

### 2010/11 LPI quarterly report Q2 (Jul-Sep 2010)

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Number/Description	Lead officer
<b>Central Services</b>	
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.	
<b>Environmental Health Services</b>	
LP307 Total tonnes of waste recycled.	Phil Beddoes
LP308 Tonnes of paper and cans recycled through the Green Box scheme.	
LP309 Percentage of reported high priority fly-tips collected within 24 hours.	
LP310 Percentage of reported 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.	

Previous data			
2008/09 result	2009/10 target	2009/10 half-year Apr-Sep	2009/10 result
88	100	92	90
8.0	6.8	6.8	7.7
36	36	40	39
6.0	6.3	8.0	7.7
23,584	23,600	12,165	24,333
4,535	4,550	1,878	3,923
98	100	95	97
96	100	96	98
4.35	4.00	3.04	2.31

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

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
100	90	90	-	N	No	No	
6.6	Half and year-end reporting	6.3	+	Y	Yes	No	
36	35	35	+	Y	Yes	No	
6.3	6.4	6.6	+	N	Yes	No	
24,500	5,408	11,782	c	-	Not comparable (cumulative indicator)	Not comparable (cumulative indicator)	The recession continues to have an adverse impact on amount of material collected from kerbside and bring site, with most waste streams being affected.
4,000	926	1,855	c	-	Not comparable (cumulative indicator)	Not comparable (cumulative indicator)	Measures are being put in place to improve participation and capture rates from the green box service. However, the recession has had a significant impact on the amount of paper being collected.
100	100	100	+	Y	No	No	
100	100	100	+	Y	No	No	
3.00	2.38	2.27	+	Y	No	Yes	

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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.	
LP318 (formerly NP184) Percentage of food establishments in the area which are broadly compliant with food hygiene law.	
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 of being legally entitled to do so.	
<b>Housing Services</b>	
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.	
LP405 Number of homes improved/adapted in the private sector for elderly or disabled persons - TMBC assisted.	

#### Previous data

2008/09 result	2009/10 target	2009/10 half-year Apr-Sep	2009/10 result
95	100	75	82
99	100	100	99
88	88	88	86
99.40	100.00	95.90	96.00
100.00	100.00	100.00	100.00
Amended indicator	95	98	99
68	30	19	23
340	350	187	391

**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.

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#### 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
100	81	91	+	N	Yes	No	Monitoring of private water supplies was been suspended this quarter, pending guidance on the new regulations.
100	100	100	=	Y	No	No	
86	81	86	-	Y	No	No	
100.00	100.00	100.00	+	Y	No	No	
100.00	100.00	100.00	=	Y	No	No	
95	93	96	-	Y	No	No	
15	6	10	c	Y	Not comparable (cumulative indicator)	Not comparable (cumulative indicator)	
400	125	272	c	Y	Not comparable (cumulative indicator)	Not comparable (cumulative indicator)	

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Number/Description	Lead officer
<b>Financial Services</b>	
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.	
LP510 Average number of days to process all new Housing and Council Tax Benefit claims.	Andrew Rosevear
LP511 Average number of days to process changes in claimants' circumstance.	

Previous data			
2008/09 result	2009/10 target	2009/10 half-year Apr-Sep	2009/10 result
98.68	98.90	55.50	98.87
99.06	99.30	61.90	99.44
25.4	24.0	27.3	27.8
No data	7.0	5.8	7.0

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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
99.00	28.15	55.34	c -	N	Not comparable (cumulative indicator)	Not comparable (cumulative indicator)	The recession is still affecting taxpayers ability to pay. This is reflected in the number of new council tax benefit claims being received each month
99.50	28.29	62.25	c +	Y	Not comparable (cumulative indicator)	Not comparable (cumulative indicator)	
24.0	26.7	26.6	+	N	No	Yes	The increase in workload has slowed the average time taken to assess new claims and changes in circumstances.
7.0	8.2	7.5	-	N	No	No	The increase in workload has slowed the average time taken to assess new claims and changes in circumstances.

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<b>Planning Services</b>	
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.	
<b>Leisure Services</b>	
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.	

Previous data			
2008/09 result	2009/10 target	2009/10 half-year Apr-Sep	2009/10 result
18.8	25.0	25.0	34.4
85	85	85	86
97	98	96	95
3	4	3	3
2	3	2	2
1,960	2,100	926	1,794
19	25	17	19
349	500	379	393

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25.0	30.0	18.8	+	Y	Yes	Yes	3 appeals allowed of the 10 decisions made this quarter: 3 appeals allowed of the 16 decisions to date
85	90	91	+	Y	No	No	
98	97	96	=	N	No	No	
4	0	3	c =	Y	Not comparable (cumulative indicator)	Not comparable (cumulative indicator)	Tonbridge Farm Management Plan delayed due to the focus on capital improvements on site. The final draft has been sent to the September meeting of the Leisure and Arts Advisory Board for final adoption in December
2	2	2	c =	Y	Not comparable (cumulative indicator)	Not comparable (cumulative indicator)	Haysden and Leybourne Lakes Country Parks awarded the prestigious Green Flag Award this year, Haysden being placed in the top scoring quartile in the country
1,900	551	901	c -	N	Not comparable (cumulative indicator)	Not comparable (cumulative indicator)	Increased performance over the second quarter which incorporates the summer months.
20	16	19	+	N	No	No	2010/11 half year result is up from 2009/10 half year results.
450	328	336	-	N	Yes	Yes	Number of visits high in month preceeding Activate courses reflecting on-line booking arrangements. Visits in remainder of the year are relatively low