

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

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Cells shaded turquoise identify data required from lead officer.

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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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-	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	2007/08 Top/bottom quartile entry points	2007/08 target	2007/08 full-year Apr-Mar	2007/08 result
90.23	No comparative data	100.00	87.58	87.58
6.9	No comparative data	6.9	8.7	8.7
18,106	No comparative data	21,240	21,096	21,096
4,545	No comparative data	4,776	4,668	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	99	99
99.04	99.71 87.94	96.00	96.42	96.42
75.76	100.00 80.00	90.00	73.91	73.91

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
100.00	94.32	87.74	+	N	No	Yes	While the software that supports our parking service is generally powerful and effective, it has understated this service's performance in answering letters for Q1-Q3. This has been remedied in Q4 and performance as measured by this PI has risen as a result.
7.0	Half and year-end reporting	8.0	+	N	No	Yes	Issues of unavoidable long term sickness persist. A review of the Sickness absence policy is currently underway in an attempt to better manage short term absences.
24,110	4,873	23,584	c +	N	Yes	No	Increase due to full year effect of complete roll out of green waste.
4,971	1,134	4,535	c -	N	No	No	Outturn lower than target mainly due to recession issues.
100	99	98	+	N	No	No	
100	97	96	+	N	No	No	30 of 712 fly-tips not collected within 72 hours.
3.93	3.23	4.35	Not comparable	N	Not comparable	Yes	Whilst target not achieved results shows continued improvement due to pro-active monitoring of contractor.
100	100	95	-	N	No	No	The slippage in quarter one was mostly recovered during the remainder of the year.
99	98	99	=	Y	No	No	
96.00	100.00	99.40	+	Y	No	No	Relates to 1 investigation that took over 24 working hours during holiday periods in Q3. Issue resolved with additional staff having DVLA access.
90.00	100.00	100.00	+	Y	Yes	Yes	Improvements due to reduced number of vehicles requiring removal (26) and improved procedures with 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.	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 full-year Apr-Mar	2007/08 result
312	No comparative data	350	359	359
55	No comparative data	50	50	50
96	No comparative data	97	92	92
282	No comparative data	300	259	259
84.0	No comparative data	100	94.0	94.0

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
365	93	435	c +	Y	Yes	Yes	Now going to CBL
83	8	68	c +	N	Yes	Yes	
100	100	100	+	Y	No	No	
325	108	340	c +	Y	Yes	No	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 was introduced by <i>the In Touch</i> HIA from quarter 3, 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 has improved performance further.
100.0	100.0	75.0	-	N	Yes	Yes	For the year 72 out of 96 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 had to be controlled and a way of slowing down spend was to delay approval of applications. This occurred particularly during quarter 3 of the year. In quarter 4 all applications were processed within 28 working days.

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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 number of days to process all new Housing and Council Tax Benefit claims.	
LP511 Average number of days to process changes in claimants' circumstance.	

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 2007/08	No comparative data	37	37	37
New in 2007/08	No comparative data	7.5	6.4	6.4
98.76	98.50 96.55	98.90	98.97	98.97
99.49	99.36 98.50	99.60	99.70	99.70
New in 2008/09				
31.7	21.3 28.0	25.0	31.8	31.8
13.1	7.4 12.6	9.0	9.6	9.6

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
36	35	36	+	Y	No	No	
6.4	7.2	6.0	+	Y	No	No	Several factors have contributed to the decrease in abandoned calls but majority can be contributed by a decrease in call volumes for some services, awareness of LPI raised through customer care courses and line management at appraisal.
99.00	13.89	98.68	c	-	N	No	The effect of the recession has had a severe impact on the collection rate compared to last year. Procedures are in place to maintain an efficient recovery process, and it is hopeful that the recession will ease over the coming year, allowing the collection rate to improve.
99.60	4.10	99.06	c	-	N	No	The effect of the recession has had a severe impact on the collection rate compared to last year. Procedures are in place to maintain an efficient recovery process, and it is hopeful that the recession will ease over the coming year, allowing the collection rate to improve.
98.00	No data	No data	Not comparable	No data	Not comparable	No data	No data available. Monitoring for this indicator has only started in final quarter
Not set	28.7	25.4	+	No target	Yes	No target	Data only available from July 2008
Not set	1.8	1.8	+	No target	Yes	No target	Data only available to calculate Q4, none prior to this.

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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	2007/08 Top/bottom quartile entry points	2007/08 target	2007/08 full-year Apr-Mar	2007/08 result
99.30	96.41 66.14	98.00	98.00	98.00
Yes	Not quartiled by AC	Yes	Yes	Yes
36.0	26.7 39.5	30.0	29.6	29.6
63	No comparative data	85	85	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	2,104	2,104
26	No comparative data	26	20	20
624	No comparative data	650	453	453

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
98.00	Year end reporting	99.0 (estimate)	+	Y	No	No	Estimate cannot be ratified until Housing Information Audit is published in September
Yes	Year end reporting	Yes	Not applicable	Y	No	No	
29.0	22.2	18.8	+	Y	Yes	Yes	Performance now well within top quartile and improving (9 cases out of 48). This year's exceptional performance is not a guide as to outcomes next year.
85	85	85	=	Y	No	No	
98	95	97	+	N	No	No	
3	0	3	c +	Y	Yes	No	Management Plans in place for Haysden Country Park, Leybourne Lakes Country Park and Tonbridge Racecourse Sportsground.
2	0	2	c =	Y	No	No	Haysden Country Park and Leybourne Lakes Country Park awarded Green Flag Award. Tonbridge Racecourse Sportsground is to be judged for a green flag in Spring 2009.
2,100	466	1,960	c -	N	No	No	Marginally below profile on last years result, but continues to represent high levels of volunteer support
25	15	19	-	N	No	Yes	New executive board appointed and promotional DVD being distributed to schools. Target to be revised in 09/10 to reflect more realistic levels of attendance
500	385	349	-	N	Yes	Yes	Performance below target. Youth website needs to be improved and marketed more proactively in liaison with members of the Youth Forum.