

PROPOSED KEY PERFORMANCE INDICATORS 2010/11 – LINK TO MEDIUM-TERM AIMS 2010/11 TO 2013/14

| NATIONAL INDICATORS | | |
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| No. | Indicator | Link to Medium-Term Aim |
| 1. | NI 14 Reducing avoidable contact* | Aim 4 - Continuously improve efficiency by adopting new ways of working with our partners and maximising revenue from our assets; |
| 2. | NI 154 Net additional homes provided | Aim 5 - Provide clear community leadership and be a strong advocate, championing the interests of the people of Epping Forest and protecting the special character of the district; |
| 3. | NI 155 Affordable homes delivered (gross) | Aim 1 - Safeguard frontline services that our local residents tell us are important; |
| 4. | NI 156 Households living in temporary accommodation | Aim 1 - Safeguard frontline services that our local residents tell us are important; |
| 5. | NI 157(a) Processing of planning applications - 'Major' applications | Aim 1 - Safeguard frontline services that our local residents tell us are important; |
| 6. | NI 157(b) Processing of planning applications - 'Minor' applications | Aim 1 - Safeguard frontline services that our local residents tell us are important; |
| 7. | NI 157(c) Processing of planning applications - 'Other' applications | Aim 1 - Safeguard frontline services that our local residents tell us are important; |
| 8. | NI 158 Percentage of decent council homes* | Aim 5 - Provide clear community leadership and be a strong advocate, championing the interests of the people of Epping Forest and protecting the special character of the district; |
| 9. | NI 159 Supply of ready to develop housing sites* | Aim 5 - Provide clear community leadership and be a strong advocate, championing the interests of the people of Epping Forest and protecting the special character of the district; |
| 10. | NI 160 Local authority tenants' satisfaction with landlord services** | Aim 5 - Provide clear community leadership and be a strong advocate, championing the interests of the people of Epping Forest and protecting the special character of the district; |
| 11. | NI 170 Previously developed vacant land* | Aim 5 - Provide clear community leadership and be a strong advocate, championing the interests of the people of Epping Forest and protecting the special character of the district; |
| 12. | NI 179 Value for money* | Aim 2 - Have the lowest District Council Tax in Essex and maintain that position; Aim 4 - Continuously improve efficiency by adopting new ways of working with our partners and maximising revenue from our assets; |
| 13. | NI 180 Housing/Council Tax Benefit – Changes of circumstance | Aim 1 - Safeguard frontline services that our local residents tell us are important; |
| 14. | NI 181 Housing/Council Tax Benefit – Claims processing | Aim 1 - Safeguard frontline services that our local residents tell us are important; |
| 15. | NI 182 Satisfaction with local authority regulation services* | Aim 1 - Safeguard frontline services that our local residents tell us are important; |
| 16. | NI 184 Food establishments broadly compliant with food hygiene law* | Aim 1 - Safeguard frontline services that our local residents tell us are important; |
| 17. | NI 185 CO ² reductions from local authority operations* | Aim 5 - Provide clear community leadership and be a strong advocate, championing the interests of the people of Epping Forest and protecting the special character of the district; |
| 18. | NI 186 Per capita reduction in CO ² emissions* | Aim 5 - Provide clear community leadership and be a strong advocate, championing the interests of the people of Epping Forest and protecting the special character of the district; |
| 19. | NI 187 Tackling fuel poverty* | Aim 5 - Provide clear community leadership and be a strong advocate, championing the interests of the people of Epping Forest and protecting the special character of the district; |

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| 20. | NI 188 Planning to adapt to climate change* | Aim 5 - Provide clear community leadership and be a strong advocate, championing the interests of the people of Epping Forest and protecting the special character of the district; |
| 21. | NI 191 Residual household waste per household | Aim 1 -Safeguard frontline services that our local residents tell us are important; Aim 5 - Provide clear community leadership and be a strong advocate, championing the interests of the people of Epping Forest and protecting the special character of the district; |
| 22. | NI 192 Household waste recycled and composted | Aim 1 -Safeguard frontline services that our local residents tell us are important; Aim 5 - Provide clear community leadership and be a strong advocate, championing the interests of the people of Epping Forest and protecting the special character of the district; |
| 23. | NI 194 Air quality (local authority estate and operations)* | Aim 5 - Provide clear community leadership and be a strong advocate, championing the interests of the people of Epping Forest and protecting the special character of the district; |
| 24. | NI 195(a) Improved street and environmental cleanliness (Graffiti)*** | Aim 1 -Safeguard frontline services that our local residents tell us are important; Aim 5 - Provide clear community leadership and be a strong advocate, championing the interests of the people of Epping Forest and protecting the special character of the district; |
| 25. | NI 195(b) Improved street and environmental cleanliness (Litter)*** | Aim 1 -Safeguard frontline services that our local residents tell us are important; Aim 5 - Provide clear community leadership and be a strong advocate, championing the interests of the people of Epping Forest and protecting the special character of the district; |
| 26. | NI 195(c) Improved street and environmental cleanliness (Detritus)*** | Aim 1 -Safeguard frontline services that our local residents tell us are important; Aim 5 - Provide clear community leadership and be a strong advocate, championing the interests of the people of Epping Forest and protecting the special character of the district; |
| 27. | NI 195(d) Improved street and environmental cleanliness (Fly-posting)*** | Aim 1 -Safeguard frontline services that our local residents tell us are important; Aim 5 - Provide clear community leadership and be a strong advocate, championing the interests of the people of Epping Forest and protecting the special character of the district; |
| 28. | NI 196 Improved street and environmental cleanliness (Fly-tipping) | Aim 1 -Safeguard frontline services that our local residents tell us are important; Aim 5 - Provide clear community leadership and be a strong advocate, championing the interests of the people of Epping Forest and protecting the special character of the district; |

LOCAL PERFORMANCE INDICATORS

| No. | Indicator | Link to Medium-Term Aim |
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| 29. | LPI 1 Equality Framework for Local Government* | Aim 4 - Continuously improve efficiency by adopting new ways of working with our partners and maximising revenue from our assets; Aim 5 - Provide clear community leadership and be a strong advocate, championing the interests of the people of Epping Forest and protecting the special character of the district; |
| 30. | LPI 2(a) Licence applications processed within targets (Premises) | Aim 1 - Safeguard frontline services that our local residents tell us are important |
| 31. | LPI 2(b) Licence applications processed within targets (Temporary Event) | Aim 1 - Safeguard frontline services that our local residents tell us are important; |
| 32. | LPI 2(c) Licence applications processed within targets (Hackney Carriage) | Aim 1 - Safeguard frontline services that our local residents tell us are important; |
| 33. | LPI 4 Rent collection (Housing Revenue Account dwellings) | Aim 2 - Have the lowest District Council Tax in Essex and maintain that position; |
| 34. | LPI 5 Re-letting of council dwellings | Aim 1 - Safeguard frontline services that our local residents tell us are important; |

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| 35. | LPI 7 Emergency repairs (Housing Revenue Account dwellings) | Aim 1 - Safeguard frontline services that our local residents tell us are important; |
| 36. | LPI 8 Urgent repairs (Housing Revenue Account dwellings) | Aim 1 - Safeguard frontline services that our local residents tell us are important; |
| 37. | LPI 9 Urgent repairs (Housing Revenue Account dwellings) | Aim 1 - Safeguard frontline services that our local residents tell us are important; |
| 38. | LPI 10 Satisfaction with repairs (Housing Revenue Account dwellings) | Aim 1 - Safeguard frontline services that our local residents tell us are important; |
| 39. | LPI 13 Payment of invoices | Aim 4 - Continuously improve efficiency by adopting new ways of working with our partners and maximising revenue from our assets; |
| 40. | LPI 14 Council Tax collection | Aim 2 - Have the lowest District Council Tax in Essex and maintain that position; |
| 41. | LPI 15 National non-domestic rates collection | Aim 4 - Continuously improve efficiency by adopting new ways of working with our partners and maximising revenue from our assets; |
| 42. | LPI 16 Housing/Council Tax Benefit – Claims processing (Time) | Aim 1 - Safeguard frontline services that our local residents tell us are important; |
| 43. | LPI 17 Housing/Council Tax Benefit – Changes of circumstance | Aim 1 - Safeguard frontline services that our local residents tell us are important; |
| 44. | LPI 23(a) Capital projects (Cost)* | Aim 4 - Continuously improve efficiency by adopting new ways of working with our partners and maximising revenue from our assets; Aim 5 - Provide clear community leadership and be a strong advocate, championing the interests of the people of Epping Forest and protecting the special character of the district; |
| 45. | LPI 24(a) Visits to the Council's website | Aim 4 - Continuously improve efficiency by adopting new ways of working with our partners and maximising revenue from our assets; |
| 46. | LPI 24(b) Quality of the Council's website* | Aim 4 - Continuously improve efficiency by adopting new ways of working with our partners and maximising revenue from our assets; |
| 47. | LPI 28 Working days lost due to sickness absence | Aim 2 - Have the lowest District Council Tax in Essex and maintain that position; Aim 4 - Continuously improve efficiency by adopting new ways of working with our partners and maximising revenue from our assets; |
| 48. | LPI 39 Rent arrears (Commercial and industrial property)* | Aim 2 - Have the lowest District Council Tax in Essex and maintain that position; Aim 4 - Continuously improve efficiency by adopting new ways of working with our partners and maximising revenue from our assets; |
| 49. | LPI 40 Occupation rate (Commercial and industrial property)* | Aim 2 - Have the lowest District Council Tax in Essex and maintain that position; Aim 4 - Continuously improve efficiency by adopting new ways of working with our partners and maximising revenue from our assets; |
| 50. | LPI 41 Rental yield (Commercial and industrial property) * | Aim 2 - Have the lowest District Council Tax in Essex and maintain that position; Aim 4 - Continuously improve efficiency by adopting new ways of working with our partners and maximising revenue from our assets; |
| 51. | LPI 44 Milestones within Local Development Scheme* | Aim 5 - Provide clear community leadership and be a strong advocate, championing the interests of the people of Epping Forest and protecting the special character of the district; |
| 52. | LPI 45 Planning appeals | Aim 1 - Safeguard frontline services that our local residents tell us are important; Aim 2 - Have the lowest District Council Tax in Essex and maintain that position; |
| 53. | LPI 49 Pupils visiting museums and galleries in organised school groups | Aim 1 - Safeguard frontline services that our local residents tell us are important; Aim 3 - Be recognised as an innovative and top performing Council in Essex; |
| 54. | LPI 50 Participation in physical activity programmes | Aim 1 - Safeguard frontline services that our local residents tell us are important; |

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| | | Aim 3 - Be recognised as an innovative and top performing Council in Essex; |
| 55. | LPI 51 Complaints response (Enviro-Crime and Rapid Response) | Aim 1 - Safeguard frontline services that our local residents tell us are important; Aim 3 - Be recognised as an innovative and top performing Council in Essex; |
| 56. | LPI 52(a) Introduction of recycling facilities (flats and communal buildings) – Percentage surveyed | Aim 1 - Safeguard frontline services that our local residents tell us are important; Aim 3 - Be recognised as an innovative and top performing Council in Essex; |
| 57. | LPI 52(b) Introduction of recycling facilities (flats and communal buildings) – Percentage of schemes implemented | Aim 1 - Safeguard frontline services that our local residents tell us are important; Aim 3 - Be recognised as an innovative and top performing Council in Essex; |
| 58. | LPI 53 Housing/Council Tax Benefit – Fraud investigation | Aim 1 - Safeguard frontline services that our local residents tell us are important; |

*Performance against these Key Performance Indicators will be reported annually at year-end only;

**Performance against this Key Performance Indicator will be informed by a bi-annual survey;

***Performance against these Key Performance Indicators will be monitored on a four-monthly basis;

Performance against all other Key Performance Indicators will be monitored on a quarterly basis.