

## 2011/12 Q1 LPI quarterly report (Apr-Jun 2011)

Cells shaded grey identify contextual data for information and any PIs not applicable/not required this quarter.

Cells shaded turquoise identify data required from lead officer.

Trend - straight-line performance since time shown:

- Improving

- Flat

- Deteriorating

Target achieved/on profile - compares performance to date against full year target or, where shown, against expected profile:

- Target being achieved/on profile

- Target not being achieved/not on profile

Latest performance - in the context of previous performance:

- Extreme/positive

- In line

- Extreme/negative

Number	Description	Lead officer	2011/12 target	2011/12 Q1 Apr-Jun	Trend	Target achieved/on profile	Latest performance in context	Comments about performance	Comments about profiles/ patterns of results and any further contextual data
<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)	100	92	since Q1 05/06				
LP102	Sickness absence monitoring - number of days per full time equivalent.	Charlie Steel (co-ordinator)	7.5	Half and year-end reporting	Since Q2 08/09				
LP201	Average wait time (in seconds) of calls answered through our handling system.	Charlie Steel	34	34	Since Q1 08/09				
LP202	Percentage of telephone calls to our handling system abandoned.		6.3	7.0	Since Q1 08/09				
<b>Environmental Health Services</b>									
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.	Phil Beddoes	3.00	2.50	Since Q1 08/09			This is an improvement on last years Q1 performance	
LP320	Percentage of household waste sent for reuse, recycling and composting.		45.00	46.01	Since Q1 05/06				Improving trend driven by steady increase between 2005/06 Q1 and 2008/09 Q1.
Context	Total tonnes of waste recycled.		23,868 (2010/11)	5,621	Up since Q1 05/06	N/A		Ongoing impact of economic downturn	Seasonal pattern with Q4 troughs.
Context	Tonnes of paper and cans recycled through the Green Box scheme.		3,736 (2010/11)	856	Down since Q1 05/06	N/A		Ongoing impact of economic downturn	Deteriorating trend driven by decline since 2008/09.
Context	Kilograms of residual household waste per household.		564 (2010/11)	132	Up since Q1 08/09	N/A		This is an improvement on last years Q1.	Seasonal pattern with Q4 peaks
LP322	The Borough's cleanliness score.		7.3	7.0	New in 2011/12			Provisional result due to problems collating data.	
LP309	Percentage of reported high priority fly-tips collected within 24 hours.		100	100	Since Q1 05/06				
LP310	Percentage of reported low priority fly-tips collected within 72 hours.		100	100	Since Q1 05/06				
LP321	Effectiveness in reducing fly-tipping.		1	1	Since Q2 06/07				Trend and latest performance analyses constrained by PI having only 4 values.
LP701	Percentage of new reports of abandoned vehicles investigated within 24 hours of notification.		100.00	100.00	Since Q1 05/06				
LP702	Percentage of abandoned vehicles removed within 24 hours of being legally entitled to do so.	100.00	100.00	Since Q1 05/06				Since 2008/09 Q1 performance has stabilised at 100%.	
LP312	Extent to which we keep on schedule in measuring and reporting on levels of air, land and water pollution, as a percentage.	100	95	Since Q1 05/06				Volatility has increased since 2009/10 Q2.	
LP313	Percentage of complaints about environmental pollution and other requests for service responded to within 5 working days.	100	98	Since Q1 05/06					
LP318	Percentage of food establishments in the area which are broadly compliant with food hygiene law.	89	86	Since Q1 08/09					

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<b>Housing Services</b>									
LP402	Number of households that become homeowners through low cost home ownership initiatives.	Janet Walton	15	7	Since Q1 05/06			Six of the sales are resales of existing shared ownership homes.	
LP405	Number of homes improved/adapted in the private sector for elderly or disabled persons - TMBC assisted.		500	103	Since Q1 05/06			Slightly down on target profile for quarter however no concern about reaching target set.	
LP408	Number of affordable homes delivered (gross).		30	0	Since Q1 05/06			No AH completions in Q1.	Results exhibit noticeable volatility.
LP409	Number of households living in Temporary Accommodation.		15	15	Since Q1 09/10				2009/10 entry points to national 'all England' top/bottom quartiles: <b>9/65</b>
<b>Financial Services</b>									
LP502	Percentage of Council Tax collected by the authority in the year.	Glen Pritchard	99.00	27.20	Since Q1 05/06				Seasonal pattern with collection concentrated in Q1-Q3.
LP503	Percentage of non-domestic rates collected by the authority in the year.		99.60	34.55	Since Q1 05/06				Seasonal pattern with collection concentrated in Q1-Q3.
LP510	Average number of days to process all new Housing and Council Tax Benefit claims.	Andrew Rosevear	25.0	24.6	Since Q1 05/06				In recent years, since 2007/08 Q3, trend is deteriorating slightly.
LP511	Average number of days to process changes in claimants' circumstance.		7.0	6.9	Since Q1 05/06				In recent years, since 2007/08 Q3, trend is deteriorating.
<b>Planning Services</b>									
LP603	Percentage of appeals allowed against the authority's decision to refuse planning applications.	Lindsay Pearson	25.0	20.0	Since Q1 05/06				Results exhibit noticeable volatility.
LP606	Percentage of building control applicants notified within 10 working days of defects/amendments required to their applications.	Mike Ingram	85	92	Since Q1 05/06				
LP607	Percentage of building control applicants notified within 15 working days of defects/amendments required to their applications.		98	99	Since Q1 05/06				
LP611 -major	Percentage of <b>major</b> planning applications determined within 13 weeks.	Lindsay Pearson	70.00	33.33	Since Q1 05/06			5 of 15 cases this quarter in time.	Results exhibit noticeable volatility. 2009/10 entry points to national 'all England' top/bottom quartiles: <b>85.71/57.14</b>
LP611 -minor	Percentage of <b>minor</b> planning applications determined within 8 weeks.		77.00	56.73	Since Q1 05/06			36 of 67 cases this quarter in time.	2009/10 entry points to national 'all England' top/bottom quartiles: <b>86.81/71.59</b>
LP611 -other	Percentage of <b>other</b> planning applications determined within 8 weeks.		90.00	81.56	Since Q1 05/06			199 of 244 cases this quarter in time.	2009/10 entry points to national 'all England' top/bottom quartiles: <b>93.10/83.33</b>

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<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	4	4	Since Q1 06/07			Haysden Country Park, Leybourne Lakes Country Park, Tonbridge racecourse Sportsground and Tonbridge farm Sportsground all have 5 year management plans. These will be systematically updated as they begin to expire.	Trend and latest performance analyses constrained by PI covering only 4 sites.
LP827	Number of our Country Parks that have been awarded the Green Flag Award.		2	2	Since Q1 06/07			Leybourne Lakes Country Park and Haysden Country Park achieved Green Flag Award status.	Trend and latest performance analyses constrained by PI covering only 2 sites.
LP818	Number of conservation/volunteer hours carried out assisting on site maintenance.		1,900	600	Since Q1 06/07			High total which may be due to recent warm weather.	Results exhibit noticeable volatility except between 2008/09 Q3 and 2009/10 Q4.
LP825	Average number of young people attending T&M Youth Forums.	Robert Styles	20	12	Since Q3 05/06			Lower than usual first quarter.	
LP826	Average number of visits to T&M Youth website (home page) per month.		450	373	Since Q1 05/06			Slight increase from 2010/11 first quarter result.	In recent years, since 2007/08 Q3, trend is improving slightly.