

**2010/11 NPI quarterly report
Q1 (Apr-Jun 2010)**

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

Cells shaded turquoise identify data required from lead officer.

TMBC's 2009/10 results and 2010/11 targets are compared with all English authorities based on 2008/09 comparative data obtained from the AC or 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 2010/11 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	
NP182 Satisfaction of businesses with local authority regulation services (score out of 100).	Bruce Hill (co-ordinator)
Environmental Health Services	
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				
2008/09 result	2008/09 top/bottom quartile entry points	2009/10 target	2009/10 Q1 Apr-Jun	2009/10 result
80	2008/09 national quartiling unavailable	80	79	76
566	512 661	555	135	537
46.23	43.18 29.91	46.40	49.18	44.20
5	3 8	5	No data	4
6	6 15	6	No data	7
1	1 4	1	No data	1
0	0 1	0	No data	1
3	2 3	1	2	1

Current data						
2010/11 target	2010/11 year to date (Q1) Apr-Jun	Direction of travel (+/=/-)	Target achieved/on profile (Y/N)	>10% from 2009/10 result?	>10% from 2010/11 target?	Explanation of variance from target, actions to achieve target/positive direction of travel and other comments
80	73	-	N	No	No	
535	135	c	=	Not comparable	Not comparable	
45.00	47.50	-	Y	No	No	
4				No data	No data	Monitoring is based on three periods each of four months, so cannot be reported quarterly. The results of the first tranche of surveys will be reported in Q2.
6				No data	No data	Monitoring is based on three periods each of four months, so cannot be reported quarterly. The results of the first tranche of surveys will be reported in Q2.
1				No data	No data	Monitoring is based on three periods each of four months, so cannot be reported quarterly. The results of the first tranche of surveys will be reported in Q2.
0				No data	No data	Monitoring is based on three periods each of four months, so cannot be reported quarterly. The results of the first tranche of surveys will be reported in Q2.
1	1	+	Y	No	No	

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Top Quartile performance
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-	Worse than prior performance	c	Cumulative performance

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	
NP181 Average time (in days) taken to process Housing Benefit/Council Tax Benefit new claims and change events.	Andrew Rosevear
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				
2008/09 result	2008/09 top/bottom quartile entry points	2009/10 target	2009/10 Q1 Apr-Jun	2009/10 result
319	2008/09 national quartiling unavailable	220	40	260
39	2008/09 national quartiling unavailable	35	44	19
No data	2008/09 national quartiling unavailable	15.0	13.2	9.2
72.73	2008/09 national quartiling unavailable	70.00	69.23	69.44
75.65	2008/09 national quartiling unavailable	77.00	70.69	73.62
91.21	2008/09 national quartiling unavailable	90.00	92.31	90.73

Current data							
2010/11 target	2010/11 year to date (Q1) Apr-Jun	Direction of travel (+/=/-)	Target achieved/on profile (Y/N)	>10% from 2009/10 result?	>10% from 2010/11 target?	Explanation of variance from target, actions to achieve target/positive direction of travel and other comments	
181	31	c	-	Y	Not comparable	Not comparable	Only the Hugh Christie scheme has AH delivery in Q1. In 2010/11 we currently expect that the bulk of delivery will be in quarter 2.
32	17		+	Y	Yes	Yes	
13.0	11.0		+	Y	Yes	Yes	There was a problem with missing data in April, corrupting the quarterly result
70.00	66.66		-	N	No	No	4 of 6 cases this quarter in time
77.00	63.38		-	N	Yes	Yes	45 of 71 cases this quarter in time. A number of peculiar contributory factors seem to have been involved, including staff sickness, maternity leave and the individual nature of a small number of applications.
90.00	87.45		-	N	No	No	230 of 263 cases this quarter in time