





2011/12 Performance Targets

















Portfolio - Cleaner and Greener Environment

Code	Short Name	2010/11			2011/12 Target
		Value	Target	Status	
Building Control					
LPI BC 001	Percentage of full plans / Building Notices acknowledged within 3 working days	97.74%	90%		90%
LPI BC 002	Percentage of full plans checked within 10 working days	91.73%	90%		80%
LPI BC 003	Percentage of full plans checked within 15 working days	99.3%	95%		95%
LPI BC 005	Percentage of reports of Dangerous Structures responded to within 2 hours	100%	100%		98%
Street Cleaning					
LPI Clean 001	Number of justified Street Cleaning complaints	95	140		140
LPI Clean 002	Average number of days taken to remove fly tips which the District Council has responsibility to clear	5.13	5		5
LPI Clean 003	Average number of days taken to remove abandoned vehicles	1.00	5.00		5.00
LPI Clean 004	Percentage of cleaning schedules completed to agreed frequency	New LPI for 2011/12			80%
LPI Clean 005a	Improved street and environmental cleanliness - Levels of Litter (x NI 195a)	0%	2%		2%
LPI Clean 005b	Improved street and environmental cleanliness - Levels of Detritus (x NI 195b)	1%	7%		7%
Parking & Amenity					
LPI PA 002	Percentage of Penalty Charge Notices cancelled	12.08%	13%		13%
Waste & Recycling					
LPI Waste 001	Percentage of household waste which has been sent for recycling	22.62%	26.00%		26.00%
LPI Waste 002	Percentage of household waste sent for composting or treatment by anaerobic digestion	8.30%	9.00%		9.00%
LPI Waste 003	Number of missed collections per 100,000	12.37	10		10
LPI Waste 004	Percentage of missed collections put right by the next working day	97.7%	95%		97%
LPI Waste 005	Number of missed green waste collection complaints	191	100		100
LPI Waste 006	Percentage of household waste sent for reuse, recycling and composting (x NI 192)	30.92%	35.00%		35.00%









Portfolio - Community Wellbeing
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Code	Short Name	2010/11			2011/12
		Value	Target	Status	Target
Community Development					
LPI CD 002	Percentage of actions in the Young Peoples Action Plan achieved	90%	85%		70%
LPI CD 017	Percentage of Health & Wellbeing Board Action Plan on target	New LPI for 2011/12			80%
Leisure					
LPI SL 001	Number of visits to Sencio leisure centres and facilities	876,479	913,095		902,880
LPI SL 003	Customer accident rate per 1,000 users	0.82	0.62		0.61
LPI SL 004	Subsidy per user	0.29	0.28		0.20









Portfolio - Finance and Value for Money
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Code	Short Name	2010/11			2011/12
		Value	Target	Status	Target
Financial Services					
LPI FS 001	The percentage of undisputed invoices paid within 30 days or agreed terms	98.25%	96%		96%
LPI FS 003	Debts outstanding more than 61 days	£15,117	£20,000		£20,000
Housing Benefits					
LPI HB 001	Average number of days to process new benefits claims	27.17	23.08		25
LPI HB 002	Percentage of new benefit claims processed within 14 days of full information being received	86.67%	94%		90%
LPI HB 003	Percentage of all new benefit claims outstanding over 50 days	Not available	7%		7%
LPI HB 005	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events (x NI 181)	13.5	13.7		13.0
LPI HB 006	Average days to process change of events	New LPI for 2011/12			12
Human Resources					
LPI HR 001	The average number of working days lost to sickness absence per FTE	10.50	8.50		9.50
LPI HR 002	Number of working days lost through short term sickness absence per FTE (< 20 cumulative days)	4.30	3.40		3.40
LPI HR 003	Number of working days lost through long term sickness absence per FTE (> 20 cumulative days)	6.20	5.10		6.10
LPI HR 005	Percentage of new employees receiving basic Health & Safety training within one week of employment	100%	100%		100%
Internal Audit					
LPI IA 001	Number of Benefit Fraud Sanctions	24	24		24
Land Charges					
LPI LC 002	The percentage of local land charge searches carried out within 10 working days	90.75%	100%		90%
Local Tax					
LPI TAX 001	The percentage of Council Tax collected in-year	98.6%	98.48%		98.6%
LPI TAX 003	The percentage of business rates collected in-year	98.4%	98.1%		98%














Portfolio - Housing and Balanced Communities
















Code	Short Name	2010/11			2011/12
		Value	Target	Status	Target
Housing Policy					
LPI HP 001	The number of dwellings vacant for more than six months returned to occupation or demolished	20	20		15
LPI HP 002	Number of affordable homes delivered (gross) (x NI 155)	51	67		14
Private Housing					
LPI PH 001	Number of Home improvement Agency projects completed	521	500		540
LPI PH 002	Number of unauthorised encampments started in the District	2	12		12
Social Housing					
LPI SH 001	Total number of homelessness applications received	47	96		96
LPI SH 002	Total number of homelessness acceptances	39	90		84
LPI SH 003	Percentage of homeless decisions notified within 33 working days	96.3%	96%		96%
LPI SH 004	Number of households living in temporary accommodation (x NI 156)	8	45		40

Portfolio - Leader




Code	Short Name	2010/11			2011/12 Target
		Value	Target	Status	
Communications					
LPI COM 001	Percentage of positive & balanced articles in the local press (by number of articles)	New LPI for 2011/12			90%
Customer Services					
LPI CS 001	Percentage of phone calls answered within 20 seconds by the Contact Centre	64.98%	80.00%		80.00%
LPI CS 002	Percentage of phone calls to the Contact Centre abandoned by the caller	6.65%	5%		5%
LPI CS 003	Percentage of all queries resolved at the first point of contact by the Contact Centre	76.47%	65%		70%
LPI CS 010	Percentage of personal callers to reception who are seen by the required service within five minutes	75.55%	75%		70%
Facilities Management					
LPI FM 001	The percentage of Facilities Management Service Desk Calls resolved in agreed time	98.55%	95.00%		95.00%
LPI FM 002	The percentage of customers satisfied or very satisfied with Facilities Management call resolution service	100%	95%		95%
IT Services					
LPI IT 001	Percentage of IT Service Desk Calls resolved within the agreed time	93.31%	95%		90%
LPI IT 003	The percentage of customers satisfied or very satisfied with IT call resolution service	100%	95%		95%

Portfolio - Planning and Improvement

Code	Short Name	2010/11			2011/12
		Value	Target	Status	Target
Development Control					
LPI DC 001	Percentage of applications assessed for validation in 5 days	73.81%	85%		85%
LPI DC 002	Percentage of decisions delegated	99.97%	95%		97%
LPI DC 003	Percentage of decisions issued within 2 days	99.12%	97%		97%
LPI DC 004	The percentage of appeals allowed against the authority's decision to refuse on planning applications (x BV 204)	21.20%	25.00%		25.00%
LPI DC 005	Percentage of enforcement visits undertaken within 3 days of receiving a complaint	93.91%	95%		95%
LPI DC 006	Percentage of all enforcement appeals allowed	11.11%	25.00%		25.00%
LPI DC 007a	Processing of planning applications: Major applications in 13 weeks (x NI 157a)	92.00%	84.00%		86.00%
LPI DC 007b	Processing of planning applications: Minor applications in 8 weeks (x NI 157b)	85.71%	84.00%		86.00%
LPI DC 007c	Processing of planning applications: Other applications in 8 weeks (x NI 157c)	92.62%	94.00%		94.00%
LPI DC 008	Applications to works to Tree Preservation Orders Determined within 8 weeks	97.92%	100%		100%
LPI DC 009	Percentage of conservation areas in the local authority area with an up to date character appraisal	New LPI for 2011/12			100%
Legal Services					
LPI LEG 002	Planning inquiries percentage success rate	100%	75%		75%
Planning Policy					
LPI PLP 001	Has the authority met the milestones which the current LDS sets out?	Not available	Yes		Yes
LPI PLP 002	Did the authority publish an annual monitoring report by December of the last year?	Yes	Yes		Yes

Portfolio - Safe Community					
Code	Short Name	2010/11			2011/12
		Value	Target	Status	Target
CCTV					
LPI CCTV 001	Number of instigated arrests CCTV	28	30		30
Community Development					
LPI CD 001	Percentage of Community Safety Partnership actions achieved	100%	94%		85%
LPI CD 005	Percentage of responses to reports of Anti Social Behaviour within 25 working days	100%	100%		100%
LPI CD 011	Percentage of racial incidents that resulted in further action	100%	100%		100%
LPI CD 014	12 month average of the number of domestic burglaries per 1,000 households	New LPI for 2011/12			8
LPI CD 015	12 month average for the number of vehicle crimes per 1,000 population	New LPI for 2011/12			6.5
LPI CD 016	Percentage of victims of domestic incidents that are repeat victims	New LPI for 2011/12			23.7%
Democratic Services					
LPI DEM 001	Standard Freedom of Information requests responded to within 20 working days	99.44%	95.00%		95.00%
Environmental Health					
LPI EH 001	Number of proactive health and safety contacts made with businesses	314	200		340
LPI EH 002	Percentage of all Environmental Health cases responded to within 5 working days	94%	90%		90%
LPI EH 003	Percentage of cases closed within 4 months	92%	90%		90%
LPI EH 004	Percentage of higher risk food inspections due that was done (higher risk is categories A, B & C)	100%	98%		98%
Equalities					
LPI EQ 001	The level of the Equality Standard for Local Government to which the authority conforms	2	2		2
LPI EQ 002	Percentage of equality actions completed or in progress	New LPI for 2011/12			90%
LPI EQ 003	Percentage of impact assessments due that have been completed	New LPI for 2011/12			90%
Legal Services					
LPI LEG 001	Percentage of litigation cases successfully prosecuted	100%	95%		95%
LPI LEG 003	Conveyancing completed within customer response time	100%	90%		95%
Licensing					
LPI LIC 001	Number of monthly premises licensing enforcement visits due that were undertaken	288	240		336
LPI LIC 002	Percentage of valid personal licences processed within 2 weeks	97.08%	100.00%		98.00%
LPI LIC 004	Percentage of valid temporary event notices processed within 48 hours	99.84%	100.00%		98.00%

Shared Portfolios

Code	Short Name	2010/11			2011/12
		Value	Target	Status	Target
Community Plan					
LPI CD 006	Percentage of actions in the Sustainable Community Action Plan achieved	92%	80%		85%
Economic Development					
LPI CD 013	Percentage of actions in the Economic Development Action Plan achieved	92.00%	80.00%		82.00%
Performance Management					
LPI PP 001	The percentage of Local Performance Indicators at or above target level	66.30%	70.00%		65.00%