

PERFORMANCE INDICATORS 2008/09 - TARGETS AND QUARTER 1 PERFORMANCE

Traffic Light key to 2007/08 performance outturn:

RED

Outturn performance target not met

AMBER

Outturn performance not met, but performance within 5.00% of target

GREEN

Outturn performance target met

COMMUNITY WELLBEING PORTFOLIO

REF & DIRECTOR	SUMMARY DESCRIPTION AND DIRECTION OF IMPROVING PERFORMANCE (HIGH/LOW)	PREVIOUS REF	OUTTURN 2006/07	OUTTURN 2007/08	PROPOSED TARGET 2008/09	Q1 2008/09	COMMENTS
NI 187* John Preston	<i>Tackling fuel poverty.</i> 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).	None	N/A	N/A	Not to be set	N/A	New indicator for 2008/09. Data protection concerns raised in respect of use of benefit data for survey methodology addressed by Corporate Governance Group (24 September 2008). The first survey is to be progressed during the current year in order to develop baseline information for future improvement and target setting, and it is therefore inappropriate to set a target for 2008/09.
LPI 01* Derek Macnab	<i>The level of the Equality Standard for Local Government.</i> The Equality Standard provides a framework for delivering continuous improvement in relation to fair employment outcomes and equal access to services (HIGH).	BVPI 2a	Level 1	GREEN Level 2	Level 2	N/A	The Equality Standard for Local Government is to be discontinued from 2009/10 and replaced with new standard. The indicator rates performance against four 'levels', where Level 4 represents the highest level of performance. Insufficient resources are currently available to secure Level 3 of the existing standard in 2008/09.
KPI LPI 02 Colleen O'Boyle	<i>The percentage of licence applications processed within statutory periods.</i> This indicator monitors the Council's effectiveness in the determination of premises licences under the Licensing Act 2003 (predominantly pubs and clubs etc). These are the only licensing issues where a 'statutory period' applies (HIGH).	LPI EH6	98.30%	GREEN 98.44%	100.00%	100.00%	In view of the limitations of this indicator in terms of the Council's overall licensing responsibilities and the performance currently attained, it is suggested that this indicator should be deleted or revised to reflect a more relevant and challenging performance measure.
KPI LPI 03* John Gilbert	<i>Feeling safe.</i> The development of the new Local Area Agreement has revealed that Essex residents display disproportionate levels of fear of crime compared to actual crime statistics, and this indicator measures the percentage of people saying they feel safe outside after dark (HIGH).	None	N/A	N/A	53.90%	N/A	Local Area Agreement indicator. Target relates to three-year LAA period to 2010/11 and performance is informed by the annual 'tracker' survey undertaken by Essex County Council. It is therefore inappropriate to set specific target for 2008/09.

*Performance to be reported at year-end.

REF & DIRECTOR	SUMMARY DESCRIPTION AND DIRECTION OF IMPROVING PERFORMANCE (HIGH/LOW)	PREVIOUS REF	OUTTURN 2006/07	OUTTURN 2007/08	PROPOSED TARGET 2008/09	Q1 2008/09	COMMENTS
HOUSING PORTFOLIO							
REF & DIRECTOR	SUMMARY DESCRIPTION AND DIRECTION OF IMPROVING PERFORMANCE (HIGH/LOW)	PREVIOUS REF	OUTTURN 2006/07	OUTTURN 2007/08	PROPOSED TARGET 2008/09	Q1 2008/09	COMMENTS
NI 155 (& KPI LPI 12) Alan Hall	<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).	LPI H15 a	25.00	RED 19.00	66.00	0.00	NI 155 and LPI 12 both address the number of affordable homes delivered. LPI 12 has been developed by Essex County Council for inclusion in the Essex Local Area Agreement 2008-2011, and relates only to the number of new-build affordable houses delivered, whereas this indicator also reflects provision through changes of use and conversions.
NI 156 Alan Hall	<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).	LPI H10 a, b	40.10	GREEN 19.20	104.00	79.00	Indicator requires count of households, LPI H10 measured the average. The Council has met the target to reduce the number of households in temporary accommodation by half by 2010. Temporary accommodation includes residents in Norway House, single people in bed and breakfast accommodation, and private sector leasing schemes.
KPI NI 158* Alan Hall	<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).	BVPI 184	6.00%	GREEN 5.00%	1.50%	N/A	The Council is on-target to achieve the requirements of the Government's Decent Homes Standard by 2010. The proposed target reflects the Council only having a small number (and reducing) number of non-decent properties.
KPI NI 160* Alan Hall	<i>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).	None	N/A	N/A	85.00%	N/A	Performance informed by survey undertaken every two years, starting from 2008/09. When the last survey (the former BVPI survey) was undertaken, 85% of tenants surveyed (1,500) were satisfied with the Council's landlord services. The results of the 2008/09 survey are currently being analysed.

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KPI LPI 04 Alan Hall	<i>Rent collected as a proportion of rents owed on housing revenue account dwellings.</i> This indicator is a measure of a local authority's rent collection and arrears recovery service (HIGH).	BVPI 66a	98.83%	GREEN 99.41%	98.81%	99.14%	The Council continues to perform well in the recovery of current tenant rent arrears. This is due to a number of factors including the Introductory Tenancy Scheme, serving Notices Seeking Possession at an early stage, assisting tenants with debt management and a number of other initiatives within the Rent Arrears Strategy.
LPI 05 Alan Hall	<i>Average number of days to re-let council dwellings.</i> 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).	BVPI 212	51.00	RED 54.00	49.00	46.10	Although there has been an improvement with this indicator work continues to ensure further improvement. An officer working party has been set up and has put a number of new initiatives in place to reduce the void period in the future. A major problem area is older people's properties, which are proving difficult to let.
LPI 06 Alan Hall	<i>Current rent arrears as proportion of rent roll.</i> This indicator is a measure of the performance of the Council's housing rent collection and arrears recovery service (LOW).	LPI H1b	1.69%	GREEN 1.52%	1.60%	1.54%	As LPI 04. The Council continues to perform well in the recovery of current tenant rent arrears. This is due to a number of factors including the Introductory Tenancy Scheme, serving Notices Seeking Possession at an early stage, assisting tenants with debt management and a number of other initiatives within the Rent Arrears Strategy.
LPI 07 Alan Hall	<i>Emergency repairs undertaken within target time.</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).	LPI H2a	99.00%	GREEN 99.00%	99.00%	99.00%	The target is for emergency repairs to be undertaken within twenty-four hours. The Council is performing well against this indicator and will seek to maintain the current level of performance in 2008/09.
LPI 08 Alan Hall	<i>Urgent repairs undertaken within target time.</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).	LPI H2b	89.00%	RED 89.00%	95.00%	84.00%	Urgent repairs should be undertaken within seven days. Improvement against this indicator is being addressed through the current review of the future of the Works Unit and the identification of the proposed stretching target.
LPI 09 Alan Hall	<i>Routine repairs undertaken within target time.</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).	LPI H2c	90.00%	RED 84.00%	95.00%	82.00%	As LPI 08. Urgent repairs should be undertaken within seven days. Improvement against this indicator is being addressed through the current review of the future of the Works Unit and the identification of the proposed stretching target.

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LPI 10 Alan Hall	<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).	LPI H3	98.00%	GREEN 98.00%	98.00%	99.00%	A survey form is sent out to all tenants following any repair, seeking their views on the service provided. The Council continues to achieve an excellent satisfaction response from its customers and will seek to maintain the current level of performance in 2008/09.
KPI LPI 11 Alan Hall	<i>Average number of single homeless households placed in bed and breakfast accommodation.</i> This indicator monitors progress towards reducing the number of households in temporary accommodation provided under homelessness legislation (LOW).	LPI H10a	17.30	GREEN 3.70	3.50	3.00	Single homeless applicants are only placed in bed and breakfast accommodation where there is no alternative as a result of sound housing management practices.
KPI LPI 12* (& NI 155) Alan Hall	<i>Affordable housing.</i> This indicator promotes an increase in the supply of affordable housing through the number of new-build affordable houses delivered. (HIGH).	LPI H15	N/A	N/A	45.00	N/A	Local Area Agreement indicator. NI 155 and LPI 12 both address the number of affordable homes delivered. LPI 12 has been developed by Essex County Council for inclusion in the second Essex Local Area Agreement, and relates only to the number of new-build affordable houses delivered.
*Performance to be reported at year-end.							

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FINANCE AND PERFORMANCE MANAGEMENT PORTFOLIO							
REF & DIRECTOR	SUMMARY DESCRIPTION AND DIRECTION OF IMPROVING PERFORMANCE (HIGH/LOW)	PREVIOUS REF	OUTTURN 2006/07	OUTTURN 2007/08	PROPOSED TARGET 2008/09	Q1 2008/09	COMMENTS
NI 179*	<i>Value for Money.</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 financial year (HIGH).	None	N/A	N/A	£635,000	N/A	The Government requires local authorities to achieve annual efficiency gains of 3.00%, and the proposed target for 2008/09 represents 3.00% of net revenue expenditure. Having achieved substantial efficiency gains throughout the previous CSR period, it is increasingly difficult to identify and achieve further gains, which is exacerbated by the current economic climate. The target will prove challenging.
Bob Palmer							
NI 180	<i>The number of changes of circumstances which affect customers' Housing Benefit/Council Tax Benefit entitlement within the year (per 1000 caseload).</i> This indicator ensures that customers receive the correct amount of HB/CTB and contributes to reducing poverty and fraud and error (N/A).	None	N/A	N/A	975.00	N/A	The Council's current inability to monitor and report data against this indicator was noted by the Finance and Performance Management Scrutiny Panel on 19 August 2008. The Director of Finance and ICT will report any changes in the position since that time. The proposed target for 2008/09 has been determined using advice from the DWP on the average number of expected changes per customer per year.
Bob Palmer							
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).	None	N/A	N/A	15.00	16.15	The proposed target for 2008/09 has been determined on the basis advice received from the Department for Work and Pensions as to previous performance of local authorities nationally to process both changes and new claims.
Bob Palmer							
KPI LPI 13	<i>The 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).	BVPI 8	96.98%	GREEN 98.00%	97.00%	97.24%	Performance in 2007/08 was exceptionally good. The five month period to the end of August 2008 shows performance at 97.41% and the 98.00% outturn achieved in 2007/08 is therefore unlikely to be attainable for this year. The most up to date all England top-quartile position is 97.00% and this is considered to be a reasonable target for 2008/09.
Bob Palmer							
KPI LPI 14	<i>The percentage of Council Tax collected.</i> This indicator monitors the rate of collection of Council Tax (HIGH).	BVPI 9	98.20%	AMBER 98.07%	98.50%	27.80%	The Council has traditionally selected the most up to date district top-quartile position as the target for this indicator. However, it is likely that there will be a small downturn in collection within the current financial year due to the conversion to the new ICT system which will cause a temporary disruption in recovery processes, and the proposed target is felt to be reasonable for 2008/09.
Bob Palmer							
KPI LPI 15	<i>The percentage of National Non-Domestic Rates collected.</i> This indicator monitors the rate of collection of NNDR (HIGH).	BVPI 10	99.01%	AMBER 98.41%	99.30%	29.45%	The Council has traditionally selected the most up to date district top-quartile position as the target for this indicator. Collection this year is currently down by 1.9% due to the effects of the economic downturn and changes to empty property charges. The reduction in collection is being experienced across Essex and nationally due to these factors and will affect the top quartile figure.
Bob Palmer							

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KPI LPI 16 Bob Palmer	<i>Average time (days) for processing new benefit claims.</i> This indicator monitors the administration of Housing and Council Tax Benefit (LOW).	BVPI 78a	28.53	RED 37.34	30.00	35.00	The proposed target for 2008/09 has been determined on the basis of previous performance and an understanding of the current position with regard to workload issues within the Benefits Division.
KPI LPI 17 Bob Palmer	<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).	BVPI 78b	12.40	RED 14.39	11.00	11.40	The proposed target for 2008/09 has been determined on the basis of previous performance and an understanding of the current position with regard to workload issues within the Benefits Division.
LPI 18 Bob Palmer	<i>Accuracy of processing benefit claims.</i> This indicator monitors the administration of Housing and Council Tax Benefit (HIGH).	BVPI 79a	99.40%	GREEN 99.00%	Deleted	Deleted	Indicator deleted by Finance and Performance Management Scrutiny Panel (19 August 2008).
LPI 19 Joe Akerman	<i>Percentage of audit projects completed.</i> This indicator monitors the effectiveness of the Council's Internal Audit function (HIGH).	LPI SS4a	82.00%	GREEN 89.00%	90.00%	22.95%	Performance for the first quarter marginally exceeds the cumulative target (22.5%). Quarter 1 performance against the Internal Audit LPIs was reviewed by Audit and Governance Committee in September 2008. The target for this indicator for 2008/09 has therefore already been established.
LPI 20 Joe Akerman	<i>Productive audit time.</i> This indicator monitors the effectiveness of the Council's Internal Audit function (HIGH).	LPI SS4b	67.00%	AMBER 68.00%	70.00%	70.42%	The indicator for chargeable time equalled the target in the first quarter, due primarily to improved sickness levels. Quarter 1 performance against the Internal Audit LPIs was reviewed by Audit and Governance Committee in September 2008. The target for this indicator for 2008/09 has therefore already been established.
LPI 21 Joe Akerman	<i>Internal Audit customer satisfaction.</i> This indicator monitors the effectiveness of the Council's Internal Audit function (HIGH).	LPI SS4c	83.00%	AMBER 81.00%	83.00%	86.00%	Target met for the first quarter, Quarter 1 performance against the Internal Audit LPIs was reviewed by Audit and Governance Committee in September 2008. The target for this indicator for 2008/09 has therefore already been established.

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LPI 22 Joe Akerman	<i>Average cost per productive audit day.</i> This indicator monitors the effectiveness of the Council's Internal Audit function (LOW).	LPI SS4f	£314.00	AMBER £307.00	£320.00	£309.00	The cost per productive audit day for the first quarter bettered the target, due primarily to improved staff sickness levels. Quarter 1 performance against the Internal Audit LPis was reviewed by Audit and Governance Committee in September 2008. The target for this indicator for 2008/09 has therefore already been established.
LPI 23a* Bob Palmer	<i>Capital Projects - 'Cost Predictability'.</i> This indicator measures the delivery of capital projects, and is expressed as the percentage of project costs where outturn is within +5% of the estimated outturn, expressed as a percentage of the total projects completed.	NPPI 5	N/A	N/A	75.00%	N/A	Asset Management Plan indicator adopted as LPI following Use of Resources assessment for 2006/07. Targets not previously set for this indicator.
LPI 23b* Bob Palmer	<i>Capital Projects - 'Time Predictability'.</i> This indicator measures the delivery of capital projects, and is expressed as the percentage of project costs falling within +5% of the estimated timescale, expressed as a percentage of the total projects completed.	NPPI 5	N/A	N/A	50.00%	N/A	Asset Management Plan indicator adopted as LPI following Use of Resources assessment for 2006/07. Targets not previously set for this indicator.
LPI 24 Derek Macnab	<i>The number of visits to the Council's website per month.</i> This indicator measures the effectiveness of the Council's website function. A website visit is defined as a series of one or more page views, which starts with the first page view and ends when no activity on the part of the visitor is registered for thirty minutes. If the same visitor returns to the web site after thirty minutes, this is registered as a new visit (HIGH).	LPI PR3	664,562.00	GREEN 787,814.00	815,000.00	197,028.00	The proposed target for 2008/09 represents a 3.75% increase on the number of actual visits for 2007/08, equivalent to approximately 67,900 visits per month. Website visits for the first six months of the year total 349,349, which equates to an outturn of 700,000 visits for the year, on average over 7,000 visits less per month than 2008/09. A number of faults have recently been identified with the website visit recording software which could explain the drop in monthly visits over the first half of the year.
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CORPORATE SUPPORT SERVICES AND ICT PORTFOLIO							
REF & DIRECTOR	SUMMARY DESCRIPTION AND DIRECTION OF IMPROVING PERFORMANCE (HIGH/LOW)	PREVIOUS REF	OUTTURN 2006/07	OUTTURN 2007/08	PROPOSED TARGET 2008/09	Q1 2008/09	COMMENTS
NI 14* Derek Macnab	<i>Avoidable contact.</i> This indicator measures the proportion of customer contact that is of low or no value to the customer (LOW).	None	N/A	N/A	Not to be set	N/A	Indicator to be implemented from October 2008. Requirements considered by Customer Transformation Task and Finish Panel (15.9.08) and cross-directorate Working Party established to progress the Council's approach to the identification of avoidable contact through manual survey methodology in order to develop baseline information for future target setting. Inappropriate to set target for 2008/09.
LPI 25 Colleen O'Boyle	<i>The percentage of the top-paid 5% of the Council's employees who are women.</i> This indicator measures progress towards the achievement of equal opportunities in employment (HIGH).	BVPI 11a	24.81%	RED 24.11%	29.00%	26.55%	The Council has not reached district top-quartile targets for this indicator in any year and the proposed target for 2008/09 has therefore been set above the most up to date district average figure of 26.92% but below the top quartile of 33.31, which is still challenging. The Council has put in place training programmes to support women wishing to apply for promotion, including Springboard, which is a personal development programme and the Council's internal Management Development Programme where 60% of Cohort 1 were women. The first quarter figure is an increase on the 2007/08 outturn.
LPI 26 Colleen O'Boyle	<i>The percentage of the top-paid 5% of the Council's employees from an ethnic minority.</i> This indicator measures progress towards the achievement of equal opportunities in employment (HIGH).	BVPI 11b	2.89%	RED 2.81%	3.20%	2.98%	The Council has not reached district top-quartile targets for this indicator in any year and the proposed target for 2008/09 has therefore been set above the most up to date district average figure of 1.96% but below the top quartile of 3.70, which is still challenging. The first quarter figure is an increase on the 2007/08 outturn.
LPI 27 Colleen O'Boyle	<i>The percentage of the top-paid 5% of the Council's employees who have a disability.</i> This indicator measures progress towards the achievement of equal opportunities in employment (HIGH).	BVPI 11c	11.57%	RED 5.62%	6.25%	5.96%	The Council met the top quartile target for this indicator for 2006/07 by a considerable margin, and the target was therefore increased substantially to 11.00% in 2007/08. The Council did not meet its top quartile target for the last year, so the target for 2008/09 has been set at the most up to date district top quartile figure of 6.25%. A data cleanse exercise will take place in January 2009 to ensure all disability data has been captured. The first quarter is an increase on the 2007/08 outturn.
KPI LPI 28 Colleen O'Boyle	<i>The number of working days lost due to sickness absence.</i> This indicator monitors the level of staff sickness absence across the authority, and supports the implementation of the Council's Managing Absence Policy (LOW).	BVPI 12	10.98	AMBER 8.48	8.00	2.33%	The Council has not reached district top-quartile targets for this indicator in any year, however there was a significant improvement in 2007/08 of a decrease of over two days sickness absence per employee. The 2008/09 target corresponds with the eight-day trigger level set out in the Council's Managing Absence Policy. The first quarter is 0.44 days up on that for 2007/08.

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LPI 29 Colleen O'Boyle	<i>The percentage of the Council's employees retiring early (excluding ill-health) as a percentage of the workforce. This indicator monitors the level of staff early retirement in local authorities (LOW).</i>	BVPI 14	0.00%	AMBER 0.19%	0.00%	0.38%	The 2006/07 top quartile figure was 0.00% which has been set for subsequent years. The first quarter figure represents an early retirement as part of the senior management review, but it is unlikely that there will be other early retirements for the remainder of the year.
LPI 30 Colleen O'Boyle	<i>Percentage of employees retiring on grounds of ill-health, as a percentage of the Council's workforce. This indicator monitors the level of staff early retirement in local authorities (LOW).</i>	BVPI 15	0.55%	RED 0.37%	0.00%	0.00%	The 2006/07 top quartile figure was 0.00% which has been set for subsequent years. Although first quarter performance has met the target for the year, the performance of this indicator reflects the application of the Council's Managing Absence Policy and independent medical advice and it is not known at this time if the Council will meet the target at year-end.

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LPI 31 Colleen O'Boyle	<i>The percentage of the Council's employees who are women.</i> This indicator measures progress towards the achievement of equal opportunities in employment (HIGH).	None	N/A	N/A	55.00%	56.39%	This is a new indicator for 2008/09, which is intended to work in conjunction with LPI 25. At present, performance shows that women make up just over half the workforce and yet only a quarter of the top 5% of earners are female. The Council has implemented initiatives to support female employees, including the Springboard personal development programme.
LPI 32 Colleen O'Boyle	<i>The percentage of the Council's employees with a disability.</i> This indicator measures progress towards the achievement of equal opportunities in employment (HIGH).	BVPI 16a	9.67%	RED 8.18%	8.00%	8.41%	The Council met the top quartile target for this indicator for 2006/07 by a considerable margin, and the target was therefore increased to 9.5% for 2007/08. The Council did not meet the top quartile figure last year so the target for 2008/09 has been set above the most up to date top quartile figure but below the 2007/08 target. A data cleanse exercise will take place in January 2009 to ensure that all disability data has been captured.
LPI 33 Colleen O'Boyle	<i>The percentage of the Council's employees from ethnic minority communities.</i> This indicator measures progress towards the achievement of equal opportunities in employment. (HIGH).	BVPI 17a	3.78%	RED 3.20%	3.10%	3.00%	The Council met the top quartile target for this indicator for 2006/07, and the target was therefore increased to 3.5% in 2007/08 which the Council did not meet. The target for 2008/09 has been set at the most up to date top quartile figure. The Council will continue to advertise vacancies in a wide range a publications to ensure ethnic minority groups are reached.
LPI 34a* Colleen O'Boyle	<i>Property condition (excluding housing property) - % gross internal floor space in condition category 'Good'.</i> This indicator measures the condition of property assets for their current use and provides information on the overall condition of the Council's estate (HIGH).	NPPI 1	N/A	28.00%	28.00%	N/A	Asset Management Plan indicator adopted as LPI following Use of Resources assessment for 2006/07. The outturn for 2006/07, as recorded in the Asset Management Plan for 2007-2012 was 20.51%. The planned maintenance programme for 2008/09 is set at a level to maintain the 2007/08 standard as opposed to continuous improvement.
LPI 34b* Colleen O'Boyle	<i>Property condition (excluding housing property) - % gross internal floor space in condition category 'Satisfactory'.</i> This indicator measures the condition of property assets for their current use and provides information on the overall condition of the Council's estate (N/A).	NPPI 1	N/A	72.00%	72.00%	N/A	Asset Management Plan indicator adopted as LPI following Use of Resources assessment for 2006/07. The outturn for 2006/07 as recorded in the Asset Management Plan for 2007-2012 was 78.69%. The Planned Maintenance Programme for 2008/09 is set at a level to maintain 2007/08 standard as opposed to continuous improvement.
LPI 34c* Colleen O'Boyle	<i>Property condition (excluding housing property) - % gross internal floor space in condition category 'Poor'.</i> This indicator measures the condition of property assets for their current use and provides information on the overall condition of the Council's estate (N/A).	NPPI 1	N/A	0.00%	0.00%	N/A	Asset Management Plan indicator adopted as LPI following Use of Resources assessment for 2006/07. The outturn for 2006/07 as recorded in the Asset Management Plan for 2007-2012 was 0.80%. The Planned Maintenance Programme for 2008/09 is set at a level to maintain the 2007/08 standard as opposed to continuous improvement.

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LPI 34d* Colleen O'Boyle	<i>Property condition (excluding housing property) - % gross internal floor space in condition category 'Bad'. This indicator measures the condition of the property assets for their current use and provides information on the overall condition of the Council's estate (N/A).</i>	NPPI 1	N/A	0.00%	0.00%	N/A	Asset Management Plan indicator adopted as LPI following Use of Resources assessment for 2006/07. The outturn for 2006/07 as recorded in the Asset Management Plan for 2007-2012 was 0%.
LPI 35a* Colleen O'Boyle	<i>Property condition (excluding housing property) - Backlog of maintenance by cost in priority level 'Urgent'. This indicator measures the condition of property assets for their current use and provides information on the overall condition of the Council's estate (N/A).</i>	NPPI 1	N/A	0.00%	0.00%	N/A	Asset Management Plan indicator adopted as LPI following Use of Resources assessment for 2006/07. The outturn for 2006/07 as recorded in the Asset Management Plan for 2007-2012 was 0%.
LPI 35b* Colleen O'Boyle	<i>Property condition (excluding housing property) - Backlog of maintenance by cost in priority level 'Essential'. This indicator measures the condition of the property assets for their current use and provides information on the overall condition of the Council's estate (N/A).</i>	NPPI 1	N/A	0.00%	0.00%	N/A	Asset Management Plan indicator adopted as LPI following Use of Resources assessment for 2006/07. The outturn for 2006/07 as recorded in the Asset Management Plan for 2007-2012 was 4.04%.
LPI 35c* Colleen O'Boyle	<i>Property condition (excluding housing property) - Backlog of maintenance by cost in priority level 'Desirable'. This indicator measures the condition of the property assets for their current use and provides information on the overall condition of the Council's estate (N/A).</i>	NPPI 1	N/A	100.00%	95.00%	N/A	Asset Management Plan indicator adopted as LPI following Use of Resources assessment for 2006/07. The outturn for 2006/07 as recorded in the Asset Management Plan for 2007-2012 was 95.97%.
LPI 36a* Colleen O'Boyle	<i>Internal rate of return from non-operational portfolio in property category 'Industrial'. This indicator demonstrates the justification, in financial terms, for retaining a non-operational investment portfolio (N/A).</i>	NPPI 2	N/A	8.90%	9.00%	N/A	Asset Management Plan indicator adopted as LPI following Use of Resources assessment for 2006/07.
LPI 36b* Colleen O'Boyle	<i>Internal rate of return from non-operational portfolio in property category 'Retail'. This indicator demonstrates the justification, in financial terms, for retaining a non-operational investment portfolio (N/A).</i>	NPPI 2	N/A	11.30%	11.00%	N/A	Asset Management Plan indicator adopted as LPI following Use of Resources assessment for 2006/07.

REF & DIRECTOR	SUMMARY DESCRIPTION AND DIRECTION OF IMPROVING PERFORMANCE (HIGH/LOW)	PREVIOUS REF	OUTTURN 2006/07	OUTTURN 2007/08	PROPOSED TARGET 2008/09	Q1 2008/09	COMMENTS
LPI 36c Colleen O'Boyle	<i>Internal rate of return from non-operational portfolio in property category 'Agricultural'. This indicator demonstrates the justification, in financial terms, for retaining a non-operational investment portfolio (N/A).</i>	NPPI 2	N/A	N/A	N/A	N/A	Indicator not applicable.
LPI 37a* Colleen O'Boyle	<i>Total annual management costs per square metre for the property portfolio in property category 'Operational'. This indicator measures the cost and efficiency of property services provision (N/A).</i>	NPPI 3	N/A	£3.79	£4.00	N/A	Asset Management Plan indicator adopted as LPI following Use of Resources assessment for 2006/07.
LPI 37b* Colleen O'Boyle	<i>Total annual management costs per square metre for the property portfolio in property category 'Non-Operational'. This indicator measures the cost and efficiency of property services provision (N/A).</i>	NPPI 3	N/A	£1.34	£1.50	N/A	Asset Management Plan indicator adopted as LPI following Use of Resources assessment for 2006/07.
LPI 37c* Colleen O'Boyle	<i>Total annual management costs per square metre for the property portfolio in property category 'Operational and Non-Operational Combined'. This indicator measures the cost and efficiency of property services provision (N/A).</i>	NPPI 3	N/A	£5.13	£5.50	N/A	Asset Management Plan indicator adopted as LPI following Use of Resources assessment for 2006/07.
LPI 38a* Colleen O'Boyle	<i>Running costs and carbon dioxide emissions per square metre gross internal area - Repair and maintenance costs. This indicator measures the running costs of the Council's operational property (LOW).</i>	NPPI 4	£8.87	See comment	See comment	N/A	The outturns for 2006/07 for LPI 38 are as set out in the Asset Management Plan for 2007-2012. Outturn data for 2007/08 has not so far been collected and, although this process is currently taking place, data is not likely to be available until the 3rd quarter of the current year. Until outturn data for 2007/08 is known, it would be inadvisable to set a target for 2008/09.
LPI 38b* Colleen O'Boyle	<i>Running costs and carbon dioxide emissions per square metre gross internal area - Energy costs. This indicator measures the running costs of the Council's operational property (LOW).</i>	NPPI 4	Not reported	See comment	See comment	N/A	The outturns for 2006/07 for LPI 38 are as set out in the Asset Management Plan for 2007-2012. Outturn data for 2007/08 has not so far been collected and, although this process is currently taking place, data is not likely to be available until the 3rd quarter of the current year. Until outturn data for 2007/08 is known, it would be inadvisable to set a target for 2008/09.
LPI 38c* Colleen O'Boyle	<i>Running costs and carbon dioxide emissions per square metre gross internal area - Water costs. This indicator measures the running costs of the Council's operational property (LOW).</i>	NPPI 4	Not reported	See comment	See comment	N/A	The outturns for 2006/07 for LPI 38 are as set out in the Asset Management Plan for 2007-2012. Outturn data for 2007/08 has not so far been collected and, although this process is currently taking place, data is not likely to be available until the 3rd quarter of the current year. Until outturn data for 2007/08 is known, it would be inadvisable to set a target for 2008/09.

REF & DIRECTOR	SUMMARY DESCRIPTION AND DIRECTION OF IMPROVING PERFORMANCE (HIGH/LOW)	PREVIOUS REF	OUTTURN 2006/07	OUTTURN 2007/08	PROPOSED TARGET 2008/09	Q1 2008/09	COMMENTS
LPI 38d* Colleen O'Boyle	<i>Running costs and carbon dioxide emissions per square metre gross internal area - CO² emissions for operational property.</i> This indicator measures carbon dioxide emissions from the Council's operational property (LOW).	NPPI 4	13 tonnes	See comment	See comment	N/A	The outturns for 2006/07 for LPI 38 are as set out in the Asset Management Plan for 2007-2012. Outturn data for 2007/08 has not so far been collected and, although this process is currently taking place, data is not likely to be available until the 3rd quarter of the current year. Until outturn data for 2007/08 is known, it would be inadvisable to set a target for 2008/09.
LPI 39* Colleen O'Boyle	<i>Rent arrears as a percentage of rental income (excluding housing property).</i> This indicator is a measure of a local authority's rent collection and arrears recovery service for its property portfolio.	None	New	3.53%	3.50%	N/A	Asset Management Plan indicator adopted as LPI following Use of Resources assessment for 2006/07.
LPI 40* Colleen O'Boyle	<i>The occupation rate of commercial and industrial property.</i> This indicator monitors the effectiveness of the local authority's asset management function.	None	New	97.30%	97.00%	N/A	Asset Management Plan indicator adopted as LPI following Use of Resources assessment for 2006/07.
LPI 41* Colleen O'Boyle	<i>Rental value as a percentage yield of the commercial and industrial portfolio asset value.</i> This indicator monitors the effectiveness of the local authority's asset management function.	None	New	9.60%	9.50%	N/A	Asset Management Plan indicator adopted as LPI following Use of Resources assessment for 2006/07.
*Performance to be reported at year-end.							

REF & DIRECTOR	SUMMARY DESCRIPTION AND DIRECTION OF IMPROVING PERFORMANCE (HIGH/LOW)	PREVIOUS REF	OUTTURN 2006/07	OUTTURN 2007/08	PROPOSED TARGET 2008/09	Q1 2008/09	COMMENTS
ENVIRONMENTAL PROTECTION PORTFOLIO							
REF & DIRECTOR	SUMMARY DESCRIPTION AND DIRECTION OF IMPROVING PERFORMANCE (HIGH/LOW)	PREVIOUS REF	OUTTURN 2006/07	OUTTURN 2007/08	PROPOSED TARGET 2008/09	Q1 2008/09	COMMENTS
NI 184* John Gilbert	<i>Food establishments in the area which are broadly compliant with food hygiene law.</i> This indicator protects public health by ensuring food is safe and fit to eat by monitoring local authority performance in increasing compliance with food law (HIGH).	LPI EH7	100.00%	GREEN 98.10%	80.00%	N/A	The proposed target for 2008/09 is recommended to local authorities by the Food Standards Agency (FSA), and is therefore common to all local authorities with food hygiene responsibilities. Food hygiene inspections are undertaken on a risk-based arrangement and performance is required to be reported to the FSA at year-end only
NI 185* John Preston	<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. (HIGH).	None	N/A	N/A	<i>DoPED to report</i>	N/A	<i>Director of Planning and Economic Development to report.</i>
KPI NI 186* John Preston	<i>Per capita percentage reduction in CO2 emissions in the local authority area.</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. (HIGH).	None	N/A	N/A	0.74%	N/A	<i>Director of Planning and Economic Development to report.</i> Local Area Agreement indicator. The overall three-year LAA target (to 2010/11) for this indicator is 5.90%.
KPI NI 188* John Preston	<i>Planning to adapt to climate change.</i> 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 (HIGH).	None	N/A	N/A	Level 3	N/A	Local Area Agreement indicator. The indicator rates performance against four 'levels', where Level 4 represents the highest level of performance. The overall three-year LAA target (to 2010/11) for this indicator is Level 3, which requires the development of a comprehensive action plan and prioritised action in all priority areas, with climate impacts and risks embedded in decision making.
KPI NI 191 John Gilbert	<i>Residual household waste per household (kilograms).</i> 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).	None	N/A	N/A	554.00	140.00	Local Area Agreement indicator. The overall three-year LAA target (to 2010/11) for this indicator is 554.00 and the intermediate targets are 562 for 2008/09, 548 for 2009/10 and then 554 for 2010/11.
KPI NI 192 John Gilbert	<i>Household waste sent for reuse, recycling and composting.</i> This indicator supports year on year reductions in the amount of residual waste collected, and measures the percentage of household waste arisings sent for reuse, recycling, composting or anaerobic digestion, which were previously measured separately by BVPI 82(a) and BVPI 82(b) (HIGH).	BVPI 82	36.96%	GREEN 42.65%	45.98%	42.00%	Local Area Agreement indicator. The overall three-year LAA target (to 2010/11) for this indicator is 45.98% and the intermediate targets are 40.00% for 2008/09, 42.00% for 2009/10 and 42.00% for 2010/11.

REF & DIRECTOR	SUMMARY DESCRIPTION AND DIRECTION OF IMPROVING PERFORMANCE (HIGH/LOW)	PREVIOUS REF	OUTTURN 2006/07	OUTTURN 2007/08	PROPOSED TARGET 2008/09	Q1 2008/09	COMMENTS
NI 194* John Preston	<i>Air quality.</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).	None	N/A	N/A	<i>DoPED to report</i>	N/A	<i>Director of Planning and Economic Development to report.</i>
KPI NI 195** John Gilbert	<i>Improved street and environmental cleanliness (graffiti, litter, detritus and fly-posting).</i> This indicator seeks to reduce unacceptable levels of graffiti, litter, detritus and fly-posting (HIGH).	BVPI 199a, b, c	N/A	N/A	Litter 10.50% Detritus 15.00% Flyposting and Graffiti 5.00%	N/A	Separate targets for litter, detritus, fly-posting and graffiti required from 2008/09. Because of previous difficulties with BV199(a) the target for litter has been set at 10.5%, the median for district councils. Because of the nature of the district, with rural roads and adjoining grassed areas etc, the target for detritus has been set lower at 15.00%. The targets for fly-posting and graffiti have both been set at 5.00% since this is the first time that their measurement has been undertaken using the same scoring system as for litter and detritus.
NI 196 John Gilbert	<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 (HIGH).	BVPI 199d	Grade 1	GREEN Grade 1	Grade 2	Grade 2	This indicator rates performance against four 'grades', where Grade 1 represents the highest level of performance in terms of decreasing incidents of fly-tipping and increasing enforcement action. Grade 2 is achievable through either a decrease in overall flytipping combined with the same level of enforcement activity OR an overall reduction in flytipping but with reduced enforcement activity. Grade 1 can only be achieved through a decrease in incidents plus an increase in enforcement. Given current circumstances and until the new neighbourhood Enforcement Teams are complete, Grade 2 is a reasonable aspiration.
KPI LPI 42 John Gilbert	<i>The percentage of households served by a kerbside collection of recyclables.</i> This indicator measures the ease with which householders are able to recycle (HIGH).	BVPI 91a	89.99%	RED 89.99%	95.00%	91.35%	Work is continuing to implement recycling facilities in flats and similar buildings. This work has to be delivered alongside the review of the overall service, hence the 95.00% target for 2008/09.
*Performance to be reported at year-end.							
**Indicator methodology requires data to be collected on a four-monthly basis.							

REF & DIRECTOR	SUMMARY DESCRIPTION AND DIRECTION OF IMPROVING PERFORMANCE (HIGH/LOW)	PREVIOUS REF	OUTTURN 2006/07	OUTTURN 2007/08	PROPOSED TARGET 2008/09	Q1 2008/09	COMMENTS
PLANNING AND ECONOMIC DEVELOPMENT PORTFOLIO							
REF & DIRECTOR	SUMMARY DESCRIPTION AND DIRECTION OF IMPROVING PERFORMANCE (HIGH/LOW)	PREVIOUS REF	OUTTURN 2006/07	OUTTURN 2007/08	PROPOSED TARGET 2008/09	Q1 2008/09	COMMENTS
NI 154* John Preston	<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).	None	N/A	N/A	144.08	N/A	The target for this indicator is based on the Council's total East of England Plan (2001-2021) housing allocation, annualised between 2008/09 and 2020/21. This is a yearly target, and performance cannot be reported on at this stage.
KPI NI 157a John Preston	<i>Processing of planning applications as measured against targets for 'major' application types.</i> This indicator ensures that local planning authorities determine major planning applications in a timely manner (within 13 weeks) (HIGH).	BVPI 109a	67.20%	GREEN 79.07%	80.71%	42.86%	The proposed target for 2008/09 represents the most up to date district top quartile position for this former BVPI.
KPI NI 157b John Preston	<i>Processing of planning applications as measured against targets for 'minor' application types.</i> This indicator ensures that local planning authorities determine 'minor' planning applications in a timely manner (within 8 weeks) (HIGH).	BVPI 109b, c	72.96%	AMBER 78.05%	83.66%	77.89%	The proposed target for 2008/09 represents the most up to date district top quartile position for this former BVPI.
KPI NI 157c John Preston	<i>Processing of planning applications as measured against targets for 'other' application types.</i> This indicator ensures that local planning authorities determine 'other' planning applications in a timely manner (within 8 weeks) (HIGH).	None	89.50%	AMBER 89.27%	92.57%	86.53%	The proposed target for 2008/09 represents the most up to date district top quartile position for this former BVPI.
NI 159 John Preston	<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).	None	N/A	N/A	100.00%	156.23%	The proposed target for 2008/09 is considered appropriate for this new indicator. Good performance against the indicator equates to a percentage of 100.00% or greater. It is not considered appropriate to return a quarterly figure for this indicator, as it is based on a calculation which uses whole year figures, and would be the same for each quarter.
NI 170* John Preston	<i>Previously developed land that has been vacant or derelict for more than five years.</i> This indicator measures the success of local authorities in facilitating the re-use of brown field land as a contribution to regeneration and economic growth, and is expressed (in percentage terms) as the area of developed land that is vacant or derelict for more than five years (LOW).	None	N/A	N/A	10.00%	N/A	This indicator is calculated from the result of the National Land Use Database return. As this return is only made each year, it is not possible to give a quarterly figure.

REF & DIRECTOR	SUMMARY DESCRIPTION AND DIRECTION OF IMPROVING PERFORMANCE (HIGH/LOW)	PREVIOUS REF	OUTTURN 2006/07	OUTTURN 2007/08	PROPOSED TARGET 2008/09	Q1 2008/09	COMMENTS
NI 182* J. Gilbert, A. Hall, C. O'Boyle	<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).	None	N/A	N/A	To be determined	N/A	This indicator cuts across the responsibilities of three separate directorates and liaison is required to determine target and current performance. The Council's approach to this indicator is being developed jointly by the Director of Environment and Street Scene, the Director of Housing and the Director of Corporate Support Services.
KPI NI 197* John Preston	<i>Improved local biodiversity.</i> This indicator measures the proportion of local sites where positive conservation management has been or is being implemented (HIGH).	None	N/A	N/A	47.00%	N/A	Local Area Agreement indicator. The overall three-year LAA target (to 2010/11) for this indicator is 47.00%.
LPI 43 John Preston	<i>Completion of Local Development Scheme.</i> This indicator ensures that local planning authorities plan effectively for their areas (N/A).	BVPI 200a	Yes	GREEN Yes	Yes	Yes	Discussions between Epping Forest, Harlow and East Herts Councils and GO East are on going, to determine the best way forward for the Local Development Frameworks of each authority. There is an intention that the Core Strategies of each authority will be co-ordinated to ensure delivery of the regeneration and growth of Harlow. Revised Local Development Schemes are due to be submitted to GO East in Spring 2009.
KPI LPI 44 John Preston	<i>Achievement of milestones within Local Development Scheme.</i> This indicator ensures that local planning authorities plan effectively for their areas (N/A).	BVPI 200b	No	GREEN Yes	Yes	No	The current Local Development Scheme is largely out of date due to continued delays in the publication of the East of England Plan. The only agreed timetable is for the preparation of the Gypsy and Traveller Development Plan Document. See LPI 43 above.
LPI 45 John Preston	<i>Number of appeals allowed against refusal of planning applications, as a percentage of the total number of appeals against refusals.</i> This indicator seeks to assess the levels of applications that may be refused in order to meet development control performance targets (LOW).	BVPI 204	29.10%	RED 28.70%	25.00%	27.08%	It is necessary to maintain the Council's record of not refusing applications without good planning reasons. The quality of decisions has a direct consequence upon appeal performance, where robust defence of the decision is essential. The proposed target for 2008/09 represents the most up to date district top quartile position for this former BVPI.
LPI 46 John Preston	<i>Percentage of Conservation Areas with up to date character appraisals.</i> This indicator ensures that planning decisions are based on informed understanding of the special character and needs of local areas (HIGH).	BVPI 219b	16.00%	GREEN 16.00%	16.00%	16.00%	A lack of staffing resource has hindered the development of further character appraisals. However, the previously vacant Conservation Officer post has recently been filled and it is intended that the development of further character appraisals will form an important part of the responsibilities of the postholder.

*Performance to be reported at year-end.

REF & DIRECTOR	SUMMARY DESCRIPTION AND DIRECTION OF IMPROVING PERFORMANCE (HIGH/LOW)	PREVIOUS REF	OUTTURN 2006/07	OUTTURN 2007/08	PROPOSED TARGET 2008/09	Q1 2008/09	COMMENTS
LEISURE AND YOUNG PERSONS PORTFOLIO							
REF & DIRECTOR	SUMMARY DESCRIPTION AND DIRECTION OF IMPROVING PERFORMANCE (HIGH/LOW)	PREVIOUS REF	OUTTURN 2006/07	OUTTURN 2007/08	PROPOSED TARGET 2008/09	Q1 2008/09	COMMENTS
KPI NI 08* Derek Macnab	<i>Adult participation in sport.</i> This indicator measures participation in sport and active recreation at the local level (HIGH).	None	N/A	N/A	24.00%	N/A	Local Area Agreement indicator. Performance against this indicator is informed by the annual Active People Survey undertaken by Sport England. The overall three-year LAA target (to 2010/11) for this indicator is 24.00%. Inappropriate to set target for 2008/09.
KPI NI 11* Derek Macnab	<i>Engagement in the arts.</i> This indicator measures attendance at and/or participation in, the arts at the local level (HIGH).	None	N/A	N/A	Not to be set	N/A	Local Area Agreement indicator. Performance against this indicator is informed by the annual Active People Survey undertaken by Sport England. Inappropriate to set target for 2008/09.
LPI 47 Derek Macnab	<i>Number of visits to Council funded or part funded museums and galleries in the area per 1,000 population.</i> This indicator encourages local authorities to make museums more attractive to local communities and to maximise their educational value (HIGH).	BVPI 170a	524.48	RED 564.99	566.00	163.76	Overall performance has been affected by change of guidance whilst this indicator was in force as a BVPI, which no longer allows the inclusion usage of exhibitions at external venues (libraries, Royal Gunpowder Mills etc), or at external events where the authority has a presence (North Weald Airfield Open Day, Forest Festival). Numbers are also affected by partial closure during redisplay works at the museum.
LPI 48 Derek Macnab	<i>Number of visits to Council funded or part funded museums and galleries in the area, that were in person per 1,000 population.</i> This indicator encourages local authorities to make museums more attractive to local communities and to maximise their educational value (HIGH).	BVPI 170b	129.02	RED 122.03	123.00	37.59	Overall performance has been affected by change of guidance whilst this indicator was in force as a BVPI, which no longer allows the inclusion usage of exhibitions at external venues (libraries, Royal Gunpowder Mills etc), or at external events where the authority has a presence (North Weald Airfield Open Day, Forest Festival). Numbers are also affected by partial closure during redisplay works at the museum.

REF & DIRECTOR	SUMMARY DESCRIPTION AND DIRECTION OF IMPROVING PERFORMANCE (HIGH/LOW)	PREVIOUS REF	OUTTURN 2006/07	OUTTURN 2007/08	PROPOSED TARGET 2008/09	Q1 2008/09	COMMENTS
KPI LPI 49 Derek Macnab	<i>Number of pupils visiting museums and galleries in organised school groups.</i> This indicator encourages local authorities to make museums more attractive to local communities and to maximise their educational value (HIGH).	BVPI 170c	4,531.00	GREEN 4,075.00	4,100.00	1,155.00	School usage of museum services continues to develop. Increased visitor usage to overall museum targets will be enhanced through increased web resources in 2008/09.

*Performance to be reported at year-end.

CIVIL ENGINEERING AND MAINTENANCE PORTFOLIO

REF & DIRECTOR	SUMMARY DESCRIPTION AND DIRECTION OF IMPROVING PERFORMANCE (HIGH/LOW)	PREVIOUS REF	OUTTURN 2006/07	OUTTURN 2007/08	PROPOSED TARGET 2008/09	Q1 2008/09	COMMENTS
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There are no Performance Indicators for this Portfolio for 2008/09

REF & DIRECTOR	SUMMARY DESCRIPTION AND DIRECTION OF IMPROVING PERFORMANCE (HIGH/LOW)	PREVIOUS REF	OUTTURN 2006/07	OUTTURN 2007/08	PROPOSED TARGET 2008/09	Q1 2008/09	COMMENTS
PLACE SURVEY INDICATORS 2008/09							
REF & RESPONSIBLE OFFICER	SUMMARY DESCRIPTION AND DIRECTION OF IMPROVING PERFORMANCE (HIGH/LOW)	PREVIOUS REF	OUTTURN 2006/07	OUTTURN 2007/08	PROPOSED TARGET 2008/09	Q1 2008/09	COMMENTS
NI 1* Deputy Chief Executive (Market Research and Consultation Officer)	<i>Percentage of people who believe people from different backgrounds get on well together in their local area.</i> This indicator supports Government aims to creating strong and cohesive communities and thriving places, in which a fear of difference is replaced by shared values and a sense of purpose and belonging (HIGH).	None	N/A	N/A	Not to be set	N/A	Performance and future target setting informed by bi-annual Place Survey to be undertaken during 2008/09. Inappropriate to set target for 2008/09.
NI 2* Deputy Chief Executive (Market Research and Consultation Officer)	<i>Percentage of people who feel that they belong to their neighbourhood.</i> This indicator supports Government aims to create strong and cohesive communities and thriving places, in which a fear of difference is replaced by shared values and a sense of purpose and belonging (HIGH).	None	N/A	N/A	Not to be set	N/A	Performance and future target setting informed by bi-annual Place Survey to be undertaken during 2008/09. Inappropriate to set target for 2008/09.
NI 3* Deputy Chief Executive (Market Research and Consultation Officer)	<i>Civic participation in the local area.</i> This indicator promotes greater local participation in a range of civic activities, one of the principal means by which individuals exercise their empowerment for the benefit of the locality (HIGH).	None	N/A	N/A	Not to be set	N/A	Performance and future target setting informed by bi-annual Place Survey to be undertaken during 2008/09. Inappropriate to set target for 2008/09.
NI 4* Deputy Chief Executive (Market Research and Consultation Officer)	<i>Percentage of people who feel they can influence decisions in their locality.</i> This indicator supports Government aims to build communities where individuals are empowered to make a difference to their lives and their area, and measures the extent to which people feel able to influence decisions affecting the local area (HIGH).	None	N/A	N/A	Not to be set	N/A	Performance and future target setting informed by bi-annual Place Survey to be undertaken during 2008/09. Inappropriate to set target for 2008/09.
NI 5* Deputy Chief Executive (Market Research and Consultation Officer)	<i>Overall/general satisfaction with the local area.</i> This indicator provides authorities and service deliverers with a baseline of local satisfaction which will help them identify and address issues affecting how residents feel about their area (HIGH).	None	N/A	N/A	Not to be set	N/A	Performance and future target setting informed by bi-annual Place Survey to be undertaken during 2008/09. Inappropriate to set target for 2008/09.
NI 6* Deputy Chief Executive (Market Research and Consultation Officer)	<i>Participation in regular volunteering.</i> This indicator supports the creation of a culture in which individuals are able to contribute to their communities by volunteering (HIGH).	None	N/A	N/A	Not to be set	N/A	Performance and future target setting informed by bi-annual Place Survey to be undertaken during 2008/09. Inappropriate to set target for 2008/09.

REF & DIRECTOR	SUMMARY DESCRIPTION AND DIRECTION OF IMPROVING PERFORMANCE (HIGH/LOW)	PREVIOUS REF	OUTTURN 2006/07	OUTTURN 2007/08	PROPOSED TARGET 2008/09	Q1 2008/09	COMMENTS
KPI NI 17* Deputy Chief Executive (Market Research and Consultation Officer)	<i>Perceptions of anti-social behaviour.</i> Local authorities are the key partner in tackling anti-social behaviour and have statutory duties to enforce anti-social behaviour legislation (LOW).	None	N/A	N/A	Not to be set	N/A	Local Area Agreement indicator. Performance and future target setting informed by bi-annual Place Survey to be undertaken during 2008/09. Inappropriate to set target for 2008/09.
NI 21* Deputy Chief Executive (Market Research and Consultation Officer)	Dealing with local concerns about anti-social behaviour and crime issues by the local council and police. This indicator supports partnership working with local agencies, and also measures confidence in local agencies to tackle community safety issues (HIGH).	None	N/A	N/A	Not to be set	N/A	Performance and future target setting informed by bi-annual Place Survey to be undertaken during 2008/09. Inappropriate to set target for 2008/09.
NI 22* Deputy Chief Executive (Market Research and Consultation Officer)	<i>Perceptions of parents taking responsibility for the behaviour of their children in the area.</i> This indicator focuses local authority and partner attention on tools available to encourage and support effective parenting and action to ensure that parents are held responsible where their children behave in an unacceptable manner (HIGH).	None	N/A	N/A	Not to be set	N/A	Performance and future target setting informed by bi-annual Place Survey to be undertaken during 2008/09. Inappropriate to set target for 2008/09.
NI 23* Deputy Chief Executive (Market Research and Consultation Officer)	<i>Perceptions that people in the area treat one another with respect and consideration.</i> This indicator encourages local authorities and partners to take action to promote strong communities with shared values where community members treat one another with respect and consideration. (HIGH).	None	N/A	N/A	Not to be set	N/A	Performance and future target setting informed by bi-annual Place Survey to be undertaken during 2008/09. Inappropriate to set target for 2008/09.
NI 27* Deputy Chief Executive (Market Research and Consultation Officer)	<i>Understanding of local concerns about anti-social behaviour and crime issues by the local council and police.</i> This indicator is about partnership working with local agencies, and measures confidence in local agencies to seek views on anti-social behaviour and crime in the area (HIGH).	None	N/A	N/A	Not to be set	N/A	Performance and future target setting informed by bi-annual Place Survey to be undertaken during 2008/09. Inappropriate to set target for 2008/09.
NI 37* Deputy Chief Executive (Market Research and Consultation Officer)	<i>Awareness of civil protection arrangements in the local area.</i> This indicator measures the impact of local agencies arrangements for communicating/educating citizens regarding civil protection matters, by measuring how informed they feel about what to do in the event of a large scale emergency in the area (HIGH).	None	N/A	N/A	Not to be set	N/A	Performance and future target setting informed by bi-annual Place Survey to be undertaken during 2008/09. Inappropriate to set target for 2008/09.
NI 41* Deputy Chief Executive (Market Research and Consultation Officer)	<i>Perceptions of drunk or rowdy behaviour as a problem.</i> This indicator supports activity by local authorities, the police and partner agencies to deliver local alcohol strategies and public awareness campaigns to reduce the overall problem of drunk and rowdy behaviour in local communities (LOW).	None	N/A	N/A	Not to be set	N/A	Performance and future target setting informed by bi-annual Place Survey to be undertaken during 2008/09. Inappropriate to set target for 2008/09.

REF & DIRECTOR	SUMMARY DESCRIPTION AND DIRECTION OF IMPROVING PERFORMANCE (HIGH/LOW)	PREVIOUS REF	OUTTURN 2006/07	OUTTURN 2007/08	PROPOSED TARGET 2008/09	Q1 2008/09	COMMENTS
NI 42* Deputy Chief Executive (Market Research and Consultation Officer)	<i>Perceptions of drug use or drug dealing as a problem</i> . This indicator supports activity by local authorities, the police and partner agencies to reduce the perceptions of drug use and drug dealing in local communities. (LOW).	None	N/A	N/A	Not to be set	N/A	Performance and future target setting informed by bi-annual Place Survey to be undertaken during 2008/09. Inappropriate to set target for 2008/09.
NI 119* Deputy Chief Executive (Market Research and Consultation Officer)	<i>Self-reported measure of people's overall health and wellbeing</i> . This indicator measures progress on improvements in health and wellbeing and is self-reported, since the local population is best placed to assess whether their health and wellbeing are improving (HIGH).	None	N/A	N/A	Not to be set	N/A	Performance and future target setting informed by bi-annual Place Survey to be undertaken during 2008/09. Inappropriate to set target for 2008/09.
NI 138* Deputy Chief Executive (Market Research and Consultation Officer)	<i>Satisfaction of people over 65 with both home and neighbourhood</i> . This indicator measures satisfaction of how older people live their lives at the local level, reflecting the effectiveness of policies on housing supply, adaptation and support; and those relating to the local area in terms of environment, crime, transport and facilities etc (HIGH).	None	N/A	N/A	Not to be set	N/A	Performance and future target setting informed by bi-annual Place Survey to be undertaken during 2008/09. Inappropriate to set target for 2008/09.
NI 139* Deputy Chief Executive (Market Research and Consultation Officer)	<i>The extent to which older people receive the support they need to live independently</i> . This indicator seeks to assess how far older people in a locality are getting the support and services they need to live independently at home (HIGH).	None	N/A	N/A	Not to be set	N/A	Performance and future target setting informed by bi-annual Place Survey to be undertaken during 2008/09. Inappropriate to set target for 2008/09.
NI 140* Deputy Chief Executive (Market Research and Consultation Officer)	<i>Fair treatment by local services</i> . Dignity and respect are recognised as key determinants of an individual's wellbeing, and fair treatment by others is a critical component of removing inequalities which create unjust barriers to involvement in society as well as in the economy (HIGH).	None	N/A	N/A	Not to be set	N/A	Performance and future target setting informed by bi-annual Place Survey to be undertaken during 2008/09. Inappropriate to set target for 2008/09.
*Performance to be reported at year-end.							