

**2009/10 NPI quarterly report
Q2 (Jul-Sep 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.

+	Better than prior performance
=	Same as prior performance
-	Worse than prior performance

Performance against 2009/10 target.

Y	Target being achieved/on profile.
N	Target not being achieved/ not on profile.
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 half-year Apr-Sep	2008/09 result
	New in 2008/09		No data	3.3
	New in 2008/09		78	80
	New in 2008/09	80	87	88
	New in 2008/09		281	563
40.60	No comparative data	46.30	49.11	46.24
8	No comparative data	6	9	5
8	No comparative data	7	7	6
4	1 5	4	1	1
1	0 1	0	0	0

Current data							
2009/10 target	2009/10 Q2 Jul-Sep	2009/10 year to date Apr-Sep	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	0.9	0.8	Not comparable	No target	Not comparable	No target	Q2 and half year results are based on monitoring of only four waste and street scene processes. The vast majority of contacts are first-time (unavoidable) requests for service.
80	72	76	-	N	No	No	
88	85	88	+	Y	No	No	
555	134	269	+	Y	Yes	Yes	Overall reduction in waste collected linked to economic downturn
46.40	46.34	47.81	-	Y	No	No	
5	5	5	+	Y	No	No	Monitoring is based on three periods each of four months so cannot be reported quarterly. Q2 result is for first four months (Apr-Jul).
6	6	6	+	Y	No	No	Monitoring is based on three periods each of four months so cannot be reported quarterly. Q2 result is for first four months (Apr-Jul).
1	1	1	=	Y	No	No	Monitoring is based on three periods each of four months so cannot be reported quarterly. Q2 result is for first four months (Apr-Jul).
0	0	0	=	Y	No	No	Monitoring is based on three periods each of four months so cannot be reported quarterly. Q2 result is for first four months (Apr-Jul).

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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.	
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.	

Previous data				
2007/08 result	2007/08 top/bottom quartile entry points	2008/09 target	2008/09 half-year Apr-Sep	2008/09 result
2	1 3	1	4	3
239	No comparative data	240	130	251
78	No comparative data	55	No data	39
New in 2008/09			No data	No data
New in 2008/09			No data	No data

Current data							
2009/10 target	2009/10 Q2 Jul-Sep	2009/10 year to date Apr-Sep	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	3	3	+	N	No	Yes	2009/10 Q2 - Number of enforcement actions increased but number of "weighted" fly-tipping incidents also increased. This means we are marked as grade 3 = "Not Effective". However, in the first 2 quarters of this year, the number of "actual fly tipping incidents has only risen from 341 to 344, whilst the number of "actual" enforcement actions has risen from 61 to 150.
190	59	103	c -	Y	Not comparable	Not comparable	Kings Hill Phases 2i & 2j
35	20	20	Not comparable	Y	Yes	Yes	
7,000.0	1,834.0	8,709.0	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 onwards appear to be accurate. Were the average number of changes for the months following April to continue for the rest of this year, the target we set for the year (7,000) would appear to be realistic. Based on this the predicted final result would be 7474.
15.0	10.6	11.1	Not comparable	Y	Not comparable	Yes	The results contain a larger than anticipated number of change events (as above). This weighting has the effect of lowering the result because in comparison, change events take approximately one third of the time taken to process a new claim.

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Previous data

2007/08 result	2007/08 top/bottom quartile entry points	2008/09 target	2008/09 half-year Apr-Sep	2008/09 result
67.27	79.07 62.96	70.00	70.83	72.73
76.50	83.66 71.62	77.00	75.63	75.65
90.38	91.82 84.00	90.00	92.78	91.21

Current data

2009/10 target	2009/10 Q2 Jul-Sep	2009/10 year to date Apr-Sep	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	66.67	72.00	+	Y	No	No	Less than 1% point from target. Subject to sensitivity due to relatively few number of cases.
77.00	72.31	71.54	-	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	86.54	89.83	-	N	No	No	

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.	