

SUBMISSION TO STRATEGIC OVERVIEW AND SCRUTINY COMMITTEE

Date: 30th August 2012

Agenda item: 8

Contact Officer: Helen Spearey/Colin Cooke

Phone: 01543 308700 /121

SUBMISSION BY THE CABINET MEMBER FOR COMMUNITY AND ORGANISATIONAL DEVELOPMENT

Annual Performance Report 11/12

1. Purpose of the report

- 1.1 To provide Members with the opportunity to scrutinise the Council's annual performance level against the Strategic Plan Action Plan 2011/12 by reviewing the Performance Report at **Appendix A**.

2. Background

- 2.1 Sound governance of the organisation needs to be built on strong performance management principles. In Lichfield District Council terms this means that in particular we need to manage the progress on our Strategic Priorities, as set out in the Council's Strategic Plan 2008/12 and which are based on in-depth research and Member manifesto commitments.
- 2.2 Each year we produce a one year action plan that turns the priority actions into tasks that we need to achieve in the current year. It is important that in this area we know what progress is being made and where we may not be progressing as quickly as we wanted. Alongside this we need to monitor our performance in terms of quantitative measures via performance indicators whilst managing associated risk.
- 2.3 As part of this process the Cabinet have identified those actions, risks and performance measures that are strategically important to them at Cabinet level. The outturn of the actions that Cabinet identified as most important for the 2011/12 Strategic Action Plan will be reported to Cabinet on 4th September 2012. This information is attached at **Appendix A**. Also attached at **Appendix B** is a performance data update. The charts provide an update on performance against a selected number of measures although there are many other indicators that the Council uses at an operational level.
- 2.4 In managing its business, the Council needs to understand and react to the changing profile of risks and ensure that sufficient safeguards are in place to manage those risks. The Corporate Risk Register records the risks which could potentially deter the Council from achieving its priorities and they are assessed so that we understand which of the risks pose the most severe threat. The Register is reviewed and refreshed each year as circumstances change, and quarterly reports are submitted to Audit Committee.
- 2.5 Members have a critical role in promoting data quality. This includes not only challenging and scrutinising the data but also seeking to recommend ways in which the presentation and analysis of the data may be improved.

3. Recommendations

- 3.1 That Members scrutinise the information attached at **Appendices A and B** as part of the Committee's role in scrutinising overall performance.

3.2 Members may also wish to consider if there are any data quality issues in the data presented and whether the format of the report could be adjusted to further facilitate scrutiny in the future.

4. Community Benefits

4.1 The effective scrutiny of performance data drives performance improvement leading to direct benefits for the Community through improved services and value for money based on achieving key priorities.

5. Financial Implications

5.1 The financial performance is also being reported at this meeting.

6. Strategic Plan Implications

6.1 The report identifies what the Council has achieved in its priority areas against the targets it set in the Strategic Plan Action Plan for 2011/12.

7. Sustainability Issues

7.1 The information scrutinised contains components related to this area of performance.

8. Crime and Community Safety Issues

8.1 The information scrutinised contains components related to this area of performance.

9. Risk Management Issues

9.1 The following risk has been identified as relevant to this report.

Risk Description	Likelihood / Impact	Status	Risk Category	Countermeasures
Ineffective Member scrutiny resulting from the inability to access timely, accurate and relevant data.	Medium / Medium	Material	Reputation	Effective utilisation and enhancement of the systems available to the Council is highly likely to increase the level of scrutiny through improving access to financial and performance data. This will maximise the focus on what is most important to Members of this Committee.
Failure to achieve actions / commitments made in the Strategic Plan Action Plan 2011/12	Medium / Medium	Material	Reputation	Actions are also included in the Service Plans which form the focus of team efforts on a day to day basis; they are regularly monitored by managers to ensure progress remains on track The Corporate Risk register is reviewed regularly by managers and an Update reported on a

Risk Description	Likelihood / Impact	Status	Risk Category	Countermeasures
				quarterly basis to Audit Committee

Background Documents:

Strategic Plan 2008/12

Risk Management Update, reports to Audit Committee, January and May 2012

NI 195 system, and it is very pleasing to be able to report that we have a high level of cleanliness with 97% of inspections achieving satisfactory status.

Trunk road cleansing

Partnership working has been undertaken with Amey (Highways Agency Contractors), Canwell Traffic Management and Staffordshire County Council to improve working practices for the cleansing of the trunk road network. Most cleansing operations that are carried out on these roads require carriageway lane closures due to Health and Safety regulations. A deep cleanse of the A38 and A51, which will take 4 – 6 weeks with approximately 5 operatives, commenced March 23rd 2012. However, it was reported back that the after cleanse inspection, which took place within 24 hours of the first tranche of cleansing, showed fresh littering in the areas already dealt with, thus highlighting the ongoing battle with littering that Lichfield deals with.

Education

Our communications plan has been to reinforce that fly tipping is an illegal activity, raise awareness of the penalties involved, publicise all successful prosecutions, reassure residents that action is being taken to reduce incidents, encourage reporting of incidents and identify culprits.

We continue to advise members of the public to check that all persons they employ to get rid of their waste are properly licensed. This has taken place using a variety of different methods including Lichfield District Council's website and own literature (In Touch), leaflets, posters and Agripa panels for the sides of the refuse collection vehicles. These vehicles travel across the entire district at least once a week to every household, so this is a particularly useful method of communicating. We also engaged a wider audience beyond Lichfield District by using advertising space on the back of the Pay and Display tickets within our own District Car Parks.

Vibrant towns and Villages


Maintain on-street parking enforcement improving the traffic flow and ensuring a fairer distribution of parking spaces.


On Track? 



Delivery of the Civil Parking Enforcement in line with the agreed action plan


In the last twelve months the service issued 6,351 penalty notices for on street and off street offences. Of these 5596 were satisfactorily resolved by either cancellation or payment. The balance of these is in progress. Compared to the previous year, total notices are down by 989 (13%) with on street notices reduced by 9.8% and off street reduced by 15.3%.

The service ran at an on street operating deficit of £19k for the year; this is underwritten by the County Council as the authority with the powers for on street parking enforcement and is an improvement on the £23k deficit predicted at the beginning of the year. The deficit is also significantly lower than the previous year as a result of efficiency savings agreed with the contractor APCOA.




		<p>It is clear that enforcement has led to the waiting restricted areas now being available to be used as they were designed.</p> <p>Consultation on Traffic Order changes was undertaken by the County Council at Cherry Orchard Lichfield, Beacon Street /Anson Avenue in Lichfield and Fazeley Town Centre. Progress on these Orders is slightly behind programme owing to the complex nature of some consultations.</p> <p>The first Resident Parking Zone for the District was agreed for Walsall Road Spur in Lichfield but it has not yet been implemented.</p>
<p>Protect and enhance our environment Identify opportunities to use new technology and work with partners to reduce the cost of the refuse and recycling service.</p> <p>On Track? </p>	<p>Work with County Council to develop a transfer station</p>	<p>The Joint Waste Service continues to be delivered both in accordance with the Operational Plan and within budget. Particular highlights include a successful review of the collection rounds and a reduction in the sickness level which have both helped ease the pressure on employees and agency costs. Discussions are continuing to take place with the County Council concerning the provision of a Waste Transfer Station.</p>



Cabinet Member: CIlr Colin Greatorex		
Strategic Plan Priority & Action	What We Said We Would Achieve	What We Have Achieved
<p>Create safe, strong and Proud communities With partners work to achieve strong and cohesive communities where people are encouraged to get involved in neighbourhood activities including intergenerational projects.</p> <p>On Track? </p>	<p>10 neighbourhood activities / intergenerational projects delivered in priority areas with a combined attendance of 1,000 or more (community members, partners, public)</p> <p>As lead for the Lichfield District In To Work Group, support 20 individuals with learning disabilities/mental health issues to increase their employability by offering volunteering and employment opportunities.</p> <p>Develop and support 3 Work Clubs in those parts of the District worst affected by unemployment</p>	<p>We worked with partners to organise and deliver over 20 projects attracting more than 5000 community residents. Some of these projects include Forward Action Burntwood Summer fete, Fazeley and Mile Oak Festival, North Lichfield Initiative Environment Day, Burntwood and North Lichfield Lantern Parades, Spring Cleans in Burntwood and Fazeley, Morph4us Community Arts project phases 4 and 5 and many more.</p> <p>Working with partners, we have helped to develop, support and deliver 4 Work Clubs across the district including 3 in the areas worst affected by unemployment. 257 people have registered with the Work Clubs, 32 people have gained employment, 53 have gone into training and 13 people have taken up volunteering.</p> <p>The Community Development Team have worked in partnership with "GrowWell" and "COGS - Cherry Orchard Garden Services" to support 12 individuals with learning disabilities and 19 people with mental health issues. Through this support 2 people have gone into paid employment and 2 people have gone into more challenging volunteering work.</p>


<p>Create safe, strong and Proud communities With partners reduce anti-social behaviour and nuisance in our towns and villages and achieve safer public spaces.</p> <p>On Track? </p>	<p>Review the local tools, powers and case management of anti social behaviour within the context of the National Standard for Incident Recording (NSIR)</p>	<p>There were 1,807 incidents of anti social behaviour compared to 2,264 in the previous year, a reduction of 20%</p> <p>Staffordshire Police has reviewed their crime recording to ensure compliance with the NSIR; this has not impacted on the number of incidents reported.</p> <p>The Community Safety Partnership has reviewed its local tools and case management to include participation in a national project on mental health and anti social behaviour. The effect bereavement or family-break down has on inclination to commit anti social behaviour has also been explored through a project led by St Giles Hospice.</p>
<p>Involve local people and partners With partners provide support to develop and sustain new and existing community and voluntary organisations.</p> <p>On Track? </p>	<p>Develop and implement a strategic approach to commissioning services from voluntary organisations with new Service Level Agreements in place by March 2012</p> <p>Launch the We love Lichfield Fund with support from the Staffordshire Community Foundation</p>	<p>Under a new strategic approach to commissioning, a total of 9 voluntary and community organisations have entered into 3 year Service Level Agreements with an annual value of £196k</p> <p>The We Love Lichfield Fund was launched on 25th May 2011, with £25k gifted by the District Council from dormant trusts that was 100% match funded by the Staffordshire Community Foundation. The first round of grants was made during autumn 2011.</p>

Cabinet Member: Cllr Colin Greatorex		
Strategic Plan Priority & Action	What We Said We Would Achieve	What We Have Achieved
<p>Provide value services centred on customer needs. Improve efficiency in the way we deliver our services through reviewing our processes and finding ways to work smarter.</p> <p>On Track? </p>	<p>Implement greater usage of spatial mapping systems to provide better intelligence on service improvement</p> <p>Implementing projects to take on wider service delivery through the Lichfield Connects Customer Services team – achieving economies of scale and working in partnership</p> <p>Maximise the use of current technology and seek opportunities to rationalise on hardware</p> <p>Promote electronic transactions with</p>	<p>The use of Experian customer insight data continues to expand via our GIS system.</p> <p>The Connects team now deals with face to face enquiries on behalf of the County Council including providing a customer access point for Staffordshire Cares (giving advice and assistance with using the 'purple pages' which is available in the reception). We are also continuing to provide the customer interface for the joint waste service which includes dealing with approximately 400 calls on refuse issues in a typical week.</p> <p>The telephony and communications project with the County Council will shortly begin to realise revenue cost savings.</p> <p>The electronic payments system continues to operate efficiently; moving to the new</p>

<p>customers to achieve reduced costs and improved services</p>	<p>epayments system has enabled us to streamline processes and consolidate some income processing systems. We have been able to improve efficiencies by automating the handling and processing of files from other payment sources. This consolidation and modernisation will deliver an annual cashable efficiency saving of £12k through reduced licence costs and maintenance of old hardware. The system has also enabled customers to make a wider range of payments resulting in increased use of online channels for payment of parking permits and additional brown bins. In turn, this is reducing the amount of cheques being processed.</p> <p>Our customers are experiencing enhanced access to information owing to the automation of council tax balances and business rates and invoices via the web</p>
<p>Reducing procurement costs through maximising central and shared procurement activities</p>	<p>Costs of the procurement function have been reduced by purchasing procurement services from the County Council.</p> <p>Through Staffordshire Connects, we have participated in a shared procurement exercise to replace and improve the functionality of our Customer Relationship Management System.</p>
<p>Support work on shared services and change projects across the authority</p>	<p>The Staffordshire One Place Project continues to create opportunities for shared services, and as a result Building Control has recently included South Staffordshire within its shared service partnership.</p>
<p>Re-design the reception area to provide a better customer experience</p>	<p>The new reception centre was designed to provide a fit for purpose facility offering visitors a high quality customer services experience. The renovation has enhanced the reception area by ensuring services are easily accessible to all our customers. By offering an open, friendly and approachable environment and removing some of the barriers e.g. glass partitioning, our Customer Service Advisors are able to help our customers in a warm and friendly manner.</p> <p>We have also been able to increase our interview rooms, enabling officers to use the rooms for private and confidential conversations rather than having to discuss issues such as homelessness in the open reception area.</p> <p>We continue to extend the range of services to customers for example we became a Customer Access Point for Staffordshire Cares this year.</p>




Strategic Plan Priority & Action	What We Said We would Achieve	What We Have Achieved
<p>Improve people's health and well being</p> <p>With partners help people live independently in their homes for longer.</p> <p>On Track? </p>	<p>Support the implementation of the Let's Work Together project and review the effectiveness of the housing element of the initiative</p>	<p>88 Disabled Facilities Grants were completed at a total expenditure of £633k. The average time taken from first enquiry to the completion of works reduced to 31 weeks compared to 73 weeks in 2010/11.</p> <p>Through the Lets Work Together Project, a total of 5 training sessions on identifying housing risks in the home have been held, which have been attended by 106 home visitors resulting in 9 referrals being made. Overall a total of 392 home visitors were trained in 19 training sessions which resulted in a total of 169 referrals being made.</p> <p>To assist other Districts to set up and adapt a Let's Work Together approach a toolkit has been developed. The toolkit was launched at an event in January 2012 attended by 80 delegates.</p>
<p>Help people to access a home that's right for them and to live independently.</p> <p>Make more housing available to local people for social rent or shared ownership.</p> <p>On Track? </p>	<p>Deliver 25 affordable homes</p>	<p>The delivery of affordable housing has continued to be impacted upon by the recession as the majority of large housing sites where new affordable homes would have been delivered through s106 or planning gain have been put on hold.</p> <p>Despite this, in 2011-2012 there were a total of 34 affordable housing completions. Of these 12 were social rented (9 at Hawksyard village and 3 at Victoria Place), 4 were mortgage rescue scheme completions and 2 were almshouse conversions which received HCA funding. The remaining completions were intermediate housing and comprised 2 shared ownership at Hawksyard and 14 which were enabled through Government shared equity schemes -10 through Homebuy direct funding and 4 through Firstbuy.</p>
<p>Help people to access a home that's right for them and to live independently.</p> <p>Protect homeless people and families by improving the services we deliver.</p> <p>On Track? </p>	<p>90% of homeless decisions made within 25 working days</p> <p>Pilot Outreach Housing Options service trialled</p> <p>Reduce length of stay in Bed & Breakfast accommodation to an average of 4 weeks</p> <p>Reduce length of stay in RSL temporary accommodation to an average of 13 weeks</p>	<p>87% of Homelessness decisions were made within 25 working days of an application. A total of 9 households were placed in Bed & Breakfast during the year at a cost of £7,752 compared to 12 households and £7,652 in 2010/11.</p> <p>A pilot homelessness outreach service has been arranged for Jigsaw and the Family Justice Centre to commence in May 2012 for 6 months.</p> <p>The number of households accepted as statutorily homeless was 114 compared to 115 in 2011/12.</p> <p>The average length of stay in RSL temporary accommodation of families was 13 weeks compared to 16 weeks in 2010/11.</p> <p>The average length of stay in Bed & Breakfast accommodation was 1.95 weeks compared</p>



<p>Protect and enhance our environment for future generations.</p> <p>Identify and sustainably reuse any formerly used land.</p> <p>On Track? </p> <p>Help people to access a home that's right for them and to live independently.</p> <p>With partners help to prevent people from becoming homeless.</p> <p>On Track? </p>	<p>Initiate investigations on up to 3 new sites; undertake remedial action as necessary</p> <p>Assist 80 Households to prevent homelessness for at least six months</p>	<p>to 0.14 weeks in 2010/11.</p> <p>Cabinet was advised Nov 2011 of a significant reduction in the availability of government grant funding which has previously assisted the Council to undertake intrusive investigations. Consequently the Contaminated Land Strategy has been reviewed and it has been agreed that in future, sites will be investigated one at a time in order to manage costs. Where there is a need for remediation, options will be considered on a site specific basis. Accordingly no new site investigations have been started although 2 previously ongoing investigations are in the process of completion. No sites to date have required remediation.</p> <p>Out of a total of 1447 enquiries received in 2011/12, 145 households had their homelessness prevented for at least 6 months as compared to 128 2010/11. A total of 20 households were helped by the Homelessness Prevention fund with an expenditure of £13,909</p> <p>33 sessions of the Homelessness Education Programme were held during 2011/12 which were attended by 719 participants.</p>
---	---	--



Cabinet Member: Cllr Val Richards		
Strategic Plan Priority & Action	What We Said We Would Achieve	What We Have Achieved
<p>Create safe, strong and Proud communities</p> <p>Invest more in activities for young people delivered through our leisure centres and neighbourhood projects.</p> <p>On Track? </p>	<p>Start on site with a skatepark for Lichfield</p>	<p>Work on providing a skatepark for Lichfield has continued. We have re-considered our ambitions and because of reservations about our ability to deliver a big facility because of the availability of funding and potential planning concerns, we have reduced the scale of our plans.</p> <p>Working closely with local young skaters and with representatives of the Michael Patterson Group, designs have been completed by reputable skatepark designers and landscape architects and a planning application has been submitted.</p>
<p>Improve health and wellbeing</p> <p>Have more people, young and old, taking part in sport, exercise, play and learning in</p>	<p>To complete a Sport and Physical Activity Strategy</p> <p>To develop more effective links with the primary care trust to offer new opportunities</p>	<p>The headlines for the objectives of the Strategy have been agreed with Members and the Strategy is currently being drafted;</p> <p>We have continued to strengthen our relationship with the local primary care trust. Together with the PCT we piloted a Structured Exercise Programme, the initial phase of</p>

	To support the development of new play facilities in villages	We helped the parish council secure S106 funding and helped appoint designers and contractors to build a new play area on Hospital Road Playing Fields in Hammerwich. A start on site was made in February 2012 and phase 1 was opened shortly after.
--	---	---


Cabinet Member: **Cllr Alan White**

Strategic Plan Priority & Action	What We Said We Would Achieve	What We Have Achieved
<p>Improve Health & Wellbeing Plan for sustainable communities. On Track? </p>	<p>Commence work on Land Allocations Development Plan Document</p> <p>Prepare a draft Core Strategy for publication ready to submit to the Secretary of State</p> <p>Undertake further public consultation on specific topics</p>	<p>Work has progressed throughout the year on preparing a draft Core Strategy (Local Plan) for presentation and agreement by members prior to a subsequent formal public consultation exercise. To support the CS/LP further evidence in respect of housing and employment requirements was commissioned and appraised and this has informed the development of draft policy. Preparation of the CS has needed to await the results of this evidence gathering and also consider the implications of a Government review of national planning policy now reflected in a National Planning Policy Framework. Alongside the CS work has commenced on developing a Land Allocations document which will provide more details on specific elements of policy.</p>
<p>Help people realise their potential Produce a fully developed and implemented business engagement strategy. On Track? </p>	<p>Work with partners as members of the two Local Enterprise partnerships to achieve the objectives set</p>	<p>A Business Engagement Strategy for the Lichfield and Tamworth Business and Economic Partnership (BEP) has been developed and is being implemented through various actions including the setting up of a Business Networks Forum and the holding of events which bring partners with an interest in promoting local economic growth together. Aside from the BEP the District Council is an active member of both the Greater Birmingham and Solihull Local Enterprise Partnership and Stoke & Staffordshire LEP and both of these bodies are developing links with business to ensure public policy is aligned with the aims of private sector business.</p>
<p>Help people access a home that's right for them Deliver a range of new housing to meet the changing needs of local people. On Track? </p>	<p>Continually monitor and take account of this in preparing draft Core Strategy and regulated Land Allocations Development Plan Document</p> <p>Report Position through Annual Monitoring</p>	<p>Although housebuilding rates increased slightly in the past year within the district, they remain substantially lower than in previous years reflecting the national picture. Public/private housing schemes have also been slow to come forward because of the state of the economy. Preparation of policy - identifying the nature of housing requirements at a local level and determining how these would be best met in the future - has continued via the formulation of the draft Core Strategy (Local Plan) and the development industry has actively engaged in this process providing some confidence that when market conditions improve housebuilding rates will begin to increase.</p>
<p>Vibrant towns and Villages With partners enhance and</p>	<p>To receive the restored historic parks and to implement according to management plan</p>	<p>Work on the HLF/Big Lottery Lichfield Parks scheme has been completed and attention has now turned to implementing the long-term management and maintenance arrangements</p>

<p>enrich the character of Lichfield District's public spaces, urban areas and parks through the HLF scheme</p> <p>On Track? </p> <p>Protect & Enhance our Environment Promote and support biodiversity.</p> <p>On Track? </p>	<p>Bring forward improved habitats as part of the Biodiversity Strategy for Lichfield District and Staffordshire and report progress through the Annual Monitoring Report</p>	<p>agreed as part of the original project submission.</p> <p>Mirroring previous years performance the Countryside team has successfully delivered on a wide range of biodiversity objectives this last year. These have included protecting and enhancing key heathland habitats at Chasewater and Gentleshaw Common and working with partners to further develop important habitats at Muckley Common and Christian Fields, Lichfield, the latter the District's first formally designated local nature reserve. In addition through the planning process current local plan policies aimed at safeguarding existing and creating new habitat have been effectively implemented and similarly work has taken place to feed into the emerging Core Strategy as regards informing future plans and policies.</p>
---	---	---

Cabinet Member: Cllr Margaret Stanhope		
Strategic Plan Priority & Action	What We Said We Would Achieve	What We Have Achieved
<p>Involve local people and partners Provide clear and accountable leadership to our communities through locally elected Councillors.</p> <p>On Track? </p>	<p>Review the Committee structure having regard to the Localism Bill</p> <p>Undertake a review of extending the Cabinet pilot scheme of concise reports with web links</p>	<p>The existing Committee structure will be kept under review in light of the Localism Act.</p> <p>Reports are standardised.</p>
<p>Involve local people and partners Increase the numbers of people, young and old, taking part in the democratic process.</p> <p>On Track? </p>	<p>Publicise and administer the 2011 local elections and Referendum</p>	<p>The elections and referendum in 2011 were successfully administered.</p> <p>Work is underway in preparation for the Police and Crime Commissioners elections in November 2012.</p>

Cabinet Member: **Cllr Michael Wilcox**

Strategic Plan Priority & Action	What We Said We Would Achieve	What We Have Achieved
<p>Health & Wellbeing With partners help local people live better lives by getting the financial benefits they are entitled to from the Council and other agencies.</p> <p>On Track? </p>	<p>Achieve a target of 75% of benefit claimants being paid by BACS by 31 March 2012</p> <p>Allowance to be produced for landlords on a monthly basis Attendance at all landlord forums. Information on Local Housing Allowance to be produced for landlords on a monthly basis</p> <p>To continue to help customers understand their responsibilities to report changes of circumstances promptly</p> <p>To liaise with outside agencies providing help and support to benefit claimants, maintaining records of information and updating them on a regular basis</p> <p>To work with other government agencies, Department for Work and Pensions, Job Centre Plus, Pensions Service, adhering to best practice and Service Level Agreements to ensure our citizens receive the maximum benefit that they're entitled to</p> <p>Work with Fusion Credit Union to encourage people who do not have access to a bank account to join the Credit Union</p>	<p>As at 31/03/2012 84% of housing benefit claimants are paid by BACS.</p> <p>The Benefits Manager and / or the Training and Liaison Manager in the Benefits Team have attended all landlord forums to give advice / training to them.</p> <p>The Housing Benefits / Council Tax Benefits team have continued to help customers understand their responsibilities by issuing information via forms / internet, and by providing telephone and face to face contact via Lichfield Connects.</p> <p>Liaising with other agencies / support groups requiring housing benefit / council tax benefit advice is ongoing and they can have the Training and Liaison Manager as a dedicated contact if they choose.</p> <p>Work with government agencies is required to comply with the Housing and Council Tax Benefit Scheme.</p> <p>The Housing Benefit / Council Tax Benefits team continue to encourage customers to use the Credit Union for their housing benefits payments.</p>

Performance Indicator Charts Report

(Indicators selected for high level monitoring by Cabinet Members)



Cabinet Member Cllr Louise Flowith

Performance Indicator	Latest Update	Trend in Performance/Demand for Service												
Percentage of household waste sent for reuse, recycling and composting	The percentage of household waste sent for reuse, recycling and composting has been maintained at over 56%.	<p>MI 192 Percentage of household waste sent for reuse, recycling and composting</p> <table border="1"> <caption>MI 192 Data</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2018/19</td> <td>50.00%</td> </tr> <tr> <td>2019/20</td> <td>53.00%</td> </tr> <tr> <td>2020/21</td> <td>56.00%</td> </tr> <tr> <td>2021/22</td> <td>56.00%</td> </tr> <tr> <td>2022/23</td> <td>55.00%</td> </tr> </tbody> </table>	Year	Percentage	2018/19	50.00%	2019/20	53.00%	2020/21	56.00%	2021/22	56.00%	2022/23	55.00%
Year	Percentage													
2018/19	50.00%													
2019/20	53.00%													
2020/21	56.00%													
2021/22	56.00%													
2022/23	55.00%													
Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter (percentage of sites where litter is present)	The results again show a high level of cleanliness for the year (note a low value shows high performance)	<p>MI 195a Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter</p> <table border="1"> <caption>MI 195a Data</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2018/19</td> <td>7.2%</td> </tr> <tr> <td>2019/20</td> <td>3.2%</td> </tr> <tr> <td>2020/21</td> <td>0.1%</td> </tr> <tr> <td>2021/22</td> <td>2.1%</td> </tr> </tbody> </table>	Year	Percentage	2018/19	7.2%	2019/20	3.2%	2020/21	0.1%	2021/22	2.1%		
Year	Percentage													
2018/19	7.2%													
2019/20	3.2%													
2020/21	0.1%													
2021/22	2.1%													
Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus (percentage of sites where detritus is present)	The results again show a high level of cleanliness for the year (note a low value shows high performance)	<p>MI 195b Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus</p> <table border="1"> <caption>MI 195b Data</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2018/19</td> <td>11.0%</td> </tr> <tr> <td>2019/20</td> <td>5.0%</td> </tr> <tr> <td>2020/21</td> <td>0.1%</td> </tr> <tr> <td>2021/22</td> <td>3.0%</td> </tr> </tbody> </table>	Year	Percentage	2018/19	11.0%	2019/20	5.0%	2020/21	0.1%	2021/22	3.0%		
Year	Percentage													
2018/19	11.0%													
2019/20	5.0%													
2020/21	0.1%													
2021/22	3.0%													

Performance Indicator	Latest Update	Trend in Performance/Demand for Service
Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Graffiti (percentage of sites where graffiti is present)	The results again show a high level of cleanliness for the year (note a low value shows high performance)	
Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Fly-posting (percentage of sites where fly-posting is present)	The results again show a high level of cleanliness for the year (note a low value shows high performance)	

Cabinet Member Cllr Colin Greatorex

Performance Indicator	Latest Update	Trend in Performance/Demand for Service
LICT5b Value of payments made via the LDC website (machine 'WP')	The amount collected by this method increased from £1,404,725 in 2010/11 to £1,643,000 in 2011/12.	

Performance Indicator	Latest Update	Trend in Performance/Demand for Service
<p>LICT5d Value of payments made using the self service telephone number (machine 'TP')</p>	<p>Collection by this method increased from £1,205,953 in 2010/11 to £1,390,904 in 2011/12.</p>	<p>LICT5d Value of payments made using the self service telephone number (machine 'TP')</p>
<p>LICT5f Value of payments made by talking to staff (machine 'WS')</p>	<p>An increase from £1,412,210 in 2010/11 to £1,412,384 in 2011/12.</p>	<p>LICT5f Value of payments made by talking to staff (machine 'WS')</p>
<p>LLC05a Number of calls received during the period in the contact centre</p>	<p>The number of calls has reduced since the previous year, this may be because the launch of the Joint Waste Service in the previous year increased the amount of contact.</p>	<p>LLC05a Number of calls received during the period in the contact centre</p>

Performance Indicator	Latest Update	Trend in Performance/Demand for Service																																																																										
<p>LLC05a(3) Number of calls received for Revs & Bens during the period in the contact centre</p>	<p>A slight reduction in the amount of calls for Revenues and Benefits by telephone.</p>	<p>LLC05a(3) Number of calls received for Revs & Bens during the period in the contact centre</p> <table border="1"> <caption>Approximate data for LLC05a(3) Number of calls received for Revs & Bens</caption> <thead> <tr> <th>Month</th> <th>Number of calls</th> </tr> </thead> <tbody> <tr><td>April 2009</td><td>5200</td></tr> <tr><td>May 2009</td><td>4100</td></tr> <tr><td>June 2009</td><td>3800</td></tr> <tr><td>July 2009</td><td>2800</td></tr> <tr><td>August 2009</td><td>2600</td></tr> <tr><td>September 2009</td><td>2500</td></tr> <tr><td>October 2009</td><td>2600</td></tr> <tr><td>November 2009</td><td>2600</td></tr> <tr><td>December 2009</td><td>3100</td></tr> <tr><td>January 2010</td><td>1400</td></tr> <tr><td>February 2010</td><td>3200</td></tr> <tr><td>March 2010</td><td>2300</td></tr> <tr><td>April 2010</td><td>4500</td></tr> <tr><td>May 2010</td><td>3500</td></tr> <tr><td>June 2010</td><td>3200</td></tr> <tr><td>July 2010</td><td>3100</td></tr> <tr><td>August 2010</td><td>2400</td></tr> <tr><td>September 2010</td><td>2800</td></tr> <tr><td>October 2010</td><td>3100</td></tr> <tr><td>November 2010</td><td>2600</td></tr> <tr><td>December 2010</td><td>2700</td></tr> <tr><td>January 2011</td><td>2100</td></tr> <tr><td>February 2011</td><td>3000</td></tr> <tr><td>March 2011</td><td>2300</td></tr> <tr><td>April 2011</td><td>3900</td></tr> <tr><td>May 2011</td><td>2800</td></tr> <tr><td>June 2011</td><td>3600</td></tr> <tr><td>July 2011</td><td>3100</td></tr> <tr><td>August 2011</td><td>2500</td></tr> <tr><td>September 2011</td><td>2700</td></tr> <tr><td>October 2011</td><td>2800</td></tr> <tr><td>November 2011</td><td>2200</td></tr> <tr><td>December 2011</td><td>3100</td></tr> <tr><td>January 2012</td><td>2300</td></tr> <tr><td>February 2012</td><td>4100</td></tr> <tr><td>March 2012</td><td>4100</td></tr> </tbody> </table>	Month	Number of calls	April 2009	5200	May 2009	4100	June 2009	3800	July 2009	2800	August 2009	2600	September 2009	2500	October 2009	2600	November 2009	2600	December 2009	3100	January 2010	1400	February 2010	3200	March 2010	2300	April 2010	4500	May 2010	3500	June 2010	3200	July 2010	3100	August 2010	2400	September 2010	2800	October 2010	3100	November 2010	2600	December 2010	2700	January 2011	2100	February 2011	3000	March 2011	2300	April 2011	3900	May 2011	2800	June 2011	3600	July 2011	3100	August 2011	2500	September 2011	2700	October 2011	2800	November 2011	2200	December 2011	3100	January 2012	2300	February 2012	4100	March 2012	4100
Month	Number of calls																																																																											
April 2009	5200																																																																											
May 2009	4100																																																																											
June 2009	3800																																																																											
July 2009	2800																																																																											
August 2009	2600																																																																											
September 2009	2500																																																																											
October 2009	2600																																																																											
November 2009	2600																																																																											
December 2009	3100																																																																											
January 2010	1400																																																																											
February 2010	3200																																																																											
March 2010	2300																																																																											
April 2010	4500																																																																											
May 2010	3500																																																																											
June 2010	3200																																																																											
July 2010	3100																																																																											
August 2010	2400																																																																											
September 2010	2800																																																																											
October 2010	3100																																																																											
November 2010	2600																																																																											
December 2010	2700																																																																											
January 2011	2100																																																																											
February 2011	3000																																																																											
March 2011	2300																																																																											
April 2011	3900																																																																											
May 2011	2800																																																																											
June 2011	3600																																																																											
July 2011	3100																																																																											
August 2011	2500																																																																											
September 2011	2700																																																																											
October 2011	2800																																																																											
November 2011	2200																																																																											
December 2011	3100																																																																											
January 2012	2300																																																																											
February 2012	4100																																																																											
March 2012	4100																																																																											
<p>LLC09(e) Contact made in person relating to Benefits</p>	<p>Figures for 2011/12 are very similar to those for 2010/11.</p>	<p>LLC09(e) Contact made in person relating to Benefits</p> <table border="1"> <caption>Approximate data for LLC09(e) Contact made in person relating to Benefits</caption> <thead> <tr> <th>Month</th> <th>Number of contacts</th> </tr> </thead> <tbody> <tr><td>April 2009</td><td>1100</td></tr> <tr><td>May 2009</td><td>1150</td></tr> <tr><td>June 2009</td><td>1000</td></tr> <tr><td>July 2009</td><td>850</td></tr> <tr><td>August 2009</td><td>750</td></tr> <tr><td>September 2009</td><td>950</td></tr> <tr><td>October 2009</td><td>1000</td></tr> <tr><td>November 2009</td><td>1050</td></tr> <tr><td>December 2009</td><td>800</td></tr> <tr><td>January 2010</td><td>950</td></tr> <tr><td>February 2010</td><td>950</td></tr> <tr><td>March 2010</td><td>1350</td></tr> <tr><td>April 2010</td><td>1100</td></tr> <tr><td>May 2010</td><td>1000</td></tr> <tr><td>June 2010</td><td>1100</td></tr> <tr><td>July 2010</td><td>900</td></tr> <tr><td>August 2010</td><td>950</td></tr> <tr><td>September 2010</td><td>950</td></tr> <tr><td>October 2010</td><td>950</td></tr> <tr><td>November 2010</td><td>750</td></tr> <tr><td>December 2010</td><td>950</td></tr> <tr><td>January 2011</td><td>1000</td></tr> <tr><td>February 2011</td><td>850</td></tr> <tr><td>March 2011</td><td>1200</td></tr> <tr><td>April 2011</td><td>850</td></tr> <tr><td>May 2011</td><td>1100</td></tr> <tr><td>June 2011</td><td>1000</td></tr> <tr><td>July 2011</td><td>850</td></tr> <tr><td>August 2011</td><td>950</td></tr> <tr><td>September 2011</td><td>950</td></tr> <tr><td>October 2011</td><td>1000</td></tr> <tr><td>November 2011</td><td>1000</td></tr> <tr><td>December 2011</td><td>750</td></tr> <tr><td>January 2012</td><td>950</td></tr> <tr><td>February 2012</td><td>900</td></tr> <tr><td>March 2012</td><td>1200</td></tr> </tbody> </table>	Month	Number of contacts	April 2009	1100	May 2009	1150	June 2009	1000	July 2009	850	August 2009	750	September 2009	950	October 2009	1000	November 2009	1050	December 2009	800	January 2010	950	February 2010	950	March 2010	1350	April 2010	1100	May 2010	1000	June 2010	1100	July 2010	900	August 2010	950	September 2010	950	October 2010	950	November 2010	750	December 2010	950	January 2011	1000	February 2011	850	March 2011	1200	April 2011	850	May 2011	1100	June 2011	1000	July 2011	850	August 2011	950	September 2011	950	October 2011	1000	November 2011	1000	December 2011	750	January 2012	950	February 2012	900	March 2012	1200
Month	Number of contacts																																																																											
April 2009	1100																																																																											
May 2009	1150																																																																											
June 2009	1000																																																																											
July 2009	850																																																																											
August 2009	750																																																																											
September 2009	950																																																																											
October 2009	1000																																																																											
November 2009	1050																																																																											
December 2009	800																																																																											
January 2010	950																																																																											
February 2010	950																																																																											
March 2010	1350																																																																											
April 2010	1100																																																																											
May 2010	1000																																																																											
June 2010	1100																																																																											
July 2010	900																																																																											
August 2010	950																																																																											
September 2010	950																																																																											
October 2010	950																																																																											
November 2010	750																																																																											
December 2010	950																																																																											
January 2011	1000																																																																											
February 2011	850																																																																											
March 2011	1200																																																																											
April 2011	850																																																																											
May 2011	1100																																																																											
June 2011	1000																																																																											
July 2011	850																																																																											
August 2011	950																																																																											
September 2011	950																																																																											
October 2011	1000																																																																											
November 2011	1000																																																																											
December 2011	750																																																																											
January 2012	950																																																																											
February 2012	900																																																																											
March 2012	1200																																																																											

Cabinet Member Cllr Ian Pritchard

Performance Indicator	Latest Update	Trend in Performance/Demand for Service																																																																										
<p>LH14 Homeless Prevention cases likely to be successful for at least 6 months monthly</p>	<p>Homeless Prevention has increased by 12% since the previous year.</p>	<p>LH14 Homeless Prevention cases likely to be successful for at least 6 months monthly</p> <table border="1"> <caption>LH14 Homeless Prevention cases (monthly)</caption> <thead> <tr> <th>Quarter</th> <th>Cases</th> </tr> </thead> <tbody> <tr><td>Q1 2009/10</td><td>29</td></tr> <tr><td>Q2 2009/10</td><td>22</td></tr> <tr><td>Q3 2009/10</td><td>18</td></tr> <tr><td>Q4 2009/10</td><td>47</td></tr> <tr><td>Q1 2010/11</td><td>33</td></tr> <tr><td>Q2 2010/11</td><td>41</td></tr> <tr><td>Q3 2010/11</td><td>31</td></tr> <tr><td>Q4 2010/11</td><td>23</td></tr> <tr><td>Q1 2011/12</td><td>37</td></tr> <tr><td>Q2 2011/12</td><td>38</td></tr> <tr><td>Q3 2011/12</td><td>38</td></tr> <tr><td>Q4 2011/12</td><td>32</td></tr> </tbody> </table>	Quarter	Cases	Q1 2009/10	29	Q2 2009/10	22	Q3 2009/10	18	Q4 2009/10	47	Q1 2010/11	33	Q2 2010/11	41	Q3 2010/11	31	Q4 2010/11	23	Q1 2011/12	37	Q2 2011/12	38	Q3 2011/12	38	Q4 2011/12	32																																																
Quarter	Cases																																																																											
Q1 2009/10	29																																																																											
Q2 2009/10	22																																																																											
Q3 2009/10	18																																																																											
Q4 2009/10	47																																																																											
Q1 2010/11	33																																																																											
Q2 2010/11	41																																																																											
Q3 2010/11	31																																																																											
Q4 2010/11	23																																																																											
Q1 2011/12	37																																																																											
Q2 2011/12	38																																																																											
Q3 2011/12	38																																																																											
Q4 2011/12	32																																																																											
<p>LH27 Total number of Housing Advice Enquiries (monthly)</p>	<p>Enquiries have reduced by 9%, this may be due to the launch of Homeguide, which has received 550 hits since October.</p>	<p>LH27 Total number of Housing Advice Enquiries (monthly)</p> <table border="1"> <caption>LH27 Total number of Housing Advice Enquiries (monthly)</caption> <thead> <tr> <th>Month</th> <th>Enquiries</th> </tr> </thead> <tbody> <tr><td>April 2009</td><td>115</td></tr> <tr><td>May 2009</td><td>125</td></tr> <tr><td>June 2009</td><td>135</td></tr> <tr><td>July 2009</td><td>105</td></tr> <tr><td>August 2009</td><td>100</td></tr> <tr><td>September 2009</td><td>115</td></tr> <tr><td>October 2009</td><td>118</td></tr> <tr><td>November 2009</td><td>110</td></tr> <tr><td>December 2009</td><td>115</td></tr> <tr><td>January 2010</td><td>40</td></tr> <tr><td>February 2010</td><td>115</td></tr> <tr><td>March 2010</td><td>100</td></tr> <tr><td>April 2010</td><td>170</td></tr> <tr><td>May 2010</td><td>125</td></tr> <tr><td>June 2010</td><td>115</td></tr> <tr><td>July 2010</td><td>165</td></tr> <tr><td>August 2010</td><td>135</td></tr> <tr><td>September 2010</td><td>125</td></tr> <tr><td>October 2010</td><td>125</td></tr> <tr><td>November 2010</td><td>160</td></tr> <tr><td>December 2010</td><td>165</td></tr> <tr><td>January 2011</td><td>80</td></tr> <tr><td>February 2011</td><td>145</td></tr> <tr><td>March 2011</td><td>125</td></tr> <tr><td>April 2011</td><td>110</td></tr> <tr><td>May 2011</td><td>80</td></tr> <tr><td>June 2011</td><td>140</td></tr> <tr><td>July 2011</td><td>170</td></tr> <tr><td>August 2011</td><td>140</td></tr> <tr><td>September 2011</td><td>115</td></tr> <tr><td>October 2011</td><td>110</td></tr> <tr><td>November 2011</td><td>90</td></tr> <tr><td>December 2011</td><td>85</td></tr> <tr><td>January 2012</td><td>85</td></tr> <tr><td>February 2012</td><td>155</td></tr> <tr><td>March 2012</td><td>150</td></tr> </tbody> </table>	Month	Enquiries	April 2009	115	May 2009	125	June 2009	135	July 2009	105	August 2009	100	September 2009	115	October 2009	118	November 2009	110	December 2009	115	January 2010	40	February 2010	115	March 2010	100	April 2010	170	May 2010	125	June 2010	115	July 2010	165	August 2010	135	September 2010	125	October 2010	125	November 2010	160	December 2010	165	January 2011	80	February 2011	145	March 2011	125	April 2011	110	May 2011	80	June 2011	140	July 2011	170	August 2011	140	September 2011	115	October 2011	110	November 2011	90	December 2011	85	January 2012	85	February 2012	155	March 2012	150
Month	Enquiries																																																																											
April 2009	115																																																																											
May 2009	125																																																																											
June 2009	135																																																																											
July 2009	105																																																																											
August 2009	100																																																																											
September 2009	115																																																																											
October 2009	118																																																																											
November 2009	110																																																																											
December 2009	115																																																																											
January 2010	40																																																																											
February 2010	115																																																																											
March 2010	100																																																																											
April 2010	170																																																																											
May 2010	125																																																																											
June 2010	115																																																																											
July 2010	165																																																																											
August 2010	135																																																																											
September 2010	125																																																																											
October 2010	125																																																																											
November 2010	160																																																																											
December 2010	165																																																																											
January 2011	80																																																																											
February 2011	145																																																																											
March 2011	125																																																																											
April 2011	110																																																																											
May 2011	80																																																																											
June 2011	140																																																																											
July 2011	170																																																																											
August 2011	140																																																																											
September 2011	115																																																																											
October 2011	110																																																																											
November 2011	90																																																																											
December 2011	85																																																																											
January 2012	85																																																																											
February 2012	155																																																																											
March 2012	150																																																																											
<p>LH43 Homelessness (Accepted Stat) (monthly)</p>	<p>Homelessness has decreased by 6% since the previous year, which goes against the national trend (which increased by 14%).</p>	<p>LH43 Homelessness (Accepted Stat) (monthly)</p> <table border="1"> <caption>LH43 Homelessness (Accepted Stat) (monthly)</caption> <thead> <tr> <th>Month</th> <th>Cases</th> </tr> </thead> <tbody> <tr><td>April 2009</td><td>6</td></tr> <tr><td>May 2009</td><td>4</td></tr> <tr><td>June 2009</td><td>9</td></tr> <tr><td>July 2009</td><td>8</td></tr> <tr><td>August 2009</td><td>10</td></tr> <tr><td>September 2009</td><td>8</td></tr> <tr><td>October 2009</td><td>8</td></tr> <tr><td>November 2009</td><td>5</td></tr> <tr><td>December 2009</td><td>5</td></tr> <tr><td>January 2010</td><td>2.5</td></tr> <tr><td>February 2010</td><td>1.8</td></tr> <tr><td>March 2010</td><td>9</td></tr> <tr><td>April 2010</td><td>9</td></tr> <tr><td>May 2010</td><td>12.5</td></tr> <tr><td>June 2010</td><td>8.5</td></tr> <tr><td>July 2010</td><td>11</td></tr> <tr><td>August 2010</td><td>7.5</td></tr> <tr><td>September 2010</td><td>11.5</td></tr> <tr><td>October 2010</td><td>15</td></tr> <tr><td>November 2010</td><td>12.5</td></tr> <tr><td>December 2010</td><td>2.5</td></tr> <tr><td>January 2011</td><td>8.5</td></tr> <tr><td>February 2011</td><td>6</td></tr> <tr><td>March 2011</td><td>11.5</td></tr> <tr><td>April 2011</td><td>11.5</td></tr> <tr><td>May 2011</td><td>9</td></tr> <tr><td>June 2011</td><td>12.5</td></tr> <tr><td>July 2011</td><td>11.5</td></tr> <tr><td>August 2011</td><td>6</td></tr> <tr><td>September 2011</td><td>8.5</td></tr> <tr><td>October 2011</td><td>11</td></tr> <tr><td>November 2011</td><td>10</td></tr> <tr><td>December 2011</td><td>4</td></tr> <tr><td>January 2012</td><td>8.5</td></tr> <tr><td>February 2012</td><td>11</td></tr> <tr><td>March 2012</td><td>4</td></tr> </tbody> </table>	Month	Cases	April 2009	6	May 2009	4	June 2009	9	July 2009	8	August 2009	10	September 2009	8	October 2009	8	November 2009	5	December 2009	5	January 2010	2.5	February 2010	1.8	March 2010	9	April 2010	9	May 2010	12.5	June 2010	8.5	July 2010	11	August 2010	7.5	September 2010	11.5	October 2010	15	November 2010	12.5	December 2010	2.5	January 2011	8.5	February 2011	6	March 2011	11.5	April 2011	11.5	May 2011	9	June 2011	12.5	July 2011	11.5	August 2011	6	September 2011	8.5	October 2011	11	November 2011	10	December 2011	4	January 2012	8.5	February 2012	11	March 2012	4
Month	Cases																																																																											
April 2009	6																																																																											
May 2009	4																																																																											
June 2009	9																																																																											
July 2009	8																																																																											
August 2009	10																																																																											
September 2009	8																																																																											
October 2009	8																																																																											
November 2009	5																																																																											
December 2009	5																																																																											
January 2010	2.5																																																																											
February 2010	1.8																																																																											
March 2010	9																																																																											
April 2010	9																																																																											
May 2010	12.5																																																																											
June 2010	8.5																																																																											
July 2010	11																																																																											
August 2010	7.5																																																																											
September 2010	11.5																																																																											
October 2010	15																																																																											
November 2010	12.5																																																																											
December 2010	2.5																																																																											
January 2011	8.5																																																																											
February 2011	6																																																																											
March 2011	11.5																																																																											
April 2011	11.5																																																																											
May 2011	9																																																																											
June 2011	12.5																																																																											
July 2011	11.5																																																																											
August 2011	6																																																																											
September 2011	8.5																																																																											
October 2011	11																																																																											
November 2011	10																																																																											
December 2011	4																																																																											
January 2012	8.5																																																																											
February 2012	11																																																																											
March 2012	4																																																																											

Performance Indicator	Latest Update	Trend in Performance/Demand for Service																										
<p>NI 157a Processing of planning applications: Major applications</p>	<p>Currently 80% of major applications are processed within the target of 13 weeks</p>	<p>NI 157a Processing of planning applications: Major applications</p> <table border="1"> <caption>NI 157a Processing of planning applications: Major applications</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Q1 2009/10</td><td>100%</td></tr> <tr><td>Q2 2009/10</td><td>100%</td></tr> <tr><td>Q3 2009/10</td><td>80%</td></tr> <tr><td>Q4 2009/10</td><td>50%</td></tr> <tr><td>Q1 2010/11</td><td>100%</td></tr> <tr><td>Q2 2010/11</td><td>50%</td></tr> <tr><td>Q3 2010/11</td><td>100%</td></tr> <tr><td>Q4 2010/11</td><td>67%</td></tr> <tr><td>Q1 2011/12</td><td>67%</td></tr> <tr><td>Q2 2011/12</td><td>100%</td></tr> <tr><td>Q3 2011/12</td><td>71%</td></tr> <tr><td>Q4 2011/12</td><td>80%</td></tr> </tbody> </table>	Quarter	Percentage	Q1 2009/10	100%	Q2 2009/10	100%	Q3 2009/10	80%	Q4 2009/10	50%	Q1 2010/11	100%	Q2 2010/11	50%	Q3 2010/11	100%	Q4 2010/11	67%	Q1 2011/12	67%	Q2 2011/12	100%	Q3 2011/12	71%	Q4 2011/12	80%
Quarter	Percentage																											
Q1 2009/10	100%																											
Q2 2009/10	100%																											
Q3 2009/10	80%																											
Q4 2009/10	50%																											
Q1 2010/11	100%																											
Q2 2010/11	50%																											
Q3 2010/11	100%																											
Q4 2010/11	67%																											
Q1 2011/12	67%																											
Q2 2011/12	100%																											
Q3 2011/12	71%																											
Q4 2011/12	80%																											
<p>NI 157b Processing of planning applications: Minor applications</p>	<p>71% of minor applications are processed within the required timescale of 8 weeks.</p>	<p>NI 157b Processing of planning applications: Minor applications</p> <table border="1"> <caption>NI 157b Processing of planning applications: Minor applications</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Q1 2009/10</td><td>93%</td></tr> <tr><td>Q2 2009/10</td><td>96%</td></tr> <tr><td>Q3 2009/10</td><td>95%</td></tr> <tr><td>Q4 2009/10</td><td>97%</td></tr> <tr><td>Q1 2010/11</td><td>95%</td></tr> <tr><td>Q2 2010/11</td><td>94%</td></tr> <tr><td>Q3 2010/11</td><td>93%</td></tr> <tr><td>Q4 2010/11</td><td>92%</td></tr> <tr><td>Q1 2011/12</td><td>95%</td></tr> <tr><td>Q2 2011/12</td><td>90%</td></tr> <tr><td>Q3 2011/12</td><td>84%</td></tr> <tr><td>Q4 2011/12</td><td>71%</td></tr> </tbody> </table>	Quarter	Percentage	Q1 2009/10	93%	Q2 2009/10	96%	Q3 2009/10	95%	Q4 2009/10	97%	Q1 2010/11	95%	Q2 2010/11	94%	Q3 2010/11	93%	Q4 2010/11	92%	Q1 2011/12	95%	Q2 2011/12	90%	Q3 2011/12	84%	Q4 2011/12	71%
Quarter	Percentage																											
Q1 2009/10	93%																											
Q2 2009/10	96%																											
Q3 2009/10	95%																											
Q4 2009/10	97%																											
Q1 2010/11	95%																											
Q2 2010/11	94%																											
Q3 2010/11	93%																											
Q4 2010/11	92%																											
Q1 2011/12	95%																											
Q2 2011/12	90%																											
Q3 2011/12	84%																											
Q4 2011/12	71%																											
<p>NI 157c Processing of planning applications: Other applications</p>	<p>Currently 87% of other applications are processed within the target of 8 weeks.</p>	<p>NI 157c Processing of planning applications: Other applications</p> <table border="1"> <caption>NI 157c Processing of planning applications: Other applications</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Q1 2009/10</td><td>98%</td></tr> <tr><td>Q2 2009/10</td><td>98%</td></tr> <tr><td>Q3 2009/10</td><td>96%</td></tr> <tr><td>Q4 2009/10</td><td>99%</td></tr> <tr><td>Q1 2010/11</td><td>97%</td></tr> <tr><td>Q2 2010/11</td><td>96%</td></tr> <tr><td>Q3 2010/11</td><td>98%</td></tr> <tr><td>Q4 2010/11</td><td>99%</td></tr> <tr><td>Q1 2011/12</td><td>97%</td></tr> <tr><td>Q2 2011/12</td><td>94%</td></tr> <tr><td>Q3 2011/12</td><td>98%</td></tr> <tr><td>Q4 2011/12</td><td>87%</td></tr> </tbody> </table>	Quarter	Percentage	Q1 2009/10	98%	Q2 2009/10	98%	Q3 2009/10	96%	Q4 2009/10	99%	Q1 2010/11	97%	Q2 2010/11	96%	Q3 2010/11	98%	Q4 2010/11	99%	Q1 2011/12	97%	Q2 2011/12	94%	Q3 2011/12	98%	Q4 2011/12	87%
Quarter	Percentage																											
Q1 2009/10	98%																											
Q2 2009/10	98%																											
Q3 2009/10	96%																											
Q4 2009/10	99%																											
Q1 2010/11	97%																											
Q2 2010/11	96%																											
Q3 2010/11	98%																											
Q4 2010/11	99%																											
Q1 2011/12	97%																											
Q2 2011/12	94%																											
Q3 2011/12	98%																											
Q4 2011/12	87%																											