

APPENDIX 2

LOCAL PERFORMANCE INDICATORS 2005/06

Community Wellbeing	
LIC1	The percentage of license applications processed within the statutory period
Environmental Protection	
WM1	The number of missed refuse collections per 100,000 collections
WM2	The number of missed exemption collections as a % of exemptions granted
WM3	The number of missed glass collections per 100,000 collections
WM4	The number of missed dry recyclable collections per 100,000 collections
WM5	The number of missed garden waste collections per 100,000 collections
EH1	The percentage of requests for environmental health services responded to within relevant target times
EH3	The percentage of statutory Environmental Protection Act Part B processes undertaken
EH4	The percentage of requests for consumer protection services responded to within relevant target times
EH5	The percentage of accidents reported through the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995, within the statutory period
EH7	The number of food safety inspections carried out in accordance with Food Standards Agency targets
CARE1	The percentage of requests for care and repair services responded to within relevant target times
Housing	
H1a	The amount of former tenant rent arrears collected per annum
H1b	The rent arrears of current tenants as a proportion of the authority's rent roll
H2a	The percentage of repairs undertaken within target time: Emergency
H2b	The percentage of repairs undertaken within target time: Urgent
H2c	The percentage of repairs undertaken within target time: Routine
H2d	The percentage of repairs undertaken within target time: Priority (within 3 days)
H3e	The level of satisfaction with repairs: General standard of service received
H10a	The average number of homeless households during the year in (i) B & B accommodation (ii) Hostel accommodation (iii) Other temporary housing
Leisure	
L1a	The number of parishes in the district in which the council directly provides leisure opportunities
L2a	The number of parishes in the district in which the council has enabled other organisations to provide other leisure opportunities
L3a	The number of individuals on low income who benefited from special activity prices
L7a	The number of organisations with whom leisure services has worked in partnership to promote healthy living and enable social inclusion
L8	The number of new leisure opportunities directly introduced by the council
L9	The number of new leisure opportunities enabled by the council
L11a	The number of new activities for 13 to 19 year olds enabled or directly provided by the council

L12	The number of patients referred by a medical professional to a council health-based activity scheme
L12a	The percentage of leisure centre users who rated the service received as good or excellent
L14	The number of 0-16 year olds attending swimming courses
L15	The number of events staged at North Weald Airfield
People First	
PR2	The number of press enquiries to which responses given within three hours of receipt
PR3	The number of visits to the council's website per month
Finance and Performance Management	
SS4a	The percentage of projects in the approved audit plan completed
SS4b	The productive time of the Internal Audit Unit as a percentage of total time
SS4c	The overall user satisfaction level of the Internal Audit Unit
SS4d	The average period from the end of Internal Audit field work to first report to client
SS4f	The average cost per productive audit day
F13	The percentage of telephone calls answered within 10 seconds (Revenues)
ICT and Corporate Support Services	
CLE1	To achieve Lexcel accreditation for legal services
LP1	The percentage of letters seeking ownership details in relation to Section 106 Agreements sent within seven working days of full instructions being given to the Head of Legal, Administration and Estates.
LP2	The percentage of first draft Section 106 Agreements sent to applicants/agents within seven days of the information required by indicator LP1

Note: There are no LPs for 2005/06 for the Planning and Economic Development and Civil Engineering and Maintenance Portfolios.