

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

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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 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.
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-	Worse than prior performance	c	Cumulative performance

Previous data

2007/08 result	2008/09 top/bottom quartile entry points	2008/09 target	2008/09 full-year Apr-Mar	2008/09 result
88	No comparative data	100	88	88
8.7	No comparative data	7.0	8.0	8.0
37	No comparative data	36	36	36
6.4	No comparative data	6.4	6.0	6.0
21,096	No comparative data	24,110	23,584	23,584
4,668	No comparative data	4,971	4,535	4,535
97	No comparative data	100	98	98
91	No comparative data	100	96	96
Amended indicator	No comparative data	3.93	4.35	4.35

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
100	89	90	+	N	No	No	
6.8	Half and year-end reporting	7.7	+	N	No	Yes	Whilst there was a significant decrease in self-certified absences we experienced an increase in medically certified absences.
36	34	39	-	N	No	No	
6.3	6.9	7.7	-	N	Yes	Yes	It was recognised that the year had many challenges with changes within T&M. Together with staff shortages and extreme bad weather conditions which all contributed to wait times increase, customer expectations not being met and abandoned calls. Customers may have simply chosen to go online where possible.
23,600	4,345	24,333	c +	Y	No	No	
4,550	1,007	3,923	c -	N	Yes	Yes	Economic downturn / below profile
100	97	97	-	N	No	No	
100	98	98	+	N	No	No	
4.00	1.08	2.31	+	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.	Charlie Steel
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	2008/09 top/bottom quartile entry points	2008/09 target	2008/09 full-year Apr-Mar	2008/09 result
100	No comparative data	100	95	95
99	No comparative data	99	99	99
96.42	No comparative data	96.00	99.40	99.40
73.91	No comparative data	90.00	100.00	100.00

Amended indicator

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

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
100	88	82	-	N	Yes	Yes	Staffing problems throughout the year has limited the completion of this work programme. All essential sampling has been carried out, including air quality and private waters.
100	98	99	=	N	No	No	
100.00	100.00	96.00	-	N	No	No	
100.00	100.00	100.00	=	Y	No	No	
95	99	99	Not comparable	Y	Not comparable	No	
30	2	23	c -	N	Yes	Yes	Economic downturn has resulted in a lower level of sales
100	100	100	=	Y	No	No	
350	117	391	c +	Y	Yes	Yes	

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.	
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.	

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2007/08 result	2008/09 top/bottom quartile entry points	2008/09 target	2008/09 full-year Apr-Mar	2008/09 result
98.97	No comparative data	99.00	98.68	98.68
99.70	No comparative data	99.60	99.06	99.06
New in 2008/09	No comparative data	98.00	No data	No data
31.8	No comparative data	Not set	25.4	25.4
9.6	No comparative data	Not set	No data	No data

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
98.90	14.34	98.87	c +	N	No	No	
99.30	10.70	99.44	c +	Y	No	No	
98.00	84.00	84.00	Not comparable	N	Not comparable	Yes	During 2009/10 we focused on new members of staff. Their performance (84%) is not representative of the service as a whole.
24.0	27.4	27.8	-	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	4.5	5.5	Not comparable	Y	Not comparable	Yes	We estimate our 2009/10 result to be in the order of 7 working days, in line with our target. Our performance monitoring software has provided a result of 5.5 days but we are aware that this includes some quick transactions that should have been excluded.

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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2007/08 result	2008/09 top/bottom quartile entry points	2008/09 target	2008/09 full-year Apr-Mar	2008/09 result
29.6	No comparative data	29.0	18.8	18.8
85	No comparative data	85	85	85
95	No comparative data	98	97	97
2	No comparative data	3	3	3
2	No comparative data	2	2	2
2,104	No comparative data	2,100	1,960	1,960
20	No comparative data	25	19	19
453	No comparative data	500	349	349

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
25.0	41.7	34.4	-	N	Yes	Yes	Numbers of cases relatively low; with regard to the fourth quarter, only two fewer cases would have meant that the target was met. Similarly, for the year as a whole, the number of appeals lost was only 11.
85	83	86	+	Y	No	No	
98	93	95	-	N	No	No	
4	3	3	c =	N	No	Yes	Tonbridge Farm Sportsground Management Plan delayed until 2010/11 due to current focus on capital improvements on-site.
3	2	2	c =	N	No	Yes	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	420	1,794	c -	N	No	Yes	Whilst high levels of volunteer hours are being achieved (an average of 5 hours a day) performance remains marginally below target.
25	18	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	474	393	+	N	Yes	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 Country Parks 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.	