

2010/11 LPI quarterly report Q3 (Oct-Dec 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.

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 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 3/4-year Apr-Dec	2009/10 result
88	100	90	90
8.0	6.8	Half and year-end reporting	7.7
36	36	41	39
6.0	6.3	8.1	7.7
23,584	23,600	17,450	24,333
4,535	4,550	2,942	3,923
98	100	96	97
96	100	97	98
4.35	4.00	2.69	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 not being achieved/ not on profile.
-	Worse than prior performance	c	Cumulative performance

Current data							
2010/11 target	2010/11 Q3 Oct-Dec	2010/11 3/4-year Apr-Dec	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						
36	35	34	+	Y	Yes	No	
6.3	6.4	6.5	+	N	Yes	No	
24,500	5,017	17,183	c -	N	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	904	2,759	c -	N	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, and the bad weather throughout December adversely impacted on green box tonnages
100	100	100	+	Y	No	No	
100	100	100	+	Y	No	No	
3.00	2.00	2.00	+	Y	Yes	Yes	This result is an improvement on last year's performance

**2010/11 LPI quarterly report
Q3 (Oct-Dec 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.

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.	
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.	
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 3/4-year Apr-Dec	2009/10 result
95	100	80	82
99	100	100	99
88	88	84	86
99.40	100.00	94.10	96.00
100.00	100.00	100.00	100.00
Amended indicator	95	99	99
68	30	21	23
340	350	274	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.	
+	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

Current data							
2010/11 target	2010/11 Q3 Oct-Dec	2010/11 3/4-year Apr-Dec	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	73	88	+	N	No	Yes	Focused on priority monitoring only due to staff shortages in the Team. Monitoring of private water supplies has been suspended, pending guidance on the new regulations.
100	98	99	-	N	No	No	
86	85	85	+	N	No	No	
100.00	100.00	100.00	+	Y	No	No	
100.00	100.00	100.00	=	Y	No	No	
95	97	96	-	Y	No	No	
15	10	20	c	Y	Not comparable (cumulative indicator)	Not comparable (cumulative indicator)	High number of resales (7) for this quarter
400	107	379	c	Y	Not comparable (cumulative indicator)	Not comparable (cumulative indicator)	

**2010/11 LPI quarterly report
Q3 (Oct-Dec 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.

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.	
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 3/4-year Apr-Dec	2009/10 result
98.68	98.90	84.53	98.87
99.06	99.30	88.74	99.44
25.4	24.0	27.6	27.8
No data	7.0	6.4	7.0

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

Current data							
2010/11 target	2010/11 Q3 Oct-Dec	2010/11 3/4-year Apr-Dec	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	28.93	84.27	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	28.25	90.50	c +	Y	Not comparable (cumulative indicator)	Not comparable (cumulative indicator)	
24.0	26.9	26.8	+	N	No	Yes	Workload remains high and has continued to increase. Performance has been maintained at a consistent level.
7.0	6.8	7.5	-	N	No	No	Workload remains high and has continued to increase. Performance has been maintained at a consistent level.

2010/11 LPI quarterly report Q3 (Oct-Dec 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.

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.	

Previous data			
2008/09 result	2009/10 target	2009/10 3/4-year Apr-Dec	2009/10 result
18.8	25.0	30.0	34.4
85	85	86	86
97	98	95	95
3	4	3	3
2	3	2	2
1,960	2,100	1,374	1,794
19	25	19	19
349	500	366	393

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

Current data							
2010/11 target	2010/11 Q3 Oct-Dec	2010/11 3/4-year Apr-Dec	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
25.0	10.0	15.4	+	Y	Yes	Yes	1 appeal allowed of the 10 decisions made this quarter: 4 appeals allowed of the 26 decisions to date
85	87	90	+	Y	No	No	
98	96	96	+	N	No	No	
4	4	4	c	+	Not comparable (cumulative indicator)	Not comparable (cumulative indicator)	Tonbridge Farm Management Plan adopted at the December 2010 Leisure and Arts Advisory Board.
2	2	2	c	=	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	405	1,306	c	-	Not comparable (cumulative indicator)	Not comparable (cumulative indicator)	Inclement weather and snowy conditions affected many volunteer events
20	14	17	-	N	Yes	Yes	Attendance levels vary based on availability of young people due to exams and agenda.
450	388	353	-	N	Yes	Yes	Number of visits high in month preceding Activate courses reflecting on-line booking arrangements. Visits in remainder of the year are relatively low