

## Appendix 2 - Local Performance Indicators 2006/07

Key	
	On Target
	Less than 5% off target
	More than 5% off target, or no figures available

PI No.	Description	Units	2005/6 Actual	2006/07 Actual	2006/7 Target	2007/08 Target	2008/09 Target	2009/10 Target	Direction in performance from 2005/06 ↑ = improved ↓ = worse - = no info for comparison
<b>Customer Contact</b>									
LPI 14	% of customers seen by dedicated reception staff from Customer services & Planning within 15 minutes	%	89.32	80.30	91.00	70.00	70.00	70.00	↓ Drop in performance is due to Customer Services Officers not being at full establishment. From 2007, this figure will be measured against the new national target time of 10 minutes.
LPI 15	% of customers dealt with at the first point of contact by reception staff	%	92.40	92.95	95.00	93.00	93.00	93.00	↑ There has been a significant increase in the number of visitors to the Council. Targets reset to 93%, which remains a high level of performance
LPI 16	% of visitors surveyed who said they were satisfied by the overall quality of service provided	%	97.84	96.90	98.00	97.00	97.00	97.00	↓ High levels of satisfaction achieved.
LPI 20	% of Calls to the Contact Centre answered within 20 seconds	%		65.14	70.00	80.00	80.00	80.00	- 1st year for the collection of this PI. Lower performance in April and May due to Council Tax demands and the date of 1st instalment being brought forward. Targets reflect new DCLG standard that 80% of call should be answered in 20 secs.
LPI 21	% of Calls to the Contact Centre dealt with at the first point of contact	%		57.22		57.00	57.00	5.00	- 1st year for the collection of this PI and targets will be set in relation to this baseline and the introduction of the Council's corporate contact centre.
LPI 22	Customer Satisfaction with the quality of the telephone service	%		98.70		97.00	97.00	97.00	- 1st year for the collection of this PI and targets have been set in line with the front of house satisfaction.
<b>Car Parking</b>									
LPI 30	No. of Penalty Notices Issued	number		7092.00	-	-	-	-	- No targets have been set against the number of penalty notices issued, as this could be construed as an incentive to aim towards.
LPI 31	No. of Penalty Notices which were appealed against	%		25.42	-	-	-	-	- Again, targets have not been set. As a large or small proportion of appeals does not necessarily show good performance.
LPI 32	No. Penalty Notices issued that were cancelled	%		10.82	-	-	-	-	- Best practice and Government guidance encourages the use of discretion by councils in the pursuit of penalty notice payments, which leads to a higher cancellation rate.

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<b>Recovery</b>									
LPI 229	% of Council taxpayers paying by Direct Debit	%	61.60	62.90	63.00	65.00	65.00	65.00	↑ Targets based on past performance and likely improvement. The effect of the introduction of only 1 DD claim date and a 24 hr automated payment line will be monitored.
LPI 230	% of Non-domestic ratepayers paying by Direct Debit	%	58.01	59.90	61.00	60.00	60.00	60.00	↑ More businesses are using BACS to pay invoices as opposed to direct debit.
LPI 231	% of Council Tax arrears collected	%	35.50	41.90	40.00	42.00	45.00	45.00	↑
LPI 232	% of NNDR arrears collected	%	61.30	51.10	50.00	52.00	55.00	55.00	↓
LPI 233	% of Sundry debtors accounts collected (value)	%	96.90	98.40	95.00	98.50	98.70	99.00	↑
LPI 234	% of Council tax mail dealt with in 14 days	%	35.00	39.00	80.00	80.00	80.00	80.00	↑ Resource issues within Revs and Bens continue to make it difficult to keep up to date with all correspondence received. The backlog has improved and additional staff are now in place, meaning improvements can be expected.
LPI 235	% NNDR mail dealt with in 14 days	%	36.00	30.00	80.00	80.00	80.00	80.00	↓
LPI 237	Sundry debtor accounts collected in year - number	%	97.11	95.60	95.00	95.00	98.50	99.00	↓
<b>Environmental Health</b>									
LPI 90	% of high risk A, B & C food premises inspected	%	100	100	100.00	100.00	100.00	100.00	- Hard work by the team and movement of resources helped to achieve target. Targets set as FSA requirement and to be a high performing Council
LPI 102	% of response to emergency complaints within 24 hours	%	100	100	100.00	100.00	100.00	100.00	- Hard work of team. Prioritisation of complaint work to deal with those that are an emergency or priority.
<b>Homelessness &amp; Housing</b>									
LPI 129	% of homelessness applications on which NWDC makes a decision and issues written notification to the applicant within 33 working days	%	95.15	98.75	98.00	98.00	98.00	98.00	↑ The team consistently performs at 95% + ensuring almost all homelessness cases are determined within the statutory 33 working day limit. In 2006/07 we achieved 100% in 9 of the 12 months.

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LPI 130	Number of affordable homes completed	number	157	137	150	150	150	150	↓ The target is to achieve 450 completions over 3 years. The reason for a rolling target is that development timetables can mean that completions slip a month or so quite easily and it is difficult to accurately predict or control timescales down to a month. The majority of new affordable housing development is through planning gain where development timetables are in the hands of the private developers and subject to fluctuations in the housing market
<b>ICT</b>									
LPI 153	% of users expressing satisfaction with ICT service	%	85.41	77.00					↓
LPI 154	% Helpdesk calls resolved within agreed timescales	%	88.21	88.12					↓
<b>Planning</b>									
LPI 17	% of valid Building Regulation applications acknowledged within 3 working days	%	94.81	90.12	92.00	94.00	96.00	98.00	↓ The channels of checking applications prior to acknowledgement can be quite lengthy. However, with the implementation of the new planning back office system, which will help to streamline our processes, we expect performance to improve next year.
LPI 18	% Building Regulation applications checked and corresponded with agent/owner within 15 working days of registration	%	98.06	76.33	98.00	98.00	98.00	98.00	↓ Well below target and previous year's total, mainly due to loss in resource in earlier part of period. However, performance from Jan-Mar 07 were back in line with targets and is expected to continue into next year.
LPI 60	% of all planning applications determined within 8 weeks	%	84.36	84.11					-
LPI 61	% of all valid planning applications registered and acknowledged within 3 working days	%	73.11	68.67	80.00	85.00	87.50	90.00	↓ The channels of checking applications prior to acknowledgement can be quite lengthy. However, with the implementation of the new planning back office system, which will help to streamline our processes and will subtract weekends and Bank Holidays from the statistics to reflect working days (unlike the existing system), we expect performance to improve next year.
LPI 62	% of planning decision notifications issued within 3 working days	%	95.93	93.65	96.00	97.00	98.00	99.00	↓