

**2010/11 NPI quarterly report  
Q2 (Jul-Sep 2010)**

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

Cells shaded turquoise identify data required from lead officer.  
**Please remove shading when you input your data.**

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 <b>not</b> being achieved/ <b>not</b> on profile.
-	Worse than prior performance	c	Cumulative performance

Number/Description	Lead officer
<b>Central Services</b>	
NP182 Satisfaction of businesses with local authority regulation services (score out of 100).	Bruce Hill (co-ordinator)
<b>Environmental Health Services</b>	
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 half-year Apr-Sep	2009/10 result
80	2008/09 national quartiling unavailable	80	76	76
566	512 661	555	269	537
46.23	43.18 29.91	46.40	47.81	44.20
5	3 8	5	5	4
6	6 15	6	6	7
1	1 4	1	1	1
0	0 1	0	0	1
3	2 3	1	3	1

Current data							
2010/11 target	2010/11 Q2 Jul-Sep	2010/11 half-year Apr-Sep	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	75	73	-	N	No	No	
535	138	275	c	Y	Not comparable (cumulative indicator)	Not comparable (cumulative indicator)	
45.00	47.82	47.69	-	Y	No	No	
4	5	5	=	N	Yes	Yes	The variance is the result of only 10 transects showing higher levels of litter. It is anticipated that the results will be brought back on target with the next two tranches.
6	6	6	=	Y	Yes	No	
1	1	1	=	Y	No	No	
0	0	0	=	Y	Yes	No	
1	1	1	+	Y	No	No	

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Number/Description	Lead officer
<b>Housing Services</b>	
NP155 Number of affordable homes delivered (gross).	Janet Walton
NP156 Number of households living in Temporary Accommodation.	
<b>Financial Services</b>	
NP181 Average time (in days) taken to process Housing Benefit/Council Tax Benefit new claims and change events.	Andrew Rosevear
<b>Planning Services</b>	
NP157-major Percentage of <b>major</b> planning applications determined within 13 weeks.	Lindsay Pearson
NP157-minor Percentage of <b>minor</b> planning applications determined within 8 weeks.	
NP157-other Percentage of <b>other</b> planning applications determined within 8 weeks.	

Previous data				
2008/09 result	2008/09 top/bottom quartile entry points	2009/10 target	2009/10 half-year Apr-Sep	2009/10 result
319	2008/09 national quartiling unavailable	220	103	260
39	2008/09 national quartiling unavailable	35	20	19
No data	2008/09 national quartiling unavailable	15.0	11.1	9.2
72.73	2008/09 national quartiling unavailable	70.00	72.00	69.44
75.65	2008/09 national quartiling unavailable	77.00	71.54	73.62
91.21	2008/09 national quartiling unavailable	90.00	89.83	90.73

Current data							
2010/11 target	2010/11 Q2 Jul-Sep	2010/11 half-year Apr-Sep	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	70	101	c -	Y	Not comparable (cumulative indicator)	Not comparable (cumulative indicator)	In 2010/11 the bulk of delivery is in quarter 2.
32	21	21	-	Y	Yes	Yes	Numbers in RSL TA are remaining steady but we are seeing an increase in the use of B&B over the last 3 quarters due to increased workload. Breakdown on 30 Sept was: 13 in TA and 8 in B&B
13.0	11.1	11.1	=	Y	Yes	Yes	Overall performance is relatively stable at this level. It has been difficult to improve given the continuously increasing workload
70.00	66.67	66.67	-	N	No	No	6 of 9 cases this quarter in time. 10 of 15 cases year to date
77.00	75.39	69.12	-	N	No	Yes	49 of 65 cases this quarter in time. 94 of 136 cases year to date. A number of contributory factors have affected performance, including significant and unavoidable sickness, coinciding with maternity leave and the highly complex nature of a number of current applications. Performance has also been affected by the relatively slow response by developers/ applicants to negotiations, reflecting the current pace of the development industry and the availability of finance.
90.00	92.22	89.81	-	N	No	No	237 of 257 cases this quarter in time. 467 of 520 cases year to date.