

**2008/09 NPI quarterly report
Q3 - Oct-Dec**

Cells shaded grey identify not applicable, not required, calculated automatically or information.

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 2007/08 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.

+	Better than prior performance
=	Same as prior performance
-	Worse than prior performance

Performance against 2008/09 target.

Y	Target being achieved/on profile.
N	Target not being achieved/ not on profile.
c	Cumulative performance

Title	Lead officer
Environmental Health Services	
NP182 Satisfaction of businesses with local authority regulation services (score out of 100).	John Batty & Melvyn Wood
NP184 Percentage of food establishments in the area which are broadly compliant with food hygiene law.	Jane Heeley
NP191 Kilograms of residual household waste per household.	Phil Beddoes
NP192 Percentage of household waste sent for reuse, recycling and composting.	
NP195-litter Percentage of relevant land and highways assessed as having an unacceptable level of deposits of litter.	
NP195-detritus Percentage of relevant land and highways assessed as having an unacceptable level of deposits of detritus.	
NP195-graffiti Percentage of relevant land and highways from which unacceptable levels of graffiti are visible.	
NP195-fly-posting Percentage of relevant land and highways from which unacceptable levels of fly-posting are visible.	
NP196 Improved street and environmental cleanliness - effectiveness in reducing fly-tipping.	

Previous data

2006/07 result	2007/08 Top/bottom quartile entry points	2007/08 target	2007/08 3/4-year Apr-Dec	2007/08 result
New in 2008/09				
New in 2008/09				
New in 2008/09				
34.10	No comparative data	40.30	39.65	40.60
6	New in 2008/09			8
11	New in 2008/09			8
7	1 5	5	3	4
1	0 1	1	0	1
2	Not quartiled by AC.	1	2	2

Current data

2008/09 target	2008/09 third quarter Oct-Dec	2008/09 year to date Apr-Dec	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
Not set	83	80	Not comparable	No target	Not comparable	No target	
80	87	88	Not comparable	Y	Not comparable	No	
Not set	137	418	Not comparable	No target	Not comparable	No target	Based on an estimated 48,494 households
46.30	45.64	48.02	+	Y	Yes	No	
6	4	7	Not comparable	N	Yes	Yes	Monitoring is based on three periods each of four months so cannot be reported quarterly. Q3 result is for first two periods
7	7	7	Not comparable	Y	Yes	No	Monitoring is based on three periods each of four months so cannot be reported quarterly. Q3 result is for first two periods
4	2	1	+	Y	Yes	Yes	Monitoring is based on three periods each of four months so cannot be reported quarterly. Q3 result is for first two periods
0	0	0	=	Y	Yes	No	Monitoring is based on three periods each of four months so cannot be reported quarterly. Q3 result is for first two periods
1	1	3	-	N	Yes	Yes	Indicator is based on weighted information. Actual incidents has risen from 481 to 521 and enforcement actions has risen from 86 to 87 since same period last year. Increasing enforcement actions planned expected to improve year end result to at least a grade 2.

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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.
=	Same as prior performance	N	Target not being achieved/ not on profile.
-	Worse than prior performance	c	Cumulative performance

Title	Lead officer
Housing Services	
NP155 Number of affordable homes delivered (gross).	Janet Walton
NP156 Number of households living in temporary accommodation.	
NP187 Tackling fuel poverty - percentage of people receiving income based benefits living in homes with a low energy efficiency rating.	
Executive Services	
NP14 The proportion (percentage) of customer contact that is of low or no value to the customer.	Julie Beilby
NP35 Building resilience to violent extremism.	Mark Raymond
NP47 People killed or seriously injured in road traffic accidents.	
NP48 Children killed or seriously injured in road traffic accidents.	
NP185 CO ₂ reduction from local authority operations.	
NP188 Planning to adapt to climate change.	
NP194 Air quality - percentage reduction in NO _x and primary PM ₁₀ emissions through local authority's estate and operations.	

Previous data

2006/07 result	2007/08 Top/bottom quartile entry points	2007/08 target	2007/08 3/4-year Apr-Dec	2007/08 result
95	No comparative data	168	44	239
New in 2008/09				78
New in 2008/09				
New in 2008/09				
New in 2008/09				
New in 2008/09				
New in 2008/09				

Current data

2008/09 target	2008/09 third quarter Oct-Dec	2008/09 year to date Apr-Dec	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
240	80	213	c +	Y			Expect to meet target by end of the financial year.
55	Year end reporting		Not comparable		No data	No data	
Not set	Year end reporting		Not comparable	No target	Not comparable	No target	
Not set	4.5	4.5	Not comparable	No target	Not comparable	No target	Monitoring took place between 29 Oct and 31 Dec 2008 of only four processes within Waste Services. These four were covered by CRM processes and relatively easy to monitor. They were not selected with high levels of avoidable contact in mind. Monitoring will be rolled out to a range of other services over the next year or so.
Not set	Year end reporting		Not comparable	No target	Not comparable	No target	
Not set	Year end reporting		Not comparable	No target	Not comparable	No target	
Not set	Year end reporting		Not comparable	No target	Not comparable	No target	
1	Year end reporting		Not comparable		Not comparable	No data	
Not set	Year end reporting		Not comparable	No target	Not comparable	No target	

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Title	Lead officer
Financial Services	
NP179 Value for money – total net value of ongoing cash-releasing value for money gains that have impacted since the start of the 2008-09 financial year.	Neil Lawley
NP180 The number of changes of circumstances which affect customers' Housing Benefit/Council Tax Benefit entitlement within the year.	Andrew Rosevear
NP181 Average time taken to process Housing Benefit/Council Tax Benefit new claims and change events.	
Planning Services	
NP154 Net additional homes provided.	Brian Gates
NP157-major Percentage of major planning applications determined within 13 weeks.	Lindsay Pearson
NP157-minor Percentage of minor planning applications determined within 8 weeks.	
NP157-other Percentage of other planning applications determined within 8 weeks.	
NP159 Supply of ready to develop housing sites.	Brian Gates
NP197 Improved local biodiversity – proportion of Local Sites where positive conservation management has been or is being implemented.	

Previous data

2006/07 result	2007/08 Top/bottom quartile entry points	2007/08 target	2007/08 3/4-year Apr-Dec	2007/08 result
	New in 2008/09			
	New in 2008/09			
	New in 2008/09			
850	New in 2008/09			
67.12	79.07 62.96	68.00	63.89	67.27
70.90	83.66 71.62	75.00	76.34	76.50
85.67	91.82 84.00	88.00	90.16	90.38
	New in 2008/09			
	New in 2008/09			
				198.7

Current data

2008/09 target	2008/09 third quarter Oct-Dec	2008/09 year to date Apr-Dec	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	
£640,000	See comment	See comment	c	Not comparable	See comment	Not comparable	No data	Subject of a separate report to MT.
Not set	no data	no data	c	Not comparable	No target	Not comparable	No target	This indicator relies on the DWP publishing the result. The information is not available.
Not set	9.9	no data		Not comparable	No target	Not comparable	No target	There has been no means of calculating this indicator until now. No data is available prior to Q3 to enable calculation. This has been produced internally and may not be the same as the DWP calculation when published.
888	Year end reporting			Not comparable		No data	No data	
70.00	63.64	68.57		+	N	No	No	Cases are monitored at weekly caseload meetings to ensure that the outturn of end of year will be on target. Planning resources being managed to reflect downturn in business throughput.
77.00	74.42	75.20		-	N	No	No	Cases are monitored at weekly caseload meetings to ensure that the outturn of end of year will be on target. Planning resources being managed to reflect downturn in business throughput.
90.00	88.64	91.57		+	Y	No	No	Cases are monitored at weekly caseload meetings to ensure that the outturn of end of year will be on target. Planning resources being managed to reflect downturn in business throughput.
179.7	Year end reporting			Not comparable		No data	No data	
Not set	Year end reporting			Not comparable	No target	Not comparable	No target	