

**2008/09 NPI quarterly report
full-year (Apr 2008 - Mar 2009)**

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).	Bruce Hill (co-ordinator)
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 full-year Apr-Mar	2007/08 result
New in 2008/09				
New in 2008/09				
New in 2008/09				
34.10	No comparative data	40.30	40.60	40.60
6	New in 2008/09		8	8
11	New in 2008/09		8	8
7	1 5	5	4	4
1	0 1	1	1	1
2	Not quartiled by AC.	1	2	2

Current data							
2008/09 target	2008/09 Q4 Jan-Mar	2008/09 full year Apr-Mar	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	80	80	Not comparable	No target	Not comparable	No target	
80	87	88	Not comparable	Y	Not comparable	No	Target was based on an estimated value. It should be expected that results will show some variance from quarter to quarter depending on the types of premises falling due for inspection.
Not set	148	563	Not comparable	No target	Not comparable	No target	Based on an actual 48487 households (estimate was 48,494). KAA2 (TMBC) target was 638Kgs.
46.30	40.46	46.24	+	N	Yes	No	Increase due to full year effect of complete roll out of green waste. Note small variation may occur as awaiting minor tonnage data.
6	3	5	+	Y	Yes	No	Results shows continued improvement due to pro-active monitoring of contractor.
7	5	6	+	Y	Yes	Yes	Results shows continued improvement due to pro-active monitoring of contractor.
4	1	1	+	Y	Yes	Yes	Results shows continued improvement due to actions of graffiti action plan - enforcement, education and removal.
0	0	0	+	Y	Yes	No	Results show continued improvement due to joint working with Kent Highways Services
1	1	1	+	Y	Yes	No	Indicator is based on weighted information which shows a decrease in incidents and increase in actions. Actual incidents has risen from 684 to 708 and enforcement actions has risen from 111 to 153.

**2008/09 NPI quarterly report
full-year (Apr 2008 - Mar 2009)**

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

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.	Bruce Hill (co-ordinator)
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-NOx Air quality - percentage reduction in NOx (and primary PM ₁₀) emissions through local authority's estate and operations.	
NP194-PM ₁₀ Air quality - percentage reduction in (NOx 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 full-year Apr-Mar	2007/08 result
95	No comparative data	168	239	239
New in 2008/09			78	78
New in 2008/09				
New in 2008/09				
New in 2008/09				
New in 2008/09				
New in 2008/09				
New in 2008/09				
New in 2008/09				

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

Current data							
2008/09 target	2008/09 Q4 Jan-Mar	2008/09 full year Apr-Mar	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	41	251	c +	Y	No	No	
55	Year-end reporting	39	+	Y	Yes	Yes	Target met, now going into CBL. Discussion and planning required to sustain the reduction of use of TA.
Not set	Year-end reporting	16.18	Not comparable	No target	Not comparable	No target	A Kent target has now been agreed for 09/10 of 15%, 10/11 of 14% and 11/12 of 13%.
Not set	2.5	3.3	Not comparable	No target	Not comparable	No target	Monitoring took place between 29 Oct 2008 and 31 Mar 2009 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 during 2009/10.
Not set	Year-end reporting	1	Not comparable	No target	Not comparable	No target	
Not set	Year-end reporting	56.0	Not comparable	No target	Not comparable	No target	
Not set	Year-end reporting	To be provided by DfT	Not comparable	No target	Not comparable	No target	
Not set	Year-end reporting	Not available	c Not comparable	No target	Not comparable	No target	2008/09 is the base year on which to calculate a percentage reduction in 2009/10.
0	Year-end reporting	0	Not comparable	Y	Not comparable	No	Achievement of level 1 is dependant upon further partnership working with KCC and publication of the Government's climate change scenarios for 2009.
Not set	Year-end reporting	Not available	Not comparable	No target	Not comparable	No target	2008/09 is the base year on which to calculate a percentage reduction in 2009/10.
Not set	Year-end reporting	Not available	Not comparable	No target	Not comparable	No target	2008/09 is the base year on which to calculate a percentage reduction in 2009/10.

**2008/09 NPI quarterly report
full-year (Apr 2008 - Mar 2009)**

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

Title	Lead officer
Financial Services	
NP179 Value for money – total net value of ongoing cash-releasing value for money gains.	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

Previous data				
2006/07 result	2007/08 Top/bottom quartile entry points	2007/08 target	2007/08 full-year Apr-Mar	2007/08 result
	New in 2008/09			
	New in 2008/09			
	New in 2008/09			
850	New in 2008/09		893	893
67.12	79.07 62.96	68.00	67.27	67.27
70.90	83.66 71.62	75.00	76.50	76.50
85.67	91.82 84.00	88.00	90.38	90.38
	New in 2008/09		198.7	198.7

Direction of travel - compares current performance against performance for the same cumulative period of the previous year.		Performance against 2008/09 target.					Explanation of variance from target, actions to achieve target/positive direction of travel and other comments
+	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				
Current data							
2008/09 target	2008/09 Q4 Jan-Mar	2008/09 full year Apr-Mar	Direction of travel (+/=-)	Target achieved/ on profile (Y/N)	>10% from 2007/08 result?	>10% from 2008/09 target?	
£640,000	See comment	£560,000 (e)	c Not comparable	See comment	Not comparable	No data	Projected estimate as at March '09, Subject of a separate report to MT and final submission July '09.
Not set	Not available	Not available	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	3.8	Not available	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 Q4 to enable calculation. This has been produced internally and may not be the same as the DWP calculation when published.
888	Year-end reporting	538 (e)	-	N	Yes	Yes	Reflects the economic downturn but is still only an estimate to be verified in Sep 2009.
70.00	88.89	72.73	+	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.
77.00	77.42	75.65	-	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. In these cases the increased complexity of statutory provisions introduced in year have had a bearing on performance (the timeline is significantly shorter than in NP 157 major cases). A significant number of difficult cases raising high profile issues occurred during the year.
90.00	89.71	91.21	+	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	197.8 (e)	+	Y	No	Yes	Estimated over-performance against target due to inclusion of windfall development.