

**2010/11 NPI quarterly report
Q4 (Jan-Mar 2011)**

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 2009/10 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.

+	Better than prior performance
=	Same as prior performance
-	Worse than prior performance

Target achieved/on profile compares current performance against **2010/11 target**.

Y	Target being achieved/on profile.
N	Target not being achieved/ not on profile.
c	Cumulative indicator

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	2009/10 top/bottom quartile entry points	2009/10 target	2009/10 full-year Apr-Mar	2009/10 result
80	2009/10 national quartiling unavailable	80	76	76
566	2009/10 national quartiling unavailable	555	537	537
46.23	2009/10 national quartiling unavailable	46.40	44.20	44.20
5	3 7	5	4	4
6	6 15	6	7	7
1	0 3	1	1	1
0	0 1	0	1	1
3	2009/10 national quartiling unavailable	1	1	1

Current data							
2010/11 target	2010/11 Q4 Jan-Mar	2010/11 full-year Apr-Mar	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	79	77	+	N	No	No	
535	162	564	c -	N	No	No	
45.00	37.13	44.50	+	N	No	No	
4	4	4	=	Y	No	No	
6	8	6	+	Y	Yes	No	This result is an improvement on last year's performance
1	1	1	=	Y	No	No	
0	0	0	+	Y	Yes	No	This result is an improvement on last year's performance
1	1	1	=	Y	No	No	

**2010/11 NPI quarterly report
Q4 (Jan-Mar 2011)**

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 2009/10 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.

+	Better than prior performance
=	Same as prior performance
-	Worse than prior performance

Target achieved/on profile compares current performance against **2010/11 target**.

Y	Target being achieved/on profile.
N	Target not being achieved/ not on profile.
c	Cumulative indicator

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	2009/10 top/bottom quartile entry points	2009/10 target	2009/10 full-year Apr-Mar	2009/10 result
319	2009/10 national quartiling unavailable	220	260	260
39	9 65	35	19	19
No data	2009/10 national quartiling unavailable	15.0	9.2	9.2
72.73	85.71 57.14	70.00	69.44	69.44
75.65	86.81 71.59	77.00	73.62	73.62
91.21	93.10 83.33	90.00	90.73	90.73

Current data							
2010/11 target	2010/11 Q4 Jan-Mar	2010/11 full-year Apr-Mar	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	34	191	c -	Y	Yes	No	Q4 equates to 9 units YPS, 9 units Bailey House, 5 units East Malling School, 9 units Hugh Christie, two households assisted to move (from TMBC to elsewhere) through low cost home ownership initiatives.
32	10	10	+	Y	Yes	Yes	Numbers in both TA managed by Registered Providers and B+B have continued to decline slowly. Breakdown at 31 March 2011 was 9 in TA and 1 in B+B.
13.0	4.2	7.5	+	Y	Yes	Yes	Performance has remained consistently high throughout the year despite the growth in workload. The Q4 result contains some quick transactions that should have been excluded by our performance monitoring software, creating an artificially low figure. A realistic estimate of achievement would be 11.0 for the full year.
70.00	60.00	63.33	-	N	No	No	6 of 10 cases this quarter in time. 19 of 30 cases year to date
77.00	61.33	69.45	-	N	No	No	46 of 75 cases this quarter in time. 191 of 275 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	85.64	89.06	-	N	No	No	173 of 202 cases this quarter in time. 847 of 951 cases year to date.