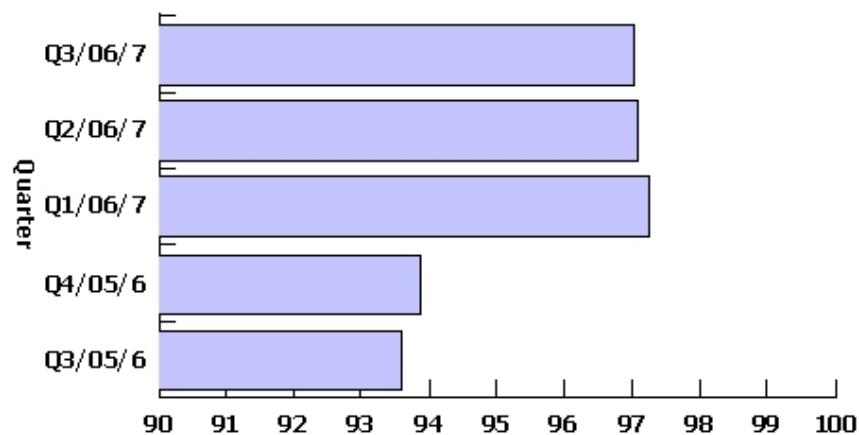


BV008 Percentage of Invoices Paid on Time

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?
Q3/06/7	99.20%	97.01%	X
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

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 figure to December 2006 is down slightly on the quarter 2 figure. Monitoring is carried out monthly by officers and any area that falls significantly below the target is investigated and if possible corrective action taken.

Corrective action proposed (if required):

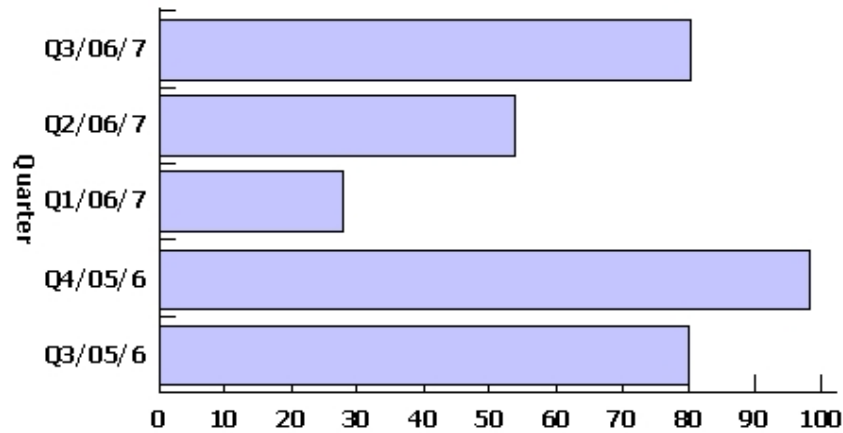
If a particular problem is identified it is then investigated and corrective action recommended based on the findings of the investigation.

BV009 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?
Q3/06/7	98.50%	79.90%	✘
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%	✘

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 0.1% up on the same stage last year.

Corrective action proposed (if required):

From the KPI Improvement Plan 2006/07:

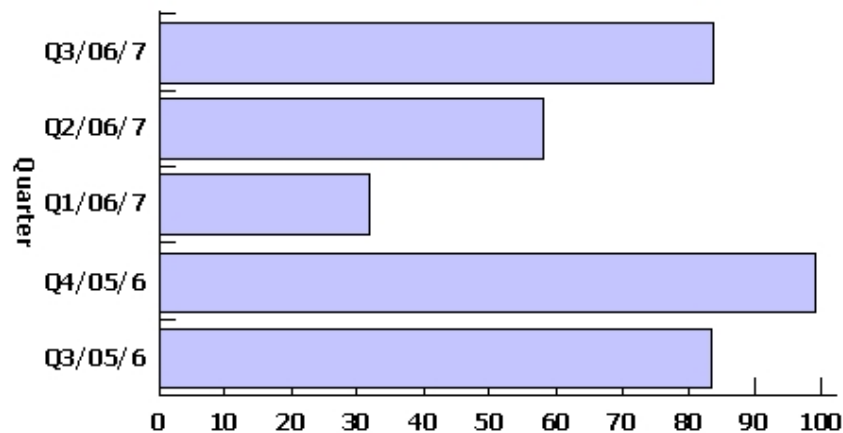
To undertake all billing, collection and recovery procedures and to continue to promote Direct Debit as the preferred method of payment.

BV010 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?
Q3/06/7	99.20%	83.57%	✘
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%	83.34%	✘

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 0.23% up on the same stage last year.

Corrective action proposed (if required):

From the KPI Improvement Plan 2006/07:

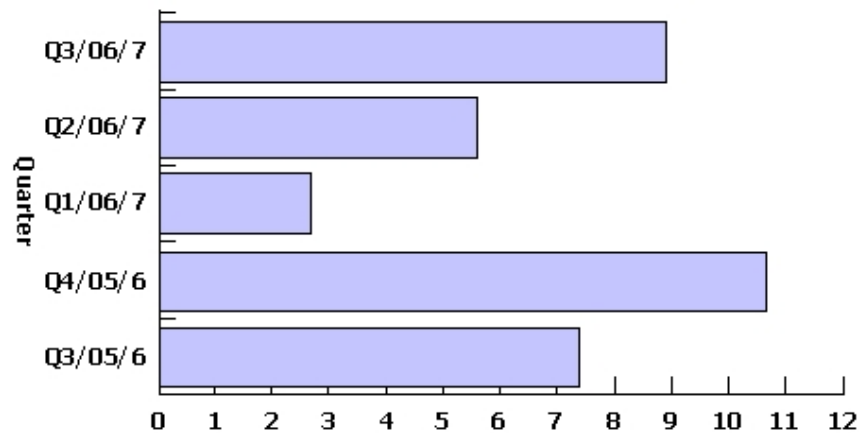
To undertake all billing, collection and recovery procedures and to continue to promote Direct Debit as the preferred method of payment.

BV012 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?
Q3/06/7	8.48	8.89	✗
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	✓

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? No

Comment on current performance:

The target is measured cumulatively as the year progresses. Therefore for earlier quarters in each year the target will usually be met, as cumulative sickness during that year is unlikely to reach or exceed the target level until towards the end of the monitoring period. On the basis of performance so far it is not possible to meet the target for 2006/07. Sickness levels will exceed the target for the year at the end of quarter 4.

Corrective action proposed (if required):

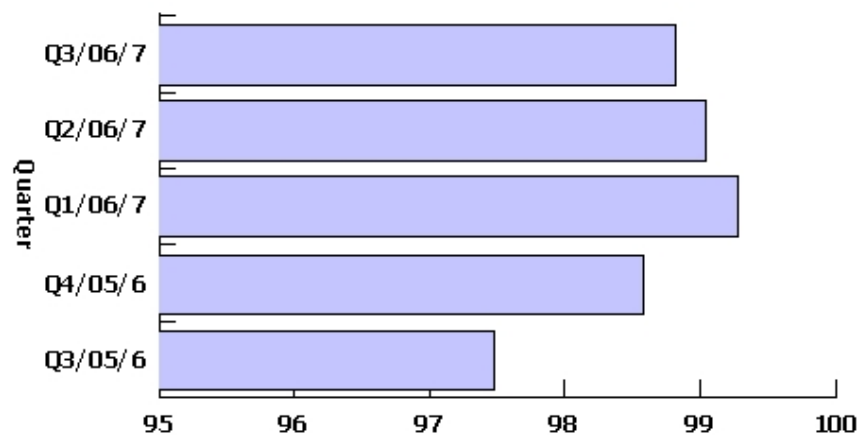
A full evaluation of the Managing Absence procedure and corrective action is now underway. HR resources have been reconfigured to increase capacity to deal with absence management casework and related issues.

BV066a 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?
Q3/06/7	98.74%	98.82%	✓
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%	✗

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? **Yes**

Comment on current performance:

Target met.

Corrective action proposed (if required):

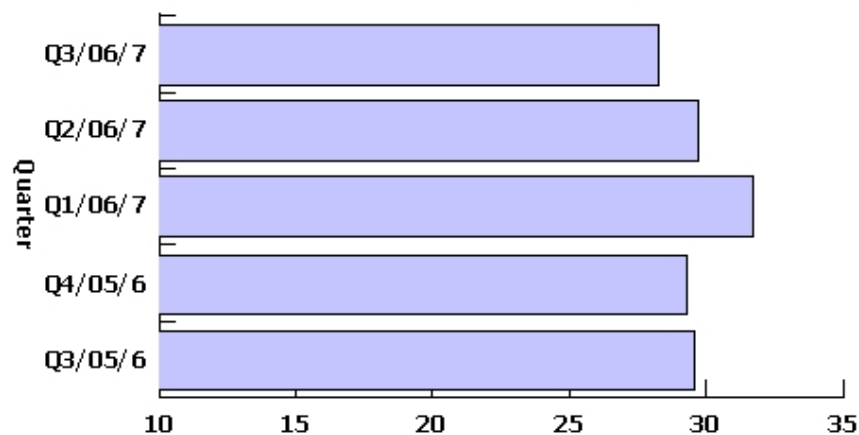
None required.

BV078a 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?
Q3/06/7	28.00	28.25	✗
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	✓

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

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

Comment on current performance:

Improvements have continued to be made. Oct to Dec shows a performance of 24.52 days compared to a Jul to Sep performance of 28.01 days and an Apr to Jun performance of 31.72 days. Quarter 3 in 2005/06 showed performance to be 29.61 days.

Corrective action proposed (if required):

From the KPI Improvement Plan 2006/07:

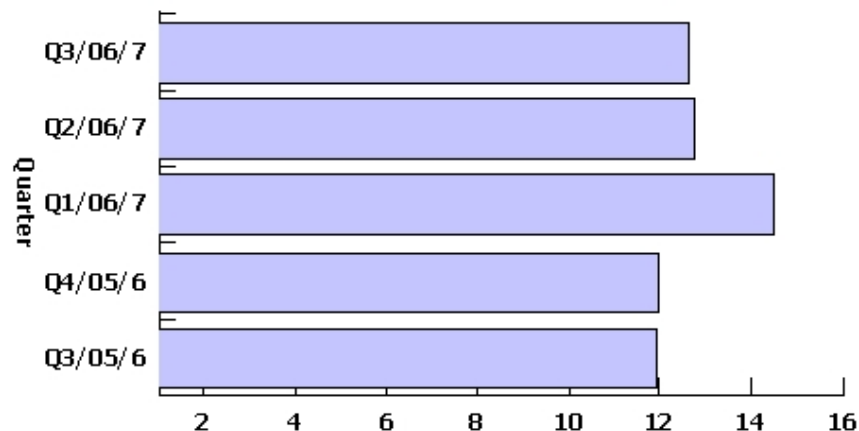
Top quartile performance can be achieved providing that recruitment and retention problems do not occur. Working practices are regularly reviewed with this target in mind, but without having a detrimental effect on the claimants.

BV078b 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?
Q3/06/7	6.80	12.59	X
Q2/06/7	6.80	12.73	X
Q1/06/7	6.80	14.45	X
Q4/05/6	7.20	11.94	X
Q3/05/6	7.20	11.91	X

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

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

Comment on current performance:

Oct to Dec shows a performance of 12.13 days which compares to a July to Sep performance of 10.63 days and an Apr to Jun performance of 14.45 days. Quarter 3 in 2005/06 showed performance to be 11.91 days. Top quartile performance in 2005/06 was under 9 days.

Corrective action proposed (if required):

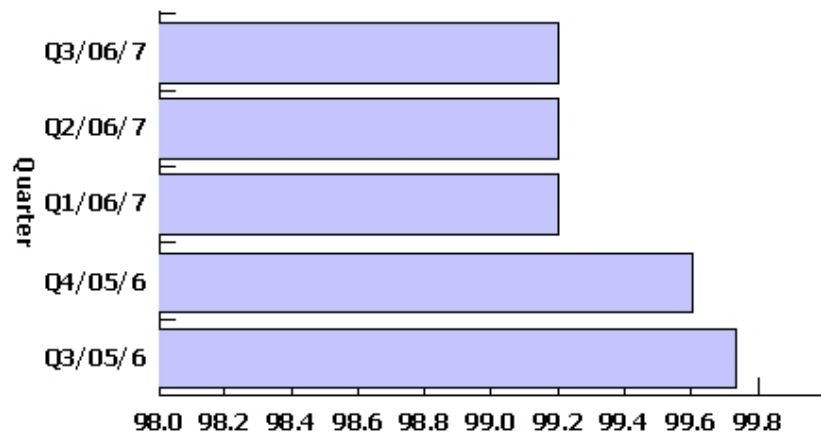
Working practices are regularly reviewed with this target in mind, but without having a detrimental effect on the claimants. The proposed implementation of ERDMS should help to improve performance in the long term, although there will be an initial dip in performance whilst staff become familiar with the system.

BV079a 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?
Q3/06/7	99.00%	99.20%	✓
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%	✓

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? **Yes**

Comment on current performance:

On Target

Corrective action proposed (if required):

From the KPI Improvement Plan 2006/07:

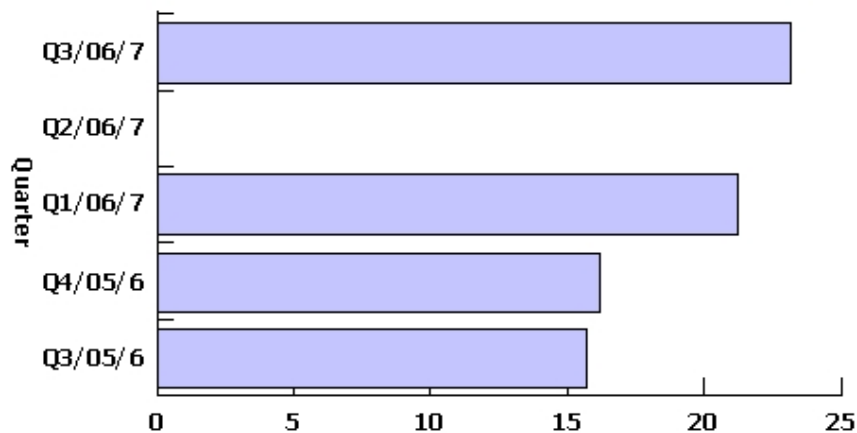
The level of accuracy needs to be maintained through continuing the daily checking of assessment work.

BV082a (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?
Q3/06/7	25.00%	23.16%	✗
Q2/06/7	25.00%		
Q1/06/7	25.00%	21.25%	✗
Q4/05/6	20.00%	16.20%	✗
Q3/05/6	20.00%	15.70%	✗

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? Yes

Comment on current performance:

Accurate performance details are unavailable for Quarter 2 of 2006/07, due to the change in waste management contractor during the early part of the year. Figures from new contractor now reasonably complete and verified by Essex County Council. All wheeled bins now rolled out but need to await settling of latest areas

Corrective action proposed (if required):

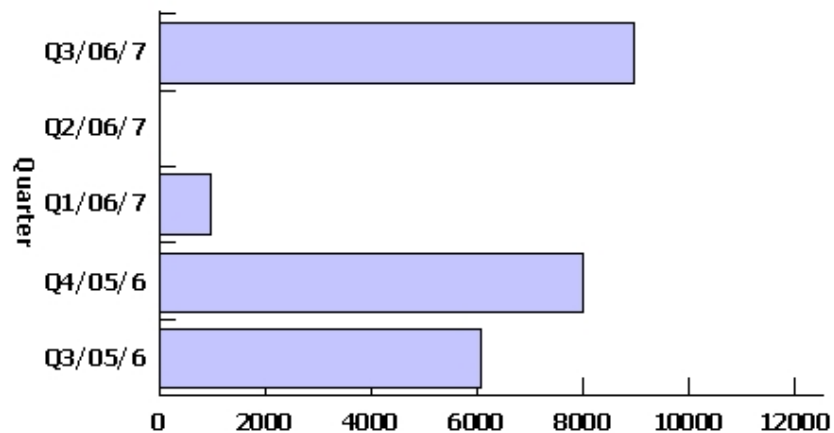
From the KPI Improvement Plan 2006/07: Continued roll-out of wheeled bins and alternate weekly collections. Disseminate additional information and educational programmes to maintain the momentum and to encourage those less willing to participate. Review of flats and similar buildings in order to provide recycling services.

BV082a (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?	
Q3/06/7	12,500.00	8,935.38	X	
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	
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):

From the KPI Improvement Plan 2006/07:

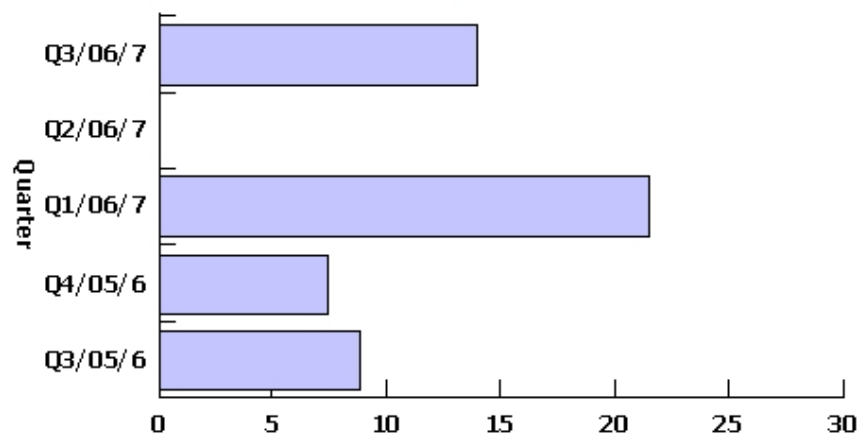
Continued roll-out of wheeled bins and alternate weekly collections. Disseminate additional information and educational programmes to maintain the momentum and to encourage those less willing to participate. Review of flats and similar buildings in order to provide recycling services.

BV082b (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?
Q3/06/7	11.00%	13.96%	✓
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%	✗

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:

Accurate performance details are unavailable for Quarter 2 of 2006/07, due to the change in waste management contractor during the early part of the year. Figures are perhaps high due to the extended growing season this year

Corrective action proposed (if required):

From the KPI Improvement Plan 2006/07:

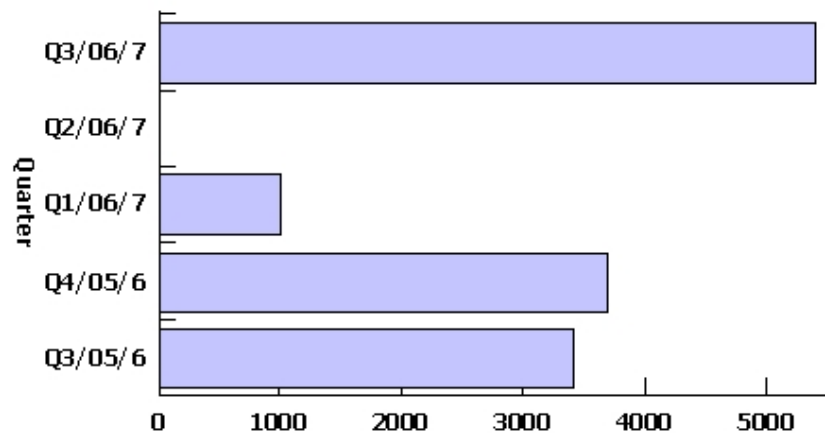
Continued roll-out of wheeled bins and alternate weekly collections. Disseminate additional information and educational programmes to maintain the momentum and to encourage those less willing to participate. Review of flats and similar buildings in order to provide recycling services.

BV082b (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?	
Q3/06/7	5,500.00	5,385.55	X	
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	
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?

Uncertain

Comment on current performance:

See comments on BV082(b)(i)

Corrective action proposed (if required):

From the KPI Improvement Plan 2006/07:

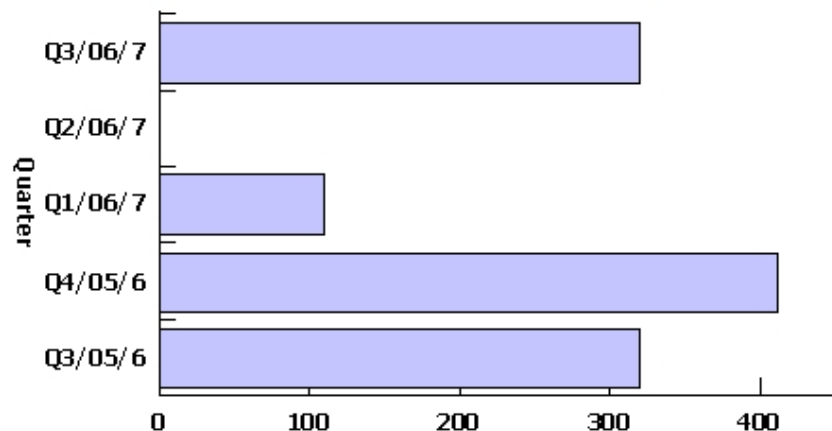
Continued roll-out of wheeled bins and alternate weekly collections. Disseminate additional information and educational programmes to maintain the momentum and to encourage those less willing to participate. Review of flats and similar buildings in order to provide recycling services.

BV084a 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?
Q3/06/7	416.00	319.17	✓
Q2/06/7	416.00		
Q1/06/7	416.00	110.00	✓
Q4/05/6	430.00	410.44	✓
Q3/05/6	430.00	320.10	✓

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?

Uncertain

Comment on current performance:

Accurate performance details are unavailable for Quarter 2 of 2006/07, due to the change in waste management contractor during the early part of the year.

Corrective action proposed (if required):

From the KPI Improvement Plan 2006/07:

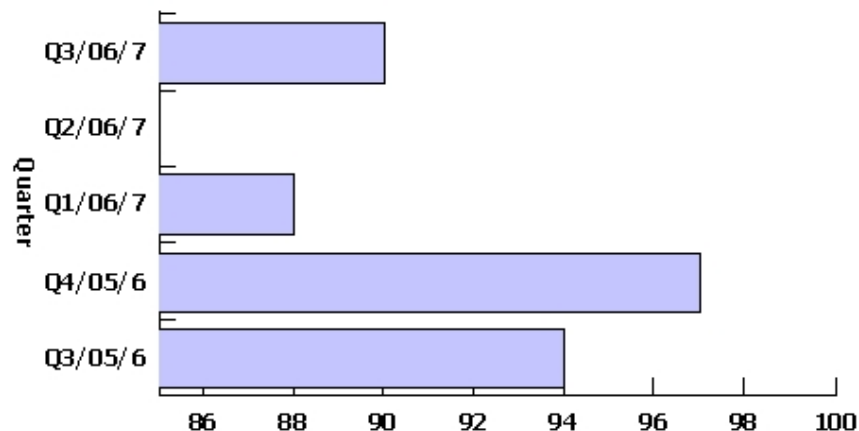
Continued roll-out of wheeled bins and alternate weekly collections. Disseminate additional information and educational programmes to maintain the momentum and to encourage those less willing to participate. Review of flats and similar buildings in order to provide recycling services.

BV091a 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?
Q3/06/7	98.00%	90.00%	✘
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%	✘

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?

Uncertain

Comment on current performance:

Accurate performance details are unavailable for Quarter 2 of 2006/07, due to the change in waste management contractor during the early part of the year. Accurate count of premises now underway by virtue of the roll out of wheeled bins.

Corrective action proposed (if required):

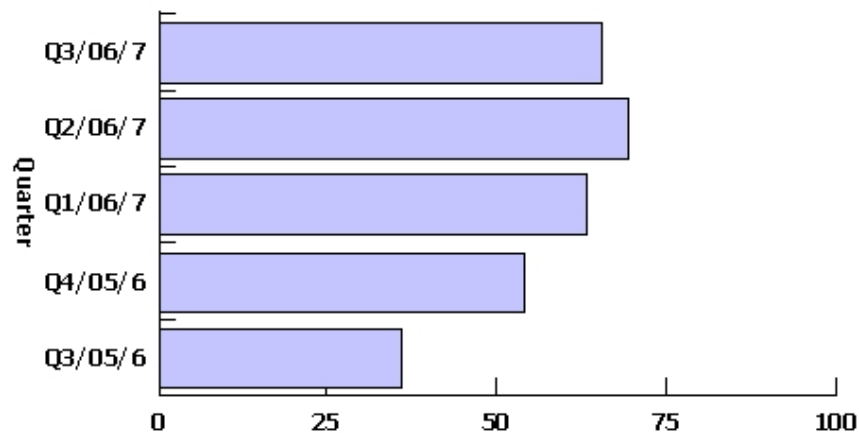
Await outcome of final property count when target to be re-evaluated. From the KPI Improvement Plan 2006/07: Continued roll-out of wheeled bins and alternate weekly collections. Disseminate additional information to maintain the momentum and to encourage those less willing to participate. Review of flats and similar buildings in order to provide recycling services.

BV109a 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?	
Q3/06/7	71.25%	65.30%	X	
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	
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:

The Government's target of 60% continues to be exceeded, securing Planning Delivery Grant, though still struggling to reach the challenging top quartile target.

Corrective action proposed (if required):

From the KPI Improvement Plan 2006/07:

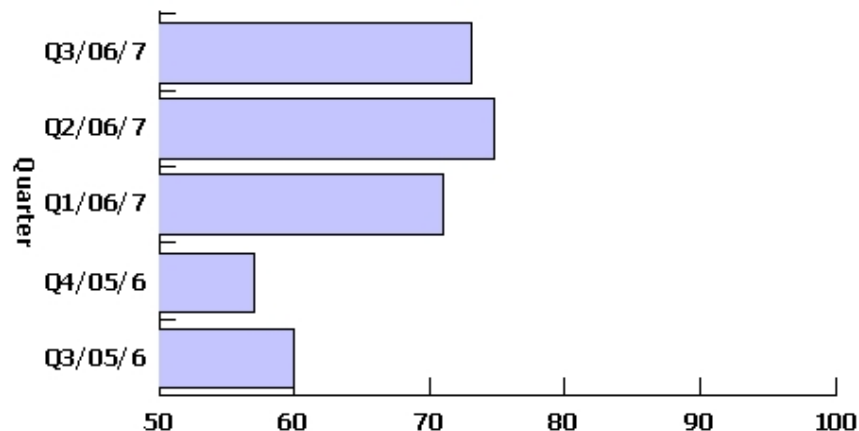
Important to maintain the professional team at its present existing scale and level of experience, and to bring in agency/consultant assistance to meet peaks in workload and to cover staff vacancies. The drop in performance since last quarter due to 3 senior staff members leaving their present posts. However, we have successfully secured replacements for all those leaving.

BV109b 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?	
Q3/06/7	75.33%	73.10%	X	
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	
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:

In excess of the government target (65%) and just below the top quartile target. A challenging target to achieve, but improvement thus far seems now to be embedded, though small drop in performance since last quarter due to 3 senior staff members clearing old cases prior to leaving.

Corrective action proposed (if required):

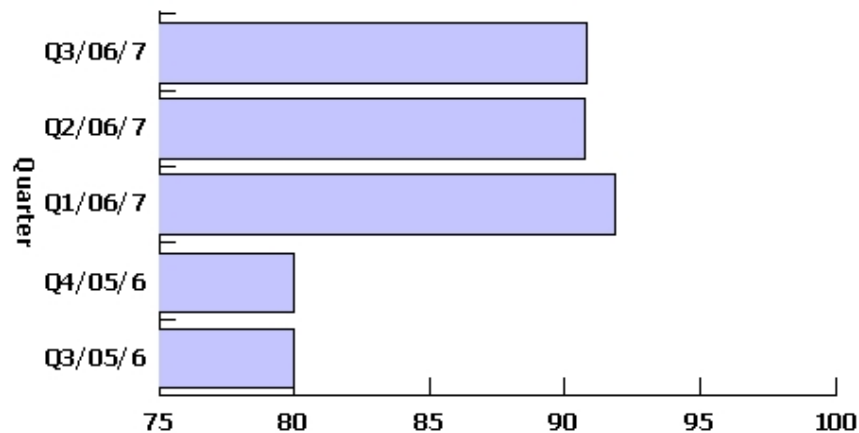
We have successfully secured replacements for all those leaving and the removal of old cases from the workload augers well for future performance. From the KPI Improvement Plan 2006/07: Important to maintain the professional team at its existing scale and level of experience, and to bring in agency/consultant assistance to meet peaks in workload and to cover staff vacancies.

BV109c 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 is 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?
Q3/06/7	88.03%	90.80%	✓
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%	✗

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? Yes

Comment on current performance:

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

Corrective action proposed (if required):

From the KPI Improvement Plan 2006/07:

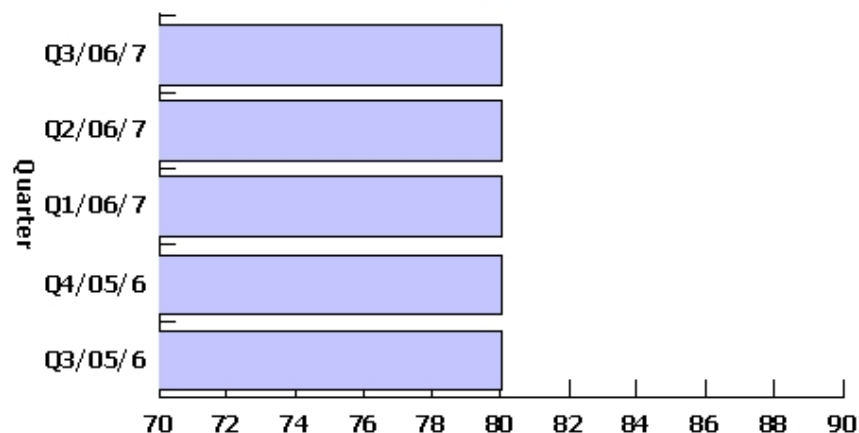
Important to maintain the professional team at its existing scale and level of experience, and to bring in agency/consultant assistance to meet peaks in workload and to cover staff vacancies.

BV166a&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?
Q3/06/7	85.00%	80.00%	✘
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%	✔

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):

From the KPI Improvement Plan 2006/07:

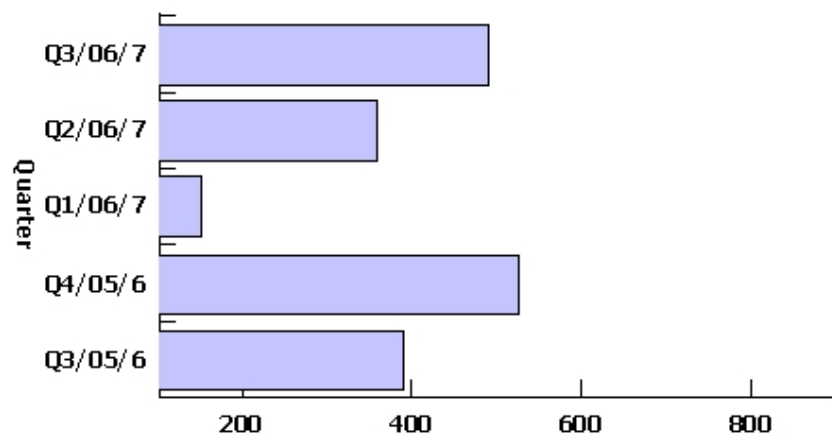
Introduction of risk-based inspection regime for houses with multiple occupation (HMO). Introduction of risk-based licensing regime. Undertake and inter-authority benchmarking exercise.

BV170a 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?	
Q3/06/7	811.00	490.04	✗	
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	✓	
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? No

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
Partial closure of ground floor for gallery refurbishment reduced attendances during quarter 3

Corrective action proposed (if required):

From the KPI Improvement Plan 2006/07:

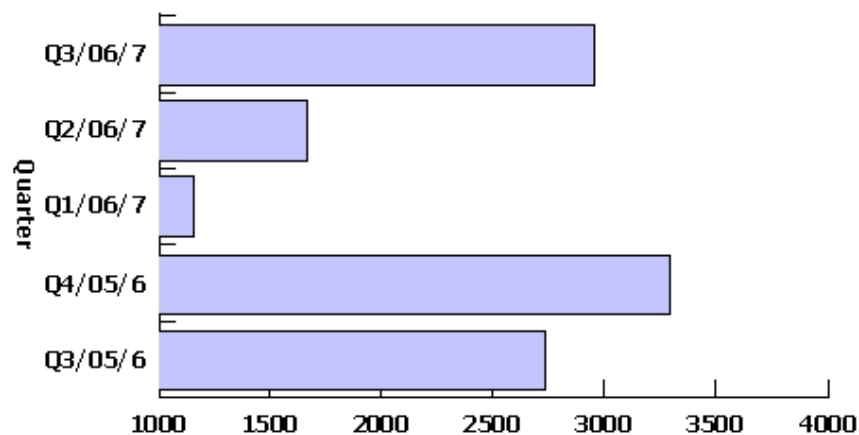
Enlarge Museum; increase resources; increase marketing; further development of outreach resources and website.

BV170c 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?
Q3/06/7	3,181	2,953	X
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

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):

From the KPI Improvement Plan 2006/07:

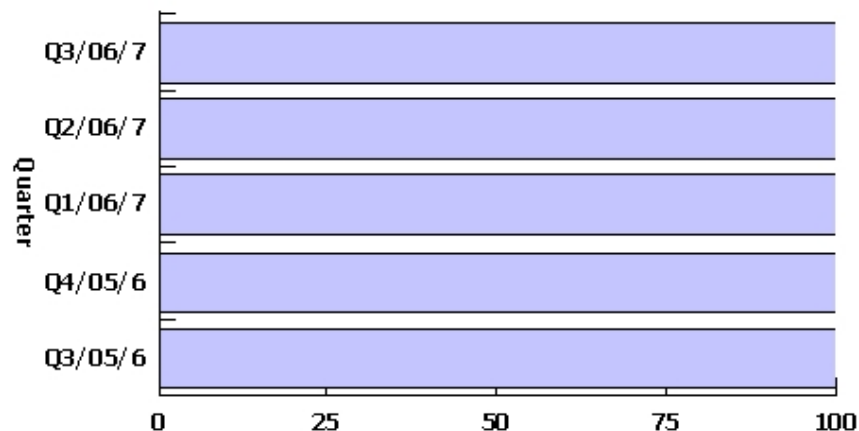
Ongoing development work and continuous review is undertaken to achieve and pass targets . Now the Education Officer post has been filled, the position can be maintained.

BV175 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?
Q3/06/7	100.00%	100.00%	✓
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%	✓

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):

From the KPI Improvement Plan 2006/07:

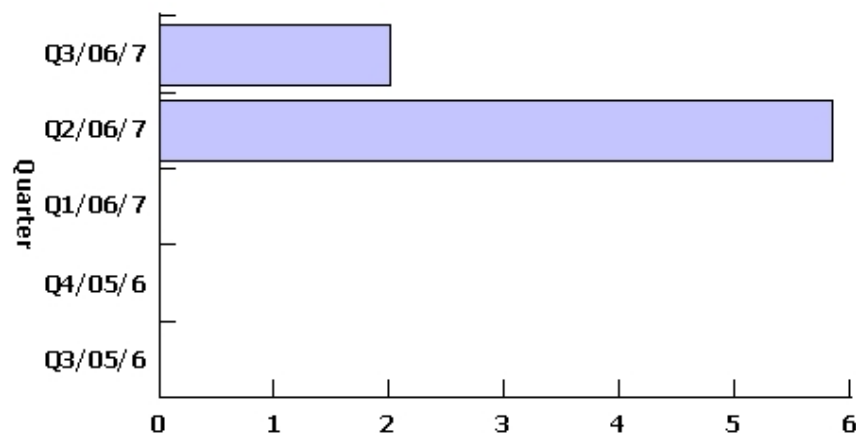
Provision of a full staff resource to undertake the work.

BV183a 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?
Q3/06/7	0.00	2.00	✗
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	✓

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 will mean that families with children should generally not be placed in B&B. However, in exceptional circumstances a pregnant woman or family has been placed in B&B for operational reasons that have led to this target not being achieved.

Corrective action proposed (if required):

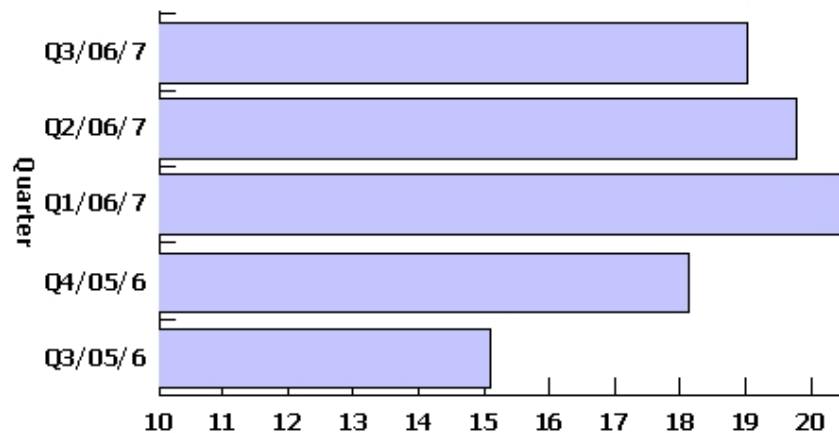
From the KPI Improvement Plan 2006/07: Close monitoring of placements of homeless families. Bed and Breakfast to be used only as last option for families. Extension of Fresh START Scheme (private sector leasing) from 10 to 20 properties to include provision for single applicants. Good prevention work by prevention team to avoid use of temporary accommodation. Monitor DCLG funding of homelessness prevention. In exceptional circumstances it may be necessary to admit a family or pregnant woman to B&B.

BV183b The average length of stay in hostel accommodation of households that are unintentionally homeless and in priority

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?
Q3/06/7	15.00	19.00	✗
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	✓

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? No

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):

From the KPI Improvement Plan 2006/07:

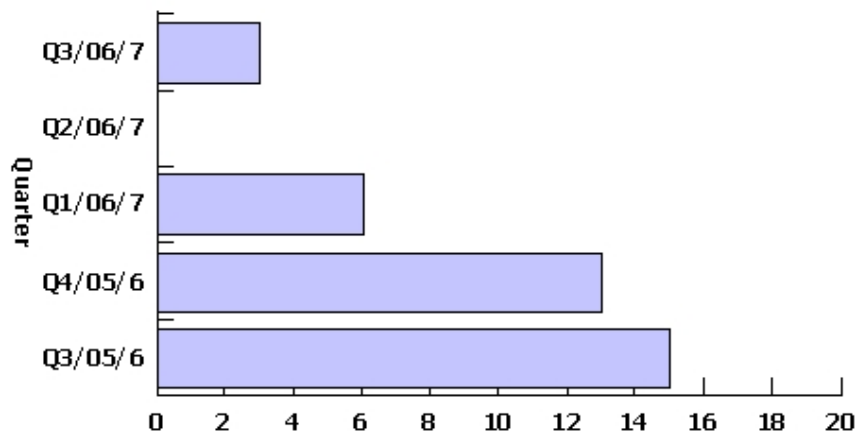
Working towards the Government's target of a 50% reduction in all households occupying temporary accommodation by 31/03/2010. Continuation of an effective Homelessness Prevention Team. Increased emphasis on accessing the private-rented sector. Greater use of the Rent Deposit Guarantee Scheme. Ensure Homelessness Officers complete enquiries within 33 days.

BV199a 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?
Q3/06/7	10.00%	3.00%	✓
Q2/06/7	10.00%		
Q1/06/7	10.00%	6.00%	✓
Q4/05/6	25.00%	13.00%	✓
Q3/05/6	25.00%	15.00%	✓

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? Yes

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):

From the KPI Improvement Plan 2006/07:

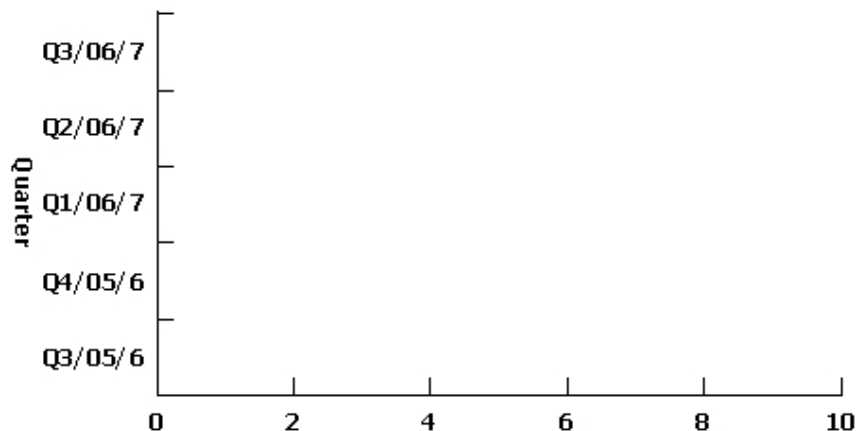
Continuation of contractor and client officer monitoring of performance. Review of standards set as part of new WM contract procurement - consideration of the relationship between input and output specifications.

BV199b 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 an 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?
Q3/06/7	10.00	0.00	✓
Q2/06/7	10.00	0.00	✓
Q1/06/7	10.00	0.00	✓
Q4/05/6	25.00	0.00	✓
Q3/05/6	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? Yes

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):

From the KPI Improvement Plan 2006/07:

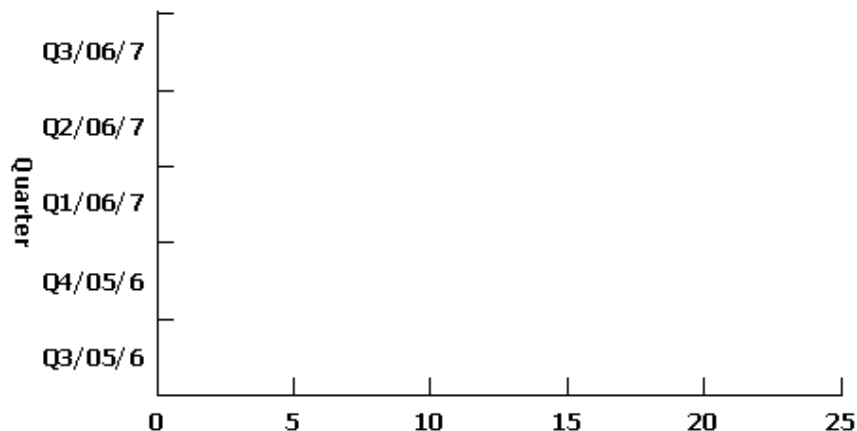
Unknown as yet but aiming for 10% in 2006/07. Combining inspections with those already undertaken for BV199a.

BV199c 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 an 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?
Q3/06/7	10%	0%	✓
Q2/06/7	10%		
Q1/06/7	10%	0%	✓
Q4/05/6	25%	0%	✓
Q3/05/6	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? Yes

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):

From the KPI Improvement Plan 2006/07:

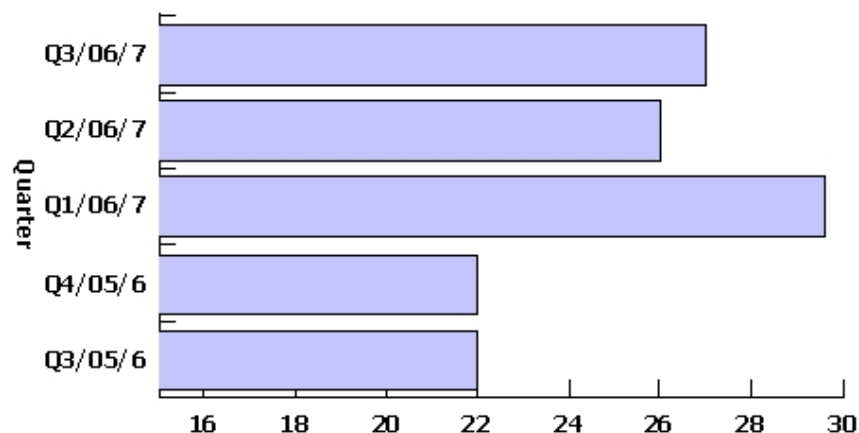
Unknown as yet but aiming for 10% in 2006/07. Combining inspections with those already undertaken for BV199a.

BV204 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?
Q3/06/7	24.00%	27.00%	✘
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%	✔

Final Figure 2005/06	Target Met 2005/06	Top Quartile 2004/05	Target 2006/07	Target 2007/08
22%	No	24%	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 four decisions only part-allowed in line with the Council's case - otherwise a performance well within the top quartile target is achieved. In addition, the recent removal of advert, listed building and other appeals from this statistic makes comparison with previous years unsafe.

Corrective action proposed (if required):

From the KPI Improvement Plan 2006/07:

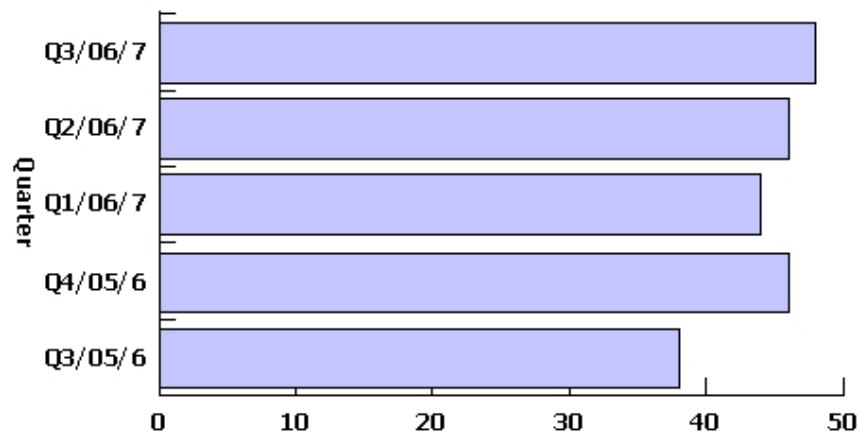
The Council has had a good record in not refusing applications without good planning reasons, and of defending its decisions at appeal for many years. It has used internal and consultancy resources to achieve this over a long period. We simply need to keep doing what we are doing; including regular reporting to Members.

BV212 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?
Q3/06/7	42.00	48.00	✗
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	✓

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?

Uncertain

Comment on current performance:

As far as Housing Needs contribution to this indicator is concerned, we had 21 2 bed maisonettes available at Limes Farm during this quarter some of which proved difficult to let. Some of the properties which are designated as particularly suitable for applicants over 60 can be offered several times before being accepted.

Corrective action proposed (if required):

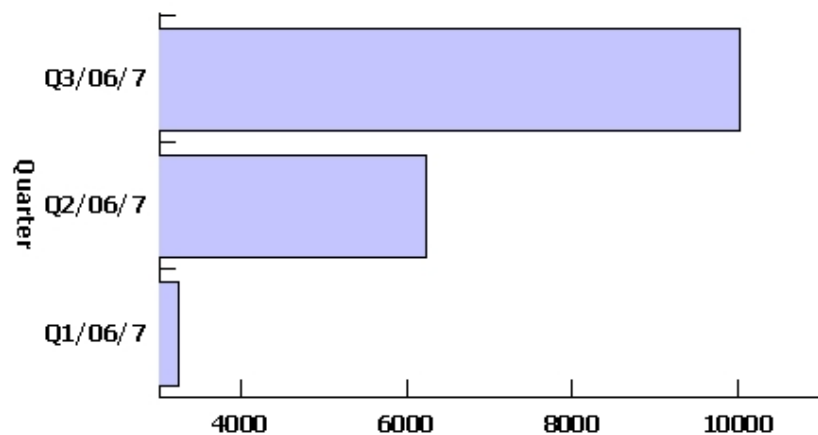
Housing Needs will put procedures in place to reduce the time between refusals and re-offers; take additional measures to ensure a higher percentage of applicants over 60 accept property on initial offer. Looking long term, we believe the indicator will greatly improve with the introduction of Choice Based Lettings later this year.

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?
Q3/06/7		10,012	
Q2/06/7		6,223	
Q1/06/7		3,244	

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:

Local authorities are encouraged not to set targets for the issue of Penalty Charge Notices.

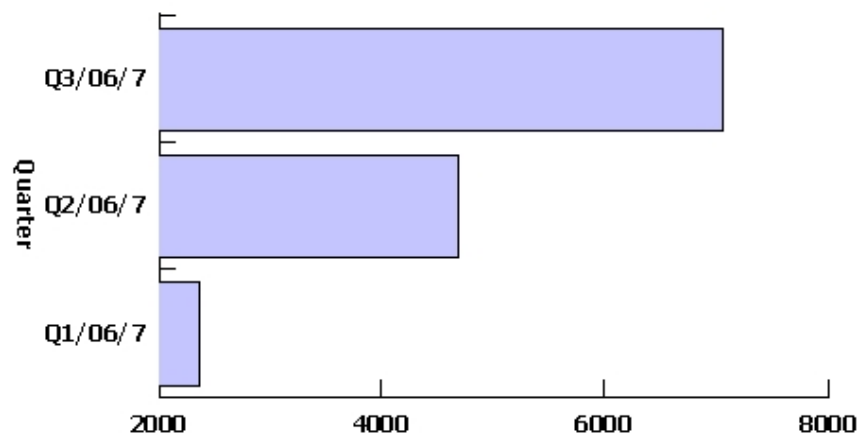
Corrective action proposed (if required):

CEM1b The number of penalty charge notices issued 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?
Q3/06/7		7,054	
Q2/06/7		4,686	
Q1/06/7		2,360	

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:

Local authorities are encouraged not to set targets for the issue of Penalty Charge Notices.

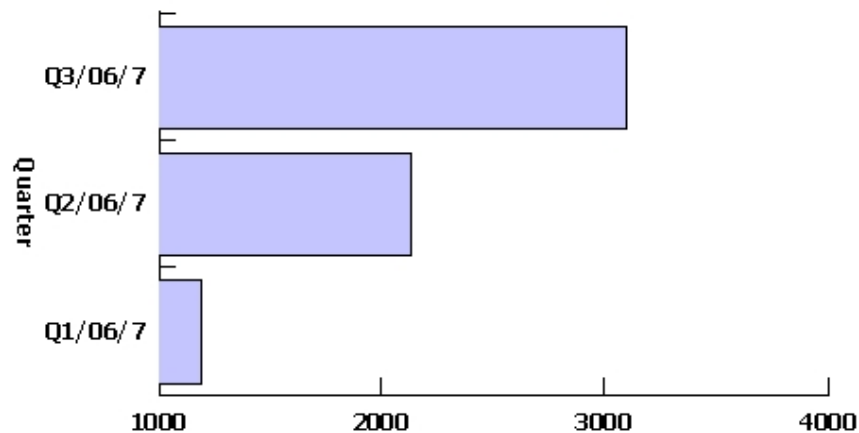
Corrective action proposed (if required):

CEM1c The number of Penalty Charge Notices issued that have been 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?
Q3/06/7		3,090.00	
Q2/06/7		2,130.00	
Q1/06/7		1,189.00	

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):

CEM1d The number of Penalty Charge Notices issued that are subject of a formal challenge to the Head of Environmental Services

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?
Q3/06/7		0	
Q2/06/7		0	
Q1/06/7		0	

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.

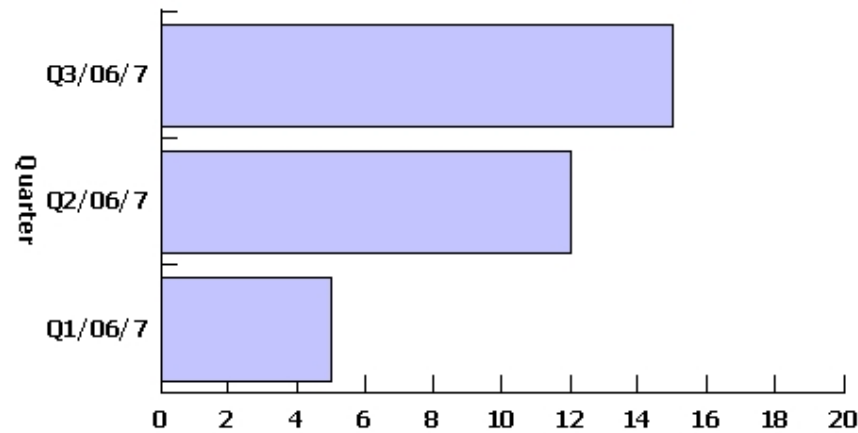
Corrective action proposed (if required):

CEM1e The number of Penalty Charge Notices issued 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,

Chart - Current and previous four quarters



Direction of improving performance:



Cumulative data?: Yes

Table - Current and previous four quarters

Quarter	Target	Actual	Target Met?
Q3/06/7		15.00	
Q2/06/7		12.00	
Q1/06/7		5.00	

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

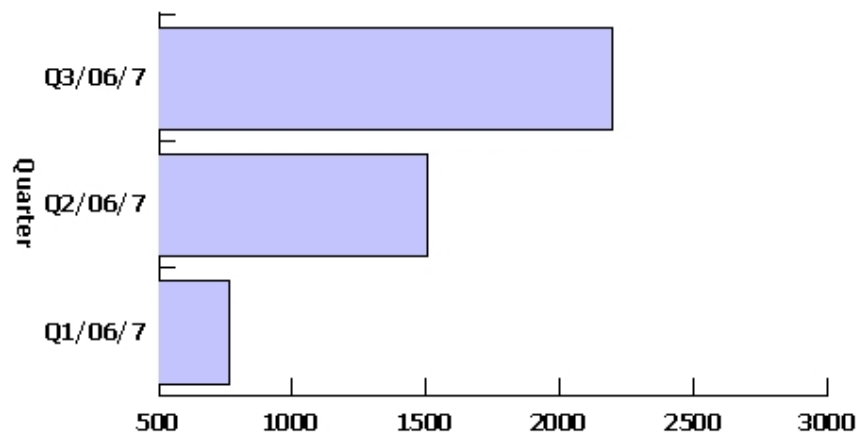
Corrective action proposed (if required):

CEM1f The number of challenges allowed against the issue of a Penalty Charge Notice

Responsible officer:

Additional Information This indicator measures the extent to which challenges against the issue of Penalty Charge Notices have been successful,

Chart - Current and previous four quarters



Direction of improving performance:



Cumulative data?: Yes

Table - Current and previous four quarters

Quarter	Target	Actual	Target Met?
Q3/06/7		2,196.00	
Q2/06/7		1,504.00	
Q1/06/7		758.00	

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

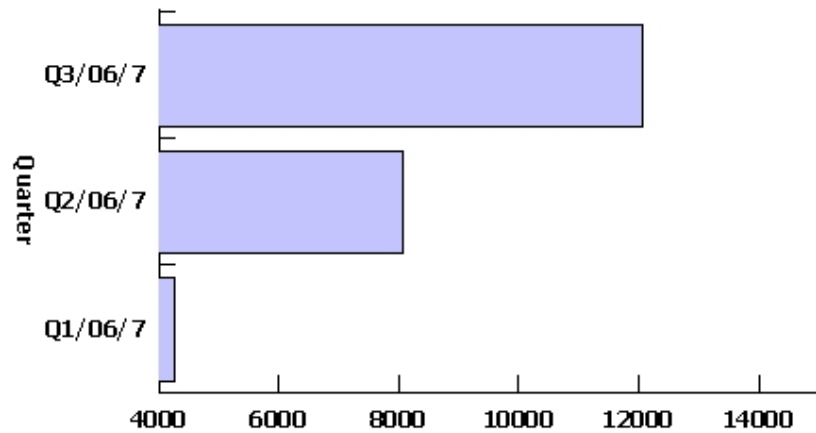
Corrective action proposed (if required):

CEM1g The number of Penalty Charge Notices issued 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

Chart - Current and previous four quarters



Direction of improving performance:



Cumulative data?: Yes

Table - Current and previous four quarters

Quarter	Target	Actual	Target Met?
Q3/06/7		12,056.00	
Q2/06/7		8,077.00	
Q1/06/7		4,246.00	

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

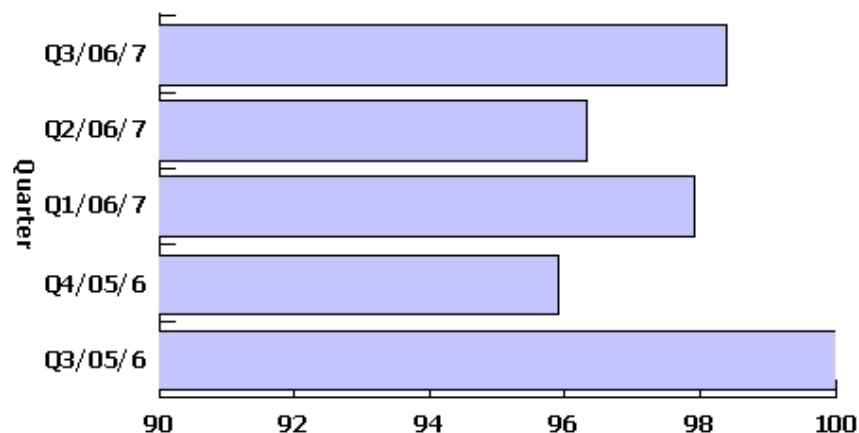
Corrective action proposed (if required):

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?
Q3/06/7	100.00%	98.39%	✘
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%	✔

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):

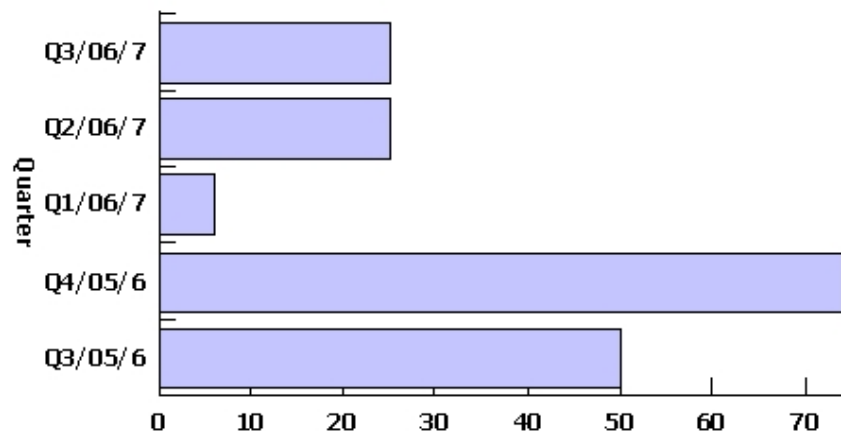
None Possible

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?
Q3/06/7	33.00	25.00	✗
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	✗

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):

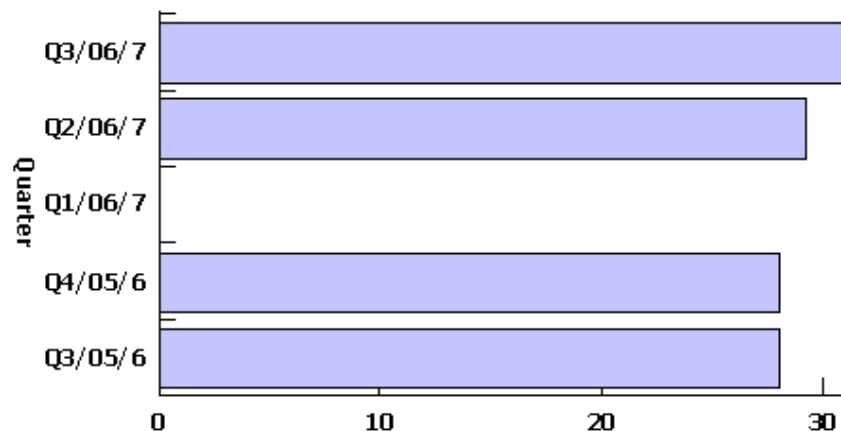
It will not be possible to achieve the target for 2006/7, due to the long lead-in period for new developments. However, there are around 500 affordable properties currently in the pipeline (with a mixture of rented and shared ownership), all subject to funding, planning approval and Section 106 agreements.

H15b The amount of affordable housing required as part of all Section 106 Agreements that have been signed during the year for

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?
Q3/06/7	33.00%	30.80%	X
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

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 (Northweald Airfield) 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):

It is unlikely that the target will be met this year. However, all the Section 106 Agreements signed result from negotiations that were undertaken prior to the increase in the required percentage of affordable housing from 30% to 40%. Current Section 106 Agreements under negotiation are generally seeking 40%.