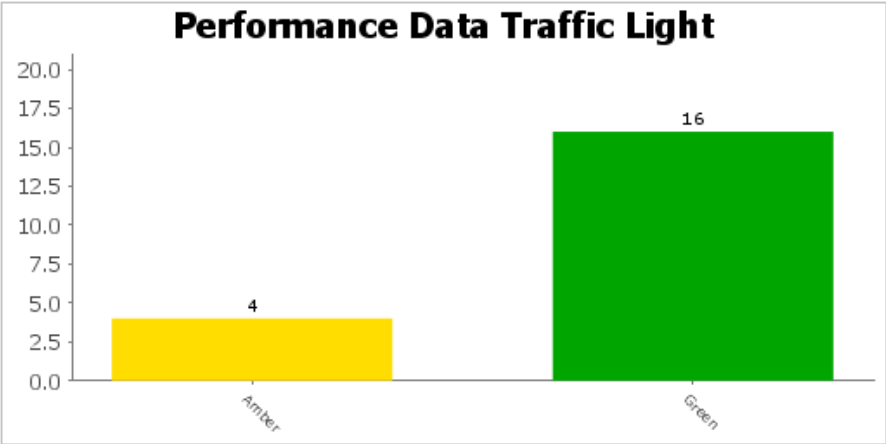
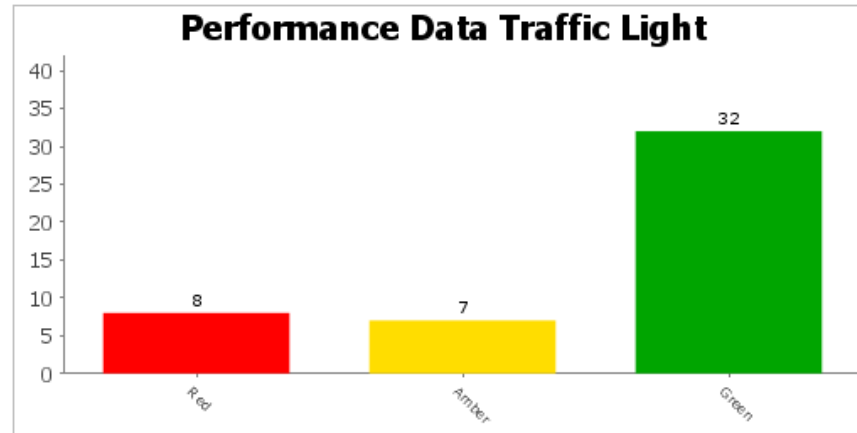


Environment Select Committee PI's


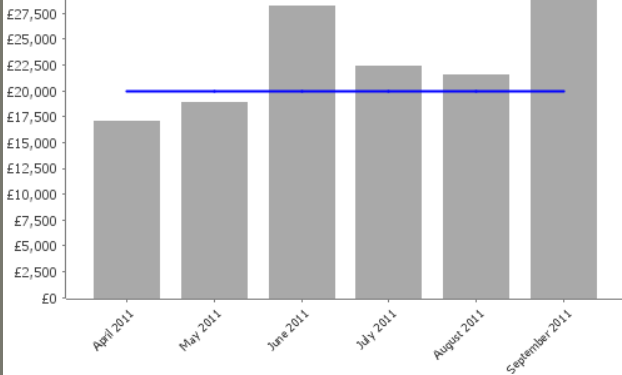

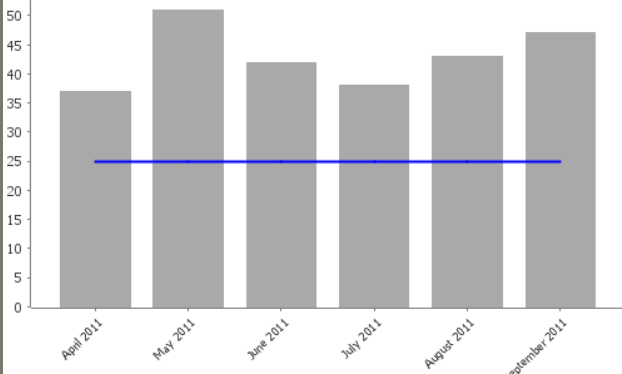



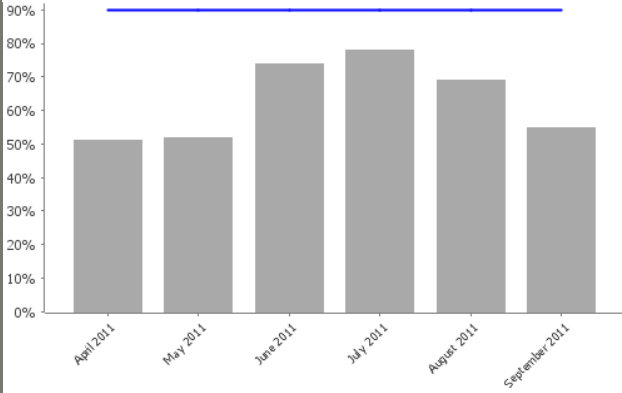

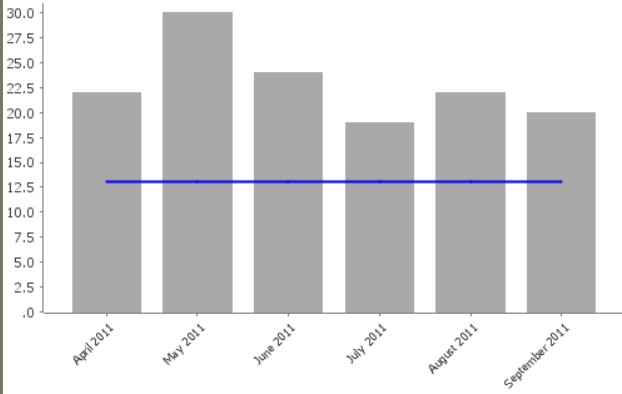
No 'Red' performance indicators to report

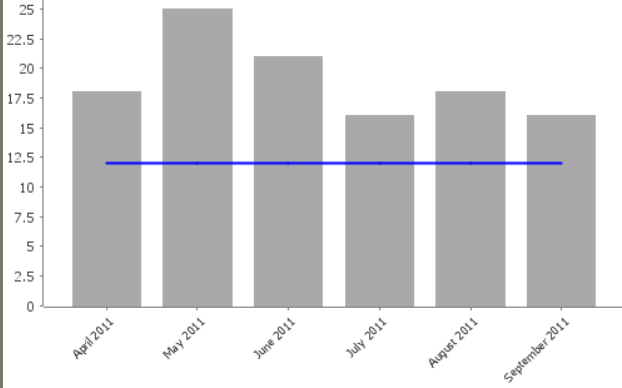

Services Select Committee PI's


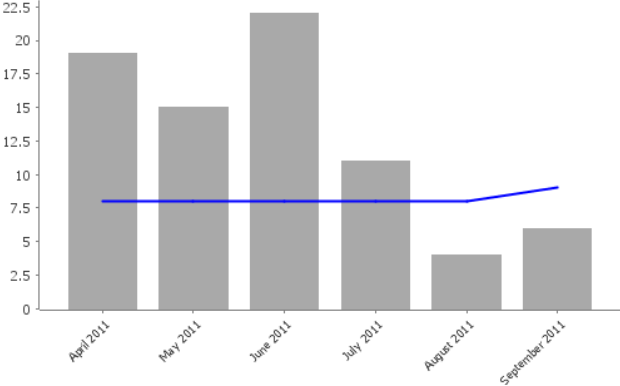


Code	Description	Year to Date Value	Year to Date Target	Status	Trend Chart	Latest Note
LPI DS 002	Total Trading Account Position (Year to date)	£51,490	£116,754			Accounts in surplus but at end of September £65,264 below target. Diesel costs still a concern with latest price £1.14/litre. Diesel budget currently £17,000 over. Disposal costs for trade waste and cesspool emptying over budget due to increase in disposal charges imposed by SITA and Thames Water respectively.

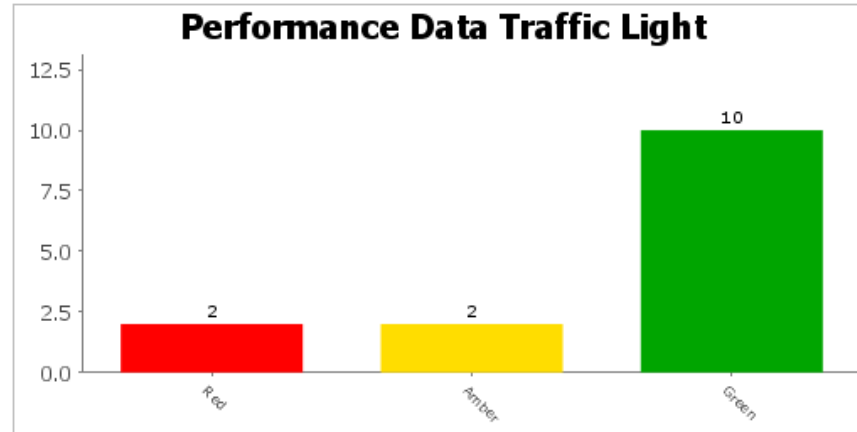
Code	Description	Year to Date Value	Year to Date Target	Status	Trend Chart	Latest Note
LPI FS 003	Debts outstanding more than 61 days	£29,230	£20,000			<p>One invoice of £6,000 is outstanding relating to external funding, which we would not pursue through our normal recovery processes. This accounts for the bulk of the increase in debts outstanding more than 61 days.</p>
LPI HB 001	Average number of days to process new benefits claims	43	25			<p>Due to the economic conditions, demand for benefit services continues at a very high level. A significant increase in work received within the Service has been experienced since January 2011, as a result delays have occurred in dealing with claims. This increase in workload has been experienced both by other Kent authorities and nationally.</p> <p>A recovery plan is in place, including the use of additional temporary staff, process re-design and the recruitment of apprentices. It can be seen from the June and July data that this had an initial positive effect, leading to improvements in performance. However from August performance has dipped again.</p> <p><i>Commentary continued on next page</i></p>

Code	Description	Year to Date Value	Year to Date Target	Status	Trend Chart	Latest Note														
LPI HB 002	Percentage of new benefit claims processed within 14 days of full information being received	63.17%	90%		 <table border="1"> <caption>Percentage of new benefit claims processed within 14 days of full information being received</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>April 2011</td> <td>52%</td> </tr> <tr> <td>May 2011</td> <td>53%</td> </tr> <tr> <td>June 2011</td> <td>75%</td> </tr> <tr> <td>July 2011</td> <td>78%</td> </tr> <tr> <td>August 2011</td> <td>70%</td> </tr> <tr> <td>September 2011</td> <td>55%</td> </tr> </tbody> </table>	Month	Percentage	April 2011	52%	May 2011	53%	June 2011	75%	July 2011	78%	August 2011	70%	September 2011	55%	<p>In September one new permanent assessor started with the Team, with a further assessor starting at the beginning of October. The Team still has vacancies for two assessors, despite carrying out several recruitment exercises. One apprentice has been recruited (against a target of 5) and attempts to recruit further are continuing.</p>
Month	Percentage																			
April 2011	52%																			
May 2011	53%																			
June 2011	75%																			
July 2011	78%																			
August 2011	70%																			
September 2011	55%																			
LPI HB 005	Time taken to process Housing Benefit/ Council Tax Benefit new claims and change events	22.8	13.0		 <table border="1"> <caption>Time taken to process Housing Benefit/ Council Tax Benefit new claims and change events</caption> <thead> <tr> <th>Month</th> <th>Time</th> </tr> </thead> <tbody> <tr> <td>April 2011</td> <td>22.0</td> </tr> <tr> <td>May 2011</td> <td>30.0</td> </tr> <tr> <td>June 2011</td> <td>24.0</td> </tr> <tr> <td>July 2011</td> <td>19.0</td> </tr> <tr> <td>August 2011</td> <td>22.0</td> </tr> <tr> <td>September 2011</td> <td>20.0</td> </tr> </tbody> </table>	Month	Time	April 2011	22.0	May 2011	30.0	June 2011	24.0	July 2011	19.0	August 2011	22.0	September 2011	20.0	<p>In order to improve processing times for new claims in particular, the Team has adopted a more streamlined approach and is reviewing new claims on receipt, to ensure all the information required to assess the claim is obtained promptly.</p> <p>The workload has increased further in July and August and there is a concern that if it continues at this elevated level then extra resources will be required on a long term basis to provide an acceptable turnaround time for customers.</p>
Month	Time																			
April 2011	22.0																			
May 2011	30.0																			
June 2011	24.0																			
July 2011	19.0																			
August 2011	22.0																			
September 2011	20.0																			


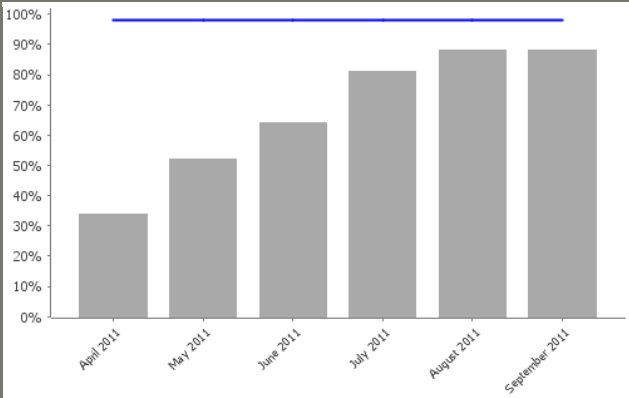
Code	Description	Year to Date Value	Year to Date Target	Status	Trend Chart	Latest Note														
LPI HB 006	Average days to process change of events	19	12		 <table border="1"> <caption>Average days to process change of events (Trend Chart Data)</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>April 2011</td> <td>18</td> </tr> <tr> <td>May 2011</td> <td>25</td> </tr> <tr> <td>June 2011</td> <td>22</td> </tr> <tr> <td>July 2011</td> <td>16</td> </tr> <tr> <td>August 2011</td> <td>18</td> </tr> <tr> <td>September 2011</td> <td>16</td> </tr> </tbody> </table>	Month	Value	April 2011	18	May 2011	25	June 2011	22	July 2011	16	August 2011	18	September 2011	16	<p>The time taken to process change events is showing improvement, though volumes have been very high in July to September as tax credit renewal changes have been processed. In October additional work has been required to amend pension details arising from DWP error earlier in the year.</p> <p>Also see the comments on the previous page for the reasons for the current performance level and action being taken to improve processing times.</p>
Month	Value																			
April 2011	18																			
May 2011	25																			
June 2011	22																			
July 2011	16																			
August 2011	18																			
September 2011	16																			
LPI Waste 003	Number of missed collections per 100,000	11.07	10		 <table border="1"> <caption>Number of missed collections per 100,000 (Trend Chart Data)</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>April 2011</td> <td>14</td> </tr> <tr> <td>May 2011</td> <td>7.5</td> </tr> <tr> <td>June 2011</td> <td>8.5</td> </tr> <tr> <td>July 2011</td> <td>9</td> </tr> <tr> <td>August 2011</td> <td>18</td> </tr> <tr> <td>September 2011</td> <td>10</td> </tr> </tbody> </table>	Month	Value	April 2011	14	May 2011	7.5	June 2011	8.5	July 2011	9	August 2011	18	September 2011	10	<p>Performance in September 9.8 against a target of 10.0 and now only 11.07 for year to date. The overall performance to date on missed collections is still top quartile compared with the national picture. This performance represents a missed collection percentage of 0.01%</p>
Month	Value																			
April 2011	14																			
May 2011	7.5																			
June 2011	8.5																			
July 2011	9																			
August 2011	18																			
September 2011	10																			

Code	Description	Year to Date Value	Year to Date Target	Status	Trend Chart	Latest Note														
LPI Waste 005	Number of missed green waste collection complaints	77	49		 <table border="1"> <caption>Monthly Missed Green Waste Collection Complaints (2011)</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>April 2011</td> <td>19</td> </tr> <tr> <td>May 2011</td> <td>15</td> </tr> <tr> <td>June 2011</td> <td>22</td> </tr> <tr> <td>July 2011</td> <td>11</td> </tr> <tr> <td>August 2011</td> <td>4</td> </tr> <tr> <td>September 2011</td> <td>6</td> </tr> </tbody> </table>	Month	Value	April 2011	19	May 2011	15	June 2011	22	July 2011	11	August 2011	4	September 2011	6	<p>Missed collections still higher than target, but a significant improvement on the same period last year. Only 6 missed collections reported in the whole of September compared with 27 in September 2010. Year to date missed collections are 77 compared with 104 at same period last year.</p>
Month	Value																			
April 2011	19																			
May 2011	15																			
June 2011	22																			
July 2011	11																			
August 2011	4																			
September 2011	6																			

Social Affairs Select Committee PI's



Code	Description	Year to Date Value	Year to Date Target	Status	Trend Chart	Latest Note														
LPI EH 001	Number of proactive health and safety contacts made with businesses	91	168		<table border="1"> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>April 2011</td> <td>2</td> </tr> <tr> <td>May 2011</td> <td>40</td> </tr> <tr> <td>June 2011</td> <td>3</td> </tr> <tr> <td>July 2011</td> <td>30</td> </tr> <tr> <td>August 2011</td> <td>9</td> </tr> <tr> <td>September 2011</td> <td>7</td> </tr> </tbody> </table>	Month	Value	April 2011	2	May 2011	40	June 2011	3	July 2011	30	August 2011	9	September 2011	7	26 inspections undertaken and 63 questionnaires sent out. The Health and Safety Executive have chosen to end proactive enforcement projects in the District which has bought down the number of visits the Council is required to make. SDC inspections and other proactive contacts will continue as planned. Target will be reviewed in light of the reduced work requirement.
Month	Value																			
April 2011	2																			
May 2011	40																			
June 2011	3																			
July 2011	30																			
August 2011	9																			
September 2011	7																			

Code	Description	Year to Date Value	Year to Date Target	Status	Trend Chart	Latest Note														
LPI EH 004	Percentage of higher risk food inspections due that was done (higher risk is categories A, B & C)	88%	98%		 <table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>April 2011</td> <td>35%</td> </tr> <tr> <td>May 2011</td> <td>52%</td> </tr> <tr> <td>June 2011</td> <td>65%</td> </tr> <tr> <td>July 2011</td> <td>81%</td> </tr> <tr> <td>August 2011</td> <td>88%</td> </tr> <tr> <td>September 2011</td> <td>88%</td> </tr> </tbody> </table>	Month	Percentage	April 2011	35%	May 2011	52%	June 2011	65%	July 2011	81%	August 2011	88%	September 2011	88%	<p>25 inspections carried out in September. Actual inspections now only 21 below target, year to date. Planned to achieve 98% target by year end.</p>
Month	Percentage																			
April 2011	35%																			
May 2011	52%																			
June 2011	65%																			
July 2011	81%																			
August 2011	88%																			
September 2011	88%																			