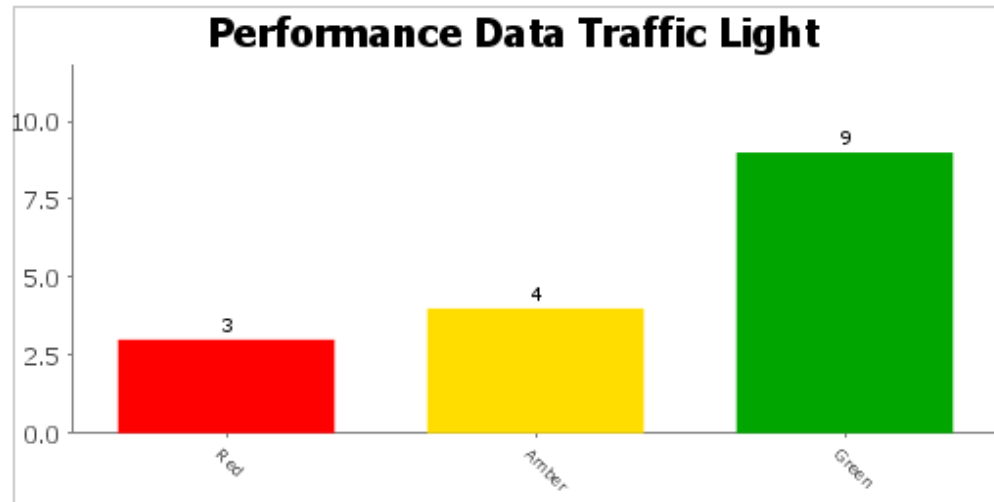

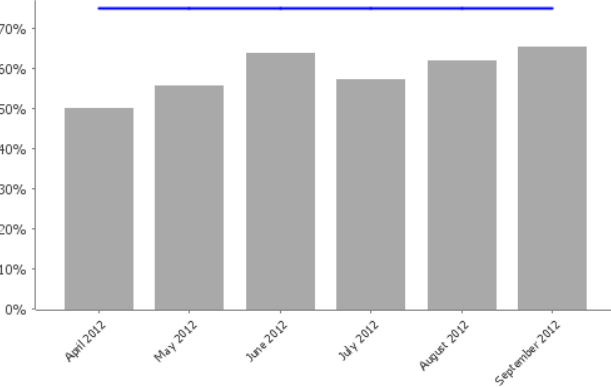

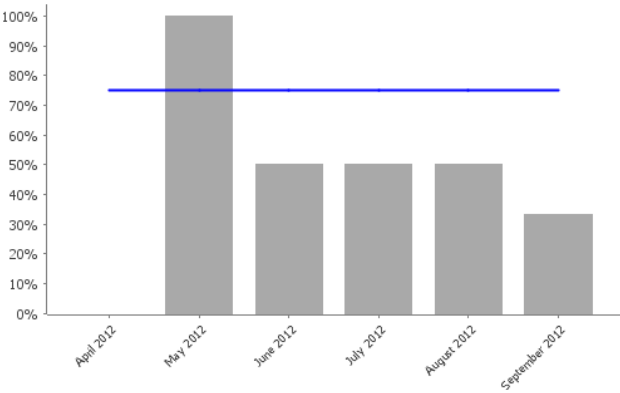


2012/13 Environment Select Committee PI's

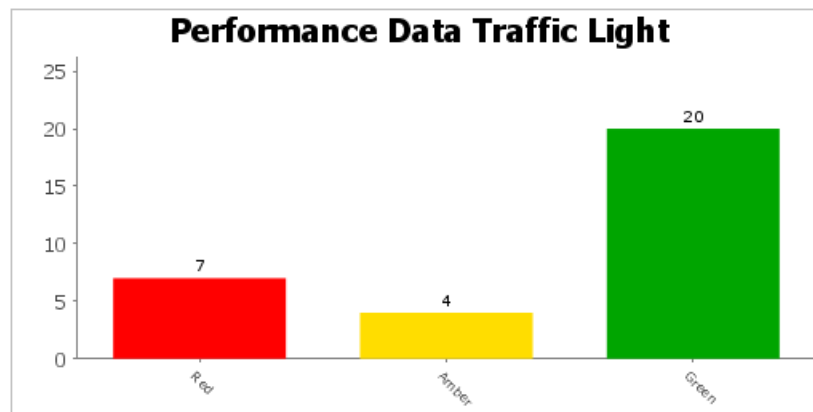


Code	Description	Year to Date Value	Year to Date Target	Status	Trend Chart	Latest Note														
LPI DC 007a	Processing of planning applications: Major applications in 13 weeks	61.54%	84.00%	●	<table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>April 2012</td> <td>100.00%</td> </tr> <tr> <td>May 2012</td> <td>50.00%</td> </tr> <tr> <td>June 2012</td> <td>50.00%</td> </tr> <tr> <td>July 2012</td> <td>55.00%</td> </tr> <tr> <td>August 2012</td> <td>55.00%</td> </tr> <tr> <td>September 2012</td> <td>61.54%</td> </tr> </tbody> </table>	Month	Percentage	April 2012	100.00%	May 2012	50.00%	June 2012	50.00%	July 2012	55.00%	August 2012	55.00%	September 2012	61.54%	<p>There have been 7 decisions on major applications issued this quarter, bringing the total of decisions for the year to 13, of which 8 have been decided within 13 weeks. With low numbers of applications for decision any determined outside of the 13 week target will have a disproportionate effect on the overall percentage. However since the beginning of September, 4 out of the 5 decisions on major applications were determined within 13 weeks. This provides a cumulative figure for performance in September and October of 80%, illustrating that there has been a high level of improvement in recent performance.</p>
Month	Percentage																			
April 2012	100.00%																			
May 2012	50.00%																			
June 2012	50.00%																			
July 2012	55.00%																			
August 2012	55.00%																			
September 2012	61.54%																			


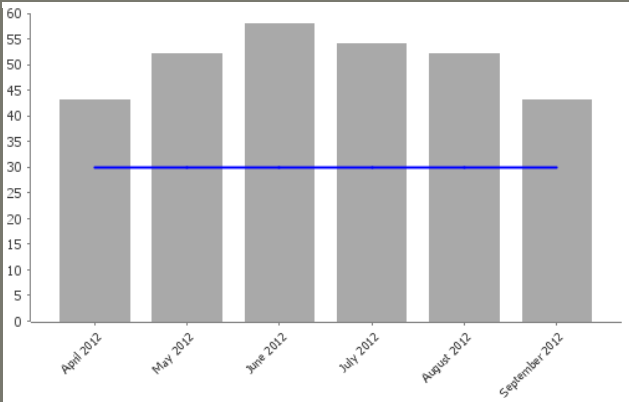

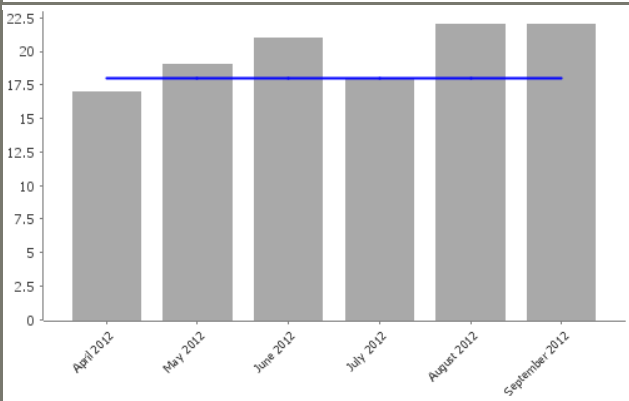
Code	Description	Year to Date Value	Year to Date Target	Status	Trend Chart	Latest Note														
LPI DC 009	Percentage of appeals against planning application refusal dismissed	65.12%	75%		 <table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>April 2012</td> <td>50%</td> </tr> <tr> <td>May 2012</td> <td>56%</td> </tr> <tr> <td>June 2012</td> <td>64%</td> </tr> <tr> <td>July 2012</td> <td>58%</td> </tr> <tr> <td>August 2012</td> <td>62%</td> </tr> <tr> <td>September 2012</td> <td>66%</td> </tr> </tbody> </table>	Month	Percentage	April 2012	50%	May 2012	56%	June 2012	64%	July 2012	58%	August 2012	62%	September 2012	66%	<p>The proportion of appeals dismissed this year is broadly in line with what is expected nationally (66%). Looking at the appeals issued for September and the beginning of October, 3 have been allowed and 12 dismissed so it is anticipated that performance will improve significantly for the next month.</p> <p>Of the three recent appeals allowed, two are for the same property, where evidence was provided at the hearing by a local resident that affected the Inspectors decision to allow the loss of a community facility/ service, which the Council could not have foreseen.</p> <p>In looking at why the figures are improving, there is no clear pattern emerging. However it is noted that on each of the appeals where the Inspector has supported the Council's decision in refusing the application, they have commented that the Council has made its concerns clear through the appeal statement and officers delegated report. This will be reported back to Team Managers to continue.</p>
Month	Percentage																			
April 2012	50%																			
May 2012	56%																			
June 2012	64%																			
July 2012	58%																			
August 2012	62%																			
September 2012	66%																			


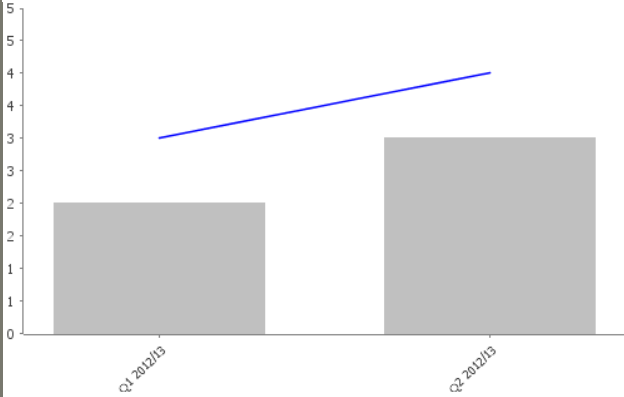

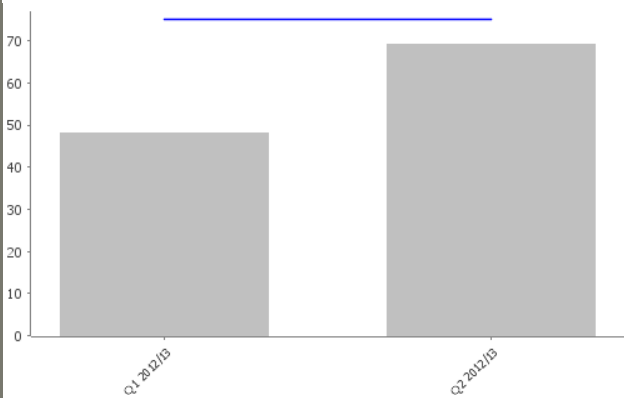
Code	Description	Year to Date Value	Year to Date Target	Status	Trend Chart	Latest Note														
LPI DC 010	Percentage of all enforcement appeals dismissed	33.33%	75%		 <table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>April 2012</td> <td>0%</td> </tr> <tr> <td>May 2012</td> <td>100%</td> </tr> <tr> <td>June 2012</td> <td>50%</td> </tr> <tr> <td>July 2012</td> <td>50%</td> </tr> <tr> <td>August 2012</td> <td>50%</td> </tr> <tr> <td>September 2012</td> <td>33.33%</td> </tr> </tbody> </table>	Month	Percentage	April 2012	0%	May 2012	100%	June 2012	50%	July 2012	50%	August 2012	50%	September 2012	33.33%	<p>There has only been one appeal issued by the Planning Inspectorate within this category for this quarter which was withdrawn. As there are very low numbers in this category, any appeals that are allowed or withdrawn will have a disproportionate effect on the overall percentage. Our most recent appeal in this category (in October) has been dismissed so it is hoped that this will improve the figures for the next quarter.</p>
Month	Percentage																			
April 2012	0%																			
May 2012	100%																			
June 2012	50%																			
July 2012	50%																			
August 2012	50%																			
September 2012	33.33%																			


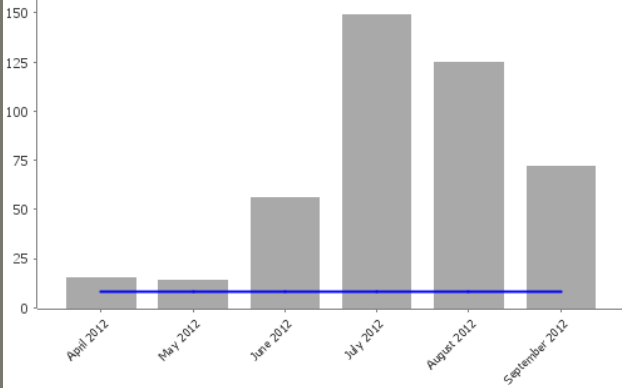

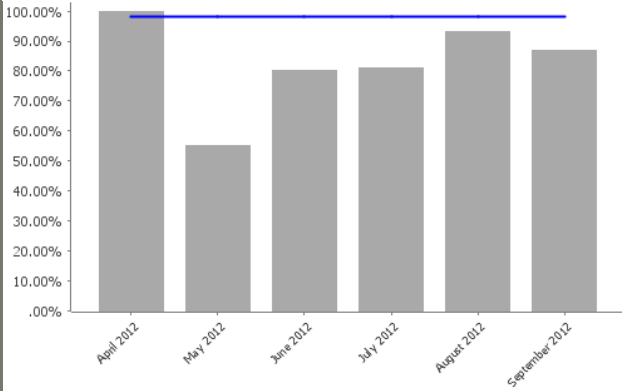
2012/13 Services Select Committee PI's



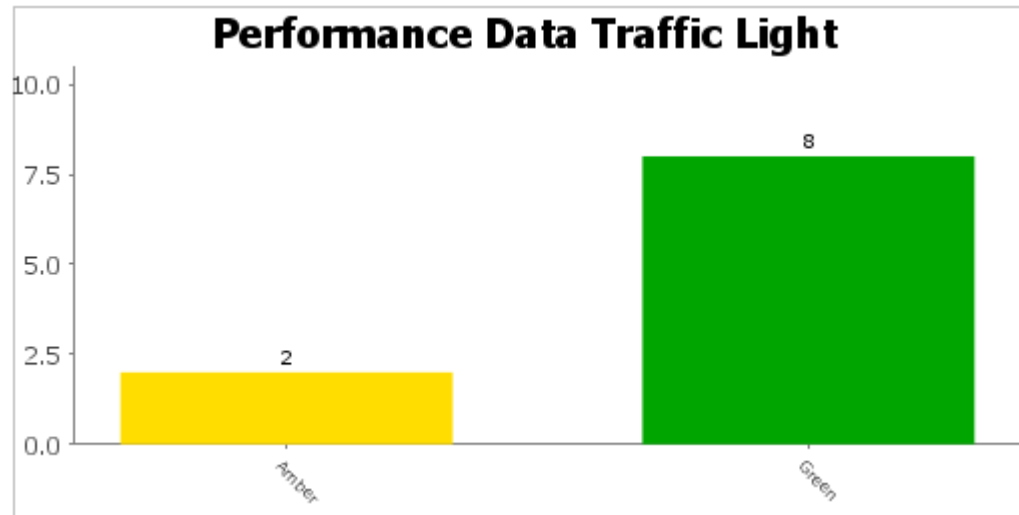
Code	Description	Year to Date Value	Year to Date Target	Status	Trend Chart	Latest Note
LPI FS 003	Debts outstanding more than 61 days	£27,798	£20,000			Debts outstanding continue to be actively pursued. The larger outstanding debts are currently with the Debt Collection Agency and proceeding through Legal recovery. The others have been issued with final reminder letters. If that is unsuccessful then they will be forwarded to the Debt Collection Agency.

Code	Description	Year to Date Value	Year to Date Target	Status	Trend Chart	Latest Note														
LPI HB 001	Average number of days to process new benefits claims	43	30		 <table border="1"> <caption>Trend Chart Data for LPI HB 001</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>April 2012</td> <td>43</td> </tr> <tr> <td>May 2012</td> <td>52</td> </tr> <tr> <td>June 2012</td> <td>58</td> </tr> <tr> <td>July 2012</td> <td>54</td> </tr> <tr> <td>August 2012</td> <td>52</td> </tr> <tr> <td>September 2012</td> <td>43</td> </tr> </tbody> </table>	Month	Value	April 2012	43	May 2012	52	June 2012	58	July 2012	54	August 2012	52	September 2012	43	<p>Demand for the service continues to be high. A number of actions have been taken to address this issue which has resulted in a gradual improvement in each of the last three months which is expected to continue.</p>
Month	Value																			
April 2012	43																			
May 2012	52																			
June 2012	58																			
July 2012	54																			
August 2012	52																			
September 2012	43																			
LPI HB 006	Average number of days to process change of events	19.83	18		 <table border="1"> <caption>Trend Chart Data for LPI HB 006</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>April 2012</td> <td>17.5</td> </tr> <tr> <td>May 2012</td> <td>19.5</td> </tr> <tr> <td>June 2012</td> <td>21.5</td> </tr> <tr> <td>July 2012</td> <td>18.5</td> </tr> <tr> <td>August 2012</td> <td>22.5</td> </tr> <tr> <td>September 2012</td> <td>22.5</td> </tr> </tbody> </table>	Month	Value	April 2012	17.5	May 2012	19.5	June 2012	21.5	July 2012	18.5	August 2012	22.5	September 2012	22.5	<p>In recent months the emphasis has been on reducing the average number of days to process new benefits (LPI HB 001), resulting on a small detrimental effect on performance of this PI. As the outstanding caseload on new claims begins to fall we expect performance on change events to improve in the coming months.</p>
Month	Value																			
April 2012	17.5																			
May 2012	19.5																			
June 2012	21.5																			
July 2012	18.5																			
August 2012	22.5																			
September 2012	22.5																			

Code	Description	Year to Date Value	Year to Date Target	Status	Trend Chart	Latest Note						
LPI HP 001	The number of dwellings vacant for more than six months returned to occupation or demolished	5	7		 <table border="1"> <caption>Trend Chart Data for LPI HP 001</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2012/13</td> <td>2</td> </tr> <tr> <td>Q2 2012/13</td> <td>3</td> </tr> </tbody> </table>	Quarter	Value	Q1 2012/13	2	Q2 2012/13	3	The Empty Homes Officer continues to work effectively and proactively to achieve year end target of 15. It is difficult to predict when works will be completed and some take longer than others. The Officer has helped to bring in Kent wide funding and has achieved positive media coverage for the Council as a result of the work undertaken to bring empty homes back in to use.
Quarter	Value											
Q1 2012/13	2											
Q2 2012/13	3											
LPI PH 001	Number of Home Improvement Agency projects completed	117	150		 <table border="1"> <caption>Trend Chart Data for LPI PH 001</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2012/13</td> <td>48</td> </tr> <tr> <td>Q2 2012/13</td> <td>68</td> </tr> </tbody> </table>	Quarter	Value	Q1 2012/13	48	Q2 2012/13	68	The Kent wide tender process for Home Improvement Agency works has been completed and awarded to Family Mosaics. The Council now shares the scheme with Tonbridge & Malling, Tunbridge Wells and Maidstone Borough Councils and Family Mosaics have promised an improved service. The Council are currently looking at whether the local authority partners should put in core funding or to accept a lesser service with only Supporting People funding in place.
Quarter	Value											
Q1 2012/13	48											
Q2 2012/13	68											

Code	Description	Year to Date Value	Year to Date Target	Status	Trend Chart	Latest Note														
LPI Waste 004	Number of missed green waste collections	431	50		 <table border="1"> <caption>Missed Green Waste Collections (LPI Waste 004)</caption> <thead> <tr> <th>Month</th> <th>Number of Missed Collections</th> </tr> </thead> <tbody> <tr> <td>April 2012</td> <td>15</td> </tr> <tr> <td>May 2012</td> <td>12</td> </tr> <tr> <td>June 2012</td> <td>55</td> </tr> <tr> <td>July 2012</td> <td>145</td> </tr> <tr> <td>August 2012</td> <td>125</td> </tr> <tr> <td>September 2012</td> <td>70</td> </tr> </tbody> </table>	Month	Number of Missed Collections	April 2012	15	May 2012	12	June 2012	55	July 2012	145	August 2012	125	September 2012	70	<p>The performance issues with the garden waste collection crew have started to gradually improve with the introduction of new staff following several departures. All 3 collection rounds have been reviewed by the new Supervisor/Driver and improved routes help to ensure the crews are required to visit every road on their round, not only to collect from residents who have purchased a bin/permit, but also residents who choose to use the garden waste sacks. The crew are provided with addresses for all households issued with a bin/permit. Performance is monitored weekly and interventions are in place to bring performance up to a weekly target of no more than 10 missed collections for the remainder of this financial year.</p>
Month	Number of Missed Collections																			
April 2012	15																			
May 2012	12																			
June 2012	55																			
July 2012	145																			
August 2012	125																			
September 2012	70																			
LPI Waste 005	Percentage of missed green waste collections corrected by next working day	82.67%	98.00%		 <table border="1"> <caption>Percentage of Missed Green Waste Collections Corrected (LPI Waste 005)</caption> <thead> <tr> <th>Month</th> <th>Percentage Corrected</th> </tr> </thead> <tbody> <tr> <td>April 2012</td> <td>100.00%</td> </tr> <tr> <td>May 2012</td> <td>55.00%</td> </tr> <tr> <td>June 2012</td> <td>80.00%</td> </tr> <tr> <td>July 2012</td> <td>80.00%</td> </tr> <tr> <td>August 2012</td> <td>92.00%</td> </tr> <tr> <td>September 2012</td> <td>88.00%</td> </tr> </tbody> </table>	Month	Percentage Corrected	April 2012	100.00%	May 2012	55.00%	June 2012	80.00%	July 2012	80.00%	August 2012	92.00%	September 2012	88.00%	<p>Performance against this target is directly related to the number of missed collections, 431 to the end of September. To date, 83% of missed collections have been collected by the next working day. A detailed commentary on action taken has been provided against LPI Waste 004 above.</p>
Month	Percentage Corrected																			
April 2012	100.00%																			
May 2012	55.00%																			
June 2012	80.00%																			
July 2012	80.00%																			
August 2012	92.00%																			
September 2012	88.00%																			

2012/13 Social Affairs Select Committee PI's



No red performance indicators to report