

Appendix 5 Proposed Corporate Basket of Local Performance Indicators 2006/2009

LPI No.	LPI Description	Responsible Officer	Service Team	Target 2006/07	Target 2007/08	Target 2008/09	
1	CSS03	% of telephone calls answered within 15 seconds	Craig Etherington	Customer Relations	90%	92%	94%
2	CSS07	% complaints responded to within 10 working days	Craig Etherington	Customer Relations	90%	90%	92%
3	PLLP33	% of pre-application enquiries responded to within target	Stephen Reed	Planning	90%	90%	90%
4	PLLP2*	% of householder planning applications determined in 8 weeks	Stephen Reed	Planning	95%	95%	95%
5	PLLP29	% of planning enforcement enquiries responded to within target	Stephen Reed	Planning	90%	90%	90%
6	LDLP?	% of standard searches carried out in 10 working days (originally BV179 deleted from 2006/07 set)	Lynn Willis	Legal Services	99%	99.50%	100%
7	HRLP01	% of voluntary leavers as % of staff in post	Alison Swinney	Human Resources	6%	5%	5%
8	HRLP04	% of disciplinaries as a % of staff in post	Alison Swinney	Human Resources	1%	1%	0.5%
9	HRLP05	% of grievances as a % of staff in post	Alison Swinney	Human Resources	1%	1%	0.5%
10	HRLP?	% of recruitment enquiries responded to within 48 hours	Alison Swinney	Human Resources	80%	90%	100%
11	ITLP?	Customer satisfaction regarding information and services available on the council website and associated portals	Graeme Clark	IT	50%	55%	60%
12	ITLP?	Increase in the use of the authority's website	Graeme Clark	IT	90,000	95,000	100,000
13	HOUS7	% of urgent repairs completed within Government time limits	Richard Humphrey	Property Services	97.0%	97.5%	98%
14	HOUS8*	Average time taken to complete non-urgent responsive repairs	Richard Humphrey	Property Services	25	22	20
15	HOUS13	% of repair appointments that were made and kept by the authority	Richard Humphrey	Property Services	92%	94%	96%
16	EHLP?	% of primary food hygiene inspections achieved of those planned	Christine Ditchburn	Environmental Health (Food Safety)	90%	95%	95%
17	ESLP8	To cut all designated grass areas within 10 working day cycle	Denise Gill	Environmental Services	80%	83%	85%
18	LSLP11*	Net spend per head of population (of the broad spectrum of services currently provided by the Leisure Services Team)	Simon High	Leisure Services	£36.50	£35.50	£34.50
19	LSLP?#	Total number of user visits to all the main 4 leisure sites (Leisure Centre, Riverside (including Park), Golf complex, Selby Cottage) and the services and activities provided by the community leisure team	Simon High	Leisure Services	950,000	975,000	1,000,000
20	LSLP?	% of young people (those under 16 yrs old) within the total user visits to the 4 main leisure sites (excluding Riverside Park) and the services and activities provided by the community leisure team	Simon High	Leisure Services	40%	42.50%	45%
21	FSLP12	Registered invoices approved/actioned within 7 days	Jim Elder	Exchequer Services	80%	85%	90%
22	FSLP13	To riase Sundry Debtors within 5 days of request	Jim Elder	Exchequer Services	90%	95%	100%
23	FSLP31	Completed actions from Risk Management Strategy	Jim Elder	Risk & Insurance	100%	100%	100%
24	FSLP40	Completed actions from Procurement Strategy	Jim Elder	Purchasing & Procurement	100%	100%	100%
25	FS-ACC10	Statement of Accounts presented to Council within statutory deadline	Ian Herberson	Accountancy Services	30-Jun	30-Jun	30-Jun
26	HS-TP1	Increase engagement with 'hard to reach' groups	Paul Stephens	Housing	10%	25%	35%
27	HS-TP2	Tenants involved in the housing services	Paul Stephens	Housing	30%	35%	45%

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28	HS-IM1	Former tenant arrears as a % of rent roll	Paul Stephens	Housing	0.95%	0.93%	0.90%
29	HS-IM2*	% of rent written off	Paul Stephens	Housing	0.75%	0.73%	0.70%
30	HS-IM3*	Current rent arrears as a % of rent roll	Paul Stephens	Housing	2.40%	2.30%	2.25%

Key:	
*	Currently reported in the Corporate/Best Value Performance Plan
#	Replaces those currently reported in Corporate/BV Plan