

## Departmental Key Performance Indicators

↑	KPI is more stretching than 15/16
↔	KPI maintains the same target as 15/16

	National /Local	Description	Performance to date 1/3/16	Target 16/17	Variance on 15/16 target
<b>Transportation &amp; Public Realm</b>					
NI 191	National	To reduce the residual annual household waste per household.	304kg	373.4kg	↔
NI 192	National	Percentage of household waste recycled.	31%	43%	↑
NI 195	National	Percentage of relevant land and highways from which unacceptable levels of litter, detritus, graffiti and fly-posting are visible.	0.33%	2%	↔
LTR2	Local	Percentage of valid PCN debts recovered.	81%	80%	↔
LTR3a	Local	Respond to percentage of PCN correspondence within 10 days.	100%	90%	↔
TPR1	Local	No more than 1 failing KPI's, per month on new Refuse and Street Cleansing contract	4	<3 per quarter	↑
TPR2	Local	No more than 3 failing KPI's, per month on new Highway Repairs and Maintenance contract.	0	<9 per quarter	↔
TPR3a	Local	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.)	8 (as at 1/1/16)	32.9 casualties per annum by 2016	↔

	National /Local	Description	Performance to date 1/3/16	Target 16/17	Variance on 15/16 target
TPR3b	Local	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.)	65 (as at 1/1/16)	294.9 casualties per annum by 2016	↔
<b>District Surveyors</b>					
LBC1	Local	To monitor targets for approval turnarounds for both standard applications and report to committee quarterly. (90% within 19 working days).	98%	90%	↔
LBC2	Local	To monitor targets for approval turnarounds for non-standard applications and report to committee quarterly. (90% within 26 working days).	94%	90%	↔
LBC3	Local	To issue a completion certificate within 10 days of the final inspection of completed building work in 90% of eligible cases.	88%	90%	↔
LBC4	Local	To monitor targets for Approvals in Principal turnarounds for standard applications (90% within 35 days)	NEW	90%	NEW
<b>Planning Policy</b>					
PP1	Local	Adopt revised Statement of Community Involvement by May 2016 to provide a context for public consultation on the Local Plan Issues and Options review stage commencing July 2016.	NEW	SCI May 2016 Local Plan I&O July 2016	↔
PP2	Local	Establish a Sustainability Officer post by April 2016 to focus on sustainability and establish a Sustainable City Forum online discussion site	NEW	Online Forum June 2016	NEW

	National /Local	Description	Performance to date 1/3/16	Target 16/17	Variance on 15/16 target
PP3	Local	Publish development pipeline information bi-annually (June & Dec) and publish Local Plan policy monitoring reports by July 2016 to complement Local Plan Issues and Options consultation.		July 2016	↔
PP4	National	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.		Bronze standard Green status	↔
PP5	Local	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.	99%	99%	↑
PP6	Local	Process all standard land charge searches within 6 working days.	100%	100% in 6 days	↔
<b>Development Management</b>					
DM1a	National	Process 70% of minor planning applications within 8 weeks or agreed timescales	71%	70%	↑
DM1b	National	Process 75% of other planning applications within 8 weeks or agreed timescales	74%	75%	↔
DM1c	National	Process 90% of Major planning applications within 13 weeks or agreed timescales	73%	90%	NEW
DM2	Local	Provide access observations to 95% planning applications within 14 days of receipt of information	90%	95%	↔
DM3	National	To manage responses to requests under the Freedom of Information act within 20 working days. (Statutory target of 85%)	97%	90%	↑
DM4	Local	Investigate 90% of alleged breaches of planning control within 10 working days of receipt of complaint.	90%	90%	↔