

















Appendix A






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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 | Q1 | Q2 | Q3 | Q4 | Year End | 12/13 Performance against target |
|--|--|-------------------------------|--------|--------|--------|--------|----------|---|
| Transportation & Public Realm | | | | | | | | |
| NI 191 | To reduce the residual annual household waste per household. | <565 kgs | 104.12 | 102.18 | 98.25 | 84.71 | 389.26 |  |
| NI 192 | Percentage of household waste recycled. | 40% | 32% | 36.45% | 39.01% | 40.81% | 37.07% |  |
| NI 195 | Percentage of relevant land and highways from which unacceptable levels of litter, detritus, graffiti and fly-posting are visible. | <2% | n/a | 1.16% | 0.86% | 1.04% | 1.02% |  |
| LTR2 | Percentage of valid PCN debts recovered. | 80% | 80% | 81% | 81% | 83% | 81.25% |  |
| LTR3a | Respond to percentage of PCN correspondence within 15 days. | 90% | 100% | 100% | 100% | 100% | 100% |  |
| TPR1 | No more than 3 failing KPIs, per month on new Refuse and Street Cleansing contract | <9 per quarter / 36 per annum | 8 | 6 | 8 | 5 | 27 |  |
| TPR2 | No more than 3 failing KPIs, per month on new Highway Repairs and Maintenance contract. | <9 per quarter / 36 per annum | 0 | 0 | 3 | 2 | 5 |  |

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| | | Target | Q1 | Q2 | Q3 | Q4 | Year End | 12/13 Performance against target |
|---------------------------|---|-----------|-------------------|--------------|--------------|--------------|-----------------|---|
| TPR3a | Reduction by 10% of number of persons killed and seriously injured compared to 2010 baseline (45 persons). | Quarterly | Reduction 0.42% * | Increase 48% | Increase 38% | Increase 77% | Increase 40.65% |  |
| TPR3b | Reduction by 5% of number of total road traffic casualties compared to 2010 baseline (350 persons). | Quarterly | Increase 3.5% * | Increase 36% | Increase 34% | Increase 20% | Increase 23.38% |  |
| TPR4 | No more than 10 unresolved 'time banding' queries. | <10 | 0% | 0 | 0 | 0 | 0 |  |
| Comments | NI192: While the average figure is lower than the target, due to new working practices the target is now being met. TPR3: Report to Committee Jan 2013 | | | | | | | |
| District Surveyors | | | | | | | | |
| LBC1 | To decide 90% of standard 5 week applications within the timescale compared with the number of applications received under these terms. | 90% | 89% | 100% | 92% | 100% | 95.25% |  |
| LBC2 | To decide 90% of 8 week applications within the timescale where this has been agreed compared with the number of application received under these terms. | 90% | 94% | 93% | 90% | 93% | 92.50% |  |
| LBC3 | To issue a completion certificate within 10 days of the final inspection of completed building work in 85% of eligible cases. | 85% | 90% | 89% | 86% | 88% | 88.25% |  |
| | | | | | | | | |

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| | | Target | Q1 | Q2 | Q3 | Q4 | Year End | 12/13 Performance against target |
|------------------------|---|--------|----------|----------|----------|----------|----------|---|
| Planning Policy | | | | | | | | |
| PP1 | Consult the public on the City's preliminary draft Community Infrastructure Levy (CIL) by October 2012 and the draft CIL by March 2013 | | on track | on track | on track | on track | DELAY |  |
| PP2 | Consult the public on the draft LDF Development Management Development Plan Document by January 2013 | | on track | on track | on track | on track | DONE |  |
| PP3 | Publish development pipeline information bi-annually (June & Dec) and publish initial analysis of the 2011 Census for the City by December 2012 | | on track | on track | on track | on track | DONE |  |
| PP4 | Improve the match of gazetteer to Non-Domestic Rate records from 80% to 85% during 2012/13. | 85% | 83% | 86% | 87% | 89% | 86.25% |  |
| PP5 | Ensure internal and public-facing GIS services are availability 98% of the working day (excluding IS service disruptions). | 98% | 100% | 99% | 99% | 99% | 99.25% |  |
| Comments | <p>PP1: Preliminary Draft CIL public consultation was March-May 2013. Delay was due to extra time needed to achieve officer and member consensus on the proposed CIL rates. Draft CIL consultation is scheduled for July-September 2013.</p> <p>PP2: Draft Local Plan public consultation was January-March 2013.</p> <p>PP3: Development info pipeline information was published ahead of schedule in April and November 2012. Census 2011 initial analysis was published ahead of schedule in November 2012.</p> | | | | | | | |

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| | | Target | Q1 | Q2 | Q3 | Q4 | Year End | 12/13 Performance against target |
|-------------------------------|--|--------|----------|----------|----------|----------|----------|----------------------------------|
| Development Management | | | | | | | | |
| DM1a | Process 65% of minor planning applications within 8 weeks | 65% | 81% | 61% | 71% | 66% | 69.75% | 😊 |
| DM1b | Process 75% of other planning applications within 8 weeks | 75% | 73% | 71% | 72% | 75% | 72.75% | 😐 |
| DM1c | To negotiate schemes such that 95% are eligible for approval on initial application. | 95% | 99% | 96% | 99% | 99% | 98% | 😊 |
| DM3 | Process 100% of standard land charge searches within 8 working days (11-12 target 100% in 10 days) | 100% | 100% | 100% | 100% | 100% | 100% | 😊 |
| DM4 | To publish 6 conservation area appraisals and management proposals by 31st March 2013 | 6 | On track | On track | On track | On track | Done | 😊 |
| DM5 | Ensure 90% of valid planning applications are viewable online within 3 working days of validation | 90% | 92% | 92% | 90% | 94% | 92% | 😊 |
| DM6 | Provide access team observations to 100% planning applications within 14 days of receipt of information | 100% | 95% | 95% | 98% | 98% | 96% | 😐 |
| DM7 | To provide responses to requests under the Freedom of Information Act within 20 working days. (Statutory target of 85%) | 85% | 98% | 96% | 95% | 100% | 97.25% | 😊 |
| Comments | DM4: Adopted and published 18 September 2012 <ul style="list-style-type: none"> Smithfield Conservation Area Character Summary and Management Strategy Bow Lane Conservation Area Character Summary and Management Strategy Queen Street Conservation Area Character Summary and Management Strategy | | | | | | | |

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|--|--------|----|----|----|----|----------|----------------------------------|
| Adopted and published 22 March 2013 | | | | | | | |
| <ul style="list-style-type: none"> Eastcheap Conservation Area Character Summary and Management Strategy Fenchurch Street Station Conservation Area Character Summary and Management Strategy St Paul's Cathedral Conservation Area Character Summary and Management Strategy | | | | | | | |

| Service Response Standards | | | | | | | | |
|----------------------------|--|------|-------|-------|------|-------|--------|---|
| SRS C | Emails to all published (external-facing) email addresses to be responded to within 1 day | 100% | 80% | 67% | 100% | 100% | 86.75% | ☹ |
| SRS D | A full response to requests for specific information or services requested via email within 10 days. | 100% | 80% | 100% | 80% | 100% | 90% | ☺ |
| SRS E | Telephone calls to be picked up and answered within 5 rings/20 seconds | 90% | 91% | 92% | 92% | 92.3% | 91.8% | ☺ |
| SRS F | Where possible calls to be answered by a human voice [Voicemail element only target = less than 10%] | 10% | 11.4% | 11.5% | 11% | 11.1% | 11.25% | ☹ |
| Comments | <p>SRS C & D: The small volume tested results is significant changes in results, however new procedures are in place from one box which was a cause for concern.</p> <p>SRS F: A large volume of Officers are on site and out of the office as part of their working day, we have set up procedures in teams to ensure, as much as possible callers are given the option to speak to a person, however due to their technical nature callers tend to leave voice mail.</p> | | | | | | | |