

Departmental Key Performance Indicators

	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	Q2	Q3	Q4	Annual figure
Transportation & Public Realm							
LTR2	Percentage of valid PCN debts recovered.	80%	82%	81%	82%	82%	81%
LTR3a	Respond to percentage of PCN correspondence within 10 days.	90%	100%	100%	100%	100%	100%
TPR2	No more than 3 failing KPI's, per month on new Highway Repairs and Maintenance contract.	<9 per quarter	0	0	0	0	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	32.9 casualties per annum by 2016	12	11	9	12*	44
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	294.9 casualties per annum by 2016	96	109	87	89*	381

Comments:

While this number remains an area of concern it is worth noting that the total number of casualties in 2015/16 has reduced slightly (390 casualties to 381 casualties) compared to 2014/15. Also while still above the KPI target, the number of KSI casualties in 2015/16 is reduced compared to 2014, from 55 to 44. (*The figures for Q4 are provisional).

The Road Danger Reduction strategy (received by this committee in February) is very much a live programme, and we continue to benefit from a close working partnership with the City Police.

		Target 15/16	Q1	Q2	Q3	Q4	Annual figure
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%	100%	100%	100%	98%
LBC2	To monitor targets for approval turnarounds for non-standard applications and report to committee quarterly. (90% within 26 working days).	90%	97%	97%	89%	96%	94%
LBC3	To issue a completion certificate within 10 days of the final inspection of completed building work in 90% of eligible cases.	90%	92%	91%	81%	92%	89%
Comments: LBC3 a slight dip in Q3 figures due to staff shortages and delays in recruitment, but as you will see we are back on track for successful delivery of this KPI.							
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	Ongoing	Ongoing	Ongoing	On track
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	Scoped Sept.; report to Oct P&T cttee	Local Plan review agreed in principle Oct; revised LDS agreed Dec	Initial scoping considered by Sub- Comm March	On track

		Target 15/16	Q1	Q2	Q3	Q4	Annual figure
						2016	
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	Local Plan monitoring ongoing	Development Info published Nov 2015	Local Plan monitoring ongoing	On track
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	Bronze standard and Green status	Bronze standard and Green status	Bronze standard and Green status	On track
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%	100%	98.5%	100%	99%
PP6	Process all standard land charge searches within 6 working days.	100%	100%	100%	100%	80%	95%
Comment: PP6 was low for Q4 due to long term staff absence, this is now back on track for Q1							
Development Management							
DM1a	Process 65% of minor planning applications within 8 weeks	65%	70%	61%	98%	96%	81%
DM1b	Process 75% of other planning applications within 8 weeks	75%	66%	80%	88%	96%	82%
DM1c	Negotiate with applicants such as to be in a position to recommend 95% of all planning applications	95%	96%	98%	98%	95%	96%
DM6	Provide access observations to 95% planning applications within 14 days of receipt of information	95%	95%	98%	80%	67%	85%
DM7	To manage responses to requests	85%	100%	97%	95%	95%	96%

Key Performance Indicators

Appendix A

		Target 15/16	Q1	Q2	Q3	Q4	Annual figure
	under Freedom of Information within 20 working days.						
DM8	Investigate 90% of alleged breaches of planning control within 10 working days of receipt of complaint.	90%	90%	90%	90%	90%	90%
<p>Comment: DM6 due to delays in recruitment this KPI has slipped in the last two quarters. New staff are in place and we are confident this KPI will be back on track shortly.</p>							