

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 - = no info for comparison
Customer Contact									
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	↓
LPI 15	% of customers dealt with at the first point of contact by reception staff	%	92.40	92.50	95.00	93.00	93.00	93.00	↑
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	↓
LPI 20	% of Calls to the Contact Centre answered within 20 seconds	%		65.14	70.00	80.00	80.00	80.00	-
LPI 21	% of Calls to the Contact Centre dealt with at the first point of contact	%		57.22		57.00	57.00	5.00	-
LPI 22	Customer Satisfaction with the quality of the telephone service	%		98.70		97.00	97.00	97.00	-
Car Parking									
LPI 30	No. of Penalty Notices Issued	number		7092.00	-	-	-	-	-
LPI 31	No. of Penalty Notices which were appealed against	%		25.42	-	-	-	-	-

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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 - = no info for comparison
LPI 32	No. Penalty Notices issued that were cancelled	%		10.82	-	-	-	-	-

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Recovery									
LPI 229	% of Council taxpayers paying by Direct Debit	%	61.60	62.90	63.00	65.00	65.00	65.00	↑
LPI 230	% of Non-domestic ratepayers paying by Direct Debit	%	58.01	59.90	61.00	60.00	60.00	60.00	↑
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	↑
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	↓
Environmental Health									
LPI 90	% of high risk A, B & C food premises inspected	%	100	100	100.00	100.00	100.00	100.00	-
LPI 102	% of response to emergency complaints within 24 hours	%	100	100	100.00	100.00	100.00	100.00	-
Homelessness & Housing									
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	↑

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LPI 130	Number of affordable homes completed	number	157	137	150	150	150	150	↓
ICT									
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					↓
Planning									
LPI 17	% of valid Building Regulation applications acknowledged within 3 working days	%	94.81	90.12	92.00	94.00	96.00	98.00	↓
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	↓
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	↓

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LPI 62	% of planning decision notifications issued within 3 working days	%	95.93	93.65	96.00	97.00	98.00	99.00	↓

Direction in performance from
2005/06

↑ = improved

↓ = worse

- = no info for comparison

Drop in performance in
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.

There has been a
significant increase in the
number of visitors to the
Council.

Targets reset to 93%,
which is remains a high
level of performance

High levels of satisfaction
achieved.

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 *)% of call
should be answered in
20 secs.

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.

1st year for the collection
of this PI and targets
have been set in line with
the front of house
satisfaction

No targets have been set
against the number of
penalty issued, as this
could be construed as an
incentive to aim towards.

Again, targets have not
been set. As a large or
small proportion of
appeals does not
necessarily show good
performance.

Direction in performance from
2005/06
? = improved
? = worse
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Best practice and
Government guidance
encourages the use of
discretion by councils in
the pursuit of penalty
notice payments, which
leads o a higher
cancellation rate.

<p>Direction in performance from 2005/06 ? = improved ? = worse - = no info for comparison</p>
Targets based on past on performance and likely improvement. The effect of the introduction of only 1 DD claim date and a 24 automated payment line will be monitored.
More businesses are using BACS to pay invoices as opposed to direct debit.
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
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
Hard work of team. Prioritisation of complaint work to deal with those that are an emergency or priority.
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.

**Direction in performance from
2005/06**
? = improved
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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.

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.

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.

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.

Direction in performance from 2005/06 ↑ = improved ↓ = worse - = no info for comparison