













## Local Performance Indicators - Report for the period April - December 2007





LPI No.	LPI Description	Actual 2006/07	Quarter 1 Apr - Jun 2007	Quarter 2 Apr - Sept 2007	Quarter 3 Apr - Dec 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	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.
CSS07	% complaints responded to within 10 working days	82.3%	86%	87%	84%	90%		No	✓	✓	High	Performance has dropped over the 3 <sup>rd</sup> quarter which may be as a result of the ongoing changes linked to LGR, Cestria housing association and the resultant reduction in resources. <b>Corrective Action: 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. In addition the CPI project is gathering pace and detailed analysis of performance charts should show problems within the process.</b>






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HRLP01	% of voluntary leavers as % of staff in post	6.32%	2.70%	4.27%	12.00%	5.5%		No	✘	✘	Low	This increase is mainly down to casual posts being terminated as clean up of payroll system. <b>Corrective Action: Employee survey and action planning; Monitor exit interviews and report concerns; Monitor grievances etc and other forms of staff dissatisfaction and report on concerns; Look at Staff Retention</b>
HRLP04	% of disciplinaries as a % of staff in post	3.05%	0.45%	1.12%	1.00%	1.0%		Yes	✓	✓	Low	Performance is on target for this quarter
HRLP05	% of grievances as a % of staff in post	1.09%	0.22%	0.89%	0.95%	1.0%		Yes	✓	✘	Low	Performance is on target for this quarter
HRLP14	% of recruitment enquiries responded to within 48 hours	100%	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%	67%	70%		No	✓	✓	High	Satisfaction has improved but is slightly below the target. <b>Corrective Action:</b> The authority continues to maintain the website and work towards improving the content and accessibility of the website. As the website is monitored for accessibility, this often draws out issues that staff need to be reminded of when updating content. We will continue to remind staff of the standards required for the website content. The authority will consider whether 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 improved performance for satisfaction.

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ITLP17	Increase in the use of the authority's website	105,652	33,402	64,906	97,459	Q3 81709.5 YE 108946		Yes	N/A	✓	High	If the first nine months are projected throughout the year, the target will be reached with approx 129,945 visits compared to the target of 108946. <b>Corrective Action: It is noted that the visits for the previous quarter was 31,504. This quarter there is a slight improvement with 32,553 visits. The improvement is slight and takes into an account of a drop in visitors in December, most likely due to the Xmas holiday period. As there is no major concerns at this stage I anticipate no further corrective action at present</b>
FSLP12	% of registered invoices approved/actioned within 7 days	90.91%	91%	89%	89%	90%		No	✘	✘	High	Performance has remained the same as the previous quarter results. October and November performance improved to 91% and 92% respectively but dropped again in December to 79% which is due to the Christmas closedown which has affected the overall 3rd quarter performance. <b>Corrective Action: To continue to monitor invoice approvals and try to establish where the problem areas area.</b>



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FSLP13	% of sundry debtors raised within 5 days of request	93.89%	99.36%	99.62%	N/A	95%	N/A	N/A	N/A	N/A	High	We are unable to report performance for this period. Performance will be reported in the next quarter.
FSLP31	% of actions completed from Risk Management Strategy	95.83%	100%	75%	83%	100%		No	X	X	High	15 from 18 actions due are complete the remaining are underway and the target remains realistic and achievable for 2007-08.
FSLP40	% of actions completed from Procurement Strategy	94.64%	100%	85%	75%	100%		No	X	X	High	The Procurement Strategy is progressing according to plan, with some items rescheduled within year when this is appropriate and agreed. The implementation of the e-tendering system is now programmed to commence in 4 <sup>th</sup> Qtr 2007-08.
FSLPACC 10	Statement of Accounts presented to Council within statutory deadline	Yes	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%	96.12%	97.5%		No	X	X	High	Current performance matches that of last years. The position has improved over the last quarter and now meets the performance target. Close monitoring over the final quarter will ensure the performance is maintained at year end.




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HSLPPS2	Average time taken to complete non-urgent responsive repairs	25.18 days	15.13 days	14 days	15 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, as some planned works have been undertaken the average time to complete these non-urgent repairs has extended.
HSLPPS3	% of repair appointments that were made and kept by the authority	93.79%	91.88%	92.00%	94.00%	94%		Yes	✓	✓	High	Current performance exceeds that of last years. The position has improved over the last quarter and now meets the performance target. Close monitoring over the final quarter will ensure the performance is maintained at year end.
HSLPTP2	% of tenants involved in the housing services	40%	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, conferences, 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%	1.15%	0.93%		Yes	✗	✗	Low	Target has not been achieved



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HSLPIM2	% of rent written off	0.63%	0.01%	0.43%	0.55%	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 which will lead to us falling in line with the agreed target.
HSLPIM3	Current rent arrears as a % of rent roll	2.46%	2.51%	2.46%	1.99%	2.46%		Yes	✓	✓	Low	Target has been achieved. No remedial action required.
HSLPSH1.07	All new housing development in the district of Chester-le-Street to include 30% affordable homes	0	100%	100%	100%	30%		Yes	✓	✓	High	The following sites are under development with 30% affordable homes included: Sacriston Holly Cres; 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	20	8		Yes	✓	✓	High	Target met
HSLPSH3	% of homeless households re-housed in Social Rented Sector (RSL Accommodation)	2	0	0	2	15		No	✗	✗	High	Nomination agreements are in place with existing RSLs and work is currently underway on the same with Cestria. With Cestria being the largest RSL in the area this target should be met.

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HSLPSH4	The number of Private Landlords who are members of Chester-le-Street's Landlord Accreditation Scheme	41	41	42	40	46		No	✘	✓	High	We have recently carried out a revision of the Accredited landlords as some landlords were not active members. We have plans in place to commence 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	81	90		No	✓	✓	High	There are currently 73 properties belonging to Landlords on the Private Landlord Association scheme that are not accredited. We have also recently carried a revision to the Accredited Landlords as many landlords were not active members. <b>Corrective Action: The PLA Officer is working to a programme to accredit these properties therefore this target should be met</b>
ESLP10	% of designated grass areas cut within 10 working day cycle	98.1%	95.8%	95.8%	94.5%	90%		Yes	✘	✘	High	The grass cutting season ended in October so the target has been achieved for the year 2007/2008.
EHLPO4	% of primary food hygiene inspections achieved of those planned	98%	100%	100%	100%	95%		Yes	✓	✓	High	Of the 147 primary inspections due on the risk-based inspection programme covering up to the end of December 2007, all premises have been inspected within the due date for inspection. We are therefore on course to achieve our stated target.



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PLL33a	% of pre-application enquiries responded to within target (major)	78.10%	42%	81.25%	86.32%	90%		No	✓	✓	High	This below target performance has occurred due to significant staffing shortages within the team, 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 as Assistant Planning Officer and a Senior Planning Officer.
PLL33b	% of pre-application enquiries responded to within target (minor)	70.10%	55%	67.92%	72.00%	90%		No	✓	✗	High	Measures have been taken to ensure staffing situation is improved, including the appointment of as Assistant Planning Officer and a Senior Planning Officer. This should ensure performance is back on course to meet targets for minor enquiries by the end of the year; although it is unlikely this will be in time to ensure the target for major enquiries is met

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PLLPO2	% of householder planning applications determined in 8 weeks	97.32%	90.0%	82.75%	84.98%	95%		No	<b>x</b>	<b>x</b>	High	Performance is below locally set targets. This below target performance has occurred due to significant staffing shortages within the team. However measures have now been taken to ensure staffing situation is addressed. Another appointment is to be made imminently which will bring the team up to full establishment. Once this has been achieved this will lead to significantly improved performance. However this will not be in time to ensure the stretch targets are met by the year end. <b>Corrective Action: Appointment of temporary staff / vacant Senior Planners post</b>
PLL29a	% of planning enforcement enquiries responded to within target (Category 1 cases)	100%	100%	100%	100%	90%		Yes	✓	✓	High	112 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	100%	90%		Yes	✓	✓	High	Category 2 - 2 cases received were investigated and a response provided to the complainant within 7 days.

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PLL29c	% of planning enforcement enquiries responded to within target (Category 3 cases)	99.5%	27%	39%	55%	90%		No	X	X	High	Category 3 enquiries accounted for 97.3% of all cases. Of the 109 received, 60 were responded to within the target response times. Although the target response times for this category have not been achieved, significant inroads have been made into improving performance. Indeed this quarter has seen a 16% increase in the turnaround and target response times which has been attributed to the additional staff and resources being made available.
LDLP25	% of standard searches carried out in 10 working days (originally BV179 deleted from 2006/07 set)	98.91%	100%	100%	100%	99%		Yes	✓	✓	High	The target is 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	N/A	£38.50	N/A	N/A	N/A	N/A	Low	THIS INDICATOR IS COLLECTED ANNUALLY. <b>No remedial action required at this stage.</b>
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	N/A	975,000	N/A	N/A	N/A	N/A	High	THIS INDICATOR IS COLLECTED ANNUALLY. <b>No remedial action required at this stage.</b>

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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	N/A	42.5%	N/A	N/A	N/A	N/A	High	THIS INDICATOR IS COLLECTED ANNUALLY. <b>No remedial action required at this stage.</b>
<b>YES</b>								18	19	18		
<b>NO</b>								14	12	14		
<b>TOTAL</b>								32	31	32		
<b>TOTAL N/A</b>								5	6	5		
<b>TOTAL OVERALL</b>								37	37	37		

Report a total of 34 Indicators		COMPARE WITH QTR 2	COMPARE WITH QTR 1	ACTUALS FOR YTD 2006/07	3RD QTR PERIOD PREVIOUS YEAR
Equates to 37 separate indicators					
<b>We:</b>					
Achieved our targets	56%	53%	58%	51%	61%
Improved on previous year	61%	61%	57%	n/a	n/a
Improved on same period last year	56%	53%	55%	n/a	n/a
<b>Unfortunately we:</b>					
Failed to meet our targets	44%	47%	42%	49%	39%
Failed to improve on previous year	39%	39%	39%	n/a	n/a
Failed to improve on same period last year	44%	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	38%	46%	46%	31%
Housing	67%	33%	58%	42%

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	Waste & Cleanliness		100%	0%	0%	100%						
	Environment		100%	0%	100%	0%						
	Planning		43%	57%	71%	29%						
	Culture & Related Services		0%	0%	0%	0%						

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