

**Performance Management
CORPORATE TRAFFIC LIGHT REPORT
2nd Quarter 2007/08**

Most Services now using Escendency – only Traffic Light reports produced for this quarter were for Licensing, Personnel, Legal, Regeneration (Coastal Works), Planning, Rural Issues and Neighbourhood Management.



For period ending September 2007 all the following were:
i.e. Failing, profiled target for the period not met, or anticipated that future year-end targets would not be met. In both cases corrective action should be identified.

LICENSING

PI Ref	LCC 26	The figure for the second quarter was 73%, and overall for the first half of the year 78%. During the second quarter one of the two Licensing Enforcement Officer posts was vacant, which meant that the other officer had to investigate all complaints. This inevitably led to delays. Meeting the target is not always within the control of the Service as the availability of any witnesses will affect the time taken to investigate. Further, in the Service Head's view it is more important to investigate complex complaints fully than to rush to meet a deadline target.
Council Priority	To deliver value for money, customer focused services	
PI Definition	% of licensing complaints where final response is given to the complainant within 10 working days.	
PI Type	Local	
Target 07/08	85%	
Future Target		

LEGAL

PI Ref	KPI8.1	The land transfer has been delayed by a lack of response from Network Rail's solicitors – outside the control of Legal Services. Legal Services have taken all steps within their powers to pursue the matter.
Council Priority	To leave the regeneration of our District.	
PI Definition	Luneside East land transfer completed by July 2007	
PI Type	KPI	
Target 07/08	Completion by July 2007	
Future Target		

PI Ref	LCC80	The figure for the second quarter was 61.5% and for the first half of the year 56%. This figure is low because the relevant postholder had a period of unpaid leave during the summer. Any delays have not prejudiced the Council's position. Further, as with the Network Rail transaction referred to above, property transactions can only move as quickly as the other party will allow. It is for this reason that the Service is intending to revise its local PIs to measure its own speed of response to instructions, rather than events which are outside its control.
Council Priority	To deliver value for money, customer focused services	
PI Definition	% of property transactions completed on or before target date where a reasonable target is set in advance by the client..	
PI Type	Local	
Target 07/08	78%	
Future Target		