New Key Performance Information Booklet

Kettering
Borough Council

Need Further Information?

For further information on the contents of this performance booklet please contact Guy Holloway on 01536 534 243.

<u>Members of the Monitoring & Audit Committee:</u>

If you want to go into further detail on any of the areas contained within the performance booklet at the Monitoring and Audit Committee, please contact either David Pope on 01536 535 661 or Anne Ireson on 01536 534 398 no less than 3 working days in advance of the meeting.

Contents

Financial Information

For the latest Financial Information please refer to the Executive Report dated 17th April 2019, entitled 'Maintaining a Durable Budget'.

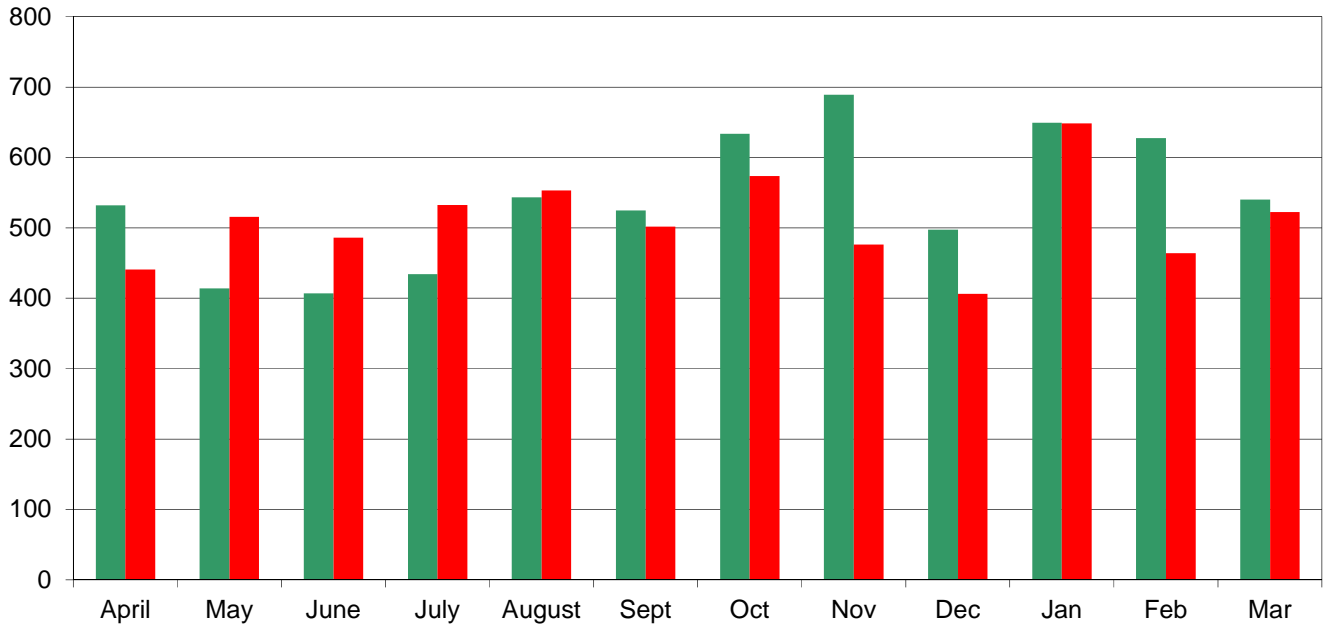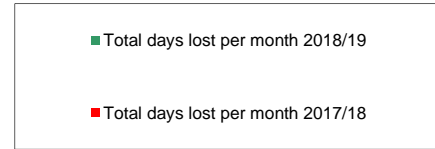The report can be found online at www.kettering.gov.uk

Performance Update

PI Ref.	Description of PI	17/18 Outturn	Top Quartile	March 2017/18	March 2018/19	Volume	2018/19 Profiled Target	2018/19 Target	2019/20 Target
Managing Growth									
NI 154	Net additional homes provided	650	N/A	650	**644**			634	634
NI 155	Number of affordable homes delivered	208	N/A	208	**135**			228	228
NI 157a	Planning major applications processed in 13 weeks	95.45%	89.00%	95.45%	**91.67%**	33/36		90%	90%
NI 157b	Planning minor applications processed in 8 weeks	96.64%	87.00%	96.64%	**95.54%**	150/157		95%	95%
NI 157c	Planning other applications processed in 8 weeks	98.05%	94.00%	98.05%	**98.35%**	416/423		95%	95%
LPI 204	% of appeals against authority's decision to refuse planning applications	42.1%	26.7%	42.1%	**17.6%**	3/17		30%	30%
Efficient and Effective Service Delivery									
MPI 25	Percentage of calls answered by switchboard	89.82%	N/A	89.82%	**98.35%**			90.0%	90.0%
MPI 26	Percentage of calls answered within 10 rings by switchboard	87.64%	N/A	87.64%	**85.45%**			90.0%	90.0%
LPI 78a	Average time to process new benefits claims (days)	24.63	21.2	24.63	**25.89**	42304/1634		21.00	21.00
LPI 78b	Average time to process change in circumstances (days)	5.93	7	5.93	**5.87**	161400/27474		12.00	12.00
Enhanced Local Government									
MPI 8	% Invoices paid on time	95.10%	97.01%	95.10%	**95.1%**	20621/21673		99%	99%
LPI 9	% Council Tax collected	97.84%	98.5%	97.84%	**97.86%**		97.50%	97.50%	97.50%
LPI 10	% NNDR collected	99.39%	99.36%	99.39%	**99.36%**		99%	99%	99%
LPI 12	Days staffing lost (per member of staff)	13.38	8.33	13.38	**13.49**	8	8	8	
LPI 66a	Proportion of rent collected	98.72%	98.63%	98.72%	**98.65%**			98.50%	98.50%
LPI 79b(i)	Overpaid benefit recovered as % of current year overpayments	74.52%	82.4%	74.52%	**89.12%**		70%	70%	70%
LPI 79b(ii)	Overpaid benefit recovered as % of total overpayments outstanding	28.82%	36.8%	28.82%	**27.23%**		35%	35%	35%
Greener environment									
NI 192	% of household waste recycled and composted	50.52%	43.18%	50.52%	**50.98% (Jan)**			52%	52%
Cleaner environment									
PI L02	Percentage of sites classed as acceptable (combined litter and detritus)	97.1%	N/A**	97.1%	**98.32% (Dec)**			N/A**	N/A**
PI L04	Percentage of sites classed as acceptable (litter)	99.6%	N/A**	99.6%	**100% (Dec)**			N/A**	N/A**
PI L05	Percentage of sites classed as grade A (fly-tipping)	98.7%	N/A**	98.7%	**99.29% (Dec)**			N/A**	N/A**
PI L02	Percentage of sites classed as acceptable (grounds maintenance)	97.8%	N/A**	97.8%	**99.43% (Dec)**			N/A**	N/A**

NOTES

	KEY		Target met or bettered
These indicators do not have profiled targets or volume information provided			Target missed
Descriptions of the figures listed in the 'Volume' column have been added to the Questions and Amendment log			Close to target or cannot compare to target
Please note due to the lead times for committee information the data may not be the latest available			
* Estimate based on current requirements and increased commencements at sites			
** The cleaner environment PIs have changed from the previous Keep Britain Tidy indicators to new APSE for 2017, which means there is no available historical data			

Current Rent Arrears 2018/2019
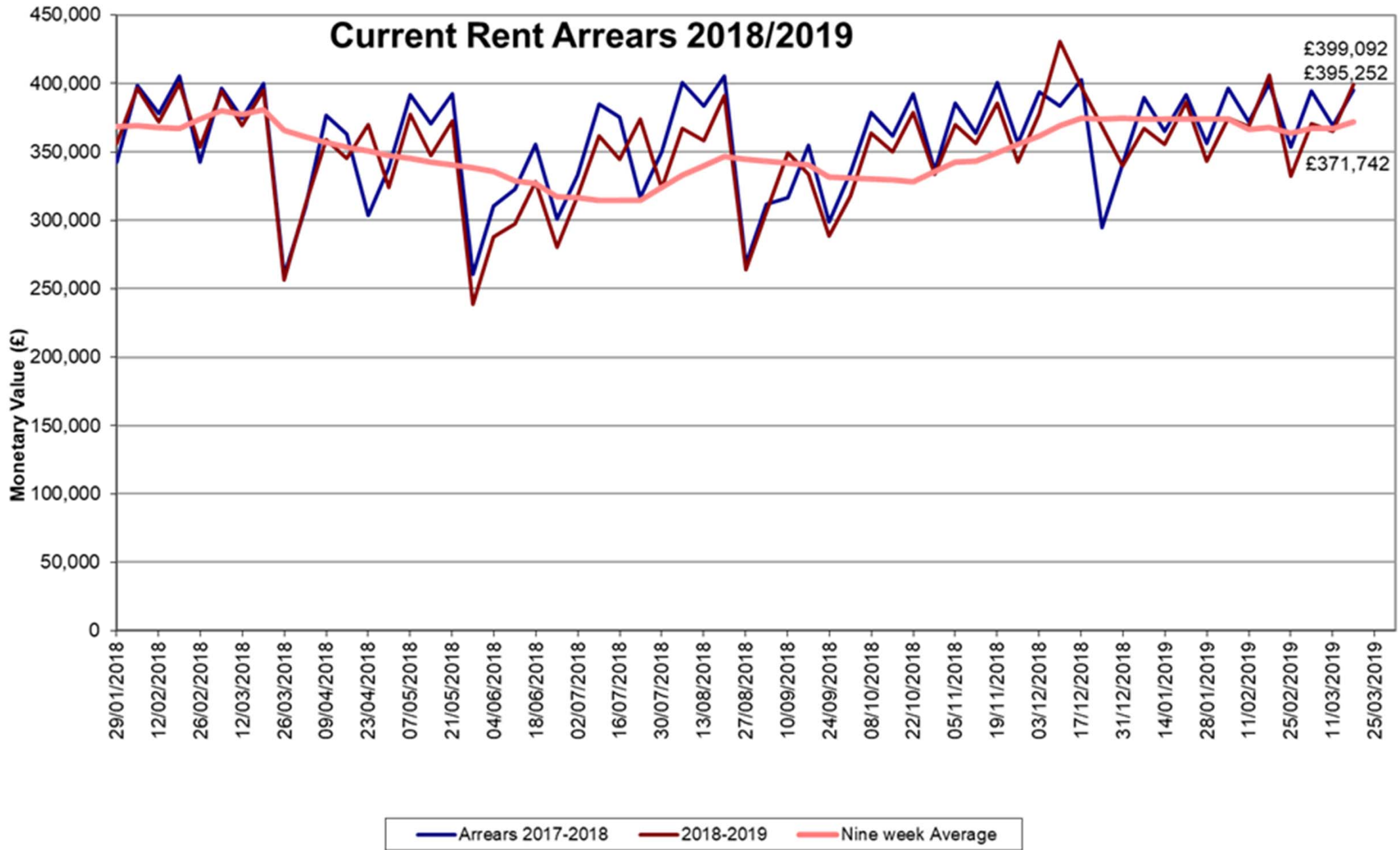
Staff Sickness Summary

Comparison of Sickness/Absence
Number of days lost each month - 17/18 & 18/19

Legend:
- Total days lost per month 2018/19 (green)
- Total days lost per month 2017/18 (red)

Comparison of Sickness/Absence
2017/18 & 2018/19

Legend:
- No of days per FTE 2018/19 (green)
- No of days per FTE 2017/18 (red)
- Target for year (black)

Month

LPI 12 | FTE Days Lost Due to Sickness Absence

Kettering *Borough Council*
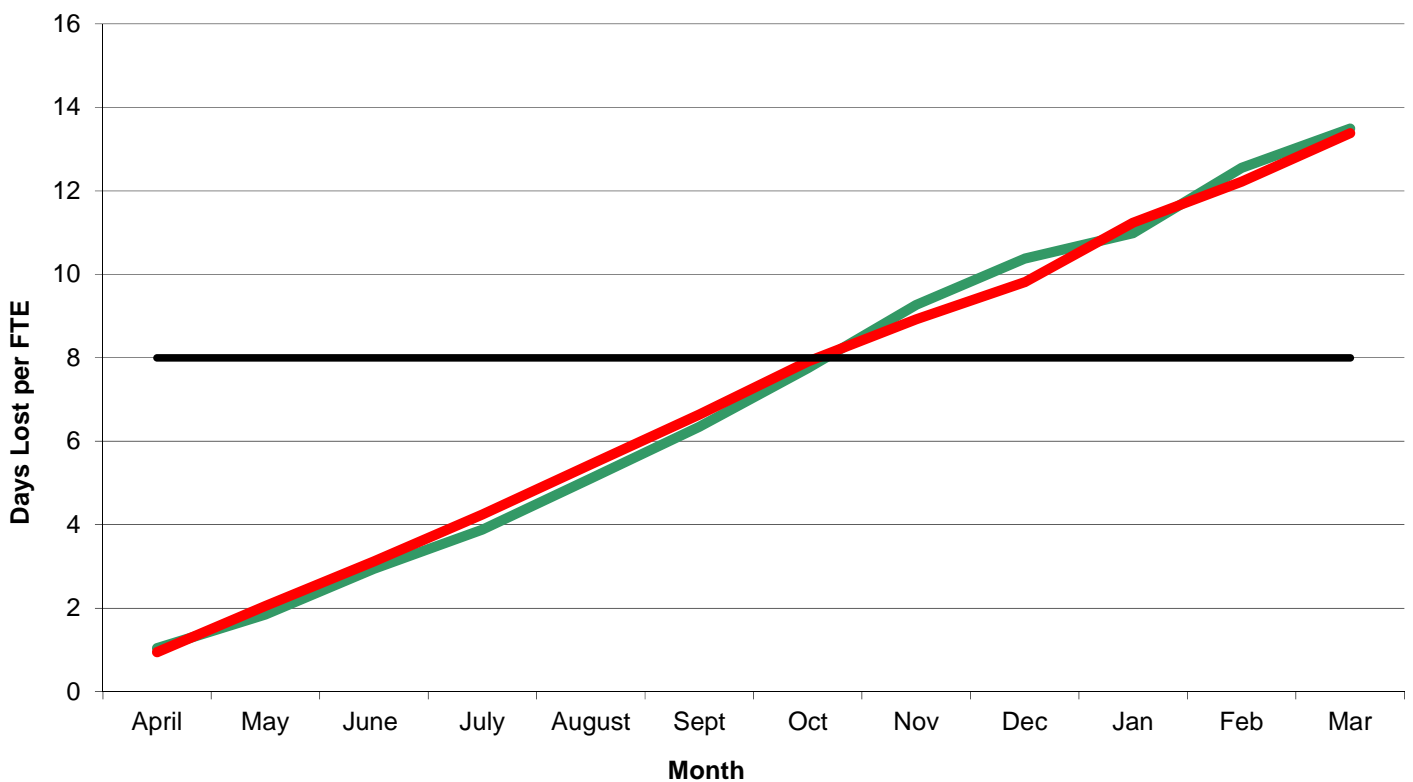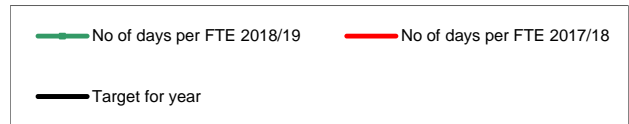
FTE Days Lost To Date 2018 TO 2019

	Current month:	12

Service Unit	FTE	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Totals YTD	WDL per F.T.E	Annualised
Corporate & Cultural Services	27.84	24.00	30.49	25.28	21.54	24.89	9.54	5.61	20.85	14.46	24.64	20.05	6.65	228.01	8.19	8.19
Customer Services	76.49	87.64	50.28	86.34	86.09	112.93	103.36	94.73	110.88	68.57	89.89	78.68	60.61	1030.00	13.47	13.47
Democratic & Legal Services	13.57	26.41	22.00	19.03	17.03	17.84	0.00	0.00	5.12	0.00	23.50	10.80	10.50	152.22	11.22	11.22
Development Services	43.41	30.92	8.00	4.00	12.20	45.80	41.00	61.17	18.20	4.00	24.00	18.00	17.60	284.89	6.56	6.56
Environmental Care	126.12	126.00	125.00	99.50	78.00	75.00	156.51	202.00	232.40	168.00	198.80	213.97	252.19	1927.38	15.28	15.28
Housing	127.00	213.77	156.23	138.46	194.43	239.31	186.57	212.88	220.23	175.76	218.28	230.31	181.20	2367.43	18.64	18.64
Public Services	39.45	21.00	22.00	34.43	21.00	27.50	21.00	52.50	55.00	41.00	39.80	33.00	9.60	377.83	9.58	9.58
Resources	18.40	0.54	0.00	0.00	4.08	0.00	4.73	4.89	21.22	22.41	19.86	11.95	0.00	89.68	4.87	4.87
SMT Support	9.00	1.50	0.00	0.00	0.00	0.00	2.00	0.00	5.00	3.00	10.00	11.00	2.00	34.50	3.83	3.83
Total WDL to date:	481.28	531.77	414.00	407.04	434.38	543.27	524.72	633.78	688.90	497.20	648.77	627.76	540.34	6491.93		
Self-certified sickness:		89.32	68.11	76.61	69.45	79.47	91.11	98.29	101.85	85.72	165.65	172.89	129.74	1228.19		
Medically-certified sickness:		442.45	345.89	330.43	364.93	463.80	433.61	535.49	587.05	411.48	483.12	454.86	410.61	5263.73		

Summary results:

Kettering Borough Council

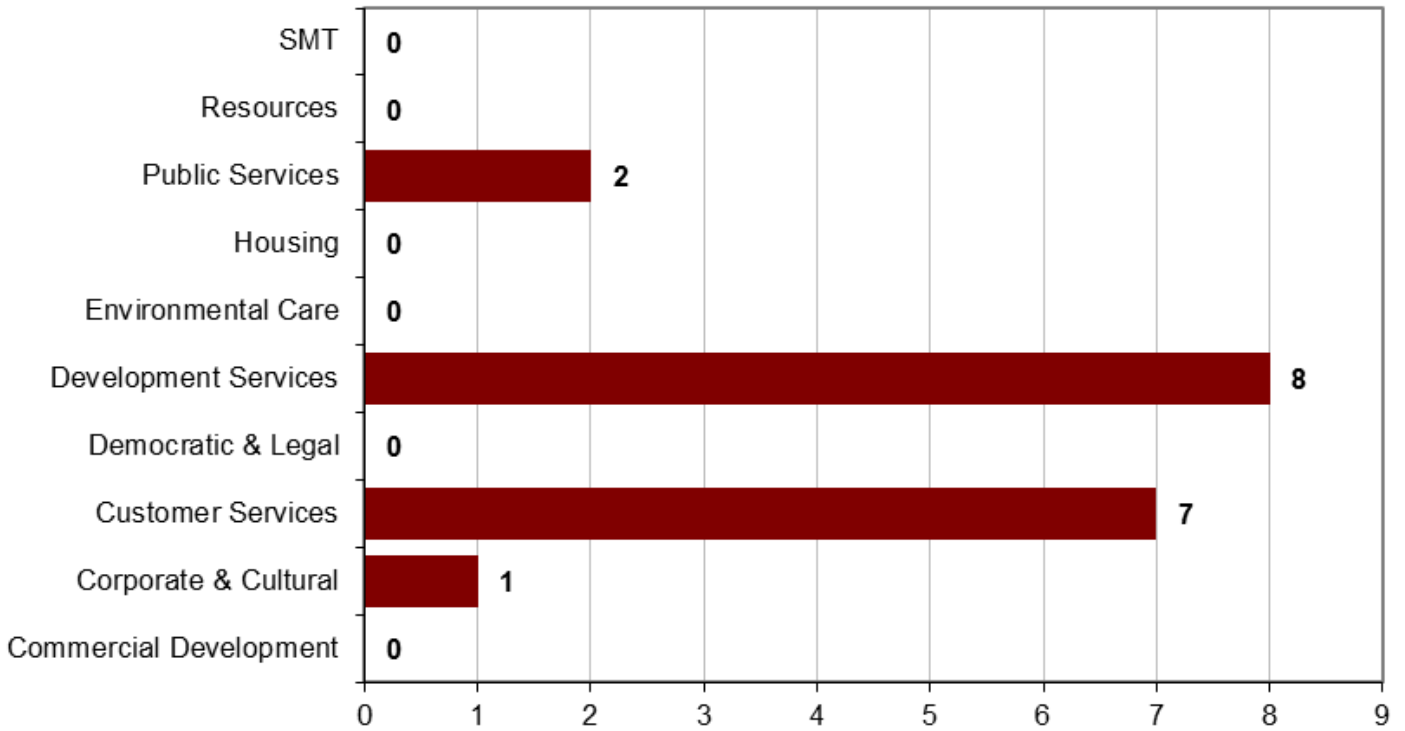|	
13.49	**Days lost per FTE to date**
13.49	**Total Annualised**
of which 2.55 (19%)	days are Self Certificated
and 10.94 (81%)	days are Certified
8.00	**TARGET**

FTE Days Lost Due to Sickness Absence - % age split between medically certificated & self certificated

Service Unit	Apr-18 total days	% med cert	% self cert	May-18 total days	% med cert	% self cert	Jun-18 total days	% med cert	% self cert	Jul-18 total days	% med cert	% self cert	Aug-18 total days	% med cert	% self cert	Sep-18 total days	% med cert	% self cert	Cum total	% age Med Cert	% age Self Cert
Corporate & Cultural Services	24.00	87.5%	12.5%	30.49	89%	11%	25.28	83%	17%	21.54	97%	3%	24.89	90%	10%	9.54	0%	100%	135.74	83%	17%
Customer Services	87.64	81.1%	18.9%	50.28	80%	20%	86.34	86%	14%	86.09	91%	9%	112.93	85%	15%	103.36	82%	18%	526.65	84%	16%
Democratic & Legal Services	26.41	100.0%	0.0%	22.00	100%	0%	19.03	89%	11%	17.03	100%	0%	17.84	100%	0%	0.00	0%	0%	102.30	98%	2%
Development Services	30.92	84.1%	15.9%	8.00	0%	100%	4.00	0%	100%	12.20	43%	57%	45.80	69%	31%	41.00	83%	17%	141.92	68%	32%
Environmental Care	126.00	67.5%	32.5%	125.00	72%	28%	99.50	76%	24%	78.00	62%	38%	75.00	72%	28%	156.51	79%	21%	660.01	72%	28%
Housing	213.77	89.8%	10.2%	156.23	93%	7%	138.46	88%	12%	194.43	90%	10%	239.31	90%	10%	186.57	93%	7%	1128.77	90%	10%
Public Services	21.00	100.0%	0.0%	22.00	100%	0%	34.43	61%	39%	21.00	100%	0%	27.50	98%	2%	21.00	90%	10%	146.93	89%	11%
Resources	0.54	0.0%	100.0%	0.00	0%	0%	0.00	0%	0%	4.08	0%	100%	0.00	0%	0%	4.73	0%	100%	9.35	0%	100%
SMT Support	1.50	0.0%	100.0%	0.00	0%	0%	0.00	0%	0%	0.00	0%	0%	0.00	0%	0%	2.00	0%	100%	3.50	0%	100%
Total working days lost to date:	**531.77**	**83.2%**	**16.8%**	**414.00**	**84%**	**16%**	**407.04**	**81%**	**19%**	**434.38**	**84%**	**16%**	**543.27**	**85%**	**15%**	**524.72**	**83%**	**17%**	**2855.17**	**83%**	**17%**

Service Unit	Oct-18 total days	% med cert	% self cert	Nov-18 total days	% med cert	% self cert	Dec-18 total days	% med cert	% self cert	Jan-19 total days	% med cert	% self cert	Feb-19 total days	% med cert	% self cert	Mar-19 total days	% med cert	% self cert	Cum total	% age Med Cert	% age Self Cert
Corporate & Cultural Services	5.61	0%	100%	20.85	66%	34%	14.46	76%	24%	24.64	38%	62%	20.05	60%	40%	6.65	0%	100%	228.01	70%	30%
Customer Services	94.73	88%	12%	110.88	77%	23%	68.57	82%	18%	89.89	62%	38%	78.68	77%	23%	60.61	63%	37%	1030.00	80%	20%
Democratic & Legal Services	0.00	0%	0%	5.12	0%	100%	0.00	0%	0%	23.50	100%	0%	10.80	93%	7%	10.50	100%	0%	152.22	95%	5%
Development Services	61.17	70%	30%	18.20	67%	33%	4.00	0%	100%	24.00	38%	63%	18.00	0%	100%	17.60	57%	43%	284.89	60%	40%
Environmental Care	202.00	92%	8%	232.40	88%	12%	168.00	83%	17%	198.80	81%	19%	213.97	74%	26%	252.19	82%	18%	1927.38	80%	20%
Housing	212.88	83%	17%	220.23	86%	14%	175.76	84%	16%	218.28	77%	23%	230.31	74%	26%	181.20	76%	24%	2367.43	85%	15%
Public Services	52.50	86%	14%	55.00	100%	0%	41.00	93%	7%	39.80	80%	20%	33.00	94%	6%	9.60	69%	31%	377.83	90%	10%
Resources	4.89	80%	20%	21.22	100%	0%	22.41	86%	14%	19.86	72%	28%	11.95	60%	40%	0.00	0%	0%	89.68	73%	27%
SMT Support	0.00	0%	0%	5.00	100%	0%	3.00	0%	0%	10.00	90%	10%	11.00	55%	45%	2.00	0%	100%	34.50	58%	33%
Total working days lost to date:	**633.78**	**84%**	**16%**	**688.90**	**85%**	**15%**	**497.20**	**83%**	**17%**	**648.77**	**74%**	**26%**	**627.76**	**72%**	**28%**	**540.34**	**76%**	**24%**	**6491.93**	**81%**	**19%**

Compliments and Complaints

Customer Complaints by Service Area - year to date

Service Area	Count
SMT	0
Resources	0
Public Services	2
Housing	0
Environmental Care	0
Development Services	8
Democratic & Legal	0
Customer Services	7
Corporate & Cultural	1
Commercial Development	0

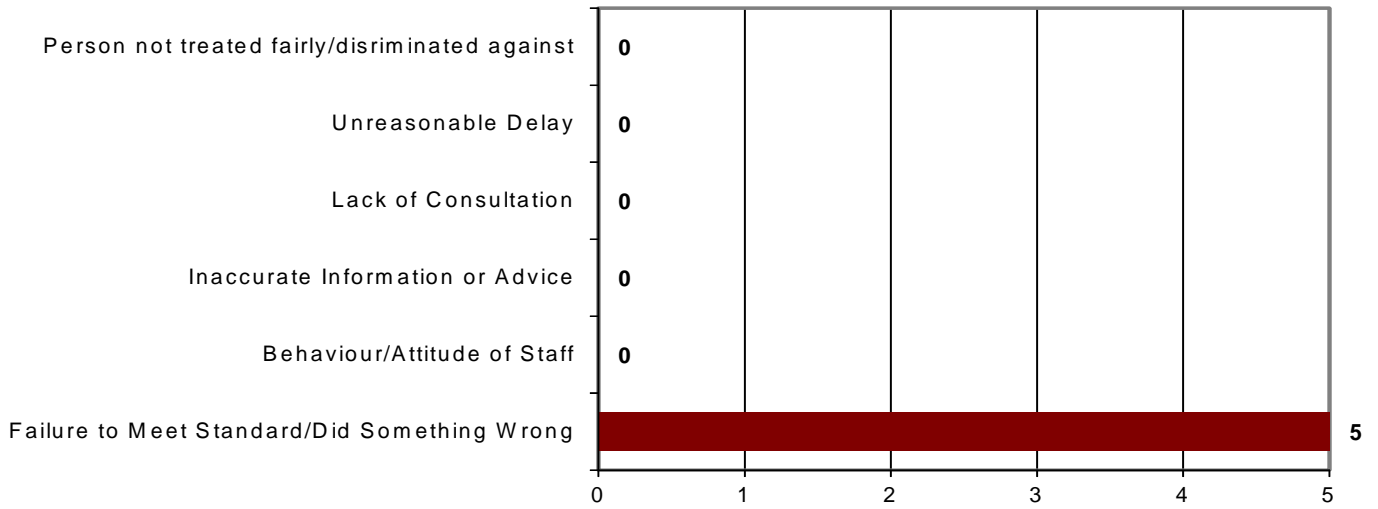## Customer Complaints by Category - year to date

0%

100%
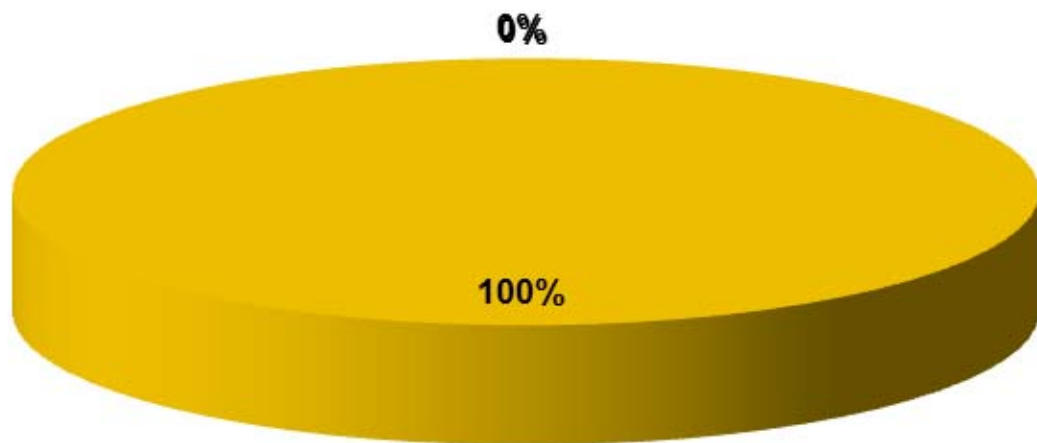
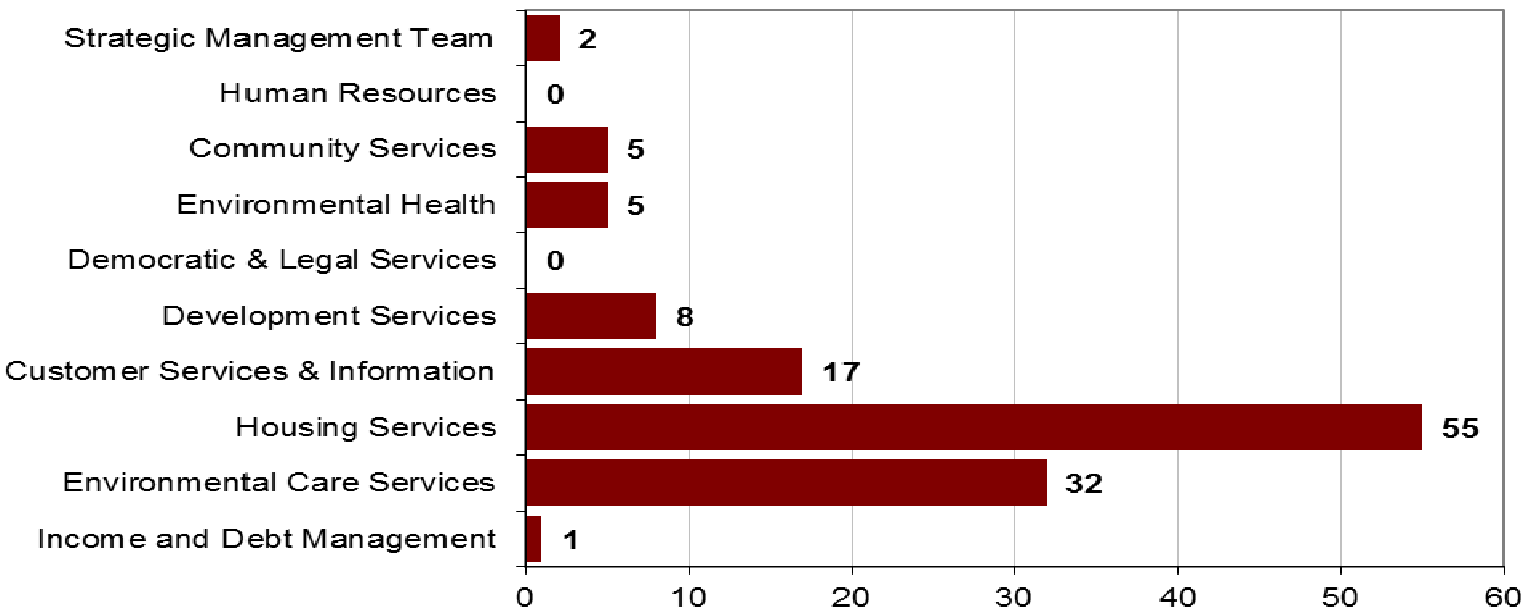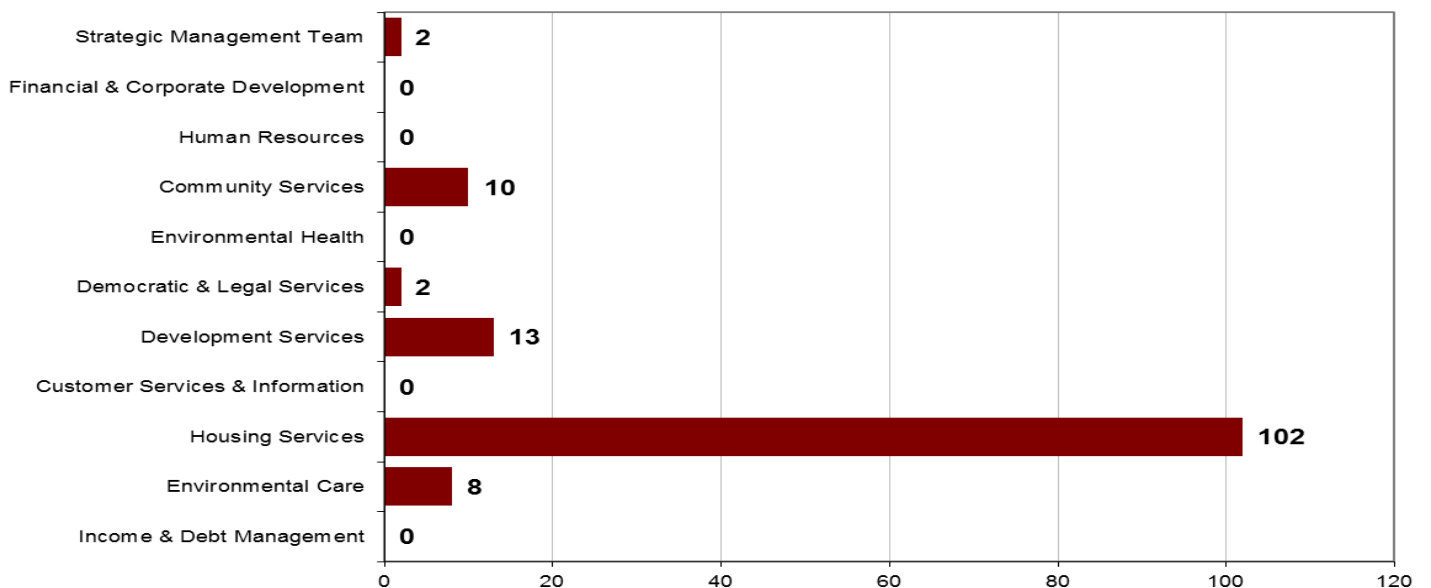■ Information Requests   Service Requests/Suggestions   ■ Process Failures/Service Failures

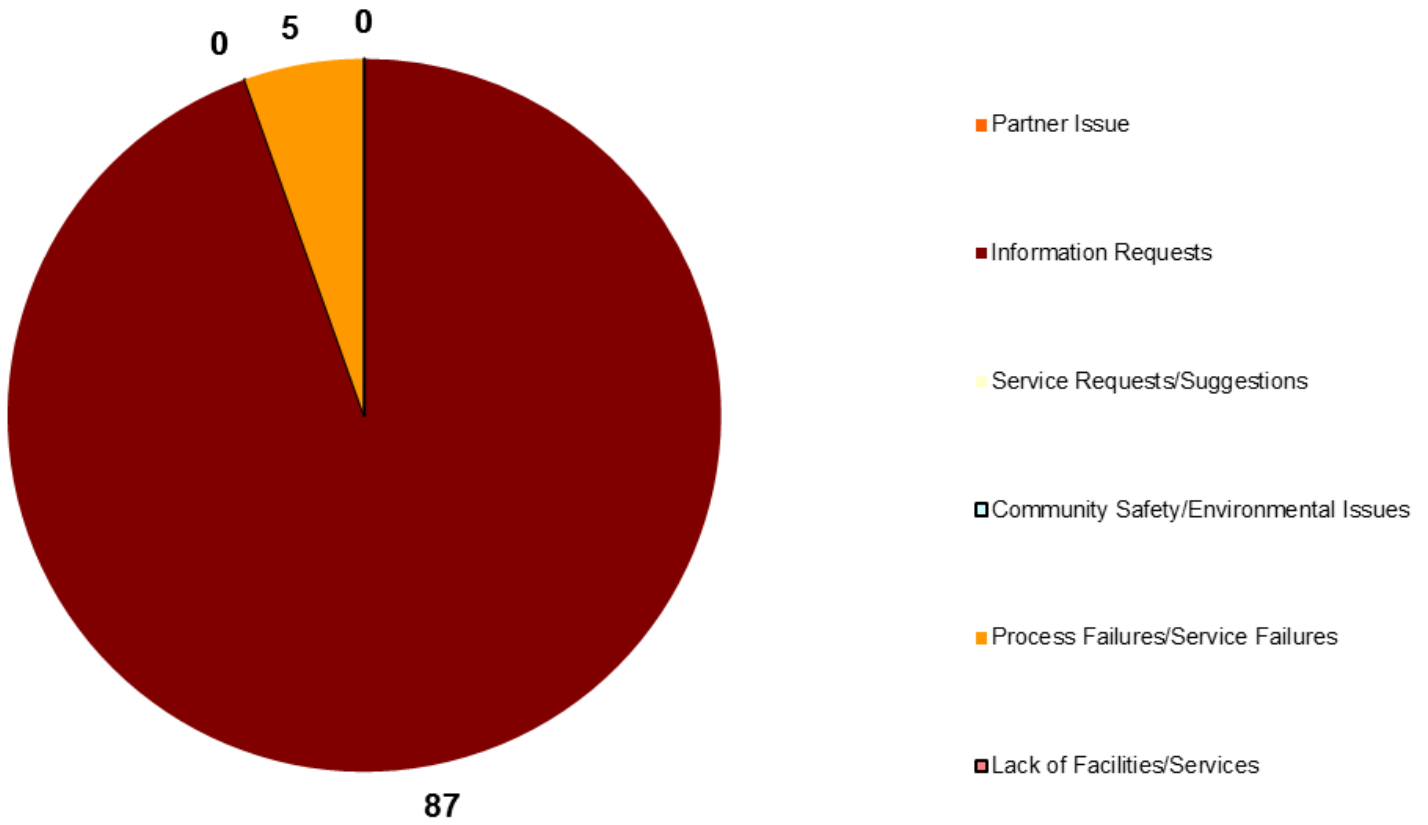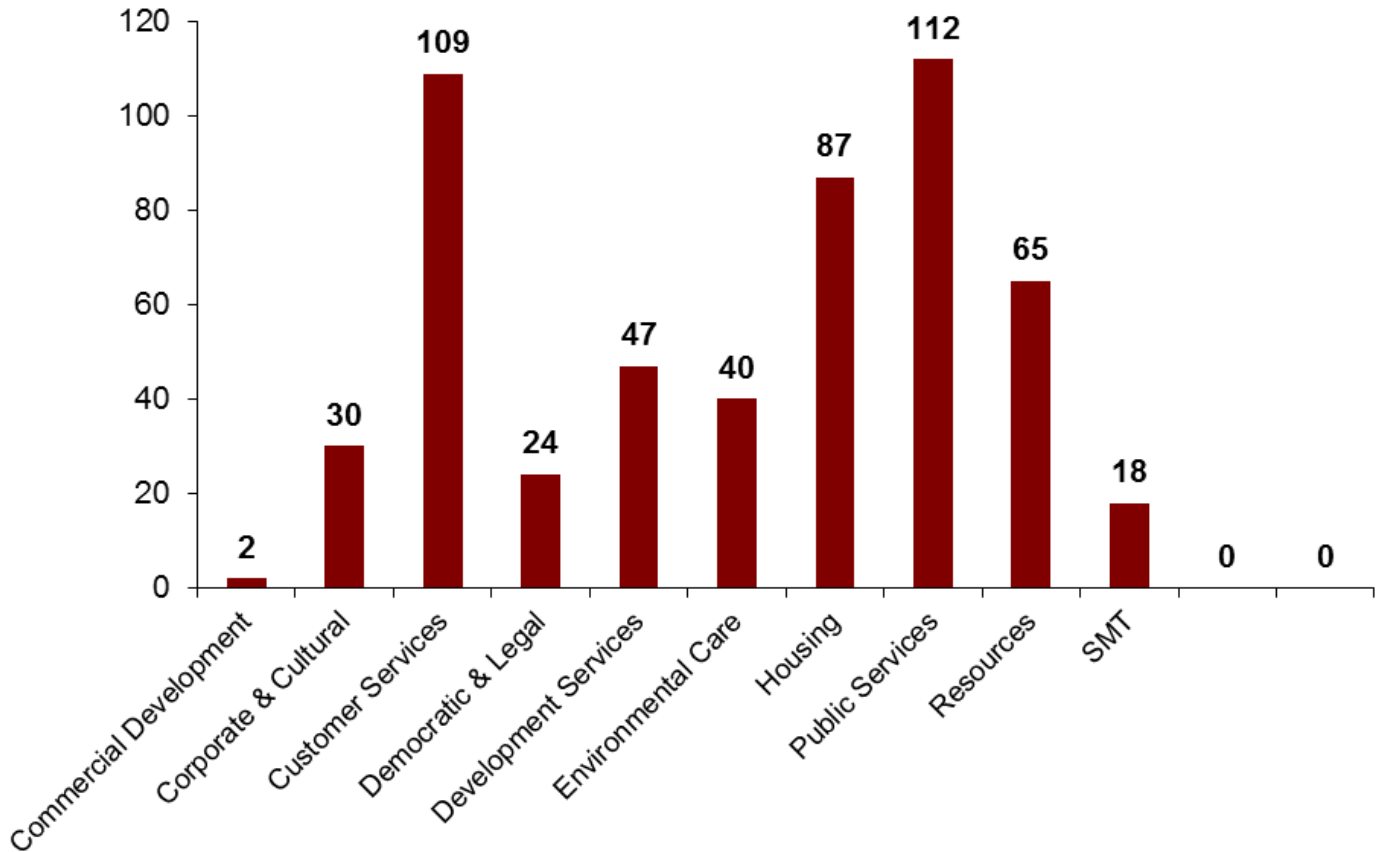## Reason for Process Failure/Service Failure Complaints - year to date

Reason	Value
Person not treated fairly/discriminated against	0
Unreasonable Delay	0
Lack of Consultation	0
Inaccurate Information or Advice	0
Behaviour/Attitude of Staff	0
Failure to Meet Standard/Did Something Wrong	5

Number of Compliments - Year to date

Service Area	Value
Strategic Management Team	2
Human Resources	0
Community Services	5
Environmental Health	5
Democratic & Legal Services	0
Development Services	8
Customer Services & Information	17
Housing Services	55
Environmental Care Services	32
Income and Debt Management	1

Number of MP Queries per Service Area - year to date

Service Area	Value
Strategic Management Team	2
Financial & Corporate Development	0
Human Resources	0
Community Services	10
Environmental Health	0
Democratic & Legal Services	2
Development Services	13
Customer Services & Information	0
Housing Services	102
Environmental Care	8
Income & Debt Management	0

Total Number of MP Queries By Category - year to date

Legend:
- Partner Issue
- Information Requests
- Service Requests/Suggestions
- Community Safety/Environmental Issues
- Process Failures/Service Failures
- Lack of Facilities/Services

Values shown: 0, 5, 0, 87

Total FOI requests received by Service Unit - year to date

Service Unit	Value
Commercial Development	2
Corporate & Cultural	30
Customer Services	109
Democratic & Legal	24
Development Services	47
Environmental Care	40
Housing	87
Public Services	112
Resources	65
SMT	18
	0
	0

Summary of Internal Audit Reports Published

An update on all Internal Audit reports completed in 2018/19 can be found within an Internal Audit Report found elsewhere on the meeting's agenda.

Kettering Training Services – Performance Update

Table 1: Apprenticeship Success Rates at Apr 2019

	National Rate 2016-17	KTS 2017-18	KTS 2018-19
Overall Success Rate	68%	79%	85%
Timely Success Rate	59%	76%	74%

KTS Apprenticeship performance is benchmarked against national performance data release at the end of the contract year.

Overall success: % of all KTS Apprenticeship leavers who successfully completed their Apprenticeship.

Timely Success: % of all KTS Apprenticeship leavers who completed their Apprenticeship within the designated time.

Table 2: Study Programme Success Rates Apr 2019

Study Programme		Jul-17	Jul-18	At Apr-18
	Cohort	78	63	25
	Achievers	57	49	17
	Success Rate	73%	78%	68%
	Completers	64	60	17
	Retention	82%	95%	68%
	Achievement	89%	82%	100%

NB numbers relate to qualification/learning aims not numbers of learners.

There are three success rates: the Success Rate (achievers vs all starts), the Retention Rate (completers vs all starts) and the Achievement Rate (achievers vs completers).

Table 3: Apprenticeship and Study Programme Starts at Apr 2019

		Apr-18	Apr-19
Apprenticeship	*16-18*	15	5
	19+	22	14
	Total	37	19
Study Programme	*16-18*	14	11

Number of learners who have started either an Apprenticeship or Foundation Learning programme through KTS this contract year.

Table 4: Apprenticeship and Study Programme 'In Learning' number at Apr 2019

	Jul-17	Jul-18	At Apr19
Apprenticeship	187	140	81
Study Programme	21	32	19

Average in Learning: Average number of learners we have in funding at any one time throughout the contract year.

Contract years run August - July

16-18 year olds Not in Education, Employment or Training

Agency Staffing Summary by Service Area

Service Area	Agency Staff This Month	Agency Staff This Year	2017/18 Expenditure Full Year £000	2018/19 Expenditure (Apr-Mar) £000	2018/19 Expenditure Full Year £000	%
Corporate & Cultural Services	10	16	202	177	181	7.4%
Customer Services	6	10	132	178	178	7.3%
Democratic Services	6.5	17.5	116	455	474	19.3%
Commercial Development	0	0	55	0	0	0.0%
Public Services	1	1	0	30	36	1.5%
Resources	1.5	5.5	133	91	97	4.0%
Development Services	3	4	9	94	102	4.1%
Environmental Care	43	70	366	454	490	20.0%
Housing	0	5	218	69	69	2.8%
HRA - Admin	1	7	278	124	126	5.1%
HRA - Property	16	44	453	691	702	28.6%
	88	**180**	**1962**	**2363**	**2455**	

Voluntary Sector SLAs Performance Update

Organisation	Specification targets	2018/2019 Target	2018/2019 Quarter 1	2018/2019 Quarter 2	2018/2019 Quarter 3	2018/2019 Quarter 4	2018/2019 Total to Date	2017/2018 Total	Direction of Travel	COMMENT
Activities for Young People Groundwork	Number of hours of activity sessions	300	43	72	85	100	300	304	→←	Attendance at their Youth Club in Burton Seagrave has made a significant difference to their numbers and have expanded the delivery of protective behaviours workshops.
	Number of young people benefitting from the services provided	300	122	177	250	270	819	185	↑	
Activities for Young People Youth Works CIC	Number of hours of activity sessions	300	80	116	50	96	342	214	↑	
	Number of young people benefitting from the services provided	300	65	244	245	102	656	499	↑	
Community Watch Neighbourhood Watch	Number of current schemes at the end of each quarter (total schemes including new schemes)	350	491	546	554	552	491	485	→←	
Debt and Money Advice CASCK	Number of clients seen	2,500	987	837	1,046	1,170	4,040	2,797	↑	
	Number of clients with multi-debts who are advised	350	75	147	102	181	505	79	↑	
	Amount of debt repaid to the Council	£65,000	£8,731	£27,171	£18,003.00	£13,298.00	£ 67,203	£ 121,292	↓	CASCK have met their target, however, due to the nature of the cases being presented to them which are more complex and difficult, they have not overachieved as previously seen in 17/18.
Discrimination Casework NREC	Number of case enquiries	20	3	5	6	6	20	20	→←	Performance has been closely monitored over the last quarter and reassurance has been given by the provider for 19/20.
	Number of individuals who have access to public legal education	100	15	92	3	15	125	100	↑	
	Number of events to raise awareness	4	1	2	1	1	5	8	↓	
Healthy Living Groundwork	Number of Health Walks organised and led	50	48	96	96	48	288	200	↑	
	Number of volunteers trained	5	5	5	5	5	5	5	→←	
Housing Options CASCK	Number of potentially homeless households successfully prevented from becoming homeless or homeless households successfully relieved from being homeless	60	18	13	11	7	49	37	↑	There were a number of clients who came in for an initial assessment for advice, but not all required follow up. There are also clients who were looking for assistance but then failed to engage through the process, with this combination, the figure falls short of the target. However, had all of the clients been seen through the process the result would have been much higher.
	Number of customer contacts received by the housing advisor	700	256	165	223	396	1,040	1,012	→←	
Independent Living AGE UK	Different types of services	10	20	20	20	20	20	20	→←	
	Number of people visited in their own homes and given advice	500	317	341	411	391	1,460	1,478	→←	
Independent Living Vine Community Trust	Different types of services	10	11	6	6	9	9	11	→←	They continue to develop their services, and have recently started to accept discharge referrals working with Age UK and KGH.
	Number of contacts delivered each year	500	2,387	4,970	5,295	5,655	18,307	9,219	↑	
Shop Mobility Hearing, Health & Mobility	Number of trips made	2,000	399	437	418	386	1,640	1,634	→←	They have introduced a new customer satisfaction survey, and are now running surveys each quarter.
	90% User satisfaction rate (based on a survey carried out twice a ye	90%					100%	100%	→←	
Upcycling KCU	Number of households helped with affordable furniture and essential household items	5,000	1,740	1,618	1,251	1,231	5,840	9,507	↓	Research has been undertaken by the provider, which has shown a decrease in both income and sales nationally for charity shops.
	Number of skills training sessions delivered during the 3 courses provided annually for upcycling of furniture	18	6	4	5	6	21	22	→←	
	Affordable furniture and essential household items kept out of waste stream (donated and collected)	600	187	195	62	195	639	426	↑	
Voluntary Sector Local Infrastructure Groundwork	Number of Voluntary Sector Forum meetings are held per annum (in	4	1	1	2	1	5	4	→←	
	Number of new volunteers recruited over a period of a year	120	70	18	9	85	182	278	↓	
	Number of health checks with community and voluntary organisations ensuring relevant policy and procedures are in place	6	0	0	4	5	9	6	→←	

Direction of Travel Key:

	On target		↑	Performance improved in comparison to the same period last year (cumulative where applicable)
	Close to target		→←	Performance remained the same in comparison to the same period last year (cumulative where applicable)
	Target not achieved yet		↓	Performance reduced in comparison to the same period last year (cumulative where applicable)

Questions Log

Questions raised at Committee on 28th September 2010

Can a year end estimate for the number of affordable homes be included?

Year end estimates for the number of affordable homes expected in the year have also been included.

Questions raised at Committee on 25th September 2012

What do the volume figures mean in the Performance Update?

In response to a member query, volume figures were added to relevant performance indicators in 2011 to give context to the data. Here is the breakdown for what the figures represent for each of the indicators:

NI 157a   Number of major planning applications processed in 13 weeks / Total number of major planning applications received

NI 157b   Number of minor planning applications processed in 8 weeks / Total number of minor planning applications received

NI 157c   Number of other planning applications processed in 8 weeks / Total number of other planning applications received

LPI 78a   Number of days to process new claims / Number of new claims received

LPI 78b   Number of days to process change in circumstances / Number of change of circumstances received

MPI 8   Number of invoices paid on time / Number of invoices received

LPI 204   Number of appeals against authority's decision to refuse planning applications / Total number of rejected planning applications

Questions raised at Committee on 3rd November 2015

How is the target for NI 154 calculated?

NI154 is actually an annual figure which is calculated by a physical count of all new houses on each site at year end (March 2016) so there isn't any in year figures to provide for 2015/16.

The council are required to deliver 10,400 homes over a 20 year period between 2011 – 2031, which equates to approximately 520 dwellings per year.

Any shortfall is then required to be built in the next 5 year period, so for 2015/16 in addition to the 520 required there will also be 70 extra homes required to achieve the shortfall.

The 2015/16 data will therefore be available early in 2016/17.

Amendments Log

Staff Sickness Summary: Issue 46 - June 2012

Following a request at the previous Monitoring & Audit Committee the 'LPI 12 - FTE Days Lost Due to Sickness Absence' and the 'FTE Days Lost Due to Sickness Absence - %age split between medically & self certificated' graphs have been removed.'

Kettering Training Services - Performance update: Issue 51 - June 2013

A regular report on the performance of Kettering Training Services will be included in each edition of the Key Performance Information Booklet.

Kettering Training Services - Performance update: Issue 55 - April 2014

In this month's performance update, the following information should be considered:

Table 3   -   Study Programme replaced Foundation Learning from 1st August 2013.
           -    New academic year started 1st August 2013 there have been 34 starts so far and no leavers.

Table 4   -   Starts and Average-in-learning comparisons are between Foundation Learning and Study Programme.

Staff Sickness Summary: Issue 55 - April 2014

As of August 2013, the sickness figures for Customer Services and Information Technology have been split to create a separate row for Information Technology. Data from April - July for Customer Services shows combined figures for Customer Services and IT, however separate backdated data for the service areas is unavailable so there are no figures displayed in Information Technology's sickness row. This does not effect the overall Council figures.

Housing Rent Arrears Graphs: Issue 58 - November 2014

The Headline Arrears Performance and the 9 Week Moving Average graphs have now been consolidated into one graph showing all of the data at once.

Fraud Prosecutions and Sanctions: Issue 58 - November 2014

Civil Penalties have been added to the sanctions shown relating to fraud. The values of these are included in the tally for the Value column.

Staff Sickness Summary: Issue 59 - January 2015

Following a request at the previous Monitoring & Audit Committee the 'LPI 12 - FTE Days Lost Due to Sickness Absence' table has been reinstated.

Amendments Log

Fraud Prosecutions and Sanctions: Issue 61 - June 2015

The data that was presented in the Fraud Prosecutions and Sanctions section is no longer a function of the Council, and so has been removed. It has been transferred to DWP and therefore is no longer monitored or reported by Kettering Borough Council.

Agency Staffing Summary by Service Area: Issue 62 - September 2015

At Monitoring & Audit Committee Meeting on 23/07/15, members requested additional information on agency expenditure following the Annual Internal Audit Report for 2014/15.

Performance Update: Issue 64 - January 2015

The data for 'LPI 204 - % of appeals against authority's decision to refuse planning applications' has been updated to include the breakdown of the volume.

Performance Update: Issue 73 - November 2017

The cleaner environment PIs have changed from the previous Keep Britain Tidy indicators to new APSE indicators for 2017. The following indicators have been removed from the performance report as they are no longer collected:
NI 195a   % of land / highways that have below acceptable levels of litter
NI 195b   % of land / highways that have below acceptable levels of detritus
NI 195c   % of land / highways that have below acceptable levels of graffiti
NI 195d   % of land / highways that have below acceptable levels of fly-posting

They have been replaced by the following APSE indicators:
PI L02   Percentage of sites classed as acceptable (combined litter and detritus)
PI L04   Percentage of sites classed as acceptable (litter)
PI L05   Percentage of sites classed as grade A (fly-tipping)
PI L02   Percentage of sites classed as acceptable (grounds maintenance)

Voluntary Sector Service Level Agreements Performance

The performance indicators are included within the Service Level Agreements (SLA) as part of ensuring the core service outcomes are met. Following the feedback regarding the performance monitoring of the voluntary sector SLAs, the quarterly performance targets are now being included as part of the Performance Booklet.