

**LPI Quarterly Monitoring Report 2004/05, 1st Quarter Report (April - June 2004)**

**ANNEX 2**

(C) Cumulative - Achievement against target is shown prorata

LPI	Description	Lead Officer	Target 2003/04	Quarter 1 2003/04	Actual 2003/04 (Subject to audit)	Target 2004/05	Quarter 1 2004/05	Target Achieved	Comments
<b>Central Services</b>									
1	Percentage of telephone calls to our offices answered within 10 seconds	John Deknop 6028	73%	73%	73%	73%	74.6%	✓	
4	Percentage of letters from the public answered with a substantive response within 10 Working Days	Paul Fowler 6133				100%	84.64%	✗	This result is an estimate based on three services (the largest recipients of letters from the general public) Finance, Engineering and Development Control.
<b>Environmental Health</b>									
41	Total tonnes of waste recycled	Phil Beddoes 6204	9,264	1894 (C)	8,294.61	11,200	1923(C)	✗	Reduction in paper collected from box scheme. Additional promotional activities planned and tonnages will increase with expansion of green waste collections.
42	Tonnes of paper and cans recycled through Green Box scheme	Phil Beddoes 6204	3,850	912 (C)	3,766.19	4,100	775(C)	✗	
44	Average time (in days) taken to remove dumped rubbish	Phil Beddoes 6204	1.1	0.9	1.15	1.1	1.28	✗	Rise in incidences of large fly-tips in this period.
45	Number of waste collections missed per 100,000 households apart from collections missed for reasons outside our control, such as severe weather	Phil Beddoes 6204	7	5.1	11.93	8	8.3	✗	
46	Extent to which we keep on schedule in measuring and reporting on levels of air, land and water pollution (Percentage)	Barry Olding 6189	100%	92%	96%	100%	100%	✓	
47	Percentage of complaints about environmental pollution and other requests for service responded to within 5 working days	Barry Olding 6189	97%	96%	96%	98%	95%	✗	
58	Percentage of responses within 5 working days to complaints about commercial premises	Phil Beddoes 6204	100%	98%	99.5%	100%	100%	✓	

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LPI	Description	Lead Officer
<b>Housing Services</b>		
76	Households provided with housing advice by our housing advice service	Lawrence Dey 6207
11	Households from the Housing Register that were provided with permanent accommodation by RSL's	Lawrence Dey 6207
78	Households with a special need nominated into housing through the Joint Assessment Referral Procedure, (JARP).	Lawrence Dey 6207
13	Number of additional affordable homes provided each year	Lawrence Dey 6207
14	Number of households that become homeowners through low cost home ownership initiatives	Lawrence Dey 6207
16	Percentage of homelessness applications where we make a decision and write to applicant within 33 working days	Lawrence Dey 6207
75	Number of homes improved/adapted in the private sector for elderly or disabled persons – TMBC assisted	Lawrence Dey 6207
<b>Planning and Engineering Services</b>		
9	Percentage of street lights working during hours of darkness (contractors performance)	Henry Goodman 6279
51	Percentage of householder planning applications decided in 8 weeks	Lindsay Pearson 6237
54	Percentage of building control applications approved in 8 weeks where applicant's proposal needed to be amended for approval to be granted	Mike Ingram 6251
65	Percentage of abandoned vehicles removed from the public highway within 21 days	Andy Moreton 6283

Target 2003/04	Quarter 1 2003/04	Actual 2003/04 (Subject to audit)
250	59 (C)	293
75	0 (C)	52
30	0 (C)	38
97% (2004/05)	93%	92%
90	17 (C)	90
98%	97.5%	98.55%
80%	80.6%	84.97%
95%	97%	73%
98%	98%	100%

Target 2004/05	Quarter 1 2004/05	Target Achieved	Comments
800	268 (C)	✓	
250	40(C)	✗	The number of vacancies becoming available for nominations in the first quarter is down compared with this time last year. Discussion is ongoing with our RSL partners to increase the number of properties becoming available for letting.
15	0(C)	✗	
112	20(C)	✗	8 units below profile for first quarter although the majority of completions are programmed for later in the financial year. The target is still expected to be achieved.
30	6(C)	✗	Both take up and completions have been off to a slow start. The figure should improve over the year as new shared ownership schemes and initiatives come online.
97%	91%	✗	Officers are exploring, with our partner, ways of ensuring improvement in performance over the balance of the financial year.
120	44(C)	✓	7 Jobs completed through HIA and 37 jobs completed through the Agency's HomeSafe Scheme.
98%	98.50%	✓	
85%	87.40%	✓	Result represents 229 out of 262 cases determined.
95%	91%	✗	This PI reflects the performance of both the Building Control Service and their clients. Building Control are currently considering more robust measures of just the sections performance in regard to customer service and their statutory responsibilities regarding determination.
100%	100%	✓	