











Local Performance Indicators - Report for the period April - September 2007






LPI No.	LPI Description	Actual 2006/07	Quarter 1 Apr - Jun 2007	Quarter 2 Apr - Sept 2007	Target 2007/08	Current Perf Status	Achieved Target?	Improved on previous year?	Improved on same period last year?	Good Perf	Explanation, Reasons & Actions
CSS03	% of telephone calls answered within 15 seconds	94.6%	N/A	N/A	92%	N/A	N/A	N/A	N/A	High	We are unable to report performance for this period due to a technical fault currently experienced with the telephone system. It is anticipated that this fault will be rectified and performance reported in the next quarter.




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CSS07	% complaints responded to within 10 working days	82.3%	86%	87%	90%		No	✓	✓	High	<p>Although we have not achieved the target established within the service standards, the overall performance continues to maintain the highest overall performance following the introduction of the corporate performance standards in 2005. The CRM system also became live in July 2007 and it is pleasing to note that the changing of systems has not had an adverse effect on the overall performance.</p> <p>Corrective Action: Although performance is below target, improvements continue. Advanced reports are being developed within the CRM system to allow teams to further target / highlight any problem areas and focus their efforts on improving performance. It is hoped that this will have a positive effect on next quarter's performance.</p>





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HRLP01	% of voluntary leavers as % of staff in post	6.32%	2.70%	4.27%	5.5%		Yes	✓	✗	Low	Performance is slightly behind target after the second quarter, which is due to a large number of leavers in the first and second quarter. Corrective Action: Employee survey and action planning; Monitor exit interviews and report concerns; Monitor grievances and other forms of staff dissatisfaction and report on concerns; Look at staff retention.
HRLP04	% of disciplinaries as a % of staff in post	3.05%	0.45%	1.12%	1.0%		No	✓	✓	Low	Performance has exceeded the target for 2007/08 due to a higher than expected number of disciplinary cases.
HRLP05	% of grievances as a % of staff in post	1.09%	0.22%	0.89%	1.0%		Yes	✓	✗	Low	Performance is slightly behind target but hopefully will be achieved by the end of 2007/08.
HRLP14	% of recruitment enquiries responded to within 48 hours	100%	100%	100%	80%		Yes	✓	✓	High	Performance is ahead of target.




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ITLP16	% of customer satisfaction regarding information and services available on the council website and associated portals	66%	50%	50%	70%		No	x	✓	High	The satisfaction of the website remains at 50% This matches the satisfaction from the previous quarter. At present there is not a likelihood of reaching the end of year target of 70%. Corrective Action: Most users who respond to the 'Rate this Page' facility state the main concern is that information on the council website is not kept up to date. As a result of the performance last quarter, we have also introduced a scheme called 'Pride in our Neighbourhood' and asked all staff to make a note of any out of date content on the website and forward this to the service team responsible for keeping it up to date. We will remind staff to prompt people when they come across areas of the website that are not up to date. The authority needs more information as to the reasons for satisfaction of the website and plan to work with regeneration to consult with citizens and business users of the website to seek further information regarding satisfaction and proposed changes and improvements. These will need to be considered and built into the new website to try and gain in




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ITLP17	Increase in the use of the authority's website	105,652	33,402	64,906	Q2 54473 YE 108946		Yes	N/A	✓	High	If the first six months are projected throughout the year, the target will be reached with approx 129,812 visits compared to the target of 108946. Corrective Action: Visits for the previous quarter was 33402. This quarter shows a slight drop with 31,504 visits. The change is slight and takes account of a reasonable shift in visitors to the website. As there is no major concerns at this stage I anticipate no further corrective action at present
FSLP12	% of registered invoices approved/actioned within 7 days	90.91%	91%	89%	90%		No	✗	✗	High	Performance has dropped slightly below the target, but this is during the popular holiday period and we hope it will improve again in the following quarter. Corrective Action: To continue to monitor invoice approvals and try to establish where the problem areas are.
FSLP13	% of sundry debtors raised within 5 days of request	93.89%	99.36%	99.62%	95%		Yes	✓	✓	High	The target is realistic and achievable for 2007-08
FSLP31	% of actions completed from Risk Management Strategy	95.83%	100%	75%	100%		No	✗	✗	High	9 from 12 actions due are complete the remaining are underway and the target remains realistic and achievable for 2007-08.



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FSLP40	% of actions completed from Procurement Strategy	94.64%	100%	85%	100%		No	X	X	High	The actions are progressed through the Procurement Strategy Network (PSN) and monitored at the Procurement Strategy Group (PSG). The Procurement Strategy is progressing according to plan, with some items rescheduled within year when this is appropriate and agreed.
FSLPACC10	Statement of Accounts presented to Council within statutory deadline	Yes	Yes	Yes	Yes		Yes	✓	✓	N/A	The performance target has been met.
HSLPPS1	% of urgent repairs completed within Government time limits	96.27%	91.36%	94.60%	97.5%		No	X	X	High	23 jobs within this category were completed late. Corrective Action: Close monitoring over the next quarter will re-align the performance to the target.
HSLPPS2	Average time taken to complete non-urgent responsive repairs	25.18 days	15.13 days	14 days	22 days		Yes	✓	✓	Low	The majority of works orders within this category are carried out on the appointments system. The planned register works are also within this category; however to date no planned works have been scheduled.
HSLPPS3	% of repair appointments that were made and kept by the authority	93.79%	91.88%	92.00%	94%		No	X	X	High	Performance is just falling short of target. The position has marginally improved, however the present system underestimates the true position but this will be rectified by the new contractors' system.



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HSLPTP2	% of tenants involved in the housing services	40%	40%	40%	35%		Yes	✗	✗	High	We are continuing to engage with our Tenants following the Yes vote to transfer the housing stock. The use of focus groups, meetings and home visits allows us to engage with our tenants and actively involve them in the housing service. At the present time we are exceeding our year end target by 5%.
HSLPIM1	Former tenant arrears as a % of rent roll	1.04%	1.08%	0.90%	0.93%		Yes	✓	✓	Low	We are currently on target for this measure and have improved on the same period last year (1.02%)
HSLPIM2	% of rent written off	0.63%	0.01%	0.43%	0.73%		Yes	✓	✗	Low	As per government guidelines we have now cleared all debt older than 5 years where we have received no repayments. This has led to slightly higher write off's for this period. Now this exercise is complete we anticipate a fall in the level of write off's in the second half of the year which will lead to us falling in line with the agreed target.

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HSLPIM3	Current rent arrears as a % of rent roll	2.46%	2.51%	2.46%	2.46%		Yes	✓	✓	Low	Our current performance exceeds performance for quarter 2 last year which was 2.56%. We have 104 fewer tenants in arrears for this period compared to the same period last year. The performance in this measure is traditionally higher in the first three quarters of the year and reduces considerably following the two 'free' rent weeks at Christmas. We remain on target to achieve this measure by year-end.
HSLPSH1.07	All new housing development in the district of Chester-le-Street to include 30% affordable homes	0	100%	100%	30%		Yes	✓	✓	High	The following sites are under development with 30% affordable homes included: Sacriston Holly Cross & Vigo Lane - with further sites at Lingey House Farm and Newfield currently being considered.
HSLPSH2.07	The number of households threatened with Homelessness re-housed in the private rented sector	0	5	13	8		Yes	✓	✓	High	Target has been met.
HSLPSH3	% of homeless households re-housed in Social Rented Sector (RSL Accommodation)	2	0	0	15		No	✗	✗	High	Target has not be achieved. Corrective Action: Nomination agreements are in place with existing RSL's and work is currently underway on the same with Cestria. With Cestria being the largest RSL in the area this target should be met at the year end.

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HSLPSH4	The number of Private Landlords who are members of Chester-le-Street's Landlord Accreditation Scheme	41	41	42	46		No	✓	✓	High	Target has not been met. Corrective Action: The Private Landlord Accreditation post has recently been vacant, however, with a new person appointed from 1 July 2007 they will work at promoting the scheme and encouraging new landlords to join the scheme.
HSLPSH5	The number of accredited properties in the Private Landlord Accreditation Scheme	80	82	84	90		No	✓	✓	High	Target has not been met. Corrective Action: There are currently 68 properties belonging to Landlords on the Private Landlord Association scheme that are not accredited. The PLA Officer is working to a programme to accredit these properties therefore this target should be met.
ESLP10	% of designated grass areas cut within 10 working day cycle	98.1%	95.8%	95.8%	90%		Yes	✗	✗	High	We have continued to exceed the target and as there is only one scheduled cut left for the remainder of the grass cutting season, it is expected that the target will be achieved at the end of the year. Due to weather conditions, grass cutting has been suspended from 19 September - 15 October so one cut scheduled for September and October have been cancelled.

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EHLP04	% of primary food hygiene inspections achieved of those planned	98%	100%	100%	95%		Yes	✓	✓	High	Of the 92 primary inspections due on the risk-based inspection programme covering up to end of September 2007, all premises have been inspected within the due date for inspection. We are therefore on course to achieve our stated target.
PLLP33a	% of pre-application enquiries responded to within target (major)	78.10%	42%	81.25%	90%		No	✓	✗	High	This below target performance has occurred due to significant staffing shortages and the decision to focus remaining resources on the higher profile BVPI 109. Measures have been taken to ensure staffing situation is improved, including the appointment of an Asst Planning Officer and a temporary agency Officer. The proposed P&EH restructure will also enable the filling of the vacant Senior Officers Post. Once achieved this will ensure performance is back on course to meet targets for minor enquiries although it is unlikely this will be in time to ensure the target for major enquiries is met;
PLLP33b	% of pre-application enquiries responded to within target (minor)	70.10%	55%	67.92%	90%		No	✗	✗	High	Corrective Action: Appointment of vacant Senior Planners post

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PLLPO2	% of householder planning applications determined in 8 weeks	97.32%	90.0%	82.75%	95%		No	✘	✘	High	Performance is below locally set target. Performance has occurred due to significant staffing shortages. Measures are being taken to ensure staffing situation is addressed, including the appointment of temporary staff and recent approval of the P&EH restructure. These actions will lead to significantly improved performance from quarter 3 onwards. It is unlikely this will be in time to ensure the stretch target is met by the year end.
PLL29a	% of planning enforcement enquiries responded to within target (Category 1 cases)	100%	100%	100%	90%		Yes	✓	✓	High	83 cases in total were received. Cat 1 - 1 case received was investigated and a response provided within 24 hours.
PLL29b	% of planning enforcement enquiries responded to within target (Category 2 cases)	100%	100%	N/A	90%	N/A	N/A	N/A	N/A	High	No category 2 cases were received.

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PLL29c	% of planning enforcement enquiries responded to within target (Category 3 cases)	99.5%	27%	39%	90%		No	X	X	High	Category 3 enquiries accounted for 98.8% of all cases. Of the 82 received, 32 were responded to within the target response times. Failure to achieve this target has been attributed to the significant staff shortages and resultant lack of resources. Corrective Action: It is envisaged that the target response times will be met during the next quarter due to the appointment in September of additional staff.
LDLP25	% of standard searches carried out in 10 working days (originally BV179 deleted from 2006/07 set)	98.91%	100%	100%	99%		Yes	✓	✓	High	The target has currently been exceeded.
LSLP11	Net spend per head of population (of the broad spectrum of services currently provided by the Leisure Services Team)	£40.31 (Estimated figure)	N/A	N/A	£38.50	N/A	N/A	N/A	N/A	Low	THIS INDICATOR IS COLLECTED ANNUALLY. No remedial action required at this stage.
LSLP14	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	902,246	N/A	N/A	975,000	N/A	N/A	N/A	N/A	High	THIS INDICATOR IS COLLECTED ANNUALLY. No remedial action required at this stage.

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LSLP15	% 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	35.06%	N/A	N/A	42.5%	N/A	N/A	N/A	N/A	High	THIS INDICATOR IS COLLECTED ANNUALLY. No remedial action required at this stage.
YES							17	19	17		
NO							15	12	15		
TOTAL							32	31	32		
TOTAL N/A							5	6	5		
TOTAL OVERALL							37	37	37		

Report a total of 34 Indicators		COMPARE WITH QTR 1	ACTUALS FOR YTD 2006/07	SAME PERIOD LAST YEAR
Equates to 37 separate indicators				
We:				
Achieved our targets	53%	58%	51%	61%
Improved on previous year	61%	57%	n/a	n/a
Improved on same period last year	53%	55%	n/a	n/a
Unfortunately we:				
Failed to meet our targets	47%	42%	49%	39%
Failed to improve on previous year	39%	39%	n/a	n/a
Failed to improve on same period last year	47%	45%	n/a	n/a

Summary of Performance by Category	Achieved Target	Not Achieved Target	Improved from Previous Year	Not Improved from Previous Year
Corporate Health	46%	46%	54%	31%
Housing	58%	42%	67%	33%
Waste & Cleanliness	100%	0%	0%	100%
Environment	100%	0%	100%	0%
Planning	29%	57%	43%	43%

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	Culture & Related Services		0%	0%	0%	0%					