

**2009/10 NPI quarterly report
Q1 (Apr - Jun 2009)**

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Cells shaded turquoise identify data required from lead officer.

TMBC's 2008/09 results and 2009/10 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.

Performance against 2009/10 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

Number/Description	Lead officer
Central Services	
NP14 The proportion (percentage) of customer contact that is of low or no value to the customer.	Bruce Hill (co-ordinator)
NP182 Satisfaction of businesses with local authority regulation services (score out of 100).	Bruce Hill (co-ordinator)
Environmental Health Services	
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.	

Previous data				
2007/08 result	2007/08 top/bottom quartile entry points	2008/09 target	2008/09 Q1 Apr-Jun	2008/09 result
	New in 2008/09		No data	3.3
	New in 2008/09		77	80
	New in 2008/09	80	89	88
	New in 2008/09		142	563
40.60	No comparative data	46.30	49.29	46.24
8	No comparative data	6	No data	5
8	No comparative data	7	No data	6
4	1 5	4	No data	1
1	0 1	0	No data	0

Current data						
2009/10 target	2009/10 year to date (Q1) Apr-Jun	Direction of travel (+/=/-)	Target achieved/on profile (Y/N)	>10% from 2008/09 result?	>10% from 2009/10 target?	Explanation of variance from target, actions to achieve target/positive direction of travel and other comments
Not set	0.8	Not comparable	No target	Not comparable	No target	Q1 result is based on monitoring of only four waste and street scene processes. The vast majority of contacts are first-time (unavoidable) requests for service.
80	79	+	N	No	No	
88	88	-	Y	No	No	
555	135	+	Y	Yes	Yes	Overall reduction in waste collected linked to economic downturn
46.40	49.18	-	Y	No	No	
5				No data	No data	Monitoring is based on three periods each of four months so cannot be reported quarterly.
6				No data	No data	Monitoring is based on three periods each of four months so cannot be reported quarterly.
1				No data	No data	Monitoring is based on three periods each of four months so cannot be reported quarterly.
0				No data	No data	Monitoring is based on three periods each of four months so cannot be reported quarterly.

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Bottom Quartile performance

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Number/Description	Lead officer
NP196 Improved street and environmental cleanliness - effectiveness in reducing fly-tipping.	
Housing Services	
NP155 Number of affordable homes delivered (gross).	Janet Walton
NP156 Number of households living in Temporary Accommodation.	

Previous data				
2007/08 result	2007/08 top/bottom quartile entry points	2008/09 target	2008/09 Q1 Apr-Jun	2008/09 result
2	1 3	1	3	3
239	No comparative data	240	51	251
78	No comparative data	55	No data	39

Current data						
2009/10 target	2009/10 year to date (Q1) Apr-Jun	Direction of travel (+/=/-)	Target achieved/on profile (Y/N)	>10% from 2008/09 result?	>10% from 2009/10 target?	Explanation of variance from target, actions to achieve target/positive direction of travel and other comments
1	2	+	N	Yes	Yes	2009/10 Q1 - Number of enforcement actions increased but number of fly-tipping incidents remained at similar levels to last year. This means we are marked as grade 2 = "Effective". 2008/09 - Note change of result from 1 = "Very effective" to 3 "Not effective". Number of enforcement actions increased but total number of fly-tips also increased between 2007/08 and 2008/09 from 684 to 719.
190	40	c	-	N	Not comparable	40 intermediate rent units at Holborough
35	44	Not comparable	N	Yes	Yes	

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Previous data

Current data

Number/Description	Lead officer
Financial Services	
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.	

2007/08 result	2007/08 top/bottom quartile entry points	2008/09 target	2008/09 Q1 Apr-Jun	2008/09 result
	New in 2008/09		No data	No data
	New in 2008/09		No data	No data

2009/10 target	2009/10 year to date (Q1) Apr-Jun	Direction of travel (+/=/-)	Target achieved/on profile (Y/N)	>10% from 2008/09 result?	>10% from 2009/10 target?	Explanation of variance from target, actions to achieve target/positive direction of travel and other comments
7,000.0	6,907.0	c Polarity not clear	Polarity not clear	Not comparable	Not comparable	The 2009/10 target is the number of changes to benefit entitlement that we expect to deal with during the year. The number that we have actually dealt with each month is supplied to us by the Department for Work and Pensions (DWP). However, we believe the figure the DWP supplied for April has been incorrectly calculated. The figures supplied for May and June appear to be accurate. Were the average number of changes for those two months to continue for the rest of this year, the target we set for the year (7,000) would appear to be realistic.
15.0	13.2	Not comparable	Y	Not comparable	Yes	The quarterly result is based on our calculations, which might differ from the result calculated by the DWP when published. The data used for calculating the result for the first quarter contains a higher proportion of changes in circumstances than is likely to be the case for the remaining three quarters. As changes in circumstances will be more speedily processed than new claims, this will have the effect of reducing the number of days in the first quarter in comparison with the remaining three quarters.

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Number/Description	Lead officer
Planning Services	
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.	

Previous data				
2007/08 result	2007/08 top/bottom quartile entry points	2008/09 target	2008/09 Q1 Apr-Jun	2008/09 result
67.27	79.07 62.96	70.00	87.50	72.73
76.50	83.66 71.62	77.00	70.32	75.65
90.38	91.82 84.00	90.00	90.77	91.21

Current data						
2009/10 target	2009/10 year to date (Q1) Apr-Jun	Direction of travel (+/=/-)	Target achieved/on profile (Y/N)	>10% from 2008/09 result?	>10% from 2009/10 target?	Explanation of variance from target, actions to achieve target/positive direction of travel and other comments
70.00	69.23	-	N	No	No	Less than 1% point from target. Subject to sensitivity due to relatively few number of cases.
77.00	70.69	+	N	No	No	"Minor" applications include significant schemes (eg: up to ten dwellings) and is the category where the greatest increase in complexity of cases has been experienced.
90.00	92.31	+	Y	No	No	