



2009 / 10 Key Performance Indicators

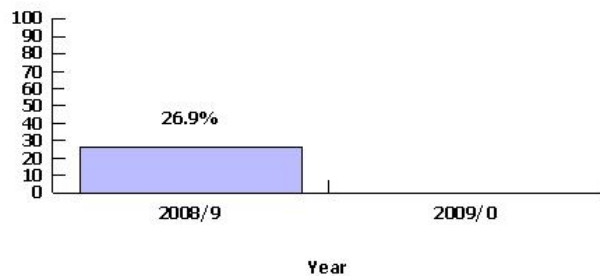
1. Office of the Deputy Chief Executive

**NI014 Reducing avoidable contact: Minimising the proportion of customer contact that is of low or no value to the customer**

**Responsible officer:** Derek Macnab

**Additional Information:** This indicator seeks to identify customer contact that is 'avoidable', in order to redesign services and the provision of information so that customers do not have to make valueless contacts. Performance is reported as a percentage across specific functions, at year-end only.

Current and previous years



Current and previous years

Year	Target	Actual	Target Met?
2009/0			
2008/9		26.9%	

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

**Annual Target: 09/10: No target**

**Direction of improving performance:**



**08/09: No target**

**Comment on current performance:**

This indicator measures the proportion of customer contact that is of low or no value to the customer, and is required to be reported on an annual basis only. Outturn performance for the indicator is assessed by way of a manual survey measure across a range of specific service areas. No target is set for NI14, as the purpose of the indicator is to drive priority-led improvements and not to simply arrive at a reducing year on year result. No direct comparisons are available for the indicator, in view of the varying data collection approaches utilised by local authorities.

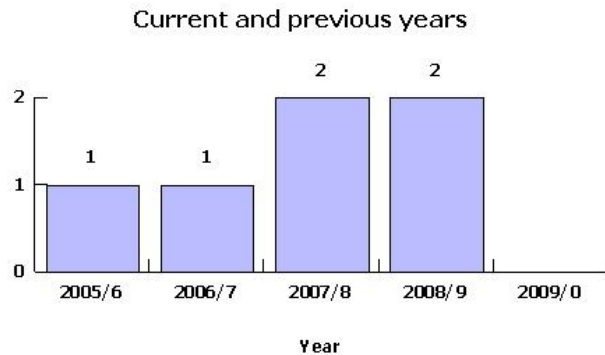
**Corrective action proposed (if required):**

Each of the specific service areas required to be assessed as part of the NI14 requirements is currently producing an improvement plan to take forward actions arising from the survey results for 2008/09. These improvement plans will be considered by the Corporate Executive Forum, and data collection for 2009/10 will commence in October 2009.

**LPI01 The level of the Equality Framework for Local Government to which the Council conforms**

**Responsible officer:** Derek Macnab

Additional Information: The Equality Framework for Local Government provides a framework for delivering continuous improvement in relation to fair employment outcomes and equal access to services. Performance is measured on a three-point scale (1-3) where Level 3 represents best performance



**Current and previous years**

Year	Target	Actual	Target Met?
2009/0	2		
2008/9	2	2	✓
2007/8	2	2	✓
2006/7	2	1	✗
2005/6	2	1	✗

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



Yes

**Annual Target: 09/10: Level 2**

**08/09: Level 2**

**Direction of improving performance:**



**Comment on current performance:**

The Equality Framework for Local Government was introduced from 1 April 2009, replacing the previous Equality Standard for Local Government, and provides an improved framework for delivering continuous improvement in relation to fair employment outcomes and equal access to services. The former Standard assessed local authority performance at five levels, where Level 5 represented best performance. The new Framework uses a wider definition of equality, based on the idea of equal life chances, and assesses local authority performance at three levels, where Level 3 represents best performance. The Council's performance against the previous Equality Standard contributes towards the achievement of specific levels of the new Equality Framework, and currently places the authority at Level 1, which supports the Level 2 target for 2009/10. Performance against the Equality Framework is a self-assessment measure required to be assessed at year- end only. Quarterly performance reporting is not therefore appropriate for this indicator.

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

The Corporate Equalities Action Plan (CEAP) supports the Council's existing key equality documents, including the Equality Impact Assessment (EqIA) process, and sets out key corporate equality responsibilities, objectives and actions. The CEAP was reviewed by the Finance and Performance Management Scrutiny Panel in March 2008, and contains a number of actions that are being taken forward. The Council's EqIA toolkit has been revised to ensure that it can provide maximum value, and is currently being piloted in several service areas, prior to being rolled out across the authority. An Engagement Group comprising local people with disabilities was formed in respect of the Council's Disability Equality Scheme and has met regularly in order to progress the development of an action plan for the Scheme. A corporate Equality Working Group has also been established to facilitate the similar development of an action plan for the Council's Gender Equality Scheme, and to progress a range of equality issues.

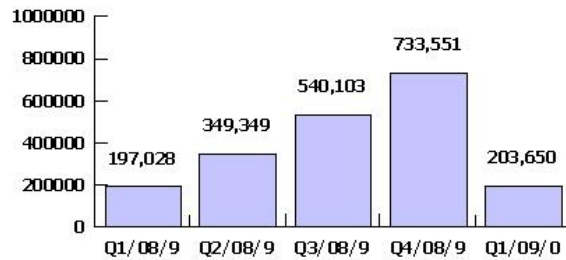
**LPI 24 (a) The number of visits to the Council's website**

**Responsible officer:** Derek Macnab

**Additional Information:**

This indicator measures the number of visits to the Council's website. Targets and performance are cumulative

**Current and previous quarters**



**Current and previous quarters**

Quarter	Target	Actual	Target Met?
Q1/09/0	189,000	203,650	✓
Q4/08/9	815,000	733,551	✗
Q3/08/9	611,250	540,103	✗
Q2/08/9	407,500	349,349	✗
Q1/08/9	203,750	197,028	✗

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

Yes

**Annual Target:09/10 - 756,000  
08/09 - 815,000**

**Direction of improving performance:**



**Comment on current performance:**

(Quarter 1 09/10) Based on the first quarter total of 203,650, the approximate number of visits to the Council's website is anticipated to be 815,000 at year-end.

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

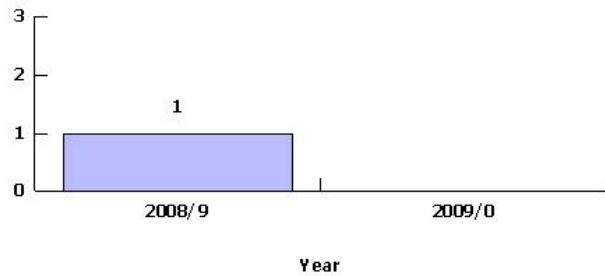
(Quarter 1 09/10) No corrective action currently proposed.

**LPI 24 (b) The quality of the Council's website**

**Responsible officer:** Derek Macnab

**Additional Information:** This indicator assesses the quality of the Council's website, using a national standard developed by the Society of Information Technology Management.

**Current and previous years**



**Current and previous years**

Year	Target	Actual	Target Met?
2009/0	2		
2008/9		1	

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



Yes

**Annual Target: 09/10:**

08/09: N/A

**Direction of improving performance:**



**Comment on current performance:**

The indicator was adopted from April 2009, and is reported at year-end only. The indicator assesses the quality of the Council's website across three grades, using a national standard developed by SOCITM (Grade 1 - Standard, Grade 2 - Transactional, Grade - Excellent). Based on the SOCITM report 'Better Connected 2009', the Council obtained a 'Standard' grade for its website for 2008/09. Assessment of the website for 2009/10 will take place in November and December 2009.

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

(Quarter 1 09/10) No corrective action currently proposed.

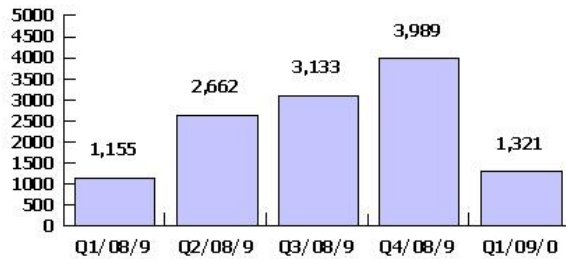
**LPI 49 Number of pupils visiting museums and galleries in organised school groups**

**Responsible officer:** Derek Macnab

**Additional Information:**

This indicator encourages local authorities to make museums more attractive to local communities and to maximise their educational value. This is a cumulative target & performance.

Current and previous quarters



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

**Comment on current performance:**

(Quarter 1 09/10) Target met in quarter

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

(Quarter 1 09/10) None required at this stage

Current and previous quarters

Quarter	Target	Actual	Target Met?
Q1/09/0	1,025	1,321	✓
Q4/08/9	4,100	3,989	✗
Q3/08/9	3,075	3,133	✓
Q2/08/9	2,050	2,662	✓
Q1/08/9	1,025	1,155	✓

Annual Target:09/10 - 4100  
08/09 - 4100

Direction of improving performance:



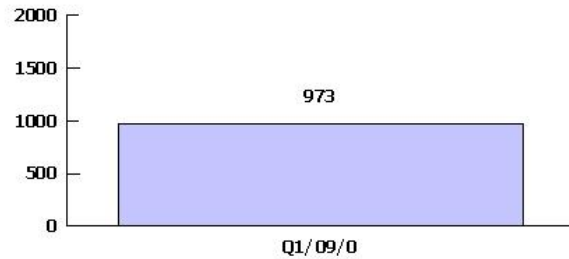
**LPI 50 Number of elderly people participating in physical activity as part of the Active Health and New Horizons programmes**

**Responsible officer:**

**Additional Information:**

This indicator monitors the Council's contribution towards meeting the health and well-being needs of the ageing population

**Current and previous quarters**



**Current and previous quarters**

Quarter	Target	Actual	Target Met?
Q1/09/0	225	973	✓

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

Yes

Annual Target:09/10 - 900  
08/09 - N/A

Direction of improving performance:



**Comment on current performance:**

(Quarter 1 09/10) This indicator was adopted with effect from April 2009, and no historical performance information is therefore available. Current performance includes participation in the Active Health Project, the New Horizons and Lifewalks programmes.

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

(Quarter 1 09/10) Performance currently on target. No corrective action proposed at this stage.



2009 / 10 Key Performance Indicators

2. Corporate Support Services Directorate



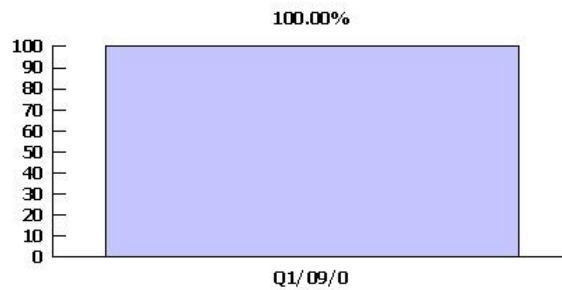
**LPI 02 (a) The percentage of Premises Licence applications determined within 30 days**

**Responsible officer:** Colleen O'Boyle

**Additional Information:**

This indicator monitors the Council's effectiveness in the determination of statutory licences

Current and previous quarters



Current and previous quarters

Quarter	Target	Actual	Target Met?
Q1/09/0	100.00%	100.00%	✓

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

 Uncertain

Annual Target:09/10 - 100%  
08/09 - N/A

Direction of improving performance:



**Comment on current performance:**

The format of this indicator has changed for 2009/10. For 2008/09 the indicator reported the average number of days taken to process a premises licence. For 2009/10 the indicator reports the percentage of the total number of premises licence applications that were determined within the set guideline period of 30 days, as this is considered to be a more meaningful performance measure.

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

(Quarter 1 09/10) No corrective action currently required.

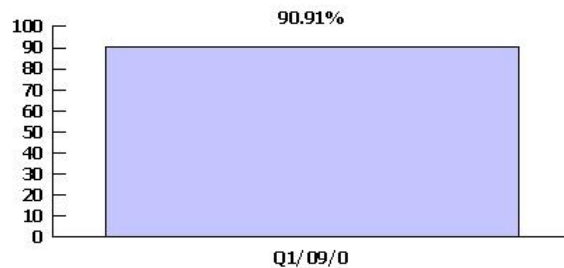
**LPI 02 (b) The percentage of Temporary Event Licence applications determined within 5 days**

**Responsible officer:** Colleen O'Boyle

**Additional Information:**

This indicator monitors the Council's effectiveness in the determination of statutory licences

Current and previous quarters



Current and previous quarters

Quarter	Target	Actual	Target Met?
Q1/09/0	100.00%	90.91%	X

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



No

Annual Target:09/10 - 100.00%  
08/09 - N/A

Direction of improving performance:



**Comment on current performance:**

The format of this indicator has changed for 2009/10. For 2008/09 the indicator reported the average number of days taken to process a temporary event licence. For 2009/10 the indicator now reports the percentage of the total temporary event licence applications that were determined within the set guideline period of 5 days, as this is considered to be a more meaningful performance measure.

(Quarter 1 09/10) Applications that failed to meet the target were due to the submission of incomplete application documents. Another issue affecting performance is that when an application is received, the application fee must be paid into the Council's finance system. To do this, the application must be entered into the M3 system even if the application is incomplete, which then generates the start date for the purposes of the indicator.

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

Quarter 1 09/10) The Director of Corporate Support Services will investigate options for the revision of the M3 system, in order avoid future instances of the generation of a start date for incomplete applications, which might jeopardise performance against this indicator.

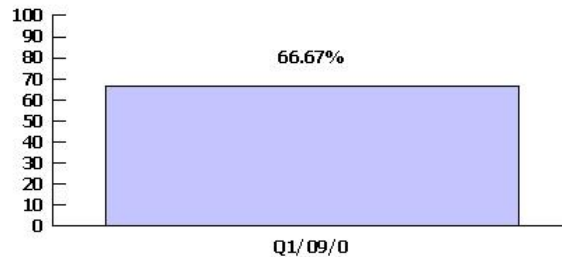
**LPI 02 (c) The percentage of Hackney Carriage/Private Hire licence applications determined within 5 days**

**Responsible officer:** Colleen O'Boyle

**Additional Information:**

This indicator monitors the Council's effectiveness in the determination of statutory licences

Current and previous quarters



Current and previous quarters

Quarter	Target	Actual	Target Met?
Q1/09/0	100.00%	66.67%	X

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

 No

Annual Target:09/10 - 100.00%  
08/09 - N/A

Direction of improving performance:



**Comment on current performance:**

The format of this indicator has changed for 2009/10. For 2008/09 the indicator reported the average number of days taken to process a hackney carriage/private hire licence. For 2009/10 the indicator now reports the percentage of the total number of hackney carriage/private hire licence applications that were determined within the set guideline period of 5 days, as this is considered to be a more meaningful performance measure.

(Quarter 1 09/10) Applications that failed to meet the target were due to the submission of incomplete application documents. Another issue affecting performance is that when an application is received, the application fee must be paid into the Council's finance system. To do this, the application must be entered into the M3 system even if the application is incomplete, which then generates the start date for the purposes of the indicator.

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

(Quarter 1 09/10) The Director of Corporate Support Services will investigate options for the revision of the M3 system, in order avoid future instances of the generation of a start date for incomplete applications, which might jeopardise performance against this indicator.

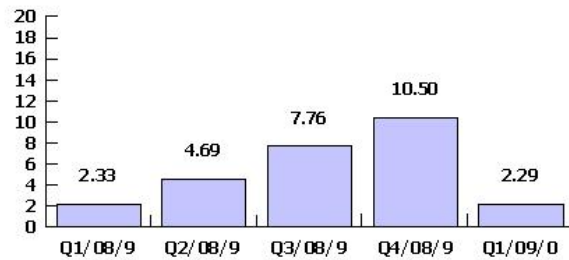
**LPI 28 Number of working days lost due to sickness absence**

**Responsible officer:** Colleen O'Boyle

**Additional Information:**

This indicator monitors the level of staff sickness absence across the authority, and supports the implementation of the Council's Managing Absence Policy. This is a cumulative performance & target.

Current and previous quarters



Current and previous quarters

Quarter	Target	Actual	Target Met?
Q1/09/0	2.00	2.29	X
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

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



No

Annual Target:09/10 - 8.00 days  
08/09 - 8.00 days

Direction of  
improving  
performance:



**Comment on current performance:**

(Quarter 1 09/10) There has been a slight improvement in the absence figures compared with each of the quarters in 2008/09. However, overall absence is still above the trigger level.

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

(Quarter 1 09/10) A detailed report was submitted to the Cabinet in March 2009 outlining a number of actions to manage current absence levels, including 'Myth Busting' sessions for managers and a requirement for Assistant Directors to attend the Corporate Executive Forum to report on sickness levels. Monitoring information continues to be provided by Human Resources, and a number of review hearings have recently taken place in accordance with the Council's Managing Absence Policy, which have resulted in dismissals. These dismissals took place during June/July 2009, and should have a positive impact on the second quarter position.



2009 / 10 Key Performance Indicators

3. Environment & Street Scene Directorate

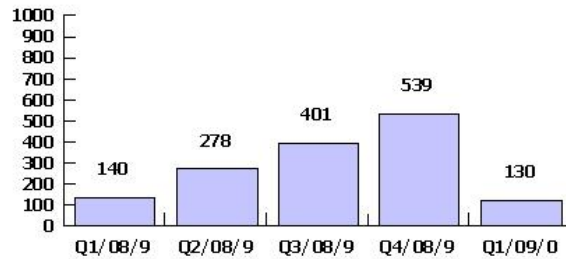
**NI191 Residual household waste per household**

**Responsible officer:** John Gilbert

**Additional Information:**

This indicator supports Government aspirations 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

**Current and previous quarters**



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



Yes

**Comment on current performance:**

(Quarter 1 09/10) Performance on target for the first quarter of the year

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

(Quarter 1 09/10) None required at this stage of the year

**Current and previous quarters**

Quarter	Target	Actual	Target Met?
Q1/09/0	137	130	✓
Q4/08/9	554	539	✓
Q3/08/9	416	401	✓
Q2/08/9	277	278	✗
Q1/08/9	139	140	✗

**Annual Target:09/10 - 548**  
**08/09 - 554**

**Direction of improving performance:**



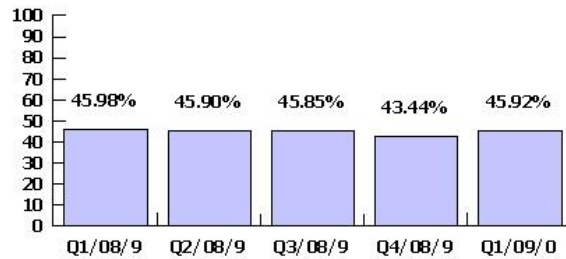
**NI192 Percentage of household waste sent for reuse, recycling and composting**

**Responsible officer:** John Gilbert

**Additional Information:**

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

**Current and previous quarters**



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


**Comment on current performance:**  
(Quarter 1 09/10) Performance on target in quarter

**Corrective action proposed (if required):**  
(Quarter1 09/10) None required at this stage

**Current and previous quarters**

Quarter	Target	Actual	Target Met?
Q1/09/0	42.00%	45.92%	✓
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%	✓

**Annual Target:** 09/10 - 42.00%  
08/09 - 40.00%

**Direction of improving performance:** 

**NI195 (a) Improved street and environmental cleanliness (Litter)**

**Responsible officer:** John Gilbert

**Additional Information:**

This indicator seeks to reduce unacceptable levels of litter. Performance is based on surveys carried out over three four-month periods (April-July, August-November, December-March) each year

**Current and previous quarters**



**Current and previous quarters**

Quarter	Target	Actual	Target Met?
Q1/09/0	10.0%		
Q3/08/9	10.5%	11.7%	X
Q2/08/9	10.5%	13.0%	X
Q1/08/9	10.5%	14.0%	X

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

 Uncertain

**Annual Target:** 09/10 - 10.0%  
08/09 - 10.5%

**Direction of improving performance:**



**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, although performance for the April to July 2009 period was not available at the time of the production of this report.

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

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



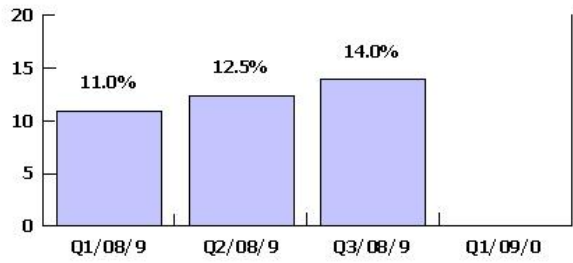
**NI195 (b) Improved street and environmental cleanliness (Detritus)**

**Responsible officer:** John Gilbert

**Additional Information:**

This indicator seeks to reduce unacceptable levels of detritus. Performance is based on surveys carried out over three four-month periods (April-July, August-November, December-March) each year

**Current and previous quarters**



**Current and previous quarters**

Quarter	Target	Actual	Target Met?
Q1/09/0	13.0%	-	-
Q3/08/9	15.0%	14.0%	✓
Q2/08/9	15.0%	12.5%	✓
Q1/08/9	15.0%	11.0%	✓

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

**Annual Target:** 09/10 - 13.0%  
08/09 - 15.0%

**Direction of improving performance:**

**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, although performance for the April to July 2009 period was not available at the time of the production of this report.

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

Director of Environment and Street Scene to report.

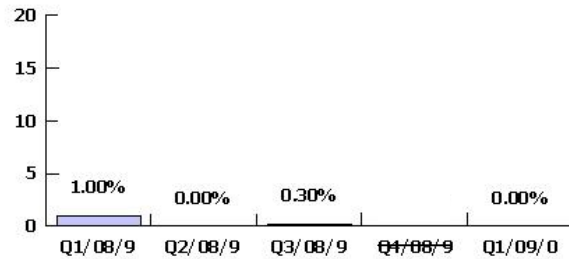
**NI195 (c) Improved street and environmental cleanliness (levels of graffiti)**

**Responsible officer:** John Gilbert

**Additional Information:**

This indicator seeks to reduce unacceptable levels of graffiti. Performance is based on surveys carried out over three four-month periods (April-July, August-November, December-March) each year

**Current and previous quarters**



**Current and previous quarters**

Quarter	Target	Actual	Target Met?
Q1/09/0	0.25%	0.00%	✓
Q3/08/9	5.00%	0.30%	✓
Q2/08/9	5.00%	0.00%	✓
Q1/08/9	5.00%	1.00%	✓

**Annual Target:** 09/10 - 0.25%  
08/09 - 5.00%

**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 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.

Performance for the April to July 2009 period was not available at the time of the production of this report

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

Director of Environment and Street Scene to report.

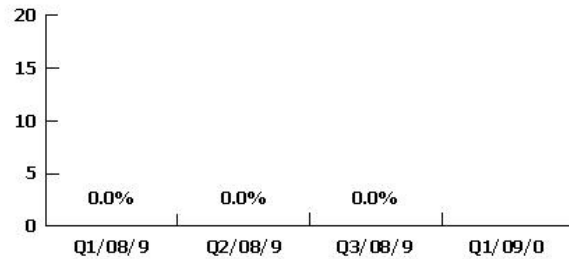
**NI195 (d) Improved street and environmental cleanliness (Fly-Posting)**

**Responsible officer:** John Gilbert

**Additional Information:**

This indicator seeks to reduce unacceptable levels of fly-posting. Performance is based on surveys carried out over three four-month periods (April-July, August-November, December-March) each year

**Current and previous quarters**



**Current and previous quarters**

Quarter	Target	Actual	Target Met?
Q1/09/0	0.0%		
Q3/08/9	5.0%	0.0%	✓
Q2/08/9	5.0%	0.0%	✓
Q1/08/9	5.0%	0.0%	✓

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

Yes

**Annual Target:** 09/10 - 0.0%  
08/09 - 5.0%

**Direction of improving performance:**



**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, although performance for the April to July 2009 period was not available at the time of the production of this report.

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

Director of Environment and Street Scene to report.

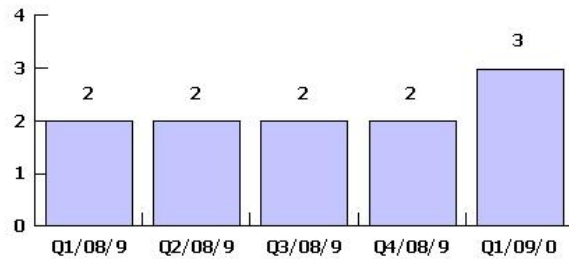
**NI196 Improved street and environmental cleanliness - fly tipping**

**Responsible officer:** John Gilbert

**Additional Information:**

This indicator seeks to achieve reductions in the total number of incidents and an increase in enforcement action taken to deal with the illegal disposal of waste. Performance is represented by four grades. Grade 1 = Very effective, Grade 2 = Effective, Grade 3 = Not Effective, Grade 4 = Poor

**Current and previous quarters**



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

**Comment on current performance:**

(Quarter 1 09/10) The current grading of 3 reflects the fact that whilst there has been reduced enforcement action, in comparison with last year, there has been no increase in fly-tipping (the figure is identical vs last year).

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

(Quarter 1 09/10) Director of Environment & Street Scene to report.

**Current and previous quarters**

Quarter	Target	Actual	Target Met?
Q1/09/0	2	3	✗
Q4/08/9	2	2	✓
Q3/08/9	2	2	✓
Q2/08/9	2	2	✓
Q1/08/9	2	2	✓

**Annual Target:09/10 - 2**  
**08/09 - 2**

**Direction of improving performance:**



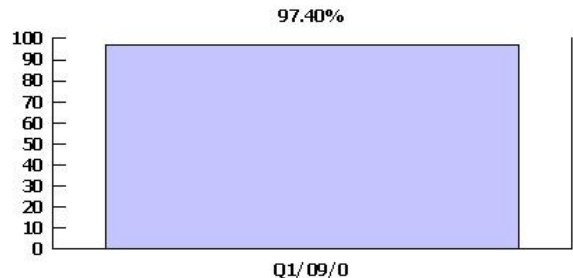
**LPI 51 Issues raised and complaints received by the Environment & Neighbourhoods Team that are responded to within three working days**

**Responsible officer:** John Gilbert

**Additional Information:**

Dealing with 'enviro-crime' is a key element of the 'Safer, Cleaner, Greener' initiative, and the time taken to respond to and deal with complaints and issues is of fundamental importance

Current and previous quarters



Current and previous quarters

Quarter	Target	Actual	Target Met?
Q1/09/0	90.00%	97.40%	✓

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

Annual Target:09/10 - 90.00%  
08/09 - N/A

Direction of improving performance:

**Comment on current performance:**

(Quarter 1 09/10) This indicator was adopted with effect from April 2009, and no historical performance information is therefore available.

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

(Quarter 1 09/10) Performance currently on target. No corrective action proposed at this stage.

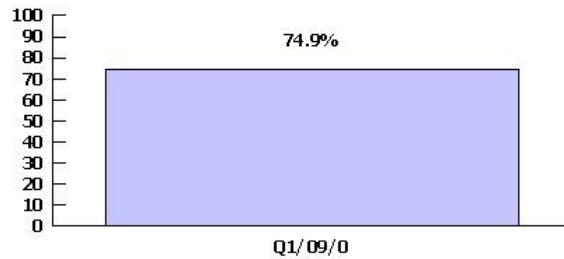
**LPI 52 Implementation of formal containerised recycling facilities in flats and communal buildings.**

**Responsible officer:** John Gilbert

**Additional Information:**

The Council has met the former Best Value Performance Indicator (currently retained as LPI 42) through the provision of sack-based facilities for any resident who wishes to participate in recycling. This indicator takes this process further through the provision of formalised containerised solutions on a site basis

**Current and previous quarters**



**Current and previous quarters**

Quarter	Target	Actual	Target Met?
Q1/09/0	95.0%	74.9%	X

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

Yes

Annual Target:09/10 - 95.00%  
08/09 - N/A

Direction of improving performance:



**Comment on current performance:**

(Quarter 1 09/10) This indicator was adopted with effect from April 2009, and no historical performance information is therefore available.

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

(Quarter 1 09/10) Performance currently on target. No corrective action proposed at this stage.



2009 / 10 Key Performance Indicators

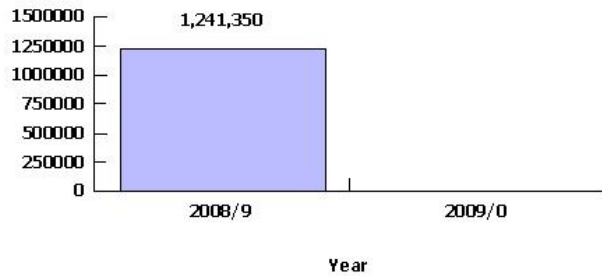
4. Finance & ICT Directorate

**NI179 Value for Money - Total net value of ongoing cash-releasing value for money gains that have impacted since the start of the**

**Responsible officer:** Bob Palmer

**Additional Information:** 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.

Current and previous years



Current and previous years

Year	Target	Actual	Target Met?
2009/0	300,000		
2008/9		1,241,350	

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

Annual Target: 09/10: £300,000

Direction of

08/09: N/A

improving performance:



**Comment on Current Performance**

Performance against this indicator is reported at year-end only. No target set for 2008/09

**Corrective Action Proposed**

Director of Finance and ICT to report.



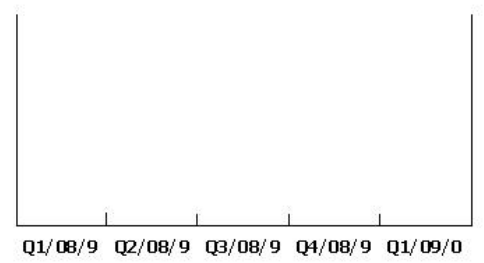
**NI180 The number of changes of circumstances which affect customers' HB/CTB entitlement within the year (per 1,000 caseload)**

**Responsible officer:** Bob Palmer

**Additional Information:**

This indicator ensures that customers receive the correct amount of Housing and Council Tax Benefit and contributes to reducing poverty and fraud and error


Current and previous quarters



Current and previous quarters

Quarter	Target	Actual	Target Met?
Q1/09/0	250.0		
Q4/08/9	975.0		
Q3/08/9	732.0		
Q2/08/9	488.0		
Q1/08/9	244.0		

**Annual Target:** 09/10 - 1000  
08/09 - 975

**Direction of improving performance:** 

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

**Comment on current performance:**

Unable to determine current performance as necessary software is not available. This is not an indicator that the Council is in control of, as it cannot limit changes in people's circumstances.

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

Director of Finance and ICT to report.

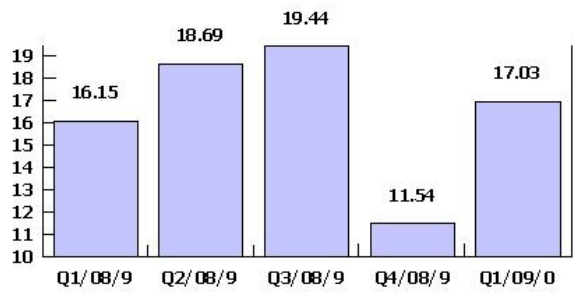
**NI181 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events**

**Responsible officer:** Bob Palmer

**Additional Information:**

This indicator measures benefit performance, as delays in the administration of benefits can impact on some of the most vulnerable people


Current and previous quarters



Current and previous quarters

Quarter	Target	Actual	Target Met?
Q1/09/0	15.00	17.03	✗
Q4/08/9	15.00	11.54	✓
Q3/08/9	15.00	19.44	✗
Q2/08/9	15.00	18.69	✗
Q1/08/9	15.00	16.15	✗

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

Annual Target: 09/10 - 15.00 days  
08/09 - 15.00 days  
Direction of improving performance: 

**Comment on current performance:**

(Quarter 1 09/10) Performance has been affected by the conversion of the Revenues & Benefits IT system in January 2009 which resulted in a significant backlog of work. However, performance has been improving each month since the IT conversion and should continue to improve throughout the year.

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

(Quarter 1 09/10) The Benefits Section is currently being restructured and, subject to the agreement of the Cabinet, the establishment should be increased to cope with the increased workload caused by the economic recession.

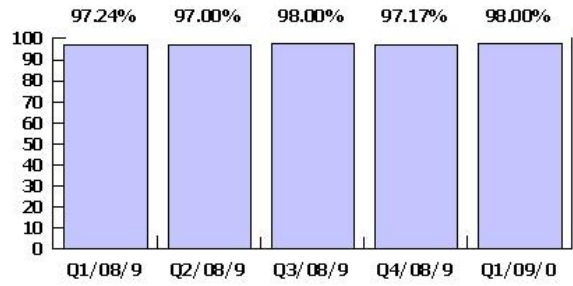
**LPI 13 Percentage of invoices paid within 30 days of receipt**

**Responsible officer:** Bob Palmer

**Additional Information:**

This indicator encourages the prompt payment of undisputed invoices for commercial goods and services

Current and previous quarters



Current and previous quarters

Quarter	Target	Actual	Target Met?
Q1/09/0	97.00%	98.00%	✓
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%	✓

**Annual Target:** 09/10 - 97.00%  
08/09 - 97.00%

**Direction of improving performance:**



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

Yes

**Comment on current performance:**

(Quarter 1 09/10) Current performance against this indicator remains high and the target should be achieved at year-end.

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

(Quarter 1 09/10) Director of Finance and ICT to report.

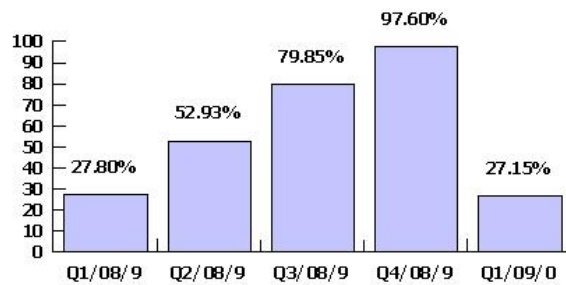
**LPI 14 Percentage of Council Tax collected**

**Responsible officer:** Bob Palmer

**Additional Information:**

This indicator monitors the rate of collection of Council Tax. Targets and performance are cumulative

Current and previous quarters



Current and previous quarters

Quarter	Target	Actual	Target Met?
Q1/09/0	24.50%	27.15%	✓
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%	✓

**Annual Target:09/10 - 98.00%**  
**08/09 - 98.50%**

**Direction of  
improving  
performance:**



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



Uncertain

**Comment on current performance:**

(Quarter 1 09/10) Performance is 0.65% down on the same stage last year. The current economic climate is affecting collection levels and outstanding debts are being pursued with the necessary recovery action.

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

(Quarter 1 09/10) Recovery procedures are underway to collect the outstanding debt.

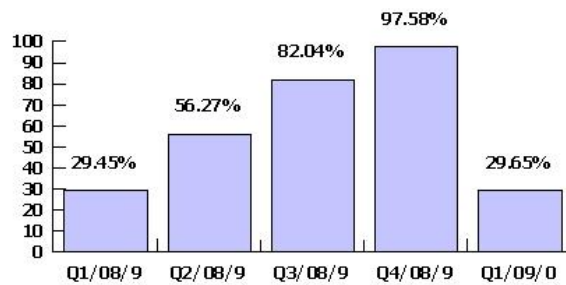
**LPI 15 Percentage of non-domestic rates collected**

**Responsible officer:** Bob Palmer

**Additional Information:**

This indicator monitors the rate of collection of National Non-Domestic rates. Targets and performance are cumulative

Current and previous quarters



Current and previous quarters

Quarter	Target	Actual	Target Met?
Q1/09/0	24.55%	29.65%	✓
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%	✓

**Annual Target:09/10 - 98.20%**  
**08/09 - 99.30%**

**Direction of improving performance:**



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



Uncertain

**Comment on current performance:**

(Quarter 1 09/10) Current performance is 0.2% up on the same stage last year. The Government has relaxed some of the changes to empty property charges introduced in 2008/09 which has assisted this year's performance relative to last year. However, to provide some context, although performance is up on 2008/09, this year's collection levels are showing a 1.5% reduction on 2007/08, prior to the recession, which reflects on-going difficulties with collection in the current economic climate.

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

(Quarter 1 09/10) The Revenues Section is continuing with recovery action to collect the outstanding debt.

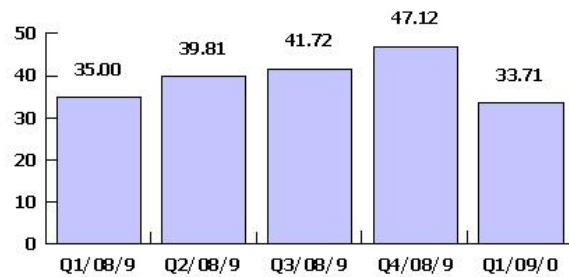
**LPI 16 Average time (days) for processing new benefit claims**

**Responsible officer:** Bob Palmer

**Additional Information:**

This indicator monitors the administration of Housing and Council Tax Benefit

Current and previous quarters



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

Yes

**Comment on current performance:**

(Quarter 1 09/10) Current performance has been affected by the conversion of the Revenues and Benefits ICT system during January 2009, which resulted in a significant backlog of work. However, performance has been improving each month since the ICT conversion and should continue to improve throughout the year.

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

(Quarter 1 09/10) The Benefits Section is currently being restructured and, subject to the agreement of the Cabinet, it is intended that the establishment of the Section will be increased to cope with the increased workload generated by the current economic recession.

Current and previous quarters

Quarter	Target	Actual	Target Met?
Q1/09/0	25.00	33.71	X
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

**Annual Target:09/10 - 25.00 days**  
**08/09 - 30.00 days**

**Direction of improving performance:**



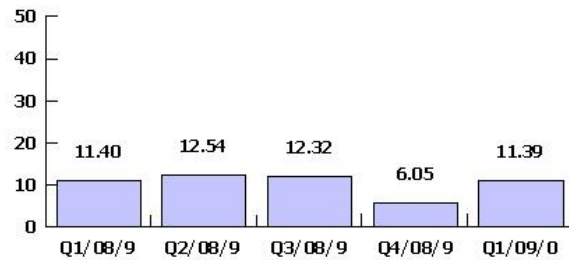
**LPI 17 Average time (days) for processing notification of changes of circumstance for benefit claims**

**Responsible officer:** Bob Palmer

**Additional Information:**

This indicator monitors the administration of Housing and Council Tax Benefit

Current and previous quarters



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

Yes

**Comment on current performance:**

(Quarter 1 09/10) Current performance has been affected by the conversion of the Revenues and Benefits ICT system during January 2009, which resulted in a significant backlog of work. However, performance has been improving each month since the ICT conversion and should continue to improve throughout the year.

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

(Quarter 1 09/10) The Revenues and Benefits Section is currently being restructured and, subject to the agreement of the Cabinet, it is intended that the establishment of the Section will be increased to cope with the increased workload generated by the current economic recession.

Current and previous quarters

Quarter	Target	Actual	Target Met?
Q1/09/0	10.00	11.39	✗
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	✗

Annual Target:09/10 - 10.00 days  
08/09 - 11.00 days

Direction of improving performance:

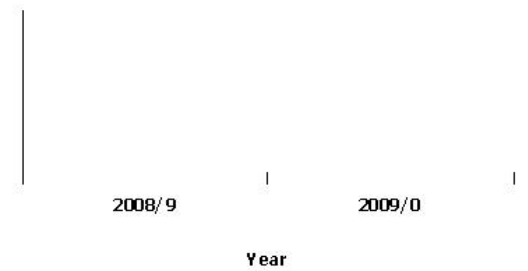


**LPI 23 (a) Capital Projects 'Cost'**

**Responsible officer:** Bob Palmer

**Additional Information:** This indicator measures the delivery of capital projects. Performance against this indicator is reported at year-end only.

Current and previous years



Current and previous years

Year	Target	Actual	Target Met?
2009/0			
2008/9			

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

**Comment on current performance:**

This indicator is intended to be reported at year-end only, upon completion and sign-off of the annual accounts.

**Annual Target: 09/10:**

08/09: 75.00%

**Direction of improving performance:**



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

A suitable definition of this indicator is currently being developed, in order to generate an appropriate performance measure.



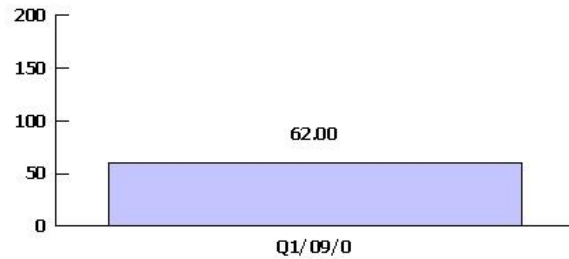
**LPI 53 Number of completed investigations carried out by the Benefits Investigation Team**

**Responsible officer:** Bob Palmer

**Additional Information:**

This indicator monitors the effectiveness of the Benefit Fraud Team

Current and previous quarters



Current and previous quarters

Quarter	Target	Actual	Target Met?
Q1/09/0	125.00	62.00	X

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

 Uncertain

Annual Target:09/10 - 500  
08/09 - N/A

Direction of improving performance:



**Comment on current performance:**

(Quarter 1 09/10) This indicator was adopted with effect from April 2009, and no historical performance information is therefore available. The number of completed investigations this quarter was low due to the long term sickness of an experienced Investigation Officer who was absent for the majority of the quarter.

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

(Quarter 1 09/10) The target being met relies upon all 3 Investigation Officers being productive throughout the year. Quarter 2 performance should show an improvement.



2009 / 10 Key Performance Indicators

5. Housing Directorate

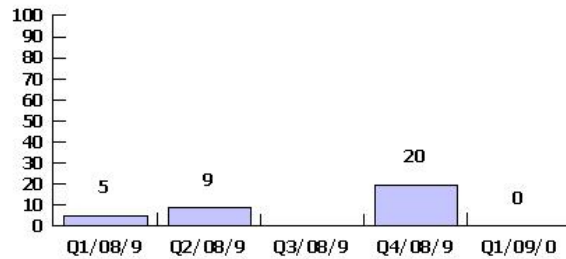
**NI155 Number of affordable homes delivered (gross)**

**Responsible officer:** Alan Hall

**Additional Information:**

This indicator promotes an increase in the supply of affordable housing through new-build completions, changes of use and conversions

**Current and previous quarters**



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

Yes

**Comment on current performance:**

(Quarter 1 09/10) Development at the Epping Forest College and Pyrles Lane sites are both progressing well, with some handovers due in the second quarter

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

(Quarter 1 09/10) Handover of 9 units at Pyrles Lane due in Q2, others will be completed later in the year.

**Current and previous quarters**

Quarter	Target	Actual	Target Met?
Q1/09/0	14	0	✘
Q4/08/9	66	20	✘
Q3/08/9	49		
Q2/08/9	32	9	✘
Q1/08/9	16	5	✘
<b>Annual Target:09/10 - 57</b>			
<b>08/09 - 66</b>			

**Direction of improving performance:**



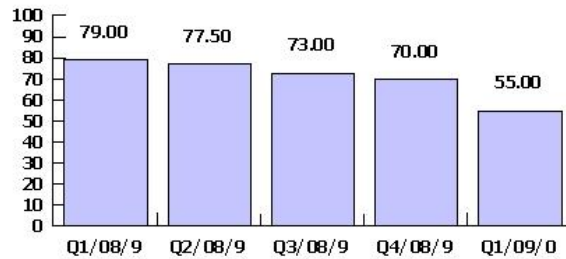
**NI156 Number of households living in temporary accommodation**

**Responsible officer:** Alan Hall

**Additional Information:**

This indicator monitors progress towards reducing the number of households in temporary accommodation provided under homelessness legislation

Current and previous quarters



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



Yes

**Comment on current performance:**

(Quarter 1 09/10) Target met in quarter

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

(Quarter 1 09/10) None required at this stage

Current and previous quarters

Quarter	Target	Actual	Target Met?
Q1/09/0	100.00	55.00	✓
Q4/08/9	104.00	70.00	✓
Q3/08/9	104.00	73.00	✓
Q2/08/9	104.00	77.50	✓
Q1/08/9	104.00	79.00	✓

**Annual Target:** 09/10 - 100  
08/09 - 104

**Direction of improving performance:**

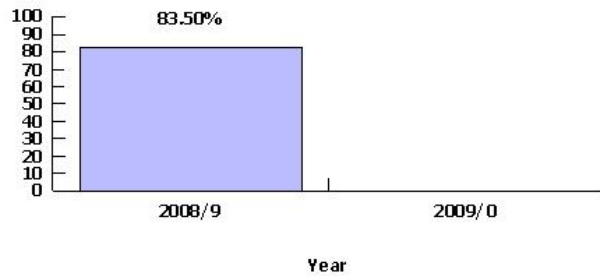


**NI160 Local authority tenants' satisfaction with landlord services**

**Responsible officer:** Alan Hall

**Additional Information:** This indicator encourages the delivery of good housing management services by local authorities where they retain ownership of council housing. The indicator is collected and reported every two years using a standard Tenant Satisfaction Survey

**Current and previous years**



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

**Comment on current performance:**

Tenant satisfaction survey not required to be undertaken in 2009/10.

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

Director of Housing to report.

**Current and previous years**

Year	Target	Actual	Target Met?
2009/0			
2008/9	85.00%	83.50%	X

**Annual Target: 09/10: N/A**

**08/09: 85.00%**

**Direction of improving performance:**



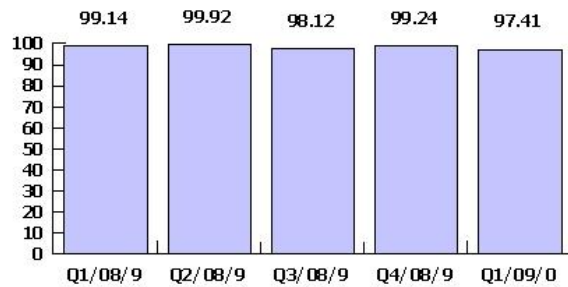
**LPI 04 Rent collected as a proportion of rents owed on Housing Revenue Account dwellings**

**Responsible officer:** Alan Hall

**Additional Information:**

This indicator is a measure of a local authority's rent collection and arrears recovery service

Current and previous quarters



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

 Uncertain

**Comment on current performance:**

(Quarter 1 09/10) Due to the re-instatement of tolerated trespasser arrears and the current economic climate, there is some uncertainty in achieving the target, although every effort will be made to do so.

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

(Quarter 1 09/10) Increase due to tolerated trespasser arrears being added to the figures and the leniency of the courts in the current financial climate.

Current and previous quarters

Quarter	Target	Actual	Target Met?
Q1/09/0	98.80	97.41	✗
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	✓

**Annual Target:** 09/10 - 98.80%  
08/09 - 98.81%

**Direction of improving performance:**



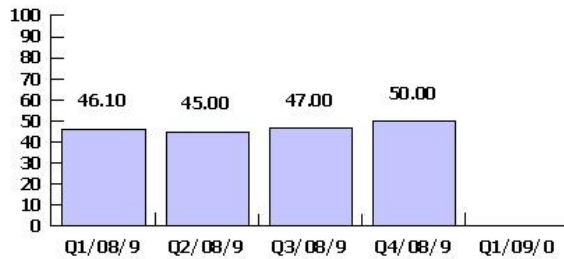
**LPI 05 Average number of days to re-let Council dwellings**

**Responsible officer:** Alan Hall

**Additional Information:**

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

Current and previous quarters



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

 Uncertain

**Comment on current performance:**

(Quarter 1 09/10) The void period has improved considerably during the first quarter of the year and it is hoped that the target for the year will be achieved. The Director of Housing will report with regard to first quarter performance against this indicator.

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

(Quarter 1 09/10) Those properties which have been designated as suitable for the over 60's are among the most difficult to let. Despite all other measures currently in place, these properties continue to distort the void period, and consideration is being given to the possibility of 'de-designating' some of these properties. The Director of Housing is also reviewing the current definition for this indicator and will report in this respect.

Current and previous quarters

Quarter	Target	Actual	Target Met?
Q1/09/0	40.00		
Q4/08/9	49.00	50.00	✗
Q3/08/9	49.00	47.00	✓
Q2/08/9	49.00	45.00	✓
Q1/08/9	49.00	46.10	✓

**Annual Target:09/10 - 40 days**  
**08/09 - 49 days**

**Direction of improving performance:**



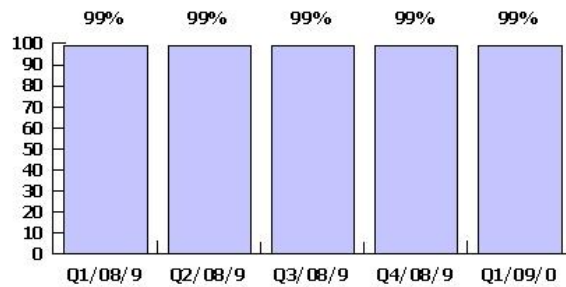
**LPI 07 Emergency repairs undertaken within target time (24 hours)**

**Responsible officer:** Alan Hall

**Additional Information:**

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

Current and previous quarters



Current and previous quarters

Quarter	Target	Actual	Target Met?
Q1/09/0	99%	99%	✓
Q4/08/9	99%	99%	✓
Q3/08/9	99%	99%	✓
Q2/08/9	99%	99%	✓
Q1/08/9	99%	99%	✓

**Annual Target:** 09/10 - 99%  
08/09 - 99%

**Direction of improving performance:**



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

**Comment on current performance:**

(Quarter 1 09/10) Current performance against this indicator remains high and the target should be achieved at year-end.

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

(Quarter 1 09/10) Director of Housing to report.



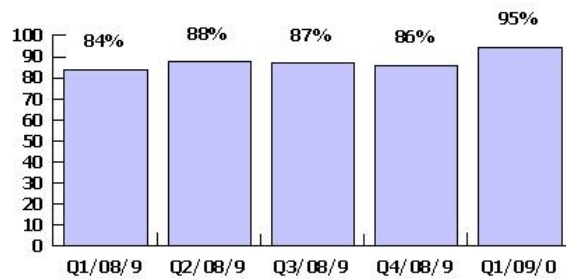
**LPI 08 Urgent repairs undertaken within target time (5 days)**

**Responsible officer:** Alan Hall

**Additional Information:**

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

Current and previous quarters



Current and previous quarters

Quarter	Target	Actual	Target Met?
Q1/09/0	95%	95%	✓
Q4/08/9	95%	86%	✗
Q3/08/9	95%	87%	✗
Q2/08/9	95%	88%	✗
Q1/08/9	95%	84%	✗

**Annual Target:** 09/10 - 95%  
08/09 - 95%

**Direction of improving performance:**



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



Yes

**Comment on current performance:**

(Quarter 1 09/10) A significant improvement has been achieved against this indicator in the first quarter of the year and, if this level of performance is maintained, the target should be achieved at year-end.

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

(Quarter 1 09/10) Director of Housing to report.

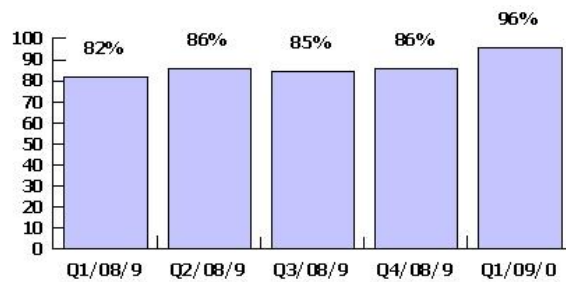
**LPI 09 Routine repairs undertaken within target time (6 weeks)**

**Responsible officer:** Alan Hall

**Additional Information:**

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

Current and previous quarters



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

Yes

**Comment on current performance:**

(Quarter 1 09/10) A significant improvement has been achieved against this indicator in the first quarter of the year and, if this level of performance is maintained, the target should be achieved at year-end.

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

(Quarter 1 09/10) Director of Housing to report.

Current and previous quarters

Quarter	Target	Actual	Target Met?
Q1/09/0	90%	96%	✓
Q4/08/9	95%	86%	✗
Q3/08/9	95%	85%	✗
Q2/08/9	95%	86%	✗
Q1/08/9	95%	82%	✗

Annual Target:09/10 - 90%  
08/09 - 95%

Direction of improving performance:



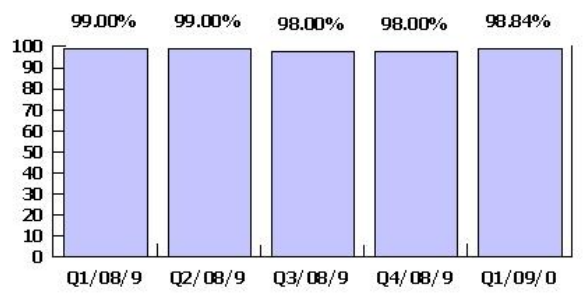
**LPI 10 Satisfaction with repairs**

**Responsible officer:** Alan Hall

**Additional Information:**

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

**Current and previous quarters**



**Current and previous quarters**

Quarter	Target	Actual	Target Met?
Q1/09/0	98.00%	98.84%	✓
Q4/08/9	98.00%	98.00%	✓
Q3/08/9	98.00%	98.00%	✓
Q2/08/9	98.00%	99.00%	✓
Q1/08/9	98.00%	99.00%	✓

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

**Annual Target:** 09/10 - 98%  
08/09 - 98%

**Direction of improving performance:**

**Comment on current performance:**

(Quarter 1 09/10) Current performance against this indicator remains high and the target should be achieved at year-end.

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

(Quarter 1 09/10) Director of Housing to report.



2009 / 10 Key Performance Indicators

6. Planning & Economic Development

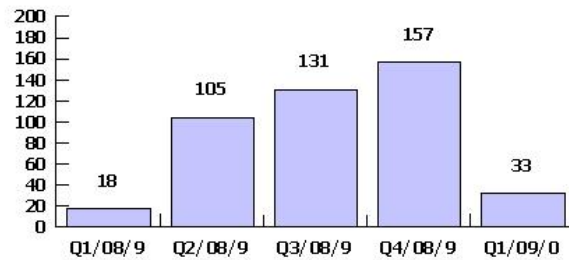
**NI154 Net additional homes provided**

**Responsible officer:** John Preston

**Additional Information:**

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. The figure reported each quarter is the cumulative total for the year to date.

**Current and previous quarters**



**Current and previous quarters**

Quarter	Target	Actual	Target Met?
Q1/09/0	36	33	✗
Q4/08/9	144	157	✓
Q3/08/9	108	131	✓
Q2/08/9	72	105	✓
Q1/08/9	36	18	✗

**Annual Target:09/10 - 144**  
**08/09 - 144**

**Direction of improving performance:**



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

Yes

**Comment on current performance:**

(Quarter 1 09/10) The nominal target for each quarter is 36, which equates to the actual annual target of 144. This quarter the target has been missed as only 33 units were completed - however, the past two financial years have also shown the lowest quarter is always the first one, so it seems that this pattern is being repeated. This may be because housebuilders rush to use up the last of their yearly budgets in the last quarter of every financial year, and are more frugal in the first quarter of every year. This figure was originally reported as 28, but updated information was received from the National House-Building Council on 12 August 2009 advised that an extra 5 units had been completed during June.

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

(Quarter 1 09/10) No corrective action is proposed, as the figures are repeating the previous pattern, and it is still likely that the annual target will be achieved.

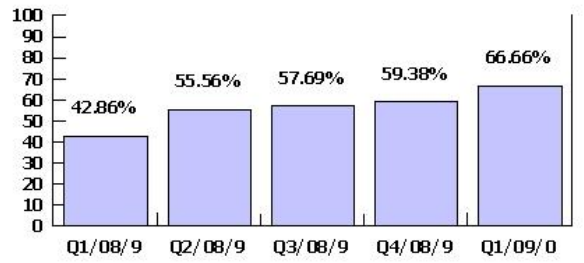
**NI157 (a) Processing of planning applications - 'Major' application types**

**Responsible officer:** John Preston

**Additional Information:**

This indicator ensures that local planning authorities determine major planning applications in a timely manner (within 13 weeks)

Current and previous quarters



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

 Uncertain

**Comment on current performance:**

(Quarter 1 09/10) Performance against this indicator is always going to be volatile given the low number of major applications received, and the percentage figure can swing quite noticeably either way. For this quarter, 6 of 9 applications were dealt with within the target time. The remaining 3 applications were subject of renegotiation following consultation responses, resulting in the submission of revised plans, which delays the application being presented to a committee meeting where these applications are predominantly considered.


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

(Quarter 1 09/10) Director of Planning & Economic Development to report.

Current and previous quarters

Quarter	Target	Actual	Target Met?
Q1/09/0	81.00%	66.66%	X
Q4/08/9	80.71%	59.38%	X
Q3/08/9	80.71%	57.69%	X
Q2/08/9	80.71%	55.56%	X
Q1/08/9	80.71%	42.86%	X

**Annual Target:09/10 - 81.00%**  
**08/09 - 80.71%**

**Direction of improving performance:** 

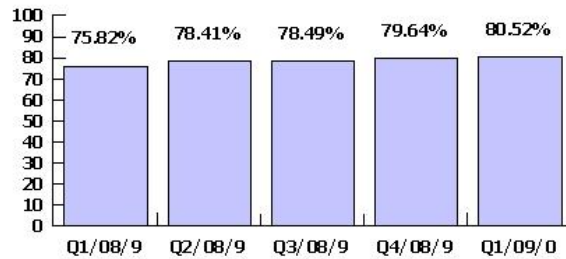
**NI157 (b) Processing of planning applications - 'Minor' application types**

**Responsible officer:** John Preston

**Additional Information:**

This indicator ensures that local planning authorities determine 'minor' planning applications in a timely manner (within 8 weeks)

Current and previous quarters



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

 Uncertain

**Comment on current performance:**

(Quarter 1 09/10) The first quarter shows a slight improvement compared with last year, but the target is proving hard to achieve when half of the 'Minor' type of planning applications involve redevelopment of sites for new houses and it only takes more than one third-party objection to trigger an application being recommended for referral to a Committee for determination.

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

(Quarter 1 09/10) Director of Planning & Economic Development to report.

Current and previous quarters

Quarter	Target	Actual	Target Met?
Q1/09/0	84.00%	80.52%	X
Q4/08/9	83.66%	79.64%	X
Q3/08/9	83.66%	78.49%	X
Q2/08/9	83.66%	78.41%	X
Q1/08/9	83.66%	75.82%	X

**Annual Target:09/10 - 84.00%**  
**08/09 - 83.66%**

**Direction of improving performance:**



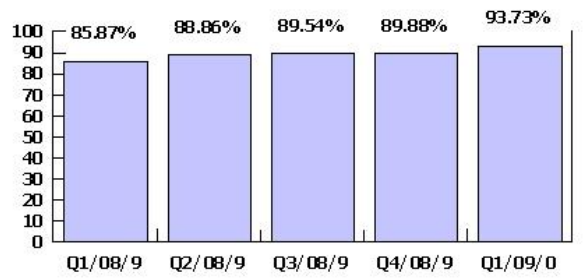
**NI157 (c) Processing of planning applications - 'Other' application types**

**Responsible officer:** John Preston

**Additional Information:**

This indicator ensures that local planning authorities determine 'other' planning applications in a timely manner (within 8 weeks)

**Current and previous quarters**



**Current and previous quarters**

Quarter	Target	Actual	Target Met?
Q1/09/0	93.00%	93.73%	✓
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%	✗

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

**Annual Target: 09/10 - 93.00%**  
**08/09 - 92.57%**  
**Direction of improving performance:**

**Comment on current performance:**

(Quarter 1 09/10). The target for the first quarter has been surpassed. Hopefully, this can be maintained, despite the Development Control team being an officer post down and an agency planner less since the end of May 2009, reflecting the reduction in planning applications since this time last year.

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

(Quarter 1 09/10) Director of Planning & Economic Development to report.

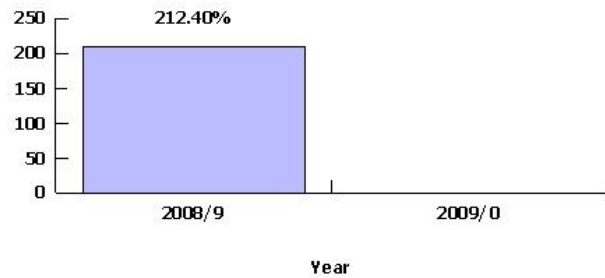


**NI159 Supply of ready to develop housing sites**

**Responsible officer:** John Preston

**Additional Information:** 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

**Current and previous years**



**Current and previous years**

Year	Target	Actual	Target Met?
2009/0	100.00%		
2008/9	100.00%	212.40%	✓

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



**Annual Target: 09/10: 100.00%**

**Direction of improving performance:**



**08/09: 100.00%**

**Comment on current performance:**

This is a yearly figure calculated from the 5 year assessment of land supply in December each year. The figure for 2009/10 cannot be calculated until December 2009. However, it is extremely likely that the target will be met, and exceeded. A good performance is 100.00% or higher.

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

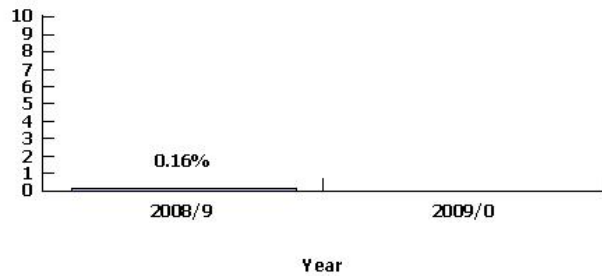
Director of Planning & Economic Development to report.

**NI170 Previously developed land that has been vacant or derelict for more than 5 years**

**Responsible officer:** John Preston

**Additional Information:** 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

**Current and previous years**



**Current and previous years**

Year	Target	Actual	Target Met?
2009/0	1.00%		
2008/9	10.00%	0.16%	✓

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



Annual Target: 09/10:

08/09: 10.00%

Direction of improving performance:



**Comment on current performance:**

This is a yearly figure calculated from the NLUD return each October. The 2008/09 outturn was 0.16%. The 2008/09 target was 10.00% or lower. The lower the percentage, the better the performance is. The 2008/09 target was met.

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

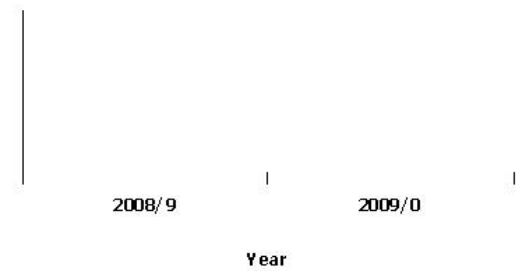
Director of Planning & Economic Development to report.

**NI185 CO2 reduction from local authority operations**

**Responsible officer:** John Preston

**Additional Information:** 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.

Current and previous years



Current and previous years

Year	Target	Actual	Target Met?
2009/0			
2008/9			

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

**Annual Target: 09/10:**

08/09: N/A

**Direction of improving performance:**



**Comment on current performance:**

Performance against this indicator is reported annually by the Department for the Environment and Climate Change, although outturn details for 2008/09 have not yet been published. No target was set for 2008/09, although the outturn for the year will provide a baseline against which performance in 2009/10 can be targeted.

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

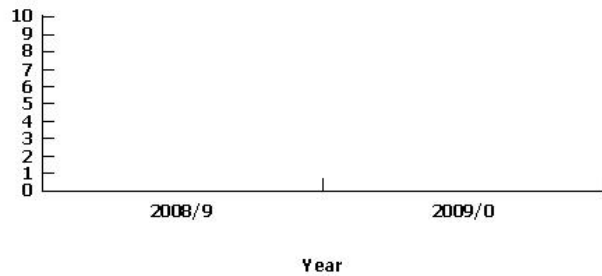
Director of Planning & Economic Development to report.

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

**Responsible officer:** John Preston

**Additional Information:** This indicator supports the achievement of the Government's climate change objectives, as the public sector is in a key position to lead on carbon emissions by setting a behavioural and strategic example. Performance against this indicator is reported at year-end only.

Current and previous years



Current and previous years

Year	Target	Actual	Target Met?
2009/0	3.0%		
2008/9			

Annual Target: 09/10: 3.00%

08/09: N/A

Direction of improving performance:



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

**Comment on current performance:**

Performance against this indicator is reported annually by DECC, although details for 2008/09 have not yet been published.

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

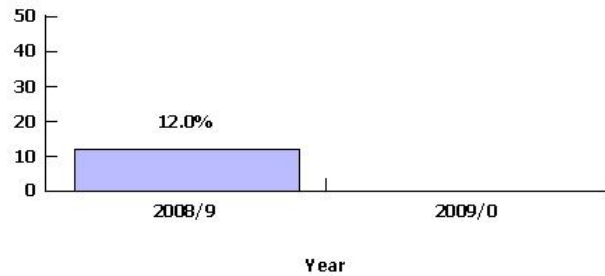
Director of Planning & Economic Development to report.

**NI187 Tackling fuel poverty - Percentage of people receiving income based benefits living in homes with a low energy efficiency**

**Responsible officer:** John Preston

**Additional Information:** 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.

Current and previous years



Current and previous years

Year	Target	Actual	Target Met?
2009/0	11.5%		
2008/9		12.0%	

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

**Comment on current performance:**

Performance against this indicator is reported at year-end only. No target set for 2008/09.

**Annual Target: 09/10: 11.5%**

08/09: N/A

**Direction of improving performance:**



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

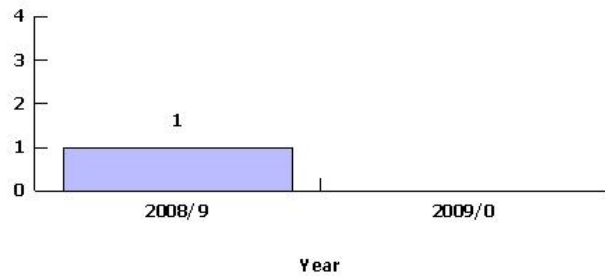
Director of Planning & Economic Development to report.

**NI188 Planning to Adapt to Climate Change**

**Responsible officer:** John Preston

**Additional Information:** 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.

Current and previous years



Current and previous years

Year	Target	Actual	Target Met?
2009/0	2		
2008/9	1	1	✓

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

**Annual Target: 09/10: 2**

**Direction of improving performance:**



**08/09: 1**

**Comment on current performance:**

Performance against this indicator is reflected as a level of preparedness ranging from 0 (Baseline) to 4 (Highest), and is reported at year-end only. Although a Level 3 target was originally set for the 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 for 2008/09 was in accordance with the target in the Council's Climate Change Strategy and that of the Essex Local Agreement.

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

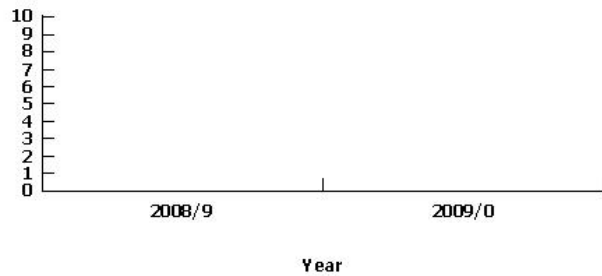
Director of Planning & Economic Development to report.

**NI194 Air quality - % reduction in NOx and primary PM10 emissions through local authority's estate and operations**

**Responsible officer:** John Preston

**Additional Information:** 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

Current and previous years



Current and previous years

Year	Target	Actual	Target Met?
2009/0			
2008/9			

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

**Annual Target: 09/10:**

**Direction of**

**08/09:**

**improving performance:**



**Comment on current performance:**

Performance against this indicator is reported annually by the Department for the Environment and Climate Change, although outturn details for 2008/09 have not yet been published. No target was set for 2008/09, although the outturn for the year will provide a baseline against which performance in 2009/10 can be targeted.

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

Director of Planning & Economic Development to report.

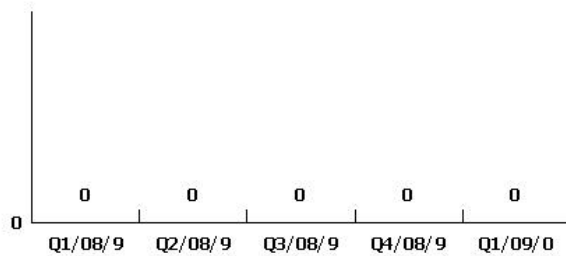
**LPI 44 Achievement of milestones within Local Development Scheme**

**Responsible officer:** John Preston

**Additional Information:**

This indicator ensures that local planning authorities plan effectively for their areas. Performance is represented by a 'Yes' (1) or 'No' (0) response to whether milestones within the Local Development Scheme have been achieved.

**Current and previous quarters**



**Current and previous quarters**

Quarter	Target	Actual	Target Met?
Q1/09/0	1	0	X
Q4/08/9	1	0	X
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

**Annual Target:09/10 - Yes = 1**  
**08/09 - Yes = 1**

**Direction of improving performance:**



**Comment on current performance:**

(Quarter 1 09/10) No progress has been made on the development of an updated Local Development Scheme due to competing priorities. However, it is intended that a report will be made to Members in November 2009 in relation to a new Local Development Scheme, tied in with the preparation of the Harlow Options Appraisal as required by the East of England Plan. The Local Development Scheme will then have to be submitted to GO-East for final acceptance, at which point relevant milestones will be identified and monitoring as required by this indicator.

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

(Quarter 1 09/10) Director of Planning and Economic Development to report.



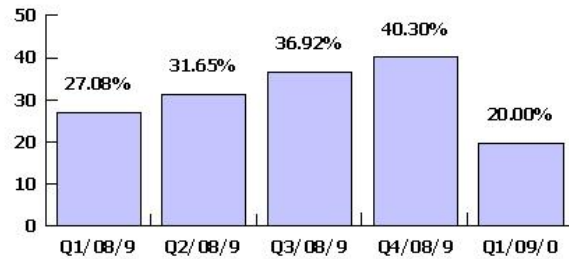
**LPI 45 Number of appeals allowed against refusal of planning applications, as percentage of the total number of appeals against refusals**

**Responsible officer:** John Preston

**Additional Information:**

This indicator seeks to assess the levels of applications that may be refused in order to meet development control performance targets

Current and previous quarters



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

Uncertain

**Comment on current performance:**

(Quarter 1 09/10) A total of 25 appeals were decided in the first quarter, lower than this stage last year. It would take only 7 appeals, as opposed to the 5 in this quarter, to be allowed for the actual percentage figure to exceed the target. 86% of delegated decisions (19 of 22) were supported on appeal, indicating support for delegated agreement, but a greater number of recommendations reversed at Area Plans Committees and District Development Control Committee and then not supported on appeal (2 of the 3 in this case) would see a failure to achieve the target. Therefore, despite this encouraging first quarter, it remains uncertain whether the target will be achieved at year-end.

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

Director of Planning & Economic Development to report.

Current and previous quarters

Quarter	Target	Actual	Target Met?
Q1/09/0	25.00%	20.00%	✓
Q4/08/9	25.00%	40.30%	✗
Q3/08/9	25.00%	36.92%	✗
Q2/08/9	25.00%	31.65%	✗
Q1/08/9	25.00%	27.08%	✗

**Annual Target:** 09/10 - 25.00%  
08/09 - 25.00%

**Direction of improving performance:**

