

## Departmental Key Performance Indicators

Green	This indicator is performing to or above the target.
Yellow	This indicator is a cause for concern, frequently performing just under target.
Red	The indicator is performing below the target.

		Target 16/17	Q4	Q1	
<b>Transportation &amp; Public Realm</b>					
LTR2	Percentage of valid PCN debts recovered.	80%	82%	83%	Green
LTR3a	Respond to percentage of PCN correspondence within 10 days.	90%	100%	100%	Green
TPR2	No more than 3 failing KPI's, per month on new Highway Repairs and Maintenance contract.	<9 per quarter	0	0	Green
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	Yellow
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	89*	83	Yellow
<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%	100%	100%	Green

		Target 16/17	Q4	Q1	
LBC2	To monitor targets for approval turnarounds for non-standard applications and report to committee quarterly. (90% within 26 working days).	90%	96%	94%	Green
LBC3	To issue a completion certificate within 10 days of the final inspection of completed building work in 90% of eligible cases.	90%	92%	93%	Green
<b>Planning Policy</b>					
PP1	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	NEW	Revised SCI adopted July 2016; Local Plan consultation deferred until September	Green
PP2	Establish a Sustainability Officer post by April 2016 to focus on sustainability and establish a Sustainable City Forum online discussion site	NEW	NEW	Sustainability planner appointed Feb 2016; Internal Sustainable City Forum established June 2016	Green
PP3	Publish development pipeline information bi-annually (June & Dec) and publish monitoring reports on Local Plan policies by Oct 2015.			March data published May 2016	Green
PP4	Submit address and street gazetteer updates to the national hub at new Bronze standard and	Bronze standard Green	Bronze standard Green	Bronze standard Green status	Green

		Target 16/17	Q4	Q1	
	maintain Green status for development monitoring submissions to the London Development Database.	status	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%	99.8%	Green
PP6	Process all standard land charge searches within 6 working days.	100%	80%	100%	Green
<b>Development Management</b>					
DM1a	Process 65% of minor planning applications within 8 weeks	70%	96%	98%	Green
DM1b	Process 75% of other planning applications within 8 weeks	75%	96%	97%	Green
DM1c	Negotiate with applicants such as to be in a position to recommend 95% of all planning applications	90%	95%	97%	Green
DM6	Provide access observations to 95% planning applications within 14 days of receipt of information	95%	67%	94%	Green
DM7	To manage responses to requests under Freedom of Information within 20 working days.	90%	100%	97%	Green
DM8	Investigate 90% of alleged breaches of planning control within 10 working days of receipt of complaint.	90%	90%	90%	Green