

Appendix B

Departmental Key Performance Indicators

(NI = National Indicators)

Ref:		Target 2012-13
	Transportation & Public Realm	
NI 191	To reduce the residual annual household waste per household.	<565 kgs
NI 192	Percentage of household waste recycled.	40%
NI 195	Percentage of relevant land and highways from which unacceptable levels of litter, detritus, graffiti and fly-posting are visible.	2%
LTR2	Percentage of valid PCN debts recovered.	80%
LTR3a	Respond to percentage of PCN correspondence within 15 days.	90%
TPR1	No more than 3 failing KPIs, per month on new Refuse and Street Cleansing contract	<9 per quarter
TPR2	No more than 3 failing KPIs, per month on new Highway Repairs and Maintenance contract.	<9 per quarter
TPR3a	Reduction by 10% of number of persons killed and seriously injured compared to 2010 baseline (45 persons).	Quarterly
TPR3b	Reduction by 5% of number of total road traffic casualties compared to 2010 baseline (350 persons).	Quarterly
TPR4	No more than 10 unresolved 'time banding' queries.	<10
TPR5	90% street works in full compliance with the services 5 point communication plan.	90%
	District Surveyor's (Building Control)	Target 2012-13
LBC1	To decide 90% of standard 5 week applications within the timescale compared with the number of applications received under these terms.	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.	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)	85%
	Planning Policy	Target 2012-13
PP1	Consult the public on the City's preliminary draft Community Infrastructure Levy (CIL) by October 2012 and the draft CIL by March 2013.	
PP2	Consult the public on the draft LDF Development Management Development Plan Document by January 2013	
PP3	Publish development pipeline information bi-annually (June & Dec) and publish initial analysis of the 2011 Census for the City by December 2012	
PP4	Improve the match of gazetteer to Non-Domestic Rate records from 80% to 85% during 2012/13.	85%
PP5	Ensure internal and public-facing GIS services are availability 98% of the working day (excluding IS service disruptions).	98%

		Target 2012-13
	Development Management	
DM1a	Process 65% of minor planning applications within 8 weeks	65%
DM1b	Process 75% of other planning applications within 8 weeks	75%
DM1c	To negotiate schemes such that 95% are eligible for approval on initial application.	95%
DM3	Process 100% of standard land charge searches within 8 working days (11-12 target 100% in 10 days)	100%
DM4	To publish 6 conservation area appraisals and management proposals by 31 st March 2013	6
DM5	Ensure 90% of valid planning applications are viewable online within 3 working days of validation	90%
DM6	Provide access team observations to 100% planning applications within 14 days of receipt of information	100%
DM7	To provide responses to requests under the Freedom of Information Act within 20 working days. (Statutory target of 85%)	85%
	Service Response Standards	
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 [Voicemail element only target = less than 10%]	10%