
































Local Performance Indicators - 1 April 2007 to 31 March 2008

LPI No.	LPI Description	Actual 2006/07	Actual 2007/08	Target 2007/08	Current Perf Status	Achieved Target?	Improved on previous year?	Good Perf	Comments, Remedial Measures and Action
CSS03	% of telephone calls answered within 15 seconds	94.6%	n/a	92%	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.
CSS07	% complaints responded to within 10 working days	82.3%	85%	90%		No	✓	High	Overall performance has steadily increased throughout the year. The greater concern is that we have consistently failed to reach our target, however, it is pleasing to note that all remaining council teams i.e. those not including Cestria services achieved a 100% target for the final quarter of the financial year.
HRLP01	% of voluntary leavers as % of staff in post	6.32%	15.00%	5.5%		No	✗	Low	Performance is higher than last year due to a clean up of the payroll system with casual posts being terminated. Also changes with LGR has resulted in a rise in resignations this year.
HRLP04	% of disciplinaries as a % of staff in post	3.05%	1.08%	1.0%		No	✓	Low	Performance is above target due to a number of disciplinary cases coupled with a drop in staff numbers. Staff numbers decreased dramatically due to staff transferring to Cestria Housing Association.
HRLP05	% of grievances as a % of staff in post	1.09%	0.86%	1.0%		Yes	✓	Low	Performance is ahead of target. This is principally because of the decrease in number of staff due to TUPE transfer of Departments.
HRLP14	% of recruitment enquiries responded to within 48 hours	100%	100%	80%		Yes	✓	High	Performance is ahead of target.
ITLP16	% of customer satisfaction regarding information and services available on the council website and associated portals	66%	67%	70%		No	✓	High	Satisfaction levels have improved as more services are made available on the website. Improved content from web content guidelines. Changing the Home Page design to make transactional services easier to find.
ITLP17	Increase in the use of the authority's website	105,652	135,628	108,946		Yes	✓	High	We have seen an increase in the use of the website. Improved communications regarding electronic services leading to increased take up. Based on last years take up we set a target to increase take up by about 3% and expected visits each quarter to be about the 27,000 figures. Instead the average quarterly visit was nearly 40,000 visits.

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FSLP12	% of registered invoices approved/actioned within 7 days	90.91%	89.00%	90%		No	✘	High	The slight under performance was minimal against target. The variance is relatively small percentage and the exchequer section relies heavily on the performance of other Service Teams in promptly passing invoices for payment. The section also lost a member of staff to Cestria during December 2007.
FSLP13	% of sundry debtors raised within 5 days of request	93.89%	99.47%	95%		Yes	✔	High	The performance has been driven up by a planned approach and multi-tasking by staff.
FSLP31	% of actions completed from Risk Management Strategy	95.83%	90.09%	100%		No	✘	High	As a result of LGR the Risk Management Strategy for Chester-le-Street DC has to a large extent been subsumed into work that is ongoing for the creation of the new Unitary Authority for County Durham. Of the 24 original actions, 20 were completed, 2 were deferred to LGR activity and 2 remain on target for completion during Qtr 1 2008-09.
FSLP40	% of actions completed from Procurement Strategy	94.64%	75.00%	100%		No	✘	High	As a result of LGR the Procurement Strategy for Chester-le-Street DC has been subsumed into work that is ongoing for the creation of the new Unitary Authority for County Durham. The initiatives completed to date have proved successful and have helped to lay foundations for Procurement at the new authority.
FSLPACC 10	Statement of Accounts presented to Council within statutory deadline	Yes	Yes	Yes		Yes	✔	N/A	The performance target has been met.
HSLPPS1	% of urgent repairs completed within Government time limits	96.27%	To follow	97.5%	N/A	N/A	N/A	High	Transfer to Cestria Housing - Data is currently unavailable to report this indicator. When available, this will be reported through the Best Value Performance Plan.
HSLPPS2	Average time taken to complete non-urgent responsive repairs	25.18 days	To follow	22 days	N/A	N/A	N/A	Low	Transfer to Cestria Housing - Data is currently unavailable to report this indicator. When available, this will be reported through the Best Value Performance Plan.
HSLPPS3	% of repair appointments that were made and kept by the authority	93.79%	To follow	94%	N/A	N/A	N/A	High	Transfer to Cestria Housing - Data is currently unavailable to report this indicator. When available, this will be reported through the Best Value Performance Plan.

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HSLPTP2	% of tenants involved in the housing services	40%	To follow	35%	N/A	N/A	N/A	High	Transfer to Cestria Housing - Data is currently unavailable to report this indicator. When available, this will be reported through the Best Value Performance Plan.
HSLPIM1	Former tenant arrears as a % of rent roll	1.04%	To follow	0.93%	N/A	N/A	N/A	Low	Transfer to Cestria Housing - Data is currently unavailable to report this indicator. When available, this will be reported through the Best Value Performance Plan.
HSLPIM2	% of rent written off	0.63%	To follow	0.73%	N/A	N/A	N/A	Low	Transfer to Cestria Housing - Data is currently unavailable to report this indicator. When available, this will be reported through the Best Value Performance Plan.
HSLPIM3	Current rent arrears as a % of rent roll	2.46%	To follow	2.46%	N/A	N/A	N/A	Low	Transfer to Cestria Housing - Data is currently unavailable to report this indicator. When available, this will be reported through the Best Value Performance Plan.
HSLPSH1.07	All new housing development in the district of Chester-le-Street to include 30% affordable homes	0	100%	100%		Yes	✓	High	The target has been achieved as all new housing developments include 30% affordable homes.
HSLPSH2.07	The number of households threatened with Homelessness re-housed in the private rented sector	0	26	8		Yes	✓	High	We have increased our homeless prevention methods and work closely with PLA officer to prevent homelessness. More cases rehoused in the private sector.
HSLPSH3	% of homeless households re-housed in Social Rented Sector (RSL Accommodation)	2	16	15		Yes	✓	High	We have exceeded our target. We have increased our homeless prevention measures and in addition to this we no longer have LA stock therefore a high percentage of preventions will now be RSL due to the transfer of stock to Cestria.
HSLPSH4	The number of Private Landlords who are members of Chester-le-Street's Landlord Accreditation Scheme	41	33	46		No	✗	High	A review of the scheme has taken place and a number of landlords subsequently left the scheme. 8 landlords have left the Scheme in the last year. No recruitment drive has yet taken place.
HSLPSH5	The number of accredited properties in the Private Landlord Accreditation Scheme	80	67	90		No	✓	High	Unfortunately we have not met our target this year due to a number of landlords leaving the scheme resulting in a decrease in properties that are accredited.

LPI No.	LPI Description	Actual 2006/07	Actual 2007/08	Target 2007/08	Current Perf Status	Achieved Target?	Improved on previous year?	Good Perf	Comments, Remedial Measures and Action
ESLP10	% of designated grass areas cut within 10 working day cycle	98.1%	94.5%	90%		Yes		High	This year's target has been achieved although we have not achieved the same level of performance as last year. The previous year's performance was enhanced by exceptional weather conditions during the cutting season.
EHLP04	% of primary food hygiene inspections achieved of those planned	98%	99%	95%		Yes		High	We have exceeded our stated target this year.
PLLP33a	% of pre-application enquiries responded to within target (major)	78.10%	92%	90%		Yes		High	Major enquiry performance has improved in comparison to last year. This has been achieved as a result of the hiring of a temporary consultant to mitigate for the vacant officer post and the fact that the Team were (for the most part) fully staffed for the final quarter of the year. The investment in IT has also helped improve major enquiry performance.
PLLP33b	% of pre-application enquiries responded to within target (minor)	70.10%	74%	90%		No		High	Performance has significantly improved for minors due to a new officer appointment in September 2007. This is a key post within the team for dealing with minor pre-application enquiries. In addition the decision to 'train up' an Admin Officer to be able to deal with minor enquiries has also been instrumental in improving performance.
PLLP02	% of householder planning applications determined in 8 weeks	97.32%	87.0%	95%		No		High	Performance has fallen in comparison to last year. The reason this has occurred has been due to significant staffing shortages within the team across most of the financial year. Measures have been taken to address this and there is every reason to believe that performance will be back on target for next year.
PLLP29a	% of planning enforcement enquiries responded to within target (Category 1 cases)	100%	100%	90%		Yes		High	The single category 1 case received was investigated and a response provided to the complainant within 24 hours.
PLLP29b	% of planning enforcement enquiries responded to within target (Category 2 cases)	100%	100%	90%		Yes		High	13 category 2 cases were received. These 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%	67.8%	90%		No		High	152 category 3 cases were received. Enquiries accounted for 91.6% of all cases received and of the 152 cases received, 103 were responded to within the target response times. The change in performance with regard to category 3 cases has largely been attributed to the significant staffing and resources implications experienced during the Spring and Summer months of 2007.
LDLP25	% of standard searches carried out in 10 working days (originally BV179 deleted from 2006/07 set)	98.91%	99.39%	99%		Yes		High	Performance has exceeded last year's outturn. New staff now in post and cover provided when required.
LSLP11	Net spend per head of population (of the broad spectrum of services currently provided by the Leisure Services Team)	£33.66	£31.27 (estimated figure)	£38.50		Yes		Low	This is only an interim figure based on the probable outturn reported to members in February. It is anticipated that the actual outturn for leisure services will be very similar and so have minimal impact on the figure.
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	To follow	975,000	N/A	N/A	N/A	High	Data is currently unavailable to report this indicator. When available, this will be reported through the Best Value Performance Plan.
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%	To follow	42.5%	N/A	N/A	N/A	High	Data is currently unavailable to report this indicator. When available, this will be reported through the Best Value Performance Plan.
YES							15	19	
NO							12	8	
TOTAL							27	27	
TOTAL N/A							10	10	
TOTAL OVERALL							37	37	

Report a total of 34 Indicators	
Equates to 37 separate indicators	
We:	

**ACTUALS
FOR YTD
2006/07**

LPI No.	LPI Description	Actual 2006/07	Actual 2007/08	Target 2007/08	Current Perf Status	Achieved Target?	Improved on previous year?	Good Perf	Comments, Remedial Measures and Action
	Achieved our targets	56%		51%					
	Improved on previous year	70%		n/a					
	Unfortunately we:								
	Failed to meet our targets	44%		49%					
	Failed to improve on previous year	30%		n/a					