

**2008/09 LPI quarterly report
Q1 - Apr-Jun**

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Cells shaded turquoise identify data required from lead officer.

TMBC's 2007/08 results and 2008/09 targets are compared with All English authorities based on 2006/07 comparative data provided by the Audit Commission, where possible.

Top Quartile performance
Mid Range performance
Bottom Quartile performance

Direction of travel - compares current performance against performance for the same cumulative period of the previous year.		Performance against 2008/09 target.	
+	Better than prior performance	Y	Target being achieved/on profile.
=	Same as prior performance	N	Target not being achieved/ not on profile.
-	Worse than prior performance	c	Cumulative performance

Title	Lead officer
Central Services	
LP101 Percentage of letters from the public answered with a full or substantive response within 10 working days.	Bruce Hill (co-ordinator)
LP102 Sickness absence monitoring - number of days per full time equivalent.	Charlie Steel (co-ordinator)
Environmental Health Services	
LP307 Total tonnes of waste recycled.	Phil Beddoes
LP308 Tonnes of paper and cans recycled through the Green Box scheme.	
LP309 Percentage of high priority fly-tips collected within 24 hours.	
LP310 Percentage of low priority fly tips collected within 72 hours.	
LP311 Number of household waste collections missed per week and not rectified within 24 hours, apart from collections missed for reasons outside our control, such as severe weather.	Barry Olding
LP312 Extent to which we keep on schedule in measuring and reporting on levels of air, land and water pollution, as a percentage.	
LP313 Percentage of complaints about environmental pollution and other requests for service responded to within 5 working days.	
LP701 Percentage of new reports of abandoned vehicles investigated within 24 hours of notification.	Phil Beddoes
LP702 Percentage of abandoned vehicles removed within 24 hours from the point at which the authority is legally entitled to remove the vehicle.	

Previous data				
2006/07 result	2006/07 Top/bottom quartile entry points	2007/08 target	2007/08 first quarter Apr-Jun	2007/08 result
90.23	No comparative data	100.00	84.49	87.58
6.9	No comparative data	6.9	Half and year-end reporting	8.7
18,106	No comparative data	21,240	5,259	21,096
4,545	No comparative data	4,776	1,034	4,668
97	No comparative data	100	96	97
91	No comparative data	100	88	91
Amended indicator				
100	No comparative data	100	100	100
98	No comparative data	99	100	99
99.04	98.55 82.00	96.00	100.00	96.42
75.76	97.87 75.50	90.00	68.75	73.91

Current data							
2008/09 target	2008/09 first quarter Apr-Jun	2008/09 year to date Apr-Jun	Direction of travel (+/-)	Target achieved/on profile (Y/N)	>10% from 2007/08 result?	>10% from 2008/09 target?	Explanation of variance from target, actions to achieve target/positive direction of travel and other comments
100.00	86.18	86.18	+	N	No	Yes	
7.0	Half and year-end reporting				No data	No data	
24,110	6,695	6,695	c +	Y			
4,971	1,134	1,134	c +	Y			
100	95	95	-	N	No	No	
100	98	98	+	N	No	No	
3.93	5.23	5.23	Not comparable	N	Not comparable	Yes	Whilst target not achieved results shows continued improvement due to pro-active monitoring of contractor.
100	86	86	-	N	Yes	Yes	Staff sickness affected performance
99	98	98	-	N	No	No	
96.00	89.29	89.29	-	N	No	No	Represents 3 out of 28 inspections not completed within 24 hrs due to operational reasons.
90.00	100.00	100.00	+	Y	Yes	Yes	

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Top Quartile performance
Mid Range performance
Bottom Quartile performance

Direction of travel - compares current performance against performance for the same cumulative period of the previous year.		Performance against 2008/09 target.	
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Title	Lead officer
Housing Services	
LP401 Number of households from the Housing Register that were provided with permanent accommodation by our housing association partners.	Lawrence Dey
LP402 Number of households that become homeowners through low cost home ownership initiatives.	
LP403 Percentage of homelessness applications where we make a decision and write to applicant within 33 working days.	
LP405 Number of homes improved/adapted in the private sector for elderly or disabled persons - TMBC assisted.	
LP406 Percentage of applications for housing assistance processed within 28 working days.	
Executive Services	
LP201 Average wait time (in seconds) of calls answered through our handling system.	Julie Beilby
LP202 Percentage of telephone calls to our handling system abandoned.	

Previous data

2006/07 result	2006/07 Top/bottom quartile entry points	2007/08 target	2007/08 first quarter Apr-Jun	2007/08 result
312	No comparative data	350	147	359
55	No comparative data	50	5	50
96	No comparative data	97	89	92
282	No comparative data	300	75	259
84.0	No comparative data	100	100	94.0
New in 2007/08	No comparative data	37	Not available	37
New in 2007/08	No comparative data	7.5	Not available	6.4

Current data

2008/09 target	2008/09 first quarter Apr-Jun	2008/09 year to date Apr-Jun	Direction of travel (+/-)	Target achieved/on profile (Y/N)	>10% from 2007/08 result?	>10% from 2008/09 target?	Explanation of variance from target, actions to achieve target/positive direction of travel and other comments
365	148	148	c +	Y			
83	27	27	c +	Y			
100	100	100	+	Y	No	No	
325	63	63	c -	N			The number of completed DFGs and housing assistance grants have been reduced as the agency prepares to be taken over by <i>in touch</i> . The number of cases should significantly increase once <i>in touch</i> take over and introduce the new handyperson service.
100.0	95.0	95.0	-	N	No	No	18 out of 19 housing assistance applications were processed within 28 working days. The workload is high within the team and priority is given to mandatory DFG applications.
36	37	37	Not comparable	N	No	No	
6.8	6.5	6.5	Not comparable	Y	No	No	

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Title	Lead officer
Financial Services	
LP502 Percentage of Council Tax collected by the authority in the year.	Glen Pritchard
LP503 Percentage of non-domestic rates due for the financial year which were received by the authority.	
LP504 Percentage of new and recalculated existing claims selected at random for checking, prior to notification, that are found to be completely accurate.	Andrew Rosevear
LP510 Average processing time (days) taken for all new housing and council tax benefit claims.	
LP511 Average processing time (days) taken for all written notifications of changes to a claimant's circumstances that require a new decision by the authority,	

Previous data

2006/07 result	2006/07 Top/bottom quartile entry points	2007/08 target	2007/08 first quarter Apr-Jun	2007/08 result
98.76	98.48 96.49	98.90	27.35	98.97
99.49	99.30 98.43	99.60	35.00	99.70
New in 2008/09				
31.7	24.5 33.8	25.0	45.6	26.0
13.1	7.8 15.6	9.0	17.3	10.1

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Current data

2008/09 target	2008/09 first quarter Apr-Jun	2008/09 year to date Apr-Jun	Direction of travel (+/=-)	Target achieved/ on profile (Y/N)	>10% from 2007/08 result?	>10% from 2008/09 target?	Explanation of variance from target, actions to achieve target/positive direction of travel and other comments
99.00	27.45	27.45	c +	Y			
99.60	34.66	34.66	c -	N			New empty property charges from 1/4/08 may be having an effect on the collection rate.
98.00	Not available	Not available	Not comparable	No data	Not comparable	No data	Unable to start recording until late in quarter
Not set	23.0	23.0	+	No target	Yes	No target	
Not set	Not available	Not available	No data	No target	No data	No target	No data due to IT problem

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Direction of travel - compares current performance against performance for the same cumulative period of the previous year.

Performance against 2008/09 target.

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Title	Lead officer
Planning Services	
LP601 Percentage of new homes built on previously developed land.	Brian Gates
LP602 Milestones: Has the local planning authority met the milestones which the current Local Development Scheme sets out?	
LP603 Percentage of appeals allowed against the authority's decision to refuse planning applications.	Lindsay Pearson
LP606 Percentage of building control applicants notified within 10 working days of defects/amendments required to their applications.	Mike Ingram
LP607 Percentage of building control applicants notified within 15 working days of defects/amendments required to their applications.	
Leisure Services	
LP815 Number of our principal public open spaces that have a management plan in accordance with the Green Flag Award criteria.	Darren Lanes
LP827 Number of our principal public open spaces awarded Green Flag Award.	
LP818 Number of conservation/volunteer hours carried out assisting on site maintenance.	Robert Styles
LP825 Average number of young people attending T&M Youth Forums.	
LP826 Average number of visits to T&M Youth website (home page) per month.	

Previous data

2006/07 result	2006/07 Top/bottom quartile entry points	2007/08 target	2007/08 first quarter Apr-Jun	2007/08 result
99.30	96.92 65.93	98.00	Year end reporting	98.00
Yes	Not quartiled by AC	Yes	Year end reporting	Yes
36.0	25.6 37.9	30.0	33.3	29.6
63	No comparative data	85	85	85
76	No comparative data	98	96	95
2	No comparative data	3	0	2
1	No comparative data	2	2	2
1,660	No comparative data	1,660	461	2,104
26	No comparative data	26	15	20
624	No comparative data	650	517	453

Current data

2008/09 target	2008/09 first quarter Apr-Jun	2008/09 year to date Apr-Jun	Direction of travel (+/=/-)	Target achieved/on profile (Y/N)	>10% from 2007/08 result?	>10% from 2008/09 target?	Explanation of variance from target, actions to achieve target/positive direction of travel and other comments
98.00	Year end reporting				No data	No data	
Yes	Year end reporting				No data	No data	
29.0	13.3	13.3	+	Y	Yes	Yes	numbers of cases are very low; one case can significantly affect performance rates (2 cases of 15, year to date)
85	85	85	=	Y	No	No	
98	97	97	+	N	No	No	
3	0	2	c +	N			Management Plans already in place for HCP and LLCP. Tonbridge Racecourse Management Plan currently drafted and out to consultation.
2	2	2	c =	Y			HCP and LLCP awarded Green Flag Award. Tonbridge Racecourse Sportsground is to be submitted for a green flag in Jan 2009.
2,100	483	483	c +	N			2008/09 performance shows an improvement on 1st quarter for 2007/08
25	27	27	+	Y	Yes	No	New executive board appointed and promotional DVD being distributed to schools
500	429	429	-	N	No	Yes	Performance below target for 1st quarter which will hopefully improve in the remainder of the year.