

Departmental Key Performance Indicators

		13/14 Target	Q1	Q2	Q3	Q4	13/14 TOTAL	
Transportation & Public Realm								
NI 191	To reduce the residual annual household waste per household.	508.5kg	88.5kg	94.33kg	97.30kg	91.5kg	371.98kg	😊
NI 192	Percentage of household waste recycled.	41%	39.77%	39.33%	38.81%	38.02%	39.07%	😐
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)	0.63% (March)	0.70% (July to March)	😊
LTR2	Percentage of valid PCN debts recovered.	80%	83.35%	82.46%	85.41%	84.60%	84.50%	😊
LTR3a	Respond to percentage of PCN correspondence within 10 days (was 15).	90%	100%	100%	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	4	14	😊
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	1	2	😊
TPR3a	Reduction by 10% (or 5 people) number of persons killed and seriously injured compared to 2010 baseline.	Target <11ppl Actual 5 ppl	Target <11ppl Actual 12 ppl	Target <11ppl Actual 12 ppl	Target <11ppl Actual 15 ppl	Target less than 11people Actual 21 people	Target 40 people KSI Actual 60 people KSI	😞
TPR3b	Reduction by 5% (or 18 people) number of total road traffic	Target <84 ppl	Target <84 ppl	Target <84 ppl	Target <84 ppl	Target less than 84	Target 336 people total	😞

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	casualties compared to 2010 baseline.	Actual 18ppl	Actual 57 ppl	Actual 105ppl	Actual 84ppl	people Actual 99 people	casualties Actual 345 total casualties	
TPR5	3 New Area Strategies agreed by Committee by March 31st 2014	3	On target	Completed	Completed	Completed	Completed	😊
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 – provisional figures as the figures are always 3 months behind. We have had 39 people seriously injured this year, Jan to Sept (latest provisional figures). No fatalities. The number of total casualties for this year, Jan to Sept, was 246 people.</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 terms.	90%	89%	100%	92%	100%	94%	😊
LBC2	To decide 90% of 8 week applications within the timescale where this has been agreed compared with	90%	92%	90%	94%	94%	92%	😊

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	the number of application received under these terms.							
LBC3	To issue a completion certificate within 10 days of the final inspection of completed building work in 85% of eligible cases.	85%	97%	100%	92%	94%	95%	😊
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	CIL adoption due 1 st May for implementation 1 st July 2014	CIL adoption May instead of April target date	😊
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	Pre-submission consultation ended Feb; submission for examination due May 2014.	Local Plan examination summer instead of April	😐
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	Pipeline information on track; Census data for workers delayed by	Pipeline information on track; Census data delayed by ONS	😊

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					ONS	ONS.		
PP4	Improve submissions of the local street gazetteer to the National Address Gazetteer and achieve at least Bronze national standard.	Bronze Standard	Bronze Standard	Gold Standard	Gold Standard	Gold standard	Gold 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%	100%	99.3%	😊
Comments								
Development Management								
DM1a	Process 65% of minor planning applications within 8 weeks	65%	76%	66%	65%	63%	67.7%	😊
DM1b	Process 75% of other planning applications within 8 weeks	75%	70%	74%	85%	73.5%	74.6%	😊
DM3	Process 100% of standard land charge searches within 7 working days (12-13 target 100% in 8 days)	100%	100%	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		2 published	😐
DM5	Ensure 90% of valid planning applications are viewable online within 3 working days of validation on UniForm	90%	90%	87.5%	100%	100%	94.4%	😊
DM6	Provide access observations to 95% planning applications within 14 days of receipt of information	95%	96%	97%	100%	95%	97%	😊

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DM7	To manage responses to requests under the Freedom of Information act within 20 working days. (Statutory target of 85%)	85%	98%	100%	100%	100%	99.50%	😊
DM8	Investigate 100% of alleged breaches of planning control within 10 working days of receipt of complaint	100%	100%	100%	100%	100%	100%	😊
Comments	<p>DM3 There were 1234 standard Local Land Charge searches received in 2013/14, this is an increase of 13% on 12/13</p> <p>DM 4 Two conservation area character summaries and management strategies (Trinity Square and Bishopsgate) were reported to P&TC and are available for comment on the website. One planned conservation area character summaries and management strategy has been replaced by work on the Barbican Listed Building Guidelines landscape volume as resources to do this became available. One planned conservation area character summaries and management strategy has been delayed.</p> <p>DM7 There were 235 Freedom of Information requests made during 13/14, this is an increase of 28% on 12/13</p> <p>DM8 There were 143 alleged breaches received from 1 April 2013 – 31 March 2014</p>							
Service Response Standards								
SRS A	All external visitors to be pre-notification via the visitor management system.	100%	66.3%	62.8%	67.1%	70.5%	66.1%	😞
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%	94.2%	92.9%	😊
SRS C	Emails to all published (external-facing) email	100%	100%	100%	75%	100%	93.7%	😊

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	addresses to be responded to within 1 day.							
SRS D	A full response to requests for specific information or services requested via email within 10 days.	100%	100%	100%	100%	75%	93.7%	☹️
SRS E	Telephone calls to be picked up and answered within 5 rings/20 seconds	90%	92.1%	92.3%	93.1%	93.8%	92.8%	😊
SRS F	Voicemail element only target 10%	10%	11.1%	10.7%	10.4%	10.5%	10.7%	☹️
Comments	<p>SRS A: This has steadily improved over the year, however due to the number of external people involved in our external meetings inevitably more visitors turn up than we expect.</p> <p>SRS C & D: The small volume tested results is significant changes in results.</p> <p>SRS F: A large volume of Officers are on site and out of the office as part of their working day, we have set up procedures in teams to ensure, as much as possible callers are given the option to speak to a person, however due to their technical nature callers tend to leave voice mail.</p>							