

**EPPING FOREST DISTRICT COUNCIL  
NOTES OF A MEETING OF FINANCE AND PERFORMANCE MANAGEMENT SCRUTINY  
PANEL  
HELD ON THURSDAY, 22 APRIL 2010  
IN COMMITTEE ROOM 1, CIVIC OFFICES, HIGH STREET, EPPING  
AT 7.00 - 8.16 PM**

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| <b>Members Present:</b>       | D Jacobs (Chairman), K Angold-Stephens (Vice Chairman of Council), J Hart, J Philip and Mrs L Wagland  |
| <b>Other members present:</b> | R Bassett  |
| <b>Apologies for Absence:</b> | A Watts  |
| <b>Officers Present</b>       | D Macnab (Deputy Chief Executive), J Gilbert (Director of Environment and Street Scene), P Maddock (Assistant Director (Accountancy)), N Richardson (Assistant Director (Development Control)), V Loftis (Market Research Consultation Officer), M Warr (Performance Improvement Officer) and A Hendry (Democratic Services Officer) |

**53. SUBSTITUTE MEMBERS (COUNCIL MINUTE 39 - 23.7.02)**

The Panel noted that there were no substitute members.

**54. DECLARATION OF INTERESTS**

No declarations of interest were made.

**55. MINUTES FROM THE LAST MEETING**

The minutes from the previous meeting held on 23 February 2010 were agreed.

**56. TERMS OF REFERENCE / WORK PROGRAMME**

The Panel noted their Terms of Reference and Work Programme.

It was noted that:

- for item 5 the Essex Local Area Agreement would be coming to the September 2010 meeting;
- the comments on item 7, should read Value for Money and not Value for Monday;
- item 10, Medium Term Financial Strategy to go to the February 2011 meeting;
- item 15, Customer Transformation T&F Panel work: a draft inspection report had been received on the Council's benefit service highlighting problems with physical access and privacy at the Civic Offices, along with a need for satellite offices to be set up in the south of the district. It may be that future provision is made in Limes Farm Hall or the Debden Broadway, incorporating a Housing office as well. In addition, further research had been undertaken on avoidable contact which had identified a need for telephone improvement. The implications of these two issues will need to be factored into a future report on Customer Transformation for the Panel.

**57. KEY PERFORMANCE INDICATORS 2010-11**

The Panel considered the new set of Key Performance Indicators for 2010/11 at their last meeting and have now set targets for next year's performance improvement. They noted that four indicators had been dropped for 2010/11, NI14, NI 170, NI 180 and NI 184, although officers would like to keep NI 14 (reducing avoidable contact) as a local indicator and refine it to make it more useful in a local context.

Councillor Bassett said that the Panel should decide if the Council should stick to all fifty eight indicators or narrow it down to the twenty eight he had listed in the report.

The Panel noted that the target for last year was 80%, which wasn't achieved; it was closer to 60%. This year more time was spent on reviewing the targets and making them more relevant so, that the council was in better shape to meet any target that was set.

Councillor Jacobs recommended that a target of 75% was set for this year, but after a short discussion a target of 70% was thought to be better suited.

The Panel then considered the proposed indicators for 2010/11.

**NI 157 (a)(b)(c)** – *processing of planning applications as measured against targets for (a) Major applications; (b) Minor applications; and (c) other applications.* They discussed the relative merits of each indicator, a, b or c or a combination to assess this measurement.

**AGREED:** that NI157 (a) and (b) be kept as indicators.

**NI 160** – *local authority tenant satisfaction with landlord services.* On consideration, the Panel agreed that this could be removed as it was not a focused indicator.

**AGREED:** that NI 160 be dropped.

**NI 187** – *tackling fuel poverty – people receiving income based benefits.* Noted this was an annual indicator and would be reported at year end.

**AGREED:** to keep and report on a yearly basis.

**NI 188** – *Planning to adapt to climate change.* Noted this was an annual indicator and would be reported at year end.

**AGREED:** to keep and report on a yearly basis.

**NI 189** – *Flood and coastal erosion risk management.* Noted this was an annual indicator and would be reported at year end.

**AGREED:** to keep and report on a yearly basis.

**NI 195 (a) & (b)** – *(a) Improved street and environmental cleanliness (litter); (b) detritus.*

**AGREED:** to keep as indicators.

**NI 195 (c) & (d)** – *Improved street and environmental cleanliness (Graffiti); (d) improved street and environmental cleanliness (fly-posting).*

**AGREED:** to drop as indicators.

**NI 196** – *Improved street and environmental cleanliness (Fly tipping).*

**AGREED:** to keep as an indicator, but to ask the Safer Cleaner Greener Standing Panel to look at issues of overall street and environmental cleanliness.

The Panel then considered local indicators.

**LPI 02 (a), (b) & (c)** – (a) *The percentage of premises Licence applications determined within thirty days;* (b) *The percentage of Temporary Event Licence applications determined within five days;* and (c) *The percentage of Hackney Carriage/Private Hire licence applications determined within five days.*

**AGREED:** to drop as indicators.

**LPI 28** – *Number of working days lost due to sickness absence.*

**AGREED:** to keep this indicator.

**LPI 45** – *Number of appeals allowed against refusal of planning applications.*

**AGREED:** to keep as an indicator.

**LPI 49** – *Number of pupils visiting museums and galleries in organised school groups.*

**AGREED:** to drop as indicator.

**AGREED:** that the Council should go for a 70% target for achieving top-quartile performance in 2010/11.

**RESOLVED:**

1. That the Council's full suite of National and Local Performance Indicators for 2010/11 be noted;
2. That the proposals for National Indicators and Local Indicators for 2010/11 be agreed subject to the following indicators being dropped:
  - NI 160; NI 195 (c) & (d); LPI 02 (a), (b) & (c); and LPI 49.
3. That a target of 70% be recommended to be set for achieving target performance for 2010/11.

**58. EPPING FOREST TRACKER SURVEY 2009 RESEARCH REPORT**

The Market Research Consultation Officer, Mrs Val Loftis, introduced the report on the Epping Forest Tracker 2009 Research report. The report presented findings from the 2009/10 Place Tracker Survey conducted by Ipsos MORI on behalf of the Council and the Essex Partnership. The tracker survey compared the results of the previous years Place Survey and noted the changes in residents views. The survey supplies data which currently informed 18 national indicators across a number of Government Departments. There were only five significant changes in public opinion, four of these were positive changes. The five were:

- NI 4 - the percentage of people who feel they can influence decisions in their locality, improved by 3.6%;
- NI23 – Perception that people in the area treat one another with respect and consideration, improved by 3.9%;
- NI37 – Awareness of civil protection arrangements in the local area, improved by 15.9%;
- NI140 – Fair treatment by local services, which improved by 4.4%; and
- NI119 – Self reported measures of people's overall health and well-being decreased by 4.1%.

The report also showed that perception of crime and anti social behaviour had improved from 18% down to 15% of residents who believed that there was a problem. The reason behind this may be due to closer partnership working. The Safer Communities Partnership now operates an Anti-Social Behaviour Co-ordinating Group where agencies such as the Police, Youth Offending and cross Directorate Departments, i.e. Housing and Housing Associations, can bring individual cases to the Group to discuss issues in confidence. The meetings provided an opportunity to share information and resources, to discuss trends in anti-social behaviour and to tackle issues in a multi-agency way. The Council also match funded six Police Community Support Officers and can now direct all PCSOs work in the District.

As not all Essex Partnership Authorities carried out a similar tracker survey this time around it was not possible to benchmark our results with theirs this time.

Councillor Bassett noted that the Council was going to be holding a Community resilience Consultation workshop at the end of May, looking at what role a Parish or Town Council can play in emergency planning. All Town and Parish clerks have been invited to this.

Councillor Mrs Wagland noted that the Council needed to get to the hard to reach residents for this survey. She also wanted to know where the predictive score came from. Mrs Loftis did not know but said she would find out and get back to her.

It was also noted that the results of the survey were being posted on the Council's website.

**RESOLVED:**

That the Epping Forest Tracker Survey 2009 Research Report was noted.

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

To report back to the Overview and Scrutiny Committee with a general update on the reports considered at this meeting.

**60. FUTURE MEETINGS**

The meeting noted that this was the last meeting of this Panel for this municipal year. The Chairman offered his thanks to the members and officers for their hard work during the year. The Chairman was, in his turn, thanked for his chairmanship during the year.