Departmental Key Performance Indicators
(NI = National Indicators)

Ref:	Division	Actual 2011-12			Target 2012-13
		Q1	Q2	Q3	
	Transportation & Public Realm				
NI 191	To reduce the residual annual household waste per household.	116.8kg	118.45kg	127.99kg	**<565 kgs**
NI 192	Percentage of household waste recycled.	39.34%	37.68%	33.09%	**40%**
NI 195	Percentage of relevant land and highways from which unacceptable levels of litter, detritus, graffiti and fly-posting are visible.	2.29%	2.29%	1.5%	**2%**
LTR2	Percentage of valid PCN debts recovered.	81%	81%	80%	**80%**
LTR3a	Respond to percentage of PCN correspondence within 15 days.	100%	100%	100%	**90%**
TPR1	No more than 3 failing KPIs, per month on new Refuse and Street Cleansing contract	n/a	n/a	n/a	**<9 per quarter**
TPR2	No more than 3 failing KPIs, per month on new Highway Repairs and Maintenance contract.	n/a	n/a	n/a	**<9 per quarter**
TPR3a	Reduction by 10% of number of persons killed and seriously injured compared to 2010 baseline (45 persons).	n/a	n/a	n/a	**Quarterly**
TPR3b	Reduction by 5% of number of total road traffic casualties compared to 2010 baseline (350 persons).	n/a	n/a	n/a	**Quarterly**
TPR4	No more than 10 unresolved 'time banding' queries.	n/a	n/a	n/a	**<10**
TPR5	90% street works in full compliance with the services 5 point communication plan.	n/a	n/a	n/a	**90%**

	District Surveyor's (Building Control)				
LBC1	To decide 90% of standard 5 week applications within the timescale compared with the number of applications received under these terms.	100%	80%	100%	**90%**
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.	88%	80%	90%	**90%**
LBC3	To issue a completion certificate within 10 days of the final inspection of completed building work in 85% of eligible cases. (was 14 days in 2011/12)	87%	89%	96%	**85%**
	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.	n/a	n/a	n/a	
PP2	Consult the public on the draft LDF Development Management Development Plan Document by January 2013	n/a	n/a	n/a	
PP3	Publish development pipeline information bi-annually (June & Dec) and publish initial analysis of the 2011 Census for the City by December 2012	May 2011	n/a	Nov 2011	
PP4	Improve the match of gazetteer to Non-Domestic Rate records from 80% to 85% during 2012/13.			n/a	**85%**
PP5	Ensure internal and public-facing GIS services are availability 98% of the working day (excluding IS service disruptions).			n/a	**98%**

		Actual 2011-12Q2			Target 2012-13
	Development Management	Q1	Q2	Q3	
DM1a	Process 65% of minor planning applications within 8 weeks	72.5%	59.18%	30%	**65%**
DM1b	Process 75% of other planning applications within 8 weeks	57.89%	62.20%	48.15%	**75%**
DM1c	To negotiate schemes such that 95% are eligible for approval on initial application.	99%	99%%	95%	**95%**
DM3	Process 100% of standard land charge searches within 8 working days (11-12 target 100% in 10 days)	100%	100%	100%	**100%**
DM4	To publish 6 conservation area appraisals and management proposals by 31st March 2013	n/a	n/a	n/a	**6**
DM5	Ensure 90% of valid planning applications are viewable online within 3 working days of validation	n/a	n/a	n/a	**90%**
DM6	Provide access team observations to 100% planning applications within 14 days of receipt of information	96%	96%	98%	**100%**
DM7	To provide responses to requests under the Freedom of Information Act within 20 working days. (Statutory target of 85%)	n/a	n/a	n/a	**85%**
	Service Response Standards				
SRS C	Emails to all published (external-facing) email addresses to be responded to within 1 day.	67%	75%	100%	**100%**
SRS D	A full response to requests for specific information or services requested via email within 10 days.	100%	100%	80%	**100%**
SRS E	Telephone calls to be picked up and answered within 5 rings/20 seconds	94.14%	94.60%	93.99%	**90%**
SRS F	Where possible calls to be answered by a human voice [Voicemail element only target = less than 10%]	7.04%	15.85%	11.59%	**10%**