

**2009/10 LPI quarterly report
Q3 (Oct-Dec 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.

Target achieved/on profile compares current performance against 2009/10 target.

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

Previous data

2007/08 result	2007/08 top/bottom quartile entry points	2008/09 target	2008/09 3/4-year Apr-Dec	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	36	36
6.4	No comparative data	6.4	5.8	6.0
21,096	No comparative data	24,110	18,714	23,584
4,668	No comparative data	4,971	3,402	4,535
97	No comparative data	100	97	98
91	No comparative data	100	95	96
Amended indicator		3.93	4.72	4.35

Current data

2009/10 target	2009/10 Q3 Oct-Dec	2009/10 3/4-year Apr-Dec	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	87	90	+	N	No	No	
6.8	Half and year-end reporting		+	Y	No data	No data	
36	42	41	-	N	Yes	Yes	Staff shortages/absences in most services due to bad weather conditions meant that customers had to wait longer for their call to be answered. Strategies have been put in place to improve customer wait times.
6.3	8.0	8.1	-	N	Yes	Yes	Customer wait times have a large affect on calls abandoned. The strategies now in place should improve customer wait times which will in turn lesson the abandoned call rate. However, the heavy snowfall caused staff shortages with affected the calls being answered.
23,600	5,284	17,450	c -	Y	Not comparable	Not comparable	Economic downturn / below profile
4,550	1,065	2,942	c -	N	Not comparable	Not comparable	Economic downturn / below profile
100	100	96	-	N	No	No	
100	98	97	+	N	No	No	
4.00	2.02	2.69	+	Y	Yes	Yes	Ongoing Contractor and Client teams' focus on this work area has significantly improved 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.	

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Previous data

2007/08 result	2007/08 top/bottom quartile entry points	2008/09 target	2008/09 3/4-year Apr-Dec	2008/09 result
100	No comparative data	100	94	95
99	No comparative data	99	98	99
96.42	99.71 87.94	96.00	99.20	99.40
73.91	100.00 80.00	90.00	100.00	100.00

Amended indicator

50	No comparative data	83	60	68
92	No comparative data	100	100	100
259	No comparative data	325	232	340

Current data

2009/10 target	2009/10 Q3 Oct-Dec	2009/10 3/4-year Apr-Dec	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	90	80	-	N	Yes	Yes	Continuing long term sickness of officer responsible for this work. Work has been re-allocated to other team members and another officer is working additional hours to accommodate the backlog.
100	99	100	+	Y	No	No	
100.00	89.30	94.10	-	N	No	No	
100.00	100.00	100.00	=	Y	No	No	
95	99	99	Not comparable	Y	Not comparable	No	
30	2	21	c -	N	Not comparable	Not comparable	Challenging Housing Market is leading to lower sales - 2 resales in Q3
100	100	100	=	Y	No	No	
350	87	274	c +	Y	Not comparable	Not comparable	

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.	Jane Heeley
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.	Phil Beddoes
Housing Services	
LP401 Percentage of housing association vacancies filled from the Housing Register.	
LP402 Number of households that become homeowners through low cost home ownership initiatives.	Janet Walton
LP403 Percentage of homelessness applications where we make a decision and write to applicant within 33 working days.	Janet Walton
LP405 Number of homes improved/adapted in the private sector for elderly or disabled persons - TMBC assisted.	Janet Walton

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2007/08 result	2007/08 top/bottom quartile entry points	2008/09 target	2008/09 3/4-year Apr-Dec	2008/09 result
98.97	98.50 96.55	99.00	84.79	98.68
99.70	99.36 98.50	99.60	94.96	99.06
New in 2008/09		98.00	No data	No data
31.8	21.3 28.0	Not set	24.0	25.4
9.6	7.4 12.6	Not set	No data	No data

Current data

2009/10 target	2009/10 Q3 Oct-Dec	2009/10 3/4-year Apr-Dec	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	29.03	84.53	c -	N	Not comparable	Not comparable	The recession is still impacting negatively on council tax collection for the first three quarters of the year. However, collection in quarter 3 exceeded collection in quarters 1 and 2.
99.30	26.84	88.74	c -	N	Not comparable	Not comparable	It is difficult to compare Q3 of 2009/10 with Q3 of 2008/09 due to there being a £3m credit waiting to be refunded as at 31.12.08. Therefore the collection showing in 2008/09 was artificially high. As predicted, the introduction of the rate deferral scheme does appear to have had an impact on collection.
98.00		89.50	Not comparable	N	Not comparable	No	No data is available for Q3, as we have had no checking officer for this quarter. The year to date figure has been bought forward from Q2. A new, experienced, checking officer started on 22 February 2010.
24.0	29.1	27.6	-	N	No	Yes	The section experienced some staffing difficulties over this period. Two assessment posts have remained vacant. The level of work has remained high with the number of people claiming housing and/or council tax benefit continuing to increase. Successful recruitment achieved in Q4 and training underway.
7.0	6.8	6.4	Not comparable	Y	Not comparable	No	A particularly good result in November (due to legislation changes) has kept the Q3 result just below target. The trend for the other months unfortunately displays a decline in performance due to the reasons above.

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.	

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29.6	26.7 39.5	29.0	17.5	18.8
85	No comparative data	85	85	85
95	No comparative data	98	96	97
2	No comparative data	3	3	3
2	No comparative data	2	2	2
2,104	No comparative data	2,100	1,493	1,960
20	No comparative data	25	18	19
453	No comparative data	500	337	349

Current data

2009/10 target	2009/10 Q3 Oct-Dec	2009/10 3/4-year Apr-Dec	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	37.5	30.0	-	N	Yes	Yes	Numbers of cases relatively low; one case can significantly affect performance rates (6 cases of 20, year to date). Overall performance remains strong and in top quartile.
85	89	86	+	Y	No	No	
98	96	95	-	N	No	No	
4	3	3	c =	N	Not comparable	Not comparable	Tonbridge Farm Sportsground Management Plan delayed until 2010/11 due to current focus on capital improvements on-site.
3	2	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 target will therefore need to be changed next year to reflect this.
2,100	448	1,374	c -	N	Not comparable	Not comparable	Whilst high levels of volunteer hours are being achieved (an average of over 5 hours a day) performance remains marginally below target.
25	23	19	+	N	No	Yes	Recruitment drive progressed. Target will need to be revised in 10/11 to reflect a more realistic level of attendance
500	339	366	+	N	No	Yes	The Youth Forum has appointed 2 web masters to look at making existing website more user friendly. On-line booking for Activate sessions should result in an increased number of visits to the website.

Number/Description	Lead officer
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.	