

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

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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 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.

<b>+</b>	Better than prior performance
<b>=</b>	Same as prior performance
<b>-</b>	Worse than prior performance

**Performance against 2008/09 target.**

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

Title	Lead officer
<b>Central Services</b>	
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)
<b>Environmental Health Services</b>	
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	2007/08 Top/bottom quartile entry points	2007/08 target	2007/08 3/4-year Apr-Dec	2007/08 result
90.23	No comparative data	100.00	86.03	87.58
6.9	No comparative data	6.9	No data	8.7
18,106	No comparative data	21,240	15,747	21,096
4,545	No comparative data	4,776	3,256	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	99.71 87.94	96.00	100.00	96.42
75.76	100.00 80.00	90.00	80.00	73.91

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
100.00	81.22	85.70	-	N	No	Yes	While the software that supports our parking service is generally powerful and effective, it currently understates this service's performance in answering letters. This will be remedied in due course and our published overall performance measured by this PI should rise as a result.
7.0	Half and year-end reporting				No data	No data	
24,110	5,580	18,714	c +	Y			
4,971	1,207	3,402	c +	N			Note: Seasonal profile anticipates annual result of 4660.
100	99	97	=	N	No	No	Minor adjustments made to Q1 and Q2 results
100	97	95	+	N	No	No	Minor adjustments made to Q1 and Q2 results
3.93	4.31	4.72	Not comparable	N	Not comparable	Yes	Whilst target not achieved results shows continued improvement due to pro-active monitoring of contractor.
100	100	94	-	N	No	No	First quarter performance should continue to improve during the remainder of the year.
99	100	98	-	N	No	No	
96.00	97.50	99.20	-	Y	No	No	Relates to 1 investigation that took over 24 working hours during holiday periods. Issue resolved with additional staff having DVLA access. Note Q1 result updated to 100%
90.00	100.00	100.00	+	Y	Yes	Yes	Improvements due to reduced number of vehicles requiring removal (16 Ytd) and improved procedures with new collection contractor.

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Bottom Quartile performance

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-	Worse than prior performance	c	Cumulative performance

Title	Lead officer
<b>Housing Services</b>	
LP401 Number of households from the Housing Register that were provided with permanent accommodation by our housing association partners.	Janet Walton
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	2007/08 Top/bottom quartile entry points	2007/08 target	2007/08 3/4-year Apr-Dec	2007/08 result
312	No comparative data	350	274	359
55	No comparative data	50	9	50
96	No comparative data	97	91	92
282	No comparative data	300	196	259
84.0	No comparative data	100	97.0	94.0

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
365	101	342	c +	Y			
83	17	60	c +	N			
100	100	100	+	Y	No	No	
325	98	232	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 has increased the number of homes improved. The new In Touch HIA is now settling in and has obtained additional technical resources, which again is improving performance.
100.0	36.0	65.0	-	N	Yes	Yes	9 out of 25 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
<b>Executive Services</b>	
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.	
<b>Financial Services</b>	
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	2007/08 Top/bottom quartile entry points	2007/08 target	2007/08 3/4-year Apr-Dec	2007/08 result
New in 2007/08	No comparative data	37	36	37
New in 2007/08	No comparative data	7.5	6.5	6.4
98.76	98.50 96.55	98.90	84.41	98.97
99.49	99.36 98.50	99.60	89.99	99.70
New in 2008/09				
31.7	24.5 33.8 (2006/07)	25.0	40.6	26.0
13.1	7.8 15.6 (2006/07)	9.0	11.8	10.1

**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
36	35	36	=	Y	No	No	
6.8	5.0	5.8	+	Y	No	Yes	
99.00	29.01	84.79	c	+	Y		
99.60	34.35	94.96	c	+	Y		
98.00	no data	no data	Not comparable	No data	Not comparable	No data	No data available. Monitoring for this indicator has only recently started.
Not set	25.4	24.0	+	No target	No	No target	
Not set	3.9	no data	Not comparable	No target	Not comparable	No target	Data only available to calculate Q3, none prior to this.

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Performance against 2008/09 target.

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Title	Lead officer
<b>Planning Services</b>	
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.	
<b>Leisure Services</b>	
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	2007/08 Top/bottom quartile entry points	2007/08 target	2007/08 3/4-year Apr-Dec	2007/08 result
99.30	96.41 66.14	98.00	Year end reporting	98.00
Yes	Not quartiled by AC	Yes	Year end reporting	Yes
36.0	26.7 39.5	30.0	34.2	29.6
63	No comparative data	85	84	85
76	No comparative data	98	94	95
2	No comparative data	3	2	2
1	No comparative data	2	2	2
1,660	No comparative data	1,660	1,505	2,104
26	No comparative data	26	18	20
624	No comparative data	650	456	453

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
98.00	Year end reporting				No data	No data	
Yes	Year end reporting				No data	No data	
29.0	14.3	17.5	+	Y	Yes	Yes	Performance now well within top quartile and improving (7 cases out of 40, year to date).
85	85	85	+	Y	No	No	
98	97	96	+	N	No	No	
3	3	3	c	+	Y		Management Plans in place for HCP, LLCP and Tonbridge Racecourse Sportsground.
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	448	1,493	c	-	N		Comparable to previous year and only marginally below profile.
25	18	18	=	N	No	Yes	New executive board appointed and promotional DVD being distributed to schools - new Youth & Play Development Officer appointed.
500	241	337	-	N	Yes	Yes	Performance below target which will hopefully improve in the remainder of the year. Youth website will be improved in liaison with members of the Youth Forum.