

Scrutiny Standing Panel Agenda



Finance and Performance Management Scrutiny Panel Thursday, 22nd April, 2010

Place: Committee Room 1, Civic Offices, High Street, Epping

Time: 7.00 pm

Democratic Services Officer: A Hendry - The Office of the Chief Executive
Tel: 01992 564246 Email: ahendry@eppingforestdc.gov.uk

Members:

Councillors D Jacobs (Chairman), G Mohindra (Vice-Chairman), K Angold-Stephens, J Collier, J Hart, J Philip, W Pryor, A Watts, Mrs L Wagland and J M Whitehouse

A BRIEFING FOR THE CHAIRMAN OF THE PANEL WILL BE HELD AT
7.00 PM PRIOR TO THE MEETING

1. APOLOGIES FOR ABSENCE

2. SUBSTITUTE MEMBERS (COUNCIL MINUTE 39 - 23.7.02)

(Assistant to the Chief Executive) To report the appointment of any substitute members for the meeting.

3. DECLARATION OF INTERESTS

(Assistant to the Chief Executive). 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. MINUTES FROM THE LAST MEETING (Pages 3 - 10)

To consider and agree the notes from the Panel held on 23 February 2010.

5. TERMS OF REFERENCE / WORK PROGRAMME (Pages 11 - 16)

(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 both documents.

6. KEY PERFORMANCE INDICATORS 2010-11 (Pages 17 - 88)

(Deputy Chief Executive) To consider the attached report.

7. EPPING FOREST TRACKER SURVEY 2009 RESEARCH REPORT (Pages 89 - 92)

(Deputy Chief Executive) To Consider the attached report. Please remember to bring your Place Survey Tracker 2009/10 report with you. This has been sent out separately to all Members.

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 note the forward programme of meeting dates of the Panel for 2010-11, which are:

10th June 2010;
09th September 2010;
09th December 2010;
17th January 2011; and
10th March 2011.

EPPING FOREST DISTRICT COUNCIL
NOTES OF A MEETING OF FINANCE AND PERFORMANCE MANAGEMENT SCRUTINY
PANEL
HELD ON TUESDAY, 23 FEBRUARY 2010
IN COMMITTEE ROOM 1, CIVIC OFFICES, HIGH STREET, EPPING
AT 7.00 - 10.25 PM

Members Present: D Jacobs (Chairman), G Mohindra (Vice-Chairman), J Philip, A Watts, Mrs L Wagland, J M Whitehouse and D Wixley

Other members present: R Bassett, Mrs D Collins, Mrs M Sartin, D Stallan, Ms S Stavrou and Mrs J H Whitehouse

Apologies for Absence: K Angold-Stephens, J Collier, J Hart and W Pryor

Officers Present D Macnab (Deputy Chief Executive), J Gilbert (Director of Environment and Street Scene), A Hall (Director of Housing), R Palmer (Director of Finance and ICT), J Preston (Director of Planning and Economic Development), J Twinn (Assistant Director (Benefits)), P Maginnis (Assistant Director (Human Resources)), S Tautz (Performance Improvement Manager), B Moldon (Principal Accountant) and A Hendry (Democratic Services Officer)

43. PRESENTATION ON THE EQUALITY FRAMEWORK FOR LOCAL GOVERNMENT

The Panel welcomed Mr Stuart Elrick, who was working on behalf of the East of England Regional Assembly to provide support to local authorities in securing improvement against the requirements of the Equality Framework for Local Government. The Panel noted that the Equality Standard for Local Government (ESLG) had been established in 2001 as a performance and improvement framework to enable local authorities to mainstream equality but had since been revised to take into account feedback received and that the Equality Framework for Local Government (EFLG) replaced the previous ESLG in April 2009.

Members were advised that the EFLG had been designed to build on existing work by:

- Providing a simpler framework, reducing the amount of process and introducing a more outcome focused approach;
- Encouraging the use of the Framework so that it was proportional and relevant to the needs and circumstances of the authority;
- Simplifying the self assessment process backed by peer challenge;
- Integrating the public duties on race, disability and gender and providing a common performance framework for compliance;
- Enabling local authorities and their local strategic partners to identify and analyse equality priorities for inclusion in their Local Area Agreements (LAAs) and complementing the new performance assessment framework and the Comprehensive Area Assessment which took effect from April 2009;
- Allowing authorities to 'migrate' their achievements under the original Equality Standard.

The Council had set a target to achieve Level 2 (achieving) of the EFLG by the end of 2009/10, performance against which was measured by a Local Performance Indicator (LPI 01).

Mr Elrick said that councils should be seeking to secure 'equality outcomes' as part of everything they do, devising strategies and using the scrutiny process to make a difference. Equality and diversity was not about treating everybody the same, or providing an extra service for minorities or giving them more rights than others. It was about getting to know and understand the needs and aspirations of all communities within the district; getting to know and understand the needs and aspirations of the people to whom the council deliver's services; the Council should be meeting the needs and aspirations through working with them and its partners. The Council should have a workforce profile that represented its communities and service users; and should enable its employees to feel valued, empowered and supported in delivering the services.

The Council should be publicising the good work it does, which the Audit Commission had already recognised using the website to inform the public and other authorities.

Mr Elrick said the Council would also need to collect data and intelligence on its communities and to share this within the authority and with the Local Strategic Partnership and other stakeholders. Members were a good source of intelligence in this respect as they possessed local information about need within their individual wards. Information should also be fed in from outside sources such as the Primary Care Trust, via the Local Development Framework Consultation and the Fire and Rescue Services. This type of data would be needed to inform future improvement plans. It was noted that corporate plans were living documents and would be updated on a regular basis.

Members noted that a lot of authorities have an extra strand of 'rurality' to their service delivery apart from the six recognised equality strands of race, gender, disability, sexual orientation, age and religion or belief. 'Rurality' would indicate that they have a widely dispersed rural population and the problems encountered in accessing services. These strands should be used to improve services, but not all strands would apply to any on particular topic.

These strands should be used to improve services, but not all stands would apply to any one particular topic. It should be remembered that excellence in service delivery gets the council Equality and Diversity good marks and not the other way round.

Mr. Elrick reported that he was shortly to undertake an informal peer challenge of the Council's current performance against the EFLG. The informal peer challenge process was not an inspection, but an opportunity for the identification of the Council's successes and future challenges as it progresses against the Framework. The process would consider what had been achieved, what the authority's challenges were, and the barriers that may hinder progress to embed equality and diversity throughout the organisation. The results of the peer challenge process would enable the development and prioritisation of appropriate action to take the Council forward against the Framework.

The Chairman thanked Mr Elrick for this interesting and informative presentation. He then called for a 10 minute break before restarting the meeting.

44. SUBSTITUTE MEMBERS (COUNCIL MINUTE 39 - 23.7.02)

The Panel noted that Councillor D Wixley was substituting for Councillor K Angold-Stephens.

45. DECLARATION OF INTERESTS

No declarations of interest were made.

46. MINUTES FROM THE LAST MEETING

The minutes from the previous meeting held on 12 January 2010 were agreed subject to the addition of Councillor Mohindra's apologies being added to the minutes.

47. TERMS OF REFERENCE / WORK PROGRAMME

The Panel noted that item 5 on the work programme, Essex Local Area Agreement, that the targets were contained in National and Local Indicators and it would be therefore better to have the report on an annual basis, when the country wide base targets are reviewed, instead of a quarterly one.

They also noted that a follow up report for item 15, Customer Transformation, would be brought to the April meeting.

48. CORPORATE PLAN AND MEDIUM TERM AIMS 2010/11 - 2013/14 AND KEY OBJECTIVES 2010/11

Councillor R Bassett, the Performance Management Portfolio Holder, introduced the latest report on the development of the new Corporate Plan. They had tightened up work plans and objectives and had now got just twelve objectives for the plan and this had been broken down into sub-objectives, this was now more complete than the last time it was reviewed. It has now been circulated to Service Directors to enable an early start for next year. Ian Davidson from the Audit Commission has also seen it and said that it looked a lot better than the original draft.

It was noted that a lot of work had been done in a short period of time and officers were thanked for this. This document now referenced other documents; they in turn should be referenced back. It should be a joined up process.

As mission statements, the five overall aims were considered valid as they were backed up and supported by the twelve corresponding objectives. Some of the Panel thought that the five aims should be taken out and the twelve objectives used instead. It was pointed out that the five aims were not objectives but statements as to what the Council were striving to achieve in general terms over the four year period of the plan. The twelve objectives pulled this all together.

The Panel noted that the LSP were in the middle of a consultation on the new Sustainable Community Strategy and that would eventually feed into the document

as well. The plans were a work in progress and this should not be considered to be the final version.

At the April meeting of this Panel they would like a schedule and timetable for the 2011/12 to 2014/15 document and how the various strategies would slot into this. It would also make sense to refresh the medium term aims each year and not re-write them. They noted that there was a commitment for an annual refresh factored into the plans for the document.

The Panel would also like the 'Key Objectives' to link up logically with the 'Actions' and the 'Targets and how they are measured'. As presently illustrated, they did not quite link together, although it was accepted that this was a formatting issue with the production of the document and that the linkages would be explicit in the finalised version.

The Panel would also like the twelve objectives to be looked at and set into a priority order. The Performance management Portfolio Holder agreed to take this issue on board when reporting the proposed objectives to the cabinet in April 2010 for final adoption.

RESOLVED:

- (1) That the proposed structure and format of the Council's new Corporate Plan for the period from 2010/11 to 2013/14 be agreed; and
- (2) That the Council's proposed Medium Term Aims for 2010/11 to 2013/14, and the draft key Objectives for 2010/11 be agreed subject to the comments made.
- (3) That the twelve objectives should be put into priority order.

49. QUARTERLY FINANCIAL MONITORING

The Director of Finance and ICT, Bob Palmer, introduced the report on the Quarterly Financial Monitoring. The report provided a comparison between the original profiled budgets for the period ended 31 December 2009 and the actual expenditure or income as applicable.

The Panel noted that:

- That there was likely to be little change between the originally expected use of General Fund Balances of £704,000 and the revised projection of £837,000;
- The salary schedule was shown on a Directorate basis and that there was a salary underspend of half a million pounds. The most significant underspend was in planning services;
- The pay award was lower than anticipated;
- Building Control was still suffering;
- Investment income – the bank rate was still at 0.5% and it will not do as well as in previous years;
- Recoveries from the Heritable Bank would be at around 85p in the pound;
- Currently MOTs yield a surplus to the general fund of a little over £50,000;
- The Housing repair fund was running at an underspend at present;

The Panel then went through the figures in detail and thanked officers for the work done on the presentations by Mr Maddock who had made it easier to read and understand.

RESOLVED:

That the revenue and capital financial monitoring report for the third quarter of 2009/10 be noted.

50. KEY PERFORMANCE INDICATORS - QUARTER 3

The Performance Improvement Manager, Mr S Tautz informed the Panel that the first part of the report was to review the performance of the Key Performance Indicators (KPIs) for the first nine months for 2009/10. The second part of the report was to review the KPIs for 2010/11 with a view to adoption of relevant indicators and targets reflecting the Council's core business and its corporate priorities. The Panel also noted details of the linkages between the proposed KPIs for 2010/11 and the Council's draft Medium Term Aims for 2010/11 to 2013/14.

The Panel went through the indicators individually, noting:

NI014 Reducing Avoidable Contact - noted that no target was required to be set for this indicator.

LPI 01 Level of the Equality Framework for Local Government to which the Council conforms – a 'peer challenge' of the Council's equality performance was to be undertaken in early 2010 and it was considered appropriate to retain the Level 2 target for 2010/11, [pending the outcome of this exercise.

LPI 50 Number of elderly people participating in physical activity – the panel noted the low target was due to it not including some of the programmes when it first started. The target will be revised next year.

LPI28 Number of working days lost due to sickness absence – noted that each quarterly figure had decreased and it was heading in the right direction.

LPI 40 Occupation rate of commercial and industrial property – asked if the figures were the number of occupancy days or just a snapshot as at 31 March. Officers were unsure and would find out for the Panel and report back.

NI192 Percentage of household waste sent for reuse, re-cycling and composting – asked why the performance levels were different on Mondays, the Panel was told that Mondays included collections from flats etc. and Mondays were always 3 to 4% down. The full reasons were not completely clear.

NI195 (a) Improved street and environmental cleanliness (Litter) – noted it was proving stubborn to get the figures below 11% / 10.5%. 10% was average for District Councils. Initiatives were being taken forward and a public education exercise was being undertaken.

NI195 (b) Improved street and environmental cleanliness (Detritus) – getting to the target was difficult because of the recent weather.

NI180 Number of changes of circumstances which affect customers 'Housing/Council Tax Benefit entitlement' within the year – Noted there should be no ticks on the sheet it should all be crosses. Asked if the target was unrealistically low the officer said that it was a new target and they were unsure as to what target to set. It would be reviewed next year.

LPI23 (a) Capital Projects 'Cost' – Noted that this was to be deleted and replaced.

LPI53 Number of completed fraud investigations carried out by the Benefits Investigation Team – noted that an investigation officer had been recruited but another one had resigned – so the section was still one down.

NI158 Percentage of Non-decent council homes – Noted that the Council had reached a milestone and at the end of March there will be no non-decent homes in the District.

LPI04 Rent collected as a proportion of rents owed on Housing Revenue Account dwellings – noted that the Courts were being more lenient than in the past.

NI157(c) Processing of planning applications –'Other' types – The Council is now within target and is the highest ever achieved. Good news.

NI86 Per capita reduction in CO2 emissions in the local authority area – Noted that green issues were very difficult to monitor as officers have to wait two years before any figures come through from the government. To take this off as there is no data at years end. The same applied to NI194 Air Quality.

The Panel noted that the results of the annual indicators were still to come in.

The Panel wanted the indicators to be graded in order of importance to the Council and of the indicators that the Council has no control over. Officers said they would do some modelling and bring it to the next meeting.

Proposed targets for 2010/11:

NI157(b) processing of planning applications as measured against targets - to set targets when planning reports come to scrutiny.

NI154 Net additional homes provided – to set the target at 180.

NI186 Per capita reduction in CO2 emission in the local authority area – to set the target at 8%.

LPI 45 – Numbers of appeals allowed against refusal of planning applications – to leave the target as it is and review again in June, depending on the government and policies in place at that time.

RESOLVED:

- (1) That the Council's performance for the first nine months of 2009/10 in relation to the Key Performance Indicators adopted for the year, be noted;
- (2) Subject to the concurrence of the Finance and Performance Management Cabinet Committee:

- (a) the proposed Key Performance Indicators for 2010/11 (and draft targets) be agreed subject to the amendments listed above;
 - (b) the identification of a corporate KPI improvement target for 2010/11 be deferred until the next meeting of the Panel, in order that additional work can be undertaken to link the proposed indicators to the Council's proposed Key Objectives for 2010/11 in terms of relevance and priority;
 - (c) that proposals for the revision of KPI LPI 23 (a) capital projects, be agreed; and
- (3) That the linkages between the proposed KPIs for 2010/11 and the Council's draft Medium Term Aims for 2010/11 to 2013/14 be noted.

51. 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.

52. FUTURE MEETINGS

The date for the next meeting was noted.

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TERMS OF REFERENCE - STANDING PANEL

Title: Finance and Performance Management

Status: Standing Panel

Terms of Reference:

Performance Management

1. To review statutory and local performance indicator outturns for the previous year at the commencement of each municipal year, and to determine the following on an annual basis:
 - (a) A basket of 'Key' Performance Indicators (KPIs) important to the Council's core business and corporate priorities; and
 - (b) The monitoring frequency of the KPIs identified by the Panel for the year;
2. To monitor performance against the adopted KPIs throughout the year; and to make recommendations for corrective action in relation to poorly performing indicators;

Council Plan

3. To undertake an annual review of performance against objectives, targets and actions contained in the Council Plan for 2006 to 2010;

Public Consultation

4. To develop arrangements to directly engage the community in commenting on and shaping the future direction of services to make them more responsive to local needs, including the development of proposals for effective consultation through an annual community conference;
5. To annually review the consultation exercises undertaken by the council over the previous year.

Finance

6. To consider the draft budgets for each portfolio and in so doing to evaluate and rank proposals for either enhancing or reducing services. Members will need to ensure consistency between wider policy objectives and financial demands.
7. To consider financial monitoring reports on key areas of income and expenditure for each portfolio.

ICT

8. To monitor and review progress on the implementation of all major ICT systems:
 - Review of the Web-Casting System.

Value For Money

9. To consider the annual Value for Money Analysis, and to identify any areas where further detailed analysis may be required to be undertaken by a Task and Finish Panel during the year.

Essex Local Area Agreement

10. To monitor performance against the performance indicators contained within the second Essex Local Area Agreement, that the Council 'has regard to'; and to make recommendations for corrective action in relation to poorly performing indicators.

Equality and Diversity

11. To undertake an annual review of progress towards the implementation of the Council's Race Equality, Gender Equality, and Disability Equality Schemes, and performance in relation to other equality and diversity issues.

Chairman: Cllr Derek Jacobs

Finance and Performance Management Standing Panel – Work Programme 2009-2010			
Item	Report Deadline / Priority	Progress / Comments	Programme of Future Meetings
(1) Key Performance Indicators – Performance Outturn 2008/09	Performance report to be considered at year end.	Outturn KPI performance report for 2008/09 to be considered at the meeting to be held on 16 June 2009. Performance report to be produced for inclusion in E- Annual Report in place of former Best Value Performance Plan.	16 June 2009 25 August 17 November
(2) Key Performance Indicators – Performance Monitoring 2009/10	Performance report to be considered on a quarterly basis.	Quarterly KPI performance report for 2009/10 to be considered at the meetings to be held on 25 August 2009, 17 November 2009 and 23 February 2010.	12 January 2010 23 February 22 April
(3) Quarterly Financial Monitoring	Reports to be considered on a quarterly basis.	First quarter Information to be considered August 09, 2 nd quarter in November 09 and 3 rd quarter figures at the February '10 meeting.	
(4) Performance (Services to be scrutinised in Rotation)	Ongoing	The Panel looked at the Council's land and accommodation strategy at its meeting in November 2007. Further issues for consideration may be identified during the year.	
(5) Essex Local Area Agreement (LAA) 2008-2011	Relevant performance reports to be considered on an annual basis.	Performance reports in respect of the indicators within the LAA that the Council 'has regard to' to be considered as part of regular KPI monitoring arrangements.	
(6) Council Plan 2006-2010 Performance Monitoring	Performance report considered on an annual basis.	Performance report for third year of the Council Plan (2008/09) - considered at the June 2009 meeting.	

(7) Value for Money Cost and Performance Analysis	Analysis updated on an annual basis to reflect latest available cost and performance information.	Revised arrangements for consideration of the Value for Money Analysis agreed in March 2009. The Audit Commission's VFM Profile tool is updated during late February early March each year, and in order for the VFM analysis to be developed from this tool, the analysis will be considered during the April-June cycle each year.	
(8) Annual Consultation Plan	Report considered on an annual basis.	Last completed August 08. Consultation Plan considered at first meeting of each municipal year. Report considered June 2009.	
(9) Detailed Portfolio Budgets	Went to the January 2010 meeting.	Considered in January '10 - Annual review of the Portfolio Holders Budgets.	
(10) Medium Term Financial Strategy	To go to the February 2010 meeting.	Financial Issues Paper to 17 November 2009. Review the Council's medium term financial strategy 12 January 2010.	
(11) Equality and Diversity - Monitoring and Progress	Report considered on an annual basis.	Monitoring report in respect of the Council's Equality Schemes and progress with equality issues to be considered at the meeting to be held on 22 April 2010.	
(12) Capital Outturn 2008/09 and use of transitional relief in 2008/09	Went to the June 2009 meeting	Considered at the June 2009 meeting.	
(13) Provisional revenue Outturn 2008/09	Went to the June 2009 meeting	Considered at the June 2009 meeting	
(14) Fee and Charges	Report considered at the November 2009 meeting	Considered at the November 2009 meeting.	

<p>(15) Customer transformation T&F Panel work</p>	<p>Report went to 17 November 2009 meeting. A follow up report to be considered at a subsequent meeting</p>	<p>Work of the disbanded the Customer Transformation Task and Finish Panel was placed with the Finance and Performance Management Standing Scrutiny Panel. The Cabinet at their meeting in February 2009 agreed the recommendations with the proviso at (3) that:</p> <p>“(1) That, given the increasing importance of the Council’s Website for communication, information and electronic interactions, the level of dedicated resource to the maintenance and development of the Council’s Website be increased;</p> <p>(2) That a District Development Fund bid be made to fund an additional Grade 5 Website Support Officer on a three-year fixed term contract as part of the budget process for 2009/10, at an estimated cost of £25,000 per annum subject to job evaluation; and</p> <p>(3) That the Task and Finish Panel on Customer Transformation be requested to reconvene and further prioritise the remaining seven recommendations of the original report.”</p>	
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Report to the Finance and Performance Management Scrutiny Panel

Date of meeting: 22 April 2010

Portfolio: Performance Management (Councillor R. Bassett)

Subject: Key Performance Indicators 2010/11

Responsible Officer: S. Tautz (01992 564180)

Democratic Services Officer: A. Hendry (01992 564246)

Recommendations/Decisions Required:

- (1) That the Council's full suite of National and Local Performance Indicators for 2010/11, including provisional targets, be noted;**
- (2) That the Scrutiny Panel consider and agree:**
 - (a) the adoption of a range of 'Key' Performance Indicators for 2010/11; and**
 - (b) the adoption of a corporate target for the achievement of year-on-year improvement against the adopted Key Performance Indicators for 2010/11.**

Executive Summary:

1. (Deputy Chief Executive) A range of Key Performance Indicators (KPIs) is adopted each year, which are regarded as crucial to the Council's core business and its corporate priorities. The aim of the KPIs is to focus improvement on key objectives and achieve comparable performance with that of the top performing local authorities (where appropriate), and to then maintain or improve further on that level of performance. Where possible, progress in achieving target performance in respect of the KPIs is reported to the Scrutiny Panel and the relevant Portfolio Holder at the conclusion of each quarter.
2. The Council has implemented arrangements for the alignment of its business, budget, and workforce planning and development processes into a clear framework to enable the authority to focus on priorities, improve performance and the way that performance is managed, and to improve communication and consultation on key priorities. As a consequence of these new arrangements, it is necessary to identify and adopt KPIs for 2010/11 without undue delay.

Reasons for Proposed Decision:

3. To enable members to contribute to the review of the KPI suite for 2010/11, with a view to the adoption of relevant indicators and targets reflecting the Council's core business and community priorities.

Other Options for Action:

4. The Council could decide not to adopt any KPIs for 2010/11, although this might mean that opportunities for improvement were lost. Failure to monitor and review performance, and to take corrective action where necessary, could have negative implications for the Council's reputation and for judgements made about the authority in the Comprehensive Area Assessment and similar corporate assessment processes.

Report:

5. At its last meeting, the Scrutiny Panel gave initial consideration to the adoption of a suite of KPIs for 2010/11. At that time, members requested that the current suite of KPIs be reviewed in terms of relevance and priority, to ensure that the indicators were appropriately focused on the Council's key objectives and local community priorities. This report presents the results of further work in this respect.
6. Since the last meeting of the Scrutiny Panel, the Council has received notification from the Department for Communities and Local Government of the deletion of the following National Indicators (NI) which had been adopted as KPIs for 2009/10, with effect from 1 April 2010:

NI 14 Reducing avoidable contact
NI 170 Previously developed vacant land
NI 180 Housing/Council Tax Benefit – Changes of circumstance
NI 184 Food establishments broadly compliant with food hygiene law

7. Although there is no longer a statutory requirement to report performance against these indicators, it is considered that NI 14 (Avoidable Contact) has proved to be a useful tool for the identification of areas for service improvement over the last two years. Given that systems are already in place for the assessment of levels of avoidable contact across relevant service areas, the Corporate Executive Forum wishes to explore options for maintaining the spirit and purpose of NI 14 through the development of a replacement local performance indicator, and it is intended that a further report in this respect will be made to a future meeting of the Scrutiny Panel.
8. The schedule of individual indicators and targets previously considered by the Scrutiny Panel is attached as Appendix 1 to the report, but has been amended by the removal of the four deleted National Indicators referred to in paragraph 6 above (including NI 14 for the time being). This schedule will comprise the Council's full suite of National and Local Performance Indicators (LPI) for 2010/11, and excludes those indicators informed by the bi-annual 'Place Survey' or other survey measures (which are generally subject to separate reporting arrangements).
9. In order to ensure that the KPIs to be adopted for 2010/11 are appropriately focused on the Council's key objectives and local community priorities, a mapping exercise has been undertaken to demonstrate the linkages between each of the indicators set out in Appendix 1, with the Council's new Medium-Term Aims for 2010/11 to 2013/14, the authority's Key Priority Objectives for 2010/11, and the priorities identified in the emerging Sustainable Community Strategy for the district. The results of this mapping exercise for each indicator are attached as Appendix 2, to enable the Scrutiny Panel to further consider the adoption of KPIs for 2010/11.
10. The full indicator suite for 2010/11 has also recently been reviewed by the Performance Management Portfolio Holder, who has sought to identify a subset of priority indicators that could be monitored regularly by Portfolio Holders and the Scrutiny Panel, in order to give an indication of the progress that the Council is making in key areas. The Portfolio Holder's draft proposed KPI suite for 2010/11 is as follows:

NATIONAL INDICATORS	
1.	NI 154 Net additional homes provided
2.	NI 155 Affordable homes delivered (gross)
3.	NI 157(a) Processing of planning applications - 'Major' applications
4.	NI 158 Percentage of decent council homes
5.	NI 159 Supply of ready to develop housing sites
6.	NI 179 Value for money
7.	NI 181 Housing/Council Tax Benefit – Claims processing
8.	NI 191 Residual household waste per household
9.	NI 192 Household waste recycled and composted
10.	NI 195(a) Improved street and environmental cleanliness (Graffiti)
11.	NI 195(b) Improved street and environmental cleanliness (Litter)
LOCAL PERFORMANCE INDICATORS	
12.	LPI 4 Rent collection (Housing Revenue Account dwellings)
13.	LPI 5 Re-letting of council dwellings
14.	LPI 7 Emergency repairs (Housing Revenue Account dwellings)
15.	LPI 8 Urgent repairs (Housing Revenue Account dwellings)
16.	LPI 9 Urgent repairs (Housing Revenue Account dwellings)
17.	LPI 10 Satisfaction with repairs (Housing Revenue Account dwellings)
18.	LPI 13 Payment of invoices
19.	LPI 14 Council Tax collection
20.	LPI 15 National non-domestic rates collection
21.	LPI 16 Housing/Council Tax Benefit – Claims processing (Time)
22.	LPI 17 Housing/Council Tax Benefit – Changes of circumstance
23.	LPI 44 Milestones within Local Development Scheme
24.	LPI 50 Participation in physical activity programmes
25.	LPI 51 Complaints response (Enviro-Crime and Rapid Response)
26.	LPI 52(a) Recycling facilities (communal buildings) – Percentage surveyed
27.	LPI 52(b) Recycling facilities (communal buildings) – Percentage implemented
28.	LPI 53 Housing/Council Tax Benefit – Fraud investigation

11. The Scrutiny Panel is requested to consider the Portfolio Holder's proposals, as part of the determination of the KPI suite for 2010/11. The mapping exercise (Appendix 2) demonstrates the linkages between each of the indicators and relevant corporate and community priorities, and it is considered that the KPIs should comprise:
- (a) those NIs where the Council has sole responsibility for the indicator (i.e. where it is directly responsible for service provision and has collection and reporting responsibility), but not those NIs to which the Council contributes data but for which it has no reporting responsibility; and
 - (b) those LPIs that reflect local priorities, but which are not covered by the NI set.
12. In considering the adoption of a more concise KPI suite for 2010/11, members are reminded that for 2009/10, it was considered that greater focus needed to be placed on improving performance against the whole spectrum of performance indicators, rather

than against a 'basket' of selected indicators. All relevant National Indicators and a range of appropriate Local Performance Indicators were therefore designated as KPIs for 2009/10, and these now form the Council's full suite of National and Local Performance Indicators for 2010/11. If members are minded to adopt a smaller and more focused suite of KPIs for 2010/11, the Council will still be required to monitor and report its performance against those indicators that do not form part of the new KPI set. For those indicators, which would no longer be subject of regular reports to the Panel, performance reports would be deposited in the Members' Room each quarter and would be formally reported to the Scrutiny Panel and the Finance and Performance Management Cabinet Committee at year-end only.

13. The provisional targets for each existing National and Local Indicator for 2010/11, as proposed by each responsible service director on the basis of the third quarter (and estimated outturn) position for 2009/10, are also set out in Appendix 1 to this report. The proposed targets have been reviewed and endorsed by the Corporate Executive Forum (CEF). As in previous years, service directors will be required to develop improvement plans for all of the adopted KPIs for 2010/11, setting out actions to be implemented in order to achieve or maintain target performance, and to reflect year on year changes in service delivery. In view of the corporate importance attached to the KPIs, the improvement plans will be considered, agreed and monitored by CEF. Although it is not yet known whether the Council's target of achieving top-quartile performance for at least 80% of the KPIs for 2009/10 has been achieved, the Scrutiny Panel is also requested to consider and agree an overall KPI performance improvement target for 2010/11.
14. As part of process of agreeing the KPI Improvement Plans for 2010/11, CEF will in due course also review the provisional targets for each KPI with reference to outturn data for 2009/10 when this is available. As in 2009/10, it is likely that some targets will be revised from the provisional targets currently identified.
15. The Scrutiny Panel is requested to consider and adopt an appropriate range of Key Performance Indicators for 2010/11, including provisional targets, and to agree an overall KPI performance improvement target for 2010/11. The targets provisionally identified for each indicator are based on third quarter performance for 2009/10 (April to December 2009), and a full outturn report for the indicators will be made to the next meeting.

Resource Implications:

The respective service director will identify the resource requirements for the adopted KPIs for 2010/11, as part of the required KPI Improvement Plan for the year.

Legal and Governance Implications:

There are no legal implications or Human Rights Act issues arising from the recommendations in this report, which ensure that the Council monitors progress against its KPIs, and that proposals for corrective action are considered in respect of areas of current under-performance.

Safer, Cleaner and Greener Implications:

The respective Service Director will have identified any implications arising from proposals for corrective action in respect of KPI areas of current under-performance set out in this report, in respect of the Council's commitment to the Nottingham Declaration for climate change, the corporate Safer, Cleaner and Greener initiative, or any Crime and Disorder issues within the district.

Consultation Undertaken:

The targets and performance information set out in this report have been submitted by each appropriate Service Director, and have been reviewed and considered by the Corporate Executive Forum. This report was made available to the Chairman of the Scrutiny Panel and the Performance Management Portfolio Holder in advance of the preparation of this agenda.

Background Papers:

None.

Impact Assessments:***Risk Management***

The respective service director will identify any risk management issues arising from proposals for improvement in respect of specific KPIs

Equality and Diversity:

Did the initial assessment of the proposals contained in this report for relevance to the Council's general equality duties, reveal any potentially adverse equality implications?

No. However, the respective Service Director will identify any risk management issues arising from proposals for improvement in respect of specific KPIs

Where equality implications were identified through the initial assessment process, has a formal Equality Impact Assessment been undertaken? N/A

What equality implications were identified through the Equality Impact Assessment process?
N/A

How have the equality implications identified through the Equality Impact Assessment been addressed in this report in order to avoid discrimination against any particular group? N/A

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NATIONAL AND LOCAL PERFORMANCE INDICATORS 2010/11

NATIONAL INDICATORS

Ref:	Summary Definition and Direction of Improving Performance (HIGH/LOW)	Responsibility	Target 2008/09	Outturn 2008/09	Target 2009/10	Quarter 3 Performance 2009/10	Proposed Target 2010/11	Comments/Justification for Proposed Target for 2010/11
NI 154	<i>Net additional homes provided.</i> This indicator encourages a greater supply of new homes to address long-term housing affordability issues, and measures the net increase in dwelling stock over one year (HIGH).	Director of Planning and Economic Development	144.00	157.00	144.00	93.00	180.00	Although the cumulative total for this indicator for 2009/10 has not reached target levels so far, it is expected that several housing sites will commence numerous units within the next two months. It is clear that housebuilding has suffered as a result of the economic recession, but that buildings still continues.
NI 155	<i>Number of affordable homes delivered (Gross).</i> This indicator promotes an increase in the supply of affordable housing through new-build completions, changes of use and conversions (HIGH).	Director of Housing	66.00	20.00	57.00	22.00	70.00	The target for 2009/10 is expected to be achieved. It is difficult to predict the number of affordable homes to be provided in the current economic climate, since there is a dependence on developers' building programmes. However, the proposed target for 2010/11 is considered reasonable, based on the current number of affordable homes that have received planning permission.
NI 156	<i>Number of households living in temporary accommodation.</i> This indicator monitors progress towards reducing the number of households in temporary accommodation provided under homelessness legislation (LOW).	Director of Housing	104.00	70.00	100.00	51.00	60.00	The target has been reduced in recognition of the currently reduced numbers of households in temporary accommodation. However, there are uncertainties over the impact of the current economic climate on future homelessness levels.
NI 157 (a)	<i>Processing of planning applications as measured against targets.</i> This indicator ensures that local planning authorities determine major planning applications in a timely manner (within thirteen weeks) (HIGH).	Director of Planning and Economic Development	80.71%	59.38%	81.00%	60.87%	81.00%	Performance against this indicator is volatile due to the low number of applications received, which are usually more complex and time consuming to determine, and are sometimes delayed until a legal agreement, necessary to make the development acceptable, is signed. Improved performance could be achieved by not seeking such agreements, full staffing levels (including the filling of a post until recently seconded to the Forward Planning section, making fuller use of pre-application meetings, and no deferrals at Area Plans Sub-Committee meetings. It is therefore recommended the target for this indicator for 2010/11 should remain the same as for 2009/10.
NI 157 (b)	<i>Processing of planning applications as measured against targets.</i> This indicator ensures that local planning authorities determine 'minor' planning applications in a timely manner (within eight weeks) (HIGH).	Director of Planning and Economic Development	83.66%	79.64%	84.00%	79.42%	To be set in June 2010 (see comment)	A consistent outturn has been achieved for this indicator over last few years, of just under 80%. The target for the current year is not achievable unless delegated powers are altered to allow more of this type of application to be dealt with by the Director of Planning and Economic Development. The Finance and Performance Management Scrutiny Panel has previously agreed that the identification of a target for this indicator for 2010/11 should await further consideration of delegated authority arrangements by the Planning Services Scrutiny Panel in June 2010.

Ref.	Summary Definition and Direction of Improving Performance (HIGH/LOW)	Responsibility	Target 2008/09	Outturn 2008/09	Target 2009/10	Quarter 3 Performance 2009/10	Proposed Target 2010/11	Comments/Justification for Proposed Target for 2010/11
NI 157 (c)	<i>Processing of planning applications as measured against targets.</i> This indicator ensures that local planning authorities determine 'other' planning applications in a timely manner (within eight weeks) (HIGH).	Director of Planning and Economic Development	92.57%	89.88%	93.00%	93.64%	94.00%	The applications covered by this indicator are, in the main, the smaller type of development (household extensions, changes of use, advertisements etc.). Virtually all applications delegated to the Head of Planning and Economic Development are being determined within the target time, and the filling of the until recently post seconded to the Forward Plan section, would slightly improve performance and free-up more senior officer time to concentrate on achieving the target set for NI 157(a). A small increase in the target is proposed for 2010/11.
NI 158	<i>Percentage of non-decent council homes.</i> This indicator measures the number of non-decent council homes and the proportion this represents of the total council housing stock, in order to demonstrate progress towards making all council housing decent (LOW).	Director of Housing	1.50%	1.50%	0.00%	Year-end	0.00%	The Government's Decent Homes Target comes to an end in 2010, and the Council is on target to have no non-decent homes by March 2010. The challenge for the Council will then be to ensure that homes that may become non-decent are addressed before this happens. The proposed target of 0% non-decent homes for 2010/11 reflects this intention.
NI 159	<i>Supply of ready to develop housing sites.</i> This indicator measures the ability of local planning authorities to maintain a five-year supply of deliverable sites for housing through the Local Development Framework, and is the total number of net additional dwellings that are deliverable as a percentage of the planned housing provision (in net additional dwellings) for the five year period. (HIGH)	Director of Planning and Economic Development	100.00%	212.40%	100.00%	164.77% (Year-end)	100.00%	The target for this indicator has been met and exceeded for 2009/10. However, it is considered that the target for 2010/11 should not be changed, as the achievement of 100.00% represents the complete fulfilment of the government's housing target assigned to the Council through the East of England Plan. Therefore performance of anything over 100.00% represents an over-provision of housing.
NI 160	<i>Local authority tenant satisfaction with landlord services.</i> This indicator encourages the delivery of good housing management services by local authorities, where they retain ownership of council housing (HIGH).	Director of Housing	85.00%	83.50%	N/A	N/A	84%	This is already a challenging target, with performance well into the top quartile. A small increase in the target is proposed for 2010/11.
NI 179	<i>Value for Money: Total net value of on-going cash-releasing value for money gains that have impacted since the start of the 2008/09 financial year.</i> This indicator measures the total net value of on-going cash-releasing value for money gains that have impacted since the start of the 2008/09 financial year (HIGH).	Director of Finance and ICT	£635,000.00	£1,241,350.00	£300,000.00	Reported at year-end	£600,000.00	The proposed target for this indicator for 2010/11 is in line with the current Medium-Term Financial Strategy.
NI 181	<i>Time taken (days) to process Housing Benefit/Council Tax Benefit new claims and change events.</i> This indicator measures benefit performance, as delays in the administration of benefits can impact on some of the most vulnerable people (LOW).	Director of Finance and ICT	15.00	11.54	15.00	13.67	13.00	It is hoped that the effects of the restructure of the Benefits Division and a reduction in staff turnover, will allow an improvement in performance for 2010/11.
NI 182	<i>Satisfaction of businesses with local authority regulation services (environmental, health, licensing, public sector landlords).</i> This indicator supports the success of the economy through a business friendly environment (HIGH).	DoESS, DoH, DoCSS	Not set	50.00%	75.00%	Reported at year-end	78.00%	The methodology for the collection of data for this indicator has been radically changed from 2009/10, and a significant improvement in performance is expected for 2010/11 at the year end. That being the case, a small improvement in the target is proposed for next year.
NI 185	<i>CO2 reduction from local authority operations.</i> This indicator supports the achievement of the Government's climate change objectives, as the public sector is in a key position to lead on carbon emissions by setting a behavioural and strategic example. Performance is measured as a percentage reduction (or increase) from the 2008 baseline (HIGH).	Director of Planning and Economic Development	Not set	Not reported	Not set	Reported at year-end	10.00%	The proposed target for 2010/11 meets the requirement of the 10:10 initiative. 10:10 is an ambitious project to unite every sector of British society behind one simple idea, that by working together a 10% cut in the United Kingdom's carbon emissions can be achieved in 2010.
NI 186	<i>Per capita reduction in CO2 emissions in the local authority area (LAA Indicator).</i> This indicator supports the achievement of the Government's climate change objectives, as the public sector is in a key position to lead on carbon emissions by setting a behavioural and strategic example. Performance is measured as a percentage reduction (or increase) from the 2005 baseline (HIGH).	Director of Planning and Economic Development	Not set	Not reported	3.00%	Reported at year-end	8.00%	The Department for Energy and Climate Change (DECC) has recently published baseline data for this indicator (2005 - 6.5 tonnes CO2 per capita, 2006 - 6.4 tonnes CO2 per capita, 2007 - 6.3 tonnes CO2 per capita), which indicates an annual reduction of a little over 1.5% against the baseline year. The proposed reduction target for 2010/11 is therefore considered realistic as a cumulative position. However, given that there is a two year lag on the publication of data for the indicator, performance against the target for 2010/11 will not be published by DECC until 2013.

Ref.	Summary Definition and Direction of Improving Performance (HIGH/LOW)	Responsibility	Target 2008/09	Outturn 2008/09	Target 2009/10	Quarter 3 Performance 2009/10	Proposed Target 2010/11	Comments/Justification for Proposed Target for 2010/11
NI 187	<i>Tackling fuel poverty: People receiving income based benefits living in homes with a low energy efficiency rating. This indicator assesses levels of fuel poverty through an annual survey of people receiving income based benefits living in homes with low energy efficiency ratings (LOW).</i>	Director of Planning and Economic Development	Not set	12.00%	11.50%	Reported at year-end	To be set at year-end	Performance against this indicator will not be available until the year-end. At this stage, it is not therefore possible to identify a proposed target for 2010/11.
NI 188	<i>Planning to adapt to climate change (LAA Indicator). This indicator ensures that local authorities are prepared to manage risks to service delivery, the public, local communities, local infrastructure, businesses and the natural environment, from a changing climate. Performance against this indicator is reported on the basis of four levels (Level 1 - Public commitment and risk-based assessment, Level 2 - Comprehensive risk-based assessment and prioritised action in some areas, Level 3 - Comprehensive action plan and prioritised action in all areas, Level 4 - Implementation, monitoring and continuous review) (HIGH).</i>	Director of Planning and Economic Development	Level 1	Level 1	Level 2	Reported at year-end	Level 2	Although the proposed target for 2010/11 contradicts the Council's Climate Change Strategy, it is proposed to continue the Level 2 target for this indicator for 2010/11, as the Council is unlikely to meet the criteria for the achievement of Level 3 in this period.
NI 189	<i>Flood and coastal erosion risk management. This indicator records the progress of local authorities in delivering agreed actions to implement long-term flood and coastal erosion risk management plans, and performance is expressed as the percentage of risk management plans agreed with the Environment Agency, that are being undertaken satisfactorily (HIGH).</i>	Director of Environment and Street Scene (as lead officer)	N/A	N/A	N/A	N/A	80.00%	This indicator is an Environment Agency return, requiring input from three service directorates across the Council. The addition of this NI to the performance indicator schedule will allow better reporting to the Environment Agency, and will hopefully allow Members to have a better understanding of some of the issues relating to flood risk management, across the Environment and Street Scene (Land Drainage), Director of Planning and Economic Development (Development Control), and Corporate Support Services (Emergency Planning) functions. Performance against the indicator will be reported at year-end only, but the proposed target for 2010/11 may need to be reviewed once relevant risk management plans have been agreed by the Environment Agency.
NI 191	<i>Residual household waste per household (cumulative Kg) (LAA Indicator). This indicator supports Government wishes to achieve year on year reductions in the amount of residual waste collected, through a combination of less overall waste and more reuse, recycling and composting (LOW).</i>	Director of Environment and Street Scene	554.00	539.00	548.00	348.00	500.00	The Local Area Agreement target for this indicator is 554kg. However, the new waste management arrangements implemented in September 2009 are delivering significant reductions in residual waste and if the third quarter position of 348kg is calculated on a pro-rata basis for the full year, the predicted outturn is 464kg. However, the third quarter position is unaudited, and may not reflect the totality of additional Christmas/New Year waste. Therefore, the 2009/10 outturn is likely to be nearer to 500kg per household. Furthermore, the Cabinet will consider the collection of household waste from village halls, places of religious worship and schools etc in March 2010 and, depending on levels of service take-up, this will result in an increase in the waste stream overall and also residual waste. A target of 500kg is currently proposed for 2010/11, to be reviewed once the outturn for 2009/10 is clear.
NI 192	<i>Percentage of household waste sent for reuse, recycling and composting (LAA Indicator). This indicator supports year on year reductions in the amount of residual waste collected, and measures the percentage of household waste arising sent for reuse, recycling, composting or anaerobic digestion (HIGH).</i>	Director of Environment and Street Scene	40.00%	43.44%	42.00%	50.90%	58.00%	The Local Area Agreement target for this indicator is 42%. However, the new waste management arrangements implemented in September 2009 are delivering significant improvements in recycling performance, approaching 60% in some areas. The proposed target for 2010/11 reflects this current performance, but also allows for lower performance in some areas, which will exist until all flats and communal buildings have been provided with formal recycling facilities. The target may require review once the audited outturn for 2009/10 is known.

Ref.	Summary Definition and Direction of Improving Performance (HIGH/LOW)	Responsibility	Target 2008/09	Outturn 2008/09	Target 2009/10	Quarter 3 Performance 2009/10	Proposed Target 2010/11	Comments/Justification for Proposed Target for 2010/11
NI 194	<i>Air quality: Percentage reduction in NOx and primary PM10 emissions through the local authority's estate and operations.</i> This indicator measures the percentage reduction in NOx and primary PM10 emissions through the Council's estate and operations, to identify local authorities that are proactive in minimising air pollution emissions (HIGH).	Director of Planning and Economic Development	Not set	Not reported	Not set	Reported at year-end	To be set at year-end	Performance against this indicator will not be available until the year-end. At this stage, it is not therefore possible to identify a proposed target for 2010/11.
NI 195 (a)	<i>Improved street and environmental cleanliness (Litter).</i> This indicator seeks to reduce unacceptable levels of litter. Performance is reported as the percentage of relevant land and highways assessed as having deposits of litter that fall below an acceptable level (LOW).	Director of Environment and Street Scene	10.50%	11.67%	10.00%	11.00%	10.00%	Performance against this indicator is now consistently in the region of 10% to 11%. Whilst the proposed target for 2010/11 remains the same as for 2009/10, it is more resource intensive to generate improvements in standards from 10% onwards. Now that the new recycling system is fully in place, it should be possible to devote additional monitoring to the street cleansing service to ensure continued improvement.
NI 195 (b)	<i>Improved street and environmental cleanliness (Detritus).</i> This indicator seeks to reduce unacceptable levels of detritus. Performance is reported as the percentage of relevant land and highways assessed as having deposits of detritus that fall below an acceptable level (LOW).	Director of Environment and Street Scene	15.00%	14.00%	13.00%	14.00%	13.00%	Performance against this indicator is now consistently within the 13% to 14% range. The retention of the current target for 2010/11 appears reflects the nature of the district's highway network, with significant lengths of road without kerb edges etc. Furthermore, recent damage to the highway infrastructure caused by the severe winter weather will also impact adversely on the levels of detritus. Significant improvement over present levels would require additional resources to be applied which, if available, would be more effective if directed at litter (NI 195(a)).
NI 195 (c)	<i>Improved street and environmental cleanliness (Graffiti).</i> This indicator seeks to reduce unacceptable levels of graffiti. Performance is reported as the percentage of relevant land and highways assessed as having deposits of graffiti that fall below an acceptable level (LOW).	Director of Environment and Street Scene	5.00%	0.33%	0.25%	0.00%	0.25%	Levels of graffiti within the district remain very low. Although the third quarter position for this indicator for 2009/10 was 0% (ie. no graffiti detected during formal assessment), the proposed target for 2010/11 will maintain the Council's close attention to dealing with incidences of graffiti effectively.
NI 195 (d)	<i>Improved street and environmental cleanliness (Fly-Posting).</i> This indicator seeks to reduce unacceptable levels of fly-posting. Performance is reported as the percentage of relevant land and highways assessed as having levels of fly-posting that fall below an acceptable level (LOW).	Director of Environment and Street Scene	5.00%	0.00%	0.00%	0.00%	0.00%	Levels of fly-posting within the district remain very low. Although the third quarter position for this indicator for 2009/10 was 0% (ie. no fly-posting detected during formal assessment), the proposed target for 2010/11 will maintain the Council's close attention to dealing with incidences of fly-posting effectively.
NI 196	<i>Improved street and environmental cleanliness (Fly-Tipping).</i> This indicator seeks to achieve reductions in the total number of incidents and an increase in enforcement action taken to deal with the illegal disposal of waste. Performance against this indicator is reported on the basis of four grades (Grade 1 - Very Effective, Grade 2 - Effective, Grade 3 - Not Effective, Grade 4 - Poor) (LOW).	Director of Environment and Street Scene	Grade 2	Grade 2	Grade 2	Grade 2	Grade 2	The achievement of Grade 1 for this indicator is challenging, requiring both an increase in enforcement activity and a decrease in fly-tipping overall. Although the Environmental Enforcement Team is now fully in place and should be able to apply the resources necessary to deliver an increase in enforcement activity and a decrease in fly-tipping, it is considered appropriate to retain the Grade 2 target for 2010/11.

Ref:	Summary Definition and Direction of Improving Performance (HIGH/LOW)	Responsibility	Target 2008/09	Outturn 2008/09	Target 2009/10	Quarter 3 Performance 2009/10	Proposed Target 2010/11	Comments/Justification for Proposed Target for 2010/11
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LOCAL PERFORMANCE INDICATORS

Ref:	Summary Definition and Direction of Improving Performance (HIGH/LOW)	Responsibility	Target 2008/09	Outturn 2008/09	Target 2009/10	Quarter 3 Performance 2009/10	Proposed Target 2010/11	Comments/Justification for Proposed Target for 2010/11
LPI 01	<i>The level of the Equality Framework for Local Government. The Equality Framework provides a framework for delivering continuous improvement in relation to fair employment outcomes and equal access to services (HIGH).</i>	Deputy Chief Executive	Level 2 (of ESLG)	Level 2 (of ESLG)	Level 2 (of EFLG)	Reported at year-end	Level 2 (of EFLG)	The Equality Framework for Local Government (EFLG) was introduced from 1 April 2009, replacing the previous Equality Standard for Local Government (ESLG), and provides an improved framework for delivering continuous improvement in relation to fair employment outcomes and equal access to services. The former ESLG assessed local authority performance at five levels, where Level 5 represented best performance. The new EFLG uses a wider definition of equality, based on the idea of equal life chances, and assesses local authority performance at three levels, where Level 3 represents best performance. The Council's performance against the previous ESLG contributes towards the achievement of specific levels of the new EFLG, and currently places the authority at Level 1, which supported the Level 2 target for 2009/10. A 'peer challenge' of the Council's equality performance is to be undertaken in early 2010, and it is considered appropriate to retain the Level 2 target for 2010/11, pending the outcome of this exercise.
LPI 02(a)	<i>The percentage of Premises Licence applications determined within thirty days. This indicator monitors the Council's effectiveness in the determination of statutory licences.</i>	Director of Corporate Support Services	New indicator for 2009/10	New indicator for 2009/10	100.00%	100.00%	100.00%	Current workloads within the Licensing Section have continued to increase, both in terms of volume and complexity. The ability of the Section to maintain target performance for 2010/11 will therefore be sufficiently challenging, whilst remaining realistic.
LPI 02(b)	<i>The percentage of Temporary Event Licence applications determined within five days. This indicator monitors the Council's effectiveness in the determination of statutory licences.</i>	Director of Corporate Support Services	New indicator for 2009/10	New indicator for 2009/10	100.00%	100.00%	100.00%	Current workloads within the Licensing Section have continued to increase, both in terms of volume and complexity. The ability of the Section to maintain target performance for 2010/11 will therefore be sufficiently challenging, whilst remaining realistic.
LPI 02(c)	<i>The percentage of Hackney Carriage/Private Hire licence applications determined within five days. This indicator monitors the Council's effectiveness in the determination of statutory licences.</i>	Director of Corporate Support Services	New indicator for 2009/10	New indicator for 2009/10	100.00%	100.00%	100.00%	Current workloads within the Licensing Section have continued to increase, both in terms of volume and complexity. The ability of the Section to maintain target performance for 2010/11 will therefore be sufficiently challenging, whilst remaining realistic.
LPI 04	<i>Rent collected as a proportion of rents owed on housing revenue account dwellings. This indicator is a measure of a local authority's rent collection and arrears recovery service (HIGH).</i>	Director of Housing	98.81%	99.24%	98.80%	97.2%	97.00%	Following a change in the law relating to 'tolerated trespassers', resulting in tenants with court orders now having to be considered as current tenants (whereas in the past they could be considered as former tenants), the rent collection figure will not be as high as in previous years. The proposed target for 2010/11 has been set by reference to the Quarter 3 position for 2009/10.
LPI 05	<i>Average number of days to re-let Council dwellings. This indicator measures the Council's housing management performance, as it is important that property re-let times are kept to a minimum in view of current pressures on social housing (LOW).</i>	Director of Housing	49.00	50.00	40.00	30.00	30.00	Current performance is on target for 2009/10. The proposed improvement in the target for 2010/11 is based on the out-turn figure for Quarter 3 of the current year.
LPI 07	<i>Emergency repairs undertaken within target time (within 24 hours). This indicator is a measure of housing management performance, as it is incumbent upon the Council as landlord to ensure the upkeep of its dwellings and that repairs are completed on time (HIGH).</i>	Director of Housing	99.00%	99.00%	99.00%	98.07%	99.00%	It is proposed to retain the current target for this indicator for 2010/11.

Ref.	Summary Definition and Direction of Improving Performance (HIGH/LOW)	Responsibility	Target 2008/09	Outturn 2008/09	Target 2009/10	Quarter 3 Performance 2009/10	Proposed Target 2010/11	Comments/Justification for Proposed Target for 2010/11
LPI 08	<i>Urgent repairs undertaken within target time (within 5 working days).</i> This indicator is a measure of housing management performance, as it is incumbent upon the Council as landlord to ensure the upkeep of its dwellings and that repairs are completed on time (HIGH).	Director of Housing	95.00%	86.00%	95.00%	93.66%	95.00%	Proposed retention of the current target. It is suggested that the target be reviewed for 2011/12, following the appointment of a private Repairs Management Contractor.
LPI 09	<i>Routine repairs undertaken within target time (within 6 weeks).</i> This indicator is a measure of housing management performance, as it is incumbent upon the Council as landlord to ensure the upkeep of its dwellings and that repairs are completed on time (HIGH).	Director of Housing	95.00%	86.00%	90.00%	96.70%	95.00%	Proposed improvement in the target, to recognise the improvement in response times during 2009/10
LPI 10	<i>Satisfaction with repairs.</i> This indicator is a measure of housing management performance, as it is incumbent upon the Council as landlord to ensure the upkeep of its dwellings and that repairs are completed on time and to the satisfaction of tenants (HIGH).	Director of Housing	98.00%	98.00%	98.00%	98.53%	98.00%	It is proposed to retain the current target for this indicator for 2010/11.
LPI 13	<i>Percentage of invoices paid within 30 days of receipt.</i> This indicator encourages the prompt payment of undisputed invoices for commercial goods and services (HIGH).	Director of Finance and ICT	97.00%	97.17%	97.00%	98.00%	98.00%	The proposed target for 2010/11 for this indicator is considered to be the highest sustainable, without compromising the accuracy of payments and the effectiveness of checking processes.
LPI 14	<i>Percentage of Council Tax collected.</i> This indicator monitors the rate of collection of Council Tax (HIGH).	Director of Finance and ICT	98.50%	97.60%	98.00%	77.72%	97.80%	A slightly lower target is proposed for this indicator for 2010/11, given the ongoing economic situation and the increasing number of residents experiencing financial difficulties.
LPI 15	<i>Percentage of non-domestic rates collected.</i> This indicator monitors the rate of collection of NINDR (HIGH).	Director of Finance and ICT	99.30%	97.58%	98.20%	81.50%	98.00%	A slightly lower target is proposed for this indicator for 2010/11, given the ongoing economic situation and the increasing number of residents experiencing financial difficulties.
LPI 16	<i>Average time (days) for processing new benefit claims.</i> This indicator monitors the administration of Housing and Council Tax Benefit (LOW).	Director of Finance and ICT	30.00	47.12	25.00	34.81	25.00	It is hoped that the effects of the restructure of the Benefits Division and a reduction in staff turnover, will allow an improvement in performance for 2010/11.
LPI 17	<i>Average time (days) for processing notification of changes of circumstance for benefit claims.</i> This indicator monitors the administration of Housing and Council Tax Benefit (LOW).	Director of Finance and ICT	11.00	6.05	10.00	8.49	8.00	It is hoped that the effects of the restructure of the Benefits Division and a reduction in staff turnover, will allow an improvement in performance for 2010/11.
LPI 23	<i>Capital Projects 'Cost'.</i> This indicator is intended to measure the delivery of capital projects, and seeks to ensure that for 90% of projects, final costs are within 10% (+/-) of the current budget for the project (HIGH).	Director of Finance and ICT	N/A	N/A	N/A	N/A	90.00%	A revised version of this indicator for 2010/11 was agreed by the Finance and Performance Management Scrutiny Panel at its meeting in February 2010.

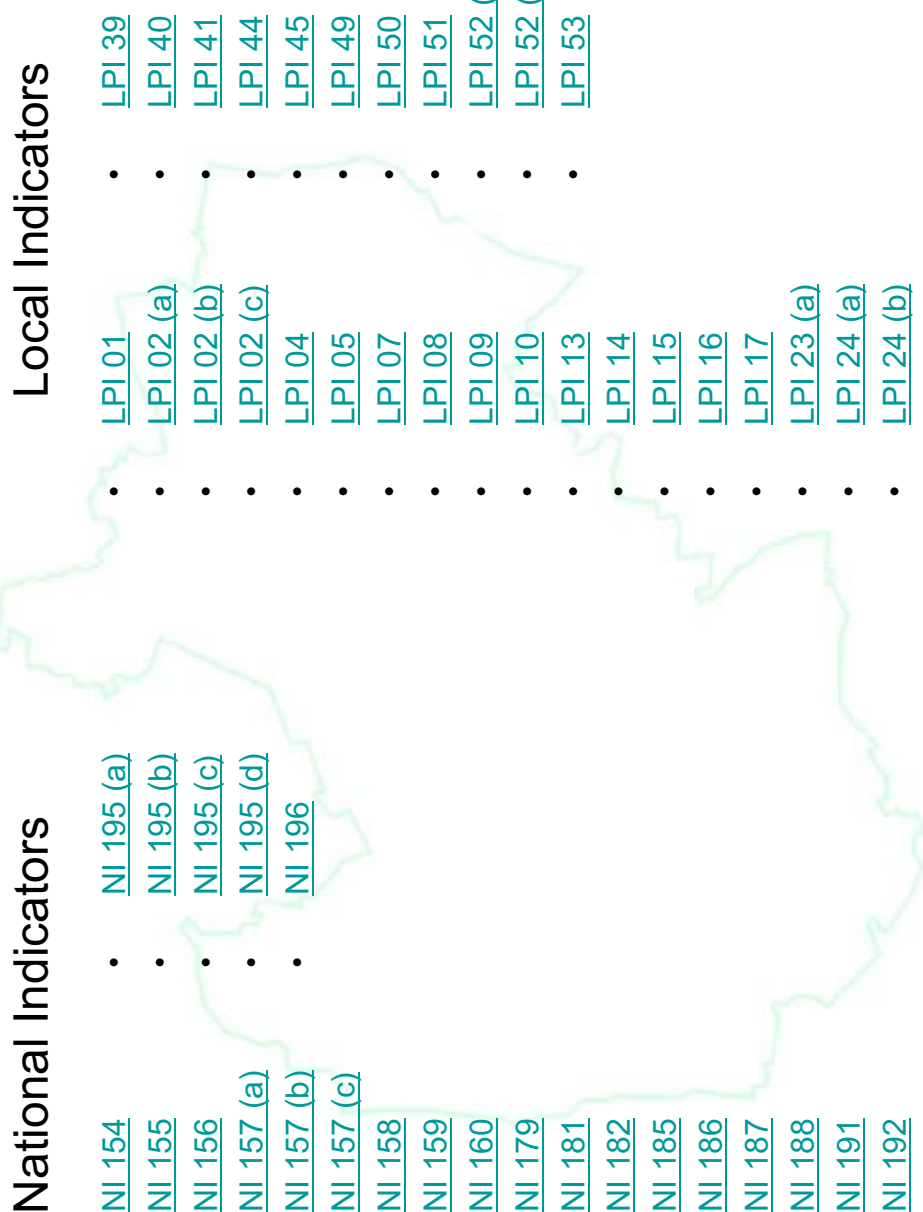
Ref.	Summary Definition and Direction of Improving Performance (HIGH/LOW)	Responsibility	Target 2008/09	Outturn 2008/09	Target 2009/10	Quarter 3 Performance 2009/10	Proposed Target 2010/11	Comments/Justification for Proposed Target for 2010/11
LPI 24(a)	<i>The number of visits to the Council's website. This indicator measures the number of visits to the Council's website (HIGH).</i>	Deputy Chief Executive	815,000.00	733,551.00	756,000.00	641,849.00	870,000.00	The accumulated total website visits for the period from 1 April to 31 December 2009 was 641,849, maintaining an average of 210,000 visits per quarter. Based on this pattern of visits, it is estimated that the outturn for 2009/10 will be 850,000 website visits. At this rate of increase, it is appropriate to set a target of 870,000 website visits for 2010/11.
LPI 24(b)	<i>The quality of the Council's website. This indicator assesses the quality of the Council's website, using a national standard developed by the Society of Information Technology Management. Performance against this indicator is reported on the basis of three grades (Grade 1 - Standard, Grade 2 - Transactional, Grade 3 - Excellent) (HIGH).</i>	Deputy Chief Executive	New indicator for 2009/10	New indicator for 2009/10	Grade 2	Reported at year-end	Grade 3	It is hoped that the Council's website will achieve Grade 2 (Transactional) of the SOC/ITM standard for 2009/10, and that this position can be consolidated by the achievement of Grade 3 in 2010/11.
LPI 28	<i>Number of working days lost due to sickness absence. This indicator monitors the level of staff sickness absence across the authority, and supports the implementation of the Council's Managing Absence Policy (LOW).</i>	Director of Corporate Support Services	8.00	10.50	8.00	6.19	8.00	The Council's Managing Absence Policy sets eight days as the trigger level for management action. It is therefore reasonable that the target for this indicator should continue to reflect this trigger level.
LPI 39	<i>Rent arrears as a percentage of rental income (excluding housing property). This indicator is a measure of a local authority's rent collection and arrears recovery service for its property portfolio (LOW).</i>	Director of Corporate Support Services	3.50%	3.81%	3.00%	Reported at year-end	3.00%	The proposed target for 2010/11 has been set without knowledge of the final outturn for 2009/10. Therefore some adjustment may be necessary when the outturn for the year is known. However it would seem unrealistic to set a lower target for 2010/11, given the current economic climate.
LPI 40	<i>The occupation rate of commercial and industrial property. This indicator monitors the effectiveness of the local authority's asset management function (HIGH).</i>	Director of Corporate Support Services	97.00%	98.64%	99.00%	Reported at year-end	99.00%	The target for 2010/11 has been set without knowledge of the final outturn for 2009/10. Therefore some adjustment may be necessary when the outturn for the year is known. It is unlikely that a 100% occupation rate could be maintained on a sustained basis, as there is always an element of turnover given the size of the portfolio.
LPI 41	<i>Rental value as a percentage yield of the commercial and industrial portfolio asset value. This indicator monitors the effectiveness of the local authority's asset management function (HIGH).</i>	Director of Corporate Support Services	9.50%	7.70%	8.00%	Reported at year-end	9.00%	The target for 2010/11 has been set without knowledge of the final outturn for 2009/10. Therefore some adjustment may be necessary when the outturn for the year is known. It is considered that this indicator is of limited value, as the percentage yield is subject to more than variable, i.e. rental income and capital value. A change in capital value downwards will result in a higher percentage yield even if the rental income remains approximately the same. The opposite would apply if there was an increase in capital value, i.e. the percentage yield would go down. 2009/10 saw a 10.2% reduction in capital value following the latest asset valuation.
LPI 44	<i>Achievement of milestones within Local Development Scheme. This indicator ensures that local planning authorities plan effectively for their areas (N/A).</i>	Director of Planning and Economic Development	Yes	No	Yes	No	Yes	The development of the Local Development Framework (LDF) has been delayed for several reasons, including the delayed adoption of the East of England Plan and the legal challenges thereto, and the direction placed on the Council in relation to the production of a Development Plan Document concerning gypsies and travellers, which has necessarily had to take priority. It is intended that the LDF will be in place by the middle of 2010/11, when appropriate milestones will be developed. The LDF is intended to be a rolling three year programme, and it is therefore considered appropriate to monitor performance against this indicator on an annual rather than quarterly basis in future.

Ref:	Summary Definition and Direction of Improving Performance (HIGH/LOW)	Responsibility	Target 2008/09	Outturn 2008/09	Target 2009/10	Quarter 3 Performance 2009/10	Proposed Target 2010/11	Comments/Justification for Proposed Target for 2010/11
LPI 45	<i>Number of appeals allowed against refusal of planning applications, as percentage of the total number of appeals against refusals. This indicator seeks to assess the levels of applications that may be refused in order to meet development control performance targets (LOW).</i>	Director of Planning and Economic Development	25.00%	40.30%	25.00%	32.00%	To be set in June 2010 (see comment)	More caution is needed in deciding whether there is a likelihood of the Council's refusal of a planning application being upheld on appeal. The Planning Inspectorate appears to be allowing more appeals and are not sympathetic to reasons that are assumptions without evidence in support, or reasons relying too much on detail, such as design aspects. The Finance and Performance Management Scrutiny Panel has previously agreed that the identification of a target for this indicator for 2010/11 should await further consideration of delegated authority arrangements by the Planning Services Scrutiny Panel in June 2010.
LPI 49	<i>Number of pupils visiting museums and galleries in organised school groups. This indicator encourages local authorities to make museums more attractive to local communities and to maximise their educational value (HIGH).</i>	Deputy Chief Executive	4,100.00	3,989.00	4,100.00	3,666.00	4,200.00	Formal education sessions are provided to schools by the Museum education officer. This officer also provides sessions and work programmes for other target audience groups and is currently working to capacity, educational usage to the service has been recognised already as achieving top quartile results. Future growth in this area is tied to resources and linked to Museum plans to increase space and resources within the Museum buildings to support educational visits.
LPI 50	<i>The number of elderly people participating in physical activity programmes provided by the Council. This indicator monitors the Council's contribution towards meeting the health and well-being needs of the ageing population.</i>	Deputy Chief Executive	New indicator for 2009/10	New indicator for 2009/10	900.00	4,978.00	14,000.00	Performance against this indicator has increased due to the figure including participation in the Active Health, New Horizons and Lifewalks Programmes. The Sports and Health Development Team will increase the number of opportunities available to older people, and there is therefore an anticipated increase in the indicator. The target for 2010/11 has been significantly increased from that for 2009/10.
LPI 51	<i>Environment and Neighbourhoods Team service standards. Dealing with 'enviro-crime' is a key element of the 'Safer, Cleaner, Greener' initiative, and this indicator measures the percentage of issues raised and complaints received by the Environment and Neighbourhoods Team that are responded to within three working days (HIGH).</i>	Director of Environment and Street Scene	New indicator for 2009/10	New indicator for 2009/10	90.00%	95.60%	95.00%	This is a new indicator for 2009/10, and a modest increase in the target is proposed for 2010/11, based on current performance.
LPI 52(a)	<i>Implementation of formal containerised recycling facilities in flats and communal buildings (Percentage of flats and communal buildings surveyed). This indicator reports the percentage of flats and communal buildings that have been surveyed for the provision of containerised recycling facilities for at least two recyclable materials (HIGH).</i>	Director of Environment and Street Scene	New indicator for 2009/10	New indicator for 2009/10	75.00%	60.84%	95.00%	The proposed target for 2010/11 is predicated on all existing flats and communal buildings being surveyed, in addition to all new developments having adequate facilities provided as part of the development control/planning process.
LPI 52(b)	<i>Implementation of formal containerised recycling facilities in flats and communal buildings (Percentage of schemes implemented). This indicator reports the percentage of flats and communal buildings where containerised recycling facilities for at least two recyclable materials have been implemented (HIGH).</i>	Director of Environment and Street Scene	New indicator for 2009/10	New indicator for 2009/10	85.00%	100.00%	100.00%	The proposed target for 2010/11 is predicated on all existing flats and communal buildings having been surveyed and systems implemented, in addition to all new developments having adequate facilities provided as part of the development control/planning process.
LPI 53	<i>The number of completed fraud investigations carried out by the Benefits Investigation Team. This indicator monitors the effectiveness of the Benefit Fraud Team (HIGH).</i>	Director of Finance and ICT	New indicator for 2009/10	New indicator for 2009/10	500.00	243.00	500.00	The achievement of this target for 2010/11 is dependant on the filling of current vacancies in the Benefits Interventions and Investigations Section.

Key Performance Indicators



Key Performance Indicators

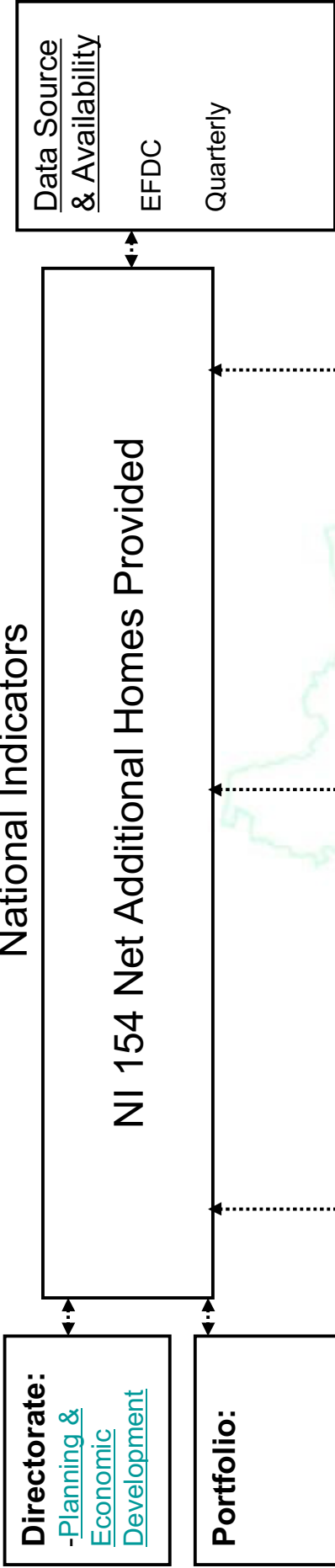


National Indicators	Local Indicators
• <u>NI 154</u>	• <u>LPI 01</u>
• <u>NI 155</u>	• <u>LPI 02 (a)</u>
• <u>NI 156</u>	• <u>LPI 02 (b)</u>
• <u>NI 157 (a)</u>	• <u>LPI 02 (c)</u>
• <u>NI 157 (b)</u>	• <u>LPI 04</u>
• <u>NI 157 (c)</u>	• <u>LPI 05</u>
• <u>NI 158</u>	• <u>LPI 07</u>
• <u>NI 159</u>	• <u>LPI 08</u>
• <u>NI 160</u>	• <u>LPI 09</u>
• <u>NI 179</u>	• <u>LPI 10</u>
• <u>NI 181</u>	• <u>LPI 13</u>
• <u>NI 182</u>	• <u>LPI 14</u>
• <u>NI 185</u>	• <u>LPI 15</u>
• <u>NI 186</u>	• <u>LPI 16</u>
• <u>NI 187</u>	• <u>LPI 17</u>
• <u>NI 188</u>	• <u>LPI 23 (a)</u>
• <u>NI 191</u>	• <u>LPI 24 (a)</u>
• <u>NI 192</u>	• <u>LPI 24 (b)</u>
• <u>NI 194</u>	• <u>LPI 28</u>
	• <u>LPI 39</u>
	• <u>LPI 40</u>
	• <u>LPI 41</u>
	• <u>LPI 44</u>
	• <u>LPI 45</u>
	• <u>LPI 49</u>
	• <u>LPI 50</u>
	• <u>LPI 51</u>
	• <u>LPI 52 (a)</u>
	• <u>LPI 52 (b)</u>
	• <u>LPI 53</u>

National Indicator Mapping



National Indicators



Sustainable Community Strategy Key Objectives

- [SCS Objective 6 – Produce Long Term Economic Dev Strategy](#)
- [SCS Objective 7 – Support the provision of affordable & environmentally friendly housing](#)

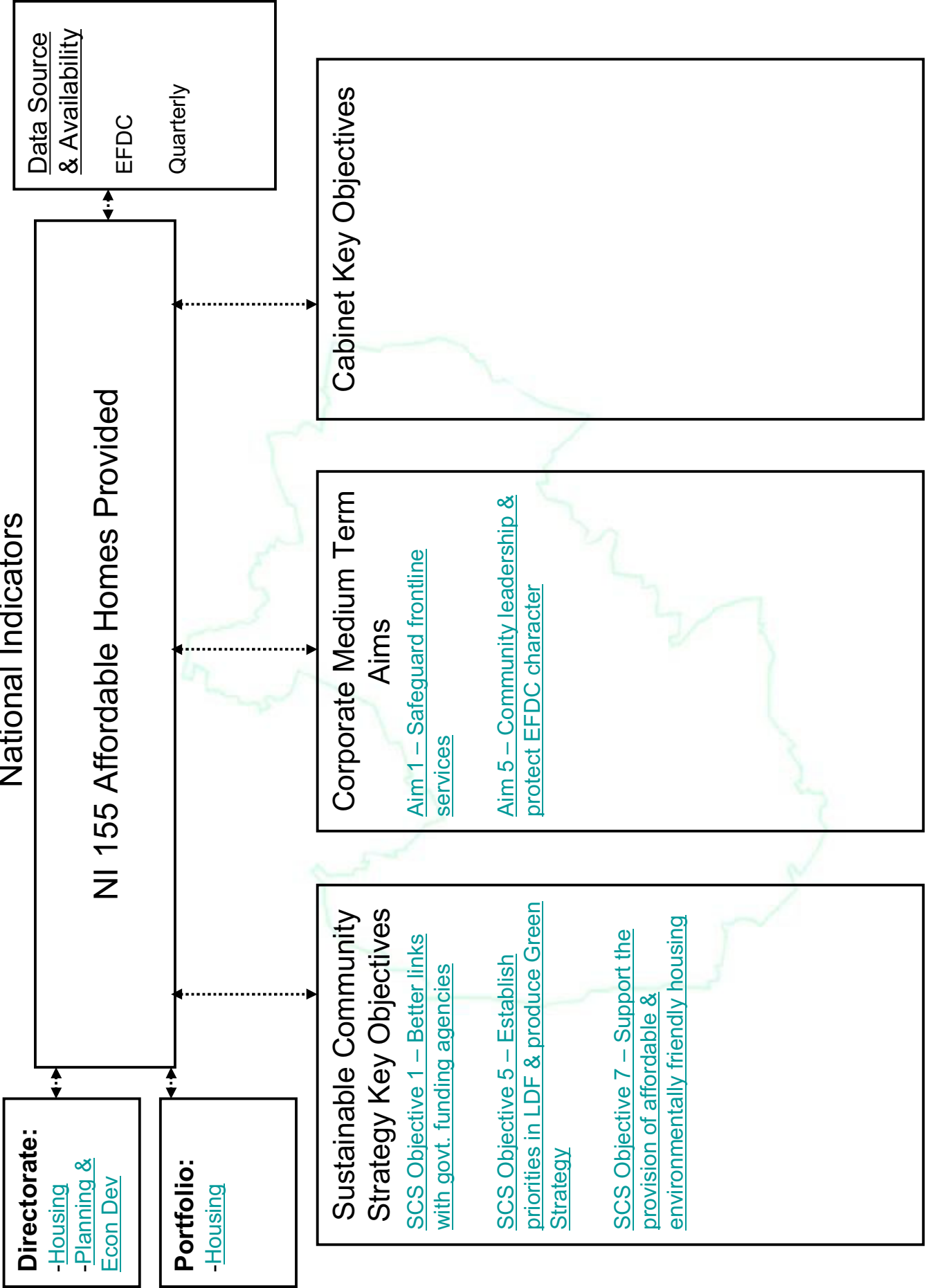
Corporate Medium Term Aims

- [Aim 1 – Safeguard frontline services](#)
- [Aim 3 – Innovation & top performance](#)
- [Aim 5 – Community leadership & protect EFDC character](#)

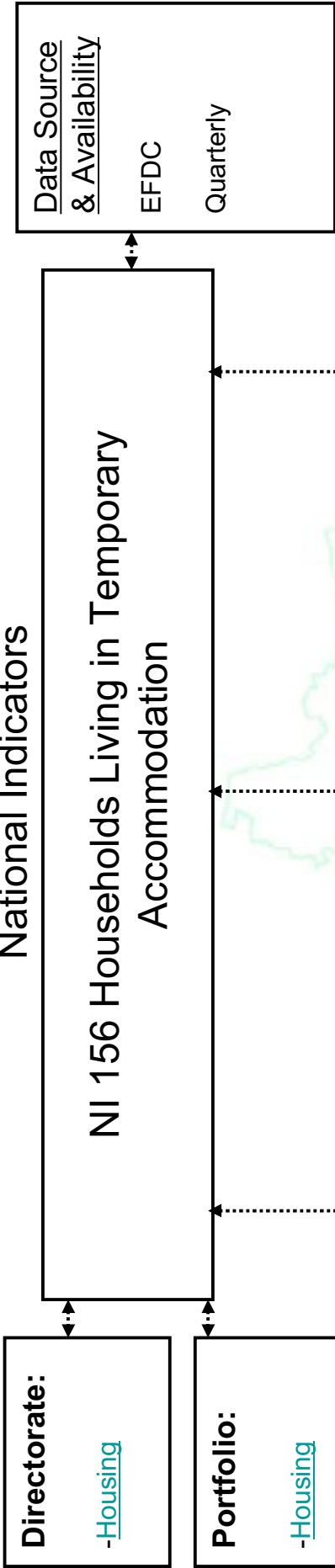
Cabinet Key Objectives

- [Objective 4 – Additional Affordable Housing](#)
- [Objective 5 – Mitigate Economic Conditions](#)

National Indicators



National Indicators



Directorate:

[-Housing](#)

Portfolio:

[-Housing](#)

Data Source & Availability

EFDC

Quarterly

NI 156 Households Living in Temporary Accommodation

Sustainable Community Strategy Key Objectives

[SCS Objective 7 – Support the provision of affordable & environmentally friendly housing](#)

[SCS Objective 8 – Prioritise interventions to reduce the gap in health inequality](#)

[SCS Objective 11 – Challenge arrangements for safeguarding vulnerable young people](#)

Corporate Medium Term Aims

[Aim 1 – Safeguard frontline services](#)

Cabinet Key Objectives

[Objective 2 – Performance Improvement](#)

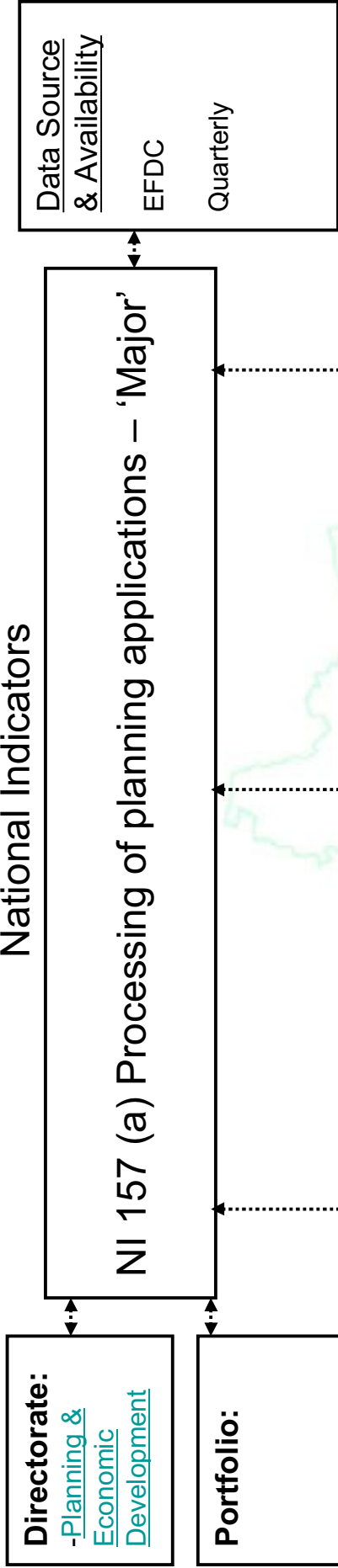
[Objective 4 – Additional Affordable Housing](#)

[Objective 5 – Mitigate Economic Conditions](#)

[Objective 7 – Improve Benefits Service](#)

[Objective 8 – Safeguarding Local Children & Young People](#)

National Indicators



NI 157 (a) Processing of planning applications – ‘Major’

Sustainable Community Strategy Key Objectives

- [SCS Objective 5 – Establish priorities in LDF & produce Green Strategy](#)
- [SCS Objective 7 – Support the provision of affordable & environmentally friendly housing](#)

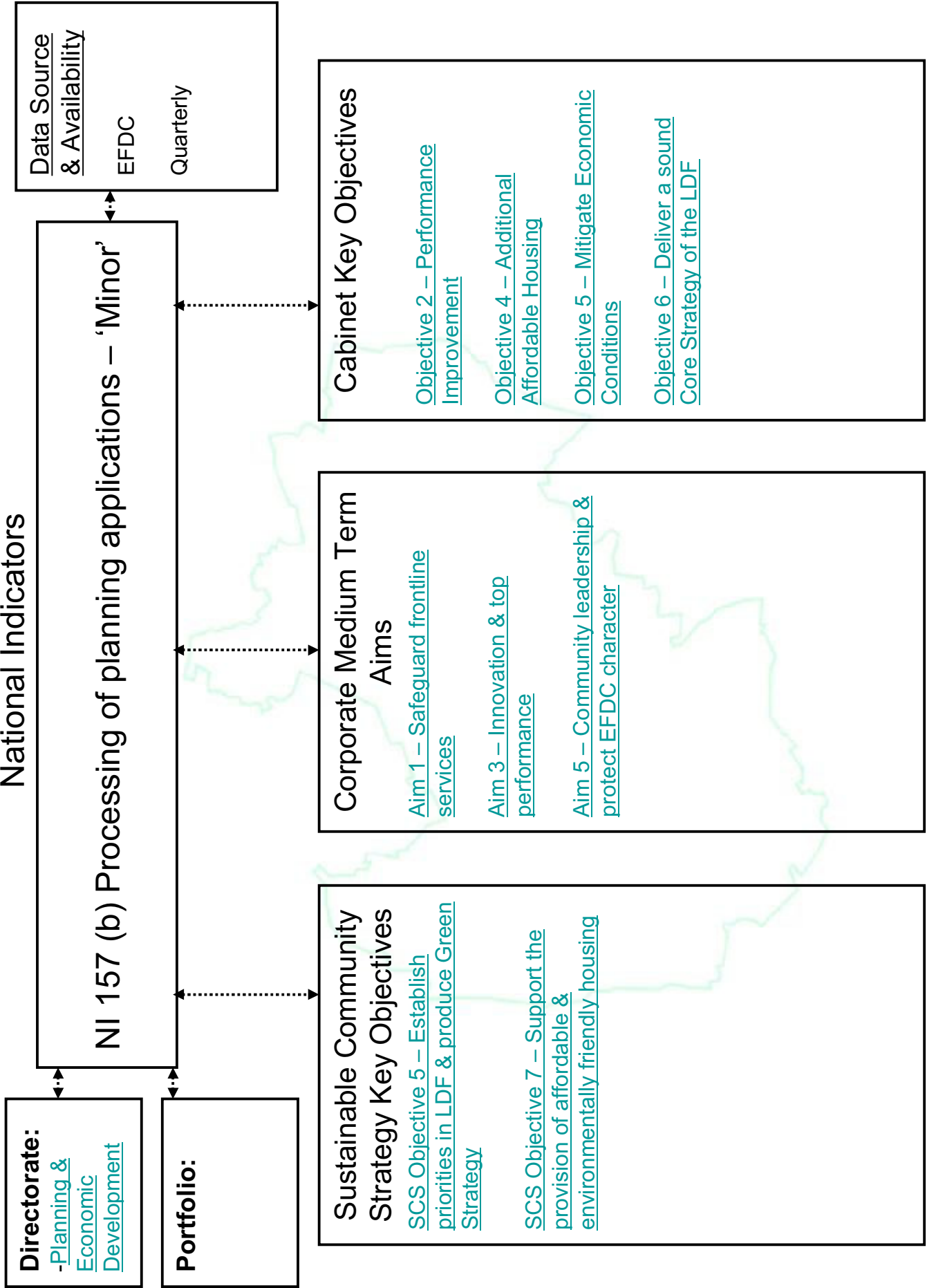
Corporate Medium Term Aims

- [Aim 1 – Safeguard frontline services](#)
- [Aim 3 – Innovation & top performance](#)
- [Aim 5 – Community leadership & protect EFDC character](#)

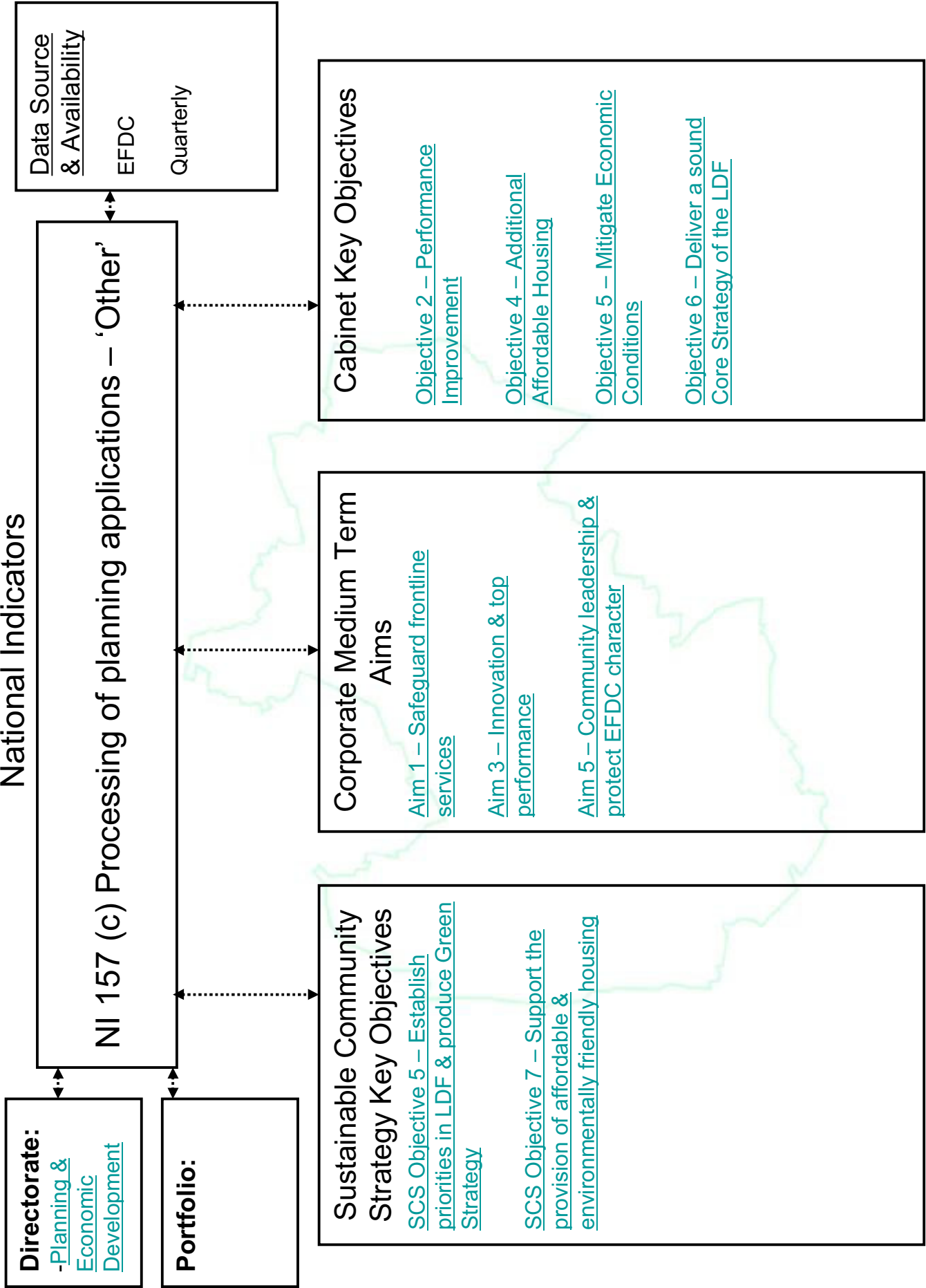
Cabinet Key Objectives

- [Objective 2 – Performance Improvement](#)
- [Objective 4 – Additional Affordable Housing](#)
- [Objective 5 – Mitigate Economic Conditions](#)
- [Objective 6 – Deliver a sound Core Strategy of the LDF](#)

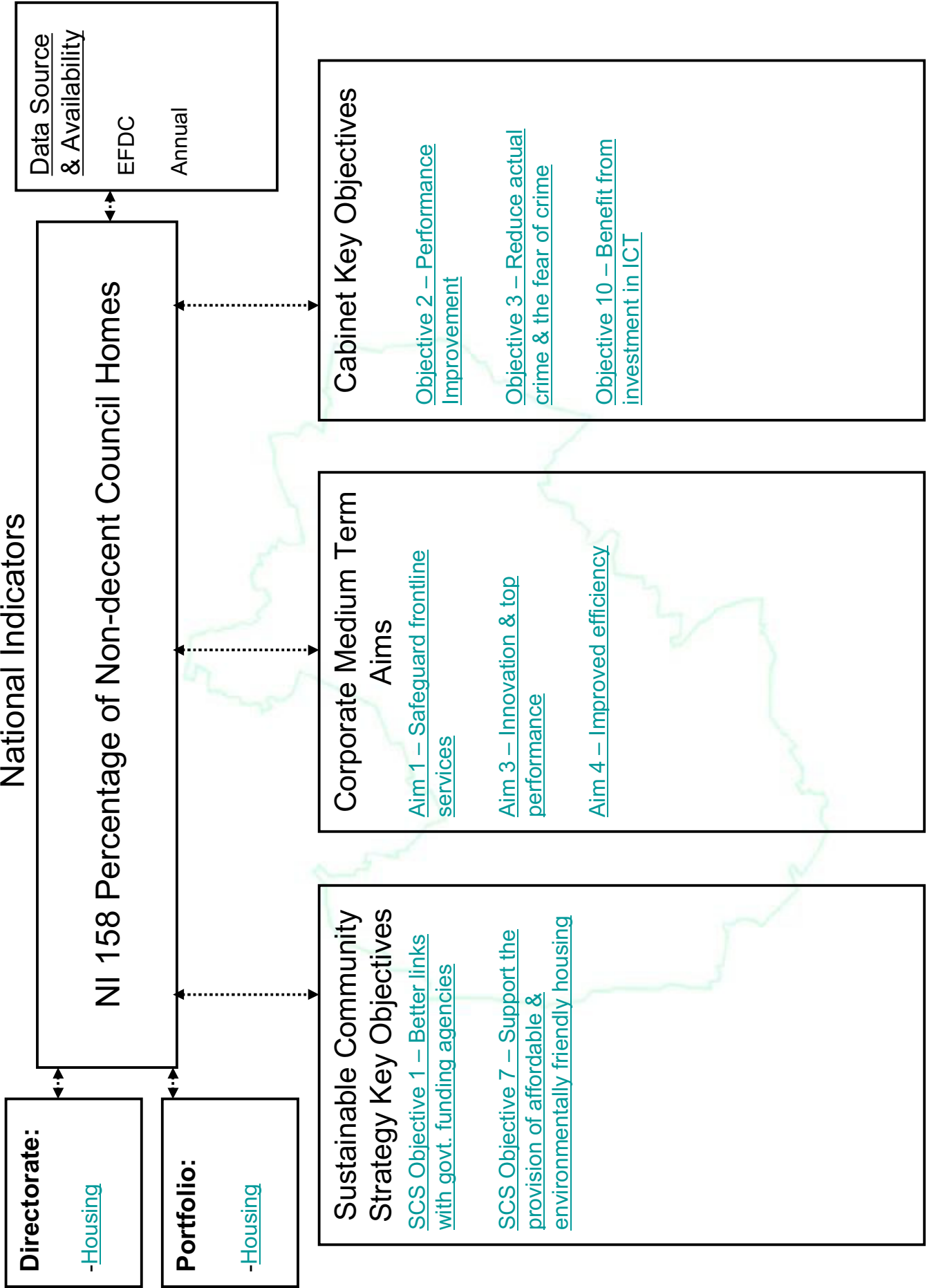
National Indicators



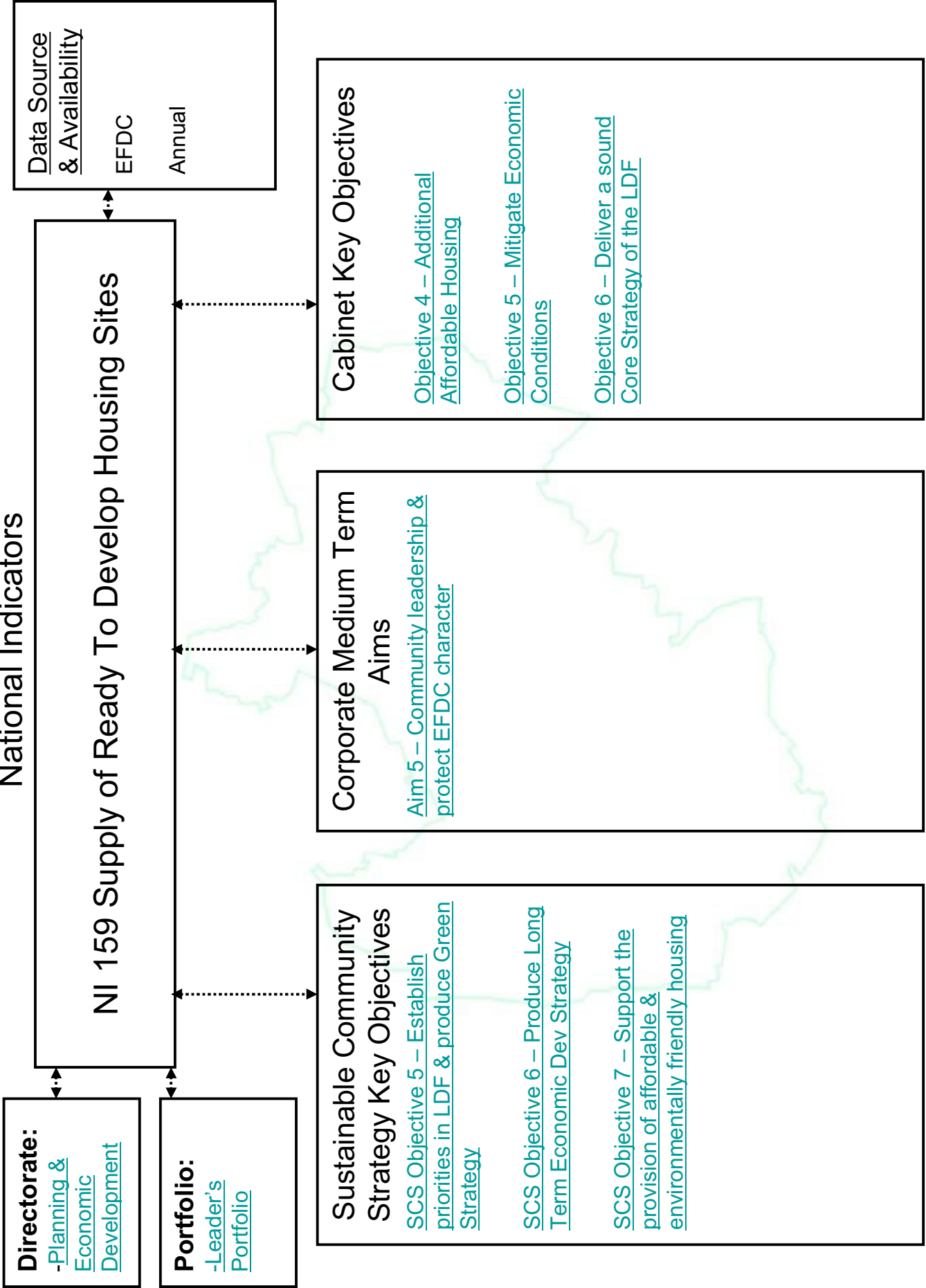
National Indicators

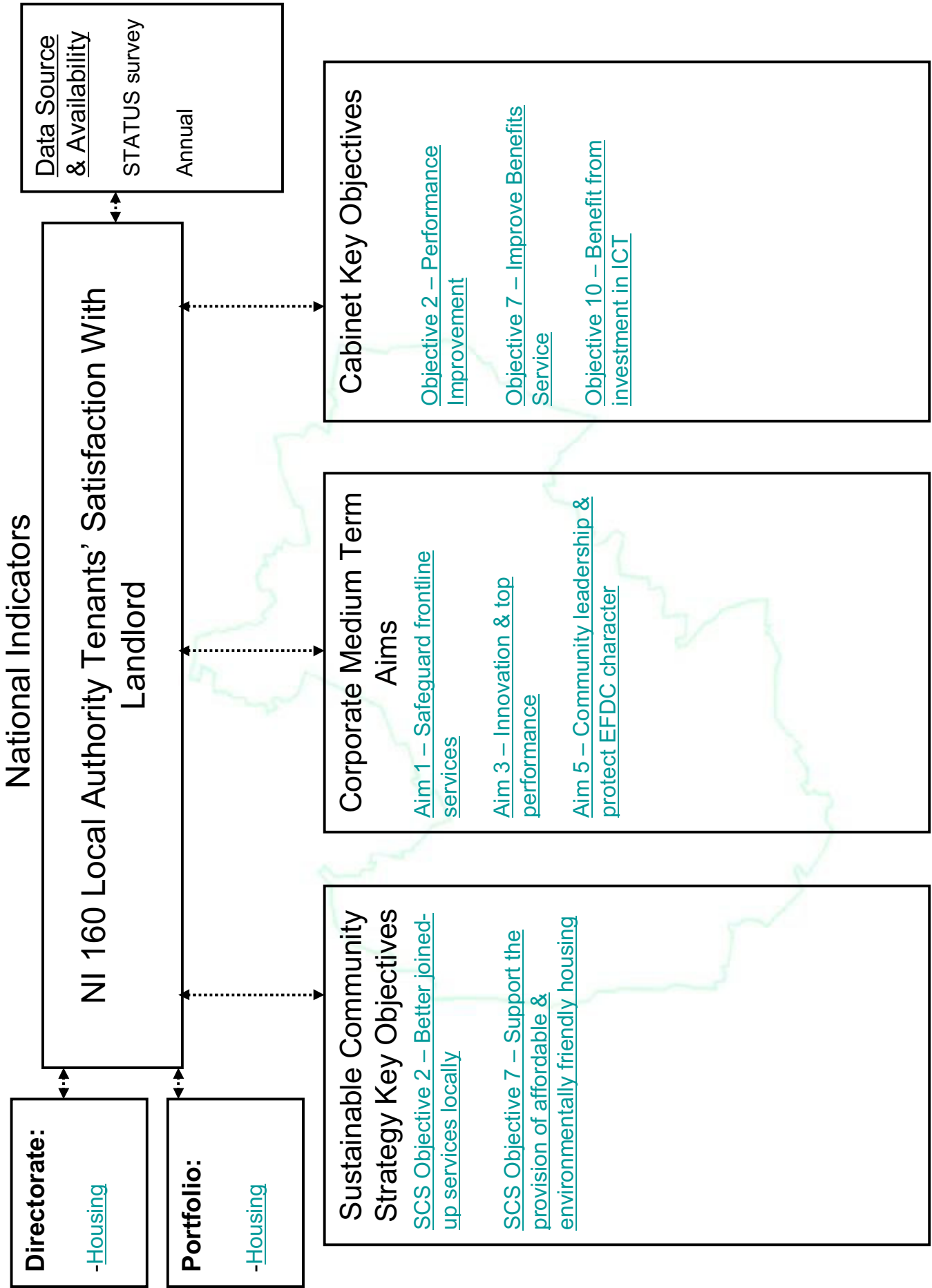


National Indicators



National Indicators





National Indicators

NI 179 Value For Money

Directorate:
- All EFDC

Portfolio:
- All EFDC

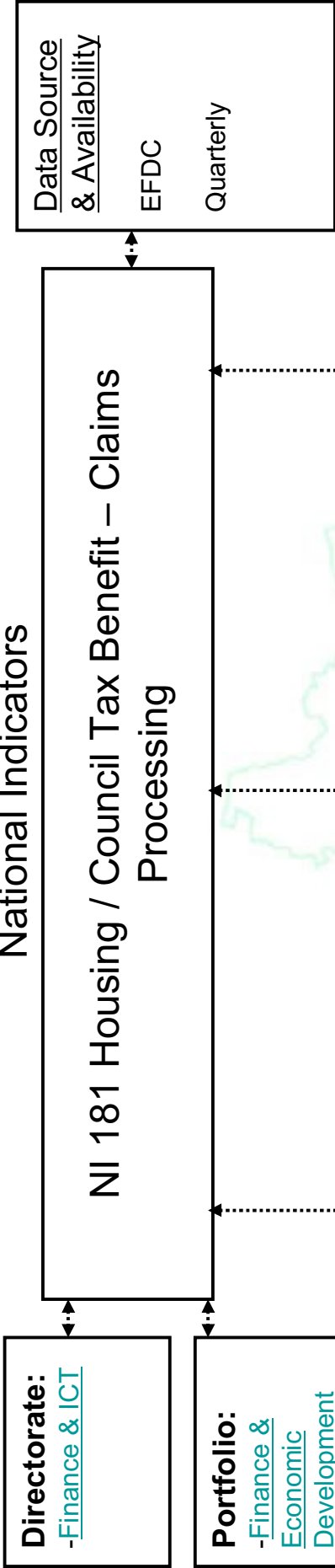
Data Source & Availability
EFDC
Annual

Sustainable Community Strategy Key Objectives
[SCS Objective 1 – Better links with govt. funding agencies](#)
[SCS Objective 2 – Better joined-up services locally](#)

Corporate Medium Term Aims
[Aim 1 – Safeguard frontline services](#)
[Aim 2 – Lowest Council Tax in Essex](#)
[Aim 3 – Innovation & top performance](#)
[Aim 4 – Improved efficiency](#)

Cabinet Key Objectives
[Objective 1 – Financial Position](#)
[Objective 2 – Performance Improvement](#)
[Objective 9 – Achieve Savings from MTFs](#)
[Objective 10 – Benefit from investment in ICT](#)
[Objective 12 – Commercial landholdings & value for money](#)

National Indicators



Cabinet Key Objectives

- [Objective 2 – Performance Improvement](#)
- [Objective 5 – Mitigate Economic Conditions](#)
- [Objective 7 – Improve Benefits Service](#)
- [Objective 10 – Benefit from investment in ICT](#)

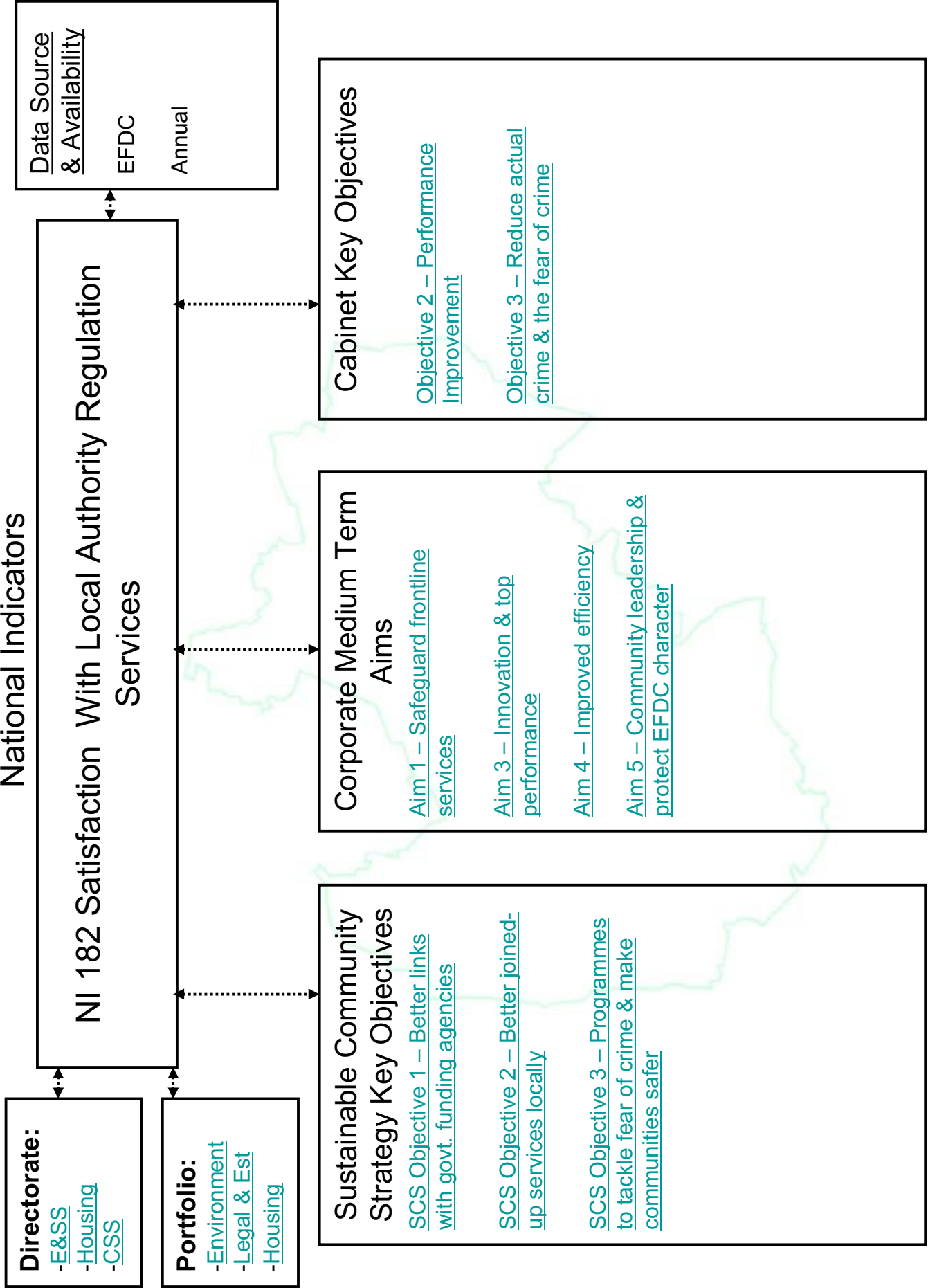
Corporate Medium Term Aims

- [Aim 1 – Safeguard frontline services](#)
- [Aim 3 – Innovation & top performance](#)

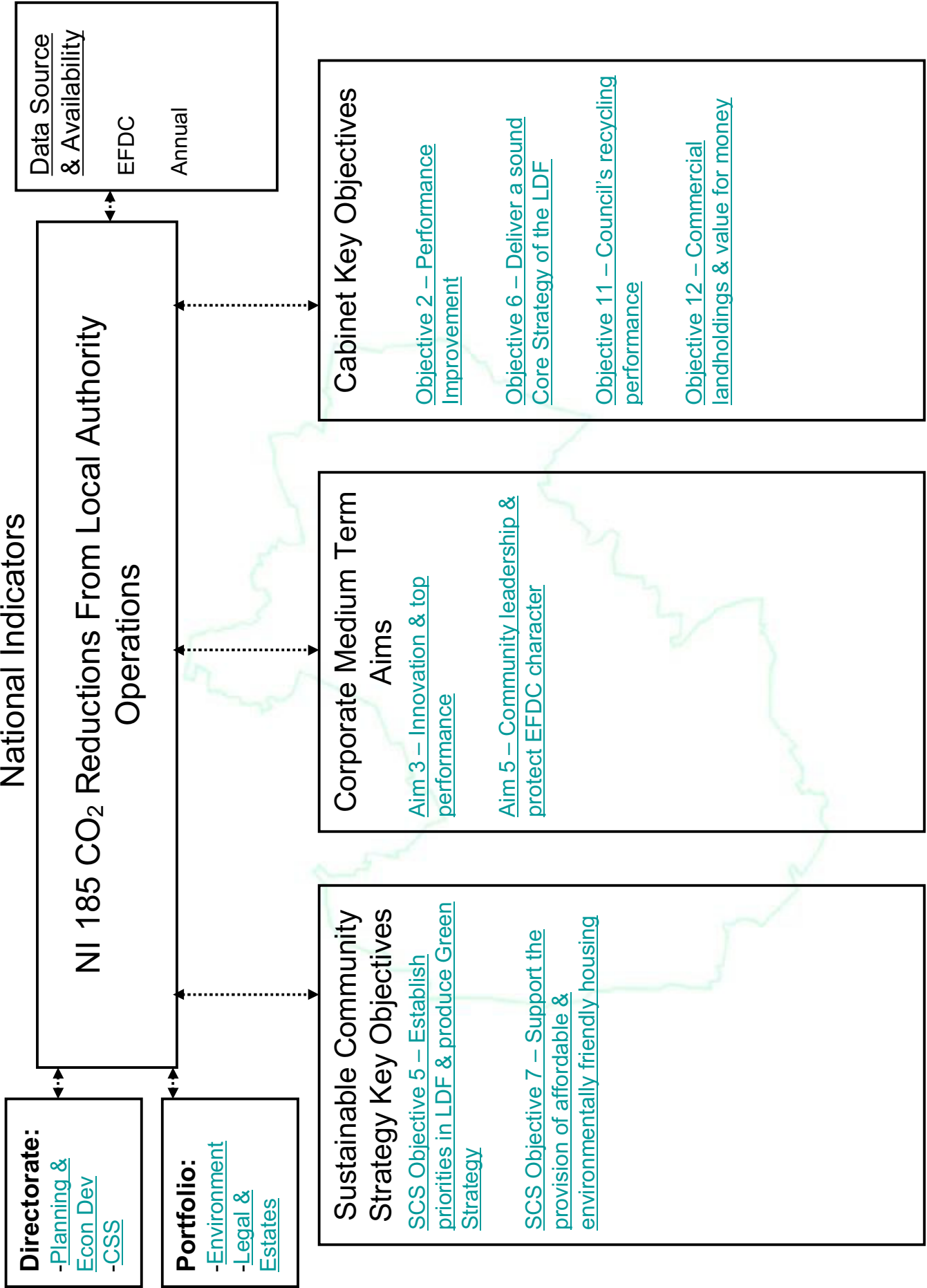
Sustainable Community Strategy Key Objectives

- [SCS Objective 2 – Better joined-up services locally](#)

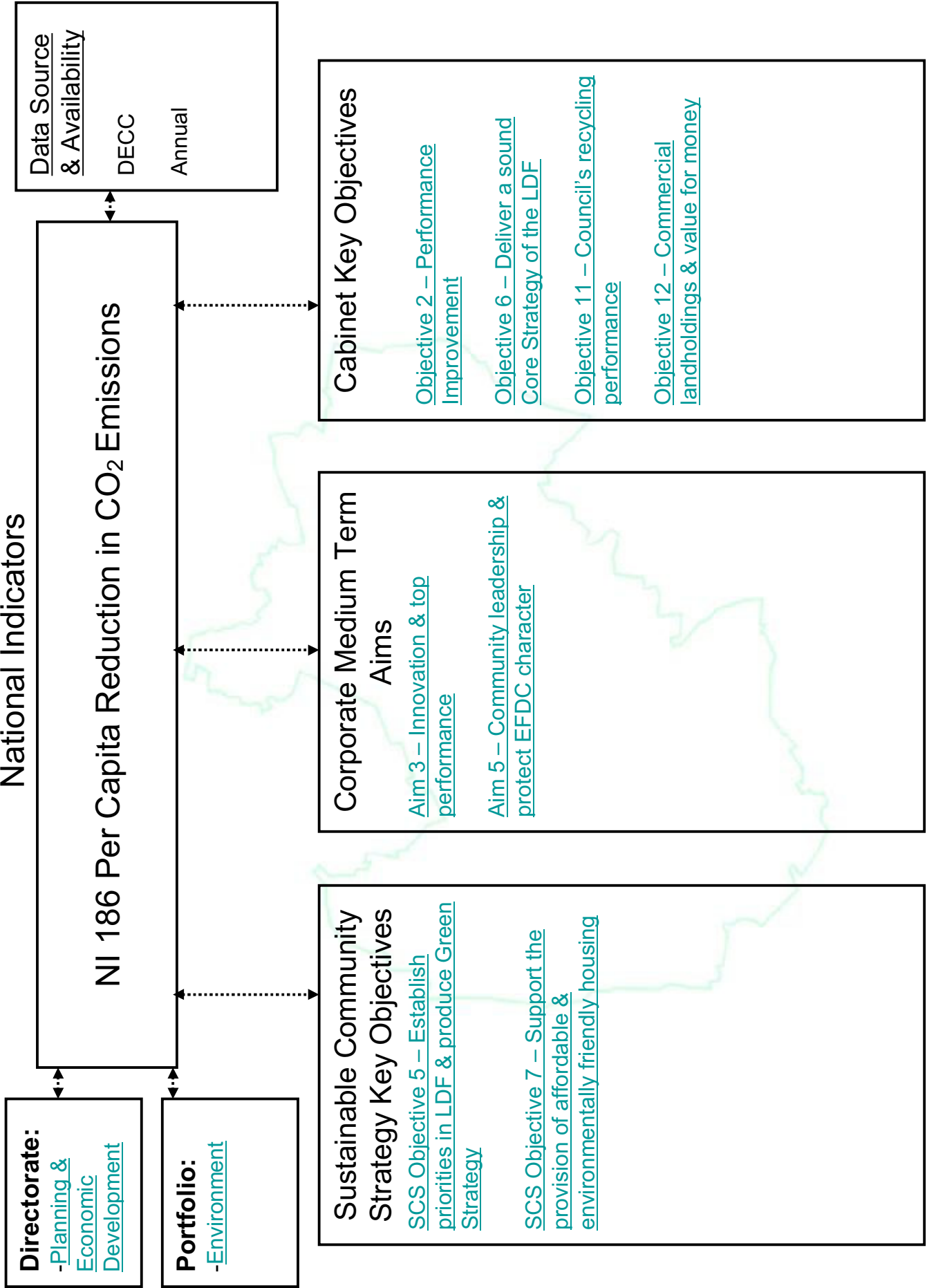
National Indicators



National Indicators

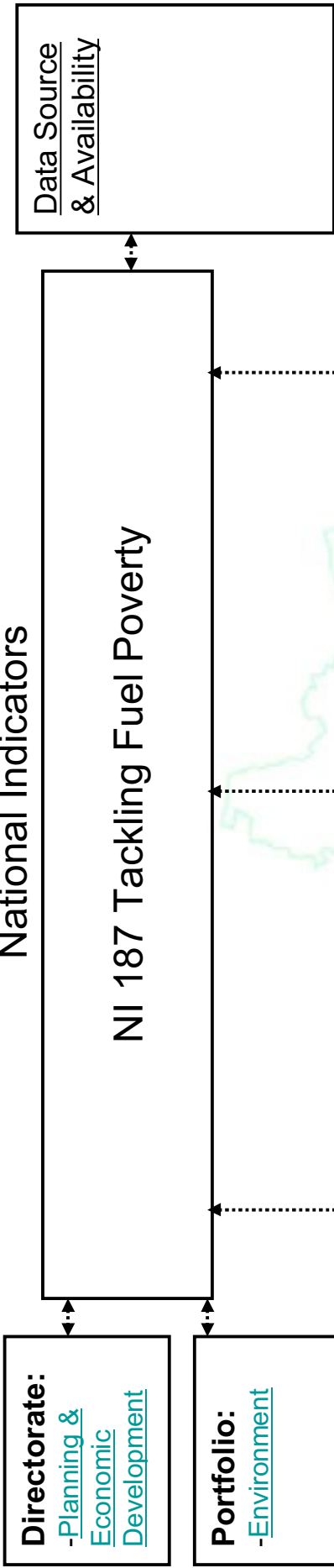


National Indicators



National Indicators

NI 187 Tackling Fuel Poverty



Directorate:
[-Planning & Economic Development](#)

Portfolio:
[-Environment](#)

[Data Source & Availability](#)

Sustainable Community Strategy Key Objectives

- [SCS Objective 5 – Establish priorities in LDF & produce Green Strategy](#)
- [SCS Objective 7 – Support the provision of affordable & environmentally friendly housing](#)
- [SCS Objective 8 – Prioritise interventions to reduce the gap in health inequality](#)
- [SCS Objective 11 – Challenge arrangements for safeguarding vulnerable young people](#)

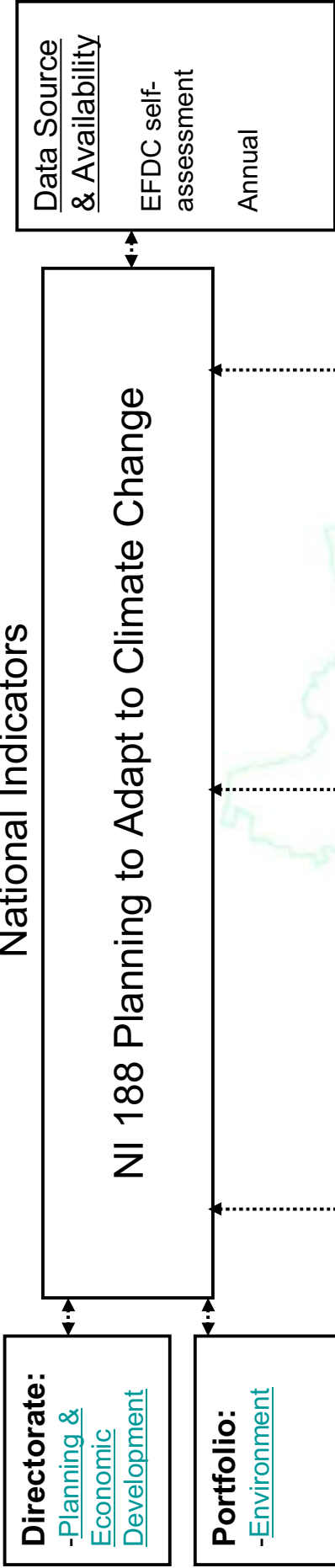
Corporate Medium Term Aims

- [Aim 1 – Safeguard frontline services](#)
- [Aim 3 – Innovation & top performance](#)
- [Aim 5 – Community leadership & protect EFDC character](#)

Cabinet Key Objectives

- [Objective 5 – Mitigate Economic Conditions](#)
- [Objective 8 – Safeguarding Local Children & Young People](#)

National Indicators



Cabinet Key Objectives

- [Objective 5 – Mitigate Economic Conditions](#)
- [Objective 6 – Deliver a sound Core Strategy of the LDF](#)
- [Objective 11 – Council’s recycling performance](#)
- [Objective 12 – Commercial landholdings & value for money](#)

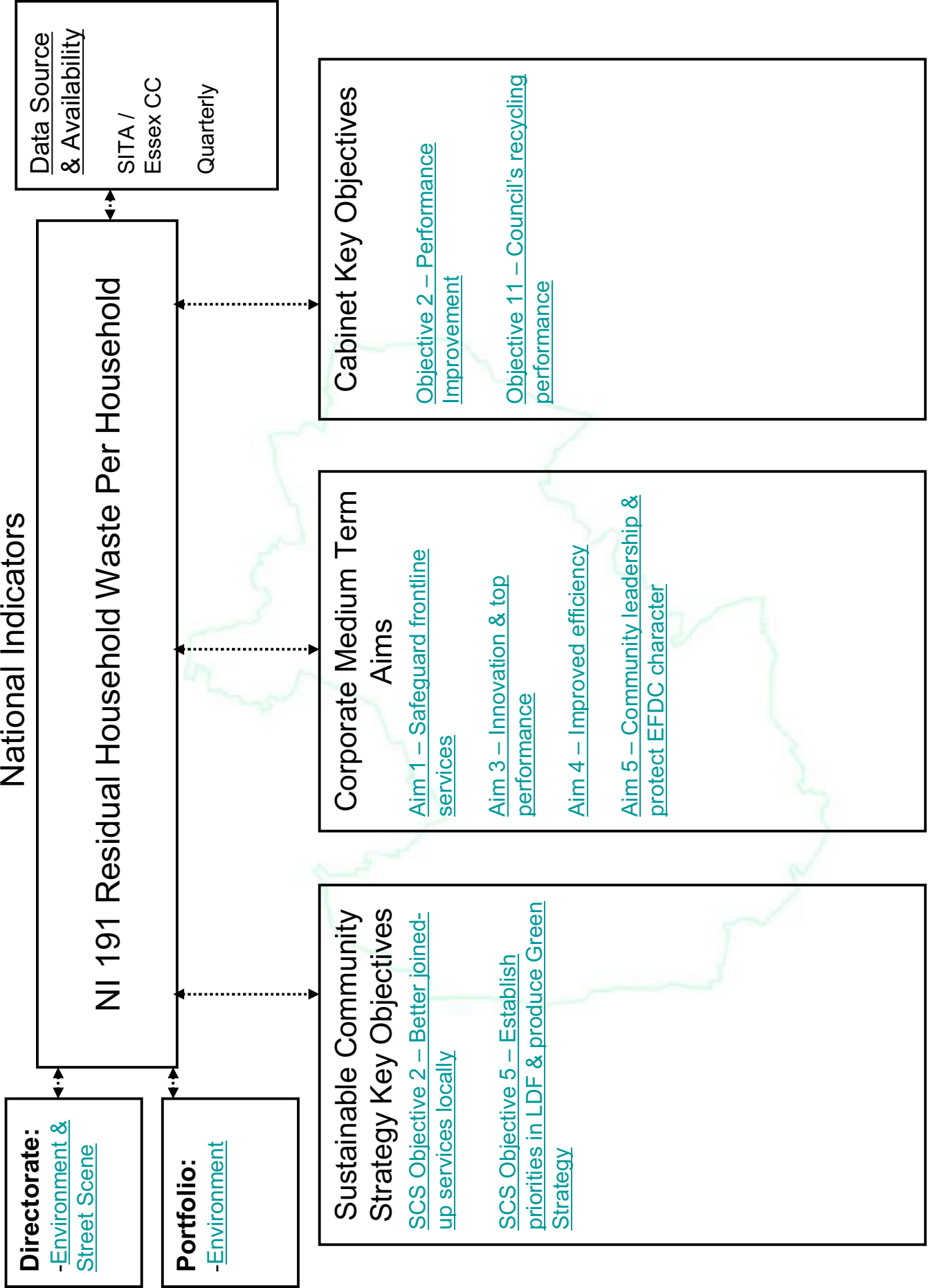
Corporate Medium Term Aims

- [Aim 1 – Safeguard frontline services](#)
- [Aim 3 – Innovation & top performance](#)
- [Aim 5 – Community leadership & protect EFDC character](#)

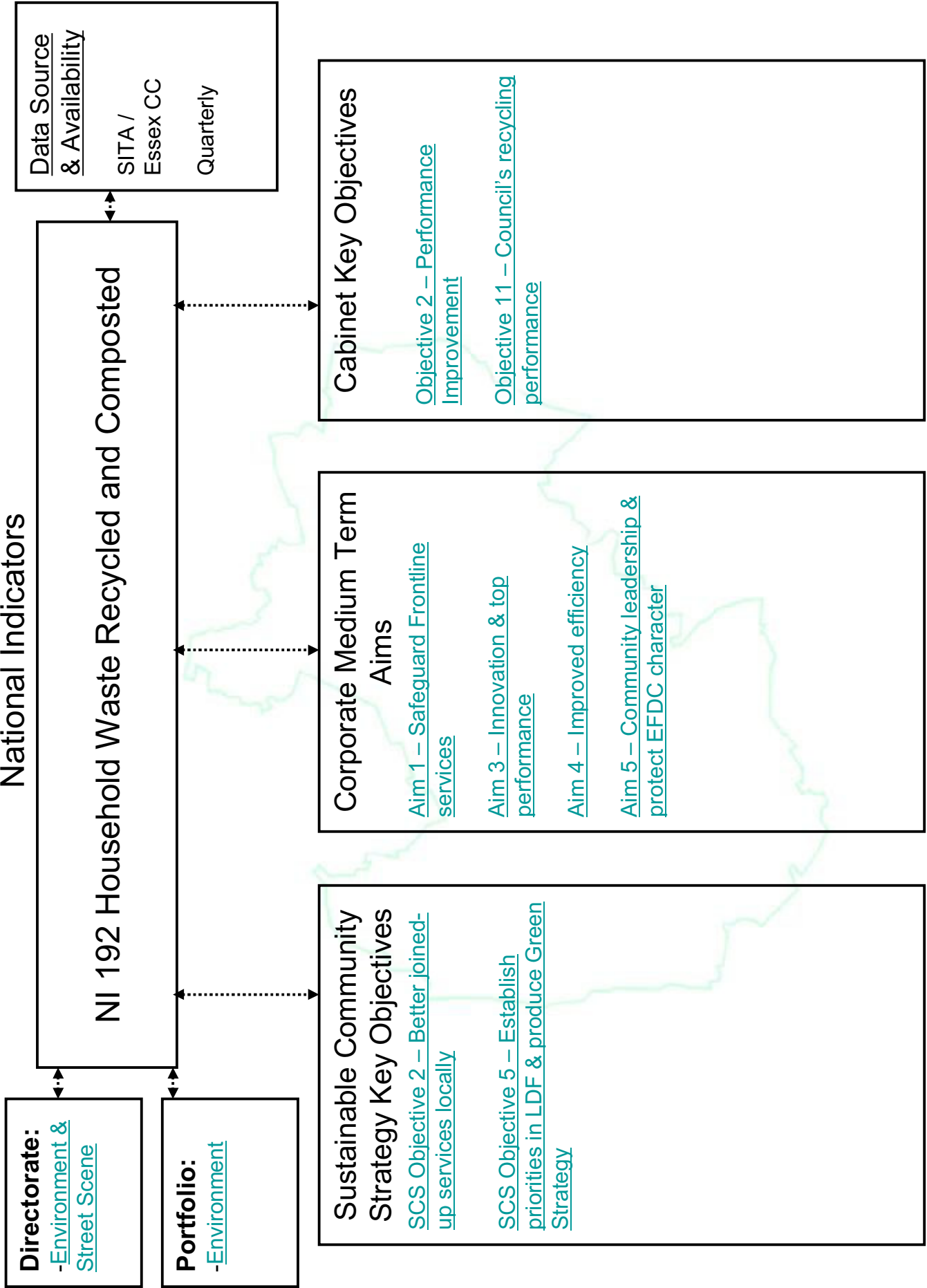
Sustainable Community Strategy Key Objectives

- [SCS Objective 1 – Better links with govt. funding agencies](#)
- [SCS Objective 2 – Better joined-up services locally](#)
- [SCS Objective 5 – Establish priorities in LDF & produce Green Strategy](#)
- [SCS Objective 7 – Support the provision of affordable & environmentally friendly housing](#)

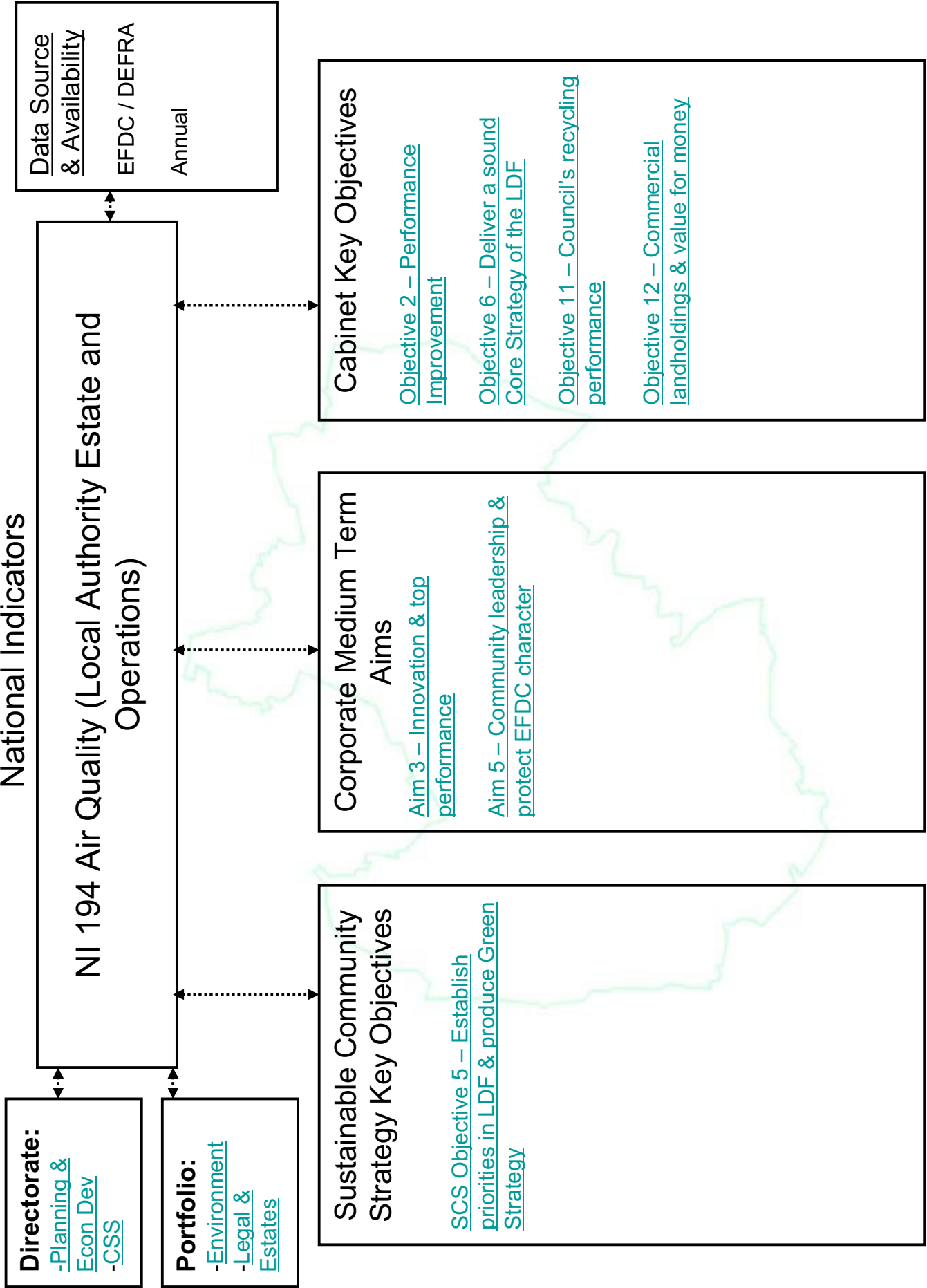
National Indicators



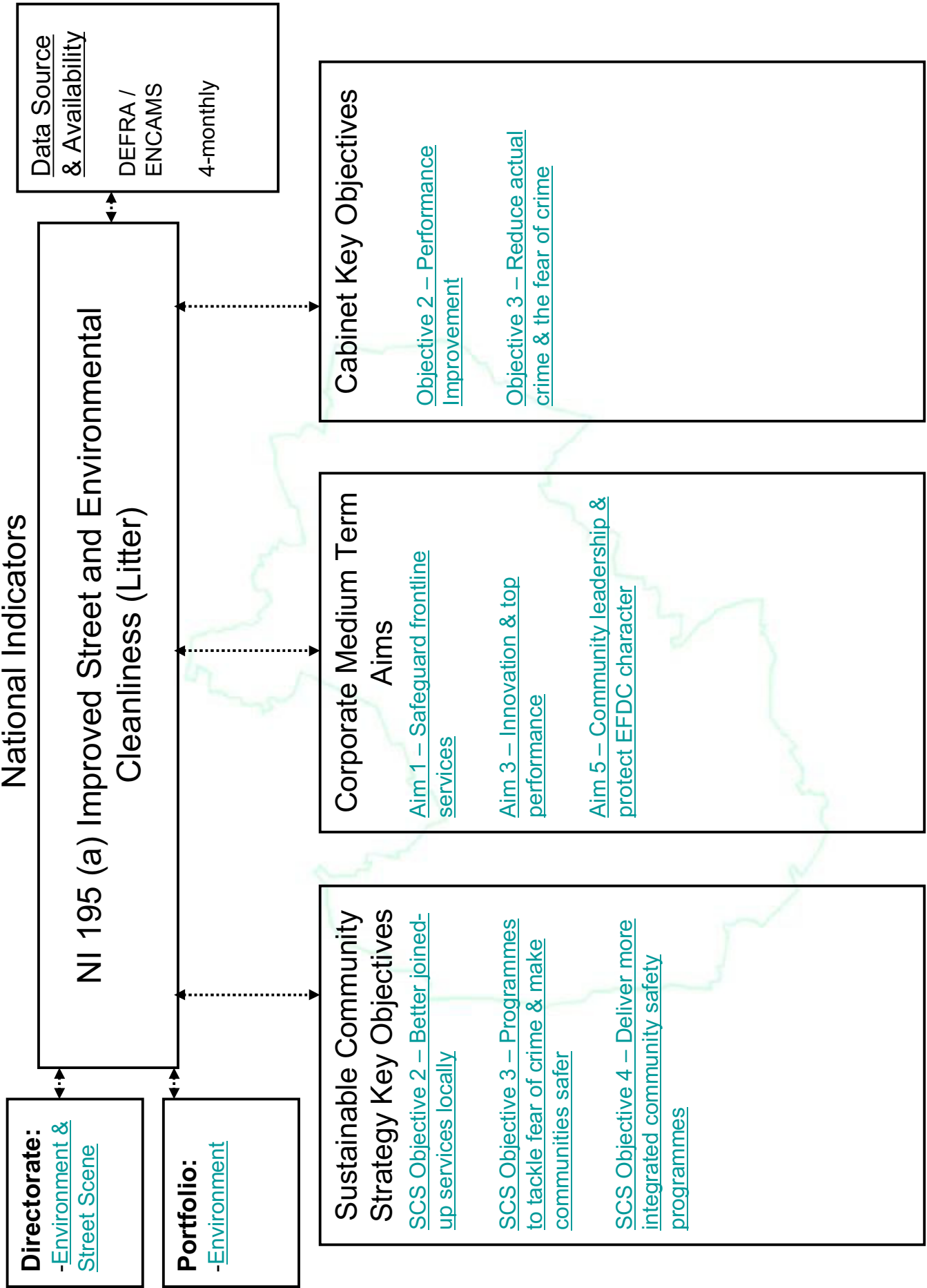
National Indicators



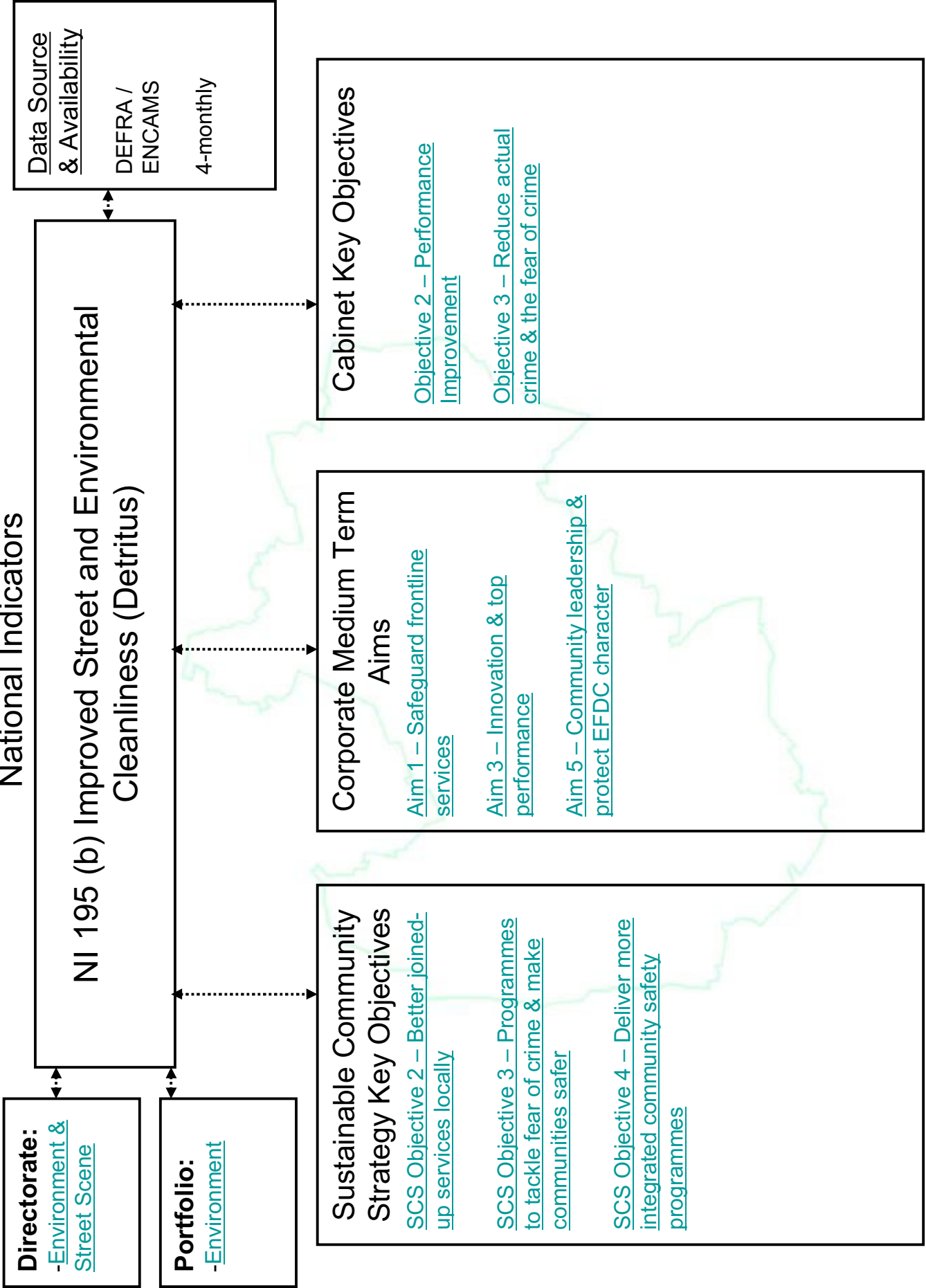
National Indicators



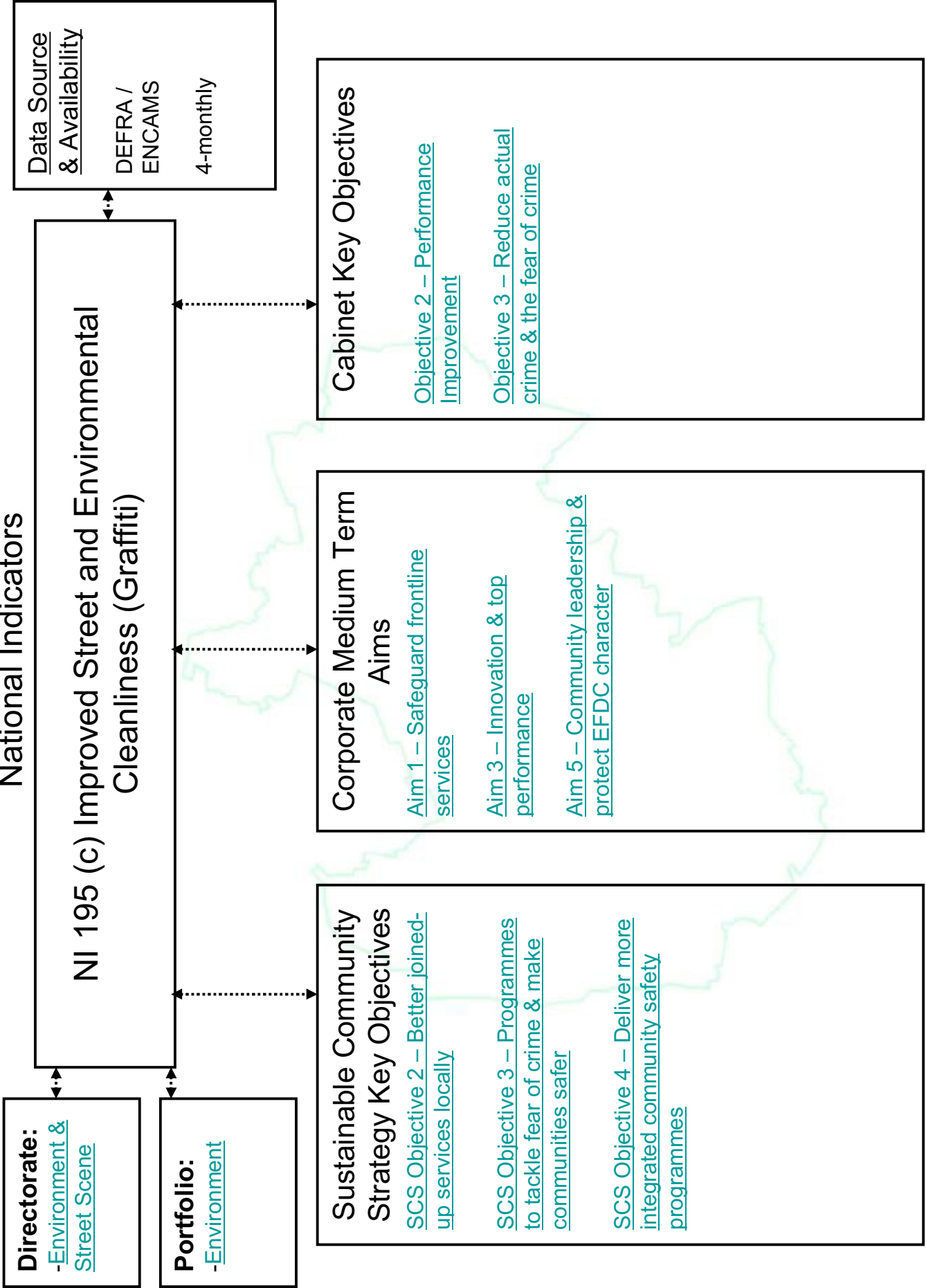
National Indicators



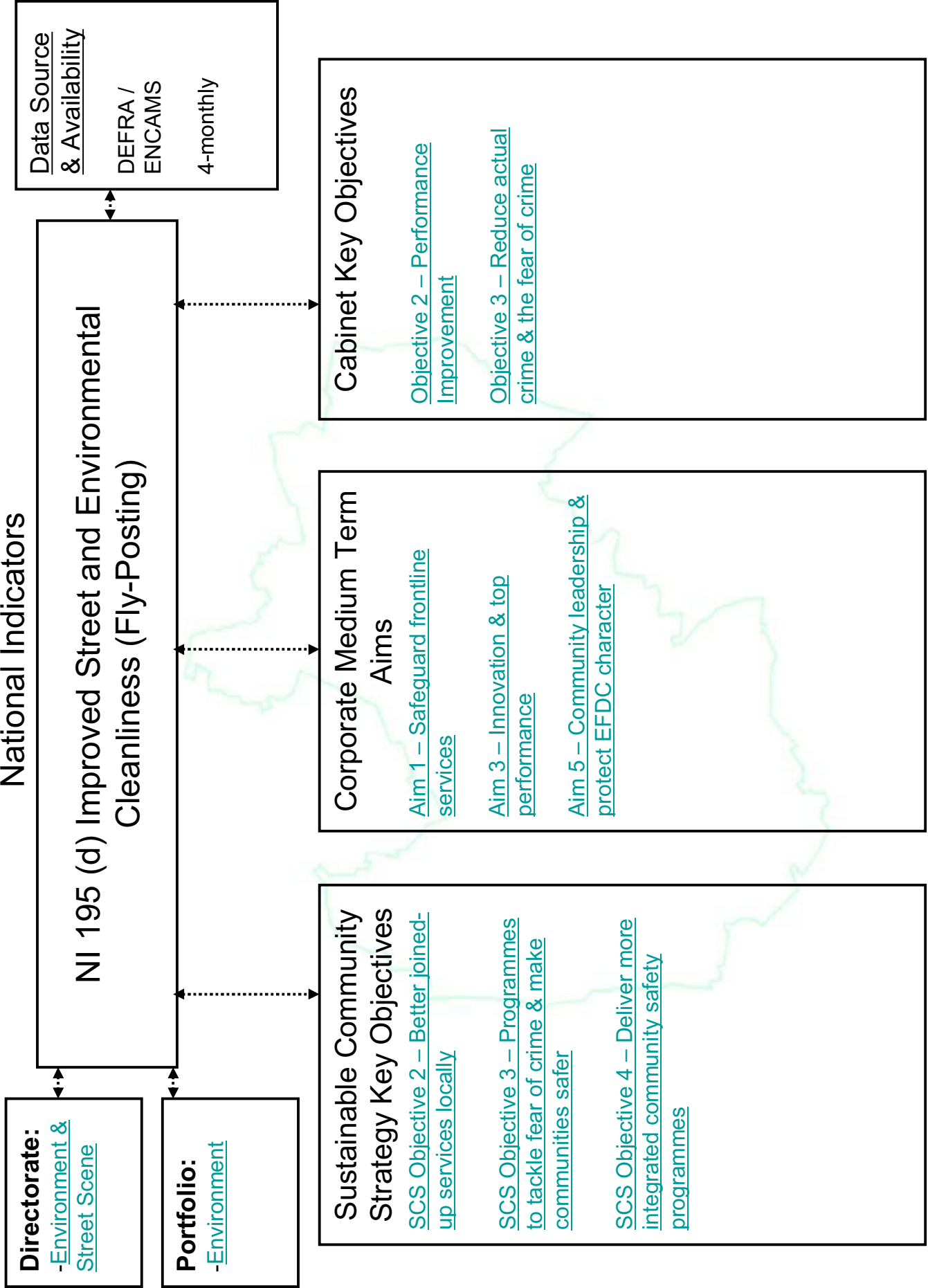
National Indicators



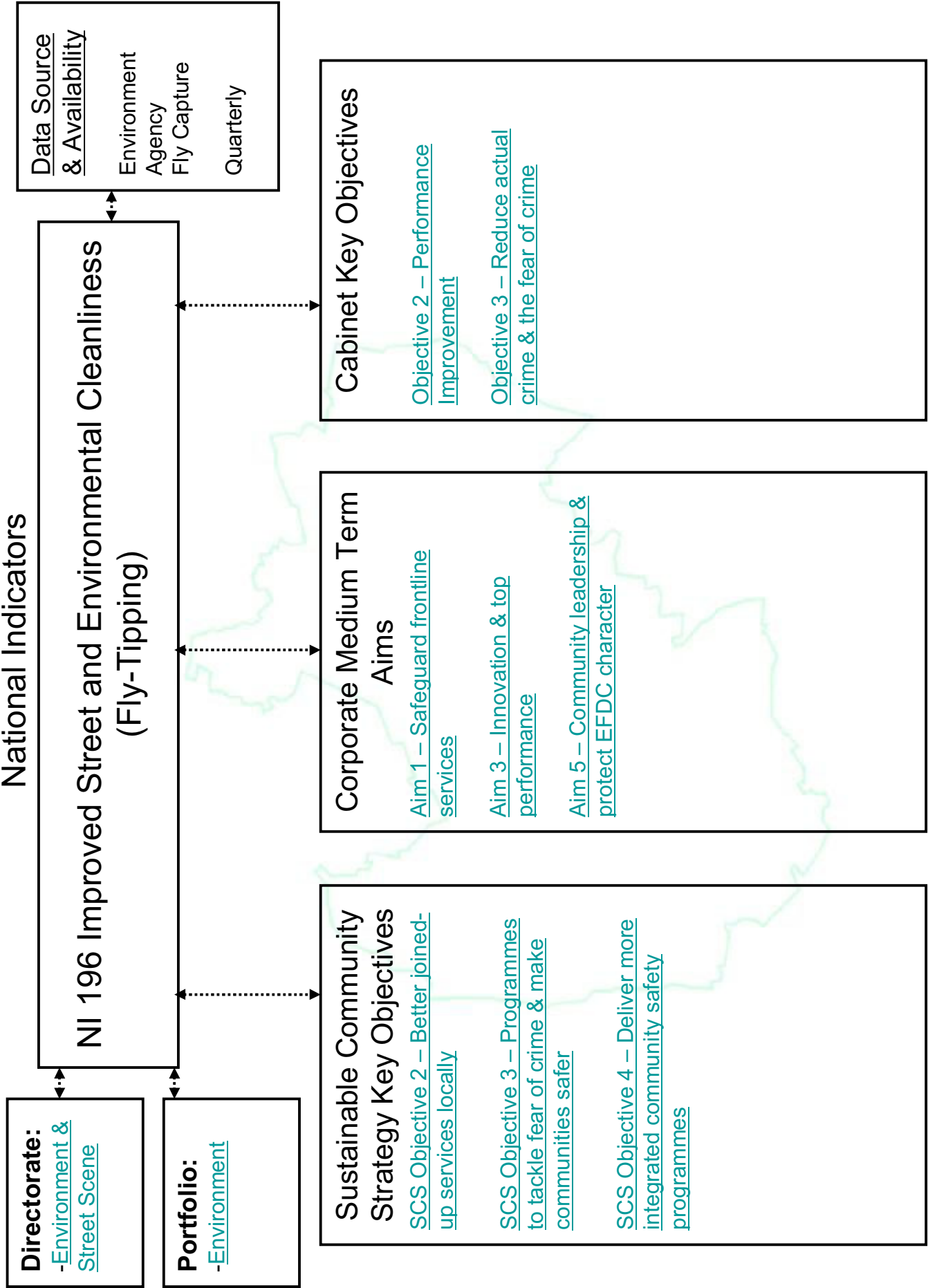
National Indicators



National Indicators



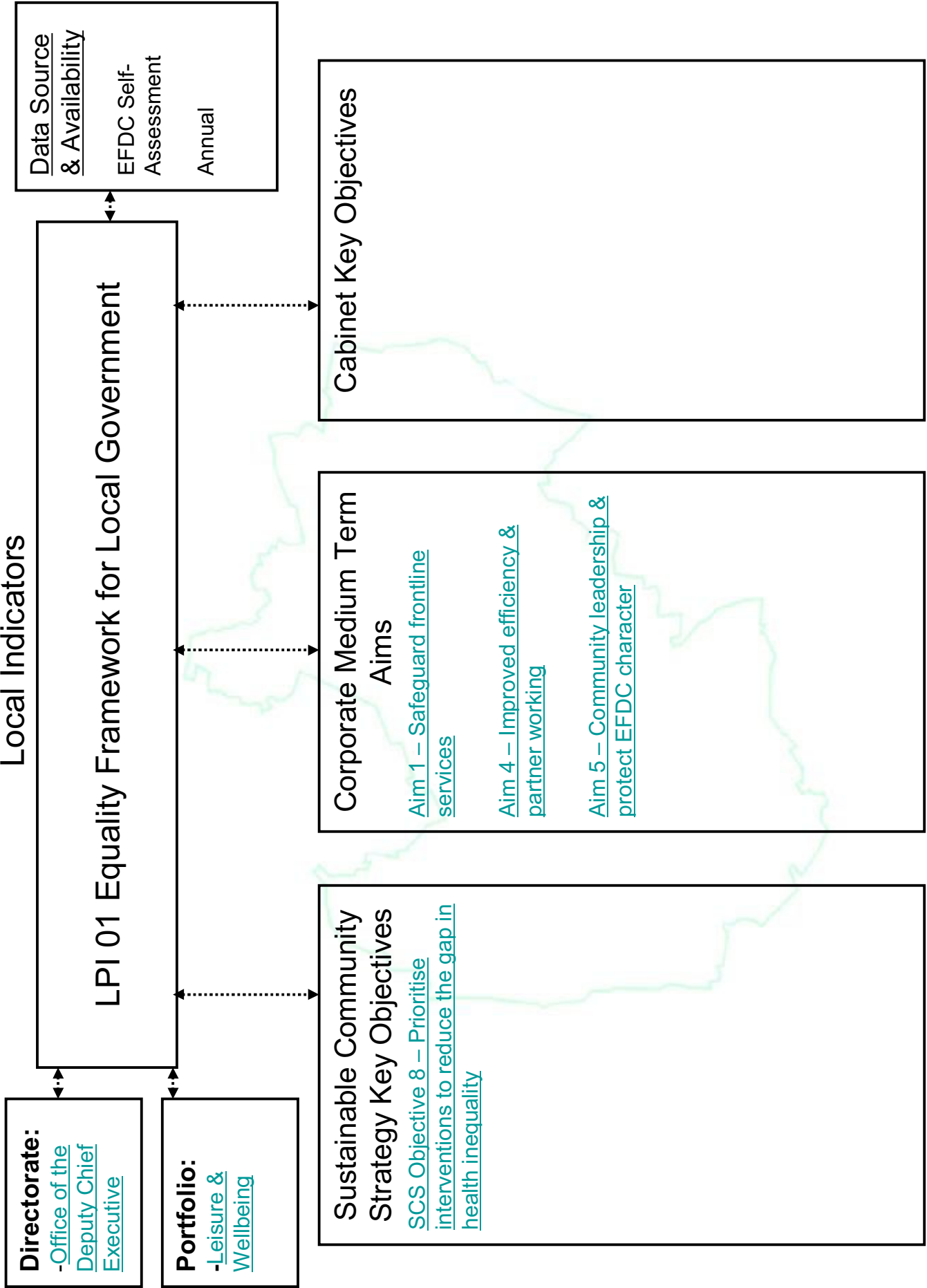
National Indicators

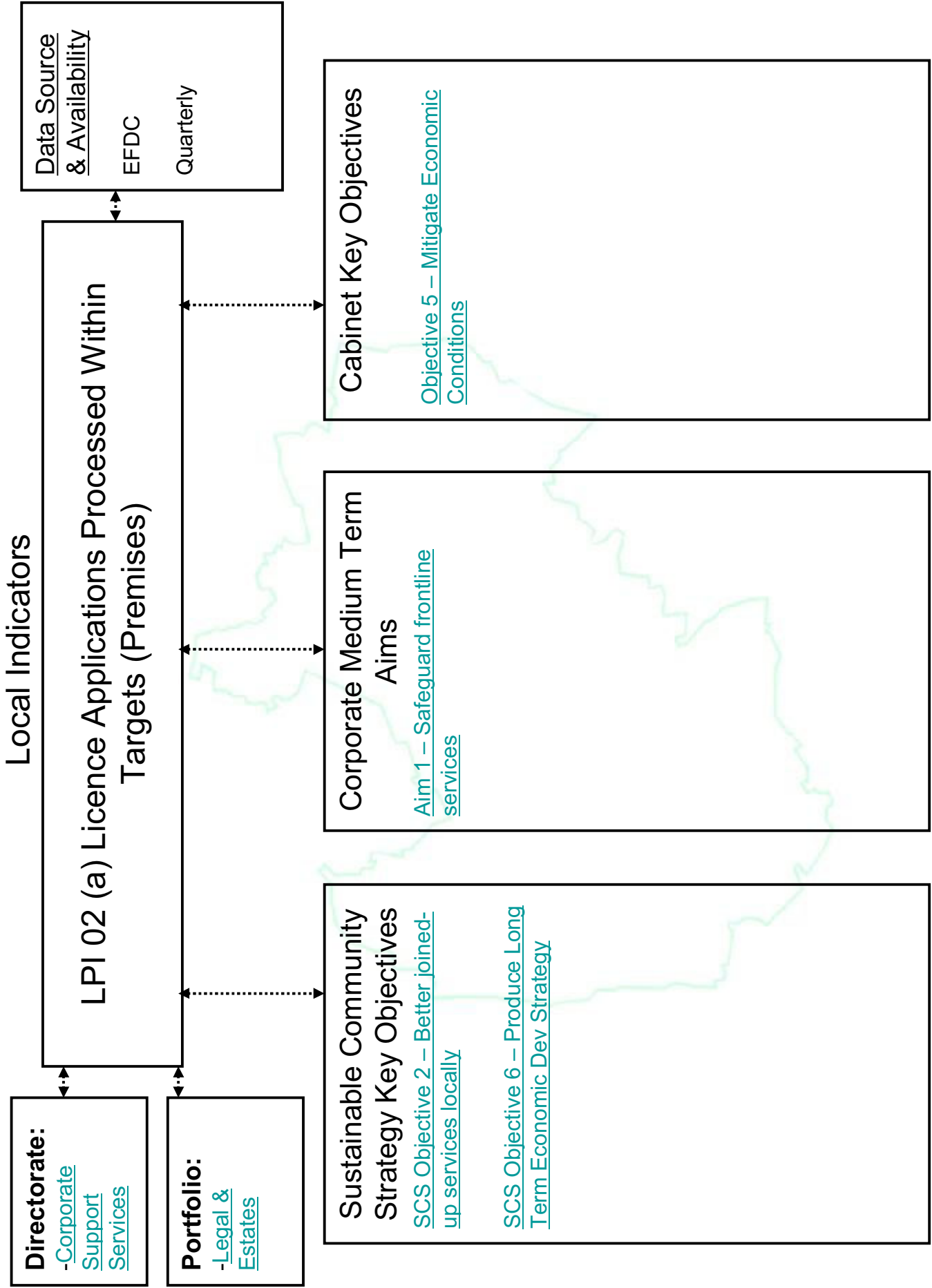


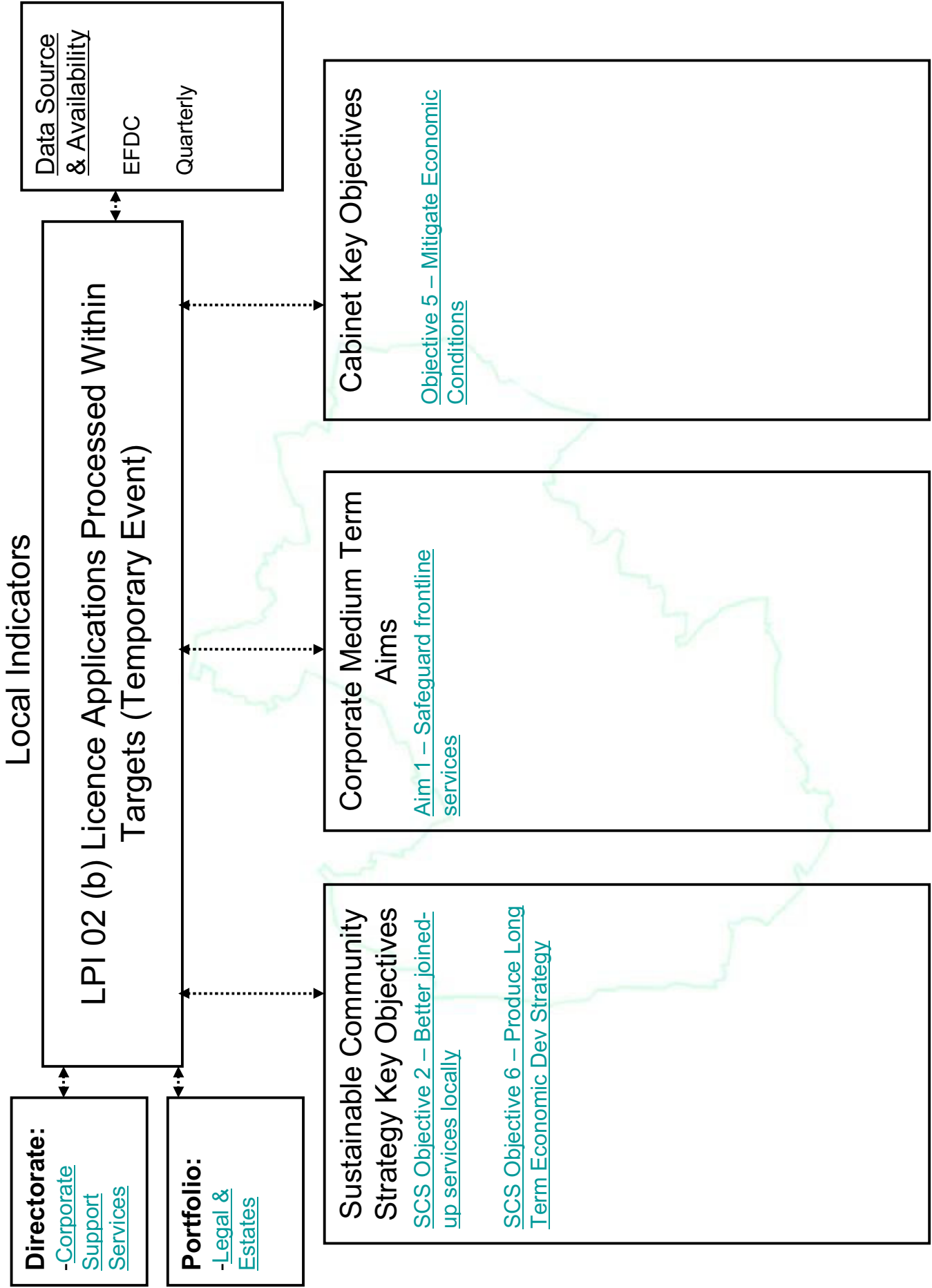
Local Indicator Mapping

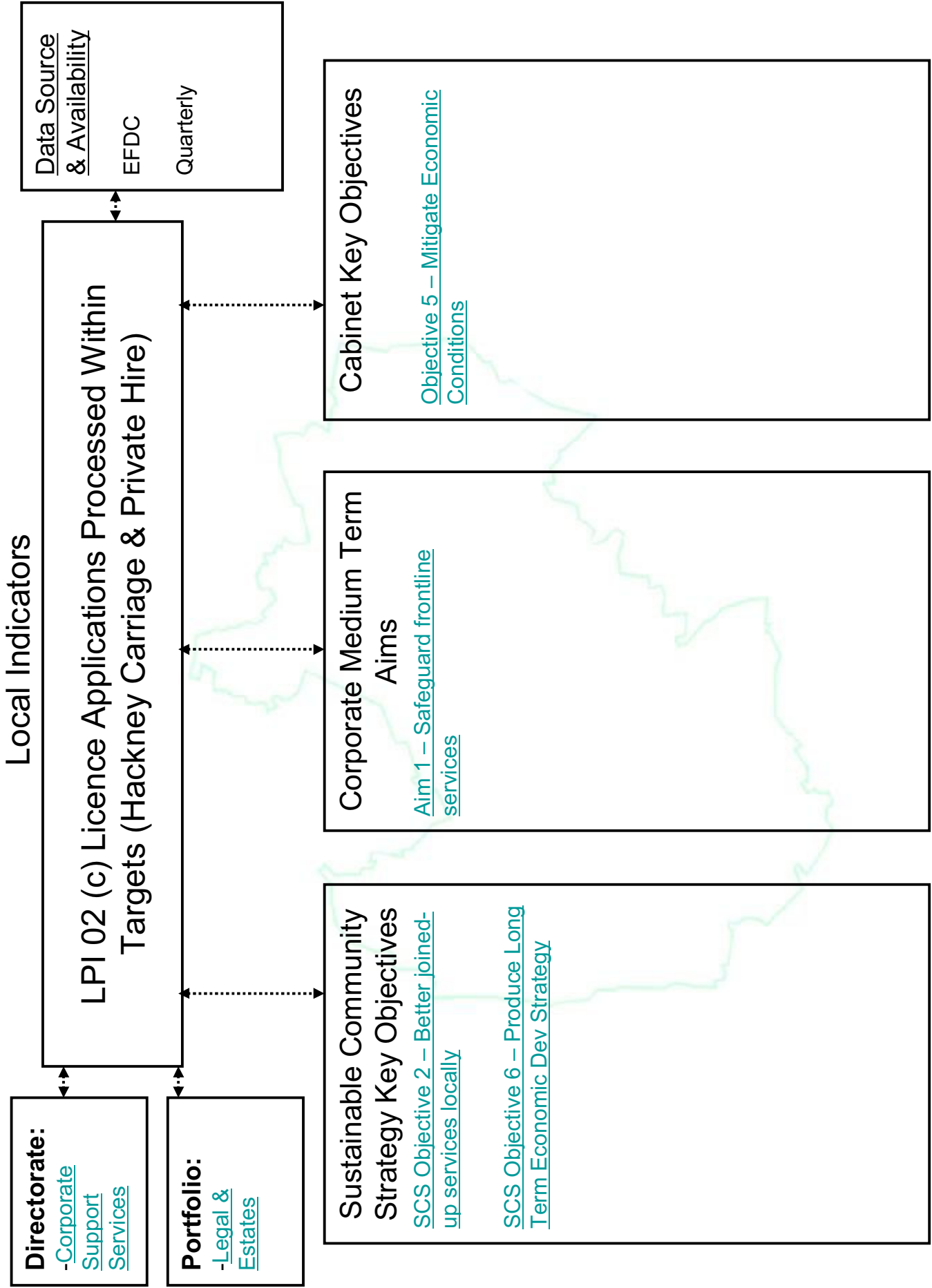


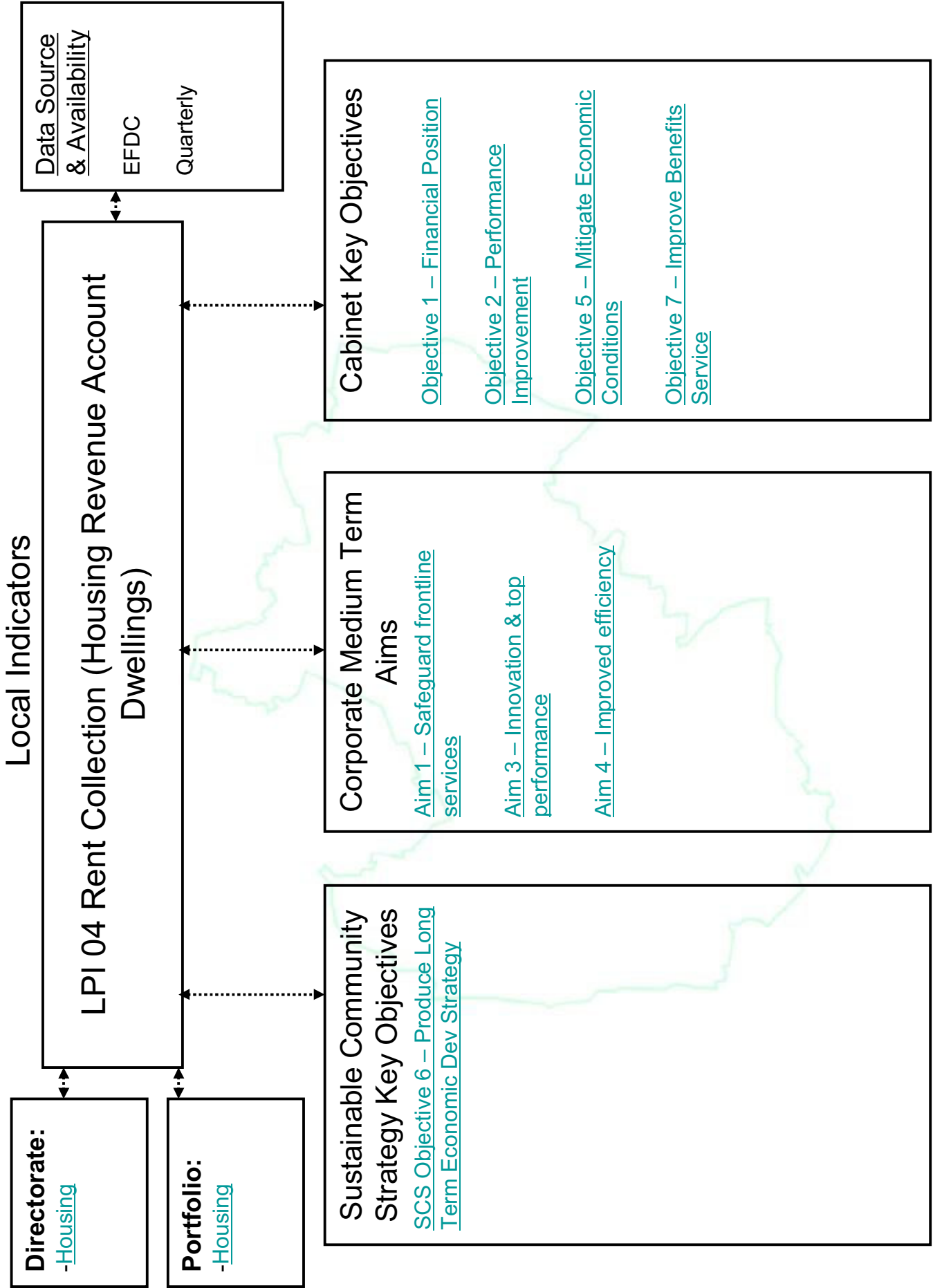
Local Indicators

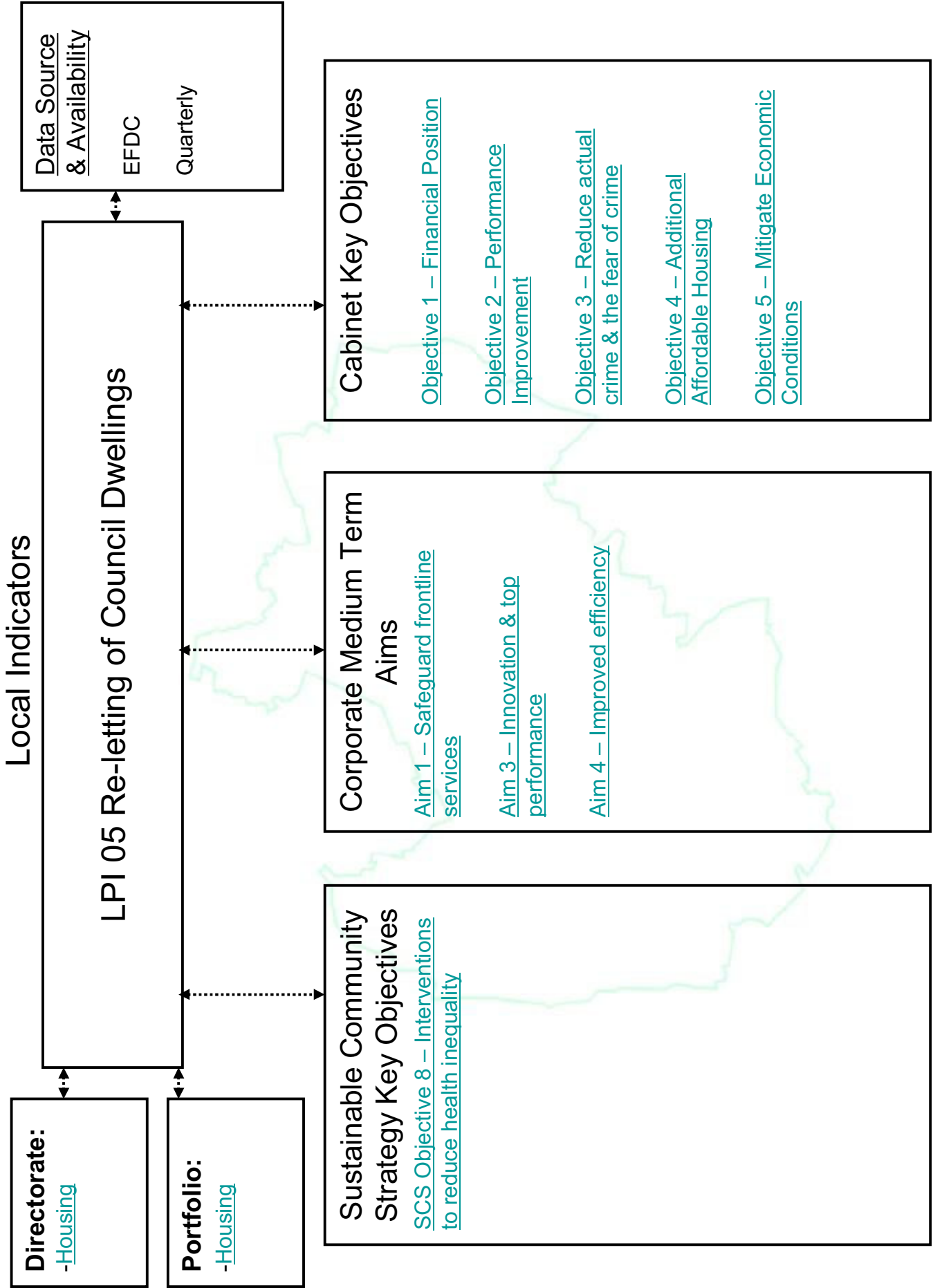


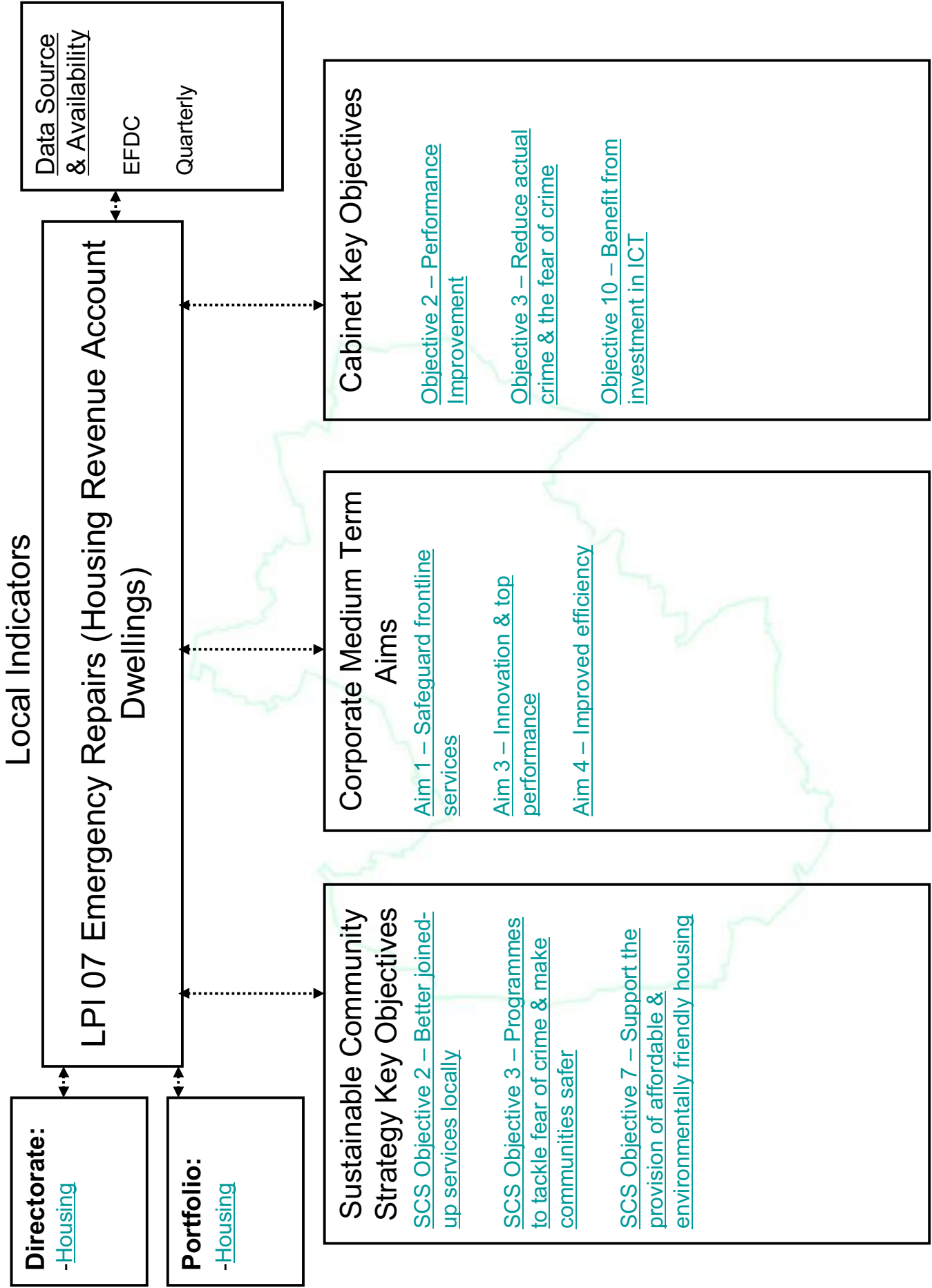


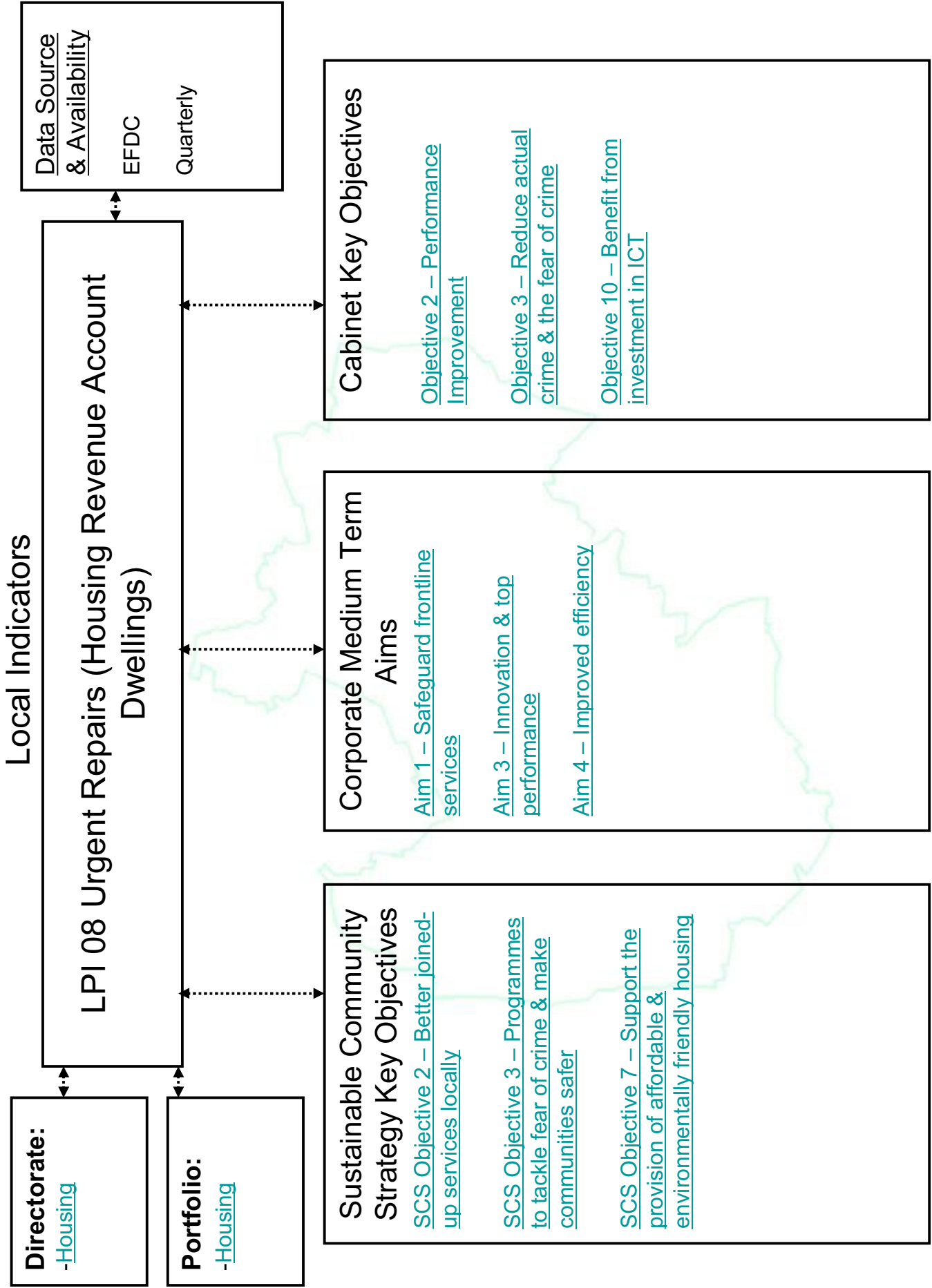


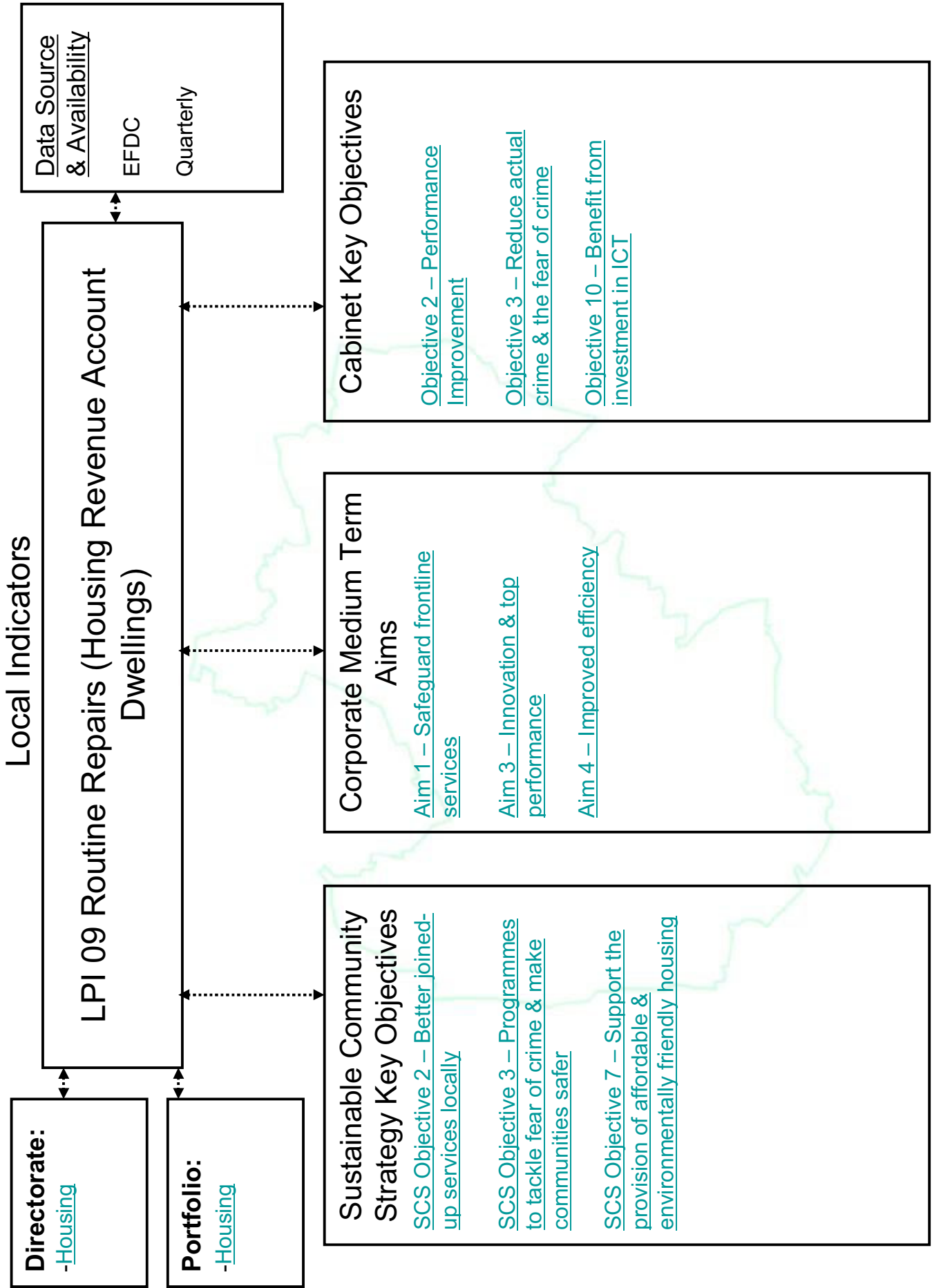


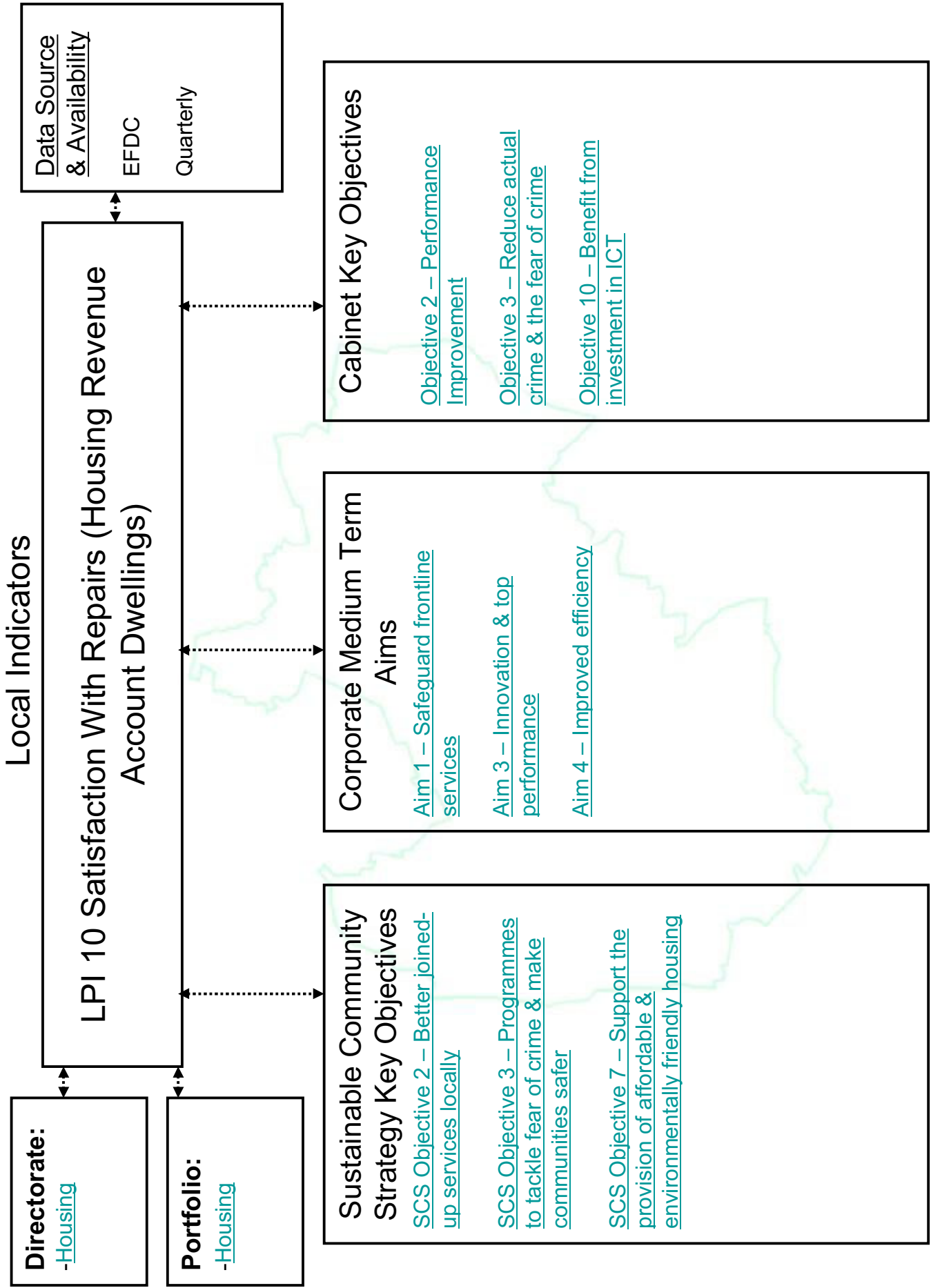


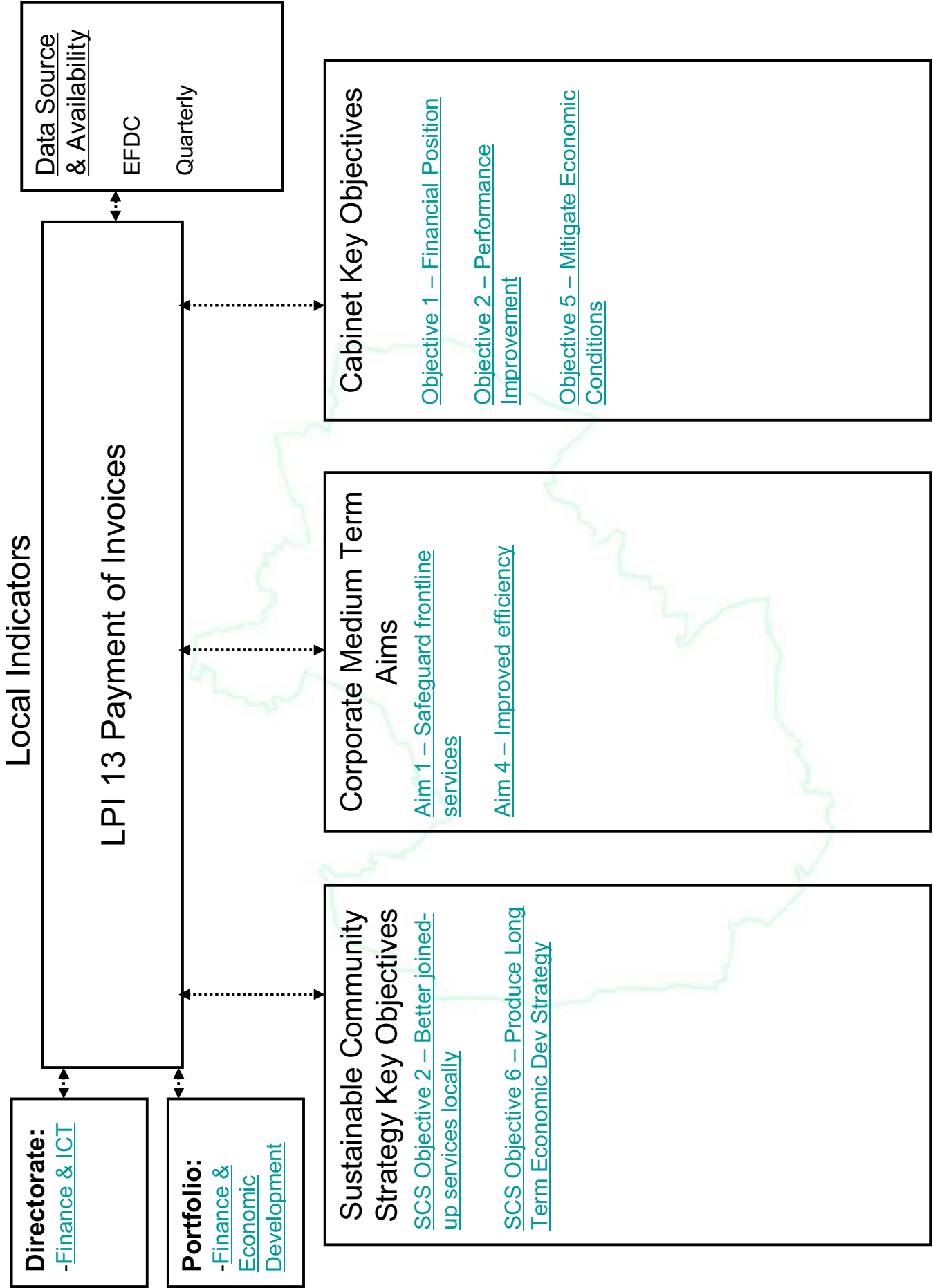


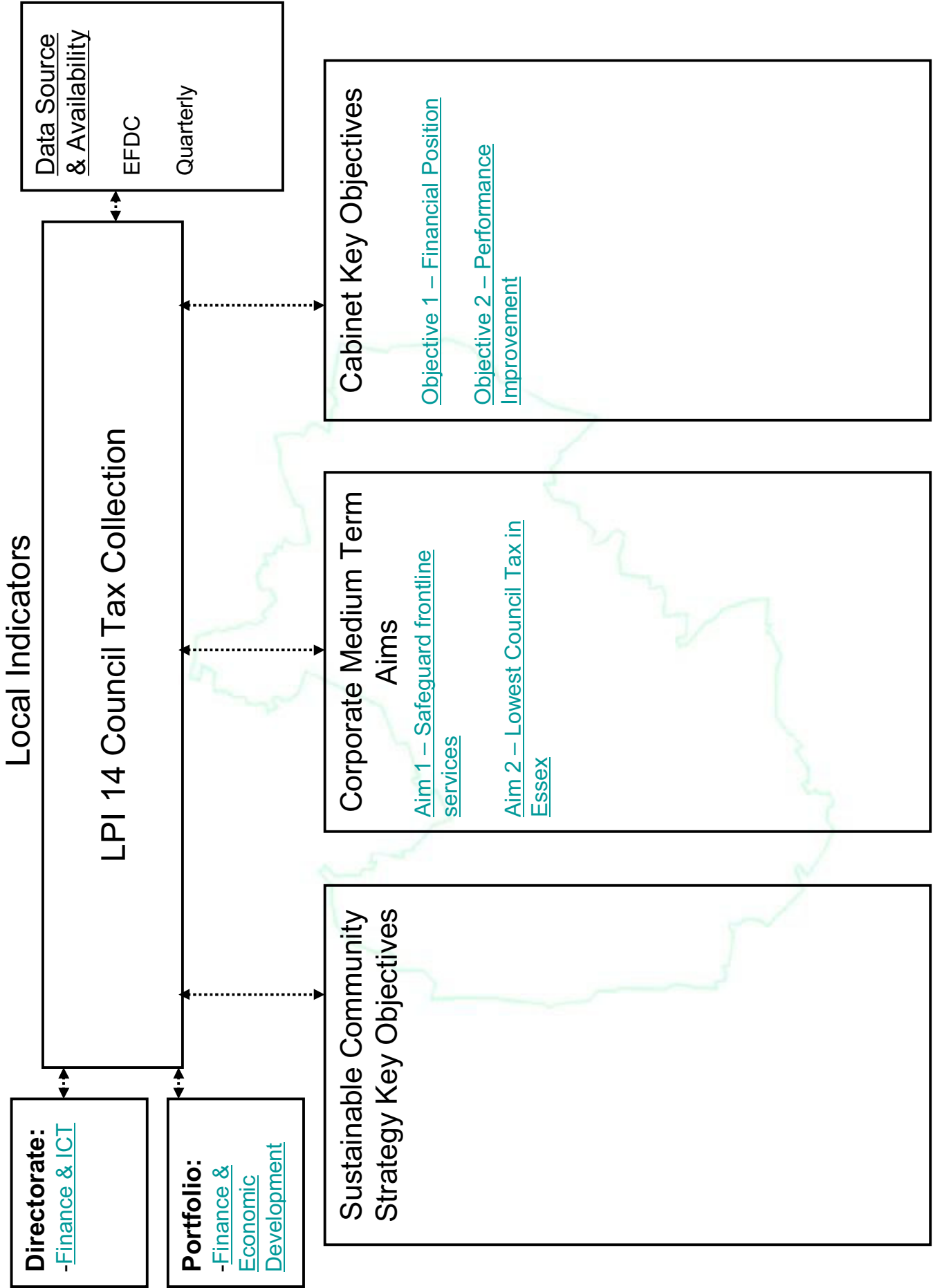




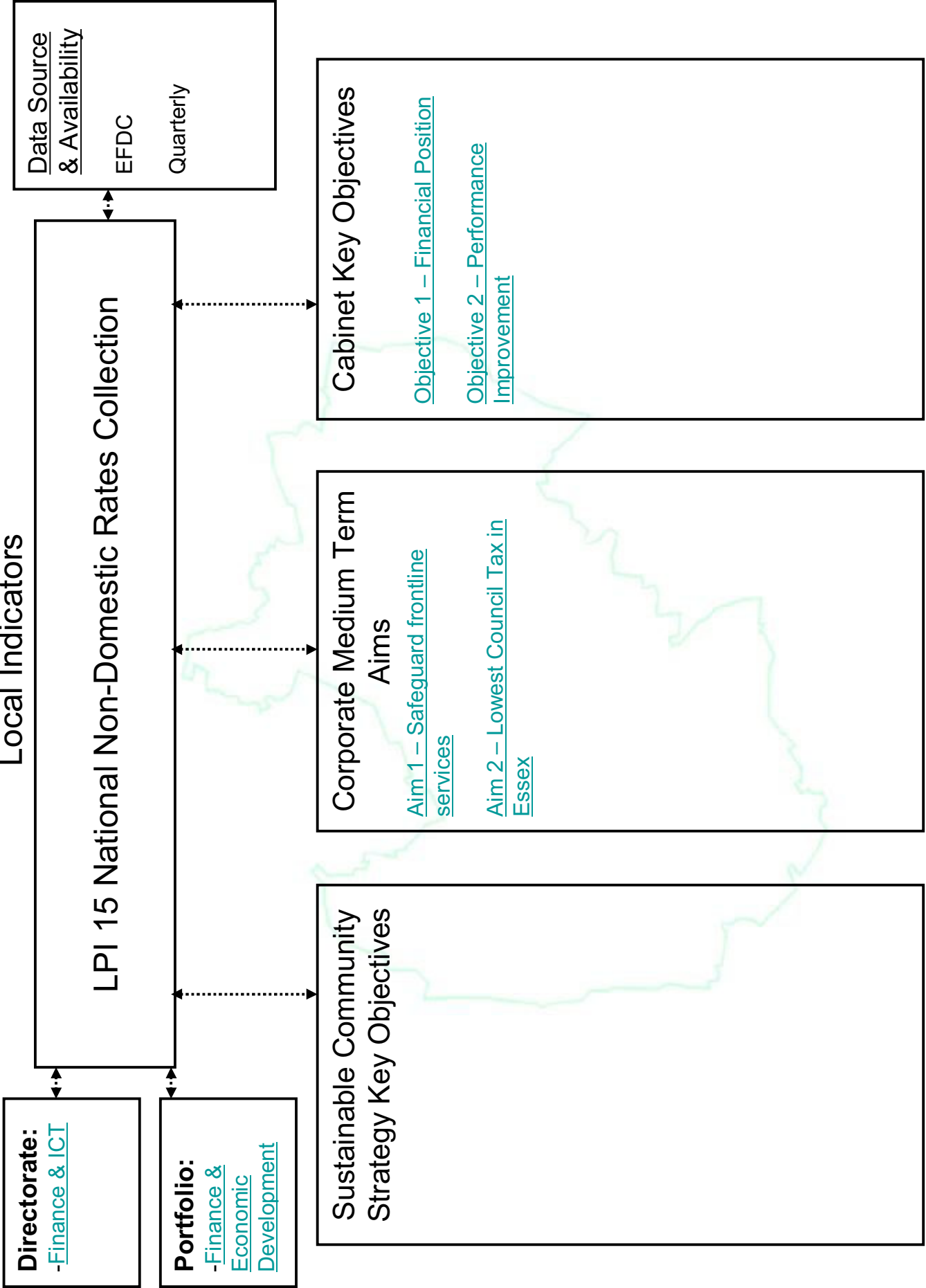


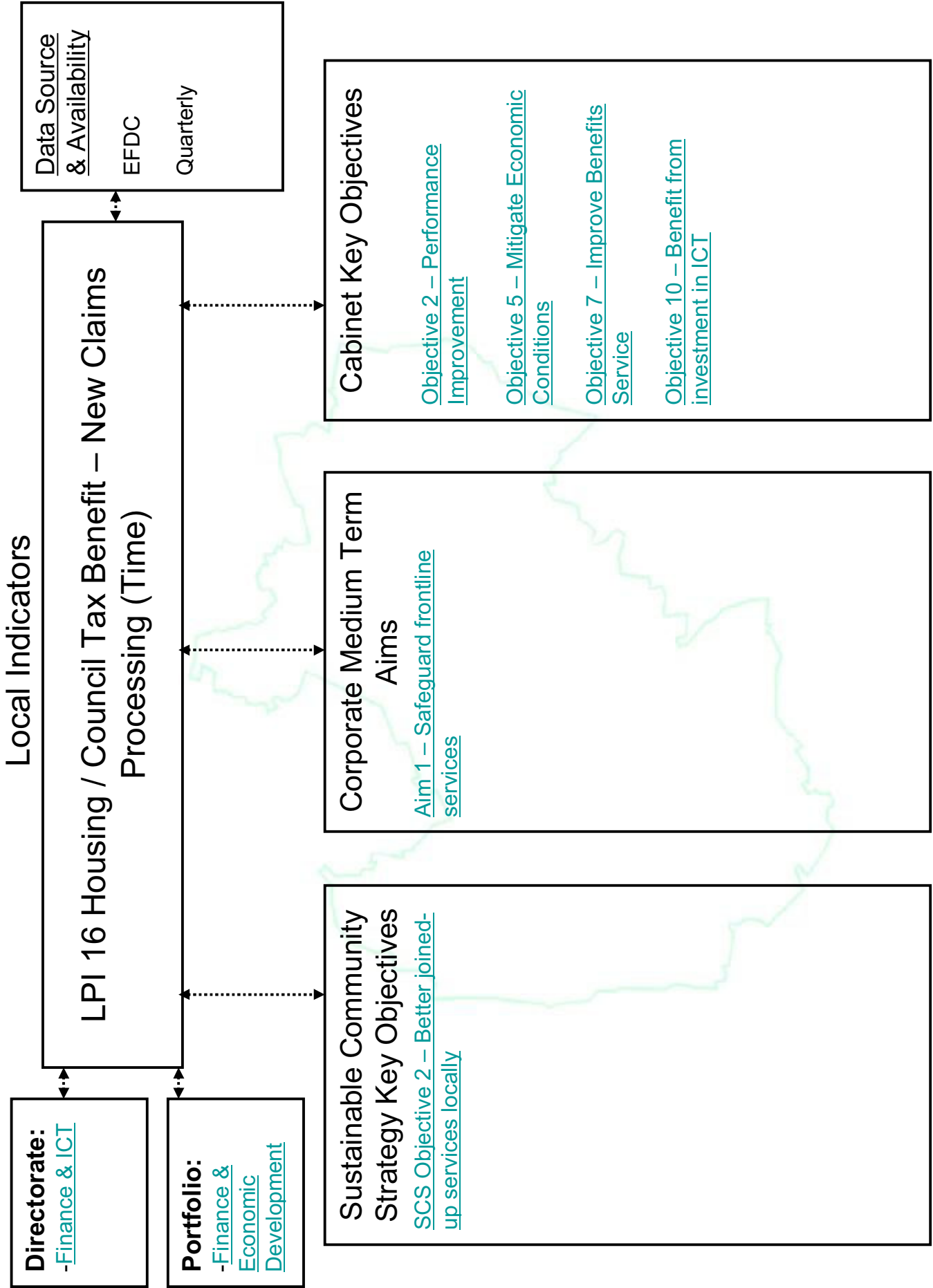




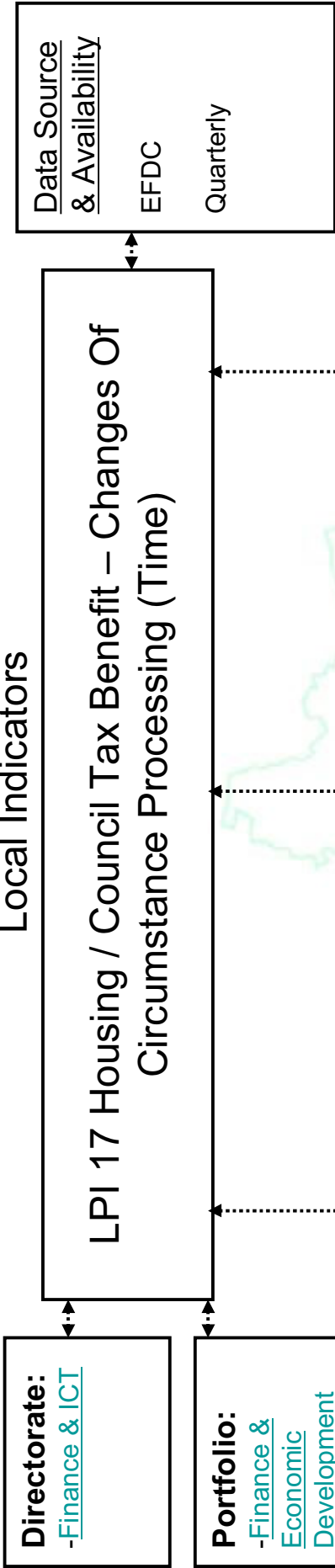


Local Indicators





Local Indicators



Directorate:
[-Finance & ICT](#)

Portfolio:
[-Finance & Economic Development](#)

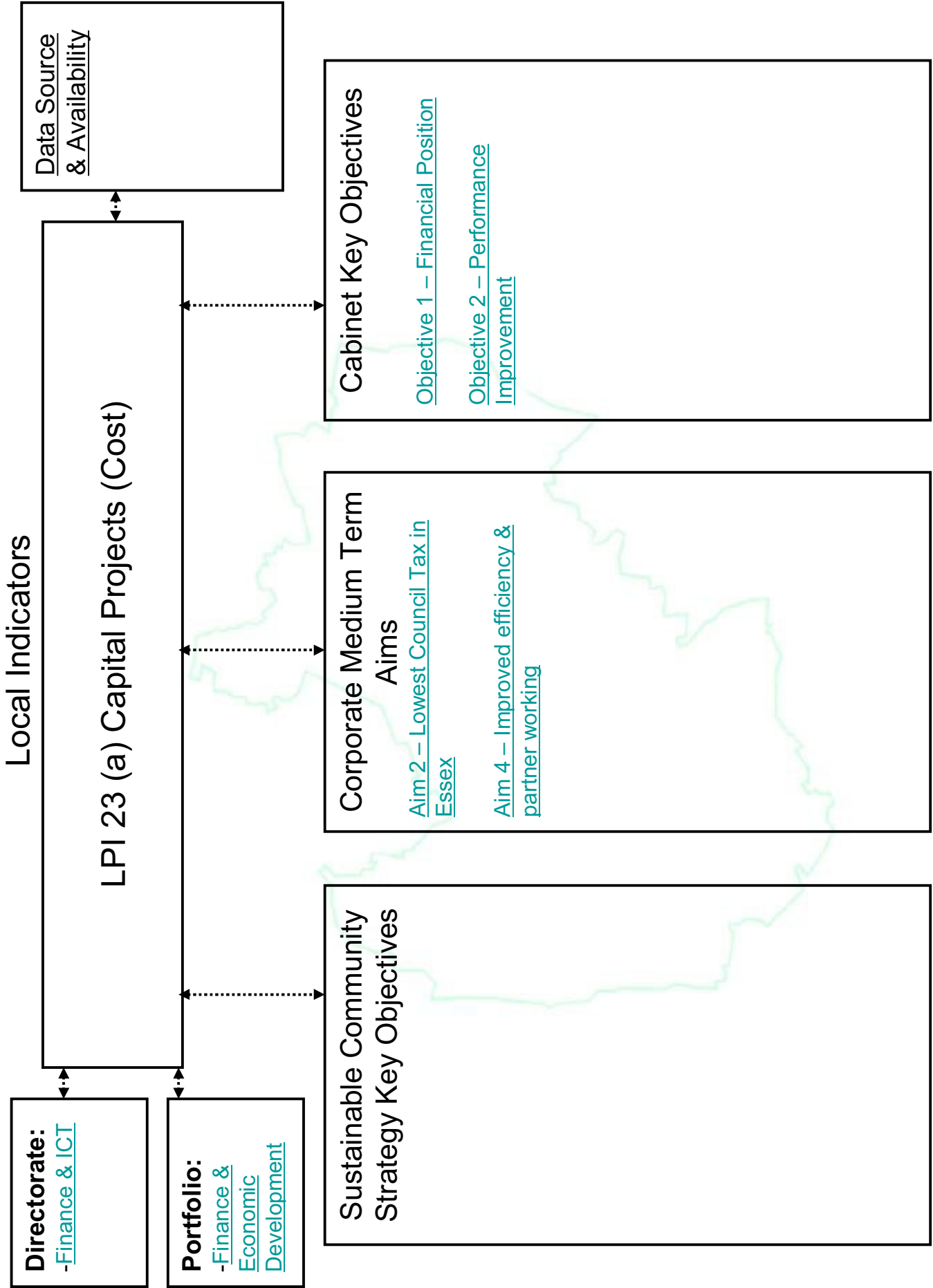
Data Source & Availability
EFDC
Quarterly

LPI 17 Housing / Council Tax Benefit – Changes Of Circumstance Processing (Time)

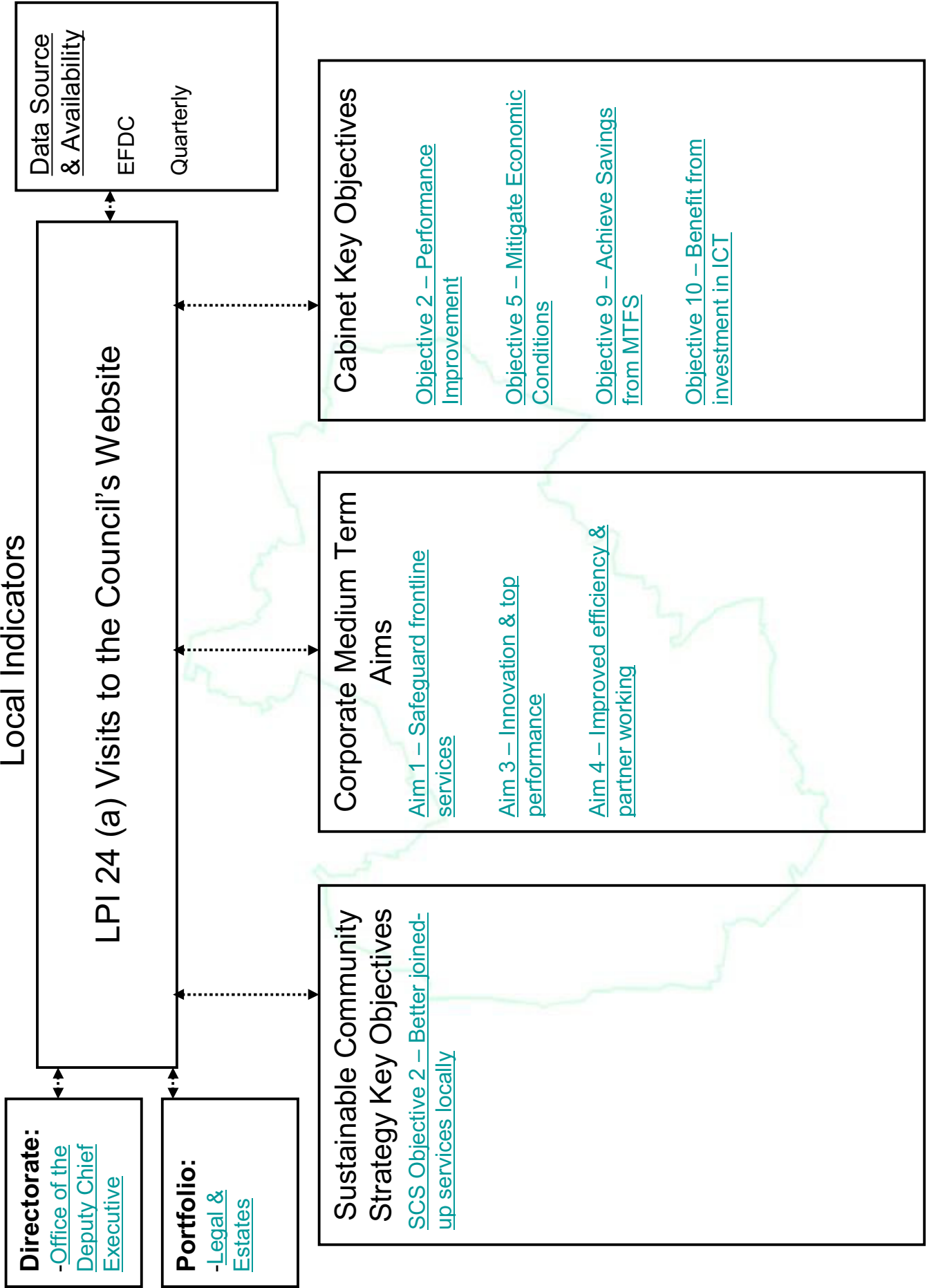
Sustainable Community Strategy Key Objectives
[SCS Objective 2 – Better joined-up services locally](#)

Corporate Medium Term Aims
[Aim 1 – Safeguard frontline services](#)

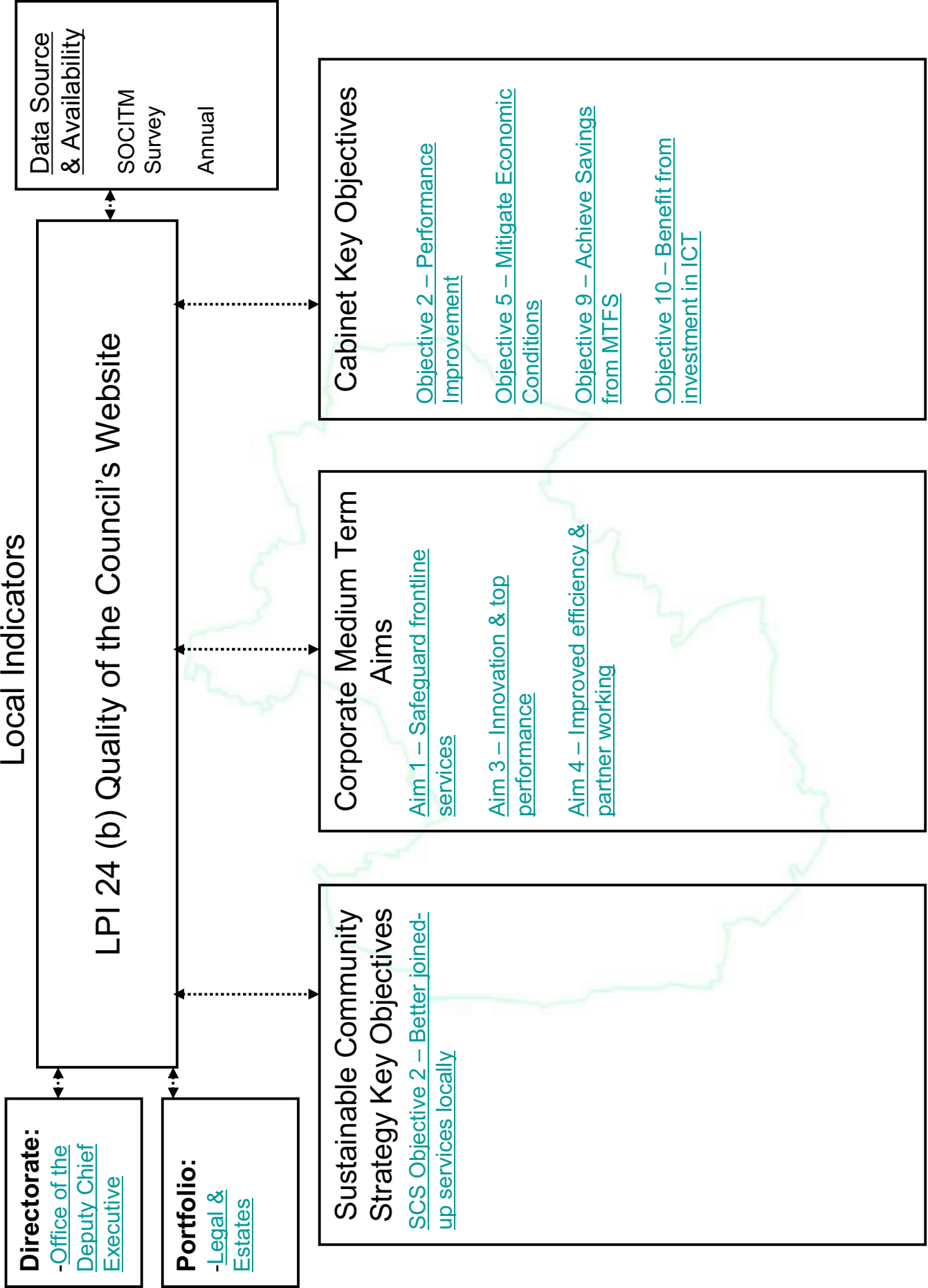
Cabinet Key Objectives
[Objective 2 – Performance Improvement](#)
[Objective 5 – Mitigate Economic Conditions](#)
[Objective 7 – Improve Benefits Service](#)
[Objective 10 – Benefit from investment in ICT](#)

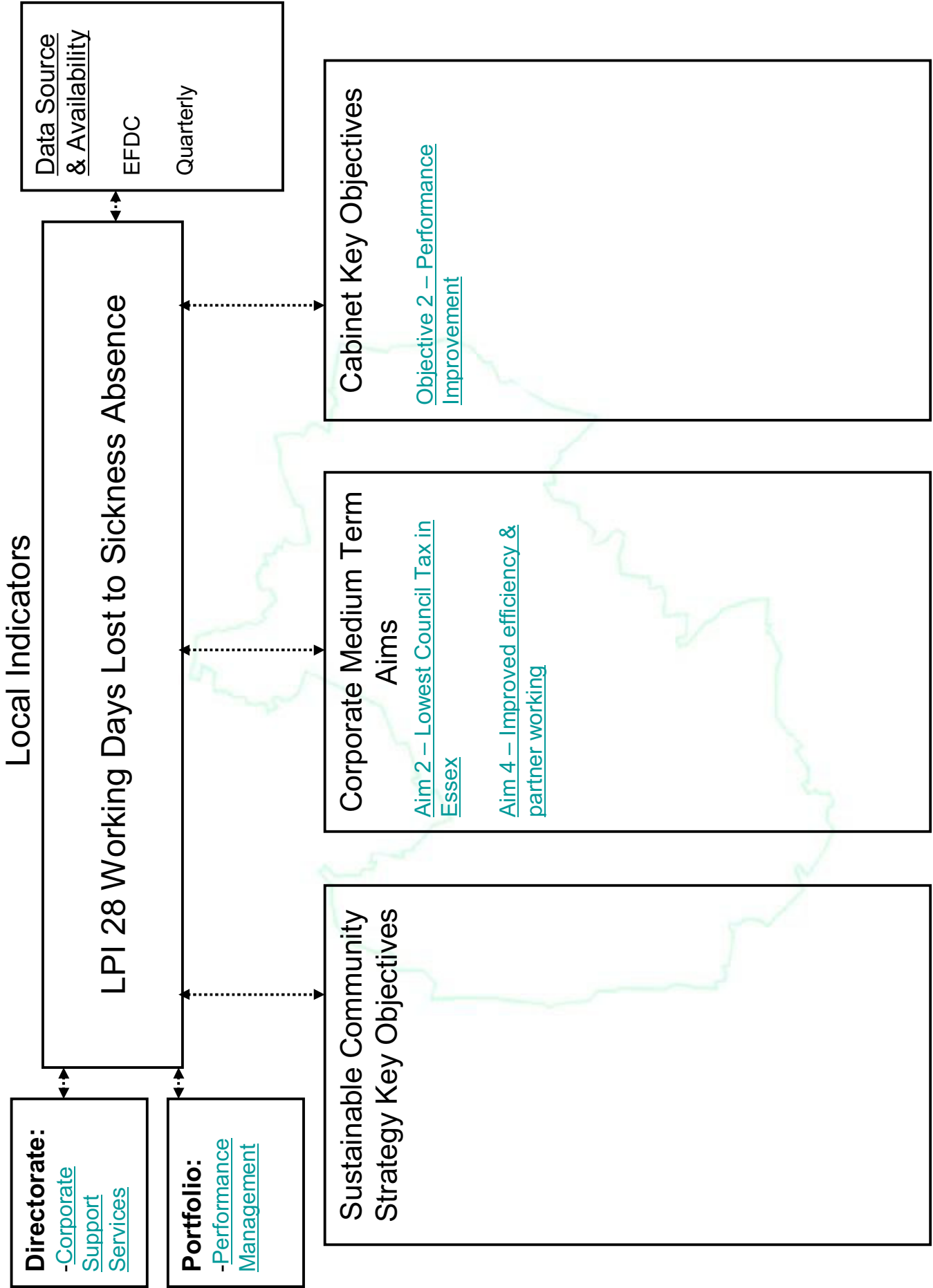


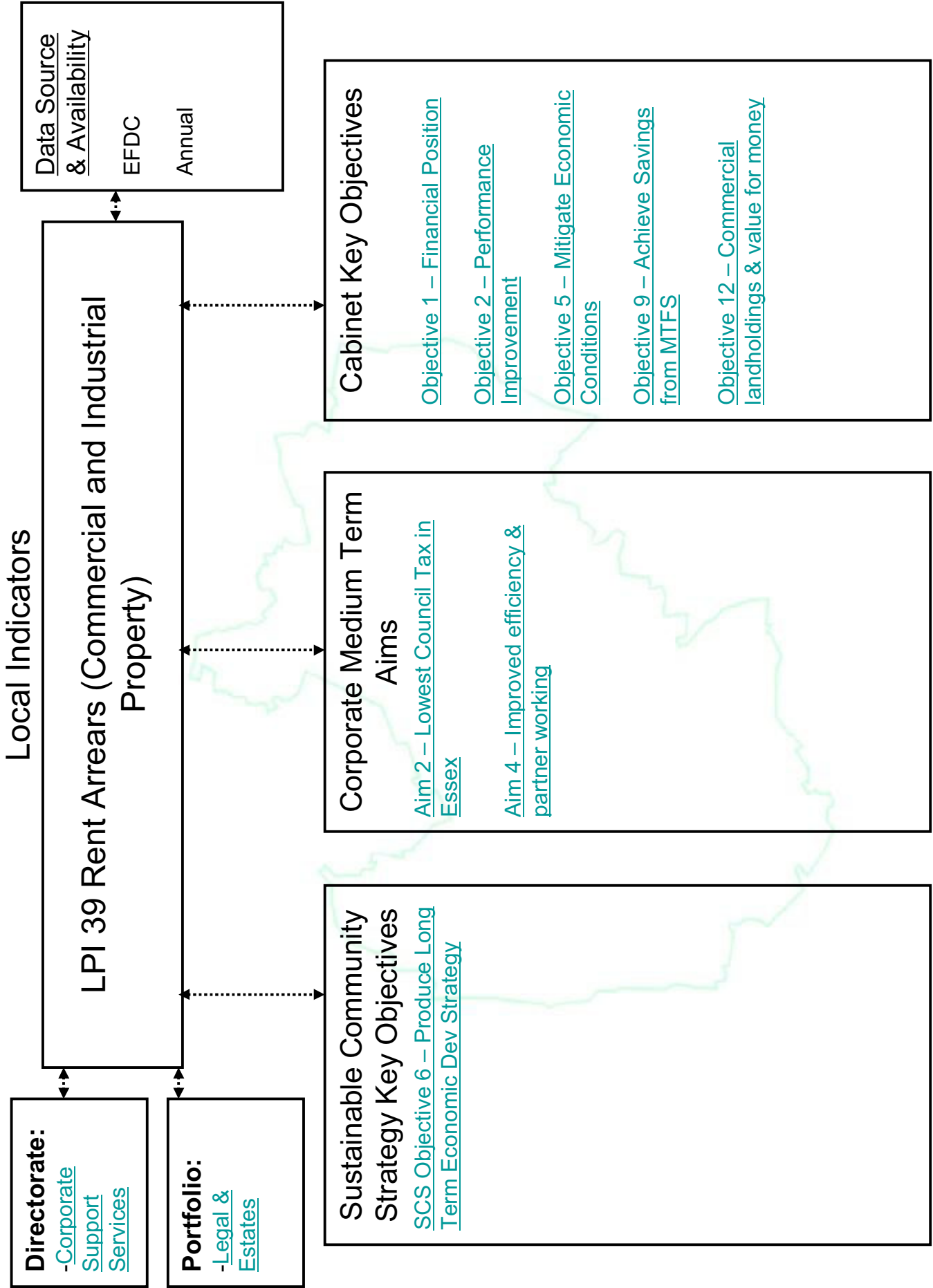
Local Indicators

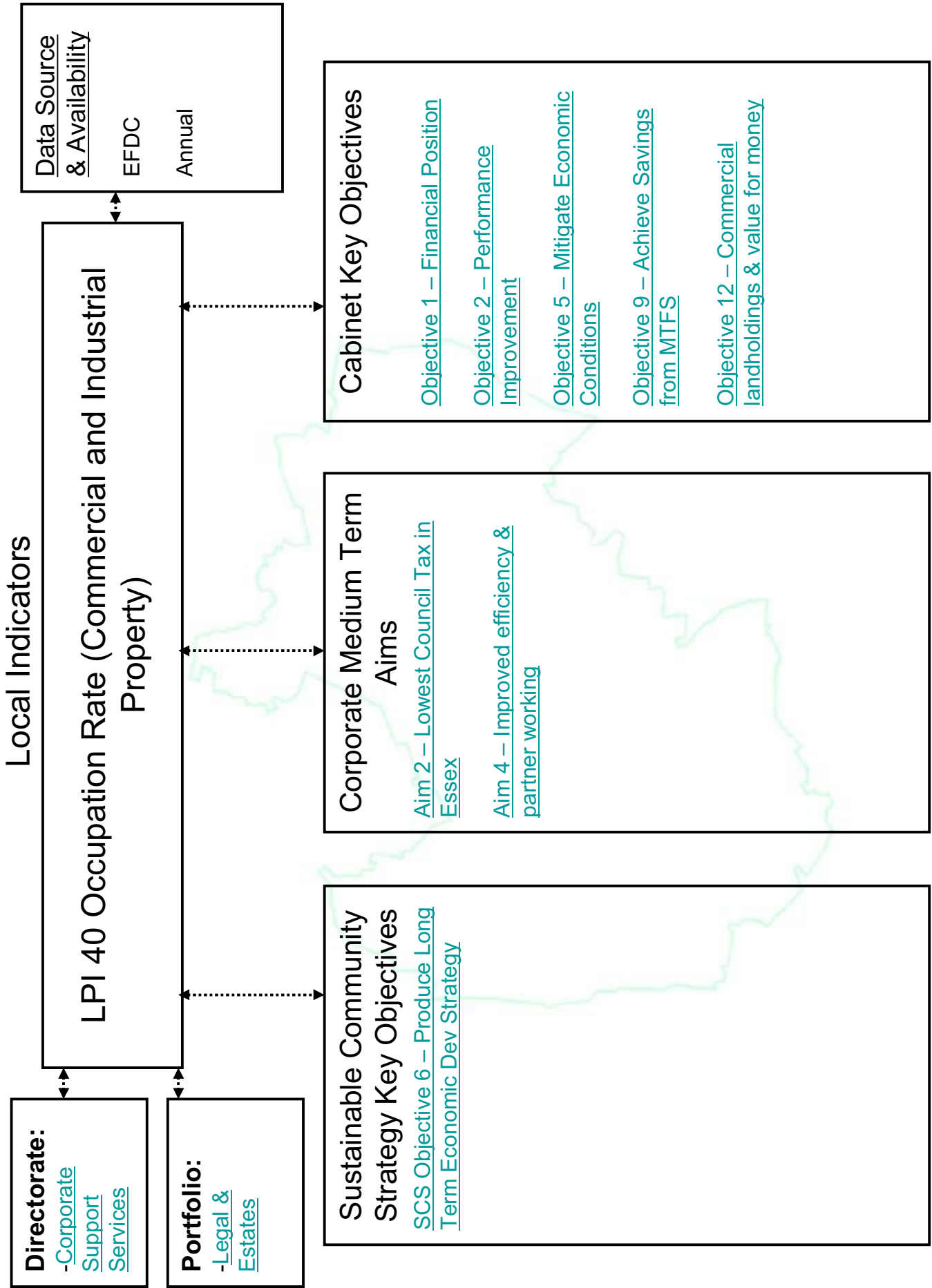


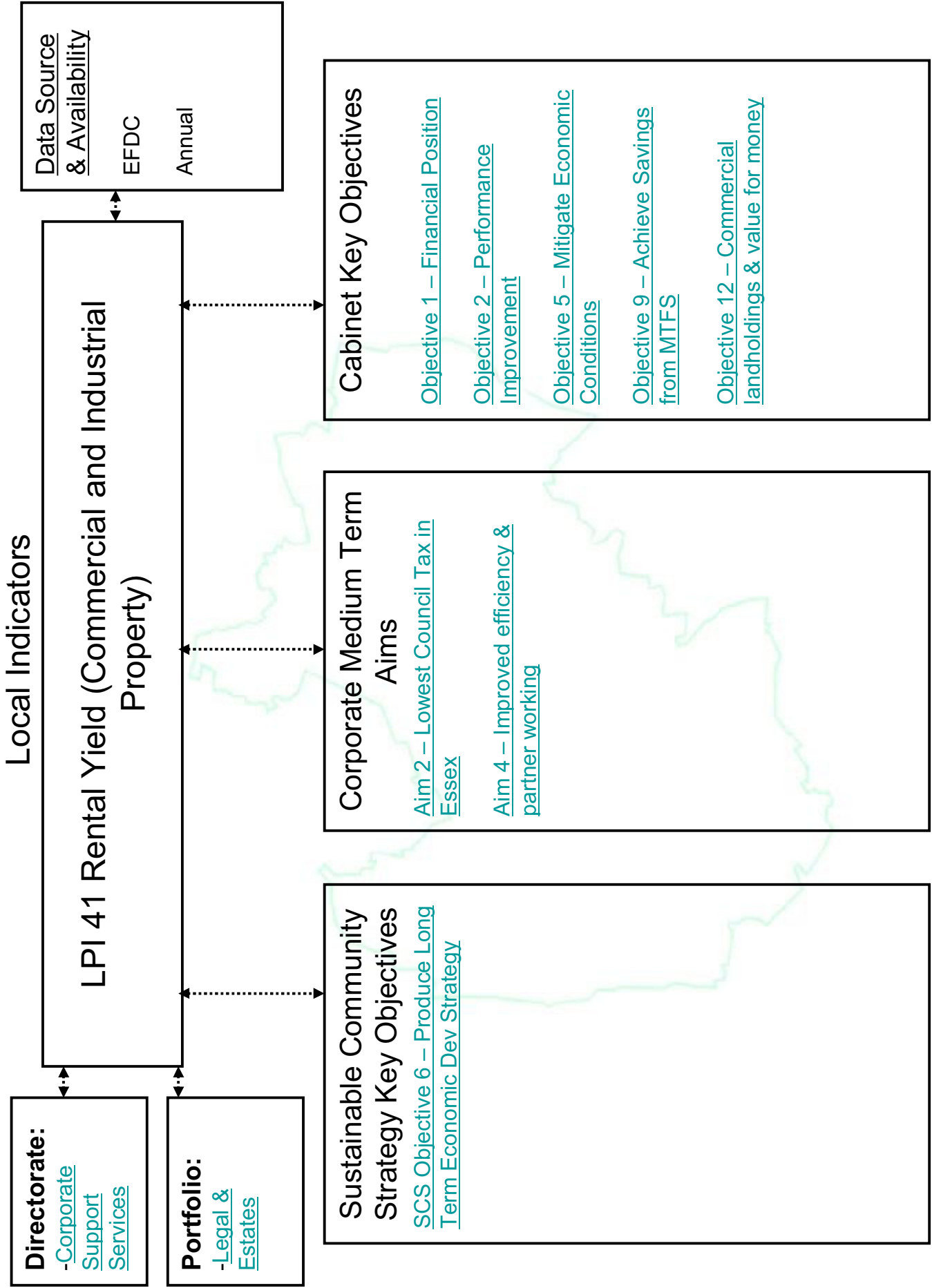
Local Indicators

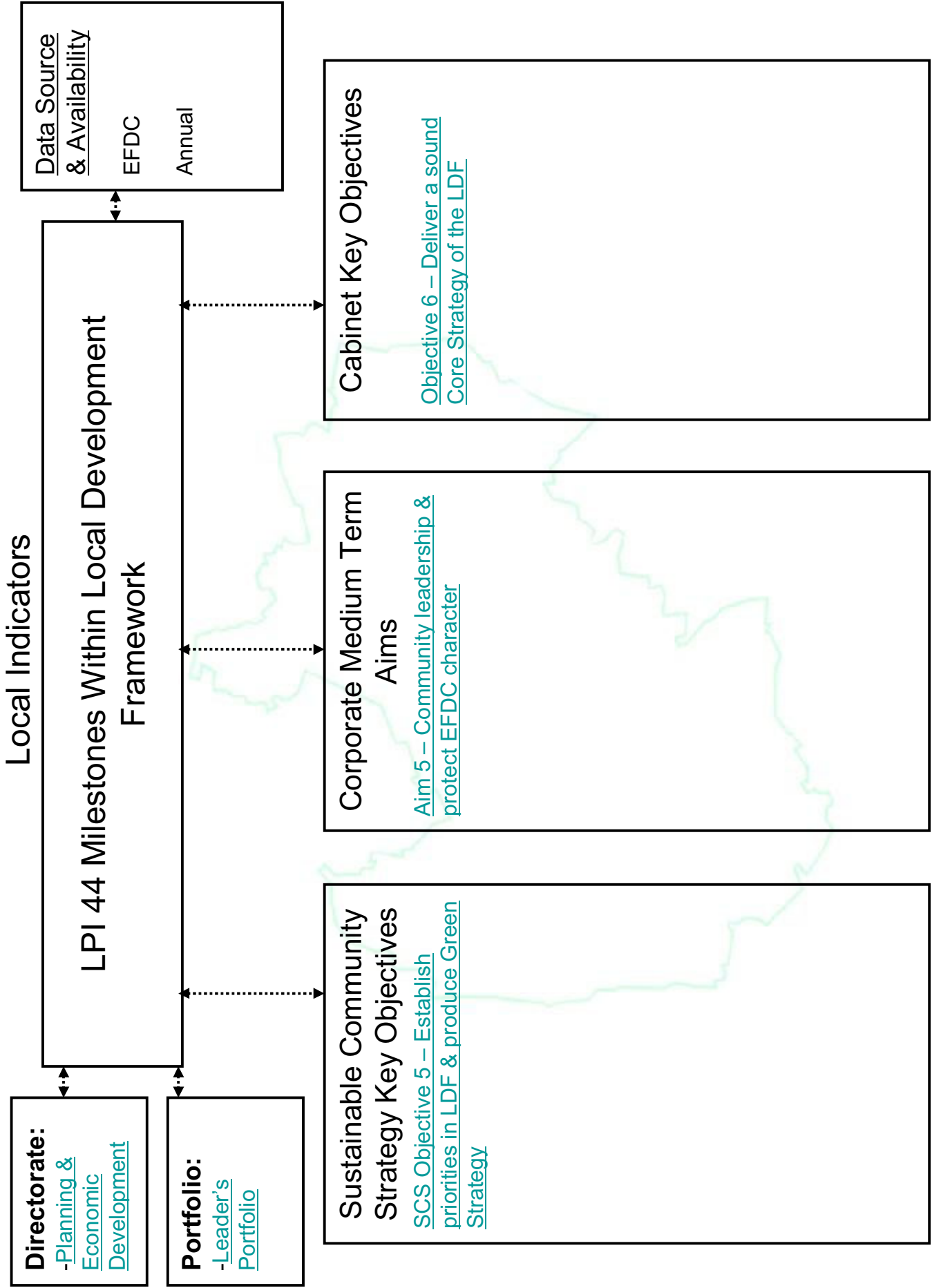


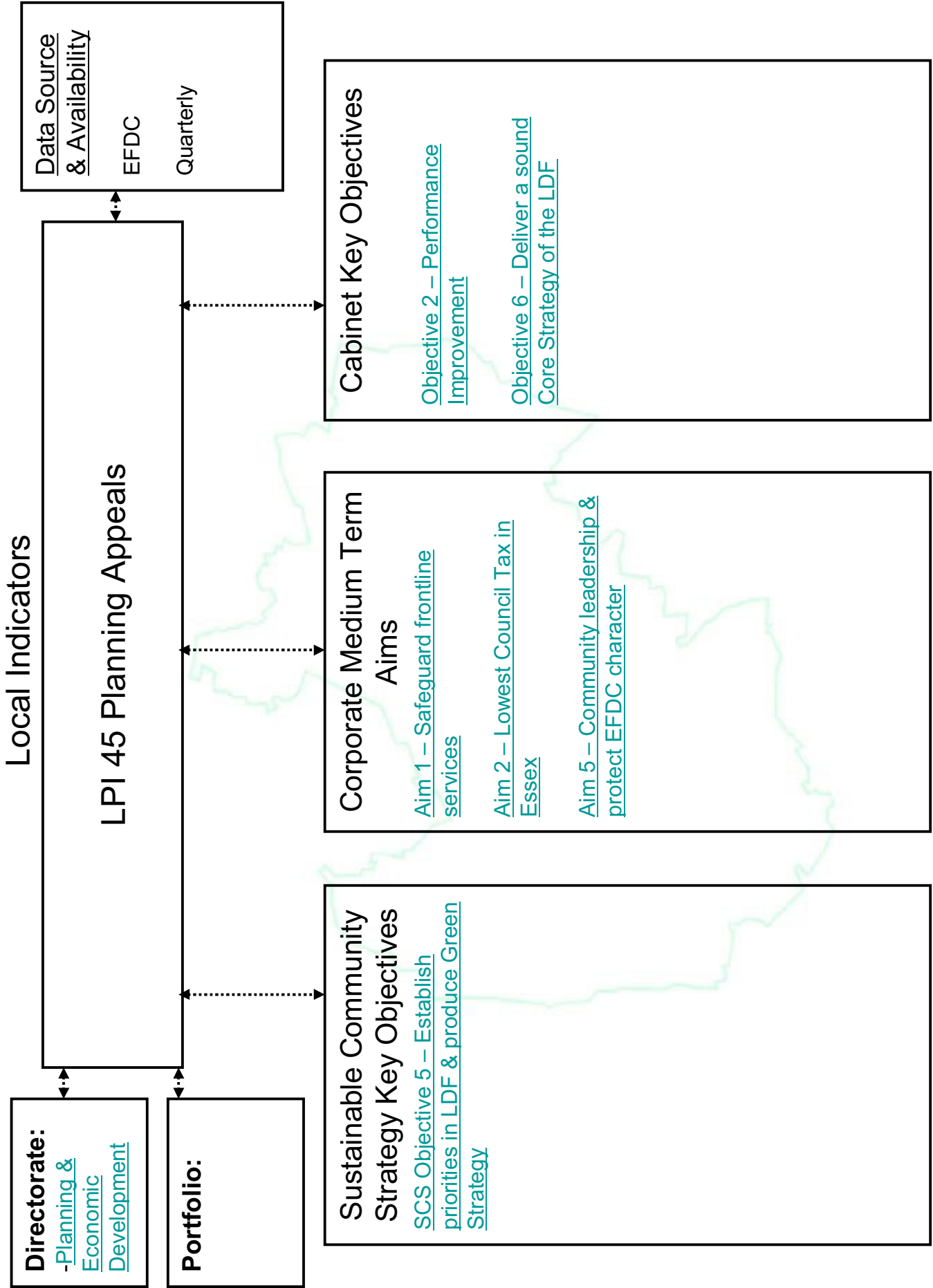


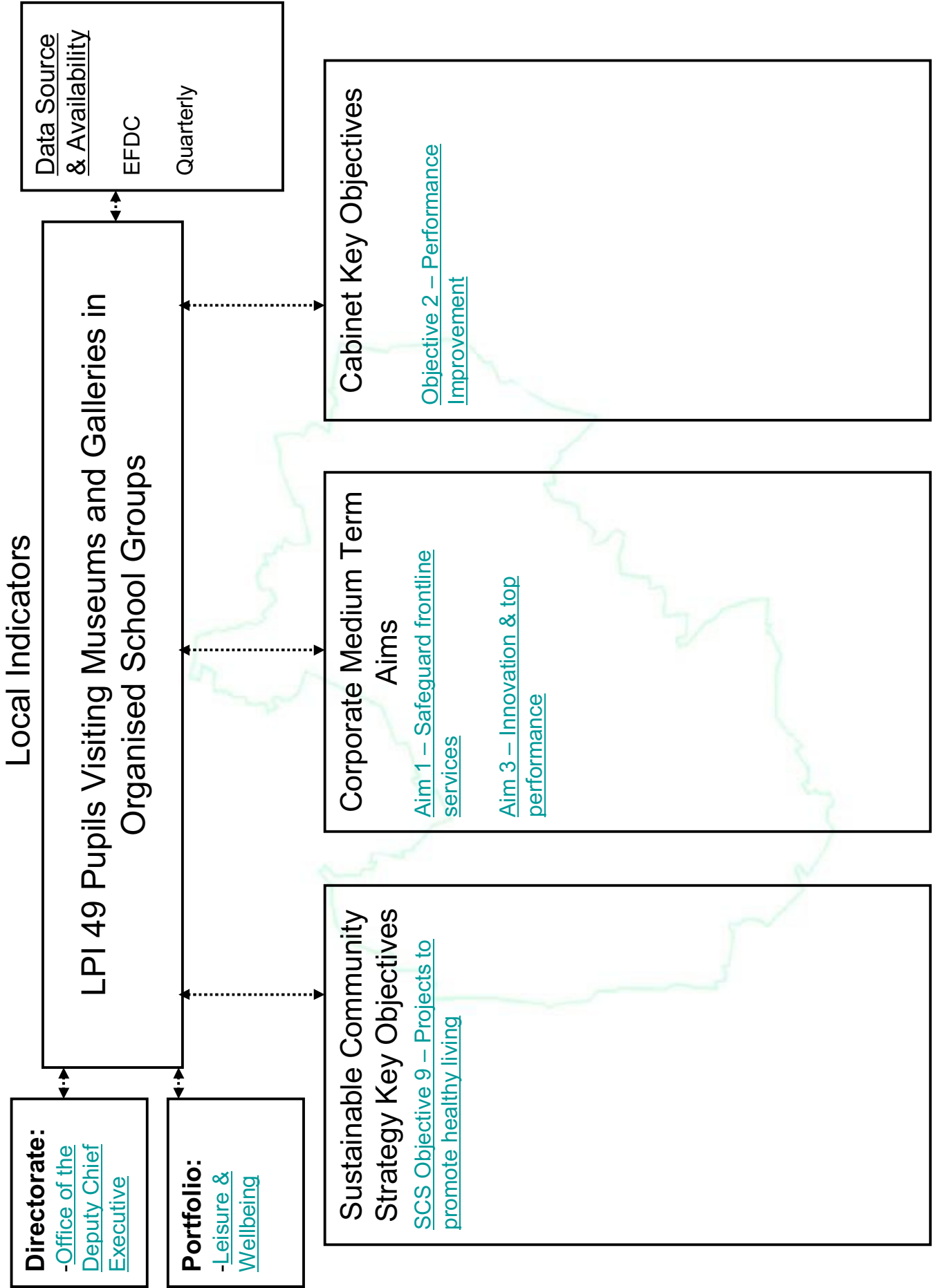




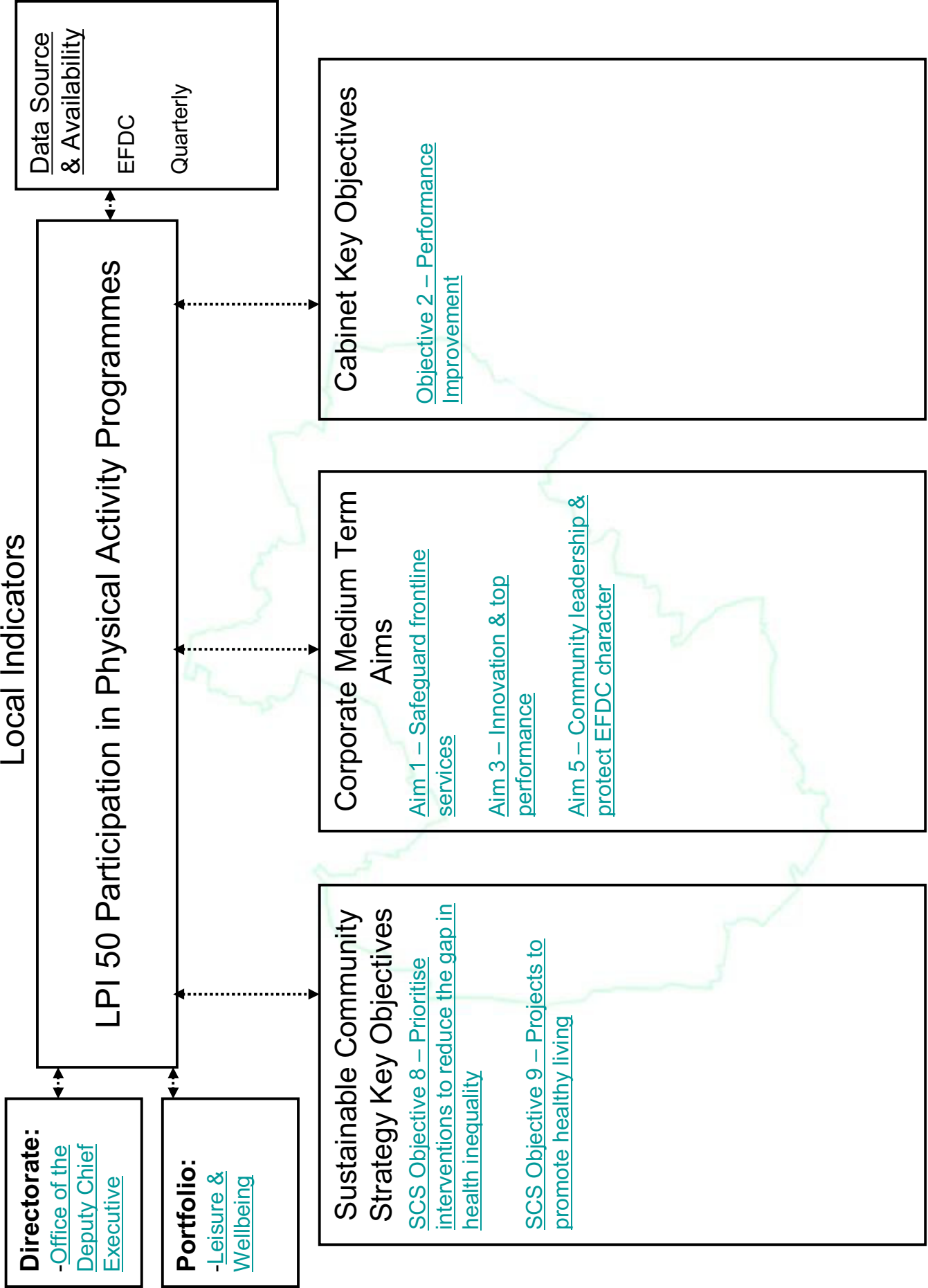


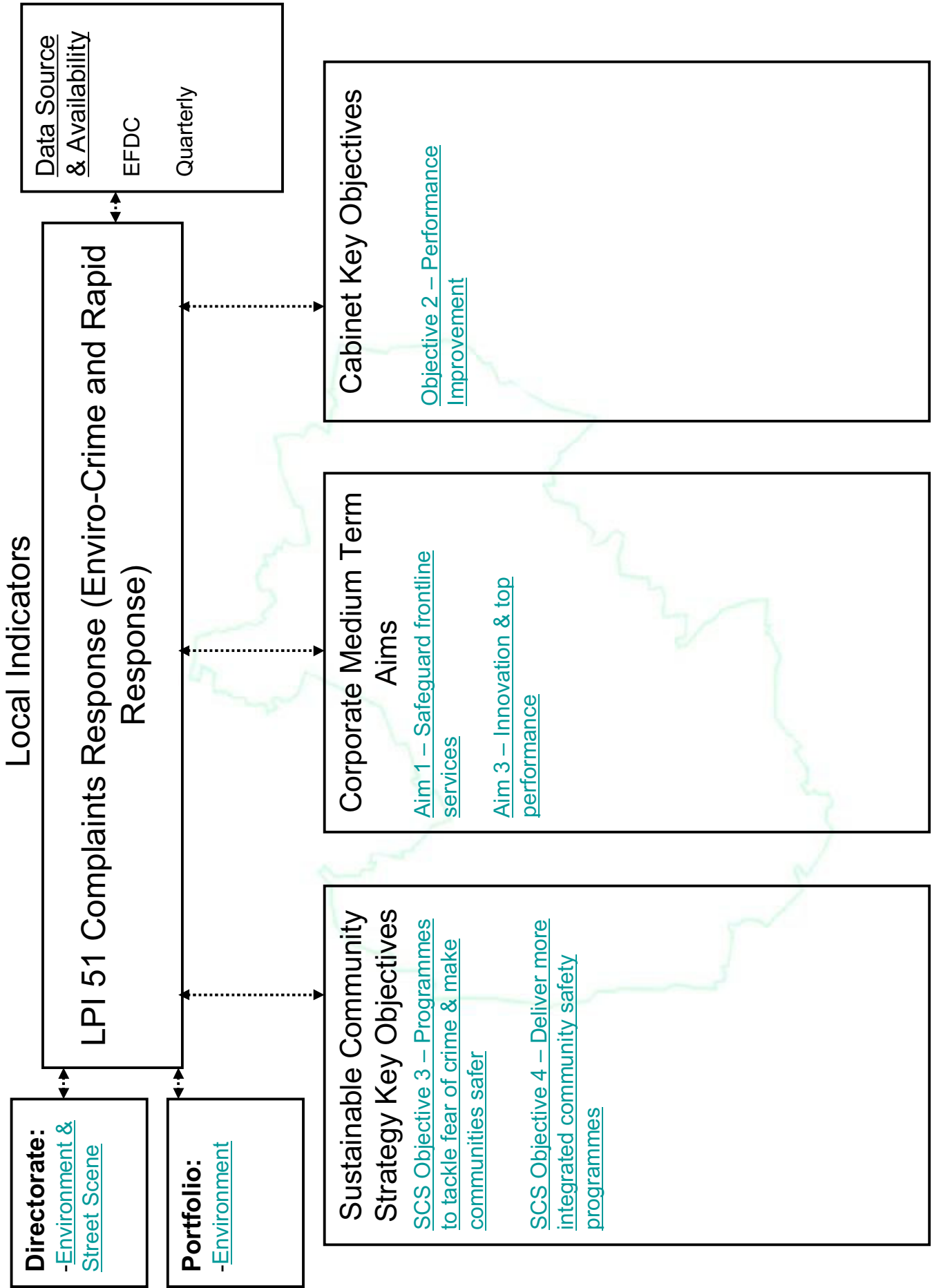


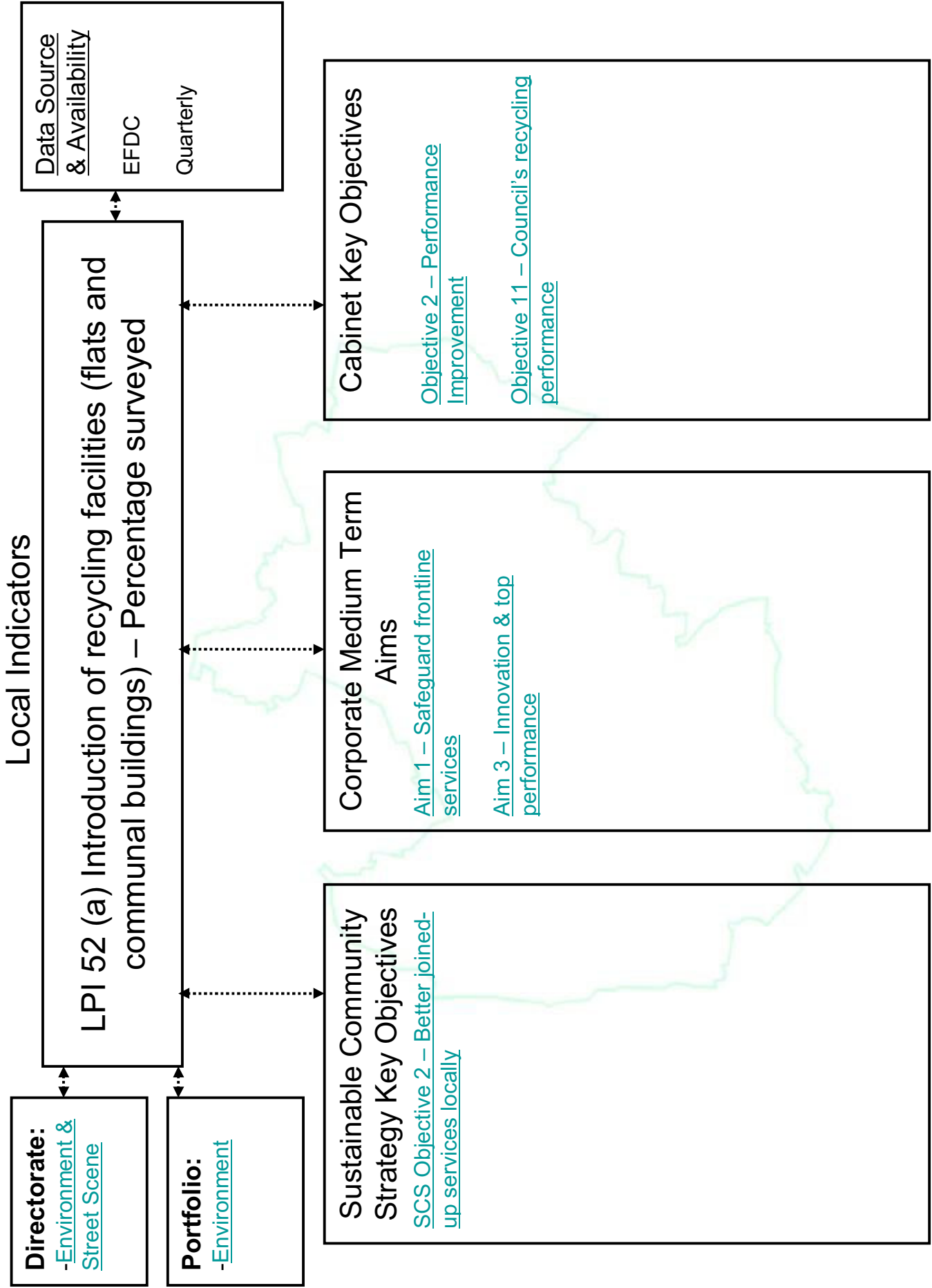


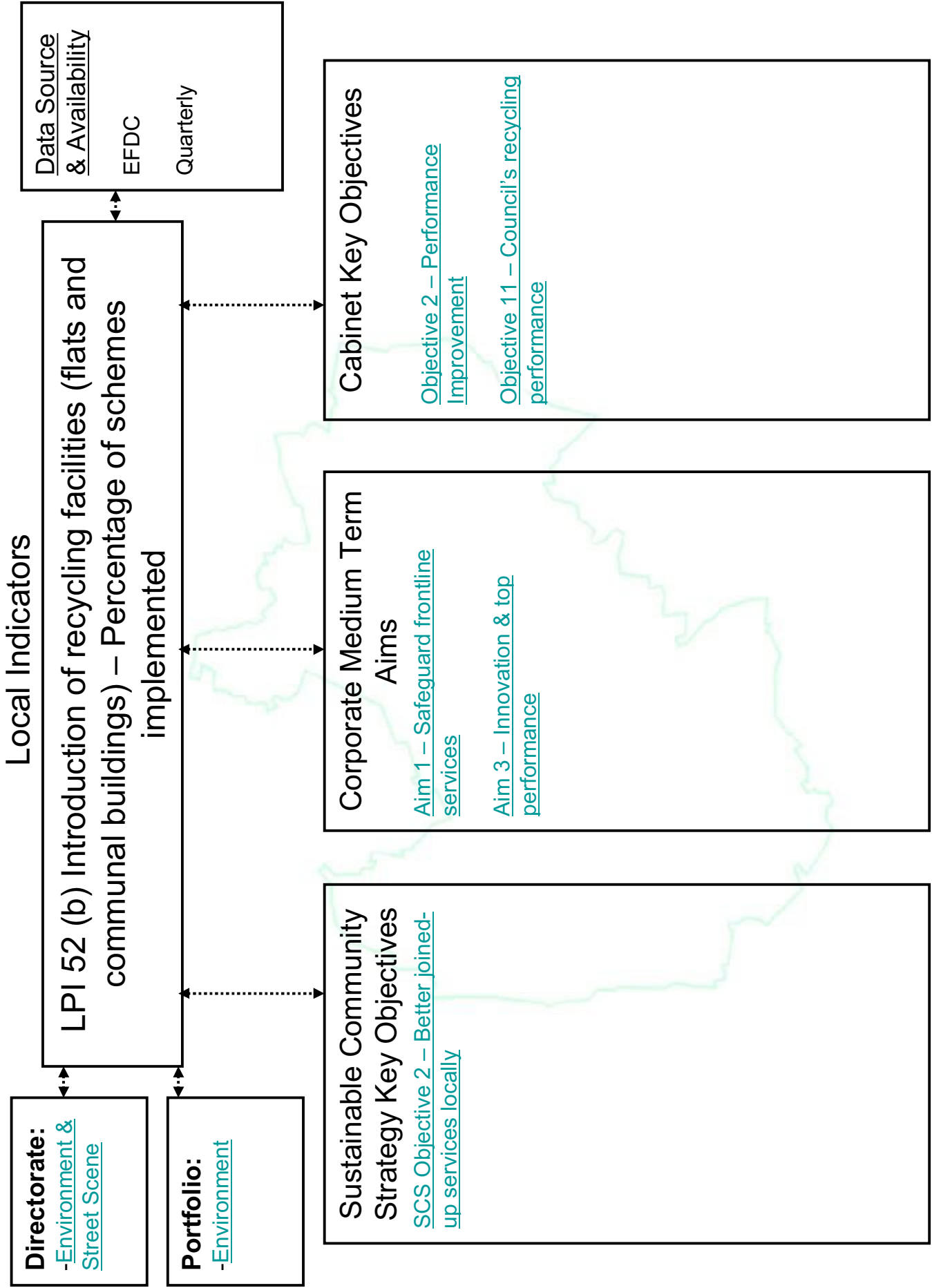


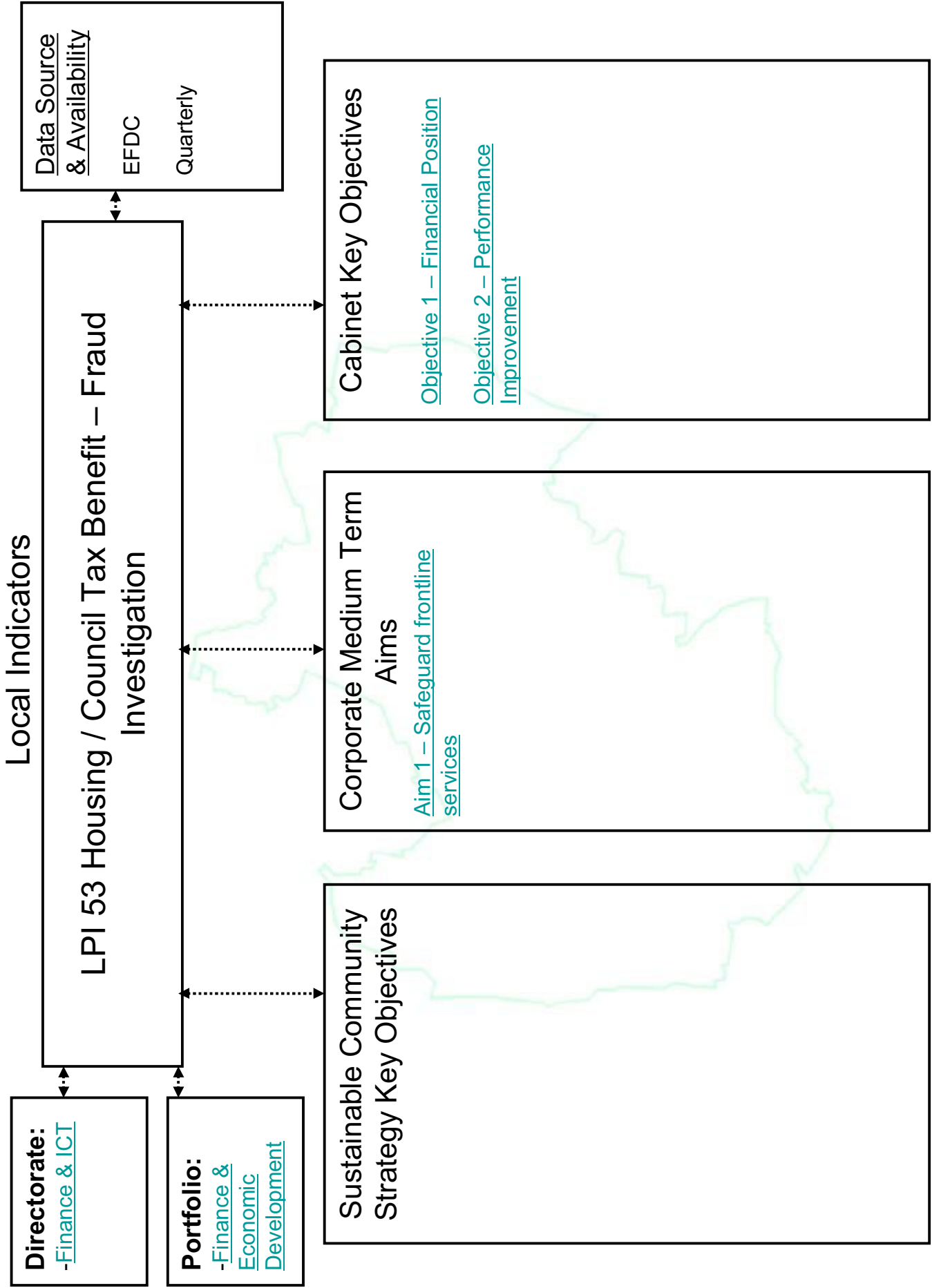
Local Indicators













SCRUTINY



Report to Finance and Performance Management Scrutiny Panel

Date of meeting: 22 April 2010

Subject: Epping Forest Tracker Survey 2009 Research Report

Officer contact for further information: Valerie Loftis (Ext 4471)

Committee Secretary: Adrian Hendry

Recommendations/Decisions Required:

To consider the Epping Forest Tracker Survey 2009 Research Report.

Report:

1. In 2008, The Government produced a new performance framework for Local Authorities, outlined in the *Strong and Prosperous Communities* White Paper. This Paper contained the new National Indicator measures to address improvement in quality of life in 'places' and enable provision of better public services across the country.

2. The 'Place Survey' was introduced as a mechanism for measuring public opinion on local services provided, which contains 18 National Indicator questions within the new National Indicator Set. Within Essex, BMG Research was appointed to undertake the 'Place Survey' across the District and Borough Councils. The survey carried out for Epping Forest District took place in November 2008 and included functions provided by the Council and its' local partners involved in the Local Strategic Partnership, 'One Epping Forest'.

3. Some of the Essex District Local Authorities chose to undertake a further non-statutory 'follow up' survey, in order to track any changes in resident's perception and to identify areas of improvement and those in need of further development. The Council appointed Ipsos Mori to undertake this work and a 'Tracker Survey' was carried out in November 2009. A postal questionnaire was distributed to a random sample of 1,013 residents, who were asked exactly the same questions as in the 'Place Survey', about where they live, their views on public services and perceptions of social cohesion.

4. The following chart is taken from the 'Tracker Survey' report and shows the District Council's results against the National Indicators and a comparison to the Place Survey results of 2008. The net difference is highlighted in percentage points. The report does not currently compare Epping Forest District's results with other districts, as it was not designed as a compulsory tool. It also does not give reasons for significant changes in responses and does not analyse public opinion at ward level.

Key Findings

Place Survey National Indicator Results for Epping Forest			
	2008/09 %	2009/10 %	Difference
NI1: % of people who believe people from different	78.3	78.0	0.3

backgrounds get on well together in their local area			
NI2: % of people who feel that they belong to their neighbourhood	62.6	62.1	0.5
NI3: Civic participation in the local area	12.7	13.9	1.2
NI4: % of people who feel they can influence decisions in their locality	25.2	28.8	3.6
NI5: Overall/general satisfaction with local area	86.7	84.8	1.9
NI6: Participation in regular volunteering	25.2	26.1	0.9
NI17: Perceptions of anti-social behaviour	17.8	15.5	2.3
NI21: Dealing with local concerns about anti-social behaviour and crime issues by the local council and police	24.2	n/a	n/a
NI22: Perceptions of parents taking responsibility for the behaviour of their children in the area	26.3	28.9	2.6
NI23: Perceptions that people in the area treat one another with respect and consideration	29.6	25.7	3.9
NI27: Understanding of local concerns about anti-social behaviour and crime issues by the local council and police	18.4	n/a	n/a
NI37: Awareness of civil protection arrangements in the local area	12.1	27.3	15.2
NI41: Perceptions of drunk or rowdy behaviour as a problem	26.5	25.2	1.3
NI42: Perceptions of drug use or drug dealing as a problem	25.5	25.6	0.1
NI119: Self-reported measure of people's overall health and well-being	76.5	72.4	4.1
NI138: Satisfaction of people over 65 with both home and neighbourhood	86.6	91.3	4.7
NI139: The extent to which older people receive the support they need to live independently	22.3	22.1	0.2
NI140: Fair treatment by local services	74.1	78.5	4.4

Please note: NI 21 and NI 27 were not asked in the EssexWorks Place Survey Tracker 2009/10. Not all differences are statistically significant, and it is not automatically the case that every time there is an increase in the figure that it implies a positive finding.

Consequently, we have used colour coding to identify the meaning behind the differences.

_ Differences in font colour **red** are statistically significant and negative.

_ Differences in font colour **green** are statistically significant and positive.

_ Differences in font colour **grey** are not statistically significant.

1.0 Significant improvements

1.1 There were four indicators which significantly improved from 2008 to 2009. These were:

1.2 (NI4): The percentage of people who feel they can influence decisions in their locality (+3.6); The Council continues to enhance its candidates' information pack which is available via the website or in hard copy by application to the Council. When nomination details are sent, this advice pack is included. Generally the pack is well received. The Constitution & Member Services SSP discussed the possibility of

holding a candidates' briefing session to build on the information in the pack but this did not find favour at member level. This was due:

- a) to the difficulty of agreeing when the session would best be held, and
- b) the confidentiality for the prospective candidates which was sought by the political parties.

Such a session was not ruled out for the future however.

- 1.3 A great deal of work has been carried out with the local Youth Council on local democracy and this together with more material being placed on the website about registering to vote and how elections operate may explain in part why public perceptions have been more favourable. The imminent General Election may be relevant too.
- 1.4 (NI23): Perceptions that people in the area treat one another with respect and consideration (+3.9); More people agree that parents are taking responsibility for their children (up by 3%). An overall 2% improvement in volunteering. Overall perceptions of anti-social behaviour has dropped by 3% in the year 2008 to 2009.
- 1.4 (NI37): Awareness of civil protection arrangements in the local area (+15.2); Public perception. Huge amounts of information were issued at local and national government agency level in order to raise public awareness of swine flu. The issue received massive amounts of local and national media coverage. Few people were unaware of swine flu at the time and this may have had an impact on this particular indicator.
- 1.5 (NI140): Fair treatment by local services (+4.4). Whilst there is no single action that can be identified as responsible for this significant improvement in people's perception, an assumption could be made that improved communication and opportunities for residents to be involved in local decision making will have contributed to this result.

2.0 Significant negative changes

- 2.1 There is only one negative change (NI119): Self-reported measure of people's overall health and well-being (-4.1).
- 2.2 Health services are one of the most important services to residents in the district. Residents' perception of health related issues vary considerably with location and age. The latter is understandable given that health often worsens with age and the need to access health facilities increases. There are locations which are some distance from health facilities or are located between two Primary Care Trusts (PCT) and residents find themselves being passed between facilities. This added to often poor transport infrastructure limiting access to facilities will produce a high level of anxiety in some residents.
- 2.3 Although these results are representative of the particular sample of residents involved in the survey, it must be assumed that this is an issue for the district as a whole. Therefore, in order to support the improvement of well being of Epping Forest residents we will need to support the development of work of One Epping Forest Healthy Communities Subgroup to ensure residents concerns and wishes are heard, understood and where possible acted upon.
- 2.4 Additionally, at a local level, the Council's Community Services teams will continue to work closely with the PCT and voluntary agencies, to deliver a wide range of activities and initiatives to address health inequalities across the district, including providing

targeted services to children, young people and the elderly and, addressing key geographical areas that are identified within the Joint Strategic Needs Assessment.

Reason for Decision:

To identify what action is necessary in relation to the findings of the Tracker Survey 2009 and subsequent Comprehensive Area Assessment.

Consultation undertaken: None

Resource implications: None

Budget provision: £6,000.

Personnel: None

Land: None

Community Plan/BVPP reference: None

Relevant statutory powers: *Strong and Prosperous Communities* White Paper, 9 July 2008

Background papers: Communities and Local Government, National Indicators for Local Authorities and Local Authority Partnerships

Environmental/Human Rights Act/Crime and Disorder Act Implications: None

Key Decision reference: (if required) None