

Key Performance Indicators (KPIs) 2010-11:

Our KPIs are reported to Committee on a quarterly basis and reviewed annually to ensure their continued relevance.

Local targets are prefaced with L and are taken from Divisional business plans and monitored locally e.g. LBC1 = local Building Control indicator no.1. National targets are prefaced with NI and are monitored both internally and externally.

	Highways and Cleansing	Target 2010-11
LHM2	The standards of safety and workmanship for road works activities as measured by the Considerate Contractor Scheme (%).	70%
NI 191	To reduce the residual annual household waste per household.	<565 kgs
NI 192	Percentage of household waste recycled.	40%
NI 193	Percentage of municipal waste land filled.	<75%
NI 195	The percentage of relevant land and highways (%) from which unacceptable levels of litter, detritus, graffiti and fly-posting are visible.	<2%
LPC 12	Percentage of sites in Clean City Awards Scheme achieving Merit award standard or above.	95%
	Parking	Target 2010-11
LTR2	The recovery rate for Penalty Charge Notices.	80%
LTR3a	The number of days taken to respond to 90% of all correspondence.	15 days max
	District Surveyor's (Building Control)	Target 2010-11
LBC1	To decide 90% of standard 5 week applications within the timescale compared with the number of applications received under these terms.	90%/19 days
LBC2	To decide 90% of 8 week applications within the timescale where this has been agreed compared with the number of applications received under these terms.	90%/26 days
LBC3	To issue a completion certificate within 14 days of the final inspection of completed building work in 80% of eligible cases.	80%
	Tower Bridge	Target 2010-11
LTB1	To achieve the income target for all tourism activities at Tower Bridge.	£2,447,000
LTB2	To achieve the income target for Monument admissions.	£363,000
LTB7	Performance against Customer Care standards in Exhibition.	90%

Appendix 2.5

	Environmental Health and Public Protection	Target 2010-11
NI 182	Satisfaction of business with local authority regulation services.	80%
NI 194	Air Quality - 5% reduction in NOx and primary PM10 emissions through local authority's estate and operations. (<i>Over 2 years 2009-2011</i>).	5% reduction
LEH1	To improve overall Food Hygiene Standards in the City by reducing the compliance risk ratings for food businesses compared to previous inspections.	<15
LTS6	All applications for an interim review and/or review of a premises licence granted under the provisions of the Licensing Act 2003 shall be processed, appropriate records produced and public hearings scheduled and held within 48 hours and 20 working days respectively from the receipt of formal notification.	100%
LTS8	Percentage of identified "rogue traders" brought to compliance.	80%
	Port Health and Veterinary Services	Target 2010-11
LPH1	Percentage of consignments of products of animal origin (POAO) that satisfy the checking requirements cleared within seven days of presentation of documents/consignments.	90%
LTS 7	Less than 5% of missed flights for transit of animals caused by the Animal Reception Centre (ARC).	<4%
	Cemetery and Crematorium	Target 2010-11
LCC2a	Maintain our market share of burials above 7%.	7%
LCC2b	Maintain our market share of cremations above 24%.	24%
LCC5	Percentage of income for the Cemetery & Crematorium compared with the target income of £3.84M.	100%
	Service Response Standards	Target 2010-11
SRS A	City Corporation Staff to complete a Visitor Form for all pre-arranged meetings where Visitors arrive at Guildhall North or West Wing receptions.	100%
SRS B	Where an appointment is pre-arranged, visitors should be met within 10 minutes of the specified time where Visitors arrive at Guildhall North or West Wing receptions.	100%
SRS C	Emails to all published (external-facing) email addresses to be responded to within 1 day.	100%
SRS D	A full response to requests for specific information or services requested via email within 10 days.	100%
SRS E	Telephone calls to be picked up and answered within 5 rings/20 seconds.	90%
SRS F	Where possible calls to be answered by a human voice.	100%