

### 2010/11 LPI quarterly report Q4 (Jan-Mar 2011)

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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 full-year Apr-Mar	2009/10 result
88	100	90	90
8.0	6.8	7.7	7.7
36	36	39	39
6.0	6.3	7.7	7.7
23,584	23,600	24,333	24,333
4,535	4,550	3,923	3,923
98	100	97	97
96	100	98	98
4.35	4.00	2.31	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 indicator

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
100	96	92	+	N	No	No	
6.6	Half and year-end reporting	8.2	-	N	No	Yes	A number of long-term absences increased the overall total for the year despite more proactive management of these cases.
36	35	35	+	Y	Yes	No	Closer staff monitoring of calls.
6.3	6.5	6.5	+	N	Yes	No	Closer staff monitoring of calls.
24,500	4,866	23,868	c -	N	No	No	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	1,004	3,736	c -	N	No	No	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	2.17	2.35	-	Y	No	Yes	This result is an improvement against target

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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 full-year Apr-Mar	2009/10 result
95	100	82	82
99	100	99	99
88	88	86	86
99.40	100.00	96.00	96.00
100.00	100.00	100.00	100.00
Amended indicator	95	99	99
68	30	23	23
340	350	391	391

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100	100	88	+	N	No	Yes	The vacant post has been filled and suggested changes to environmental monitoring programme have been approved by LEMAB.
100	99	99	=	N	No	No	
86	93	87	+	Y	No	No	
100.00	100.00	100.00	+	Y	No	No	
100.00	100.00	100.00	=	Y	No	No	
95	93	95	-	Y	No	No	
15	2	22	c -	Y	No	Yes	Two households assisted to move (from TMBC to elsewhere).
400	156	535	c +	Y	Yes	Yes	Handyperson service increasing in demand due to increased awareness.

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<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 full-year Apr-Mar	2009/10 result
98.68	98.90	98.87	98.87
99.06	99.30	99.44	99.44
25.4	24.0	27.8	27.8
No data	7.0	7.0	7.0

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99.00	14.49	98.76	c -	N	No	No	The recession did have an effect on taxpayers ability to pay. This is reflected in the number of new council tax benefit claims received throughout the year.
99.50	9.08	99.58	c +	Y	No	No	
24.0	24.0	26.0	+	N	No	No	
7.0	2.9	7.0	=	Y	No	No	We estimate our 2010/11 result to be in the order of 7.0 working days, in line with our target. Our performance monitoring software has provided results of 2.9 for Q4 and 5.0 days overall but we are aware this includes some quick transactions that should have been excluded.

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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 full-year Apr-Mar	2009/10 result
18.8	25.0	34.4	34.4
85	85	86	86
97	98	95	95
3	4	3	3
2	3	2	2
1,960	2,100	1,794	1,794
19	25	19	19
349	500	393	393

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25.0	50.0	23.5	+	Y	Yes	No	4 appeals allowed of the 8 decisions made this quarter (2 SPLIT decisions): 8 appeals allowed of the 34 decisions to date.	
85	93	91	+	Y	No	No		
98	99	97	+	N	No	No		
4	4	4	c	+	Y	Yes	No	Tonbridge Farm Management Plan adopted at the December 2010 Leisure and Arts Advisory Board. Haysden Country Park, Leybourne Lakes Country Park and Tonbridge Racecourse Sportsground all have management plans in place.
2	2	2	c	=	Y	No	No	Haysden and Leybourne Lakes Country Parks awarded the prestigious Green Flag Award.
1,900	692	1,998	c	+	Y	Yes	No	Inclement weather and snowy conditions affected many volunteer events in October - December months, however final quarter has seen high turn outs.
20	25	19	=	N	No	No	Attendance levels vary based on availability of young people due to exams and agenda.	
450	543	400	+	N	No	Yes	Number of visits high in month preceding Activate courses reflecting on-line booking arrangements. Visits in remainder of the year are relatively low.	