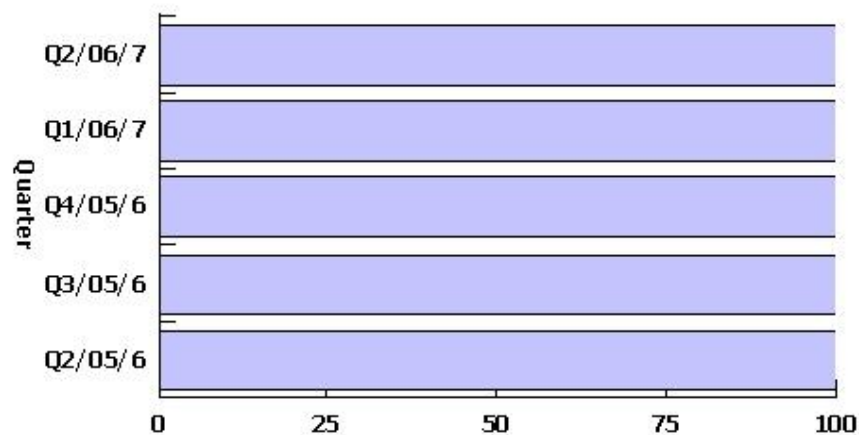


KPI 175 Racial Incidents Resulting in Further Action

Responsible officer: Ian Willett

Additional Information This indicator monitors the incidence and handling of racial incidents where the Council has some measure of direct involvement in remedying the solution, and is expressed as a percentage of all incidents.

Chart - Current and previous four quarters



Direction of improving performance:



Cumulative data?: Yes

Table - Current and previous four quarters

Quarter	Target	Actual	Target Met?
Q2/06/7	100.00%	100.00%	✓
Q1/06/7	100.00%	100.00%	✓
Q4/05/6	100.00%	100.00%	✓
Q3/05/6	100.00%	100.00%	✓
Q2/05/6	100.00%	100.00%	✓

Final Figure 2005/06	Target Met 2005/06	Top Quartile 2004/05	Target 2006/07	Target 2007/08
100%	Yes		100%	100%

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

Comment on current performance:

All reports are forwarded to the Epping Forest Hate Crime Panel which is chaired by the Council. These are recorded and minuted. Therefore if there is an incident within the District and it is reported to the Police or Council. It will always be tabled for discussion at the following hate panel meeting. In this case, it has resulted in further action from the original time of reporting.

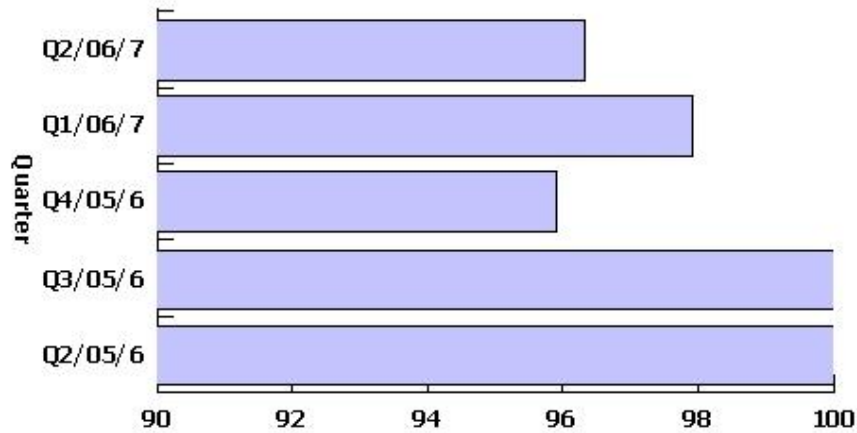
Corrective action proposed (if required):

KPI Local EH6 Process all licence applications within the statutory period

Responsible officer: John Gilbert

Additional Information This indicator measures the extent to which the council has met statutory deadlines in the determination of licence applications, and is expressed as a percentage of all applications.

Chart - Current and previous four quarters



Direction of improving performance:



Cumulative data?: Yes

Table - Current and previous four quarters

Quarter	Target	Actual	Target Met?
Q2/06/7	100.00%	96.32%	✘
Q1/06/7	100.00%	97.93%	✘
Q4/05/6	100.00%	95.90%	✘
Q3/05/6	100.00%	100.00%	✔
Q2/05/6	100.00%	100.00%	✔

Final Figure 2005/06	Target Met 2005/06	Top Quartile 2004/05	Target 2006/07	Target 2007/08
95.9%	No		95%	95%

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

Comment on current performance:

Delays are to be due to applicants failing to provide the correct or complete information with their application or delays in the return of CRB checks.

Corrective action proposed (if required):

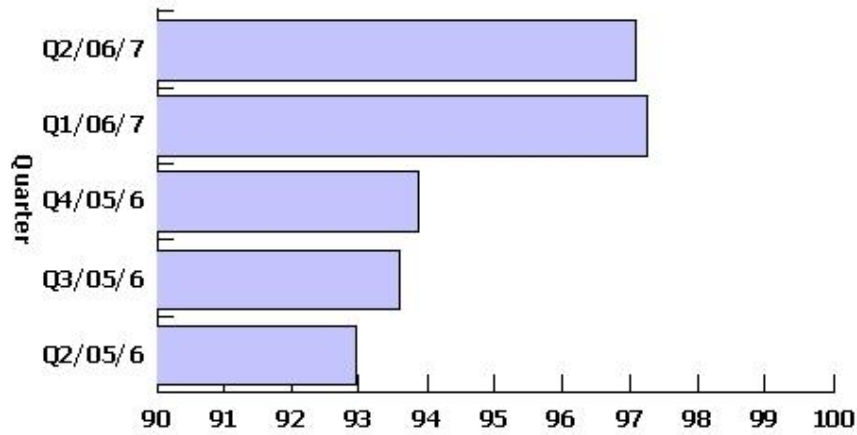
None Possible

KPI 008 Percentage of Invoices Paid on Time

Responsible officer: **Bob Palmer**

Additional Information This indicator measures the prompt payment of undisputed invoices, and is expressed as a percentage of invoices for goods and services paid within thirty days or other agreed terms.

Chart - Current and previous four quarters



Direction of improving performance:



Cumulative data?: Yes

Table - Current and previous four quarters

Quarter	Target	Actual	Target Met?
Q2/06/7	99.20%	97.07%	X
Q1/06/7	99.20%	97.24%	X
Q4/05/6	96.74%	93.88%	X
Q3/05/6	96.74%	93.59%	X
Q2/05/6	96.74%	92.94%	X

Final Figure 2005/06	Target Met 2005/06	Top Quartile 2004/05	Target 2006/07	Target 2007/08
93.88%	No	99.2%	99.2%	99.2%

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

Comment on current performance:

The figure represents a significant improvement on 2005/06. The September figure showed a deterioration in performance the reasons for which are under investigation.

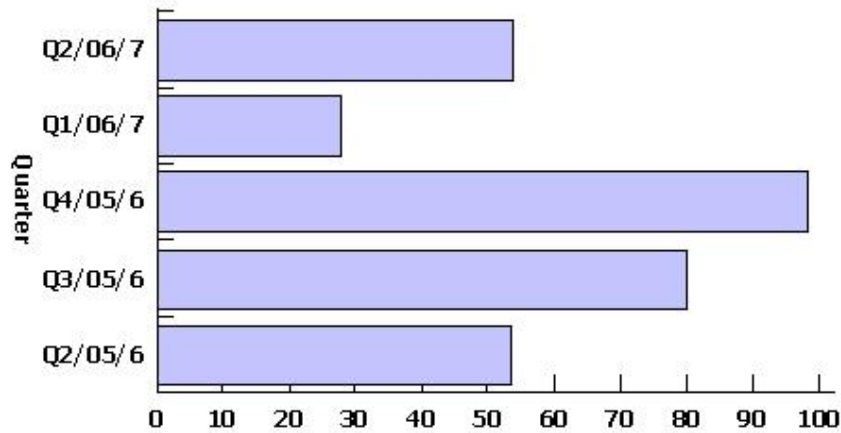
Corrective action proposed (if required):

KPI 009 Percentage of Council Tax Collected

Responsible officer: **Bob Palmer**

Additional Information This indicator measures the rate of collection of Council Tax.

Chart - Current and previous four quarters



Direction of improving performance:



Cumulative data?: Yes

Table - Current and previous four quarters

Quarter	Target	Actual	Target Met?
Q2/06/7	98.50%	53.68%	✘
Q1/06/7	98.50%	27.81%	✘
Q4/05/6	97.80%	98.02%	✔
Q3/05/6	97.80%	79.80%	✘
Q2/05/6	97.80%	53.47%	✘

Final Figure 2005/06	Target Met 2005/06	Top Quartile 2004/05	Target 2006/07	Target 2007/08
98.02%	No	98.5%	98.50%	98.50%

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

Uncertain

Comment on current performance:

The performance is 0.21% up on the same stage last year.

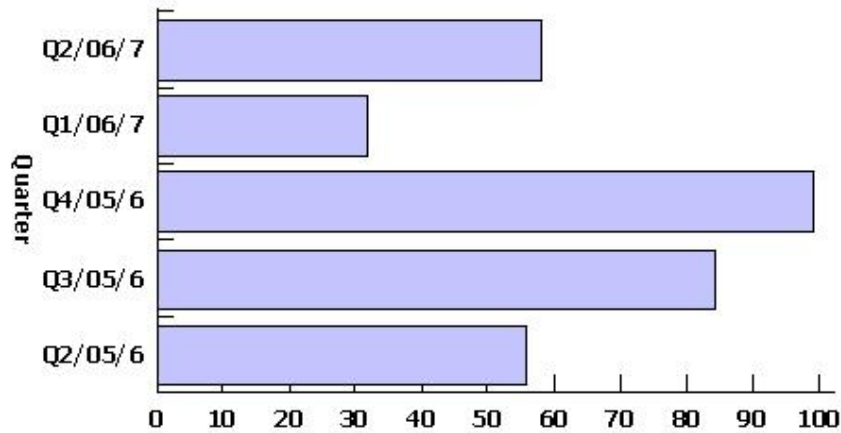
Corrective action proposed (if required):

KPI 010 Percentage of non-domestic rates collected

Responsible officer: **Bob Palmer**

Additional Information This indicator measures the rate of collection of National Non-Domestic Rates.

Chart - Current and previous four quarters



Direction of improving performance:



Cumulative data?: Yes

Table - Current and previous four quarters

Quarter	Target	Actual	Target Met?
Q2/06/7	99.20%	57.97%	✘
Q1/06/7	99.20%	31.73%	✘
Q4/05/6	98.70%	98.86%	✔
Q3/05/6	98.70%	84.00%	✘
Q2/05/6	98.70%	55.40%	✘

Final Figure 2005/06	Target Met 2005/06	Top Quartile 2004/05	Target 2006/07	Target 2007/08
98.86%	Yes	98.7%	99.2%	99.2%

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

Uncertain

Comment on current performance:

The performance is 2.5% up on the same stage last year.

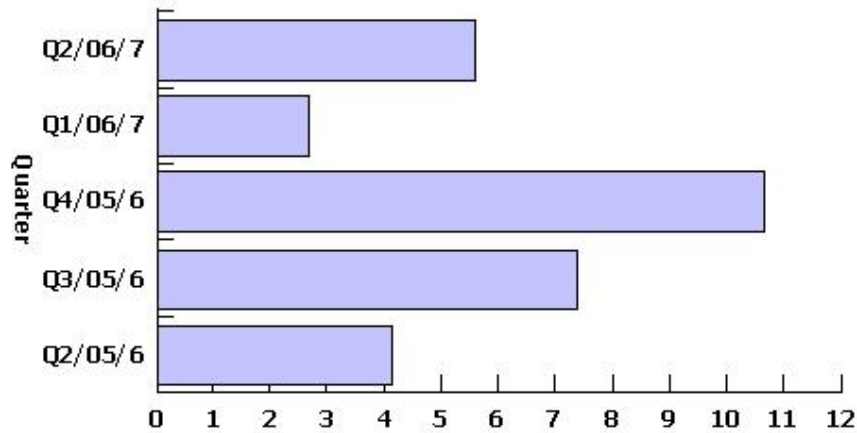
Corrective action proposed (if required):

KPI 012 Working Days Lost Due to Sickness Absence

Responsible officer: **Tony Tidey**

Additional Information This indicator measures the level of sickness absence across the Council, and is expressed as the average number of days sickness per employee.

Chart - Current and previous four quarters



Direction of improving performance:



Cumulative data?: Yes

Table - Current and previous four quarters

Quarter	Target	Actual	Target Met?
Q2/06/7	8.48	5.61	✓
Q1/06/7	8.48	2.67	✓
Q4/05/6	9.50	10.66	✗
Q3/05/6	9.50	7.35	✓
Q2/05/6	9.50	4.13	✓

Final Figure 2005/06	Target Met 2005/06	Top Quartile 2004/05	Target 2006/07	Target 2007/08
10.66	No	8.48	8.48	8.48

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

Uncertain

Comment on current performance:

On the basis of the performance so far it is unlikely that the target will be met ie. sickness is likely to exceed this level.

Corrective action proposed (if required):

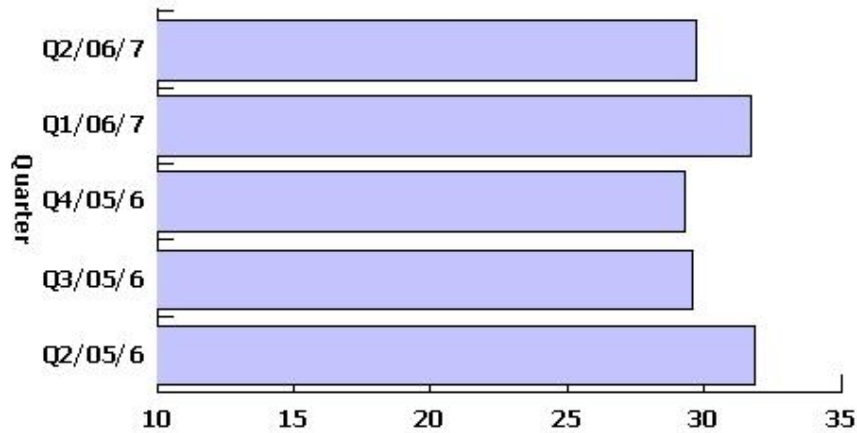
A full evaluation of the Managing Absence procedure will take place next year, and corrective action will be proposed at that point.

KPI 078a Speed of Processing: New HB/CTB Claims

Responsible officer: **Bob Palmer**

Additional Information This indicator measures the average processing time for all new Housing and Council Tax Benefits claims and is expressed in days.

Chart - Current and previous four quarters



Direction of improving performance:



Cumulative data?: Yes

Table - Current and previous four quarters

Quarter	Target	Actual	Target Met?
Q2/06/7	28.00	29.76	✘
Q1/06/7	28.00	31.72	✘
Q4/05/6	31.00	29.28	✔
Q3/05/6	31.00	29.61	✔
Q2/05/6	31.00	31.88	✘

Final Figure 2005/06	Target Met 2005/06	Top Quartile 2004/05	Target 2006/07	Target 2007/08
29.28	Yes	28	31	31

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

Comment on current performance:

July to September shows a performance of 28.01 days which gives the average for the BVPI of 29.76 days. Quarter 2 in 05/06 showed performance to be 31.88 days

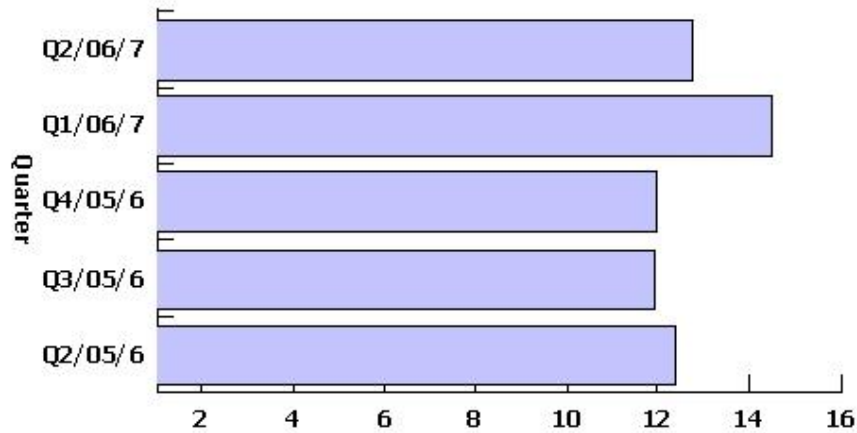
Corrective action proposed (if required):

KPI 078b Speed of Processing: Change in Circumstances for HB/CTB Claims

Responsible officer: **Bob Palmer**

Additional Information This indicator measures the average processing time for written changes to the circumstances of Housing and Council Tax Benefits claimants, and is expressed in days.

Chart - Current and previous four quarters



Direction of improving performance:



Cumulative data?: Yes

Table - Current and previous four quarters

Quarter	Target	Actual	Target Met?
Q2/06/7	7.00	12.73	X
Q1/06/7	7.00	14.45	X
Q4/05/6	7.20	11.94	X
Q3/05/6	7.20	11.91	X
Q2/05/6	7.20	12.39	X

Final Figure 2005/06	Target Met 2005/06	Top Quartile 2004/05	Target 2006/07	Target 2007/08
11.94	No	6.8	7.2	7.2

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

Comment on current performance:

July to September shows a performance of 10.63 days which gives the average for the BVPI of 12.73 days. Quarter 2 in 2005/06 showed performance to be 12.39 days. Top quartile performance in 2005/06 was under 9 days.

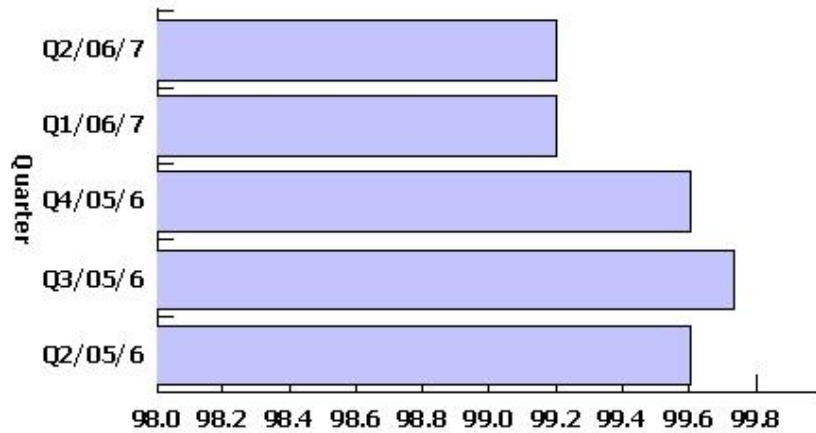
Corrective action proposed (if required):

KPI 079a Accuracy of Processing HB/CTB Claims

Responsible officer: **Bob Palmer**

Additional Information This indicator measures the percentage of cases for which the council's calculation of Housing and Council Tax Benefit was correct.

Chart - Current and previous four quarters



Direction of improving performance:



Cumulative data?: Yes

Table - Current and previous four quarters

Quarter	Target	Actual	Target Met?
Q2/06/7	99.00%	99.20%	✓
Q1/06/7	99.00%	99.20%	✓
Q4/05/6	99.00%	99.60%	✓
Q3/05/6	99.00%	99.73%	✓
Q2/05/6	99.00%	99.60%	✓

Final Figure 2005/06	Target Met 2005/06	Top Quartile 2004/05	Target 2006/07	Target 2007/08
99.6	Yes	99%	99%	99%

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

Comment on current performance:

On Target

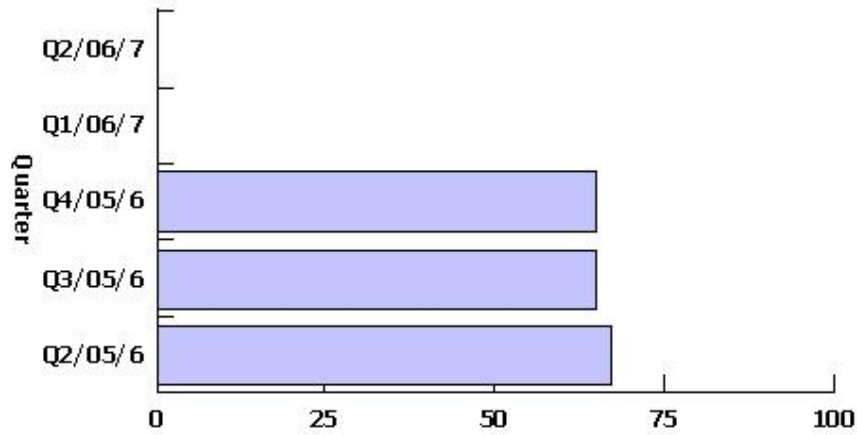
Corrective action proposed (if required):

KPI 063 Energy Efficiency of Housing Stock

Responsible officer: **Alan Hall**

Additional Information This indicator measures the energy efficiency of the council's dwellings. The Standard Assessment Procedure (SAP) is a measure of the overall energy efficiency of a dwelling, and the higher the SAP rating the better.

Chart - Current and previous four quarters



Direction of improving performance:



Cumulative data?: Yes

Table - Current and previous four quarters

Quarter	Target	Actual	Target Met?
Q2/06/7	67.00	0.00	✗
Q1/06/7	67.00	0.00	✗
Q4/05/6	65.00	65.00	✓
Q3/05/6	65.00	65.00	✓
Q2/05/6	65.00	67.00	✓

Final Figure 2005/06	Target Met 2005/06	Top Quartile 2004/05	Target 2006/07	Target 2007/08
65	Yes	67	67	67

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

Comment on current performance:

This indicator is reported annually. Work is done on long-term contracts so quarterly figures are not available.

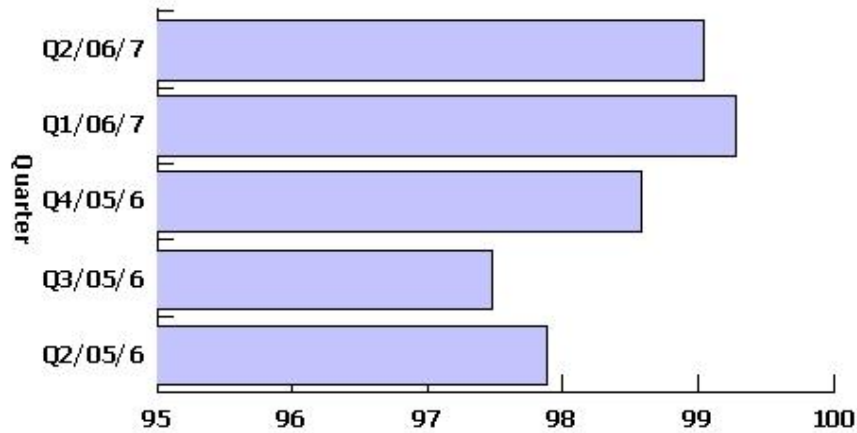
Corrective action proposed (if required):

KPI 066a Rent Collection and Arrears Recovery- Rents Owed

Responsible officer: Alan Hall

Additional Information This indicator measure the effectiveness and efficiency of the council's rent collection and arrears recovery service, and is expressed as the percentage of rent collected as a proportion of rent owed on Housing Revenue Account dwellings.

Chart - Current and previous four quarters



Direction of improving performance:



Cumulative data?: Yes

Table - Current and previous four quarters

Quarter	Target	Actual	Target Met?
Q2/06/7	98.74%	99.04%	✓
Q1/06/7	98.00%	99.27%	✓
Q4/05/6	98.60%	98.58%	✗
Q3/05/6	98.60%	97.47%	✗
Q2/05/6	98.60%	97.88%	✗

Final Figure 2005/06	Target Met 2005/06	Top Quartile 2004/05	Target 2006/07	Target 2007/08
98.58%	No	98.74%	98.74%	98.74%

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

Uncertain

Comment on current performance:

Indicator collects figure for proportion of rent collected.

Corrective action proposed (if required):

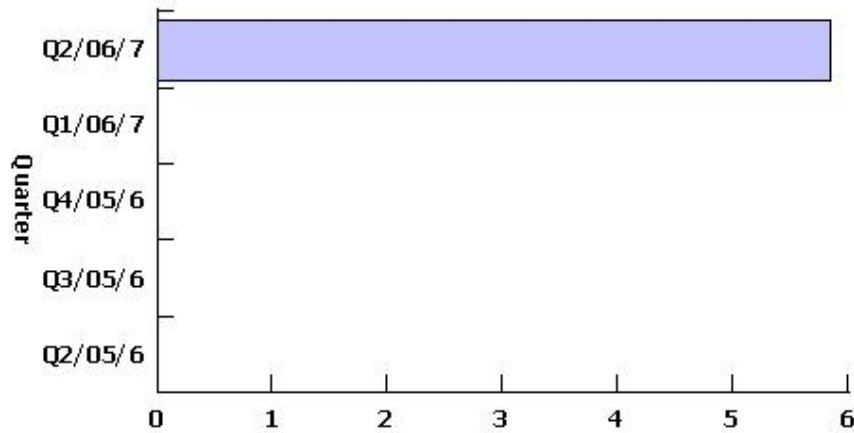
The KPI Improvement Plan sets out a number of initiatives for further improvement.

KPI 183a Length of Stay in Temporary Accommodation (Bed & Breakfast) (weeks)

Responsible officer: Alan Hall

Additional Information This indicator measures the council's success in reducing the inappropriate use of temporary (bed and breakfast) accommodation for homeless households, and is expressed in whole weeks.

Chart - Current and previous four quarters



Direction of improving performance:



Cumulative data?: Yes

Table - Current and previous four quarters

Quarter	Target	Actual	Target Met?
Q2/06/7	0.00	5.85	✘
Q1/06/7	0.00	0.00	✔
Q4/05/6	1.17	0.00	✔
Q3/05/6	1.17	0.00	✔
Q2/05/6	1.17	0.00	✔

Final Figure 2005/06	Target Met 2005/06	Top Quartile 2004/05	Target 2006/07	Target 2007/08
0	Yes	1	0	0

Is it likely that the target will be met at the end of the year? No

Comment on current performance:

Increasing emphasis on homelessness prevention and the effective use of Norway House and Women's Refuges means that families with children are not normally placed in B&B. However, in this quarter, one pregnant woman was placed in Bed and Breakfast due to exceptional circumstances.

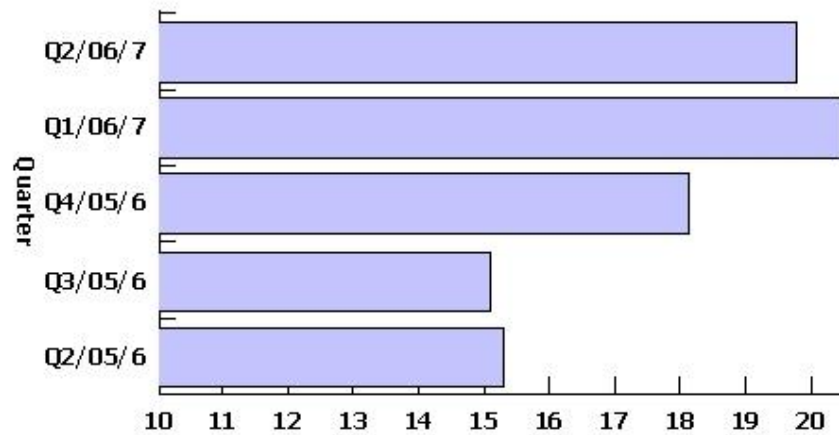
Corrective action proposed (if required):

183b The average length of stay in hostel accommodation of households that are unintentionally homeless and in priority need (weeks)

Responsible officer: Alan Hall

Additional Information This indicator measures the council's success in reducing the inappropriate use of temporary (hostel) accommodation for intentionally homeless households, and is expressed in whole weeks.

Chart - Current and previous four quarters



Direction of improving performance:



Cumulative data?: Yes

Table - Current and previous four quarters

Quarter	Target	Actual	Target Met?
Q2/06/7	15.00	19.75	✘
Q1/06/7	15.00	20.47	✘
Q4/05/6	16.50	18.11	✘
Q3/05/6	16.50	15.06	✔
Q2/05/6	16.50	15.25	✔

Final Figure 2005/06	Target Met 2005/06	Top Quartile 2004/05	Target 2006/07	Target 2007/08
18.11	No	0	15	14

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

Comment on current performance:

Giving less choice to families moving on from Norway House has meant that families are being housed more quickly in self-contained accommodation. This will mean that families spend less time in hostel accommodation. Greater homelessness prevention will reduce the number of families admitted to Norway House

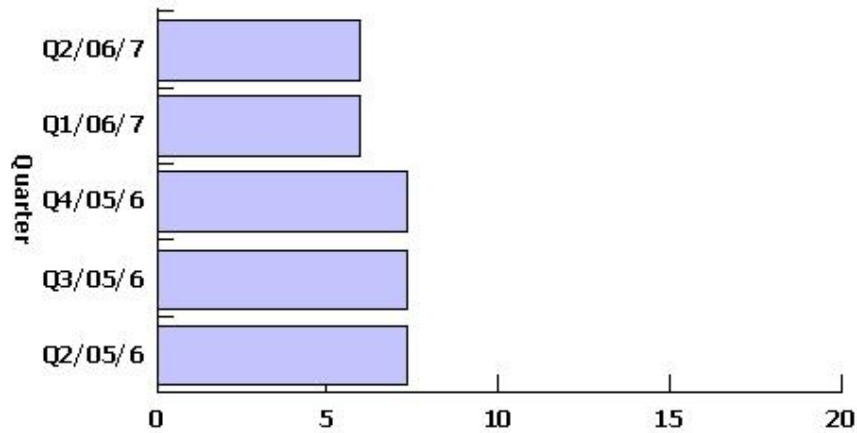
Corrective action proposed (if required):

KPI 184a Non-Decent Local Authority Dwellings (percentage)

Responsible officer: Alan Hall

Additional Information This indicator measures year-on-year improvements in the quality of the council's housing stock against the Decent Homes Standard, and is expressed as the percentage of non-decent homes at the start of the year.

Chart - Current and previous four quarters



Direction of improving performance:



Cumulative data?: Yes

Table - Current and previous four quarters

Quarter	Target	Actual	Target Met?
Q2/06/7	5.90%	5.90%	✓
Q1/06/7	5.90%	5.90%	✓
Q4/05/6	5.50%	7.31%	✗
Q3/05/6	5.50%	7.30%	✗
Q2/05/6	5.50%	7.30%	✗

Final Figure 2005/06	Target Met 2005/06	Top Quartile 2004/05	Target 2006/07	Target 2007/08
7.31%	No	17%	5.9%	5.2%

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

Comment on current performance:

Indicator for number of council dwellings non-decent at the start of the year. Figure is 5.9%. Target is 5.9%.

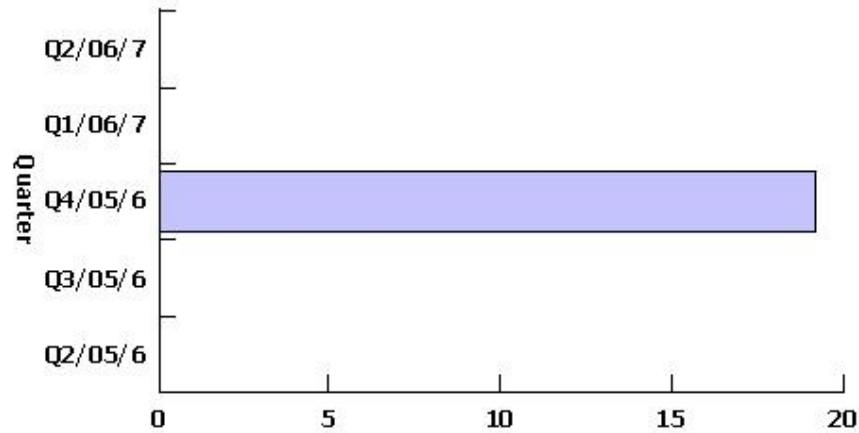
Corrective action proposed (if required):

KPI 184b Non-Decent Local Authority Dwellings (change)

Responsible officer: **Alan Hall**

Additional Information This indicator measures year-on-year improvements in the quality of the council's housing stock against the Decent Homes Standard, and is expressed as the percentage change in the proportion of non-decent homes at the end of the year.

Chart - Current and previous four quarters



Direction of improving performance:



Cumulative data?: Yes

Table - Current and previous four quarters

Quarter	Target	Actual	Target Met?
Q2/06/7	12.50%		
Q1/06/7	12.50%		
Q4/05/6	25.00%	19.20%	X
Q3/05/6	25.00%		
Q2/05/6	25.00%		

Final Figure 2005/06	Target Met 2005/06	Top Quartile 2004/05	Target 2006/07	Target 2007/08
19.5%	No		12.5%	14.2%

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

Comment on current performance:

Non-decent dwellings - % change between start and end of year. Work is done on long-term contracts so quarterly figures are not available. Contracts progressing as planned and on target to achieve 12.5% change.

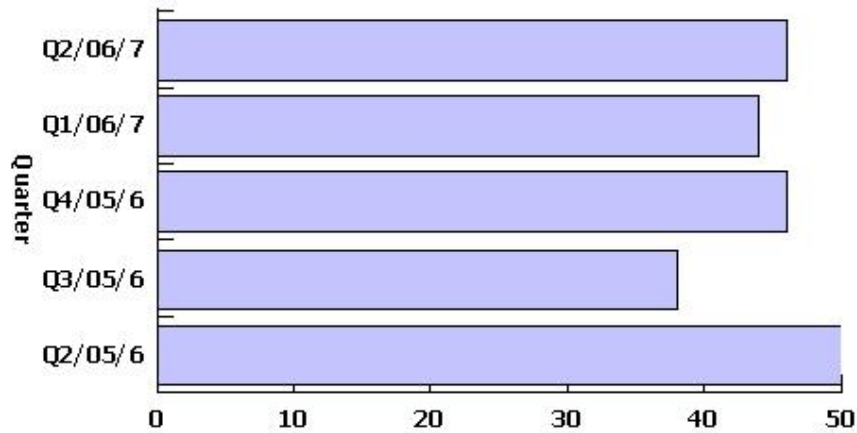
Corrective action proposed (if required):

KPI 212 The average Time to Re-let Local Authority Housing

Responsible officer: Alan Hall

Additional Information This indicator measures the council's housing management performance in keeping re-let times to a minimum and is expressed in days.

Chart - Current and previous four quarters



Direction of improving performance:



Cumulative data?: Yes

Table - Current and previous four quarters

Quarter	Target	Actual	Target Met?
Q2/06/7	42.00	46.00	✘
Q1/06/7	42.00	44.00	✘
Q4/05/6	42.00	46.00	✘
Q3/05/6	42.00	38.00	✔
Q2/05/6	42.00	51.00	✘

Final Figure 2005/06	Target Met 2005/06	Top Quartile 2004/05	Target 2006/07	Target 2007/08
46	No		42	42

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

Comment on current performance:

From Housing Needs point of view this quarter contained a number of difficult to let vacancies – sheltered flats and some properties on the Limes Farm estate, which were only let after several offers. This has increased the overall period.

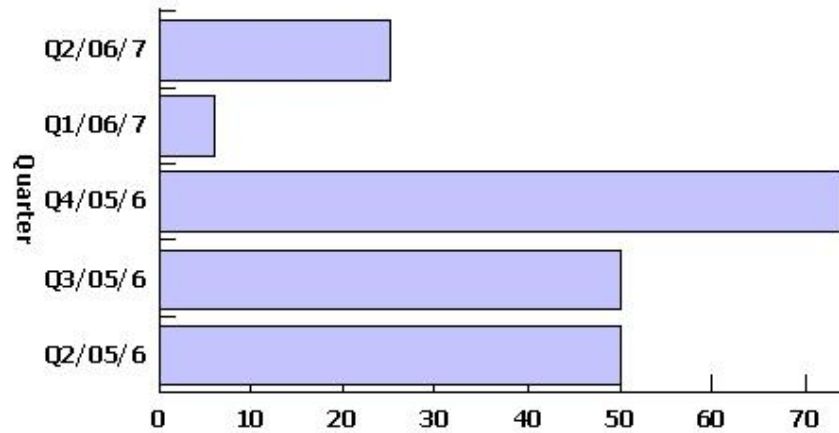
Corrective action proposed (if required):

KPI, Local H15a The number of affordable homes completed and ready for occupation during the year.

Responsible officer: Alan Hall

Additional Information This indicator measures the level of affordable housing provided during the year, and is expressed as the number of homes completed.

Chart - Current and previous four quarters



Direction of improving performance:



Cumulative data?: Yes

Table - Current and previous four quarters

Quarter	Target	Actual	Target Met?	
Q2/06/7	33.00	25.00	✗	
Q1/06/7	33.00	6.00	✗	
Q4/05/6	74.00	74.00	✓	
Q3/05/6	74.00	50.00	✗	
Q2/05/6	74.00	50.00	✗	
Final Figure 2005/06	Target Met 2005/06	Top Quartile 2004/05	Target 2006/07	Target 2007/08
74	Yes		33	59

Is it likely that the target will be met at the end of the year? No

Comment on current performance:

When the target was set it was hoped that some development opportunities may arise in 2006 - including some affordable housing - that could start and complete by March 2007. However, due to the dearth of development land, no opportunities have arisen. The two schemes expected to complete in 2006/7 have been completed.

Corrective action proposed (if required):

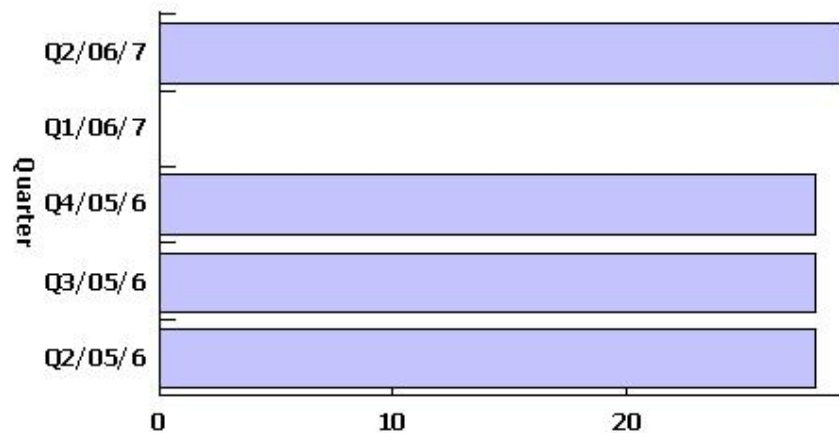
It will not be possible to achieve the target for 2006/7, due to the long lead-in period for new developments. However, there are around 500 affordable properties currently in the pipeline (with a mixture of rented and shared ownership), all subject to funding, planning approval and S106 agreements.

KPI, Local H15b The amount of affordable housing required as part of all Section 106 Agreements that have been signed during the year for all large residential development sites.

Responsible officer: Alan Hall

Additional Information This indicator measures the level of affordable housing agreed through Section 106 Agreements during the year, to be constructed as part of large-scale residential development, and is expressed as a percentage.

Chart - Current and previous four quarters



Direction of improving performance:



Cumulative data?: Yes

Table - Current and previous four quarters

Quarter	Target	Actual	Target Met?
Q2/06/7	33.00%	29.20%	X
Q1/06/7	33.00%	0.00%	X
Q4/05/6	30.00%	28.00%	X
Q3/05/6	30.00%	28.00%	X
Q2/05/6	30.00%	28.00%	X

Final Figure 2005/06	Target Met 2005/06	Top Quartile 2004/05	Target 2006/07	Target 2007/08
28%	No		33%	40%

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

Uncertain

Comment on current performance:

Based on two S106 agreements signed for the Parade Ground and St Margaret's Hospital, estimated to provide 133 affordable homes out of 456 homes. Performance is slightly below 30% - the Parade Ground S106 Agreement account of 6 affordable properties that were to be provided on an adjacent site (and are no longer).

Corrective action proposed (if required):

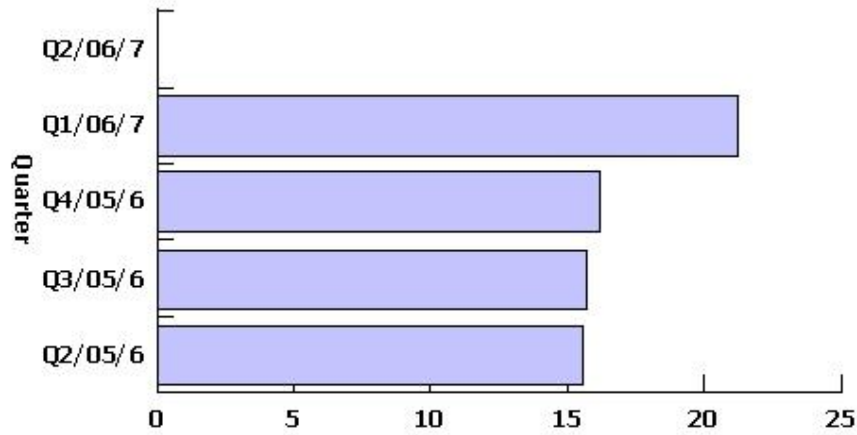
Three S106 Agreements are likely to be signed imminently – St Johns School, Epping; Rainbow Rd, Matching Tye; and Epping Forest College. This is likely to reduce the percentage since, although Rainbow Rd is for 100% a/h, St Johns School (if approved) is only for 25% and comprises many more properties overall.

KPI 082a (i) Household Waste Management (recycling)

Responsible officer: John Gilbert

Additional Information This indicator measures performance in respect of the maximisation of the recycling of household waste, and is expressed as a percentage of waste sent for recycling.

Chart - Current and previous four quarters



Direction of improving performance:



Cumulative data?: Yes

Table - Current and previous four quarters

Quarter	Target	Actual	Target Met?
Q2/06/7	25.00%		
Q1/06/7	25.00%	21.25%	X
Q4/05/6	20.00%	16.20%	X
Q3/05/6	20.00%	15.70%	X
Q2/05/6	20.00%	15.60%	X

Final Figure 2005/06	Target Met 2005/06	Top Quartile 2004/05	Target 2006/07	Target 2007/08
16.1%	No		25%	29%

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

Uncertain

Comment on current performance:

Figures are incomplete due to change in contractor and the need to seek earlier data. Figures also only include weights for AWC.

Corrective action proposed (if required):

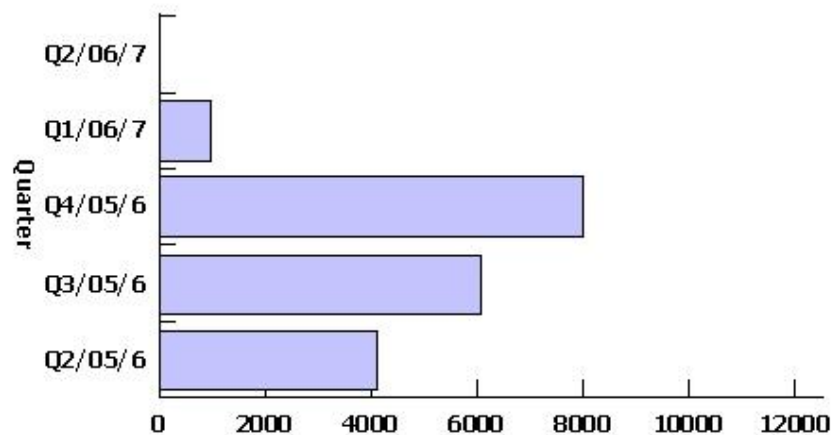
Contractor having to go back in time to obtain earlier data

KPI 082a (ii) Household Waste Management (recycling)

Responsible officer: John Gilbert

Additional Information This indicator measures performance in respect of the maximisation of the recycling of household waste, and is expressed as the total tonnage of waste sent for recycling.

Chart - Current and previous four quarters



Direction of improving performance:



Cumulative data?: Yes

Table - Current and previous four quarters

Quarter	Target	Actual	Target Met?	
Q2/06/7	12,500.00			
Q1/06/7	12,500.00	976.62	X	
Q4/05/6	10,000.00	7,982.33	X	
Q3/05/6	10,000.00	6,077.38	X	
Q2/05/6	10,000.00	4,103.51	X	
Final Figure 2005/06	Target Met 2005/06	Top Quartile 2004/05	Target 2006/07	Target 2007/08
7982.33	No		12500	14500

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

Uncertain

Comment on current performance:

See comments on BV082(a)(i)

Corrective action proposed (if required):

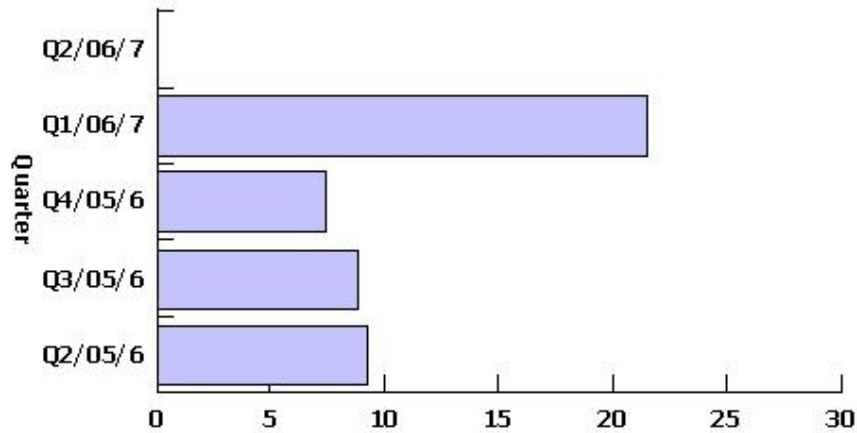
See comments on BV082(a)(i)

KPI 082b (i) Household Waste Management (composting)

Responsible officer: John Gilbert

Additional Information This indicator measures performance in respect of the maximisation of the composting of household waste, and is expressed as the percentage of waste sent for composting.

Chart - Current and previous four quarters



Direction of improving performance:



Cumulative data?: Yes

Table - Current and previous four quarters

Quarter	Target	Actual	Target Met?	
Q2/06/7	11.00%			
Q1/06/7	11.00%	21.48%	✓	
Q4/05/6	10.00%	7.40%	✗	
Q3/05/6	10.00%	8.80%	✗	
Q2/05/6	10.00%	9.30%	✗	
Final Figure 2005/06	Target Met 2005/06	Top Quartile 2004/05	Target 2006/07	Target 2007/08
7.4%	No		11%	11%

Is it likely that the target will be met at the end of the year? No

Comment on current performance:

Figures are high due to high weights of green waste during the spring period

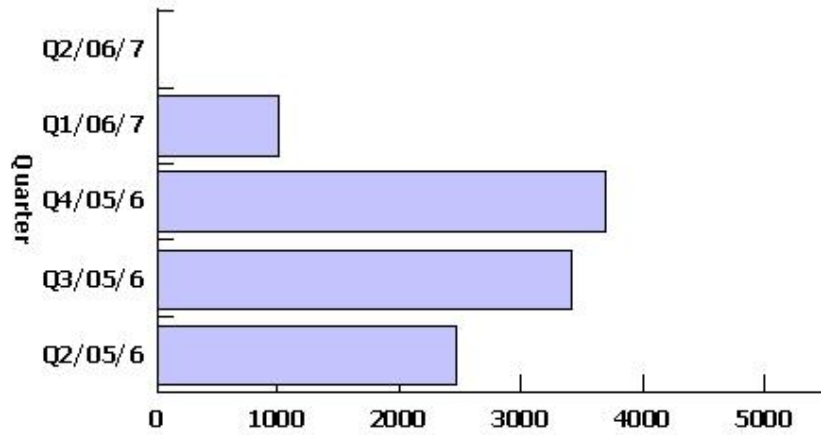
Corrective action proposed (if required):

KPI 082b (ii) Household Waste Management (composting)

Responsible officer: John Gilbert

Additional Information This indicator measures performance in respect of the maximisation of the composting of household waste and is expressed as the total tonnage of waste sent for recycling.

Chart - Current and previous four quarters



Direction of improving performance:



Cumulative data?: Yes

Table - Current and previous four quarters

Quarter	Target	Actual	Target Met?	
Q2/06/7	5,500.00			
Q1/06/7	5,500.00	987.07	X	
Q4/05/6	5,000.00	3,681.70	X	
Q3/05/6	5,000.00	3,404.27	X	
Q2/05/6	5,000.00	2,452.69	X	
Final Figure 2005/06	Target Met 2005/06	Top Quartile 2004/05	Target 2006/07	Target 2007/08
3681.73	No		5500	5500

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

Comment on current performance:

See comments on BV082(b)(ii)

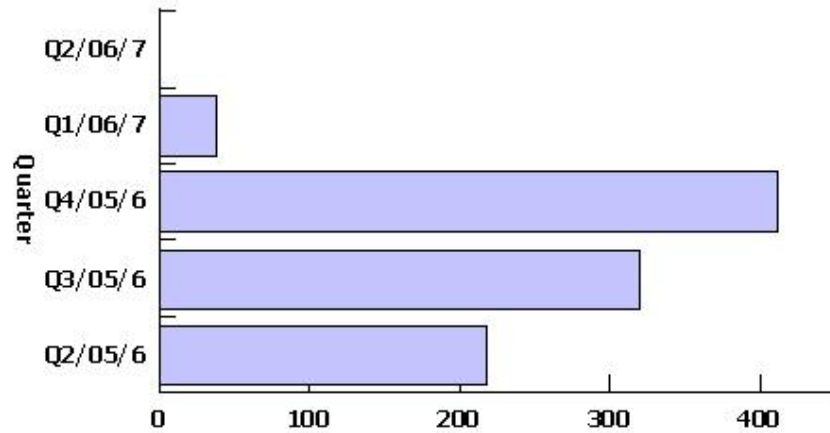
Corrective action proposed (if required):

084a Household Waste Collection (kilograms per head)

Responsible officer: John Gilbert

Additional Information This indicator measures performance in respect of the maximisation of the recycling and composting of household waste, and is expressed as the number of kilograms of waste collected per head of the population of the district.

Chart - Current and previous four quarters



Direction of improving performance:



Cumulative data?: Yes

Table - Current and previous four quarters

Quarter	Target	Actual	Target Met?	
Q2/06/7	416.00			
Q1/06/7	416.00	38.01	✓	
Q4/05/6	430.00	410.44	✓	
Q3/05/6	430.00	320.10	✓	
Q2/05/6	430.00	217.55	✓	
Final Figure 2005/06	Target Met 2005/06	Top Quartile 2004/05	Target 2006/07	Target 2007/08
410.44	Yes	380.8	416	410

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

Comment on current performance:

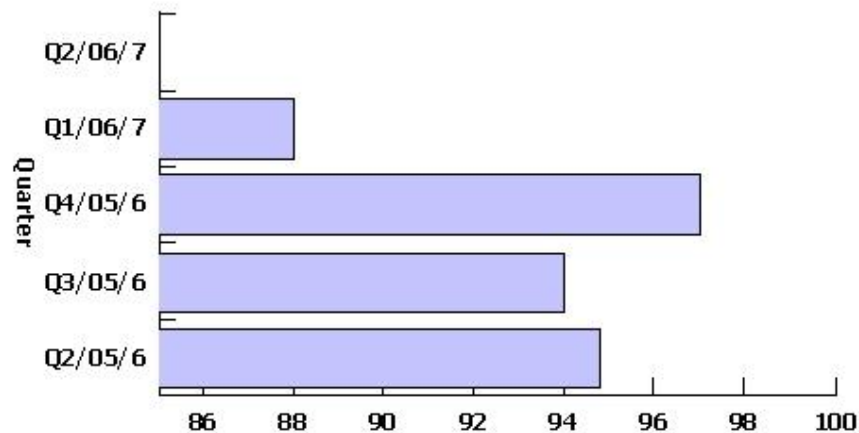
Corrective action proposed (if required):

091a Kerbside Collection of Recyclables (one recyclable)

Responsible officer: John Gilbert

Additional Information This indicator measures the ease with which households are able to recycle, and is expressed as the percentage of households in the district served by a kerbside collection of recyclables.

Chart - Current and previous four quarters



Direction of improving performance:



Cumulative data?: Yes

Table - Current and previous four quarters

Quarter	Target	Actual	Target Met?	
Q2/06/7	98.00%			
Q1/06/7	98.00%	88.00%	✘	
Q4/05/6	97.00%	97.00%	✔	
Q3/05/6	97.00%	94.00%	✘	
Q2/05/6	97.00%	94.79%	✘	
Final Figure 2005/06	Target Met 2005/06	Top Quartile 2004/05	Target 2006/07	Target 2007/08
97%	Yes		98%	98%

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

Comment on current performance:

Accurate count of premises now underway by virtue of the roll out of wheeled bins.

Corrective action proposed (if required):

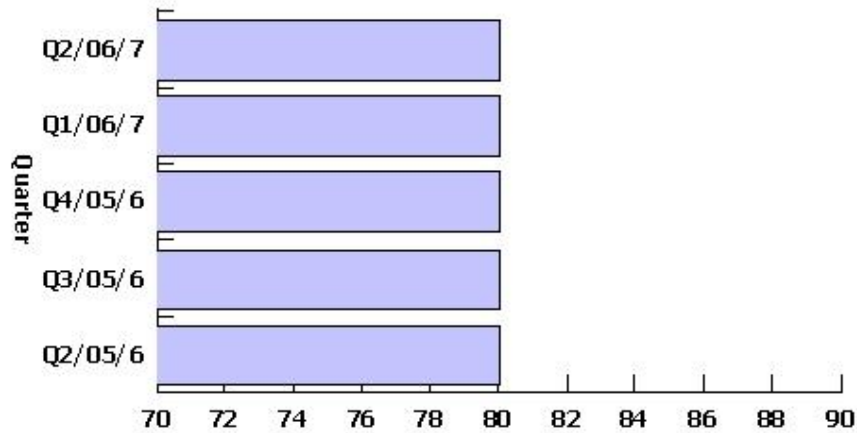
Await outcome of final property count when target to be re-evaluated

KPI 166a&b Environmental Health & Trading Standards Checklist

Responsible officer: John Gilbert

Additional Information This indicator is expressed as a percentage calculated from the council's score against a range of statutory questions designed to ensure that local authorities carry out enforcement duties effectively. The trading standards element of the checklist is not applicable to the council.

Chart - Current and previous four quarters



Direction of improving performance:



Cumulative data?: Yes

Table - Current and previous four quarters

Quarter	Target	Actual	Target Met?
Q2/06/7	85.00%	80.00%	✘
Q1/06/7	85.00%	80.00%	✘
Q4/05/6	80.00%	80.00%	✔
Q3/05/6	80.00%	80.00%	✔
Q2/05/6	80.00%	80.00%	✔

Final Figure 2005/06	Target Met 2005/06	Top Quartile 2004/05	Target 2006/07	Target 2007/08
80%	Yes	93.4%	85%	90%

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

Uncertain

Comment on current performance:

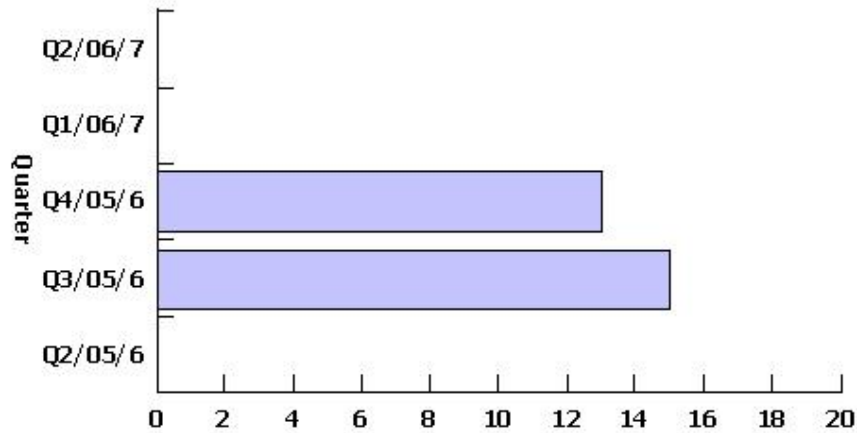
Corrective action proposed (if required):

KPI 199a Local Street and Environmental Cleanliness - Litter & Detritus

Responsible officer: John Gilbert

Additional Information This indicator measures the improvement of local street and environmental cleanliness and is expressed as a percentage of land and highway below on acceptable level.

Chart - Current and previous four quarters



Direction of improving performance:



Cumulative data?: Yes

Table - Current and previous four quarters

Quarter	Target	Actual	Target Met?
Q2/06/7	10.00%		
Q1/06/7	10.00%		
Q4/05/6	25.00%	13.00%	✓
Q3/05/6	25.00%	15.00%	✓
Q2/05/6	25.00%		

Final Figure 2005/06	Target Met 2005/06	Top Quartile 2004/05	Target 2006/07	Target 2007/08
13%	No		10%	9%

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

Comment on current performance:

Data is collected every 4 months under DEFRA guidance. Therefore data will be presented at months 6 (1st third), 9 (2nd third) and year end

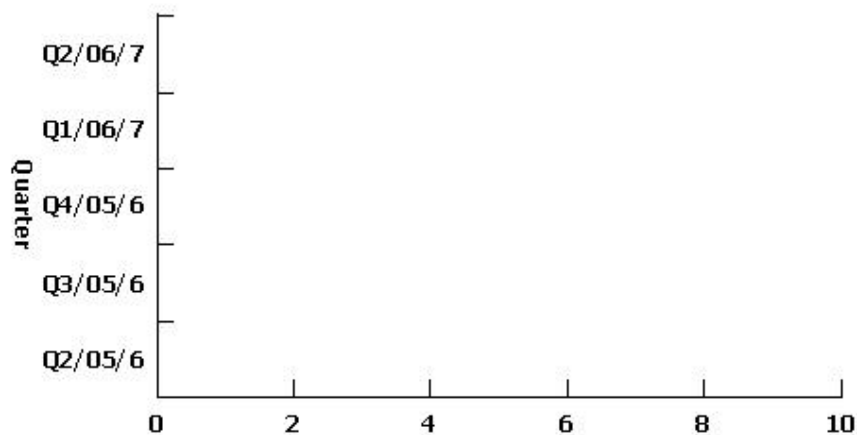
Corrective action proposed (if required):

KPI 199b Local Street and Environmental Cleanliness - Graffiti

Responsible officer: John Gilbert

Additional Information This indicator measures the improvement of local street and environmental cleanliness and is expressed as a percentage of land and highway below on acceptable level.

Chart - Current and previous four quarters



Direction of improving performance:



Cumulative data?: Yes

Table - Current and previous four quarters

Quarter	Target	Actual	Target Met?	
Q2/06/7	10.00			
Q1/06/7	10.00			
Q4/05/6	25.00	0.00	✓	
Q3/05/6	25.00	0.00	✓	
Q2/05/6	25.00	0.00	✓	
Final Figure 2005/06	Target Met 2005/06	Top Quartile 2004/05	Target 2006/07	Target 2007/08
0%	Yes		10%	9%

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

Comment on current performance:

Data is collected every 4 months under DEFRA guidance. Therefore data will be presented at months 6 (1st third), 9 (2nd third) and year end

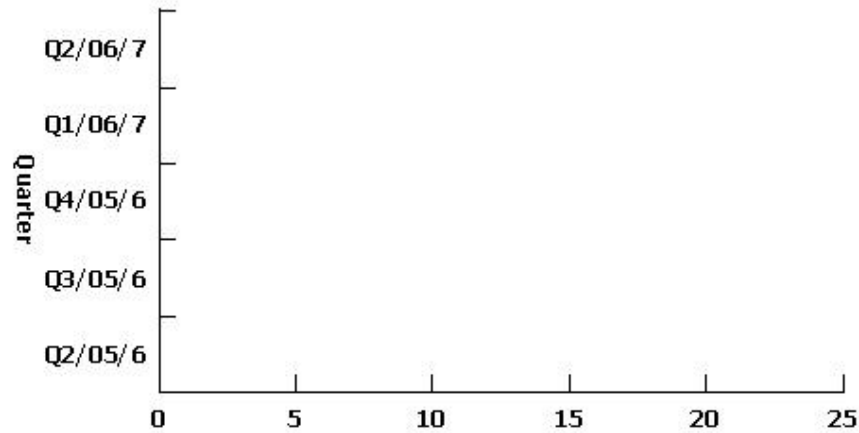
Corrective action proposed (if required):

KPI 199c Local Street and Environmental Cleanliness - Fly-posting

Responsible officer: John Gilbert

Additional Information This indicator measures the improvement of local street and environmental cleanliness and is expressed as a percentage of land and highway below on acceptable level.

Chart - Current and previous four quarters



Direction of improving performance:



Cumulative data?: Yes

Table - Current and previous four quarters

Quarter	Target	Actual	Target Met?	
Q2/06/7	10%			
Q1/06/7	10%			
Q4/05/6	25%	0%	✓	
Q3/05/6	25%	0%	✓	
Q2/05/6	25%	0%	✓	
Final Figure 2005/06	Target Met 2005/06	Top Quartile 2004/05	Target 2006/07	Target 2007/08
0%	Yes		10%	9%

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

Comment on current performance:

Data is collected every 4 months under DEFRA guidance. Therefore data will be presented at months 6 (1st third), 9 (2nd third) and year end guidance. Therefore no data on a quarterly basis

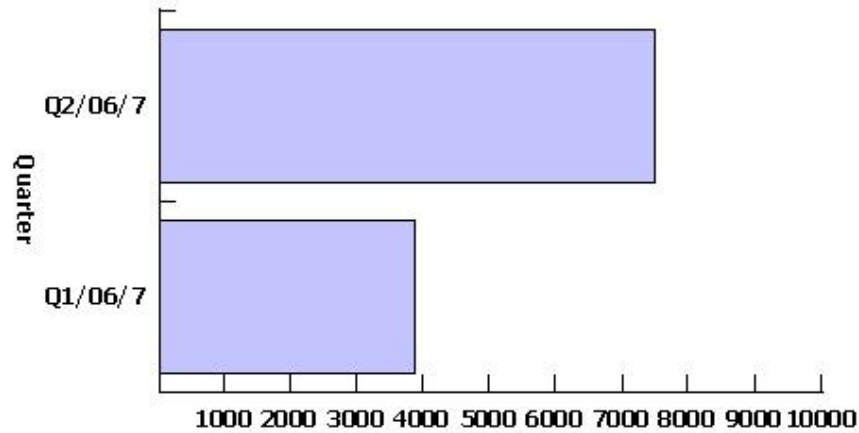
Corrective action proposed (if required):

KPI CEM1a The number of Penalty Charge Notices issued during the year in relation to on-street parking

Responsible officer: John Gilbert

Additional Information This indicator measures the issue of Penalty Charge Notices for car parking.

Chart - Current and previous four quarters



Direction of improving performance:



Cumulative data?: Yes

Table - Current and previous four quarters

Quarter	Target	Actual	Target Met?
Q2/06/7	0	7,473	✓
Q1/06/7	0	3,841	✓

Final Figure 2005/06	Target Met 2005/06	Top Quartile 2004/05	Target 2006/07	Target 2007/08

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

Comment on current performance:

Targets for 2006/07 not yet set by the Head of Environmental Services

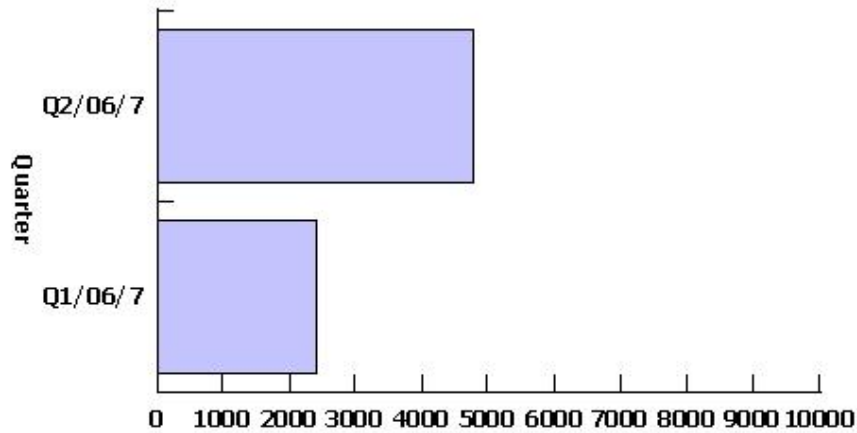
Corrective action proposed (if required):

KPI CEM1b The number of penalty charge notices issued during the year in relation to off-street parking

Responsible officer: John Gilbert

Additional Information This indicator measures the issue of Penalty Charge Notices for car parking.

Chart - Current and previous four quarters



Direction of improving performance:



Cumulative data?: Yes

Table - Current and previous four quarters

Quarter	Target	Actual	Target Met?
Q2/06/7	0	4,764	✓
Q1/06/7	0	2,401	✓

Final Figure 2005/06	Target Met 2005/06	Top Quartile 2004/05	Target 2006/07	Target 2007/08

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

Comment on current performance:

Targets for 2006/07 not yet set by Head of Environmental Services

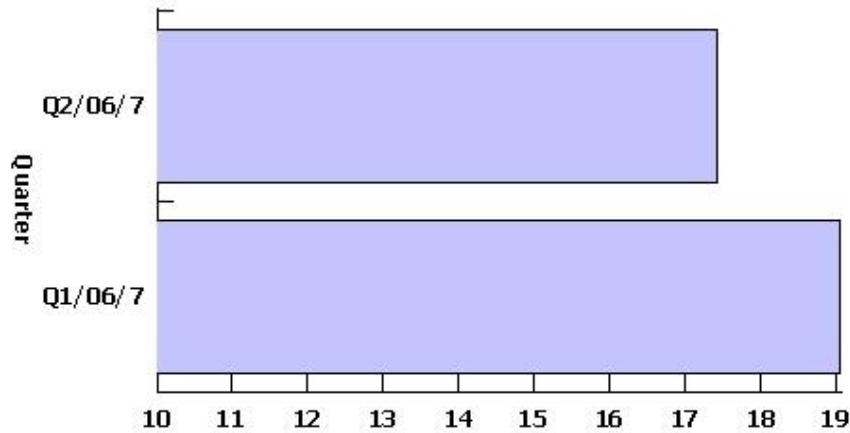
Corrective action proposed (if required):

KPI CEM1c The number of Penalty Charge Notices issued during the year that were subject to an informal challenge

Responsible officer:

Additional Information This indicator measures the extent to which the issue of Penalty Charge Notices have been subject to challenge.

Chart - Current and previous four quarters



Direction of improving performance:



Cumulative data?: Yes

Table - Current and previous four quarters

Quarter	Target	Actual	Target Met?
Q2/06/7	0.00	17.41	✓
Q1/06/7	0.00	19.05	✓

Final Figure 2005/06	Target Met 2005/06	Top Quartile 2004/05	Target 2006/07	Target 2007/08

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

Comment on current performance:

Targets for 2006/07 not yet set by Head of Environmental Services

Corrective action proposed (if required):

KPI CEM1d The number of Penalty Charge Notices issued during the 4 year that were subject of a formal challenge to the Head of Environmental Services

Responsible officer:

Additional Information This indicator measure the extent to which the issue of Penalty Charge Notices have been subject to challenge.

Chart - Current and previous four quarters



Direction of improving performance:



Cumulative data?: Yes

Table - Current and previous four quarters

Quarter	Target	Actual	Target Met?
Q2/06/7	0	0	X
Q1/06/7	0	0	X

Final Figure 2005/06	Target Met 2005/06	Top Quartile 2004/05	Target 2006/07	Target 2007/08

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

Comment on current performance:

Targets for 2006/07 not yet set by Head of Environmental Services

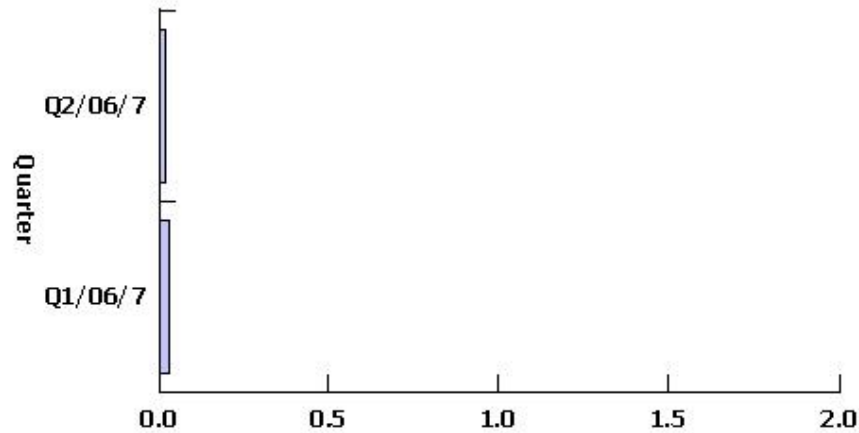
Corrective action proposed (if required):

KPI CEM1e The number of Penalty Charge Notices issued during the year that were subject of a formal challenge to the National Parking Adjudication Service

Responsible officer:

Additional Information This indicator measures the extent to which the issue of Penalty Charge Notices have been subject to Challenge, expressed as a percentage of the total number of notices issued.

Chart - Current and previous four quarters



Direction of improving performance:



Cumulative data?: Yes

Table - Current and previous four quarters

Quarter	Target	Actual	Target Met?
Q2/06/7	0.00	0.02	✓
Q1/06/7	0.00	0.03	✓

Final Figure 2005/06	Target Met 2005/06	Top Quartile 2004/05	Target 2006/07	Target 2007/08

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

Comment on current performance:

Targets for 2006/07 not yet set by Head of Environmental Services

Corrective action proposed (if required):

KPI CEM1f The percentage of challenges allowed against the issue of a Penalty Charge Notice during the year

Responsible officer:

Additional Information This indicator measures the extent to which challenges against the issue of Penalty Charge Notices have been successful, expressed as a percentage of total number of of notices issued.

Chart - Current and previous four quarters



Direction of improving performance:



Cumulative data?: Yes

Table - Current and previous four quarters

Quarter	Target	Actual	Target Met?
Q2/06/7	0.00	11.06	✓
Q1/06/7	0.00	10.78	✓

Final Figure 2005/06	Target Met 2005/06	Top Quartile 2004/05	Target 2006/07	Target 2007/08

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

Comment on current performance:

Targets for 2006/07 not yet set by Head of Environmental Services

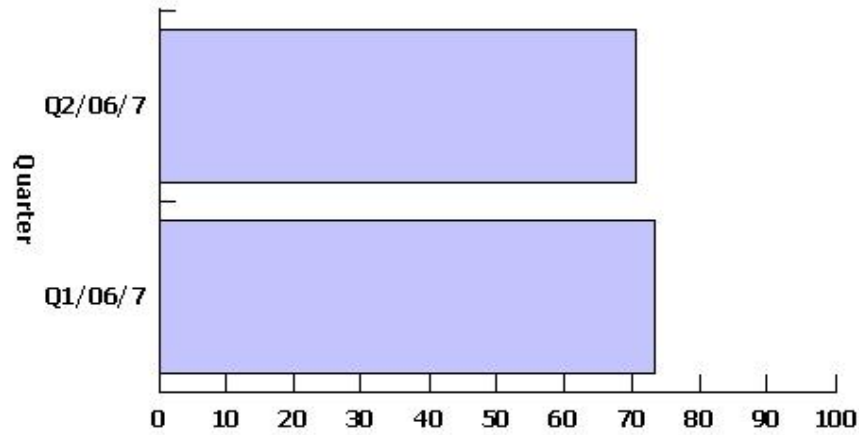
Corrective action proposed (if required):

KPI CEM1g The percentage of Penalty Charge Notices Issued during the year where collection was obtained

Responsible officer:

Additional Information This indicator measures the extent to which collection has been made following the issue of a Penalty Charge Notice, expressed as a percentage of the total number of notices issued.

Chart - Current and previous four quarters



Direction of improving performance:



Cumulative data?: Yes

Table - Current and previous four quarters

Quarter	Target	Actual	Target Met?
Q2/06/7	0.00	70.26	✓
Q1/06/7	0.00	73.19	✓

Final Figure 2005/06	Target Met 2005/06	Top Quartile 2004/05	Target 2006/07	Target 2007/08

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

Comment on current performance:

Targets for 2006/07 not yet set by Head of Environmental Services

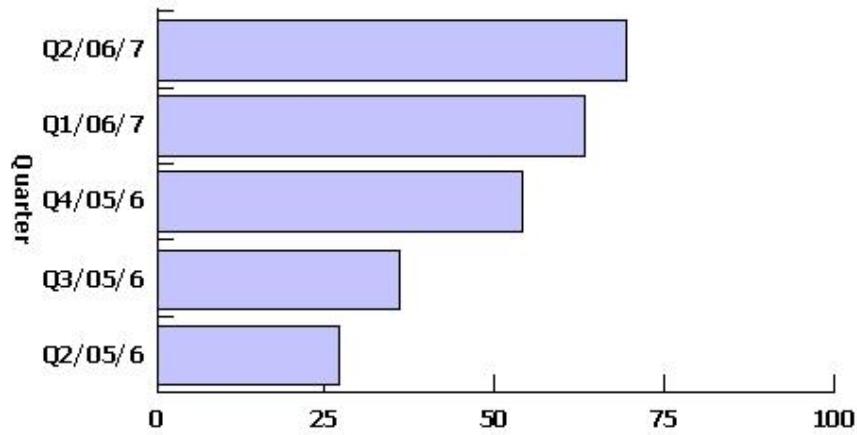
Corrective action proposed (if required):

KPI 109a Planning Applications: Major Applications

Responsible officer: John Preston

Additional Information This indicator measures the extent to which major planning applications are determined in a timely manner, and is expressed as a percentage of all major applications.

Chart - Current and previous four quarters



Direction of improving performance:



Cumulative data?: Yes

Table - Current and previous four quarters

Quarter	Target	Actual	Target Met?	
Q2/06/7	71.25%	69.40%	X	
Q1/06/7	71.25%	63.25%	X	
Q4/05/6	63.58%	54.00%	X	
Q3/05/6	63.58%	36.00%	X	
Q2/05/6	63.58%	27.00%	X	
Final Figure 2005/06	Target Met 2005/06	Top Quartile 2004/05	Target 2006/07	Target 2007/08
54%	No	71.25%	71.25%	71.25%

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

Uncertain

Comment on current performance:

This is the second quarter that the Government's target of 60% has been achieved, and is now showing continuous improvement towards the challenging top quartile target.

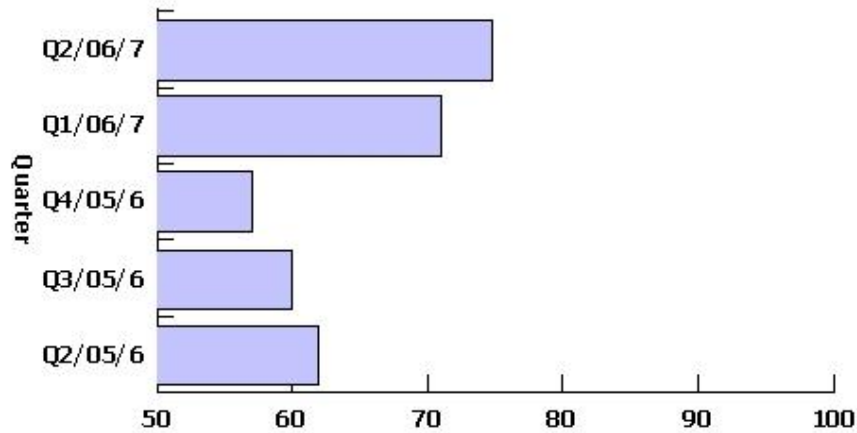
Corrective action proposed (if required):

KPI 109b Planning Applications: Minor applications

Responsible officer: John Preston

Additional Information This indicator measures the extent to which minor planning applications are determined in a timely manner, and is expressed as a percentage of all minor applications.

Chart - Current and previous four quarters



Direction of improving performance:



Cumulative data?: Yes

Table - Current and previous four quarters

Quarter	Target	Actual	Target Met?	
Q2/06/7	75.33%	74.70%	X	
Q1/06/7	75.33%	71.00%	X	
Q4/05/6	71.00%	57.00%	X	
Q3/05/6	71.00%	60.00%	X	
Q2/05/6	71.00%	62.00%	X	
Final Figure 2005/06	Target Met 2005/06	Top Quartile 2004/05	Target 2006/07	Target 2007/08
57%	No	75.33%	75.33%	71%

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

Uncertain

Comment on current performance:

At 74.7%, in excess of the government target (65%) and just below the top quartile target.

Corrective action proposed (if required):

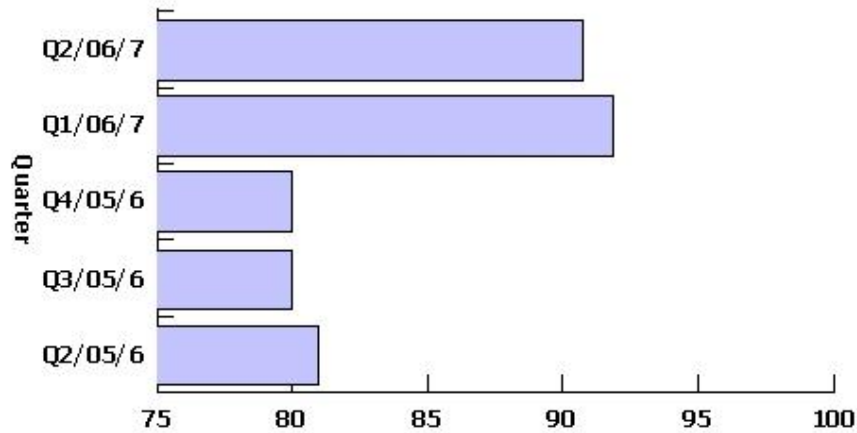
A challenging target to achieve, continuous improvement is being achieved. The review of Area Plans subcommittees may help to maintain this performance.

KPI 109c Planning Applications: 'Other' applications

Responsible officer: John Preston

Additional Information This indicator measures the extent to which all other planning applications are determined in a timely manner, and expressed as a percentage of all 'other' applications.

Chart - Current and previous four quarters



Direction of improving performance:



Cumulative data?: Yes

Table - Current and previous four quarters

Quarter	Target	Actual	Target Met?	
Q2/06/7	88.03%	90.70%	✓	
Q1/06/7	88.03%	91.90%	✓	
Q4/05/6	85.00%	80.00%	✗	
Q3/05/6	85.00%	80.00%	✗	
Q2/05/6	85.00%	81.00%	✗	
Final Figure 2005/06	Target Met 2005/06	Top Quartile 2004/05	Target 2006/07	Target 2007/08
80%	No	88.03	88.03%	88.03%

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

Uncertain

Comment on current performance:

The results from the measures taken last year can now be appreciated.

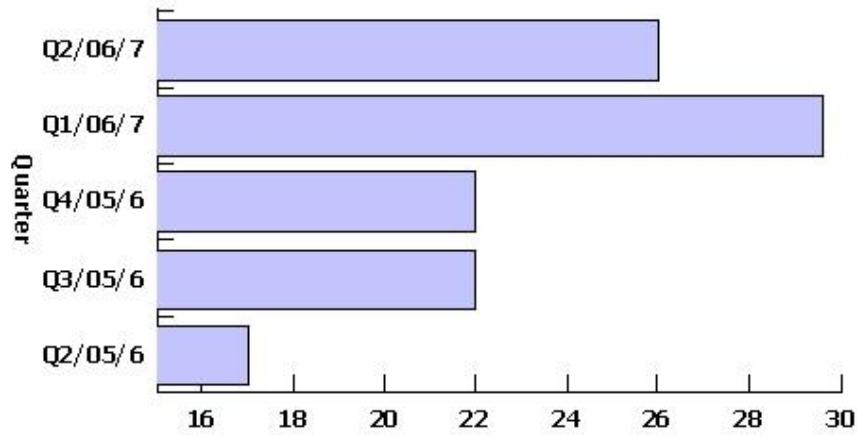
Corrective action proposed (if required):

KPI 204 Planning Appeals

Responsible officer: John Preston

Additional Information This indicator measures the level of successful appeals against the refusal of planning applications, and is expressed as a percentage of all refusal appeals.

Chart - Current and previous four quarters



Direction of improving performance:



Cumulative data?: Yes

Table - Current and previous four quarters

Quarter	Target	Actual	Target Met?
Q2/06/7	24.00%	26.00%	✘
Q1/06/7	24.00%	29.60%	✘
Q4/05/6	25.00%	22.00%	✔
Q3/05/6	25.00%	22.00%	✔
Q2/05/6	25.00%	17.00%	✔

Final Figure 2005/06	Target Met 2005/06	Top Quartile 2004/05	Target 2006/07	Target 2007/08
			25%	25%

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

Comment on current performance:

In this case, a low % is being sought. The statistic does not permit distinguishing 3 decisions only part-allowed in line with the Council's decision - otherwise 20% would be quoted.

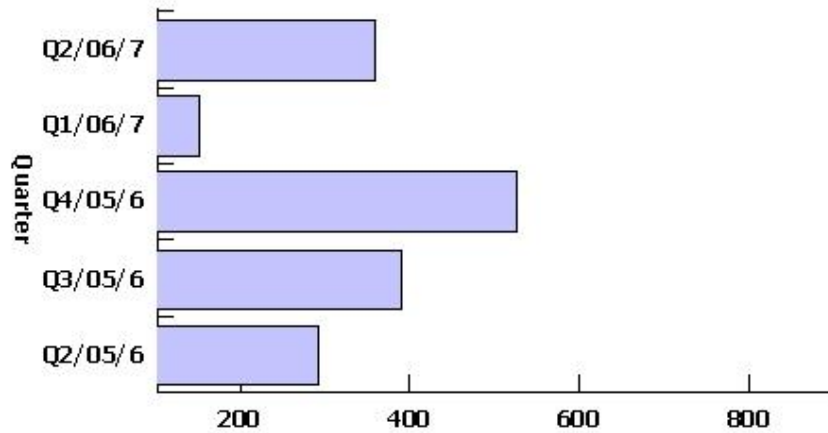
Corrective action proposed (if required):

KPI 170a Visits To and Use Of Museums (and Galleries): all visits

Responsible officer: Derek Macnab

Additional Information This indicator measures the extent to which the council makes museums more attractive to communities and maximises their educational value. Performance is expressed as a the number of museum visits per head of the population of the district.

Chart - Current and previous four quarters



Direction of improving performance:



Cumulative data?: Yes

Table - Current and previous four quarters

Quarter	Target	Actual	Target Met?	
Q2/06/7	811.00	357.02	✘	
Q1/06/7	811.00	148.92	✘	
Q4/05/6	309.00	524.48	✔	
Q3/05/6	309.00	388.96	✔	
Q2/05/6	309.00	290.76	✘	
Final Figure 2005/06	Target Met 2005/06	Top Quartile 2004/05	Target 2006/07	Target 2007/08
524,48	Yes	811	811	811

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

Comment on current performance:

No longer able to include visitors to our exhibition at Royal Gunpowder Mills due to change in BVPI guidance. Resulting in loss of several thousand service users per quarter

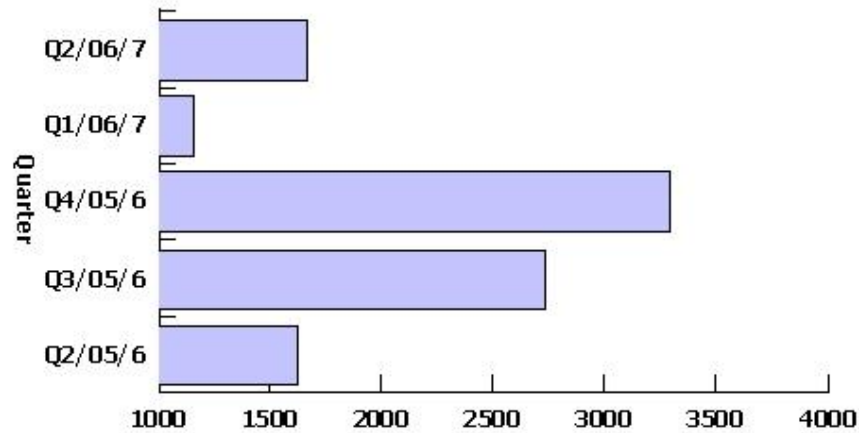
Corrective action proposed (if required):

KPI 170c Visits To and Use Of Museums: school groups

Responsible officer: Derek Macnab

Additional Information This indicator measures the extent to which the council makes museums more attractive to communities and maximises their educational value. Performance is expressed as the number of pupils visiting museums in organised school groups.

Chart - Current and previous four quarters



Direction of improving performance:



Cumulative data?: Yes

Table - Current and previous four quarters

Quarter	Target	Actual	Target Met?
Q2/06/7	3,181	1,658	X
Q1/06/7	3,181	1,151	X
Q4/05/6	3,600	3,294	X
Q3/05/6	3,600	2,729	X
Q2/05/6	3,600	1,618	X

Final Figure 2005/06	Target Met 2005/06	Top Quartile 2004/05	Target 2006/07	Target 2007/08
3294	No	3181	3181	3181

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

Comment on current performance:

Numbers increasing following appointment of Museum Education Officer

Corrective action proposed (if required):