

Departmental Key Performance Indicators

		Target 14/15	Target 15/16
Transportation & Public Realm			
NI 191	To reduce the residual annual household waste per household.	373.4kg	373.4kg
NI 192	Percentage of household waste recycled.	43%	43%
NI 195	Percentage of relevant land and highways from which unacceptable levels of litter, detritus, graffiti and fly-posting are visible.	2%	2%
LTR2	Percentage of valid PCN debts recovered.	80%	80%
LTR3a	Respond to percentage of PCN correspondence within 10 days.	90%	90%
TPR1	No more than 3 failing KPI's, per month on new Refuse and Street Cleansing contract	<9 per quarter	<9 per quarter
TPR2	No more than 3 failing KPI's, per month on new Highway Repairs and Maintenance contract.	<9 per quarter	<9 per quarter
TPR3a	To reduce the number of persons killed or seriously injured in road traffic collisions to a three-year rolling average of 32.9 casualties per annum by 2016. (Base data - This represents a reduction of 33.4% from the 2004–2008 average of 49.4 killed or seriously injured casualties per annum.)	32.9 casualties per annum by 2016	32.9 casualties per annum by 2016
TPR3b	To reduce the total number of persons injured in road traffic collisions to a three-year rolling average of 294.9 casualties per annum by 2016. (This represents a reduction of 20.0% from the 2004–2008 average of 368.6 casualties per annum.)	294.9 casualties per annum by 2016	294.9 casualties per annum by 2016

District Surveyor's (Building Control)			
LBC1	To monitor targets for approval turnarounds for both standard applications and report to committee quarterly. (90% within 19 working days).	90%	90%
LBC2	To monitor targets for approval turnarounds for non-standard applications and report to committee quarterly. (90% within 26 working days).	90%	90%
LBC3	To issue a completion certificate within 10 days of the final inspection of completed building work in 90% of eligible cases.	90%	90%
Planning Policy			
PP1	Implement and keep under review the City's Community Infrastructure Levy (CIL) and s106 planning obligations to support the City's economic role and statutory local authority functions	n/a	Review April 2016
PP2	Scope the need for review or alteration to the Local Plan by Oct 2015, adopting revised Local Development Scheme and Statement of Community Involvement by March 2016.	n/a	March 2016
PP3	Publish development pipeline information bi-annually (June & Dec) and publish monitoring reports on Local Plan policies by Oct 2015.	n/a	October 2015
PP4	Submit address and street gazetteer updates to the national hub at new Bronze standard and maintain Green status for development monitoring submissions to the London Development Database.	Old Gold standard Green status	New Bronze standard Green status
PP5	Ensure internal and public-facing GIS services are available 98% of the working day (excluding IS service disruptions) and implement a "mobile friendly" GIS for use internally and externally.	98%	98%
PP6	Process all standard land charge searches within 6 working days.	100% in 7 days	100% in 6 days

Development Management			
DM1a	Process 65% of minor planning applications within 8 weeks	65%	65%
DM1b	Process 75% of other planning applications within 8 weeks	75%	75%
DM1c	Negotiate with applicants such as to be in a position to recommend 95% of all planning applications	95%	95%
DM2	To seek a BREEAM status of Excellent or above on all relevant planning applications	100%	100%
DM6	Provide access observations to 95% planning applications within 14 days of receipt of information	95%	95%
DM7	To manage responses to requests under the Freedom of Information act within 20 working days. (Statutory target of 85%)	85%	85%
DM8	Investigate 90% of alleged breaches of planning control within 10 working days of receipt of complaint.	90%	90%