

FOREIGN AND COMMONWEALTH OFFICE



AUTUMN PERFORMANCE REPORT 2002

*Presented to Parliament by the
Secretary of State for Foreign and Commonwealth Affairs
by Command of Her Majesty
February 2003*

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Foreign and Commonwealth Office

Autumn Performance Report 2002

The Foreign and Commonwealth Office (FCO) continues to work towards delivering the challenging Public Service Agreement (PSA) targets agreed for 2001–04 under the 2000 Spending Review (SR2000). These targets were set out in the White Paper, “Spending Review 2000: Public Service Agreements 2001–04” (Cm 4808, July 2000). A summary of progress to the end of financial year 2001–02 was contained in the FCO’s annual Departmental Report 2002 (Cm5413, June 2002). The FCO’s Resource Accounts for financial year 2001–02 (HC324) were published on 30 January 2003 and are available from The Stationery Office.

This Report provides supplementary information on the FCO’s performance against these PSA targets at December 2002, where information is available (for example, complete data for some targets may only be available at the end of a financial year).

The FCO’s PSA targets are the key commitments that the FCO has agreed to deliver in return for the resources agreed in the Spending Review settlement. Together with the FCO’s high-level Objectives, the FCO’s PSA targets embrace all of the FCO’s work. The Secretary of State for Foreign and Commonwealth Affairs is responsible for the delivery of the FCO’s PSA targets. A number of the FCO’s PSA targets are shared with Other Government Departments.

To overcome the inherent difficulties of measuring performance in international relations, the FCO has developed a system of “scorecards” for monitoring progress. For the 2000 Spending Review period of 2001–04, the FCO’s PSA and accompanying Service Delivery Agreement (SDA) are supported by a series of 143 scorecards listing specific, usually quantitatively measurable, outcomes, which the FCO is planning to deliver. The scorecards do not show everything that the FCO is doing to achieve its targets: but they do give an indication of the main activities in which it is engaged. An unclassified version of these scorecards can be viewed with the PSA and SDA on the FCO website (www.fco.gov.uk). Some elements need to remain confidential, for example to avoid revealing Britain’s position in international negotiations.

FCO Objectives and PSA Targets: 2001–04

At December 2002, the following progress had been made against the FCO's SR2000 PSA targets:

Objective 1: A secure United Kingdom within a more peaceful and stable world.

PSA 1(i): Where British interests are affected, timely, proportionate and effective international action to promote stability, including strengthened European security through a modernised NATO and an EU military crisis management capacity operational by the end of 2002.

Scorecards include: Stability in various regions. A modernised NATO, improving Europe's security. Financial discipline in the NATO civil budget. Building a new NATO HQ.

Progress: Passage of Security Council Resolution 1441 on Iraq. FRY: democratic Government in FRY/Serbia since October 2000. Peacefully negotiated agreement on Serbia/Montenegro status. Kosovo: Peaceful and fair elections in November 2001. Assembly established December 2001. Provincial government in place March 2002. The new NATO-Russia Council was successfully launched in 2002. The NATO Summit at Prague, also in 2002, agreed a substantial enlargement of NATO and measures to ensure its future relevance including a new command structure and Response Force. The NATO Budget structure was revised in mid 2001. In 2002 NATO agreed (for the first time) strategic objectives and accords them a priority in advance of budget preparation. The 2003 NATO budget was significantly revised by cutting lower priority activity. NATO accepted a new headquarters site offered by the Belgian Government. The December 2002 EU-NATO Declaration on European Security and Defence Policy made the EU-NATO strategic partnership in crisis management a reality. The EU can now undertake peacekeeping operations using NATO planning, where NATO is not involved (the so-called Berlin plus arrangements).

PSA 1 (ii): Improved effectiveness of the UK contribution to conflict prevention and management as demonstrated by a reduction in the number of people whose lives are affected by violent conflict and by a reduction in potential sources of future conflict, where the UK can make a significant impact (joint target with DfID and MOD).

Scorecards include: Revised strategies agreed in light of changing priorities. Full spend at end of 2002–03.

Progress: Priority strategies agreed for the two Conflict Prevention Pools (the Global Pool, which deals with conflict outside sub-Saharan Africa and is chaired by the FCO, and the Africa Pool, which is chaired by DfID) and funding reallocated. Evaluation and monitoring processes in place. The Global Pool now runs programmes under 15 regional and thematic strategies: Afghanistan, the Balkans, Belize and Guatemala, Central and Eastern Europe, EU Civilian Crisis Management, India and Pakistan, Indonesia and East Timor, the Middle East, Nepal, the Organisation for Security and Cooperation in Europe (OSCE), Security Sector Reforms Small Arms and Light Weapons, Sri Lanka, and the United Nations.

Objective 2: Enhanced competitiveness of companies in the UK through overseas sales and investments; and a continuing high level of quality foreign direct investment (through British Trade International, shared with DTI).

More detailed information on British Trade International's performance can be found in British Trade International's Autumn Performance Report.

PSA 2 (i): Measurable improvement in the business performance of Trade Partners UK customers.

Performance measures: At least 15% of new-to-export firms assisted improving their business performance within 2 years. At least 50% of established exporters assisted improving their business performance within 2 years. At least 80% of firms receiving assistance to win major overseas projects reporting that British Trade International help was a significant factor.

Progress: British Trade International has developed a new performance measurement system that periodically measures the impact of its services in achieving an improvement in the performance of companies. 2002 is the first year in which a full survey takes place. The results from the initial report (based on 264 interviews out of the annual sample of 600) show:

- 23% of new-to-export firms assisted improving their business performance within 2 years;
- 40% of established exporters assisted improving their business performance within 2 years.

A further survey of 800 firms will take place during 2003 which will include a proportion of firms from the 2002 survey will take part to allow assessment of the medium term impact of assistance.

A survey was conducted by independent consultants in January 2002. The results showed that 68% of firms receiving British Trade International assistance to win major overseas projects reported that British Trade International's help was a significant factor.

PSA 2 (ii): Maintain the UK as the prime location in the EU for foreign direct investment.

Performance measures: Trends in the stock of foreign direct investment in each three year period as recorded in the UNCTAD World Investment report to be more positive than that of our EU competitors.

Progress: Achieved. The UK was ranked first in Europe in UNCTAD World Investment Report published in September 2002, with the UK's foreign direct investment share increased from 18.3% to 18.8% in 2001. The September 2002 Report contains inward investment figures for the calendar year 2001 and revisions to previous years.

Objective 3: Increased prosperity for the UK through a strengthened international economic order.

PSA 3: Tangible benefits for UK business and the launch of a new broad-based, liberalising Trade Round.

Scorecards include: Launch of a new, broad-based Trade Round, including agriculture, industrial tariffs, services and key new issues, leading to increased liberalisation in world trade. Wider range of countries covered by Investment Promotion and Protection Agreements, giving British business more export opportunities.

Progress: The Doha Ministerial concluded on 14 November 2001 with agreement on the launch of the “Doha Development Agenda”. The agenda for immediate negotiations covers agriculture, services, industrial goods, World Trade Organisation (WTO) rules (e.g. anti-dumping) and trade and environment. Further negotiations will start after the Cancun WTO Ministerial (10-14 September 2003) on trade and investment, trade and competition policy, transparency in government procurement and trade facilitation. The agreed target date for completing the Round is the end of 2004. The UK has signed Investment Promotion and Protection Agreements (IPPAs) with 100 other countries. Five were signed in 2002, with Bosnia, the Dominican Republic, FR Yugoslavia, the Gambia and Vietnam. Substantive progress has been made in negotiating IPPAs with several other countries.

Objective 4: A strong international community; leading to an improved quality of life worldwide.

PSA 4: Improved quality of life around the world on issues of concern to Britain including the environment, human rights, good governance and crime reduction. For example, we shall work to secure the establishment of an International Criminal Court, ratification of the UN Convention Against Torture by 70% of UN member states, and reform of leading international organisations, so that the UK’s objectives are delivered more efficiently and effectively.

Scorecards include: Establishment of an International Criminal Court (ICC) by end 2003. Ratification of any of the six core international human rights treaties or their protocols by sixty additional States by March 2004. Seventy per cent of UN member states to have ratified the UN Convention Against Torture (UNCAT) by March 2004. Introduction of term limits in all UN Specialised Agencies by November 2003. Three additional UN member states either abolish the death penalty introducing a de fact moratorium (ie no executions over the last 10 years) on the death penalty by 2004. Ninety per cent of International Labour Organisation (ILO) members to ratify ILO Convention 182 on extreme forms of child labour. Eighteen more key countries to ratify the three UN Drug Conventions by April 2004.

Progress: The World Summit on Sustainable Development was held in Johannesburg in August 2002. 1105 ratifications (against a target of 1031) of core UN human rights treaties and their optional protocols (excluding UNCAT). 132 ratifications of UNCAT (against a target of 131). 111 countries have abolished the death penalty in law or practice and 84 retain and use the death penalty. Steady progress on ratifying ILO 82, with a further three ratifications in the third quarter of 2002, bringing the total to 132 ratifications thus far (target is 156). The ICC was established ahead of our target date, on 1 July 2002, with the UK ratifying the ICC statute in October 2001. There were sixty-seven ratifications of the ICC statute by December 2002. 130 UN member states have ratified the UNCAT; 7 out of 11 UN Specialised Agencies now have term limits. Twenty-one further ratifications/accessions of UN Drug Conventions.

Objective 5: Pivotal influence worldwide over decisions and actions which affect UK interests; positive foreign perceptions of the UK; authoritative, comprehensive information on foreign issues for UK decision-takers.

PSA 5: Increased UK influence overseas so that the UK's views and interests are taken into account in international decision making. Measures include a 25% increase in UK share of the international higher education student market by 2005 (shared with DfES); and an increase in the global audience of the BBC World Service to 154 million by 2004 (original target now revised upwards to 157 million).

Scorecards include: Twenty-five per cent increase in UK share of the international higher education student market by 2005. Increase in the global audience of the BBC World Service to 157 million. BBCWS to be broadcast to 135 capitals on FM by 2004; 119 by March 2002; 128 by March 2002. Percentage of users of British Council services whose perceptions of the UK are improved as a result of contact (separate targets for different types of contact).

Progress: The international higher education market share figures are only available annually by financial year. BBCWS global weekly radio audience in 2001–02 was estimated at 150 million. BBCWS is now broadcasting in FM to 128 capitals. Latest data for percentage of users of British Council services whose perceptions of the UK are improved as a result of contact are: (i) teaching centre users 44% (2001–02); (ii) Library users 63% (2001–02); (iii) international networking events 68% (April–November 2002); (iv) study fellows 73% (April–November 2002); (v) organised visits 84% (2001–02).

Objective 6: A strong role for the UK in a strong Europe, responsive to people's needs.

PSA 6: A modern, reformed and enlarged EU in which the UK plays a leading role and whose policies reflect UK political, social and economic priorities and win public support for Europe at home, for example by making the EU ready for enlargement and reforming its institutions.

Scorecards include: Following a successful Inter-Governmental Conference, reformed EU institutions and decision-making procedures, making the EU ready for enlargement. Sustained success in bidding for Twinning projects with institutions in Central and Eastern European countries, securing 70% of the projects for which we bid in each year and remaining among the top three member states involved in each year.

Progress: The Copenhagen European Council, 12–13 December 2002, was a key success, deciding to reform and enlarge the European Union. The UK won 25 twinning projects in the 2001 round, coming second place overall with a success rate of 56%. In 2002 the UK won 26 projects, again coming in second place overall with a success rate of 60%. The Government introduced the European Parliament (Representation) Bill on 21 November 2002, to allow the people of Gibraltar to vote in European Parliament elections in 2004.

Objective 7: Effective consular services to British nationals abroad.

PSA 7: Improved delivery of effective and efficient consular service to British nationals abroad, including issue of 95% of passports within five working days and access in the UK to overseas travel advice 24 hours a day.

Performance measures:

No. of Services/ Delivery Standard	Baseline 1998-99	Interim		Target		
		1999-2000	2000-01	2001-02	2002-03	2003-04
Passports (5 days)	92.7	93	94	95	95	95
Hospital Visits #	97.5	98	98	98	99	99
Prison Visits ##	88.7	92	96	98	98	98
Notarial Acts (1 day)	89	93	96	98	98	98
Birth Registration (5 days)	88.5	92	96	98	98	98
Death Registration (3 days)	93	94	96	98	98	98
<i># The hospital visit criterion is to contact hospital within 24 hours of notification. ## The prison visit criterion is contact within 24 hours of notification of arrest and to visit as soon as practicable thereafter if prisoner wishes.</i>						

Subsidiary Targets	Baseline	Target		
	1998-99	2001-02	2002-03	2003-04
% customer satisfaction #	97.2	98	98	98
Level of demand pro rata with the number of overseas visits by UK residents for consular assistance abroad ##	1.24	1.23	1.22	1.21
<i># Measured by Customer satisfaction opinion survey. ## Deemed to be a measure of the effectiveness of the public information work in the UK.</i>				

Progress: Returns from Posts are made on an annual basis. Interim figures available in December 2000 show 94.6% of passports issued within five working days. Updated FCO Travel Advice is available 24 hours a day on the FCO website (www.fco.gov.uk).

Objective 8: To regulate entry to and settlement in the United Kingdom effectively in the interests of sustainable growth and social inclusion (shared with Home Office).

PSA 8: Decisions made within 24 hours on 90% of straightforward non-residence visa applications and within 10 working days on non-residence applications requiring an interview.

Performance measures: 90% of straightforward non-residence visa applications decided within 24 hours. 90% of all non-resident visa applications requiring an interview interviewed within 10 days. Ninety per cent of 100 largest visa issuing Posts meeting target times for settlement visa interviews. The number of visa holders whose leave to enter the UK is cancelled on arrival not to exceed 0.04% of visas granted.

Progress: From July to September 2002 93% of Posts met target times for straightforward non-resident cases and 77% of Posts met interview times within 10 days for non-settlement applications. From April to June 2002 97.5% of Posts met target waiting times for settlement interviews. July-September 2002 saw 0.02% of visa holders refused: this has been calculated using the revised method of data capture by the Home Office.

Objective 9: Secure and well-governed United Kingdom overseas territories enjoying sustainable development and growing prosperity.

PSA 9: A new partnership between the UK and the Overseas Territories embracing constitutional arrangements and citizenship, which yields improved standards of governance, human rights, the environment, sustainable development, and the security of the territories.

Scorecards include: Implementation of offer of British Citizenship to British Dependent territories' citizens. 91% extension of international obligations under the six human rights treaties relevant to the Overseas Territories. Constitutional modernisation in all Overseas Territories by March 2004. All Overseas Territories to have effective disaster plans by March 2004. Alignment of financial legislation in Caribbean Overseas Territories and Bermuda with the specific international standards set out in the 1999 White Paper (Cm 4246) on Britain's relations with the Overseas Territories and implement recommendations of the 2000 financial review to improve financial regulation by March 2004. Expansion of the economic base in six relevant Overseas Territories to reduce dependency on tourism and/or financial services by 2004. Slow the rate of degradation of key habitats/endemic species in all Overseas Territories by March 2004 to promote sound use of natural resources.

Progress: Citizenship provisions of British Overseas Territories Act implemented from 21 May 2002. British Citizen passports now being issued. In 2002 Turks and Caicos Islands became the final Overseas Territory to pass legislation for the abolition of the death penalty for piracy and treason. Talks on Cayman Islands Constitution held in London on 9–11 December 2002. Bermuda Boundaries Commission report submitted November 2002. Island Council established on Ascension Island following elections. Constitutional Review committees established on Anguilla, British Virgin Islands, Montserrat, Turks and Caicos Islands, St Helena and on the Falkland Islands. Overseas Territories Disaster Management Adviser appointed. Network of Emergency Managers for the Overseas Territories formed to provide knowledge sharing, mutual advocacy and self-help. Disaster Management Session for Governors held in May 2002. Work in hand to assist and encourage the application of minimum standards and common disaster management planning processes across all the Overseas Territories. All Overseas Territories have made reasonable progress in implementing priority recommendations on financial regulation. International Monetary Fund performance reviews for Anguilla, Montserrat, British Virgin Islands and Cayman Islands took place in late 2002. FCO funds have supported assistance with telecommunications liberalisation in the Caribbean Overseas Territories and Bermuda, support small enterprise development in Anguilla, St Helena and Ascension, and economic consultancies in Anguilla and the Turks and Caicos Islands. Further progress made in fulfilling commitments made in September 2001 Environment Charters. Environmental Steering Committees are being established to produce Environment Strategy and Action Plans, the FCO is funding pilot projects in the Falkland Islands and the Turks and Caicos Islands to help implement the Environmental Charters, and the FCO continues to part-fund a project to restore sea birds to Ascension Island.

FCO Objectives and PSA Targets: 2003–06

The FCO agreed a revised set of high-level Objectives and PSA targets for 2003–06 under the 2002 Spending Review (SR2002). These targets were set out in the White Paper, “Spending Review 2002: Public Service Agreements 2003–06” (Cm 5571, July 2002). They will come into effect in April 2003. Work is now underway to prepare for the delivery of these targets.

The table below shows the relationship between the FCO’s SR2000 and SR2002 Objectives and PSA targets. The full text of the SR2002 Objectives and PSA is available on the FCO website (www.fco.gov.uk).

SR2000 Objective	SR2000 PSA target	SR2002 Objective	SR2002 PSA target
1: A secure United Kingdom within a more peaceful and stable world.	<p>1 (i): Where British interests are affected, timely, proportionate and effective international action to promote stability, including strengthened European security through a modernised NATO and an EU military crisis management capacity operational by the end of 2002.</p> <p>1 (ii): Improved effectiveness of the UK contribution to conflict prevention and management as demonstrated by a reduction in the number of people whose lives are affected by violent conflict and by a reduction in potential sources of future conflict, where the UK can make a significant impact (joint target with DfID and MOD).</p>	1: A secure United Kingdom within a safer and more peaceful world.	<p>1: Reduce the threat to the UK from international terrorism and the proliferation of weapons of mass destruction. Reduce international crime, drugs and people-trafficking affecting the UK, measured by Whitehall-wide targets. Contribute to the reduction of opium production in Afghanistan, with poppy cultivation reduced by 70% within 5 years and elimination within 10 years.</p> <p>2: Reduce tension in South Asia, the Middle East, Balkans and elsewhere through action with our international partners, paying particular attention to regions at risk from nuclear confrontation.</p> <p>3: Strengthen European security through an enlarged and modernised NATO, an effective EU crisis management capacity and enhanced European defence capabilities (joint target with MoD).</p> <p>4: Improve effectiveness of the UK contribution to conflict prevention and management as demonstrated by a reduction in the number of people whose lives are affected by violent conflict and a reduction in potential sources of future conflict, where the UK can make a significant impact (joint target with MoD and DfID).</p>

SR2000 Objective	SR2000 PSA target	SR2002 Objective	SR2002 PSA target
2: Enhanced competitiveness of companies in the UK through overseas sales and investments; and a continuing high level of quality foreign direct investment (through British Trade International, shared with DTI).	2 (i): Measurable improvement in the business performance of BTI customers. 2 (ii): Maintain the UK as the prime location in the EU for foreign direct investment.	2: Enhanced competitiveness of companies in the UK through overseas sales and investments; and a continuing high level of quality foreign direct investment. (Through British Trade International.)	5: Deliver measurable improvement in the business performance of Trade Partners UK's customers; and maintain the UK as the prime location in the EU for foreign direct investment (joint target with DTI).
3: Increased prosperity for the UK through a strengthened international economic order.	3: Tangible benefits for UK business and the launch of a new broad-based, liberalising Trade Round.	3: Increased prosperity and a better quality of life in the UK and worldwide, through effective economic and political governance globally.	6: Secure agreement by 2005 to a significant reduction in trade barriers leading to improved trading opportunities for the UK and developing countries (joint target with DTI and DfID). 7: Make globalisation work for sustainable development in the UK and internationally (and particularly in Africa) by promoting democracy and the rule of law, good economic and environmental governance, and security of long-term energy supply, measured by specific underlying targets.
4: A strong international community; leading to an improved quality of life worldwide.	4: Improved quality of life around the world on issues of concern to Britain including the environment, human rights, good governance and crime reduction. For example, we shall work to secure the establishment of an International Criminal Court, ratification of the UN Convention Against Torture by 70% of UN member states, and reform of leading international organisations, so that the UK's objectives are delivered more efficiently and effectively.	(see SR2002 Objective 3, above. Note that counter-terrorism, drugs and crime reduction fall under SR2002 Objective 1)	(see SR2002 PSA target 7, above. Note that counter-terrorism, drugs and crime reduction fall under SR2002 PSA target 1)
5: Pivotal influence worldwide over decisions and actions which affect UK interests; positive foreign perceptions of the UK; authoritative, comprehensive information on foreign issues for UK decision-takers.	5: Increased UK influence overseas so that the UK's views and interests are taken into account in international decision making. Measures include a 25% increase in UK share of the international higher education student market by 2005 (shared with DfES); and an increase in the global audience of the BBC World Service to 154 million by 2004 (original target now revised upwards to 157 million).	5: International decisions and actions which advance UK objectives and interests. Authoritative advice and support to the whole of Government on international issues. Positive foreign perceptions of the UK and the Government's policies.	9: Effective advice on, support for, and delivery of Government objectives across the full range of the UK's international interests through a viable and responsive network of diplomatic Posts. Increased influence overseas and improved perceptions of UK and HMG policies, as measured by opinion polls.

SR2000 Objective	SR2000 PSA target	SR2002 Objective	SR2002 PSA target
6: A strong role for the UK in a strong Europe, responsive to people's needs.	6: A modern, reformed and enlarged EU in which the UK plays a leading role and whose policies reflect UK political, social and economic priorities and win public support for Europe at home, for example by making the EU ready for enlargement and reforming its institutions.	4: A strong role for the UK in a strong Europe, responsive to people's needs.	8: A modern, reformed, and enlarged EU, as measured by progress towards UK policy priorities including economic liberalisation, CAP reform, justice and home affairs, an effective CFSP, and the 2004 IGC; and greater support for Europe in the UK.
7: Effective consular services to British nationals abroad	7: Improved delivery of effective and efficient consular service to British nationals abroad, including issue of 95% of passports within five working days and access in the UK to overseas travel advice 24 hours a day.	6: High quality consular services to British nationals abroad. Effective regulation of entry to, and settlement in, the UK in the interests of sustainable growth and social inclusion. (Entry clearance through UKvisas.)	10: Effective and efficient consular and entry clearance services, as measured by specific underlying targets.
8: To regulate entry to, and settlement in the United Kingdom effectively in the interests of sustainable growth and social inclusion (shared with Home Office).	8: Decisions made within 24 hours on 90% of straightforward non-residence visa applications and within ten working days on non-residence applications requiring an interview.	(see SR2002 Objective 6, above)	(see SR2002 PSA target 10, above)
9: Secure and well-governed United Kingdom overseas territories enjoying sustainable development and growing prosperity.	9: A new partnership between the UK and the Overseas Territories embracing constitutional arrangements and citizenship, which yields improved standards of governance, human rights, the environment, sustainable development, and the security of the territories.	7: Secure and well-governed British overseas territories enjoying sustainable development and growing prosperity.	11: Improvement in the governance, environment and security of the overseas territories, and more diversified economic development, as measured by implementation of the commitments in the 1999 White Paper.
(SR2000 value for money targets are included in the SDA, and not in the PSA)		Value for Money	12: Improve value for money across the full range of FCO, BBC World Service and British Council activities by achieving year on year efficiency gains of 2.5%.

Note

The FCO's SR2002 PSA targets 3 and 4 are shared with the Secretary of State for Defence; targets 4 and 6 are shared with the Secretary of State for International Development; target 6 is shared with the Secretary of State for Trade and Industry; target 5 is delivered by British Trade International, responsibility for which is shared with the Secretary of State for Trade and Industry; and the entry clearance element of target 10 is delivered by UKvisas, responsibility for which is shared with the Home Secretary.



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