

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

<b>NATIONAL INDICATORS</b>		
<b>No.</b>	<b>Indicator</b>	<b>Link to Medium-Term Aim</b>
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 <sup>2</sup> 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 <sup>2</sup> 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;

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
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;

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;

		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.