

Departmental Key Performance Indicators

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|---|---------------------------------------------------------------------------------|
| ☺ | This indicator is performing to or above the target. |
| ☹ | This indicator is a cause for concern, frequently performing just under target. |
| ☹ | The indicator is performing below the target. |

| | | Target 15/16 | Q1 | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|------|---|
| Transportation & Public Realm | | | | |
| LTR2 | Percentage of valid PCN debts recovered. | 80% | 82% | ☺ |
| LTR3a | Respond to percentage of PCN correspondence within 10 days. | 90% | 100% | ☺ |
| TPR2 | No more than 3 failing KPI's, per month on new Highway Repairs and Maintenance contract. | <9 per quarter | 0 | ☺ |
| 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 | 12 | ☹ |
| 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 | 96 | ☹ |
| Comments: TPR3A/B: Although significantly higher than the same quarter in 2014 looking back over the last 3 years (2012, 2013 and 2014) this year's Q1 KPI's casualty figures are relatively similar. | | | | |

| | | Target 15/16 | Q1 | |
|-----------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|--------------------------------------|---|
| 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% | 94% | ☺ |
| LBC2 | To monitor targets for approval turnarounds for non-standard applications and report to committee quarterly. (90% within 26 working days). | 90% | 97% | ☺ |
| LBC3 | To issue a completion certificate within 10 days of the final inspection of completed building work in 90% of eligible cases. | 90% | 92% | ☺ |
| 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 | Review April 2016 | Ongoing | ☺ |
| 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. | March 2016 | Ongoing | ☺ |
| PP3 | Publish development pipeline information bi-annually (June & Dec) and publish monitoring reports on Local Plan policies by Oct 2015. | October 2015 | Published development info June 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. | New Bronze standard Green status | Bronze standard and 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% | 100% | ☺ |
| PP6 | Process all standard land charge searches within 6 working days. | 100% | 100% | ☺ |

| | | Target 15/16 | Q1 | |
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| Development Management | | | | |
| DM1a | Process 65% of minor planning applications within 8 weeks | 65% | 70% | 😊 |
| DM1b | Process 75% of other planning applications within 8 weeks | 75% | 66% | 😐 |
| DM1c | Negotiate with applicants such as to be in a position to recommend 95% of all planning applications | 95% | 96% | 😊 |
| DM2 | To seek a BREEAM status of Excellent or above on all relevant planning applications | 100% | 66% | 😞 |
| 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% | 100% | 😊 |
| DM8 | Investigate 90% of alleged breaches of planning control within 10 working days of receipt of complaint. | 90% | 90% | 😊 |
| <p>Comments: DM2: 66.6% excellent ratings (4 schemes with excellent rating, 1 scheme with very good rating and 1 scheme with good rating) This quarter includes 2 major refurbishment schemes. This result shows that major refurbishment schemes are as capable as redevelopment schemes to achieve an excellent rating. The two redevelopment schemes which did not achieve excellent ratings may be subject to site related restrictions (Crossrail oversite development of 21 Moorfields) and use-related restrictions (justified by the increased energy demand of the healthcare use at 64 Coleman Street).</p> | | | | |