

Scrutiny Standing Panel Agenda



Finance and Performance Management Scrutiny Panel Tuesday, 7th February, 2006

Place: Civic Offices, High Street, Epping

Time: 7.00 pm

Democratic Services Officer: S G Hill - Senior Democratic Services Officer
Tel: 01992 564249 Email: shill@eppingforestdc.gov.uk

Members:

Councillors J M Whitehouse (Chairman), A Green (Vice-Chairman), S Barnes, R Chidley, Mrs D Collins, T Farr, K Faulkner, Mrs R Gadsby and R Goold

<p>PLEASE NOTE THAT THIS MEETING IS OPEN TO ALL MEMBERS TO ATTEND</p>
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1. APOLOGIES FOR ABSENCE

2. SUBSTITUTE MEMBERS (COUNCIL MINUTE 39 - 23.7.02)

(Head of Research and Democratic Services) To report the appointment of any substitute members for the meeting.

3. DECLARATION OF INTERESTS

(Head of Research and Democratic Services). To declare interests in any items on the agenda.

In considering whether to declare a personal or a prejudicial interest under the Code of Conduct, Overview & Scrutiny members are asked pay particular attention to paragraph 11 of the Code in addition to the more familiar requirements.

This requires the declaration of a personal and prejudicial interest in any matter before an OS Committee which relates to a decision of or action by another Committee or Sub Committee of the Council, a Joint Committee or Joint Sub Committee in which the Council is involved and of which the Councillor is also a member.

Paragraph 11 does not refer to Cabinet decisions or attendance at an OS meeting purely for the purpose of answering questions or providing information on such a

matter.

4. TERMS OF REFERENCE / WORK PROGRAMME (Pages 3 - 4)

(Chairman/Lead Officer) The Overview and Scrutiny Committee has agreed the Terms of Reference of this Panel and associated Work Programme. This is attached. The Panel are asked at each meeting to review their programme.

5. BEST VALUE PERFORMANCE PLAN 2006/07 - SUMMARY VERSION (Pages 5 - 12)

(Head of HR and Performance Management) To consider the attached report.

6. KEY PERFORMANCE INDICATORS 2005/06 (Pages 13 - 64)

(Head of HR and Performance Management) To consider the attached report.

7. QUARTERLY FINANCIAL MONITORING (Pages 65 - 76)

(Head of Finance) To consider the attached monitoring report.

8. REPORTS TO BE MADE TO THE NEXT MEETING OF THE OVERVIEW AND SCRUTINY COMMITTEE

To consider which reports are ready to be submitted to the Overview and Scrutiny Committee at its next meeting.

9. FUTURE MEETINGS

To consider the forward programme of meeting dates for the Panel.

**Overview and Scrutiny Work Programme 2005/06
Extract January 2006**

ITEM	REPORT DEADLINE	PROGRESS	COMMENTS
Finance and Performance Management Standing Panel			
Development of New Council Plan	January 2006	Draft considered at 30 January 2006 meeting	
Community Conference 2005/06	November 2005		
Finance - Budget Consultation	January 2006	Fees and Charges considered by Panel on 8 November 2005	
Best Value Performance Data	January 2006 (third quarter)	Third Quarterly monitoring at this meeting	
Performance (Services to be scrutinised in rotation)	January 2006	Portfolio Holder and relevant officers attended meeting of Panel on 8 November 2005.	
User Audit Focus and Public Consultation	To be determined	Consultation Strategy considered at 30 January 2006 meeting.	
Quarterly Financial Monitoring	January 2006	To be considered at this meeting	

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**Report to Finance and Performance
Management Overview and Scrutiny
Panel
Date of meeting: 7 February 2006**



Portfolio: Finance and Performance Management

Subject: Best Value Performance Plan 2006/07 – Summary Version

Officer contact for further information: S. Tautz (Ext 4180)

Committee Secretary:

Recommendations/Decisions Required:

- (1) That the Scrutiny Panel consider the Council's draft Summary Best Value Performance Plan for 2006/07; and**
- (2) That the draft Summary Best Value Performance Plan be recommended to the Cabinet for adoption.**

Report:

1. (Head of Human Resources and Performance Management) The Local Government Act 1999 and the Best Value regulations require the Council to produce an annual performance plan. The Plan is required to:
 - (a) summarise the Council's successes in meeting its key priorities, objectives and targets;
 - (b) show where these key priorities, objectives and targets were not met;
 - (c) inform customers of the Council's key priorities, objectives and targets for the next year;
 - (d) publish the outcomes of Best Value service reviews undertaken during the last year; and
 - (e) compare the Council's performance for with that for previous years.
2. The Council's Best Value Performance Plan (BVPP) is produced in two versions each year. A detailed version of the Plan is prepared for the Government, the Audit Commission and other bodies involved in the evaluation of the Council's performance, which is also made available to those who desire a comprehensive explanation of its plans and activities. In addition and in accordance with a recommendation of the Audit Commission, a short summary of the BVPP is also distributed to all households in the district within the explanatory leaflet issued with the annual Council Tax demands.
3. The draft BVPP Summary for 2006/07 is attached to this report. In order to minimise costs and contain the summary within the Council Tax leaflet, the detail of the draft summary relates primarily to the Council's main achievements for the current year and its objectives for 2006/07. Fuller detail on specific targets and performance will be set out in the full version of the BVPP to be published in June 2006. The full version of the BVPP will be developed in line with the thematic approach utilised in 2005/06 and for the new Council Plan, and will be reported to the Panel for consideration in May 2006.

4. The Scrutiny Panel is requested to consider the draft summary BVPP and recommend its adoption to the Cabinet. The views of the Panel will be reported at the relevant Cabinet meeting.

Reason for decision:

5. To enable the publication of summary performance information within the Council Tax demands to be issued in March 2006.

Options considered and rejected:

6. No other options are available. In previous years the BVPP Summary has been hand-delivered, but for the last three years production costs have been reduced at the request of members to enable it to be contained within the Council Tax leaflet.

Consultation undertaken:

7. All Heads of Service have contributed to the content of the BVPP Summary.

Resource implications:

Budget provision: From within existing Performance Management Unit budget

Personnel: From within existing Performance Management Unit staff resources

Land: Nil

Council Plan/BVPP reference: Nil

Relevant statutory powers: Local Government Act 1999

Background papers: None

Environmental/Human Rights Act/Crime and Disorder Act Implications: Nil

Key Decision reference (if required): None

Our Priorities and Performance

Each year we publish a Best Value Performance Plan, to tell you what our priorities are and how we are performing. A summary of our priorities and performance is set out in this leaflet. We will produce our next performance plan in June 2006 and you can obtain a copy by:

Writing to us at: Epping Forest District Council, Civic Offices,
High Street, Epping, Essex, CM16 4BZ
Phoning us on: 01992 564471
Faxing us on: 01992 578018
E-mailing us on: bestvalue@eppingforestdc.gov.uk

Copies of the Best Value Performance Plan will also be available at our information centres, or from our website (www.eppingforestdc.gov.uk). We can provide a copy of the plan in large print or on audiotape if required.

Our Customer Charter

We have developed our Customer Charter to let you know the overall standards that you can expect from the council and how we will work to provide the best services for the district that we can. We will:

- Consult with our customers, listen to what they say, and respond in the best way we can;
- Be open in all financial matters, and always remember we are spending public money;
- Constantly search for ways in which we can improve our services;
- Respond to changes which affect our customers;
- Be open and honest in all our dealings, and treat everyone equally and fairly;
- Strive towards excellence in all our services, and provide the best value available;
- Invest in our staff through training and development so we can provide the best service; and
- Do our best to care for the environment for today and for the future.

Our Priorities

Our Medium Term Priorities are the foundations of our services and contribute to everything that we do. Our priorities for 2003 to 2007 are:

Policy Theme One	A safe, healthy and attractive place
Aims	<ul style="list-style-type: none"> • To maintain the special character and advantage of the District, and address local environmental issues • To address key housing need • To create safer communities • To encourage sustainable economic development • To address leisure need
Policy Theme Two	An organisation that listens and leads to resolve local issues.
Aims	<ul style="list-style-type: none"> • To ensure political leaders give clear direction • To communicate with the public about service delivery • To prioritise objectives and services • To co-operate and plan with partners
Policy Theme Three	Accessible, affordable and improving services
Aims	<ul style="list-style-type: none"> • To identify and target resources; realise capacity and manage performance • To procure services in the most beneficial and cost effective way • To develop services, staff and working environment

Our Performance

Our work is organised into nine portfolios each allocated to a councillor who serves on the Cabinet, which is where the council mainly makes decisions about services. The nine portfolios are:

- Community Wellbeing
- Housing
- Leisure

- Planning and Economic Development
- Environmental Protection
- Civil Engineering and Maintenance
- Finance and Performance Management
- Information and Communications Technology, and Corporate Support Services
- People First

For each portfolio we set out in this leaflet what we achieved during 2005/06 and our aims for 2006/07. We hope that you will find this useful.

Community Wellbeing

Our Community Wellbeing responsibility includes a range of services to make sure that the district is a safe and healthy place. We work with our partners such as the Police and the Crime and Disorder Reduction Partnership to tackle crime, and with the Epping Forest Primary Care Trust to promote health and wellbeing.

Last year we

- implemented the Civil Contingencies Act 2004 in partnership with other agencies who have an emergency response role;
- funded the provision of six additional Police Community Support Officers for the district, jointly with Essex Police;
- appointed an Anti-Social Behaviour Co-ordinator to develop an operational and strategic response to anti-social behaviour issues;
- invested £55,000 to enhance the existing scheme for concessionary travel into London and increased the number of passes issued;
- began to integrate the Epping Forest District Local Compact and Codes of Practice that set out the commitments of the council.
- began the implementation of targets in the Community Strategy;
- implemented a three year funding agreement with Voluntary Action Epping Forest as part of a review of voluntary sector assistance.

This year we aim to

- implement a system for issuing bus passes by post, in order to reduce inconvenience to users;
- implement an enhanced scheme of free travel for users of bus passes.

Housing

We oversee and co-ordinate the provision of new housing in the district (especially affordable housing for rent and housing for those with special needs), deals with homelessness, assist with the improvement of privately owned properties, and manage and maintain our own housing stock.

Last year we

- completed the installation of PVCu window frames in all council houses;
- doubled the number of properties covered by our fresh START scheme for housing associations to lease private accommodation to homeless families;
- consulted on the use of introductory tenancies for all new tenants, allowing us to evict tenants in they engage in anti-social behaviour ;
- undertook a Private Sector House Condition Survey;
- enabled 77 new affordable homes to be built; and
- consulted residents of our sheltered housing scheme at Wickfields in Chigwell, on transferring to Warden Housing Association, to enable a major improvement scheme to convert bed-sits with shared bathrooms into self-contained flats.

This year we aim to

- implement a choice based lettings scheme for council housing vacancies and housing association nominations, in partnership with five neighbouring councils;
- commence the development of eight council-owned housing sites to provide about 40 affordable homes;
- commence a major £4m improvement scheme at Springfields Waltham Abbey;
- commence the use of introductory tenancies for all new tenants, in order to assist the Council to reduce anti-social behaviour; and
- transfer the Council's sheltered housing scheme at Wickfields to Warden Housing, to enable a major improvement/conversion scheme to be undertaken.

Leisure

The Council provides and promotes opportunities for everyone to take part in leisure and cultural activities such as sport, play, informal and outdoor

recreation, heritage and the arts. We try to be responsive to the local community by encouraging initiatives and by involving them and other organisations in the planning and provision of leisure and cultural activities. We proactively pursue external funding opportunities in the form of grants or sponsorship in order to extend our services.

Last year we

- undertook a consultation exercise to establish how we can enhance cultural opportunities, tourism and related economic development initiatives in the rural parts of the district;
- entered into an external management contract with Sports and Leisure Management Limited to secure significant additional investment in the provision of new health and fitness facilities at Ongar Leisure Centre and Waltham Abbey Swimming Pool;
- implemented an Active For Life programme in partnership with the local Primary Care Trust, to develop healthier lifestyles;
- secured funding to improve awareness and interpretation of our social history through the collections of our museum; and
- provided an extensive programme of activities for children and young people across the district over the school summer holidays.

This year we aim to

- work in partnership with our leisure management contractor to improve the quality of facilities at the Council's leisure centres and increase participation by people of all ages and abilities;
- with financial assistance from East of England Arts, undertake a Community Arts Project to celebrate the rural character of the district;
- work in conjunction with external funding agencies, the local parish council and the community of, to refurbish local playing fields at Matching Tye into a valuable amenity area;
- increase opportunities for young people in the district to be involved in decisions which affect their lives by promoting citizenship and supporting the work of local Youth Councils and the Essex Young People's Assembly;
- expand the range of accessible opportunities for people to lead a healthier lifestyle through the 'Active Life Programme'; and
- improve access and awareness of the collections of our Museum and through a new Community Outreach Programme.

Planning and Economic Development

We play a part in creating a sustainable and prosperous long-term future for the district, by planning ahead and encouraging or regulating change in a balanced and efficient way. The council recognises the challenge of meeting development needs in the most sustainable manner, and also works to promote local business efficiency and to develop our town centres and the rural economy. Responsibility for town centre enhancement schemes transferred to this portfolio from Civil Engineering and Maintenance Portfolio during the last year.

Last year we

- completed a review of the town centre enhancement scheme for the Broadway at Loughton and developed comprehensive proposals for an area based regeneration scheme;
- completed phase 1 of the Loughton Town Centre enhancement scheme;
- sought the provision of increased levels of affordable housing on development sites in the district, through alterations to the Local Plan;
- further influenced regional planning guidance providing for necessary development and respecting the character of the district; and
- updated the existing Local Plan and commenced preparation for a new Local Development Framework.

This year we aim to

- complete phase two of the Loughton town centre enhancement scheme and commence work on the Loughton Broadway enhancement scheme;
- implement a restructure of our planning services;
- continue to implement a new information technology system;
- continue to improve local land charge and planning application turnaround times;
- take our planning performance into the top performing quartile of district councils.

Environmental Protection

The Environmental Protection portfolio covers a range of services, such as refuse collection, street cleansing, the removal of abandoned vehicles, and recycling services. Less obvious services that we provide include food safety, health and safety, air quality monitoring and energy conservation.

Last year we

- introduced a revised waste management service to increase levels of recycling to 30% by the end of 2005/06, in order to move towards the Council's overall recycling target of 36%;
- further improved street cleansing standards in the district;
- assessed the highest priority contaminated land sites so that land is appropriately treated and made fit for purposes such as recreation, public open space or development; and
- agreed methods for the remediation of the contaminated Bobbingworth Tip site.

This year we aim to

- complete the introduction of the new wheeled bin waste collection and recycling service throughout the district, with the aim of achieving the Council's target of 36% recycling by March 2007; and
- commence work on the remediation of Bobbingworth Tip, with completion by March 2007

Civil Engineering and Maintenance

From 1 April 2005 Essex County Council took the delivery of all highway services and we only now have discretionary powers over local roads and footpaths, although we continue to be able to use our own resources for traffic calming and speed reduction schemes. We also work to ensure that rivers, streams and ditches in the district are not liable to cause flooding.

Last year we

- monitored the performance of the Highways Local Service Agreement, to secure the best level of service for the district in relation to matters such as traffic calming, highway repairs, and pot hole reinstatement;
- undertook parking reviews for Epping and Buckhurst Hill;
- provided twenty-four free car parking spaces in Waltham Abbey to provide support to local traders;
- Entered into an agreement with the Environment Agency in respect of the management of watercourses that are liable to flood.

This year we aim to

- implement the agreed parking solutions for Buckhurst Hill and Epping; and
- undertake parking reviews in Loughton and Waltham Abbey and bring forward proposals for local parking controls.

Finance and Performance Management

Finance and Performance Management is about financial and quality control, financial stability and continuous improvement, and the mechanisms to see whether or not these are achieved. This portfolio is also responsible for the collection of Council Tax and business rates, the award of housing and council tax benefit, and the council's (non-housing) building and land assets.

Last year we

- kept the Council Tax increase below 4%;
- began to implement an electronic records document management system in our Benefits Service;
- made interactive Council Tax forms available on-line and introduced a system for other payments to be made through our website;
- introduced quarterly financial monitoring reports to the Finance and Performance Management Scrutiny Panel;
- conducted a tendering exercise for the Council's insurance portfolio, which should save in excess of £1m over the five years of the new contract;
- completed the accounts closure more quickly and achieved the statutory target.

This year we aim to

- keep the Council Tax increase below 3%;
- investigate the development potential of Council-owned car parks, whilst retaining adequate public car parking facilities;
- complete the sale of the parade Ground site at North weald Airfield;
- update the strategic risk register and involve councillors more actively in risk management;
- expand the number of services for which payment can be made via the website;
- introduce the Essex Marketplace electronic ordering system;

- implement a new performance management database, so that we have accurate and timely information about our performance; and
- carry out customer satisfaction surveys in accordance with Government requirements.

Information and Communications Technology and Corporate Support Services

This portfolio considers ways of using modern electronic methods to improve access to services and service delivery. Corporate Support Services covers the wide range of services that provide support to the work of the council, including legal, payroll and human resource services, secretarial, reprographics and administrative services, democratic and member services, and the provision of depot and office accommodation.

Last year we

- introduced electronic services for councillors.
- continued our participation in the implementation of electronic government funding process to ensure that we receive further government capital grants;
- introduced the electronic delivery of democratic processes such as the publication of agenda and minutes of our committee meetings;
- met the target date for January 2006 for all appropriate interactions with the public to be on-line;
- further developed our recruitment and retention strategy;
- registered 40% of the Council's unregistered titles in advance of the computerisation of our land register to provide greater protection for our land ownership records;
- upgraded our legal services time recording systems to support an application for Lexcel quality accreditation; and
- prioritised the services that our customers and partners tell us they would like to access electronically.

This year we aim to

- to achieve 'good' priority outcomes for E-Government as defined by the Government;
- to develop an information technology training programme for our members;
- to implement electronic services for our members;

- to implement an e-Bookings System;
- to develop public access to services through the Government Connect (Direct.Gov); and
- to achieve the independently assessed Lexcel quality accreditation for our legal services, to improve the services that we provide.

People First

The People First portfolio covers our local democracy role, improving our communication and making our services easily accessible. The portfolio also concentrates on working in partnership with other organisations that provide services for the district.

Last year we

- Implemented our Corporate Communications Strategy;
- participated in the review of parliamentary electoral arrangements;
- continued to develop the interactive elements of our website;
- reviewed and implemented a member remuneration scheme for 2006/07 at agreed levels;
- implemented arrangements for the local investigation of complaints against councillors; and
- introduced new arrangements to improve the effectiveness of our overview and scrutiny function.

This year we aim to

- commence the implementation of our Customer Services Transformation Programme, to improve services to the public;
- review current arrangements for meetings of the full Council;
- re-launch the training programme for our councillors; and
- introduce new joint arrangements for the provision of information services at Loughton Library.

Want to find out more?

If you would like to know more about our priorities and performance, you can write to us or contact our Performance Management Unit on the telephone and fax numbers or email address given earlier in this leaflet.

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Report to Overview & Scrutiny Committee

Date of meeting: 7 February 2006

SCRUTINY



Portfolio: Finance and Performance Management

Subject: Key Performance Indicators 2005/06

Officer contact for further information: S. Tautz (Ext 4180)

Committee Secretary:

Recommendations/Decisions Required:

That the Scrutiny Panel consider the Council's performance for the first nine months of 2005/06, in relation to the Key Performance Indicators adopted by the Cabinet.

Report:

1. (Head of Human Resources and Performance Management) As the Scrutiny Panel will be aware, a range of 40 Key Best Value and Local Performance Indicators (KPIs) for 2005/06 was adopted by the Cabinet at its meeting in September 2005.
2. The KPIs are crucial to the council's core business and its corporate priorities, and the aim of the indicators is to focus improvement actions on key areas and to move performance against each into the top quartile of performing local authorities. Details of the KPIs for 2005/06 are attached to this report.
3. Progress in achieving top quartile performance in respect of the KPIs is reported to the Scrutiny Panel and the relevant Portfolio Holder at the conclusion of each quarter, with the exception of the following key indicators for which little change is likely over each three month period, and which members have previously agreed be reported to Portfolio Holders and the Scrutiny Panel at year-end only:

BVPI 2b (race equality)

BVPI 11a, 11b, 11c (staff gender, ethnicity and disability)

BVPI 14 (early retirements)

BVPI 16a (disabled employees)

BVPI 17a (ethnic minority employees)

BVPI 106 (new homes on developed land)

BVPI 154 (race equality in housing)

BVPI 156 (disabled access)

BVPI 199d (fly-tipping)

4. Performance against each of the KPIs for the period from 1 April to 31 December 2005 is attached to this report. Targets for each of the KPIs for 2005/06 have been revised from those originally published in the Council's current Best Value Performance Plan to reflect top quartile performance, where this information is available. For the present time these targets are similarly set for 2006/07 and 2007/08, although these will be revised once the Audit Commission has published quartile information for 2004/05. Appendix 2 graphically illustrates current performance against each KPI and contains a

key to the information presented, including the following 'traffic light' representation of current performance against top quartile targets:

RED – The target is uncertain to be achieved or performance is below that for the same period in the previous year;

AMBER – The target is certain to be achieved; or

GREEN - The target has already been achieved.

5. A total of 31 (77.5%) of the KPIs are monitored on a quarterly basis. Current performance for a number of the waste management and environmental indicators is based on estimates, until data is provided at year-end by Essex County Council, and the Head of Environmental Services has not therefore been able to provide a traffic light for these KPIs and will report accordingly at the meeting. Based on performance for the year so far, the overall position with regard to the achievement of top quartile status for each of the remaining 22 KPIs that are monitored quarterly is as follows:
 - (a) 9 (40.9%) have already met the top quartile target (Green);
 - (b) 10 (45.4%) are certain to meet the top quartile target by the end of the year (Amber); and
 - (c) 3 (13.6%) are uncertain to meet the top quartile target by the end of the year (Red).
6. The Scrutiny Panel is requested to consider the Council's performance for the first nine months of 2005/06 in relation to the Key Performance Indicators. Heads of Service will be in attendance at the meeting to respond to any questions raised in respect of the indicators and performance thereon
7. Performance reports in respect of all other Best Value and Local Performance Indicators have been placed in the Members' Room.

Reason for decision:

8. To ensure that the Council monitors progress against its aim of achieving top quartile district council performance of 40% of its key performance indicators for 2005/06, and that proposals for corrective action are considered in respect of areas of current under-performance.

Options considered and rejected:

9. None. The Council has previously agreed arrangements for monitoring progress against the key performance indicators.

Consultation undertaken:

10. The performance data and proposals for corrective action compiled in this report have been submitted by each appropriate Head of Service.

Resource implications:

Budget/Personnel/Land: The respective Head of Service will identify the resource requirements for any proposals for corrective action in respect of areas of current under-performance set out in this report.

Community Plan/BVPP reference: None

Relevant statutory powers: None

Background papers: None

Environmental/Human Rights Act/Crime and Disorder Act Implications: None
Key Decision reference: (if required) None

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KEY PERFORMANCE INDICATORS 2005/06

Community Wellbeing

KPI Reference	Responsible Officer	Definition	Comment
BV2b	Tony Tidey	The quality of an authority's Race Equality Scheme and the improvements resulting from its application	Monitored annually at year-end
BV156	John Kershaw	The percentage of authority buildings open to the public in which all public areas are suitable for, and accessible to, disabled people	Monitored annually at year-end
EH6	Jim Nolan	The percentage of licence applications processed within the statutory period	Monitored quarterly

ICT and Corporate Support Services

BVPI Ref and Officer	Definition	Comment
BV11a	Tony Tidey The percentage of the top-paid 5% of the local authority's staff who are women	Monitored annually at year-end
BV11b	Tony Tidey The percentage of the top 5% of the local authority's staff who are from an ethnic minority	Monitored annually at year-end
BV11c	Tony Tidey The percentage of the top 5% of the local authority's staff who have a disability	Monitored annually at year-end
BV12	Tony Tidey The number of working days/shifts lost to the local authority due to sickness absence	Monitored quarterly
BV14	Tony Tidey The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the local authority's total work force	Monitored annually at year-end
BV16a	Tony Tidey The percentage of local authority employees with a disability	Monitored annually at year-end
BV17a	Tony Tidey The percentage of local authority employees from ethnic minority communities	Monitored annually at year-end
BV157	Adrian Scott The number of types of interactions that are enabled for electronic delivery as a percentage of the types of interactions that are legally permissible for electronic delivery	Monitored quarterly

Housing

BVPI Ref and Officer	Definition	Comment
BV63	Christine Sobey The average SAP rating of local authority owned dwellings	Monitored quarterly

BV64	Jim Nolan	The number of non-local authority owned vacant dwellings returned to occupation or demolished during the financial year as a direct result of action by the local authority	Monitored quarterly
BV66a	Christine Sobey	Rent collected by the local authority as a proportion of rents owed on housing revenue account (HRA) dwellings	Monitored quarterly
BV164	Christine Sobey	Does the authority follow the commission for Racial Equality's code of practice in rented housing and the Good practice Standards for social landlords on tackling harassment included in 'Tackling Racial Harassment' code of practice for social landlords	Monitored quarterly
BV183a	Christine Sobey	The average length of stay in bed and breakfast accommodation of households that are unintentionally homeless and in priority need	Monitored quarterly
BV184a	Christine Sobey	The proportion of local authority dwellings which were non-decent at the start of the financial year	Monitored quarterly
H15a	Alan Hall	The number of affordable homes completed and ready for occupation during the year	Monitored quarterly
H15b	Alan Hall	The amount of affordable housing required as part of Section 106 Agreements signed during the year for all large residential development sites (in excess of 25 properties or 1 hectare), expressed as a percentage of the total number of homes to be provided on large residential development sites	Monitored quarterly

Finance and Performance Management

BVPI Ref and Officer		Definition	Comment
BV8	Peter Maddock	The percentage of invoices for commercial goods and services that were paid by the authority within 30 days of receipt or within the agreed payment terms	Monitored quarterly
BV9	Robert Pavey	The percentage of council tax collected by the Authority in the year	Monitored quarterly
BV10	Robert Pavey	The percentage of non-domestic rates collected	Monitored quarterly
BV78a	Janet Twinn	The average time for processing new claims	Monitored quarterly
BV78b	Janet Twinn	The average time for processing notification of changes of circumstance	Monitored quarterly
BV79a	Janet Twinn	The percentage of cases for which the calculation of the amount of benefit due was correct on the basis of the information available for the decision for a sample of cases checked post-decision	Monitored quarterly

Environmental Protection

BVPI Ref and Officer		Definition	Comment
BV82a(i)	David Marsh	The percentage of household waste arisings which have been sent by the authority for recycling	Monitored quarterly
BV82a(ii)	David Marsh	The total tonnage of household waste arisings which have been sent by the authority for recycling	Monitored quarterly
BV82b(i)	David Marsh	The percentage of household waste sent by the authority for composting or treatment by anaerobic digestion	Monitored quarterly
BV82b(ii)	David Marsh	The total tonnage of household waste sent by the authority for composting or treatment by anaerobic digestion	Monitored quarterly

BV199a	David Marsh	The proportion of relevant land and highways assessed as having combined deposits of litter and detritus that fall below an acceptable level	Monitored quarterly
BV199b	David Marsh	The proportion of relevant land and highways at which unacceptable levels of graffiti are visible	Monitored quarterly
BV199c	David Marsh	The proportion of relevant land and highways at which unacceptable levels of fly-posting are visible.	Monitored quarterly
BV199d	David Marsh	The year-on-year reduction in total number of incidents and increase in the total number of enforcement actions taken to deal with fly-tipping	Monitored annually at year-end

Planning and Economic Development

BVPI Ref and Officer		Definition	Comment
BV106	Stephen Bacon	The percentage of new homes built on previously developed land	Monitored quarterly
BV109a	Barry Land	The percentage of major application determined within 13 weeks	Monitored quarterly
BV109b	Barry Land	The percentage for minor applications determined within 8 weeks	Monitored quarterly
BV109c	Barry Land	The percentage for 'other' applications determined within 8 weeks	Monitored quarterly
BV204	Barry Land	The number of planning appeal decisions allowed against the authority's decision to refuse on planning applications, as a percentage of the total number of planning appeals against refusals of planning applications	Monitored quarterly

Leisure

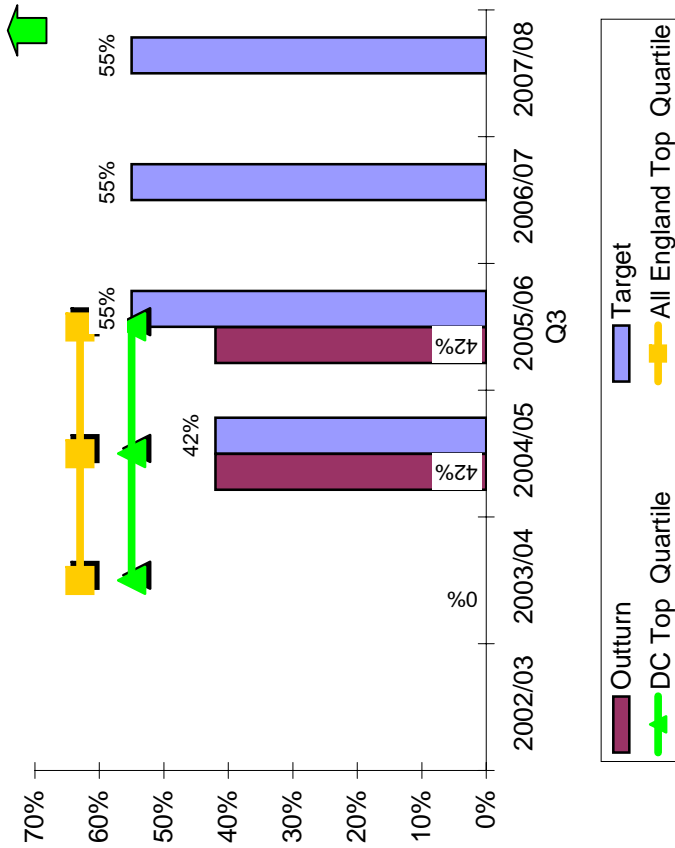
BVPI Ref and Officer		Definition	Comment
BV170a	Alan Clear	The number of visits to/usages of local authority funded or part funded museums and galleries in the area per 1,000 population	Monitored quarterly
BV170c	Alan Clear	The number of pupils visiting museums and galleries in organised school groups	Monitored quarterly

People First, Civil Engineering and Maintenance

There are no key performance indicators for these portfolios for 2005/06

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BV2b The Duty to Promote Race Equality

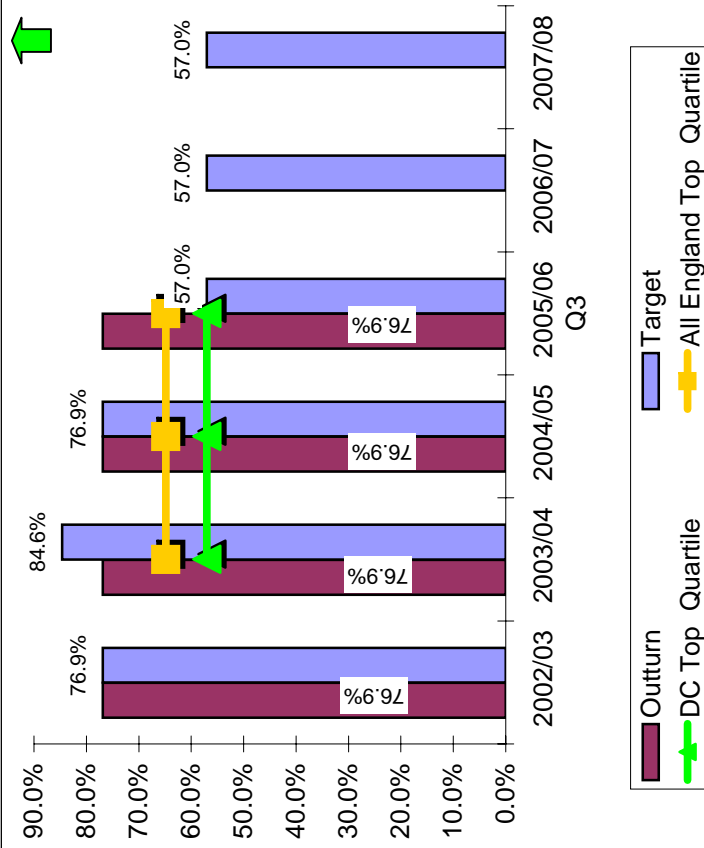


Description The quality of an Authority's Race Equality Scheme (RES) and the improvements resulting from its application.
Purpose To ensure that all local authorities have made a high quality response to the Race Equality Duty, with clear race equality priorities and targets for services and employment.
Comment on performance/target - OUTTURN FIGURE REPORTED ANNUALLY
Corrective action proposed (if required) Steps are currently being taken to carry out all race equality impact assessments as required under the Race Relations Amendment Act.
Traffic Light

	Outturn	Target	DC Top Quartile	All England Top Quartile
2002/03				
2003/04	0%	0%	55%	63%
2004/05	42%	42%	55%	63%
2005/06 Q3	42%	55%	55%	63%
2006/07		55%		
2007/08		55%		

Traffic Light	Red	Amber	Green
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BV156 Buildings Accessible to People with a Disability

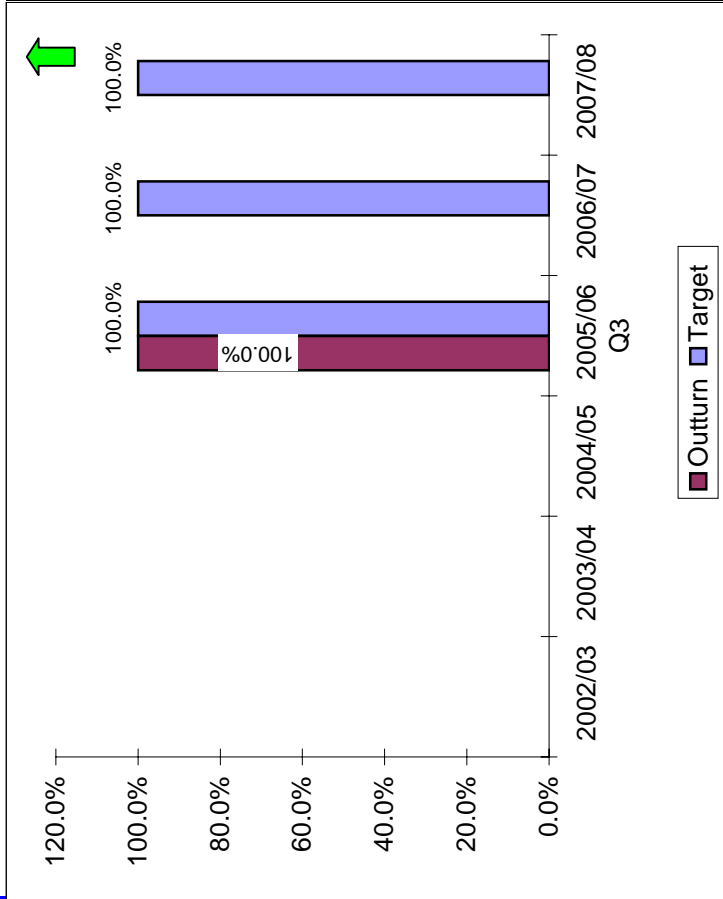


Description The percentage of authority buildings open to the public in which all public areas are suitable for, and accessible to, disabled people.
Purpose To monitor the improvement of access to local authority buildings for disabled people.
Comment on performance/target - OUTTURN FIGURE REPORTED ANNUALLY
Corrective action proposed (if required) It is unlikely that the figure will change at present. To increase the percentage would involve carrying out works at Epping Sports Centre, Ongar Sports Centre and Waltham Abbey Sports Centre. It is unlikely that major access works will be carried out at these locations as the future of Epping Sports Centre is under member review, Ongar Leisure Centre is awaiting a new extension (which will incorporate disabled access) and that Waltham Abbey Sports Centre is likely to be handed back to the County Council / King Harold School at the end of the joint use agreement in 2007. It would not be 'reasonable' at this time for the Council to commit resources to these buildings with these uncertainties.
Traffic Light

	Outturn	Target	DC Top Quartile	All England Top Quartile
2002/03	76.9%	76.9%	57%	64.83%
2003/04	76.9%	84.6%	57%	64.83%
2004/05	76.9%	76.9%	57%	64.83%
2005/06 Q3	76.9%	57.0%	57%	64.83%
2006/07		57.0%		
2007/08		57.0%		

Traffic Light	Red	Amber	Green	76.90%
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EH6 Process all licence applications within the statutory period

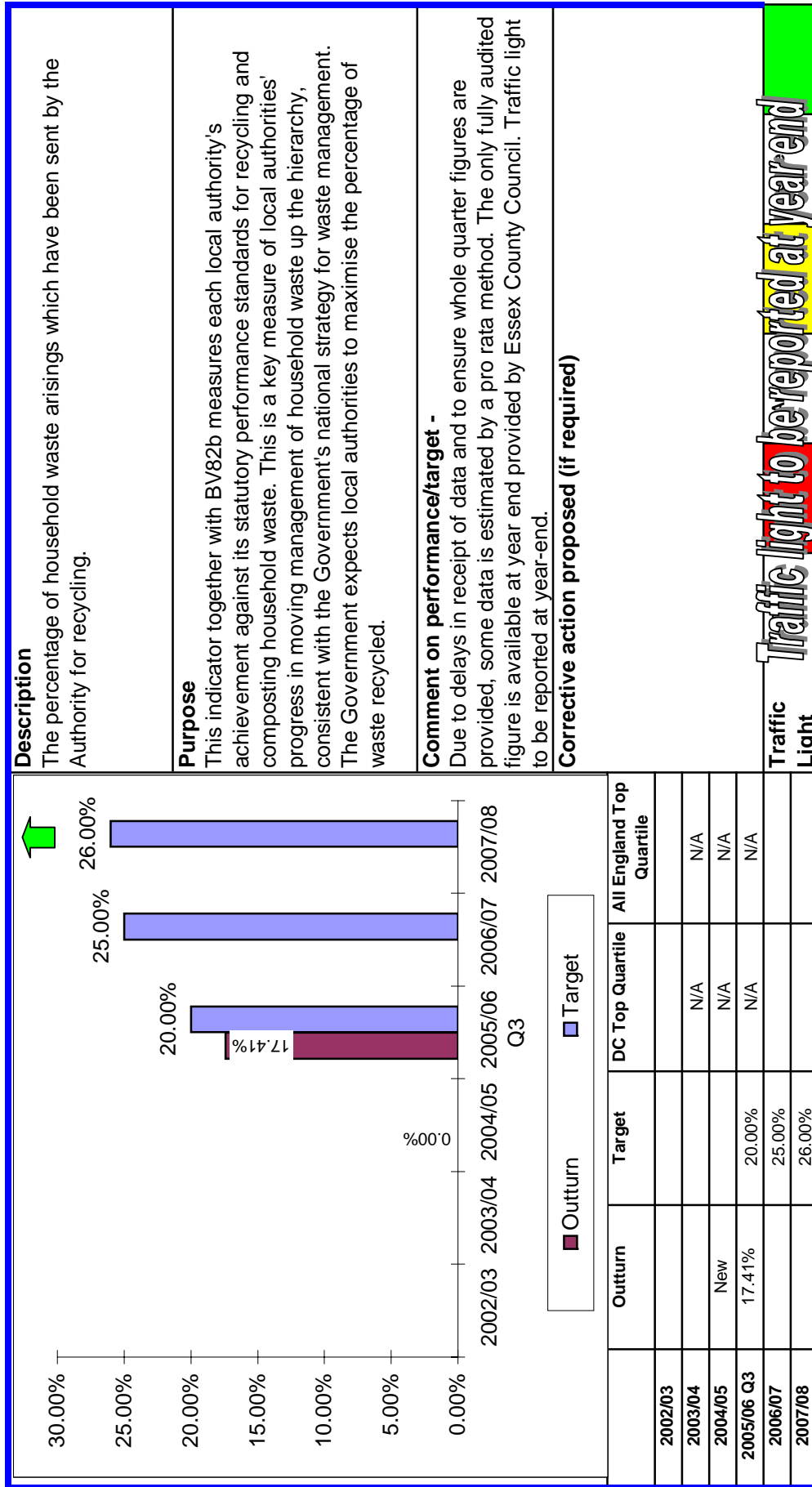


Description The percentage of licence applications received that were processed within the relevant statutory timescale					
Purpose To ensure the prompt determination of licence applications					
Comment on performance/target - 0					
Corrective action proposed (if required) 0					
Traffic Light	Red	Amber	Green	100%	

	Outturn	Target	DC Top Quartile	All England Top Quartile
2002/03				
2003/04			N/A	N/A
2004/05			N/A	N/A
2005/06 Q3	100.0%	100.0%	N/A	N/A
2006/07		100.0%		
2007/08		100.0%		

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BV82a(i) Household Waste Management (Recycling) (NEW)



Description

The percentage of household waste arisings which have been sent by the Authority for recycling.

Purpose

This indicator together with BV82b measures each local authority's achievement against its statutory performance standards for recycling and composting household waste. This is a key measure of local authorities' progress in moving management of household waste up the hierarchy, consistent with the Government's national strategy for waste management. The Government expects local authorities to maximise the percentage of waste recycled.

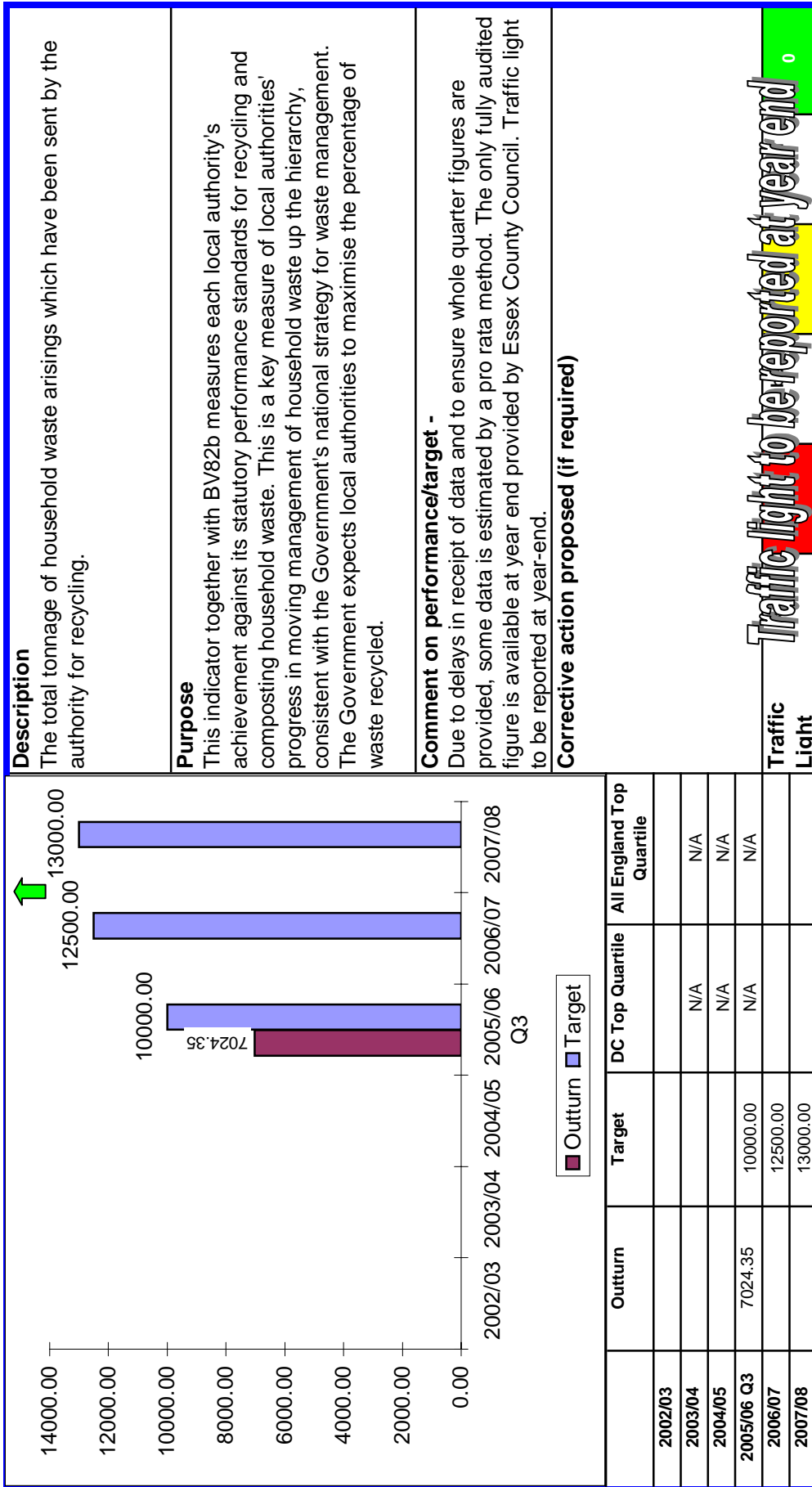
Comment on performance/target -

Due to delays in receipt of data and to ensure whole quarter figures are provided, some data is estimated by a pro rata method. The only fully audited figure is available at year end provided by Essex County Council. Traffic light to be reported at year-end.

Corrective action proposed (if required)

Traffic light to be reported at year end

BV82a(ii) Household Waste Management (Recycling) (NEW).



Description
The total tonnage of household waste arisings which have been sent by the authority for recycling.

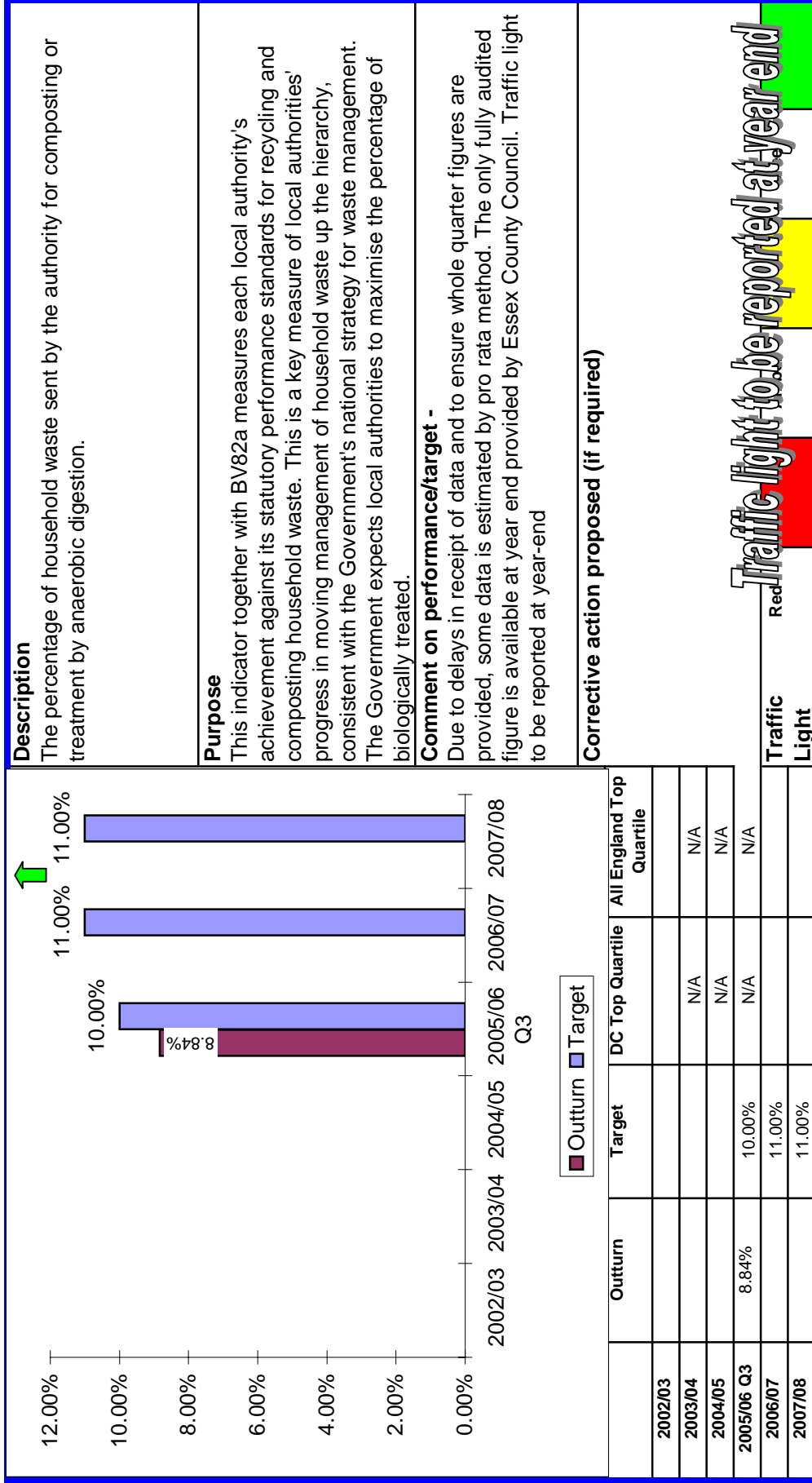
Purpose
This indicator together with BV82b measures each local authority's achievement against its statutory performance standards for recycling and composting household waste. This is a key measure of local authorities' progress in moving management of household waste up the hierarchy, consistent with the Government's national strategy for waste management. The Government expects local authorities to maximise the percentage of waste recycled.

Comment on performance/target -
Due to delays in receipt of data and to ensure whole quarter figures are provided, some data is estimated by a pro rata method. The only fully audited figure is available at year end provided by Essex County Council. Traffic light to be reported at year-end.

Corrective action proposed (if required)

Traffic Light
Traffic light to be reported at year end

BV82b(i) Household Waste Management (Composting) (NEW)



Description

The percentage of household waste sent by the authority for composting or treatment by anaerobic digestion.

Purpose

This indicator together with BV82a measures each local authority's achievement against its statutory performance standards for recycling and composting household waste. This is a key measure of local authorities' progress in moving management of household waste up the hierarchy, consistent with the Government's national strategy for waste management. The Government expects local authorities to maximise the percentage of biologically treated.

Comment on performance/target -

Due to delays in receipt of data and to ensure whole quarter figures are provided, some data is estimated by pro rata method. The only fully audited figure is available at year end provided by Essex County Council. Traffic light to be reported at year-end

Corrective action proposed (if required)

	Outturn	Target	DC Top Quartile	All England Top Quartile
2002/03				
2003/04			N/A	N/A
2004/05			N/A	N/A
2005/06 Q3	8.84%	10.00%	N/A	N/A
2006/07		11.00%		
2007/08		11.00%		

BV82b(ii) Household Waste Management (Composting) (NEW)

Year	Outturn	Target	DC Top Quartile	All England Top Quartile
2002/03				
2003/04				
2004/05			N/A	N/A
2005/06 Q3	3566.86	5000.00	N/A	N/A
2006/07		5500.00		
2007/08		5500.00		

Description
The tonnage of household waste sent by the authority for composting or treatment by anaerobic digestion.

Purpose
This indicator together with BV82a measures each local authority's achievement against its statutory performance standards for recycling and composting household waste. This is a key measure of local authorities' progress in moving management of household waste up the hierarchy, consistent with the Government's national strategy for waste management. The Government expects local authorities to maximise the percentage of biologically treated.

Comment on performance/target -
Due to delays in receipt of data and to ensure whole quarter figures are provided, some data is estimated by pro rata method. The only fully audited figure is available at year end provided by Essex County Council. Traffic light to be reported at year-end.

Corrective action proposed (if required)

Q3

Traffic light to be reported at year end

Traffic Light

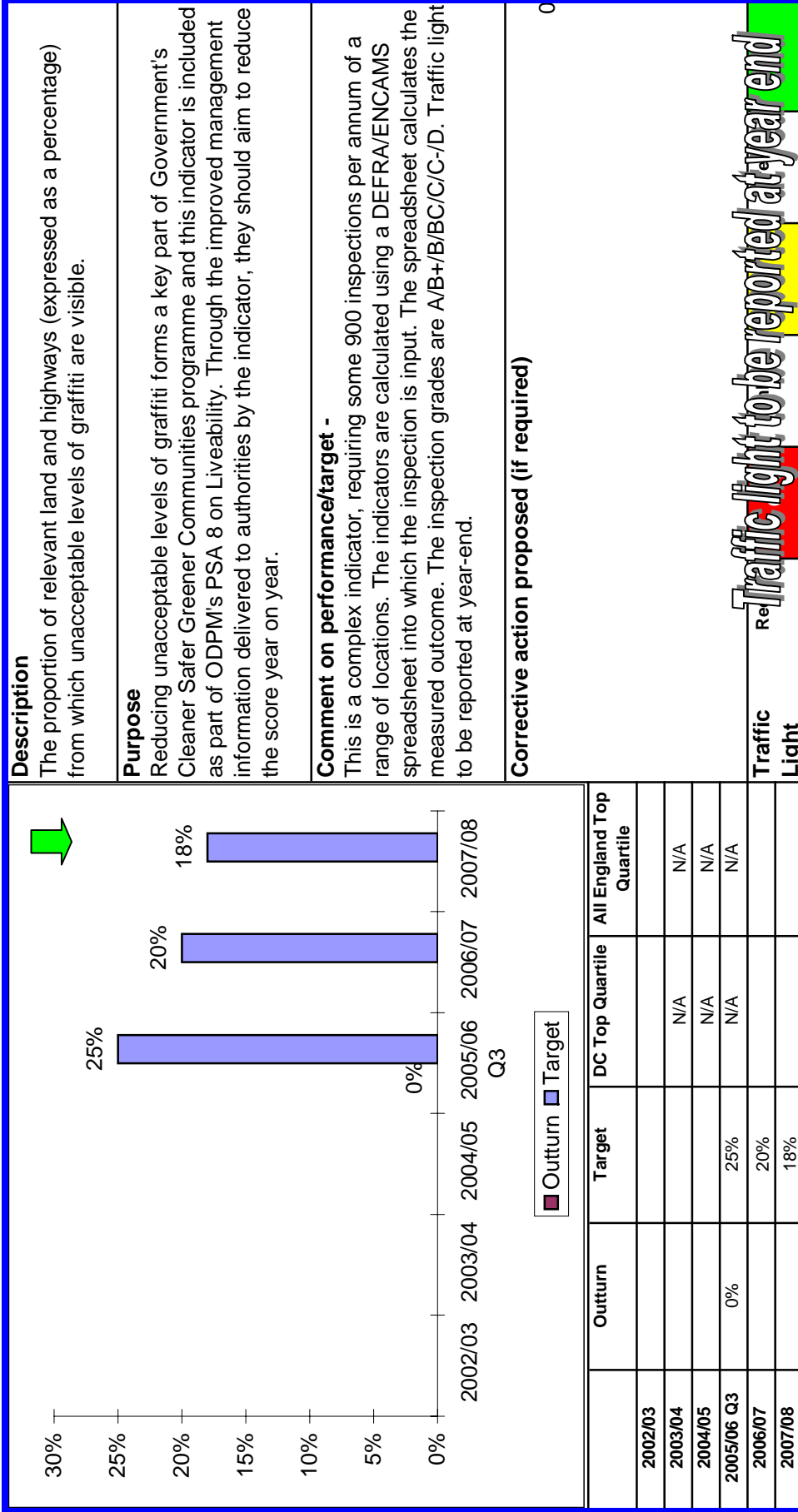
BV199a Local Street and Environmental Cleanliness - Litter and Detritus (NEW)

Year	Outturn	Target	DC Top Quartile	All England Top Quartile
2002/03				
2003/04				
2004/05			N/A	N/A
2005/06 Q3	15%	25%	N/A	N/A
2006/07		20%		
2007/08		18%		

Year	Outturn	Target	DC Top Quartile	All England Top Quartile
2002/03				
2003/04				
2004/05			N/A	N/A
2005/06 Q3	15%	25%	N/A	N/A
2006/07		20%		
2007/08		18%		

Description	The proportion of relevant land and highways (expressed as a percentage) that is assessed as having combined deposits of litter and detritus that fall below an acceptable.
Purpose	Reducing unacceptable levels of litter and detritus forms a key part of Government's Cleaner Safer Greener Communities programme and this indicator is included as part of ODPM's PSA 8 on Liveability. Through the improved management information delivered to authorities by the indicator, they should aim to reduce the score year on year.
Comment on performance/target -	This is a complex indicator, requiring some 900 inspections per annum of a range of locations. The indicators are calculated using a DEFRA/ENCAMS spreadsheet into which the inspection is input. The spreadsheet calculates the measured outcome. The inspection grades are A/B+/B/BC/C-/D. Traffic light to be reported at year-end.
Corrective action proposed (if required)	
Traffic Light	R Traffic light to be reported at year end

BV199b Local Street and Environmental Cleanliness - Graffiti (NEW)



Description

The proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of graffiti are visible.

Purpose

Reducing unacceptable levels of graffiti forms a key part of Government's Cleaner Safer Greener Communities programme and this indicator is included as part of ODPM's PSA 8 on Liveability. Through the improved management information delivered to authorities by the indicator, they should aim to reduce the score year on year.

Comment on performance/target -

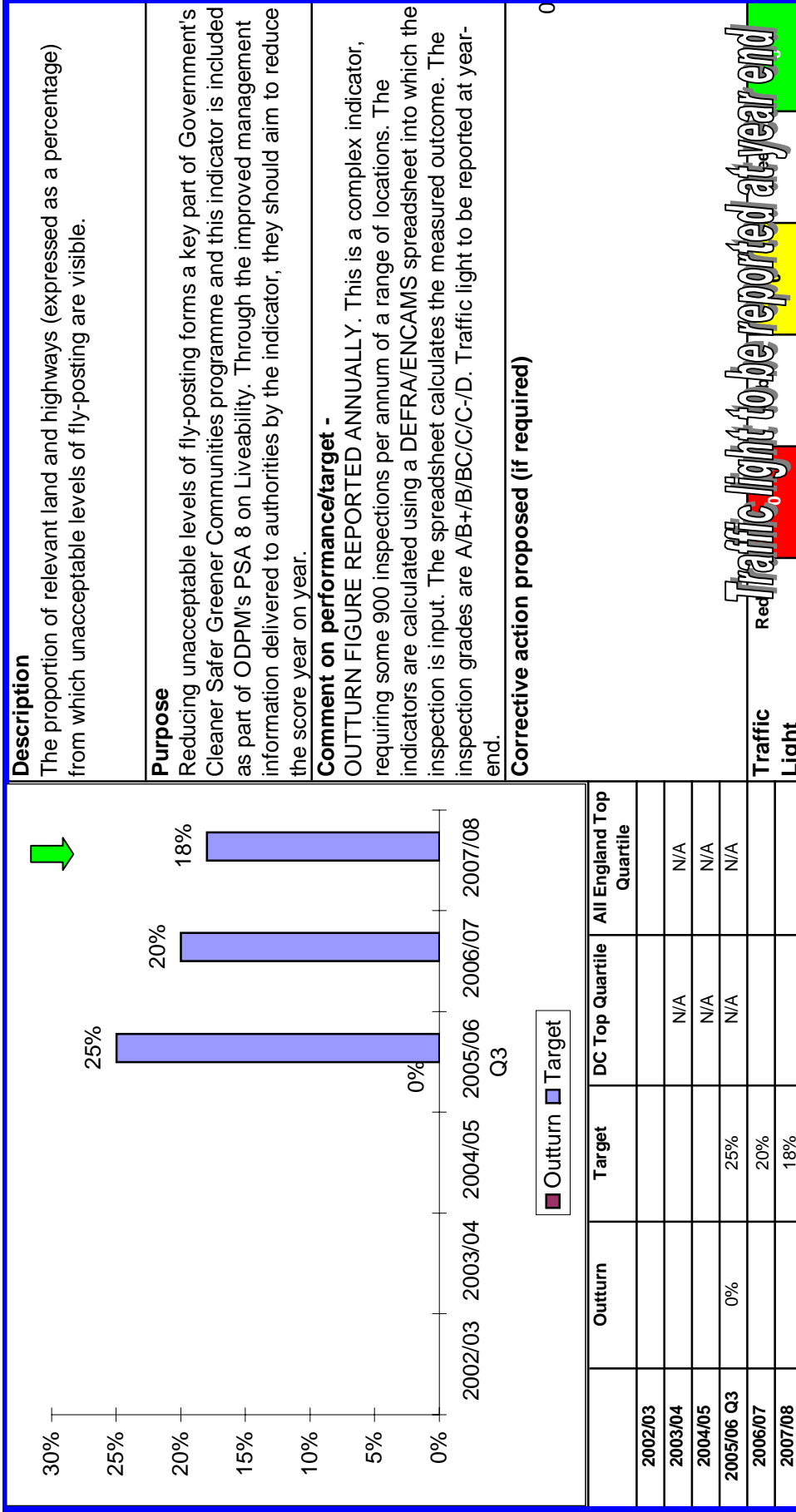
This is a complex indicator, requiring some 900 inspections per annum of a range of locations. The indicators are calculated using a DEFRA/ENCAMS spreadsheet into which the inspection is input. The spreadsheet calculates the measured outcome. The inspection grades are A/B+/B/BC/C-/D. Traffic light to be reported at year-end.

Corrective action proposed (if required)

0

Traffic Light **Red** **Traffic light to be reported at year end**

BV199c Local Street and Environmental Cleanliness - Fly-posting (NEW)



Description

The proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of fly-posting are visible.

Purpose

Reducing unacceptable levels of fly-posting forms a key part of Government's Cleaner Safer Greener Communities programme and this indicator is included as part of ODPM's PSA 8 on Liveability. Through the improved management information delivered to authorities by the indicator, they should aim to reduce the score year on year.

Comment on performance/target -

OUTTURN FIGURE REPORTED ANNUALLY. This is a complex indicator, requiring some 900 inspections per annum of a range of locations. The indicators are calculated using a DEFRA/ENCAMS spreadsheet into which the inspection is input. The spreadsheet calculates the measured outcome. The inspection grades are A/B+/B/BC/C-/D. Traffic light to be reported at year-end.

Corrective action proposed (if required)

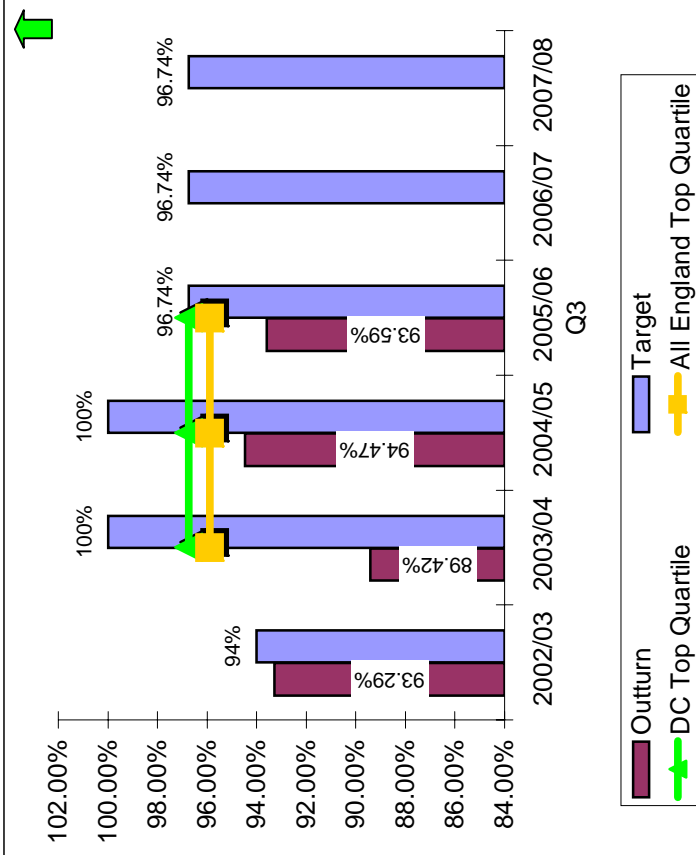
0

Traffic Light
Red
Traffic light to be reported at year end

BV199d Local Street and Environmental Cleanliness - Fly-tipping (NEW)

		<p>Description The year-on-year reduction in total number of incidents and increase in total number of enforcement actions taken to deal with 'fly-tipping'.</p> <p>Purpose Reducing unacceptable levels of fly-tipping forms a key part of Government's Cleaner Safer Greener Communities programme and this indicator is included as part of ODPM's PSA 8 on Liveability. Through the improved management information delivered to authorities by the indicator, they should aim to reduce the score year on year.</p> <p>Comment on performance/target - OUTTURN FIGURE REPORTED ANNUALLY. This is a complex indicator, requiring some 900 inspections per annum of a range of locations. The indicators are calculated using a DEFRA/ENCAMS spreadsheet into which the inspection is input. The spreadsheet calculates the measured outcome. The inspection grades are A/B+/B/BC/C-/D</p>																																			
<p>Corrective action proposed (if required)</p> <p style="text-align: right;">0</p>		<p>Traffic Light</p> <table border="1"> <tr> <td style="background-color: red; color: white; text-align: center;">0</td> <td style="background-color: yellow; text-align: center;">0</td> <td style="background-color: green; text-align: center;">0</td> </tr> <tr> <td style="text-align: center;">Red</td> <td style="text-align: center;">Amber</td> <td style="text-align: center;">Green</td> </tr> </table>	0	0	0	Red	Amber	Green																													
0	0	0																																			
Red	Amber	Green																																			
<table border="1"> <thead> <tr> <th></th> <th>Outturn</th> <th>Target</th> <th>DC Top Quartile</th> <th>All England Top Quartile</th> </tr> </thead> <tbody> <tr> <td>2002/03</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>2003/04</td> <td></td> <td></td> <td>N/A</td> <td>N/A</td> </tr> <tr> <td>2004/05</td> <td></td> <td></td> <td>N/A</td> <td>N/A</td> </tr> <tr> <td>2005/06 Q1</td> <td>2</td> <td>2.5</td> <td>N/A</td> <td>N/A</td> </tr> <tr> <td>2006/07</td> <td></td> <td>2.5</td> <td></td> <td></td> </tr> <tr> <td>2007/08</td> <td></td> <td>1</td> <td></td> <td></td> </tr> </tbody> </table>				Outturn	Target	DC Top Quartile	All England Top Quartile	2002/03					2003/04			N/A	N/A	2004/05			N/A	N/A	2005/06 Q1	2	2.5	N/A	N/A	2006/07		2.5			2007/08		1		
	Outturn	Target	DC Top Quartile	All England Top Quartile																																	
2002/03																																					
2003/04			N/A	N/A																																	
2004/05			N/A	N/A																																	
2005/06 Q1	2	2.5	N/A	N/A																																	
2006/07		2.5																																			
2007/08		1																																			

BV8 Percentage of Invoices Paid on Time

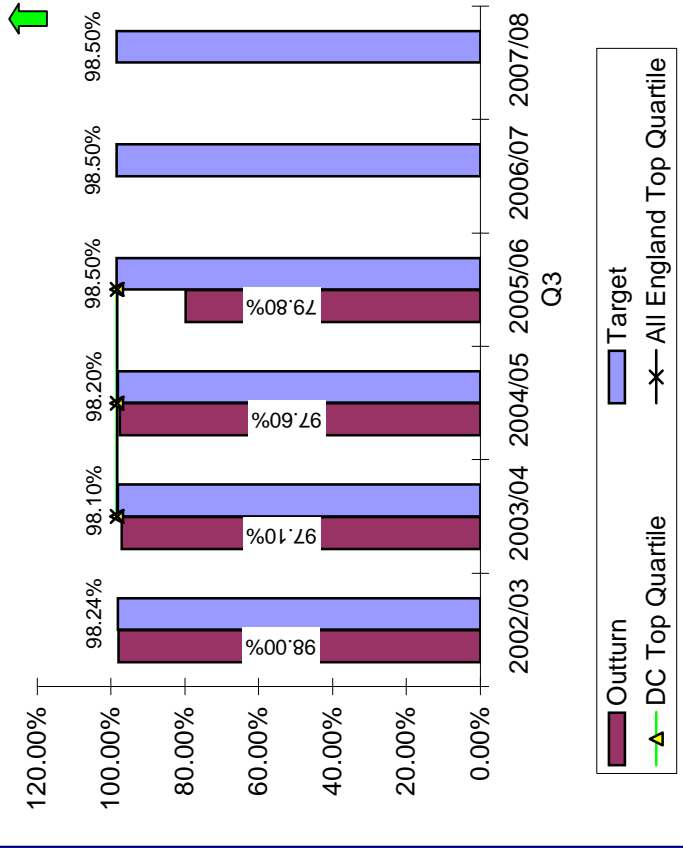


Description The percentage of invoices for commercial goods and services paid by the authority within 30 days of receipt or within the agreed payment terms.
Purpose To encourage prompt payment of invoices received
Comment on performance/target - Some improvement is evident since quarter 2 thanks to efforts in some service areas.
Corrective action proposed (if required) Service areas are being encouraged to pass invoices quickly and more importantly invoices in dispute must be notified to the invoice section.
Traffic Light

	Outturn	Target	DC Top Quartile	All England Top Quartile
2002/03	93.29%	94%		
2003/04	89.42%	100%	96.74%	95.90%
2004/05	94.47%	100%	96.74%	95.90%
2005/06 Q3	93.59%	96.74%	96.74%	95.90%
2006/07		96.74%		
2007/08		96.74%		

Traffic Light	Red	Amber	Green
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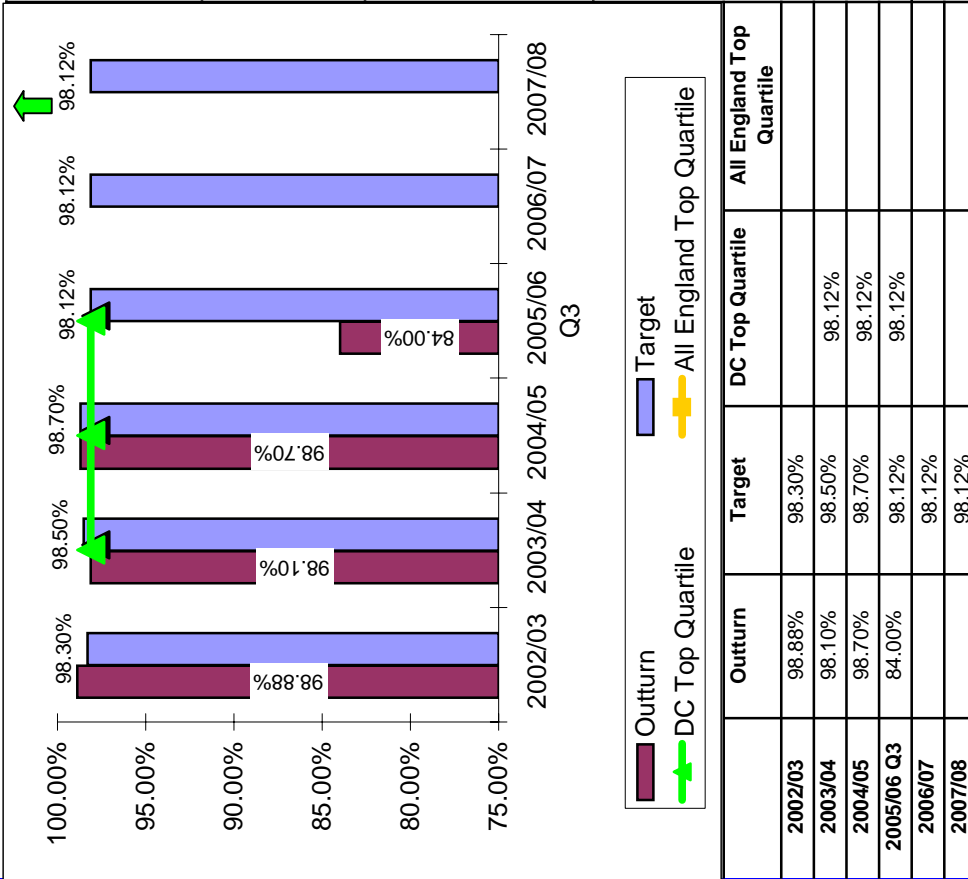
BV9 Percentage of Council Tax Collected



Description	The percentage of Council Tax collected by the authority in the year
Purpose	To monitor the rate of collection of Council Tax
Comment on performance/target -	On target
Corrective action proposed (if required)	0
Traffic Light	Green

	Outturn	Target	DC Top Quartile	All England Top Quartile
2002/03	98.00%	98.24%		
2003/04	97.10%	98.10%	98.50%	98.29%
2004/05	97.60%	98.20%	98.50%	98.29%
2005/06 Q3	79.80%	98.50%	98.50%	98.29%
2006/07	98.50%	98.50%		
2007/08	98.50%	98.50%		

BV10 Percentage of Non-Domestic Rates Collected

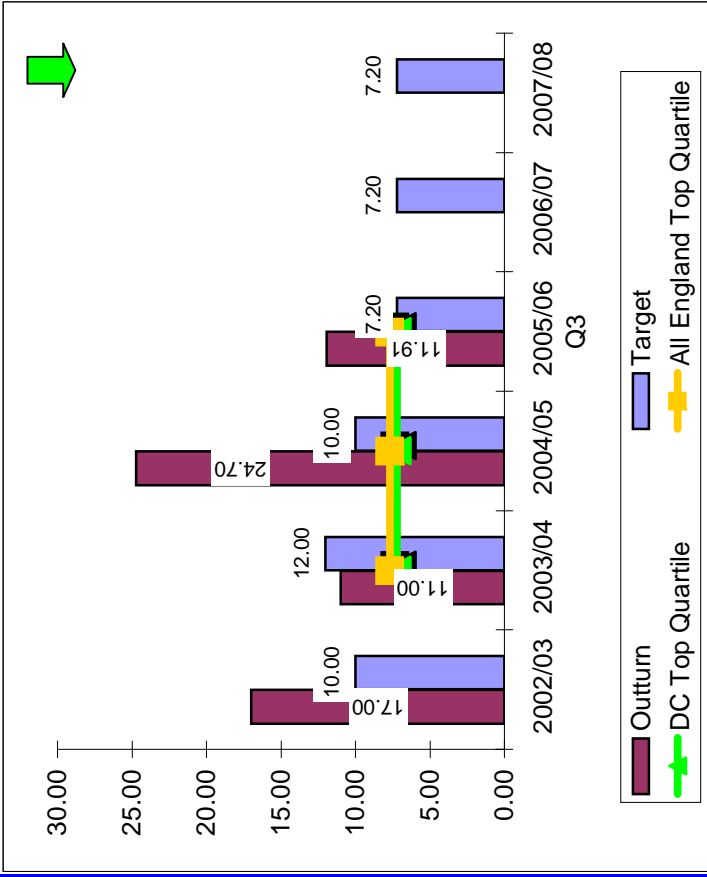


Description The percentage of Non-Domestic Rates Collected
Purpose To monitor the collection rate of national non-domestic rates
Comment on performance/target - On target
Corrective action proposed (if required) 0
Traffic Light Green

BV78a Speed of Processing New Housing Benefit/Council Tax Benefit Claims

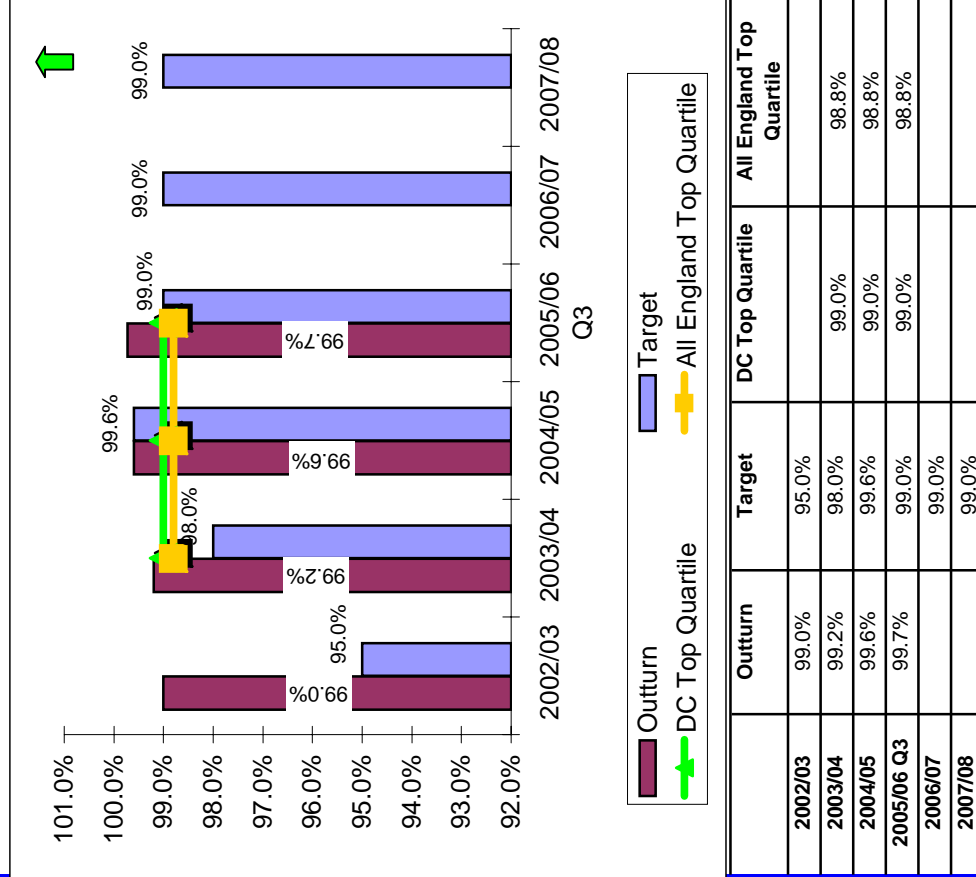
	<p>Description The average processing time taken for all new Housing and Council Tax Benefit claims submitted to the local authority, for which the date of decision is within the financial year being reported.</p>
	<p>Purpose To monitor the administration of Housing and Council Tax Benefit.</p>
	<p>Comment on performance/target - Target should be achieved if current performance improvement can be maintained. Performance in Quarter 3 was 24 days</p>
	<p>Corrective action proposed (if required) 0</p>
<p>Traffic Light</p>	
	<p>Red</p>
	<p>Amber</p>
	<p>29.61</p>
	<p>Green</p>

BV78b Speed of Processing Change in Circumstances for Housing Benefit/Council Tax Benefit Claims



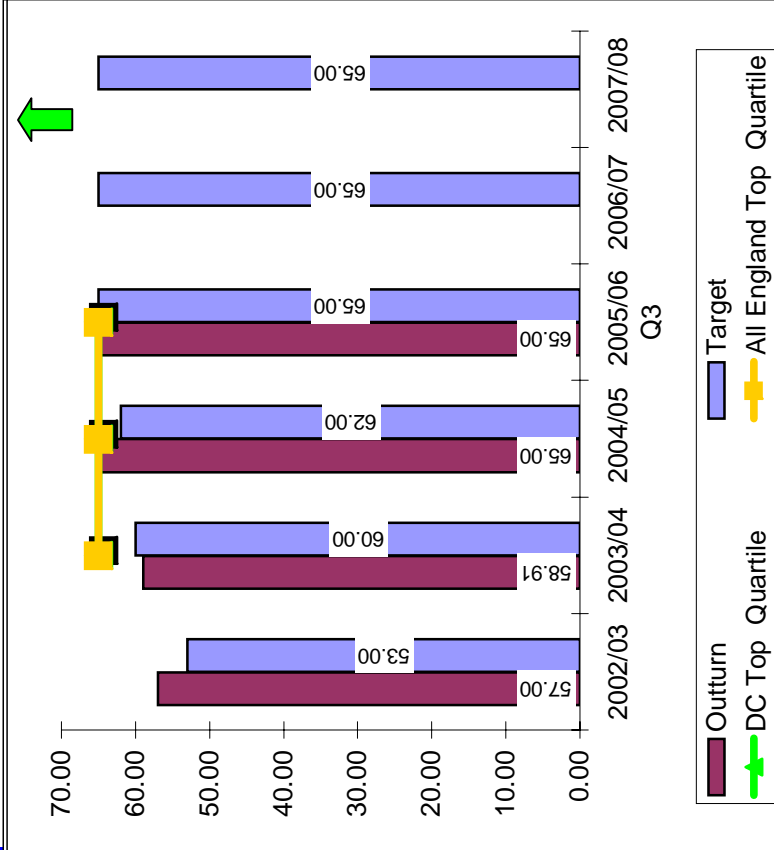
Description The average processing time taken for all written notifications to the local authority of changes to a claimant's circumstance that require a new decision on behalf of the authority.
Purpose To monitor the administration of Housing and Council Tax Benefit
Comment on performance/target - Target is not likely to be achieved. Performance in Quarter 3 was 10.7 days
Corrective action proposed (if required) Performance has improved significantly but due to the indicator being calculated on average processing times, the poorer performance at the beginning of the year cannot be changed. It should also be noted that the target of 7.2 was calculated at a time when the definition for changes in circumstances made it easier to achieve the target than now.
Traffic Light Red 11.91 Amber Yellow Green

BV79a Accuracy of Processing Housing Benefit/Council Tax Benefit Claims



Description	The percentage of cases within a random sample for which the authority's calculation of Housing and Council Tax Benefit is found to be correct
Purpose	To monitor the administration of Housing Benefit and Council Tax Benefit, The higher the number of calculations correct the better.
Comment on performance/target -	Target should be achieved if current performance is maintained.
Corrective action proposed (if required)	0
Traffic Light	Green

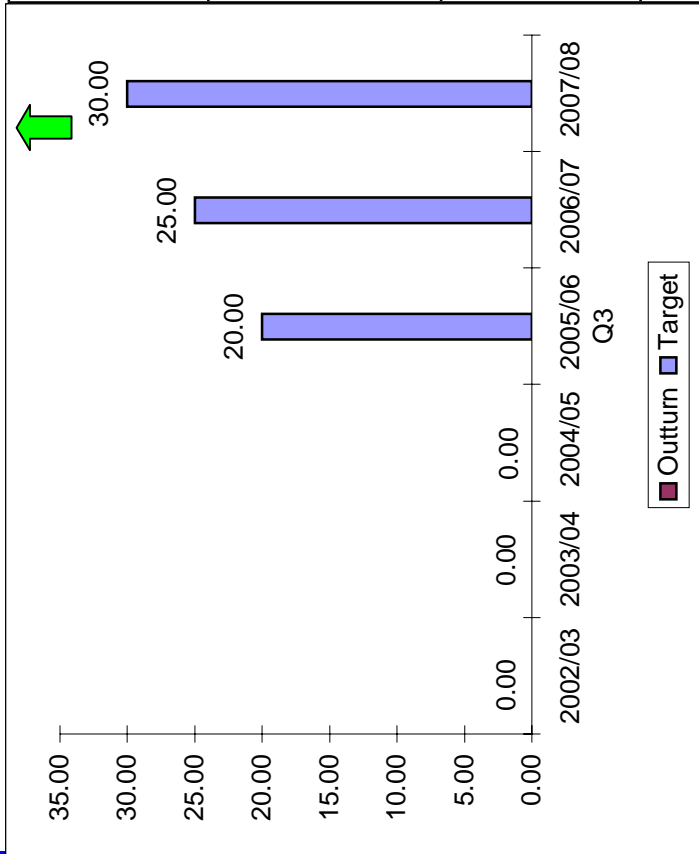
BV63 Energy Efficiency of Housing Stock



Description The average SAP rating of local authority-owned dwellings
Purpose To encourage improvement on the SAP rating of local authority owned dwellings. The higher the SAP rating the better.
Comment on performance/target -
Corrective action proposed (if required)
Traffic Light

Green	Amber	Red	65.00
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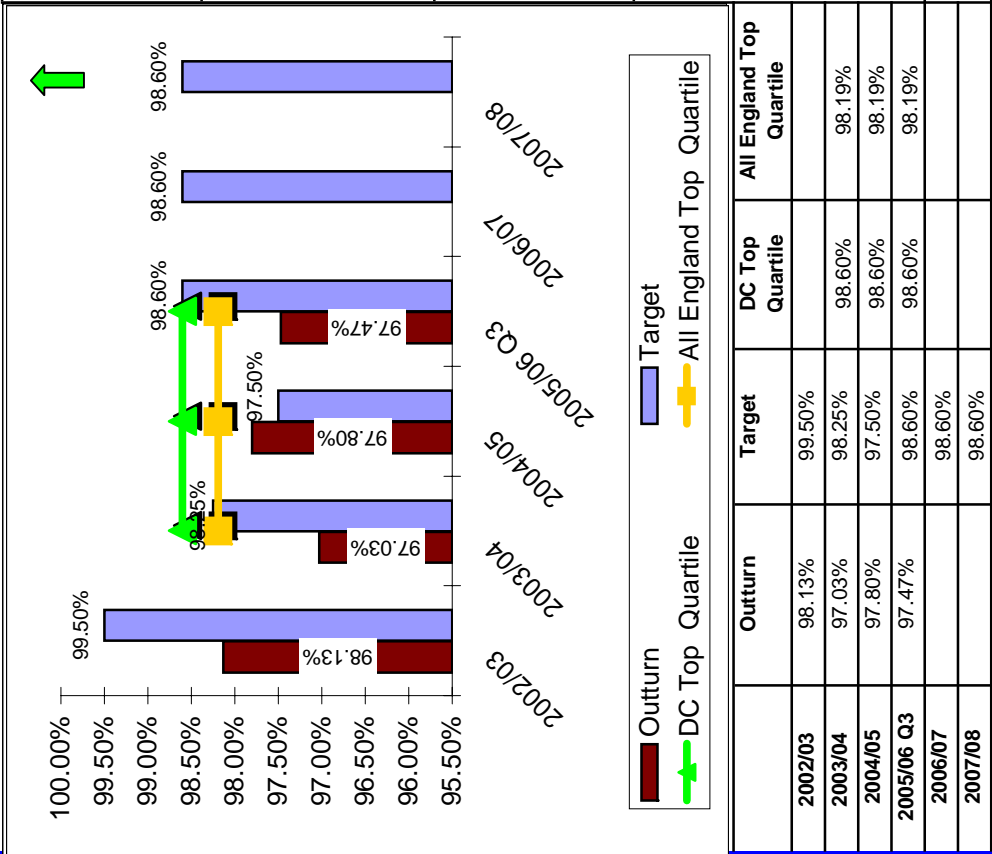
BV64 Vacant Dwellings Returned to Occupation or Demolished



Description	Number of non-local authority-owned vacant dwellings returned to occupation or demolished during the financial year as a direct result of action by the local authority.
Purpose	To encourage the occupation or demolition of empty homes.
Comment on performance/target -	Head of Environmental Services to report on current performance.
Corrective action proposed (if required)	Head of Environmental Services to report.
Traffic Light	Green


	Outturn	Target	DC Top Quartile	All England Top Quartile
2002/03	0.00	N/S		
2003/04	0.00	0.00	N/A	N/A
2004/05	0.00	0.00	N/A	N/A
2005/06 Q3		20.00	N/A	N/A
2006/07		25.00		
2007/08		30.00		

BV66a Rent Collection and Arrears Recovery

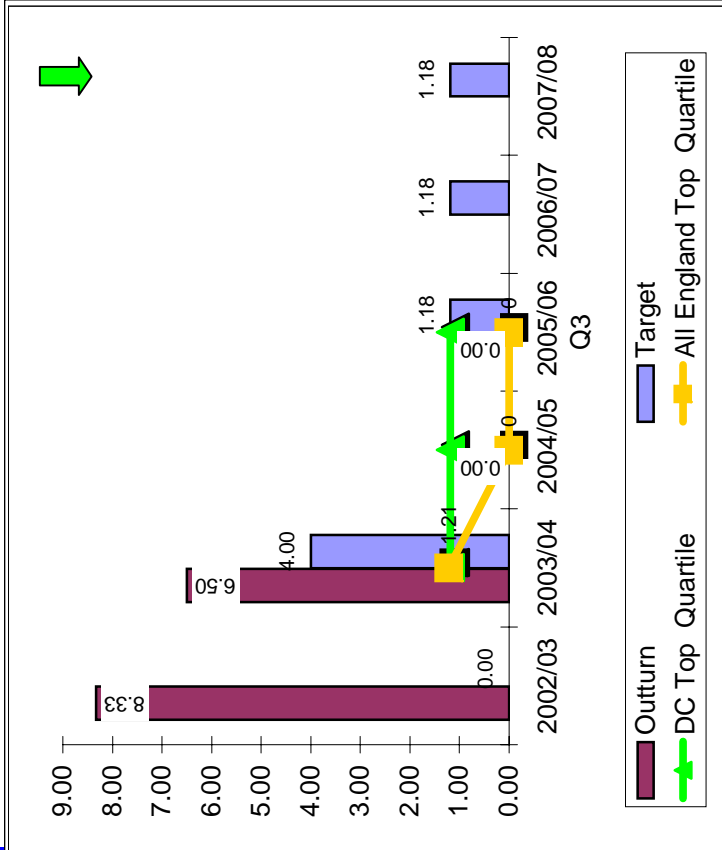


Description	Rent collected by the local authority as a proportion of rents owed on Housing Revenue Account dwellings
Purpose	This indicator, along with BV66b,c,d is a key measure of the effectiveness and efficiency of a local authority's rent collection and arrears recovery service. These indicators are four describe parts but should be looked at holistically. An efficient rent collection service is important to ensuring that as much of the rent due, and thus potential income is collected and received.
Comment on performance/target -	Accurate assessment of performance can only be made at the end of the year.
Corrective action proposed (if required)	0
Traffic Light	Green

BV164 Equal Access to Social Housing

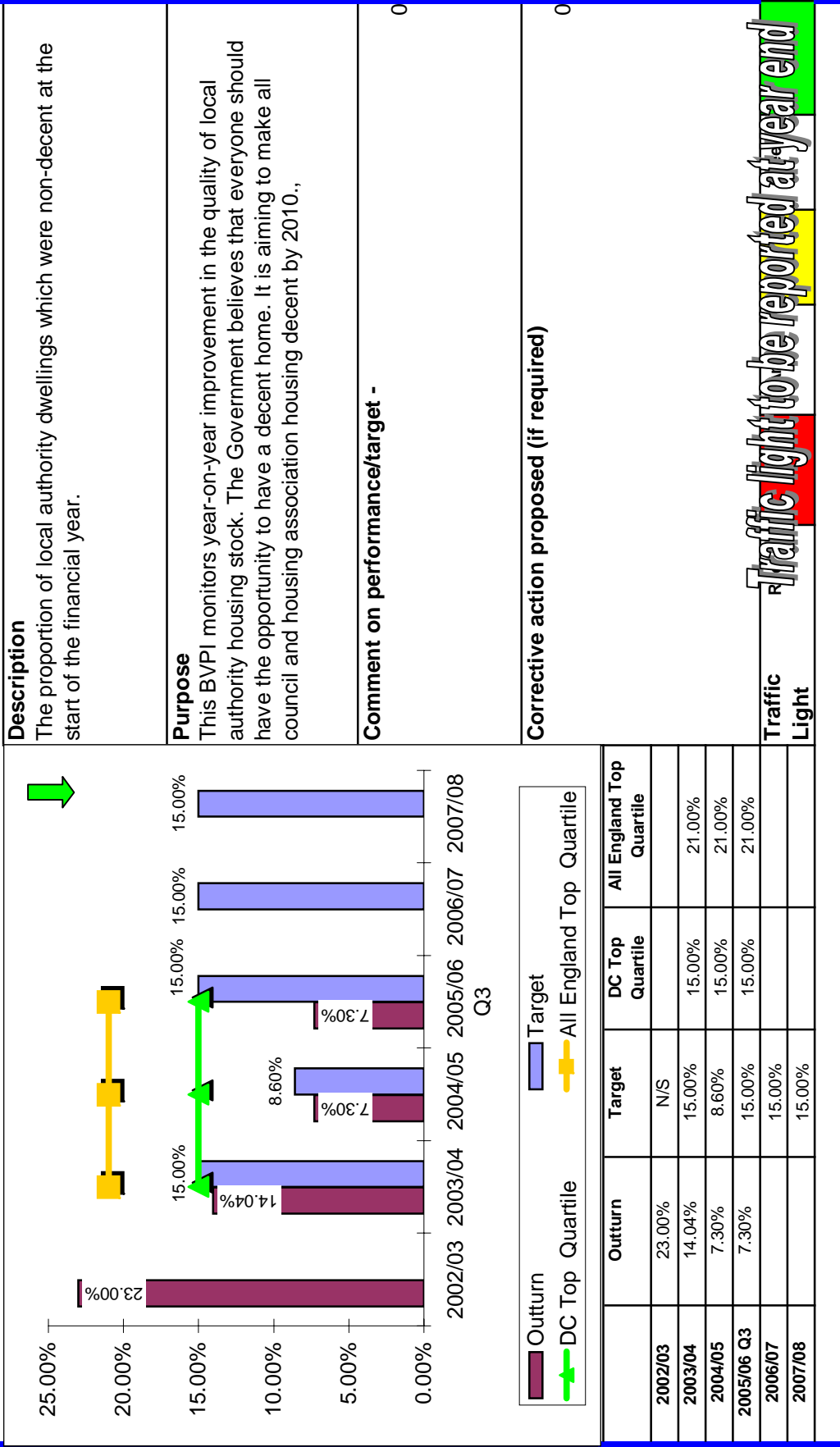
<p>Description Does the authority follow the Commission for Racial Equality's code of practice in Rented Housing and the Good Practice Standards for Social Landlords on Tackling Harassment included in 'Tackling Racial Harassment: Code of practice for Social Landlords'?</p>		<p>Purpose To monitor fair access to social housing.</p>		<p>Comment on performance/target - 0</p>		<p>Corrective action proposed (if required) 0</p>	
<p>32% Target 2007/08 Yes</p> <p>Target 2006/07 Yes</p> <p>Top Quartile Districts 2003/04</p> <p>Target 2005/06 Yes</p> <p>Qtr 4 2005/06</p> <p>Qtr 3 2005/06</p> <p>Qtr 2 2005/06 Yes</p> <p>Qtr 1 2005/06 Yes</p> <p>Final Figure 2004/05 Yes</p> <p>Final Figure 2003/04 Yes</p>		<p></p>		<p>Traffic Light</p> <p>Red Amber Green Yes</p>			
	Outturn	Target	DC Top Quartile	All England Top Quartile			
2002/03	Yes	Yes					
2003/04	Yes	Yes	N/A	39.00%			
2004/05	Yes	Yes					
2005/06 Q3	Yes	Yes					
2006/07		Yes					
2007/08		Yes					

BV183a Length of Stay in Temporary Accommodation (Bed & Breakfast) in weeks



Description The average length of stay in bed and breakfast accommodation of households that are unintentionally homeless and in priority need.
Purpose To measure authorities' success in reducing the inappropriate use of temporary accommodation.
Comment on performance/target - 0
Corrective action proposed (if required) 0
Traffic Light Green 0.00

BV184a Non-Decent Local Authority Dwellings (percentage)



Description
The proportion of local authority dwellings which were non-decent at the start of the financial year.

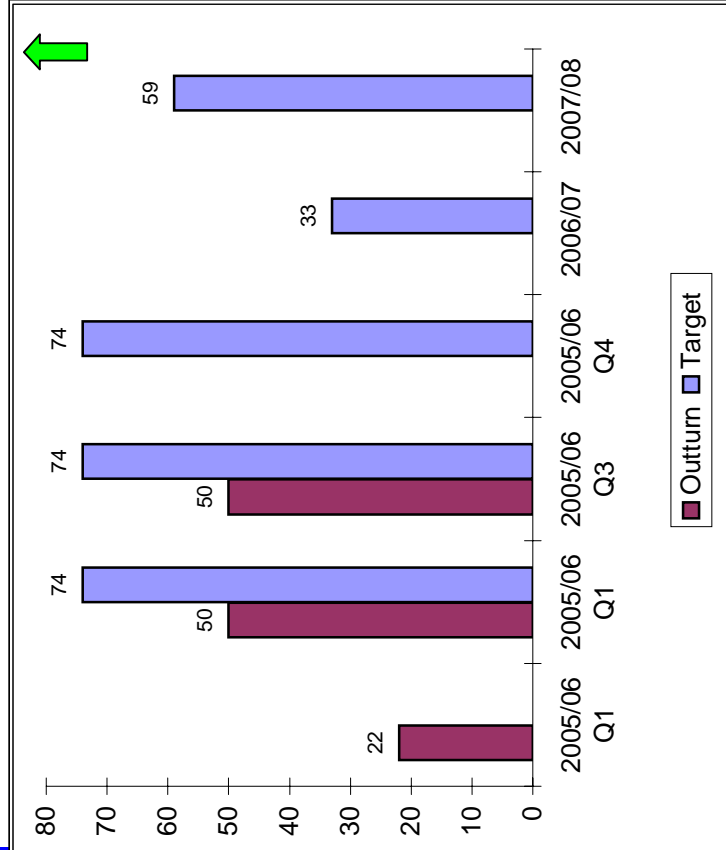
Purpose
This BVPI monitors year-on-year improvement in the quality of local authority housing stock. The Government believes that everyone should have the opportunity to have a decent home. It is aiming to make all council and housing association housing decent by 2010.,

Comment on performance/target -
0

Corrective action proposed (if required)
0

Traffic Light to be reported at year end

H15a Affordable Homes

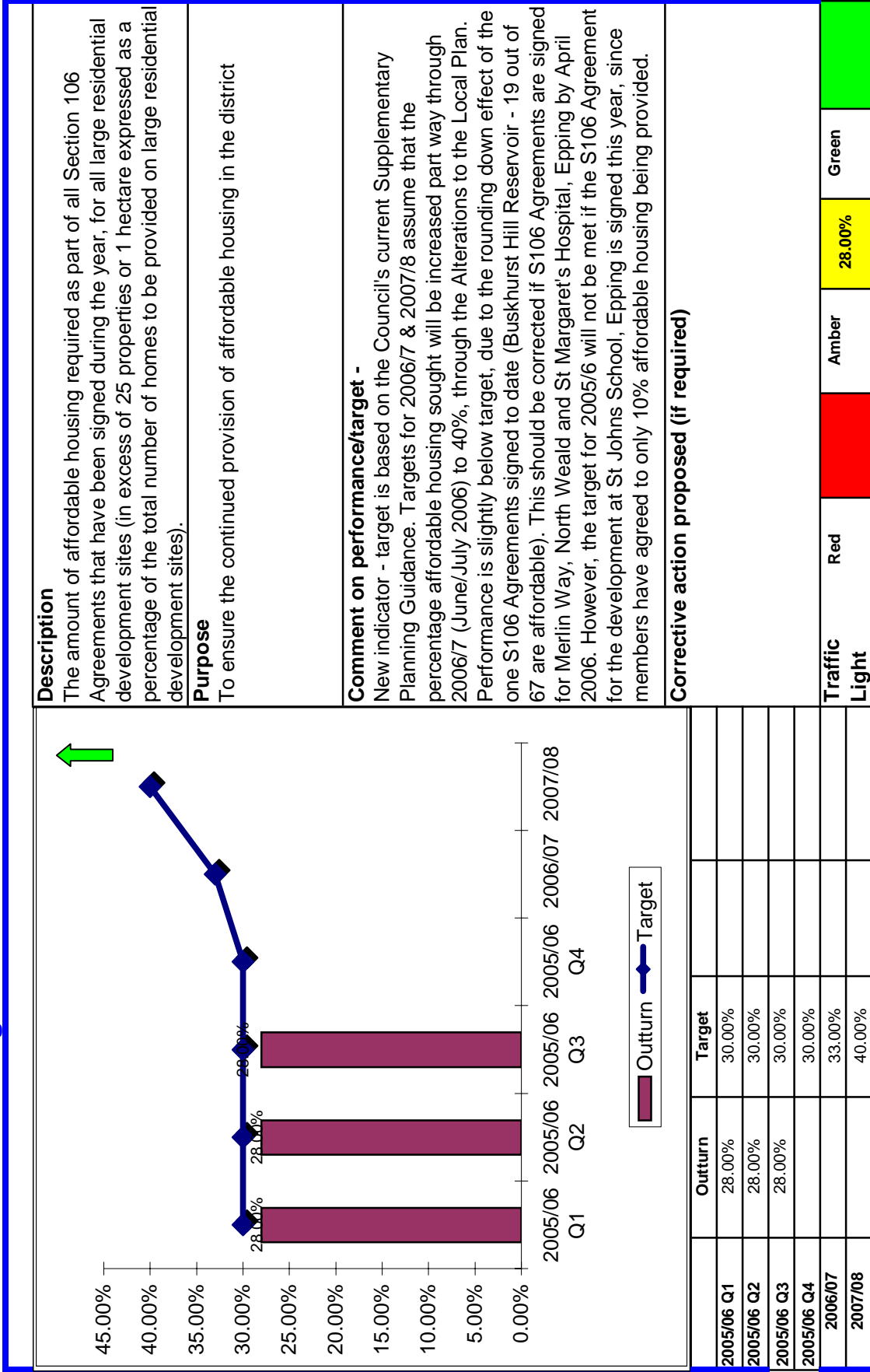


Description The number of affordable homes completed and ready for occupation during the year.
Purpose To measure the number of affordable homes completed and ready for occupation during the year
Comment on performance/target - New Indicator - Target for 2005/6 is based on developments currently on site and expected to complete by April 2006. Indicator is therefore on target. Targets for 2006/7 & 2007/8 will be based on both developments currently on site & those expected to commence.
Corrective action proposed (if required) 0
Traffic Light

Period	Output	Target
2005/06 Q1	22	
2005/06 Q1	50	74
2005/06 Q3	50	74
2005/06 Q4		74
2006/07		33
2007/08		59

Green	50.00	Amber	Red
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H15b Affordable Housing



Description

The amount of affordable housing required as part of all Section 106 Agreements that have been signed during the year, for all large residential development sites (in excess of 25 properties or 1 hectare expressed as a percentage of the total number of homes to be provided on large residential development sites).

Purpose

To ensure the continued provision of affordable housing in the district

Comment on performance/target -

New indicator - target is based on the Council's current Supplementary Planning Guidance. Targets for 2006/7 & 2007/8 assume that the percentage affordable housing sought will be increased part way through 2006/7 (June/July 2006) to 40%, through the Alterations to the Local Plan. Performance is slightly below target, due to the rounding down effect of the one S106 Agreements signed to date (Buskhurst Hill Reservoir - 19 out of 67 are affordable). This should be corrected if S106 Agreements are signed for Merin Way, North Weald and St Margaret's Hospital, Epping by April 2006. However, the target for 2005/6 will not be met if the S106 Agreement for the development at St Johns School, Epping is signed this year, since members have agreed to only 10% affordable housing being provided.

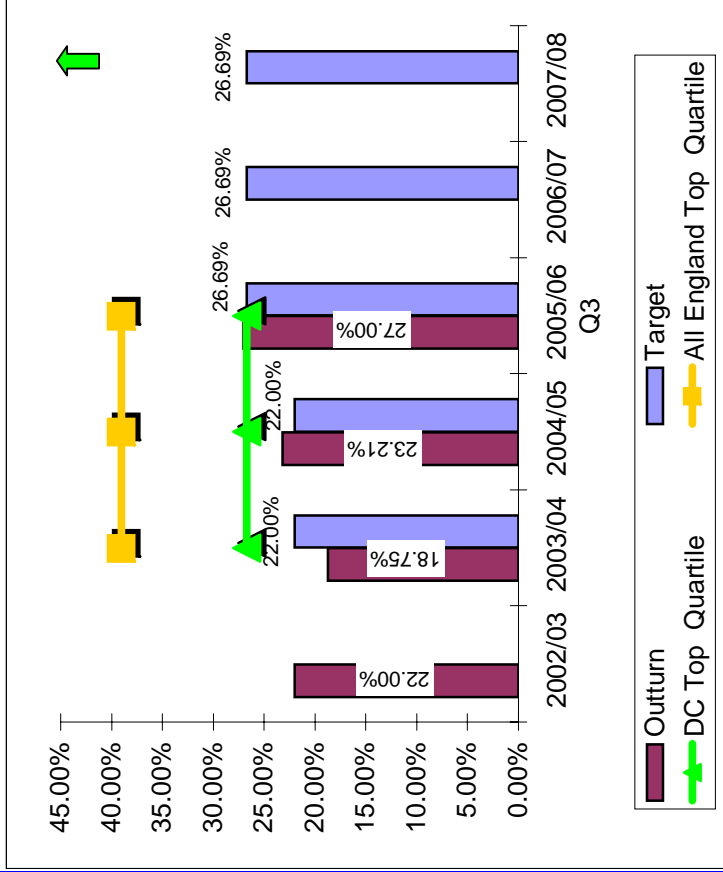
Corrective action proposed (if required)

Period	Outturn (%)	Target (%)
2005/06 Q1	28.00%	30.00%
2005/06 Q2	28.00%	30.00%
2005/06 Q3	28.00%	30.00%
2005/06 Q4	30.00%	30.00%
2006/07	33.00%	33.00%
2007/08	40.00%	40.00%

Traffic Light

Red	Amber	28.00%	Green
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BV11a Top 5% of Earners: Women



Description
 Percentage of top-paid 5% of local authority staff who are women

Purpose
 To monitor progress towards equal opportunities

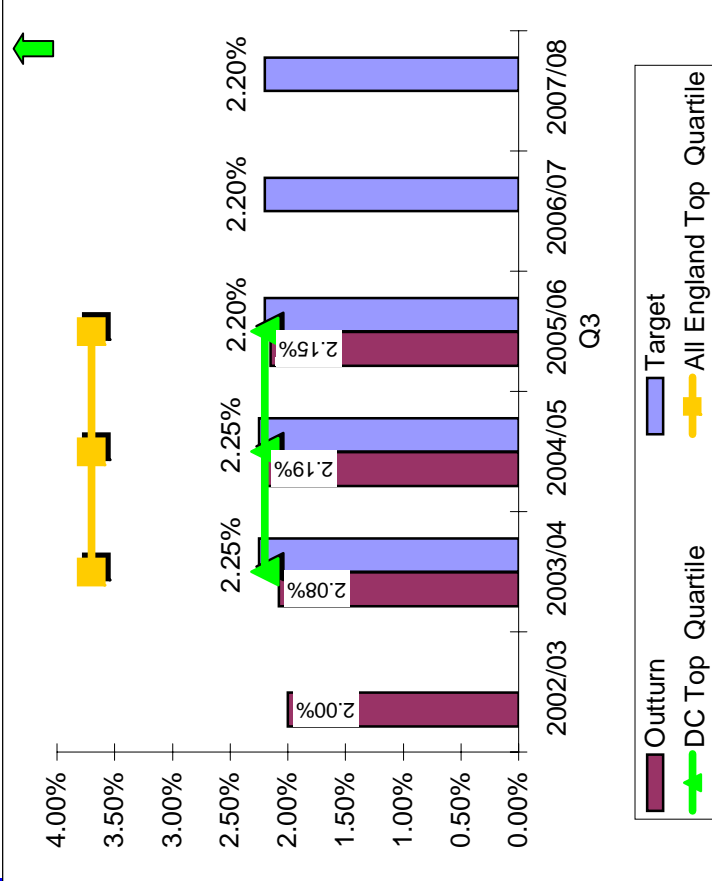
**Comment on performance/target -
 OUTTURN FIGURE REPORTED ANNUALLY**

Corrective action proposed (if required)
 None required

Traffic Light	Red	Amber	Green	27.00%
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	Outturn	Target	DC Top Quartile	All England Top Quartile
2002/03	22.00%	N/S		
2003/04	18.75%	22.00%	26.69%	39.05%
2004/05	23.21%	22.00%	26.69%	39.05%
2005/06 Q3	27.00%	26.69%	26.69%	39.05%
2006/07	26.69%	26.69%		
2007/08	26.69%	26.69%		

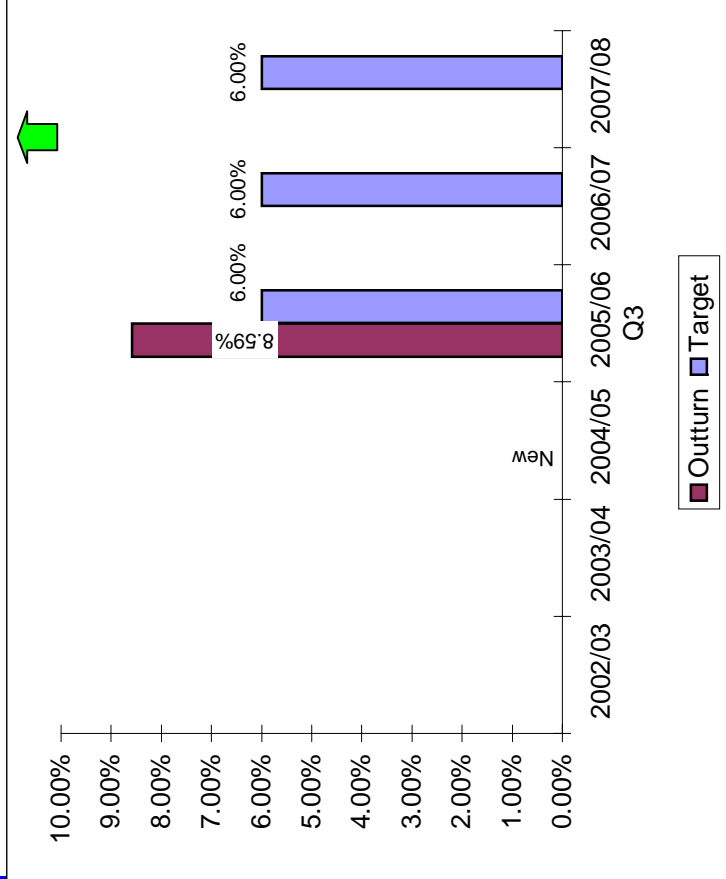
BV11b Top 5% Earners: Ethnic Minorities



Description The percentage of the top 5% of Local Authority staff who are from an ethnic minority
Purpose To monitor the outcome of equal opportunities policies.
Comment on performance/target - OUTTURN FIGURE REPORTED ANNUALLY
Corrective action proposed (if required) None required
Traffic Light Red Amber Green 2.15%

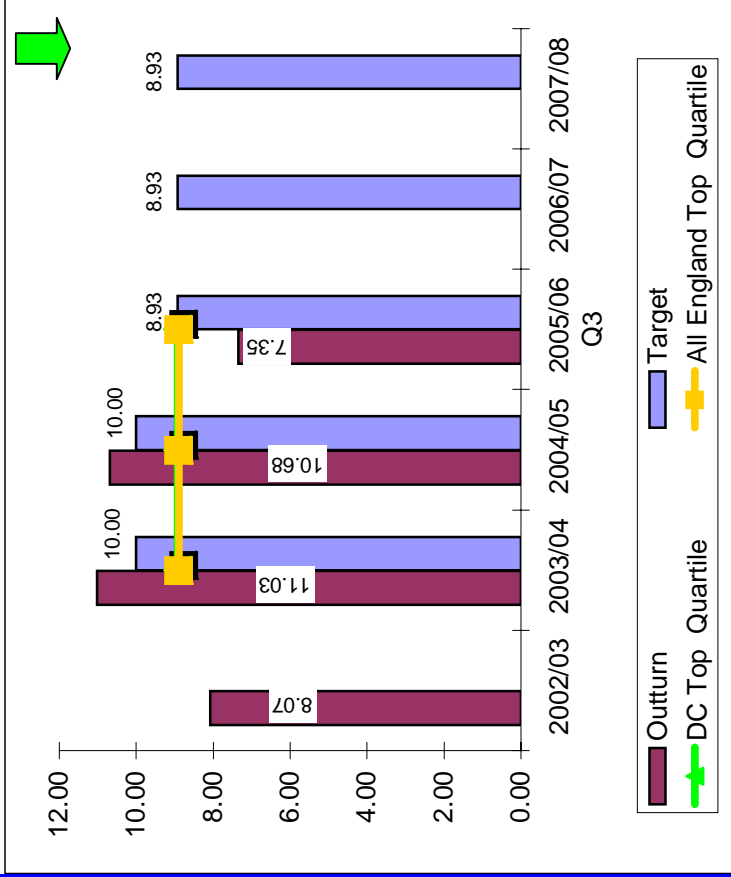
	Outturn	Target	DC Top Quartile	All England Top Quartile
2002/03	2.00%	N/S		
2003/04	2.08%	2.25%	2.20%	3.70%
2004/05	2.19%	2.25%	2.20%	3.70%
2005/06 Q3	2.15%	2.20%	2.20%	3.70%
2006/07	2.20%	2.20%		
2007/08	2.20%	2.20%		

BV11c Top 5% Earners: with a disability



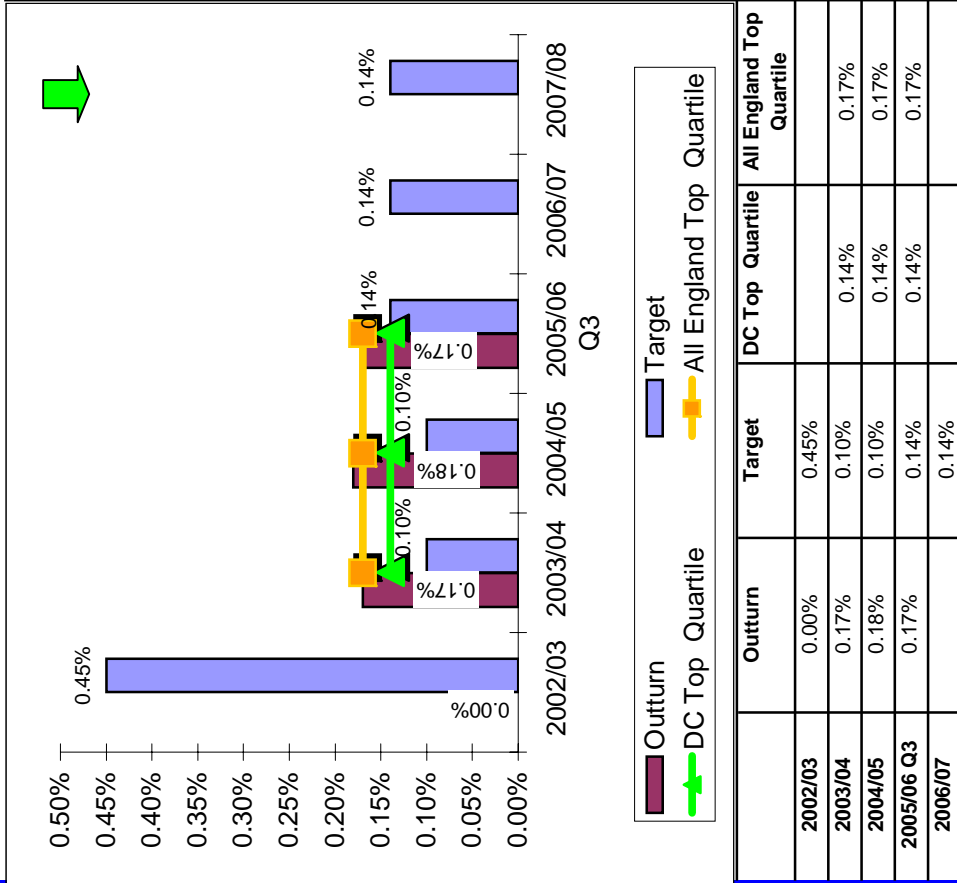
Description	Percentage of the top paid 5% of staff who have a disability, (excluding those in maintained schools).						
Purpose	To measure progress towards achieving equal opportunities in employment.						
Comment on performance/target - OUTTURN FIGURE REPORTED ANNUALLY							
Corrective action proposed (if required)	None required						
Traffic Light	<table border="1"> <tr> <td>Green</td> <td>Amber</td> <td>Red</td> </tr> <tr> <td>8.59%</td> <td></td> <td></td> </tr> </table>	Green	Amber	Red	8.59%		
Green	Amber	Red					
8.59%							

BV12 Working Days Lost Due to Sickness Absence



Description The number of working days/shifts lost to the Local Authority due to sickness absence.
Purpose To monitor the level of sickness absence in local authorities.
Comment on performance/target - The figure still shows an improvement on Quarter 3. Based on current trend outturn figure for the year should be an improvement on 2004/05.
Corrective action proposed (if required) 0
Traffic Light Red Amber Green

BV14 Percentage of Early Retirements

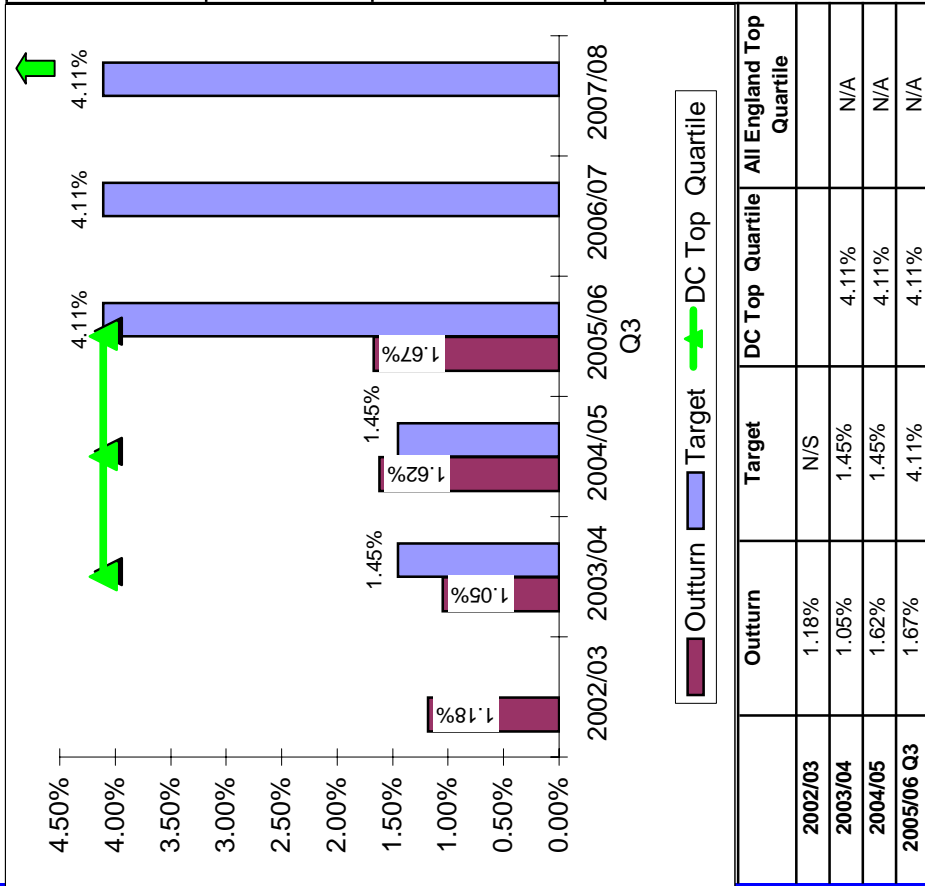


Description The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total work force.
Purpose To monitor early retirement.
Comment on performance/target - OUTTURN FIGURE REPORTED ANNUALLY
Corrective action proposed (if required) None required
Traffic None required

Amber 0.17% Green

2007/08	0.14%	Light	
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BV16a Percentage of Employees with a Disability



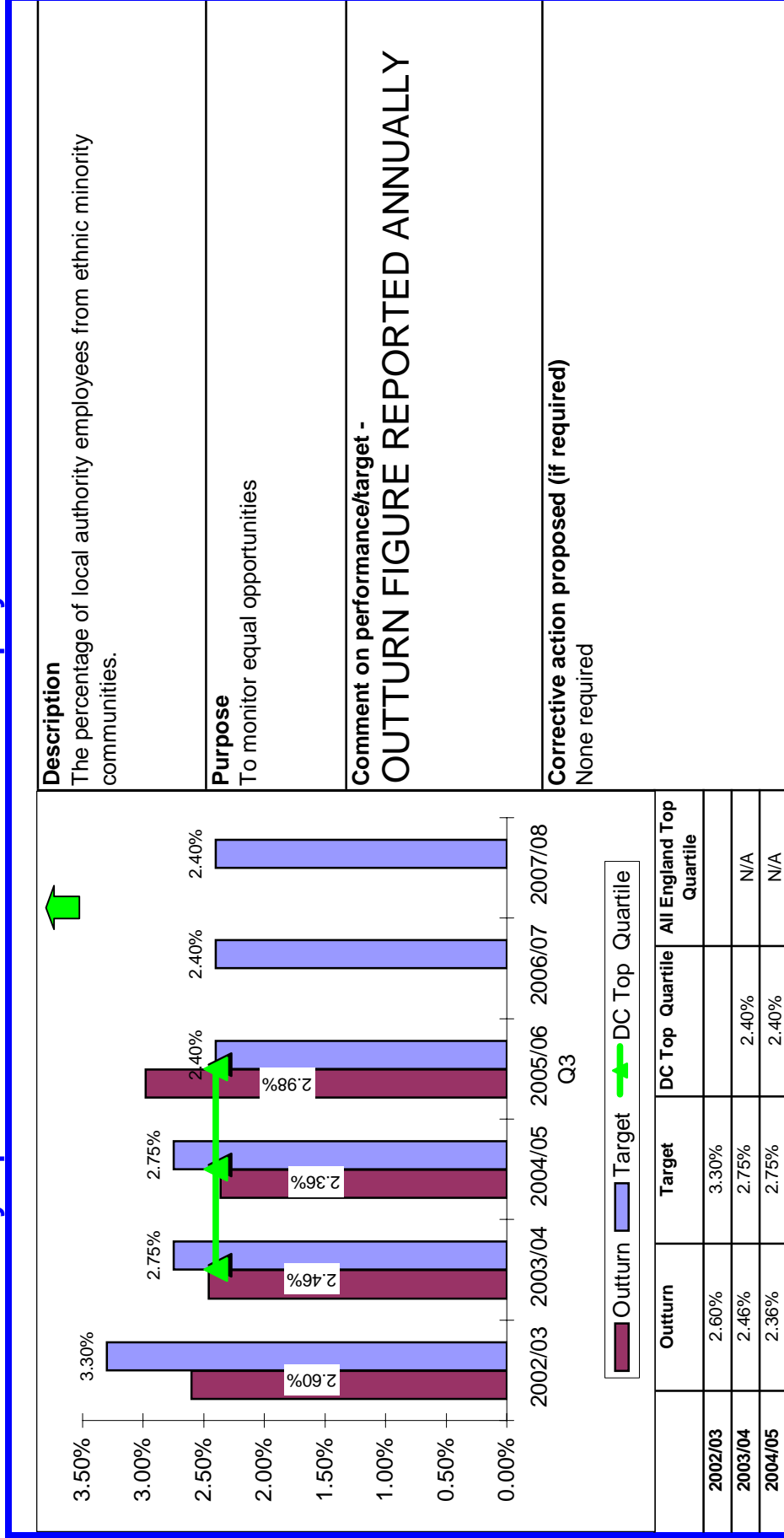
Description The percentage of local authority employees with a disability.
Purpose To measure progress towards achieving equal opportunities in employment.
Comment on performance/target - OUTTURN FIGURE REPORTED ANNUALLY
Corrective action proposed (if required) Joint recruitment activity planned with Essex County Council for early in the new year.

**KEY PERFORMANCE INDICATOR MONITORING SCHEDULE 2005/06
ICT AND CORPORATE SUPPORT SERVICES**

2006/07	4.11%								
2007/08	4.11%								

Traffic Light	Red	Amber	Green
	1.67%		

BV17a Ethnic minority representation in the workforce - employees



Description
The percentage of local authority employees from ethnic minority communities.

Purpose
To monitor equal opportunities

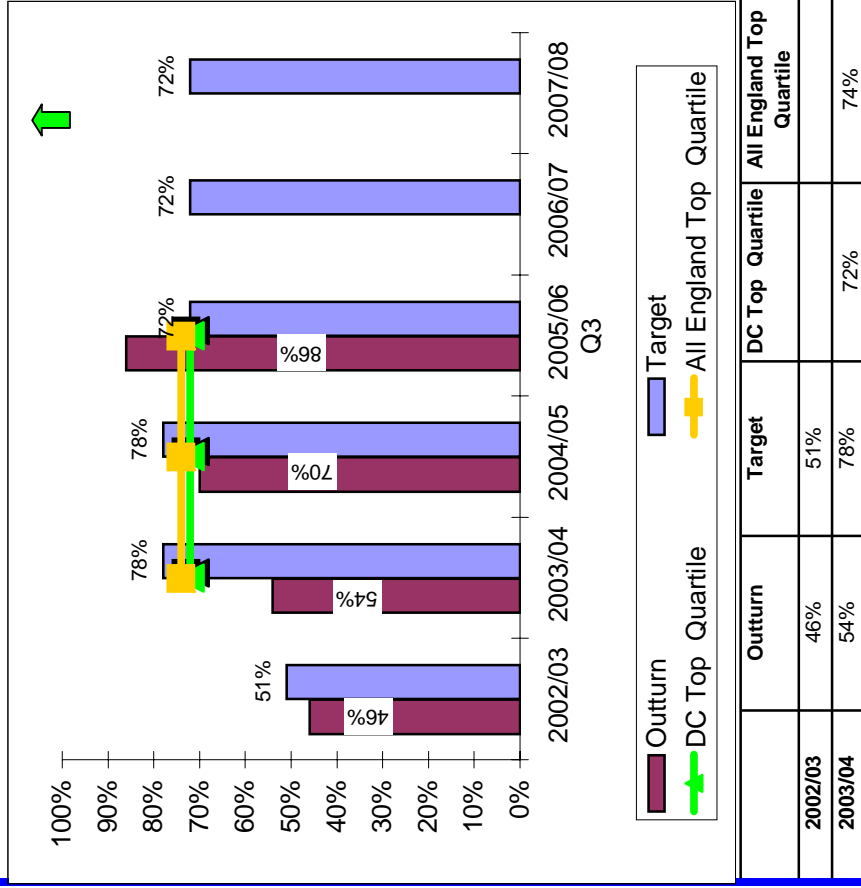
**Comment on performance/target -
OUTTURN FIGURE REPORTED ANNUALLY**

Corrective action proposed (if required)
None required

**KEY PERFORMANCE INDICATOR MONITORING SCHEDULE 2005/06
ICT AND CORPORATE SUPPORT SERVICES**

2005/06 Q3	2.98%	2.40%	2.40%	N/A				
2006/07		2.40%						
2007/08		2.40%						
					Traffic Light			
					Red	Amber	Green	2.98%

BV157 E-government: E-enabled interactions



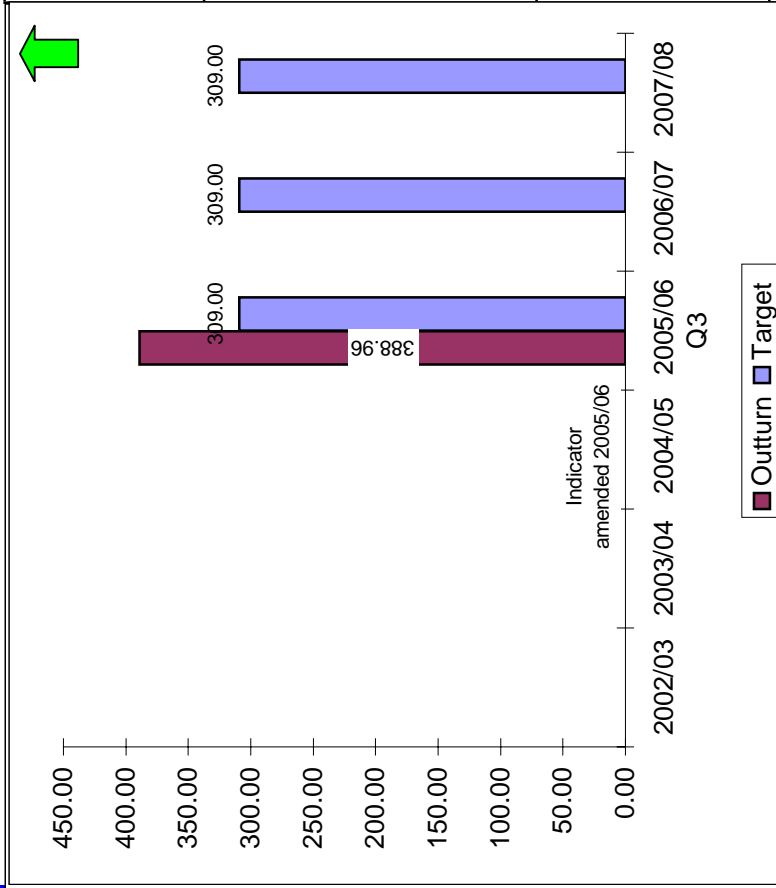
Description The number of types of interactions that are enabled for electronic delivery as a percentage of the types of interactions that are legally permissible for electronic delivery.
Purpose To make all local authority interactions that are enabled, to become electronically deliverable.
Comment on performance/target - 0
Corrective action proposed (if required) 0

KEY PERFORMANCE INDICATOR MONITORING SCHEDULE 2005/06
ICT AND CORPORATE SUPPORT SERVICES

2004/05	70%	78%	72%	74%				
2005/06 Q3	86%	72%	72%	74%				
2006/07		72%						
2007/08		72%						
Traffic Light								
								86%
					Red	Amber	Green	

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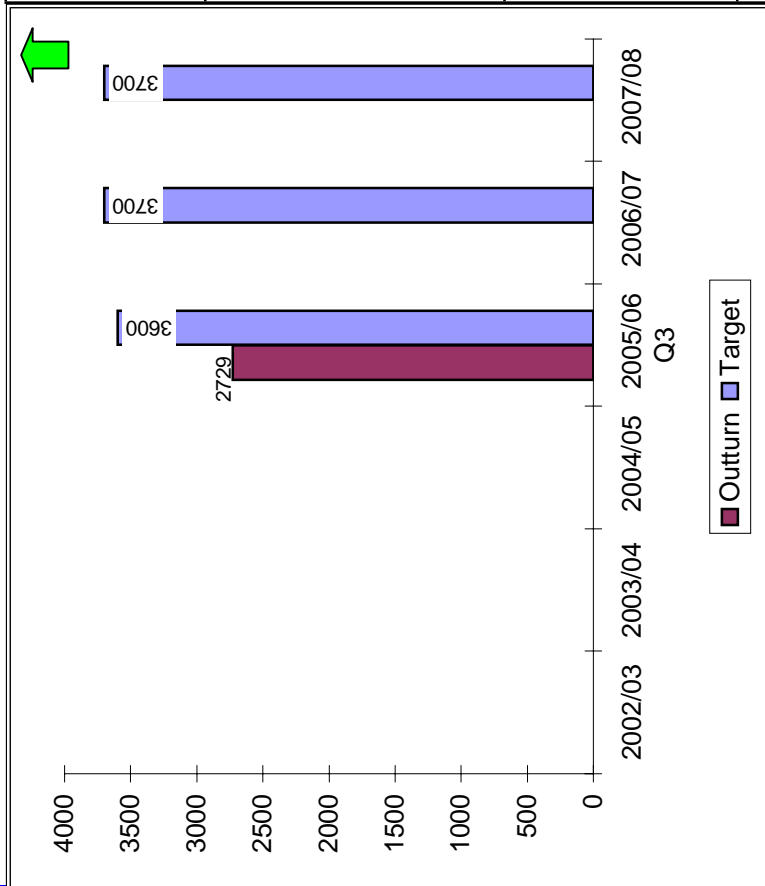
BV170a Visits To and Use Of Museums: all visits



Description The number of visits to/usages of local authority funded or part-funded museums in the per 1,000 population
Purpose To encourage local authorities to make museums more attractive to communities and maximise their educational value. Contributes to Department of Culture, Media and Sport (DCMS) PSA Target 2, to increase significantly the take-up of cultural and sporting opportunities by new users aged 20 and above from priority groups. DCMS is keen to increase the educational and community value of the nation's cultural and sporting resources. A year on year improvement is sought.
Comment on performance/target - 0
Corrective action proposed (if required)
Traffic Light Green

	Outturn	Target	DC Top Quartile	All England Top Quartile
2002/03				
2003/04				
2004/05	Amended		N/A	N/A
2005/06 Q3	388.96	309.00	N/A	N/A
2006/07		309.00		
2007/08		309.00		

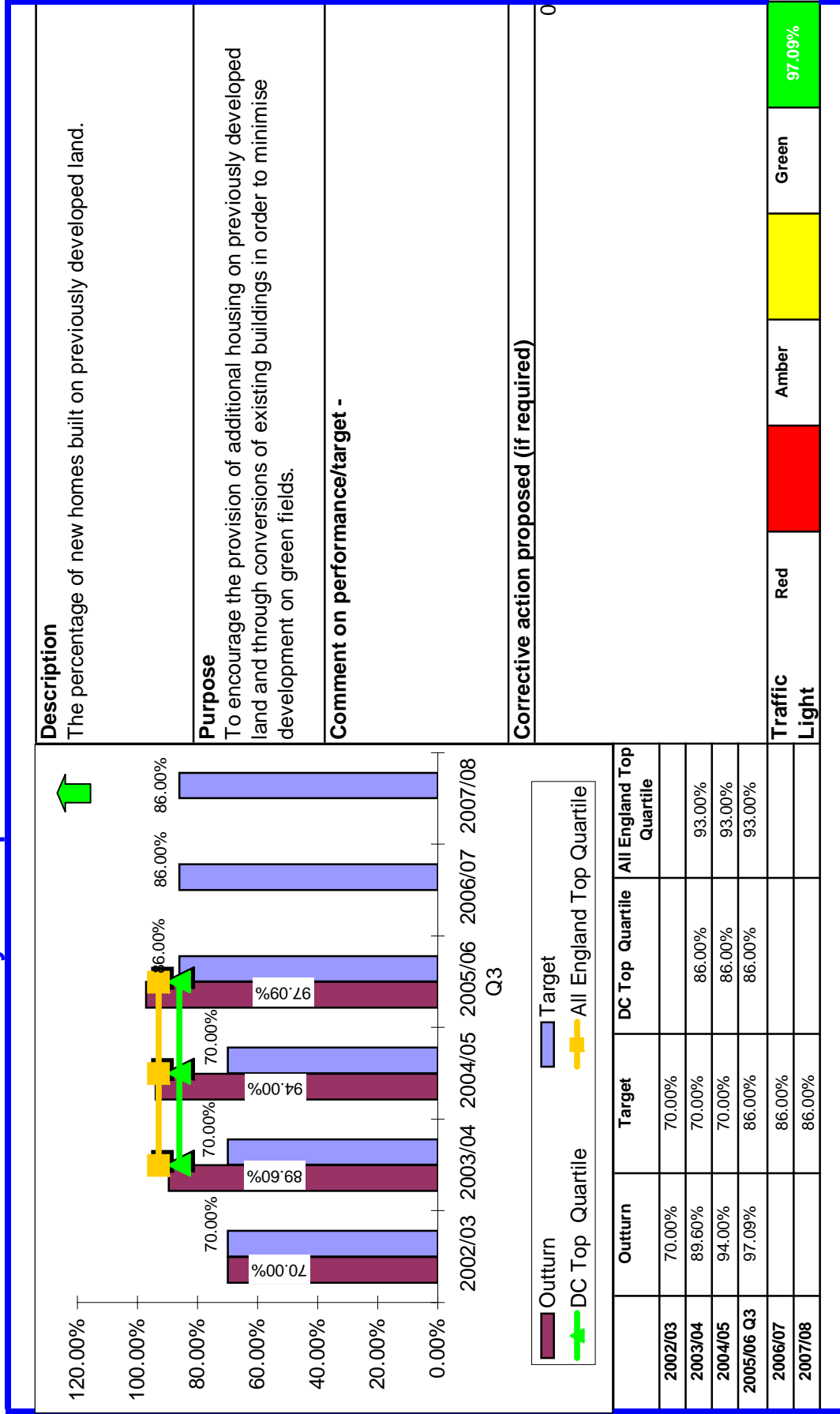
BV170c Visits To and Use Of Museums: school groups



Description The number of pupils visiting museums and galleries in organised school groups.
Purpose To encourage local authorities to make museums more attractive to communities and maximise their educational value. Contributes to Department of Culture, Media and Sport (DCMS) PSA Target 2, to increase significantly the take-up of cultural and sporting opportunities by new users aged 20 and above from priority groups. DCMS wants to increase the educational and community value of the nation's cultural and sporting resources. A year-on-year improvement is sought.
Comment on performance/target -
Corrective action proposed (if required)
Traffic Light

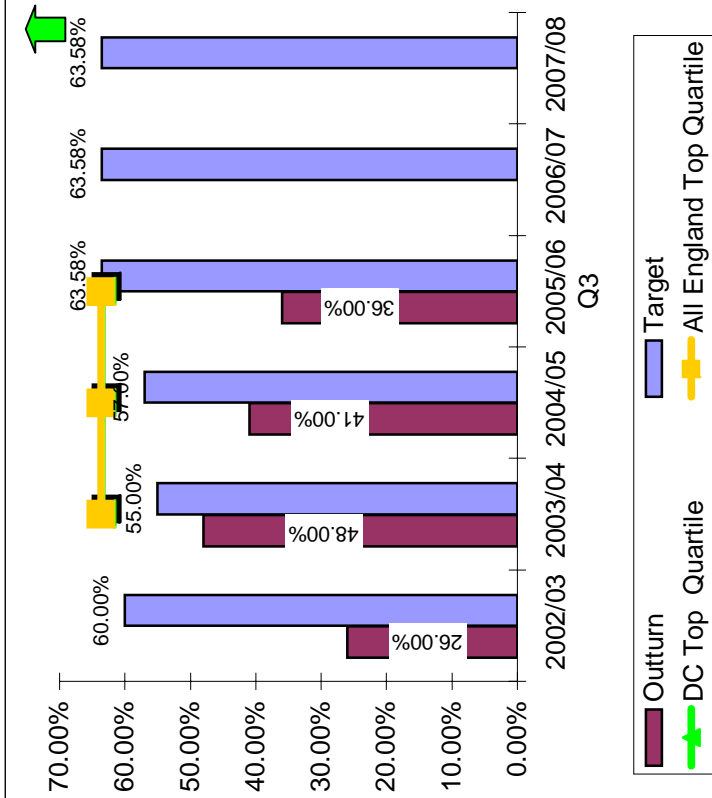
	Outturn	Target	DC Top Quartile	All England Top Quartile
2002/03				
2003/04			N/A	N/A
2004/05	Amended		N/A	N/A
2005/06 Q3	2729	3600	N/A	N/A
2006/07		3700		
2007/08		3700		

BV106 New Homes on Previously Developed Land



Description	The percentage of new homes built on previously developed land.
Purpose	To encourage the provision of additional housing on previously developed land and through conversions of existing buildings in order to minimise development on green fields.
Comment on performance/target -	
Corrective action proposed (if required)	0
Traffic Light	Green

BV109a Major Planning Applications

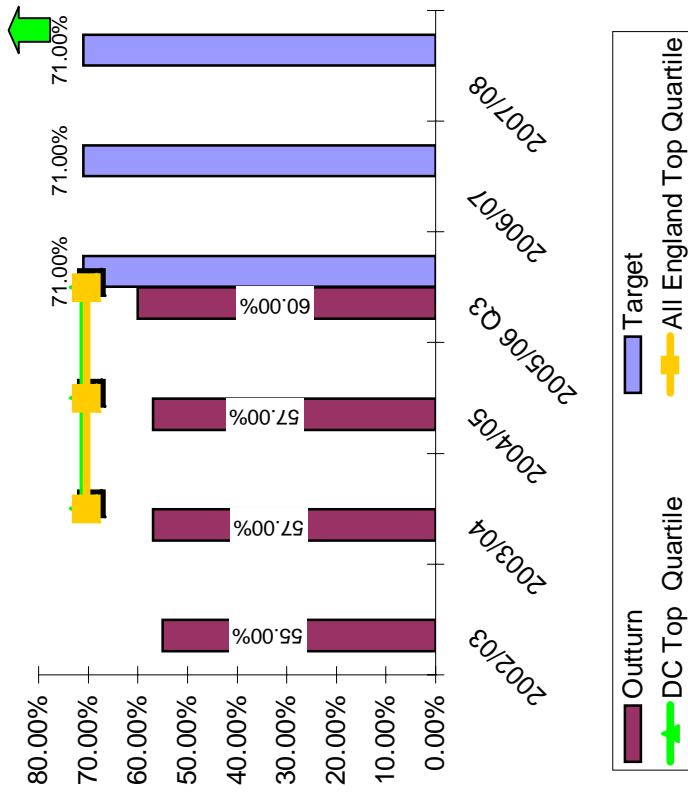


Description The percentage of major applications determined within 13 weeks.
Purpose To ensure local planning authorities determine planning applications in a timely manner.
Comment on performance/target - A low performance thus far and unlikely to be significantly improved in the short term.
Corrective action proposed (if required) Finance has been secured to introduce additional resources to improve the performance in the future, though the improvement will not be reflected in these figures for some time.
Traffic Light

	Outturn	Target	DC Top Quartile	All England Top Quartile
2002/03	26.00%	60.00%		
2003/04	48.00%	55.00%	63.58%	63.64%
2004/05	41.00%	57.00%	63.58%	63.64%
2005/06 Q3	36.00%	63.58%	63.58%	63.64%
2006/07		63.58%		
2007/08		63.58%		

Traffic Light	Red	36.00%	Amber	Green
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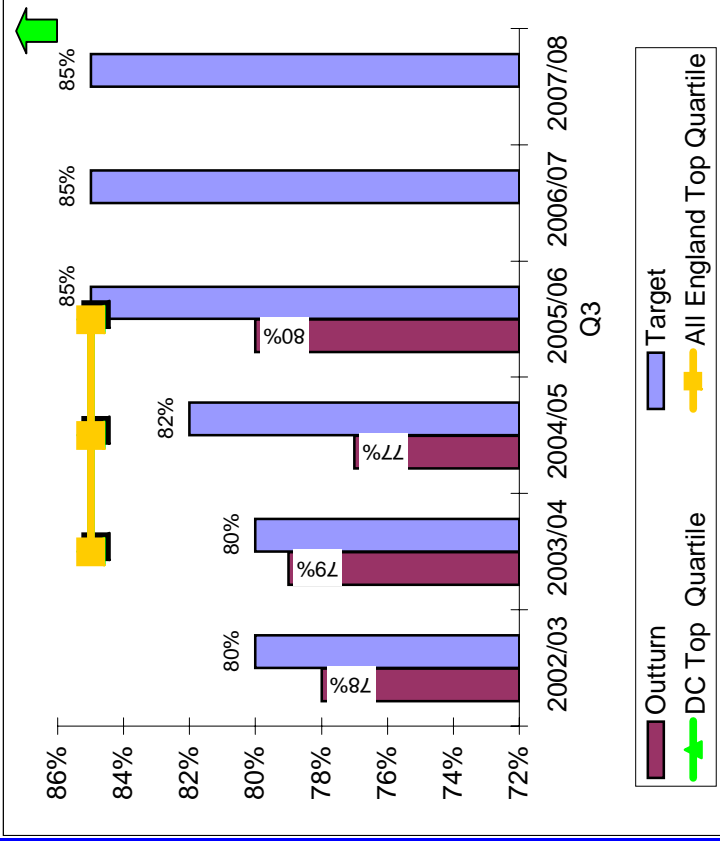
BV109b Minor Planning Applications



Description	The percentage of minor applications determined within 8 weeks			
Purpose	To ensure local planning authorities determine planning applications in a timely manner.			
Comment on performance/target -	Below target for the year as a whole though individually the last quarter's performance is encouraging.			
Corrective action proposed (if required)	With resources agreed and staff now in place, it is hoped to secure a year-round performance more in line with target.			
Traffic Light	60.00%	Amber	Green	

	Outturn	Target	DC Top Quartile	All England Top Quartile
2002/03	55.00%			
2003/04	57.00%		71.00%	70.28%
2004/05	57.00%		71.00%	70.28%
2005/06 Q3	60.00%	71.00%	71.00%	70.28%
2006/07		71.00%		
2007/08		71.00%		

BV109c Planning Applications - Other

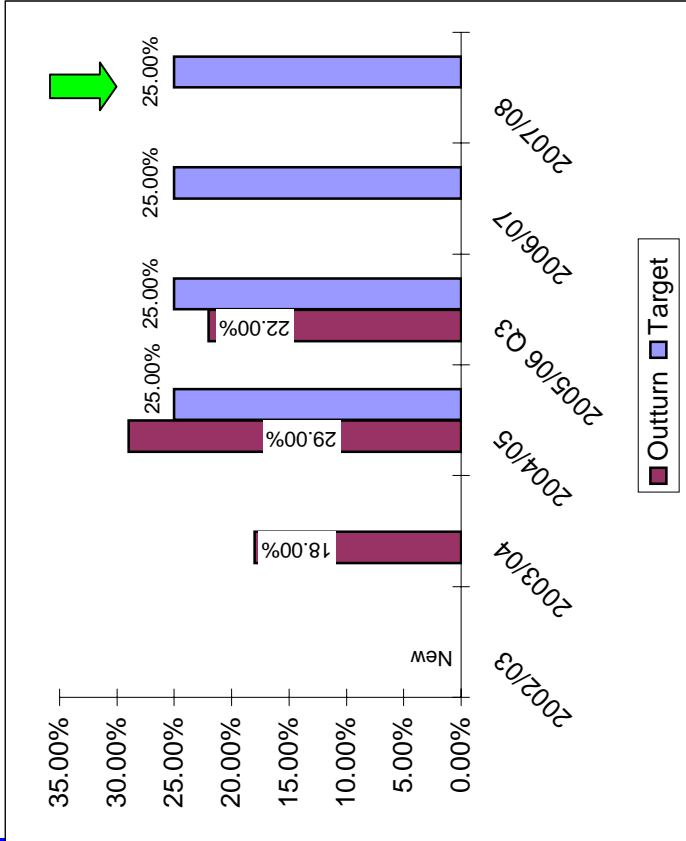


Description The percentage of 'other' applications determined within 8 weeks
Purpose To ensure local planning authorities determine planning applications in a timely manner.
Comment on performance/target - It is hoped to achieve this enhanced target by the end of the year
Corrective action proposed (if required) 0
Traffic Light

	Outturn	Target	DC Top Quartile	All England Top Quartile
2002/03	78%	80%		
2003/04	79%	80%	85%	85%
2004/05	77%	82%	85%	85%
2005/06 Q3	80%	85%	85%	85%
2006/07		85%		
2007/08		85%		

Green	Amber	Red	80.00%
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BV204 Planning Appeals



Description	The number of planning appeal decisions allowed against the authority's decision to refuse on planning applications, as a percentage of the total number of planning appeals against refusals of planning applications.				
Purpose	There has been a recent increase in the number of planning applications going to appeal. There is some evidence to suggest that this may in part be as a result of local planning authorities refusing more applications in order to meet development control performance targets as specified in BV109. ODPM therefore proposed a new indicator to measure the percentage of appeals allowed against the authority's decision to refuse.				
Comment on performance/target -	0				
Corrective action proposed (if required)					
Traffic Light	<table border="1"> <tr> <td>Green</td> <td>22.00%</td> <td>Amber</td> <td>Red</td> </tr> </table>	Green	22.00%	Amber	Red
Green	22.00%	Amber	Red		

	Outturn	Target	DC Top Quartile	All England Top Quartile
2002/03	New			
2003/04	18.00%		N/A	N/A
2004/05	29.00%	25.00%	N/A	N/A
2005/06 Q3	22.00%	25.00%	N/A	N/A
2006/07		25.00%		
2007/08		25.00%		

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Report to the Finance & Performance Management Scrutiny Panel



**Epping Forest
District Council**

Portfolio: Finance & Performance Management

Subject: Quarterly Financial Monitoring

Officer contact for further information: Peter Maddock (01992 - 56 4602)

Democratic Services Officer: S G Hill (01992 – 56 4249)

Recommendations/Decisions Required:

That the Panel note the financial monitoring report for the Third quarter of 2005/06.

Report:

1. The Panel has within its terms of reference to consider financial monitoring reports on key areas of income and expenditure for each portfolio. This is the second quarterly report presented and covers the period from 1 April 2005 to 31 December 2005.
2. The panel received the first monitoring report for the period 1 April 2005 to 30 September 2005 at it's meeting on 8 November 2005. At that meeting it was agreed that the report presented was in the format that the panel required.
3. Salaries monitoring data is presented as well as it represents a large proportion of the authorities expenditure and is an area in which large under spends have been seen. The salaries data is held by Service rather than by portfolio, although there are clearly some Services that are linked closely to particular portfolios.

Main Variances:

4. Comments are provided on the monitoring schedules but a few points are highlighted here as they are of particular significance. The salaries schedule shows an under spend of some £681,000 (4.6% of budget) and reflects the fact that staff vacancies are running at a high level. Revised estimates have been adjusted to reflect the ongoing difficulties with recruitment and retention.
5. There is currently a shortfall in income for Land Charges of £75,000, and Development Control of £21,000 although this is more than balanced by higher than anticipated income for Off-Street Parking (£30,000) and the North Weald Centre (£93,000).
6. Expenditure relating to the alteration to the Local Plan which falls under Forward planning shows a marked underspend this however is DDF money and much has been rephrased into 2006/07 as part of the revised estimate process.
7. The Housing Repairs Fund also shows an underspend, however expenditure tends to be heaviest in the final quarter and in fact an overspend is expected by the year end. The revised estimate takes this into account and both the Repairs Fund and the Housing Revenue Account have significant balances to draw upon to finance this expected overspend.
8. There are two overspends to bring to Members attention the first is on Concessionary Fares. This is due to the popularity of the amended Transport for London scheme. A

supplementary estimate of £68,000 has been agreed for this. The second relates to Waste Management where due to the delay in the wheelie bin roll out and the substantial increases in oil prices, black sack costs have exceeded the original

PORTFOLIO FINANCIAL MONITORING - SALARIES

DECEMBER 2005 - SALARIES

SERVICE	2005/06		2004/05		VARIATION FROM BUDGET (ORIGINAL) %
	EXPENDITURE TO 31/12/05 £000	BUDGET PROVISION (ORIGINAL) £000	EXPENDITURE TO 31/12/04 £000	BUDGET PROVISION (ORIGINAL) £000	
CORPORATE MANAGEMENT	227	221	278	289	-4
INTERNAL AUDIT *	147	150	130	148	-12
HR & PMU	253	261	248	261	-5
POLICY UNIT *	505	596	473	491	-4
LEGAL,ADMIN & ESTATES	1,034	1,144	981	1,046	-6
FINANCE *	1,972	1,973	1,826	1,904	-4
INFO,COMM & TECH	497	580	438	507	-14
HOUSING SERVICES *	2,056	2,156	1,956	2,046	-4
PUBLIC WORKS UNIT	1,224	1,220	972	1,159	-16
ENVIRONMENTAL SERVICES *	1,559	1,670	2,072	2,133	-3
PLANNING *	1,511	1,555	1,254	1,326	-5
LEISURE *	3,263	3,403	3,062	3,255	-6
TOTAL	14,248	14,929	13,690	14,565	-6

* Agency costs are included in the salaries expenditure.

PORTFOLIO FINANCIAL MONITORING - CIVIL ENGINEERING & MAINTENANCE

<u>Major expenditure items:</u>	Full Year Budget £'000	Budget £'000	Third Quarter		Variance		<u>Comments</u>
			Actual £'000	04/05 £'000	Budget v Actual £'000	%	
Highways General Fund	327	272	180	282	-92	-33.8	Apparent underspend partly due to slippage on DDF item for Nth. Loughton lorry ban (£26k), highways tree works for ECC allocated at year end (£56k), Highways Env. Improvements underspend (£7k)
Off Street Parking	525	390	375	326	-15	-3.8	
On Street Parking	312	210	205	207	-5	-2.4	
	<u>1,164</u>	<u>872</u>	<u>760</u>	<u>815</u>	<u>-112</u>	<u>-12.8</u>	
<u>Major income items:</u>							
Off Street Parking	-1,021	-766	-796	-778	-30	-3.9	The additional income generated from the change in tariff appears to have been underestimated.
On Street Parking	-420	-315	-310	-259	5	1.6	
	<u>-1,441</u>	<u>-1,081</u>	<u>-1,106</u>	<u>-1,037</u>	<u>-25</u>	<u>-2.3</u>	

PORTFOLIO FINANCIAL MONITORING - COMMUNITY WELLBEING

<u>Major expenditure items:</u>	Full Year Budget £'000	Budget £'000	Third Quarter Actual £'000	04/05 £'000	Variance Budget v Actual £'000	Variance Budget v Actual %	<u>Comments</u>
Grants to Voluntary Groups	125	82	30	22	-52	-63.4	Only £16K remains uncommitted. The apparent under spend is due to the lag between approval and release of grants.
Voluntary Sector Support	155	140	139	145	-1	-0.7	
Concessionary Fares	291	190	260	172	70	36.8	Amended TfL scheme far more popular than anticipated. CSB Growth of £45,000, and DDF of £23,000, approved.
	<u>571</u>	<u>412</u>	<u>429</u>	<u>339</u>	<u>17</u>	<u>4.1</u>	
<u>Major income items:</u>							
Licensing & Registration	-107	-107	-116	-9	-9	-8.4	Increased income for this year due to Licensing Act 2003.
Hackney Carriages	-105	-79	-87	-100	-8	-10.1	
	<u>-212</u>	<u>-186</u>	<u>-203</u>	<u>-109</u>	<u>-17</u>	<u>-9.1</u>	

PORTFOLIO FINANCIAL MONITORING - FINANCE & PERFORMANCE MANAGEMENT

<u>Major income items:</u>	Full Year Budget £'000	Budget £'000	Third Quarter		04/05 £'000	Variance		<u>Comments</u>
			Actual £'000	Budget £'000		Budget v Actual £'000	%	
Industrial Estates	-839	-824	-847	-790	-23	-2.8	Direct comparison against 04/05 is difficult as a new system was implemented in Estates in 04/05 causing invoices to be rased later.	
Land & Property	-213	-113	-107	-98	6	5.3	Commission from David Lloyd Centre down	
	<u>-1,052</u>	<u>-937</u>	<u>-954</u>	<u>-888</u>	<u>-17</u>	<u>-1.8</u>		

PORTFOLIO FINANCIAL MONITORING - CORPORATE SUPPORT SERVICES & ICT

<u>Major expenditure items:</u>	Full Year Budget £'000	Budget £'000	Third Quarter		04/05 £'000	Variance		<u>Comments</u>
			Actual £'000	Actual £'000		Budget v Actual £'000	%	
Information Technology	503	433	391	387	387	-42	-9.7	Equipment purchases down on budget
Telephones	224	168	145	138	138	-23	-13.7	Equipment purchases down on budget
	<u>727</u>	<u>601</u>	<u>536</u>	<u>525</u>	<u>525</u>	<u>-65</u>	<u>-10.8</u>	
Major income items:								
Local Land Charges	<u>-475</u>	<u>-356</u>	<u>-281</u>	<u>-319</u>	<u>-319</u>	<u>75</u>	<u>21.1</u>	Income down against 04/05 and budget due to impact of personal searches.

PORTFOLIO FINANCIAL MONITORING - ENVIRONMENTAL PROTECTION

<u>Major expenditure items:</u>	Full Year Budget £'000	Budget £'000	Third Quarter		Variance		<u>Comments</u>
			Actual £'000	04/05 £'000	Budget v Actual £'000	%	
Refuse Collection	1,568	1,044	1,142	964	98	9.4	Delay in wheeled bin rollout causing increase in black sack usage (£59k), agreed increase in publicity spend (£11k), contractor payment for transfer to revised landfill increased to ECC level (£43k) contract defaults and inflationary increase (-£20k)
Street Cleansing	1,155	773	786	737	13	1.7	Contract extension of A414 requested by ECC reimbursement of this is still outstanding
Recycling	1,127	790	784	565	-6	-0.8	
	<u>3,850</u>	<u>2,607</u>	<u>2,712</u>	<u>2,266</u>	<u>105</u>	<u>4.0</u>	
<u>Major income items:</u>							
Refuse Collection	-284	-142	-31	-253	111	78.2	Tipping away charge. Amount is residual for 04/05. Nothing yet re 05/06, but full year figure should be achieved.
Recycling	-352	-201	-122	-150	79	39.3	Recycling credit claims quarter in arrears at approx. £100k per quarter.
	<u>-636</u>	<u>-343</u>	<u>-153</u>	<u>-403</u>	<u>190</u>	<u>55.4</u>	

PORTFOLIO FINANCIAL MONITORING - HOUSING REVENUE ACCOUNT

<u>Major expenditure items:</u>	Full Year Budget £'000	Budget £'000	Third Quarter Actual £'000	04/05 £'000	Variance Budget v Actual £'000	Variance Budget v Actual %	<u>Comments</u>
Managing Tenancies	378	354	378	364	24	6.8	
Housing Repairs	5,175	3,661	3,201	3,484	-460	-12.6	There are underspends within the Responsive Repairs budgets. The largest being all areas special works.
Special Items	1,292	969	908	932	-61	-6.3	
	<u>6,845</u>	<u>4,984</u>	<u>4,487</u>	<u>4,780</u>	<u>-497</u>	<u>-10.0</u>	

Major income items:

Gross Dwelling Rent	<u>-20,727</u>	<u>-15,545</u>	<u>-15,872</u>	<u>-15,178</u>	<u>-327</u>	<u>-2.1</u>	Rental income above budget due to number of council house sales falling below expected level.
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PORTFOLIO FINANCIAL MONITORING - LEISURE

<u>Major expenditure items:</u>	Full Year Budget £'000	Budget £'000	Third Quarter		Variance		<u>Comments</u>
			Actual £'000	04/05 £'000	Budget v Actual £'000	%	
Museum	108	83	74	82	-9	-10.8	
Playgrounds & Open Spaces	182	137	138	95	1	0.7	
North Weald Centre	289	224	187	143	-37	-16.5	Some slippage on maintenance, likely to be fully spent by year end.
	<u>579</u>	<u>444</u>	<u>399</u>	<u>320</u>	<u>-45</u>	<u>-10.1</u>	
<u>Major income items:</u>							
North Weald Centre	-1,291	-909	-1,002	-929	-93	-10.2	Income from both events and market up on budget. General rents in line with budget but £26K up on 04/05.

NB

Leisure Facilities have been excluded as they are subject to a separate monitoring report to Cabinet. Consideration will be given to the best way of providing monitoring data once external management is in place.

PORTFOLIO FINANCIAL MONITORING - PLANNING & ECONOMIC DEVELOPMENT

<u>Major expenditure items:</u>	Full Year Budget £'000	Budget £'000	Third Quarter Actual £'000	04/05 £'000	Variance Budget v Actual £'000	Variance Budget v Actual %	<u>Comments</u>
Forward Planning	312	259	35	13	-224	-86.5	A full year DDF item of £283K was included for Local Plan Amendments. Third quarter budget for this is £215k of which only £16K has been spent
Development Control	154	130	78	104	-52	-40.0	This includes a third quarter budget of £26K for Document Imaging which remains unspent.
Building Control Fee Earning	77	54	56	112	2	3.7	
	<u>543</u>	<u>443</u>	<u>169</u>	<u>229</u>	<u>-274</u>	<u>-61.9</u>	
<u>Major income items:</u>							
Development Control	-550	-412	-391	-315	21	5.1	
Building Control Fee Earning	-524	-393	-391	-450	2	0.5	
	<u>-1,074</u>	<u>-805</u>	<u>-782</u>	<u>-765</u>	<u>23</u>	<u>2.9</u>	

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