

**2009/10 LPI 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 2008/09 target.

+	Better than prior performance	Y	Target being achieved/on profile.
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-	Worse than prior performance	c	Cumulative performance

Number/Description	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)
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.	
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.	

Previous data				
2007/08 result	2007/08 top/bottom quartile entry points	2008/09 target	2008/09 Q1 Apr-Jun	2008/09 result
88	No comparative data	100	86	88
8.7	No comparative data	7.0	Half and year-end reporting	8.0
37	No comparative data	36	37	36
6.4	No comparative data	6.4	6.5	6.0
21,096	No comparative data	24,110	6,695	23,584
4,668	No comparative data	4,971	1,134	4,535
97	No comparative data	100	95	98
91	No comparative data	100	98	96
Amended indicator		3.93	5.23	4.35

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
100	93	+	N	No	No	Our Q1 result is based on a total of 2497 letters responded to by Planning (DC), Parking, Finance and EH&H. The parking office also monitor email response times and 94% of 112 emails were respnded to in 10 working days.
6.8	Half and year-end reporting			No data	No data	
36	40	-	N	Yes	Yes	The services have suffered particularly high numbers of staff absences in April and May. CS have tried to redress with this support. June saw a upturn in performance.
6.3	7.6	-	N	Yes	Yes	As customers expectations have become higher, they are choosing to abandon calls rather than wait. Also the use of more telephone messaging on the system, means the customers receive the information they require and therefore end the call before speaking with an advisor.
23,600	6,458	c	N	Not comparable	Not comparable	Economic downturn / below profile
4,550	954	c	N	Not comparable	Not comparable	Economic downturn / below profile
100	95	=	N	No	No	
100	96	-	N	No	No	
4.00	3.77	+	Y	Yes	No	Tighter client monitoring controls put in place.

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Previous data

Current data

Number/Description	Lead officer
LP312 Extent to which we keep on schedule in measuring and reporting on levels of air, land and water pollution, as a percentage.	Jane Heeley
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.	
Housing Services	
LP401 Percentage of housing association vacancies filled from the Housing Register.	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.	

2007/08 result	2007/08 top/bottom quartile entry points	2008/09 target	2008/09 Q1 Apr-Jun	2008/09 result
100	No comparative data	100	86	95
99	No comparative data	99	98	99
96.42	99.71 87.94	96.00	89.29	99.40
73.91	100.00 80.00	90.00	100.00	100.00
Amended indicator				
50	No comparative data	83	27	68
92	No comparative data	100	100	100
259	No comparative data	325	63	340

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
100	100	+	Y	No	No	
100	100	+	Y	No	No	
100.00	100.00	+	Y	No	No	
100.00	100.00	=	Y	No	No	
95	70	Not comparable	N	Not comparable	Yes	Q1 figure lower than target as vacancies filled by existing tenants (transfers) were not included on the housing register until the introduction of Choiced Based Lettings on 27.4.09.
30	11	c -	Y	Not comparable	Not comparable	
100	100	=	Y	No	No	
350	88	c +	Y	Not comparable	Not comparable	

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Number/Description	Lead officer
Financial Services	
LP502 Percentage of Council Tax collected by the authority in the year.	Glen Pritchard
LP503 Percentage of non-domestic rates collected by the authority in the year.	
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.	

2007/08 result	2007/08 top/bottom quartile entry points	2008/09 target	2008/09 Q1 Apr-Jun	2008/09 result
98.97	98.50 96.55	99.00	27.45	98.68
99.70	99.36 98.50	99.60	34.66	99.06
New in 2008/09		98.00	No data	No data
31.8	21.3 28.0	Not set	23.0	25.4
9.6	7.4 12.6	Not set	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
98.90	27.23	c -	N	Not comparable	Not comparable	The recession impacted negatively on council tax collection in the first two months of the quarter. However, in the third month collection exceeded collection in the third month of quarter 1 2008/09. At the end of 2009/10 quarter 1, collection was ahead of the quarter 1 2008/09.
99.30	33.24	c -	N	Not comparable	Not comparable	As with council tax collection (see LP502), there was a negative impact on collection in the first two months of the quarter but collection in the third month of the quarter was ahead of collection for the same month of the previous year's first quarter. Although, at the end of the quarter, collection was still below that for the same quarter of 2008/09, the reduction in collection has, in percentage terms, decreased month-on-month. Collection of business rates has always been more volatile than that of council tax. It is expected that the introduction of the rate deferral scheme will increase collection.
98.00	89.40	Not comparable	N	Not comparable	No	The selection of claims is not entirely random. Any new starters (temps or otherwise) will initially be subject to a 100% check of their workload until any anomalies can be addressed. This will always bring down the rate of accuracy and was not considered when setting the target.
24.0	28.4	-	N	Yes	Yes	The Section has experienced some staffing difficulties over this period. The use of temporary staff, in addition to permanent staff, was required. Unfortunately, there was turnover of the temporary staff leading to times when there were no additional staffing. Also, during the quarter caseload increased by 3.5%. Caseload has increased by more than 9% since the summer of 2008.
7.0	6.4	Not comparable	Y	Not comparable	No	See note to NP181

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Planning Services	
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 that have been awarded the 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

2007/08 result	2007/08 top/bottom quartile entry points	2008/09 target	2008/09 Q1 Apr-Jun	2008/09 result
29.6	26.7 39.5	29.0	13.3	18.8
85	No comparative data	85	85	85
95	No comparative data	98	97	97
2	No comparative data	3	0	3
2	No comparative data	2	2	2
2,104	No comparative data	2,100	483	1,960
20	No comparative data	25	27	19
453	No comparative data	500	429	349

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
25.0	18.2	-	Y	No	Yes	Numbers of cases relatively low; one case can significantly affect performance rates (2 cases of 11, year to date). Overall performance remains strong and in top quartile
85	86	+	Y	No	No	
98	96	-	N	No	No	
4	0	c =	Y	Not comparable	Not comparable	Tonbridge Farm Sportsground Management Plan in progress and on-target for approval by Council Members in December.
3	2	c =	N	Not comparable	Not comparable	After feedback from Green Flag Award (GFA) Judges, Leisure Services has been advised that 'sportsgrounds' do not fit into the GFA criteria. This LPI will therefore need to be changed next year to reflect this.
2,100	481	c -	N	Not comparable	Not comparable	High levels of volunteer hours are being achieved - an average of 5.4 hours a day.
25	14	-	N	Yes	Yes	Youth and Play Development Officer together with members of the Youth Forum to progress recruitment drive in September.
500	362	-	N	No	Yes	The Youth Forum has appointed 2 web masters to look at making existing website more user friendly. A meeting has been arranged with IT services to progress this.