

2011/12 Q4 LPI quarterly report (Jan-Mar 2012)

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Trend - straight-line performance based on quarterly results since time shown:

- Improving

- Flat

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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	90	91	since Q1 05/06	91.0			
LP102	Sickness absence monitoring - number of days per full time equivalent.	Charlie Steel (co-ordinator)	7.5	Half and year-end reporting	7.5	Since Q2 08/09	100.0			
LP201	Average wait time (seconds) of calls answered through our MacFarlane handling system.	Charlie Steel	34	35	36	Since Q1 08/09	94.4			
LP202	Percentage of telephone calls to our MacFarlane handling system abandoned.		6.3	7.6	7.6	Since Q1 08/09	82.9			
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.	Phil Beddoes	3.00	2.62	2.59	Since Q1 08/09	115.8			
LP320	Percentage of household waste sent for reuse, recycling and composting.		45.00	37.81	44.33	Since Q1 05/06	98.5		KCC reduced support for Third Party recycling scheme resulting in a loss of tonnages. Paper circulation rates reducing nationally, resulting in reduction of paper available to collect.	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)	4,220	21,564	Improving 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)	858	3,512	Deteriorating 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)	138	544	Improving since Q1 08/09	N/A			Seasonal pattern with Q4 peaks.
LP322	Cleanliness of roads and pavements.		7.3	7.0	7.1	New in 2011/12	97.3		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.	
LP309	Percentage of reported high priority fly-tips collected within 24 hours.		100	100	100	Since Q1 05/06	100.0			
LP310	Percentage of reported low priority fly-tips collected within 72 hours.		100	100	100	Since Q1 05/06	100.0			
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		Q3 and Q4 have maintained level of monitoring at 100%.	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	98	Since Q1 05/06	98.0		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	92	86	Since Q1 08/09	96.6		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	6	31	Since Q1 05/06	206.7		5 FirstBuy and 1 Resale	
LP405	Number of homes improved/adapted in the private sector for elderly or disabled persons - TMBC assisted.		500	81	417	Since Q1 05/06	83.4		Reduced number of housing assistance grants being completed due to reduced capital funding. In addition number of handyperson jobs has continued to decrease for quarter 4 even though promotion of the service increased after quarter 3.	
LP408	Number of affordable homes delivered (gross).		45	10	54	Since Q1 05/06	120.0		No delivery projected for Q4.	Results volatile.
LP409	Number of households living in Temporary Accommodation.		15	10	10	Since Q1 09/10	150.0		Two families in TA provided by Russet Homes have had their tenancies converted to permanent.	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	14.33	98.64	Since Q1 05/06	99.6		The effect of the recession on taxpayer's ability to pay has resulted in the collection rate falling slightly below the target for the year.	Seasonal pattern with collection concentrated in Q1-Q3. Q4 performance in line with previous Q4 results.
LP503	Percentage of non-domestic rates collected by the authority in the year.		99.60	9.97	99.29	Since Q1 05/06	99.7		The effect of the recession on ratepayer's ability to pay has resulted in the collection rate falling slightly below the target for the year.	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	22.7	23.9	Since Q1 05/06	104.6			In recent years, since 2007/08 Q3, trend has levelled off.
LP511	Average number of days to process changes in claimants' circumstance.		7.0	4.3	6.0	Since Q1 05/06	116.7			In recent years, since 2008/09 Q4, trend is deteriorating.

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Planning Services										
LP606	Percentage of building control applicants notified within 10 working days of defects/amendments required to their applications.	Kevin Tomsett	85	93	94	Since Q1 05/06	110.6			
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			
LP603	Percentage of appeals allowed against the authority's decision to refuse planning applications.	Lindsay Pearson	25.0	9.1	13.9	Since Q1 05/06	179.9			Results volatile.
LP611 -major	Percentage of major planning applications determined within 13 weeks.		70.00	40.00	42.22	Since Q1 05/06	60.3		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	59.02	60.95	Since Q1 05/06	79.2			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	85.35	83.49	Since Q1 05/06	92.8			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. Application for next year has been submitted.	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	698	2,662	Since Q1 06/07	140.1		Good levels of volunteer hours assisted by good weather and improved volunteer marketing and promotion.	Results exhibit noticeable volatility except between 2008/09 Q3 and 2009/10 Q4.
LP825	Average number of young people attending T&M Youth Forums.	Stephen Gregg	20	17	14	Since Q3 05/06	70.0		It is anticipated that this LPI will not be monitored in the future.	
LP826	Average number of visits to T&M Youth website (home page) per month.		450	0	383	Since Q1 05/06	85.1		The youth forum website has been closed down and replaced with Facebook managed by the young people.	Since 2007/08 Q1, visits are relatively level with some volatility.