

## 2006/2007 YEAR END PERFORMANCE REPORT – SERVICE STANDARDS

Target <b>Achieved</b>	15	62.5%
Target <b>Not achieved</b>	9	37.5%

Service Area	Standard	Result 2005/2006	2006/2007 Target	2006/2007 Result
<b>Contacting the Council</b>	Answer telephone calls within 15 seconds	74.3%	85% within 15 seconds and 100% within 17 seconds	76.3% within 15 seconds 77.9% within 17 seconds
	Acknowledge emails within 2 working days and try to answer fully within 15 working days. If we are not able to do so we will inform you when you can expect an answer	98%	100%	69.98% acknowledged & responded within 2 days  98.69% fully responded within 15 days
<b>Complaints</b>	Acknowledge complaints within 5 working days and answer fully within 10 working days of acknowledgement of complaint being issued. If we are not able to do so we will inform you of when you can expect an answer	90%	92%	94%
<b>Working with children</b>	All staff working with children will be satisfactorily CRB (criminal records bureau) police checked	100%	100%	100%
<b>Paying invoices</b>	Pay undisputed invoices within 30 days	98%	98%	99.89%

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<b>Service Area</b>	<b>Standard</b>	<b>Result 2005/2006</b>	<b>2006/2007 Target</b>	<b>2006/2007 Result</b>
<b>Benefits</b>	Respond to all Benefit applications within 10 working days	74.02%	85%	72.13%
	Pay Housing Benefit claims within 10 working days	85.97%	88%	84.01%
	Process claims for Council Tax Benefit within 10 working days	72.50%	88%	68.78%
	Notify changes of payment arrangements at least 10 days before they are implemented	100%	100%	100%
<b>Environmental Health</b>	Respond to all confirmed outbreaks of food poisoning within 1 working day	100%	100%	98.77%
	Respond to all other notifications where there is a serious risk to public health or safety within 1 working day.	93.08%	95%	91.49%
<b>Housing</b>	We will investigate and determine whether you qualify as homeless within 35 working days. In the meantime we will meet our statutory obligations to the most vulnerable applicants	82%	75%	82.8%
<b>Public Toilets</b>	Inspect and clean all Council operated public toilets at least once a day	100%	100%	100%

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<b>Refuse/ Recycling</b>	If you notify us we have missed collecting your rubbish before 12 noon we will collect it the same day, otherwise we will collect it the following day	99.44%	100%	99.47%
<b>Parking</b>	Respond to appeals against parking tickets within 5 working days	100%	100%	100%
<b>Leisure facilities</b>	Ensure that all District Council owned play areas meet current safety standards	100%	100%	100%
	All pool lifeguards are qualified to industry standards	100%	100%	100%

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<b>Grants</b>	Confirm any decisions on grant applications within 5 working days of the decision being approved	100%	100%	100%
<b>Leisure &amp; Arts</b>	Provide at least one summer activity scheme for young people within a 5 mile radius of your home during the summer holidays	98%	95%	98.2%
<b>Local searches</b>	Report on all local searches within 10 working days	99.5%	99.8%	99.9%
<b>Planning</b>	Ensure that all enquiries about the need for planning consent are acknowledged within 5 working days and answered fully within 15 working days of receiving a properly completed form	73.8%	90%	94.1
<b>Planning</b>	Initial investigation of all category 1 priority enforcement complaints (e.g. unauthorised listed building demolitions) will be carried out within 1 working day of receipt. The investigation will be complete within 10 weeks	67.5%	70%	Initial Investigation 78%  Overall performance 59.1%

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<b>Service Area</b>	<b>Standard</b>	<b>Result 2005/2006</b>	<b>2006/2007 Target</b>	<b>2006/2007 Result</b>
<b>Building Control</b>	Examine your plans and advise you of any amendments or further information required within 15 working days of receipt	89%	87%	96%
	Carry out all site inspections within 1 working day of receiving a request	99%	92%	99%