

**2008/09 LPI quarterly report
Q2 - Jul-Sep**

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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.	
+	Better than prior performance	Y	Target being achieved/on profile.
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-	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.	Jane Heeley
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 half year Apr-Sep	2007/08 result
90.23	No comparative data	100.00	85.38	87.58
6.9	No comparative data	6.9	3.77	8.7
18,106	No comparative data	21,240	10,562	21,096
4,545	No comparative data	4,776	2,092	4,668
97	No comparative data	100	97	97
91	No comparative data	100	91	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	75.86	73.91

Current data							
2008/09 target	2008/09 second quarter Jul-Sep	2008/09 year to date Apr-Sep	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	89.55	87.65	+	N	No	Yes	
7.0	Half and year-end reporting	7.7	-	N	Yes	No	
24,110	6,439	13,133	c +	Y			
4,971	1,060	2,195	c +	Y			Note: Seasonal profile anticipates greater recycling in second half of year. Data only includes two months of cans to date.
100	99	97	+	N	No	No	
100	97	98	+	N	No	No	
3.93	4.62	4.92	Not comparable	N	Not comparable	Yes	Whilst target not achieved results shows continued improvement due to pro-active monitoring of contractor.
100	95	91	-	N	No	No	First quarter performance should continue to improve during the remainder of the year.
99	97	98	-	N	No	No	
96.00	100.00	100.00	=	Y	No	No	Note Q1 result updated to 100%
90.00	100.00	100.00	+	Y	Yes	Yes	Improvements due to reduced number of vehicles requiring removal (10) and improved procedures with new collection contractor

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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.	

Previous data				
2006/07 result	2006/07 Top/bottom quartile entry points	2007/08 target	2007/08 half year Apr-Sep	2007/08 result
312	No comparative data	350	193	359
55	No comparative data	50	5	50
96	No comparative data	97	91	92
282	No comparative data	300	181	259
84.0	No comparative data	100	100	94.0

Current data							
2008/09 target	2008/09 second quarter Jul-Sep	2008/09 year to date Apr-Sep	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	93	241	c +	Y			
83	16	43	c +				
100	100	100	+	Y	No	No	
325	71	134	c -	N			The number of homes improved/adapted for the first six months has been lower as a result of the transition from an in house HIA to an external HIA. A new handyman service has now been introduced by <i>the In Touch</i> HIA to undertake minor works for residents in the borough, which should increase the number of homes improved. The new In Touch HIA is now starting to settle in and obtain the necessary resources, which again should improve performance.
100.0	71.0	83.0	-	N	Yes	Yes	17 out of 24 housing assistance applications were processed within 28 working days. The successful promotion of the housing assistance grants has meant take up has been high and the workload within the team continued to increase. As a result of the interest the budget for housing assistance is nearly spent/committed and a way of slowing down spend was to delay approval of applications. The potential re-allocation of funding within the North and West Kent Private Sector Renewal partnership has meant that increased funding will now be available and the delays induced in the approval process can now be removed. The removal of the induced delays should see an improvement in performance for this LPI.

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Title	Lead officer
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.	
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 half year Apr-Sep	2007/08 result
New in 2007/08	No comparative data	37	37	37
New in 2007/08	No comparative data	7.5	6.7	6.4
98.76	98.48 96.49	98.90	55.33	98.97
99.49	99.30 98.43	99.60	63.45	99.70
New in 2008/09				
31.7	24.5 33.8	25.0	40.5	26.0
13.1	7.8 15.6	9.0	12.9	10.1

Current data							
2008/09 target	2008/09 second quarter Jul-Sep	2008/09 year to date Apr-Sep	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
36	36	36	+	Y	No	No	
6.8	5.9	6.0	+	Y	No	Yes	
99.00	28.33	55.78	c	+	Y		
99.60	25.95	60.61	c	-	Y		New empty property charges from 1/4/08 may be having an effect on the collection rate. Also, a large warehouse assessment has been entered in the rating with a rateable value of £1.93M which has affected the collection rate. A payment arrangement has been made to clear the debt by the end of the financial year.
98.00	no data	no data	Not comparable	No data	Not comparable	No data	Unable to maintain records
Not set	23.6	23.3	+	No target	Yes	No target	Positive direction due to staff and training plan
Not set	no data	no data	No data	No target	No data	No target	No data due to IT problem

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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.	
LP825 Average number of young people attending T&M Youth Forums.	Robert Styles
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 half year Apr-Sep	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	26.9	29.6
63	No comparative data	85	84	85
76	No comparative data	98	95	95
2	No comparative data	3	2	2
1	No comparative data	2	2	2
1,660	No comparative data	1,660	914	2,104
26	No comparative data	26	18	20
624	No comparative data	650	494	453

Current data							
2008/09 target	2008/09 second quarter Jul-Sep	2008/09 year to date Apr-Sep	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	21.1	18.2	+	Y	Yes	Yes	numbers of cases are very low; one case can significantly affect performance rates (6 cases of 33, year to date)
85	85	85	+	Y	No	No	
98	98	98	+	Y	No	No	
3	3	3	c +	Y			Management Plans already in place for HCP and LLCP. Tonbridge Racecourse Management Plan approved by L&AAB
2	2	2	c =	Y			HCP and LLCP awarded Green Flag Award. Tonbridge Racecourse Sportsground is to be judged for a green flag in Spring 2009.
2,100	563	1,046	c +	N			2008/09 half year performance shows an improvement on 07/08 half year results
25	16	22	+	N	No	Yes	New executive board appointed and promotional DVD being distributed to schools - new Youth & Play Development Officer appointed
500	342	386	-	N	Yes	Yes	Performance below target for first half year which will hopefully improve in the remainder of the year. Youth website will be improved in liaison with members of the Youth Forum.