

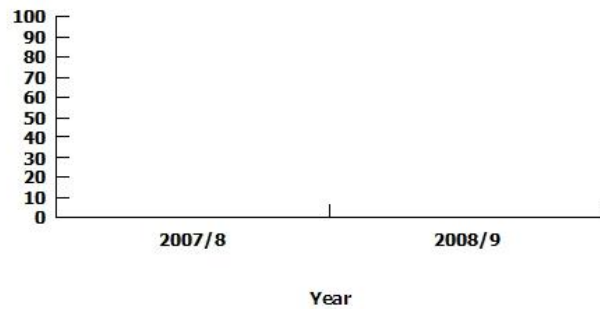
**KEY PERFORMANCE INDICATORS 2008/09**

**OUTTURN REPORT**

**NI008 Adult participation in sport**

**Responsible officer:** Derek Macnab  
Additional Information

**Chart - Current and previous quarters**



Direction of  
improving  
performance:



**Table - Current and previous quarters**

Year	Target	Actual
2008/9		
2007/8		

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

**Comment on current performance:**

This indicator is part of the Active People Survey conducted by Sport England. Performance for 2008/09 will not be reported by Sport England until December 2009.

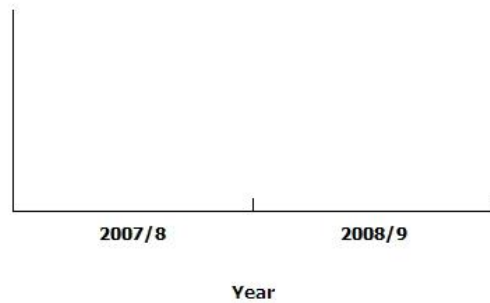
**Corrective action proposed (if required):**

Deputy Chief Executive to report.

**NI011 Engagement in the Arts**

**Responsible officer:** Derek Macnab  
Additional Information

**Chart - Current and previous quarters**



Direction of  
improving  
performance:



**Table - Current and previous quarters**

Year	Target	Actual
2008/9		
2007/8		

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

**Comment on current performance:**

This indicator is part of the Active People Survey conducted by Sport England. Performance for 2008/09 will not be reported by Sport England until December 2009.

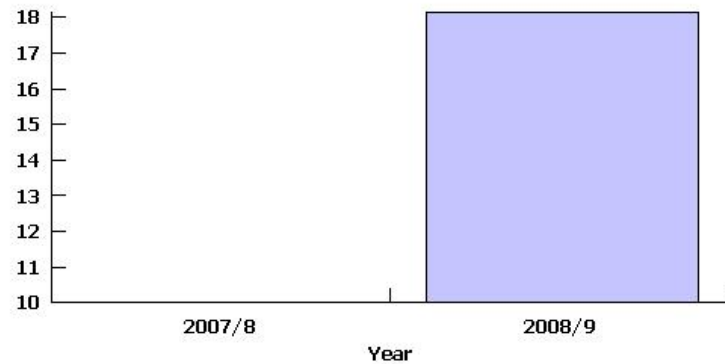
**Corrective action proposed (if required):**

Deputy Chief Executive to report.

## NI017 Perceptions of anti-social behaviour

Responsible officer: John Gilbert  
Additional Information

Current and previous years



Current and previous years

Year	Target	Actual	Target Met?
2008/9		18.1%	
2007/8			

Direction of  
improving  
performance:



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

### Comment on current performance:

This indicator is part of the Place Survey for 2008/09. The value reported for this indicator is currently a draft result only, as the weighted final results of the Place Survey have yet to be published by the Department for Communities and Local Government.

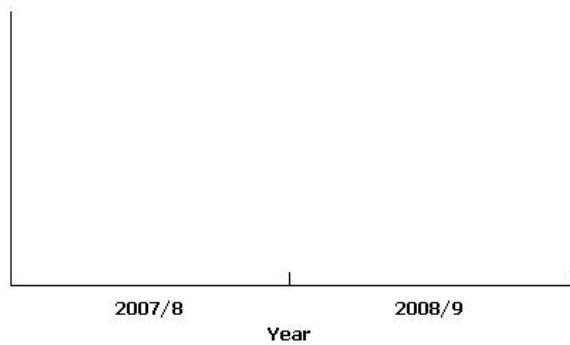
### Corrective action proposed (if required):

A presentation on the draft results of the Place Survey for 2008/09 was made to the Local Strategic Partnership (LSP) and members on 9th June 2009. Areas for improvement arising from the results of the survey will be considered by the LSP.

**NI020 Assault with injury crime rate**

**Responsible officer:** John Gilbert  
Additional Information

Current and previous years



Current and previous years

Year	Target	Actual	Target Met?
2008/9			
2007/8			

Direction of improving performance:



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

**Comment on current performance:**

This indicator is part of the Assessment of Policing and Community Safety (APACS) performance framework. The final results of the APACS indicators for 2008/09 have yet to be published by the Home Office.

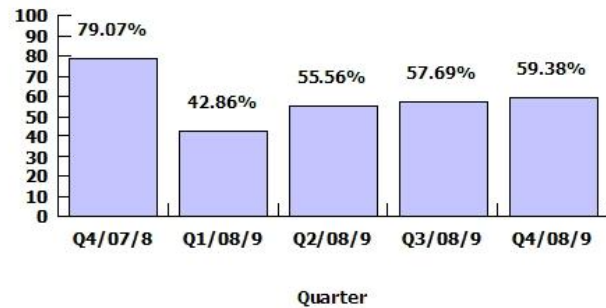
**Corrective action proposed (if required):**

Director of Environment and Street Scene to report.

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

**Responsible officer:** John Preston  
 Additional Information

**Chart - Current and previous quarters**



Direction of improving performance:



**Table - Current and previous quarters**

Quarter	Target	Actual	Target Met?
Q4/08/9	80.71%	59.38%	✗
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%	✓

**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.

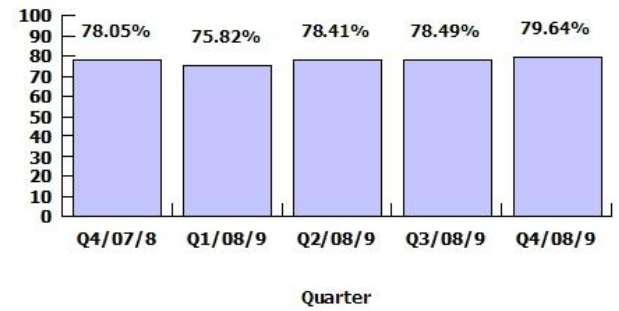
**Corrective action proposed (if required):**

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?
Q4/08/9	83.66%	79.64%	✗
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:



**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. The improvement in Q.4 reflects on the section being fully staffed for the first time this year.

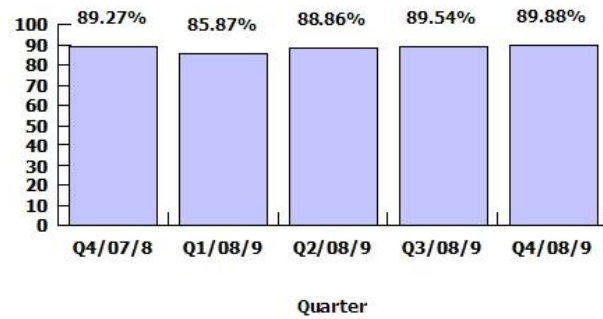
**Corrective action proposed (if required):**

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**



Direction of improving performance:



**Table - Current and previous quarters**

Quarter	Target	Actual	Target Met?
Q4/08/9	92.57%	89.88%	✗
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%	✗

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

**Comment on current performance:**

Performance is marginally up on 2007/08, but still behind target. This was marred by the first quarter when staffing level was lower and overall there has been a reliance on agency staffing. Further improvements could be achieved by delegated powers and retention of staff.

**Corrective action proposed (if required):**

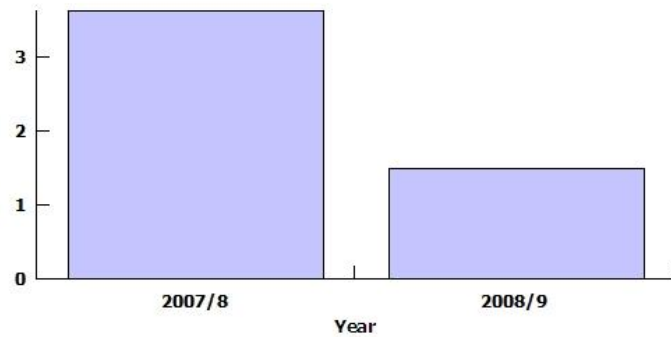
Director of Planning and Economic Development to report.



**NI158 % Non-Decent Council Homes**

**Responsible officer:** Alan Hall  
Additional Information

**Current and previous years**



**Current and previous years**

Year	Target	Actual	Target Met?
2008/9	1.5%	1.5%	✓
2007/8	5.0%	3.6%	✓

Direction of improving performance:



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

**Comment on current performance:**

The definition of this indicator states that the proportion of non-decent homes should be measured. At the end of the year 1.48% of council homes were non-decent. The target set for 2008/09 was 1.5%. This target has been achieved and exceeded as potential non-decent properties are being completed ahead of programme.

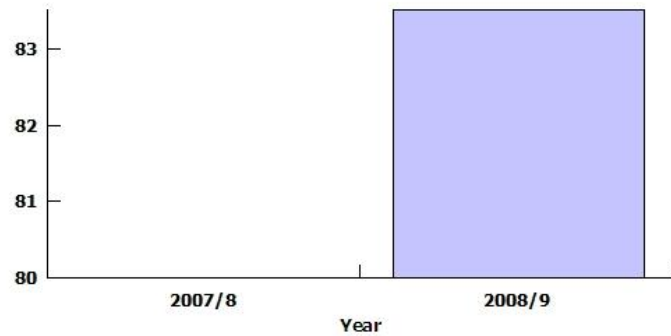
**Corrective action proposed (if required):**

Director of Housing to report

**NI160 Local authority tenants' satisfaction with landlord services**

**Responsible officer:** Alan Hall  
Additional Information

**Current and previous years**



**Current and previous years**

Year	Target	Actual	Target Met?
2008/9	85.00%	83.50%	✗
2007/8			

Direction of improving performance:



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

**Comment on current performance:**

Councils must use the STATUS standard questionnaire and methodology to conduct Tenant Satisfaction Surveys. New guidance was published in 2008 and from that date councils are required to survey tenants in general needs housing only. Guidance for previous surveys stated that tenants in sheltered housing and general needs housing should be included in the sample. A target of 85% was set for 2008/09 but this target was based on the previous guidance.

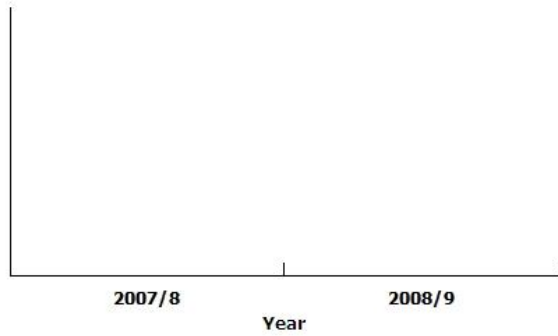
**Corrective action proposed (if required):**

Director of Housing to report

**NI186 Per capita reduction in CO2 emissions in the LA area**

**Responsible officer:** John Preston  
Additional Information

**Current and previous years**



**Current and previous years**

Year	Target	Actual	Target Met?
2008/9	5.9%		
2007/8			

Direction of improving performance:



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

**Comment on current performance:**

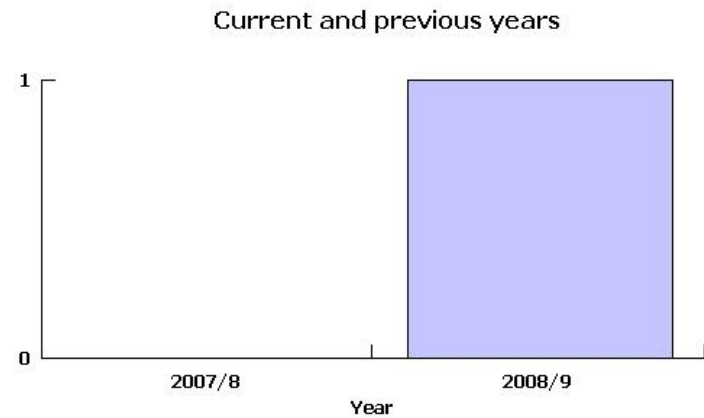
This indicator is a figure reported annually by DEFRA each September. Current performance details are therefore unavailable at present and will be reported when published.

**Corrective action proposed (if required):**

Director of Planning & Economic Development to report


**NI188 Planning to Adapt to Climate Change**

**Responsible officer:** John Preston  
Additional Information



Current and previous years

Year	Target	Actual	Target Met?
2008/9	1	1	✓
2007/8			

Direction of improving performance: 

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

**Comment on current performance:**

Although a Level 3 target was originally set for this indicator for 2008/09, it was intended that only Level 1 would be achieved by the end of the year. The achievement of Level 1 against the indicator was in line with the target in the Council's Climate Change Strategy and that of the Essex Local Agreement (LAA). Future targets are to reach Level 2 by March 2010 and Level 3 by 2011, and this is in accordance with the LAA.

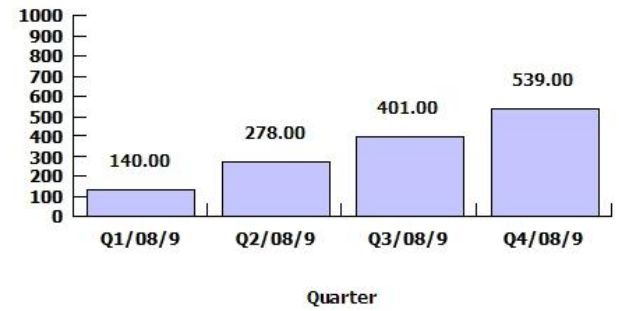
**Corrective action proposed (if required):**

Director of Planning & Economic Development

**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?
Q4/08/9	554.00	539.00	✓
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:



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

**Comment on current performance:**

The calculation for this NI is based on accumulative figures of all four quarters provided by Essex County Council. There will be some changes (not significant) to the tonnage totals shown as a few tickets will still drift in and there are a couple of queries that we are waiting for the contractors to resolve.

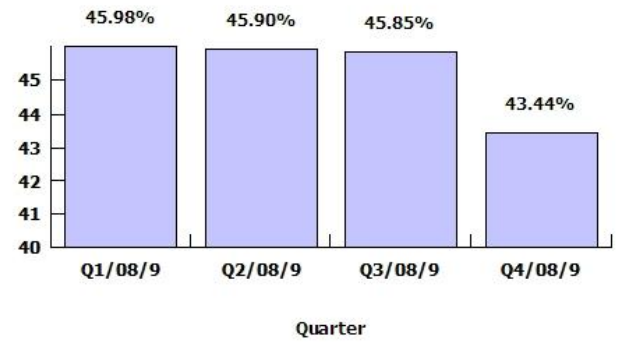
**Corrective action proposed (if required):**

Director of Environment and Street Scene to report.

**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?
Q4/08/9	40.00%	43.44%	✓
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: 

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

**Comment on current performance:**

The calculation for this NI is based on accumulative figures of all four quarters provided by Essex County Council. There will be some changes (not significant) to the tonnage totals shown as a few tickets will still drift in and there are a couple of queries that we are waiting for the contractors to resolve.

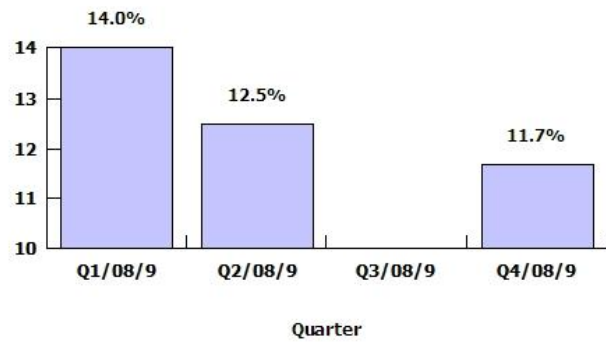
**Corrective action proposed (if required):**

Director of Environment and Street Scene to report.

**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?
Q4/08/9	10.5%	11.7%	✗
Q3/08/9	-	-	-
Q2/08/9	10.5%	12.5%	✗
Q1/08/9	10.5%	14.0%	✗

Direction of improving performance:



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

**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 4 in this report.

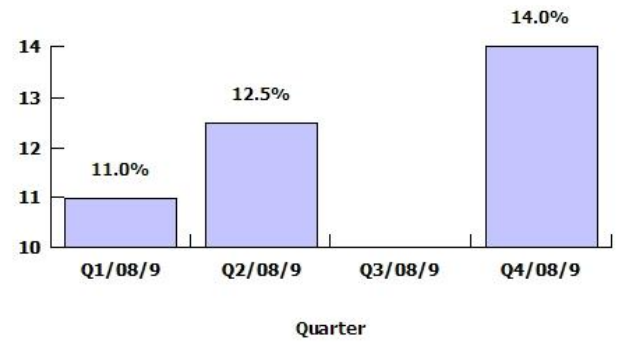
**Corrective action proposed (if required):**

Monitoring of street cleansing service being increased which may result in target being achieved in 2009/10

**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?
Q4/08/9	15.0%	14.0%	✓
Q3/08/9			
Q2/08/9	15.0%	12.5%	✓
Q1/08/9	15.0%	11.0%	✓

Direction of improving performance: 

**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 4 in this report.

**Corrective action proposed (if required):**

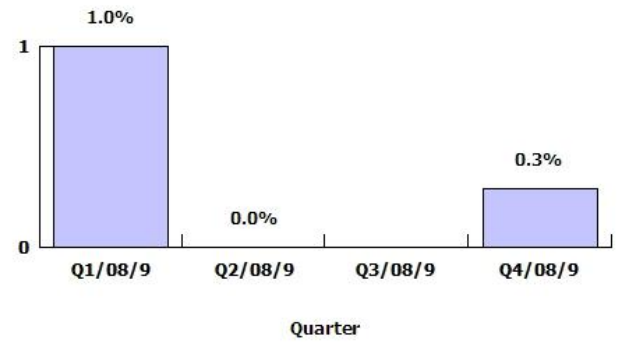
Director of Environment and Street Scene to report.



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


**Responsible officer:** John Gilbert  
 Additional Information

**Chart - Current and previous quarters**



**Table - Current and previous quarters**

Quarter	Target	Actual	Target Met?
Q4/08/9	4.0%	0.3%	✓
Q3/08/9			
Q2/08/9	5.0%	0.0%	✓
Q1/08/9	5.0%	1.0%	✓

Direction of improving performance: 

**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 4 in this report.

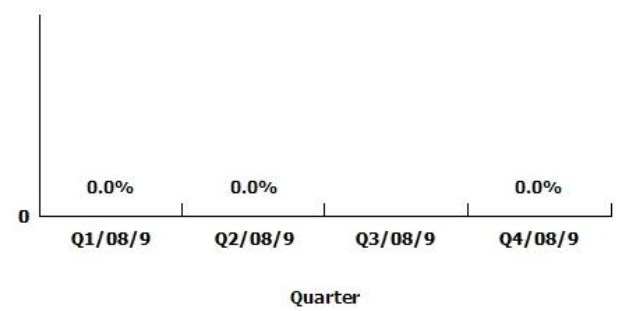
**Corrective action proposed (if required):**

Director of Environment and Street Scene to report.

**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?
Q4/08/9	5.0%	0.0%	✓
Q3/08/9			
Q2/08/9	5.0%	0.0%	✓
Q1/08/9	5.0%	0.0%	✓

Direction of improving performance:



**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 4 in this report.

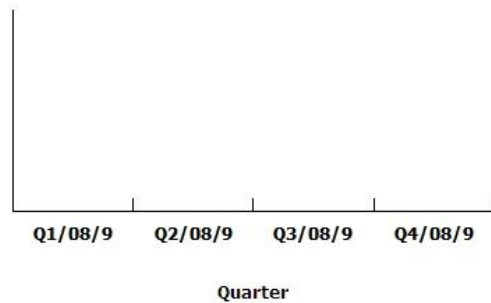
**Corrective action proposed (if required):**

Director of Environment and Street Scene to report.

**NI197 Improved Local Biodiversity - proportion of Local Sites where positive conservation management has been or is being**

**Responsible officer:** John Preston  
Additional Information

**Chart - Current and previous quarters**



Direction of  
improving  
performance:



**Table - Current and previous quarters**

Quarter	Target	Actual	Target Met?
Q4/08/9			
Q3/08/9			
Q2/08/9			
Q1/08/9			

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


**Comment on current performance:**

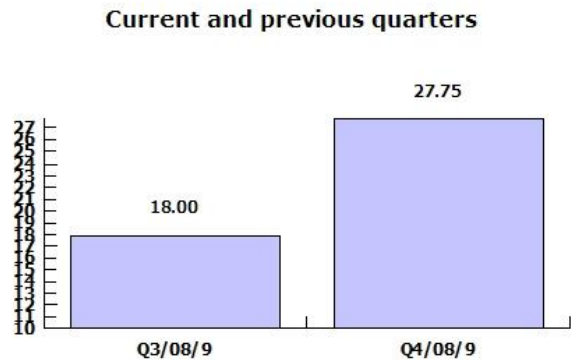
A revised definition for this indicator was issued in January 2009 by the Department for Communities & Local Government, detailing a change to the reporting organisation. As a result this indicator need now only be reported by local authorities at the spatial level of single tier or county councils, and consequently the Council is no longer required to report.

**Corrective action proposed (if required):**

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

**Responsible officer:** Colleen O'Boyle  
 Additional information:

Direction of improving performance: 



**Current and previous quarters**

Quarter	Target	Actual	Target Met?
Q4/08/9	30.00	27.75	✓
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:**


This indicator was adopted by the Finance and Performance Management Scrutiny Panel in November 2008. No previous data is therefore available.

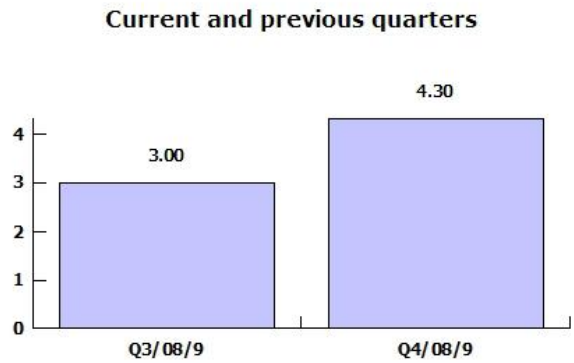
**Corrective action proposed (if required):**

Targety achieved for 2008/09. 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: 



**Current and previous quarters**

Quarter	Target	Actual	Target Met?
Q4/08/9	5.00	4.30	✓
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:**


This indicator was adopted by the Finance and Performance Management Scrutiny Panel in November 2008. No previous data is therefore available.

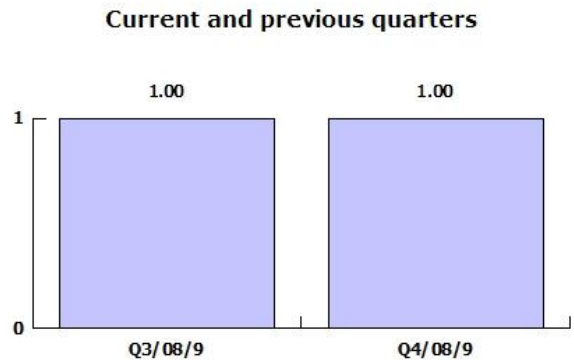
**Corrective action proposed (if required):**

Target achieved for 2008/09. No corrective action 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: 



**Current and previous quarters**

Quarter	Target	Actual	Target Met?
Q4/08/9	5.00	1.00	✓
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:**

This indicator was adopted by the Finance and Performance Management Scrutiny Panel in November 2008. No previous data is therefore available.

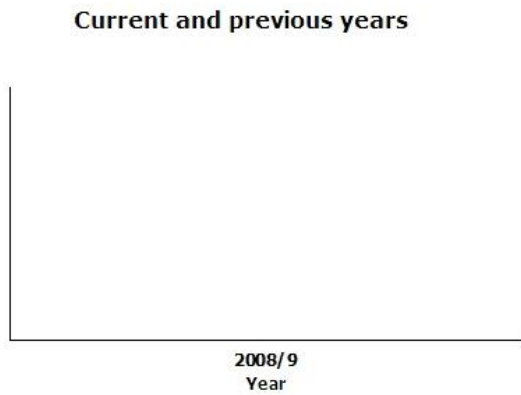
**Corrective action proposed (if required):**

Target achieved for 2008/09. No corrective action required at this stage.

**LPI 03 People feeling safe outside after dark (Annual)**

**Responsible officer:** John Gilbert

This indicator



**Current and previous years**

Year	Target	Actual	Target Met?
2008/9	53.90		

Direction of improving performance:



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

**Comment on current performance:**


This indicator is part of the Essex Local Agreement 2008-2011 and is measured by Essex County Council's bi-annual Tracker Survey which will be undertaken during 2009-10

**Corrective action proposed (if required):**

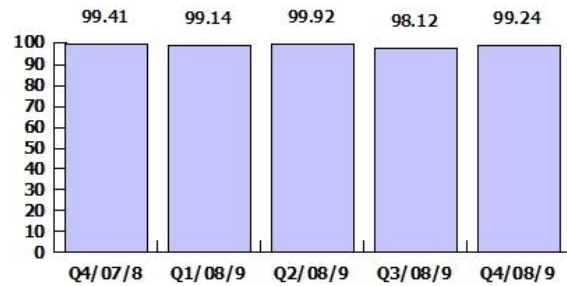
Director of Environment & Street Scene to report

**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: 

**Current and previous quarters**



**Current and previous quarters**

Quarter	Target	Actual	Target Met?
Q4/08/9	98.81	99.24	✓
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?  Yes

**Comment on current performance:**

Target achieved for 2008/09.


**Corrective action proposed (if required):**

Director of Housing to report.

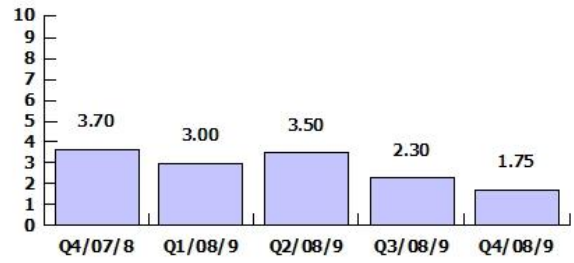


**LPI 11 Average number of single homeless households placed in bed and breakfast accommodation to whom we owe a duty.**

**Responsible officer:** Alan Hall  
 Additional information:

Direction of improving performance: 

**Current and previous quarters**



**Current and previous quarters**

Quarter	Target	Actual	Target Met?
Q4/08/9	3.50	1.75	✓
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:**  
 Target achieved for 2008/09.

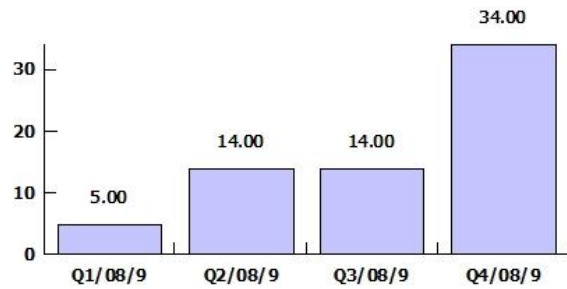
**Corrective action proposed (if required):**  
 Director of Housing to report.

**LPI 12 Affordable homes built and acquired**

**Responsible officer:** Alan Hall  
 Additional information:


Direction of improving performance: 

**Current and previous quarters**



**Current and previous quarters**

Quarter	Target	Actual	Target Met?
Q4/08/9	45.00	34.00	X
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 45 homes was based on all of the affordable homes in phase 1 of the Epping Forest College development, completing in 2008/09. However this was not 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):**

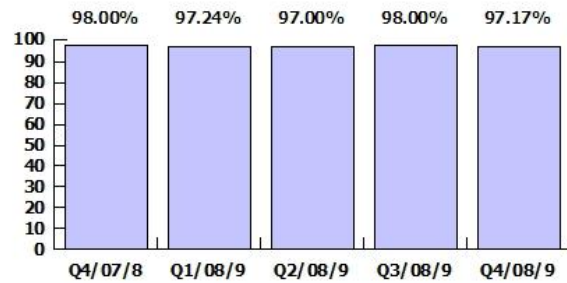
No action possible due to long lead-in time. If all developments with outline planning permission complete within timescales (unlikely - especially within the current market), a further 242 affordable homes would be completed in 2009/10 and 83 more by April 2012.

**LPI 13 Percentage of invoices paid within 30 days of receipt**

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

Direction of improving performance: 

**Current and previous quarters**



**Current and previous quarters**

Quarter	Target	Actual	Target Met?
Q4/08/9	97.00%	97.17%	✓
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:**


Target achieved for 2008/09.

**Corrective action proposed (if required):**

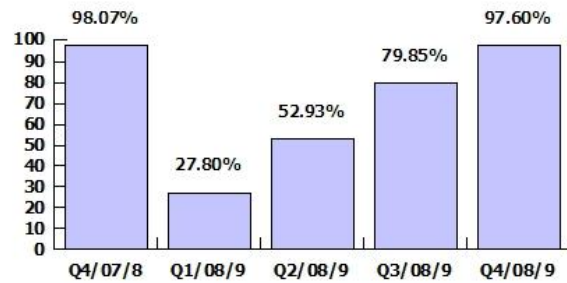
Director of Finance and ICT to report.

**LPI 14 Percentage of Council Tax collected**

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

Direction of improving performance: 

**Current and previous quarters**



**Current and previous quarters**

Quarter	Target	Actual	Target Met?
Q4/08/9	98.50%	97.60%	✗
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?**  No

**Comment on current performance:**


Performance for 2008/09 was 0.47% down on 2007/08. The reduction in performance is due to the conversion to the new Capita IT system which disrupted recovery processes and also the impact of the economic recession. Performance for the year is however actually at the higher end of estimates taken at the end of the third quarter in the light of the potential impact of the conversion and recession.

**Corrective action proposed (if required):**

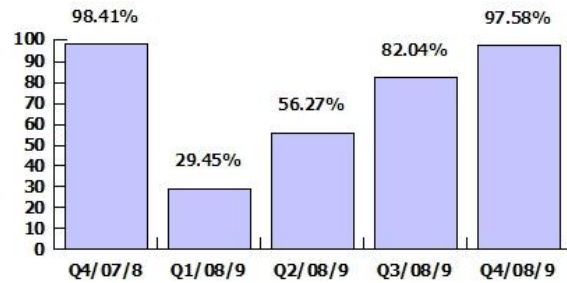
The recovery of the outstanding debt will continue in 2009/10.

**LPI 15 Percentage of non-domestic rates collected**

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

Direction of improving performance: 

**Current and previous quarters**



**Current and previous quarters**

Quarter	Target	Actual	Target Met?
Q4/08/9	99.30%	97.58%	✗
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?**  No

**Comment on current performance:**


Performance for 2008/09 was 0.83% down on 2007/08. The causes of the reduction in collection levels remain the same as reported in previous quarters. From 1 April 2008, the Government changed the legislation on most empty business premises in that 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):**

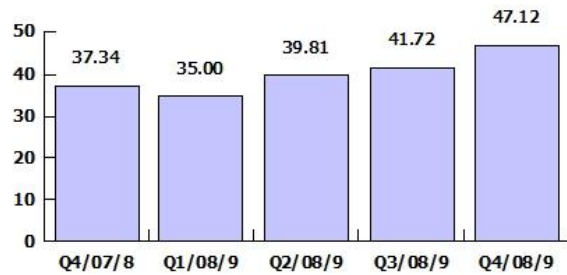
The Non-Domestic Rates Team are taking all necessary steps to recover this debt.

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

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

Direction of improving performance: 

**Current and previous quarters**



**Current and previous quarters**

Quarter	Target	Actual	Target Met?
Q4/08/9	30.00	47.12	X
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 for 2008/09 was seriously affected by the conversion of the Revenues and Benefits IT system. There was no IT system available for a six week period in December 2008/January 2009, during which time no processing could be done and a backlog accrued. In addition there has been a significant increase in new claims over the last year as a result of the economic climate.

**Corrective action proposed (if required):**

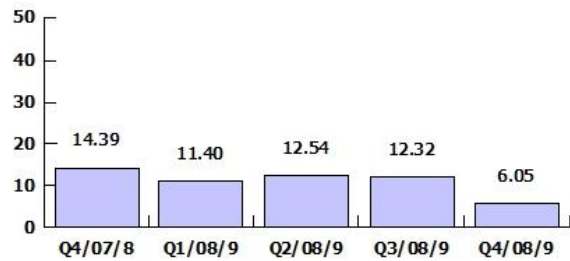
No improvement was possible due to the Revenues and Benefits IT system being unavailable for an extended period during 2008/09. Contractors were employed to help clear the backlog in order that the situation could be improved for the start of the new financial year.

**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: 

**Current and previous quarters**



**Current and previous quarters**

Quarter	Target	Actual	Target Met?
Q4/08/9	11.00	6.05	✓
Q3/08/9	11.00	12.32	✗
Q2/08/9	11.00	12.54	✗
Q1/08/9	11.00	11.40	✗
Q4/07/8	8.50	14.39	✗

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

**Comment on current performance:**


Performance for 2008/09 was adversely affected by the conversion of the Revenues and Benefits IT system. However, due mainly to changes to definitions of change events, the target was met for the year.

**Corrective action proposed (if required):**

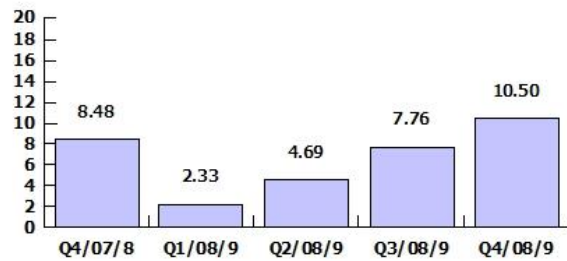
Director of Finance and ICT to report.

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

**Responsible officer:** Colleen O'Boyle  
**Additional information:**


Direction of improving performance: 

**Current and previous quarters**



**Current and previous quarters**

Quarter	Target	Actual	Target Met?
Q4/08/9	8.00	10.50	X
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 corresponded with the eight-day trigger level set by the Council's Managing Absence Policy. Unfortunately, the figures for 2008/09 have increased significantly.


**Corrective action proposed (if required):**

A detailed report was made to the Cabinet in March 2009 which outlined a number of actions taken to improve the current position. These include the appointment of a temporary part-time officer to provide monitoring reports and work with managers on absence cases, and the holding of a series of 'Myth-Busting' sessions that are mandatory for managers to attend. In addition, Assistant Directors are required to attend the Corporate Executive Forum on a regular basis, to discuss sickness absence in their areas with the Chief Executive and Deputy Chief Executive.

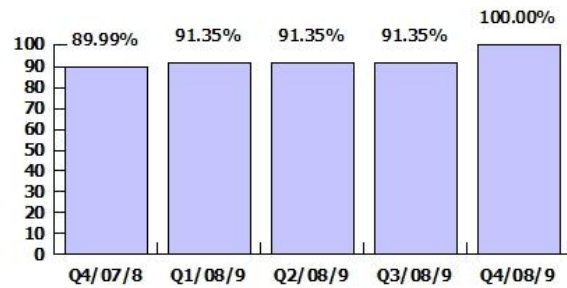


**LPI 42 Percentage of households served by a kerbside collection of recyclables**

**Responsible officer:** John Gilbert  
 Additional information:

Direction of improving performance: 

**Current and previous quarters**



**Current and previous quarters**

Quarter	Target	Actual	Target Met?
Q4/08/9	95.00%	100.00%	✓
Q3/08/9	95.00%	91.35%	✗
Q2/08/9	95.00%	91.35%	✗
Q1/08/9	95.00%	91.35%	✗
Q4/07/8	95.00%	89.99%	✗

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

**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. Performance for 2008/09 is 100%. on the basis that every household within the District can put out recyclables for collection (provided this is on the correct day, at the right time etc to allow SITA to carry out the collection activity).

**Corrective action proposed (if required):**

Director of Environment and Street Scene to report.

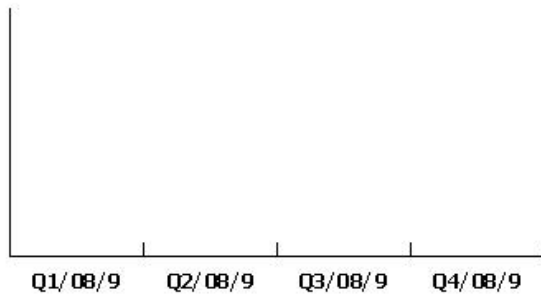
**LPI 44 Achievement of milestones within Local Development Scheme**

**Responsible officer:** John Preston  
**Additional information:**

Direction of improving performance:



Current and previous quarters



Current and previous quarters

Quarter	Target	Actual	Target Met?
Q4/08/9	1		
Q3/08/9	1		
Q2/08/9	1		
Q1/08/9	1		

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



**Comment on current performance:**


Performance against this indicator is represented as a 'Yes' (1) or 'No' (0) response to whether milestones have been achieved. No progress has been made on this issue as a result of competing priorities, and relevant milestones will be identified when the Local Development Scheme is updated in Autumn 2009. This will involve discussions with East Herts and Harlow District Council's and Go-East.

**Corrective action proposed (if required):**

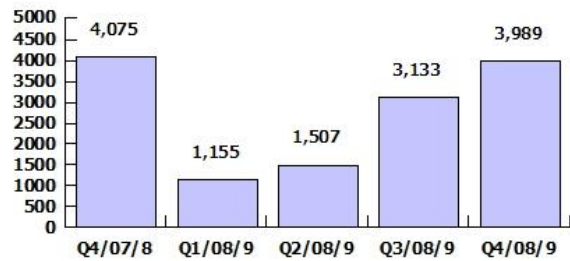
Director of Planning & Economic Development to report.

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

**Responsible officer:** Derek Macnab  
 Additional information:


Direction of improving performance: 

**Current and previous quarters**



**Current and previous quarters**

Quarter	Target	Actual	Target Met?
Q4/08/9	4,100	3,989	✗
Q3/08/9	3,075	3,133	✓
Q2/08/9	2,050	1,507	✗
Q1/08/9	1,025	1,155	✓
Q4/07/8	3,302	4,075	✓

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

**Comment on current performance:**

Unfortunately, it only takes the loss of one or two bookings to affect the overall outcome for this indicator and one school cancelled a visit to the Museum during the year.

**Corrective action proposed (if required):**

School services are currently provided by one member of staff and there is therefore a limit to the amount of growth possible with current resources. The Museum service is already performing well against other institutions.