

2011/12 Q2 LPI quarterly report (Jul-Sep 2011)

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Number	Description	Lead officer	2011/12 target	2011/12 Q2 Jul-Sep	2011/12 half-year Apr-Sep	Trend	Target achieved/on profile	Latest performance in context	Comments about performance	Comments about profiles/ patterns of results and any further contextual data
Central Services										
LP101	Percentage of letters from the public answered with a full or substantive response within 10 working days.	Bruce Hill (co-ordinator)	100	88	90	since Q1 05/06	90.0			
LP102	Sickness absence monitoring - number of days per full time equivalent.	Charlie Steel (co-ordinator)	7.5	Half and year-end reporting	6.8	Since Q2 08/09	110.3			
LP201	Average wait time (in seconds) of calls answered through our handling system.		34	34	34	Since Q1 08/09	100.0			
LP202	Percentage of telephone calls to our handling system abandoned.	Charlie Steel	6.3	8.9	7.9	Since Q1 08/09	79.7		We experienced a prolonged fault time owing to theft of telephony cable resulting in increased abandoned call rate. We expect the future channel shift strategy, encouraging on-line self service, will reduce the number of abandoned calls.	
Environmental Health Services										
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.		3.00	2.65	2.96	Since Q1 08/09	101.4			
LP320	Percentage of household waste sent for reuse, recycling and composting.		45.00	47.57	47.24	Since Q1 05/06	105.0			Improving trend driven by steady increase between 2005/06 Q1 and 2008/09 Q1.
Context	Total tonnes of waste recycled.		23,868 (2010/11 result)	6,144	11,981	Up since Q1 05/06	N/A			Seasonal pattern with Q4 troughs.
Context	Tonnes of paper and cans recycled through the Green Box scheme.		3,736 (2010/11 result)	884	1,746	Down since Q1 05/06	N/A			Deteriorating trend driven by decline since 2008/09.
Context	Kilograms of residual household waste per household.		564 (2010/11 result)	136	269	Up since Q1 08/09	N/A			Seasonal pattern with Q4 peaks
LP322	The Borough's cleanliness score.	Phil Beddoes	7.3	7.1	7.0	New in 2011/12	95.9		This LPI provides a measure of the average cleanliness of highways in the borough. A score of 6.7 is a "Good" result where roads are predominantly free of litter. Our stretched target of 7.3 and half-year result of 7.0 reflect a "Good" standard over the period.	
LP309	Percentage of reported high priority fly-tips collected within 24 hours.		100			Since Q1 05/06	No data		Database currently under review - information not available.	
LP310	Percentage of reported low priority fly-tips collected within 72 hours.		100			Since Q1 05/06	No data		Database currently under review - information not available.	
LP321	Effectiveness in reducing fly-tipping.		1	1	1	Since Q2 06/07	100.0			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	100.00	Since Q1 05/06	100.0			
LP702	Percentage of abandoned vehicles removed within 24 hours of being legally entitled to do so.		100.00	100.00	100.00	Since Q1 05/06	100.0			Since 2008/09 Q1 performance has stabilised at 100%.

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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	100	100	98	Since Q1 05/06	98.0		Performance is just falling short of a high target. Any monitoring missed is picked up in subsequent quarters.	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	97	97	Since Q1 05/06	97.0		Procedures have recently been reviewed to address shortfall. The Team are just falling short of a high target.	
LP318	Percentage of food establishments in the area which are broadly compliant with food hygiene law.		89	76	81	Since Q1 08/09	91.0		The performance of food premises is not directly under our control. Target may need to be reviewed.	Recent performance has been volatile after a period of relative stability between 2008/09 Q1 and 2009/10 Q2.
Housing Services										
LP402	Number of households that become homeowners through low cost home ownership initiatives.	Janet Walton	15	3	10	Since Q1 05/06			Two resales and one new build HomeBuy	
LP405	Number of homes improved/adapted in the private sector for elderly or disabled persons - TMBC assisted.		500	85	188	Since Q1 05/06			Reduced number of housing assistance grants being completed due to reduced capital funding. Number of DFG applications has increased.	
LP408	Number of affordable homes delivered (gross).		30	0	0	Since Q1 05/06			No delivery in Q2, but 19 Kings Hill homes delivered (October) and 4 Leybourne Grange homes to be delivered (December) in Q3. No delivery in Q1 and none projected for Q4.	Results volatile.
LP409	Number of households living in Temporary Accommodation.		15	15	15	Since Q1 09/10	100.0			2009/10 entry points to national 'all England' top/bottom quartiles: 9/65
Financial Services										
LP502	Percentage of Council Tax collected by the authority in the year.	Glen Pritchard	99.00	28.22	55.42	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	29.15	63.70	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	24.4	24.5	Since Q1 05/06	102.0			In recent years, since 2007/08 Q3, trend has levelled off.
LP511	Average number of days to process changes in claimants' circumstance.		7.0	6.4	6.6	Since Q1 05/06	106.1			In recent years, since 2008/09 Q4, trend is deteriorating.

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Planning Services										
LP603	Percentage of appeals allowed against the authority's decision to refuse planning applications.	Lindsay Pearson	25.0	22.2	21.1	Since Q1 05/06	118.5			Results volatile.
LP606	Percentage of building control applicants notified within 10 working days of defects/amendments required to their applications.	Kevin Tomsett	85	98	95	Since Q1 05/06	111.8			
LP607	Percentage of building control applicants notified within 15 working days of defects/amendments required to their applications.		98	99	99	Since Q1 05/06	101.0			
LP611 -major	Percentage of major planning applications determined within 13 weeks.	Lindsay Pearson	70.00	45.45	38.46	Since Q1 05/06	54.9		Recent changes in the planning system, a coincidence of time consuming and high profile cases and some staff changes have had a significant impact on Q2 performance. Some important staffing issues have now been resolved. Some major cases have been cleared although the burden of negotiation and consultation on many outstanding applications should not be underestimated in terms of resource and time allocation. Applicants ability and willingness to conclude negotiations on schemes is also a major factor. In the current market with uncertainty over funding often applications are not pursued with vigour by applicants themselves.	Results volatile. 2009/10 entry points to national 'all England' top/bottom quartiles: 85.71/57.14
LP611 -minor	Percentage of minor planning applications determined within 8 weeks.		77.00	69.23	61.36	Since Q1 05/06	79.7			2009/10 entry points to national 'all England' top/bottom quartiles: 86.81/71.59
LP611 -other	Percentage of other planning applications determined within 8 weeks.		90.00	84.00	82.79	Since Q1 05/06	92.0			2009/10 entry points to national 'all England' top/bottom quartiles: 93.10/83.33

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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	4	4	4	Since Q1 06/07	100.0		Tonbridge Racecourse sportsground, Tonbridge Farm sportsground, Haysden Country Park and Leybourne Lakes Country Park all have 5 year management plans. These will be updated as and when necessary.	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	2	Since Q1 06/07	100.0		Haysden Country Park and Leybourne Lakes Country Park achieved the Green Flag Award this year.	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	662	1,262	Since Q1 06/07			Good levels of volunteer hours for the first half of the year assisted by good 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	12	Since Q3 05/06	60.0		Target will need to be amended at year end to reflect more realistic levels of attendance.	
LP826	Average number of visits to T&M Youth website (home page) per month.		450	378	376	Since Q1 05/06	83.6		Average monthly performance is 15% below target. Target may need to be reviewed at year end.	Since 2007/08 Q1, visits are relatively level with some volatility.