

Departmental Key Performance Indicators

		Target 13-14	Q1	Q2	Q3	
	Transportation & Public Realm					
NI 191	To reduce the residual annual household waste per household.	508.5kg	88.5kg	94.33kg	97.30kg	😊
NI 192	Percentage of household waste recycled.	41%	39.77%	39.33%	38.81%	😞
NI 195	Percentage of relevant land and highways from which unacceptable levels of litter, detritus, graffiti and fly-posting are visible.	2%	1.04% (March)	1.21 (July)	0.25% (October)	😊
LTR2	Percentage of valid PCN debts recovered.	80%	83.35%	82.46%	85.41%	😊
LTR3a	Respond to percentage of PCN correspondence within 10 days (was 15).	90%	100%	100%	100%	😊
TPR1	No more than 3 failing KPI's, per month on new Refuse and Street Cleansing contract	<9 per quarter	4	4	2	😊
TPR2	No more than 3 failing KPI's, per month on new Highway Repairs and Maintenance contract.	<9 per quarter	<9 per quarter	<9 per quarter	1	😊
TPR3a	Reduction by 10% (or 5 people) in the number of persons killed or seriously injured compared to the 2010 baseline of 41 persons killed or seriously injured.	Target ≤ 9 persons Actual 5 persons	Target ≤ 9 persons Actual 12 persons	Target ≤ 9 persons Actual 12 persons	Target ≤ 9 persons Actual 15 persons	😞
TPR3b	Reduction by 5% (or 19 people) in the total number of road traffic casualties compared to 2010 baseline of 380 persons.	Target ≤ 90 persons Actual 18 persons	Target ≤ 90 persons Actual 57 persons	Target ≤ 90 persons Actual 105 persons	Target ≤ 90 persons Actual 84 persons	😊
TPR5	3 New Area Strategies agreed by	3	On target	Completed	Completed	😊

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	Committee by March 31st 2014					
Comments	<p>NI 192: Overall YTD recycling figure is 39.3% this demonstrates a steady improvement from 2011/12 (37.1%) and 2012/13 (37.33%). The current target of 41% was a stretching target which we are still striving for. When compared to other inner London boroughs recycling rates we are performing extremely well. We have a number of resident communication and engagement campaigns planned for this quarter which have the specific aim of increasing the current recycling rate.</p> <p>TPR3a/TPR3b – These are provisional figures as the figures supplied by Transport for London are always three months behind. We have had 39 people seriously injured so far this year from January to September (provisional figures), with no fatalities. The total number of casualties so far this year, from January to September, is 246 people. Figures reported on a quarterly basis are not necessarily very meaningful as, with small numbers (i.e., especially for TPR3a) individual collisions can have a big bearing on a quarter's total. The end-of-year annual figures are more meaningful as this averaging allows trends to become more apparent with less distortion by individual incidents. However, the industry standard for comparison of casualty statistics is in fact a three-year period.</p> <p>TPR3a was deliberately set, as a local stretch target, to be more challenging than the statutory target for the number of persons killed or seriously injured set by the City on the requirement of the Mayor of London and reported annually to Transport for London. (TPR3b is, however, significantly less challenging than the equivalent Mayoral target of a 12.5% reduction by 2013 from a baseline of the 2004–2008 average.)</p> <p>TPR5 – 4 Strategies have been approved by committees:</p> <ul style="list-style-type: none"> • Fenchurch and Monument – February 2013 and April 2013 • Bank – April 2013 and May 2013 • Liverpool Street – July 2013 and September 2013 • West Smithfield – November 2013 and January 2014 					
	District Surveyor's (Building Control)					
LBC1	To decide 90% of standard 5 week applications within the timescale compared with the number of applications received under these	90%	89%	100%	92%	😊

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	terms.					
LBC2	To decide 90% of 8 week applications within the timescale where this has been agreed compared with the number of application received under these terms.	90%	92%	90%	94%	😊
LBC3	To issue a completion certificate within 10 days of the final inspection of completed building work in 85% of eligible cases. (was 14 days in 2011/12)	85%	97%	100%	92%	😊
	Planning Policy					
PP1	Consult the public on the City's preliminary draft Community Infrastructure Levy (CIL) in March 2013, draft CIL in July 2013 and progress through Examination to adoption by April 2014.	April 2014	On target	On target	On target; Draft CIL examined Jan 2014	😊
PP2	Publish and submit draft Local Plan by October 2013 and progress to examination by April 2014.	April 2014	Slight delay	Slight delay	Draft Local Plan published Dec 2013	😊
PP3	Publish development pipeline information bi-annually (June & Dec) and publish further 2011 Census analysis on residents by December 2013 and on workers by March 2014.	March 2014	Delay by ONS	Pipeline information on track; Census publications delayed by ONS	Pipeline information published Nov 2013; Census publications delayed by ONS	😊
PP4	Improve submissions of the local street gazetteer to the National Address	Bronze Standard	Bronze Standard	Gold Standard	Gold Standard	😊

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	Gazetteer and achieve at least Bronze national standard.					
PP5	Ensure internal and public-facing GIS services are available 98% of the working day excluding IS service disruptions).	98%	99.4%	98.2%	99.9%	😊
Comments						
	Development Management					
DM1a	Process 65% of minor planning applications within 8 weeks	65%	76%	66%	65%	😊
DM1b	Process 75% of other planning applications within 8 weeks	75%	70%	74%	85%	😊
DM3	Process 100% of standard land charge searches within 7 working days (12-13 target 100% in 8 days)	100%	100%	100%	100%	😊
DM4	To publish four conservation area appraisals and management proposals by 31 st March 2013	4	On track	On track	On track	😊
DM5	Ensure 90% of valid planning applications are viewable online within 3 working days of validation on UniForm	90%	90%	87.5%	100%	😊
DM6	Provide access observations to 95% planning applications within 14 days of receipt of information	95%	96%	97%	100%	😊
DM7	To manage responses to requests under the Freedom of Information act within 20 working days. (Statutory target of 85%)	85%	98%	100%	100%	😊
DM8	Investigate 100% of alleged breaches of planning control within 10 working	100%	100%	100%	100%	😊

		Target 13-14	Q1	Q2	Q3	
	days of receipt of complaint					
Comments						
	Service Response Standards					
SRS A	All external visitors to be pre-notification via the visitor management system.	100%	66.3%	62.8%	67.1%	☹
SRS B	Where an appointment is pre-arranged, visitors should be met within 10 minutes of the specified time where Visitors arrive at Guildhall North or West Wing receptions.	100%	95.2%	90.9%	90.3%	☺
SRS C	Emails to all published (external-facing) email addresses to be responded to within 1 day.	100%	100%	100%	75%	☹
SRS D	A full response to requests for specific information or services requested via email within 10 days.	100%	100%	100%	100%	☺
SRS E	Telephone calls to be picked up and answered within 5 rings/20 seconds	90%	92.1%	92.3%	93.1%	☺
SRS F	Voicemail element only target 10%	10%	11.1%	10.7%	10.4%	☺
Comments	<p>SRS A – this figure is relatively stable, however a large volume of meetings held by the department often result in more attendees than anticipated; hence the result.</p> <p>SRS C – this is a sample of only four external facing mailboxes, such a small sample impacts highly on the results</p>					