

Appendix 1 - Exceptions

Worse than same period last year

Within 15% of target

Reference	Name	Actual 11/12	Jun 12/13	Jun 11/12	Yr End Est	12/13 target	District Top 1/4	Good Performance ?	Jun 12/13 (Row Comment)	Baseline
Business, Contract & Streetscene exceptions										
LHE20a	Percentage of reported Fly Tips Collected within 5 Days	99.60%	100.00%	100.00%	98.00%	99.00%	N/A	High - Monthly	27 Overall Fly Tips (24 available) (3 nothing found)	37/37
LHS20	% of Customers satisfied with repairs	Not reported	Not reported	90.26%	Not reported	87.00%	N/A	High - Monthly		
LGM1	% of Grounds Maintenance sites meeting the Quality criteria - KPI	78.84%	76.39%	78.20%	76.00%	76.00%	N/A	High - Monthly		15 Inspections carried out per month
Community Direction exceptions										
LHE32a	% Licences issued in 30 days (excluding hackney carriage driver licenses)	99.50%	98.80%	100.00%	98.00%	98.00%	N/A	High - Quarterly	246 licences, permits and notices issued. 3 premises licence applications went to hearings and fell outside of the 30 day deadline.	246 licences, permits and notices issued in the first quarter 2012/2013.
LHE32b	% Hackney Carriage Driver Licences issued within 60 days	95.00%	92.75%	98.10%	96.00%	96.00%	N/A	High - Quarterly	41 licences issued in first quarter, 3 licences outside PI due to external 3rd Party background checks and applicants not booking DSA driving tests soon enough.	41 licences issued in first quarter, 3 licences outside PI due to external 3rd Party background checks and applicants not booking DSA driving tests soon enough.
BV066a	Rent Collection and Arrears Recovery	98.32%	97.75%	97.82%	98.16%	98.16%	NA	High - Quarterly	Economic climate causing tennant difficulties but falling short of HBen, so we are making arrangements that fit their circumstances. This is below what we would normally expect them to pay. also some delays in HBen payments coming on line although these are improving.	10.4m GBP
LI175	No of hate crimes in the borough reported across all agencies	New for 12/13	Not reported	New for 12/13	Not reported	Not set	N/A	High - Quarterly		N/A
LIB070bi	% of enforcement complaints acknowledged within 3 days	97.87%	98.31%	100.00%	95.00%	95.00%	N/A	High - Monthly	Amended on 08 Aug from 100% (email: A.White)	88/89 April - July
LHS212a	Average Time to Re-let Local Authority Housing (Sheltered Housing)	83	109	64	80	80	N/A	Low - Monthly	Our actual performance for June alone was 32 days which is much improved. However, due to the letting of long term voids in previous months this means that we are still above target.	Number of voids 10 Number of days 942

Appendix 1 - Exceptions

Worse than same period last year
Below 15% of target
Below average to top quartile

Within 15% of target

Reference	Name	Actual 11/12	Jun 12/13	Jun 11/12	Yr End Est	12/13 target	District Top 1/4	Good Performance ?	Jun 12/13 (Row Comment)	Baseline
Community Direction exceptions										
LCD60	B.C. Completion Certificates sent within 7 working days of final completion	96.94%	82.08%	94.85%	99.00%	95.00%	N/A	High - Monthly	Amended from 100% to 82.08 on 08 Aug following email (A.White)	128/148 April - July
LCD62	B.C. Receipts sent out within 4 working days from deposit	89.16%	74.49%	99.31%	99.00%	95.00%	N/A	High - Monthly		73/98 - April - June
NI157b	Processing of planning applications as measured against targets for minor application types - District spatial level	93.07%	89.39%	93.44%	90.00%	90.00%	86.00%	High - Monthly	This is currently under target and profiling and a review of process is underway to ensure that the target is achieved by year end	72/82 April - July
NI157c	Processing of planning applications as measured against targets for other application types - District spatial level	98.15%	95.89%	99.22%	95.00%	90.00%	93.00%	High - Monthly	This indicator is currently above target. Whilst it is lower than last year there was a realisation that last years targets would be difficult to achieve and therefore the target was revised	169/178 April - July
NI15	Serious violent crime rate	0.2	0.07	0	0.27	0.2	N/A	Low - Monthly		1,000
NI16	Serious acquisitive crime rate	9.1	2.41	2.21	9.65	8.6	N/A	Low - Monthly		1,000
Corporate Direction exceptions										
BV017a	Ethnic minority representation in the workforce employees	2.90%	3.10%	6.00%	3.40%	3.40%	NA	High - Quarterly	13 out of 414 ethnic minority employees	total employees = 414
BV008	Percentage of Invoices Paid on Time	99.33%	97.98%	99.39%	98.00%	98.00%	NA	High - Monthly	amended from 97.84% to 97.98% following email received on 07 Aug (O.Ismay)	1993 out of 2034 invoices were paid in 30 days
BV012	Monthly - Working Days Lost due to Sickness Absence	6.2	2.26	1.33	7	7	NA	Low - Monthly		94.9
LI008	Percentage of Invoices (local businesses) Paid on Time (Within 10 Days)	82.67%	68.42%	81.37%	80.00%	80.00%	N/A	High - Monthly		286 out of 418 invoices were paid within 10 days
LCUS1a	calls answered within 45 seconds	62.23%	52.89%	67.19%	85.00%	85.00%	N/A	High - Monthly	Currently experiencing high volume of benefit calls which require longer engagement with advisors, increasing the call handling time as a result and the time for calls waiting to be answered. Customer services have also been working on a reduced staff level due to sickness during June	YTD calls answered: 45,516
LCUS3	Ensure an appropriate person will see the customer within 10 minutes	79.10%	74.70%	77.40%	85.00%	85.00%	N/A	High - Monthly	Customer Services are experiencing an increase in footfall/enquiries handled. There are more new benefit claim forms being completed by our advisors and also more customers chasing for updates on their existing claims which can also affect other council services such as rents. Customer services have also been working on a reduced staff level due to sickness during June	estimated 19,200 customers per year. Actual 9,393 customers seen
LCUS6c	Customer satisfaction with web services	36.80%	28.25%	36.55%	50.00%	50.00%	N/A	High - Monthly	On going work with web editors to improve service	596 customers chosen to give feedback via govmmetric