

Departmental Key Performance Indicators

		Target 13/14	Target 14/15
	Transportation & Public Realm		
NI 191	To reduce the residual annual household waste per household.	508.5kg	373.4kg
NI 192	Percentage of household waste recycled.	41%	43%
NI 195	Percentage of relevant land and highways from which unacceptable levels of litter, detritus, graffiti and fly-posting are visible.	2%	2%
LTR2	Percentage of valid PCN debts recovered.	80%	80%
LTR3a	Respond to percentage of PCN correspondence within 10 days.	90%	90%
TPR1	No more than 3 failing KPI's, per month on new Refuse and Street Cleansing contract	<9 per quarter	<9 per quarter
TPR2	No more than 3 failing KPI's, per month on new Highway Repairs and Maintenance contract.	<9 per quarter	<9 per quarter
TPR3a	Reduction by 10% in the number of persons killed or seriously injured compared to the 2010 baseline persons killed or seriously injured.	Target ≤ 9 persons	Target ≤ 9 persons
TPR3b	Reduction by 5% (or 19 people) in the total number of road traffic casualties compared to 2010 baseline	Target ≤ 90 persons	Target ≤ 90 persons
TPR4	No more than 10 unresolved 'time banding' queries.	n/a	10
TPR5	3 New Area Strategies agreed by Committee by March 31st 2014	n/a	3
TPR6	90% street works in full compliance with the services 5 point communication plan.	n/a	90%
	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%	90%
LBC2	To monitor targets for approval turnarounds for non-standard applications and report to committee quarterly. (90% within 26 working	90%	90%

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	days).		
LBC3	To issue a completion certificate within 10 days of the final inspection of completed building work in 90% of eligible cases.	85%	90%
	Planning Policy		
PP1	Adopt the City's Community Infrastructure Levy (CIL) in May 2014 and implement by July 2014.	n/a	July 2014
PP2	Submit draft Local Plan in May 2014 for examination in autumn 2014 and adoption in March 2015	n/a	March 2015
PP3	Publish development pipeline information bi-annually (June & Dec) and publish 2011 Census analysis on workers and travel to work by August 2014.	n/a	August 2014
PP4	Submit local land and property gazetteer updates at least weekly to the National Address Gazetteer and maintain submissions of the local street gazetteer at Gold standard.	Gold Standard	Gold Standard
PP5	Ensure internal and public-facing GIS services are available 98% of the working day (excluding IS service disruptions) and implement improved GIS within Dept and at Epping Forest by March 2015.	98%	98%
	Development Management		
DM1a	Process 65% of minor planning applications within 8 weeks	65%	65%
DM1b	Process 75% of other planning applications within 8 weeks	75%	75%
DM1c	Negotiate with applicants such as to be in a position to recommend 95% of all planning applications	n/a	95%
DM2	To seek a BREEAM status of Excellent or above on all relevant planning applications	n/a	100%
DM3	Process 100% of standard land charge searches within 7 working days.	100%	100%
DM6	Provide access observations to 95% planning applications within 14 days of receipt of information	95%	95%
DM7	To manage responses to requests	85%	85%

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	under the Freedom of Information act within 20 working days. (Statutory target of 85%)		
DM8	Investigate 90% of alleged breaches of planning control within 10 working days of receipt of complaint.	90%	90%
	Service Response Standards		
SRS A	All external visitors to be pre-notification via the visitor management system.	100%	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%	100%
SRS C	Emails to all published (external-facing) email addresses to be responded to within 1 day.	100%	100%
SRS D	A full response to requests for specific information or services requested via email within 10 days.	100%	100%
SRS E	Telephone calls to be picked up and answered within 5 rings/20 seconds	90%	90%
SRS F	Voicemail element only target 10%	10%	10%

