



2009 / 10 Key Performance Indicators

Office of the Deputy Chief Executive

NI
014

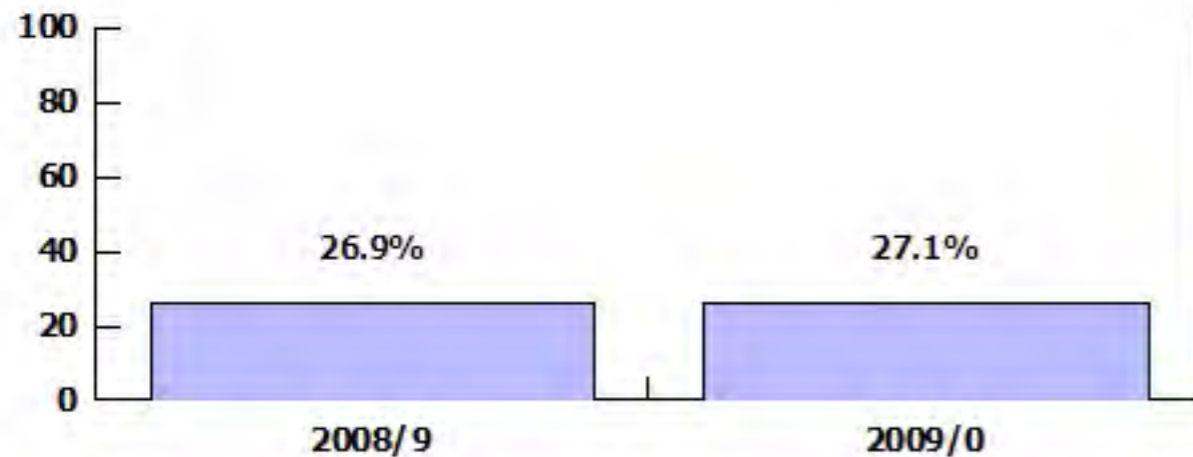
LPI
001
024(a)
024(b)
049
050

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		27.1%	
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

Direction of improving performance:

2008/09: Not set



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):

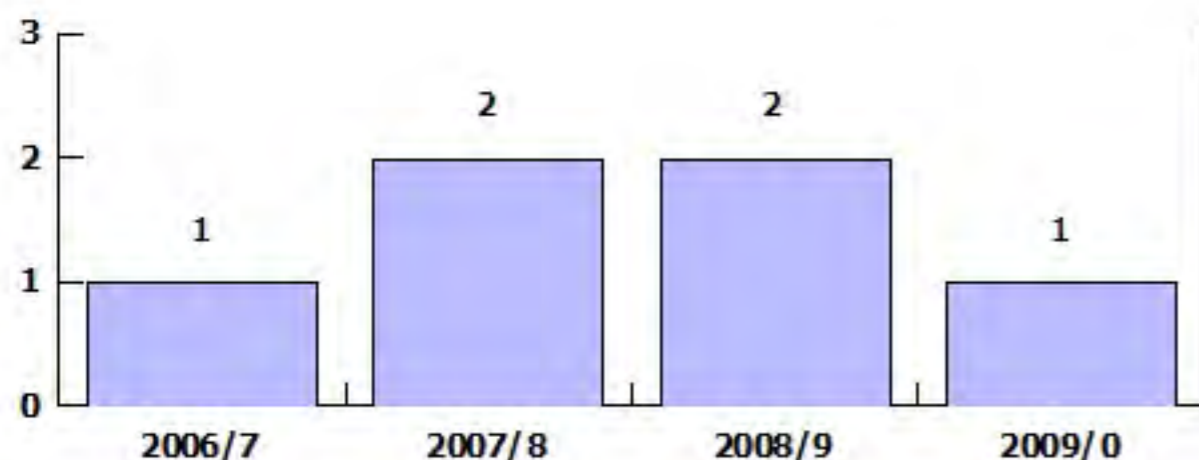
Whilst no target is set for this indicator it is desirable that improvement initiatives are developed from the results and the data recorded. To this end Improvement Plans will be sought at both a service area and council-wide level and continued monitoring of avoidable contact will take place in 2010/11 despite the removal of this indicator from the National Indicator set by Central Government.

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	1	✗
2008/9	2	2	✓
2007/8	2	2	✓
2006/7	2	1	✗

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



No

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 Equality Framework assesses local authority performance at three levels, where Level 3 is the highest (Level 1 – 'Developing'; Level 2 – 'Achieving'; and Level 3 – 'Excellent'). 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 2010/11.

Corrective action proposed (if required):

Performance against Level 1 of the Equality Framework is a self-assessment measure. However, self-assessment at the 'Achieving' and 'Excellent' levels is required to be validated by peer challenge. The Council undertook an informal external evaluation of its performance against the Equality Framework in March 2010, at which time it was reported that 'the Council is further along its journey towards being assessed as an 'Achieving' authority than it gives itself credit for'. Although the informal assessment considered that the authority would be in a position to seek accreditation to Level 2 ('Achieving'), towards the end of 2010/11, the Council's current position against the Framework is therefore Level 1 – 'Developing'. The recommendations of the recent external assessment are being progressed and a target of Level 2 has been set for the indicator for 2010/11.

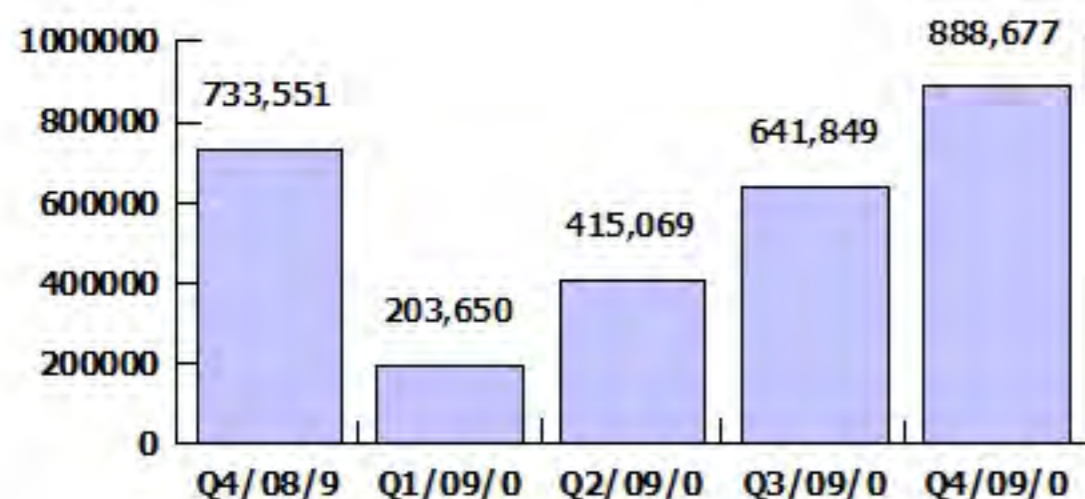
LPI 24 (a) The number of visits to the Council's website

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?
Q4/09/0	756,000	888,677	✓
Q3/09/0	567,000	641,849	✓
Q2/09/0	378,000	415,069	✓
Q1/09/0	189,000	203,650	✓
Q4/08/9	815,000	733,551	✗

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 4 2009/10) The target for the year was 756,000 and the number of actual recorded visits was 888,677.

Corrective action proposed (if required):

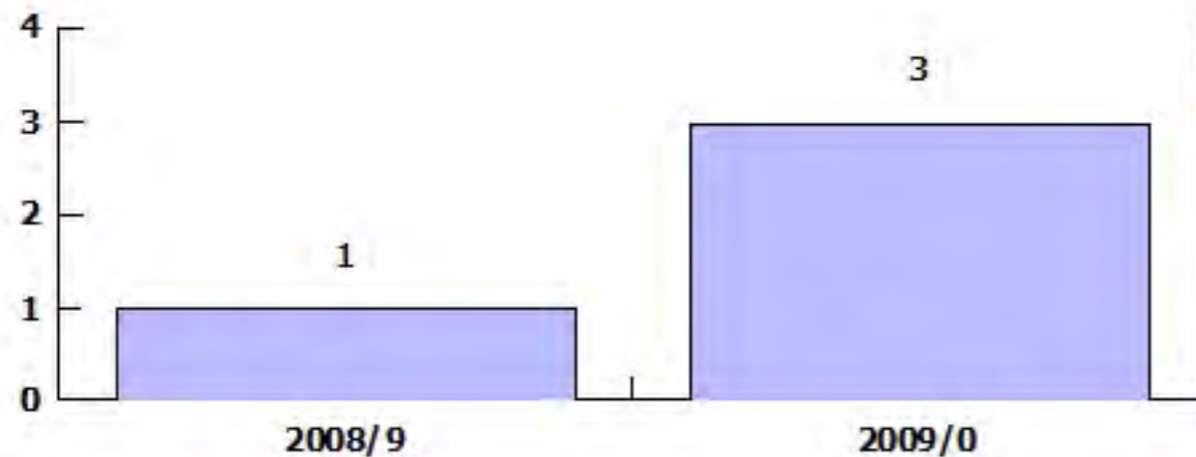
(Quarter 4 2009/10) Target met for the year. No corrective action required.

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	3	✓
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:

For 2009/10 a new 'star ranking' system for this indicator graded the Council as a 3 out of 4 star site, replacing the 2008/09 grades of 'Excellent', 'Transactional' or 'Standard', when the Council was graded Standard (shown as 1). Out of 433 local authority websites tested for 2009/0, 11 achieved 4 stars and 107 received 3 stars (25%). The Council's website was one of 12 rated as very good, failing on 1 out of 15 criteria – 'Use of location - Can people find information easily by using a map or postcode (or other similar)?'. The Council's website was mentioned as good practice in a section entitled 'How councils responded to criticism', in response to the severe weather during December 2009/January 2010. The website was also mentioned as one of the top shire districts achieving at least seven of the nine essential criteria and a very good reviewer rating. However, the Council was also cited as an example of poor practice for its out-of-hours message, which doesn't refer callers to the website.

Corrective action proposed (if required):

(Quarter 4 2009/10) Deputy Chief Executive to report.

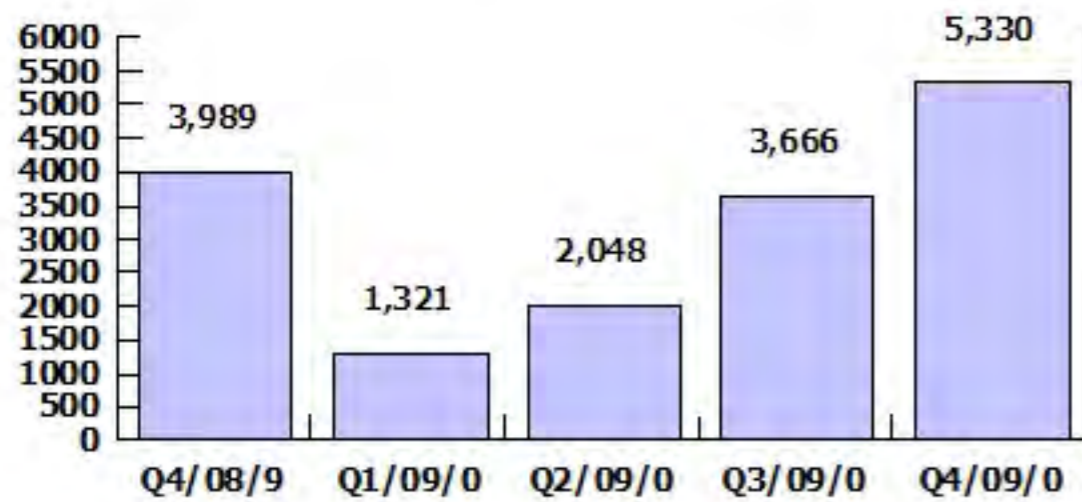
LPI 49 The number of pupils visiting museums and galleries in organised school groups

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?
Q4/09/0	4,100	5,330	✓
Q3/09/0	3,075	3,666	✓
Q2/09/0	2,050	2,048	✗
Q1/09/0	1,025	1,321	✓
Q4/08/9	4,100	3,989	✗

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 4 2009/10) End of year figures show a 35% increase in school usage for this year.

Corrective action proposed (if required):

(Quarter 4 2009/10) Target met for the year. No corrective action proposed.

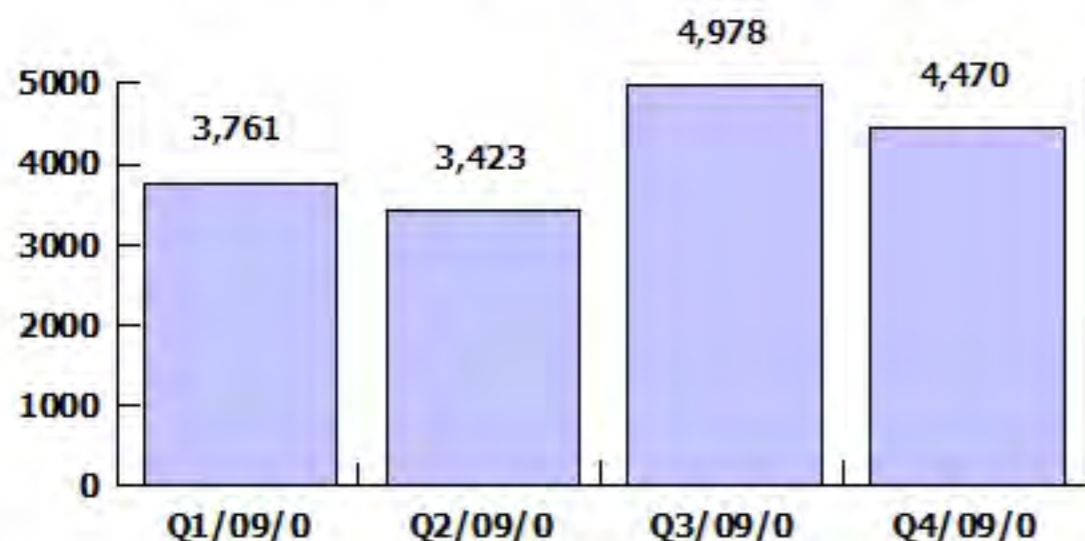
LPI 50 The number of elderly people participating in physical activity programmes provided by the Council

Responsible officer: Derek Macnab

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?
Q4/09/0	225	4,470	✓
Q3/09/0	225	4,978	✓
Q2/09/0	225	3,423	✓
Q1/09/0	225	3,761	✓

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

Yes

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

Direction of improving performance:



Comment on current performance:

(Quarter 4 2009/10) Performance for the year was above target, due to a number of new courses/activities delivered through the Active Health programme. The greater promotion of the 'Lifewalks' and 'New Horizons' programmes also led to increases in participation.

Corrective action proposed (if required):

(Quarter 4 2009/10) Target met for the year. No corrective action proposed.



2009 / 10 Key Performance Indicators

Corporate Support Services

NI

LPI

002 (a,b & c)

028

039

040

041

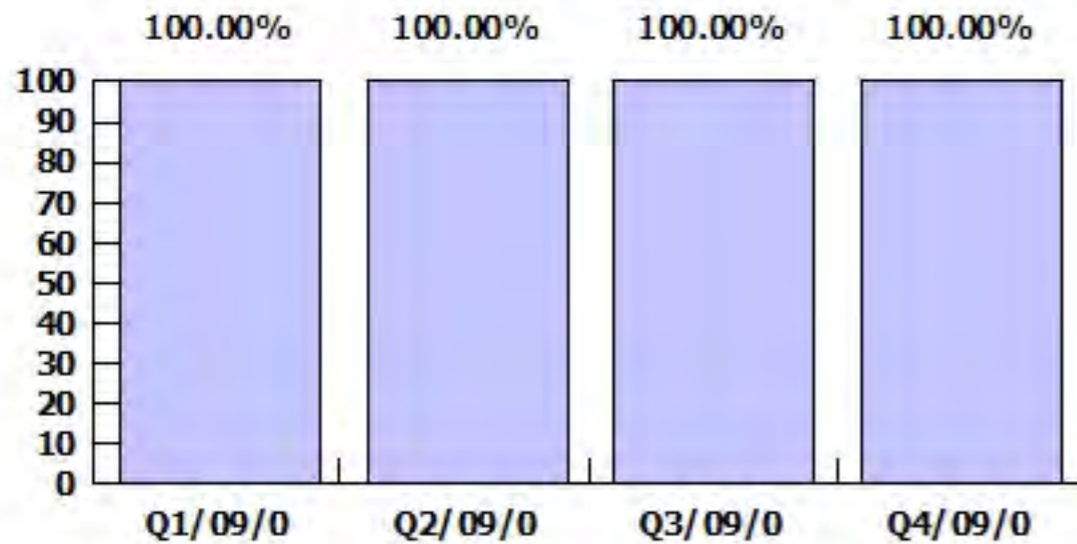
LPI 02 (a) The percentage of Premises Licence applications determined within thirty days

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



Current and previous quarters

Quarter	Target	Actual	Target Met?
Q4/09/0	100.00%	100.00%	✓
Q3/09/0	100.00%	100.00%	✓
Q2/09/0	100.00%	100.00%	✓
Q1/09/0	100.00%	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 4 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. Fourth quarter performance is based on a sample base of 90 licence applications and target has been achieved.

Corrective action proposed (if required):

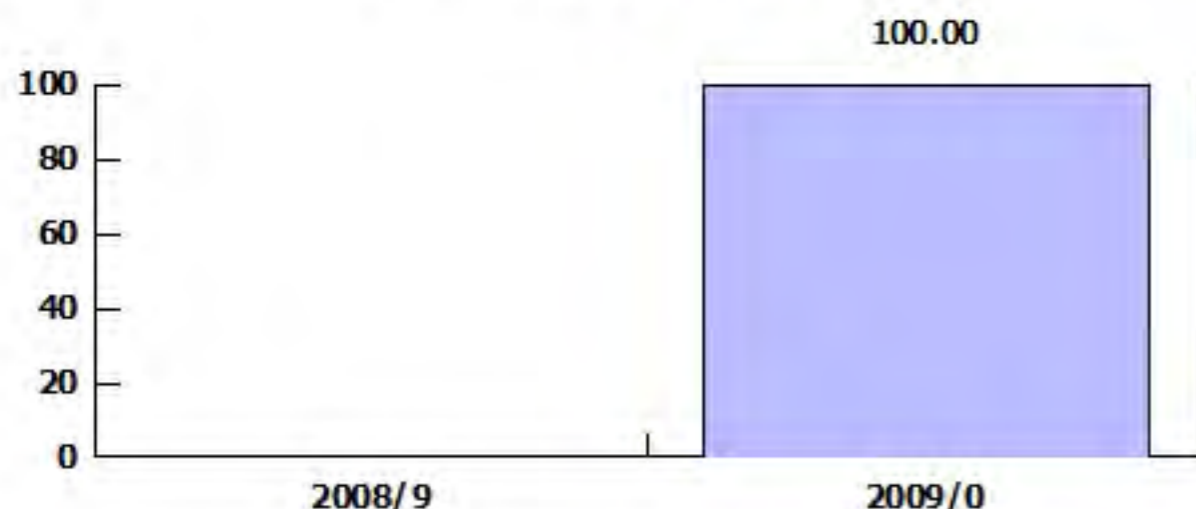
(Quarter 4 2009/10) Target met for the year. No corrective action proposed.

LPI 02 (a) Percentage of premises licence applications determined within 30 days (Annual)

Responsible officer:

Additional Information:

Current and previous years



Current and previous years

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

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



Annual Target: 2009/10:

2008/09:

Direction of improving performance:



Comment on current performance:

The format of this indicator has changed for 2009/10. For 2008/09 the indicator reported the average number of days taken to process a premises licence. For 2009/10 the indicator reports the percentage of the total number of premises licence applications that were determined within the set guideline period of 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. Annual performance is based on a sample base of 527 licence applications and target has been achieved.

Corrective action proposed (if required):

No corrective action is proposed

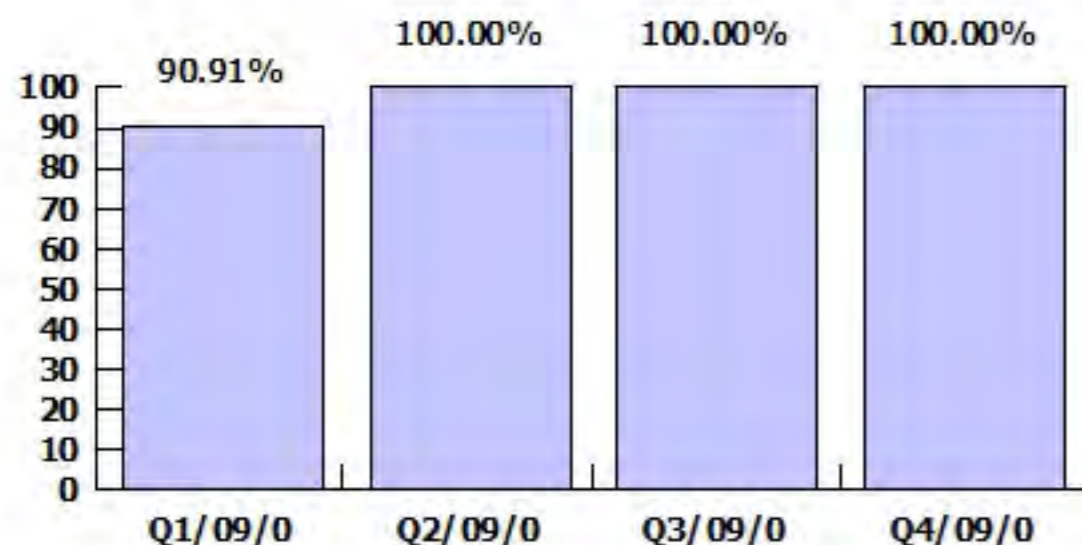
LPI 02 (b) The percentage of Temporary Event Licence applications determined within five days

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?
Q4/09/0	100.00%	100.00%	✓
Q3/09/0	100.00%	100.00%	✓
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?



Yes

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

Direction of improving performance:



Comment on current performance:

(Quarter 4 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. Fourth quarter performance is based on a sample base of 55 licence applications and target has been achieved.

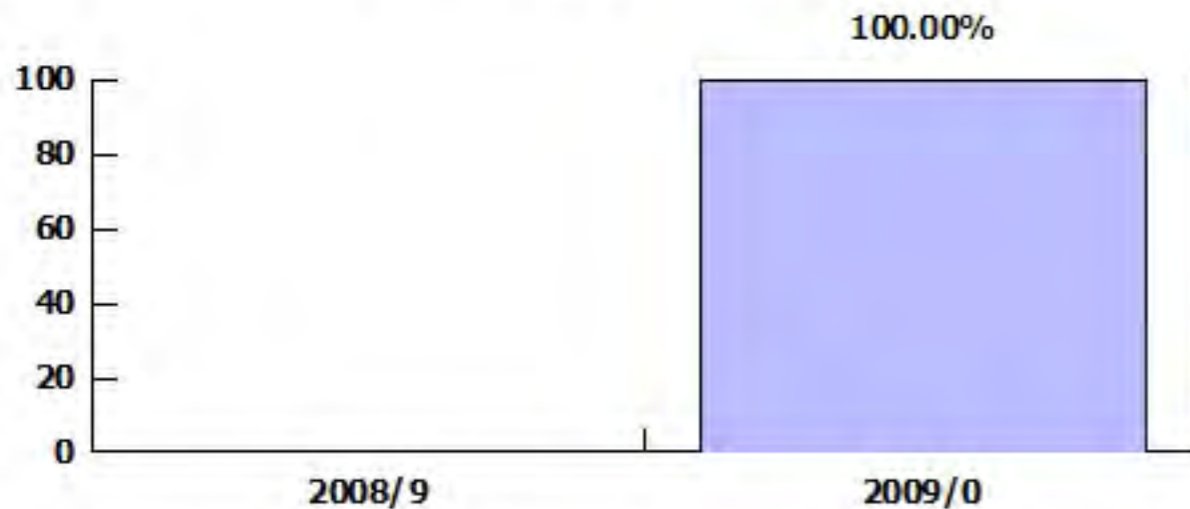
Corrective action proposed (if required):

(Quarter 4 2009/10) Target met for the year. No corrective action proposed. The Finance and Performance Management Scrutiny Panel has agreed (17 November 2009) that outturn performance against this indicator be measured on the basis of second and subsequent quarter performance for the year, as a result of system difficulties experienced in the first quarter.

LPI 02 (b) Percentage of temporary event licence applications determined within 5 days (Annual)

Responsible officer:
Additional Information:

Current and previous years



Current and previous years

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

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



Annual Target: 2009/10:

2008/09:

Direction of improving performance:



Comment on current performance:

The format of this indicator has changed for 2009/10. For 2008/09 the indicator reported the average number of days taken to process a temporary event licence. For 2009/10 the indicator now reports the percentage of the total temporary event licence applications that were determined within the set guideline period of 5 days, as this is considered to be a more meaningful performance measure. 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. Annual performance is based on a sample base of 295 licence applications and target has been achieved.

Corrective action proposed (if required):

No corrective action is proposed.

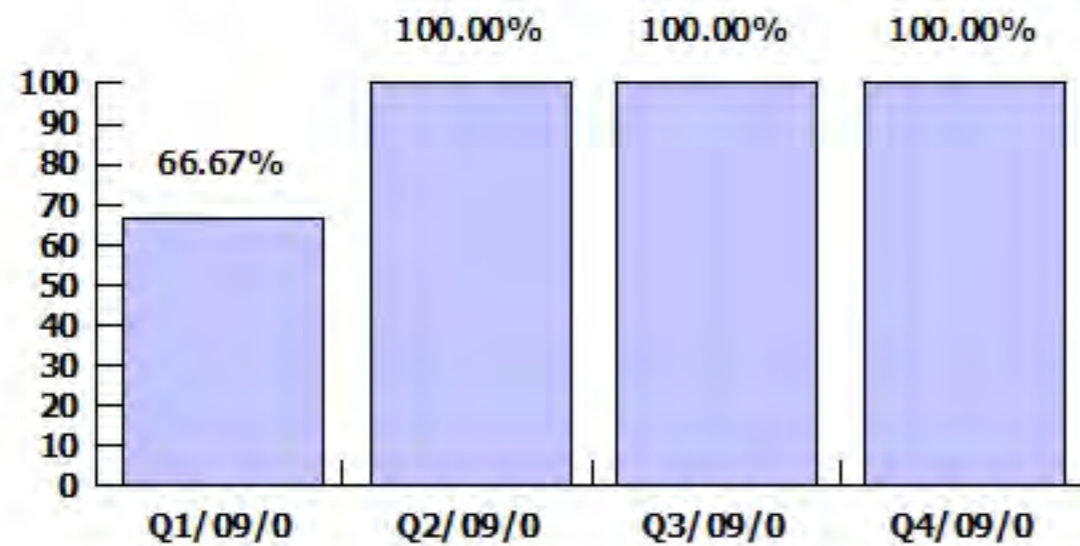
LPI 02 (c) The percentage of Hackney Carriage/Private Hire licence applications determined within five days

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?
Q4/09/0	100.00%	100.00%	✓
Q3/09/0	100.00%	100.00%	✓
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?



Yes

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

Direction of improving performance:



Comment on current performance:

(Quarter 4 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. Fourth quarter performance is based on a sample base of 117 licence applications and target has been achieved. Certain circumstances relating to this indicator can be beyond the control of the service and perhaps (much like a disputed invoice) should not count against performance.

Corrective action proposed (if required):

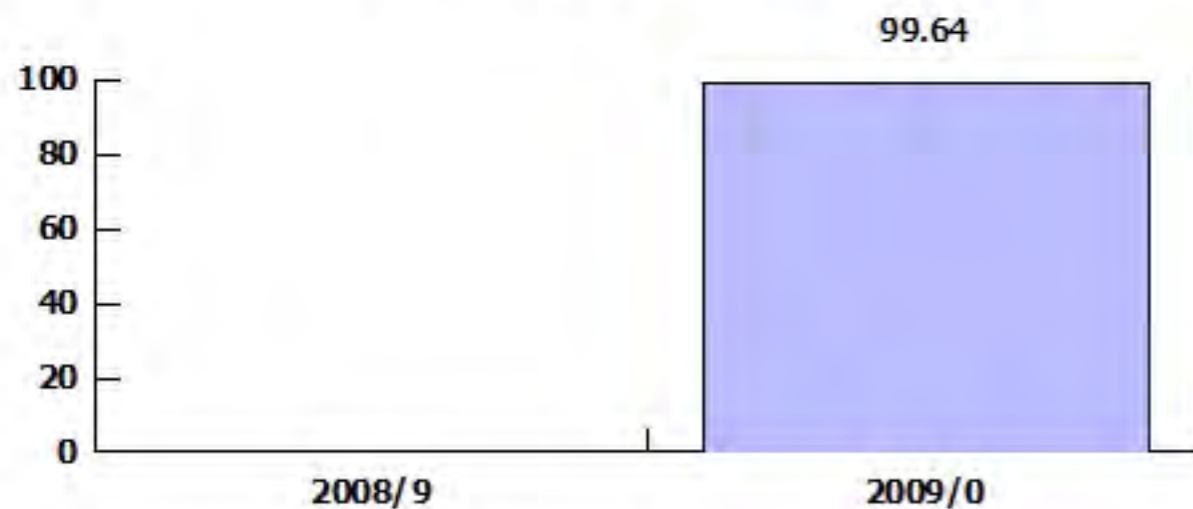
(Quarter 4 2009/10) Target met for the year. No corrective action proposed. The Finance and Performance Management Scrutiny Panel has agreed (17 November 2009) that outturn performance against this indicator be measured on the basis of second and subsequent quarter performance for the year, as a result of system difficulties experienced in the first quarter.

LPI 02 (c) Percentage of hackney carriage / private hire licence applications determined within 5 days (Annual)

Responsible officer:

Additional Information:

Current and previous years



Current and previous years

Year	Target	Actual	Target Met?
2009/0	100.00	99.64	X
2008/9			

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



Annual Target: 2009/10:

2008/09:

Direction of improving performance:



Comment on current performance:

The format of this indicator has changed for 2009/10. For 2008/09 the indicator reported the average number of days taken to process a hackney carriage/private hire licence. For 2009/10 the indicator now reports the percentage of the total number of hackney carriage/private hire licence applications that were determined within the set guideline period of 5 days, as this is considered to be a more meaningful performance measure. 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. Annual performance is based on a sample base of 562 licence applications.

Corrective action proposed (if required):

No corrective action proposed as performance in the last three quarters of 2009/10 all achieved 100%

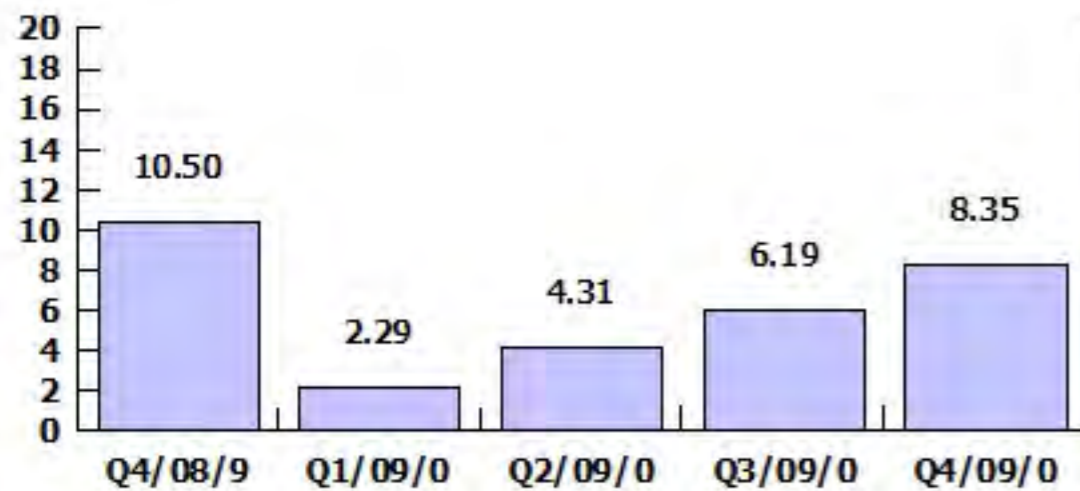
LPI 28 The number of working days lost due to sickness absence

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



Current and previous quarters

Quarter	Target	Actual	Target Met?
Q4/09/0	8.00	8.35	X
Q3/09/0	6.00	6.19	X
Q2/09/0	4.00	4.31	X
Q1/09/0	2.00	2.29	X
Q4/08/9	8.00	10.50	X

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



No

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

Direction of improving performance:



Comment on current performance:

(Quarter 4 2009/10) The target for this indicator was not met for 2009/10, although outturn performance is only 0.35 days above the target of 8.00 days. There has been a significant improvement in performance compared with 2008/09, with a 2.15 day overall reduction achieved.

Corrective action proposed (if required):

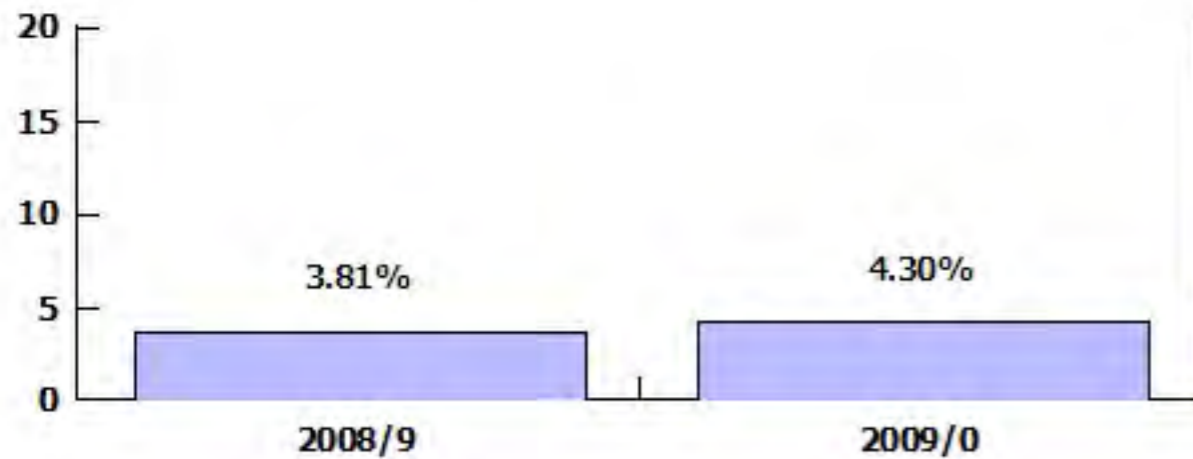
(Quarter 4 2009/10) The Human Resources Unit will continue to provide timely information and support managers with absence issues and cases.

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%	4.30%	X
2008/9	3.50%	3.81%	X

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



No

Comment on current performance:

Director of Corporate Support Services to report.

Corrective action proposed (if required):

Director of Corporate Support Services to report.

Annual Target: 2009/10: 3.00%

2008/09: 3.50%

Direction of improving performance:

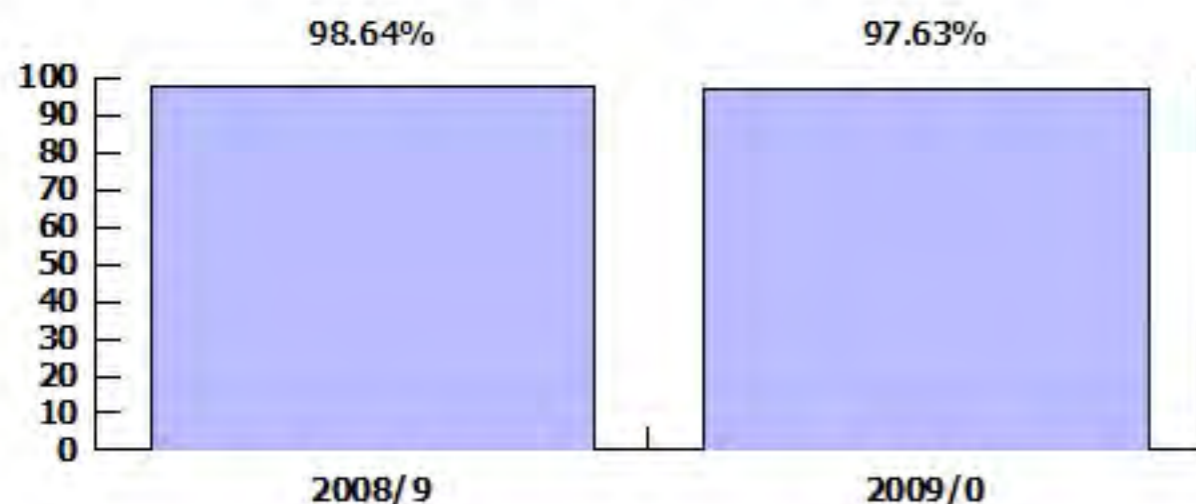


LPI 40 Occupation rate of commercial and industrial property

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%	97.63%	✘
2008/9	97.00%	98.64%	✔

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



No

Comment on current performance:

Director of Corporate Support Services to report.

Corrective action proposed (if required):

Director of Corporate Support Services to report.

Annual Target: 2009/10: 99.00%

2008/09: 97.00%

Direction of improving performance:

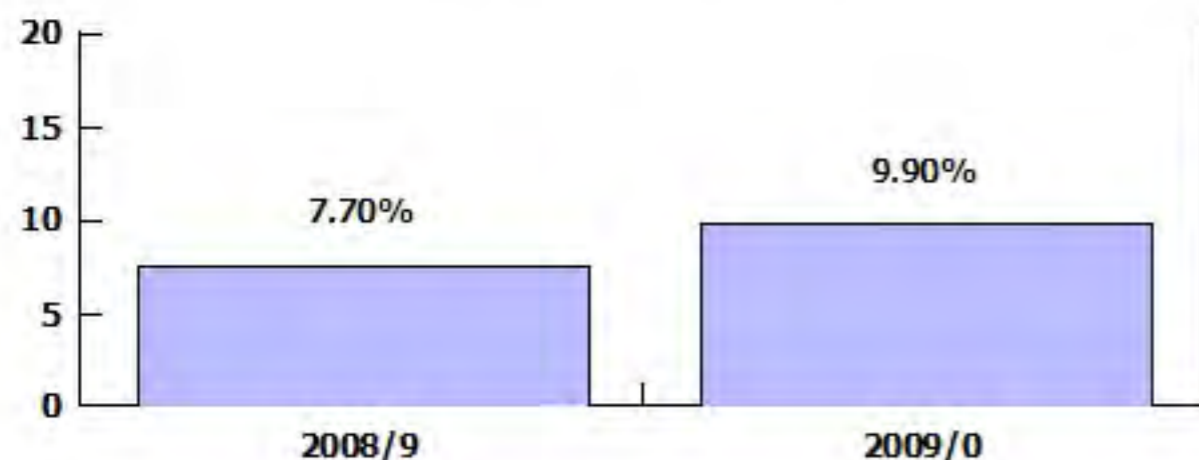


LPI 41 Rental value as a percentage yield of the commercial and industrial portfolio asset value

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%	9.90%	✓
2008/9	9.50%	7.70%	✗

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



Yes

Comment on current performance:

Director of Corporate Support Services to report.

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

Environment & Street Scene

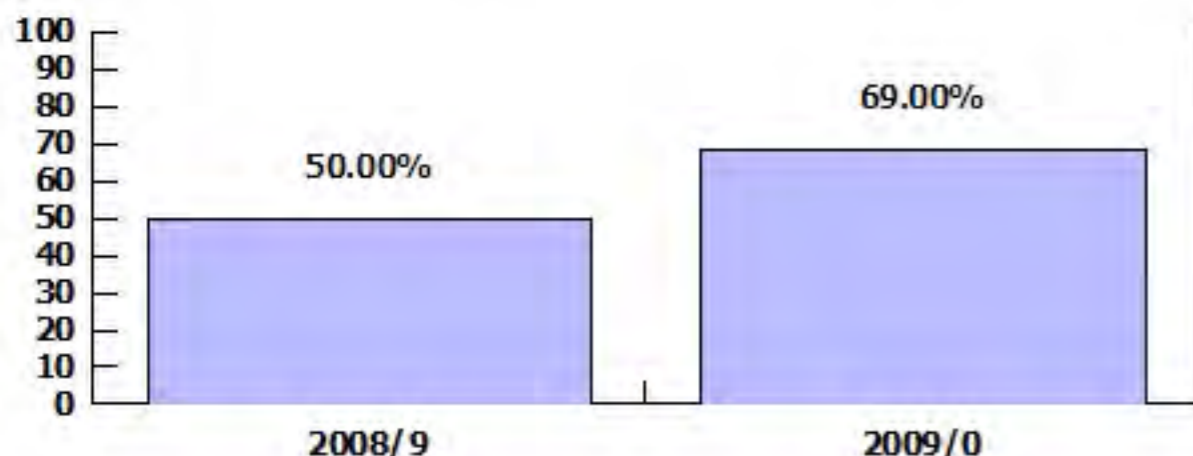
	<u>NI</u>	<u>LPI</u>
182	184	051
191	192	052(a)
195(a)	195(b)	052(b)
195(c)	195(d)	
196		

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).

Current and previous years



Current and previous years

Year	Target	Actual	Target Met?
2009/0	75.00%	69.00%	X
2008/9		50.00%	

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



No

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 was targeted.

Corrective action proposed (if required):

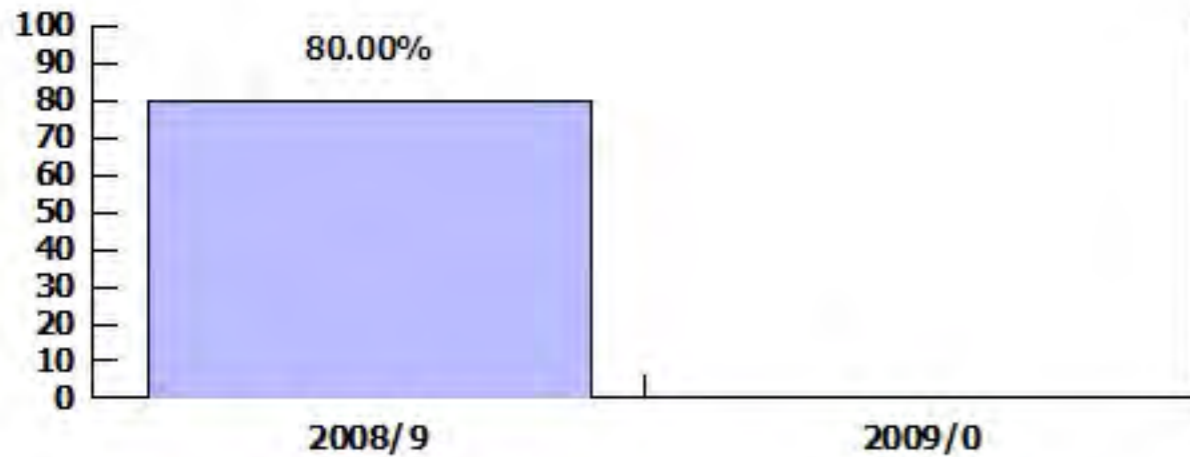
Although target performance has been missed, this is in significant part due to the manner in which the data is handled. All food premises which failed to return the questionnaire despite having been reminded to do so are counted as 'not satisfied', and the Council is not allowed to remind proprietors more than once. The high level of non-returns has seriously skewed the result of this indicator.

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 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 confirmed for 2008/09 by the FSA, the target for 2009/10 was increased to 80.00%.

Corrective action proposed (if required):

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

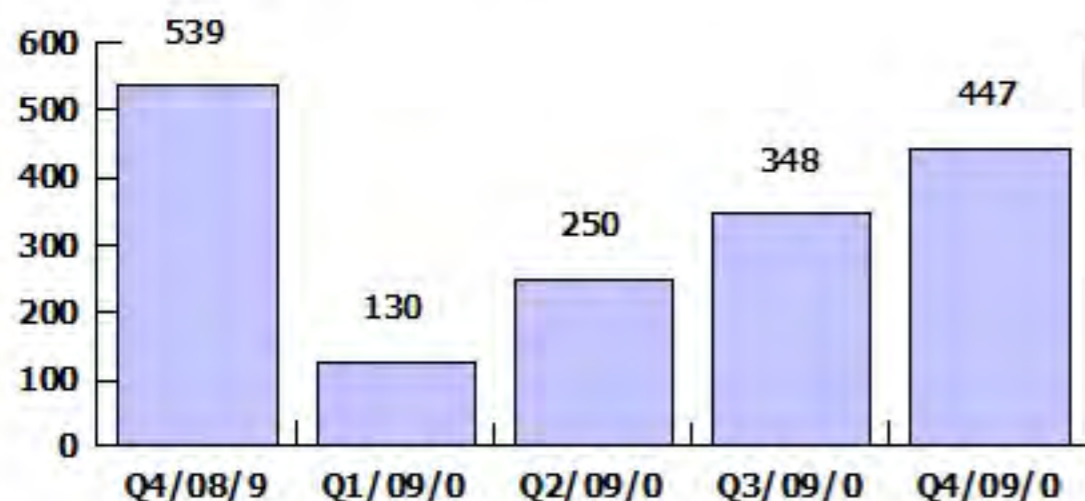
NI191 Residual household waste per household

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?
Q4/09/0	548	447	✓
Q3/09/0	411	348	✓
Q2/09/0	274	250	✓
Q1/09/0	137	130	✓
Q4/08/9	554	539	✓

Annual Target: 2009/10 - 548 kg
2008/09 - 554 kg

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 4 2009/10) The significant reduction in residual household waste reflects the implementation of the revised Waste and Recycling Service in September 2009. The removal of food waste from the waste stream has had a positive impact on the residual waste stream. It should be noted that the data provided remains subject to verification by Essex County Council and may therefore change.

Corrective action proposed (if required):

(Quarter 4 2009/10) Target met for year. No corrective action required but actions will continue to drive home the recycling message and ensure that residual waste stream remains at a low level.

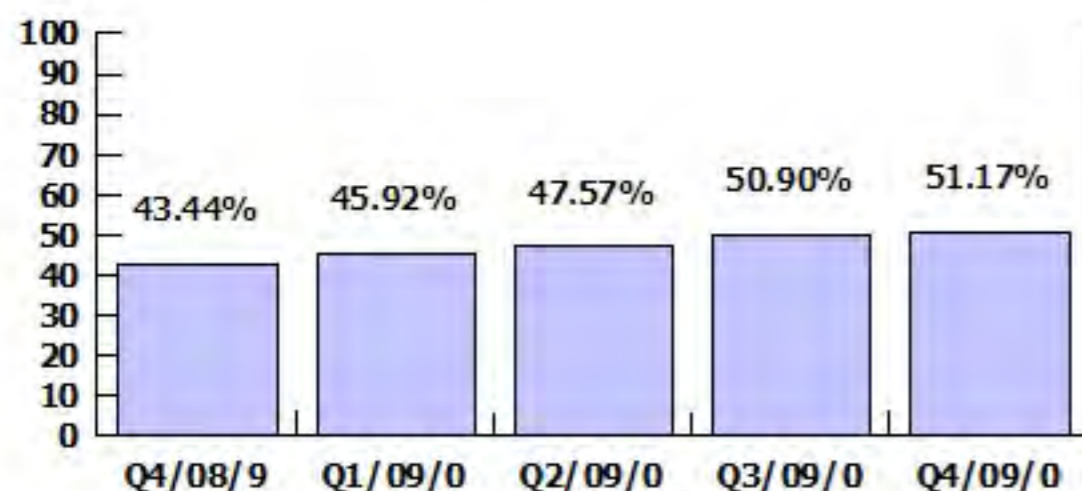
NI192 Percentage of household waste sent for re-use, recycling and composting

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



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



Yes

Comment on current performance:

(Quarter 4 2009/10) This ongoing increase in performance against this indicator reflects the implementation of the new Waste and Recycling Service in September 2009, which offers a weekly collection of food waste. The proposed target for 2010/11 of 58% will be a challenging one and will require a continuing programme of education and information alongside making sure that that recycling facilities provided within communal buildings are being properly used. It should be noted that the data provided remains subject to verification by Essex County Council and may therefore change.

Corrective action proposed (if required):

(Quarter 4 2009/10) Target met for year. See comments above on seeking further improvements on recycling performance

Current and previous quarters

Quarter	Target	Actual	Target Met?
Q4/09/0	42.00%	51.17%	✓
Q3/09/0	42.00%	50.90%	✓
Q2/09/0	42.00%	47.57%	✓
Q1/09/0	42.00%	45.92%	✓
Q4/08/9	40.00%	43.44%	✓

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

Direction of improving performance:



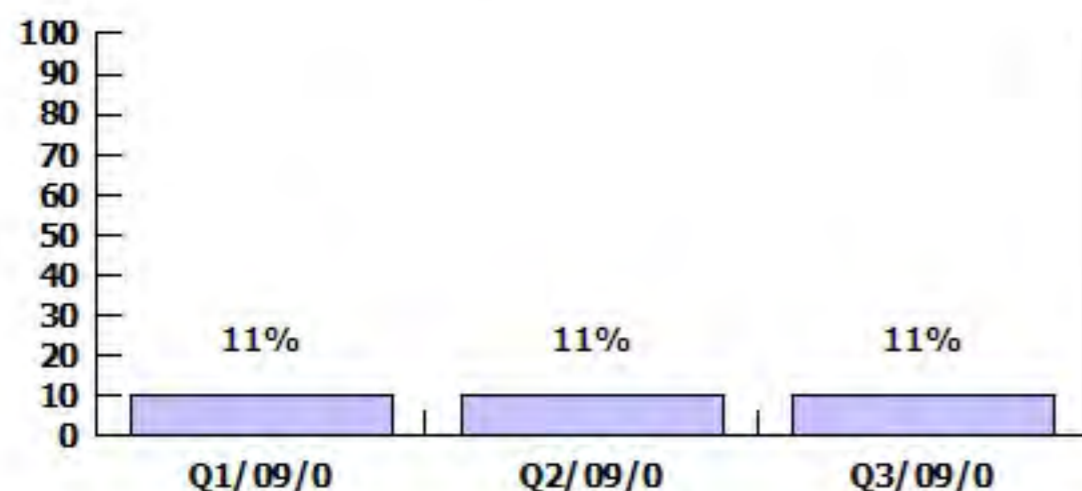
NI195 (a) Improved street and environmental cleanliness (Litter)

Responsible officer: John Gilbert

Additional Information:

This indicator seeks to reduce unacceptable levels of litter. Performance is based on surveys of prescribed sites carried out over three four-month periods (April-July, Aug-Nov, Dec-March) each year, % 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?
Q3/09/0	10%	11%	X
Q2/09/0	10%	11%	X
Q1/09/0	10%	11%	X

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



No

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

Direction of improving performance:



Comment on current performance:

(Period 3 2009/10) 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 December 2009 to March 2010 period.

Corrective action proposed (if required):

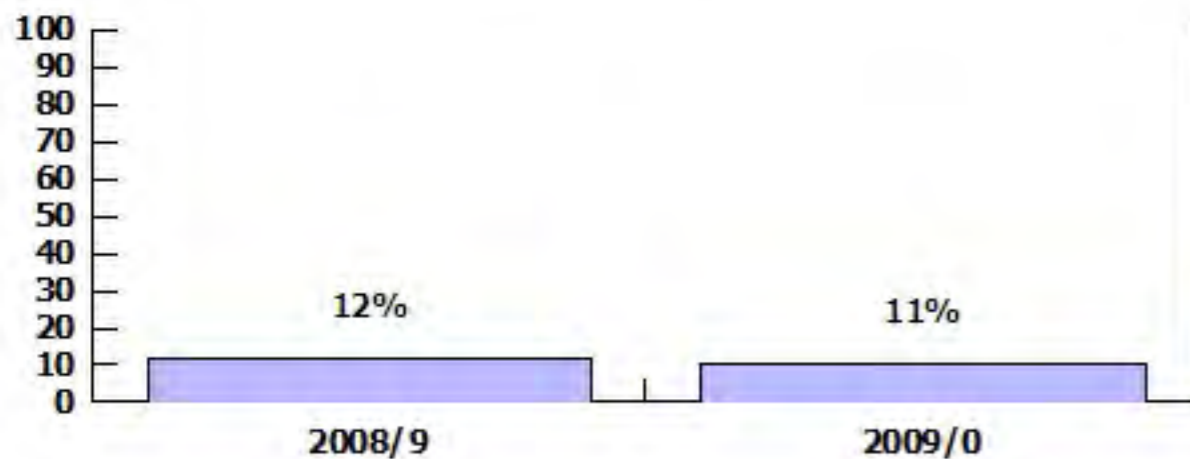
(Period 3 2009/10) Although performance for the final four-month period of the year was better than the target at 9%, the average outcome for the entire twelve month period at 11.3% was not. This shows progress, but also means that greater emphasis on meeting standards will be required to maintain that performance and meet the target of 10% for 2010/11.

NI195 (a) Improved street and environmental cleanliness (levels of litter) (Annual)

Responsible officer:

Additional Information:

Current and previous years



Current and previous years

Year	Target	Actual	Target Met?
2009/0	10%	11%	X
2008/9	11%	12%	X

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



No

Annual Target: 2009/10: 10%

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 December 2009 to March 2010 period.

Corrective action proposed (if required):

Although the year end target for 2009/10 has been achieved in the final monitoring period, for the entire 12 month period it was not. This shows encouraging progress but also means that greater emphasis on meeting standards will be required to maintain that performance and meet the target of 10% for 2010/11.

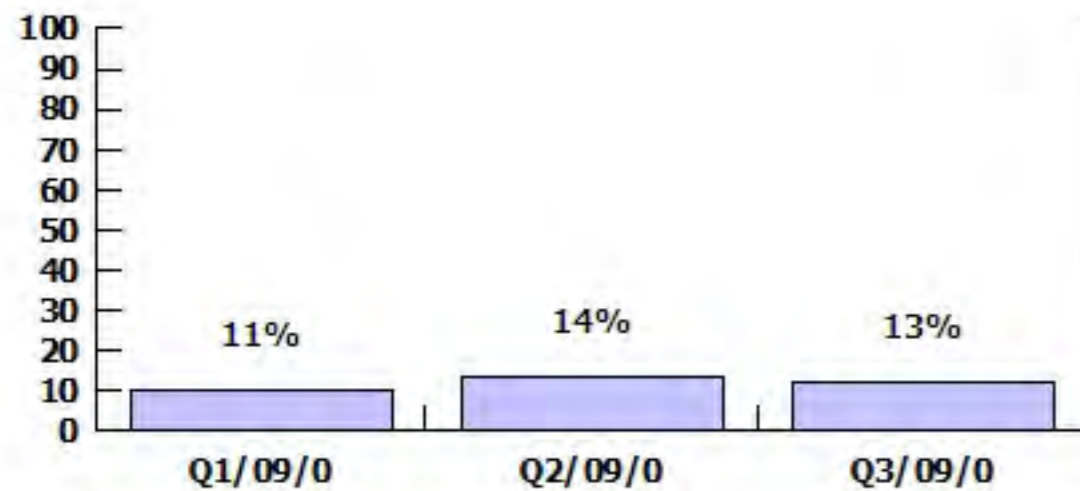
NI195 (b) Improved street and environmental cleanliness (Detritus)

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, Aug-Nov, Dec-Mar) 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?
Q3/09/0	13%	13%	✓
Q2/09/0	13%	14%	✗
Q1/09/0	13%	11%	✓

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



Yes

Annual Target: 2009/10 - 13%
2008/09 - 15%

Direction of improving performance:



Comment on current performance:

(Period 3 2009/10) This indicator is required to be completed on a four-monthly basis, and does not therefore reflect quarterly monitoring arrangements. Current reported performance is for the December 2009 to March 2010 period. It is disappointing to see a fallback in standards during the final monitoring period, although this has been significantly influenced by the severe weather over the Christmas and New Year periods. The level of detritus is influenced greatly by the condition of the highway and the levels of disrepair and highway damage have added to levels of detritus.

Corrective action proposed (if required):

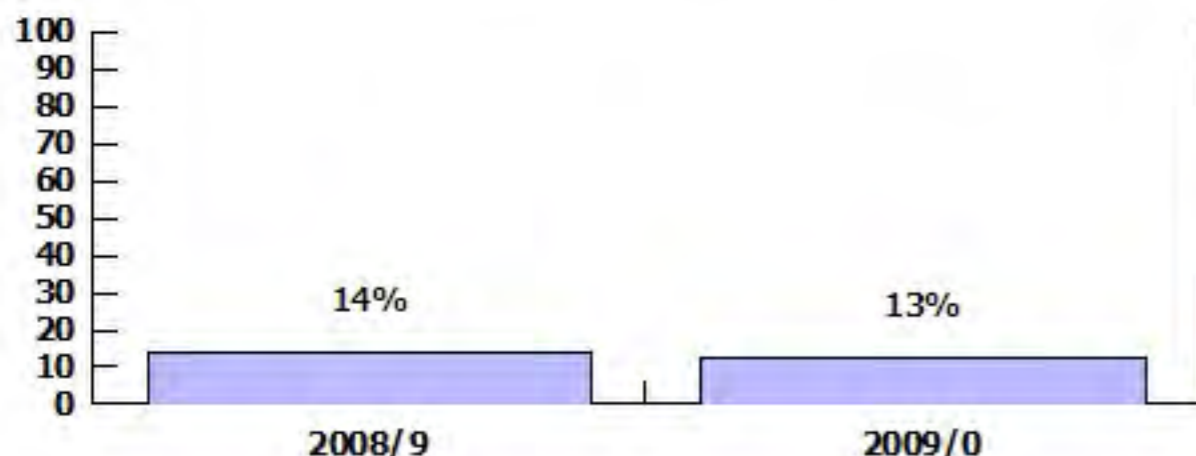
(Period 3 2009/10) Although the final monitoring period has failed to meet the target at 17%, the overall position for the year is 13% which does meet the target. However, it is essential that steps are taken, working with Essex County Council, to improve the state of the local highway network and for the Council's contractors, as part of street cleansing duties, to pay more attention to the cleansing of highway channels and around street furniture.

NI195 (b) Improved street and environmental cleanliness (levels of detritus) (Annual)

Responsible officer:

Additional Information:

Current and previous years



Current and previous years

Year	Target	Actual	Target Met?
2009/0	13%	13%	✓
2008/9	15%	14%	✓

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



Annual Target: 2009/10: 13%

2008/09: 15%

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. Current reported performance is for the December 2009 to March 2010 period. It is disappointing to see a fallback in standards during the final monitoring period, although this has been significantly influenced by the severe weather over the Christmas and New Year periods. The level of detritus is influenced greatly by the condition of the highway and the levels of disrepair and highway damage have added to levels of detritus.

Corrective action proposed (if required):

Although the final monitoring period has failed to meet the target, the overall position for the year is 13% which does meet the target. However, it is essential that steps are taken, working with ECC, to improve the state of the local highway network and for the Council's contractors, as part of street cleansing duties, to pay more attention to the cleansing of highway channels and around street furniture.

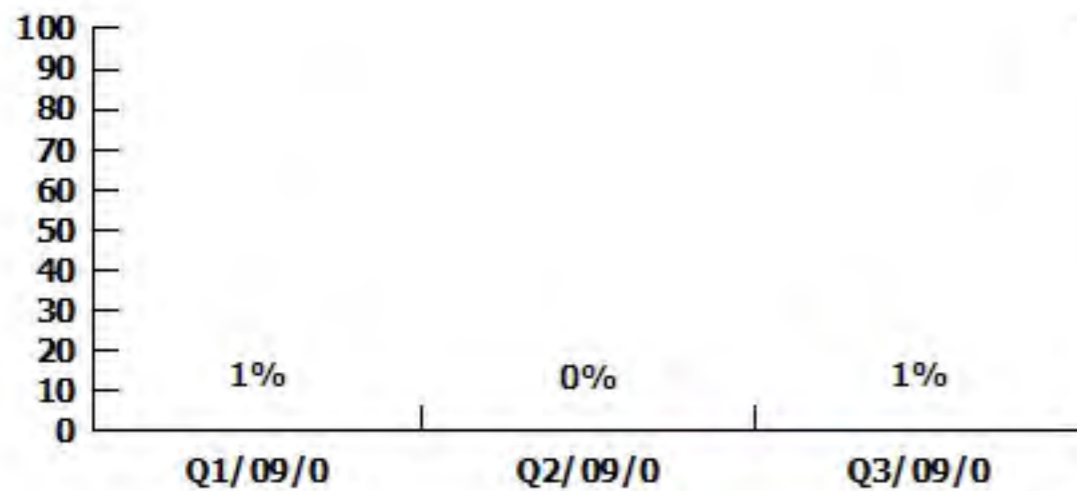
NI195 (c) Improved street and environmental cleanliness (Graffiti)

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 4 month periods (April-July, Aug-Nov, Dec-March) each year, & represents the percentage of relevant land with deposits of graffiti below an acceptable level.

Current and previous quarters



Current and previous quarters

Quarter	Target	Actual	Target Met?
Q3/09/0	0%	1%	X
Q2/09/0	0%	0%	✓
Q1/09/0	0%	1%	X

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



No

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

Direction of improving performance:



Comment on current performance:

(Period 3 2009/10) This indicator is required to be completed on a four-monthly basis, and does not therefore reflect quarterly monitoring arrangements. Current reported performance is for the December 2009 to March 2010 period. Performance against this indicator for the final monitoring period is slightly disappointing (at 1%) and perhaps surprising given that reports of graffiti have been very low.

Corrective action proposed (if required):

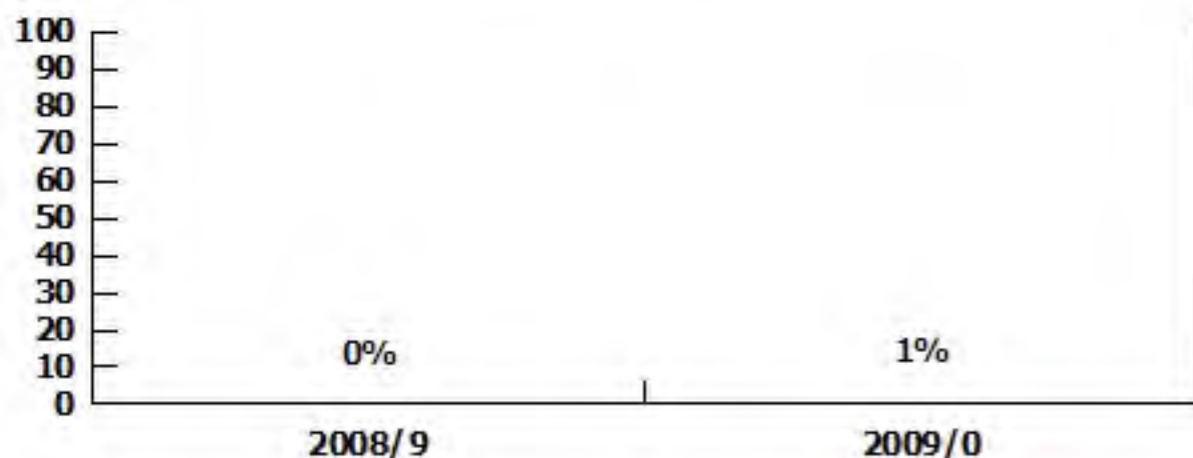
(Period 3 2009/10) The target of 0.25% is a very challenging one, amounting to virtually no graffiti. It may be preferable to increase the target to say 1% to reflect current circumstances and to prevent the situation of almost certain failure to meet the target.

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

Responsible officer:

Additional Information:

Current and previous years



Current and previous years

Year	Target	Actual	Target Met?
2009/0	0%	1%	X
2008/9	5%	0%	✓

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



No

Annual Target: 2009/10: 0.25%

2008/09: 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. Current reported performance is for the December 2009 to March 2010 period. Performance against this indicator for the final monitoring period is slightly disappointing and surprising given that reports of graffiti have been very low.

Corrective action proposed (if required):

The target of 0.25% is a very challenging one, amounting to virtually no graffiti. The target for 2010/11 remains at the same level and further steps will have to be taken to inspect for graffiti and not rely just upon it being reported, since as stated, above reports are very low.

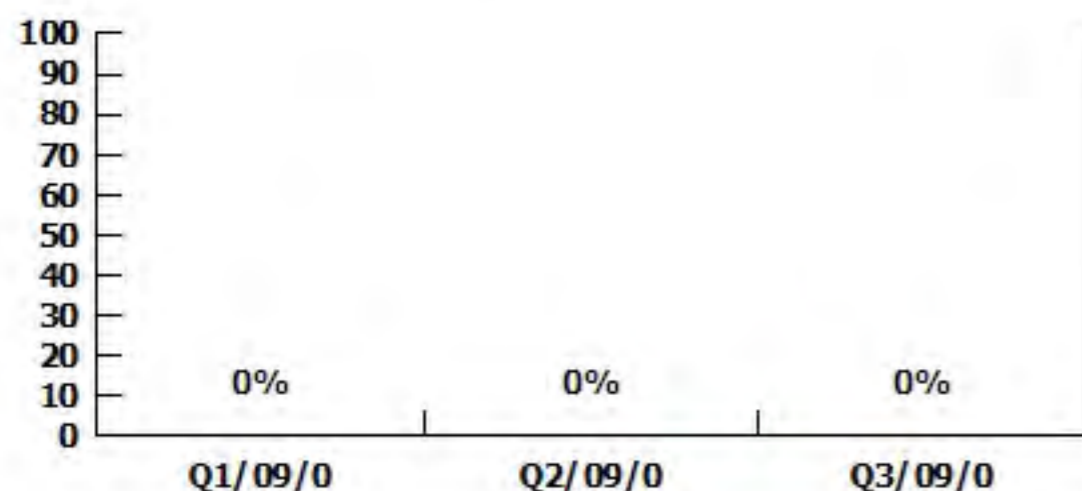
NI195 (d) Improved street and environmental cleanliness (Fly-Posting)

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, Aug-Nov, Dec-Mar) 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?
Q3/09/0	0%	0%	✓
Q2/09/0	0%	0%	✓
Q1/09/0	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:

(Period 3 2009/10) This indicator is required to be completed on a four-monthly basis, and does not therefore reflect quarterly monitoring arrangements. Current reported performance is for the December 2009 to March 2010 period. The outturn for the final monitoring period of the year is disappointing at 1% and the annual average at 0.33% also misses the target. However, a target of 0% i.e. no flyposting will always be a challenging one.

Corrective action proposed (if required):

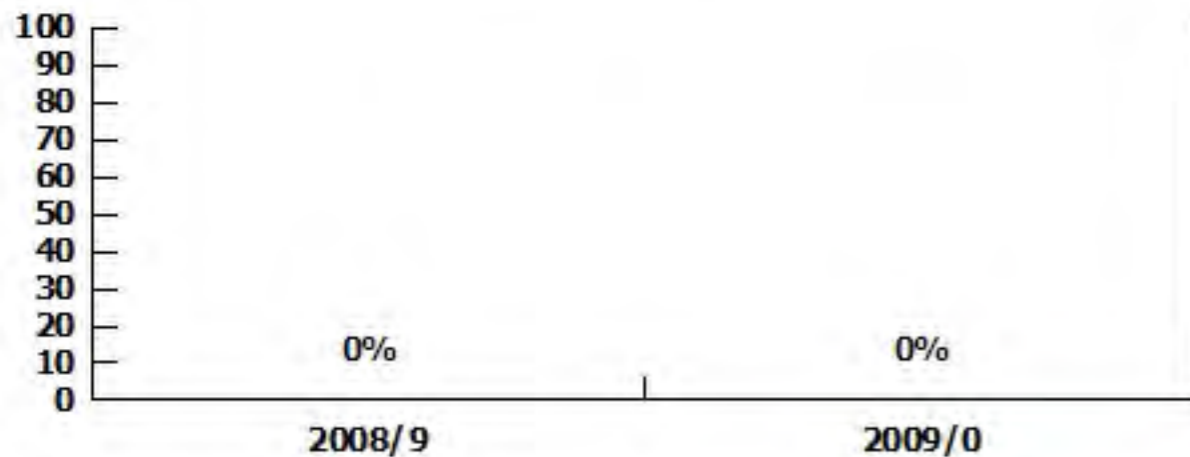
(Period 3 2009/10) As with graffiti, additional efforts will have to be made to seek out incidents of flyposting and dealing with them rather than perhaps relying upon incidents to be reported. Having said that it is suggested that the target be revised upwards to 1% to avoid the position of failure arising from the presence of minimal fly-posting

NI195 (d) Improved street and environmental cleanliness (levels of fly posting) (Annual)

Responsible officer:

Additional Information:

Current and previous years



Current and previous years

Year	Target	Actual	Target Met?
2009/0	0%	0%	✓
2008/9	5%	0%	✓

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



Yes

Annual Target: 2009/10: 0%

2008/09: 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. Current reported performance is for the August to November 2009 period. The outturn for the final monitoring period of the year is disappointing but a target of 0% i.e. no flyposting will always be a challenging one.

Corrective action proposed (if required):

Given the importance to residents of fly-posting, the target of 0% for 2010/11 has been retained. As with graffiti, additional efforts will have to be made to seek out incidents of flyposting and dealing with them rather than perhaps relying upon incidents to be reported.

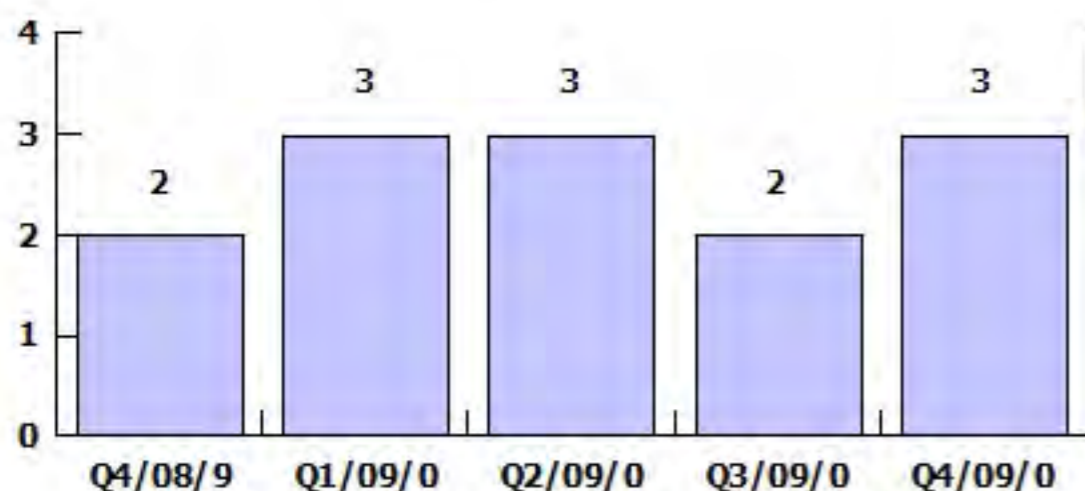
NI196 Improved street and environmental cleanliness (Fly-Tipping)

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



Current and previous quarters

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

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



No

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

Direction of improving performance:



Comment on current performance:

(Quarter 4 2009/10) This indicator has been completely reassessed to ensure that the data required to report it is collected and presented correctly. This reassessment has shown that the data was not being properly handled and this has resulted in a drop in reported performance. Whilst disappointing, the data does now provide an accurate baseline position from which to go forwards.

Corrective action proposed (if required):

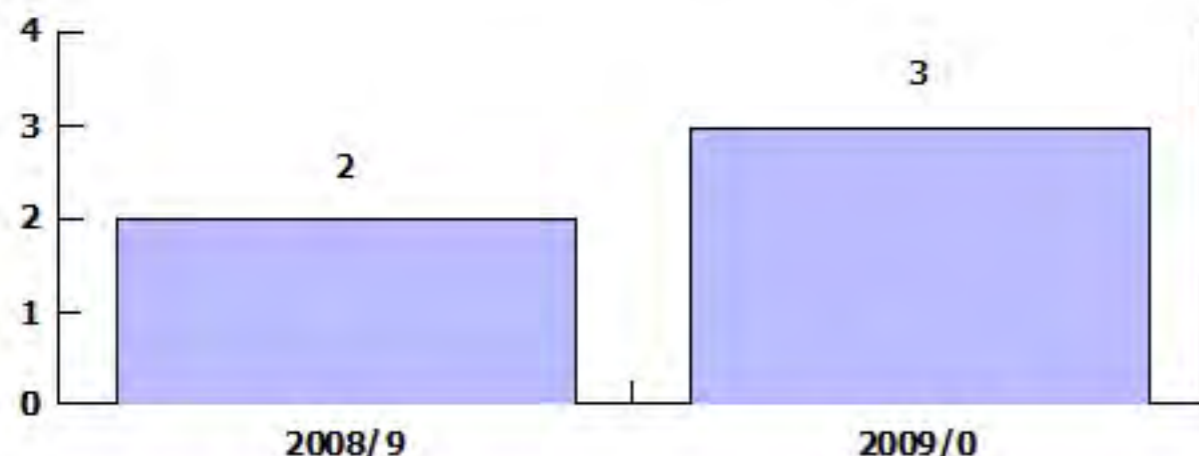
(Quarter 4 2009/10) Now that the baseline position has been accurately determined, the new Neighbourhoods Enforcement Team can start to use its investigative and enforcement powers to deal with fly-tipping and discourage fly-tipping within the district. The target for 2010/11 is to achieve and maintain grade 2.

NI196 Improved street and environmental cleanliness - fly tipping (Annual))

Responsible officer:

Additional Information:

Current and previous years



Current and previous years

Year	Target	Actual	Target Met?
2009/0	2	3	X
2008/9	2	2	✓

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

Annual Target: 2009/10:

2008/09:

Direction of improving performance:



Comment on current performance:

This indicator has been completely reassessed to ensure that the data required to report it is collected and presented correctly. This reassessment has shown that the data was not being properly handled and this has resulted in a drop in reported performance. Whilst disappointing, the data does now provide an accurate baseline position from which to go forwards.

Corrective action proposed (if required):

Now that the baseline position has been accurately determined, the new Neighbourhoods Enforcement Team can start to use its investigative and enforcement powers to deal with fly-tipping and discourage fly-tipping within the district. The target for 2010/11 is to achieve and maintain grade 2.

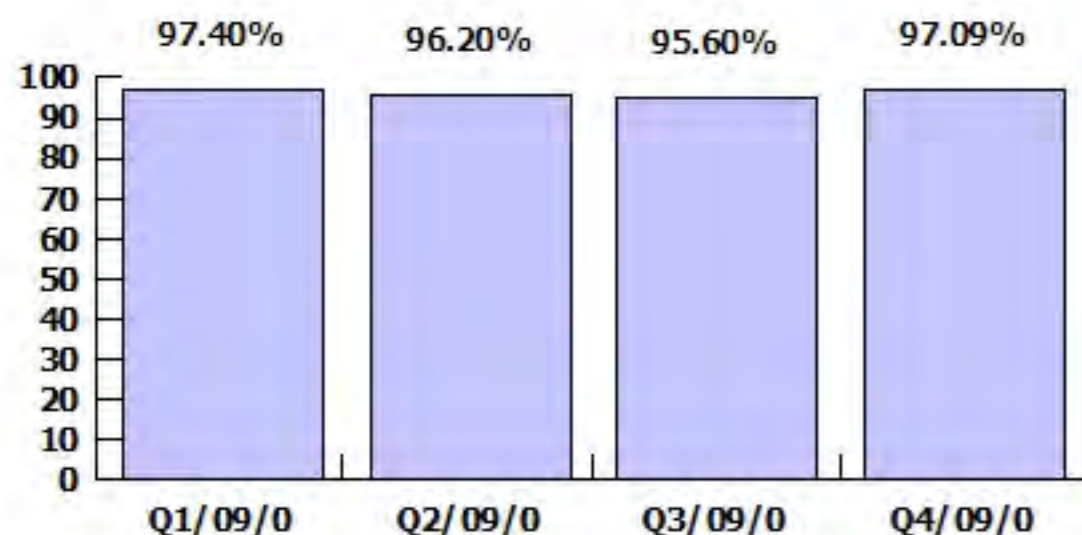
LPI 51 Environment and Neighbourhoods Team - Service Standards

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?
Q4/09/0	90.00%	97.09%	✓
Q3/09/0	90.00%	95.60%	✓
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 4 2009/10) This indicator was adopted with effect from April 2009, and no historical performance information is therefore available. Performance has exceeded the target of 90% throughout the year.

Corrective action proposed (if required):

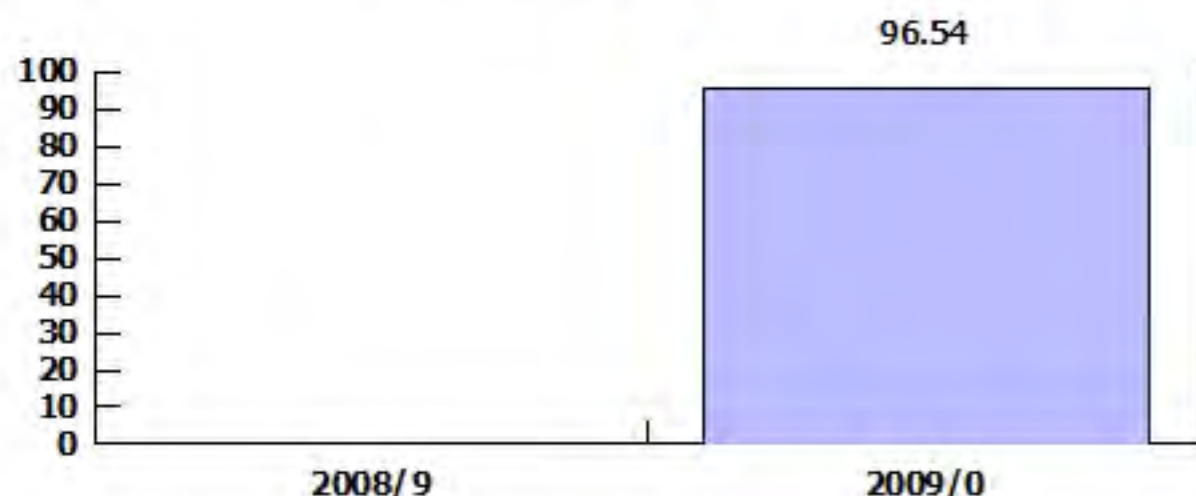
(Quarter 4 2009/10) Target met for year. No corrective action required.

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

Responsible officer:

Additional Information:

Current and previous years



Current and previous years

Year	Target	Actual	Target Met?
2009/0	90.00	96.54	✓
2008/9			

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



Yes

Annual Target: 2009/10:

2008/09:

Direction of improving performance:



Comment on current performance:

This indicator was adopted with effect from April 2009, and no historical performance information is therefore available. Throughout the year the performance has exceeded the target of 90%

Corrective action proposed (if required):

No corrective action required.

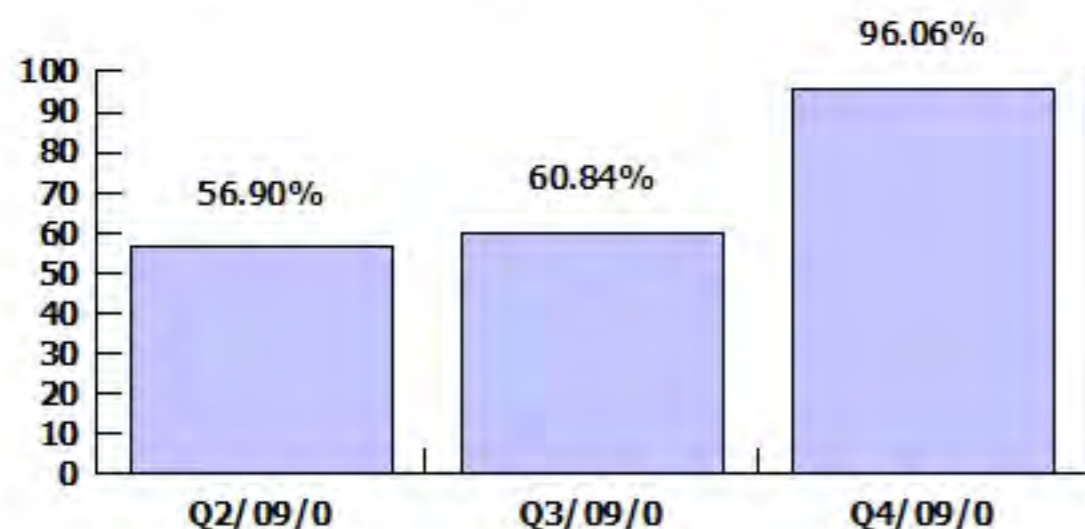
LPI 52 (a) Implementation of formal containerised recycling facilities in flats and communal buildings (Percentage of flats and communal buildings surveyed)

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?
Q4/09/0	75.00%	96.06%	✓
Q3/09/0	50.00%	60.84%	✓
Q2/09/0	25.00%	56.90%	✓

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

Yes

Annual Target: 2009/10 - 75.00%
2008/09 - N/A

Direction of improving performance:



Comment on current performance:

(Quarter 4 2009/10) Excellent progress has been made in providing facilities to nearly all communal buildings where it is technically feasible and consent has been forthcoming

Corrective action proposed (if required):

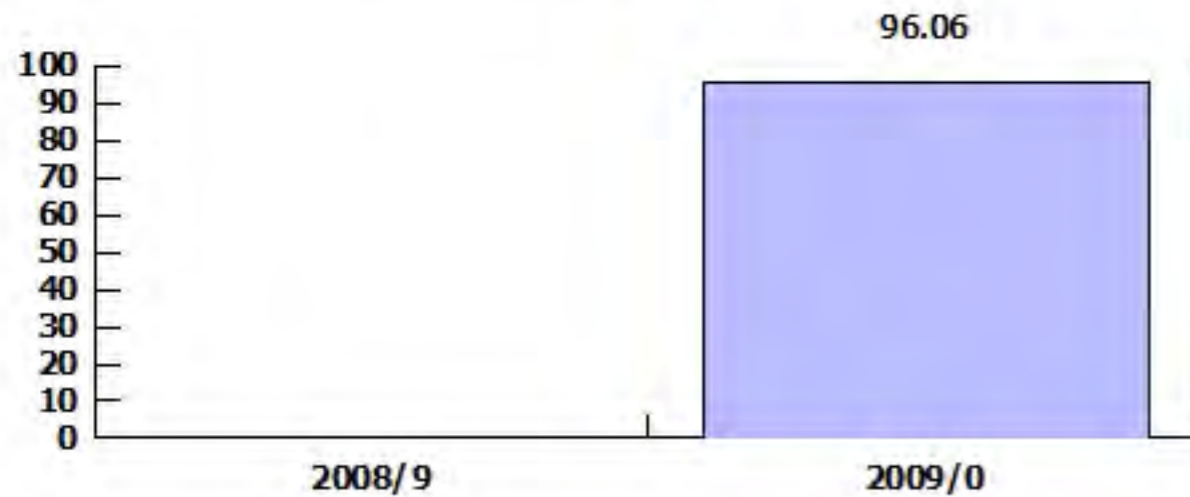
(Quarter 4 2009/10) Target met for year No corrective action currently required

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

Responsible officer:

Additional Information:

Current and previous years



Current and previous years

Year	Target	Actual	Target Met?
2009/0	75.00	96.06	✓
2008/9			

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

Comment on current performance:

Excellent progress made in providing facilities to nearly all of the communal buildings where it is technically feasible and consent has been forthcoming

Annual Target: 2009/10: 75.00%

2008/09: N/A

Direction of improving performance:



Corrective action proposed (if required):

No corrective action currently required.

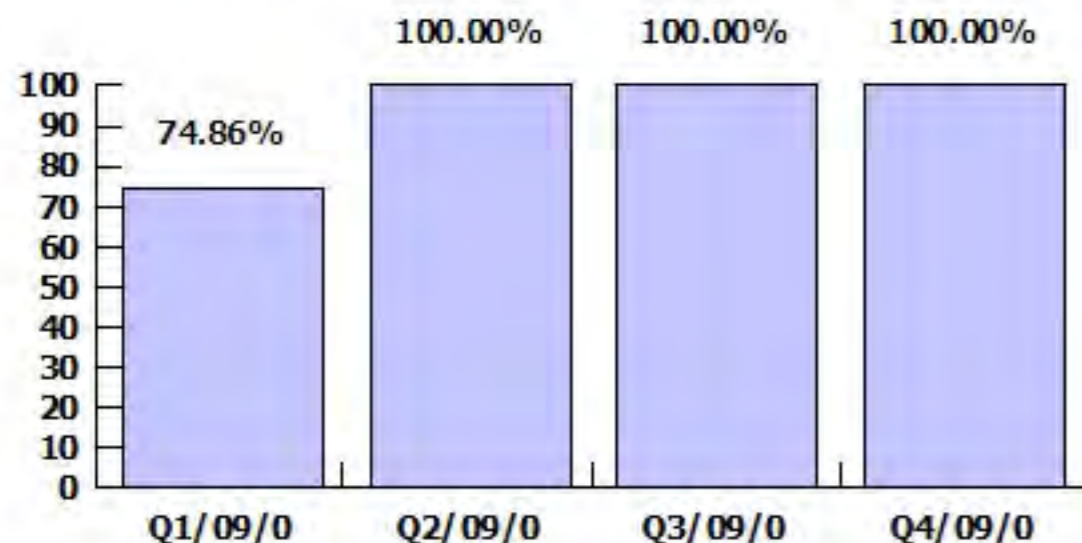
LPI 52 (b) Implementation of formal containerised recycling facilities in flats and communal buildings (Percentage of schemes implemented)

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?
Q4/09/0	85.00%	100.00%	✓
Q3/09/0	63.75%	100.00%	✓
Q2/09/0	42.50%	100.00%	✓
Q1/09/0	21.25%	74.86%	✓

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

Yes

Annual Target: 2009/10 - 85.00%
2008/09 - N/A

Direction of improving performance:



Comment on current performance:

(Quarter 4 2009/10) All flats etc where facilities can be provided and where consent has been given, have been provided with recycling facilities

Corrective action proposed (if required):

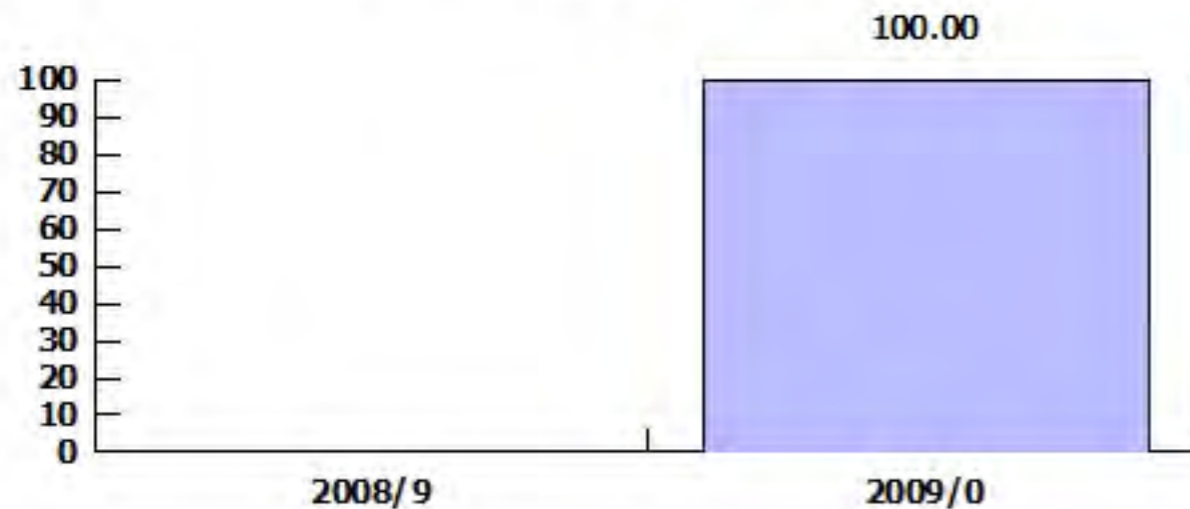
(Quarter 4 2009/10) Target met for year. No corrective action currently required.

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

Responsible officer:

Additional Information:

Current and previous years



Current and previous years

Year	Target	Actual	Target Met?
2009/0	85.00	100.00	✓
2008/9			

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

Comment on current performance:

Current performance against this indicator reflects solid progress in implementing systems in flats and communal buildings which have been assessed, and where consent has been given.

Annual Target: 2009/10: 85.00%

2008/09: N/A

Direction of improving performance:



Corrective action proposed (if required):

No corrective action currently proposed.



2009 / 10 Key Performance Indicators

Housing

<u>NI</u>	<u>LPI</u>
155	004
156	005
158	007
160	008
	009
	010

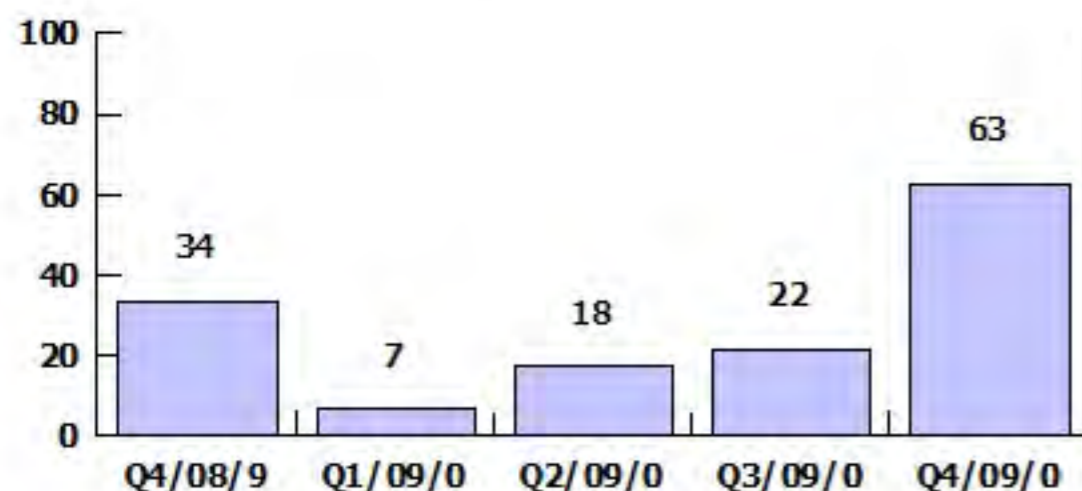
NI155 The number of affordable homes delivered (gross)

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



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



Yes

Comment on current performance:

(Quarter 4 2009/10) The target has been exceeded for 2009/10. It should also be noted that a further 403 new affordable homes have planning permission and are expected to be completed over the next three years (an average of 134 per annum), many of which are already on site.

Corrective action proposed (if required):

(Quarter 4 2009/10) Director of Housing to report.

Current and previous quarters

Quarter	Target	Actual	Target Met?
Q4/09/0	57	63	✓
Q3/09/0	42	22	✗
Q2/09/0	28	18	✗
Q1/09/0	14	7	✗
Q4/08/9	66	34	✗

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

Direction of improving performance:



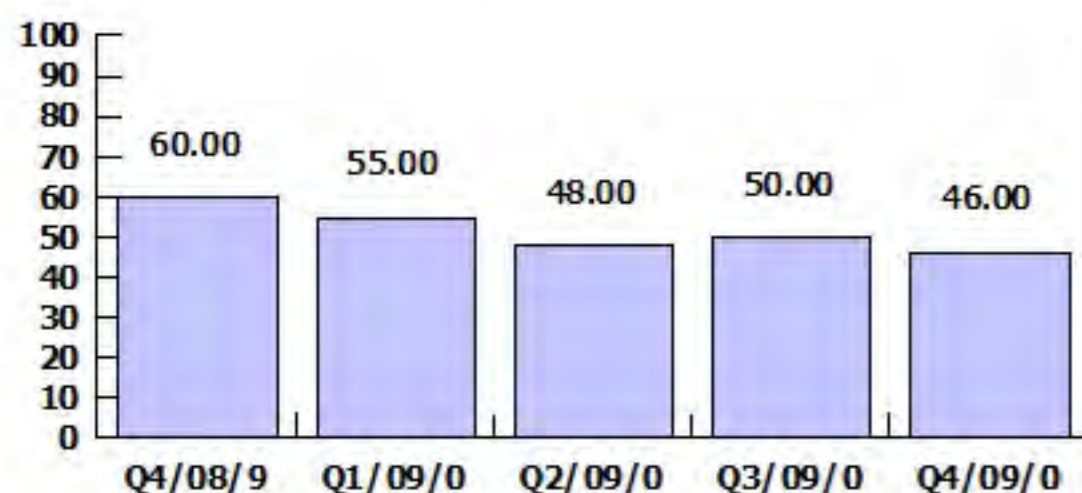
NI156 The number of households living in temporary accommodation

Responsible officer: Alan Hall

Additional Information:

This indicator monitors progress towards reducing the number of households in temporary accommodation provided under homelessness legislation. Annual performance is judged on the return for quarter 4.

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 4 2009/10) The performance target for this indicator for 2009/10 has been achieved.

Corrective action proposed (if required):

(Quarter 4 2009/10) Target met for the year. No corrective action proposed.

Current and previous quarters

Quarter	Target	Actual	Target Met?
Q4/09/0	100.00	46.00	✓
Q3/09/0	100.00	50.00	✓
Q2/09/0	100.00	48.00	✓
Q1/09/0	100.00	55.00	✓
Q4/08/9	104.00	60.00	✓

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

Direction of improving performance:

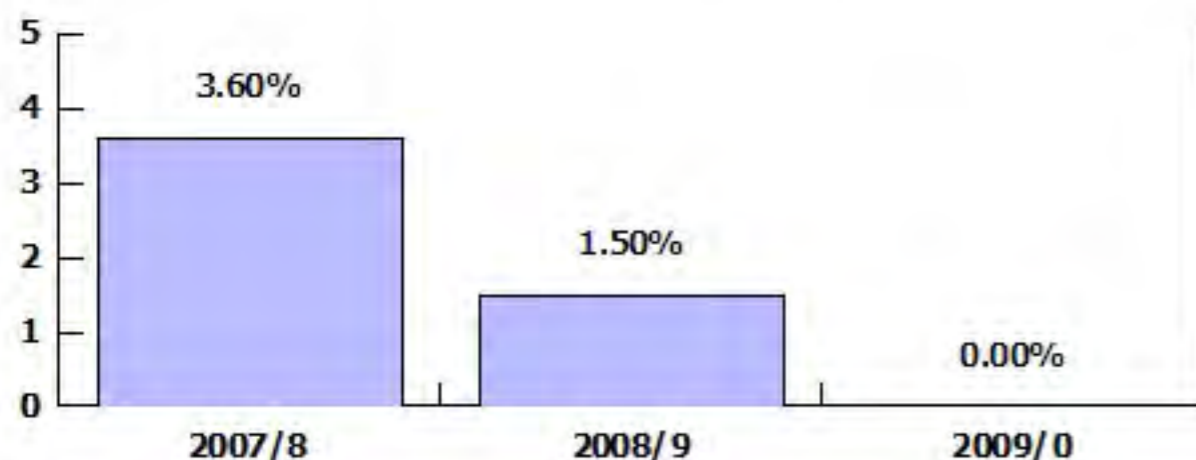


NI158 Percentage of non-decent council homes

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%	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?



Yes

Comment on current performance:

(Quarter 4 2009/10) The performance target for this indicator for 2009/10 has been achieved.

Annual Target: 2009/10: 0.00%

2008/09: 1.50%

Direction of improving performance:



Corrective action proposed (if required):

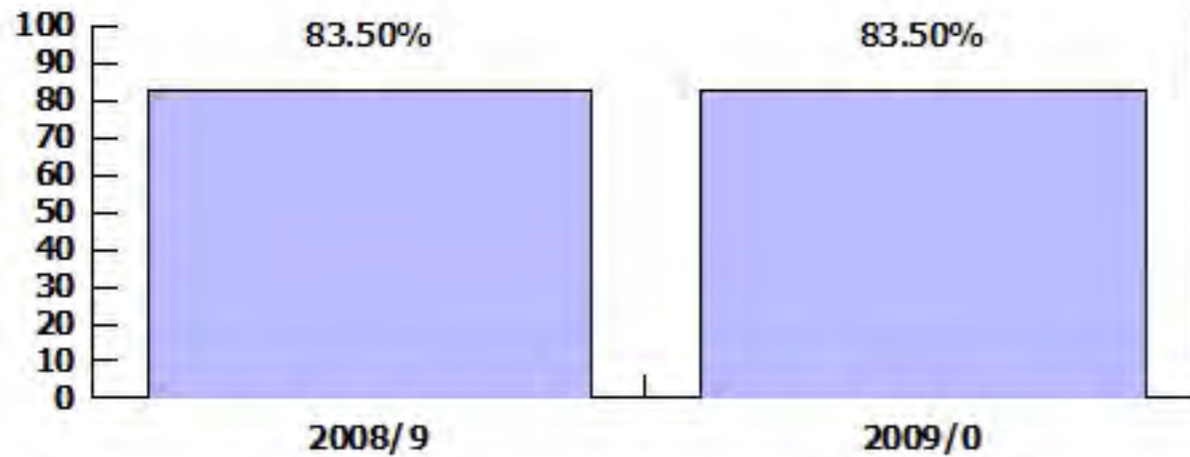
(Quarter 4 2009/10) Target met for the year. No corrective action proposed.

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		83.50%	
2008/9	85.00%	83.50%	x

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



No

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):

No corrective action currently proposed. The Tenant Satisfaction Survey is not required to be undertaken for 2009/10.

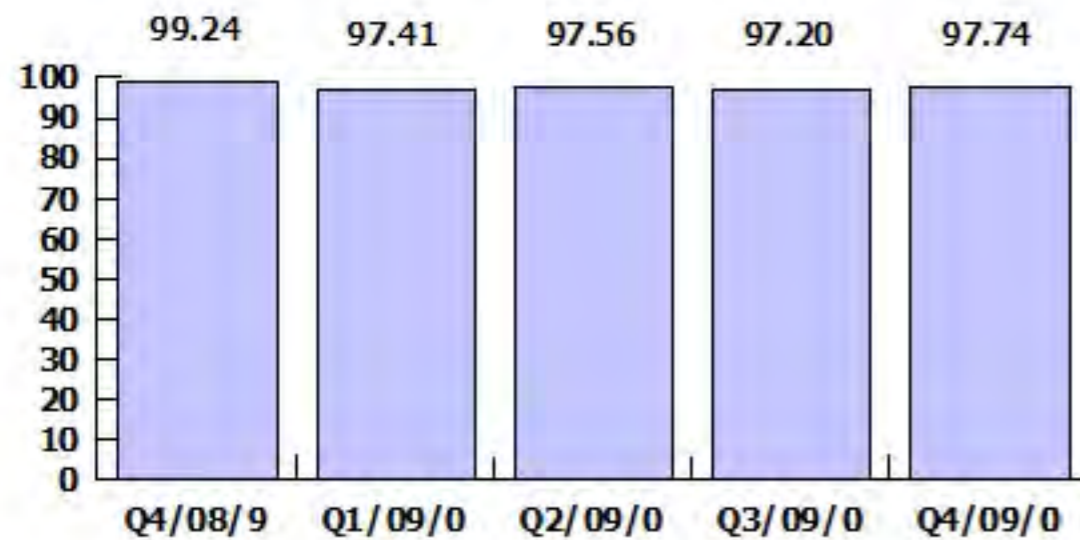
LPI 04 Rent collected as a proportion of rents owed on Housing Revenue Account dwellings

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



Current and previous quarters

Quarter	Target	Actual	Target Met?
Q4/09/0	98.80	97.74	X
Q3/09/0	98.80	97.20	X
Q2/09/0	98.80	97.56	X
Q1/09/0	98.80	97.41	X
Q4/08/9	98.81	99.24	✓

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

Direction of
improving
performance:



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



No

Comment on current performance:

(Quarter 4 2009/10) Performance against this indicator is slightly below target, due to the ending of tolerated trespassers, whose arrears are now included in the figures. In addition, the courts are in some cases more lenient in respect of rent arrears, due to the current financial climate.

Corrective action proposed (if required):

(Quarter 4 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 for this indicator.

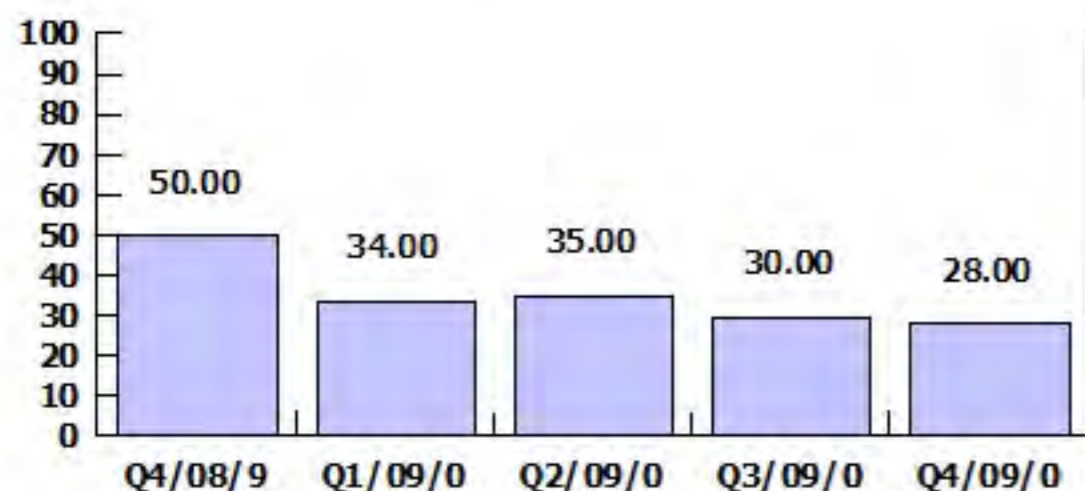
LPI 05 The average number of days taken to re-let Council dwellings

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



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

Yes

Comment on current performance:

(Quarter 4 2009/10) The performance target for this indicator for 2009/10 has been achieved.

Corrective action proposed (if required):

(Quarter 4 2009/10) Target met for the year. No corrective action proposed.

Current and previous quarters

Quarter	Target	Actual	Target Met?
Q4/09/0	40.00	28.00	✓
Q3/09/0	40.00	30.00	✓
Q2/09/0	40.00	35.00	✓
Q1/09/0	40.00	34.00	✓
Q4/08/9	49.00	50.00	✗

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

Direction of improving performance:



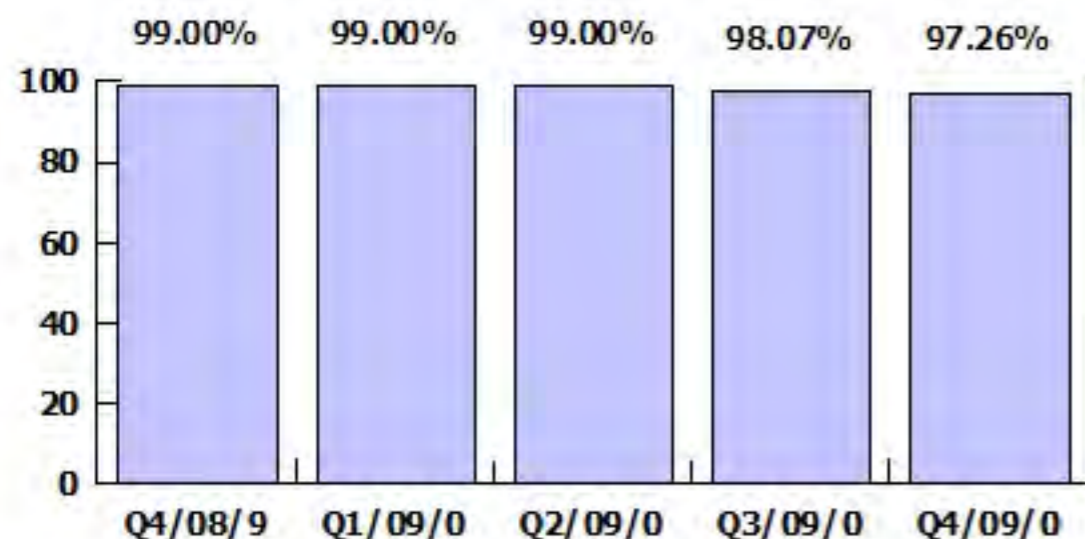
LPI 07 Emergency repairs undertaken within target time

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?
Q4/09/0	99.00%	97.26%	X
Q3/09/0	99.00%	98.07%	X
Q2/09/0	99.00%	99.00%	✓
Q1/09/0	99.00%	99.00%	✓
Q4/08/9	99.00%	99.00%	✓

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

Direction of improving performance:



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



No

Comment on current performance:

(Quarter 4 2009/10) The performance target for this indicator for 2009/10 has been achieved.

Corrective action proposed (if required):

(Quarter 4 2009/10) A Repairs Refresh Programme is in progress but has only been partially implemented. A number of other actions are still in progress, including the appointment of a private Repairs Management Contractor.

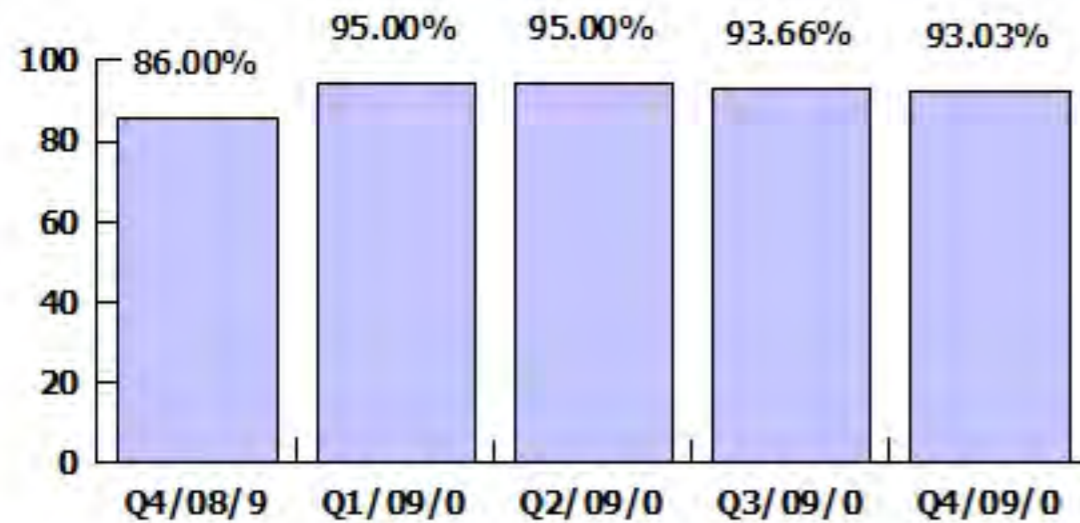
LPI 08 Urgent repairs undertaken within target time

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?
Q4/09/0	95.00%	93.03%	✗
Q3/09/0	95.00%	93.66%	✗
Q2/09/0	95.00%	95.00%	✓
Q1/09/0	95.00%	95.00%	✓
Q4/08/9	95.00%	86.00%	✗

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

Direction of improving performance:



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



No

Comment on current performance:

(Quarter 4 2009/10) Although the target for the year has not been achieved, performance against this indicator has significantly improved compared with 2008/09.

Corrective action proposed (if required):

(Quarter 4 2009/10) A Repairs Refresh programme is in progress but has only been partly implemented. A number of other actions are still in progress including the appointment of a private Repairs Management Contractor.

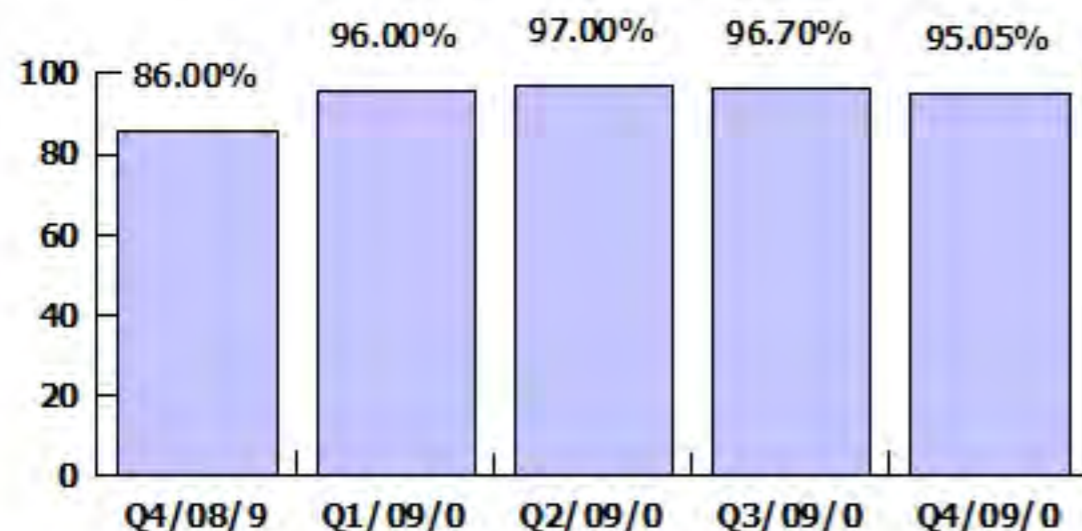
LPI 09 Routine repairs undertaken within target time

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



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



Yes

Comment on current performance:

(Quarter 4 2009/10) The performance target for this indicator for 2009/10 has been achieved.

Corrective action proposed (if required):

(Quarter 4 2009/10) Target met for the year. No corrective action proposed.

Current and previous quarters

Quarter	Target	Actual	Target Met?
Q4/09/0	90.00%	95.05%	✓
Q3/09/0	90.00%	96.70%	✓
Q2/09/0	90.00%	97.00%	✓
Q1/09/0	90.00%	96.00%	✓
Q4/08/9	95.00%	86.00%	✗

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

Direction of improving performance:



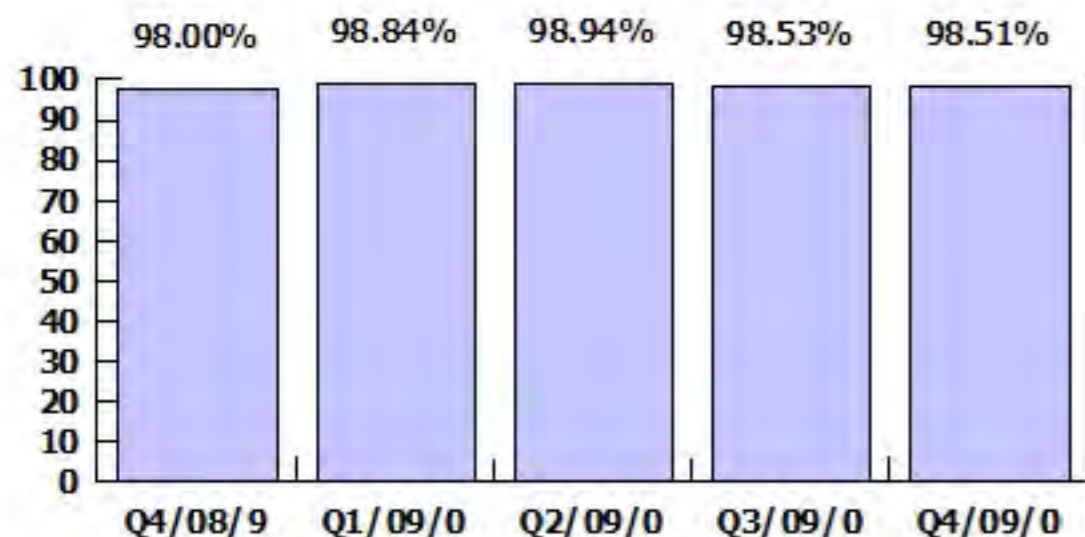
LPI 10 Satisfaction with repairs

Responsible officer: Alan Hall

Additional Information:

This indicator is a measure of housing management performance, as it is incumbent upon the Council as landlord to ensure the upkeep of its dwellings and that repairs are completed on time and to the satisfaction of tenants

Current and previous quarters



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



Yes

Comment on current performance:

(Quarter 4 2009/10) The performance target for this indicator for 2009/10 has been achieved.

Corrective action proposed (if required):

(Quarter 4 2009/10) Target met for the year. No corrective action proposed.

Current and previous quarters

Quarter	Target	Actual	Target Met?
Q4/09/0	98.00%	98.51%	✓
Q3/09/0	98.00%	98.53%	✓
Q2/09/0	98.00%	98.94%	✓
Q1/09/0	98.00%	98.84%	✓
Q4/08/9	98.00%	98.00%	✓

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

Direction of improving performance:





2009 / 10 Key Performance Indicators

Finance & ICT

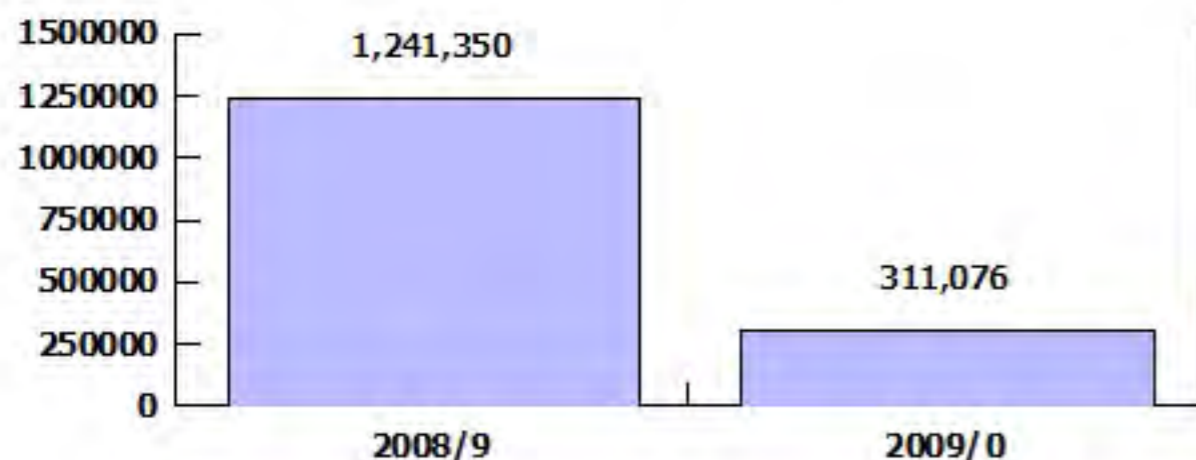
<u>NI</u>	<u>LPI</u>
179	013
180	014
181	015
	016
	017
	023(a)
	053

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	311,076	✓
2008/9		1,241,350	

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



Yes

Comment on current performance:

The target set for this indicator for 2009/10 has been achieved.

Annual Target: 2009/10: £300,000

2008/09: Not set

Direction of improving performance:



Corrective action proposed (if required):

Director of Finance and ICT to report.

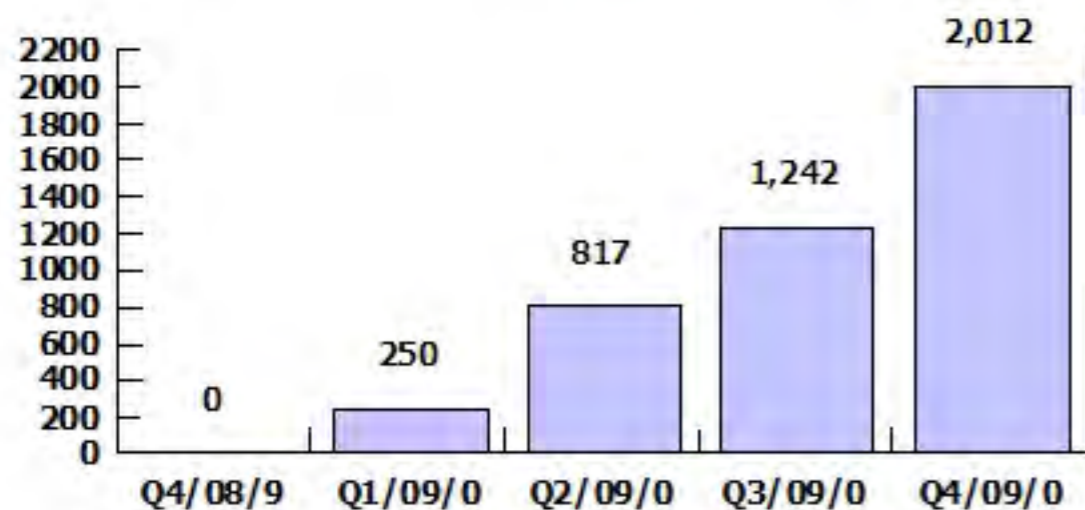
NI180 The number of changes of circumstances which affect customers' Housing/Council Tax Benefit entitlement within the year (per 1,000 caseload)

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?
Q4/09/0	1,000	2,012	✓
Q3/09/0	750	1,242	✓
Q2/09/0	500	817	✓
Q1/09/0	250	250	✗
Q4/08/9	975	0	✗

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

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 4 2009/10) When the target was originally set for this indicator, it was uncertain as to the results that would be produced and it was not originally possible to report on this indicator. It is now clear that the target was set unrealistically low. However, this indicator has now been removed from April 2010.

Corrective action proposed (if required):

(Quarter 4 2009/10) Director of Finance and ICT to report.

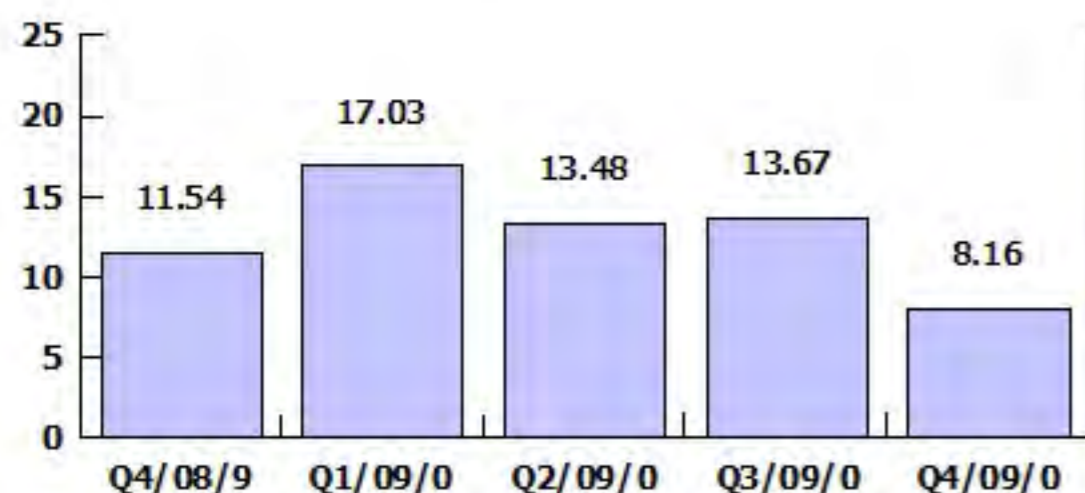
NI181 The time taken to process Housing Benefit/Council Tax Benefit new claims and change events

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?
Q4/09/0	15.00	8.16	✓
Q3/09/0	15.00	13.67	✓
Q2/09/0	15.00	13.48	✓
Q1/09/0	15.00	17.03	✗
Q4/08/9	15.00	11.54	✓

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 4 2009/10) The target has been achieved for the year, although performance was affected by several vacancies throughout the year. With regard to work being received, 77,705 documents requiring processing were received by the Benefits Division. This is in comparison with 72,270 for 2008/09. The caseload has also increased from 8875 in March 2009 to 9249 in March 2010.

Corrective action proposed (if required):

(Quarter 4 2009/10) Recruitment to vacant posts in the Benefits Division has taken place but new vacancies have since arisen. There are several new officers in the Benefits Division, but new staff will always take at least a short period of time before they become fully effective. Additional agency staff have been contracted to help reduce the level of outstanding work and specifically to speed up the processing times for new claims.

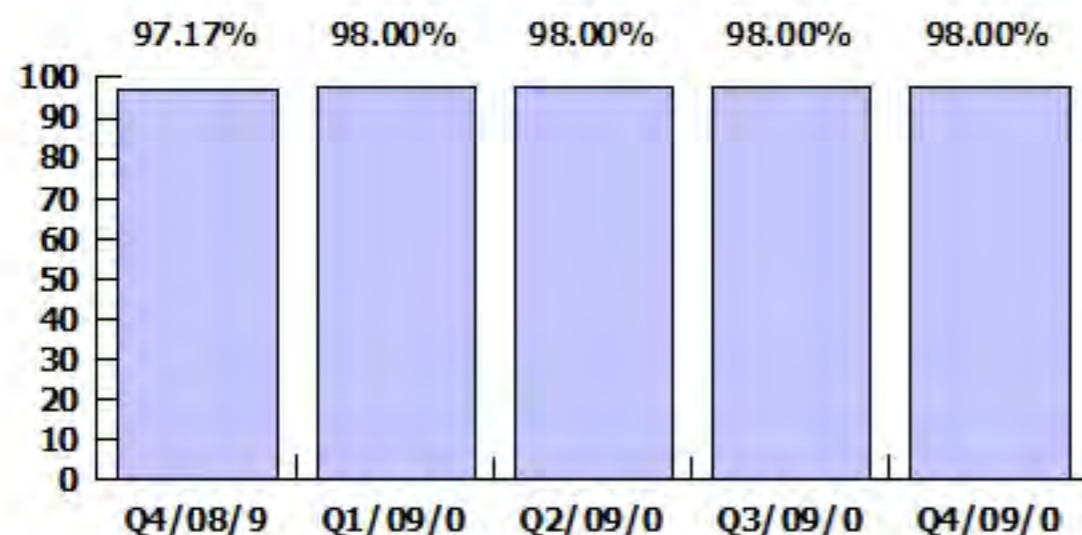
LPI 13 Percentage of invoices paid within 30 days of receipt

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?
Q4/09/0	97.00%	98.00%	✓
Q3/09/0	97.00%	98.00%	✓
Q2/09/0	97.00%	98.00%	✓
Q1/09/0	97.00%	98.00%	✓
Q4/08/9	97.00%	97.17%	✓

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 4 2009/10) Current performance against this indicator remains high and the target was achieved at year-end. The figure for the percentage of local suppliers paid within twenty days for the year ended 31/3/10 is 93%. There has been a slight drop in the local suppliers indicator since the third quarter.

Corrective action proposed (if required):

(Quarter 4 2009/10) The thirty-day target is being met. Some work is being undertaken to improve the local supplier payment rate, but reaching the 97.00% target set for invoices generally will be difficult.

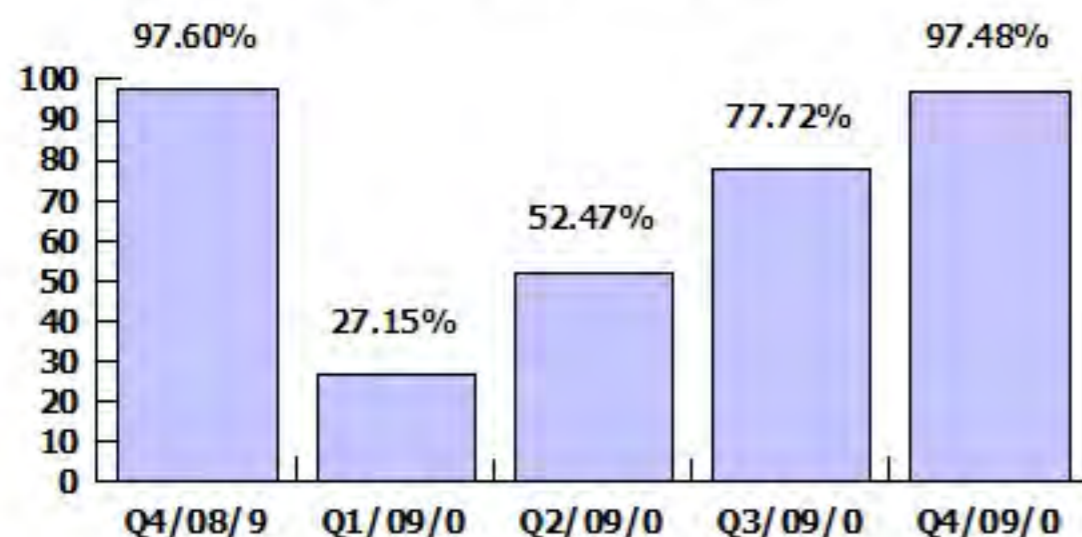
LPI 14 Percentage of Council Tax collected

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?
Q4/09/0	98.00%	97.48%	✗
Q3/09/0	73.50%	77.72%	✓
Q2/09/0	49.00%	52.47%	✓
Q1/09/0	24.50%	27.15%	✓
Q4/08/9	98.50%	97.60%	✗

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?



No

Comment on current performance:

(Quarter 4 2009/10) Performance was 0.12% down on 2008/09. As stated previously, collection difficulties have been experienced due to the economic climate and it has been necessary to provide longer-term arrangements to people to help them overcome current financial difficulties. Whilst such arrangements will hopefully ensure final payment is made this can be at the expense of the in-year collection rate which this indicator relates to.

Corrective action proposed (if required):

(Quarter 4 2009/10) As the economy slowly moves out of recession it is anticipated that collection will become easier. Recovery procedures are in place to collect the outstanding debt.

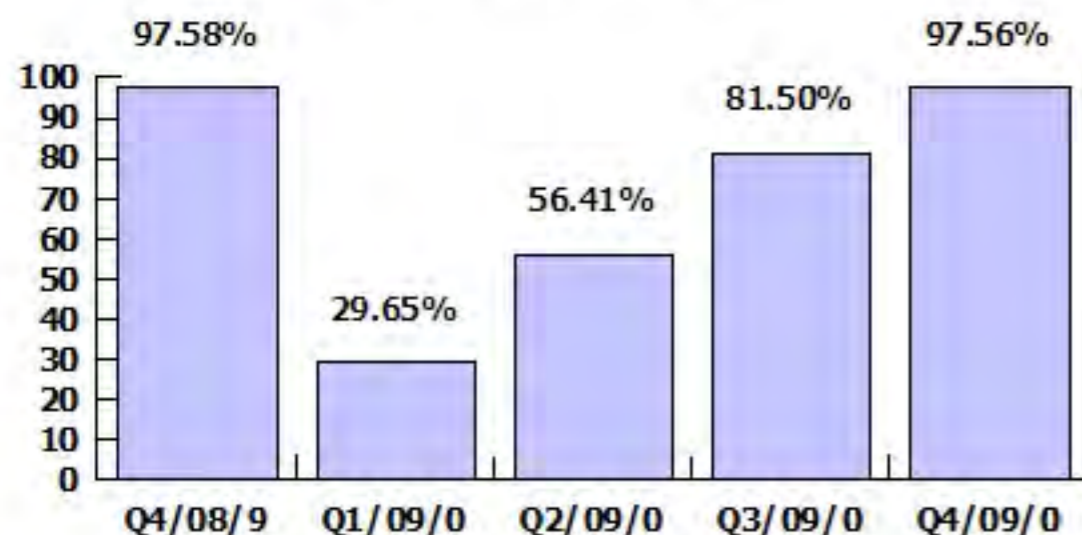
LPI 15 Percentage of National Non-Domestic Rates collected

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



Current and previous quarters

Quarter	Target	Actual	Target Met?
Q4/09/0	98.20%	97.56%	✗
Q3/09/0	73.65%	81.50%	✓
Q2/09/0	49.10%	56.41%	✓
Q1/09/0	24.55%	29.65%	✓
Q4/08/9	99.30%	97.58%	✗

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

Direction of improving performance:



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



No

Comment on current performance:

(Quarter 4 2009/10) The collection of National Non-Domestic Rates was 0.02% down on the same stage last year. General economic conditions have made collection more difficult. For example, the amount lost to insolvency action last year more than doubled and this cannot be accounted for in the collection rate. A more flexible stance on recovery action has meant that a longer-term position has had to be taken in resolving some debts and this has affected the in-year collection rate.

Corrective action proposed (if required):

(Quarter 4 2009/10) The Revenues Section is continuing with recovery action to collect the outstanding debt.

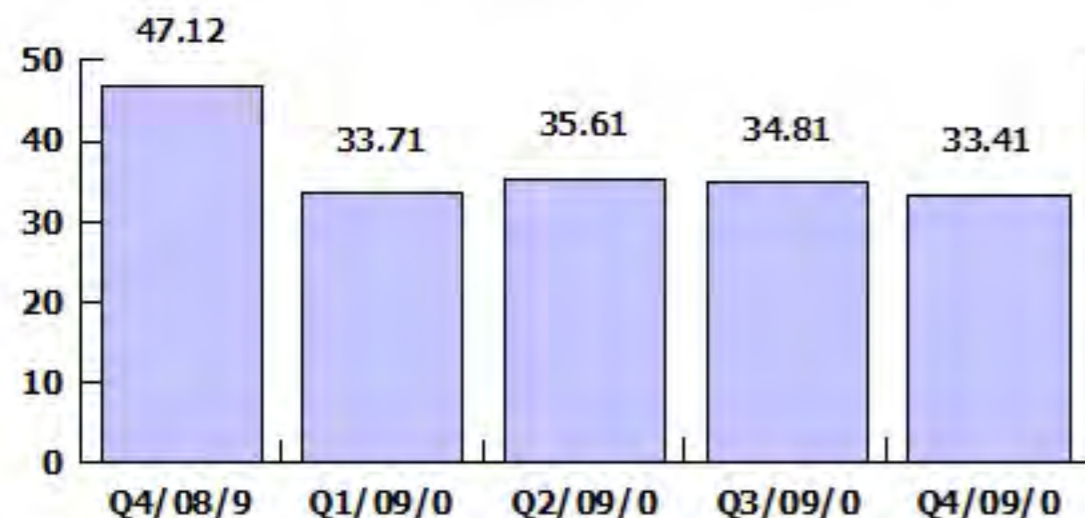
LPI 16 Average time for processing new benefit claims

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?
Q4/09/0	25.00	33.41	X
Q3/09/0	25.00	34.81	X
Q2/09/0	25.00	35.61	X
Q1/09/0	25.00	33.71	X
Q4/08/9	30.00	47.12	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 4 2009/10) Performance has improved during the year, but has been affected by several vacancies in the Benefits Division. Recruitment has taken place but new vacancies have since arisen.

Corrective action proposed (if required):

(Quarter 4 2009/10) Methods of speeding up the new claims processing are being explored, including the appointment of agency staff specifically targetting new claims.

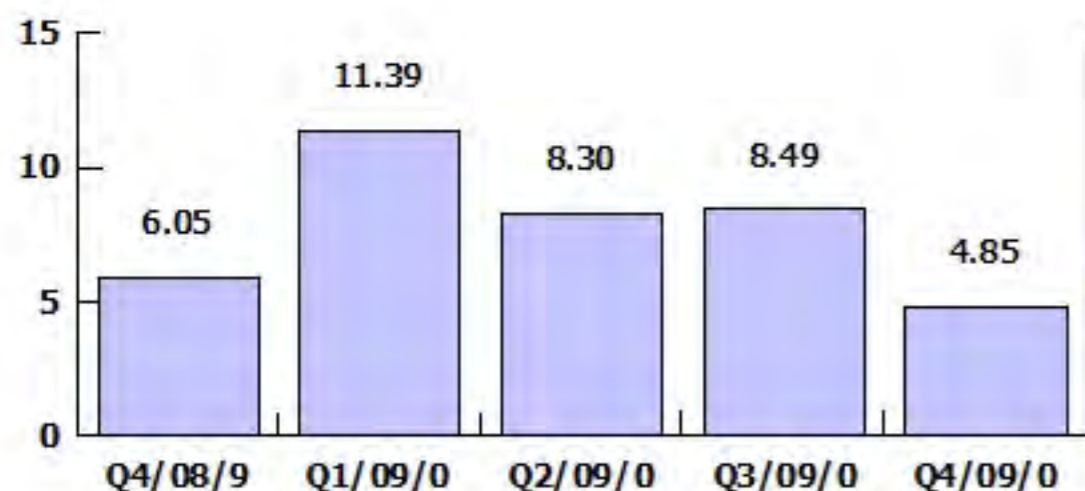
LPI 17 Average time for processing notification of changes of circumstance for benefit claims

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



Current and previous quarters

Quarter	Target	Actual	Target Met?
Q4/09/0	10.00	4.85	✓
Q3/09/0	10.00	8.49	✓
Q2/09/0	10.00	8.30	✓
Q1/09/0	10.00	11.39	✗
Q4/08/9	11.00	6.05	✓

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

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 4 2009/10) The target was achieved for the year, although performance was affected by several vacancies throughout the year.

Corrective action proposed (if required):

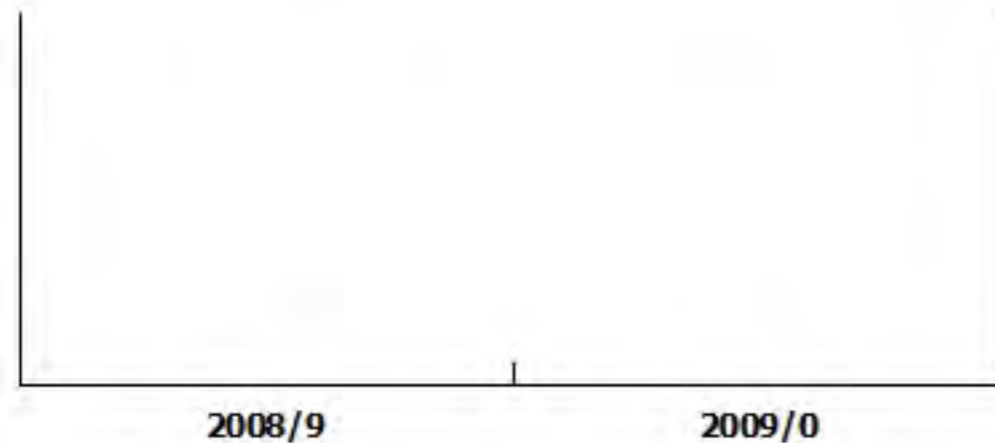
(Quarter 4 2009/10) Director of Finance and ICT to report.

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

Direction of improving performance:

2008/09: Not set



Comment on current performance:

This indicator was originally formulated as a comparison between actual and estimated costs on major capital schemes. As progress with major capital schemes has traditionally been reported separately to the Finance and Performance Management Scrutiny Panel on a quarterly basis as part of the financial monitoring process, no data was reported for the indicator for 2009/10. However, a revised definition has been agreed for the indicator for 2010/11, and performance will be reported on a quarterly basis.

Corrective action proposed (if required):

None. A revised definition has been agreed for this indicator for 2010/11.

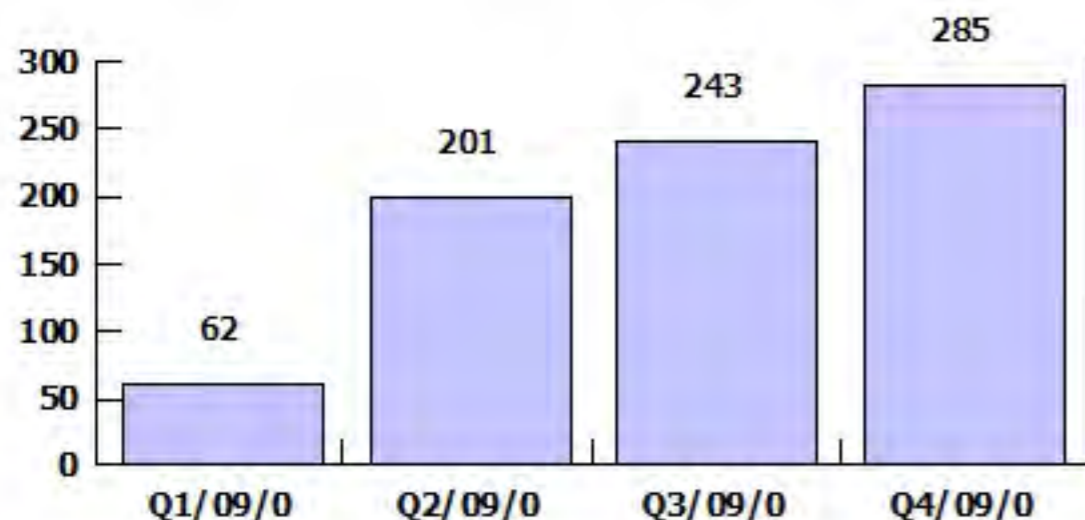
LPI 53 The number of completed fraud investigations carried out by the Benefits Investigation Team

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?
Q4/09/0	500	285	X
Q3/09/0	375	243	X
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?

 No

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

Direction of improving performance:



Comment on current performance:

(Quarter 4 2009/10) This indicator was adopted with effect from April 2009, and no historical performance information is therefore available. The number of completed investigations has been affected by a long-term vacant post that was difficult to fill, plus a further vacancy that arose during the year. The target should have been achievable as it was based on individual targets for each Investigation Officer post but, due to the vacant posts, the overall target could not be met.

Corrective action proposed (if required):

(Quarter 4 2009/10) One new Investigation Officer has commenced employment and, following a further recruitment exercise, another Investigation Officer should be in post by the end of June.



2009 / 10 Key Performance Indicators

Planning & Economic Development

	<u>NI</u>	<u>LPI</u>
154	157 (a,b & c)	044
159	170	045
185	186	
187	188	
194		

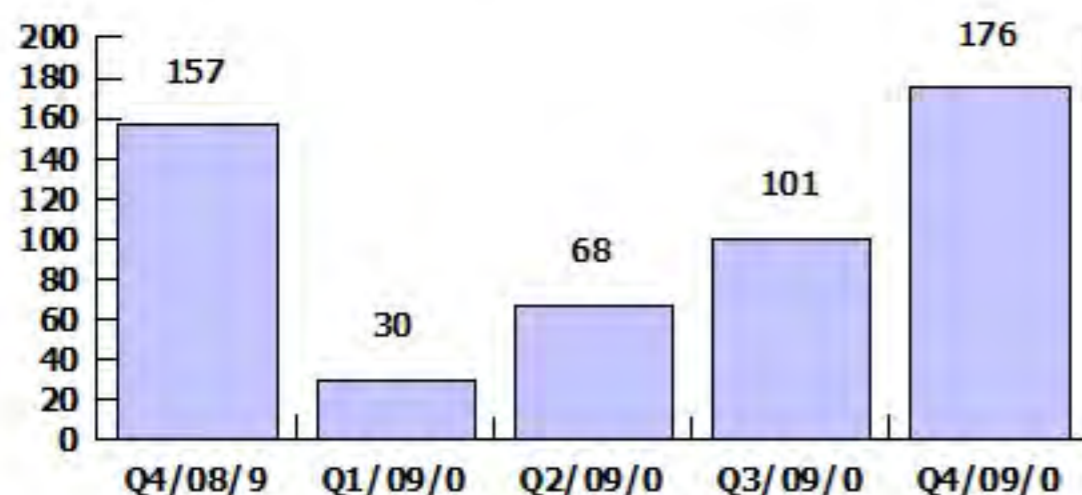
NI154 Net additional homes provided

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?
Q4/09/0	144	176	✓
Q3/09/0	108	101	✗
Q2/09/0	72	68	✗
Q1/09/0	36	30	✗
Q4/08/9	144	157	✓

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 4 09/10) Please note that following the discovery of inaccuracies in the calculation of previous quarters returns, the figures for Q1, Q2 and Q3 have been revised. This revision has resulted in a slightly worse return for Q1 and better returns for Q2 and Q3. The Q4 figure is calculated in line with the revised process and the cumulative target for 2009/10 has been achieved.

Corrective action proposed (if required):

(Quarter 4 09/10) Revised procedures for the completion of the quarterly returns have been implemented to prevent future inaccuracies in returns occurring at the directorate level and the directorate have also contacted the National House Building Council (NHBC) in respect of their late submission of information which also contributed to the inaccuracies previously reported. The Council cannot control future late submissions by the NHBC but will monitor any such occurrences.

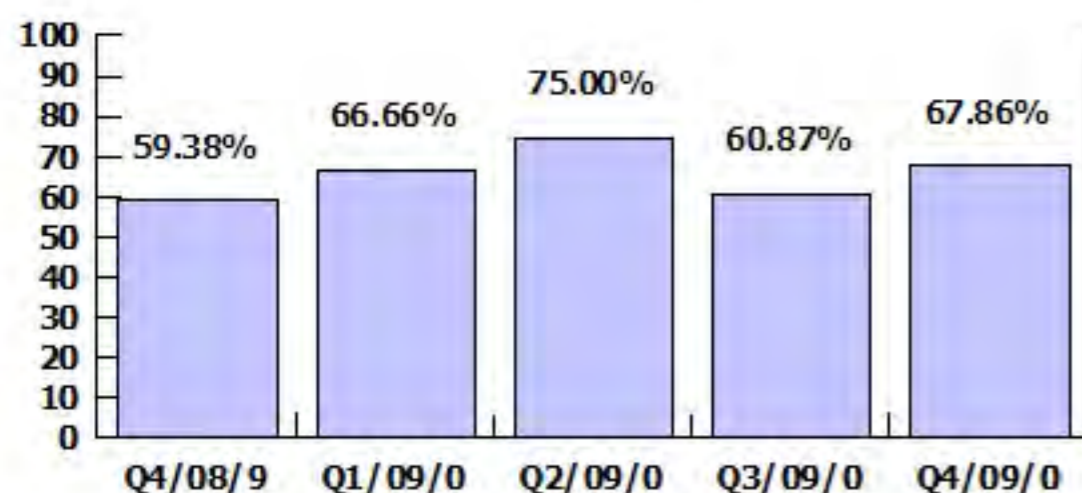
NI157 (a) Processing of planning applications - 'Major' application types

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?



No

Comment on current performance:

(Quarter 4 2009/10) Performance is volatile due to low numbers of applications, which are usually more complex and time consuming to determine. For the fourth quarter, 5 out of 5 applications were decided in time, helped by the fact that none were subject to a legal agreement, which inevitably usually takes these type of applications over time to decision. Overall, 19 out of 28 applications during the year were dealt with in the statutory timescale from validation. This improved slightly on performance in 2008/09 but, given limited staff resources available to deal with major applications on a team rather than individual case officer basis, this target, as well as seeking community gain through legal agreements, will continue to be challenging.

Corrective action proposed (if required):

(Quarter 4 2009/10) Director of Planning and Economic Development to report.

Current and previous quarters

Quarter	Target	Actual	Target Met?
Q4/09/0	81.00%	67.86%	X
Q3/09/0	81.00%	60.87%	X
Q2/09/0	81.00%	75.00%	X
Q1/09/0	81.00%	66.66%	X
Q4/08/9	80.71%	59.38%	X

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

Direction of improving performance:



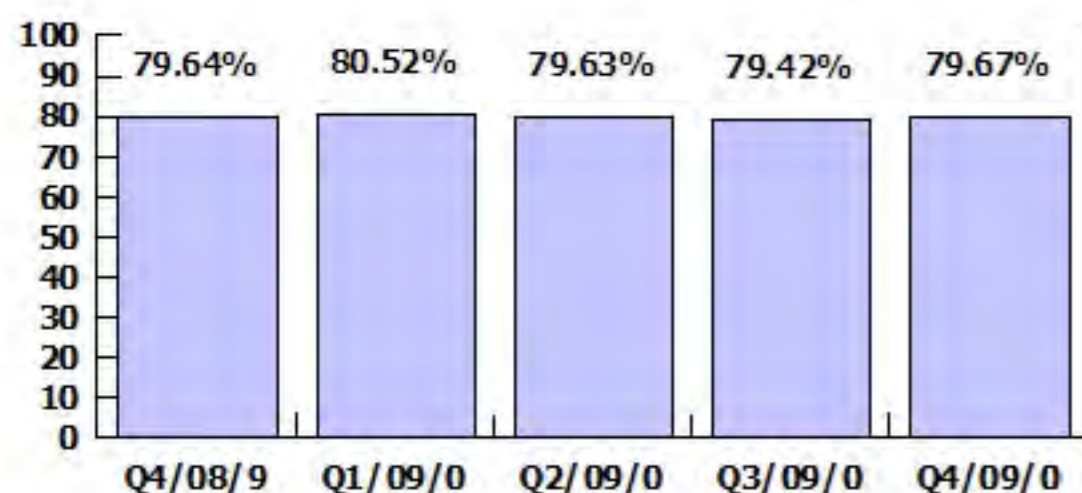
NI157 (b) Processing of planning applications - 'Minor' application types

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



Current and previous quarters

Quarter	Target	Actual	Target Met?
Q4/09/0	84.00%	79.67%	X
Q3/09/0	84.00%	79.42%	X
Q2/09/0	84.00%	79.63%	X
Q1/09/0	84.00%	80.52%	X
Q4/08/9	83.66%	79.64%	X

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

Direction of improving performance:



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



No

Comment on current performance:

(Quarter 4 2009/10) A small improvement in the fourth quarter, but otherwise, performance remains consistent. Annual comment: those applications being reported to Planning Committees are generally going over time, whilst those determined under delegated authority are in the main being considered in time. This is because of the three-week committee cycle (a two-week cycle has been rejected which would have brought an improvement) and tight deadlines for reports. Overall, 239 out of 300 applications were dealt with in time and the annual percentage performance is very similar to previous years. A change to delegated powers has just been approved, which may bring a small improvement to performance for 2010/11, but the Director of Planning and Economic Development considers that a more realistic target, closer to 80%, should be sought for 2010/11.

Corrective action proposed (if required):

(Quarter 4 2009/10) Director of Planning and Economic Development to report.

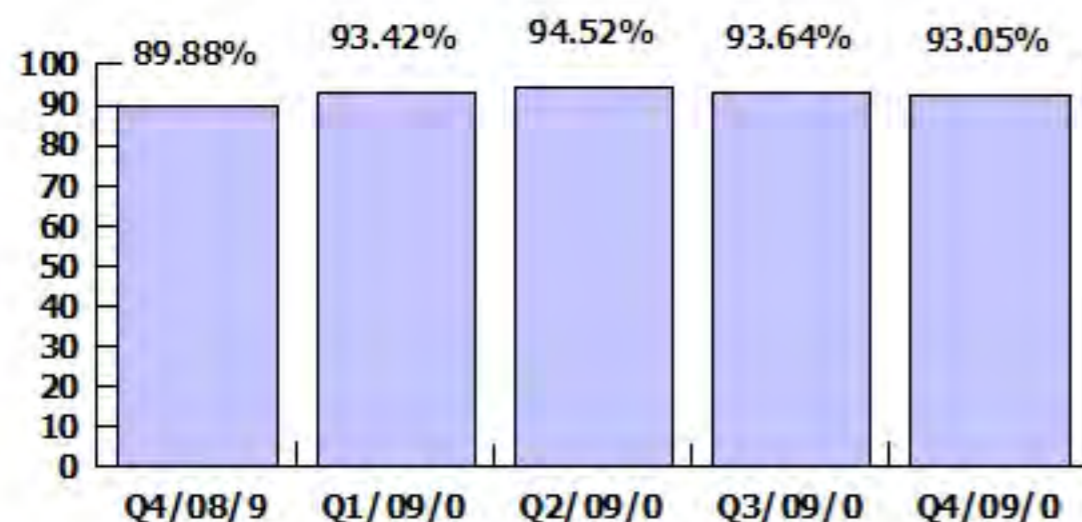
NI157 (c) Processing of planning applications - 'Other' application types

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



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



Yes

Comment on current performance:

(Quarter 4 2009/10) Officer delegation has been close to 100%, but Planning Committee cases often run over time, due to the three-week cycle of meetings, and make up the majority of the cases going over time. Annual comment: 1232 of a total of 1324 applications were dealt with in time (8 weeks), therefore the performance has remained high. This is a high percentage target which was not only achieved, but represents a best ever annual outturn around performance for any of the NI 157 categories.

Corrective action proposed (if required):

(Quarter 4 2009/10) Director of Planning and Economic Development to report.

Current and previous quarters

Quarter	Target	Actual	Target Met?
Q4/09/0	93.00%	93.05%	✓
Q3/09/0	93.00%	93.64%	✓
Q2/09/0	93.00%	94.52%	✓
Q1/09/0	93.00%	93.42%	✓
Q4/08/9	92.57%	89.88%	✗

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

Direction of improving performance:

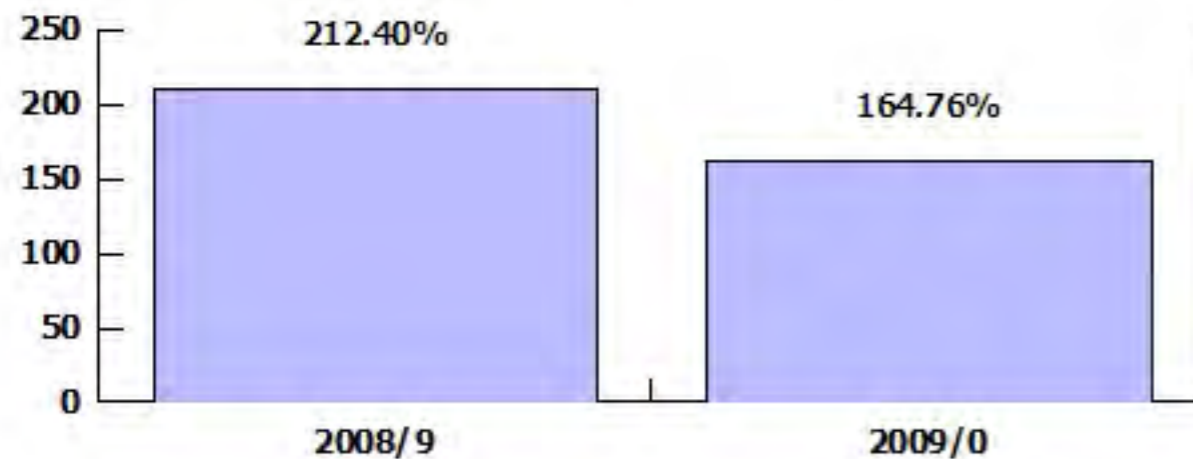


NI159 Supply of ready to develop housing sites

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%	164.76%	✓
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%

2008/09: 100.00%

Direction of improving performance:



Comment on current performance:

This is a yearly figure calculated from the five-year assessment of land supply in December each year. Good performance is represented by a 100.00% or higher outturn. The Council's performance for 2009/10 was 164.76%, meeting and exceeding the target. It is slightly lower than last year's figure, although this is partly because this year's 5 Year Assessment of Land Supply incorporates a 10% non-build rate. This non-build rate assumes that 10% of the units identified will not be completed in the period forecast, and deducts them from the total. This represents national good practice, and is in accordance with government advice, and makes the assessment more robust.

Corrective action proposed (if required):

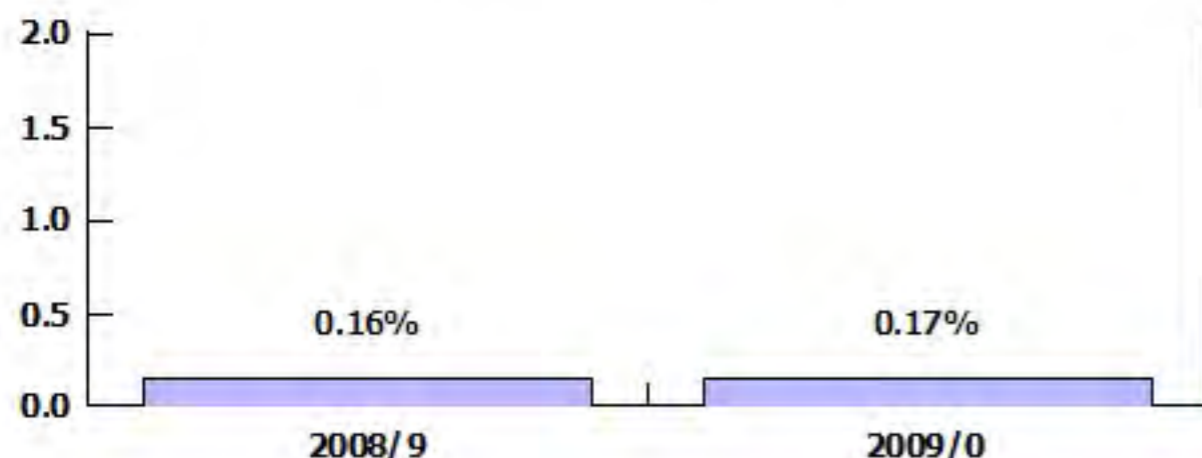
No corrective action is proposed, as the target has been met and exceeded.

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%	0.17%	✓
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 2009/10 target was met, with an annual outturn of 0.17%. Performance for 2009/10 was almost identical to that for 2008/09. The amount of Previously Developed Land (PDL) which is vacant/derelict/has vacant buildings in the District remains low, and the proportion which has been in such a state for more than 5 years is even lower. This is probably due to a high proportion of the land in the District being Green Belt (94%), and a general demand for housing land, despite the recession.

Corrective action proposed (if required):

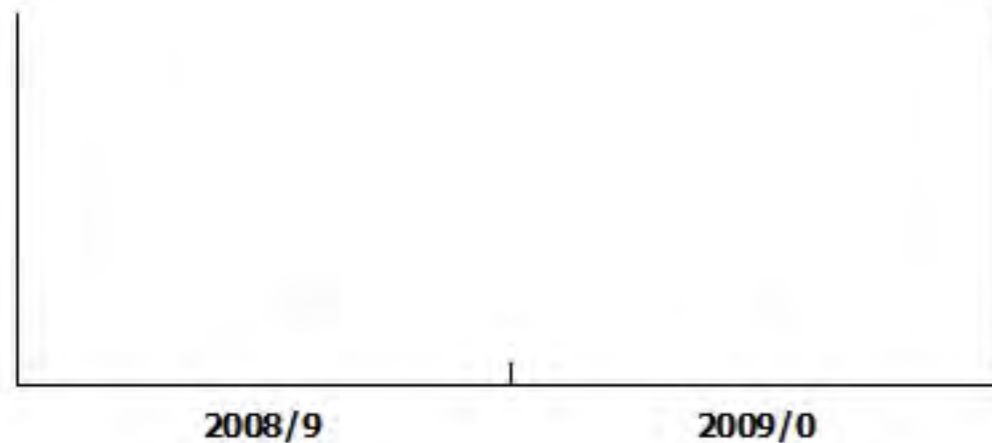
No corrective action is required, as the target has been comfortably achieved.

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

Direction of improving performance:

2008/09: Not set



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. Performance is measured as a percentage reduction (or increase) from the 2008 baseline.

Corrective action proposed (if required):

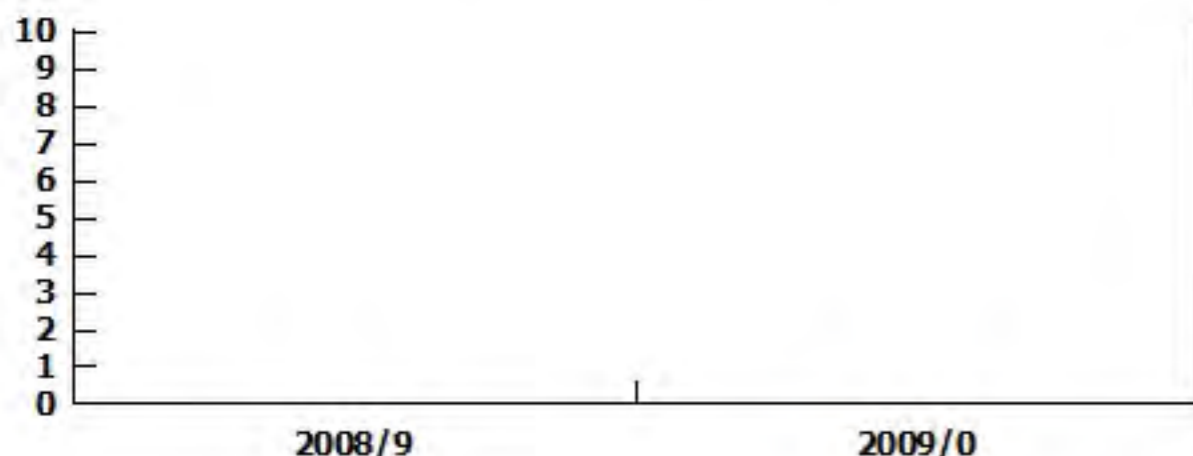
Director of Planning and Economic Development to report.

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?



Uncertain

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, as there is a two year lag on the publication of data for the indicator. 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. Performance is measured as a percentage reduction (or increase) from the 2005 baseline.

Corrective action proposed (if required):

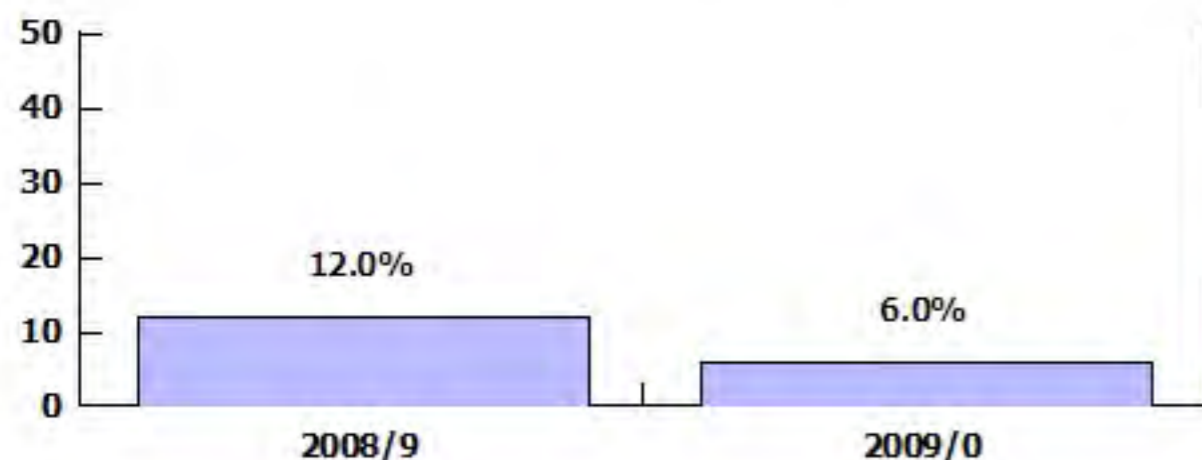
Director of Planning and Economic Development to report.

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%	6.0%	✓
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:

The Council is continuing to participate 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 energy 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. The improvement seen reflects work to date, however further improvements may prove harder to achieve than the quick wins already achieved.

Corrective action proposed (if required):

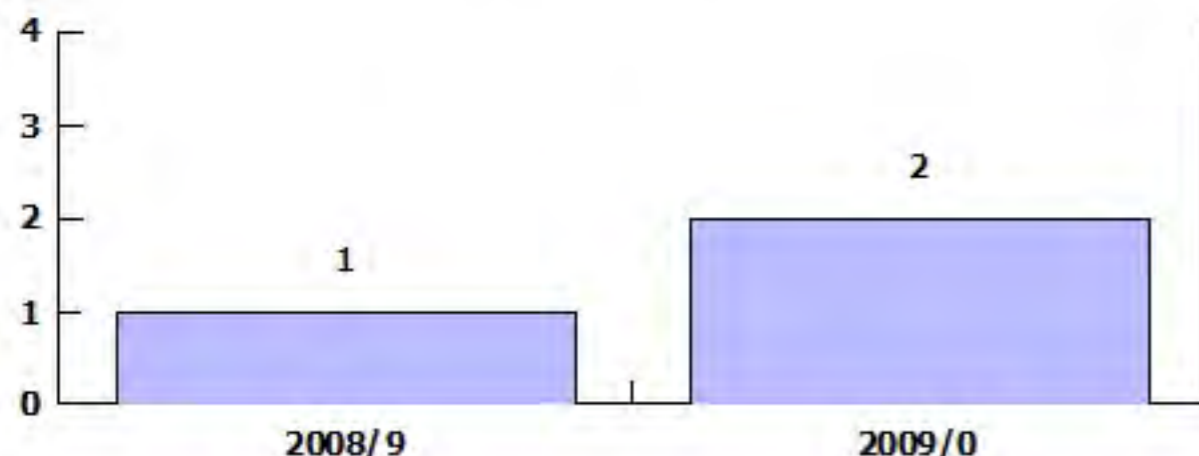
Director of Planning and Economic Development to report.

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	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

2008/09: Level 1

Direction of improving performance:



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. The achievement of Level 2 against the indicator for 2009/10 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):

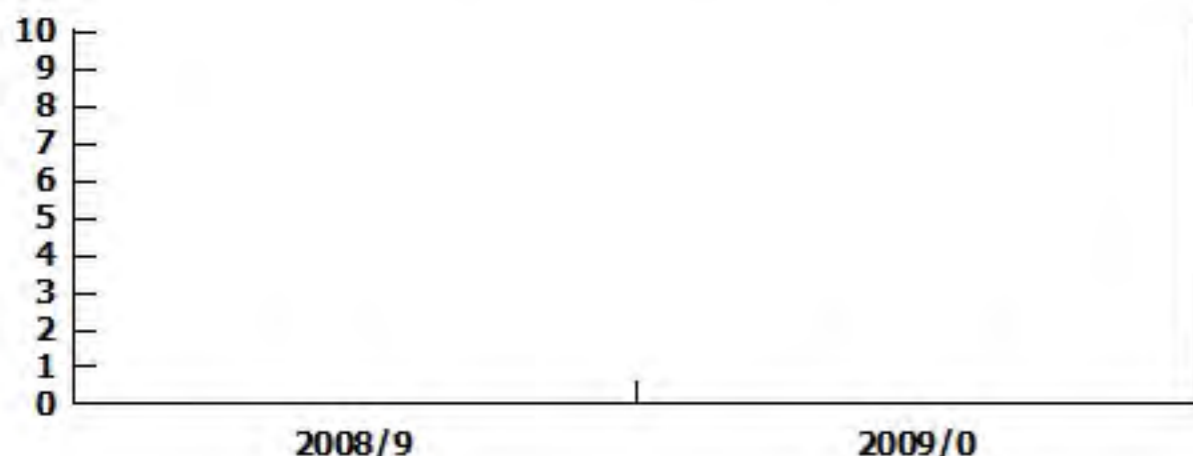
Director of Planning and Economic Development to report. Implementation of the relevant actions in the Council's Climate Change Strategy will take the authority to Level 2 for this indicator by the end of the current year, which is in line with the Local Area Agreement target. A revised action plan is being developed which will address the actions required to achieve level 3.

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

Direction of

2008/09: Not set

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 it 555 kg. This is a new indicator and the 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.

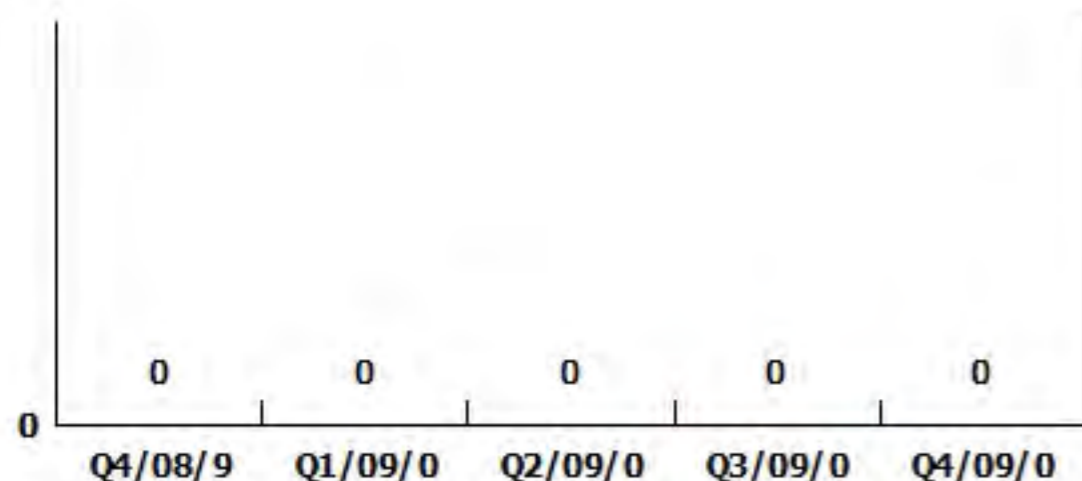
LPI 44 The achievement of milestones within the Local Development Scheme

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



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



No

Comment on current performance:

(Quarter 4 2009/10) The development of the Local Development Framework (LDF) has been delayed for several reasons, including the delayed adoption of the East of England Plan and the legal challenges thereto, and the direction placed on the Council in relation to the production of a Development Plan Document concerning gypsies and travellers, which has necessarily had to take priority. It is intended that the LDF will be in place by the middle of 2010/11, when appropriate milestones will be developed. The LDF is intended to be a rolling three year programme, and it is therefore considered appropriate to monitor performance against this indicator on an annual rather than quarterly basis in future.

Corrective action proposed (if required):

(Quarter 4 2009/10) Director of Planning and Economic Development to report.

Current and previous quarters

Quarter	Target	Actual	Target Met?
Q4/09/0	1	0	X
Q3/09/0	1	0	X
Q2/09/0	1	0	X
Q1/09/0	1	0	X
Q4/08/9	1	0	X

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

Direction of improving performance:



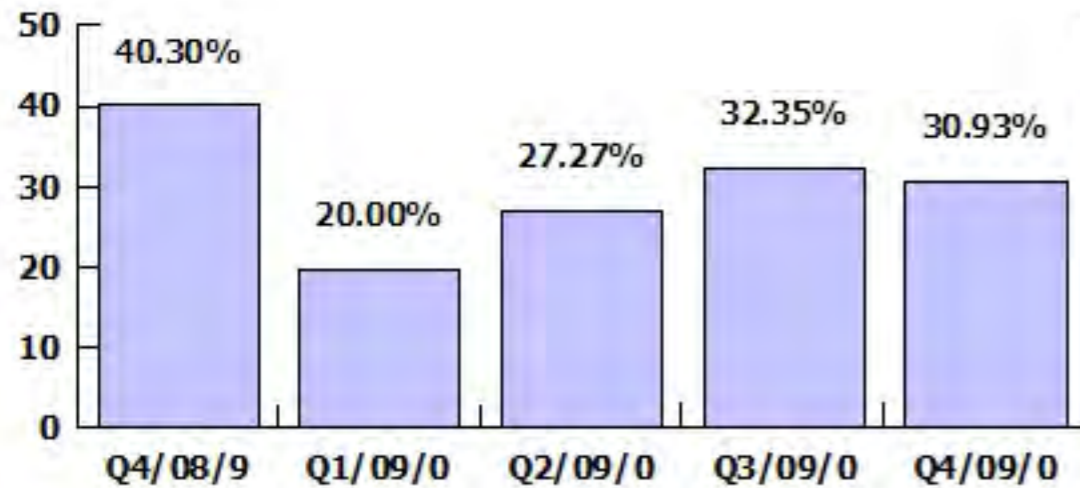
LPI 45 The number of appeals allowed against refusal of planning applications, as percentage of the total number of appeals against refusals

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



Current and previous quarters

Quarter	Target	Actual	Target Met?
Q4/09/0	25.00%	30.93%	X
Q3/09/0	25.00%	32.35%	X
Q2/09/0	25.00%	27.27%	X
Q1/09/0	25.00%	20.00%	✓
Q4/08/9	25.00%	40.30%	X

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

Direction of improving performance:



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



No

Comment on current performance:

(Quarter 4 2009/10) Of the eight planning application appeals allowed in this quarter, four were Committee reversals not following an officer recommendation to grant planning permission. The Council was successful in defending delegated decisions in 14 out of 18 appeal cases, and Committee reversals were supported by the Planning Inspectorate in 6 out of 10 cases. Annual comment: There has been an improvement from last years 40% performance (29 compared with 54 allowed), but this may be because housing development type appeals and related committee reversals have been fewer, plus overall, the total number of appeals is also lower (97 compared with 134).

Corrective action proposed (if required):

(Quarter 4 2009/10) Director of Planning and Economic Development to report.