

**2009/10 NPI quarterly report
Q4 (Jan-Mar 2010)**

Cells shaded grey identify not applicable, not required, calculated automatically or information.

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 2008/09 comparative data obtained from the Hub, where available. This data was not always complete.

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.
=	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.	
NP196 Improved street and environmental cleanliness - effectiveness in reducing fly-tipping.	

Previous data				
2007/08 result	2008/09 top/bottom quartile entry points	2008/09 target	2008/09 full-year Apr-Mar	2008/09 result
New in 2008/09	Not quartiled in first few years of measurement	Not set	3.3	3.3
New in 2008/09	2008/09 national quartiling unavailable	Not set	80	80
New in 2008/09	2008/09 national quartiling unavailable	80	88	88
New in 2008/09	512 661	Not set	563	563
40.60	43.18 29.91	46.30	46.24	46.23
8	3 8	6	5	5
8	6 15	7	6	6
4	1 4	4	1	1
1	0 1	0	0	0
2	2 3	1	3	3

Current data							
2009/10 target	2009/10 Q4 Jan-Mar	2009/10 full-year Apr-Mar	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	19.9	13.1	-	Target not set	Yes	Target not set	The 2009/10 result is based on monitoring by a wider set of services than the 2008/09 result. The latter focused in just four processes to test our IT monitoring system.
80	79	76	-	N	No	No	
88	91	86	-	N	No	No	
555	157	537	c	+	Y	No	
46.40	36.10	44.20	-	N	No	No	
5	5	4	+	Y	Yes	Yes	Improved client management of the contractor has resulted in achievement of target
6	6	7	-	N	Yes	Yes	The bad weather, which led to several weeks of cleansing operations not being carried out in Tranche 3, has led to a higher than targetted result on detritus
1	1	1	=	Y	No	No	
0	1	1	-	N	Yes	Yes	This result is a reflection of the very small sample not achieving acceptable standards (10 out of 945)
1	1	1	+	Y	Yes	No	This represents a scoring figure based on level 1 to 4, so % variance is not applicable. This represents a significant increase in enforcement and a decrease in fly tipping incidents.

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Number/Description	Lead officer
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.	
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	2008/09 top/bottom quartile entry points	2008/09 target	2008/09 full-year Apr-Mar	2008/09 result
239	2008/09 national quartiling unavailable	323	319	319
78	2008/09 national quartiling unavailable	55	39	39
New in 2008/09	2008/09 national quartiling unavailable	Not set	No data	No data
New in 2008/09	2008/09 national quartiling unavailable	Not set	No data	No data
67.27	2008/09 national quartiling unavailable	70.00	72.73	72.73
76.50	2008/09 national quartiling unavailable	77.00	75.65	75.65
90.38	2008/09 national quartiling unavailable	90.00	91.21	91.21

Current data							
2009/10 target	2009/10 Q4 Jan-Mar	2009/10 full-year Apr-Mar	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
220	32	260	c -	Y	Yes	Yes	Frantschach, Carpenters Lane, Cattle Market, Old Cannon Wharf. Both 2008/09 and 2009/10 targets and results have been updated to include LP402 data in line with the NPI definition,
35	19	19	+	Y	Yes	Yes	
7,000.0			c Polarity not clear	Polarity not clear	Not comparable	No data	We are reliant on the DWP to produce this data. Currently data is only available to September 2009, which does not look very robust.
15.0	7.0	9.2	Not comparable	Y	Not comparable	Yes	The result for NP181 is from the DWP. We have reservations about its accuracy as it includes some quick transactions that should have been excluded..
70.00	66.67	69.44	-	N	No	No	Less than 1% point from target. Subject to sensitivity due to relatively few number of cases.
77.00	71.64	73.62	-	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	90.86	90.73	-	Y	No	No	