            |         |        |                |        |          |        |        |        |              |   |                |           |              |                             |                         |                   |         |        |        |        |                      |       |       |       |        |       |             |       |
| Q2   | 16%               |                 |                             |      |        |        |        |      |      |      |          |       |   |         |            |         |        |                |        |          |        |        |        |              |   |                |           |              |                             |                         |                   |         |        |        |        |                      |       |       |       |        |       |             |       |
| Q3   | 16%               |                 |                             |      |        |        |        |      |      |      |          |       |   |         |            |         |        |                |        |          |        |        |        |              |   |                |           |              |                             |                         |                   |         |        |        |        |                      |       |       |       |        |       |             |       |
| Q4 03/04   | 16.5%             |                 |                             |      |        |        |        |      |      |      |          |       |   |         |            |         |        |                |        |          |        |        |        |              |   |                |           |              |                             |                         |                   |         |        |        |        |                      |       |       |       |        |       |             |       |
| Borough  | Percentage        |                 |                             |      |        |        |        |      |      |      |          |       |   |         |            |         |        |                |        |          |        |        |        |              |   |                |           |              |                             |                         |                   |         |        |        |        |                      |       |       |       |        |       |             |       |
| Lambeth  | 25.20%            |                 |                             |      |        |        |        |      |      |      |          |       |   |         |            |         |        |                |        |          |        |        |        |              |   |                |           |              |                             |                         |                   |         |        |        |        |                      |       |       |       |        |       |             |       |
| Waltham Forest   | 18.80%            |                 |                             |      |        |        |        |      |      |      |          |       |   |         |            |         |        |                |        |          |        |        |        |              |   |                |           |              |                             |                         |                   |         |        |        |        |                      |       |       |       |        |       |             |       |
| Haringey   | 18.65%            |                 |                             |      |        |        |        |      |      |      |          |       |   |         |            |         |        |                |        |          |        |        |        |              |   |                |           |              |                             |                         |                   |         |        |        |        |                      |       |       |       |        |       |             |       |
| Ealing   | 16.75%            |                 |                             |      |        |        |        |      |      |      |          |       |   |         |            |         |        |                |        |          |        |        |        |              |   |                |           |              |                             |                         |                   |         |        |        |        |                      |       |       |       |        |       |             |       |
| <b>Brent</b>   | <b>16%</b>        |                 |                             |      |        |        |        |      |      |      |          |       |   |         |            |         |        |                |        |          |        |        |        |              |   |                |           |              |                             |                         |                   |         |        |        |        |                      |       |       |       |        |       |             |       |
| Hounslow   | 14.70%            |                 |                             |      |        |        |        |      |      |      |          |       |   |         |            |         |        |                |        |          |        |        |        |              |   |                |           |              |                             |                         |                   |         |        |        |        |                      |       |       |       |        |       |             |       |
| Camden   | 14.10%            |                 |                             |      |        |        |        |      |      |      |          |       |   |         |            |         |        |                |        |          |        |        |        |              |   |                |           |              |                             |                         |                   |         |        |        |        |                      |       |       |       |        |       |             |       |
| Lewisham   | 11.69%            |                 |                             |      |        |        |        |      |      |      |          |       |   |         |            |         |        |                |        |          |        |        |        |              |   |                |           |              |                             |                         |                   |         |        |        |        |                      |       |       |       |        |       |             |       |
| Croydon  | 11.40%            |                 |                             |      |        |        |        |      |      |      |          |       |   |         |            |         |        |                |        |          |        |        |        |              |   |                |           |              |                             |                         |                   |         |        |        |        |                      |       |       |       |        |       |             |       |
| Barnet   | 10.20%            |                 |                             |      |        |        |        |      |      |      |          |       |   |         |            |         |        |                |        |          |        |        |        |              |   |                |           |              |                             |                         |                   |         |        |        |        |                      |       |       |       |        |       |             |       |
| Hammersmith & Fulham   | 9.20%             |                 |                             |      |        |        |        |      |      |      |          |       |   |         |            |         |        |                |        |          |        |        |        |              |   |                |           |              |                             |                         |                   |         |        |        |        |                      |       |       |       |        |       |             |       |
| K & C  | 6.10%             |                 |                             |      |        |        |        |      |      |      |          |       |   |         |            |         |        |                |        |          |        |        |        |              |   |                |           |              |                             |                         |                   |         |        |        |        |                      |       |       |       |        |       |             |       |
| Harrow   | 5.30%             |                 |                             |      |        |        |        |      |      |      |          |       |   |         |            |         |        |                |        |          |        |        |        |              |   |                |           |              |                             |                         |                   |         |        |        |        |                      |       |       |       |        |       |             |       |
| Westminster  | 4.60%             |                 |                             |      |        |        |        |      |      |      |          |       |   |         |            |         |        |                |        |          |        |        |        |              |   |                |           |              |                             |                         |                   |         |        |        |        |                      |       |       |       |        |       |             |       |



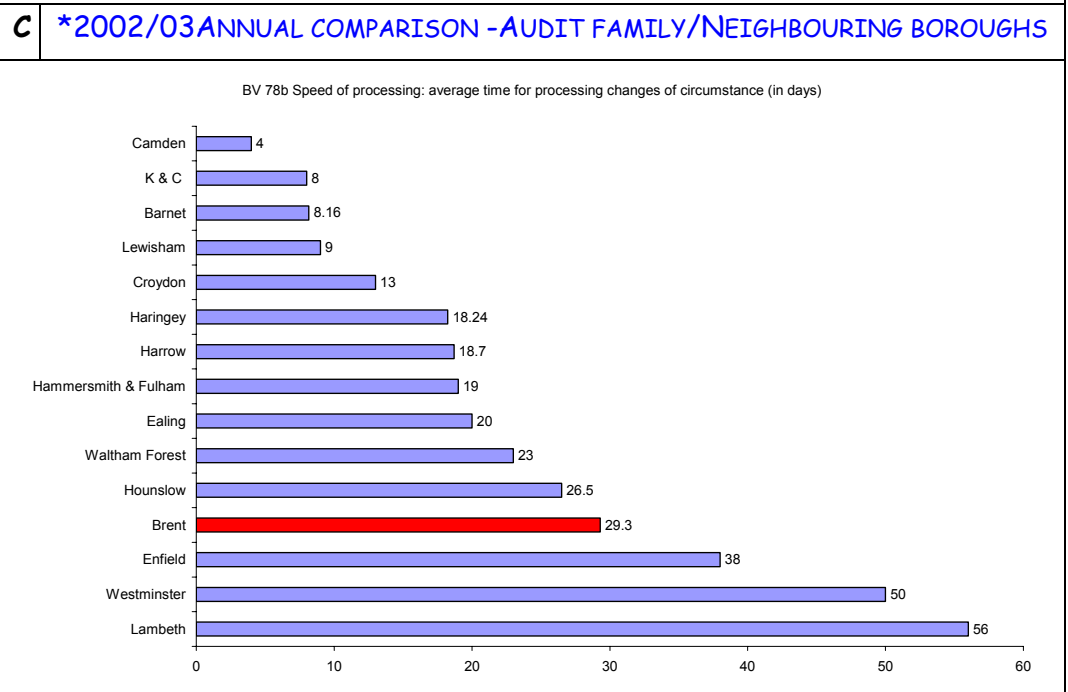
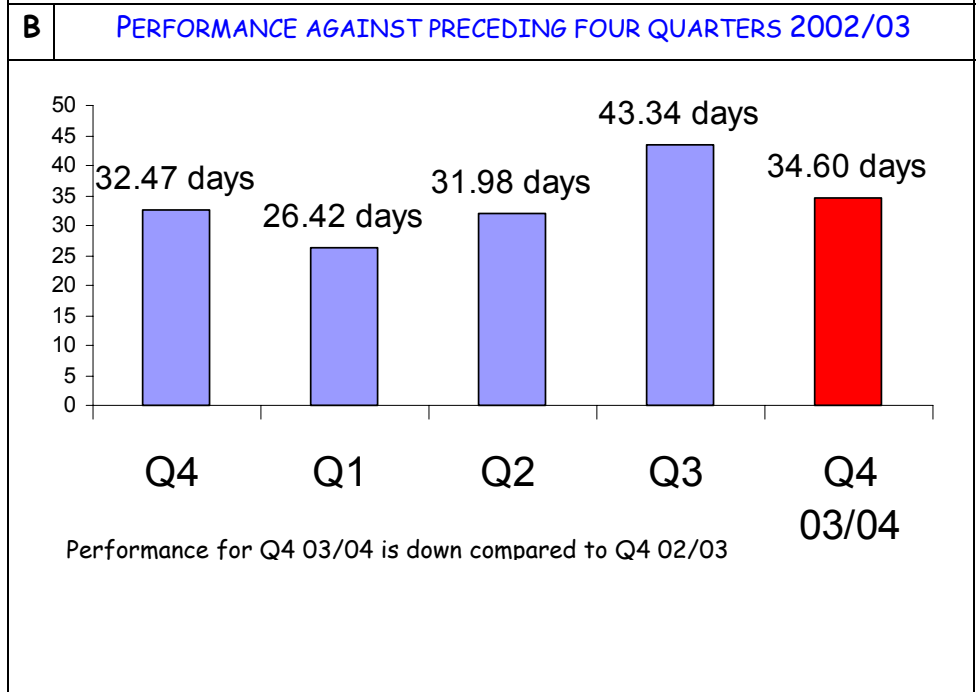
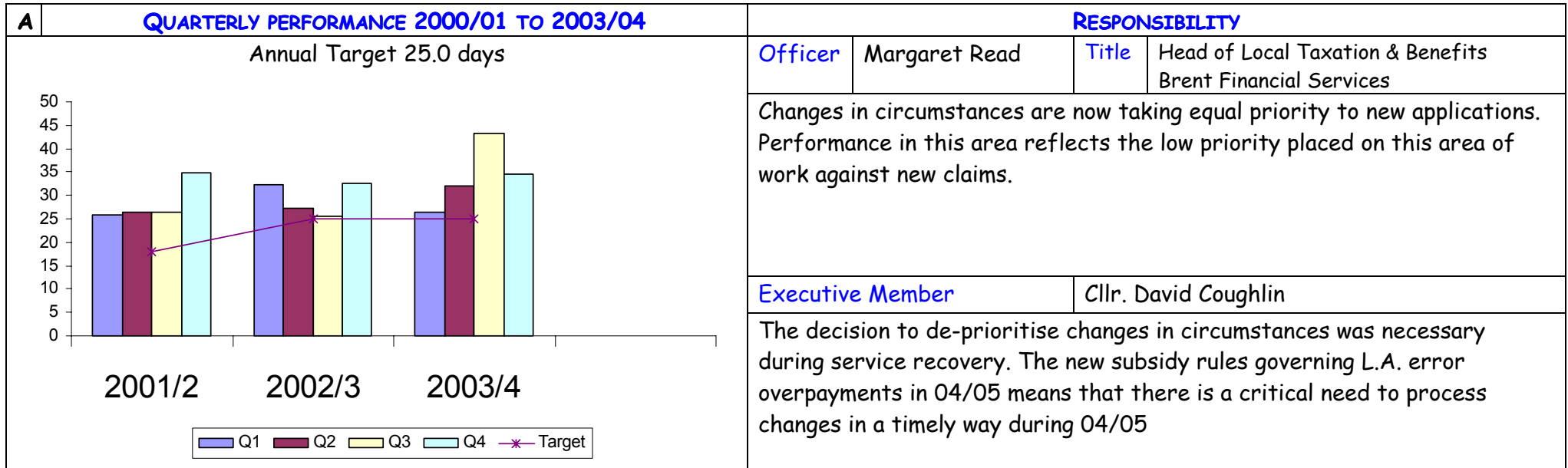
**BV 12 Number of working days lost due to sickness absence**  
**DIRECTOR VAL JONES**

| <p><b>A</b> <b>QUARTERLY PERFORMANCE 2000/01 TO 2003/04</b></p> <p align="center">Target 2.5 days per quarter</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>3.0</td> <td>3.2</td> <td>3.3</td> <td>3.1</td> </tr> <tr> <td>2002/3</td> <td>2.4</td> <td>3.1</td> <td>3.1</td> <td>2.8</td> </tr> <tr> <td>2003/4</td> <td>2.8</td> <td>2.9</td> <td>3.4</td> <td>2.8</td> </tr> </tbody> </table> <p align="center"> <span style="color:blue">■</span> Q1 <span style="color:maroon">■</span> Q2 <span style="color:yellow">■</span> Q3 <span style="color:cyan">■</span> Q4         </p> | Year                   | Q1        | Q2  | Q3   | Q4 | 2001/2 | 3.0 | 3.2 | 3.3 | 3.1 | 2002/3   | 2.4 | 3.1  | 3.1     | 2.8                    | 2003/4      | 2.8 | 2.9      | 3.4 | 2.8   | <p align="center"><b>RESPONSIBILITY</b></p> <p><b>Officer:</b> Val Jones      <b>Title:</b> Director of Human Resources</p> <p>Significant increases in sickness levels between the second and third quarter in three service areas; Social Services, Corporate Centre and Corporate Services, has impacted on the council's ability to reach its target level of 10 days by the end of March 2004. In these areas, action has been taken to address the level of sickness. Cases are being managed and there is a steady return to work. A new procedure, which introduces the use of trigger points, has been produced and consultation has taken place with managers and the Trade Unions. Training for managers in it's use will take place in May 2004, alongside skills based training to ensure managers are skilled in handling difficult interviews with staff.</p> <p><b>Executive Member:</b> Cllr. Dorman Long</p> <p>The management of sickness absence has become more focused in recent months. The new procedure and skills training will provide managers with the requisite tools to build on this work. Active involvement with occupational health service should see a gradual reduction in overall absence</p> |                      |     |        |     |        |      |          |      |        |      |         |    |                |      |          |       |       |      |         |       |        |       |
|---|------------------------|-----------|-----|------|----|--------|-----|-----|-----|-----|----------|-----|--|---------|------------------------|-------------|-----|----------|-----|-------|--|----------------------|-----|--------|-----|--------|------|----------|------|--------|------|---------|----|----------------|------|----------|-------|-------|------|---------|-------|--------|-------|
| Year  | Q1                     | Q2        | Q3  | Q4   |    |        |     |     |     |     |          |     |  |         |                        |             |     |          |     |       |  |                      |     |        |     |        |      |          |      |        |      |         |    |                |      |          |       |       |      |         |       |        |       |
| 2001/2  | 3.0                    | 3.2       | 3.3 | 3.1  |    |        |     |     |     |     |          |     |  |         |                        |             |     |          |     |       |  |                      |     |        |     |        |      |          |      |        |      |         |    |                |      |          |       |       |      |         |       |        |       |
| 2002/3  | 2.4                    | 3.1       | 3.1 | 2.8  |    |        |     |     |     |     |          |     |  |         |                        |             |     |          |     |       |  |                      |     |        |     |        |      |          |      |        |      |         |    |                |      |          |       |       |      |         |       |        |       |
| 2003/4  | 2.8                    | 2.9       | 3.4 | 2.8  |    |        |     |     |     |     |          |     |  |         |                        |             |     |          |     |       |  |                      |     |        |     |        |      |          |      |        |      |         |    |                |      |          |       |       |      |         |       |        |       |
| <p><b>B</b> <b>PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2002/03</b></p> <table border="1"> <caption>Performance Against Preceding Quarters (2002/03)</caption> <thead> <tr> <th>Quarter</th> <th>Days Lost</th> </tr> </thead> <tbody> <tr> <td>Q4</td> <td>2.81</td> </tr> <tr> <td>Q1</td> <td>2.8</td> </tr> <tr> <td>Q2</td> <td>2.9</td> </tr> <tr> <td>Q3</td> <td>3.4</td> </tr> <tr> <td>Q4 03/04</td> <td>2.8</td> </tr> </tbody> </table>  | Quarter                | Days Lost | Q4  | 2.81 | Q1 | 2.8    | Q2  | 2.9 | Q3  | 3.4 | Q4 03/04 | 2.8 | <p><b>C</b> <b>*2002/03 ANNUAL COMPARISON - AUDIT FAMILY/NEIGHBOURING BOROUGHES</b></p> <p align="center">BV 12 Number of working days lost to sickness absence per employee</p> <table border="1"> <caption>BV 12 Annual Comparison - Neighbouring Boroughs</caption> <thead> <tr> <th>Borough</th> <th>Days Lost per Employee</th> </tr> </thead> <tbody> <tr><td>Westminster</td><td>8.5</td></tr> <tr><td>Hounslow</td><td>8.6</td></tr> <tr><td>K &amp; C</td><td>8.7</td></tr> <tr><td>Hammersmith &amp; Fulham</td><td>8.8</td></tr> <tr><td>Barnet</td><td>8.8</td></tr> <tr><td>Camden</td><td>8.87</td></tr> <tr><td>Haringey</td><td>9.62</td></tr> <tr><td>Harrow</td><td>9.98</td></tr> <tr><td>Croydon</td><td>10</td></tr> <tr><td>Waltham Forest</td><td>10.6</td></tr> <tr><td>Lewisham</td><td>11.21</td></tr> <tr><td>Brent</td><td>11.4</td></tr> <tr><td>Enfield</td><td>12.01</td></tr> <tr><td>Ealing</td><td>12.26</td></tr> </tbody> </table> | Borough | Days Lost per Employee | Westminster | 8.5 | Hounslow | 8.6 | K & C | 8.7  | Hammersmith & Fulham | 8.8 | Barnet | 8.8 | Camden | 8.87 | Haringey | 9.62 | Harrow | 9.98 | Croydon | 10 | Waltham Forest | 10.6 | Lewisham | 11.21 | Brent | 11.4 | Enfield | 12.01 | Ealing | 12.26 |
| Quarter   | Days Lost              |           |     |      |    |        |     |     |     |     |          |     |  |         |                        |             |     |          |     |       |  |                      |     |        |     |        |      |          |      |        |      |         |    |                |      |          |       |       |      |         |       |        |       |
| Q4  | 2.81                   |           |     |      |    |        |     |     |     |     |          |     |  |         |                        |             |     |          |     |       |  |                      |     |        |     |        |      |          |      |        |      |         |    |                |      |          |       |       |      |         |       |        |       |
| Q1  | 2.8                    |           |     |      |    |        |     |     |     |     |          |     |  |         |                        |             |     |          |     |       |  |                      |     |        |     |        |      |          |      |        |      |         |    |                |      |          |       |       |      |         |       |        |       |
| Q2  | 2.9                    |           |     |      |    |        |     |     |     |     |          |     |  |         |                        |             |     |          |     |       |  |                      |     |        |     |        |      |          |      |        |      |         |    |                |      |          |       |       |      |         |       |        |       |
| Q3  | 3.4                    |           |     |      |    |        |     |     |     |     |          |     |  |         |                        |             |     |          |     |       |  |                      |     |        |     |        |      |          |      |        |      |         |    |                |      |          |       |       |      |         |       |        |       |
| Q4 03/04  | 2.8                    |           |     |      |    |        |     |     |     |     |          |     |  |         |                        |             |     |          |     |       |  |                      |     |        |     |        |      |          |      |        |      |         |    |                |      |          |       |       |      |         |       |        |       |
| Borough   | Days Lost per Employee |           |     |      |    |        |     |     |     |     |          |     |  |         |                        |             |     |          |     |       |  |                      |     |        |     |        |      |          |      |        |      |         |    |                |      |          |       |       |      |         |       |        |       |
| Westminster   | 8.5                    |           |     |      |    |        |     |     |     |     |          |     |  |         |                        |             |     |          |     |       |  |                      |     |        |     |        |      |          |      |        |      |         |    |                |      |          |       |       |      |         |       |        |       |
| Hounslow  | 8.6                    |           |     |      |    |        |     |     |     |     |          |     |  |         |                        |             |     |          |     |       |  |                      |     |        |     |        |      |          |      |        |      |         |    |                |      |          |       |       |      |         |       |        |       |
| K & C   | 8.7                    |           |     |      |    |        |     |     |     |     |          |     |  |         |                        |             |     |          |     |       |  |                      |     |        |     |        |      |          |      |        |      |         |    |                |      |          |       |       |      |         |       |        |       |
| Hammersmith & Fulham  | 8.8                    |           |     |      |    |        |     |     |     |     |          |     |  |         |                        |             |     |          |     |       |  |                      |     |        |     |        |      |          |      |        |      |         |    |                |      |          |       |       |      |         |       |        |       |
| Barnet  | 8.8                    |           |     |      |    |        |     |     |     |     |          |     |  |         |                        |             |     |          |     |       |  |                      |     |        |     |        |      |          |      |        |      |         |    |                |      |          |       |       |      |         |       |        |       |
| Camden  | 8.87                   |           |     |      |    |        |     |     |     |     |          |     |  |         |                        |             |     |          |     |       |  |                      |     |        |     |        |      |          |      |        |      |         |    |                |      |          |       |       |      |         |       |        |       |
| Haringey  | 9.62                   |           |     |      |    |        |     |     |     |     |          |     |  |         |                        |             |     |          |     |       |  |                      |     |        |     |        |      |          |      |        |      |         |    |                |      |          |       |       |      |         |       |        |       |
| Harrow  | 9.98                   |           |     |      |    |        |     |     |     |     |          |     |  |         |                        |             |     |          |     |       |  |                      |     |        |     |        |      |          |      |        |      |         |    |                |      |          |       |       |      |         |       |        |       |
| Croydon   | 10                     |           |     |      |    |        |     |     |     |     |          |     |  |         |                        |             |     |          |     |       |  |                      |     |        |     |        |      |          |      |        |      |         |    |                |      |          |       |       |      |         |       |        |       |
| Waltham Forest  | 10.6                   |           |     |      |    |        |     |     |     |     |          |     |  |         |                        |             |     |          |     |       |  |                      |     |        |     |        |      |          |      |        |      |         |    |                |      |          |       |       |      |         |       |        |       |
| Lewisham  | 11.21                  |           |     |      |    |        |     |     |     |     |          |     |  |         |                        |             |     |          |     |       |  |                      |     |        |     |        |      |          |      |        |      |         |    |                |      |          |       |       |      |         |       |        |       |
| Brent   | 11.4                   |           |     |      |    |        |     |     |     |     |          |     |  |         |                        |             |     |          |     |       |  |                      |     |        |     |        |      |          |      |        |      |         |    |                |      |          |       |       |      |         |       |        |       |
| Enfield   | 12.01                  |           |     |      |    |        |     |     |     |     |          |     |  |         |                        |             |     |          |     |       |  |                      |     |        |     |        |      |          |      |        |      |         |    |                |      |          |       |       |      |         |       |        |       |
| Ealing  | 12.26                  |           |     |      |    |        |     |     |     |     |          |     |  |         |                        |             |     |          |     |       |  |                      |     |        |     |        |      |          |      |        |      |         |    |                |      |          |       |       |      |         |       |        |       |

**BV 78a Average time processing new claims in days**  
**DIRECTOR DUNCAN MCLEOD**



**BV 78b Average time to process change in circumstances in days**  
**DIRECTOR DUNCAN MCLEOD**





# EDUCATION ARTS & LIBRARIES



**BV 43a The percentage of SEN statements prepared within 18 weeks excluding those requiring input from external partners**  
**DIRECTOR JOHN CHRISTIE**

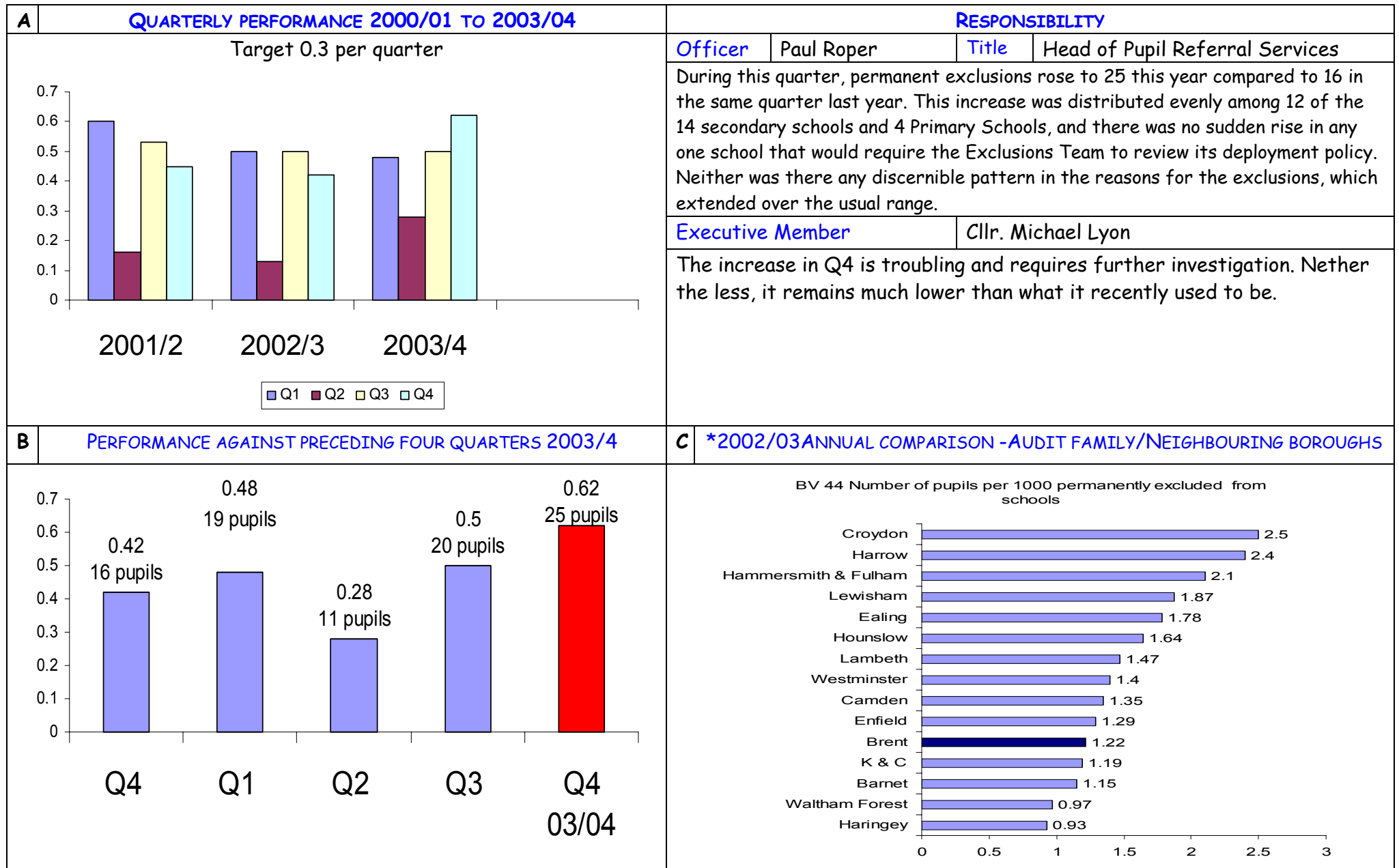
| A   | RESPONSIBILITY   |                    |  |              |  |   |  |  |  |                         |  |                    |  |   |  |  |  |
|---|--|--------------------|--|--------------|--|---|--|--|--|-------------------------|--|--------------------|--|---|--|--|--|
| <p><b>QUARTERLY PERFORMANCE 2000/01 TO 2003/04</b></p> <p>Annual Target 90.0%</p> <p>2001/2      2002/3      2003/4</p> <p>Legend: Q1 (blue), Q2 (maroon), Q3 (yellow), Q4 (cyan), Target (pink line with asterisk)</p>   | <table border="1"> <tr> <td data-bbox="1070 260 1211 331"><b>Officer</b></td> <td data-bbox="1211 260 1485 331">Janet Gay</td> <td data-bbox="1485 260 1597 331"><b>Title</b></td> <td data-bbox="1597 260 2110 331">Head of Service<br/>Achievement &amp; Inclusion</td> </tr> <tr> <td colspan="4" data-bbox="1070 331 2110 635"> <p>The strong performance in the last quarter has helped to compensate for poorer performance in the first two quarters. The poor performance of EPs in producing psychological advice on time in the first two quarters has been addressed and performance has now improved considerably. The quarter where the performance is weakest is during the summer months when schools, professionals and parents take holidays thus interrupting the flow of normal procedures. We have not met our annual target this year but we are confident that the improved performance can be sustained.</p> </td> </tr> <tr> <td colspan="2" data-bbox="1070 635 1485 683"><b>Executive Member</b></td> <td colspan="2" data-bbox="1485 635 2110 683">Cllr. Michael Lyon</td> </tr> <tr> <td colspan="4" data-bbox="1070 683 2110 906"> <p>Both Q3 and Q4 are at 90% plus, indicating an excellent standard of performance is now being maintained.</p> </td> </tr> </table> | <b>Officer</b>     | Janet Gay                                  | <b>Title</b> | Head of Service<br>Achievement & Inclusion | <p>The strong performance in the last quarter has helped to compensate for poorer performance in the first two quarters. The poor performance of EPs in producing psychological advice on time in the first two quarters has been addressed and performance has now improved considerably. The quarter where the performance is weakest is during the summer months when schools, professionals and parents take holidays thus interrupting the flow of normal procedures. We have not met our annual target this year but we are confident that the improved performance can be sustained.</p> |  |  |  | <b>Executive Member</b> |  | Cllr. Michael Lyon |  | <p>Both Q3 and Q4 are at 90% plus, indicating an excellent standard of performance is now being maintained.</p> |  |  |  |
| <b>Officer</b>  | Janet Gay  | <b>Title</b>       | Head of Service<br>Achievement & Inclusion |              |  |   |  |  |  |                         |  |                    |  |   |  |  |  |
| <p>The strong performance in the last quarter has helped to compensate for poorer performance in the first two quarters. The poor performance of EPs in producing psychological advice on time in the first two quarters has been addressed and performance has now improved considerably. The quarter where the performance is weakest is during the summer months when schools, professionals and parents take holidays thus interrupting the flow of normal procedures. We have not met our annual target this year but we are confident that the improved performance can be sustained.</p> |  |                    |  |              |  |   |  |  |  |                         |  |                    |  |   |  |  |  |
| <b>Executive Member</b>   |  | Cllr. Michael Lyon |  |              |  |   |  |  |  |                         |  |                    |  |   |  |  |  |
| <p>Both Q3 and Q4 are at 90% plus, indicating an excellent standard of performance is now being maintained.</p>   |  |                    |  |              |  |   |  |  |  |                         |  |                    |  |   |  |  |  |
| <p><b>B</b></p> <p><b>PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2003/4</b></p>  | <p><b>C</b></p> <p><b>*2002/03 ANNUAL COMPARISON - AUDIT FAMILY/NEIGHBOURING BOROUGHES</b></p>   |                    |  |              |  |   |  |  |  |                         |  |                    |  |   |  |  |  |
| <p>Q4      Q1      Q2      Q3      Q4 03/04</p>   | <p>BV 43a Percentage of statements of special educational need prepared in 18 wks excluding "exceptions"</p> <p>Westminster 100%</p> <p>Enfield 100%</p> <p>Camden 100%</p> <p>Hammersmith &amp; Fulham 99%</p> <p>Croydon 97%</p> <p>K &amp; C 96%</p> <p>Ealing 90%</p> <p>Hounslow 87.10%</p> <p>Haringey 86.32%</p> <p>Harrow 85.70%</p> <p>Brent 73%</p> <p>Barnet 64.29%</p> <p>Lambeth 57.14%</p> <p>Lewisham 51.70%</p> <p>Waltham Forest 44%</p>  |                    |  |              |  |   |  |  |  |                         |  |                    |  |   |  |  |  |

**BV 43b Percentage of ALL SENs prepared within 18 weeks**  
**DIRECTOR JOHN CHRISTIE**

|   |  |                |  |              |  |                         |                    |
|---|--|----------------|--|--------------|--|-------------------------|--------------------|
| <p><b>A</b> <b>QUARTERLY PERFORMANCE 2000/01 TO 2003/04</b></p> <p align="center">Annual Target 50.0%</p> <p align="center">2001/2      2002/3      2003/4</p> <p align="center"> <span style="color:blue">■</span> Q1    <span style="color:maroon">■</span> Q2    <span style="color:yellow">■</span> Q3    <span style="color:cyan">■</span> Q4    * Target         </p> | <p align="center"><b>RESPONSIBILITY</b></p> <table border="1"> <tr> <td><b>Officer</b></td> <td>Janet Gay</td> <td><b>Title</b></td> <td>Head of Service<br/>Achievement &amp; Inclusion</td> </tr> </table> <p>We have exceeded our annual target in this area. We are keen nevertheless to improve on our performance and to reach the level of our statistical neighbors.</p> <table border="1"> <tr> <td><b>Executive Member</b></td> <td>Cllr. Michael Lyon</td> </tr> </table> <p>The Q3 and Q4 figures mark a major improvement compared to earlier quarters.</p> | <b>Officer</b> | Janet Gay                                  | <b>Title</b> | Head of Service<br>Achievement & Inclusion | <b>Executive Member</b> | Cllr. Michael Lyon |
| <b>Officer</b>  | Janet Gay  | <b>Title</b>   | Head of Service<br>Achievement & Inclusion |              |  |                         |                    |
| <b>Executive Member</b>   | Cllr. Michael Lyon   |                |  |              |  |                         |                    |
| <p><b>B</b> <b>PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2003/4</b></p> <p align="center">Q4      Q1      Q2      Q3      Q4<br/>03/04</p>  | <p><b>C</b> <b>*2002/03 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHES</b></p> <p align="center">BV 43b Percentage of statements of special educational need prepared in 18 wks including "exceptions"</p>   |                |  |              |  |                         |                    |



**BV 44 Number of pupils permanently excluded per 1000 pupils**  
**DIRECTOR JOHN CHRISTIE**



**BV 117 The number of physical visits per 1,000 population to public library premise**  
**DIRECTOR JOHN CHRISTIE**

| <p><b>A</b> <b>QUARTERLY PERFORMANCE 2000/01 TO 2003/04</b></p> <p align="center">Annual target 8,600</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>1.45</td> <td>1.45</td> <td>1.45</td> <td>1.35</td> </tr> <tr> <td>2002/3</td> <td>1.70</td> <td>1.65</td> <td>1.55</td> <td>1.50</td> </tr> <tr> <td>2003/4</td> <td>1.75</td> <td>1.90</td> <td>1.95</td> <td>1.65</td> </tr> </tbody> </table> <p align="center">Legend: Q1 (blue), Q2 (maroon), Q3 (yellow), Q4 (cyan)</p> | Year                 | Q1                   | Q2   | Q3   | Q4   | 2001/2 | 1.45 | 1.45 | 1.45   | 1.35 | 2002/3 | 1.70   | 1.65 | 1.55 | 1.50   | 2003/4   | 1.75 | 1.90   | 1.95  | 1.65    | <p align="center"><b>RESPONSIBILITY</b></p> <table border="1"> <tr> <td><b>Officer</b></td> <td>Marianne Locke</td> <td><b>Title</b></td> <td>Head of Library Service<br/>Lifelong Learning &amp; Cultural Services</td> </tr> </table> <p>Quarterly figures for the Jan - Mar period are usually lower than other quarters, this can be partially explained due to seasonal fluctuations, such as the post Christmas and Easter periods. However, Jan - Mar 2004 shows a significant increase compared to the same period in 2003 (1.55) or 2002 (1.38). Overall, visitor figures in total rose by 10% in 2003/4 compared to the previous year.</p> <table border="1"> <tr> <td><b>Executive Member</b></td> <td>Cllr. Michael Lyon</td> </tr> </table> <p>Libraries usage continues to increase year on year. This justifies our policy of investment in longer opening hours, more new stock, and in service improvements.</p> | <b>Officer</b> | Marianne Locke | <b>Title</b> | Head of Library Service<br>Lifelong Learning & Cultural Services | <b>Executive Member</b> | Cllr. Michael Lyon |         |      |                      |      |        |      |       |      |          |      |          |      |                      |      |         |      |         |      |        |      |
|--|----------------------|----------------------|--|------|------|--------|------|------|--------|------|--------|--------|------|------|--------|----------|------|--------|---|---------|---|----------------|----------------|--------------|--|-------------------------|--------------------|---------|------|----------------------|------|--------|------|-------|------|----------|------|----------|------|----------------------|------|---------|------|---------|------|--------|------|
| Year   | Q1                   | Q2                   | Q3   | Q4   |      |        |      |      |        |      |        |        |      |      |        |          |      |        |   |         |   |                |                |              |  |                         |                    |         |      |                      |      |        |      |       |      |          |      |          |      |                      |      |         |      |         |      |        |      |
| 2001/2   | 1.45                 | 1.45                 | 1.45   | 1.35 |      |        |      |      |        |      |        |        |      |      |        |          |      |        |   |         |   |                |                |              |  |                         |                    |         |      |                      |      |        |      |       |      |          |      |          |      |                      |      |         |      |         |      |        |      |
| 2002/3   | 1.70                 | 1.65                 | 1.55   | 1.50 |      |        |      |      |        |      |        |        |      |      |        |          |      |        |   |         |   |                |                |              |  |                         |                    |         |      |                      |      |        |      |       |      |          |      |          |      |                      |      |         |      |         |      |        |      |
| 2003/4   | 1.75                 | 1.90                 | 1.95   | 1.65 |      |        |      |      |        |      |        |        |      |      |        |          |      |        |   |         |   |                |                |              |  |                         |                    |         |      |                      |      |        |      |       |      |          |      |          |      |                      |      |         |      |         |      |        |      |
| <b>Officer</b>   | Marianne Locke       | <b>Title</b>         | Head of Library Service<br>Lifelong Learning & Cultural Services |      |      |        |      |      |        |      |        |        |      |      |        |          |      |        |   |         |   |                |                |              |  |                         |                    |         |      |                      |      |        |      |       |      |          |      |          |      |                      |      |         |      |         |      |        |      |
| <b>Executive Member</b>  | Cllr. Michael Lyon   |                      |  |      |      |        |      |      |        |      |        |        |      |      |        |          |      |        |   |         |   |                |                |              |  |                         |                    |         |      |                      |      |        |      |       |      |          |      |          |      |                      |      |         |      |         |      |        |      |
| <p><b>B</b> <b>PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2003/4</b></p> <table border="1"> <caption>Performance Against Preceding Quarters 2003/4</caption> <thead> <tr> <th>Quarter</th> <th>Visits per 1,000 pop</th> <th>Total Visits</th> </tr> </thead> <tbody> <tr> <td>Q4</td> <td>1550</td> <td>407071</td> </tr> <tr> <td>Q1</td> <td>1780</td> <td>470779</td> </tr> <tr> <td>Q2</td> <td>1910</td> <td>504383</td> </tr> <tr> <td>Q3</td> <td>1960</td> <td>515944</td> </tr> <tr> <td>Q4 03/04</td> <td>1680</td> <td>442940</td> </tr> </tbody> </table>  | Quarter              | Visits per 1,000 pop | Total Visits   | Q4   | 1550 | 407071 | Q1   | 1780 | 470779 | Q2   | 1910   | 504383 | Q3   | 1960 | 515944 | Q4 03/04 | 1680 | 442940 | <p><b>C</b> <b>*2002/03 ANNUAL COMPARISON - AUDIT FAMILY/NEIGHBOURING BOROUGHES</b></p> <table border="1"> <caption>2002/03 Annual Comparison - Neighboring Boroughs</caption> <thead> <tr> <th>Borough</th> <th>Visits per 1,000 pop</th> </tr> </thead> <tbody> <tr> <td>Westminster</td> <td>16920</td> </tr> <tr> <td>Camden</td> <td>10220</td> </tr> <tr> <td>Barnet</td> <td>8580</td> </tr> <tr> <td>Croydon</td> <td>8020</td> </tr> <tr> <td>Kensington &amp; Chelsea</td> <td>7800</td> </tr> <tr> <td>Harrow</td> <td>6770</td> </tr> <tr> <td>Brent</td> <td>6500</td> </tr> <tr> <td>Haringey</td> <td>5870</td> </tr> <tr> <td>Lewisham</td> <td>5730</td> </tr> <tr> <td>Hammersmith &amp; Fulham</td> <td>5680</td> </tr> <tr> <td>Enfield</td> <td>5630</td> </tr> <tr> <td>Lambeth</td> <td>4110</td> </tr> <tr> <td>Ealing</td> <td>3910</td> </tr> </tbody> </table> | Borough | Visits per 1,000 pop  | Westminster    | 16920          | Camden       | 10220  | Barnet                  | 8580               | Croydon | 8020 | Kensington & Chelsea | 7800 | Harrow | 6770 | Brent | 6500 | Haringey | 5870 | Lewisham | 5730 | Hammersmith & Fulham | 5680 | Enfield | 5630 | Lambeth | 4110 | Ealing | 3910 |
| Quarter  | Visits per 1,000 pop | Total Visits         |  |      |      |        |      |      |        |      |        |        |      |      |        |          |      |        |   |         |   |                |                |              |  |                         |                    |         |      |                      |      |        |      |       |      |          |      |          |      |                      |      |         |      |         |      |        |      |
| Q4   | 1550                 | 407071               |  |      |      |        |      |      |        |      |        |        |      |      |        |          |      |        |   |         |   |                |                |              |  |                         |                    |         |      |                      |      |        |      |       |      |          |      |          |      |                      |      |         |      |         |      |        |      |
| Q1   | 1780                 | 470779               |  |      |      |        |      |      |        |      |        |        |      |      |        |          |      |        |   |         |   |                |                |              |  |                         |                    |         |      |                      |      |        |      |       |      |          |      |          |      |                      |      |         |      |         |      |        |      |
| Q2   | 1910                 | 504383               |  |      |      |        |      |      |        |      |        |        |      |      |        |          |      |        |   |         |   |                |                |              |  |                         |                    |         |      |                      |      |        |      |       |      |          |      |          |      |                      |      |         |      |         |      |        |      |
| Q3   | 1960                 | 515944               |  |      |      |        |      |      |        |      |        |        |      |      |        |          |      |        |   |         |   |                |                |              |  |                         |                    |         |      |                      |      |        |      |       |      |          |      |          |      |                      |      |         |      |         |      |        |      |
| Q4 03/04   | 1680                 | 442940               |  |      |      |        |      |      |        |      |        |        |      |      |        |          |      |        |   |         |   |                |                |              |  |                         |                    |         |      |                      |      |        |      |       |      |          |      |          |      |                      |      |         |      |         |      |        |      |
| Borough  | Visits per 1,000 pop |                      |  |      |      |        |      |      |        |      |        |        |      |      |        |          |      |        |   |         |   |                |                |              |  |                         |                    |         |      |                      |      |        |      |       |      |          |      |          |      |                      |      |         |      |         |      |        |      |
| Westminster  | 16920                |                      |  |      |      |        |      |      |        |      |        |        |      |      |        |          |      |        |   |         |   |                |                |              |  |                         |                    |         |      |                      |      |        |      |       |      |          |      |          |      |                      |      |         |      |         |      |        |      |
| Camden   | 10220                |                      |  |      |      |        |      |      |        |      |        |        |      |      |        |          |      |        |   |         |   |                |                |              |  |                         |                    |         |      |                      |      |        |      |       |      |          |      |          |      |                      |      |         |      |         |      |        |      |
| Barnet   | 8580                 |                      |  |      |      |        |      |      |        |      |        |        |      |      |        |          |      |        |   |         |   |                |                |              |  |                         |                    |         |      |                      |      |        |      |       |      |          |      |          |      |                      |      |         |      |         |      |        |      |
| Croydon  | 8020                 |                      |  |      |      |        |      |      |        |      |        |        |      |      |        |          |      |        |   |         |   |                |                |              |  |                         |                    |         |      |                      |      |        |      |       |      |          |      |          |      |                      |      |         |      |         |      |        |      |
| Kensington & Chelsea   | 7800                 |                      |  |      |      |        |      |      |        |      |        |        |      |      |        |          |      |        |   |         |   |                |                |              |  |                         |                    |         |      |                      |      |        |      |       |      |          |      |          |      |                      |      |         |      |         |      |        |      |
| Harrow   | 6770                 |                      |  |      |      |        |      |      |        |      |        |        |      |      |        |          |      |        |   |         |   |                |                |              |  |                         |                    |         |      |                      |      |        |      |       |      |          |      |          |      |                      |      |         |      |         |      |        |      |
| Brent  | 6500                 |                      |  |      |      |        |      |      |        |      |        |        |      |      |        |          |      |        |   |         |   |                |                |              |  |                         |                    |         |      |                      |      |        |      |       |      |          |      |          |      |                      |      |         |      |         |      |        |      |
| Haringey   | 5870                 |                      |  |      |      |        |      |      |        |      |        |        |      |      |        |          |      |        |   |         |   |                |                |              |  |                         |                    |         |      |                      |      |        |      |       |      |          |      |          |      |                      |      |         |      |         |      |        |      |
| Lewisham   | 5730                 |                      |  |      |      |        |      |      |        |      |        |        |      |      |        |          |      |        |   |         |   |                |                |              |  |                         |                    |         |      |                      |      |        |      |       |      |          |      |          |      |                      |      |         |      |         |      |        |      |
| Hammersmith & Fulham   | 5680                 |                      |  |      |      |        |      |      |        |      |        |        |      |      |        |          |      |        |   |         |   |                |                |              |  |                         |                    |         |      |                      |      |        |      |       |      |          |      |          |      |                      |      |         |      |         |      |        |      |
| Enfield  | 5630                 |                      |  |      |      |        |      |      |        |      |        |        |      |      |        |          |      |        |   |         |   |                |                |              |  |                         |                    |         |      |                      |      |        |      |       |      |          |      |          |      |                      |      |         |      |         |      |        |      |
| Lambeth  | 4110                 |                      |  |      |      |        |      |      |        |      |        |        |      |      |        |          |      |        |   |         |   |                |                |              |  |                         |                    |         |      |                      |      |        |      |       |      |          |      |          |      |                      |      |         |      |         |      |        |      |
| Ealing   | 3910                 |                      |  |      |      |        |      |      |        |      |        |        |      |      |        |          |      |        |   |         |   |                |                |              |  |                         |                    |         |      |                      |      |        |      |       |      |          |      |          |      |                      |      |         |      |         |      |        |      |

**VS 502 Pupil attendance figures**  
**DIRECTOR JOHN CHRISTIE**

| A   | QUARTERLY PERFORMANCE 2000/01 TO 2003/04  |                         |                       | RESPONSIBILITY                                    |  |                |  |
|---|---|-------------------------|-----------------------|---|--|----------------|--|
| Annual Target<br><br>New indicator no historic data currently available | Officer   |                         |                       | Jonathan Braham                                   | Title  |                | Service Manager<br>Achievement & Inclusion |
|   | Both the primary and secondary attendance rates for the Autumn Term are satisfactory. Primary attendance of 92.8% is just below the full year's figure of 93.6% achieved in 2002-2003. Secondary attendance of 93.4% is much better than the full year's figure of 91.7% achieved in 2002-2003. |                         |                       |   |  |                |  |
|   | Executive Member  |                         |                       | Cllr. Michael Lyon                                |  |                |  |
|   | .   |                         |                       |   |  |                |  |
| B   | PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2003/4  |                         |                       | C   | *2002/03 ANNUAL COMPARISON - AUDIT FAMILY/NEIGHBOURING BOROUGHES |                |  |
|   |   |                         |                       | <b>PERCENTAGE RATE OF ATTENDANCE IN 2002/2003</b> |  |                |  |
|   |   |                         |                       | <b>LEA's</b>                                      | PRIMARY<br>%   | SECONDARY<br>% | OVERALL<br>%                               |
| <b>Term</b>   | PRIMARY<br>Attendance   | SECONDARY<br>Attendance | OVERALL<br>Attendance |   | Attendance   | Attendance     | Attendance                                 |
| Autumn 2003   | 92.8%   | 93.5%                   | 93.15%                | Barnet  | 94.21  | 92.64          | 93.43                                      |
| Spring 2004   | 93.58%  | 92.56%                  | 93.07%                | Harrow  | 93.96  | 92.32          | 93.14                                      |
|   |   |                         |                       | Ealing  | 93.94  | 91.97          | 92.96                                      |
|   |   |                         |                       | Hounslow  | 93.58  | 92.24          | 92.91                                      |
|   |   |                         |                       | Westminster,                                      | 93.78  | 91.87          | 92.83                                      |
|   |   |                         |                       | Lambeth   | 93.45  | 92.18          | 92.82                                      |
|   |   |                         |                       | <b>Brent</b>                                      | <b>93.77</b>   | <b>91.71</b>   | <b>92.74</b>                               |
|   |   |                         |                       | Lewisham  | 93.41  | 91.27          | 92.34                                      |
|   |   |                         |                       | Croydon   | 93.41  | 91.09          | 92.25                                      |
|   |   |                         |                       | Enfield   | 93.44  | 91.05          | 92.25                                      |
|   |   |                         |                       | Hammersmith and Fulham                            | 93.08  | 91.06          | 92.07                                      |
|   |   |                         |                       | Haringey  | 92.66  | 90.31          | 91.49                                      |
|   |   |                         |                       | Camden  | 92.46  | 90.45          | 91.46                                      |
|   |   |                         |                       | ENGLAND   | 94.19  | 91.72          | 92.96                                      |

**VS 503 Percentage of young people (13 – 19 years) reached by Youth Service**  
**DIRECTOR JOHN CHRISTIE**

| <b>A</b> <b>QUARTERLY PERFORMANCE 2000/01 TO 2003/04</b>  | <b>RESPONSIBILITY</b>  |       |                    |      |    |        |     |      |     |      |          |      |  |     |     |        |     |     |     |     |                |                        |              |   |
|---|--|-------|--------------------|------|----|--------|-----|------|-----|------|----------|------|--|-----|-----|--------|-----|-----|-----|-----|----------------|------------------------|--------------|---|
| <p align="center">Annual Target 25% by 2006</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>6.8</td> <td>7.8</td> <td>7.0</td> <td>7.0</td> </tr> <tr> <td>2002/3</td> <td>7.0</td> <td>12.5</td> <td>8.5</td> <td>7.0</td> </tr> <tr> <td>2003/4</td> <td>7.0</td> <td>6.8</td> <td>7.5</td> <td>4.5</td> </tr> </tbody> </table> <p align="center">Legend: Q1 (blue), Q2 (maroon), Q3 (yellow), Q4 (cyan), * Target (purple asterisk)</p> | Year   | Q1    | Q2                 | Q3   | Q4 | 2001/2 | 6.8 | 7.8  | 7.0 | 7.0  | 2002/3   | 7.0  | 12.5   | 8.5 | 7.0 | 2003/4 | 7.0 | 6.8 | 7.5 | 4.5 | <b>Officer</b> | Elizabeth Rand-Greaves | <b>Title</b> | Head of Yth Vol Sec Sup Serv<br>Lifelong Learning & Cultural Services |
| Year  | Q1   | Q2    | Q3                 | Q4   |    |        |     |      |     |      |          |      |  |     |     |        |     |     |     |     |                |                        |              |   |
| 2001/2  | 6.8  | 7.8   | 7.0                | 7.0  |    |        |     |      |     |      |          |      |  |     |     |        |     |     |     |     |                |                        |              |   |
| 2002/3  | 7.0  | 12.5  | 8.5                | 7.0  |    |        |     |      |     |      |          |      |  |     |     |        |     |     |     |     |                |                        |              |   |
| 2003/4  | 7.0  | 6.8   | 7.5                | 4.5  |    |        |     |      |     |      |          |      |  |     |     |        |     |     |     |     |                |                        |              |   |
|   | <p>The Current quarter was submitted without returns from the following projects and clubs Roundwood club, Gladstone Centre, Marion Centre and Positive Activities for young people. These late returns will be added to our year end outturn figures. A new data base collection system has been introduced for collecting figures for Positive Activities for Young People project. As part of the Best Value review recommendations it is envisaged that one system for collecting data will be installed for all projects/clubs. Discussions are currently taking place with Connexions and National Youth Agency.</p> |       |                    |      |    |        |     |      |     |      |          |      |  |     |     |        |     |     |     |     |                |                        |              |   |
|   | <b>Executive Member</b>  |       | Cllr. Michael Lyon |      |    |        |     |      |     |      |          |      |  |     |     |        |     |     |     |     |                |                        |              |   |
|   | <p>The incomplete Q4 figures point out the need for better monitoring of the impact of out youth service. This has been acknowledged by the Best Value Review of Youth services.</p>   |       |                    |      |    |        |     |      |     |      |          |      |  |     |     |        |     |     |     |     |                |                        |              |   |
| <b>B</b> <b>PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2003/4</b>  | <b>C</b> <b>*2002/03 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHs</b>   |       |                    |      |    |        |     |      |     |      |          |      |  |     |     |        |     |     |     |     |                |                        |              |   |
| <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>Q4</td> <td>7.14</td> </tr> <tr> <td>Q1</td> <td>7.14</td> </tr> <tr> <td>Q2</td> <td>6.74</td> </tr> <tr> <td>Q3</td> <td>7.56</td> </tr> <tr> <td>Q4 03/04</td> <td>4.53</td> </tr> </tbody> </table>   | Quarter  | Value | Q4                 | 7.14 | Q1 | 7.14   | Q2  | 6.74 | Q3  | 7.56 | Q4 03/04 | 4.53 | <p align="center">No comparison data available</p> |     |     |        |     |     |     |     |                |                        |              |   |
| Quarter   | Value  |       |                    |      |    |        |     |      |     |      |          |      |  |     |     |        |     |     |     |     |                |                        |              |   |
| Q4  | 7.14   |       |                    |      |    |        |     |      |     |      |          |      |  |     |     |        |     |     |     |     |                |                        |              |   |
| Q1  | 7.14   |       |                    |      |    |        |     |      |     |      |          |      |  |     |     |        |     |     |     |     |                |                        |              |   |
| Q2  | 6.74   |       |                    |      |    |        |     |      |     |      |          |      |  |     |     |        |     |     |     |     |                |                        |              |   |
| Q3  | 7.56   |       |                    |      |    |        |     |      |     |      |          |      |  |     |     |        |     |     |     |     |                |                        |              |   |
| Q4 03/04  | 4.53   |       |                    |      |    |        |     |      |     |      |          |      |  |     |     |        |     |     |     |     |                |                        |              |   |

# ENVIRONMENTAL SERVICES

**BV 82a\* Percentage of household waste recycled (\*now includes composting tonnage)**

**DIRECTOR RICHARD SAUNDERS**

| <p><b>A</b> <b>QUARTERLY PERFORMANCE 2000/01 TO 2003/04</b></p> <p>Annual Target 8.0%</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>6.2</td> <td>5.8</td> <td>5.8</td> <td>6.8</td> </tr> <tr> <td>2002/3</td> <td>6.5</td> <td>6.5</td> <td>6.8</td> <td>7.5</td> </tr> <tr> <td>2003/4</td> <td>6.5</td> <td>7.0</td> <td>7.5</td> <td>9.3</td> </tr> </tbody> </table> <p>Legend: Q1 (blue), Q2 (maroon), Q3 (yellow), Q4 (cyan), * Target (purple line)</p> | Year                | Q1           | Q2   | Q3    | Q4 | 2001/2 | 6.2 | 5.8   | 5.8 | 6.8  | 2002/3   | 6.5  | 6.5   | 6.8     | 7.5                 | 2003/4 | 6.5    | 7.0      | 7.5    | 9.3         | <p><b>RESPONSIBILITY</b></p> <table border="1"> <tr> <td><b>Officer</b></td> <td>Chris Whyte</td> <td><b>Title</b></td> <td>Senior Waste Reduction Officer<br/>StreetCare</td> </tr> </table> <p>Performance has exceeded the annual target at 8.6%. Performance has improved over the previous year due to the inclusion of fridge figures from the disposal authority and the inclusion of the annual parks composting tonnage and the introduction of garden waste collections from 15,000 properties for the first time. The government target for Brent was 10% by 2003/04 and 18% by 2005/06.</p> <table border="1"> <tr> <td><b>Executive Member</b></td> <td>Cllr. Lesley Jones</td> </tr> </table> <p>No comment - apart from pleasure that the target has been exceeded</p> | <b>Officer</b> | Chris Whyte | <b>Title</b> | Senior Waste Reduction Officer<br>StreetCare | <b>Executive Member</b> | Cllr. Lesley Jones |        |       |        |       |                      |       |         |       |                |       |          |       |       |       |          |       |
|---|---------------------|--------------|--|-------|----|--------|-----|-------|-----|------|----------|------|---|---------|---------------------|--------|--------|----------|--------|-------------|---|----------------|-------------|--------------|--|-------------------------|--------------------|--------|-------|--------|-------|----------------------|-------|---------|-------|----------------|-------|----------|-------|-------|-------|----------|-------|
| Year  | Q1                  | Q2           | Q3   | Q4    |    |        |     |       |     |      |          |      |   |         |                     |        |        |          |        |             |   |                |             |              |  |                         |                    |        |       |        |       |                      |       |         |       |                |       |          |       |       |       |          |       |
| 2001/2  | 6.2                 | 5.8          | 5.8  | 6.8   |    |        |     |       |     |      |          |      |   |         |                     |        |        |          |        |             |   |                |             |              |  |                         |                    |        |       |        |       |                      |       |         |       |                |       |          |       |       |       |          |       |
| 2002/3  | 6.5                 | 6.5          | 6.8  | 7.5   |    |        |     |       |     |      |          |      |   |         |                     |        |        |          |        |             |   |                |             |              |  |                         |                    |        |       |        |       |                      |       |         |       |                |       |          |       |       |       |          |       |
| 2003/4  | 6.5                 | 7.0          | 7.5  | 9.3   |    |        |     |       |     |      |          |      |   |         |                     |        |        |          |        |             |   |                |             |              |  |                         |                    |        |       |        |       |                      |       |         |       |                |       |          |       |       |       |          |       |
| <b>Officer</b>  | Chris Whyte         | <b>Title</b> | Senior Waste Reduction Officer<br>StreetCare |       |    |        |     |       |     |      |          |      |   |         |                     |        |        |          |        |             |   |                |             |              |  |                         |                    |        |       |        |       |                      |       |         |       |                |       |          |       |       |       |          |       |
| <b>Executive Member</b>   | Cllr. Lesley Jones  |              |  |       |    |        |     |       |     |      |          |      |   |         |                     |        |        |          |        |             |   |                |             |              |  |                         |                    |        |       |        |       |                      |       |         |       |                |       |          |       |       |       |          |       |
| <p><b>B</b> <b>PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2003/4</b></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>Q4</td> <td>7.49%</td> </tr> <tr> <td>Q1</td> <td>6.44%</td> </tr> <tr> <td>Q2</td> <td>6.85%</td> </tr> <tr> <td>Q3</td> <td>7.5%</td> </tr> <tr> <td>Q4 03/04</td> <td>9.3%</td> </tr> </tbody> </table>  | Quarter             | Percentage   | Q4   | 7.49% | Q1 | 6.44%  | Q2  | 6.85% | Q3  | 7.5% | Q4 03/04 | 9.3% | <p><b>C</b> <b>*2002/03 ANNUAL COMPARISON - AUDIT FAMILY/NEIGHBOURING BOROUGHES</b></p> <p>BV 82a Household waste - percentage recycled</p> <table border="1"> <caption>Annual Comparison - Audit Family/Neighbouring Boroughs (2002/03)</caption> <thead> <tr> <th>Borough</th> <th>Percentage Recycled</th> </tr> </thead> <tbody> <tr> <td>Camden</td> <td>13.70%</td> </tr> <tr> <td>Hounslow</td> <td>13.00%</td> </tr> <tr> <td>Westminster</td> <td>11.50%</td> </tr> <tr> <td>Croydon</td> <td>11.50%</td> </tr> <tr> <td>Barnet</td> <td>10.78%</td> </tr> <tr> <td>Lambeth</td> <td>10.58%</td> </tr> <tr> <td>Harrow</td> <td>9.40%</td> </tr> <tr> <td>Ealing</td> <td>9.26%</td> </tr> <tr> <td>Hammersmith &amp; Fulham</td> <td>8.46%</td> </tr> <tr> <td>Enfield</td> <td>8.00%</td> </tr> <tr> <td>Waltham Forest</td> <td>7.40%</td> </tr> <tr> <td>Lewisham</td> <td>7.00%</td> </tr> <tr> <td>Brent</td> <td>6.64%</td> </tr> <tr> <td>Haringey</td> <td>4.44%</td> </tr> </tbody> </table> | Borough | Percentage Recycled | Camden | 13.70% | Hounslow | 13.00% | Westminster | 11.50%  | Croydon        | 11.50%      | Barnet       | 10.78%                                       | Lambeth                 | 10.58%             | Harrow | 9.40% | Ealing | 9.26% | Hammersmith & Fulham | 8.46% | Enfield | 8.00% | Waltham Forest | 7.40% | Lewisham | 7.00% | Brent | 6.64% | Haringey | 4.44% |
| Quarter   | Percentage          |              |  |       |    |        |     |       |     |      |          |      |   |         |                     |        |        |          |        |             |   |                |             |              |  |                         |                    |        |       |        |       |                      |       |         |       |                |       |          |       |       |       |          |       |
| Q4  | 7.49%               |              |  |       |    |        |     |       |     |      |          |      |   |         |                     |        |        |          |        |             |   |                |             |              |  |                         |                    |        |       |        |       |                      |       |         |       |                |       |          |       |       |       |          |       |
| Q1  | 6.44%               |              |  |       |    |        |     |       |     |      |          |      |   |         |                     |        |        |          |        |             |   |                |             |              |  |                         |                    |        |       |        |       |                      |       |         |       |                |       |          |       |       |       |          |       |
| Q2  | 6.85%               |              |  |       |    |        |     |       |     |      |          |      |   |         |                     |        |        |          |        |             |   |                |             |              |  |                         |                    |        |       |        |       |                      |       |         |       |                |       |          |       |       |       |          |       |
| Q3  | 7.5%                |              |  |       |    |        |     |       |     |      |          |      |   |         |                     |        |        |          |        |             |   |                |             |              |  |                         |                    |        |       |        |       |                      |       |         |       |                |       |          |       |       |       |          |       |
| Q4 03/04  | 9.3%                |              |  |       |    |        |     |       |     |      |          |      |   |         |                     |        |        |          |        |             |   |                |             |              |  |                         |                    |        |       |        |       |                      |       |         |       |                |       |          |       |       |       |          |       |
| Borough   | Percentage Recycled |              |  |       |    |        |     |       |     |      |          |      |   |         |                     |        |        |          |        |             |   |                |             |              |  |                         |                    |        |       |        |       |                      |       |         |       |                |       |          |       |       |       |          |       |
| Camden  | 13.70%              |              |  |       |    |        |     |       |     |      |          |      |   |         |                     |        |        |          |        |             |   |                |             |              |  |                         |                    |        |       |        |       |                      |       |         |       |                |       |          |       |       |       |          |       |
| Hounslow  | 13.00%              |              |  |       |    |        |     |       |     |      |          |      |   |         |                     |        |        |          |        |             |   |                |             |              |  |                         |                    |        |       |        |       |                      |       |         |       |                |       |          |       |       |       |          |       |
| Westminster   | 11.50%              |              |  |       |    |        |     |       |     |      |          |      |   |         |                     |        |        |          |        |             |   |                |             |              |  |                         |                    |        |       |        |       |                      |       |         |       |                |       |          |       |       |       |          |       |
| Croydon   | 11.50%              |              |  |       |    |        |     |       |     |      |          |      |   |         |                     |        |        |          |        |             |   |                |             |              |  |                         |                    |        |       |        |       |                      |       |         |       |                |       |          |       |       |       |          |       |
| Barnet  | 10.78%              |              |  |       |    |        |     |       |     |      |          |      |   |         |                     |        |        |          |        |             |   |                |             |              |  |                         |                    |        |       |        |       |                      |       |         |       |                |       |          |       |       |       |          |       |
| Lambeth   | 10.58%              |              |  |       |    |        |     |       |     |      |          |      |   |         |                     |        |        |          |        |             |   |                |             |              |  |                         |                    |        |       |        |       |                      |       |         |       |                |       |          |       |       |       |          |       |
| Harrow  | 9.40%               |              |  |       |    |        |     |       |     |      |          |      |   |         |                     |        |        |          |        |             |   |                |             |              |  |                         |                    |        |       |        |       |                      |       |         |       |                |       |          |       |       |       |          |       |
| Ealing  | 9.26%               |              |  |       |    |        |     |       |     |      |          |      |   |         |                     |        |        |          |        |             |   |                |             |              |  |                         |                    |        |       |        |       |                      |       |         |       |                |       |          |       |       |       |          |       |
| Hammersmith & Fulham  | 8.46%               |              |  |       |    |        |     |       |     |      |          |      |   |         |                     |        |        |          |        |             |   |                |             |              |  |                         |                    |        |       |        |       |                      |       |         |       |                |       |          |       |       |       |          |       |
| Enfield   | 8.00%               |              |  |       |    |        |     |       |     |      |          |      |   |         |                     |        |        |          |        |             |   |                |             |              |  |                         |                    |        |       |        |       |                      |       |         |       |                |       |          |       |       |       |          |       |
| Waltham Forest  | 7.40%               |              |  |       |    |        |     |       |     |      |          |      |   |         |                     |        |        |          |        |             |   |                |             |              |  |                         |                    |        |       |        |       |                      |       |         |       |                |       |          |       |       |       |          |       |
| Lewisham  | 7.00%               |              |  |       |    |        |     |       |     |      |          |      |   |         |                     |        |        |          |        |             |   |                |             |              |  |                         |                    |        |       |        |       |                      |       |         |       |                |       |          |       |       |       |          |       |
| Brent   | 6.64%               |              |  |       |    |        |     |       |     |      |          |      |   |         |                     |        |        |          |        |             |   |                |             |              |  |                         |                    |        |       |        |       |                      |       |         |       |                |       |          |       |       |       |          |       |
| Haringey  | 4.44%               |              |  |       |    |        |     |       |     |      |          |      |   |         |                     |        |        |          |        |             |   |                |             |              |  |                         |                    |        |       |        |       |                      |       |         |       |                |       |          |       |       |       |          |       |

**BV 99i Road accident casualties: number of people killed or seriously injured per 100,000 population**

**DIRECTOR RICHARD SAUNDERS**

| A   | B                      | C            |  |       |    |        |    |       |    |       |        |       |  |         |                        |             |        |        |     |         |   |                |              |              |  |                         |                    |                      |       |                |    |         |       |         |      |        |      |       |       |        |       |        |       |
|---|------------------------|--------------|--|-------|----|--------|----|-------|----|-------|--------|-------|--|---------|------------------------|-------------|--------|--------|-----|---------|---|----------------|--------------|--------------|--|-------------------------|--------------------|----------------------|-------|----------------|----|---------|-------|---------|------|--------|------|-------|-------|--------|-------|--------|-------|
| <p><b>QUARTERLY PERFORMANCE 2000/01 TO 2003/04</b></p> <p>Annual Target 83.80</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>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>71</td> <td>71</td> <td>71</td> <td>71</td> </tr> </tbody> </table> <p>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      | 71     | 71     | 71  | 71      | <p><b>RESPONSIBILITY</b></p> <table border="1"> <tr> <td><b>Officer</b></td> <td>Nanji Bhudia</td> <td><b>Title</b></td> <td>Prin Eng Accident Analysis Transportation Unit</td> </tr> </table> <p>The figures for this indicator are not produced by Brent but by the London Accident Analysis Unit and are measured annually and 15 months retrospectively by the London Accident Analysis Unit. As per the Audit Commission (who set the guidelines), the LAU carries out the comparisons and their figures are based on the previous fifteen months prior to the 31<sup>st</sup> March of each year. Performance shows that the target has been exceeded for the year 2003/04 for both categories of casualties</p> <table border="1"> <tr> <td><b>Executive Member</b></td> <td>Cllr. Lesley Jones</td> </tr> </table> <p>No comment</p> | <b>Officer</b> | Nanji Bhudia | <b>Title</b> | Prin Eng Accident Analysis Transportation Unit | <b>Executive Member</b> | Cllr. Lesley Jones |                      |       |                |    |         |       |         |      |        |      |       |       |        |       |        |       |
| Year  | Q1                     | Q2           | Q3   | Q4    |    |        |    |       |    |       |        |       |  |         |                        |             |        |        |     |         |   |                |              |              |  |                         |                    |                      |       |                |    |         |       |         |      |        |      |       |       |        |       |        |       |
| 2001/2  | 83                     | 83           | 83   | 83    |    |        |    |       |    |       |        |       |  |         |                        |             |        |        |     |         |   |                |              |              |  |                         |                    |                      |       |                |    |         |       |         |      |        |      |       |       |        |       |        |       |
| 2002/3  | 72                     | 72           | 72   | 72    |    |        |    |       |    |       |        |       |  |         |                        |             |        |        |     |         |   |                |              |              |  |                         |                    |                      |       |                |    |         |       |         |      |        |      |       |       |        |       |        |       |
| 2003/4  | 71                     | 71           | 71   | 71    |    |        |    |       |    |       |        |       |  |         |                        |             |        |        |     |         |   |                |              |              |  |                         |                    |                      |       |                |    |         |       |         |      |        |      |       |       |        |       |        |       |
| <b>Officer</b>  | Nanji Bhudia           | <b>Title</b> | Prin Eng Accident Analysis Transportation Unit |       |    |        |    |       |    |       |        |       |  |         |                        |             |        |        |     |         |   |                |              |              |  |                         |                    |                      |       |                |    |         |       |         |      |        |      |       |       |        |       |        |       |
| <b>Executive Member</b>   | Cllr. Lesley Jones     |              |  |       |    |        |    |       |    |       |        |       |  |         |                        |             |        |        |     |         |   |                |              |              |  |                         |                    |                      |       |                |    |         |       |         |      |        |      |       |       |        |       |        |       |
| <p><b>PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2003/4</b></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>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</td> <td>71.07</td> </tr> <tr> <td>Q3</td> <td>71.07</td> </tr> </tbody> </table>  | Quarter                | Value        | Q3   | 73.03 | Q4 | 73.03  | Q1 | 71.07 | Q2 | 71.07 | Q3     | 71.07 | <p><b>*2002/03 ANNUAL COMPARISON - AUDIT FAMILY/NEIGHBOURING BOROUGHES</b></p> <p>BV 99 total of road casualties per 100,000 population killed/serious injury</p> <table border="1"> <caption>BV 99 Total Road Casualties per 100,000 Population (2002/03)</caption> <thead> <tr> <th>Borough</th> <th>Casualties per 100,000</th> </tr> </thead> <tbody> <tr> <td>Westminster</td> <td>206.04</td> </tr> <tr> <td>Camden</td> <td>114</td> </tr> <tr> <td>Lambeth</td> <td>97.83</td> </tr> <tr> <td>Haringey</td> <td>89.95</td> </tr> <tr> <td>Hounslow</td> <td>89.1</td> </tr> <tr> <td>Lewisham</td> <td>88.9</td> </tr> <tr> <td>Hammersmith &amp; Fulham</td> <td>88.82</td> </tr> <tr> <td>Waltham Forest</td> <td>88</td> </tr> <tr> <td>Enfield</td> <td>86.39</td> </tr> <tr> <td>Croydon</td> <td>79.6</td> </tr> <tr> <td>Barnet</td> <td>78.2</td> </tr> <tr> <td>Brent</td> <td>73.02</td> </tr> <tr> <td>Ealing</td> <td>72.37</td> </tr> <tr> <td>Harrow</td> <td>50.48</td> </tr> </tbody> </table> | Borough | Casualties per 100,000 | Westminster | 206.04 | Camden | 114 | Lambeth | 97.83   | Haringey       | 89.95        | Hounslow     | 89.1   | Lewisham                | 88.9               | Hammersmith & Fulham | 88.82 | Waltham Forest | 88 | Enfield | 86.39 | Croydon | 79.6 | Barnet | 78.2 | Brent | 73.02 | Ealing | 72.37 | Harrow | 50.48 |
| Quarter   | Value                  |              |  |       |    |        |    |       |    |       |        |       |  |         |                        |             |        |        |     |         |   |                |              |              |  |                         |                    |                      |       |                |    |         |       |         |      |        |      |       |       |        |       |        |       |
| Q3  | 73.03                  |              |  |       |    |        |    |       |    |       |        |       |  |         |                        |             |        |        |     |         |   |                |              |              |  |                         |                    |                      |       |                |    |         |       |         |      |        |      |       |       |        |       |        |       |
| Q4  | 73.03                  |              |  |       |    |        |    |       |    |       |        |       |  |         |                        |             |        |        |     |         |   |                |              |              |  |                         |                    |                      |       |                |    |         |       |         |      |        |      |       |       |        |       |        |       |
| Q1  | 71.07                  |              |  |       |    |        |    |       |    |       |        |       |  |         |                        |             |        |        |     |         |   |                |              |              |  |                         |                    |                      |       |                |    |         |       |         |      |        |      |       |       |        |       |        |       |
| Q2  | 71.07                  |              |  |       |    |        |    |       |    |       |        |       |  |         |                        |             |        |        |     |         |   |                |              |              |  |                         |                    |                      |       |                |    |         |       |         |      |        |      |       |       |        |       |        |       |
| Q3  | 71.07                  |              |  |       |    |        |    |       |    |       |        |       |  |         |                        |             |        |        |     |         |   |                |              |              |  |                         |                    |                      |       |                |    |         |       |         |      |        |      |       |       |        |       |        |       |
| Borough   | Casualties per 100,000 |              |  |       |    |        |    |       |    |       |        |       |  |         |                        |             |        |        |     |         |   |                |              |              |  |                         |                    |                      |       |                |    |         |       |         |      |        |      |       |       |        |       |        |       |
| Westminster   | 206.04                 |              |  |       |    |        |    |       |    |       |        |       |  |         |                        |             |        |        |     |         |   |                |              |              |  |                         |                    |                      |       |                |    |         |       |         |      |        |      |       |       |        |       |        |       |
| Camden  | 114                    |              |  |       |    |        |    |       |    |       |        |       |  |         |                        |             |        |        |     |         |   |                |              |              |  |                         |                    |                      |       |                |    |         |       |         |      |        |      |       |       |        |       |        |       |
| Lambeth   | 97.83                  |              |  |       |    |        |    |       |    |       |        |       |  |         |                        |             |        |        |     |         |   |                |              |              |  |                         |                    |                      |       |                |    |         |       |         |      |        |      |       |       |        |       |        |       |
| Haringey  | 89.95                  |              |  |       |    |        |    |       |    |       |        |       |  |         |                        |             |        |        |     |         |   |                |              |              |  |                         |                    |                      |       |                |    |         |       |         |      |        |      |       |       |        |       |        |       |
| Hounslow  | 89.1                   |              |  |       |    |        |    |       |    |       |        |       |  |         |                        |             |        |        |     |         |   |                |              |              |  |                         |                    |                      |       |                |    |         |       |         |      |        |      |       |       |        |       |        |       |
| Lewisham  | 88.9                   |              |  |       |    |        |    |       |    |       |        |       |  |         |                        |             |        |        |     |         |   |                |              |              |  |                         |                    |                      |       |                |    |         |       |         |      |        |      |       |       |        |       |        |       |
| Hammersmith & Fulham  | 88.82                  |              |  |       |    |        |    |       |    |       |        |       |  |         |                        |             |        |        |     |         |   |                |              |              |  |                         |                    |                      |       |                |    |         |       |         |      |        |      |       |       |        |       |        |       |
| Waltham Forest  | 88                     |              |  |       |    |        |    |       |    |       |        |       |  |         |                        |             |        |        |     |         |   |                |              |              |  |                         |                    |                      |       |                |    |         |       |         |      |        |      |       |       |        |       |        |       |
| Enfield   | 86.39                  |              |  |       |    |        |    |       |    |       |        |       |  |         |                        |             |        |        |     |         |   |                |              |              |  |                         |                    |                      |       |                |    |         |       |         |      |        |      |       |       |        |       |        |       |
| Croydon   | 79.6                   |              |  |       |    |        |    |       |    |       |        |       |  |         |                        |             |        |        |     |         |   |                |              |              |  |                         |                    |                      |       |                |    |         |       |         |      |        |      |       |       |        |       |        |       |
| Barnet  | 78.2                   |              |  |       |    |        |    |       |    |       |        |       |  |         |                        |             |        |        |     |         |   |                |              |              |  |                         |                    |                      |       |                |    |         |       |         |      |        |      |       |       |        |       |        |       |
| Brent   | 73.02                  |              |  |       |    |        |    |       |    |       |        |       |  |         |                        |             |        |        |     |         |   |                |              |              |  |                         |                    |                      |       |                |    |         |       |         |      |        |      |       |       |        |       |        |       |
| Ealing  | 72.37                  |              |  |       |    |        |    |       |    |       |        |       |  |         |                        |             |        |        |     |         |   |                |              |              |  |                         |                    |                      |       |                |    |         |       |         |      |        |      |       |       |        |       |        |       |
| Harrow  | 50.48                  |              |  |       |    |        |    |       |    |       |        |       |  |         |                        |             |        |        |     |         |   |                |              |              |  |                         |                    |                      |       |                |    |         |       |         |      |        |      |       |       |        |       |        |       |

**BV 99 ii Road accident casualties: number of people with slight injury per 100,000 population**

**DIRECTOR RICHARD SAUNDERS**

| A  | B                      | C            |   |        |    |        |     |        |     |        |          |        |     |     |     |        |     |     |     |     |   |                |              |              |   |                         |                    |  |         |                        |        |        |         |       |                |     |        |     |       |        |         |        |                      |        |          |       |          |        |        |     |         |        |          |       |        |     |             |        |
|--|------------------------|--------------|---|--------|----|--------|-----|--------|-----|--------|----------|--------|-----|-----|-----|--------|-----|-----|-----|-----|---|----------------|--------------|--------------|---|-------------------------|--------------------|--|---------|------------------------|--------|--------|---------|-------|----------------|-----|--------|-----|-------|--------|---------|--------|----------------------|--------|----------|-------|----------|--------|--------|-----|---------|--------|----------|-------|--------|-----|-------------|--------|
| <p><b>QUARTERLY PERFORMANCE 2000/01 TO 2003/04</b></p> <p>Annual Target 515.56</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>570</td> <td>570</td> <td>570</td> <td>570</td> </tr> <tr> <td>2002/3</td> <td>510</td> <td>510</td> <td>510</td> <td>510</td> </tr> <tr> <td>2003/4</td> <td>490</td> <td>490</td> <td>490</td> <td>490</td> </tr> </tbody> </table> <p>Legend: Q1 (blue), Q2 (maroon), Q3 (yellow), Q4 (cyan), * Target (purple line)</p> | Year                   | Q1           | Q2  | Q3     | Q4 | 2001/2 | 570 | 570    | 570 | 570    | 2002/3   | 510    | 510 | 510 | 510 | 2003/4 | 490 | 490 | 490 | 490 | <p><b>RESPONSIBILITY</b></p> <table border="1"> <tr> <td><b>Officer</b></td> <td>Nanji Bhudia</td> <td><b>Title</b></td> <td>Prin Eng Accident Analysis<br/>Transportation Unit</td> </tr> </table> <p>The figures for this indicator are not produced by Brent but by the London Accident Analysis Unit and are measured annually and 15 month retrospectively by the London Accident Analysis Unit. As per the Audit Commission (who set the guidelines), the LAU carries out the comparisons and their figures are based on the previous fifteen month prior to the 31<sup>st</sup> March of each year. Performance shows that the target has been exceeded for the year 2003/04 for both categories of casualties</p> <table border="1"> <tr> <td><b>Executive Member</b></td> <td>Cllr. Lesley Jones</td> </tr> </table> <p>No comment</p> | <b>Officer</b> | Nanji Bhudia | <b>Title</b> | Prin Eng Accident Analysis<br>Transportation Unit | <b>Executive Member</b> | Cllr. Lesley Jones | <p><b>*2002/03 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHES</b></p> <p>BV 99 total of road casualties per 100,000 population slight injury</p> <table border="1"> <thead> <tr> <th>Borough</th> <th>Casualties per 100,000</th> </tr> </thead> <tbody> <tr><td>Harrow</td><td>334.14</td></tr> <tr><td>Croydon</td><td>420.3</td></tr> <tr><td>Waltham Forest</td><td>426</td></tr> <tr><td>Barnet</td><td>499</td></tr> <tr><td>Brent</td><td>517.04</td></tr> <tr><td>Enfield</td><td>530.44</td></tr> <tr><td>Hammersmith &amp; Fulham</td><td>531.13</td></tr> <tr><td>Lewisham</td><td>531.7</td></tr> <tr><td>Haringey</td><td>551.22</td></tr> <tr><td>Ealing</td><td>567</td></tr> <tr><td>Lambeth</td><td>624.84</td></tr> <tr><td>Hounslow</td><td>628.3</td></tr> <tr><td>Camden</td><td>722</td></tr> <tr><td>Westminster</td><td>1297.8</td></tr> </tbody> </table> | Borough | Casualties per 100,000 | Harrow | 334.14 | Croydon | 420.3 | Waltham Forest | 426 | Barnet | 499 | Brent | 517.04 | Enfield | 530.44 | Hammersmith & Fulham | 531.13 | Lewisham | 531.7 | Haringey | 551.22 | Ealing | 567 | Lambeth | 624.84 | Hounslow | 628.3 | Camden | 722 | Westminster | 1297.8 |
| Year   | Q1                     | Q2           | Q3  | Q4     |    |        |     |        |     |        |          |        |     |     |     |        |     |     |     |     |   |                |              |              |   |                         |                    |  |         |                        |        |        |         |       |                |     |        |     |       |        |         |        |                      |        |          |       |          |        |        |     |         |        |          |       |        |     |             |        |
| 2001/2   | 570                    | 570          | 570   | 570    |    |        |     |        |     |        |          |        |     |     |     |        |     |     |     |     |   |                |              |              |   |                         |                    |  |         |                        |        |        |         |       |                |     |        |     |       |        |         |        |                      |        |          |       |          |        |        |     |         |        |          |       |        |     |             |        |
| 2002/3   | 510                    | 510          | 510   | 510    |    |        |     |        |     |        |          |        |     |     |     |        |     |     |     |     |   |                |              |              |   |                         |                    |  |         |                        |        |        |         |       |                |     |        |     |       |        |         |        |                      |        |          |       |          |        |        |     |         |        |          |       |        |     |             |        |
| 2003/4   | 490                    | 490          | 490   | 490    |    |        |     |        |     |        |          |        |     |     |     |        |     |     |     |     |   |                |              |              |   |                         |                    |  |         |                        |        |        |         |       |                |     |        |     |       |        |         |        |                      |        |          |       |          |        |        |     |         |        |          |       |        |     |             |        |
| <b>Officer</b>   | Nanji Bhudia           | <b>Title</b> | Prin Eng Accident Analysis<br>Transportation Unit |        |    |        |     |        |     |        |          |        |     |     |     |        |     |     |     |     |   |                |              |              |   |                         |                    |  |         |                        |        |        |         |       |                |     |        |     |       |        |         |        |                      |        |          |       |          |        |        |     |         |        |          |       |        |     |             |        |
| <b>Executive Member</b>  | Cllr. Lesley Jones     |              |   |        |    |        |     |        |     |        |          |        |     |     |     |        |     |     |     |     |   |                |              |              |   |                         |                    |  |         |                        |        |        |         |       |                |     |        |     |       |        |         |        |                      |        |          |       |          |        |        |     |         |        |          |       |        |     |             |        |
| Borough  | Casualties per 100,000 |              |   |        |    |        |     |        |     |        |          |        |     |     |     |        |     |     |     |     |   |                |              |              |   |                         |                    |  |         |                        |        |        |         |       |                |     |        |     |       |        |         |        |                      |        |          |       |          |        |        |     |         |        |          |       |        |     |             |        |
| Harrow   | 334.14                 |              |   |        |    |        |     |        |     |        |          |        |     |     |     |        |     |     |     |     |   |                |              |              |   |                         |                    |  |         |                        |        |        |         |       |                |     |        |     |       |        |         |        |                      |        |          |       |          |        |        |     |         |        |          |       |        |     |             |        |
| Croydon  | 420.3                  |              |   |        |    |        |     |        |     |        |          |        |     |     |     |        |     |     |     |     |   |                |              |              |   |                         |                    |  |         |                        |        |        |         |       |                |     |        |     |       |        |         |        |                      |        |          |       |          |        |        |     |         |        |          |       |        |     |             |        |
| Waltham Forest   | 426                    |              |   |        |    |        |     |        |     |        |          |        |     |     |     |        |     |     |     |     |   |                |              |              |   |                         |                    |  |         |                        |        |        |         |       |                |     |        |     |       |        |         |        |                      |        |          |       |          |        |        |     |         |        |          |       |        |     |             |        |
| Barnet   | 499                    |              |   |        |    |        |     |        |     |        |          |        |     |     |     |        |     |     |     |     |   |                |              |              |   |                         |                    |  |         |                        |        |        |         |       |                |     |        |     |       |        |         |        |                      |        |          |       |          |        |        |     |         |        |          |       |        |     |             |        |
| Brent  | 517.04                 |              |   |        |    |        |     |        |     |        |          |        |     |     |     |        |     |     |     |     |   |                |              |              |   |                         |                    |  |         |                        |        |        |         |       |                |     |        |     |       |        |         |        |                      |        |          |       |          |        |        |     |         |        |          |       |        |     |             |        |
| Enfield  | 530.44                 |              |   |        |    |        |     |        |     |        |          |        |     |     |     |        |     |     |     |     |   |                |              |              |   |                         |                    |  |         |                        |        |        |         |       |                |     |        |     |       |        |         |        |                      |        |          |       |          |        |        |     |         |        |          |       |        |     |             |        |
| Hammersmith & Fulham   | 531.13                 |              |   |        |    |        |     |        |     |        |          |        |     |     |     |        |     |     |     |     |   |                |              |              |   |                         |                    |  |         |                        |        |        |         |       |                |     |        |     |       |        |         |        |                      |        |          |       |          |        |        |     |         |        |          |       |        |     |             |        |
| Lewisham   | 531.7                  |              |   |        |    |        |     |        |     |        |          |        |     |     |     |        |     |     |     |     |   |                |              |              |   |                         |                    |  |         |                        |        |        |         |       |                |     |        |     |       |        |         |        |                      |        |          |       |          |        |        |     |         |        |          |       |        |     |             |        |
| Haringey   | 551.22                 |              |   |        |    |        |     |        |     |        |          |        |     |     |     |        |     |     |     |     |   |                |              |              |   |                         |                    |  |         |                        |        |        |         |       |                |     |        |     |       |        |         |        |                      |        |          |       |          |        |        |     |         |        |          |       |        |     |             |        |
| Ealing   | 567                    |              |   |        |    |        |     |        |     |        |          |        |     |     |     |        |     |     |     |     |   |                |              |              |   |                         |                    |  |         |                        |        |        |         |       |                |     |        |     |       |        |         |        |                      |        |          |       |          |        |        |     |         |        |          |       |        |     |             |        |
| Lambeth  | 624.84                 |              |   |        |    |        |     |        |     |        |          |        |     |     |     |        |     |     |     |     |   |                |              |              |   |                         |                    |  |         |                        |        |        |         |       |                |     |        |     |       |        |         |        |                      |        |          |       |          |        |        |     |         |        |          |       |        |     |             |        |
| Hounslow   | 628.3                  |              |   |        |    |        |     |        |     |        |          |        |     |     |     |        |     |     |     |     |   |                |              |              |   |                         |                    |  |         |                        |        |        |         |       |                |     |        |     |       |        |         |        |                      |        |          |       |          |        |        |     |         |        |          |       |        |     |             |        |
| Camden   | 722                    |              |   |        |    |        |     |        |     |        |          |        |     |     |     |        |     |     |     |     |   |                |              |              |   |                         |                    |  |         |                        |        |        |         |       |                |     |        |     |       |        |         |        |                      |        |          |       |          |        |        |     |         |        |          |       |        |     |             |        |
| Westminster  | 1297.8                 |              |   |        |    |        |     |        |     |        |          |        |     |     |     |        |     |     |     |     |   |                |              |              |   |                         |                    |  |         |                        |        |        |         |       |                |     |        |     |       |        |         |        |                      |        |          |       |          |        |        |     |         |        |          |       |        |     |             |        |
| <p><b>PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2003/4</b></p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <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</td><td>496.73</td></tr> <tr><td>Q3 03/04</td><td>496.73</td></tr> </tbody> </table>  | Quarter                | Value        | Q3  | 514.04 | Q4 | 514.04 | Q1  | 496.73 | Q2  | 496.73 | Q3 03/04 | 496.73 |     |     |     |        |     |     |     |     |   |                |              |              |   |                         |                    |  |         |                        |        |        |         |       |                |     |        |     |       |        |         |        |                      |        |          |       |          |        |        |     |         |        |          |       |        |     |             |        |
| Quarter  | Value                  |              |   |        |    |        |     |        |     |        |          |        |     |     |     |        |     |     |     |     |   |                |              |              |   |                         |                    |  |         |                        |        |        |         |       |                |     |        |     |       |        |         |        |                      |        |          |       |          |        |        |     |         |        |          |       |        |     |             |        |
| Q3   | 514.04                 |              |   |        |    |        |     |        |     |        |          |        |     |     |     |        |     |     |     |     |   |                |              |              |   |                         |                    |  |         |                        |        |        |         |       |                |     |        |     |       |        |         |        |                      |        |          |       |          |        |        |     |         |        |          |       |        |     |             |        |
| Q4   | 514.04                 |              |   |        |    |        |     |        |     |        |          |        |     |     |     |        |     |     |     |     |   |                |              |              |   |                         |                    |  |         |                        |        |        |         |       |                |     |        |     |       |        |         |        |                      |        |          |       |          |        |        |     |         |        |          |       |        |     |             |        |
| Q1   | 496.73                 |              |   |        |    |        |     |        |     |        |          |        |     |     |     |        |     |     |     |     |   |                |              |              |   |                         |                    |  |         |                        |        |        |         |       |                |     |        |     |       |        |         |        |                      |        |          |       |          |        |        |     |         |        |          |       |        |     |             |        |
| Q2   | 496.73                 |              |   |        |    |        |     |        |     |        |          |        |     |     |     |        |     |     |     |     |   |                |              |              |   |                         |                    |  |         |                        |        |        |         |       |                |     |        |     |       |        |         |        |                      |        |          |       |          |        |        |     |         |        |          |       |        |     |             |        |
| Q3 03/04   | 496.73                 |              |   |        |    |        |     |        |     |        |          |        |     |     |     |        |     |     |     |     |   |                |              |              |   |                         |                    |  |         |                        |        |        |         |       |                |     |        |     |       |        |         |        |                      |        |          |       |          |        |        |     |         |        |          |       |        |     |             |        |



**BV 109a Percentage of major planning applications agreed within 13 weeks**  
**DIRECTOR RICHARD SAUNDERS**

| <p><b>A</b> <b>QUARTERLY PERFORMANCE 2000/01 TO 2003/04</b></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>75</td> <td>70</td> <td>68</td> <td>68</td> </tr> <tr> <td>2002/3</td> <td>22</td> <td>5</td> <td>32</td> <td>42</td> </tr> <tr> <td>2003/4</td> <td>78</td> <td>75</td> <td>78</td> <td>55</td> </tr> </tbody> </table> <p align="center">Legend: Q1 (Blue), Q2 (Red), Q3 (Yellow), Q4 (Cyan), * Target (Purple line)</p> | Year               | Q1              | Q2                             | Q3 | Q4 | 2001/2 | 75 | 70 | 68 | 68 | 2002/3   | 22 | 5  | 32      | 42              | 2003/4 | 78  | 75             | 78  | 55       | <p align="center"><b>RESPONSIBILITY</b></p> <table border="1"> <tr> <td><b>Officer</b></td> <td>Jeanette Collins</td> <td><b>Title</b></td> <td>Admin Manager Planning Service</td> </tr> </table> <p>The target of 50% was exceeded This is due to specific procedures which were put in place for all aspects of the handling, monitoring and decision-making on major developments</p> <table border="1"> <tr> <td><b>Executive Member</b></td> <td>Cllr. Lesley Jones</td> </tr> </table> <p>No comment - apart from pleasure that the target has been exceeded</p> | <b>Officer</b> | Jeanette Collins | <b>Title</b> | Admin Manager Planning Service | <b>Executive Member</b> | Cllr. Lesley Jones |        |     |         |        |        |     |          |        |        |     |       |        |        |     |             |     |         |     |
|--|--------------------|-----------------|--------------------------------|----|----|--------|----|----|----|----|----------|----|--|---------|-----------------|--------|-----|----------------|-----|----------|---|----------------|------------------|--------------|--------------------------------|-------------------------|--------------------|--------|-----|---------|--------|--------|-----|----------|--------|--------|-----|-------|--------|--------|-----|-------------|-----|---------|-----|
| Year   | Q1                 | Q2              | Q3                             | Q4 |    |        |    |    |    |    |          |    |  |         |                 |        |     |                |     |          |   |                |                  |              |                                |                         |                    |        |     |         |        |        |     |          |        |        |     |       |        |        |     |             |     |         |     |
| 2001/2   | 75                 | 70              | 68                             | 68 |    |        |    |    |    |    |          |    |  |         |                 |        |     |                |     |          |   |                |                  |              |                                |                         |                    |        |     |         |        |        |     |          |        |        |     |       |        |        |     |             |     |         |     |
| 2002/3   | 22                 | 5               | 32                             | 42 |    |        |    |    |    |    |          |    |  |         |                 |        |     |                |     |          |   |                |                  |              |                                |                         |                    |        |     |         |        |        |     |          |        |        |     |       |        |        |     |             |     |         |     |
| 2003/4   | 78                 | 75              | 78                             | 55 |    |        |    |    |    |    |          |    |  |         |                 |        |     |                |     |          |   |                |                  |              |                                |                         |                    |        |     |         |        |        |     |          |        |        |     |       |        |        |     |             |     |         |     |
| <b>Officer</b>   | Jeanette Collins   | <b>Title</b>    | Admin Manager Planning Service |    |    |        |    |    |    |    |          |    |  |         |                 |        |     |                |     |          |   |                |                  |              |                                |                         |                    |        |     |         |        |        |     |          |        |        |     |       |        |        |     |             |     |         |     |
| <b>Executive Member</b>  | Cllr. Lesley Jones |                 |                                |    |    |        |    |    |    |    |          |    |  |         |                 |        |     |                |     |          |   |                |                  |              |                                |                         |                    |        |     |         |        |        |     |          |        |        |     |       |        |        |     |             |     |         |     |
| <p><b>B</b> <b>PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2003/4</b></p> <table border="1"> <caption>Performance Against Preceding Quarters (2003/4)</caption> <thead> <tr> <th>Quarter</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>Q4</td> <td>42</td> </tr> <tr> <td>Q1</td> <td>79</td> </tr> <tr> <td>Q2</td> <td>76</td> </tr> <tr> <td>Q3</td> <td>79</td> </tr> <tr> <td>Q4 03/04</td> <td>55</td> </tr> </tbody> </table>   | Quarter            | Performance (%) | Q4                             | 42 | Q1 | 79     | Q2 | 76 | Q3 | 79 | Q4 03/04 | 55 | <p><b>C</b> <b>*2002/03 ANNUAL COMPARISON - AUDIT FAMILY/NEIGHBOURING BOROUGHES</b></p> <p align="center">BV 109a Percentage of major planning applications determined in 13 wks</p> <table border="1"> <caption>Annual Comparison - Audit Family/Neighbouring Boroughs (2002/03)</caption> <thead> <tr> <th>Borough</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>K &amp; C</td> <td>90%</td> </tr> <tr> <td>Waltham Forest</td> <td>62%</td> </tr> <tr> <td>Lewisham</td> <td>50%</td> </tr> <tr> <td>Haringey</td> <td>43.75%</td> </tr> <tr> <td>Lambeth</td> <td>38%</td> </tr> <tr> <td>Hammersmith &amp; Fulham</td> <td>37.90%</td> </tr> <tr> <td>Harrow</td> <td>32%</td> </tr> <tr> <td>Croydon</td> <td>30.08%</td> </tr> <tr> <td>Ealing</td> <td>30%</td> </tr> <tr> <td>Hounslow</td> <td>28.57%</td> </tr> <tr> <td>Barnet</td> <td>28%</td> </tr> <tr> <td>Brent</td> <td>25.49%</td> </tr> <tr> <td>Camden</td> <td>21%</td> </tr> <tr> <td>Westminster</td> <td>18%</td> </tr> <tr> <td>Enfield</td> <td>17%</td> </tr> </tbody> </table> | Borough | Performance (%) | K & C  | 90% | Waltham Forest | 62% | Lewisham | 50%   | Haringey       | 43.75%           | Lambeth      | 38%                            | Hammersmith & Fulham    | 37.90%             | Harrow | 32% | Croydon | 30.08% | Ealing | 30% | Hounslow | 28.57% | Barnet | 28% | Brent | 25.49% | Camden | 21% | Westminster | 18% | Enfield | 17% |
| Quarter  | Performance (%)    |                 |                                |    |    |        |    |    |    |    |          |    |  |         |                 |        |     |                |     |          |   |                |                  |              |                                |                         |                    |        |     |         |        |        |     |          |        |        |     |       |        |        |     |             |     |         |     |
| Q4   | 42                 |                 |                                |    |    |        |    |    |    |    |          |    |  |         |                 |        |     |                |     |          |   |                |                  |              |                                |                         |                    |        |     |         |        |        |     |          |        |        |     |       |        |        |     |             |     |         |     |
| Q1   | 79                 |                 |                                |    |    |        |    |    |    |    |          |    |  |         |                 |        |     |                |     |          |   |                |                  |              |                                |                         |                    |        |     |         |        |        |     |          |        |        |     |       |        |        |     |             |     |         |     |
| Q2   | 76                 |                 |                                |    |    |        |    |    |    |    |          |    |  |         |                 |        |     |                |     |          |   |                |                  |              |                                |                         |                    |        |     |         |        |        |     |          |        |        |     |       |        |        |     |             |     |         |     |
| Q3   | 79                 |                 |                                |    |    |        |    |    |    |    |          |    |  |         |                 |        |     |                |     |          |   |                |                  |              |                                |                         |                    |        |     |         |        |        |     |          |        |        |     |       |        |        |     |             |     |         |     |
| Q4 03/04   | 55                 |                 |                                |    |    |        |    |    |    |    |          |    |  |         |                 |        |     |                |     |          |   |                |                  |              |                                |                         |                    |        |     |         |        |        |     |          |        |        |     |       |        |        |     |             |     |         |     |
| Borough  | Performance (%)    |                 |                                |    |    |        |    |    |    |    |          |    |  |         |                 |        |     |                |     |          |   |                |                  |              |                                |                         |                    |        |     |         |        |        |     |          |        |        |     |       |        |        |     |             |     |         |     |
| K & C  | 90%                |                 |                                |    |    |        |    |    |    |    |          |    |  |         |                 |        |     |                |     |          |   |                |                  |              |                                |                         |                    |        |     |         |        |        |     |          |        |        |     |       |        |        |     |             |     |         |     |
| Waltham Forest   | 62%                |                 |                                |    |    |        |    |    |    |    |          |    |  |         |                 |        |     |                |     |          |   |                |                  |              |                                |                         |                    |        |     |         |        |        |     |          |        |        |     |       |        |        |     |             |     |         |     |
| Lewisham   | 50%                |                 |                                |    |    |        |    |    |    |    |          |    |  |         |                 |        |     |                |     |          |   |                |                  |              |                                |                         |                    |        |     |         |        |        |     |          |        |        |     |       |        |        |     |             |     |         |     |
| Haringey   | 43.75%             |                 |                                |    |    |        |    |    |    |    |          |    |  |         |                 |        |     |                |     |          |   |                |                  |              |                                |                         |                    |        |     |         |        |        |     |          |        |        |     |       |        |        |     |             |     |         |     |
| Lambeth  | 38%                |                 |                                |    |    |        |    |    |    |    |          |    |  |         |                 |        |     |                |     |          |   |                |                  |              |                                |                         |                    |        |     |         |        |        |     |          |        |        |     |       |        |        |     |             |     |         |     |
| Hammersmith & Fulham   | 37.90%             |                 |                                |    |    |        |    |    |    |    |          |    |  |         |                 |        |     |                |     |          |   |                |                  |              |                                |                         |                    |        |     |         |        |        |     |          |        |        |     |       |        |        |     |             |     |         |     |
| Harrow   | 32%                |                 |                                |    |    |        |    |    |    |    |          |    |  |         |                 |        |     |                |     |          |   |                |                  |              |                                |                         |                    |        |     |         |        |        |     |          |        |        |     |       |        |        |     |             |     |         |     |
| Croydon  | 30.08%             |                 |                                |    |    |        |    |    |    |    |          |    |  |         |                 |        |     |                |     |          |   |                |                  |              |                                |                         |                    |        |     |         |        |        |     |          |        |        |     |       |        |        |     |             |     |         |     |
| Ealing   | 30%                |                 |                                |    |    |        |    |    |    |    |          |    |  |         |                 |        |     |                |     |          |   |                |                  |              |                                |                         |                    |        |     |         |        |        |     |          |        |        |     |       |        |        |     |             |     |         |     |
| Hounslow   | 28.57%             |                 |                                |    |    |        |    |    |    |    |          |    |  |         |                 |        |     |                |     |          |   |                |                  |              |                                |                         |                    |        |     |         |        |        |     |          |        |        |     |       |        |        |     |             |     |         |     |
| Barnet   | 28%                |                 |                                |    |    |        |    |    |    |    |          |    |  |         |                 |        |     |                |     |          |   |                |                  |              |                                |                         |                    |        |     |         |        |        |     |          |        |        |     |       |        |        |     |             |     |         |     |
| Brent  | 25.49%             |                 |                                |    |    |        |    |    |    |    |          |    |  |         |                 |        |     |                |     |          |   |                |                  |              |                                |                         |                    |        |     |         |        |        |     |          |        |        |     |       |        |        |     |             |     |         |     |
| Camden   | 21%                |                 |                                |    |    |        |    |    |    |    |          |    |  |         |                 |        |     |                |     |          |   |                |                  |              |                                |                         |                    |        |     |         |        |        |     |          |        |        |     |       |        |        |     |             |     |         |     |
| Westminster  | 18%                |                 |                                |    |    |        |    |    |    |    |          |    |  |         |                 |        |     |                |     |          |   |                |                  |              |                                |                         |                    |        |     |         |        |        |     |          |        |        |     |       |        |        |     |             |     |         |     |
| Enfield  | 17%                |                 |                                |    |    |        |    |    |    |    |          |    |  |         |                 |        |     |                |     |          |   |                |                  |              |                                |                         |                    |        |     |         |        |        |     |          |        |        |     |       |        |        |     |             |     |         |     |

**BV 187( VS 504) Condition of Footways (Measures the percentage of footpaths needing repairs)**

**DIRECTOR RICHARD SAUNDERS**

| A                    | QUARTERLY PERFORMANCE 2000/01 TO 2003/04                                      | RESPONSIBILITY  |  |       |  |         |            |       |       |                |       |          |       |             |       |        |        |          |        |         |        |         |        |        |        |                      |        |        |        |        |        |         |        |          |        |
|----------------------|---|---|--|-------|--|---------|------------|-------|-------|----------------|-------|----------|-------|-------------|-------|--------|--------|----------|--------|---------|--------|---------|--------|--------|--------|----------------------|--------|--------|--------|--------|--------|---------|--------|----------|--------|
|                      | <p>Performance in 2002/03 was 1.63%<br/>Performance in 2003/04 was 26.92%</p> | Officer   | Pat Collins  | Title | Performance Manager (Highways Maintenance) |         |            |       |       |                |       |          |       |             |       |        |        |          |        |         |        |         |        |        |        |                      |        |        |        |        |        |         |        |          |        |
|                      |   | <p>This indicator is based on the collection and analysis of the Detailed Visual Inspection (DVI) measurements. This survey provides the percentage length of the footway network and requires its condition to be measured against a set of standards (Code of Practice for Maintenance Management). The survey takes place over a two year period covering 50% this and last year. The change in performance reflect the far poorer state of the footways covered by the random survey this year.</p> |  |       |  |         |            |       |       |                |       |          |       |             |       |        |        |          |        |         |        |         |        |        |        |                      |        |        |        |        |        |         |        |          |        |
|                      |   | Executive Member  | Cllr. Lesley Jones   |       |  |         |            |       |       |                |       |          |       |             |       |        |        |          |        |         |        |         |        |        |        |                      |        |        |        |        |        |         |        |          |        |
|                      |   | No comment  |  |       |  |         |            |       |       |                |       |          |       |             |       |        |        |          |        |         |        |         |        |        |        |                      |        |        |        |        |        |         |        |          |        |
| B                    | PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2003/4                            | C   | *2002/03 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHS   |       |  |         |            |       |       |                |       |          |       |             |       |        |        |          |        |         |        |         |        |        |        |                      |        |        |        |        |        |         |        |          |        |
|                      | <p>Quarterly data not available</p>   |   | <p align="center">BV 187a Condition of footways</p> <table border="1"> <caption>2002/03 Annual Comparison - Audit Family/Neighbouring Boroughs</caption> <thead> <tr> <th>Borough</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Brent</td><td>1.63%</td></tr> <tr><td>Waltham Forest</td><td>3.27%</td></tr> <tr><td>Haringey</td><td>7.56%</td></tr> <tr><td>Westminster</td><td>9.43%</td></tr> <tr><td>Barnet</td><td>14.99%</td></tr> <tr><td>Lewisham</td><td>16.77%</td></tr> <tr><td>Enfield</td><td>19.11%</td></tr> <tr><td>Croydon</td><td>27.10%</td></tr> <tr><td>Harrow</td><td>29.86%</td></tr> <tr><td>Hammersmith &amp; Fulham</td><td>38.34%</td></tr> <tr><td>Ealing</td><td>44.26%</td></tr> <tr><td>Camden</td><td>48.13%</td></tr> <tr><td>Lambeth</td><td>48.16%</td></tr> <tr><td>Hounslow</td><td>48.88%</td></tr> </tbody> </table> |       |  | Borough | Percentage | Brent | 1.63% | Waltham Forest | 3.27% | Haringey | 7.56% | Westminster | 9.43% | Barnet | 14.99% | Lewisham | 16.77% | Enfield | 19.11% | Croydon | 27.10% | Harrow | 29.86% | Hammersmith & Fulham | 38.34% | Ealing | 44.26% | Camden | 48.13% | Lambeth | 48.16% | Hounslow | 48.88% |
| Borough              | Percentage  |   |  |       |  |         |            |       |       |                |       |          |       |             |       |        |        |          |        |         |        |         |        |        |        |                      |        |        |        |        |        |         |        |          |        |
| Brent                | 1.63%   |   |  |       |  |         |            |       |       |                |       |          |       |             |       |        |        |          |        |         |        |         |        |        |        |                      |        |        |        |        |        |         |        |          |        |
| Waltham Forest       | 3.27%   |   |  |       |  |         |            |       |       |                |       |          |       |             |       |        |        |          |        |         |        |         |        |        |        |                      |        |        |        |        |        |         |        |          |        |
| Haringey             | 7.56%   |   |  |       |  |         |            |       |       |                |       |          |       |             |       |        |        |          |        |         |        |         |        |        |        |                      |        |        |        |        |        |         |        |          |        |
| Westminster          | 9.43%   |   |  |       |  |         |            |       |       |                |       |          |       |             |       |        |        |          |        |         |        |         |        |        |        |                      |        |        |        |        |        |         |        |          |        |
| Barnet               | 14.99%  |   |  |       |  |         |            |       |       |                |       |          |       |             |       |        |        |          |        |         |        |         |        |        |        |                      |        |        |        |        |        |         |        |          |        |
| Lewisham             | 16.77%  |   |  |       |  |         |            |       |       |                |       |          |       |             |       |        |        |          |        |         |        |         |        |        |        |                      |        |        |        |        |        |         |        |          |        |
| Enfield              | 19.11%  |   |  |       |  |         |            |       |       |                |       |          |       |             |       |        |        |          |        |         |        |         |        |        |        |                      |        |        |        |        |        |         |        |          |        |
| Croydon              | 27.10%  |   |  |       |  |         |            |       |       |                |       |          |       |             |       |        |        |          |        |         |        |         |        |        |        |                      |        |        |        |        |        |         |        |          |        |
| Harrow               | 29.86%  |   |  |       |  |         |            |       |       |                |       |          |       |             |       |        |        |          |        |         |        |         |        |        |        |                      |        |        |        |        |        |         |        |          |        |
| Hammersmith & Fulham | 38.34%  |   |  |       |  |         |            |       |       |                |       |          |       |             |       |        |        |          |        |         |        |         |        |        |        |                      |        |        |        |        |        |         |        |          |        |
| Ealing               | 44.26%  |   |  |       |  |         |            |       |       |                |       |          |       |             |       |        |        |          |        |         |        |         |        |        |        |                      |        |        |        |        |        |         |        |          |        |
| Camden               | 48.13%  |   |  |       |  |         |            |       |       |                |       |          |       |             |       |        |        |          |        |         |        |         |        |        |        |                      |        |        |        |        |        |         |        |          |        |
| Lambeth              | 48.16%  |   |  |       |  |         |            |       |       |                |       |          |       |             |       |        |        |          |        |         |        |         |        |        |        |                      |        |        |        |        |        |         |        |          |        |
| Hounslow             | 48.88%  |   |  |       |  |         |            |       |       |                |       |          |       |             |       |        |        |          |        |         |        |         |        |        |        |                      |        |        |        |        |        |         |        |          |        |

**VS 508 Percentage of planned footways which have been re-laid and completed**  
**DIRECTOR RICHARD SAUNDERS**

| <p><b>A</b> <b>QUARTERLY PERFORMANCE 2000/01 TO 2003/04</b></p> <p align="center">Annual Target 100%</p> <table border="1"> <caption>Quarterly Performance Data (2003/4)</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>0%</td> </tr> <tr> <td>Q2</td> <td>~70%</td> </tr> <tr> <td>Q3</td> <td>~90%</td> </tr> <tr> <td>Q4</td> <td>100%</td> </tr> <tr> <td>Target</td> <td>100%</td> </tr> </tbody> </table> <p align="center"> <span style="color:blue">■</span> Q1    <span style="color:maroon">■</span> Q2    <span style="color:yellow">■</span> Q3    <span style="color:cyan">■</span> Q4    <span style="color:purple">—*</span> Target         </p> | Quarter            | Percentage   | Q1                            | 0% | Q2 | ~70% | Q3 | ~90% | Q4 | 100% | Target   | 100% | <p align="center"><b>RESPONSIBILITY</b></p> <table border="1"> <tr> <td><b>Officer</b></td> <td>Neal St Lewis</td> <td><b>Title</b></td> <td>Operations Manager StreetCare</td> </tr> </table> <p>Target was met with most work successfully completed in the summer months. Note this is a local VS indicator set up to support BV 187 in that it shows the percentage of planned footways which have been re-laid and completed)</p> <table border="1"> <tr> <td><b>Executive Member</b></td> <td>Cllr. Lesley Jones</td> </tr> </table> <p>No comment - apart from pleasure that the target has been met</p> | <b>Officer</b> | Neal St Lewis | <b>Title</b> | Operations Manager StreetCare | <b>Executive Member</b> | Cllr. Lesley Jones |
|--|--------------------|--------------|-------------------------------|----|----|------|----|------|----|------|----------|------|---|----------------|---------------|--------------|-------------------------------|-------------------------|--------------------|
| Quarter  | Percentage         |              |                               |    |    |      |    |      |    |      |          |      |   |                |               |              |                               |                         |                    |
| Q1   | 0%                 |              |                               |    |    |      |    |      |    |      |          |      |   |                |               |              |                               |                         |                    |
| Q2   | ~70%               |              |                               |    |    |      |    |      |    |      |          |      |   |                |               |              |                               |                         |                    |
| Q3   | ~90%               |              |                               |    |    |      |    |      |    |      |          |      |   |                |               |              |                               |                         |                    |
| Q4   | 100%               |              |                               |    |    |      |    |      |    |      |          |      |   |                |               |              |                               |                         |                    |
| Target   | 100%               |              |                               |    |    |      |    |      |    |      |          |      |   |                |               |              |                               |                         |                    |
| <b>Officer</b>   | Neal St Lewis      | <b>Title</b> | Operations Manager StreetCare |    |    |      |    |      |    |      |          |      |   |                |               |              |                               |                         |                    |
| <b>Executive Member</b>  | Cllr. Lesley Jones |              |                               |    |    |      |    |      |    |      |          |      |   |                |               |              |                               |                         |                    |
| <p><b>B</b> <b>PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2003/4</b></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>Q4</td> <td>0%</td> </tr> <tr> <td>Q1</td> <td>0%</td> </tr> <tr> <td>Q2</td> <td>70%</td> </tr> <tr> <td>Q3</td> <td>90%</td> </tr> <tr> <td>Q4 03/04</td> <td>100%</td> </tr> </tbody> </table>  | Quarter            | Percentage   | Q4                            | 0% | Q1 | 0%   | Q2 | 70%  | Q3 | 90%  | Q4 03/04 | 100% | <p><b>C</b> <b>*2002/03 ANNUAL COMPARISON - AUDIT FAMILY/NEIGHBOURING BOROUGHGS</b></p> <p align="center">No comparison data available</p>  |                |               |              |                               |                         |                    |
| Quarter  | Percentage         |              |                               |    |    |      |    |      |    |      |          |      |   |                |               |              |                               |                         |                    |
| Q4   | 0%                 |              |                               |    |    |      |    |      |    |      |          |      |   |                |               |              |                               |                         |                    |
| Q1   | 0%                 |              |                               |    |    |      |    |      |    |      |          |      |   |                |               |              |                               |                         |                    |
| Q2   | 70%                |              |                               |    |    |      |    |      |    |      |          |      |   |                |               |              |                               |                         |                    |
| Q3   | 90%                |              |                               |    |    |      |    |      |    |      |          |      |   |                |               |              |                               |                         |                    |
| Q4 03/04   | 100%               |              |                               |    |    |      |    |      |    |      |          |      |   |                |               |              |                               |                         |                    |

**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   |   |                    |                               |                        |     |                       |     |  |  |  |  |
|------------------------|--|--|---|--------------------|-------------------------------|------------------------|-----|-----------------------|-----|--|--|--|--|
|                        | <p align="center">Annual Target</p><br><br><p align="center">New indicator refer to data below</p>   | Officer  | Neal St Lewis   | Title              | Operations Manager StreetCare |                        |     |                       |     |  |  |  |  |
|                        |  | <p>Surveys are carried out three times per year. Performance has improved as the year has progressed. As this is a new indicator for 2003/04 there is no comparative data at present</p> <p>Low performance is good as it reflects the percentage of sites which fall below code of practice grade B for cleanliness. In effect this means that over the year less sites are having to be inspected as standard grade B cleanliness is met</p> |   |                    |                               |                        |     |                       |     |  |  |  |  |
|                        |  | Executive Member   |   | Cllr. Lesley Jones |                               |                        |     |                       |     |  |  |  |  |
|                        |  | No comment   |   |                    |                               |                        |     |                       |     |  |  |  |  |
| B                      | PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2003/4   | C  | *2002/03 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHHS |                    |                               |                        |     |                       |     |  |  |  |  |
|                        | <table border="1"> <caption>Quarterly Performance Data 2003/4</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>April - July 2003</td> <td>52%</td> </tr> <tr> <td>August - November 2003</td> <td>43%</td> </tr> <tr> <td>December - March 2004</td> <td>39%</td> </tr> </tbody> </table> | Quarter  | Percentage  | April - July 2003  | 52%                           | August - November 2003 | 43% | December - March 2004 | 39% |  | <p align="center">No comparison data available</p> |  |  |
| Quarter                | Percentage   |  |   |                    |                               |                        |     |                       |     |  |  |  |  |
| April - July 2003      | 52%  |  |   |                    |                               |                        |     |                       |     |  |  |  |  |
| August - November 2003 | 43%  |  |   |                    |                               |                        |     |                       |     |  |  |  |  |
| December - March 2004  | 39%  |  |   |                    |                               |                        |     |                       |     |  |  |  |  |

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

| <p><b>A</b> <b>QUARTERLY PERFORMANCE 2000/01 TO 2003/04</b></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>185,000</td> <td>185,000</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   | 185,000 | 185,000 | <p align="center"><b>RESPONSIBILITY</b></p> <table border="1"> <tr> <td><b>Officer</b></td> <td>Sue Harper</td> <td><b>Title</b></td> <td>Assistant Director Parks, Sports &amp; Cemeteries</td> </tr> </table> <p>Total visits this year was 835,800 compared to 2002/03 when total visits recorded were 739,992</p> <table border="1"> <tr> <td><b>Executive Member</b></td> <td>Cllr. Lesley Jones</td> </tr> </table> <p>No comment</p> | <b>Officer</b> | Sue Harper | <b>Title</b> | Assistant Director Parks, Sports & Cemeteries | <b>Executive Member</b> | Cllr. Lesley Jones |
|--|--------------------|--------------|---|---------|----|---------|---------|---------|---------|---------|--------|---------|---|---------|---------|---|----------------|------------|--------------|---|-------------------------|--------------------|
| Year   | Q1                 | Q2           | Q3  | Q4      |    |         |         |         |         |         |        |         |   |         |         |   |                |            |              |   |                         |                    |
| 2001/2   | 170,000            | 210,000      | 160,000                                       | 200,000 |    |         |         |         |         |         |        |         |   |         |         |   |                |            |              |   |                         |                    |
| 2002/3   | 230,000            | 235,000      | 185,000                                       | 185,000 |    |         |         |         |         |         |        |         |   |         |         |   |                |            |              |   |                         |                    |
| <b>Officer</b>   | Sue Harper         | <b>Title</b> | Assistant Director Parks, Sports & Cemeteries |         |    |         |         |         |         |         |        |         |   |         |         |   |                |            |              |   |                         |                    |
| <b>Executive Member</b>  | Cllr. Lesley Jones |              |   |         |    |         |         |         |         |         |        |         |   |         |         |   |                |            |              |   |                         |                    |
| <p><b>B</b> <b>PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2003/4</b></p> <table border="1"> <caption>Performance Against Preceding Four Quarters (2003/4)</caption> <thead> <tr> <th>Quarter</th> <th>Visits</th> </tr> </thead> <tbody> <tr> <td>Q4</td> <td>201,546</td> </tr> <tr> <td>Q1</td> <td>233,434</td> </tr> <tr> <td>Q2</td> <td>234,008</td> </tr> <tr> <td>Q3</td> <td>184,871</td> </tr> <tr> <td>Q4</td> <td>183,487</td> </tr> </tbody> </table> <p>Performance for Q4 03/04 is down compared to Q4 02/03</p> | Quarter            | Visits       | Q4  | 201,546 | Q1 | 233,434 | Q2      | 234,008 | Q3      | 184,871 | Q4     | 183,487 | <p><b>C</b> <b>*2002/03 ANNUAL COMPARISON - AUDIT FAMILY/NEIGHBOURING BOROUGHES</b></p> <p align="center">No comparison available</p> |         |         |   |                |            |              |   |                         |                    |
| Quarter  | Visits             |              |   |         |    |         |         |         |         |         |        |         |   |         |         |   |                |            |              |   |                         |                    |
| Q4   | 201,546            |              |   |         |    |         |         |         |         |         |        |         |   |         |         |   |                |            |              |   |                         |                    |
| Q1   | 233,434            |              |   |         |    |         |         |         |         |         |        |         |   |         |         |   |                |            |              |   |                         |                    |
| Q2   | 234,008            |              |   |         |    |         |         |         |         |         |        |         |   |         |         |   |                |            |              |   |                         |                    |
| Q3   | 184,871            |              |   |         |    |         |         |         |         |         |        |         |   |         |         |   |                |            |              |   |                         |                    |
| Q4   | 183,487            |              |   |         |    |         |         |         |         |         |        |         |   |         |         |   |                |            |              |   |                         |                    |

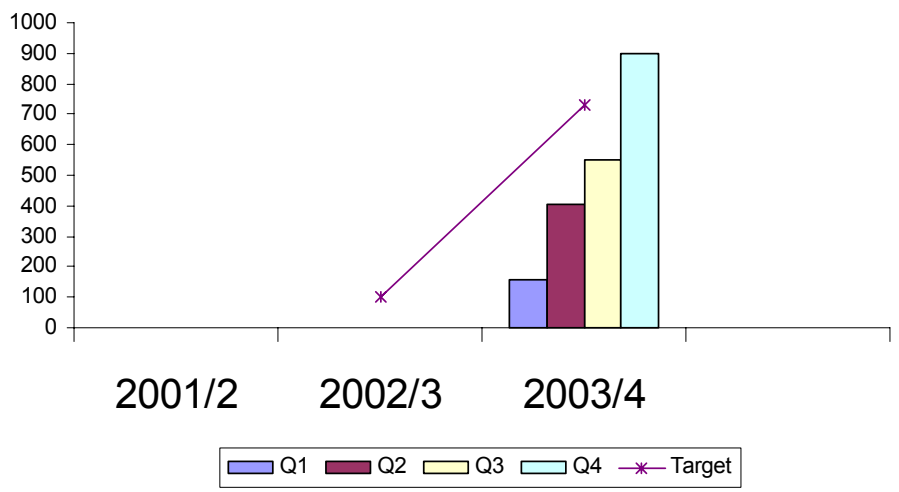
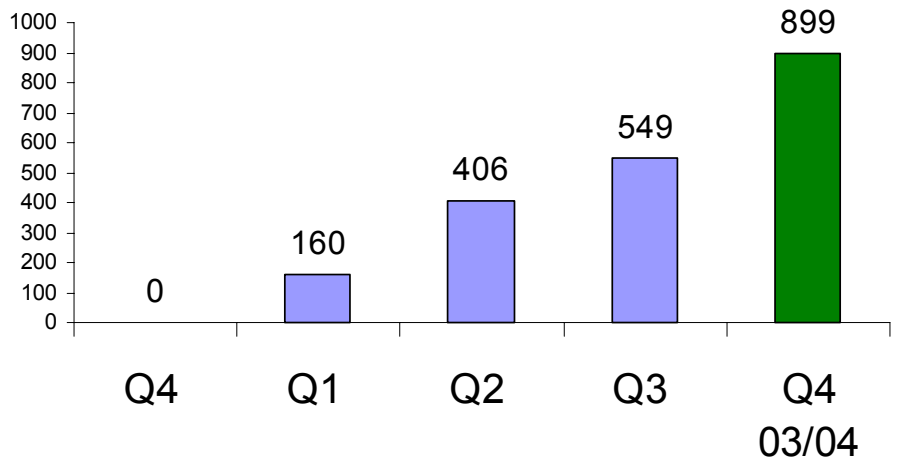
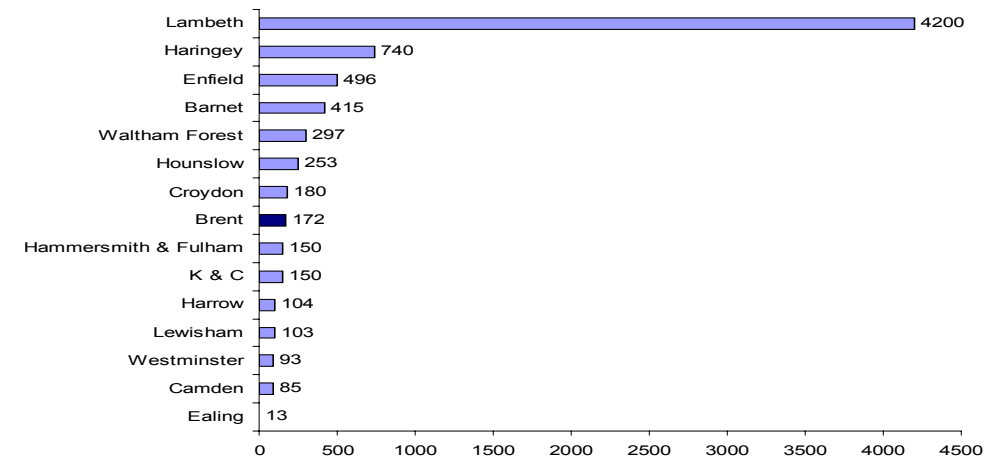


# HOUSING SERVICES





**BV 64 Private dwellings returned to occupation**  
**DIRECTOR MARTIN CHEESEMAN**

| <p><b>A</b> <b>QUARTERLY PERFORMANCE 2000/01 TO 2003/04</b></p> <p align="center">Annual Target 730 New Units</p>  <table border="1"> <caption>Quarterly Performance Data</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</td> <td></td> <td></td> <td></td> <td>730</td> </tr> <tr> <td>2002/3</td> <td>160</td> <td></td> <td></td> <td></td> <td>730</td> </tr> <tr> <td>2003/4</td> <td></td> <td>406</td> <td>549</td> <td>899</td> <td>730</td> </tr> </tbody> </table> | Year                | Q1           | Q2  | Q3  | Q4     | Target | 2001/2 | 0   |    |     |          | 730 | 2002/3  | 160     |                     |         |      | 730      | 2003/4 |         | 406 | 549    | 899 | 730            | <p align="center"><b>RESPONSIBILITY</b></p> <table border="1"> <tr> <td><b>Officer</b></td> <td>Brian Noronha</td> <td><b>Title</b></td> <td>Finance Officer<br/>Needs &amp; Private Sector</td> </tr> </table> <p>This indicator is contributed to by a number of areas of the Housing Service. Private Housing Services returned 149 empty properties back into occupation, the highest number they have completed in any year. The Affordable Housing Development team's Housing Association Leasing Scheme (HALS) also made a significant contribution to the overall total of 899 empty homes returned into use. Other teams that contribute to this indicator are the Private Housing Information Unit and the Temporary Accommodation team</p> <table border="1"> <tr> <td><b>Executive Member</b></td> <td>Cllr. Bobby Thomas</td> </tr> </table> <p>The performance in returning empty homes into occupation during the year was good and remains a priority for the Housing Service</p> | <b>Officer</b> | Brian Noronha | <b>Title</b> | Finance Officer<br>Needs & Private Sector | <b>Executive Member</b> | Cllr. Bobby Thomas |                      |     |       |     |        |     |          |     |             |    |        |    |        |    |
|--|---------------------|--------------|---|-----|--------|--------|--------|-----|----|-----|----------|-----|---|---------|---------------------|---------|------|----------|--------|---------|-----|--------|-----|----------------|---|----------------|---------------|--------------|---|-------------------------|--------------------|----------------------|-----|-------|-----|--------|-----|----------|-----|-------------|----|--------|----|--------|----|
| Year   | Q1                  | Q2           | Q3  | Q4  | Target |        |        |     |    |     |          |     |   |         |                     |         |      |          |        |         |     |        |     |                |   |                |               |              |   |                         |                    |                      |     |       |     |        |     |          |     |             |    |        |    |        |    |
| 2001/2   | 0                   |              |   |     | 730    |        |        |     |    |     |          |     |   |         |                     |         |      |          |        |         |     |        |     |                |   |                |               |              |   |                         |                    |                      |     |       |     |        |     |          |     |             |    |        |    |        |    |
| 2002/3   | 160                 |              |   |     | 730    |        |        |     |    |     |          |     |   |         |                     |         |      |          |        |         |     |        |     |                |   |                |               |              |   |                         |                    |                      |     |       |     |        |     |          |     |             |    |        |    |        |    |
| 2003/4   |                     | 406          | 549                                       | 899 | 730    |        |        |     |    |     |          |     |   |         |                     |         |      |          |        |         |     |        |     |                |   |                |               |              |   |                         |                    |                      |     |       |     |        |     |          |     |             |    |        |    |        |    |
| <b>Officer</b>   | Brian Noronha       | <b>Title</b> | Finance Officer<br>Needs & Private Sector |     |        |        |        |     |    |     |          |     |   |         |                     |         |      |          |        |         |     |        |     |                |   |                |               |              |   |                         |                    |                      |     |       |     |        |     |          |     |             |    |        |    |        |    |
| <b>Executive Member</b>  | Cllr. Bobby Thomas  |              |   |     |        |        |        |     |    |     |          |     |   |         |                     |         |      |          |        |         |     |        |     |                |   |                |               |              |   |                         |                    |                      |     |       |     |        |     |          |     |             |    |        |    |        |    |
| <p><b>B</b> <b>PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2003/4</b></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>Q4</td> <td>0</td> </tr> <tr> <td>Q1</td> <td>160</td> </tr> <tr> <td>Q2</td> <td>406</td> </tr> <tr> <td>Q3</td> <td>549</td> </tr> <tr> <td>Q4 03/04</td> <td>899</td> </tr> </tbody> </table>   | Quarter             | Value        | Q4  | 0   | Q1     | 160    | Q2     | 406 | Q3 | 549 | Q4 03/04 | 899 | <p><b>C</b> <b>*2002/03 ANNUAL COMPARISON - AUDIT FAMILY/NEIGHBOURING BOROUGHES</b></p> <p align="center">BV 64 Number of vacant private sector dwellings occupied in 2000/01 as a result of LA action</p>  <table border="1"> <caption>2002/03 Annual Comparison - Audit Family/Neighbouring Boroughs</caption> <thead> <tr> <th>Borough</th> <th>Number of Dwellings</th> </tr> </thead> <tbody> <tr><td>Lambeth</td><td>4200</td></tr> <tr><td>Haringey</td><td>740</td></tr> <tr><td>Enfield</td><td>496</td></tr> <tr><td>Barnet</td><td>415</td></tr> <tr><td>Waltham Forest</td><td>297</td></tr> <tr><td>Hounslow</td><td>253</td></tr> <tr><td>Croydon</td><td>180</td></tr> <tr><td>Brent</td><td>172</td></tr> <tr><td>Hammersmith &amp; Fulham</td><td>150</td></tr> <tr><td>K &amp; C</td><td>150</td></tr> <tr><td>Harrow</td><td>104</td></tr> <tr><td>Lewisham</td><td>103</td></tr> <tr><td>Westminster</td><td>93</td></tr> <tr><td>Camden</td><td>85</td></tr> <tr><td>Ealing</td><td>13</td></tr> </tbody> </table> | Borough | Number of Dwellings | Lambeth | 4200 | Haringey | 740    | Enfield | 496 | Barnet | 415 | Waltham Forest | 297   | Hounslow       | 253           | Croydon      | 180                                       | Brent                   | 172                | Hammersmith & Fulham | 150 | K & C | 150 | Harrow | 104 | Lewisham | 103 | Westminster | 93 | Camden | 85 | Ealing | 13 |
| Quarter  | Value               |              |   |     |        |        |        |     |    |     |          |     |   |         |                     |         |      |          |        |         |     |        |     |                |   |                |               |              |   |                         |                    |                      |     |       |     |        |     |          |     |             |    |        |    |        |    |
| Q4   | 0                   |              |   |     |        |        |        |     |    |     |          |     |   |         |                     |         |      |          |        |         |     |        |     |                |   |                |               |              |   |                         |                    |                      |     |       |     |        |     |          |     |             |    |        |    |        |    |
| Q1   | 160                 |              |   |     |        |        |        |     |    |     |          |     |   |         |                     |         |      |          |        |         |     |        |     |                |   |                |               |              |   |                         |                    |                      |     |       |     |        |     |          |     |             |    |        |    |        |    |
| Q2   | 406                 |              |   |     |        |        |        |     |    |     |          |     |   |         |                     |         |      |          |        |         |     |        |     |                |   |                |               |              |   |                         |                    |                      |     |       |     |        |     |          |     |             |    |        |    |        |    |
| Q3   | 549                 |              |   |     |        |        |        |     |    |     |          |     |   |         |                     |         |      |          |        |         |     |        |     |                |   |                |               |              |   |                         |                    |                      |     |       |     |        |     |          |     |             |    |        |    |        |    |
| Q4 03/04   | 899                 |              |   |     |        |        |        |     |    |     |          |     |   |         |                     |         |      |          |        |         |     |        |     |                |   |                |               |              |   |                         |                    |                      |     |       |     |        |     |          |     |             |    |        |    |        |    |
| Borough  | Number of Dwellings |              |   |     |        |        |        |     |    |     |          |     |   |         |                     |         |      |          |        |         |     |        |     |                |   |                |               |              |   |                         |                    |                      |     |       |     |        |     |          |     |             |    |        |    |        |    |
| Lambeth  | 4200                |              |   |     |        |        |        |     |    |     |          |     |   |         |                     |         |      |          |        |         |     |        |     |                |   |                |               |              |   |                         |                    |                      |     |       |     |        |     |          |     |             |    |        |    |        |    |
| Haringey   | 740                 |              |   |     |        |        |        |     |    |     |          |     |   |         |                     |         |      |          |        |         |     |        |     |                |   |                |               |              |   |                         |                    |                      |     |       |     |        |     |          |     |             |    |        |    |        |    |
| Enfield  | 496                 |              |   |     |        |        |        |     |    |     |          |     |   |         |                     |         |      |          |        |         |     |        |     |                |   |                |               |              |   |                         |                    |                      |     |       |     |        |     |          |     |             |    |        |    |        |    |
| Barnet   | 415                 |              |   |     |        |        |        |     |    |     |          |     |   |         |                     |         |      |          |        |         |     |        |     |                |   |                |               |              |   |                         |                    |                      |     |       |     |        |     |          |     |             |    |        |    |        |    |
| Waltham Forest   | 297                 |              |   |     |        |        |        |     |    |     |          |     |   |         |                     |         |      |          |        |         |     |        |     |                |   |                |               |              |   |                         |                    |                      |     |       |     |        |     |          |     |             |    |        |    |        |    |
| Hounslow   | 253                 |              |   |     |        |        |        |     |    |     |          |     |   |         |                     |         |      |          |        |         |     |        |     |                |   |                |               |              |   |                         |                    |                      |     |       |     |        |     |          |     |             |    |        |    |        |    |
| Croydon  | 180                 |              |   |     |        |        |        |     |    |     |          |     |   |         |                     |         |      |          |        |         |     |        |     |                |   |                |               |              |   |                         |                    |                      |     |       |     |        |     |          |     |             |    |        |    |        |    |
| Brent  | 172                 |              |   |     |        |        |        |     |    |     |          |     |   |         |                     |         |      |          |        |         |     |        |     |                |   |                |               |              |   |                         |                    |                      |     |       |     |        |     |          |     |             |    |        |    |        |    |
| Hammersmith & Fulham   | 150                 |              |   |     |        |        |        |     |    |     |          |     |   |         |                     |         |      |          |        |         |     |        |     |                |   |                |               |              |   |                         |                    |                      |     |       |     |        |     |          |     |             |    |        |    |        |    |
| K & C  | 150                 |              |   |     |        |        |        |     |    |     |          |     |   |         |                     |         |      |          |        |         |     |        |     |                |   |                |               |              |   |                         |                    |                      |     |       |     |        |     |          |     |             |    |        |    |        |    |
| Harrow   | 104                 |              |   |     |        |        |        |     |    |     |          |     |   |         |                     |         |      |          |        |         |     |        |     |                |   |                |               |              |   |                         |                    |                      |     |       |     |        |     |          |     |             |    |        |    |        |    |
| Lewisham   | 103                 |              |   |     |        |        |        |     |    |     |          |     |   |         |                     |         |      |          |        |         |     |        |     |                |   |                |               |              |   |                         |                    |                      |     |       |     |        |     |          |     |             |    |        |    |        |    |
| Westminster  | 93                  |              |   |     |        |        |        |     |    |     |          |     |   |         |                     |         |      |          |        |         |     |        |     |                |   |                |               |              |   |                         |                    |                      |     |       |     |        |     |          |     |             |    |        |    |        |    |
| Camden   | 85                  |              |   |     |        |        |        |     |    |     |          |     |   |         |                     |         |      |          |        |         |     |        |     |                |   |                |               |              |   |                         |                    |                      |     |       |     |        |     |          |     |             |    |        |    |        |    |
| Ealing   | 13                  |              |   |     |        |        |        |     |    |     |          |     |   |         |                     |         |      |          |        |         |     |        |     |                |   |                |               |              |   |                         |                    |                      |     |       |     |        |     |          |     |             |    |        |    |        |    |

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

| <p><b>A</b> <b>QUARTERLY PERFORMANCE 2000/01 TO 2003/04</b></p> <p align="center">Annual Target 6.0 weeks</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>19</td> <td>19</td> <td>15</td> <td>15</td> </tr> <tr> <td>2002/3</td> <td>12</td> <td>13</td> <td>14</td> <td>14</td> </tr> </tbody> </table> <p align="center"> <span style="color:blue">■</span> Q1    <span style="color:maroon">■</span> Q2    <span style="color:yellow">■</span> Q3    <span style="color:cyan">■</span> Q4    * Target         </p> | Year                           | Q1           | Q2                        | Q3 | Q4 | 2001/2 | 19 | 19 | 15 | 15 | 2002/3   | 12 | 13   | 14      | 14                             | <p align="center"><b>RESPONSIBILITY</b></p> <table border="1"> <tr> <td><b>Officer</b></td> <td>Helen Clitheroe</td> <td><b>Title</b></td> <td>Finance &amp; Systems Manager</td> </tr> </table> <p>As has been commented on previous reports, this indicator measures performance on housing homeless households to whom we have discharged a duty, who had previously spent time in hostel accommodation. Therefore this indicator is not a measure of current performance. The set target of six weeks relates to current households in B&amp;B accommodation and performance during the year on reducing the length of stay in B&amp;B for families with dependant children has improved markedly. At the end of 2002/03, 217 such households had been in B&amp;B for 6 weeks or longer, by the end of 2003/04 there were no families who had been in B&amp;B for six or more weeks.</p> <table border="1"> <tr> <td><b>Executive Member</b></td> <td>Cllr. Bobby Thomas</td> </tr> </table> <p>Reducing the length of time families spend in B&amp;B has been a priority for the Housing Resource Centre this year and it is very pleasing to note the government target that no families should spend longer than six weeks in B&amp;B has been met within the agreed timescales.</p> | <b>Officer</b> | Helen Clitheroe | <b>Title</b> | Finance & Systems Manager | <b>Executive Member</b> | Cllr. Bobby Thomas |    |         |    |                      |    |          |       |         |      |         |    |          |    |        |    |                |    |       |    |        |    |          |   |
|---|--------------------------------|--------------|---------------------------|----|----|--------|----|----|----|----|----------|----|--|---------|--------------------------------|---|----------------|-----------------|--------------|---------------------------|-------------------------|--------------------|----|---------|----|----------------------|----|----------|-------|---------|------|---------|----|----------|----|--------|----|----------------|----|-------|----|--------|----|----------|---|
| Year  | Q1                             | Q2           | Q3                        | Q4 |    |        |    |    |    |    |          |    |  |         |                                |   |                |                 |              |                           |                         |                    |    |         |    |                      |    |          |       |         |      |         |    |          |    |        |    |                |    |       |    |        |    |          |   |
| 2001/2  | 19                             | 19           | 15                        | 15 |    |        |    |    |    |    |          |    |  |         |                                |   |                |                 |              |                           |                         |                    |    |         |    |                      |    |          |       |         |      |         |    |          |    |        |    |                |    |       |    |        |    |          |   |
| 2002/3  | 12                             | 13           | 14                        | 14 |    |        |    |    |    |    |          |    |  |         |                                |   |                |                 |              |                           |                         |                    |    |         |    |                      |    |          |       |         |      |         |    |          |    |        |    |                |    |       |    |        |    |          |   |
| <b>Officer</b>  | Helen Clitheroe                | <b>Title</b> | Finance & Systems Manager |    |    |        |    |    |    |    |          |    |  |         |                                |   |                |                 |              |                           |                         |                    |    |         |    |                      |    |          |       |         |      |         |    |          |    |        |    |                |    |       |    |        |    |          |   |
| <b>Executive Member</b>   | Cllr. Bobby Thomas             |              |                           |    |    |        |    |    |    |    |          |    |  |         |                                |   |                |                 |              |                           |                         |                    |    |         |    |                      |    |          |       |         |      |         |    |          |    |        |    |                |    |       |    |        |    |          |   |
| <p><b>B</b> <b>PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2003/4</b></p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4</td> <td>15</td> </tr> <tr> <td>Q1</td> <td>12</td> </tr> <tr> <td>Q2</td> <td>13</td> </tr> <tr> <td>Q3</td> <td>14</td> </tr> <tr> <td>Q4 03/04</td> <td>14</td> </tr> </tbody> </table>   | Quarter                        | Value        | Q4                        | 15 | Q1 | 12     | Q2 | 13 | Q3 | 14 | Q4 03/04 | 14 | <p><b>C</b> <b>*2002/03 ANNUAL COMPARISON - AUDIT FAMILY/NEIGHBOURING BOROUGHES</b></p> <p align="center">BV 183a The average length of stay in bed &amp; breakfast in weeks</p> <table border="1"> <thead> <tr> <th>Borough</th> <th>Average Length of Stay (Weeks)</th> </tr> </thead> <tbody> <tr><td>K &amp; C</td><td>60</td></tr> <tr><td>Ealing</td><td>54</td></tr> <tr><td>Barnet</td><td>45</td></tr> <tr><td>Westminster</td><td>43</td></tr> <tr><td>Enfield</td><td>40</td></tr> <tr><td>Hammersmith &amp; Fulham</td><td>31</td></tr> <tr><td>Haringey</td><td>22.05</td></tr> <tr><td>Lambeth</td><td>21.6</td></tr> <tr><td>Croydon</td><td>21</td></tr> <tr><td>Hounslow</td><td>19</td></tr> <tr><td>Harrow</td><td>16</td></tr> <tr><td>Waltham Forest</td><td>15</td></tr> <tr><td>Brent</td><td>15</td></tr> <tr><td>Camden</td><td>12</td></tr> <tr><td>Lewisham</td><td>0</td></tr> </tbody> </table> | Borough | Average Length of Stay (Weeks) | K & C   | 60             | Ealing          | 54           | Barnet                    | 45                      | Westminster        | 43 | Enfield | 40 | Hammersmith & Fulham | 31 | Haringey | 22.05 | Lambeth | 21.6 | Croydon | 21 | Hounslow | 19 | Harrow | 16 | Waltham Forest | 15 | Brent | 15 | Camden | 12 | Lewisham | 0 |
| Quarter   | Value                          |              |                           |    |    |        |    |    |    |    |          |    |  |         |                                |   |                |                 |              |                           |                         |                    |    |         |    |                      |    |          |       |         |      |         |    |          |    |        |    |                |    |       |    |        |    |          |   |
| Q4  | 15                             |              |                           |    |    |        |    |    |    |    |          |    |  |         |                                |   |                |                 |              |                           |                         |                    |    |         |    |                      |    |          |       |         |      |         |    |          |    |        |    |                |    |       |    |        |    |          |   |
| Q1  | 12                             |              |                           |    |    |        |    |    |    |    |          |    |  |         |                                |   |                |                 |              |                           |                         |                    |    |         |    |                      |    |          |       |         |      |         |    |          |    |        |    |                |    |       |    |        |    |          |   |
| Q2  | 13                             |              |                           |    |    |        |    |    |    |    |          |    |  |         |                                |   |                |                 |              |                           |                         |                    |    |         |    |                      |    |          |       |         |      |         |    |          |    |        |    |                |    |       |    |        |    |          |   |
| Q3  | 14                             |              |                           |    |    |        |    |    |    |    |          |    |  |         |                                |   |                |                 |              |                           |                         |                    |    |         |    |                      |    |          |       |         |      |         |    |          |    |        |    |                |    |       |    |        |    |          |   |
| Q4 03/04  | 14                             |              |                           |    |    |        |    |    |    |    |          |    |  |         |                                |   |                |                 |              |                           |                         |                    |    |         |    |                      |    |          |       |         |      |         |    |          |    |        |    |                |    |       |    |        |    |          |   |
| Borough   | Average Length of Stay (Weeks) |              |                           |    |    |        |    |    |    |    |          |    |  |         |                                |   |                |                 |              |                           |                         |                    |    |         |    |                      |    |          |       |         |      |         |    |          |    |        |    |                |    |       |    |        |    |          |   |
| K & C   | 60                             |              |                           |    |    |        |    |    |    |    |          |    |  |         |                                |   |                |                 |              |                           |                         |                    |    |         |    |                      |    |          |       |         |      |         |    |          |    |        |    |                |    |       |    |        |    |          |   |
| Ealing  | 54                             |              |                           |    |    |        |    |    |    |    |          |    |  |         |                                |   |                |                 |              |                           |                         |                    |    |         |    |                      |    |          |       |         |      |         |    |          |    |        |    |                |    |       |    |        |    |          |   |
| Barnet  | 45                             |              |                           |    |    |        |    |    |    |    |          |    |  |         |                                |   |                |                 |              |                           |                         |                    |    |         |    |                      |    |          |       |         |      |         |    |          |    |        |    |                |    |       |    |        |    |          |   |
| Westminster   | 43                             |              |                           |    |    |        |    |    |    |    |          |    |  |         |                                |   |                |                 |              |                           |                         |                    |    |         |    |                      |    |          |       |         |      |         |    |          |    |        |    |                |    |       |    |        |    |          |   |
| Enfield   | 40                             |              |                           |    |    |        |    |    |    |    |          |    |  |         |                                |   |                |                 |              |                           |                         |                    |    |         |    |                      |    |          |       |         |      |         |    |          |    |        |    |                |    |       |    |        |    |          |   |
| Hammersmith & Fulham  | 31                             |              |                           |    |    |        |    |    |    |    |          |    |  |         |                                |   |                |                 |              |                           |                         |                    |    |         |    |                      |    |          |       |         |      |         |    |          |    |        |    |                |    |       |    |        |    |          |   |
| Haringey  | 22.05                          |              |                           |    |    |        |    |    |    |    |          |    |  |         |                                |   |                |                 |              |                           |                         |                    |    |         |    |                      |    |          |       |         |      |         |    |          |    |        |    |                |    |       |    |        |    |          |   |
| Lambeth   | 21.6                           |              |                           |    |    |        |    |    |    |    |          |    |  |         |                                |   |                |                 |              |                           |                         |                    |    |         |    |                      |    |          |       |         |      |         |    |          |    |        |    |                |    |       |    |        |    |          |   |
| Croydon   | 21                             |              |                           |    |    |        |    |    |    |    |          |    |  |         |                                |   |                |                 |              |                           |                         |                    |    |         |    |                      |    |          |       |         |      |         |    |          |    |        |    |                |    |       |    |        |    |          |   |
| Hounslow  | 19                             |              |                           |    |    |        |    |    |    |    |          |    |  |         |                                |   |                |                 |              |                           |                         |                    |    |         |    |                      |    |          |       |         |      |         |    |          |    |        |    |                |    |       |    |        |    |          |   |
| Harrow  | 16                             |              |                           |    |    |        |    |    |    |    |          |    |  |         |                                |   |                |                 |              |                           |                         |                    |    |         |    |                      |    |          |       |         |      |         |    |          |    |        |    |                |    |       |    |        |    |          |   |
| Waltham Forest  | 15                             |              |                           |    |    |        |    |    |    |    |          |    |  |         |                                |   |                |                 |              |                           |                         |                    |    |         |    |                      |    |          |       |         |      |         |    |          |    |        |    |                |    |       |    |        |    |          |   |
| Brent   | 15                             |              |                           |    |    |        |    |    |    |    |          |    |  |         |                                |   |                |                 |              |                           |                         |                    |    |         |    |                      |    |          |       |         |      |         |    |          |    |        |    |                |    |       |    |        |    |          |   |
| Camden  | 12                             |              |                           |    |    |        |    |    |    |    |          |    |  |         |                                |   |                |                 |              |                           |                         |                    |    |         |    |                      |    |          |       |         |      |         |    |          |    |        |    |                |    |       |    |        |    |          |   |
| Lewisham  | 0                              |              |                           |    |    |        |    |    |    |    |          |    |  |         |                                |   |                |                 |              |                           |                         |                    |    |         |    |                      |    |          |       |         |      |         |    |          |    |        |    |                |    |       |    |        |    |          |   |

**BV 183b Average length of stay (in weeks) in hostels**  
**DIRECTOR MARTIN CHEESEMAN**

|   |   |                |   |              |   |                         |                    |
|---|---|----------------|---|--------------|---|-------------------------|--------------------|
| <p><b>A</b> <b>QUARTERLY PERFORMANCE 2000/01 TO 2003/04</b></p> <p>Annual Target 6.0 weeks*(new placements this financial year)</p> <p align="center">2001/2      2002/3      2003/4</p> <p align="center"> <span style="color:blue">■</span> Q1    <span style="color:maroon">■</span> Q2    <span style="color:yellow">■</span> Q3    <span style="color:cyan">■</span> Q4    * Target         </p> | <p align="center"><b>RESPONSIBILITY</b></p> <table border="1"> <tr> <td><b>Officer</b></td> <td>Helen Clitheroe</td> <td><b>Title</b></td> <td>Finance &amp; Systems Manager<br/>Needs &amp; Private Sector</td> </tr> </table> <p>As required by ODPM, this indicator includes all cases where we have discharged a duty and therefore can include the length of stay for families in hostel accommodation up to 10 years ago. The figure of 29 weeks includes cases where a duty has been discharged in the current financial year but the family were in hostel accommodation in a previous financial year. The annual target of 6 weeks is for cases in hostel accommodation during 2003/04 only and this target has been met. There are currently less than 20 households temporarily housed in such accommodation.</p> <table border="1"> <tr> <td><b>Executive Member</b></td> <td>Cllr. Bobby Thomas</td> </tr> </table> <p>Performance is noted.</p> | <b>Officer</b> | Helen Clitheroe                                     | <b>Title</b> | Finance & Systems Manager<br>Needs & Private Sector | <b>Executive Member</b> | Cllr. Bobby Thomas |
| <b>Officer</b>  | Helen Clitheroe   | <b>Title</b>   | Finance & Systems Manager<br>Needs & Private Sector |              |   |                         |                    |
| <b>Executive Member</b>   | Cllr. Bobby Thomas  |                |   |              |   |                         |                    |
| <p><b>B</b> <b>PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2003/4</b></p> <p align="center">Q4      Q1      Q2      Q3      Q4<br/>03/04</p>  | <p><b>C</b> <b>*2002/03 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHES</b></p> <p align="center">BV 183b The average length of stay in hostels in weeks</p>   |                |   |              |   |                         |                    |

**BV 184b Change in proportion of non-decent homes in the year**  
**DIRECTOR MARTIN CHEESEMAN**

| A  | RESPONSIBILITY   |                    |   |          |   |  |        |        |     |                      |        |                    |     |   |        |       |       |        |    |        |       |         |       |       |       |        |       |                |       |         |       |          |    |
|--|--|--------------------|---|----------|---|--|--------|--------|-----|----------------------|--------|--------------------|-----|---|--------|-------|-------|--------|----|--------|-------|---------|-------|-------|-------|--------|-------|----------------|-------|---------|-------|----------|----|
| <p align="center">QUARTERLY PERFORMANCE 2000/01 TO 2003/04</p> <p align="center">Annual Target *3.0%</p> <p align="center">To follow</p>   | <table border="1"> <tr> <td data-bbox="1070 252 1214 336">Officer</td> <td data-bbox="1214 252 1485 336">Laura Murray</td> <td data-bbox="1485 252 1597 336">Title</td> <td data-bbox="1597 252 2114 336">Data Quality Officer<br/>Strategy &amp; Regeneration</td> </tr> <tr> <td colspan="4" data-bbox="1070 336 2114 564"> <p>*Brent Housing Partnership has made good progress in delivering the decent homes programme with 871 dwellings having been brought up to standard by March 2004 and projected spend from the programme in the next year (2004/5) in excess of £25 million</p> <p>Performance of 18% exceeds target set</p> </td> </tr> <tr> <td colspan="2" data-bbox="1070 564 1485 616">Executive Member</td> <td colspan="2" data-bbox="1485 564 2114 616">Cllr. Bobby Thomas</td> </tr> <tr> <td colspan="4" data-bbox="1070 616 2114 735"> <p>The progress made towards attaining the decency standard for all Council homes during this year is pleasing to note.</p> </td> </tr> </table> | Officer            | Laura Murray                                    | Title    | Data Quality Officer<br>Strategy & Regeneration | <p>*Brent Housing Partnership has made good progress in delivering the decent homes programme with 871 dwellings having been brought up to standard by March 2004 and projected spend from the programme in the next year (2004/5) in excess of £25 million</p> <p>Performance of 18% exceeds target set</p> |        |        |     | Executive Member     |        | Cllr. Bobby Thomas |     | <p>The progress made towards attaining the decency standard for all Council homes during this year is pleasing to note.</p> |        |       |       |        |    |        |       |         |       |       |       |        |       |                |       |         |       |          |    |
| Officer  | Laura Murray   | Title              | Data Quality Officer<br>Strategy & Regeneration |          |   |  |        |        |     |                      |        |                    |     |   |        |       |       |        |    |        |       |         |       |       |       |        |       |                |       |         |       |          |    |
| <p>*Brent Housing Partnership has made good progress in delivering the decent homes programme with 871 dwellings having been brought up to standard by March 2004 and projected spend from the programme in the next year (2004/5) in excess of £25 million</p> <p>Performance of 18% exceeds target set</p> |  |                    |   |          |   |  |        |        |     |                      |        |                    |     |   |        |       |       |        |    |        |       |         |       |       |       |        |       |                |       |         |       |          |    |
| Executive Member   |  | Cllr. Bobby Thomas |   |          |   |  |        |        |     |                      |        |                    |     |   |        |       |       |        |    |        |       |         |       |       |       |        |       |                |       |         |       |          |    |
| <p>The progress made towards attaining the decency standard for all Council homes during this year is pleasing to note.</p>  |  |                    |   |          |   |  |        |        |     |                      |        |                    |     |   |        |       |       |        |    |        |       |         |       |       |       |        |       |                |       |         |       |          |    |
| B  | C  |                    |   |          |   |  |        |        |     |                      |        |                    |     |   |        |       |       |        |    |        |       |         |       |       |       |        |       |                |       |         |       |          |    |
| <p align="center">PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2003/4</p> <p align="center">Annual performance 18%</p> <p align="center">* Note the annual target was set prior to the introduction of the Decent Homes Programme.</p>  | <p align="center">*2002/03 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHES</p> <p align="center">BV 184b Percentage change in proportion of non-decent LA homes in the year</p> <table border="1"> <thead> <tr> <th>Borough</th> <th>Percentage Change</th> </tr> </thead> <tbody> <tr><td>Haringey</td><td>83.50%</td></tr> <tr><td>Westminster</td><td>18.56%</td></tr> <tr><td>Barnet</td><td>15%</td></tr> <tr><td>Hammersmith &amp; Fulham</td><td>12.24%</td></tr> <tr><td>Croydon</td><td>12%</td></tr> <tr><td>Hounslow</td><td>11.80%</td></tr> <tr><td>Brent</td><td>6.55%</td></tr> <tr><td>Harrow</td><td>6%</td></tr> <tr><td>Camden</td><td>4.67%</td></tr> <tr><td>Enfield</td><td>4.60%</td></tr> <tr><td>K &amp; C</td><td>3.40%</td></tr> <tr><td>Ealing</td><td>3.33%</td></tr> <tr><td>Waltham Forest</td><td>2.63%</td></tr> <tr><td>Lambeth</td><td>2.30%</td></tr> <tr><td>Lewisham</td><td>0%</td></tr> </tbody> </table>   | Borough            | Percentage Change                               | Haringey | 83.50%  | Westminster  | 18.56% | Barnet | 15% | Hammersmith & Fulham | 12.24% | Croydon            | 12% | Hounslow  | 11.80% | Brent | 6.55% | Harrow | 6% | Camden | 4.67% | Enfield | 4.60% | K & C | 3.40% | Ealing | 3.33% | Waltham Forest | 2.63% | Lambeth | 2.30% | Lewisham | 0% |
| Borough  | Percentage Change  |                    |   |          |   |  |        |        |     |                      |        |                    |     |   |        |       |       |        |    |        |       |         |       |       |       |        |       |                |       |         |       |          |    |
| Haringey   | 83.50%   |                    |   |          |   |  |        |        |     |                      |        |                    |     |   |        |       |       |        |    |        |       |         |       |       |       |        |       |                |       |         |       |          |    |
| Westminster  | 18.56%   |                    |   |          |   |  |        |        |     |                      |        |                    |     |   |        |       |       |        |    |        |       |         |       |       |       |        |       |                |       |         |       |          |    |
| Barnet   | 15%  |                    |   |          |   |  |        |        |     |                      |        |                    |     |   |        |       |       |        |    |        |       |         |       |       |       |        |       |                |       |         |       |          |    |
| Hammersmith & Fulham   | 12.24%   |                    |   |          |   |  |        |        |     |                      |        |                    |     |   |        |       |       |        |    |        |       |         |       |       |       |        |       |                |       |         |       |          |    |
| Croydon  | 12%  |                    |   |          |   |  |        |        |     |                      |        |                    |     |   |        |       |       |        |    |        |       |         |       |       |       |        |       |                |       |         |       |          |    |
| Hounslow   | 11.80%   |                    |   |          |   |  |        |        |     |                      |        |                    |     |   |        |       |       |        |    |        |       |         |       |       |       |        |       |                |       |         |       |          |    |
| Brent  | 6.55%  |                    |   |          |   |  |        |        |     |                      |        |                    |     |   |        |       |       |        |    |        |       |         |       |       |       |        |       |                |       |         |       |          |    |
| Harrow   | 6%   |                    |   |          |   |  |        |        |     |                      |        |                    |     |   |        |       |       |        |    |        |       |         |       |       |       |        |       |                |       |         |       |          |    |
| Camden   | 4.67%  |                    |   |          |   |  |        |        |     |                      |        |                    |     |   |        |       |       |        |    |        |       |         |       |       |       |        |       |                |       |         |       |          |    |
| Enfield  | 4.60%  |                    |   |          |   |  |        |        |     |                      |        |                    |     |   |        |       |       |        |    |        |       |         |       |       |       |        |       |                |       |         |       |          |    |
| K & C  | 3.40%  |                    |   |          |   |  |        |        |     |                      |        |                    |     |   |        |       |       |        |    |        |       |         |       |       |       |        |       |                |       |         |       |          |    |
| Ealing   | 3.33%  |                    |   |          |   |  |        |        |     |                      |        |                    |     |   |        |       |       |        |    |        |       |         |       |       |       |        |       |                |       |         |       |          |    |
| Waltham Forest   | 2.63%  |                    |   |          |   |  |        |        |     |                      |        |                    |     |   |        |       |       |        |    |        |       |         |       |       |       |        |       |                |       |         |       |          |    |
| Lambeth  | 2.30%  |                    |   |          |   |  |        |        |     |                      |        |                    |     |   |        |       |       |        |    |        |       |         |       |       |       |        |       |                |       |         |       |          |    |
| Lewisham   | 0%   |                    |   |          |   |  |        |        |     |                      |        |                    |     |   |        |       |       |        |    |        |       |         |       |       |       |        |       |                |       |         |       |          |    |

**BV 185 Percentage of responsive repairs where appointments were made and kept**  
**DIRECTOR MARTIN CHEESEMAN**

|  |  |                |  |              |  |                         |                    |              |               |          |        |          |        |             |        |       |        |         |     |         |        |                      |     |                |        |        |     |        |    |         |    |
|--|--|----------------|--|--------------|--|-------------------------|--------------------|--------------|---------------|----------|--------|----------|--------|-------------|--------|-------|--------|---------|-----|---------|--------|----------------------|-----|----------------|--------|--------|-----|--------|----|---------|----|
| <p><b>A</b> <b>QUARTERLY PERFORMANCE 2000/01 TO 2003/04</b></p> <p align="center">Annual Target 95.0%</p> <p align="center">2001/2      2002/3      2003/4</p> <p align="center"> <span style="color:blue">■</span> Q1    <span style="color:maroon">■</span> Q2    <span style="color:yellow">■</span> Q3    <span style="color:cyan">■</span> Q4    <span style="color:purple">*—</span> Target         </p> | <p align="center"><b>RESPONSIBILITY</b></p> <table border="1"> <tr> <td><b>Officer</b></td> <td>Roger Thompson</td> <td><b>Title</b></td> <td>Major Repairs Programme Manager<br/>Brent Housing Partnership</td> </tr> </table> <p>Performance for the final quarter of 2003/04 has risen to 97% which is 2% above the annual target. This indicator represents a consistently high area of performance for Brent Housing Partnership.</p> <table border="1"> <tr> <td><b>Executive Member</b></td> <td>Cllr. Bobby Thomas</td> </tr> </table> <p>The continuing good performance in this area is noted.</p>   | <b>Officer</b> | Roger Thompson   | <b>Title</b> | Major Repairs Programme Manager<br>Brent Housing Partnership | <b>Executive Member</b> | Cllr. Bobby Thomas |              |               |          |        |          |        |             |        |       |        |         |     |         |        |                      |     |                |        |        |     |        |    |         |    |
| <b>Officer</b>   | Roger Thompson   | <b>Title</b>   | Major Repairs Programme Manager<br>Brent Housing Partnership |              |  |                         |                    |              |               |          |        |          |        |             |        |       |        |         |     |         |        |                      |     |                |        |        |     |        |    |         |    |
| <b>Executive Member</b>  | Cllr. Bobby Thomas   |                |  |              |  |                         |                    |              |               |          |        |          |        |             |        |       |        |         |     |         |        |                      |     |                |        |        |     |        |    |         |    |
| <p><b>B</b> <b>PERFORMANCE AGAINST PRECEDING FOUR QUARTERS 2003/4</b></p> <p align="center">Q4      Q1      Q2      Q3      Q4<br/>03/04</p>   | <p><b>C</b> <b>*2002/03 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHES</b></p> <p align="center">BV 185 Percentage of responsive repairs (non-emergency) appointments made &amp; kept</p> <table border="1"> <tr><td>Camden</td><td>99.80%</td></tr> <tr><td>Barnet</td><td>96%</td></tr> <tr><td>Hounslow</td><td>95%</td></tr> <tr><td><b>Brent</b></td><td><b>93.80%</b></td></tr> <tr><td>Haringey</td><td>93.19%</td></tr> <tr><td>Lewisham</td><td>92.40%</td></tr> <tr><td>Westminster</td><td>92.39%</td></tr> <tr><td>K &amp; C</td><td>90.30%</td></tr> <tr><td>Croydon</td><td>90%</td></tr> <tr><td>Lambeth</td><td>82.32%</td></tr> <tr><td>Hammersmith &amp; Fulham</td><td>80%</td></tr> <tr><td>Waltham Forest</td><td>65.10%</td></tr> <tr><td>Ealing</td><td>22%</td></tr> <tr><td>Harrow</td><td>0%</td></tr> <tr><td>Enfield</td><td>0%</td></tr> </table> | Camden         | 99.80%   | Barnet       | 96%  | Hounslow                | 95%                | <b>Brent</b> | <b>93.80%</b> | Haringey | 93.19% | Lewisham | 92.40% | Westminster | 92.39% | K & C | 90.30% | Croydon | 90% | Lambeth | 82.32% | Hammersmith & Fulham | 80% | Waltham Forest | 65.10% | Ealing | 22% | Harrow | 0% | Enfield | 0% |
| Camden   | 99.80%   |                |  |              |  |                         |                    |              |               |          |        |          |        |             |        |       |        |         |     |         |        |                      |     |                |        |        |     |        |    |         |    |
| Barnet   | 96%  |                |  |              |  |                         |                    |              |               |          |        |          |        |             |        |       |        |         |     |         |        |                      |     |                |        |        |     |        |    |         |    |
| Hounslow   | 95%  |                |  |              |  |                         |                    |              |               |          |        |          |        |             |        |       |        |         |     |         |        |                      |     |                |        |        |     |        |    |         |    |
| <b>Brent</b>   | <b>93.80%</b>  |                |  |              |  |                         |                    |              |               |          |        |          |        |             |        |       |        |         |     |         |        |                      |     |                |        |        |     |        |    |         |    |
| Haringey   | 93.19%   |                |  |              |  |                         |                    |              |               |          |        |          |        |             |        |       |        |         |     |         |        |                      |     |                |        |        |     |        |    |         |    |
| Lewisham   | 92.40%   |                |  |              |  |                         |                    |              |               |          |        |          |        |             |        |       |        |         |     |         |        |                      |     |                |        |        |     |        |    |         |    |
| Westminster  | 92.39%   |                |  |              |  |                         |                    |              |               |          |        |          |        |             |        |       |        |         |     |         |        |                      |     |                |        |        |     |        |    |         |    |
| K & C  | 90.30%   |                |  |              |  |                         |                    |              |               |          |        |          |        |             |        |       |        |         |     |         |        |                      |     |                |        |        |     |        |    |         |    |
| Croydon  | 90%  |                |  |              |  |                         |                    |              |               |          |        |          |        |             |        |       |        |         |     |         |        |                      |     |                |        |        |     |        |    |         |    |
| Lambeth  | 82.32%   |                |  |              |  |                         |                    |              |               |          |        |          |        |             |        |       |        |         |     |         |        |                      |     |                |        |        |     |        |    |         |    |
| Hammersmith & Fulham   | 80%  |                |  |              |  |                         |                    |              |               |          |        |          |        |             |        |       |        |         |     |         |        |                      |     |                |        |        |     |        |    |         |    |
| Waltham Forest   | 65.10%   |                |  |              |  |                         |                    |              |               |          |        |          |        |             |        |       |        |         |     |         |        |                      |     |                |        |        |     |        |    |         |    |
| Ealing   | 22%  |                |  |              |  |                         |                    |              |               |          |        |          |        |             |        |       |        |         |     |         |        |                      |     |                |        |        |     |        |    |         |    |
| Harrow   | 0%   |                |  |              |  |                         |                    |              |               |          |        |          |        |             |        |       |        |         |     |         |        |                      |     |                |        |        |     |        |    |         |    |
| Enfield  | 0%   |                |  |              |  |                         |                    |              |               |          |        |          |        |             |        |       |        |         |     |         |        |                      |     |                |        |        |     |        |    |         |    |



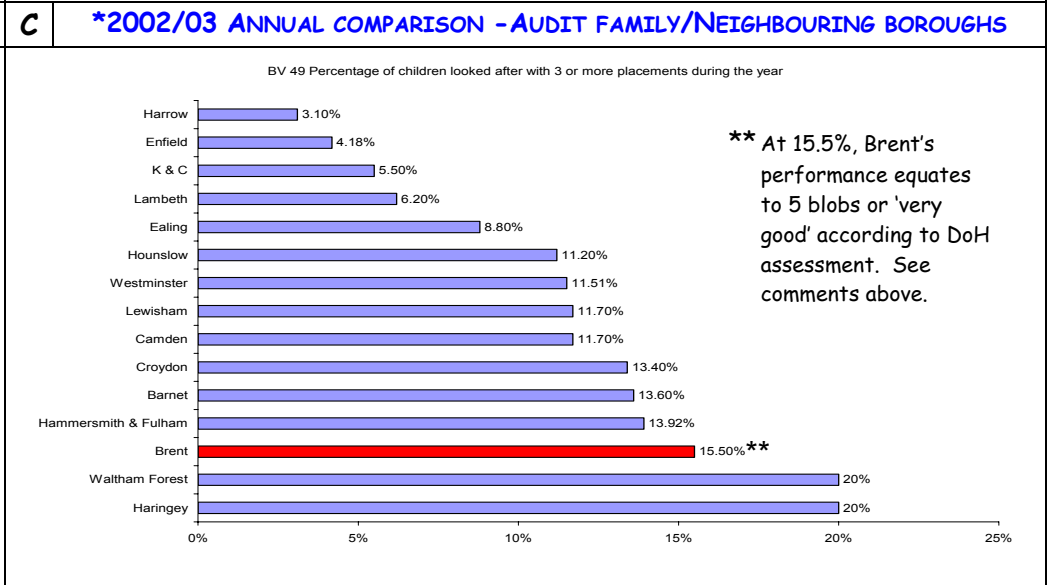
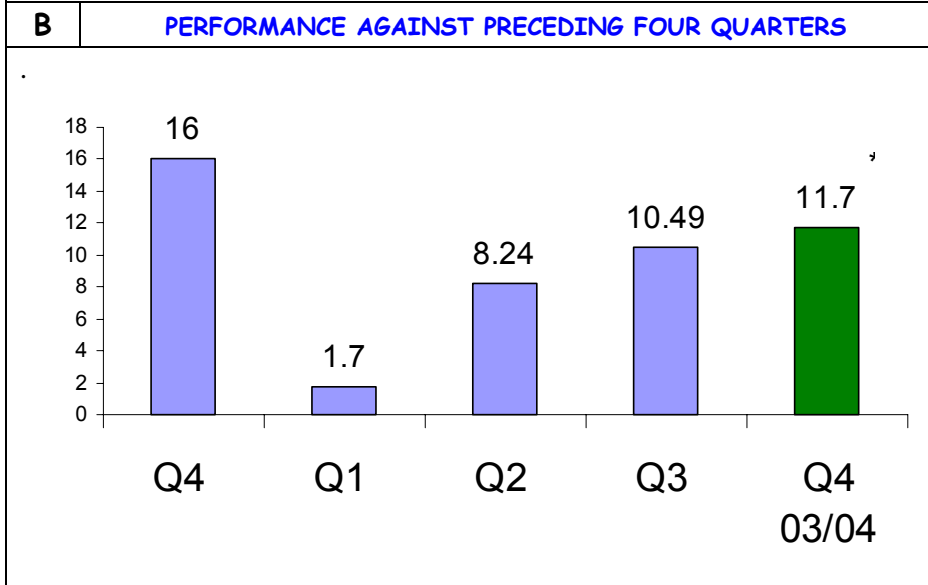
# SOCIAL SERVICES





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

|                     |   |   |                 |                 |   |
|---------------------|---|---|-----------------|-----------------|---|
| <b>A</b>            | <b>QUARTERLY PERFORMANCE 2000/1 TO 2003/4</b> | <b>RESPONSIBILITY</b>   |                 |                 |   |
| Annual Target 16.0% |   | Officer   | Ronnie Ferguson | Title           | Case Tracking Officer Children's Services Resources |
|                     |   | A more complete and accurate data set for this indicator has become available, and it is now possible to report on this indicator on a cumulative basis. At the end of Quarter 4, we are 4.3% below our target. The Department Of Health regards good performance as low, and so we are on track to meet the target figure. Current performance suggests that we have achieved our target. Brent should achieve 5 bands from the DOH for this indicator. It is not possible to achieve a higher banding under the national PAF ratings for Social Services. |                 |                 |   |
|                     |   | Executive Member  |                 | Cllr. Ralph Fox |   |
|                     |   | Monitoring data shows that we have ended the year within the target range and hence maintained high levels of performance as judged by the Department of Health (DoH) and Commission for Social Care Inspection and achieved target of 5 blobs rating from DOH.   |                 |                 |   |



**BV 54 Older people helped to live at home per 1000 people aged 65 and over**  
**DIRECTOR JENNY GOODALL**

|  |  |  |            |  |                  |                      |        |        |       |          |     |          |       |         |     |             |        |        |    |                |      |       |    |          |      |         |      |       |      |        |    |
|--|--|--|------------|--|------------------|----------------------|--------|--------|-------|----------|-----|----------|-------|---------|-----|-------------|--------|--------|----|----------------|------|-------|----|----------|------|---------|------|-------|------|--------|----|
| <p><b>A</b>      <b>QUARTERLY PERFORMANCE 2000/1 TO 2003/4</b></p> <p align="center"><b>Annual Target 75</b></p> <p align="center">2001/2      2002/3      2003/4</p> <p align="center"> <span style="color:blue">■</span> Q1    <span style="color:maroon">■</span> Q2    <span style="color:yellow">■</span> Q3    <span style="color:cyan">■</span> Q4    * Target         </p> | <p align="center"><b>RESPONSIBILITY</b></p> <table border="1"> <tr> <td>Officer</td> <td>Ros Howard</td> <td>Mgr Community Care Older People Services</td> </tr> </table> <p>All figures have been revised as previous data included figures relating to Older People attending luncheon clubs which has now been removed. We have made extensive efforts to ensure that all relevant clients are included in the data for this indicator to ensure the information is wholly accurate and complete. The total number of older people helped to live at home is 2735. The figure for Quarter 4 has increased because more people are receiving services from Housing and Occupational Therapy</p> <table border="1"> <tr> <td>Executive Member</td> <td>Cllr. Ralph Fox</td> </tr> </table> <p>Improved data collection has enabled more accurate performance figures to be shown. Performance against this target during 2003/04 has exceeded the annual target. This was an area identified for improvement during the last year, and focused work has delivered the improved performance. We will strive to maintain this significantly improved figure during the coming year.</p> | Officer                                  | Ros Howard | Mgr Community Care Older People Services | Executive Member | Cllr. Ralph Fox      |        |        |       |          |     |          |       |         |     |             |        |        |    |                |      |       |    |          |      |         |      |       |      |        |    |
| Officer  | Ros Howard   | Mgr Community Care Older People Services |            |  |                  |                      |        |        |       |          |     |          |       |         |     |             |        |        |    |                |      |       |    |          |      |         |      |       |      |        |    |
| Executive Member   | Cllr. Ralph Fox  |  |            |  |                  |                      |        |        |       |          |     |          |       |         |     |             |        |        |    |                |      |       |    |          |      |         |      |       |      |        |    |
| <p><b>B</b>      <b>PERFORMANCE AGAINST PRECEDING FOUR QUARTERS</b></p> <p align="center">Q4      Q1      Q2      Q3      Q4<br/>03/04</p>   | <p><b>C</b>      <b>*2002/03 ANNUAL COMPARISON - AUDIT FAMILY/NEIGHBOURING BOROUGHES</b></p> <p align="center">BV 54 Older people aged 65 or over helped to live at home (per 1000 - 65s or over)</p> <table border="1"> <tr><td>Lambeth</td><td>156.8</td></tr> <tr><td>Camden</td><td>141.23</td></tr> <tr><td>Hammersmith &amp; Fulham</td><td>133.66</td></tr> <tr><td>Ealing</td><td>124.7</td></tr> <tr><td>Haringey</td><td>107</td></tr> <tr><td>Lewisham</td><td>104.7</td></tr> <tr><td>Croydon</td><td>104</td></tr> <tr><td>Westminster</td><td>103.94</td></tr> <tr><td>Barnet</td><td>86</td></tr> <tr><td>Waltham Forest</td><td>84.9</td></tr> <tr><td>K &amp; C</td><td>84</td></tr> <tr><td>Hounslow</td><td>80.1</td></tr> <tr><td>Enfield</td><td>77.5</td></tr> <tr><td>Brent</td><td>73.1</td></tr> <tr><td>Harrow</td><td>70</td></tr> </table>   | Lambeth                                  | 156.8      | Camden                                   | 141.23           | Hammersmith & Fulham | 133.66 | Ealing | 124.7 | Haringey | 107 | Lewisham | 104.7 | Croydon | 104 | Westminster | 103.94 | Barnet | 86 | Waltham Forest | 84.9 | K & C | 84 | Hounslow | 80.1 | Enfield | 77.5 | Brent | 73.1 | Harrow | 70 |
| Lambeth  | 156.8  |  |            |  |                  |                      |        |        |       |          |     |          |       |         |     |             |        |        |    |                |      |       |    |          |      |         |      |       |      |        |    |
| Camden   | 141.23   |  |            |  |                  |                      |        |        |       |          |     |          |       |         |     |             |        |        |    |                |      |       |    |          |      |         |      |       |      |        |    |
| Hammersmith & Fulham   | 133.66   |  |            |  |                  |                      |        |        |       |          |     |          |       |         |     |             |        |        |    |                |      |       |    |          |      |         |      |       |      |        |    |
| Ealing   | 124.7  |  |            |  |                  |                      |        |        |       |          |     |          |       |         |     |             |        |        |    |                |      |       |    |          |      |         |      |       |      |        |    |
| Haringey   | 107  |  |            |  |                  |                      |        |        |       |          |     |          |       |         |     |             |        |        |    |                |      |       |    |          |      |         |      |       |      |        |    |
| Lewisham   | 104.7  |  |            |  |                  |                      |        |        |       |          |     |          |       |         |     |             |        |        |    |                |      |       |    |          |      |         |      |       |      |        |    |
| Croydon  | 104  |  |            |  |                  |                      |        |        |       |          |     |          |       |         |     |             |        |        |    |                |      |       |    |          |      |         |      |       |      |        |    |
| Westminster  | 103.94   |  |            |  |                  |                      |        |        |       |          |     |          |       |         |     |             |        |        |    |                |      |       |    |          |      |         |      |       |      |        |    |
| Barnet   | 86   |  |            |  |                  |                      |        |        |       |          |     |          |       |         |     |             |        |        |    |                |      |       |    |          |      |         |      |       |      |        |    |
| Waltham Forest   | 84.9   |  |            |  |                  |                      |        |        |       |          |     |          |       |         |     |             |        |        |    |                |      |       |    |          |      |         |      |       |      |        |    |
| K & C  | 84   |  |            |  |                  |                      |        |        |       |          |     |          |       |         |     |             |        |        |    |                |      |       |    |          |      |         |      |       |      |        |    |
| Hounslow   | 80.1   |  |            |  |                  |                      |        |        |       |          |     |          |       |         |     |             |        |        |    |                |      |       |    |          |      |         |      |       |      |        |    |
| Enfield  | 77.5   |  |            |  |                  |                      |        |        |       |          |     |          |       |         |     |             |        |        |    |                |      |       |    |          |      |         |      |       |      |        |    |
| Brent  | 73.1   |  |            |  |                  |                      |        |        |       |          |     |          |       |         |     |             |        |        |    |                |      |       |    |          |      |         |      |       |      |        |    |
| Harrow   | 70   |  |            |  |                  |                      |        |        |       |          |     |          |       |         |     |             |        |        |    |                |      |       |    |          |      |         |      |       |      |        |    |

**BV 58 Percentage of people receiving a statement of their needs**  
**DIRECTOR JENNY GOODALL**

| A  | RESponsibility   |            |         |      |        |        |        |       |    |    |          |       |   |         |            |         |      |          |        |         |     |          |        |             |  |         |                         |          |         |       |     |       |        |                      |        |         |                 |        |        |        |     |                |        |        |        |
|--|--|------------|---------|------|--------|--------|--------|-------|----|----|----------|-------|---|---------|------------|---------|------|----------|--------|---------|-----|----------|--------|-------------|--|---------|-------------------------|----------|---------|-------|-----|-------|--------|----------------------|--------|---------|-----------------|--------|--------|--------|-----|----------------|--------|--------|--------|
| <p align="center"><b>QUARTERLY PERFORMANCE 2000/1 TO 2003/4</b></p> <p align="center">Annual Target 80.0%</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> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2001/2</td> <td>58</td> <td>48</td> <td>52</td> <td>62</td> <td>80</td> </tr> <tr> <td>2002/3</td> <td>68</td> <td>60</td> <td>65</td> <td>68</td> <td>80</td> </tr> <tr> <td>2003/4</td> <td>75</td> <td>70</td> <td>72</td> <td>90</td> <td>80</td> </tr> </tbody> </table> <p align="center">Legend: Q1 (blue), Q2 (maroon), Q3 (yellow), Q4 (cyan), * Target (purple asterisk)</p> | Year   | Q1         | Q2      | Q3   | Q4     | Target | 2001/2 | 58    | 48 | 52 | 62       | 80    | 2002/3  | 68      | 60         | 65      | 68   | 80       | 2003/4 | 75      | 70  | 72       | 90     | 80          | <table border="1"> <thead> <tr> <th>Officer</th> <th>All Adult Service Units</th> <th>Title</th> <th>Various</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p>Some service units are performing at 100% against this indicator. However, figures are lower in other service units which reduces the overall figures. The number of people receiving services who have been provided with a statement of their needs and how they will be met has risen significantly in quarter 4 because service units have made a sustained effort to ensure that all clients receive a statement of their needs, where possible. The result of this effort is indicated above and the annual target has been significantly exceeded.</p> <table border="1"> <thead> <tr> <th>Executive Member</th> <th></th> </tr> </thead> <tbody> <tr> <td></td> <td>Cllr. Ralph Fox</td> </tr> </tbody> </table> <p>Targeted action has been taken to increase the number of people receiving a statement of their needs during the final months of the year. This has ensured that the target has been exceeded. Performance will continue to be monitored via the Departmental Management Team during the coming year to maintain these high standards.</p> | Officer | All Adult Service Units | Title    | Various |       |     |       |        | Executive Member     |        |         | Cllr. Ralph Fox |        |        |        |     |                |        |        |        |
| Year   | Q1   | Q2         | Q3      | Q4   | Target |        |        |       |    |    |          |       |   |         |            |         |      |          |        |         |     |          |        |             |  |         |                         |          |         |       |     |       |        |                      |        |         |                 |        |        |        |     |                |        |        |        |
| 2001/2   | 58   | 48         | 52      | 62   | 80     |        |        |       |    |    |          |       |   |         |            |         |      |          |        |         |     |          |        |             |  |         |                         |          |         |       |     |       |        |                      |        |         |                 |        |        |        |     |                |        |        |        |
| 2002/3   | 68   | 60         | 65      | 68   | 80     |        |        |       |    |    |          |       |   |         |            |         |      |          |        |         |     |          |        |             |  |         |                         |          |         |       |     |       |        |                      |        |         |                 |        |        |        |     |                |        |        |        |
| 2003/4   | 75   | 70         | 72      | 90   | 80     |        |        |       |    |    |          |       |   |         |            |         |      |          |        |         |     |          |        |             |  |         |                         |          |         |       |     |       |        |                      |        |         |                 |        |        |        |     |                |        |        |        |
| Officer  | All Adult Service Units  | Title      | Various |      |        |        |        |       |    |    |          |       |   |         |            |         |      |          |        |         |     |          |        |             |  |         |                         |          |         |       |     |       |        |                      |        |         |                 |        |        |        |     |                |        |        |        |
|  |  |            |         |      |        |        |        |       |    |    |          |       |   |         |            |         |      |          |        |         |     |          |        |             |  |         |                         |          |         |       |     |       |        |                      |        |         |                 |        |        |        |     |                |        |        |        |
| Executive Member   |  |            |         |      |        |        |        |       |    |    |          |       |   |         |            |         |      |          |        |         |     |          |        |             |  |         |                         |          |         |       |     |       |        |                      |        |         |                 |        |        |        |     |                |        |        |        |
|  | Cllr. Ralph Fox  |            |         |      |        |        |        |       |    |    |          |       |   |         |            |         |      |          |        |         |     |          |        |             |  |         |                         |          |         |       |     |       |        |                      |        |         |                 |        |        |        |     |                |        |        |        |
| <p><b>B</b></p> <p align="center"><b>PERFORMANCE AGAINST PRECEDING FOUR QUARTERS</b></p>   | <p><b>C</b></p> <p align="center"><b>*2002/03 ANNUAL COMPARISON - AUDIT FAMILY/NEIGHBOURING BOROUGHs</b></p> |            |         |      |        |        |        |       |    |    |          |       |   |         |            |         |      |          |        |         |     |          |        |             |  |         |                         |          |         |       |     |       |        |                      |        |         |                 |        |        |        |     |                |        |        |        |
| <table border="1"> <caption>Performance Against Preceding Four Quarters</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q4</td> <td>69.3</td> </tr> <tr> <td>Q1</td> <td>76.3</td> </tr> <tr> <td>Q2</td> <td>70.32</td> </tr> <tr> <td>Q3</td> <td>72</td> </tr> <tr> <td>Q4 03/04</td> <td>91.74</td> </tr> </tbody> </table>  | Quarter  | Percentage | Q4      | 69.3 | Q1     | 76.3   | Q2     | 70.32 | Q3 | 72 | Q4 03/04 | 91.74 | <p align="center">BV 58 Percentage of people receiving a statement of needs and how they will be met</p> <table border="1"> <caption>Annual Comparison - Audit Family/Neighbouring Boroughs</caption> <thead> <tr> <th>Borough</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Lambeth</td><td>100%</td></tr> <tr><td>Lewisham</td><td>95%</td></tr> <tr><td>Croydon</td><td>95%</td></tr> <tr><td>Hounslow</td><td>93.70%</td></tr> <tr><td>Westminster</td><td>92.90%</td></tr> <tr><td>Camden</td><td>92.20%</td></tr> <tr><td>Haringey</td><td>92%</td></tr> <tr><td>Brent</td><td>89%</td></tr> <tr><td>K &amp; C</td><td>88.00%</td></tr> <tr><td>Hammersmith &amp; Fulham</td><td>86.10%</td></tr> <tr><td>Enfield</td><td>80.10%</td></tr> <tr><td>Harrow</td><td>76.50%</td></tr> <tr><td>Barnet</td><td>73%</td></tr> <tr><td>Waltham Forest</td><td>66.90%</td></tr> <tr><td>Ealing</td><td>31.40%</td></tr> </tbody> </table> | Borough | Percentage | Lambeth | 100% | Lewisham | 95%    | Croydon | 95% | Hounslow | 93.70% | Westminster | 92.90%   | Camden  | 92.20%                  | Haringey | 92%     | Brent | 89% | K & C | 88.00% | Hammersmith & Fulham | 86.10% | Enfield | 80.10%          | Harrow | 76.50% | Barnet | 73% | Waltham Forest | 66.90% | Ealing | 31.40% |
| Quarter  | Percentage   |            |         |      |        |        |        |       |    |    |          |       |   |         |            |         |      |          |        |         |     |          |        |             |  |         |                         |          |         |       |     |       |        |                      |        |         |                 |        |        |        |     |                |        |        |        |
| Q4   | 69.3   |            |         |      |        |        |        |       |    |    |          |       |   |         |            |         |      |          |        |         |     |          |        |             |  |         |                         |          |         |       |     |       |        |                      |        |         |                 |        |        |        |     |                |        |        |        |
| Q1   | 76.3   |            |         |      |        |        |        |       |    |    |          |       |   |         |            |         |      |          |        |         |     |          |        |             |  |         |                         |          |         |       |     |       |        |                      |        |         |                 |        |        |        |     |                |        |        |        |
| Q2   | 70.32  |            |         |      |        |        |        |       |    |    |          |       |   |         |            |         |      |          |        |         |     |          |        |             |  |         |                         |          |         |       |     |       |        |                      |        |         |                 |        |        |        |     |                |        |        |        |
| Q3   | 72   |            |         |      |        |        |        |       |    |    |          |       |   |         |            |         |      |          |        |         |     |          |        |             |  |         |                         |          |         |       |     |       |        |                      |        |         |                 |        |        |        |     |                |        |        |        |
| Q4 03/04   | 91.74  |            |         |      |        |        |        |       |    |    |          |       |   |         |            |         |      |          |        |         |     |          |        |             |  |         |                         |          |         |       |     |       |        |                      |        |         |                 |        |        |        |     |                |        |        |        |
| Borough  | Percentage   |            |         |      |        |        |        |       |    |    |          |       |   |         |            |         |      |          |        |         |     |          |        |             |  |         |                         |          |         |       |     |       |        |                      |        |         |                 |        |        |        |     |                |        |        |        |
| Lambeth  | 100%   |            |         |      |        |        |        |       |    |    |          |       |   |         |            |         |      |          |        |         |     |          |        |             |  |         |                         |          |         |       |     |       |        |                      |        |         |                 |        |        |        |     |                |        |        |        |
| Lewisham   | 95%  |            |         |      |        |        |        |       |    |    |          |       |   |         |            |         |      |          |        |         |     |          |        |             |  |         |                         |          |         |       |     |       |        |                      |        |         |                 |        |        |        |     |                |        |        |        |
| Croydon  | 95%  |            |         |      |        |        |        |       |    |    |          |       |   |         |            |         |      |          |        |         |     |          |        |             |  |         |                         |          |         |       |     |       |        |                      |        |         |                 |        |        |        |     |                |        |        |        |
| Hounslow   | 93.70%   |            |         |      |        |        |        |       |    |    |          |       |   |         |            |         |      |          |        |         |     |          |        |             |  |         |                         |          |         |       |     |       |        |                      |        |         |                 |        |        |        |     |                |        |        |        |
| Westminster  | 92.90%   |            |         |      |        |        |        |       |    |    |          |       |   |         |            |         |      |          |        |         |     |          |        |             |  |         |                         |          |         |       |     |       |        |                      |        |         |                 |        |        |        |     |                |        |        |        |
| Camden   | 92.20%   |            |         |      |        |        |        |       |    |    |          |       |   |         |            |         |      |          |        |         |     |          |        |             |  |         |                         |          |         |       |     |       |        |                      |        |         |                 |        |        |        |     |                |        |        |        |
| Haringey   | 92%  |            |         |      |        |        |        |       |    |    |          |       |   |         |            |         |      |          |        |         |     |          |        |             |  |         |                         |          |         |       |     |       |        |                      |        |         |                 |        |        |        |     |                |        |        |        |
| Brent  | 89%  |            |         |      |        |        |        |       |    |    |          |       |   |         |            |         |      |          |        |         |     |          |        |             |  |         |                         |          |         |       |     |       |        |                      |        |         |                 |        |        |        |     |                |        |        |        |
| K & C  | 88.00%   |            |         |      |        |        |        |       |    |    |          |       |   |         |            |         |      |          |        |         |     |          |        |             |  |         |                         |          |         |       |     |       |        |                      |        |         |                 |        |        |        |     |                |        |        |        |
| Hammersmith & Fulham   | 86.10%   |            |         |      |        |        |        |       |    |    |          |       |   |         |            |         |      |          |        |         |     |          |        |             |  |         |                         |          |         |       |     |       |        |                      |        |         |                 |        |        |        |     |                |        |        |        |
| Enfield  | 80.10%   |            |         |      |        |        |        |       |    |    |          |       |   |         |            |         |      |          |        |         |     |          |        |             |  |         |                         |          |         |       |     |       |        |                      |        |         |                 |        |        |        |     |                |        |        |        |
| Harrow   | 76.50%   |            |         |      |        |        |        |       |    |    |          |       |   |         |            |         |      |          |        |         |     |          |        |             |  |         |                         |          |         |       |     |       |        |                      |        |         |                 |        |        |        |     |                |        |        |        |
| Barnet   | 73%  |            |         |      |        |        |        |       |    |    |          |       |   |         |            |         |      |          |        |         |     |          |        |             |  |         |                         |          |         |       |     |       |        |                      |        |         |                 |        |        |        |     |                |        |        |        |
| Waltham Forest   | 66.90%   |            |         |      |        |        |        |       |    |    |          |       |   |         |            |         |      |          |        |         |     |          |        |             |  |         |                         |          |         |       |     |       |        |                      |        |         |                 |        |        |        |     |                |        |        |        |
| Ealing   | 31.40%   |            |         |      |        |        |        |       |    |    |          |       |   |         |            |         |      |          |        |         |     |          |        |             |  |         |                         |          |         |       |     |       |        |                      |        |         |                 |        |        |        |     |                |        |        |        |

**BV 163 Adoptions of children looked after**  
**DIRECTOR JENNY GOODALL**

| <p><b>A</b> <b>QUARTERLY PERFORMANCE 2000/1 TO 2003/4</b></p> <p align="center">Annual Target 4.0%</p> <table border="1"> <caption>Quarterly Performance Data</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</td> <td></td> <td></td> <td></td> <td>4.0</td> </tr> <tr> <td>2002/3</td> <td>1.53</td> <td></td> <td></td> <td></td> <td>4.0</td> </tr> <tr> <td>2003/4</td> <td>1.84</td> <td>3.24</td> <td>4.67</td> <td></td> <td>4.0</td> </tr> </tbody> </table> | Year            | Q1          | Q2  | Q3 | Q4     | Target | 2001/2 | 0    |    |      |          | 4.0  | 2002/3   | 1.53    |            |          |       | 4.0    | 2003/4 | 1.84   | 3.24  | 4.67   |       | 4.0         | <p align="center"><b>RESPONSIBILITY</b></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>This indicator does not fully reflect good work in permanency planning for Looked After Children. It only counts those where court adoption orders are granted. The department has a significant number of children in 'kinship' placements which are stable, long term and better meet the needs of the child. The CSCI have agreed that consideration of such services would provide a better reflection of the department's performance. Our performance against this indicator has improved to 4.67%. We are now above our 2003-04 target. The DOH regards good performance as high.</p> <table border="1"> <tr> <td>Executive Member</td> <td>Cllr. Ralph Fox</td> </tr> </table> <p>The total number of children adopted during 03/04 exceeds the figure for the previous year. Work is being undertaken to further improve performance during the coming year</p> | Officer | Ronnie Ferguson | Title  | Case Tracking Officer Children's Services Resources | Executive Member     | Cllr. Ralph Fox |          |       |       |       |         |       |         |    |         |       |          |       |                |       |
|--|-----------------|-------------|---|----|--------|--------|--------|------|----|------|----------|------|--|---------|------------|----------|-------|--------|--------|--------|-------|--------|-------|-------------|--|---------|-----------------|--------|---|----------------------|-----------------|----------|-------|-------|-------|---------|-------|---------|----|---------|-------|----------|-------|----------------|-------|
| Year   | Q1              | Q2          | Q3  | Q4 | Target |        |        |      |    |      |          |      |  |         |            |          |       |        |        |        |       |        |       |             |  |         |                 |        |   |                      |                 |          |       |       |       |         |       |         |    |         |       |          |       |                |       |
| 2001/2   | 0               |             |   |    | 4.0    |        |        |      |    |      |          |      |  |         |            |          |       |        |        |        |       |        |       |             |  |         |                 |        |   |                      |                 |          |       |       |       |         |       |         |    |         |       |          |       |                |       |
| 2002/3   | 1.53            |             |   |    | 4.0    |        |        |      |    |      |          |      |  |         |            |          |       |        |        |        |       |        |       |             |  |         |                 |        |   |                      |                 |          |       |       |       |         |       |         |    |         |       |          |       |                |       |
| 2003/4   | 1.84            | 3.24        | 4.67  |    | 4.0    |        |        |      |    |      |          |      |  |         |            |          |       |        |        |        |       |        |       |             |  |         |                 |        |   |                      |                 |          |       |       |       |         |       |         |    |         |       |          |       |                |       |
| Officer  | Ronnie Ferguson | Title       | Case Tracking Officer Children's Services Resources |    |        |        |        |      |    |      |          |      |  |         |            |          |       |        |        |        |       |        |       |             |  |         |                 |        |   |                      |                 |          |       |       |       |         |       |         |    |         |       |          |       |                |       |
| Executive Member   | Cllr. Ralph Fox |             |   |    |        |        |        |      |    |      |          |      |  |         |            |          |       |        |        |        |       |        |       |             |  |         |                 |        |   |                      |                 |          |       |       |       |         |       |         |    |         |       |          |       |                |       |
| <p><b>B</b> <b>PERFORMANCE AGAINST PRECEDING FOUR QUARTERS</b></p> <table border="1"> <caption>Performance Against Preceding Four Quarters</caption> <thead> <tr> <th>Quarter</th> <th>Performance</th> </tr> </thead> <tbody> <tr> <td>Q4</td> <td>0</td> </tr> <tr> <td>Q1</td> <td>1.53</td> </tr> <tr> <td>Q2</td> <td>1.84</td> </tr> <tr> <td>Q3</td> <td>3.24</td> </tr> <tr> <td>Q4 03/04</td> <td>4.67</td> </tr> </tbody> </table>   | Quarter         | Performance | Q4  | 0  | Q1     | 1.53   | Q2     | 1.84 | Q3 | 3.24 | Q4 03/04 | 4.67 | <p><b>C</b> <b>*2002/03 ANNUAL COMPARISON - AUDIT FAMILY/NEIGHBOURING BOROUGHES</b></p> <p align="center">Bv 163 Percentage of looked after children subsequently adopted</p> <table border="1"> <caption>Bv 163 Percentage of looked after children subsequently adopted</caption> <thead> <tr> <th>Borough</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Hounslow</td><td>8.10%</td></tr> <tr><td>Ealing</td><td>8%</td></tr> <tr><td>Camden</td><td>6.70%</td></tr> <tr><td>Barnet</td><td>6.50%</td></tr> <tr><td>Westminster</td><td>6.18%</td></tr> <tr><td>K &amp; C</td><td>5.70%</td></tr> <tr><td>Harrow</td><td>5%</td></tr> <tr><td>Hammersmith &amp; Fulham</td><td>4.76%</td></tr> <tr><td>Lewisham</td><td>4.60%</td></tr> <tr><td>Brent</td><td>3.57%</td></tr> <tr><td>Croydon</td><td>3.10%</td></tr> <tr><td>Lambeth</td><td>3%</td></tr> <tr><td>Enfield</td><td>2.70%</td></tr> <tr><td>Haringey</td><td>2.40%</td></tr> <tr><td>Waltham Forest</td><td>1.37%</td></tr> </tbody> </table> | Borough | Percentage | Hounslow | 8.10% | Ealing | 8%     | Camden | 6.70% | Barnet | 6.50% | Westminster | 6.18%  | K & C   | 5.70%           | Harrow | 5%  | Hammersmith & Fulham | 4.76%           | Lewisham | 4.60% | Brent | 3.57% | Croydon | 3.10% | Lambeth | 3% | Enfield | 2.70% | Haringey | 2.40% | Waltham Forest | 1.37% |
| Quarter  | Performance     |             |   |    |        |        |        |      |    |      |          |      |  |         |            |          |       |        |        |        |       |        |       |             |  |         |                 |        |   |                      |                 |          |       |       |       |         |       |         |    |         |       |          |       |                |       |
| Q4   | 0               |             |   |    |        |        |        |      |    |      |          |      |  |         |            |          |       |        |        |        |       |        |       |             |  |         |                 |        |   |                      |                 |          |       |       |       |         |       |         |    |         |       |          |       |                |       |
| Q1   | 1.53            |             |   |    |        |        |        |      |    |      |          |      |  |         |            |          |       |        |        |        |       |        |       |             |  |         |                 |        |   |                      |                 |          |       |       |       |         |       |         |    |         |       |          |       |                |       |
| Q2   | 1.84            |             |   |    |        |        |        |      |    |      |          |      |  |         |            |          |       |        |        |        |       |        |       |             |  |         |                 |        |   |                      |                 |          |       |       |       |         |       |         |    |         |       |          |       |                |       |
| Q3   | 3.24            |             |   |    |        |        |        |      |    |      |          |      |  |         |            |          |       |        |        |        |       |        |       |             |  |         |                 |        |   |                      |                 |          |       |       |       |         |       |         |    |         |       |          |       |                |       |
| Q4 03/04   | 4.67            |             |   |    |        |        |        |      |    |      |          |      |  |         |            |          |       |        |        |        |       |        |       |             |  |         |                 |        |   |                      |                 |          |       |       |       |         |       |         |    |         |       |          |       |                |       |
| Borough  | Percentage      |             |   |    |        |        |        |      |    |      |          |      |  |         |            |          |       |        |        |        |       |        |       |             |  |         |                 |        |   |                      |                 |          |       |       |       |         |       |         |    |         |       |          |       |                |       |
| Hounslow   | 8.10%           |             |   |    |        |        |        |      |    |      |          |      |  |         |            |          |       |        |        |        |       |        |       |             |  |         |                 |        |   |                      |                 |          |       |       |       |         |       |         |    |         |       |          |       |                |       |
| Ealing   | 8%              |             |   |    |        |        |        |      |    |      |          |      |  |         |            |          |       |        |        |        |       |        |       |             |  |         |                 |        |   |                      |                 |          |       |       |       |         |       |         |    |         |       |          |       |                |       |
| Camden   | 6.70%           |             |   |    |        |        |        |      |    |      |          |      |  |         |            |          |       |        |        |        |       |        |       |             |  |         |                 |        |   |                      |                 |          |       |       |       |         |       |         |    |         |       |          |       |                |       |
| Barnet   | 6.50%           |             |   |    |        |        |        |      |    |      |          |      |  |         |            |          |       |        |        |        |       |        |       |             |  |         |                 |        |   |                      |                 |          |       |       |       |         |       |         |    |         |       |          |       |                |       |
| Westminster  | 6.18%           |             |   |    |        |        |        |      |    |      |          |      |  |         |            |          |       |        |        |        |       |        |       |             |  |         |                 |        |   |                      |                 |          |       |       |       |         |       |         |    |         |       |          |       |                |       |
| K & C  | 5.70%           |             |   |    |        |        |        |      |    |      |          |      |  |         |            |          |       |        |        |        |       |        |       |             |  |         |                 |        |   |                      |                 |          |       |       |       |         |       |         |    |         |       |          |       |                |       |
| Harrow   | 5%              |             |   |    |        |        |        |      |    |      |          |      |  |         |            |          |       |        |        |        |       |        |       |             |  |         |                 |        |   |                      |                 |          |       |       |       |         |       |         |    |         |       |          |       |                |       |
| Hammersmith & Fulham   | 4.76%           |             |   |    |        |        |        |      |    |      |          |      |  |         |            |          |       |        |        |        |       |        |       |             |  |         |                 |        |   |                      |                 |          |       |       |       |         |       |         |    |         |       |          |       |                |       |
| Lewisham   | 4.60%           |             |   |    |        |        |        |      |    |      |          |      |  |         |            |          |       |        |        |        |       |        |       |             |  |         |                 |        |   |                      |                 |          |       |       |       |         |       |         |    |         |       |          |       |                |       |
| Brent  | 3.57%           |             |   |    |        |        |        |      |    |      |          |      |  |         |            |          |       |        |        |        |       |        |       |             |  |         |                 |        |   |                      |                 |          |       |       |       |         |       |         |    |         |       |          |       |                |       |
| Croydon  | 3.10%           |             |   |    |        |        |        |      |    |      |          |      |  |         |            |          |       |        |        |        |       |        |       |             |  |         |                 |        |   |                      |                 |          |       |       |       |         |       |         |    |         |       |          |       |                |       |
| Lambeth  | 3%              |             |   |    |        |        |        |      |    |      |          |      |  |         |            |          |       |        |        |        |       |        |       |             |  |         |                 |        |   |                      |                 |          |       |       |       |         |       |         |    |         |       |          |       |                |       |
| Enfield  | 2.70%           |             |   |    |        |        |        |      |    |      |          |      |  |         |            |          |       |        |        |        |       |        |       |             |  |         |                 |        |   |                      |                 |          |       |       |       |         |       |         |    |         |       |          |       |                |       |
| Haringey   | 2.40%           |             |   |    |        |        |        |      |    |      |          |      |  |         |            |          |       |        |        |        |       |        |       |             |  |         |                 |        |   |                      |                 |          |       |       |       |         |       |         |    |         |       |          |       |                |       |
| Waltham Forest   | 1.37%           |             |   |    |        |        |        |      |    |      |          |      |  |         |            |          |       |        |        |        |       |        |       |             |  |         |                 |        |   |                      |                 |          |       |       |       |         |       |         |    |         |       |          |       |                |       |

**VS 506 Adults with physical disabilities helped to live at home per 1000 adults with physical disabilities**  
**DIRECTOR JENNY GOODALL**

|  |  |   |   |       |   |
|--|--|---|---|-------|---|
| <b>A</b>   | <b>QUARTERLY PERFORMANCE 2000/1 TO 2003/4</b>      | <b>RESPONSIBILITY</b>                   |   |       |   |
| <p align="center">Annual Target 4.0%</p> <p align="center">2001/2      2002/3      2003/4</p> <p align="center"> <span style="color:blue">■</span> Q1    <span style="color:maroon">■</span> Q2    <span style="color:yellow">■</span> Q3    <span style="color:cyan">■</span> Q4    <span style="color:purple">✱</span> Target         </p>   |  | Officer                                 | Ronnie Ferguson   | Title | Case Tracking Officer Children's Services Resources |
| <p>The data has been amended because originally an incorrect number of clients receiving OT services was used when calculating the first two quarters of this financial year. This issue affects the end of year figure for 02/03 which suggests better performance than was actually achieved. The annual target figure for 03/04 has been revised downwards and is now realistic based on actual, more accurate performance data. The number of people with physical disabilities helped to live at home has risen during the year. This reflects sustained efforts within the service unit to ensure that all relevant clients are included in the calculation of this indicator.</p> |  | Executive Member      Cllr. Ralph Fox   |   |       |   |
| <p>Performance has improved gradually over the year and has ensured that the annual target has been exceeded. This reflects well the work of the department to deliver the national and local priorities of promoting independence.</p>  |  |   |   |       |   |
| <b>B</b>   | <b>PERFORMANCE AGAINST PRECEDING FOUR QUARTERS</b> | <b>C</b>                                | <b>*2002/03 ANNUAL COMPARISON -AUDIT FAMILY/NEIGHBOURING BOROUGHs</b> |       |   |
| <p align="center">Q4      Q1      Q2      Q3      Q4<br/>03/04</p>   |  | <p align="center">No data available</p> |   |       |   |