



2010 / 11 Key Performance Indicators

# Office of the Deputy Chief Executive

NI

LPI

024(a)

050

NI 14

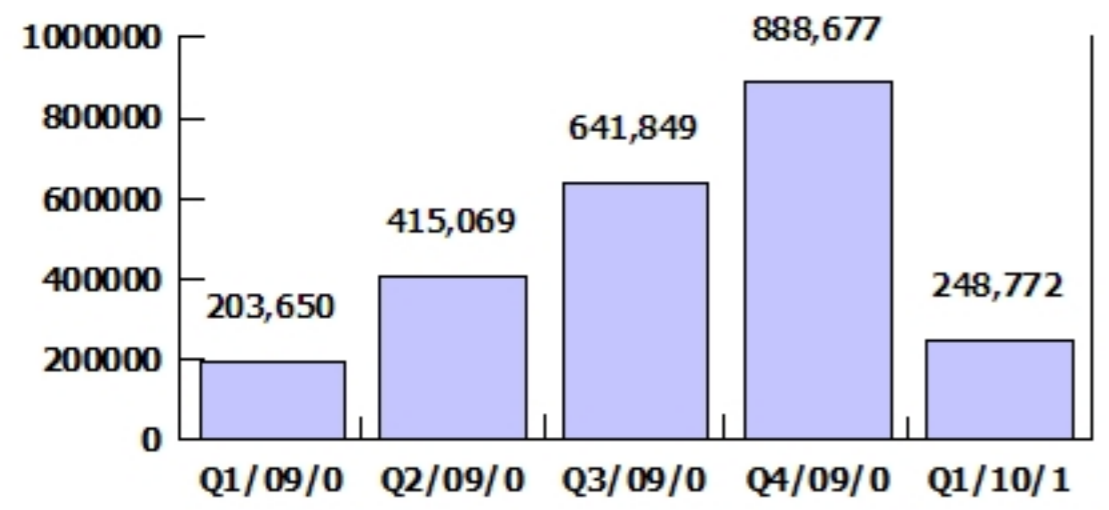
LPI 24a The number of visits to the Council's website

**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?
Q1/10/1	217,500	248,772	✓
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	✓

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



Yes

**Annual Target: 2010/11 - 870,000**  
**2009/10 - 756,000**

**Indicator of good performance: A higher number of visitors is good**

**Comment on current performance:**

(Quarter 1 2010/11) The target for the year is 870,000 and the number of actual recorded visits for quarter 1 is 248,772.

**Corrective action proposed (if required):**

(Quarter 1 2010/11) The number of recorded visits for quarter 1 is 248,772. At this rate the total will exceed the target of 870,000 for the year. No corrective action currently required.

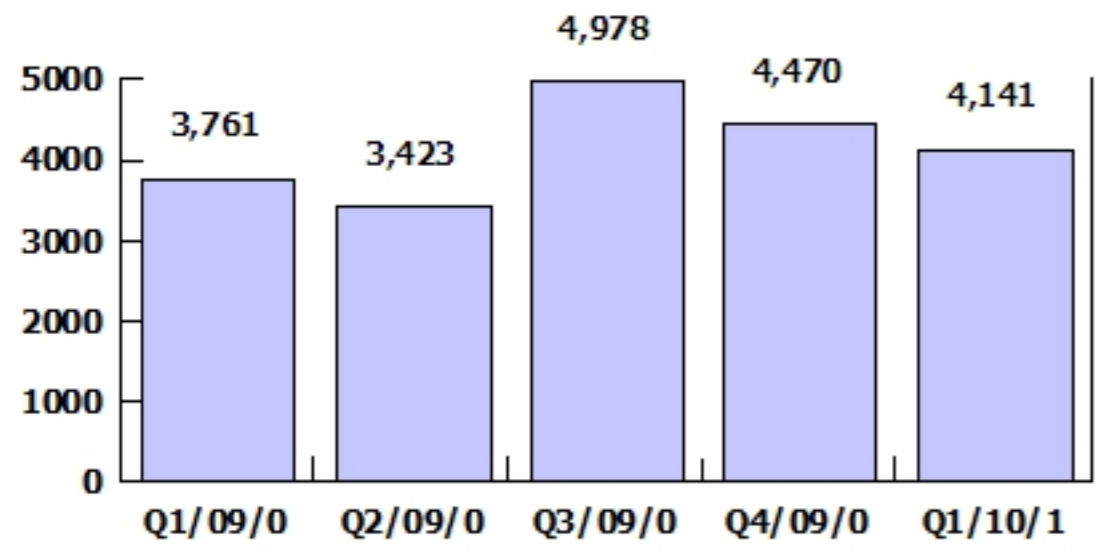
LPI 50 The number of elderly people participating in physical activity programmes provided by the Council

**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?
Q1/10/1	3,500	4,141	✓
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:** 2010/11 - 14,000  
2009/10 - 900

**Indicator of good performance:** A higher number is good

**Comment on current performance:**  
(Quarter 1 2010/11) Performance for this quarter on target.

**Corrective action proposed (if required):**  
(Quarter 1 2010/11) Target is anticipated to be met for the year. No corrective action currently proposed.



## LPI NI 014 The Achievement of Milestones Towards Reducing Avoidable Contact

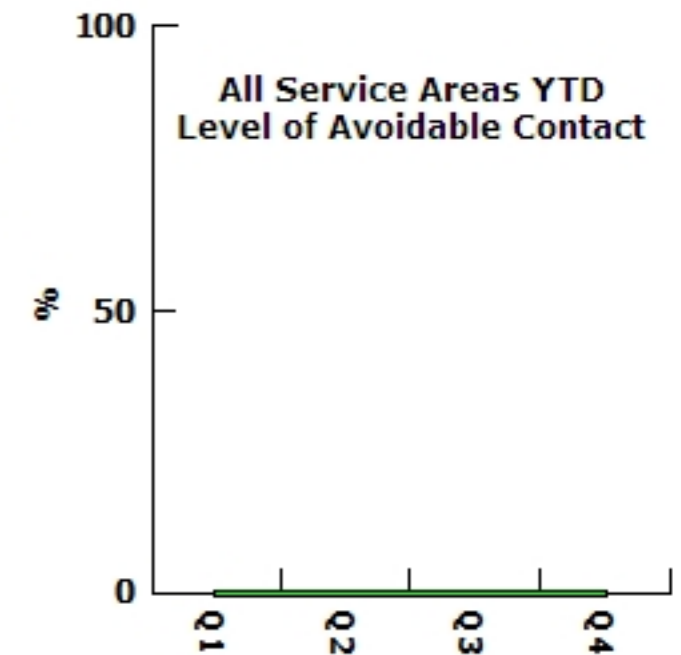
**Responsible officer: Derek Macnab**

**Corporate lead officer: Robert Pavey**

**Additional Information:** This indicator was previously National Indicator NI 14. As a local indicator the emphasis is more about the identification of effective improvement actions than achieving a particular 'level' or percentage of avoidable contact. Also, the scope of the exercise now it is a local indicator will be wider and will seek to identify instances and causes of avoidable contact across all service areas within the Council.

**As there is no specific target for this indicator, successful performance will be measured through the achievement of milestones set throughout the year as well as the implementation of the improvement plan.**

Milestone	Quarter	Description	Status
LPI NI 14.1 M1a	Q1	Production of improvement plan for 2010/11	Completed 
LPI NI 14.1 M2a	Q1	Production of timetable for current year's exercise	Completed 
LPI NI 14.2 M3a	Q2	Q2 update on progress against improvement plan	Pending
LPI NI 14.2 M4a	Q2	Q2 report on this year's exercise	Pending
LPI NI 14.3 M5a	Q3	Q3 update on progress against improvement plan	Pending
LPI NI 14.3 M6a	Q3	Q3 report on this year's exercise	Pending
LPI NI 14.4 M7a	Q4	Production of annual report summarising results, improvements and planned action	Pending



### Comments on Indicator / Update on Improvement Plan Actions

The improvement plan for 2010/11, as well as the timetable of surveys for the current year is submitted to the Finance & Performance Management Scrutiny Panel concurrently with this report. The improvement plan addresses both directorate level and corporate issues and with a wider range of service areas to be included within the current year's exercise it is hoped that future improvement plans will continue to generate significant cross-council initiatives that will enhance the customer's experience.

A corporate survey of the website content for out of date contact details and broken links has begun.

### Timetable / Results of Current Year's Exercise

Q3:	Timetable:	Result:	Q4:	Timetable:	Result:
Invoicing & Sundry Debtors	October		Housing Management, Repairs & Options	January	
Benefits	November		Hemnall Street & Civic Offices Reception	February	
Council Tax	December		Waltham Abbey Town Hall	February	
Licensing	November		Environment & Street Scene Contact Centre	February	
Estates	November		Planning & Economic Development	March	
			Committee Section	March	





2010 / 11 Key Performance Indicators

# Corporate Support Services

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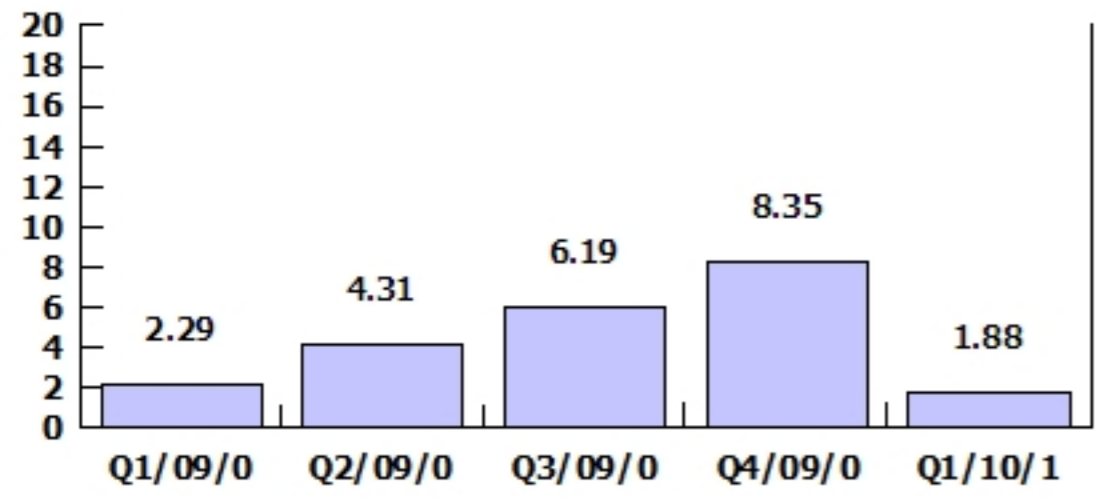
LPI 28 The number of working days lost due to sickness absence

**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?
Q1/10/1	2.00	1.88	✓
Q4/09/0	8.00	8.35	✗
Q3/09/0	6.00	6.19	✗
Q2/09/0	4.00	4.31	✗
Q1/09/0	2.00	2.29	✗

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

Uncertain

**Annual Target: 2010/11 - 8.00 days**  
**2009/10 - 8.00 days**

**Indicator of good performance: A lower number of days is good**

**Comment on current performance:**

(Quarter 1 2010/11) Performance has improved on the first quarter of 2009/10 and is below the target of 2 days per quarter for 2010/11.

**Corrective action proposed (if required):**

(Quarter 1 2010/11) Director of Corporate Support Services to report as necessary



2010 / 11 Key Performance Indicators

# Environment & Street Scene

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



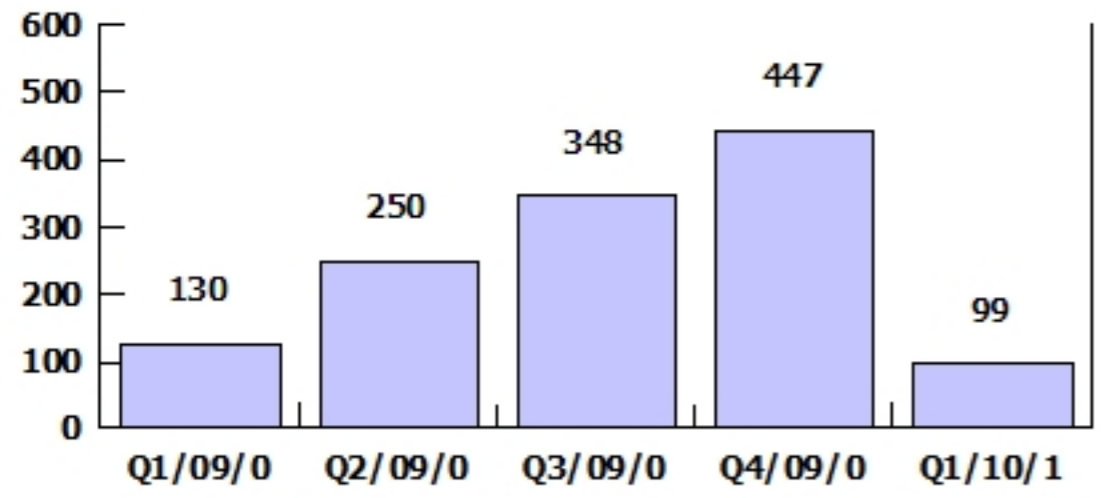
**NI191 Residual household waste per household**

**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?
Q1/10/1	125	99	✓
Q4/09/0	548	447	✓
Q3/09/0	411	348	✓
Q2/09/0	274	250	✓
Q1/09/0	137	130	✓

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



Yes

**Annual Target: 2010/11 - 500 kg  
2009/10 - 548 kg**

**Indicator of good performance: A lower waste figure is good**

**Comment on current performance:**

(Quarter 1 2010/11) 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 1 2010/11) Director of Environment & Street Scene to report as necessary

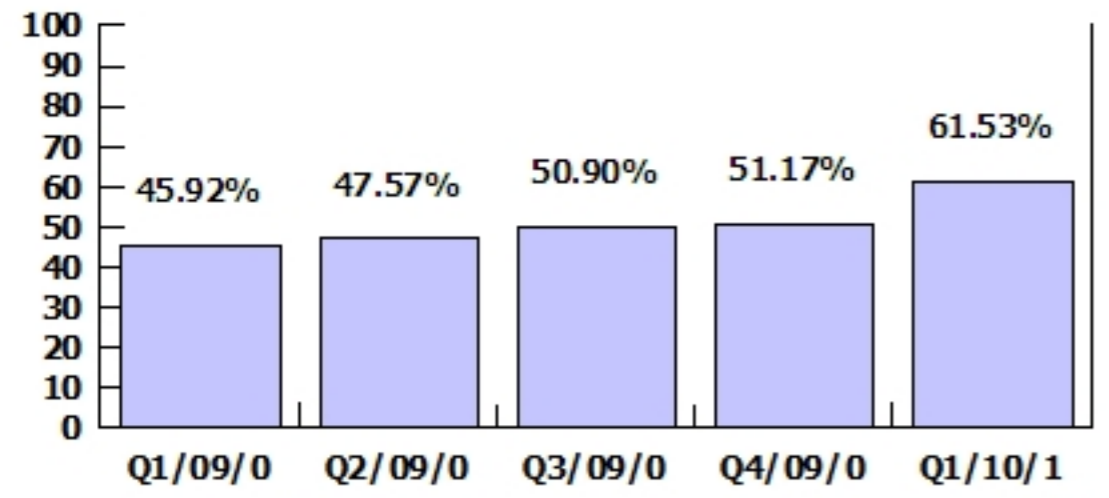
NI192 Percentage of household waste sent for re-use, recycling and composting

**Responsible officer:** John Gilbert

**Additional Information:**

This indicator supports year on year reductions in the amount of residual waste collected, and measures the percentage of household waste arisings sent for reuse, recycling, composting or anaerobic digestion.

**Current and previous quarters**



**Current and previous quarters**

Quarter	Target	Actual	Target Met?
Q1/10/1	58.00%	61.53%	✓
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%	✓

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



Yes

**Annual Target:** 2010/11 - 58.00%  
2009/10 - 42.00%

**Comment on current performance:**

(Quarter 1 2010/11) Target performance for quarter achieved

**Indicator of good performance:** A higher percentage recycled is good

**Corrective action proposed (if required):**

(Quarter 1 2010/11) Director of Environment & Street Scene to report as necessary

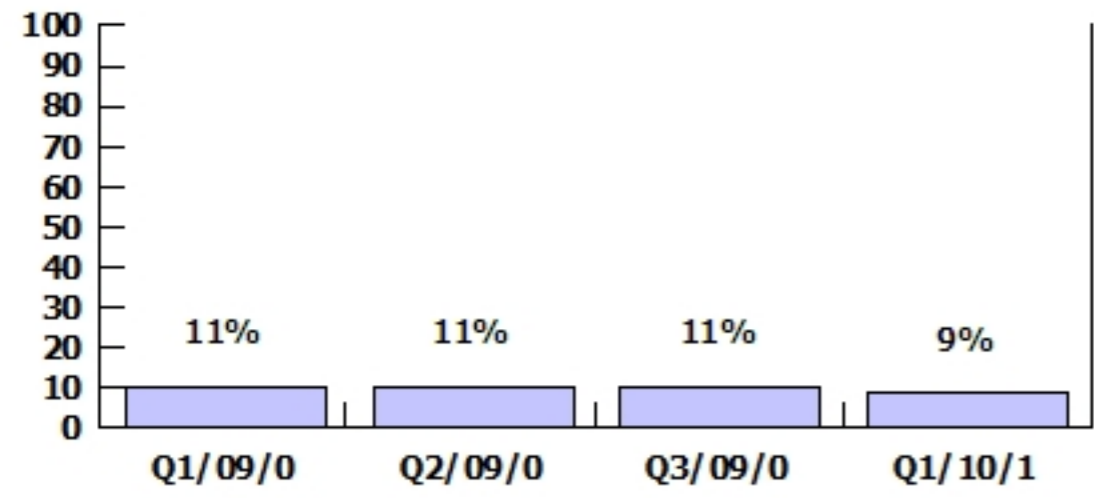
NI195a Improved street and environmental cleanliness (Litter)

**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?
Q1/10/1	10%	9%	✓
Q3/09/0	10%	11%	✗
Q2/09/0	10%	11%	✗
Q1/09/0	10%	11%	✗

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

Uncertain

**Annual Target:** 2010/11 - 10%  
2009/10 - 10%

**Indicator of good performance:** A lower percentage is good

**Comment on current performance:**

(Period 1 2010/11) Target performance for the first period has been achieved.

**Corrective action proposed (if required):**

(Period 1 2010/11) Director of Environment & Street Scene to report as necessary.



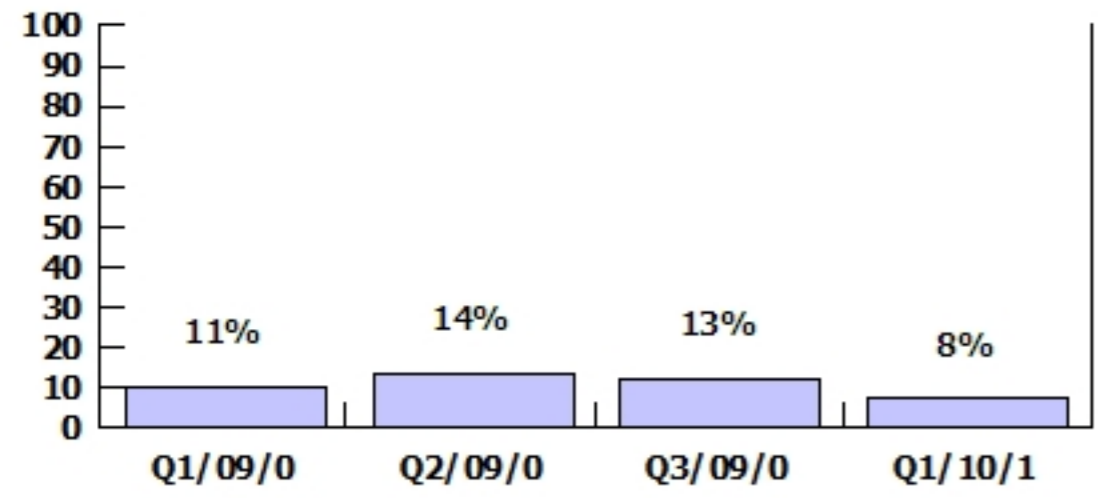
NI195b Improved street and environmental cleanliness (Detritus)

**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?
Q1/10/1	13%	8%	✓
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?**

Uncertain

**Annual Target:** 2010/11 - 13%  
2009/10 - 13%

**Indicator of good performance:** A lower percentage is good

**Comment on current performance:**

(Period 1 2010/11) Target performance for the first period has been achieved.

**Corrective action proposed (if required):**

(Period 1 2010/11) Director of Environment & Street Scene to report as necessary

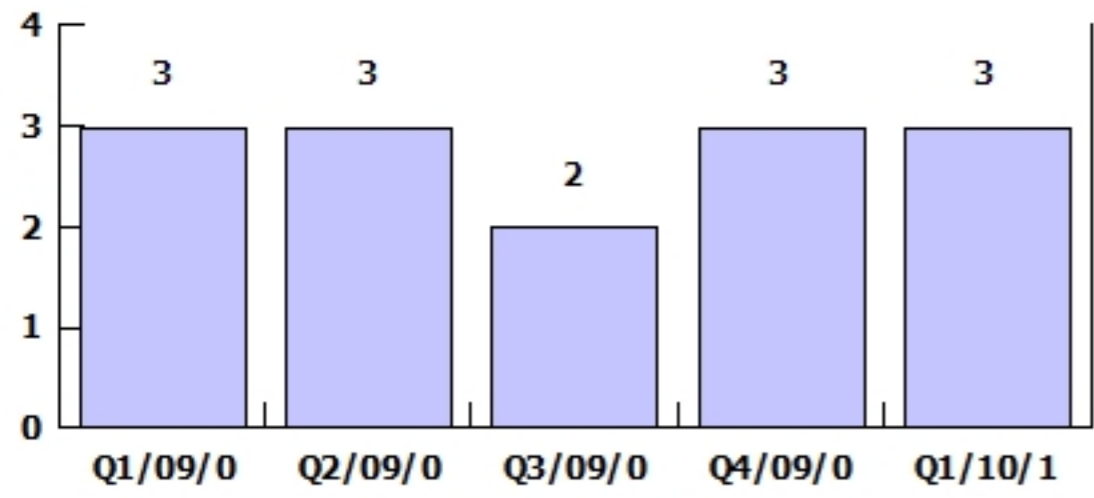
NI196 Improved street and environmental cleanliness (Fly-Tipping)

**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?
Q1/10/1	2	3	X
Q4/09/0	2	3	X
Q3/09/0	2	2	✓
Q2/09/0	2	3	X
Q1/09/0	2	3	X

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

No

**Annual Target: 2010/11 - Grade 2  
2009/10 - Grade 2**

**Indicator of good performance: A lower grade is good**

**Comment on current performance:**

(Quarter 1 2010/11) 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 forward.

**Corrective action proposed (if required):**

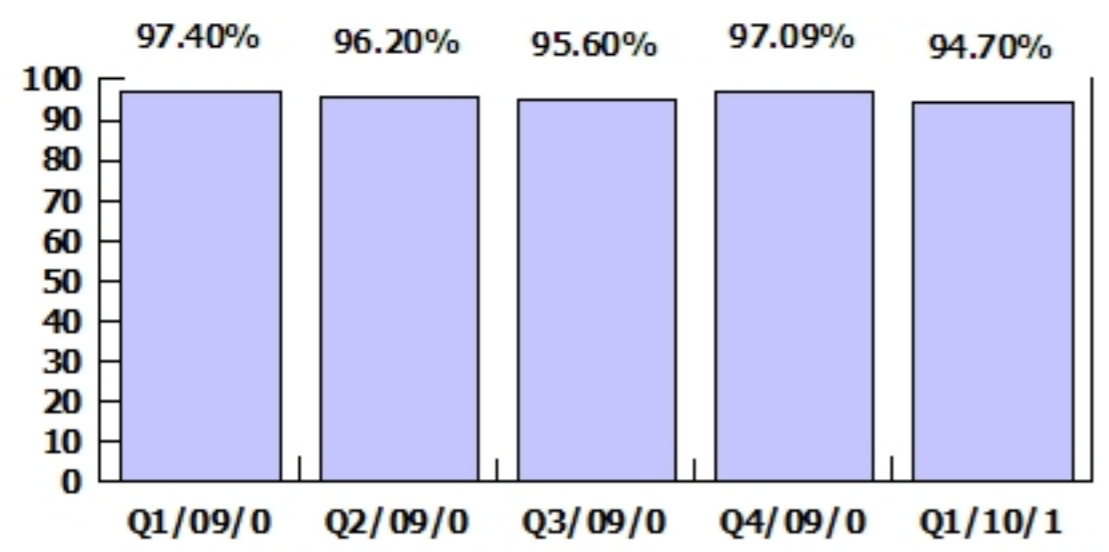
(Quarter 1 2010/11) Director of Environment & Street Scene to report as necessary

**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?
Q1/10/1	95.00%	94.70%	X
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: 2010/11 - 95.00%**  
**2009/10 - 90.00%**

**Indicator of good performance: A higher percentage is good**

**Comment on current performance:**

(Quarter 1 2010/11) This indicator was adopted with effect from April 2009, and no historical performance information is therefore available. Performance exceeded the target of 90% throughout 2009/10.

**Corrective action proposed (if required):**

(Quarter 1 2010/11) Target not met for first quarter due to sickness absence but likely to be met for year end. No corrective action required.



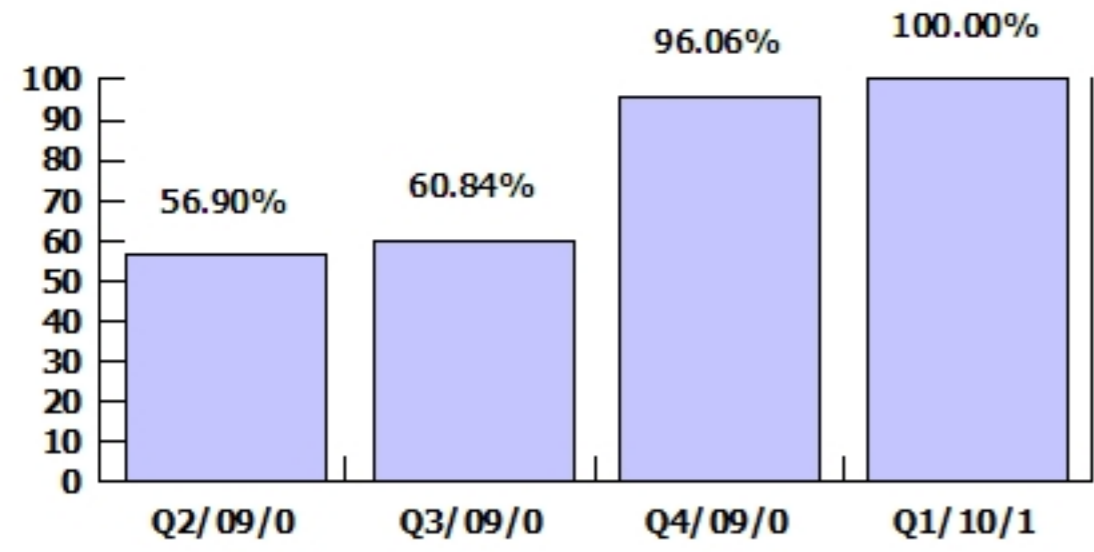
LPI 52a Implementation of formal containerised recycling facilities in flats and communal buildings (Percentage of flats and communal buildings surveyed)

**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?
Q1/10/1	95.00%	100.00%	✓
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:** 2010/11 - 95.00%  
2009/10 - 75.00%

**Comment on current performance:**  
(Quarter 1 2010/11) Target performance achieved

**Indicator of good performance:** A higher percentage is good

**Corrective action proposed (if required):**  
(Quarter 1 2010/11) Director of Environment & Street Scene to report as necessary

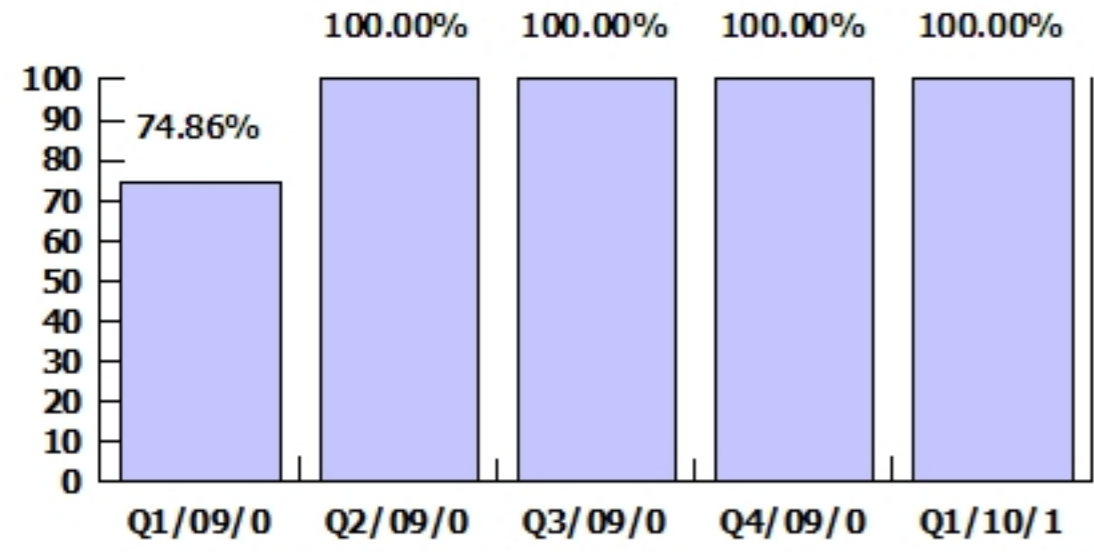
LPI 52b Implementation of formal containerised recycling facilities in flats and communal buildings (Percentage of schemes implemented)

**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?
Q1/10/1	100.00%	100.00%	✓
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:** 2010/11 - 100.00%  
2009/10 - 85.00%

**Indicator of good performance:** A higher percentage is good

**Comment on current performance:**

(Quarter 1 2010/11) 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 1 2010/11) Director of Environment & Street Scene to report as necessary



2010 / 11 Key Performance Indicators

## Finance & ICT

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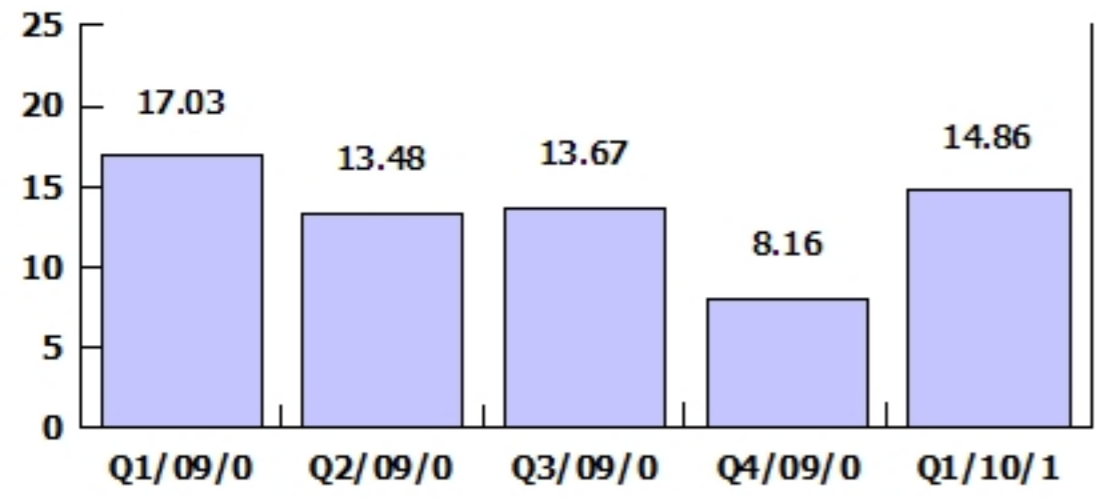
NI181 The time taken to process Housing Benefit/Council Tax Benefit new claims and change events

**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?
Q1/10/1	13.00	14.86	X
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	X

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



Yes

**Annual Target: 2010/11 - 13.00 days**  
**2009/10 - 15.00 days**

**Indicator of good performance: A lower number of days is good**

**Comment on current performance:**

(Quarter 1 2010/11) Performance was affected by the number of changes that normally occur at the start of the new financial year and therefore April showed longer processing times. However, since May, performance has improved and is on target for the year.

**Corrective action proposed (if required):**

(Quarter 1 2010/11) Director of Finance & ICT to report as necessary

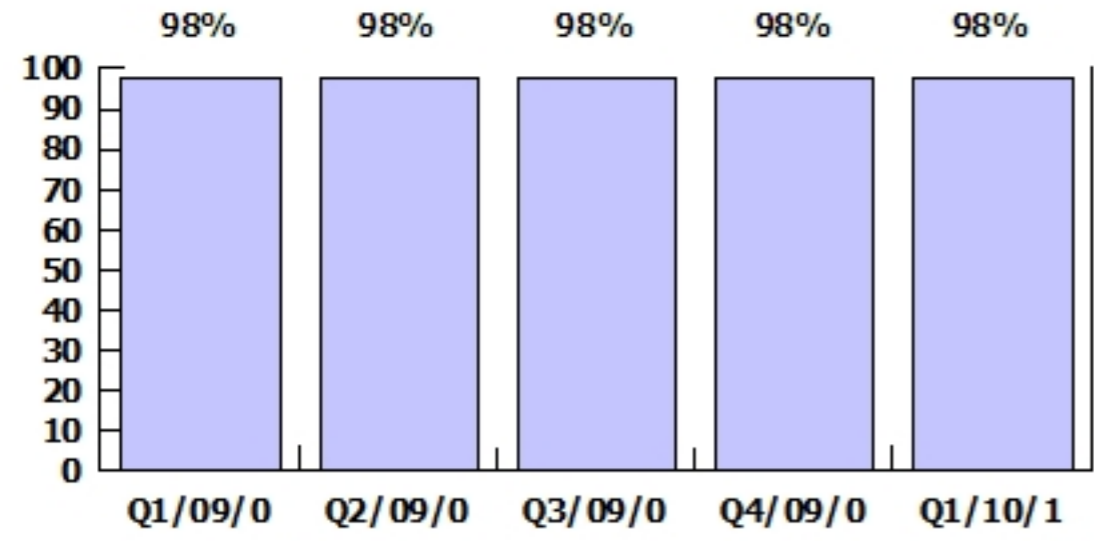
LPI 13 Percentage of invoices paid within 30 days of receipt

**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?
Q1/10/1	98%	98%	✓
Q4/09/0	97%	98%	✓
Q3/09/0	97%	98%	✓
Q2/09/0	97%	98%	✓
Q1/09/0	97%	98%	✓

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



Yes

**Annual Target:** 2010/11 - 98.00%  
2009/10 - 97.00%

**Indicator of good performance:** A higher percentage is good

**Comment on current performance:**

(Quarter 1 2010/11) Current performance against this indicator remains high and the target was achieved for the first quarter. The figure for the percentage of local suppliers paid within twenty days for the first quarter is 93%. This is in line with the outturn for 2009/10.

**Corrective action proposed (if required):**

(Quarter 1 2010/11) The thirty-day target is being met. Officers calculate the indicator on a monthly basis and the invoice register report is reviewed weekly. Any areas of concern are highlighted and remedial action taken if necessary.

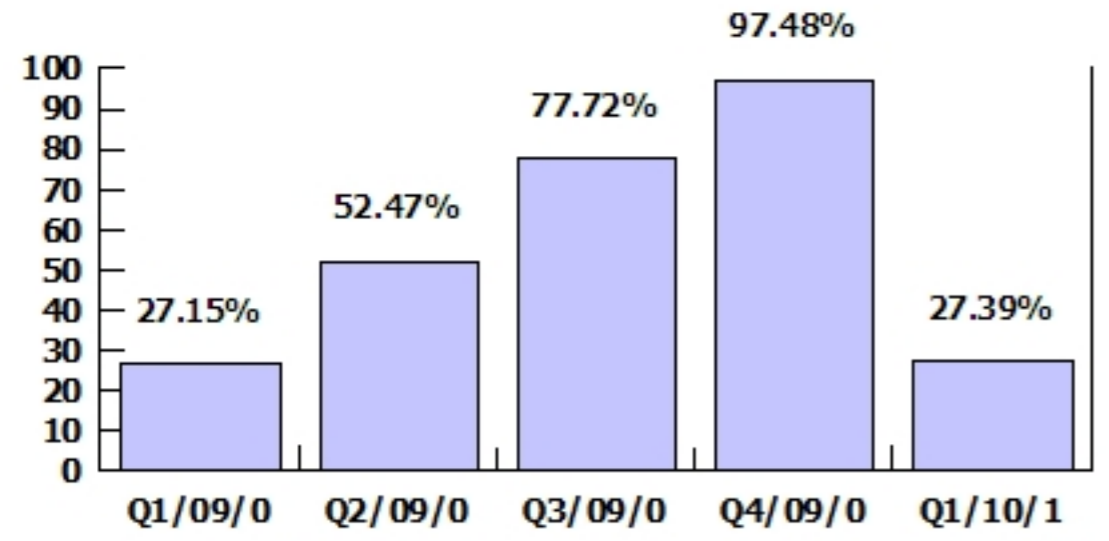
LPI 14 Percentage of Council Tax collected

**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?
Q1/10/1	24.45%	27.39%	✓
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%	✓

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

 Uncertain

**Annual Target:** 2010/11 - 97.80%  
2009/10 - 98.00%

**Indicator of good performance:** A higher percentage is good

**Comment on current performance:**

(Quarter 1 2010/11) Council Tax collection is 0.24% up on the same stage last year.

**Corrective action proposed (if required):**

(Quarter 1 2010/11) Collection and recovery procedures are in place to collect any outstanding debts.



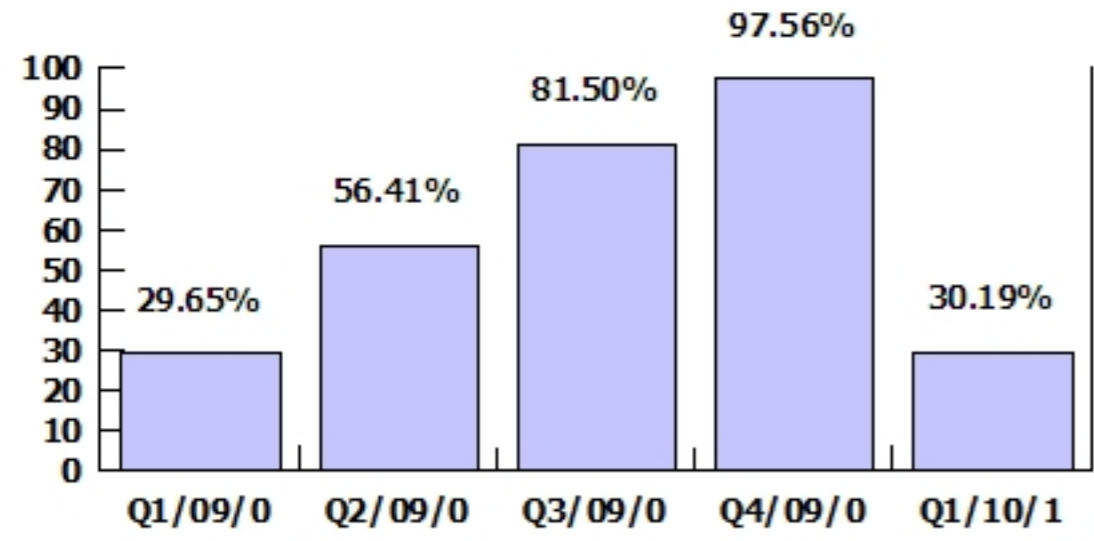
LPI 15 Percentage of National Non-Domestic Rates collected

**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?
Q1/10/1	24.50%	30.19%	✓
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%	✓

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

Uncertain

**Annual Target:** 2010/11 - 98.00%  
2009/10 - 98.20%

**Indicator of good performance:** A higher percentage is good

**Comment on current performance:**

(Quarter 1 2010/11) NNDR collection is 0.54% up on the same stage last year.

**Corrective action proposed (if required):**

(Quarter 1 2010/11) Billing and recovery procedures are in place to collect any outstanding debts.

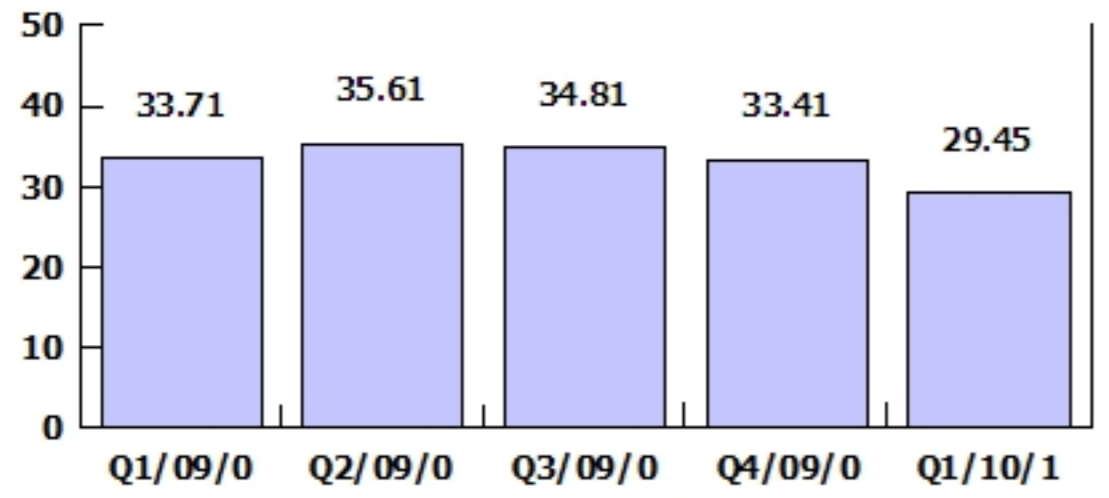
LPI 16 Average time for processing new benefit claims

**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?
Q1/10/1	25.00	29.45	X
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

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



Yes

**Annual Target: 2010/11 - 25.00 days**  
**2009/10 - 25.00 days**

**Indicator of good performance: A lower number of days is good**

**Comment on current performance:**

(Quarter 1 2010/11) Performance was affected by the number of changes that normally occur at the start of the new financial year and therefore April showed longer processing times. However, since May, performance has improved and is on target for the year, averaging under 25 days since June. The caseload continues to increase and had risen to 9388 by 30 June. This compares to a caseload of 9002 at the same time in 2009/10. The number of documents requiring processing also continues to increase at 24,293 for the quarter, compared to 22,807 for the same period last year.

**Corrective action proposed (if required):**

(Quarter 1 2010/11) Methods of speeding up the new claims processing continue to be explored. Office procedures are being reviewed and guidance has been issued regarding the management of mailboxes in the Document Management System. Following the inspection of the Benefits Service by the Audit Commission in 2009/10, an Action Plan was produced to assist in speeding up processing times and is being implemented.



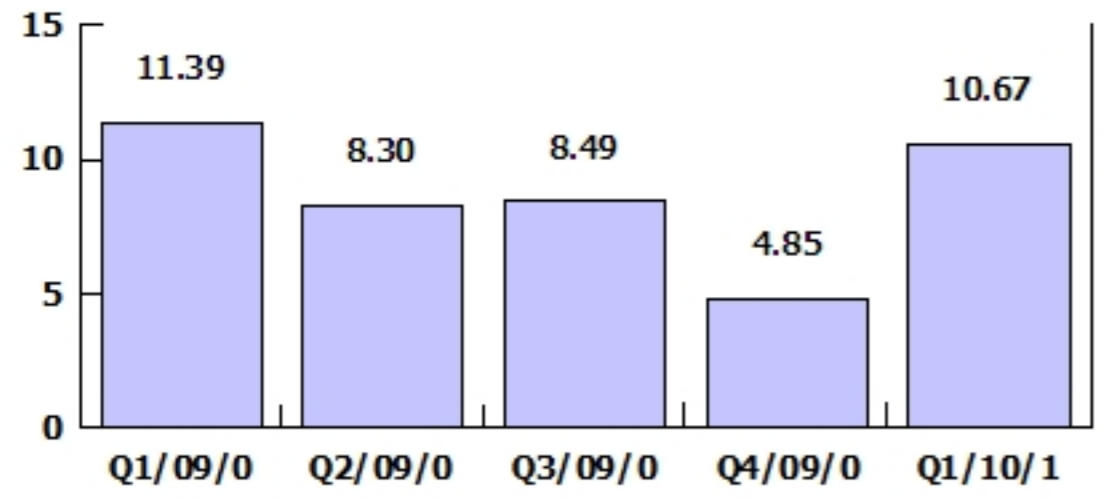
LPI 17 Average time for processing notification of changes of circumstance for benefit claims

**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?
Q1/10/1	8.00	10.67	X
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	X

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



Yes

**Annual Target: 2010/11 - 8.00 days**  
**2009/10 - 10.00 days**

**Indicator of good performance: A lower number of days is good**

**Comment on current performance:**

(Quarter 1 2010/11) Performance was affected by the number of changes that normally occur at the start of the new financial year and therefore April showed longer processing times. However, since May, performance has improved and the target is likely to be achieved.

**Corrective action proposed (if required):**

(Quarter 1 2010/11) Methods of speeding up processing times continue to be explored. Office procedures are being reviewed and guidance has been issued regarding the management of mailboxes in the Document Management System. Following the inspection of the Benefits Service by the Audit Commission, an Action Plan was produced to assist in speeding up processing times and is being implemented.





## 2010 / 11 Key Performance Indicators

# Housing

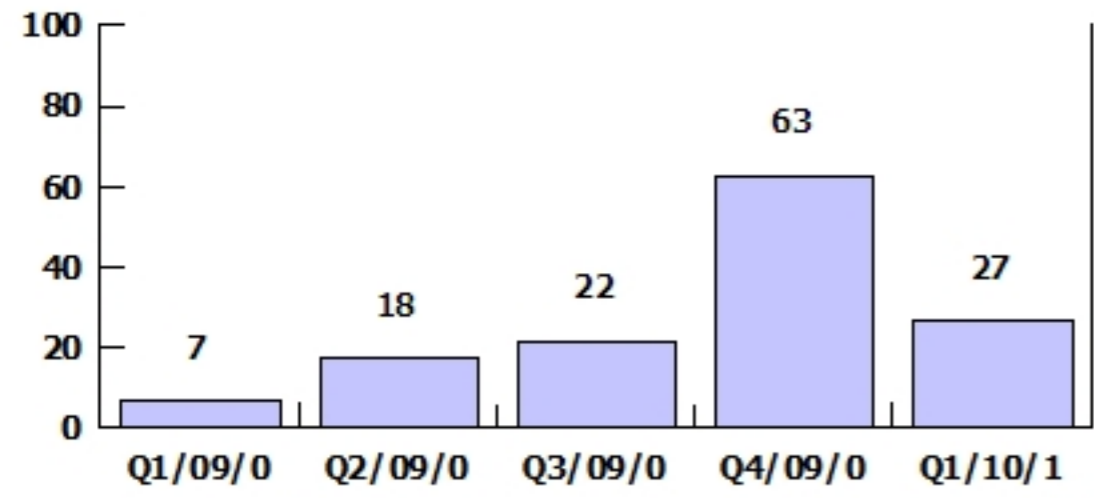
<u>NI</u>	<u>LPI</u>
155	004
156	005
	007
	008
	009
	010

**Responsible officer:** Alan Hall

**Additional Information:**

This indicator promotes an increase in the supply of affordable housing through new-build completions, changes of use and conversions. Quarterly targets and performance details for this indicator represent the cumulative total for the year to date.

**Current and previous quarters**



**Current and previous quarters**

Quarter	Target	Actual	Target Met?
Q1/10/1	17	27	✓
Q4/09/0	57	63	✓
Q3/09/0	42	22	✗
Q2/09/0	28	18	✗
Q1/09/0	14	7	✗

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

Yes

**Comment on current performance:**

(Quarter 1 2010/11) Target performance for the quarter achieved

**Annual Target:** 2010/11 - 70  
2009/10 - 57

**Indicator of good performance:** A higher number is good

**Corrective action proposed (if required):**

(Quarter 1 2010/11) Director of Housing to report as necessary

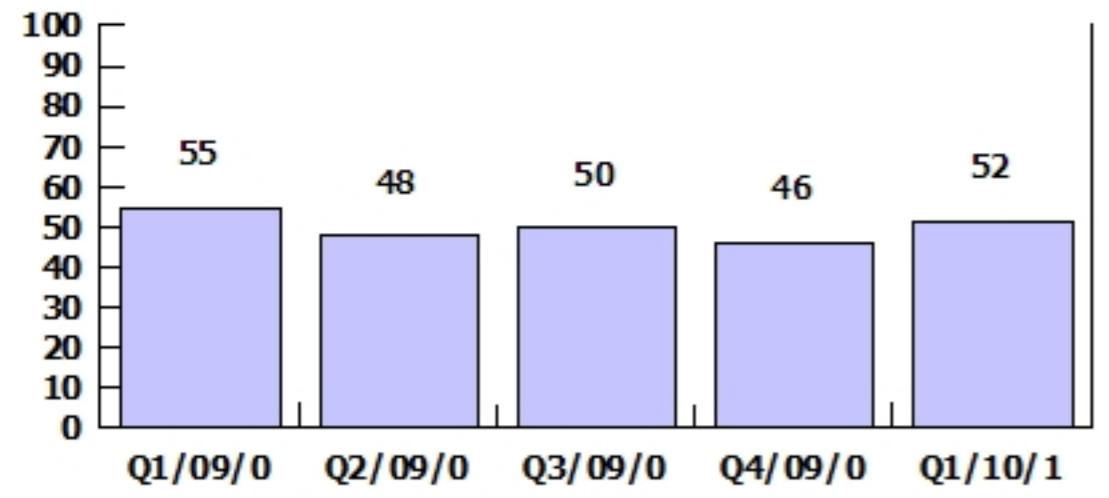
NI156 The number of households living in temporary accommodation

**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**



**Current and previous quarters**

Quarter	Target	Actual	Target Met?
Q1/10/1	60	52	✓
Q4/09/0	100	46	✓
Q3/09/0	100	50	✓
Q2/09/0	100	48	✓
Q1/09/0	100	55	✓

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



**Annual Target: 2010/11 - 60**  
**2009/10 - 100**

**Indicator of good performance: A lower number is good**

**Comment on current performance:**

(Quarter 1 2010/11) The number of households in temporary accommodation reduced from 201 as at 31 December 2004 to 50 on 31 December 2009. The number of households in temporary accommodation is likely to increase steadily in coming months and may rise above 60 by the end of the financial year due to the current economic climate.

**Corrective action proposed (if required):**

(Quarter 1 2010/11) Additional funding for Homelessness Prevention Schemes (i.e Rental Loan Scheme and Epping Forest Housing Aid Scheme) would enable staff to limit the numbers of households placed in temporary accommodation. Uncertainty regarding a number of posts in the Prevention Team also affects the likelihood of meeting the target.



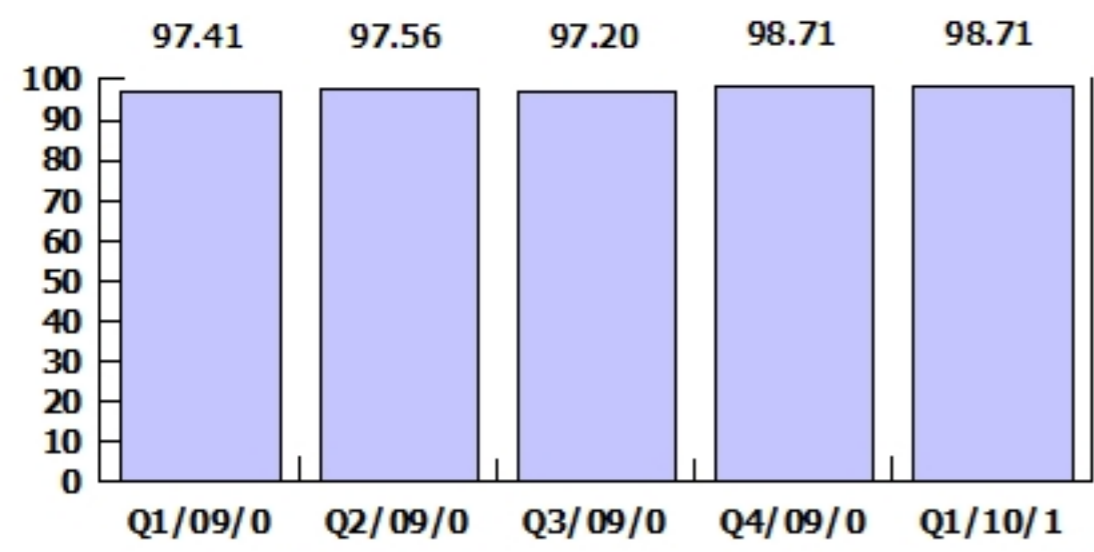
LPI 04 Rent collected as a proportion of rents owed on Housing Revenue Account dwellings

**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?
Q1/10/1	97.00	98.71	✓
Q4/09/0	98.80	98.71	✗
Q3/09/0	98.80	97.20	✗
Q2/09/0	98.80	97.56	✗
Q1/09/0	98.80	97.41	✗

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

Uncertain

**Comment on current performance:**

(Quarter 1 2010/11) Performance target for quarter achieved.

**Annual Target:** 2010/11 - 97.00%  
2009/10 - 98.80%

**Indicator of good performance:** A higher percentage is good

**Corrective action proposed (if required):**

(Quarter 1 2010/11) Director of Housing to report as necessary.

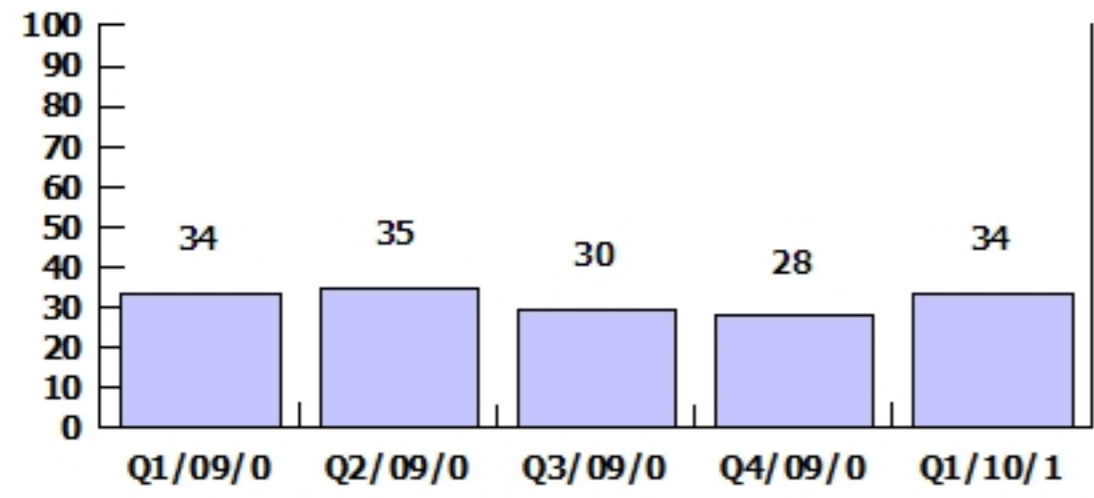
LPI 05 The average number of days taken to re-let Council dwellings

**Responsible officer:** Alan Hall

**Additional Information:**

This indicator measures the Council's housing management performance, as it is important that property re-let times are kept to a minimum in view of current pressures on social housing

**Current and previous quarters**



**Current and previous quarters**

Quarter	Target	Actual	Target Met?
Q1/10/1	30	34	X
Q4/09/0	40	28	✓
Q3/09/0	40	30	✓
Q2/09/0	40	35	✓
Q1/09/0	40	34	✓

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



**Annual Target: 2010/11 - 30.00 days**  
**2009/10 - 40.00 days**

**Indicator of good performance: A lower number of days is good**

**Comment on current performance:**

(Quarter 1 2010/11) The main reason for not achieving target is due to an abnormally high number of new housing association properties becoming available. This results in a higher number of empty council properties due to transfers.

**Corrective action proposed (if required):**

(Quarter 1 2010/11) Recruitment to vacancies at the managerial level within the new Housing Repairs Service should assist in improvement. In addition, a recommendation is being made to the Cabinet to introduce a policy of penalising housing applicants if they refuse 2 or 3 offers in which they have expressed an interest.

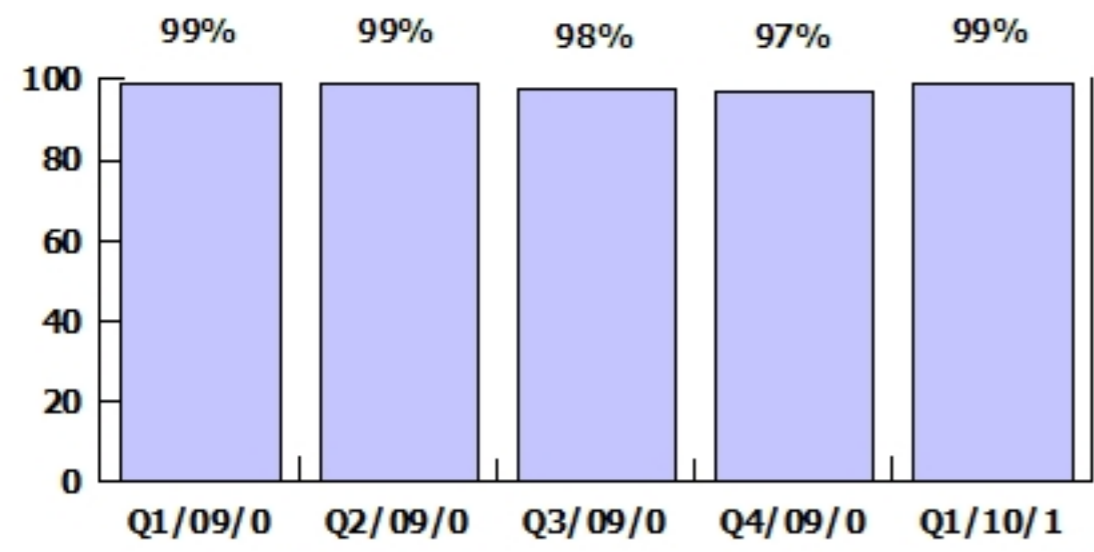
LPI 07 Emergency repairs undertaken within target time

**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?
Q1/10/1	99%	99%	✓
Q4/09/0	99%	97%	✗
Q3/09/0	99%	98%	✗
Q2/09/0	99%	99%	✓
Q1/09/0	99%	99%	✓

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

Yes

**Comment on current performance:**

(Quarter 1 2010/11) Target performance for the quarter has been achieved

**Annual Target: 2010/11 - 99%**  
**2009/10 - 99%**

**Indicator of good performance: A higher percentage is good**

**Corrective action proposed (if required):**

(Quarter 1 2010/11) Director of Housing to report



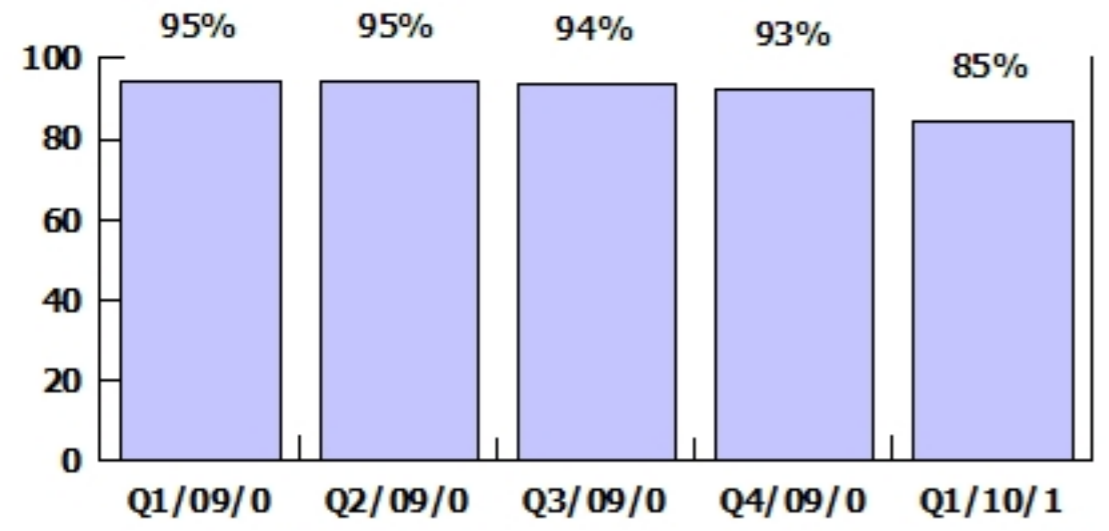
LPI 08 Urgent repairs undertaken within target time

**Responsible officer:** Alan Hall

**Additional Information:**

This indicator is a measure of housing management performance, as it is incumbent upon the Council as landlord to ensure the upkeep of its dwellings and that repairs are completed on time. The target time for the completion of urgent repairs is five days.

**Current and previous quarters**



**Current and previous quarters**

Quarter	Target	Actual	Target Met?
Q1/10/1	95%	85%	X
Q4/09/0	95%	93%	X
Q3/09/0	95%	94%	X
Q2/09/0	95%	95%	✓
Q1/09/0	95%	95%	✓

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



**Annual Target: 2010/11 - 95%**  
**2009/10 - 95%**

**Indicator of good performance: A higher percentage is good**

**Comment on current performance:**

(Quarter 1 2010/11) The number of urgent jobs completed for quarter 1 is 372 and completed within the target time is 316.

**Corrective action proposed (if required):**

(Quarter 1 2010/11) Ensure that urgent repairs are monitored within the management structure of the new Housing Repairs Service.

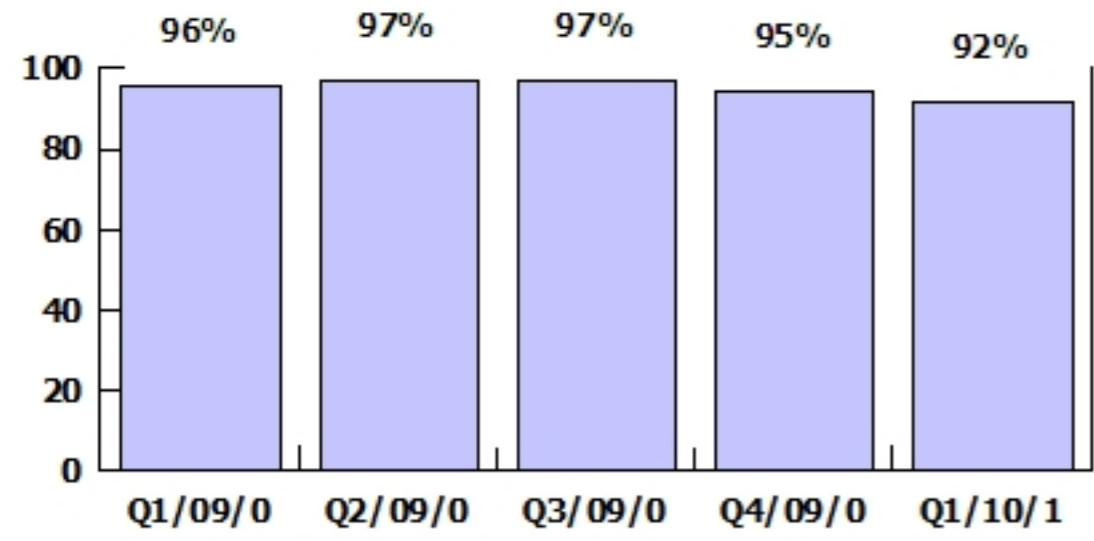
LPI 09 Routine repairs undertaken within target time

**Responsible officer:** Alan Hall

**Additional Information:**

This indicator is a measure of housing management performance, as it is incumbent upon the Council as landlord to ensure the upkeep of its dwellings and that repairs are completed on time. The target time for the completion of routine repairs is six weeks.

**Current and previous quarters**



**Current and previous quarters**

Quarter	Target	Actual	Target Met?
Q1/10/1	95%	92%	✗
Q4/09/0	90%	95%	✓
Q3/09/0	90%	97%	✓
Q2/09/0	90%	97%	✓
Q1/09/0	90%	96%	✓

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



**Annual Target: 2010/11 - 95%**  
**2009/10 - 90%**

**Indicator of good performance: A higher percentage is good**

**Comment on current performance:**

(Quarter 1 2010/11) As 71 routine repairs were not completed within the target time in the first quarter, it will be difficult to achieve the target figure in the following quarters, as the results are reported as cumulative figures. To achieve the annual target at year-end, performance for the remaining quarters will need to be in excess of 96%

**Corrective action proposed (if required):**

(Quarter 1 2010/11) Ensure that routine repairs are monitored within the management structure of the new Housing Repairs Service.

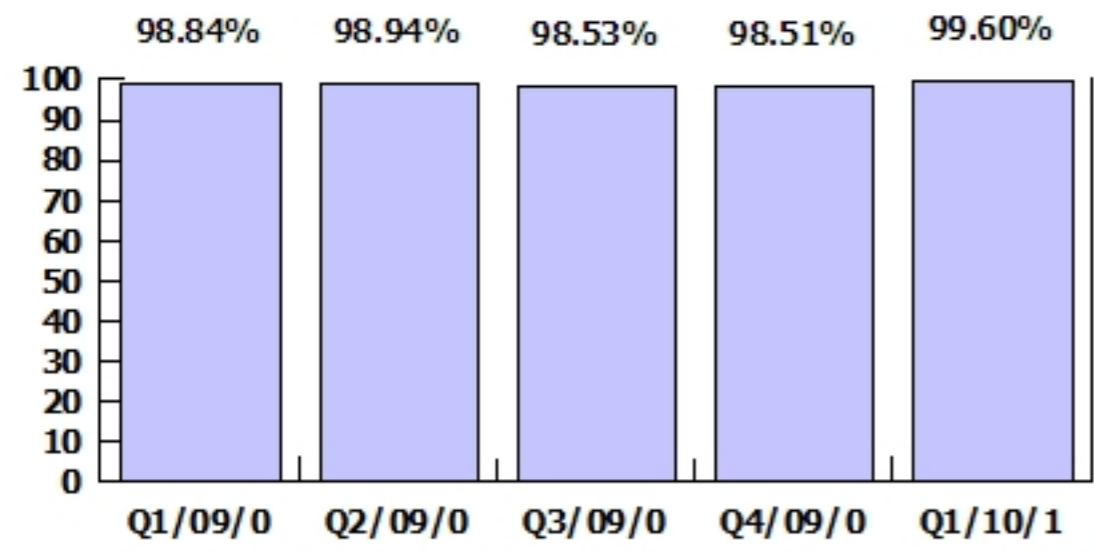
LPI 10 Satisfaction with repairs

**Responsible officer:** Alan Hall

**Additional Information:**

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

**Current and previous quarters**



**Current and previous quarters**

Quarter	Target	Actual	Target Met?
Q1/10/1	98.00%	99.60%	✓
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%	✓

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

Yes

**Annual Target: 2010/11 - 98.00%**  
**2009/10 - 98.00%**

**Indicator of good performance: A higher percentage is good**

**Comment on current performance:**

(Quarter 1 2010/11) Overall Satisfaction is based on the following criteria and no areas for improvement have been identified:

	Yes	No
Quality of work	243	1
Politeness	235	12
Cleanliness	234	1
Timeliness	222	1

**Corrective action proposed (if required):**

(Quarter 1 2010/11) Director of Housing to report



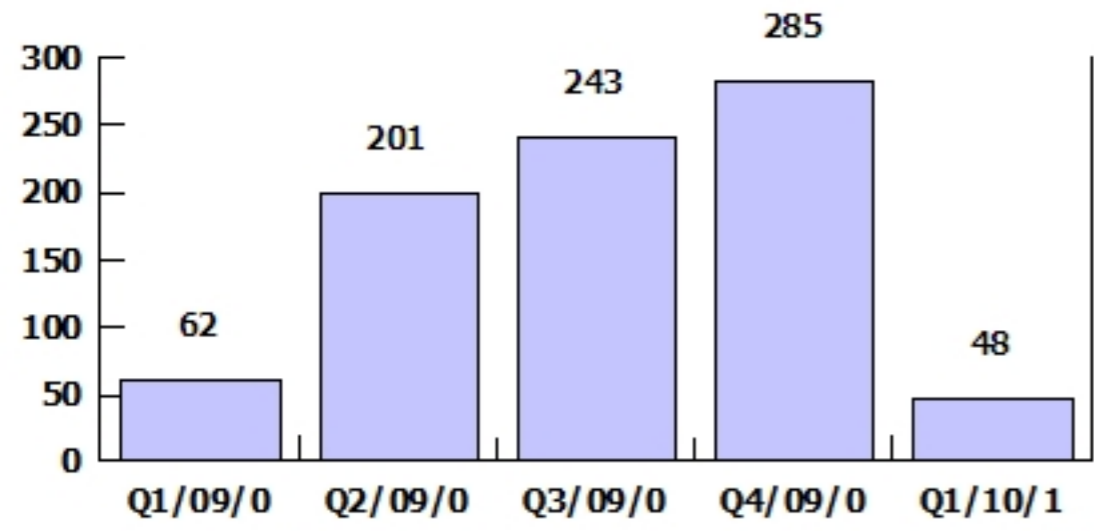
LPI 53 The number of completed fraud investigations carried out by the Benefits Investigation Team

**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?
Q1/10/1	125	48	X
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?**

Uncertain

**Annual Target: 2010/11 - 500  
2009/10 - 500**

**Indicator of good performance: A higher number is good**

**Comment on current performance:**

(Quarter 1 2010/11) The number of completed investigations this quarter was low due to one vacant Investigation Officer post and the inexperience of the other two Officers. The target should be achievable as it is based on individual targets for each Investigation Officer post but it does rely on a full and experienced establishment.

**Corrective action proposed (if required):**

(Quarter 1 2010/11) An experienced Officer is due to join the Authority in August and the number of investigations is expected to increase when the team is fully staffed. Training is continuing for the less experienced members of staff.



2010 / 11 Key Performance Indicators

# Planning & Economic Development

NI

154

157 (a)

157 (b)

LPI

045

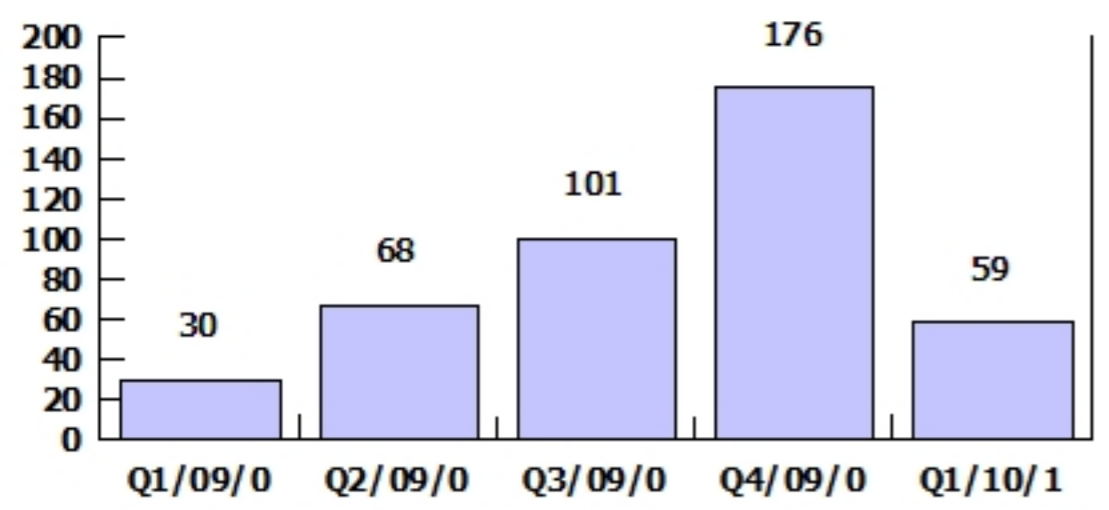
**NI154 Net additional homes provided**

**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?
Q1/10/1	45	59	✓
Q4/09/0	144	176	✓
Q3/09/0	108	101	✗
Q2/09/0	72	68	✗
Q1/09/0	36	30	✗

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



Yes

**Annual Target: 2010/11 - 180**  
**2009/10 - 144**

**Indicator of good performance: A higher number is good**

**Comment on current performance:**

(Quarter 1 10/11) 59 net new homes were completed in this quarter; a good performance against the target, and significantly higher than the first quarter for the last 2 years. Most of these were completed on large sites, e.g. Epping Forest College and St Margaret's Hospital.

**Corrective action proposed (if required):**

(Quarter 1 10/11) No corrective action is proposed.

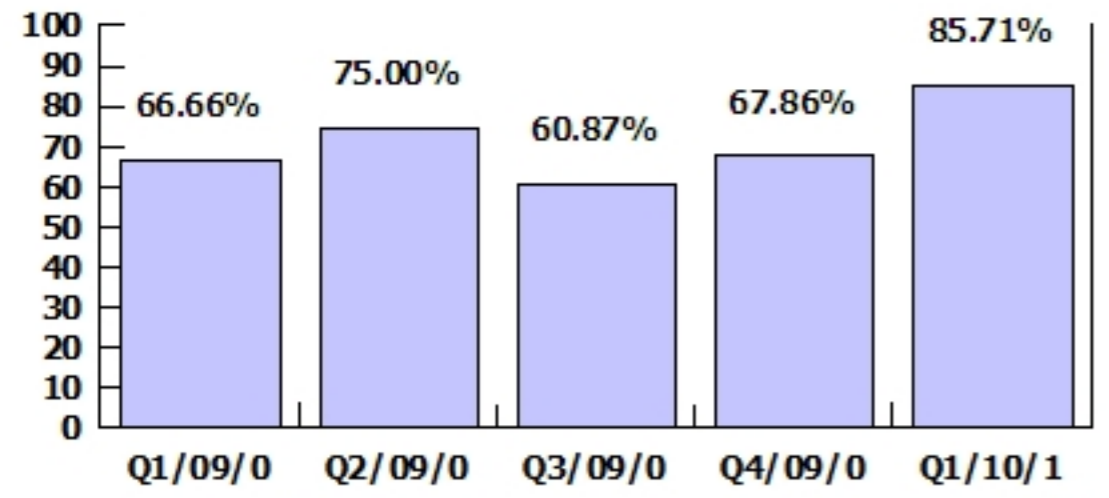


**Responsible officer:** John Preston

**Additional Information:**

This indicator ensures that local planning authorities determine major planning applications in a timely manner (within thirteen weeks).

**Current and previous quarters**



**Current and previous quarters**

Quarter	Target	Actual	Target Met?
Q1/10/1	81.00%	85.71%	✓
Q4/09/0	81.00%	67.86%	✗
Q3/09/0	81.00%	60.87%	✗
Q2/09/0	81.00%	75.00%	✗
Q1/09/0	81.00%	66.66%	✗

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

Uncertain

**Annual Target: 2010/11 - 81.00%**  
**2009/10 - 81.00%**

**Indicator of good performance: A higher percentage is good**

**Comment on current performance:**

(Quarter 1 2010/11) A low number of applications in this category, but target achieved because none were subject to a legal agreement that otherwise inevitably delays the issue of the decision. Too early to ascertain whether the target will be achieved, but given it only covers a few planning applications, the percentage range will be volatile if more than 1 application is over time.

**Corrective action proposed (if required):**

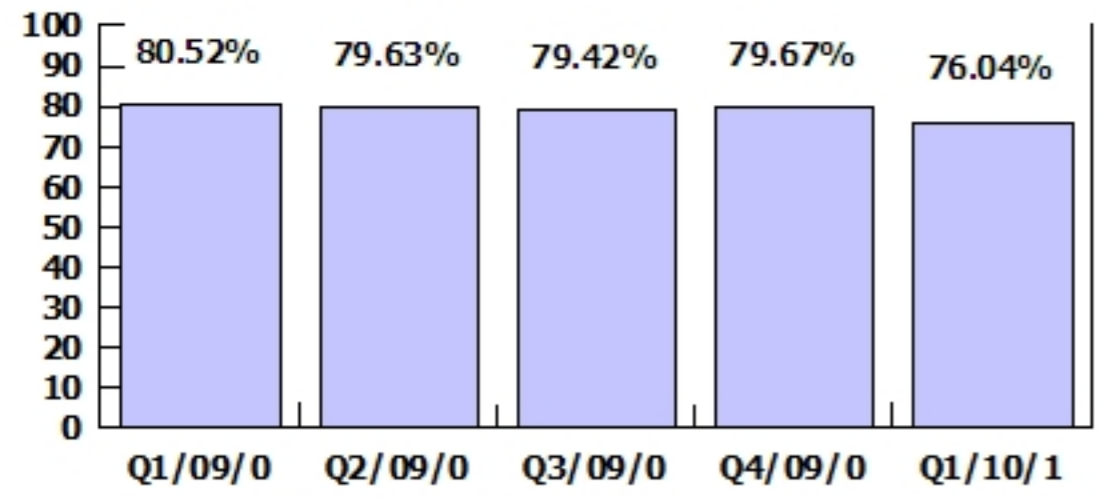
(Quarter 1 2010/11) Director of Planning & Economic Development to report as necessary

**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?
Q1/10/1		76.04%	
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

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

No

**Annual Target: 2010/11 - TBC**  
**2009/10 - 84.00%**

**Indicator of good performance: A higher percentage is good**

**Comment on current performance:**

(Quarter 1 2010/11) A re-occurring trend, as generally those minor applications being decided outside the target are predominantly those being taken to Committee for decision. Revisions to delegated powers did not take place soon enough to impact this quarter. A more realistic target than previous years, when set, may be achievable.

**Corrective action proposed (if required):**

(Quarter 1 2010/11) Target to be set at Planning Services Scrutiny Standing Panel meeting on 2 September 2010. Director of Planning & Economic Development to report as necessary.



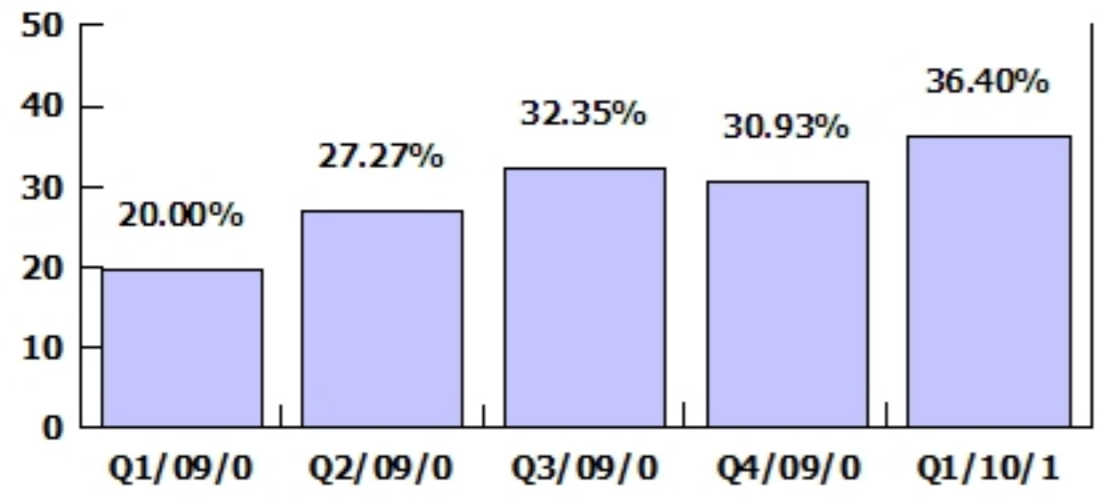
LPI 45 The number of appeals allowed against refusal of planning applications, as percentage of the total number of appeals against refusals

**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?
Q1/10/1		36.40%	
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%	✓

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

 Uncertain

**Annual Target: 2010/11 - TBC**  
**2009/10 - 25.00%**

**Indicator of good performance: A lower percentage is good**

**Comment on current performance:**

(Quarter 1 2010/11) There appears to be a backlog at the Planning Inspectorate in making appeal decisions that probably explains the low number decided. But it only takes a few allowed to exceed the target. Two of the four allowed decisions were delegated cases, but officers were successful in defending seven out of nine. The other two decided were officer recommendations reversed by Members to a refusal of planning permission and both were allowed. Uncertain at present, whether target will be reached by the end of the year.

**Corrective action proposed (if required):**

(Quarter 1 2010/11) Target to be set at Planning Services Scrutiny Standing Panel on 2 September 2010. Director of Planning & Economic Development to report as necessary.