

## Departmental Key Performance Indicators

		Target 14/15	Q1	Q2	Q3	Q4	Year End	
<b>Transportation &amp; Public Realm</b>								
NI 191	To reduce the residual annual household waste per household.	Under 373.4kg	92kg	94.3kg	103.2kg	90.30kg	378.81kg	☺
NI 192	Percentage of household waste recycled.	43%	38.24%	36.31%	32.91%	33.45%	35.45%	☹
NI 195	Percentage of relevant land and highways from which unacceptable levels of litter, detritus, graffiti and fly-posting are visible.	2%	0.63%	0.58%	1.29%	0.21%	0.70%	☺
LTR2	Percentage of valid PCN debts recovered.	80%	85.43%	88.76%	84.21%	85.14%	85.95%	☺
LTR3a	Respond to percentage of PCN correspondence within 10 days.	90%	100%	100%	100%	100%	100%	☺
TPR1	No more than 3 failing KPI's, per month on new Refuse and Street Cleansing contract	<6 per quarter	1	4	3	5	13	☺
TPR2	No more than 3 failing KPI's, per month on new Highway Repairs and Maintenance contract.	<9 per quarter	1	0	0*	0	0	☺
TPR3a	Reduction by 10% in the number of persons killed or seriously injured compared to the 2010 baseline persons killed or seriously injured.	Target ≤ 9 persons i.e. 36 people – year end	7	19	11	18	55	☹

		<b>Target 14/15</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Year End</b>	
TPR3b	Reduction by 5% (or 19 people) in the total number of road traffic casualties compared to 2010 baseline	Target ≤ 90 persons i.e. 360 persons – year end	64	101	99	130	394	☹
TPR4	No more than 10 unresolved 'time banding' queries.	10	0	0	0	0	0	☺
TPR5	3 New Area Strategies agreed by Committee by March 31st 2014	3	Riverside and Cheapside & Guildhall strategies	On programme	On programme	On programme	On programme	☺
TPR6	90% street works in full compliance with the services 5 point communication plan.	90%	92.6%	92.1%	93.7%	90.1%	92%	☺
<b>Comments</b>	<p>NI191 – this figure will be revised once the updated dwelling stock figures are provided from Office of National Statistics. It is most likely that this revision will result in this KPI being achieved.</p> <p>NI192 – as previously reported to committee, the new Materials Recycling Facility regulations introduced this year have resulted in national flat lining of recycling rates. As a result of this, officers have focussed on increasing the quality of materials sent for recycling, which has now been significantly increased. In 2015/2016 the focus will return to increasing the recycling rate.</p> <p>TPR5 - the Riverside strategy has been adopted (Jan 2015) and the report for the adoption of the Cheapside and Guildhall strategy went to P&amp;T Committee in May 2015. The committee date was pushed to May due to the high volume of consultation responses requiring more time to analyse.</p> <p>TPR3a/TPR3b – please see attached Appendix Aii for more details.</p>							

		Target 14/15	Q1	Q2	Q3	Q4	Year End	
<b>District Surveyor's (Building Control)</b>								
LBC1	To monitor targets for approval turnarounds for both standard applications and report to committee quarterly. (90% within 19 working days).	90%	89%	91%	100%	100%	95%	☺
LBC2	To monitor targets for approval turnarounds for non-standard applications and report to committee quarterly. (90% within 26 working days).	90%	83%	97%	96%	100%	92%	☺
LBC3	To issue a completion certificate within 10 days of the final inspection of completed building work in 90% of eligible cases.	90%	98%	98%	93%	86%	94%	☺
<b>Comments</b>	LBC3 – the drop in completion figures during Q4 was due to the completion of some complex projects.							
<b>Planning Policy</b>								
PP1	Adopt the City's Community Infrastructure Levy (CIL) in May 2014 and implement by July 2014.	July 2014	July 2014	Implemented July 2014	Implemented July 2014	Implemented July 2014	Implemented July 2014	☺
PP2	Submit draft Local Plan in May 2014 for examination in autumn 2014 and adoption in March 2015	March 2015	Submitted May 2014 for examination Oct 2014; adoption on track	Examined Oct 2014, adoption on track	Adopted Jan 2015 ahead of schedule	Adopted Jan 2015 ahead of schedule	Adopted Jan 2015 ahead of schedule	☺
PP3	Publish development pipeline information bi-annually (June	August 2014	Dev. Info published May	Dev. Info published	Dev. Info published Nov	Dev. Info published Nov	Dev. Info published May	☺

## Appendix A(i)

		Target 14/15	Q1	Q2	Q3	Q4	Year End	
	& Dec) and publish 2011 Census analysis on workers and travel to work by August 2014.		2014	May 2014; Census data Sept 2014	2014;	2014	and Nov 2014; Census Sept 2014	
PP4	Submit local land and property gazetteer updates at least weekly to the National Address Gazetteer and maintain submissions of the local street gazetteer at Gold standard.	Gold Standard	Gold 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) and implement improved GIS within Dept and at Epping Forest by March 2015.	98%	99.8%	100%	100%	100%	99%	☺
DM3	Process 100% of standard land charge searches within 7 working days.	100%	100%	100%	100%	100%	100%	☺
<b>Development Management</b>								
DM1a	Process 65% of minor planning applications within 8 weeks	65%	70%	67%	82%	79%	74%	☺
DM1b	Process 75% of other planning applications within 8 weeks	75%	70%	70%	80%	75%	73%	☹
DM1c	Negotiate with applicants such as to be in a position to	95%	100%	97%	98%	99%	98%	☺

## Appendix A(i)

		Target 14/15	Q1	Q2	Q3	Q4	Year End	
	recommend 95% of all planning applications							
DM2	To seek a BREEAM status of Excellent or above on all relevant planning applications	100%	100%	100%	100%	33%	63%	☹️
DM6	Provide access observations to 95% planning applications within 14 days of receipt of information	95%	93%	98%	92%	100%	95%	😊
DM7	To manage responses to requests under the Freedom of Information act within 20 working days. (Statutory target of 85%)	85%	99%	99%	100%	96%	98%	😊
DM8	Investigate 90% of alleged breaches of planning control within 10 working days of receipt of complaint.	90%	100%	100%	100%	100%	100%	😊
<b>Comments</b>	DM2: The small numbers involved skew the percentage statistics quite dramatically. Two schemes over Q4 achieved “very good” (21 Moorfields and 19-20 Garlick Hill); both have conditions to submit a further pre-assessment to show whether “Excellent” can be achieved.							