











Key Performance Indicator (KPI) Report
















KPI Summary Statistics		No. of PIs
KPIs on Target	On target	6
	Within 5% of target	5
	Off-target	8
District Council Quartile (using 2004/05 all DC info)	Best quartile	2
	2nd Quartile	3
	3rd Quartile	5
	Worst Quartile	5
Trend (Current year performance against previous year)	Improving	10
	Similar to last year	0
	Deteriorating	9

Key for report:







Quartile (for 2004/05 District councils)		Trend		Target	
Top Quartile		Improvement from 2004/05		On target	
2 nd Quartile		Similar performance		Within 5% of target	
3rd Quartile		Reduced performance		Off target	
Bottom Quartile		No 2004/05 data	N/A	No target	N/A

KPI Report









Customer Focus

Ref.	Description	Performance Comparisons			Comments
		Quartile	Trend	Target	
LPI 14	% of customers seen by dedicated reception staff from Customer services & Planning within 15 minutes	-			
LPI 15	% of customers dealt with at the first point of contact by reception staff	-			94% customers dealt with at the first point of contact by reception staff.
LPI 16	% of visitors surveyed who said they were satisfied by the overall quality of service provided	-			96% visitors satisfied.
BV 78a	Speed of processing new benefits claims.				<p>Quarter 1 = 64 days, Quarter 2 = 61 days to process new benefit claims</p> <p>At present, not on course to achieve target. Ongoing initiatives to eliminate backlog and reach target. These include the recruitment of 3 full-time Benefit Assessors. In addition, awaiting feedback and detailed report from the DWP Performance Division regarding process improvement and enhanced management information.</p>
BV 78b	Speed of processing changes in circumstances.				<p>Quarter 1 = 43 days, Quarter 2 = 42 days to process changes in circumstances for benefit claims.</p> <p>See comments for 78a</p>
BV 79a	Accuracy of processing benefits claims				




Minimise Waste & Maximise Recycling

Ref.	Description	Performance Comparisons			Comments
		Quartile	Trend	Target	
BV 82a&b	Percentage of household waste recycled & composted				Recycling rate of 20.44% at August 2006.
BV 84a	Kg waste collected per head				96 Kgs for 1 st quarter. 2 nd quarter figures not yet available










Housing Needs

Ref.	Description	Performance Comparisons			Comments
		Quartile	Trend	Target	
LPI 130	No. affordable homes completed	-			69 homes completed
BV 183a	Length of stay of homeless households in temporary B&B accommodation.				Only 2 families included in this PI (compared to 7 in the same period in 2005/06)
BV 183b	Length of stay of homeless households in temporary hostel accommodation.				Only 4 families included in this PI (compared to 8 in the same period in 2005/06)










Cleaner, Safer, Better Streets

Ref.	Description	Performance Comparisons			Comments
		Quartile	Trend	Target	
BV 199a	Local street & environmental cleanliness - Litter				1 st of 3 surveys complete.

Capacity

Ref.	Description	Performance Comparisons			Comments
		Quartile	Trend	Target	
BV 12	Working days lost due to sickness absence				Not currently reported quarterly in BV format, although 6 month figures suggest downturn in performance.
BV 9	The percentage of council tax collected.				
BV 10	The percentage of NNDR collected.				

Appendix 1 to Report 10

Ref.	Description	Performance Comparisons			Comments
		Quartile	Trend	Target	
BV 8	Invoices paid on time				
BV 109a	Major planning applications decided within 13 weeks				<p>62.50% of major planning applications determined in 13 weeks for the 2nd quarter of 2006/07 (target is 70%).</p> <p>This is an improvement on 2nd quarter of 2005/06 performance (46.15%).</p> <p>Although the 2nd quarter figures are lower than the 1st quarter, the performance for the month of September was 100%. Planning Officers are being continually monitored on Major application performance to ensure targets are hit as much as possible.</p> <p>S106 Agreements are still the main reason for not hitting target. New procedures to combat this problem will take time to make a difference to the performance stats, but measures are in place to resolve this. Members approval to amend structure of committee recommendations is still awaited.</p> <p>Currently 5% short of NWDC target, 5% above National target.</p>
BV 109b	Minor planning applications decided within 8 weeks				
BV 109c	Other planning applications decided within 8 weeks	