

NI157a Processing of planning applications - 'major' application types (Quarterly)

Responsible officer: John Preston
 Additional Information

Chart - Current and previous quarters

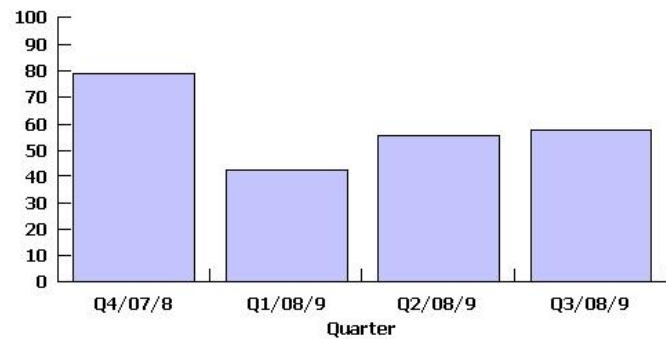


Table - Current and previous quarters

Quarter	Target	Actual	Target Met?
Q3/08/9	80.71%	57.69%	✗
Q2/08/9	80.71%	55.56%	✗
Q1/08/9	80.71%	42.86%	✗
Q4/07/8	74.75%	79.07%	✓

Direction of improving performance:



Cumulative data?:

Is it likely that the target will be met at the end of the year? No

Comment on current performance:

Performance on major applications is volatile due to the low number of applications involved. Particular issues affecting this application type include the final decision being made on old cases that were awaiting Section 106 agreements, which has distorted the figure to a degree. Business processes have been amended to resolve this issue on newer applications. Investigation is underway on other means to improve underlying performance, but progress on this may be dependent upon changes to the scheme of delegation. There has also been ongoing staffing level issues due to recruitment until late in Q3, and also an ongoing sickness affecting the assistant director, which has resulted in work being passed onto the team leaders.

Corrective action proposed (if required):

KPI Improvement Plan considered by the Corporate Executive Forum on 28 January 2009. Director of Planning and Economic Development to report.

NI157b Processing of planning applications - 'minor' application types (Quarterly)

Responsible officer: John Preston
 Additional Information

Chart - Current and previous quarters

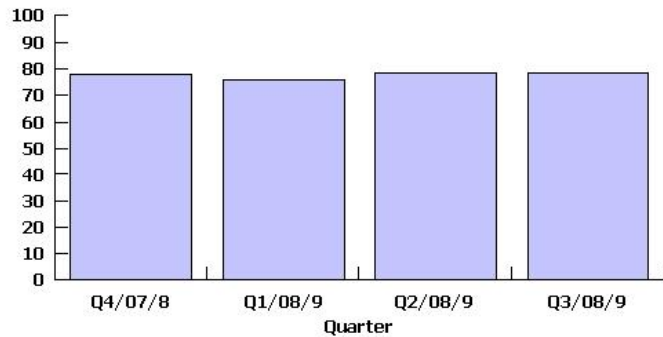


Table - Current and previous quarters

Quarter	Target	Actual	Target Met?
Q3/08/9	83.66%	78.49%	✗
Q2/08/9	83.66%	78.41%	✗
Q1/08/9	83.66%	75.82%	✗
Q4/07/8	80.39%	78.05%	✗

Direction of improving performance:



Cumulative data?:

Is it likely that the target will be met at the end of the year? No

Comment on current performance:

Performance is up on 2007/08, but still behind target. A major contributory factor appears to be cases which go to committee as a result of objections from the public or local councils. Investigation is underway on other means to improving this performance, but progress on this may be dependent upon changes to the scheme of delegation. There has also been ongoing staffing level issues due to recruitment until late in Quarter 3, and also an ongoing sickness affecting the assistant director, which has resulted in work being passed onto the team leaders.

Corrective action proposed (if required):

KPI Improvement Plan considered by the Corporate Executive Forum on 28 January 2009. Director of Planning and Economic Development to report.

NI157c Processing of planning applications - 'other' application types (Quarterly)

Responsible officer: John Preston
 Additional Information

Chart - Current and previous quarters

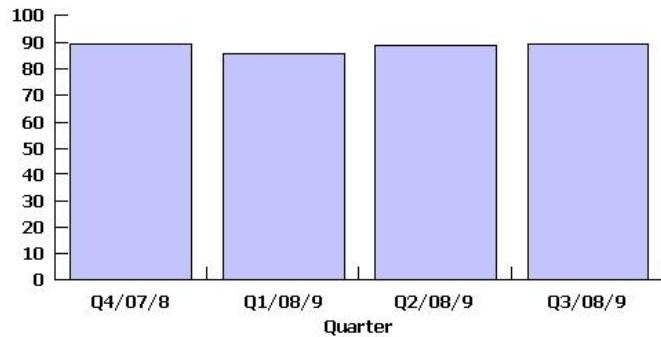


Table - Current and previous quarters

Quarter	Target	Actual	Target Met?
Q3/08/9	92.57%	89.54%	✗
Q2/08/9	92.57%	88.86%	✗
Q1/08/9	92.57%	85.87%	✗
Q4/07/8	91.61%	89.27%	✗

Direction of improving performance:



Cumulative data?:

Is it likely that the target will be met at the end of the year? Uncertain

Comment on current performance:

Performance is marginally up on 2007/08, but still behind target. A major contributory factor appears to be cases which go to committee as a result of objections from the public or local councils. Investigation is underway on other means to improving this performance, but progress on this may be dependent upon changes to the scheme of delegation. There has also been ongoing staffing level issues due to recruitment until late in Quarter 3, and also an ongoing sickness affecting the assistant director, which has resulted in work being passed onto the team leaders.

Corrective action proposed (if required):

KPI Improvement Plan considered by the Corporate Executive Forum on 28 January 2009. Director of Planning and Economic Development to report.

NI191 Residual household waste per household (Quarterly)

Responsible officer: John Gilbert
 Additional Information

Chart - Current and previous quarters

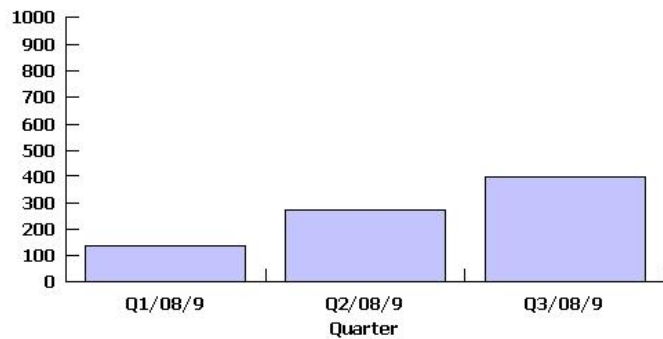


Table - Current and previous quarters

Quarter	Target	Actual	Target Met?
Q3/08/9	415.50	401.00	✓
Q2/08/9	277.00	278.00	✗
Q1/08/9	138.50	140.00	✗

Direction of improving performance:



Cumulative data?:

Is it likely that the target will be met at the end of the year? Yes

Comment on current performance:

Target for year-end is 554.00. Performance on target at Quarter 3.

Corrective action proposed (if required):

Director of Environment and Street Scene to report as necessary.

NI192 Percentage of household waste sent for reuse, recycling and composting (Quarterly)

Responsible officer: John Gilbert
Additional Information

Chart - Current and previous quarters

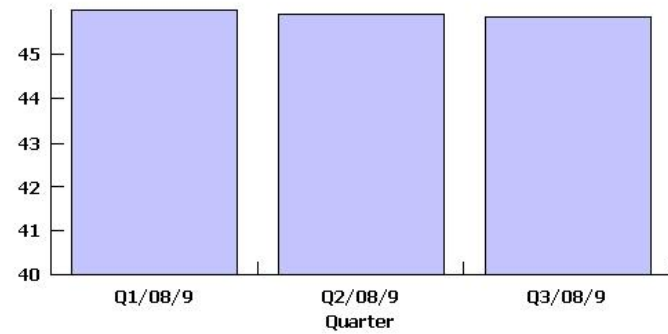


Table - Current and previous quarters

Quarter	Target	Actual	Target Met?
Q3/08/9	40.00%	45.85%	✓
Q2/08/9	40.00%	45.90%	✓
Q1/08/9	40.00%	45.98%	✓

Direction of improving performance:



Cumulative data?:

Is it likely that the target will be met at the end of the year? Yes

Comment on current performance:

Performance on target.

Corrective action proposed (if required):

Director of Environment and Street Scene to report as necessary.

NI195 (a) Improved street and environmental cleanliness (levels of litter) (Quarterly)

Responsible officer: John Gilbert
 Additional Information

Chart - Current and previous quarters

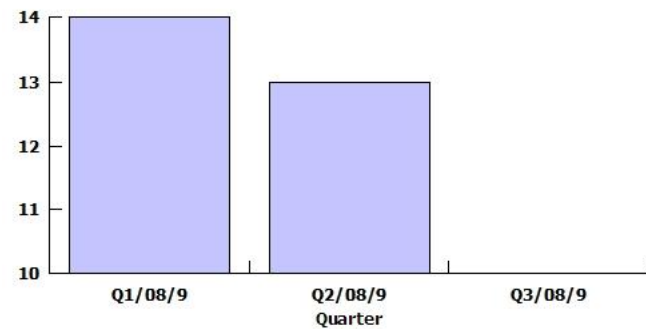


Table - Current and previous quarters

Quarter	Target	Actual	Target Met?
Q3/08/9	10.5%		
Q2/08/9	10.5%	13.0%	✗
Q1/08/9	10.5%	14.0%	✗

Direction of improving performance:



Cumulative data?:

Is it likely that the target will be met at the end of the year? Uncertain

Comment on current performance:

The calculation for this indicator is required to be completed on a four-monthly basis (April to July, August to November, and December to March), and does not therefore reflect quarterly monitoring arrangements. The three four-month periods are reflected as Quarters 1, 2 and 3 in this report.

Corrective action proposed (if required):

Director of Environment and Street Scene to report as necessary.

NI195 (b) Improved street and environmental cleanliness (levels of detritus) (Quarterly)

Responsible officer: John Gilbert
Additional Information

Chart - Current and previous quarters

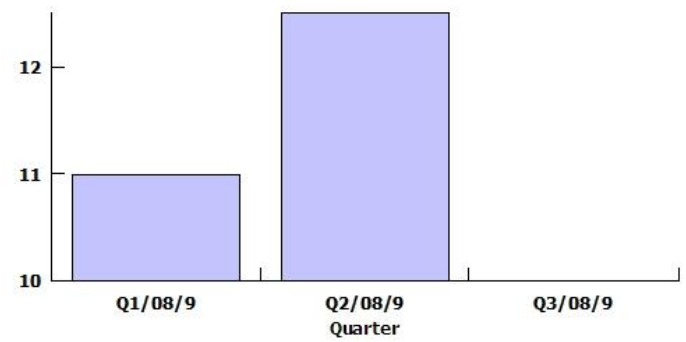


Table - Current and previous quarters

Quarter	Target	Actual	Target Met?
Q3/08/9	15.0%		
Q2/08/9	15.0%	12.5%	✓
Q1/08/9	15.0%	11.0%	✓

Direction of improving performance:  Cumulative data?:

Is it likely that the target will be met at the end of the year? Uncertain

Comment on current performance:

The calculation for this indicator is required to be completed on a four-monthly basis (April to July, August to November, and December to March), and does not therefore reflect quarterly monitoring arrangements. The three four-month periods are reflected as Quarters 1, 2 and 3 in this report.

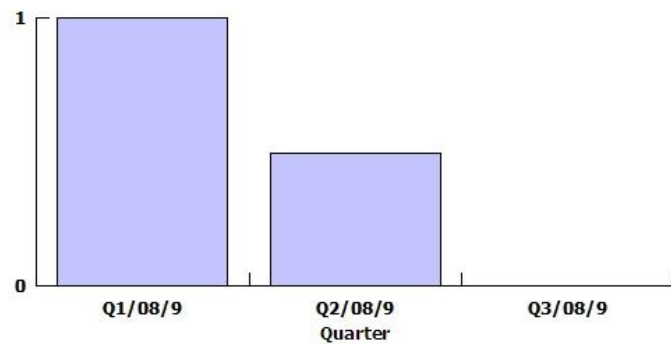
Corrective action proposed (if required):

Director of Environment and Street Scene to report as necessary.

NI195 (c) Improved street and environmental cleanliness (levels of graffiti) (Quarterly)

Responsible officer: John Gilbert
Additional Information

Chart - Current and previous quarters



Direction of improving performance:



Cumulative data?:

Table - Current and previous quarters

Quarter	Target	Actual	Target Met?
Q3/08/9	5.0%		
Q2/08/9	5.0%	0.5%	✓
Q1/08/9	5.0%	1.0%	✓

Is it likely that the target will be met at the end of the year? Yes

Comment on current performance:

The calculation for this indicator is required to be completed on a four-monthly basis (April to July, August to November, and December to March), and does not therefore reflect quarterly monitoring arrangements. The three four-month periods are reflected as Quarters 1, 2 and 3 in this report.

Corrective action proposed (if required):

Director of Environment and Street Scene to report as necessary.

NI195 (d) Improved street and environmental cleanliness (levels of fly posting) (Quarterly)

Responsible officer: John Gilbert
Additional Information

Chart - Current and previous quarters

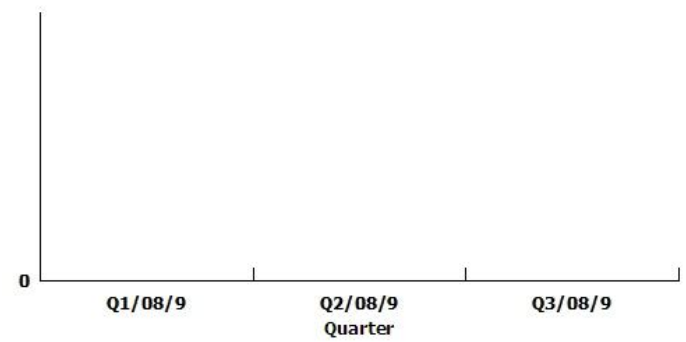


Table - Current and previous quarters

Quarter	Target	Actual	Target Met?
Q3/08/9	5.0%		
Q2/08/9	5.0%	0.0%	✓
Q1/08/9	5.0%	0.0%	✓

Direction of improving performance:



Cumulative data?:

Is it likely that the target will be met at the end of the year? Yes

Comment on current performance:

The calculation for this indicator is required to be completed on a four-monthly basis (April to July, August to November, and December to March), and does not therefore reflect quarterly monitoring arrangements. The three four-month periods are reflected as Quarters 1, 2 and 3 in this report.

Corrective action proposed (if required):

Director of Environment and Street Scene to report as necessary.

LPI 02a Average time (days) to determine a Premises Licence

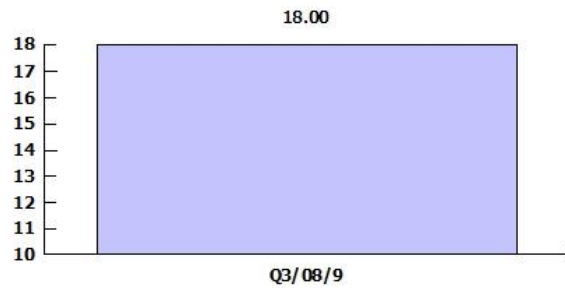
Responsible officer: Colleen O'Boyle
Additional information:

Direction of
improving
performance:



Cumulative data?:

Current and previous quarters



Current and previous quarters

Quarter	Target	Actual	Target Met?
Q3/08/9	30.00	18.00	✓

Is it likely that the target will be met at the end of the year?



Yes

Comment on current performance:

Indicator adopted by Finance and Performance Management Scrutiny Panel in November 2008. No previous data available.

Corrective action proposed (if required):

No corrective action required at this stage.

LPI 02b Average time (days) to determine a Temporary Event Notice

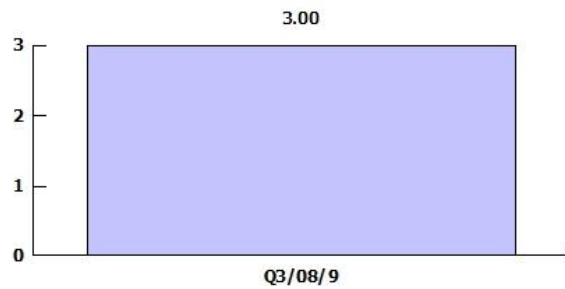
Responsible officer: Colleen O'Boyle
Additional information:

Direction of
improving
performance:



Cumulative data?:

Current and previous quarters



Current and previous quarters

Quarter	Target	Actual	Target Met?
Q3/08/9	5.00	3.00	✓

Is it likely that the target will be met at the end of the year?



Yes

Comment on current performance:

Indicator adopted by Finance and Performance Management Scrutiny Panel in November 2008. No previous data available.

Corrective action proposed (if required):

None required at this stage.

LPI 02c Average time (days) to determine hackney carriage & private hire licences under delegated authority

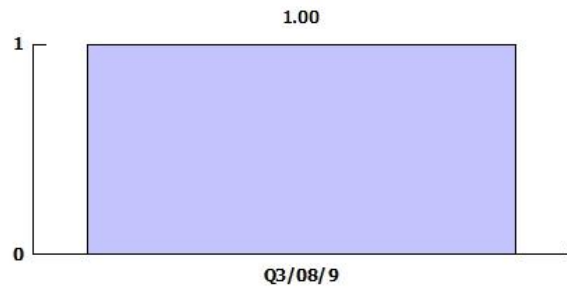
Responsible officer: Colleen O'Boyle
 Additional information:

Direction of improving performance:



Cumulative data?:

Current and previous quarters



Current and previous quarters

Quarter	Target	Actual	Target Met?
Q3/08/9	5.00	1.00	✓

Is it likely that the target will be met at the end of the year?



Yes

Comment on current performance:

Indicator adopted by Finance and Performance Management Scrutiny Panel in November 2008. No previous data available.

Corrective action proposed (if required):

None required at this stage.

LPI 04 Rent collected as a proportion of rents owed on housing revenue account dwellings

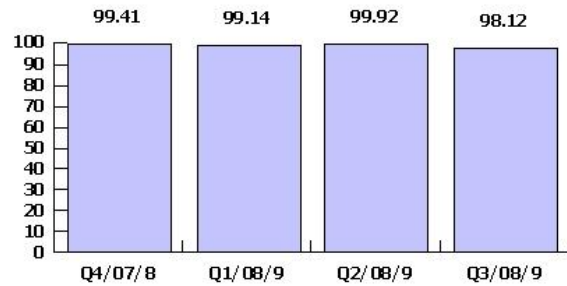
Responsible officer: Alan Hall
 Additional information:

Direction of improving performance:



Cumulative data?:

Current and previous quarters



Current and previous quarters

Quarter	Target	Actual	Target Met?
Q3/08/9	98.81	98.12	✗
Q2/08/9	98.81	99.92	✓
Q1/08/9	98.81	99.14	✓
Q4/07/8	98.84	99.41	✓

Is it likely that the target will be met at the end of the year?

Uncertain

Comment on current performance:

The introduction of the new housing benefits system has led to a cessation of new Housing Benefit claims during the transition period.

Corrective action proposed (if required):

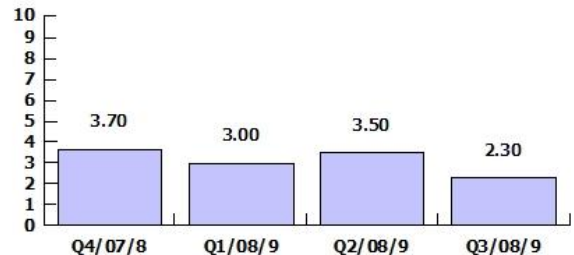
Director of Housing to report as necessary.

LPI 11 Average number of single homeless households placed in bed and breakfast accommodation to whom we owe a duty.

Responsible officer: Alan Hall
 Additional information:

Direction of improving performance:  Cumulative data?:

Current and previous quarters



Current and previous quarters

Quarter	Target	Actual	Target Met?
Q3/08/9	3.50	2.30	✓
Q2/08/9	3.50	3.50	✓
Q1/08/9	3.50	3.00	✓
Q4/07/8	6.00	3.70	✓

Is it likely that the target will be met at the end of the year? Yes

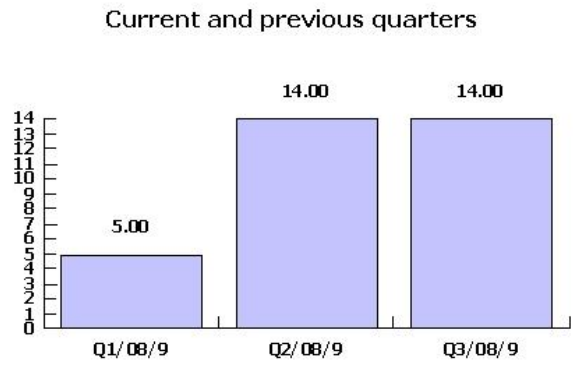
Comment on current performance:

Corrective action proposed (if required):

LPI 12 Affordable homes built and acquired


Responsible officer: Alan Hall
 Additional information:

Direction of improving performance:  Cumulative data?:



Current and previous quarters

Quarter	Target	Actual	Target Met?
Q3/08/9	45.00	14.00	X
Q2/08/9	45.00	14.00	X
Q1/08/9	45.00	5.00	X

Is it likely that the target will be met at the end of the year?  No

Comment on current performance:

The target of 66 homes was based on all of the affordable homes in phase 1 of the Epping Forest College development, completing in 2008/09, however this is no longer the case - only 14 have been handed over (with 44 in 2009/10 and 36 in 2010/11). Therefore only 34 properties (total) will be achieved in 2008/09 (including 20 on former council sites).

Corrective action proposed (if required):

No action possible to meet the target due to long lead in time. However, if all the developments with outline planning permission complete within anticipated timescales, (which is unlikely - especially within the current market), a further 242 affordable homes would be completed in 2009/10 and a further 83 by April 2012.

LPI 13 Percentage of invoices paid within 30 days of receipt

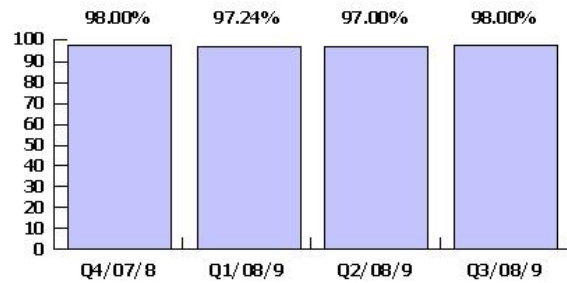
Responsible officer: Bob Palmer
Additional information:

Direction of improving performance:



Cumulative data?:

Current and previous quarters



Current and previous quarters

Quarter	Target	Actual	Target Met?
Q3/08/9	97.00%	98.00%	✓
Q2/08/9	97.00%	97.00%	✓
Q1/08/9	97.00%	97.24%	✓
Q4/07/8	98.00%	98.00%	✓

Is it likely that the target will be met at the end of the year?

Yes

Comment on current performance:

Performance on target for year-end.

Corrective action proposed (if required):

Director of Finance and ICT to report as necessary.

LPI 14 Percentage of Council Tax collected

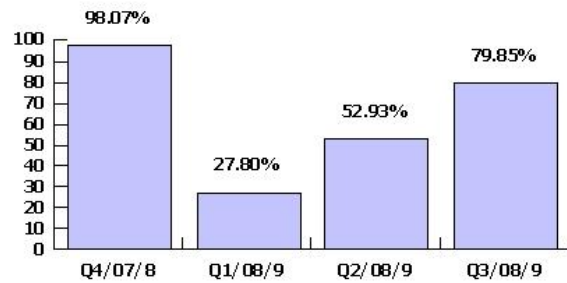
Responsible officer: **Bob Palmer**
 Additional information:

Direction of improving performance:



Cumulative data?:

Current and previous quarters



Current and previous quarters

Quarter	Target	Actual	Target Met?
Q3/08/9	73.89%	79.85%	✓
Q2/08/9	49.26%	52.93%	✓
Q1/08/9	24.63%	27.80%	✓
Q4/07/8	98.53%	98.07%	✗

Is it likely that the target will be met at the end of the year?

Uncertain

Comment on current performance:

The figures are estimates based on the best information available. At the time of their compilation, the data conversion to the new Council Tax system was underway and the IT system was not available. Actual figures will be available for Quarter 4. The estimated figures show that collection is 0.03% down on the same stage last year. The impact of the current economic conditions and the effect of the conversion will have an impact in Quarter 4 which may lead to a slight fall in in-year collection, estimated to be between 0.5 to 1.0%. This is not lost revenue as the collection and recovery of the income will be potentially deferred until the following Quarter 1 of 2009/10.

Corrective action proposed (if required):

Recovery procedures will re-commence once the new system has gone live in mid-January.

LPI 15 Percentage of non-domestic rates collected

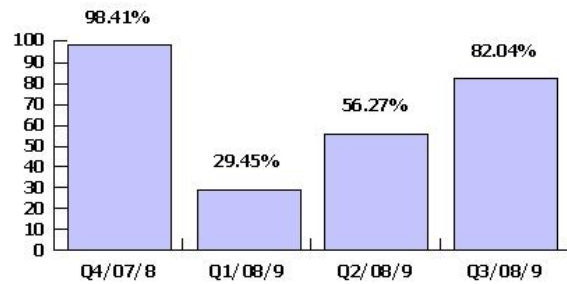
Responsible officer: **Bob Palmer**
 Additional information:

Direction of improving performance:



Cumulative data?:

Current and previous quarters



Current and previous quarters

Quarter	Target	Actual	Target Met?
Q3/08/9	74.46%	82.04%	✓
Q2/08/9	49.64%	56.27%	✓
Q1/08/9	24.82%	29.45%	✓
Q4/07/8	99.30%	98.41%	✗

Is it likely that the target will be met at the end of the year?

Uncertain

Comment on current performance:

The performance is 1.14% down on the same stage last year. The causes of the reduction in collection levels remain the same as the first and second quarters. From 1 April 2008 the Government changed the legislation on most empty business premises in that a full rates is now due where previously a 100% or 50% reduction applied. This was to encourage owners to bring empty premises back into occupation. Inevitably non-payment has increased in this area accentuated by the current economic climate which is also affecting general collection levels. Collection levels for non-domestic rates are falling nationally due to the reasons outlined above.

Corrective action proposed (if required):

The section is continuing with recovery action to collect the outstanding debt.

LPI 16 Average time (days) for processing new benefit claims

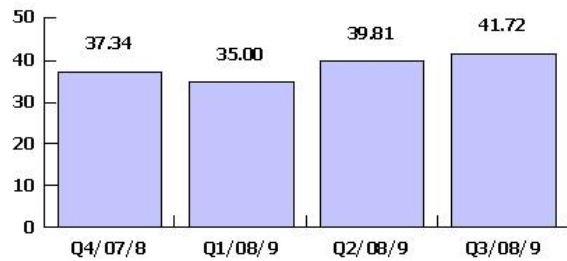
Responsible officer: **Bob Palmer**
 Additional information:

Direction of improving performance:



Cumulative data?:

Current and previous quarters



Current and previous quarters

Quarter	Target	Actual	Target Met?
Q3/08/9	30.00	41.72	X
Q2/08/9	30.00	39.81	X
Q1/08/9	30.00	35.00	X
Q4/07/8	25.50	37.34	X

Is it likely that the target will be met at the end of the year?



No

Comment on current performance:

Performance has been affected by the conversion of the benefit IT system. Resource has had to be used for conversion issues and staff training has taken place meaning that less time has been spent on assessment. In addition there has been a significant increase in new claims this year.

Corrective action proposed (if required):

As the Revenues and Benefits IT system was unavailable for 6 weeks in December and January, no improvement will be possible. Contractors have been employed to help clear the backlog in order that the situation can be improved for the start of the new financial year.

LPI 17 Average time (days) for processing notification of changes of circumstance for benefit claims

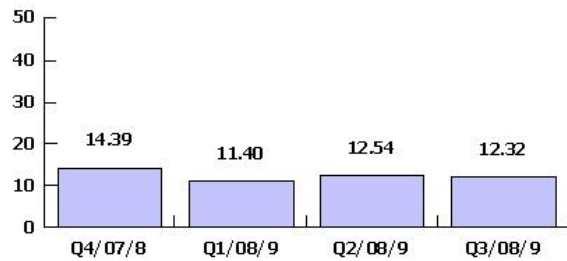
Responsible officer: **Bob Palmer**
 Additional information:

Direction of improving performance:



Cumulative data?:

Current and previous quarters



Current and previous quarters

Quarter	Target	Actual	Target Met?
Q3/08/9	11.00	12.32	X
Q2/08/9	11.00	12.54	X
Q1/08/9	11.00	11.40	X
Q4/07/8	8.50	14.39	X

Is it likely that the target will be met at the end of the year?



No

Comment on current performance:

Performance has been affected by the conversion of the benefit IT system. Resource has had to be used for conversion issues and staff training has taken place meaning that less time has been spent on assessment. However, processing performance for changes in circumstances continues to be better than performance in previous years and a slight improvement was made in Q3.

Corrective action proposed (if required):

As the Revenues and Benefits IT system was unavailable for 6 weeks in December and January, no improvement will be possible. Contractors have been employed to help clear the backlog in order that the situation can be improved for the start of the new financial year.

LPI 28 Number of working days lost due to sickness absence

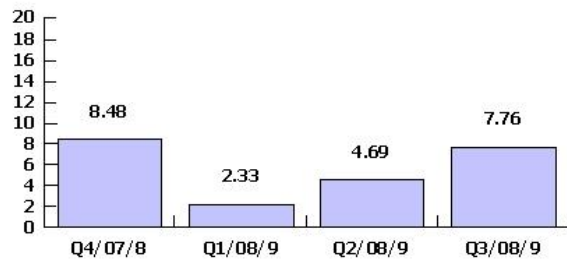
Responsible officer: Colleen O'Boyle
Additional information:

Direction of improving performance:



Cumulative data?:

Current and previous quarters



Current and previous quarters

Quarter	Target	Actual	Target Met?
Q3/08/9	6.00	7.76	X
Q2/08/9	4.00	4.69	X
Q1/08/9	2.00	2.33	X
Q4/07/8	8.29	8.48	X

Is it likely that the target will be met at the end of the year?



No

Comment on current performance:

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 an average of two days sickness absence per employee. The 2008/09 target corresponds with the eight-day trigger level of the Council's Managing Absence Policy. This is the third quarter that sickness absence levels have increased. There was an increase in the number of incidents of flu/chest infections/colds and included employees who do not have time off. A detailed report was presented to the Corporate Executive Forum in November 2008.

Corrective action proposed (if required):

A detailed report in this respect will be made to the cabinet in March 2009. A temporary part-time officer has been appointed to provide monitoring reports and work with managers on absence cases. Training for managers will be tailored and relaunched in February/March 2009.

LPI 42 Percentage of households served by a kerbside collection of recyclables

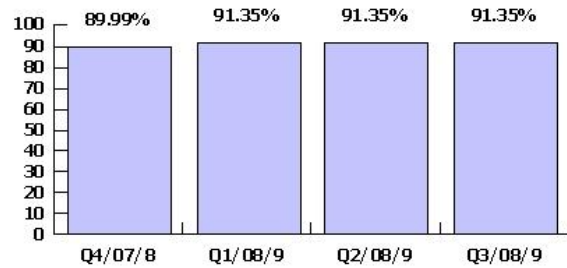
Responsible officer: John Gilbert
 Additional information:

Direction of improving performance:



Cumulative data?:

Current and previous quarters



Current and previous quarters

Quarter	Target	Actual	Target Met?
Q3/08/9	95.00%	91.35%	X
Q2/08/9	95.00%	91.35%	X
Q1/08/9	95.00%	91.35%	X
Q4/07/8	95.00%	89.99%	X

Is it likely that the target will be met at the end of the year?



No

Comment on current performance:

It should be noted that different doorstep services are provided in different areas. However, for the purpose of this indicator the doorstep dry recyclable collection service is used as the basis.

Corrective action proposed (if required):

Director of Environment and Street Scene to report as necessary.

LPI 44 Achievement of milestones within Local Development Scheme

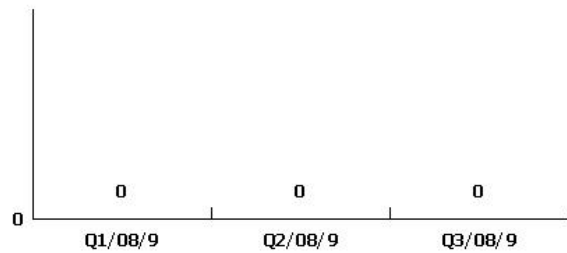
Responsible officer: John Preston
 Additional information:

Direction of improving performance:



Cumulative data?:

Current and previous quarters



Current and previous quarters

Quarter	Target	Actual	Target Met?
Q3/08/9	1	0	X
Q2/08/9	1	0	X
Q1/08/9	1	0	X

Is it likely that the target will be met at the end of the year?



No

Comment on current performance:

Statement of Community Involvement - the new PPS12 has changed the consultation requirements for the production of Development Plan Documents - a "preferred options" stage is no longer mandatory. There are also indications that the Government intends to introduce a statutory "duty to inform" the local community about local authority services, programmes, policies, strategies and priorities etc. This should mean that a duty to consult or involve the community will become a more corporate function. The Planning Bill currently being considered by Parliament removes the need for SCIs to be subject to independent examination.

Corrective action proposed (if required):

A report has been made to the Portfolio Holder that these changes justify starting again with the preparation of the SCI, and this was considered at the Advisory Group meeting on 30 October 2008. Other milestones - these will be established when the LDS is reviewed in March 2009.

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

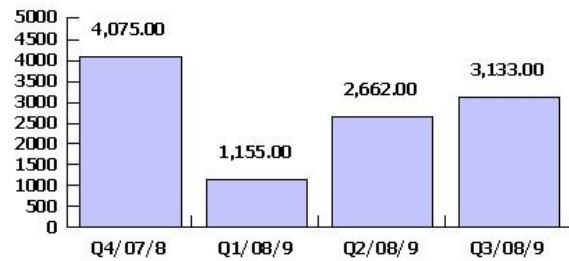
Responsible officer: Derek Macnab
Additional information:

Direction of improving performance:



Cumulative data?:

Current and previous quarters



Current and previous quarters

Quarter	Target	Actual	Target Met?
Q3/08/9	3,075.00	3,133.00	✓
Q2/08/9	2,050.00	2,662.00	✓
Q1/08/9	1,025.00	1,155.00	✓
Q4/07/8	3,302.00	4,075.00	✓

Is it likely that the target will be met at the end of the year?

Yes

Comment on current performance:

Performance on target for year-end.

Corrective action proposed (if required):

Deputy Chief Executive to report as necessary.