

## Local Performance Indicators 2003/04

Ref	Indicator	Past Performance	Current Performance				Future Performance			Comments
		Outturn 2002/03	Target 2003/04	Outturn 2003/04	Trend 2002/03 to 2003/04	Performance 2003/04	Target 2004/05	Target 2005/06	Target 2006/07	
<b>ACCOUNTANCY</b>										
LPI 54	Total net spending per head of population.	Not provided	£105.35		n/a		£105.27	£110.09	£114.85	
LPI 55	Percentage of Council Capital budgets spent.	57%	75%				75%	80%	85%	
LPI 56	Net cost of collecting Council Tax per chargeable dwelling.	Not provided	£15.34		n/a		£17.89	£18.36	£18.95	
LPI 57	Net expenditure per head of population on environmental health.	Not reported	£8.45		n/a		£7.97	£8.15	£8.33	
LPI 122	Percentage efficiency savings achieved.	New LPI	2%		n/a		2%	2%	2%	
<b>BENEFITS</b>										
LPI 60	See 80% of visitors to Benefits office within 15 minutes	New definition	80%	97%	n/a		97%	97%	97%	
LPI 111	Number of elderly, disabled and ethnic minority residents assisted via Benefits outreach work.	New LPI	100	100	n/a		100	100	100	
<b>BUILDING CONTROL</b>										
LPI 1	Building Regulations plans vetted in less than 2 weeks.	85%	90%	64%	↓		95%	95%	95%	This service has been under-staffed and two consultants have been brought in on a part-time basis to help clear the backlog of plans. Performance improved in the last quarter of 2003/04.
LPI 2	Building Regulations plans vetted in less than 3 weeks.	94%	100%	97%	↓		100%	100%	100%	
LPI 3	Building sites re-inspected in less than 3 months.	77%	80%	47%	↓		80%	85%	90%	Performance improved in the last quarter of 2003/04 due to the input of two part-time consultants. Initially focused on improving performance for plan examination, their input is now helping to improve performance for site inspections.
LPI 3a	Sites inspections carried out on requested day.	New LPI	100%	97%	n/a		100%	100%	100%	
LPI 4	Average building regulations plan check turn around time (first response time) – working days.	6.3	5	9	↓		6	5	5	This service has been under-staffed and two consultants have been brought in on a part-time basis to help clear the backlog of plans.
LPI 5	Respond to dangerous structure call outs within 1hour (2 hours outside normal hours).	93%	100%	100%	↑		100%	100%	100%	
New LPI 5a	Completion certificate issued within 5 working days	New LPI	New LPI	New LPI	n/a	n/a	85%	90%	95%	
New LPI 5b	To achieve a good Quality and Performance Matrix (QPM) score	New LPI	New LPI	New LPI	n/a	n/a	60%	65%	70%	
<b>CONTRACT SERVICES</b>										
LPI 45	Number of collections missed per 100,000 collections of household waste.	133	75	54	↑		50	50	50	
LPI 47	The average time taken to remove fly-tips.	0.73 days	1 day	0.62 days	↑		1 day	1 day	1 day	
LPI 48	Percentage growth in waste collection	2.80%	2.15%	0.1%	↑		2.1%	2.1%	2.1%	
LPI 105	Percentage of streets, grass and landscaped areas achieving high or acceptable levels of cleanliness (relates to litter only).	New LPI	98%	96%	n/a		94%	95%	96%	This indicator is the reverse of BV 199 but relates to litter only.
<b>DEMOCRATIC SERVICES</b>										

Ref	Indicator	Outturn 2002/03	Target 2003/04	Outturn 2003/04	Trend 2002/03 to 2003/04	Performance 2003/04	Target 2004/05	Target 2005/06	Target 2006/07	Comments
LPI 116	Percentage turnout in Council elections.	New LPI	May 2003 29.8%	29.8%	n/a		32% by 2007	32% by 2007	32% by 2007	
LPI 119	Number of members of the public attending Council meetings and forums.	New LPI	Baseline to be established	1,230	n/a	n/a	+ 10%	+ 10%	+ 10%	
<b>DEVELOPMENT CONTROL</b>										
LPI 61	Percentage planning applications from householders dealt with within 8 weeks.	55%	80%	29%	↓		80%	80%	80%	Performance is well below target. An extensive management review was completed in 2003/04 of the service and an action plan is being implemented.
LPI 63	Number of planning applications received.	2,702	2,750	2,585	↓		2,500	2,500	2,500	The number of planning applications received is slightly lower than anticipated.
<b>ECONOMIC &amp; CULTURAL DEVELOPMENT</b>										
LPI 6	Rural Development work: Percentage of grants made against total available.	100%	100%	100%	→		100%	95%	95%	
LPI 7	Number of businesses supported through ESF Objective 3 project against total projected.	256	160	525	↑		165	200	150	
LPI 8b	Number of business start ups in the District.	New LPI	New LPI		n/a		500	500	510	
LPI 9	Number of businesses receiving business support services.	220	300	119	↓		200	210	220	This figure reflects only those businesses that have been supported by Business Link Hertfordshire. The figure is lower than anticipated because the Lea Valley Centre moved offices in 2003 and lost their high street presence. This has affected the profile of the centre quite dramatically.
LPI 10	Number of town centre events attracting shoppers to and raising awareness of the towns against proposals in TCMB Business Plans.	18	15	16	↓		17	14	15	
LPI 11	Achieve 25% of external funding each year in relation to the Museum Development Budget.	29%	No target set	42%	↑	n/a	25%	25%	25%	
LPI 23	Generate increased participation in sport: a) Young People	780	800	800	↑		900	1000	1100	
	b) Women	120	150	170	↑		175	200	250	
	c) Disabled	65	100	80	↑		100	120	150	Performance has improved since 2002/03 but falls short of the target.
LPI 23a	Number of schools involved in sports development: a) Primary	80%	80%	83%	↑		90%	100%	100%	
	b) Secondary	100%	100%	100%	→		100%	100%	100%	
LPI 29a	Implement and evaluate at least two new arts events or projects promoted in partnership with others, each year.	7	4	4	↓		3	3	3	
LPI 29b	Facilitate and lead on at least one application to external funding sources for arts projects in the District.	4	5	0	↓		1	1	1	The previous Arts Development Officer left in May 2003 and was not replaced for five months making the target unrealistic. The role of the post also changed and is now about assisting other groups and organisations to obtain funding for themselves.
LPI 102	Percentage of young people under 18 involved in leisure/out-of school activities.	New LPI	Baseline to be established by survey		n/a		+ 2%	+ 2%	+ 2%	
LPI 117	Percentage of local residents participating in leisure/cultural activities.	New LPI	Baseline to be established by survey	66%*	n/a	n/a	+ 2%	+ 2%	+ 2%	The figure is based on the Residents Survey 2003 - users of leisure centres and swimming pools.

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<b>ENVIRONMENTAL HEALTH</b>										
LPI 41a	The percentage of responses to environmental health complaints and requests for services provided within the target times set by the authority.	98%	98%	99%	↑	😊	98%	98%	98%	
LPI 41b	The percentage of food premises inspections that should have been carried out that were carried out for: a) High-risk premises	95%	95%	96%	↑	😊	95%	95%	95%	
	b) Other premises.	78%	84%	87%	↑	😊	84%	84%	84%	
LPI 42	The percentage of inspections of premises where the authority has health and safety responsibility carried out against programme target.	70%	75%	77%	↑	😊	75%	75%	75%	
LPI 43	Housing grants approved within target of 7 weeks.	94%	93%	95%	↑	😊	94%	94%	95%	
New LPI 43a	Percentage of water samples taken that should have been taken according to the relevant regulations.	New LPI	New LPI	New LPI	n/a	n/a	95%	95%	95%	
New LPI 43b	Number of HMOs inspected and action initiated to secure repair and improvement.	New LPI	New LPI	New LPI	n/a	n/a	10	10	10	
New LPI 43c	Percentage of inspections of potentially air polluting activities (permitted installations) undertaken that should have been undertaken according to the relevant guidance.	New LPI	New LPI	New LPI	n/a	n/a	95%	96%	97%	
LPI 106	Number of enforcement actions taken against environmental crime.	New LPI	500	2060	n/a	😊	1000	1250	1250	
LPI 109/ BV 62	Percentage of private rented housing that is 'unfit'.	New LPI	Baseline to be established by stock condition	Reported as BV 62	n/a	n/a	n/a	n/a	n/a	
LPI 114	Number of home owners given energy efficiency advice.	New LPI	750	1,000	n/a	😊	750	750	750	
<b>ENVIRONMENTAL PLANNING</b>										
LPI 39/ 110	Percentage of all new housing development that is affordable.	16%	30%	18.3%	↑	😡	30%	30%	30%	
LPI 68	Length of cycle route in East Herts (km).	13.5km	17.1km	13.5km	➡	😡	17.1km	25km	27km	The building of an additional planned cycle route at Bishop's Stortford has been delayed due to public objections over the proposed route.
LPI 69	Number of recorded wildlife sites.	591	595	597	↑	😊	600	603	606	
LPI 70	Number of Grade 1 and 2 listed buildings at risk of decay.	2	1	2	➡	😐	2	2	2	
LPI 73	Number of recorded noise nuisance complaints.	559	612	495	↓	😡	640	670	700	It is difficult to anticipate the precise level of complaint as dependent on public action and a wide variety of reasons.
LPI 77	Number of days where air pollution exceeded national limits.	66	60	56	↑	😊	60	60	60	
LPI 110/ 39	Percentage of new housing development that is affordable.	16%	30%	Reported as LPI 39	n/a	n/a	n/a	n/a	n/a	
<b>EXTERNAL CUSTOMER SERVICES</b>										
LPI 13	The number of complaints to an Ombudsman classified as Maladministration.	0	0	0	➡	😊	0	0	0	
LPI 59	Answering calls, excluding 999 calls	9.6	9.78	9.99	↓	😐	n/a	n/a	n/a	
New LPI 59a	Answer all incoming and internal calls within 10 seconds (3 rings).	New definition	New definition	New definition	n/a	n/a	80%	90%	100%	
<b>HOUSING &amp; COMMUNITY DEVELOPMENT</b>										

Ref	Indicator	Outturn 2002/03	Target 2003/04	Outturn 2003/04	Trend 2002/03 to 2003/04	Performance 2003/04	Target 2004/05	Target 2005/06	Target 2006/07	Comments
LPI 19	The proportion of grants meeting specifically identified priorities in the Community Strategy.	55%	60%	100%	n/a		100%	100%	100%	These LPIs relate to Community Capital, Community Revenue and Small Community grant schemes only so cannot be compared to previous years.
LPI 19a	The proportion of discretionary grants meeting two or more corporate objectives.	100%	100%	100%	n/a		100%	100%	100%	
LPI 20	The proportion of grants going to services/activities operating for the benefit of residents living in areas of relative disadvantage.	25%	30%	43%	n/a		35%	40%	45%	
LPI 21	Monitor effectiveness of grant allocations against corporate and departmental objectives (economic, environmental, social wellbeing).	100%	100%	100%	n/a		100%	100%	100%	
LPI 25	Notify grants applicants within 7 working days of the decision to fund.	100%	100%	100%	n/a		100%	100%	100%	
LPI 27	Inspect grant projects receiving capital funding within 7 working days of receiving claim for payment.	100%	100%	62%	n/a		90%	95%	100%	
LPI 35	Spend available social housing resources.	73%	100%	100%	↑		100%	100%	100%	
LPI 37	Measure Government assessment of housing development strategy (year on year comparisons).	Below average	Above average	Fit for purpose	↑		Fit for purpose	Fit for purpose	Fit for purpose	
LPI 38	Number of new units of social housing developed.	64	200	66	↑		200	200	200	
LPI 101	Number of robberies per 1,000 population.	44	43	39	↑		-2%	-3%	-2%	
LPI 103	Number of drugs-related offences in the District.	135	No target set	179	↓	n/a	-2%	-2%	-2%	
LPI 104	Number of incidents of town centre disorder dealt with by police.	2,162 (District 5,082)	No target set	2,167	↓	n/a	-2%	-3%	-2%	
LPI 107	Number of Parish Plans published each year.	New LPI	2	0	n/a		8 by 2007	8 by 2007	8 by 2007	There are several plans in progress but none have been published.
LPI 108/ LPI 38	Number of new affordable housing units completed each year.	64	200	Reported as LPI 38	n/a	n/a	n/a	n/a	n/a	
LPI 112	£ spent on discretionary grants to groups providing services to vulnerable people in the community (including people with physical illness, mental illness, disability, learning disability, unemployed, low income, older people, young people, black and ethnic minority groups, victims of crime (women) and	£615,503	£500,000	£566,065	↓		£500,000	£500,000	£500,000	
LPI 113	Percentage of homelessness applications decided within 33 days.	65%	80%	61%	↓		90%	90%	90%	This figure is calculated according to a prescribed methodology. The interpretation and implementation of that methodology is currently being reviewed which may result in a better outturn.
<b>HUMAN RESOURCES</b>										
LPI 100	Persons who leave the employment of the authority voluntarily as a percentage of employees in post.	9.01%	10%	7.50%	↑		8%	8%	8%	
<b>INTERNAL CUSTOMER SERVICES</b>										
LPI 115	Percentage of Council's supplies and services budgets spent on sustainable products.	New LPI	Baseline to be established	68 toner cartridges recycled	n/a					
<b>INFORMATION TECHNOLOGY</b>										
LPI 58	Percentage of Councillors on-line.	86%	100%	100%	↑		100%	100%	100%	

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<b>LEISURE SERVICES</b>										
LPI 30	Pools - Rate of return. (Calculated as total income as a percentage of total client and contractor expenditure).	52.70%	51.07%	58.20%	↑	😊	57.6%	59.6%	61.6%	
LPI 31	Pools: a) Net cost per swim	£3.00	£2.78	£2.14	↑	😊	£2.63	£2.58	£2.53	
	b) Swims per 1,000 of population.	Not reported	4,394	4,429	n/a	😐	4,482	4,572	4,663	
LPI 32	Pools - Maintenance expenditure as a percentage of total expenditure.	5.87%	5.89%	5.99%	↑	😊	6.0%	6.0%	6.0%	
LPI 64	Establish at least two partnership play projects each year in partnership with relevant children's agencies.	2	2	2	➡	😊	2	2	2	
LPI 65b	Number of play schemes run.	18	20	19	↑	😊	21	22	23	
LPI 65c	Number of play scheme attendances.	8,921	9,221	9,180	↑	😊	9,182	9,366	9,553	
<b>PUBLIC RELATIONS</b>										
LPI 118	Percentage of residents satisfied with information provided by the Council.	New LPI	Baseline to be established by survey	59%	n/a	n/a	n/a	62%	n/a	
LPI 121	Percentage of staff satisfied with information provision .	24%	No target set	46%	↑	n/a	41%	+ 2%	+ 2%	
<b>REVENUE SERVICES</b>										
LPI 14	Percentage of Council Tax customers paying by Direct Debit.	71.40%	72%	73.90%	↑	😊	74%	76%	78%	
LPI 17	Number of complaints received that were: a) Justified	700%	No target set	13	↓	n/a	0	0	0	
	b) Unjustified	11	No target set	9	↑	n/a	0	0	0	