



2009 / 10 Key Performance Indicators

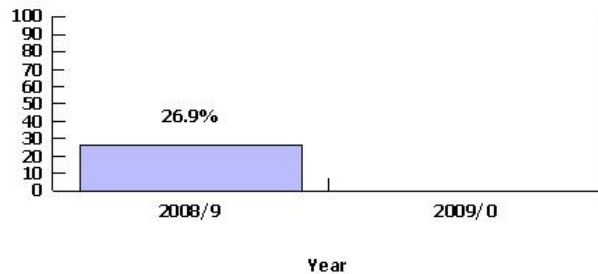
1. Office of the Deputy Chief Executive

NI014 Reducing avoidable contact - 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: 2009/10: Not set

2008/09: Not set

Direction of improving performance:



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):

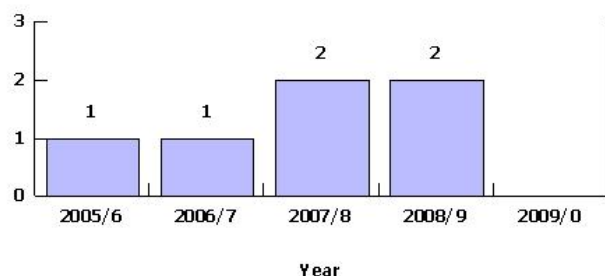
A corporate improvement plan, covering each of the specific service areas required to be assessed as part of the NI14 requirements, has been produced to take forward actions arising from the data collection results for 2008/09. The improvement plan has been agreed by the Corporate Executive Forum, and particular focus is to be given to the identification of solutions to the levels of avoidable contact experienced by telephone. The identification of opportunities through NI14 for achieving significant improvements which will have the greatest impact on the way in which the authority's customers experience its services, has also been adopted as a project for the third cohort (2009/10) of the Council's internal Management Development Programme. NI14 data collection for 2009/10 commenced on 12 October 2009.

LPI 01 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



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?



Annual Target: 2009/10: Level 2

2008/09: 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 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. A 'peer review' of the Council's equality performance is to be undertaken in early 2010.

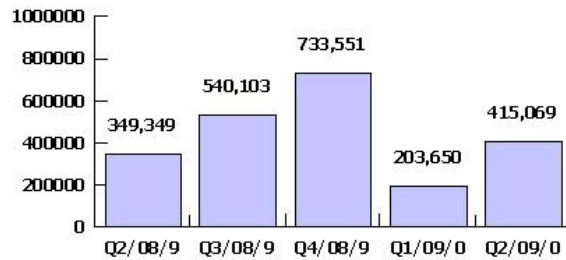
LPI 24 (a) The number of visits to the Council's website

Responsible officer: Derek Macnab

Additional Information:

This indicator measures the number of visits to the Council's website. Quarterly targets and performance details for this indicator represent the cumulative total for the year to date.

Current and previous quarters



Current and previous quarters

Quarter	Target	Actual	Target Met?
Q2/09/0	378,000	415,069	✓
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	✗

Annual Target: 2009/10 - 756,000
2008/09 - 815,000

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 2 2009/10) Performance currently on target. Based on performance for the first two quarters of the year, the projected number of visits to the Council's website for 2009/10 has increased to 830,000 for the year.

Corrective action proposed (if required):

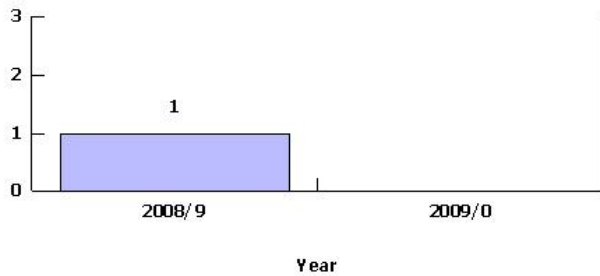
(Quarter 2 2009/10) No corrective action currently proposed.

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: 2009/10: Level 2

2008/09: Not set

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 the Society of Information Technology Management (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/December 2009.

Corrective action proposed (if required):

No corrective action currently proposed.

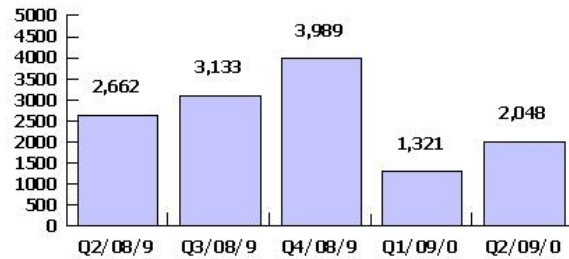
LPI 49 The number of pupils visiting museums and galleries in organised school groups

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. Quarterly targets and performance details for this indicator represent the cumulative total for the year to date.

Current and previous quarters



Current and previous quarters

Quarter	Target	Actual	Target Met?
Q2/09/0	2,050	2,048	✗
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	✓

Annual Target: 2009/10 - 4,100
2008/09 - 4,100

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 2 2009/10) Current performance is down on the second quarter last year, which relates to patterns of school bookings and subject timings with the national curriculum. The target for the second quarter of the year was only missed by two pupil visits, although school bookings are looking promising for the third quarter.

Corrective action proposed (if required):

(Quarter 2 2009/10) No corrective action currently proposed.

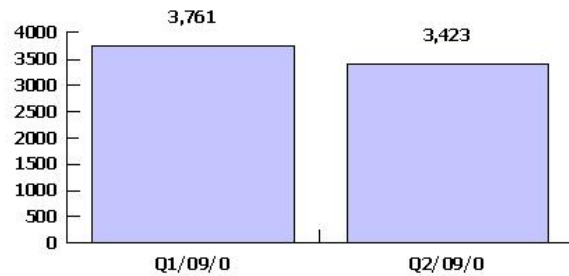
LPI 50 The number of elderly people participating in physical activity as part of the Active Health and New Horizons programmes

Responsible officer:

Additional Information:

This indicator monitors the Council's contribution towards meeting the health and well-being needs of the ageing population. Quarterly targets and performance details for this indicator represent the cumulative total for the year to date.

Current and previous quarters



Current and previous quarters

Quarter	Target	Actual	Target Met?
Q2/09/0	450	3,423	✓
Q1/09/0	225	3,761	✓

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



Annual Target:2009/10 - 900
2008/09 - N/A

Direction of improving performance:



Comment on current performance:

(Quarter 2 2009/10) This indicator was adopted with effect from April 2009, and no historical performance information is therefore available. Performance includes participation in the Active Health Project, the New Horizons and Lifewalks programmes. Participation rates for the second quarter of the year are less than previous quarter due to the time of year (e.g. over the summer months participation at the indoor bowls sessions declines due to increased participation in outdoor bowls). The first quarter figure previously reported to the Finance and Performance Management Scrutiny Panel has been amended to reflect the correct quarterly return.

Corrective action proposed (if required):

(Quarter 2 2009/10) Performance is currently on target. No corrective action proposed.



2009 / 10 Key Performance Indicators

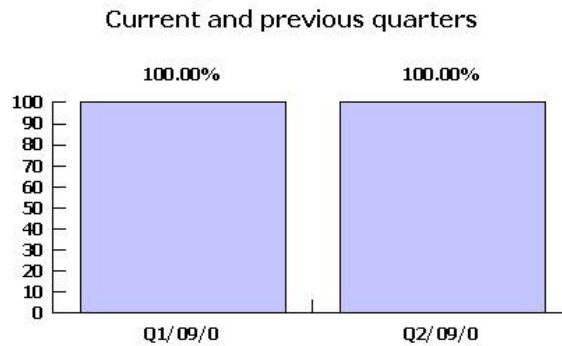
2. Corporate Support Services Directorate

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

Responsible officer: Colleen O'Boyle

Additional Information:

This indicator monitors the Council's effectiveness in the determination of statutory licences. Quarterly targets and performance details for this indicator represent the cumulative total for the year to date.




Current and previous quarters

Quarter	Target	Actual	Target Met?
Q2/09/0	50.00%	100.00%	✓
Q1/09/0	25.00%	100.00%	✓

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

Annual Target: 2009/10 - 100.00%
2008/09 - N/A

Direction of improving performance: 

Comment on current performance:

(Quarter 2 2009/10) 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 thirty days, as this is considered to be a more meaningful performance measure. With effect from the second quarter of the year it has been possible to record the date at which the supporting documentation for an application was complete. The calculation is therefore now made based on the time elapsed between this date and the date on which the licence was issued. Second quarter performance is based on a sample base of 96 licence applications.

Corrective action proposed (if required):

(Quarter 2 2009/10) No corrective action currently required.

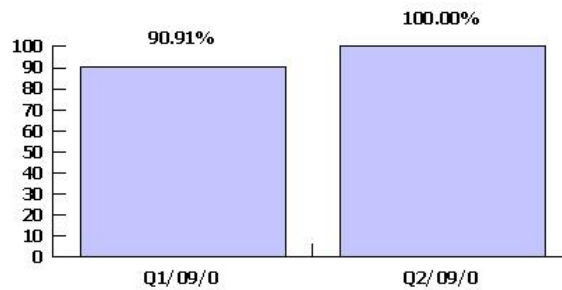
LPI 02 (b) The percentage of Temporary Event Licence applications determined within 5 days

Responsible officer: Colleen O'Boyle

Additional Information:

This indicator monitors the Council's effectiveness in the determination of statutory licences. Quarterly targets and performance details for this indicator represent the cumulative total for the year to date.

Current and previous quarters



Current and previous quarters

Quarter	Target	Actual	Target Met?
Q2/09/0	100.00%	100.00%	✓
Q1/09/0	100.00%	90.91%	✗

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



Annual Target: 2009/10 - 100.00%
2008/09 - N/A

Direction of improving performance:



Comment on current performance:

(Quarter 2 2009/10) 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. With effect from the second quarter of the year it has been possible to record the date at which the supporting documentation for an application was complete. The calculation is therefore now made based on the time elapsed between this date and the date on which the licence was issued. Second quarter performance is based on a sample base of 42 licence applications

Corrective action proposed (if required):

(Quarter 2 2009/10) No corrective action proposed

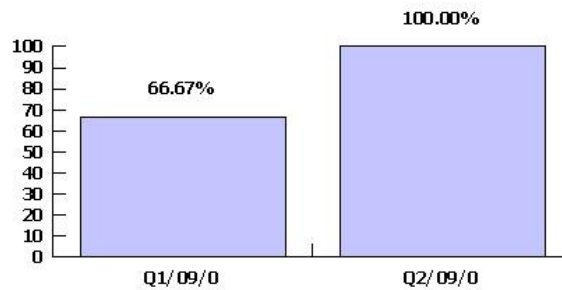
LPI 02 (c) The percentage of Hackney Carriage/Private Hire licence applications determined within 5 days

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?
Q2/09/0	100.00%	100.00%	✓
Q1/09/0	100.00%	66.67%	✗

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



Annual Target: 2009/10 - 100.00%
2008/09 - N/A

Direction of improving performance:



Comment on current performance:

(Quarter 2 2009/10) 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. With effect from the second quarter of the year it has been possible to record the date at which the supporting documentation for an application was complete. The calculation is therefore now made based on the time elapsed between this date and the date on which the licence was issued. Second quarter performance is based on a sample base of 137 licence applications

Corrective action proposed (if required):

(Quarter 2 2009/10) No corrective action proposed

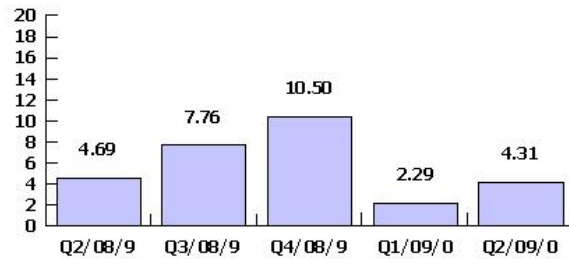
LPI 28 The number of working days lost due to sickness absence

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. Quarterly targets and performance details for this indicator represent the cumulative total for the year to date.

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 2 2009/10) There has been a modest improvement in the second quarter figure, compared to the first quarter figure of 0.27 days. There has been an improvement of 0.59 days over the first two quarters of the year, compared with the same period in 2008/09. However, despite these improvements, overall absence is slightly above the trigger level of eight days. A number of long-term absence cases were resolved at the end of the first quarter and during the second quarter, through ill-health retirements, dismissal on ill-health grounds or employees returning to work.

Corrective action proposed (if required):

(Quarter 2 2009/10) 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 took place in June/July in accordance with the Council's Managing Absence Policy, which resulted in dismissals. HR will continue to support managers with absence issues and cases.

Current and previous quarters

Quarter	Target	Actual	Target Met?
Q2/09/0	4.00	4.31	X
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

Annual Target:2009/10 - 8.00 days
2008/09 - 8.00 days

Direction of improving performance:

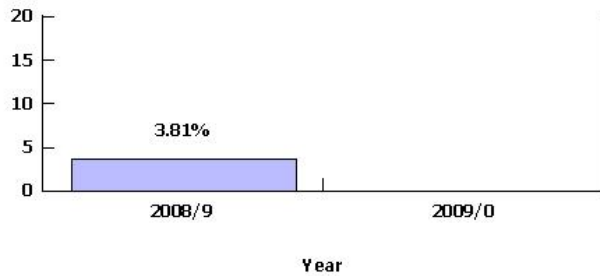


LPI 39 Rent arrears as a percentage of rental income (excluding housing property)

Responsible officer: Colleen O'Boyle

Additional Information: This indicator is a measure of a local authority's rent collection and arrears recovery service for its property portfolio and assists in monitoring the collection of important income to the Council. 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	3.00%		
2008/9	3.50%	3.81%	X

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

N/A

Comment on current performance:

Performance against this indicator is reported at year-end only.

Annual Target:2009/10: 3.00%

2008/09: 3.50%

Direction of improving performance:



Corrective action proposed (if required):

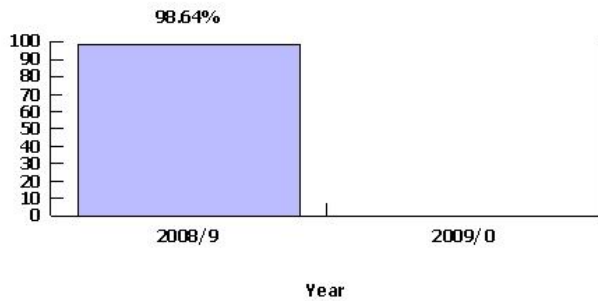
Director of Corporate Support Services to report.

LPI 40 Occupation rate of commercial and industrial property

Responsible officer: Colleen O'Boyle

Additional Information: This indicator monitors the effectiveness of the local authority's asset management function and helps to monitor the vitality of the Council's commercial and industrial portfolio. 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	99.00%		
2008/9	97.00%	98.64%	✓

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

N/A

Comment on current performance:

Performance against this indicator is reported at year-end only.

Annual Target: 2009/10: 99.00%

2008/09: 97.00%

Direction of improving performance:



Corrective action proposed (if required):

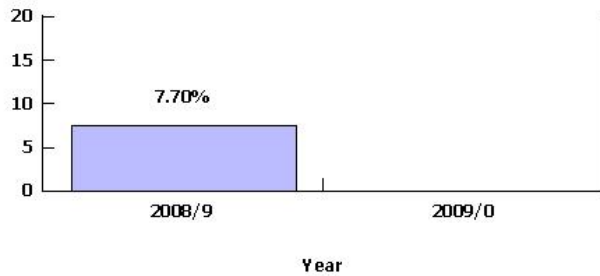
Director of Corporate Support Services to report.

LPI 41 Rental value as a percentage yield of the commercial and industrial portfolio asset value

Responsible officer: Colleen O'Boyle

Additional Information: This indicator monitors the effectiveness of a local authority's asset management function and provides a measure of the Council's ability to generate income from its commercial and industrial portfolio. 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	8.00%		
2008/9	9.50%	7.70%	X

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

N/A

Comment on current performance:

Performance against this indicator is reported at year-end only.

Annual Target:2009/10: 8.00%

2008/09: 9.50%

Direction of improving performance:



Corrective action proposed (if required):

Director of Corporate Support Services to report.



2009 / 10 Key Performance Indicators

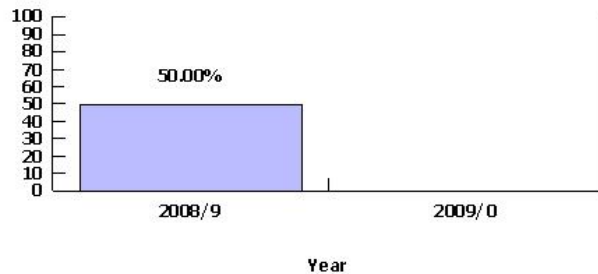
3. Environment & Street Scene Directorate

NI182 Business satisfaction with local authority regulation services

Responsible officer: John Gilbert

Additional Information: This indicator supports the success of the local economy through the development of a business friendly environment. The indicator covers a range of cross-directorate functions (Environmental Health, Licensing, Public Sector Landlords), and is reported at year-end only.

Current and previous years



Current and previous years

Year	Target	Actual	Target Met?
2009/0	75.00%		
2008/9		50.00%	

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

 Uncertain

Annual Target: 2009/10: 75.00%

2008/09: Not set

Direction of improving performance:



Comment on current performance:

Performance against this indicator is calculated through an on-going survey measure, and is reported at year-end only. No target was set for the indicator for 2008/09, although the outturn for the year provided a baseline against which performance in 2009/10 is being targeted.

Corrective action proposed (if required):

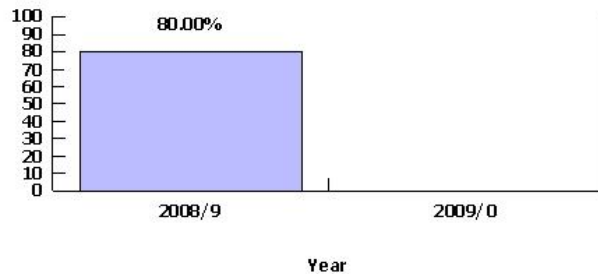
Director of Environment and Street Scene (as lead officer) to report as necessary.

NI184 Food establishments which are broadly compliant with food hygiene law

Responsible officer: John Gilbert

Additional Information: This indicator protects public health by ensuring food is safe and fit to eat by monitoring local authority performance in increasing compliance with food law.

Current and previous years



Current and previous years

Year	Target	Actual	Target Met?
2009/0	80.00%		
2008/9	80.00%	80.00%	✓

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



Annual Target: 2009/10: 80.00%

2008/09: 80.00%

Direction of improving performance:



Comment on current performance:

The monitoring system for this indicator has been introduced by the Food Standards Agency (FSA). Performance against the indicator is reported at year-end only, although outturn data is not published by the FSA until September/October each year. The FSA has recently confirmed that the Council's performance for 2008/09 was 80.00%.

Corrective action proposed (if required):

The target originally set for this indicator for 2009/10 (75.00%) was reduced from that set for 2008/09 (80.00%), due to uncertainties around how the FSA was to interpret data. Given the 80.00% outturn now confirmed for 2008/09 by the FSA, the target for 2009/10 has been increased to 80.00%.

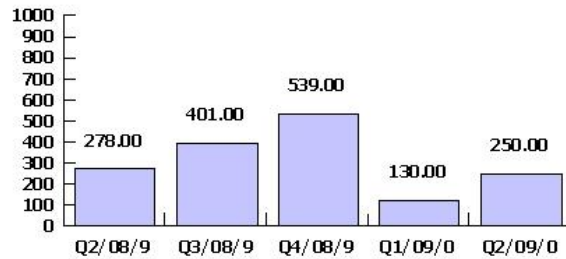
NI191 Residual household waste per household

Responsible officer: John Gilbert

Additional Information:

This indicator supports reductions in the amount of residual waste collected, through less overall waste and more reuse, recycling and composting. Quarterly targets and performance details for this indicator are measured in kilograms per household, and represent the cumulative total for the year to date.

Current and previous quarters



Current and previous quarters

Quarter	Target	Actual	Target Met?
Q2/09/0	274.00	250.00	✓
Q1/09/0	137.00	130.00	✓
Q4/08/9	554.00	539.00	✓
Q3/08/9	415.50	401.00	✓
Q2/08/9	277.00	278.00	✗

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

Annual Target: 2009/10 - 548.00 Kg
2008/09 - 554.00 Kg
Direction of improving performance:



Comment on current performance:

(Quarter 2 2009/10) Current performance is above target for the first two quarters of the year

Corrective action proposed (if required):

(Quarter 2 2009/10) It is hoped that this figure will decrease further as the new waste management system settles in and recycling levels increase.

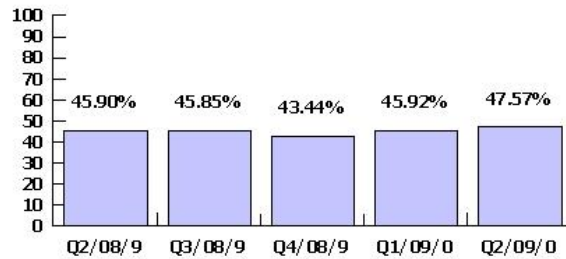
NI192 Percentage of household waste sent for re-use, recycling and composting

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



Current and previous quarters

Quarter	Target	Actual	Target Met?
Q2/09/0	42.00%	47.57%	✓
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%	✓

Annual Target: 2009/10 - 42.00%
2008/09 - 40.00%

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 2 2009/10) Performance on target for the first two quarters of the year

Corrective action proposed (if required):

(Quarter 2 2009/10) This increase in performance is encouraging and should improve further as data is received for the first full months of the new waste management system. It is anticipated that recycling should pass through the 50% barrier by the third quarter of the year.

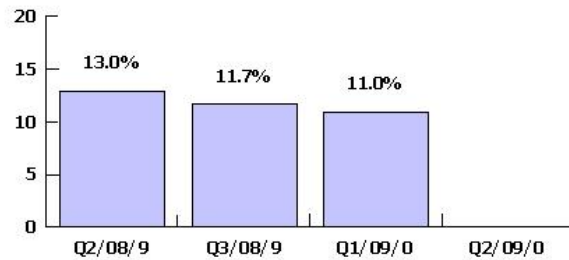
NI195 (a) Improved street and environmental cleanliness (Litter)

Responsible officer: John Gilbert

Additional Information:

This indicator seeks to reduce unacceptable levels of litter. Performance is based on surveys of prescribed sites carried out over three four-month periods (April-July, August-November, December-March) each year, and represents the percentage of relevant land with deposits of litter below an acceptable level.

Current and previous quarters



Current and previous quarters

Quarter	Target	Actual	Target Met?
Q2/09/0	10.0%	-	-
Q1/09/0	10.0%	11.0%	X
Q3/08/9	10.5%	11.7%	X
Q2/08/9	10.5%	13.0%	X

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

 Uncertain

Annual Target: 2009/10 - 10.0%
2008/09 - 10.5%

Direction of improving performance:



Comment on current performance:

This indicator is required to be completed on a four-monthly basis, and does not therefore reflect quarterly monitoring arrangements. The three four-month periods are reflected as Quarters 1 (April to July), 2 (August to November) and 3 (December to March) in this report. Current reported performance is for the April to July 2009 period.

Corrective action proposed (if required):

The target is challenging, but one which is achievable. Sita have been made fully aware of the Council's expectations in this regard, and have in response undertaken a full review of the street cleansing service, which has included the restoration of some previously removed local cleansing services. There has been a modest improvement on the 2008/09 outturn and this needs to be maintained to meet the 2009/10 target.

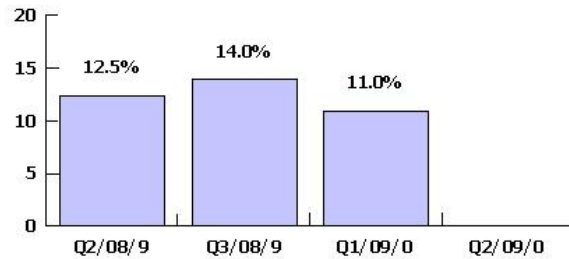
NI195 (b) Improved street and environmental cleanliness (Detritus)

Responsible officer: John Gilbert

Additional Information:

This indicator seeks to reduce unacceptable levels of detritus. Performance is based on surveys of prescribed sites carried out over three four-month periods (April-July, August-November, December-March) each year, and represents the percentage of relevant land with deposits of detritus below an acceptable level.

Current and previous quarters



Current and previous quarters

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

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

 Uncertain

Annual Target: 2009/10 - 13.0%
2008/09 - 15.0%

Direction of improving performance:



Comment on current performance:

This indicator is required to be completed on a four-monthly basis, and does not therefore reflect quarterly monitoring arrangements. The three four-month periods are reflected as Quarters 1 (April to July), 2 (August to November) and 3 (December to March) in this report. Current reported performance is for the April to July 2009 period.

Corrective action proposed (if required):

The target is less challenging than for litter, because of the nature of the highway infrastructure of the district. However, as with street cleansing, ongoing improvements are expected as part of the street cleansing review referred to in relation to NI 195(a).

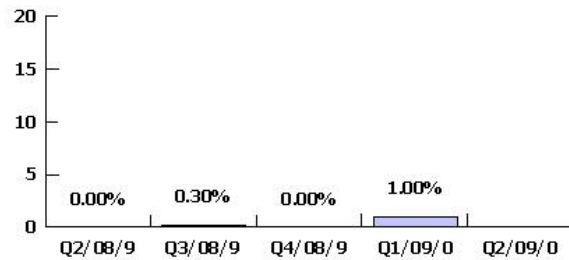
NI195 (c) Improved street and environmental cleanliness (Graffiti)

Responsible officer: John Gilbert

Additional Information:

This indicator seeks to reduce unacceptable levels of graffiti. Performance is based on surveys of prescribed sites carried out over three four-month periods (April-July, August-November, December-March) each year, and represents the percentage of relevant land with deposits of graffiti below an acceptable level.

Current and previous quarters



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

 Uncertain

Comment on current performance:

This indicator is required to be completed on a four-monthly basis, and does not therefore reflect quarterly monitoring arrangements. The three four-month periods are reflected as Quarters 1 (April to July), 2 (August to November) and 3 (December to March) in this report. Current reported performance is for the April to July 2009 period.

Corrective action proposed (if required):

The target of 0.25% is to all intents and purposes no graffiti in the district. It is perhaps therefore not unsurprising that the target will not be achieved at some point during the year. The Council strives to deal with graffiti speedily, although incidents on private premises are more difficult to have removed. The position will be further reviewed at the third quarter of the year to see if a trend is established, which may reflect current economic circumstances and increases in some crimes generally.

Current and previous quarters

Quarter	Target	Actual	Target Met?
Q2/09/0	0.25%		
Q1/09/0	0.25%	1.00%	✗
Q4/08/9	5.00%	0.00%	✓
Q3/08/9	5.00%	0.30%	✓
Q2/08/9	5.00%	0.00%	✓

Annual Target: 2009/10 - 0.25%
2008/09 - 5.00%

Direction of improving performance:



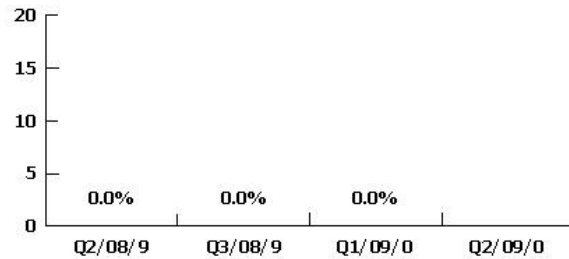
NI195 (d) Improved street and environmental cleanliness (Fly-Posting)

Responsible officer: John Gilbert

Additional Information:

This indicator seeks to reduce unacceptable levels of fly-posting. Performance is based on surveys of prescribed sites carried out over three four-month periods (April-July, August-November, December-March) each year, and represents the percentage of relevant land with deposits of fly-tipping below an acceptable level.

Current and previous quarters




Current and previous quarters

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

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

Annual Target: 2009/10 - 0.0%
2008/09 - 5.0%

Direction of improving performance: 

Comment on current performance:

This indicator is required to be completed on a four-monthly basis, and does not therefore reflect quarterly monitoring arrangements. The three four-month periods are reflected as Quarters 1 (April to July), 2 (August to November) and 3 (December to March) in this report. Current reported performance is for the April to July 2009 period.

Corrective action proposed (if required):

A target of zero flyposting is extremely challenging and current performance is therefore perhaps surprising given the rise in graffiti (NI 195(c)). Although this position is encouraging, the Council needs to maintain vigilance, and the new Rapid Response Unit is able to deal with incidents of fly-posting quickly.

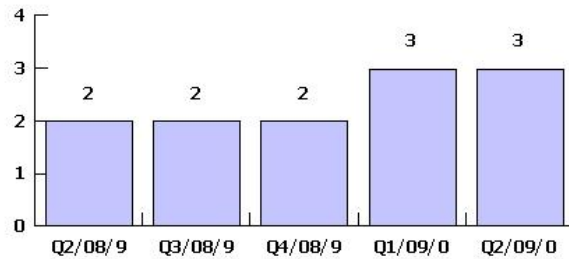
NI196 Improved street and environmental cleanliness (Fly-Tipping)

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 Grade 1 (Very Effective), Grade 2 (Effective), Grade 3 (Not Effective), or Grade 4 (Poor).

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 2 2009/10) The current performance of Grade 3 reflects the fact that, whilst there has been reduced enforcement action, in comparison with 2008/09, there has been no increase in fly-tipping (the figure is identical to last year).

Corrective action proposed (if required):

(Quarter 2 2009/10) The Council relies upon national data from the 'Flycapture' database, which was not available for the month of September when these figures were compiled. Therefore, the data presented is not complete and the target of Grade 2 may have been achieved. The Environment and Neighbourhoods enforcement team is now fully staffed and all officers have completed their enforcement training. The Council therefore expects to increase enforcement activity, which should help to deliver Grade 2 by the end of the year.

Current and previous quarters

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

Annual Target: 2009/10 - Grade 2
2008/09 - Grade 2

Direction of improving performance:



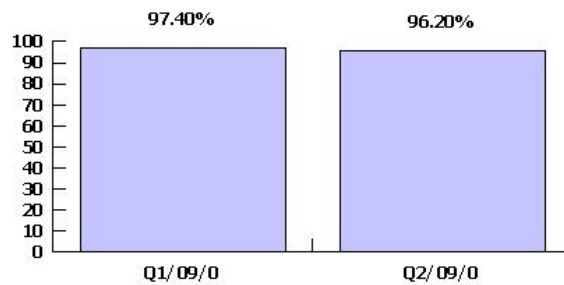
LPI 51 Environment and Neighbourhoods Team - Service Standards

Responsible officer: John Gilbert

Additional Information:

Dealing with 'enviro-crime' is a key element of the 'Safer, Cleaner, Greener' initiative, and this indicator measures the percentage of issues raised and complaints received by the Environment and Neighbourhoods Team that are responded to within three working days

Current and previous quarters




Current and previous quarters

Quarter	Target	Actual	Target Met?
Q2/09/0	90.00%	96.20%	✓
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: 2009/10 - 90.00%
2008/09 - N/A

Direction of improving performance: 

Comment on current performance:

(Quarter 2 2009/10) This indicator was adopted with effect from April 2009, and no historical performance information is therefore available. Performance is currently on target.

Corrective action proposed (if required):

(Quarter 2 2009/10) No corrective action proposed at this stage.

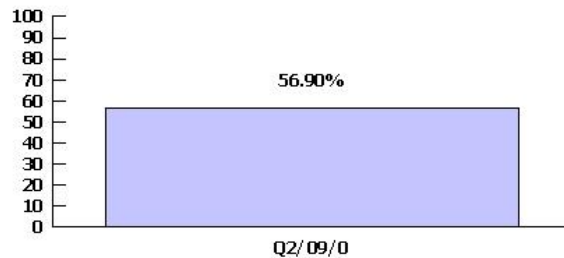
LPI 52 (a) Implementation of formal containerised recycling facilities in flats and communal buildings (Percentage of flats and communal buildings surveyed)

Responsible officer: John Gilbert

Additional Information:

Sack-based facilities have previously been provided for residents of flats and communal buildings to participate in recycling. This indicator reports the percentage of flats and communal buildings that have been surveyed for the provision of containerised recycling facilities for at least two recyclable materials.

Current and previous quarters




Current and previous quarters

Quarter	Target	Actual	Target Met?
Q2/09/0	31.66%	56.90%	✓

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

Annual Target: 2009/10 - 95.00%
2008/09 - N/A

Direction of improving performance: 

Comment on current performance:

(Quarter 2 2009/10) This indicator was adopted with effect from the second quarter of 2009/10, and no historical performance information is therefore available. Quarterly targets and performance details for this indicator represent the cumulative total for the year to date, although the target for the year has been averaged across the second, third and fourth quarters of the year.

Corrective action proposed (if required):

(Quarter 2 2009/10) Performance currently on-target. The second quarter outturn of just under 57.00% indicates that the year-end target should be achievable.

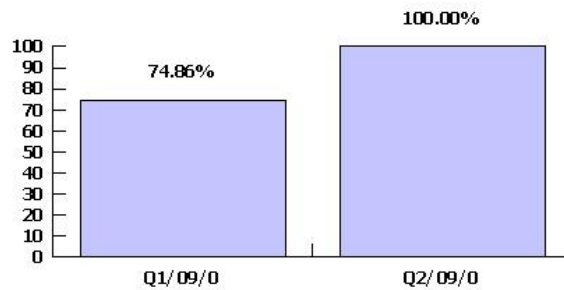
LPI 52 (b) Implementation of formal containerised recycling facilities in flats and communal buildings (Percentage of schemes implemented)

Responsible officer: John Gilbert

Additional Information:

Sack-based facilities have previously been provided for residents of flats and communal buildings to participate in recycling. This indicator reports the percentage of flats and communal buildings where containerised recycling facilities for at least two recyclable materials have been implemented.

Current and previous quarters




Current and previous quarters

Quarter	Target	Actual	Target Met?
Q2/09/0	47.50%	100.00%	✓
Q1/09/0	23.75%	74.86%	✓

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

Annual Target: 2009/10 - 95.00%
2008/09 - N/A

Direction of improving performance: 

Comment on current performance:

(Quarter 2 2009/10) This indicator was adopted with effect from April 2009, and no historical performance information is therefore available. Quarterly targets and performance details for this indicator represent the cumulative total for the year to date.

Corrective action proposed (if required):

(Quarter 2 2009/10) Performance currently on target. No corrective action proposed at this stage.



2009 / 10 Key Performance Indicators

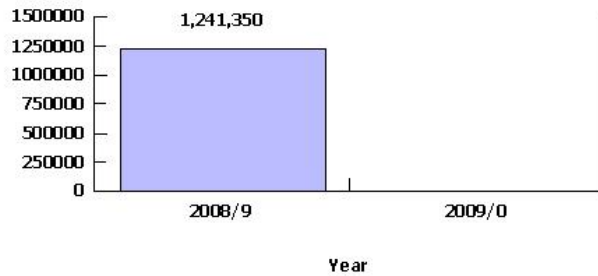
4. Finance & ICT Directorate

NI179 The total net value of ongoing cash-releasing value for money gains since the start of the year

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?



Yes

Annual Target: 2009/10: £300,000

2008/09: Not set

Direction of 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 (if required):

Director of Finance and ICT to report.

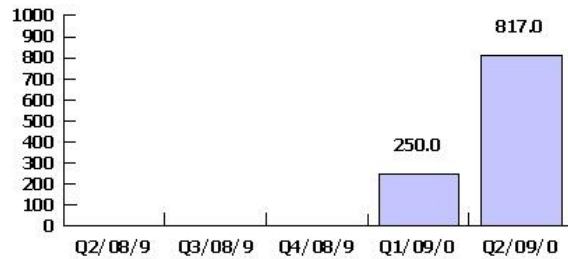
NI180 The number of changes of circumstances which affect customers' Housing/Council Tax Benefit entitlement within the year (per 1,000 caseload)

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. Quarterly targets and performance details for this indicator represent the cumulative total for the year to date.

Current and previous quarters



Current and previous quarters

Quarter	Target	Actual	Target Met?
Q2/09/0	500.0	817.0	✓
Q1/09/0	250.0	250.0	✗
Q4/08/9	975.0		
Q3/08/9	732.0		
Q2/08/9	488.0		

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

Yes

Annual Target: 2009/10 - 1000.0
2008/09 - 975.0

Direction of improving performance:



Comment on current performance:

(Quarter 2 2009/10) Current performance against this indicator is available up to 31 August 2009 only. When the target was originally set for this indicator for 2009/10, it was uncertain as to the results that would be produced. Until now, it has not been possible to report on this indicator, but it is clear that the targets have been set unrealistically low. Also included in the figures are statistics relating to the reduction in Housing Revenue Account rents, which account for over 3,800 of the changes of circumstance and is distorting the figures. Without these changes, the indicator would be on target. An additional factor is that the caseload has significantly increased since the target was set, and therefore there was always likely to be an increased number of changes.

Corrective action proposed (if required):

(Quarter 2 2009/10) Director of Finance and ICT to report.

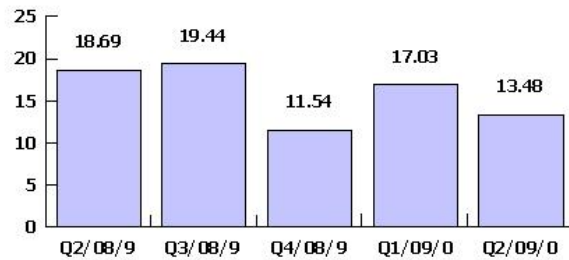
NI181 The time taken to process Housing Benefit/Council Tax Benefit new claims and change events

Responsible officer: Bob Palmer

Additional Information:

This indicator measures Housing and Council Tax Benefit performance, as delays in the administration of benefits can impact on the most vulnerable people. Performance is represented as the average number of days taken to process new claims and change events.

Current and previous quarters



Current and previous quarters

Quarter	Target	Actual	Target Met?
Q2/09/0	15.00	13.48	✓
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	✗

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

Yes

Annual Target: 2009/10 - 15.00 days
2008/09 - 15.00 days

Direction of improving performance:



Comment on current performance:

(Quarter 2 2009/10) Performance has improved since the beginning of the year but has been affected in the second quarter by several vacancies in the Benefits Division. With regard to work being received, in the first six months of the year, 40,576 documents requiring processing have been received in the Benefits Division, compared with 34,683 for the same period in 2008/09.

Corrective action proposed (if required):

(Quarter 2 2009/10) Recruitment to the vacant posts in the Benefits Division is taking place, and additional agency staff have been contracted to help reduce the level of outstanding work.

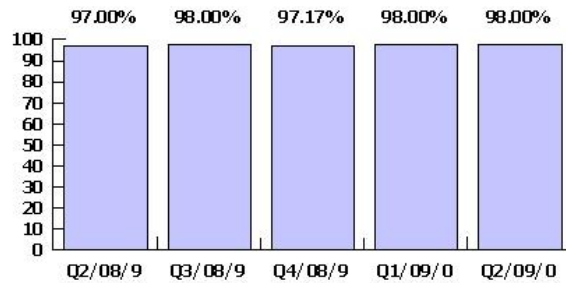
LPI 13 Percentage of invoices paid within 30 days of receipt

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?
Q2/09/0	97.00%	98.00%	✓
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%	✓

Annual Target: 2009/10 - 97.00%
2008/09 - 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 2 2009/10) Current performance against this indicator remains high and the target should be achieved at year-end. The provisional figure for the percentage of local suppliers paid within twenty days for the six months to 30 September 2009 is 95.25%.

Corrective action proposed (if required):

(Quarter 2 2009/10) The thirty-day target is being met. However there is scope for some work to help move the local supplier payment rate within the 97.00% target set for invoices generally.

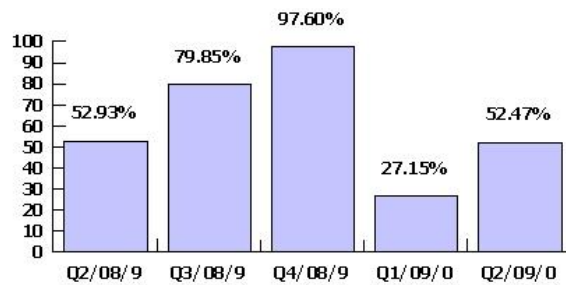
LPI 14 Percentage of Council Tax collected

Responsible officer: Bob Palmer

Additional Information:

This indicator monitors the rate of collection of Council Tax. Quarterly targets and performance details for this indicator represent the cumulative total for the year to date.

Current and previous quarters



Current and previous quarters

Quarter	Target	Actual	Target Met?
Q2/09/0	49.00%	52.47%	✓
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%	✓

Annual Target: 2009/10 - 98.00%
2008/09 - 98.50%

Direction of improving performance:



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



Comment on current performance:

(Quarter 2 2009/10) Performance is 0.47% 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. The collection performance is showing signs of improving as at the end of the first quarter collection was 0.65% down on last year. The comparative performance at the end of the second quarter of 2008/09 was high compared with previous years and this year's current performance is in line with those previous years when the target of 98.0% was achieved.

Corrective action proposed (if required):

(Quarter 2 2009/10) Recovery procedures are underway to collect the outstanding debt.

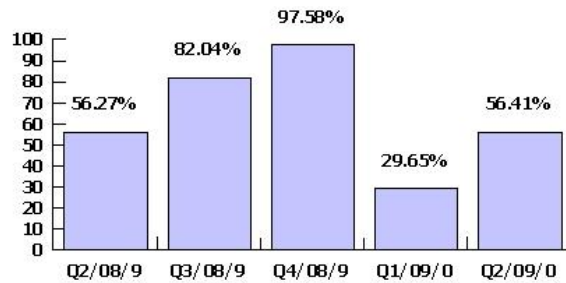
LPI 15 Percentage of National Non-Domestic Rates collected

Responsible officer: Bob Palmer

Additional Information:

This indicator monitors the rate of collection of National Non-Domestic rates. Quarterly targets and performance details for this indicator represent the cumulative total for the year to date.

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 2 2009/10) The collection of National Non-Domestic Rates is 0.58% up on the same stage last year.

Corrective action proposed (if required):

(Quarter 2 2009/10) The Revenues Section is continuing with recovery action to collect the outstanding debt.

Current and previous quarters

Quarter	Target	Actual	Target Met?
Q2/09/0	49.10%	56.41%	✓
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%	✓

Annual Target: 2009/10 - 98.20%
2008/09 - 99.30%

Direction of improving performance:



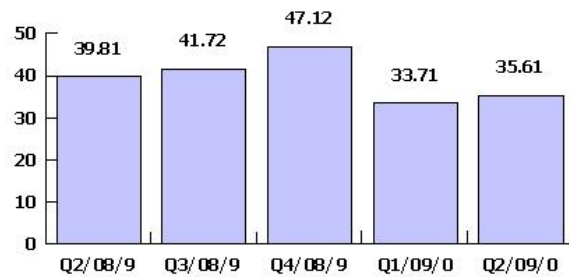
LPI 16 Average time for processing new benefit claims

Responsible officer: Bob Palmer

Additional Information:

This indicator monitors the administration of Housing and Council Tax Benefit. Targets and performance are measured in days.

Current and previous quarters



Current and previous quarters

Quarter	Target	Actual	Target Met?
Q2/09/0	25.00	35.61	X
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

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



No

Annual Target: 2009/10 - 25.00 days
2008/09 - 30.00 days

Direction of improving performance:



Comment on current performance:

(Quarter 2 2009/10) Performance has improved since the beginning of the year, but has been affected in the second quarter by several vacancies in the Benefits Division.

Corrective action proposed (if required):

(Quarter 2 2009/10) Recruitment to the vacant posts in the Benefits Division is taking place, and additional agency staff have been contracted to help reduce the level of outstanding work.

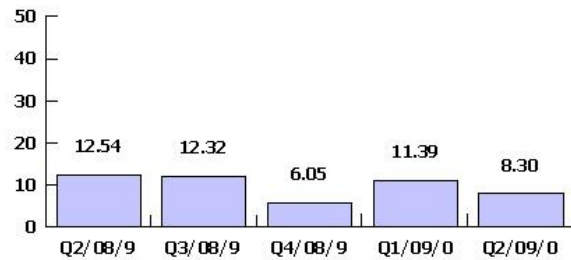
LPI 17 Average time for processing notification of changes of circumstance for benefit claims

Responsible officer: Bob Palmer

Additional Information:

This indicator monitors the administration of Housing and Council Tax Benefit. Targets and performance are measured in days.

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 2 2009/10) Performance has improved since the beginning of the year, but has been affected in the second quarter by several vacancies in the Benefits Division. However, the recalculation due to the reduction in the Housing Revenue Account rents has helped to keep the processing times low.

Corrective action proposed (if required):

(Quarter 2 2009/10) Recruitment to the vacant posts in the Benefits Division is taking place, and additional agency staff have been contracted to help reduce the level of outstanding work.

Current and previous quarters

Quarter	Target	Actual	Target Met?
Q2/09/0	10.00	8.30	✓
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	✗

Annual Target: 2009/10 - 10.00 days
2008/09 - 11.00 days

Direction of improving performance:

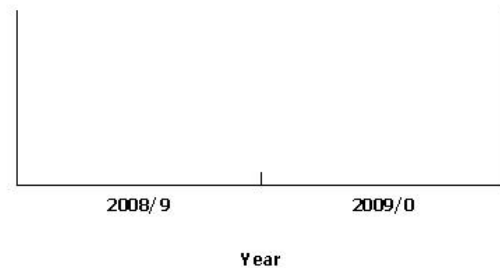


LPI 23 (a) Capital Projects 'Cost'

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?



Annual Target: 2009/10: Not set

2008/09: Not set

Direction of improving performance:



Comment on current performance:

This indicator was formulated as a comparison between actual and estimated costs on major capital schemes (£2m and over). The measure was that total actual out-turns for works, fees and other expenditure should amount to no more than 105%, and no less than 95%, of the project estimate formulated on receipt of tenders or confirmation of works costs. Progress with major capital schemes are reported to the Finance and Performance Management Scrutiny Panel on a quarterly basis, with details of estimated start and finish dates and expected outturn compared to original estimates. In the last financial year there were no projects completed that fell within the definition of the indicator so there is nothing meaningful that can be reported. In 2009/10 there are expected to be three completions. These are being monitored regularly and updates are provided to the Scrutiny Panel each quarter, and detailed progress reports are also provided to Cabinet on a regular basis. It is therefore felt that the monitoring procedures in place are significantly robust and that this the indicator adds no value in terms of this process.

Corrective action proposed (if required):

In view of the limited value of this indicator, it is recommended that it be deleted as a Key Performance Indicator for 2009/10.

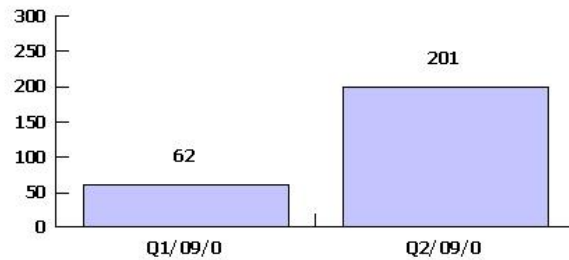
LPI 53 The number of completed fraud investigations carried out by the Benefits Investigation Team

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?
Q2/09/0	250	201	X
Q1/09/0	125	62	X

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

 Uncertain

Annual Target:2009/10 - 500
2008/09 - N/A

Direction of improving performance:



Comment on current performance:

(Quarter 2 2009/10) This indicator was adopted with effect from April 2009, and no historical performance information is therefore available. The number of completed investigations this quarter is an improvement on the first quarter and exceeded the target for the three months. However, there is currently a vacancy in the Benefits Investigation Team and it is therefore uncertain whether the annual target will be achieved.

Corrective action proposed (if required):

(Quarter 2 2009/10) Recruitment to the vacant post in the Benefits Investigation Team is currently taking place.



2009 / 10 Key Performance Indicators

5. Housing Directorate

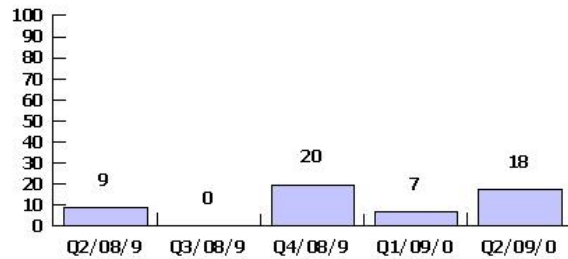
NI155 The number of affordable homes delivered (gross)

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. Quarterly targets and performance details for this indicator represent the cumulative total for the year to date.

Current and previous quarters



Current and previous quarters

Quarter	Target	Actual	Target Met?
Q2/09/0	28	18	X
Q1/09/0	14	7	X
Q4/08/9	66	20	X
Q3/08/9	49	0	X
Q2/08/9	32	9	X

Annual Target: 2009/10 - 57
2008/09 - 66

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 2 2009/10) The Pyrls Lane development at Loughton has been completed. Further handovers for the Epping Forest College development have been received.

Corrective action proposed (if required):

(Quarter 2 2009/10) Director of Housing to report.

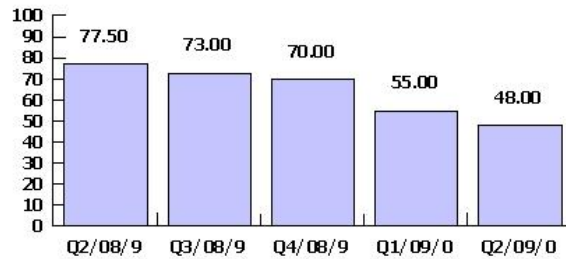
NI156 The number of households living in temporary accommodation

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 2 2009/10) Target met in quarter.

Corrective action proposed (if required):

(Quarter 2 2009/10) None required at this stage.

Current and previous quarters

Quarter	Target	Actual	Target Met?
Q2/09/0	100.00	48.00	✓
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	✓

Annual Target: 2009/10 - 100
2008/09 - 104

Direction of improving performance:

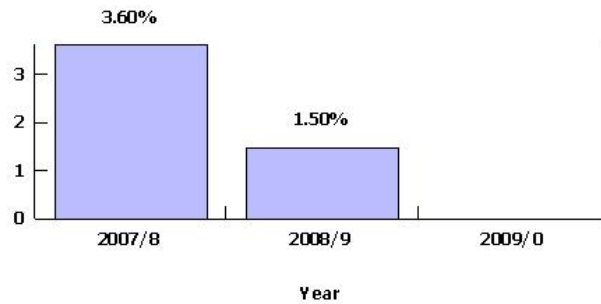


NI158 Percentage of non-decent council homes

Responsible officer: Alan Hall

Additional Information: This indicator measures the number of non-decent council homes and the proportion this represents of the total council housing stock, in order to demonstrate progress towards making all council housing decent. 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	0.00%		
2008/9	1.50%	1.50%	✓
2007/8	5.00%	3.60%	✓

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.

Annual Target: 2009/10: 0.00%

2008/09: 1.50%

Direction of improving performance:



Corrective action proposed (if required):

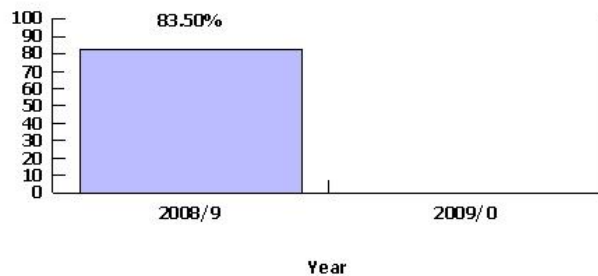
Director of Housing to report.

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



Current and previous years

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

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



Annual Target: 2009/10: N/A

2008/09: 85.00%

Direction of improving performance:



Comment on current performance:

This indicator is collected and reported every two years using a standard Tenant Satisfaction Survey. The satisfaction survey is not required to be undertaken for 2009/10 and will next be repeated in 2010/11.

Corrective action proposed (if required):

None. The Tenant Satisfaction Survey is not required to be undertaken for 2009/10.

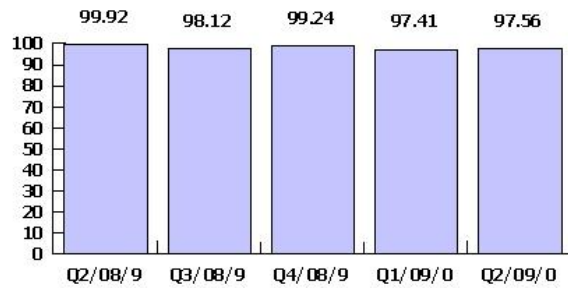
LPI 04 Rent collected as a proportion of rents owed on Housing Revenue Account dwellings

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 2 2009/10) Performance slightly below target due to the ending of tolerated trespassers whose arrears are now included in the figures. In addition courts are in some cases more lenient due to the current financial climate.

Corrective action proposed (if required):

(Quarter 2 2009/10) All staff are working strictly to the requirements of the Rent Arrears Strategy and being set targets which are in line with the 98.80% target.

Current and previous quarters

Quarter	Target	Actual	Target Met?
Q2/09/0	98.80	97.56	✗
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	✓

Annual Target: 2009/10 - 98.80%
2008/09 - 98.81%

Direction of improving performance:



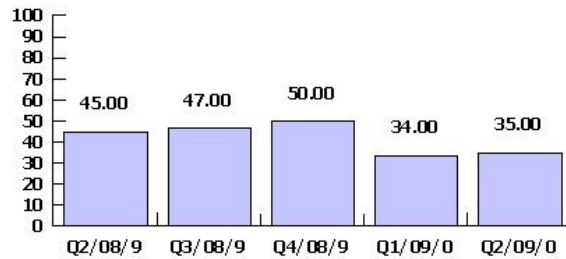
LPI 05 The average number of days taken to re-let Council dwellings

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



Current and previous quarters

Quarter	Target	Actual	Target Met?
Q2/09/0	40.00	35.00	✓
Q1/09/0	40.00	34.00	✓
Q4/08/9	49.00	50.00	✗
Q3/08/9	49.00	47.00	✓
Q2/08/9	49.00	45.00	✓

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

Yes

Annual Target: 2009/10 - 40.00 days
2008/09 - 49.00 days

Direction of improving performance:



Comment on current performance:

(Quarter 2 2009/10) The definition of this indicator was revised during the first quarter of the year, to now exclude properties undergoing major works for a period of over six weeks and £1,500 in cost, 'very sheltered' housing, and difficult to let properties which have been offered and refused by two applicants or more. The first quarter performance figure previously reported to the Finance and Performance Management Scrutiny Panel (43 days) has been amended to reflect the updated indicator definition.

Corrective action proposed (if required):

(Quarter 2 2009/10) No further corrective action is proposed.

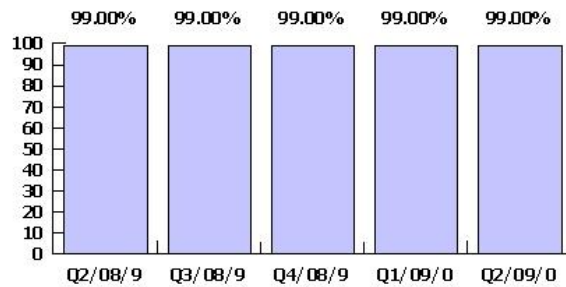
LPI 07 Emergency repairs undertaken within target time

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. The target time for the completion of emergency repairs is twenty-four hours.

Current and previous quarters



Current and previous quarters

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

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

Annual Target: 2009/10 - 99.00%
2008/09 - 99.00%

Direction of improving performance:

Comment on current performance:

(Quarter 2 2009/10) Performance against this indicator remains high and the target for the year should be achieved.

Corrective action proposed (if required):

(Quarter 2 2009/10) Director of Housing to report.

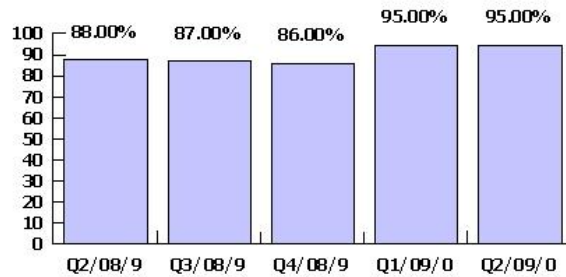
LPI 08 Urgent repairs undertaken within target time

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. The target time for the completion of urgent repairs is five days.

Current and previous quarters




Current and previous quarters

Quarter	Target	Actual	Target Met?
Q2/09/0	95.00%	95.00%	✓
Q1/09/0	95.00%	95.00%	✓
Q4/08/9	95.00%	86.00%	✗
Q3/08/9	95.00%	87.00%	✗
Q2/08/9	95.00%	88.00%	✗

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

Annual Target: 2009/10 - 95.00%
2008/09 - 95.00%

Direction of improving performance: 

Comment on current performance:

(Quarter 2 2009/10) The first two quarters of the year have seen a significant improvement in performance against this indicator. If performance is maintained, the target should be achievable.

Corrective action proposed (if required):

(Quarter 2 2009/10) Director of Housing to report.

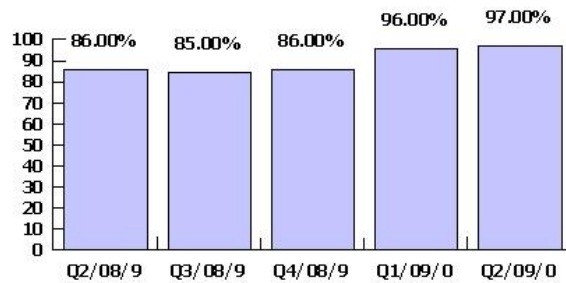
LPI 09 Routine repairs undertaken within target time

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. The target time for the completion of routine repairs is six weeks.

Current and previous quarters




Current and previous quarters

Quarter	Target	Actual	Target Met?
Q2/09/0	90.00%	97.00%	✓
Q1/09/0	90.00%	96.00%	✓
Q4/08/9	95.00%	86.00%	✗
Q3/08/9	95.00%	85.00%	✗
Q2/08/9	95.00%	86.00%	✗

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

Annual Target: 2009/10 - 90.00%
2008/09 - 95.00%

Direction of improving performance: 

Comment on current performance:

(Quarter 2 2009/10) The first two quarters of the year have seen a significant improvement in performance against this indicator. If performance is maintained, the target should be achievable.

Corrective action proposed (if required):

(Quarter 2 2009/10) Director of Housing to report.

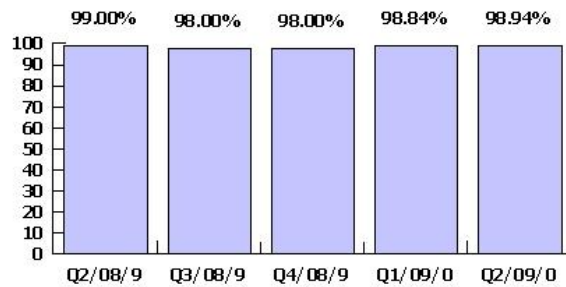
LPI 10 Satisfaction with repairs

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?
Q2/09/0	98.00%	98.94%	✓
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%	✓

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

Annual Target: 2009/10 - 98.00%
2008/09 - 98.00%

Direction of improving performance: 

Comment on current performance:

(Quarter 2 2009/10) Performance against this indicator remains high and the target for the year should be achieved.

Corrective action proposed (if required):

(Quarter 2 2009/10) Director of Housing to report.



2009 / 10 Key Performance Indicators

6. Planning & Economic Development

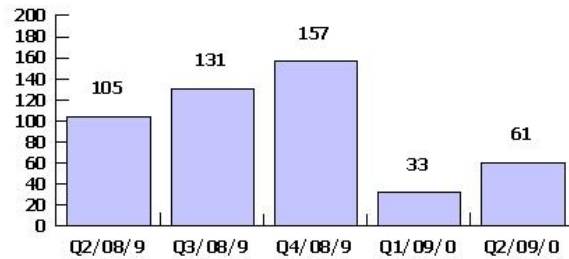
NI154 Net additional homes provided

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. Quarterly targets and performance details for this indicator represent the cumulative total for the year to date.

Current and previous quarters



Current and previous quarters

Quarter	Target	Actual	Target Met?
Q2/09/0	72	61	✗
Q1/09/0	36	33	✗
Q4/08/9	144	157	✓
Q3/08/9	108	131	✓
Q2/08/9	72	105	✓

Annual Target: 2009/10 - 144
2008/09 - 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 2 2009/10). The cumulative return for the first two quarters of the year is 61, which is the sum of the first (33) and second (28). The nominal target for each quarter is 36, which has been missed this quarter, This is probably due to the weakness of the housing market, caused by the recession. Housebuilders are unwilling to complete units which they feel are unlikely to sell easily.

Corrective action proposed (if required):

(Quarter 2 2009/10). No corrective action is proposed as, although the nominal target for this quarter has been missed, it is still likely that the annual target for the financial year will be reached. This is because several large housing developments are currently progressing towards completion, and so many units are likely to be completed within the next two quarters.

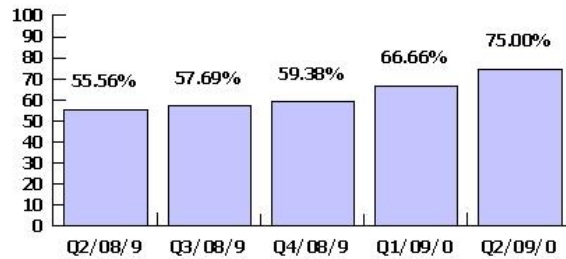
NI157 (a) Processing of planning applications - 'Major' application types

Responsible officer: John Preston

Additional Information:

This indicator ensures that local planning authorities determine major planning applications in a timely manner (within thirteen 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 2 2009/10) Only one decision was made outside of the thirteen week target in the second quarter, and this was a 2008 planning application that had been subject to a Section 106 Agreement to be agreed and signed before a decision could be issued. Performance is looking good at this stage of the year, but the low numbers of this type of application received and their complexity as major applications, means that most approvals are usually subject to legal agreements that are difficult to achieve in the thirteen week target.

Corrective action proposed (if required):

(Quarter 2 2009/10) Director of Planning and Economic Development to report.

Current and previous quarters

Quarter	Target	Actual	Target Met?
Q2/09/0	81.00%	75.00%	X
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

Annual Target:2009/10 - 81.00%
2008/09 - 80.71%

Direction of improving performance:



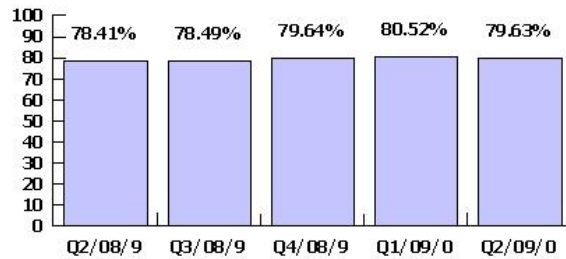
NI157 (b) Processing of planning applications - 'Minor' application types

Responsible officer: John Preston

Additional Information:

This indicator ensures that local planning authorities determine 'minor' planning applications in a timely manner (within eight 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 2 2009/10) The target for this indicator is proving hard to achieve when half of this type of planning application involves redevelopment of sites for new houses, and it only takes more than one third-party objection to trigger an application being recommended for approval to be referred to an Area Plans Sub-Committee for determination.

Corrective action proposed (if required):

(Quarter 2 2009/10) Director of Planning and Economic Development to report.

Current and previous quarters

Quarter	Target	Actual	Target Met?
Q2/09/0	84.00%	79.63%	X
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

Annual Target: 2009/10 - 84.00%
2008/09 - 83.66%

Direction of improving performance:



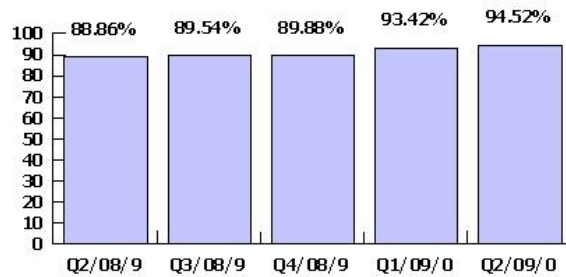
NI157 (c) Processing of planning applications - 'Other' application types

Responsible officer: John Preston

Additional Information:

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

Current and previous quarters



Current and previous quarters

Quarter	Target	Actual	Target Met?
Q2/09/0	93.00%	94.52%	✓
Q1/09/0	93.00%	93.42%	✓
Q4/08/9	92.57%	89.88%	✗
Q3/08/9	92.57%	89.54%	✗
Q2/08/9	92.57%	88.86%	✗

Annual Target: 2009/10 - 93.00%
2008/09 - 92.57%

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 2 2009/10) Performance is currently at the highest ever level for this indicator, chiefly because this type of application is usually dealt with under delegated powers. Hopefully this performance can be maintained, although it has previously been difficult to maintain performance in the third quarter of the year, during the period when the Council is closed over Christmas. Case officers have been instructed to deal with applications earlier, in those instances that will expire during the extended holiday closure.

Corrective action proposed (if required):

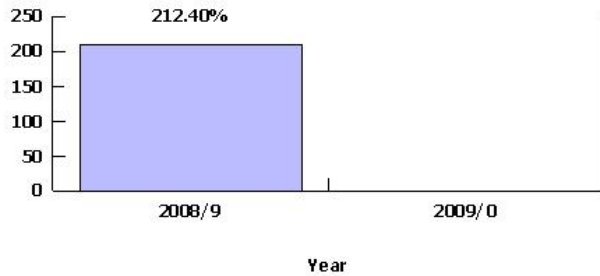
(Quarter 2 2009/10) Director of Planning and Economic Development to report.

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:2009/10: 100.00%

Direction of improving performance:



2008/09: 100.00%

Comment on current performance:

This is a yearly figure calculated from the five-year assessment of land supply in December each year, and the Council's performance for 2009/10 will not therefore be reported until year-end. However, it is extremely likely that the target for the year will be met, and exceeded. Good performance is represented by a 100.00% or higher outturn.

Corrective action proposed (if required):

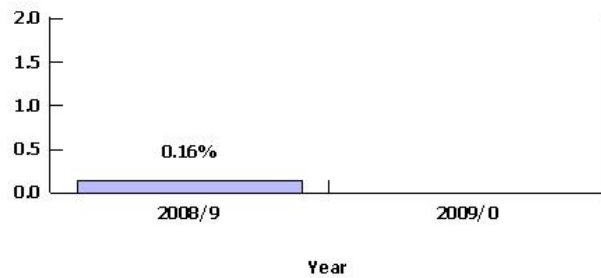
Director of Planning and Economic Development to report.

NI170 Previously developed land that has been vacant or derelict for more than five 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?



Yes

Annual Target: 2009/10: 1.00%

2008/09: 10.00%

Direction of improving performance:



Comment on current performance:

Performance against this indicator is reported at year-end only, as the outturn is calculated from the National Land Use Database (NLUD) return each October. High Performance is represented by a low percentage, and the 2008/09 target was met.

Corrective action proposed (if required):

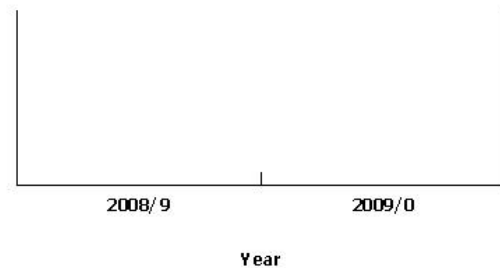
Director of Planning and Economic Development to report.

NI185 The proportion of 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. The indicator reports the annual proportion of CO2 reduction measured against the previous year.

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: 2009/10: Not set

2008/09: Not set

Direction of improving performance:



Comment on current performance:

In total, the Council's emission of CO2 for 2008/09 was 5,224 tonnes, with 4,914 tonnes arising from stationary sources (office and operational properties) and 310 tonnes from transport sources (business and grey fleet). This is a new indicator and the CO2 emissions total for 2008/09 will serve as the Council's baseline for future reductions. Performance comparisons between local authorities will not be made in respect of this indicator, as authorities differ too much for this to be achieved in a fair way. Guidance issued by the Department for Energy and Climate Change (DECC) indicates that to be classed as good performers, authorities need to show a year on year reduction in CO2 emissions, although DECC have not indicated that a specific percentage reduction is required. No target has been set for the indicator for 2009/10, as a clear steer is needed in terms of how ambitious the Council wants to be, and how much it can commit in terms of resources required to achieve reductions in CO2 emissions. Essex County Council has set a reduction target of 10.00% for 2010/11 and many other authorities have set a similar figure. More discussion is needed before a target can be set for the Council.

Corrective action proposed (if required):

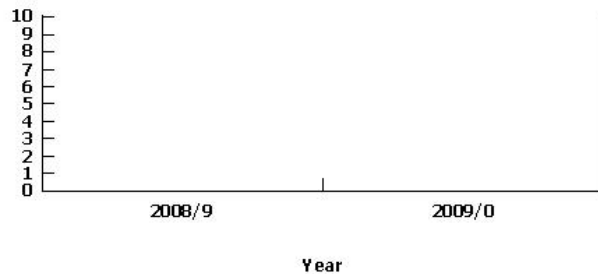
Director of Planning and Economic Development to report.

NI186 Per capita reduction in CO2 emissions in the local authority 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			

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



Annual Target: 2009/10: 3.00%

2008/09: Not set

Direction of improving performance:



Comment on current performance:

Performance against this indicator is reported by the Department for the Environment and Climate Change (DECC), although outturn details for 2008/09 have not yet been published and it is unknown when this data will be available. The first data that will be published by DECC will be for 2006/07 (i.e. data will have a two-year lag time). No target was set for 2008/09, although a target of 3.0% has been set for 2009/10 as the Local Area Agreement target for 2010/11 is 8.0%. The baseline data for this indicator is 6.33 tonnes of CO2 per capita, which dates from 2005.

Corrective action proposed (if required):

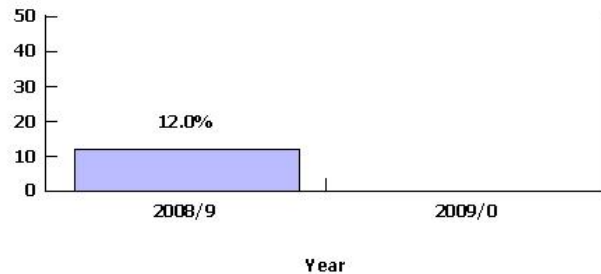
Director of Planning and Economic Development to report.

NI187 Tackling fuel poverty - The percentage of people receiving income based benefits living in homes with a low energy efficiency rating

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?



Annual Target:2009/10: 11.5%

2008/09: Not set

Direction of improving performance:



Comment on current performance:

Performance against this indicator is reported at year-end only, and is measured through an on-going survey. No target was set for the indicator for 2008/09. The Council is participating in a project with other local authorities to improve the energy efficiency of houses in the district by insulating lofts and walls, and social housing providers are also working on tenergy efficiency programmes to make as many dwellings as energy efficient as possible. Whilst the Council is working hard to tackle the energy efficiency aspect of people living in fuel poverty, external factors beyond local authority control such as the price of energy and household income, are also relevant. This indicator been recognised by Go-East being somewhat beyond the control of local authorities.

Corrective action proposed (if required):

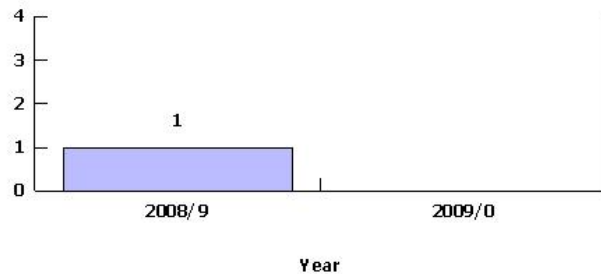
Director of Planning and Economic Development to report.

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. Performance is reflected as a level of preparedness ranging from 0 (Baseline) to 4 (Highest).

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: 2009/10: Level 2

Direction of improving performance:



2008/09: Level 1

Comment on current performance:

Performance against this indicator is reported on the basis of four levels (Level 1 - Public commitment and risk-based assessment, Level 2 - Comprehensive risk-based assessment and prioritised action in some areas, Level 3 - Comprehensive action plan and prioritised action in all areas, Level 4 - Implementation, monitoring and continuous review), 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, which seeks the achievement of Level 3 by the end of 2010/11.

Corrective action proposed (if required):

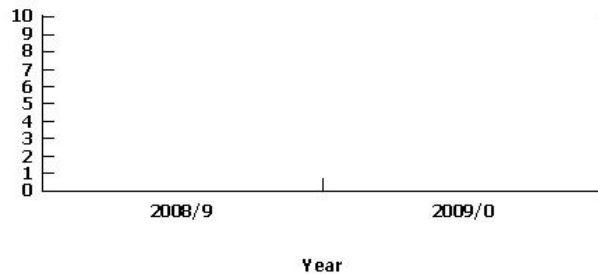
Implementation of the relevant actions in the Council's Climate Change Strategy will take the authority to Level 2 for this indicator by the end of the current year, which is in line with the Local Area Agreement target. Actions from the Climate Change Strategy will be completed by March 2010.

NI194 Air quality - The reduction in NOx and primary PM10 emissions through the 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?

N/A

Annual Target: 2009/10: Not set

2008/09: Not set

Direction of improving performance:



Comment on current performance:

Performance against this indicator is reported at year-end only. For 2008/09, the total emissions arising from the Council's estate and operations were NOx 7,980 kg and PM10 555 kg. This is a new indicator and these emissions totals for 2008/09 will serve as the Council's baseline for future reductions. Guidance issued by the Department for Energy and Climate Change (DECC) indicates that to be classed as good performers, authorities need to show a year on year reduction in NOx and PM10 emissions, although DECC have not indicated that a specific percentage reduction is required. The Council's Green Fleet Review undertaken by the Energy Saving Trust identifies many measures that can result in greater reductions in NOx and PM10. At this point, no decisions have been made on the way forward from the review, and no target has been set for the indicator for 2009/10.

Corrective action proposed (if required):

Director of Planning and Economic Development to report.

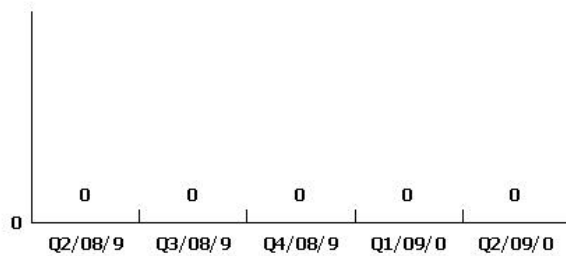
LPI 44 The achievement of milestones within the Local Development Scheme

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?
Q2/09/0	1	0	X
Q1/09/0	1	0	X
Q4/08/9	1	0	X
Q3/08/9	1	0	X
Q2/08/9	1	0	X

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

Yes No

Annual Target: 2009/10 - Yes (1)
2008/09 - Yes (1)

Direction of improving performance:



Comment on current performance:

(Quarter 2 2009/10) 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 2 2009/10) Director of Planning and Economic Development to report.

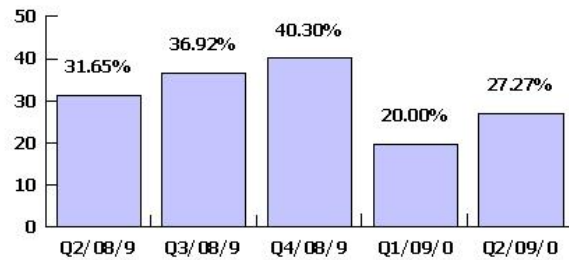
LPI 45 The number of appeals allowed against refusal of planning applications, as percentage of the total number of appeals against refusals

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 2 2009/10) Of the seven appeals allowed in this quarter, three were under officer delegated powers and four were member reversals not following an officer recommendation to grant planning permission. Officers were successful in defending their delegated decisions in eleven appeal cases, and the member reversal was supported by the Planning Inspectorate in one case. The number of appeals submitted in the first two quarters of this year is 35% lower than this time last year, but performance is marginally better in comparison (At this stage last year it was 29.85%).

Corrective action proposed (if required):

(Quarter 2 2009/10) Director of Planning and Economic Development to report.

Current and previous quarters

Quarter	Target	Actual	Target Met?
Q2/09/0	25.00%	27.27%	✗
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%	✗

Annual Target:2009/10 - 25.00%
2008/09 - 25.00%

Direction of improving performance:

