

*Background Papers, if any, are specified at the end of the Report*

**Performance Indicator Review for 2014-15**

*Contact Officer: Aisha Bi (01494 586505), Rachel Prance (01494 732903)*

**RECOMMENDATIONS**

**To confirm approval of the Priority Indicator set (see Appendix A) and future performance targets for the next three years.**

**To confirm approval of Corporate Performance Indicators (Appendix B) and future performance targets for the next three years**

**Relationship to Council Objectives**

*Performance Management helps to ensure that realistic performance targets are set through the service planning process. This helps to ensure that the services provided by the Council are effective and good value for money. This report links to all of the Council's objectives listed below*

*Objective 1 - Efficient and effective customer focused services*

*Objective 2 - Safe, healthy and cohesive communities*

*Objective 3 - Conserve the environment and promote sustainability*

**Implications**

*(i) This matter is not a Key Decision within the Forward Plan.*

*(ii) This matter is within the Policy and Budgetary Framework.*

**Financial Implications**

*None identified*

**Risk Implications**

*There is a risk that failure to select, monitor and measure the correct performance measures could lead to a degradation in quality of services and value for money.*

## **Equalities Implications**

*None identified*

## **Sustainability Implications**

*None identified*

## **Report**

1. This report provides information on the corporate and priority PIs and targets for 2014-15.

## **Background**

2. In line with the Council's performance management framework, all services review their performance indicators annually through the service planning process. The Council aims to set targets against each indicator for the next three years and publish these along with the actual performance in the Annual Report, published in June of each year.
3. Priority indicators will be published monthly through the Budget Monitoring Pack to Management Team and Informal Cabinet. A more detailed quarterly performance report, including corporate performance indicators also goes to Management Team, Performance and Resources Overview Committee and Cabinet.
4. This year, a more extensive review has been undertaken by Heads of Service, particularly where shared services will be in place at the start of the performance year – Building Control, Community Safety, Housing and Licensing. This has taken into account the following:
  - Assessing if each indicator is the correct means of capturing/measuring performance.
  - Comparing across both Councils to see if too much or too little information is being collected.
  - Looking at targets and assessing if one shared PI can be moved to or if each District would need the same PI with separate targets in the short term until such time as the targets can be aligned.

## **Priority Performance Indicators for Monthly Monitoring Report**

5. The following performance indicators are the Council's priority indicators which go to Management Team and Informal Cabinet each month in the monthly monitoring report pack.

Code	Priority Indicator Short Name	Comment
CHI_RES BV9	Percentage of Council Tax collected	
CHI_RES BV10	Percentage of Non-domestic Rates Collected	
CHI_CEx BV12	Working days lost due to sickness absence	
CHI_RES BV78a	Speed of processing - new HB/CTB claims	
CHI_RES BV78b	Speed of processing - changes of circumstances for HB/CTB claims	
CHI_OPI183a	Length of stay in temporary accommodation (B&B) (reported Bi-monthly)	Replaced by JtHS3a Average Length of stay in B & B temporary accommodation for (i) all households and (ii) households with/expecting children. This is to provide better performance reporting and for more accurate data.
CHI_SER 30	Average length of stay in bed and breakfast accommodation (weeks) (By period quarterly)	Replaced by JtHS1a - Number of applicants with/expecting children who have been in B & B accommodation for longer than 6 weeks (Snapshot figure at end of month). This is to bring it in line with statutory requirements, and to focus on where we would be in danger of exceeding these.
CHI_OPIPE29	Average length of stay in hostel accommodation (weeks)	This PI will no longer be monitored as none of the temporary accommodation in Chiltern meets the definition of being a hostel.
CHI_SER BFD	Percentage reduction in burglaries from dwellings [from 2011/12 baseline 317]	
CHI_SER NI 157a	Processing of planning applications: Major applications (Cumulative)	
CHI_SER NI 157b	Processing of planning applications: Minor applications	
CHI_SER NI 157c	Processing of planning applications: Other applications (Cumulative)	
CHI_SER NI 195a	Street cleanliness indicator – Levels of litter	
CHI_SER NI 195b	Street cleanliness indicator - Levels of Detritus	
CHI_SER NI 195c	Street cleanliness indicator - Levels of Graffiti	
CHI_SER NI 195d	Street cleanliness indicator - Levels of Fly-posting	

## **Performance Indicators - Corporate Indicators**

6. As well as the priority indicators, Corporate indicators (outside of the priority indicator set), are reported on a quarterly basis. Departments have set targets for the next 3 years where possible. Information on amendments suggested for these indicators and targets for the next three years is attached in Appendix B.
7. Please note waste targets have not been set yet. This is because the Joint Waste service will be reviewed by the Joint Waste Collection Committee, once full data for the new service is known at the end of 2013/14. After reviewing the service the Committee will set future targets before the end of Q1.
8. Thames Valley Police will not be having targets for the coming years; therefore crime related PIs will become data only PIs as they will not have set targets.

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***Background Papers:*** (None)

- Appendix A: Proposed changes to Priority Indicators and Targets
- Appendix B – Proposed changes to Corporate Indicators and Targets

**Appendix A: Proposed changes to Priority Indicators and Targets**

PI Code	Short Name	2012/13 Value	2012/13 Target	Last update	Current value	Annual Target 2013/14	Future Targets			Keep or delete	Comment	Service	Portfolio
							2014/15	2015/16	2016/17				
RES BV10	Percentage of Non-domestic Rates Collected (Cumulative Quarterly)	97.50%	99.00%	Mar-13	98.22%	98.00%	98.00%	98.00%	98.00%	Keep		CS - Revs & Bens	Waste & Customer Services
RES BV78a	Speed of processing - new HB/CTB claims (By period quarterly)	14.6	20	Mar-13	16.82	18	18	18	18	Keep		CS - Revs & Bens	Waste & Customer Services
RES BV78b	Speed of processing - changes of circumstances for HB/CTB claims (By period Quarterly)	3.4	5	Mar-13	4.26	5	5	5	5	Keep		CS - Revs & Bens	Waste & Customer Services
RES BV9	% of Council Tax collected (Cumulative Quarterly)	99.30%	99.00%	Mar-13	99.27%	99.00%	99.00%	99.00%	99.00%	Keep		CS - Revs & Bens	Waste & Customer Services
SER NI 192	Percentage of household waste sent for reuse, recycling and composting (quarterly By period)	46.10%	48.00%	Q3 2013/14	59.20%	58.00%	t.b.a	t.b.a	t.b.a	Keep	This PI was off target for 2012/13. Jan - Mar, kitchen and garden tonnages were lower due to the weather which had an impact on the annual figures.	Envir - Waste	Waste & Customer Services
SER NI 195a	Improved street and environmental cleanliness - Litter (quarterly )	1%	5%	Q3 2013/14	0%	4%	t.b.a	t.b.a	t.b.a	Keep		Envir - Waste	Waste & Customer Services
SER NI 195b	Improved street and environmental cleanliness - Detritus	9%	10%	Q3 2013/14	1%	16%	t.b.a	t.b.a	t.b.a	Keep		Envir - Waste	Waste & Customer Services

PI Code	Short Name	2012/13 Value	2012/13 Target	Last update	Current value	Annual Target 2013/14	Future Targets			Keep or delete	Comment	Service	Portfolio
							2014/15	2015/16	2016/17				
SER NI 195c	Improved street and environmental cleanliness - Graffiti (quarterly)	0%	0%	Q3 2013/14	0%	0%	t.b.a	t.b.a	t.b.a	Keep		Envir - Waste	Waste & Customer Services
SER NI 195d	Improved street and environmental cleanliness - Fly-posting (quarterly)	0%	0%	Q3 2013/14	0%	0%	t.b.a	t.b.a	t.b.a	Keep		Envir - Waste	Waste & Customer Services
SER VIO	Percentage reduction in violent offences against a person [from 2011/12 baseline 672] (quarterly)	-0.9	5	Feb-13	18	2	NOT SET	NOT SET	NOT SET	Keep	As TVP no longer set targets this will become a data only PI	H & H - Community Safety	Health & Housing
<del>OPIPE29</del>	<del>Average length of stay in hostel accommodation (weeks) (By period Quarterly)</del>	<del>0</del>	<del>-</del>	<del>Feb-13</del>	<del>0</del>	<del>-</del>	<del>-</del>	<del>-</del>	<del>t.b.a</del>	Delete	CDC currently do not have any temporary accommodation that meets the definition of hostel.	H & H - Housing	Health & Housing
<del>SER 30</del>	<del>Average length of stay in bed and breakfast accommodation (weeks) (By period quarterly)</del>	<del>2.5</del>	<del>4</del>	<del>Mar-13</del>	<del>4</del>	<del>5</del>	<del>5</del>	<del>5</del>	<del>t.b.a</del>	Delete	Replace with JtHS1a to focus on monitoring stays that exceed statutory requirements	H & H - Housing	Health & Housing
JtHS1a	Number of applicants with/expecting children who have been in B & B accommodation for longer than 6 weeks (Snapshot figure at end of month)	New	New	New	New	New	0	0	0	New	Monthly. Replaces SER30	H & H - Housing	Health & Housing

PI Code	Short Name	2012/13 Value	2012/13 Target	Last update	Current value	Annual Target 2013/14	Future Targets			Keep or delete	Comment	Service	Portfolio
							2014/15	2015/16	2016/17				
SER BV213	Preventing Homelessness - number of cases of homelessness prevented (cumulative for year)	144	110	Q3 2013/14	15	110	110	110	110	Keep	Amended from actual number per quarter to cumulative number over the year.	H & H - Housing	Health & Housing
SER NI 156	Number of households living in temporary accommodation (Snapshot at the end of the quarter)	24	22	Q3 2013/14	18	22	22	22	t.b.a	Keep		H & H - Housing	Health & Housing
CEX BV12	Working Days Lost Due to Sickness Absence (By period Quarterly)	5.66	8	Mar-13	0.83	7.8	8	8	7.8	Keep		HR	Leader
SER NI 157 a	Processing of planning applications: Major applications (within 13 weeks, or 16 weeks for EIA) (Cumulative, monthly)	62.50%	70.00%	Feb-13	100.00%	60.00%	70.00%	70.00%	70.00%	Keep		Sust Dev – Develop Management	Sustainable Development
SER NI 157b	Processing of planning applications: Minor applications (Cumulative, monthly)	69.80%	70.00%	Feb-13	65.00%	70.00%	70.00%	70.00%	70.00%	Keep		Sust Dev – Develop Management	Sustainable Development
SER NI 157c	Processing of planning applications: Other applications (Cumulative, monthly)	90.50%	90.00%	Feb-13	85.30%	90.00%	91.00%	92.00%	93.00%	Keep		Sust Dev – Develop Management	Sustainable Development

## Appendix B – Proposed changes to Corporate Indicators and Targets

PI Code	Short Name	2012/13 Value	2012/13 Target	Last update	Current value	Annual Target 2013/14	Future Targets			Keep or delete	Comment	Service	Portfolio
							2014/15	2015/16	2016/17				
RES 10	Availability of ICT systems to staff from 8am to 6pm (By period quarterly)	99.90%	99%	Q3 2013/14	99.60%	99%	99%	99%	t.b.a			Business Support	Support Services
RES 9	Percentage of calls to ICT helpdesk resolved within agreed timescales (By period quarterly)	91.50%	95%	Q3 2013/14	84.50%	95%	95%	95%	t.b.a.		This PI was off target for 2012/13. Project work taking up staff time away from resolving service desk calls.	Business Support	Support Services
OPIPE 12	The percentage of community grant applications considered within 12 weeks of the closing date (annual)	86%	95%	2012/13	86%	86%	86%	86%	86%	Keep	This PI was off target for 2012/13. Six of the 43 applications were deferred to Cabinet for further consideration taking them past the 12 week timescale.	Community	
OPIPE 43	Total attendance at all sports zone activities (By period Quarterly)	4,552	Target not Set	Q3 2013/14	1,196	DATA ONLY	DATA ONLY	DATA ONLY	DATA ONLY	Keep	No target set as Data Only PI	Community	
SER 45	Total number of users at all leisure centres (By period quarterly)	876,129	830,000	Q3 2013/14	211,407	830,000	840,000	850,000	855,000	Keep		Community	
RES BV76d	Housing Benefits Security number of prosecutions & sanctions (Annual)	31	30	2012/13	31	30	30	30	30	Keep		CS – Revs & Bens	Waste & Customer Services



PI Code	Short Name	2012/13 Value	2012/13 Target	Last update	Current value	Annual Target 2013/14	Future Targets			Keep or delete	Comment	Service	Portfolio
							2014/15	2015/16	2016/17				
RES BV79b (i)	Percentage of Recoverable Overpayments Recovered (HB) that are recovered during period (Annual)	54.41%	80.00%	2012/13	54.41%	80.00%	60.00%	60.00%	60.00%	Keep	Target not achieved due to large amount of high value fraudulent overpayments that have been raised this year due to successful investigations.	CS - Revs & Bens	Waste & Customer Services
SER BV82a (i)	% of Household Waste Recycled (By period quarterly)	28.08%	30.00%	Q3 2013/14	35.04%	33.00%	t.b.a.	t.b.a.	t.b.a.	Keep	The reduction in papers being circulated has led to a fall in paper recycling. This has affected the annual figures.	Envir - Waste	Waste & Customer Services
SER BV82a (ii)	Tonnes of Household Waste Recycled (By period quarterly)	8910.75	9500	Q3 2013/14	3046	10500	t.b.a.	t.b.a.	t.b.a.	Keep		Envir - Waste	Waste & Customer Services
SER BV82b (i)	% of Household Waste Composted (By period quarterly)	17.36%	17.00%	Q3 2013/14	24.19%	25.00%	t.b.a.	t.b.a.	t.b.a.	Keep		Envir - Waste	Waste & Customer Services
SER BV82b (ii)	Tonnes of household waste composted (By period quarterly)	5509.81	6000	Q3 2013/14	2046	6000	t.b.a.	t.b.a.	t.b.a.	Keep		Envir - Waste	Waste & Customer Services
SER BV84a	Household waste collected per head, in kilos (By period quarterly)	342.4	370	Q3 2013/14	91	350	t.b.a.	t.b.a.	t.b.a.	Keep		Envir - Waste	Waste & Customer Services

PI Code	Short Name	2012/13 Value	2012/13 Target	Last update	Current value	Annual Target 2013/14	Future Targets			Keep or delete	Comment	Service	Portfolio
							2014/15	2015/16	2016/17				
SER JWS 10	Percentage of fly-tippings removed within 2 working days	New	New	Q3 2013/14	57.30%	90%	t.b.a	t.b.a	t.b.a	Keep		Envir - Waste	Waste & Customer Services
SER JWS 11	Joint Waste Service Customer Service call abandonments Rate	New	New	Q3 2013/14	32.50%	10%	t.b.a	t.b.a	t.b.a	Keep		Envir - Waste	Waste & Customer Services
SER JWS 12	Joint Waste Service Customer Service Calls answered within in 20 seconds	New	New	Q3 2013/14	23.50%	60%	t.b.a	t.b.a	t.b.a	Keep		Envir - Waste	Waste & Customer Services
SER JWS 8	Number of waste and recycling collections missed	New	New	Q3 2013/14	9491	20,000	t.b.a	t.b.a	t.b.a	Keep	20,000 missed bin collections equates to 0.12% of all annual collections across Chiltern and Wycombe.	Envir - Waste	Waste & Customer Services
SER NI 191	Residual household waste kg per household (Annual)	442.52	480	2012/13	442.52	460	t.b.a	t.b.a	t.b.a	Keep		Envir - Waste	Waste & Customer Services
RES F1	Percentage of small businesses paid within 10 days (By period quarterly)	83.3	90	Q4 2012/13	82.6	90	90	90	90	Keep or delete		Finance	Support Services
SER BFD	Percentage reduction in burglaries from dwellings [from 2011/12 baseline 317] [quarterly]	6.3	5	Q3 2013/14	-49.2	2	NOT SET	NOT SET	NOT SET	Keep	As TVP no longer set targets for this PI it will become a data only PI	H & H - Community Safety	Health & Housing
SER 10	Percentage of food premises that are broadly compliant (quarterly)	92	94	Q3 2013/14	90	90	92	92	92	Replace	Now Jt EH2 (C)	H & H - Envir Health	Health & Housing

PI Code	Short Name	2012/13 Value	2012/13 Target	Last update	Current value	Annual Target 2013/14	Future Targets			Keep or delete	Comment	Service	Portfolio
							2014/15	2015/16	2016/17				
OPI 183a	Length of stay in temporary accommodation (B&B) (By period quarterly)	4.8	-	Q3 2013/14	3	-	-	-	t.b.a	Delete	Replace with JtHS3a to show breakdown of (i) all families and (ii) those with/ expecting children	H & H - Housing	Health & Housing
OPI214 (HIPE1 b)	Housing Advice Service - % of repeat homelessness within 2 years (By period quarterly)	0.00%	-	Q3 2013/14	0.00%	-	-	-	t.b.a	Delete	This has continually been a nil return and is no longer collected in the Government P1E return.	H & H - Housing	Health & Housing
SER 006	Reduce fuel households receiving heating/ insulation improvements through the Green Deal	19	150	Q3 2013/14	0	0	50	50	50	Keep	HS1 for SBDC. Will be JtHS6	H & H - Housing	Health & Housing
SER 007	Number of clients directly accessing the private rented sector through local authority partnership schemes (By period quarterly)	45	45	Q3 2013/14	5	45	45	45	45	Keep	Record Rent Deposit Guarantee Scheme placements and any other private rent schemes where DC has made placement. HS8 for SBDC, will be JtHS7a.	H & H - Housing	Health & Housing
SER 24	Number of newly built affordable homes completed (gross) (Cumulative quarterly)	102	33	Q3 2013/14	0	33	33	33	t.b.a	Delete	Replace with JtHS2a to clearly record (i) new builds and (ii) other vacancies created by Council action	H & H - Housing	Health & Housing
SER 62	The number of properties with rent deposit guarantee scheme (snapshot quarterly)	167	120	Q3 2013/14	154	120	100	100	100	Keep		H & H - Housing	Health & Housing

PI Code	Short Name	2012/13 Value	2012/13 Target	Last update	Current value	Annual Target 2013/14	Future Targets			Keep or delete	Comment	Service	Portfolio
							2014/15	2015/16	2016/17				
SER BV64	No of private sector vacant dwellings that are returned into occupation or demolished (Annual)	77	90	2012/13	77	90	90	90	t.b.a	Delete	Replace with JtHS4a - The current indicator is still based on the old national indicator definition. The revised indicator will give a better picture of the number of long term empty homes returned to use following Council intervention.	H & H - Housing	Health & Housing
SER NI 155	Number of affordable homes delivered (gross) (By period quarterly)	402	25	Q3 2013/14	33	25	33	33	t.b.a	Delete	Replace with JtHS2a to clearly record (i) new builds and (ii) other vacancies created by Council action	H & H - Housing	Health & Housing
JtHS2a	Number of affordable homes delivered by (i) new build and (ii) vacancies generated by local authority scheme	New	New	New	New	New	33	33	33	New	Quarterly. Replaces SER NI 155 and SER 24.	H & H - Housing	Health & Housing
JtHS3a	Average Length of stay in B & B temporary accommodation for (i) all households and (ii) households with/expecting children	New	New	New	New	New	5	5	5	New	Replaces OPI 183a	H & H - Housing	Health & Housing
JtHS4a	Number of private sector dwellings vacant for more than 6 months and returned to occupation following local authority intervention	New	New	New	New	New	40	40	40	New	Annual. Replaces SER BV64.	H & H - Housing	Health & Housing

PI Code	Short Name	2012/13 Value	2012/13 Target	Last update	Current value	Annual Target 2013/14	Future Targets			Keep or delete	Comment	Service	Portfolio
							2014/15	2015/16	2016/17				
OPIPE 10	Percentage of taxi license applications processed within 28 days of receipt (By period Quarterly)	100%	Not Set	Q3 2012/13	-	t.b.a	t.b.a	t.b.a	t.b.a	delete	Delete as superceded by Jt LI8 and Jt LI9	H & H - Licensing	Health & Housing
RES 18	Following a hearing before the Licensing Sub Committee, to draft the Final Decision and publish within five working days (By period Quarterly)	0%	100%	Q3 2013/14	100%	100%	100%	100%	t.b.a.	Delete	Always reported as 100% so other measures are more appropriate.	H & H - Licensing	Health & Housing
CEX BV16a	percentage of employees with a disability (Annual)	5.46%	3.00%	2012/13	5.46%	3.00%	3.00%	3.00%	3.00%	Keep		HR	Leader
CEX BV17a	Ethnic Minority representation in the workforce - employees (Annual)	5.90%	3.60%	2012/13	5.90%	3.80%	3.80%	3.80%	3.00%	Keep		HR	Leader
CEX 8	The percentage response to the annual canvass (Annual)	96.11%	94%	2012/13	96.11%	94%	94%	94%	94%	Keep		Legal - Dem Services	Support Service
CEX 10	Number of unique visitors to the main website (monthly by period, quarterly and annual)	309642	DATA ONLY	Mar-13	34155	DATA ONLY	DATA ONLY	DATA ONLY	DATA ONLY	Keep	No set targets for this PI as it is a Data only	P, P & C - Comms	Leader
RES 13a	Percentage of standard searches carried out within five working days (By period Quarterly)	95%	100%	Q3 2013/14	91%	100%	100%	100%	100%	Keep	The land charges PIs were off target for 2012/13. Due to serious staff shortages at BCC following their reorganisation and establishment of the Place Service.	Legal - Land Charges	Support Service

PI Code	Short Name	2012/13 Value	2012/13 Target	Last update	Current value	Annual Target 2013/14	Future Targets			Keep or delete	Comment	Service	Portfolio
							2014/15	2015/16	2016/17				
RES 13b	Percentage of standard searches carried out within three working days (By period Quarterly)	84%	90%	Q3 2013/14	59%	90%	90%	90%	100%	Keep	The land charges PIs were off target for 2012/13. Due to serious staff shortages at BCC following their reorganisation and establishment of the Place Service. BCC responses to relevant questions have been delayed, with a knock on effect on CDC's performance.	Legal - Land Charges	Support Service
BC1a - CDC (C)	% of full plans applications checked within 10 working days.	85.02%	80%	Q3 2013/14	78.49%	80%	98%	98%	98%	Keep	Will move to one joint PI for joint CDC/SBDC Building Control team.	Sust Dev - Building Control	Sust Dev
SER BV204	Planning appeals allowed (Cumulative monthly)	33.00%	35.00%	Q3 2013/14	16.70%	35.00%	35.00%	34.00%	33.00%	Keep		Sust Dev - Development Management	Sust Dev
SER 188	The percentage of decisions delegated to officers as a percentage of all decisions (cumulative quarterly)	94%	90%	Q3 2013/14	94.90%	90%	90%	90%	90%	Keep		Sust Dev - Development Management	Sust Dev

PI Code	Short Name	2012/13 Value	2012/13 Target	Last update	Current value	Annual Target 2013/14	Future Targets			Keep or delete	Comment	Service	Portfolio
							2014/15	2015/16	2016/17				
RES 11	Percentage of enforcement notices issued within six weeks of the date of the Planning Committee at which action was authorised or within three weeks of the receipt of full instructions from the Planning Department, whichever is later (By period Quarterly)	100%	100%	Q3 2013/14	100%	100%	100%	100%	100%	Keep		Joint Sust Dev - Development Management and Legal	Sust Dev and Support Service
RES 17	To prepare, make and serve Tree Preservation Orders within five working days of receipt of written or electronic instructions (By period quarterly)	100%	100%	Q3 2013/14	100%	100%	100%	100%	100%	Keep		Legal	Support Service
SER NI 159	Supply of ready to develop housing sites (Annual)	138.00%	100.00%	2012/13	138.00%	100%	90%	90%	90%	Keep	The figure for this indicator is derived from the 2012 Housing Land Supply Trajectory. The dwelling requirement for the 5-year period from April 2012 to March 2017 is derived from Core Strategy Policy CS2 and the number of dwellings already provided since 2006. From this the 5-year dwelling requirement is 690,	Sust Dev - Planning Policy	Sust Dev

PI Code	Short Name	2012/13 Value	2012/13 Target	Last update	Current value	Annual Target 2013/14	Future Targets			Keep or delete	Comment	Service	Portfolio
							2014/15	2015/16	2016/17				
											at an annual average of 138. The 2012 Trajectory anticipates that 937 dwellings will be delivered in the period, which represents 138% of target.		
SER SD5	Av no days to process and pass planning applications to case officer	New	New	New	New	New	5	5	5	New	New for CDC to align with SBDC	Sust Dev - Development Management	Sust Dev
SER NI 154	Net additional homes provided (Annual)	309	133	2012/13	309	133	120	120	120	Keep		Sust Dev - Planning Policy	Sust Dev
Jt EH1 (C)	Percentage of food premises inspected when they were due (Cumulative Quarterly)	100%	98%	Q3 2013/14	20.15%	98%	98%	98%	98%	Keep	(formerly OPIPE5) New for SBDC, joint reporting	H & H - Envir Health	Health & Housing
Jt EH2 (C)	Percentage of food premises (Risk Rating A to C) that are broadly compliant (quarterly)	New	New	New	New	New	89	89	89	Keep	New for SBDC, replaces SER10 for CDC, joint reporting	H & H - Envir Health	Health & Housing
Jt LI1 (C)	% Hackney Carriage/private hire drivers licences received and renewed within 7 days (by month)	94%	98%	Feb-13	50%	98%	98%	98%	t.b.a	keep and extend to CDC	New for CDC, joint reporting	H & H - Licensing	Health & Housing



PI Code	Short Name	2012/13 Value	2012/13 Target	Last update	Current value	Annual Target 2013/14	Future Targets			Keep or delete	Comment	Service	Portfolio
							2014/15	2015/16	2016/17				
Jt LI2 (C)	% Hackney Carriage/private hire vehicle licences received and renewed within 7 days (by month)	100%	98%	Feb-13	80%	98%	98%	98%	t.b.a	keep and extend to CDC	New for CDC, joint reporting	H & H - Licensing	Health & Housing
Jt LI3 (C)	% of customers satisfied with the service received (Licensing) - (Annual Indicator)	100%	89%	2012/13	100%	89%	89%	89%	t.b.a	keep and extend to CDC	New for CDC, joint reporting	H & H - Licensing	Health & Housing
Jt LI4 (C)	Percentage of all licensing applications which are completed online (quarterly)	92%	100%	Q3 2013/14	95%	96%	97%	t.b.a	t.b.a	keep and extend to SBDC	(formerly CDC SER1) New for SBDC, joint reporting	H & H - Licensing	Health & Housing
Jt LI5 (C)	% Licenses received and issued/renewed within statutory or policy deadlines	New	New	New	New	New	95	97	97	new	New for both authorities	H & H - Licensing	Health & Housing
Jt BC2 (C)	% of full plans applications checked within 15 working days.	New	New	New	New	New	99%	99%	99%	Keep	Formerly SBDC only, now a joint PI.	Sust Dev - Building Control	Sust Dev
Jt BC3	Average time taken to check building control applications	6.47	9	Q3 2013/14	SBDC 5.18; CDC 4.89	CDC 7	8	7	6	Keep	Formerly CDC SER 39, now a joint PI.	Sust Dev - Building Control	Sust Dev
Jt BC5 (C)	% of customers satisfied with the service.	SBDC 96.12%	SBDC 94%	SBDC August 2013	SBDC 98.4%	SBDC 94%	94%	95%	95%	Keep	Formerly for SBDC only, now a joint PI. Target has been adjusted to allow for shared service to bed in	Sust Dev - Building Control	Sust Dev