



## **Performance Report to Members on Key Performance**

**Indicators for the period:**

**April to June 2014**



**Explanation of terms and conventions used in the report:****Linkage to the Council's Corporate Objectives:**

Each of the reported activities is listed under one of the

Council's Corporate Objectives:

**Corporate Objective** – Place

**Corporate Objective** – Homes

**Corporate Objective** – Economic Growth

**Targets:**

The are two targets:

Quarter Targets represent ideal performance for that particular quarter

Year to Date Targets represent the ideal performance at that point in the year

**Trend Columns:**

For each Performance Indicator this will show the trend as follows -

This Quarter Compared to the Previous Quarter

(Current Quarter Vs. Previous Quarter)

Better / Higher	Better / Higher than previous
Same	Same as previous
Worse / Lower	Worse / Lower than previous

Year to Date compared to Same Time Last Year

(Year to Date (Current Year) Vs. Year to Date (Previous Year))

Better / Higher	Better / Higher than previous
Same	Same as previous
Worse / Lower	Worse / Lower than previous

N/A: Not Applicable – No relevant comparison available

Not Set: Target not appropriate at this time.

**Corporate Objective - Place**

BV009 Percentage of Council Tax collected								
	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	98.1%	98.3%	27.5%	26.8%	27.5%	26.8%	N/A	Worse, (26.9%)
<b>Polarity</b>	High is Good							
					<p><b>Commentary</b></p> <p>In-year collection rate currently 0.1% down compared to this time last year. LCTS collection officer post has been vacant since 9 May so proactive work on collection initiatives has been suspended. Appointment now made, officer to provisionally start 11/8. Approval to recruit additional part-time collection officer agreed at Council on 29 July, currently out to advert.</p>			

LPI238 Value of Council Tax collected								
	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	N/A	N/A	£12,347,941	£12,354,502	£12,347,941	£12,354,502	N/A	N/A
<b>Polarity</b>	High is Good							
					<p><b>Commentary</b></p> <p>While the collection rate is a good indicator of efficiency, it is also important to monitor the actual amount of money being collected. The Council is on target to collect the amount of council tax income, on which it set its 2014/15 budget.</p>			

BV010 Percentage of Business Rates collected								
	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	97.1%	97.8%	31.5%	31.2%	31.5%	31.2%	N/A	Better, (29.9%)
<b>Polarity</b>	High is Good							
					<p><b>Commentary</b></p> <p>In-year collection rate currently 1.3% up compared to this time last year, improvement is due to a more forceful approach being taken in relation to recovery and enforcement.</p>			

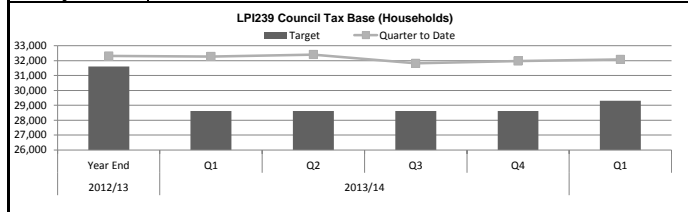
LPI766 Value of Business Rates collected								
	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	Not Set	£15,851,631	£5,150,290	£4,939,675	£5,150,290	£4,939,675	N/A	Better, (£4,893,927)
<b>Polarity</b>	High is Good							
					<p><b>Commentary</b></p> <p>Collection rate is a good indicator of efficiency. With the Retained Rates scheme the Council had to base its 2014/15 budget on the estimated business rates income. This PI monitors the actual amount collected compared to the budget estimate. It is important to note that business rates income is very dependent on factors outside of our control e.g. the Rateable Value (RV) of business premises (which are subject to appeal to the Valuation Office (VO)); the opening, rate of expansion and closure of businesses; and the effect of the various business rate reliefs. VOA schedules are being monitored weekly for changes and our Business Rates action plan ensures collectable income is being maximised. It is too early to judge whether the annual target will be met. Business Rates accounting rules mean that a 2014/15 surplus or deficit will impact in 2015/16.</p>			

**Corporate Objective - Place**

**LPI239 Council Tax Base (Households)**

	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	28,617.1	31,969.0	29,313.2	32,074.4	29,313.2	32,074.4	Higher, (31,969.0)	Lower, (32,269.4)

**Polarity** No Polarity

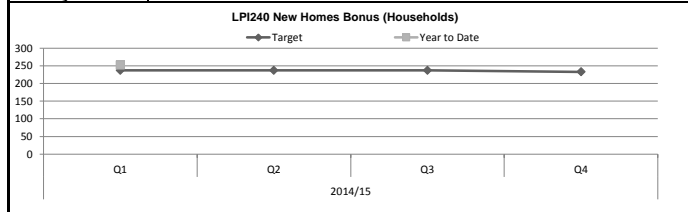


**Commentary**  
The targets shown are those approved for the setting of Council Tax.

**LPI240 New Homes Bonus (Households)**

	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	N/A	N/A	N/A	N/A	237.0	252.0	N/A	N/A

**Polarity** No Polarity



**Commentary**  
The Council receives New Homes Bonus for additional homes and reduced empty homes, measured in September. The bonus for 2015/16 will therefore be based on the growth in homes in the period September 2013 to September 2014. The Council's target for 2015/16 bonus is based on 237 properties and as at June 2014, there were an additional 252 properties.

**Corporate Objective - Place**

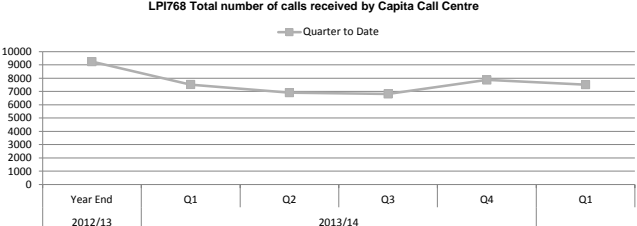
BV078a Average number of days for processing new claims								
	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	21.00	20.70	21.00	30.77	21.00	30.77	Worse, (16.81)	Worse, (19.73)
<b>Polarity</b>	Low is Good							
						<p><b>Commentary</b></p> <p>Backlog clearance plan now in place to address decline in performance, caused by:</p> <ol style="list-style-type: none"> <li>3 staff recently having medium to long term absences (now successfully returned)</li> <li>Staff testing software to enable high volume changes of circumstances to be automated, rather than manually processed.</li> <li>Additional work and enquiries created from various changes to Council Tax discounts from 1st April.</li> </ol> <p>Plan is operating effectively, new claim average now reduced to 27.3 (as at end of July) days. Further improvement expected.</p>		

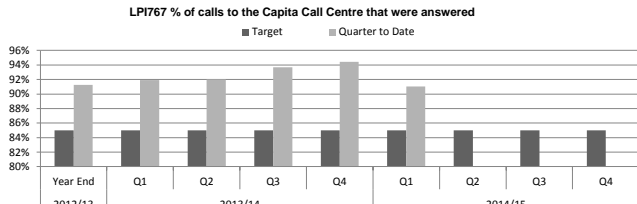
BV078b Average number of days for processing change of circumstances								
	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	12.00	10.21	11.50	14.09	11.50	14.09	Worse, (04.02)	Worse, (12.85)
<b>Polarity</b>	Low is Good							
						<p><b>Commentary</b></p> <p>Same issues affecting performance as identified in BV078a. Automation software for processing high percentage of DWP notified changes now operational. Improvement in performance expected over coming months.</p>		

BV079b(ii) Percentage of recoverable overpayments recovered in year vs. total debt								
	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	28.00%	24.25%	5.00%	6.97%	5.00%	6.97%	N/A	Worse, (07.02%)
<b>Polarity</b>	High is Good							
						<p><b>Commentary</b></p> <p>Constant monitoring of all debts and imposition of effective recovery mechanisms is ensuring that this indicator remains above target.</p>		

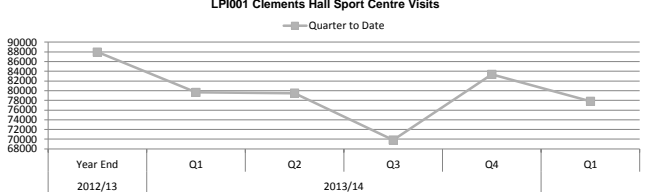
BV079b(iii) Percentage of overpayments written off vs. total debt								
	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	4.00%	2.92%	1.00%	0.68%	1.00%	0.68%	N/A	Worse, (0.55%)
<b>Polarity</b>	Low is Good							
						<p><b>Commentary</b></p> <p>Write-off levels are being kept to a minimum due to efficient monitoring and recovery of outstanding debts.</p>		

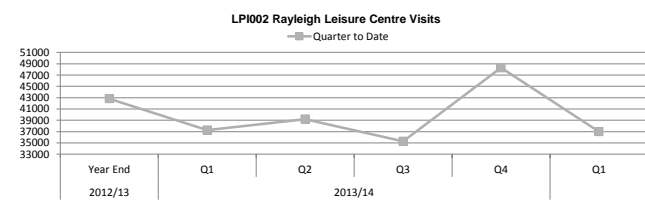
**Corporate Objective - Place**

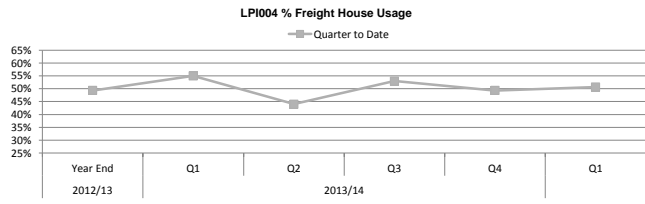
LPI768 Total number of calls received by Revenues and Benefits (Capita) Call Centre								
	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	Not Set	29,116	Not Set	7,512	Not Set	7,512	Lower, (7,866)	Lower, (7,525)
<b>Polarity</b>	No Polarity							
						<p align="center"><b>Commentary</b></p> <p>The Year to Date Result is 13 calls lower than at the same time last year.</p>		

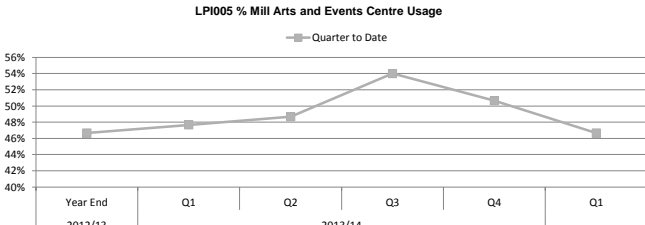
LPI767 Percentage of all calls to Revenues and Benefits (Capita) Call Centre that were answered								
	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	Not Set	93.0%	85.0%	91.1%	85.0%	91.1%	Worse, (94.4%)	Worse, (91.9%)
<b>Polarity</b>	High is Good							
						<p align="center"><b>Commentary</b></p> <p>The Service Level Agreement with Capita prescribes that 85% of calls made to the call centre must be answered. At the end of June, 91% of calls made were answered and 9% were abandoned.</p>		

**Corporate Objective - Place**

LPI001 Clements Hall Sport Centre Visits								
	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	330,000	312,341	82,500	77,802	82,500	77,802	Lower, (83,366)	Lower, (079,649)
<b>Polarity</b>	No Polarity							
						<p align="center"><b>Commentary</b></p> <p>The June figures are averages derived from 2012 and 2013 data. This is due to the transfer of the contract from Virgin Active to Fusion Lifestyle. New measurement systems put in place meant exact figures for June were unavailable. Figures from July should be more accurate and comparative usage trends will then have to be judged in the light of the new data.</p>		

LPI002 Rayleigh Leisure Centre Visits								
	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	140,000	160,083	41,250	36,996	41,250	36,996	Lower, (48,292)	Lower, (37,286)
<b>Polarity</b>	No Polarity							
						<p align="center"><b>Commentary</b></p> <p>The June figures are averages derived from 2012 and 2013 data. This is due to the transfer of the contract from Virgin Active to Fusion Lifestyle. New measurement systems put in place meant exact figures for June were unavailable. Figures from July should be more accurate and comparative usage trends will then have to be judged in the light of the new data.</p>		

LPI004 % Freight House Usage								
	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	50%	50%	55%	51%	55%	51%	Higher, (49.3%)	Lower, (55.0%)
<b>Polarity</b>	No Polarity							
						<p align="center"><b>Commentary</b></p> <p>Usage has been steady at around 50% for some time now. We are looking with the new contractor at how usage can be stimulated.</p>		

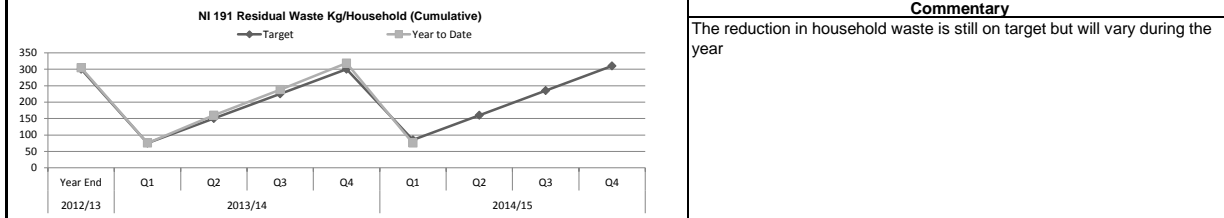
LPI005 % Mill Arts and Events Centre Usage								
	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	50%	50%	55%	47%	55%	47%	Lower, (50.7%)	Lower, (47.7%)
<b>Polarity</b>	No Polarity							
						<p align="center"><b>Commentary</b></p> <p>Usage has been steady at around 50% for some time now. We are looking with the new contractor at how usage can be stimulated.</p>		

**Corporate Objective - Place**

**NI 191 Residual household waste collected kg per household**

	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	300	319	85	75	85	75	Better, (081)	Better, (076)

**Polarity** Low is Good



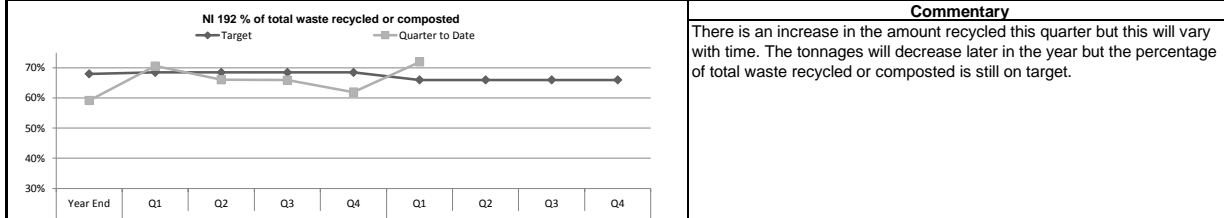
**Commentary**

The reduction in household waste is still on target but will vary during the year

**NI 192 Percentage of total waste recycled or composted**

	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	68.50%	66.34%	66.00%	71.98%	66.00%	71.98%	Better, (61.97%)	Better, (70.61%)

**Polarity** High is Good



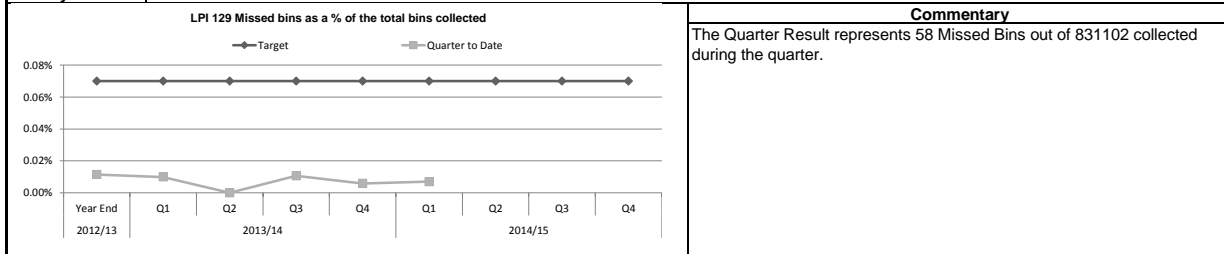
**Commentary**

There is an increase in the amount recycled this quarter but this will vary with time. The tonnages will decrease later in the year but the percentage of total waste recycled or composted is still on target.

**LPI129 Missed bins as a percentage of the total bins collected**

	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	0.07%	0.01%	0.01%	0.007%	0.07%	0.007%	Worse, (0.006%)	Better, (0.010%)

**Polarity** Low is Good



**Commentary**

The Quarter Result represents 58 Missed Bins out of 831102 collected during the quarter.

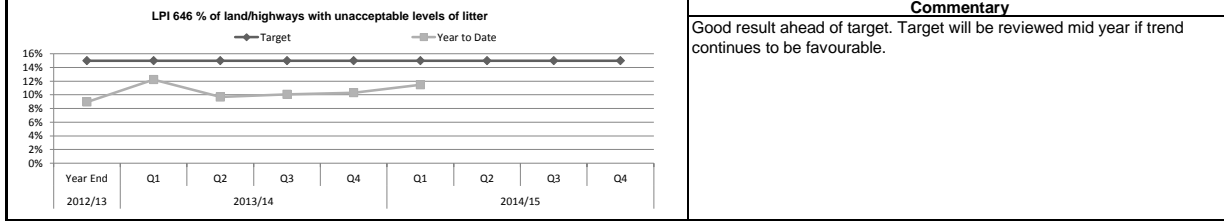


**Corporate Objective - Place**

**LPI646 Percentage of land/highways with unacceptable levels of litter**

	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	15.0%	10.3%	15.0%	11.5%	15.0%	11.5%	Worse, (11.0%)	Better, (12.2%)

**Polarity** Low is Good

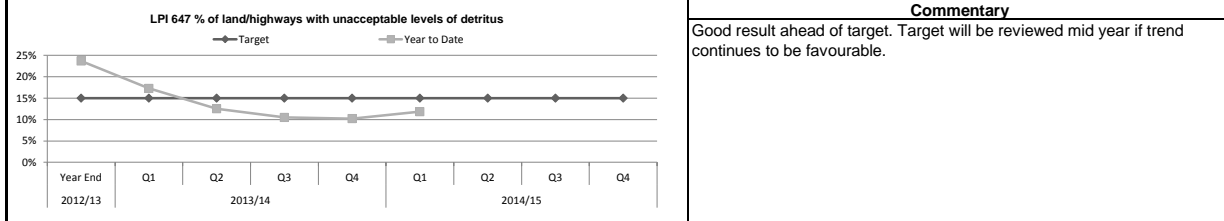


**Commentary**  
Good result ahead of target. Target will be reviewed mid year if trend continues to be favourable.

**LPI647 Percentage of land/highways with unacceptable levels of detritus**

	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	15.0%	10.2%	15.0%	11.8%	15.0%	11.8%	Worse, (09.4%)	Better, (17.3%)

**Polarity** Low is Good

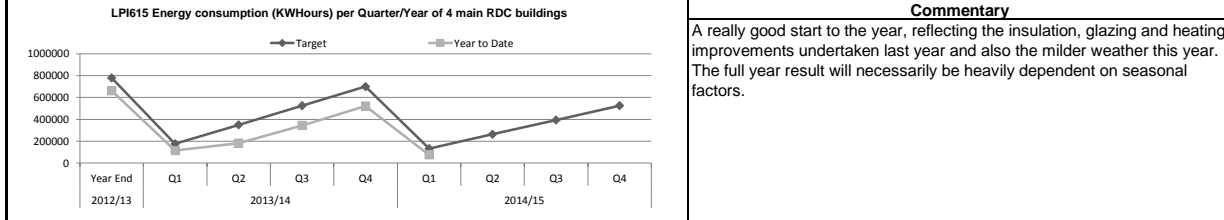


**Commentary**  
Good result ahead of target. Target will be reviewed mid year if trend continues to be favourable.

**LPI615 Energy consumption (Kilowatt hour) per Quarter/Year of 4 main Rochford District Council buildings**

	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	700,000	521,131	131,250	74,258	131,250	74,258	Better, (177,032)	Better, (113,588)

**Polarity** Low is Good



**Commentary**  
A really good start to the year, reflecting the insulation, glazing and heating improvements undertaken last year and also the milder weather this year. The full year result will necessarily be heavily dependent on seasonal factors.

**Corporate Objective - Homes**

**LPI739 12 month rolling average of households in Bed and Breakfast and Non Bed and Breakfast Temporary Accommodation at month end**

	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	45.0	45.8	40.0	44.1	40.0	44.1	Better, (45.80)	Worse, (43.70)

**Polarity** Low is Good

Period	Target	Quarter to Date
Year End 2012/13	45.0	40.0
Q1 2013/14	45.0	44.0
Q2 2013/14	45.0	47.0
Q3 2013/14	45.0	47.5
Q4 2013/14	45.0	45.0
Q1 2014/15	45.0	44.0
Q2 2014/15	45.0	44.1
Q3 2014/15	45.0	44.1
Q4 2014/15	45.0	44.1

**Commentary**

This is demand led. Performance very much depends on accessing private rented accommodation to prevent homelessness and this continues to be challenging. Recent development in the district has increased the supply of social housing which has improved the prospects for households in temporary accommodation to move on. Unfortunately this supply is now slowing down and will continue to do so until further new development takes place e.g. Hall Road. Meanwhile we continue to implement the homelessness action plan which is focussed on prevention.

**LPI571 Average number of weeks, from receipt of Occupational Therapist's (OT) recommendation until the Disabled Facility Grant (DFG) works are completed**

	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	30.0	20.9	25.0	28.9	25.0	28.9	Worse, (19.75)	Worse, (22.45)

**Polarity** Low is Good

Period	Target	Quarter to Date
Year End 2012/13	30.0	80.0
Q1 2013/14	30.0	25.0
Q2 2013/14	30.0	25.0
Q3 2013/14	30.0	25.0
Q4 2013/14	30.0	25.0
Q1 2014/15	30.0	30.0
Q2 2014/15	30.0	28.9
Q3 2014/15	30.0	28.9
Q4 2014/15	30.0	28.9

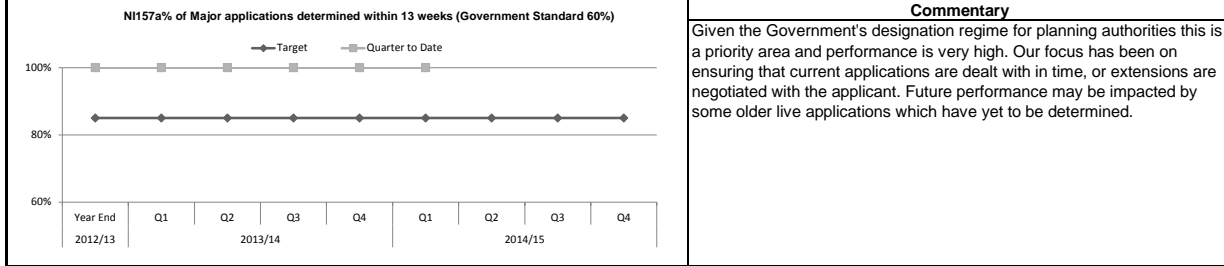
**Commentary**

All four cases that completed in this quarter required planning consent for all or some of the works. Additional time was therefore required to submit an application and gain approval.

**Corporate Objective - Homes**

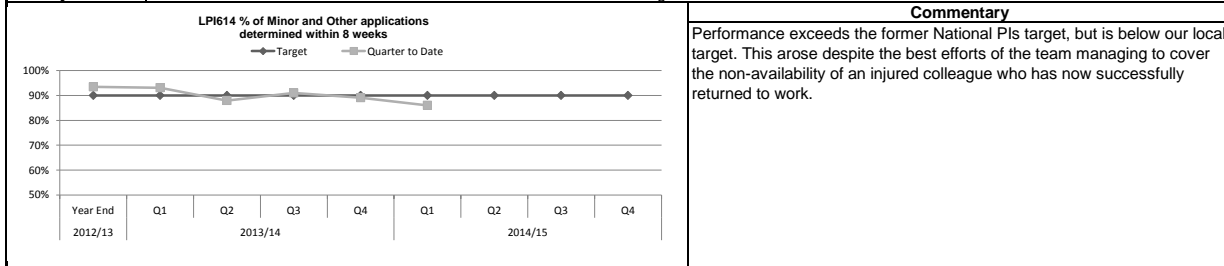
**NI 157a Percentage of major (Large Scale and Small Scale) applications determined within 13 weeks**

	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	85.00%	100.00%	85.00%	100.00%	85.00%	100.00%	Same, (100.00%)	Same, (100.00%)
<b>Polarity</b>	High is Good							



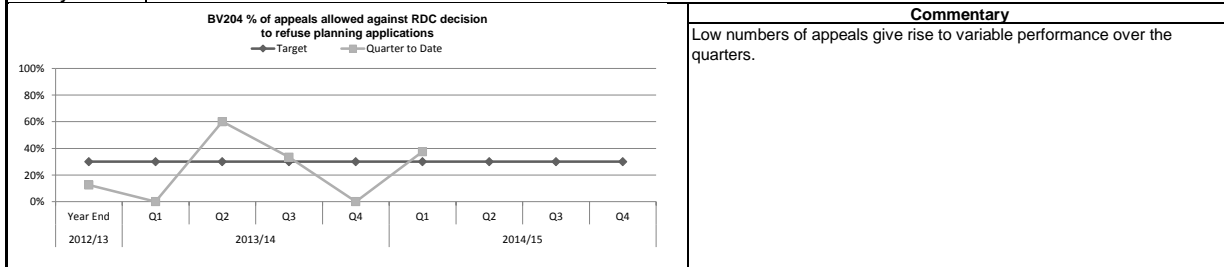
**LPI614 Percentage of minor and other applications determined within 8 weeks (NI157b and NI157c)**

	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	90.00%	90.24%	90.00%	86.06%	90.00%	86.06%	Worse, (89.10%)	Worse, (93.10%)
<b>Polarity</b>	High is Good							



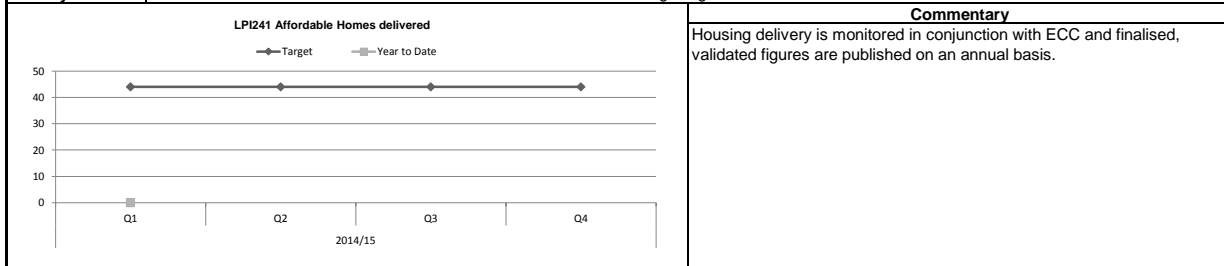
**BV204 Percentage of appeals allowed against the authority's decision to refuse planning applications**

	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	30.0%	38.9%	30.0%	37.5%	30.0%	37.5%	Worse, (00.0%)	Worse, (00.0%)
<b>Polarity</b>	Low is Good							



**LPI241 Affordable Homes delivered (Annual Measure)**

	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	N/A	N/A	N/A	0	44	0	N/A	N/A
<b>Polarity</b>	High is good							

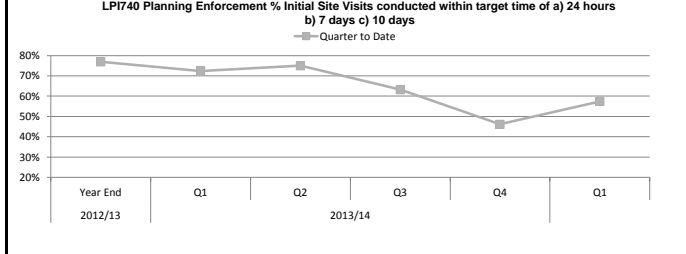


**Corporate Objective - Homes**

**LPI740 Planning Enforcement: Percentage Initial Site Visits conducted within target time of a) 24 hours b) 7 days c) 10 days**

	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	Not Set	63.7%	Not Set	57.4%	Not Set	57.4%	Better, (46.2%)	Worse, (72.4%)

**Polarity** High is Good

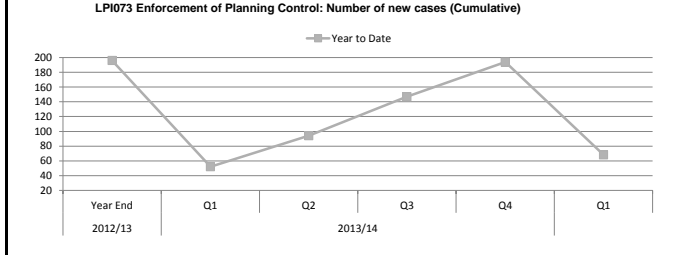


**Commentary**  
Priority is given to the higher priority category a) and b) visits which were done in time. Low priority visits were dealt with as the team commitments allowed. 27 of 47 visits were conducted within target time this quarter of which 1 was high priority.

**LPI073 Planning Enforcement: Number of new cases**

	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	200	194	50	68	50	68	Higher, (047)	Higher, (052)

**Polarity** No Polarity

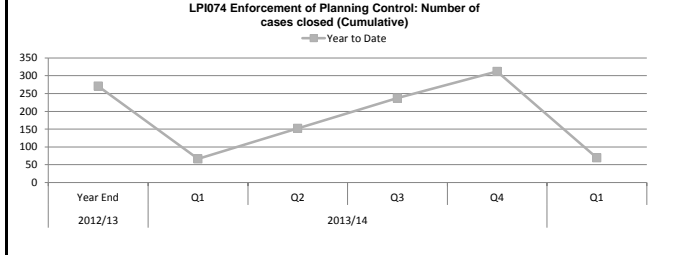


**Commentary**  
The target shown is the expected level of new cases. Quarter 1 is above this level, which demonstrates the high interest in all such developments.

**LPI074 Planning Enforcement: Number of cases closed**

	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	99	312	25	69	25	69	Lower, (075)	Higher, (066)

**Polarity** No Polarity

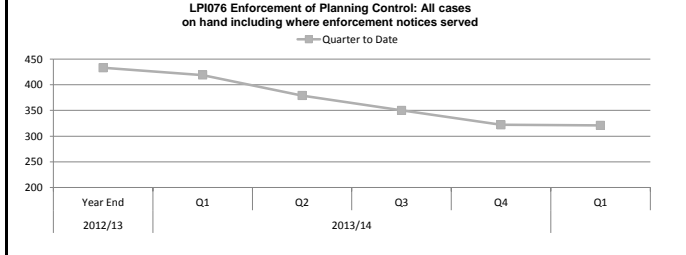


**Commentary**  
A good performance this quarter. Future prospects depend on the filling of a vacancy which has arisen within the team.

**LPI076 Planning Enforcement: All cases on hand including where enforcement notices served**

	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	350	322	425	321	425	321	Lower, (322)	Lower, (419)

**Polarity** No Polarity



**Commentary**  
Cases on hand continue to show a welcome decrease, but see comments on the case closure measure above.

**Corporate Objective - Economic Growth**

LPI743 Building Control Chargeable Services: Workload								
	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	Not Set	4,175	Not Set	1,543	Not Set	1,543	Higher, (0,933)	Higher, (1,323)
<b>Polarity</b>	No Polarity							
						<p align="center"><b>Commentary</b></p> <p>We are seeing a substantial increase in workload as the economy recovers. The team have performed extremely well despite the retirement of a senior Building Control Officer in March.</p>		

LPI769 Building Control Chargeable Services: Market share – percentage of applications for less than 100 housing units								
	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	Not Set	70.3%	Not Set	75.0%	Not Set	75.0%	Higher, (62.5%)	Lower, (88.9%)
<b>Polarity</b>	No Polarity							
						<p align="center"><b>Commentary</b></p> <p>We gained the business for 3 out of the 4 such applications this quarter.</p>		

LPI771 Building Control chargeable services: Market share – percentage of applications for 100 or more housing units								
	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	Not Set	0.0%	Not Set	0.0%	Not Set	0.0%	Same, (0.0%)	Same, (0.0%)
<b>Polarity</b>	No Polarity							
						<p align="center"><b>Commentary</b></p> <p>There were no such applications this quarter.</p>		

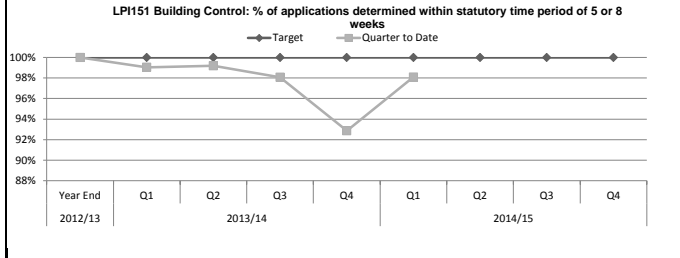
LPI776 Building Control chargeable services: Market share – percentage of all other work								
	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	Not Set	87.7%	Not Set	89.6%	Not Set	89.6%	Lower, (90.0%)	Lower, (90.4%)
<b>Polarity</b>	No Polarity							
						<p align="center"><b>Commentary</b></p> <p>We continue to keep the majority of this sector of the building control market.</p>		

**Corporate Objective - Economic Growth**

**LP151 Building Control: Percentage of applications determined within statutory periods (5 and 8 weeks)**

	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	100%	97%	100%	98%	100%	98%	Better, (93%)	Worse, (99%)

**Polarity** High is Good



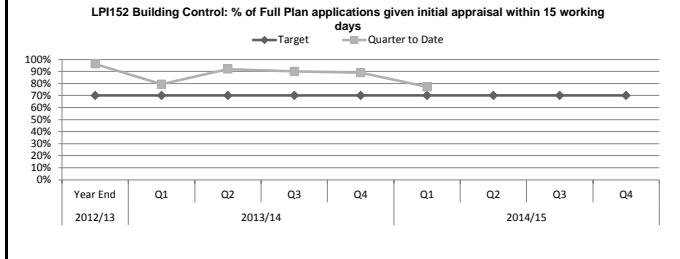
**Commentary**

The BC team continue to provide an excellent service to clients whilst dealing with a significant upturn in the number of applications.

**LP152 Building Control: Initial appraisal on 'Full Plan' applications within 15 working days**

	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	70%	88%	70%	77%	70%	77%	Worse, (89%)	Worse, (79%)

**Polarity** High is Good



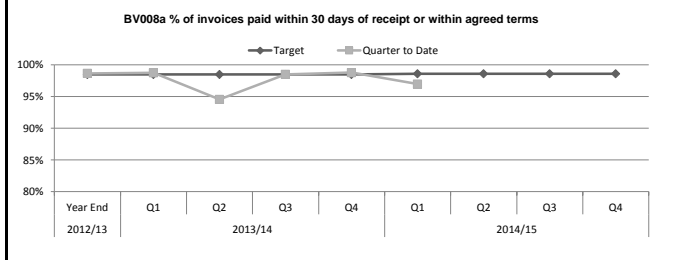
**Commentary**

The BC team continue to provide an excellent service to clients whilst dealing with a significant upturn in the number of applications.

**BV008a Percentage of invoices paid by the Authority within 30 days of receipt or within the agreed payment terms**

	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	98.5%	97.6%	98.6%	97.0%	98.6%	97.0%	Worse, (98.8%)	Worse, (98.8%)

**Polarity** High is Good



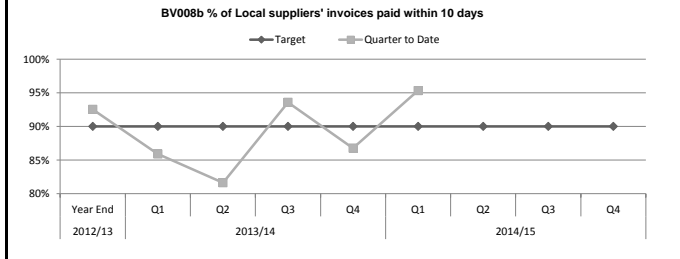
**Commentary**

26 invoices out of 863 were not paid within 30 days due to a number of different reasons which have been resolved. It is worth noting in this context that the CBI has called upon Government bodies to set an example of prompt payment to support business growth.

**BV008b Percentage of invoices paid by the Authority within 10 days of receipt to Local Suppliers**

	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	90.0%	86.7%	90.0%	95.3%	90.0%	95.3%	Better, (86.8%)	Better, (85.9%)

**Polarity** High is Good



**Commentary**

A higher percentage of invoices for local suppliers were paid within 10 days compared to last year.

**Corporate Objective - Economic Growth**

LPI616 Number of participants in the Rochford Business Network																							
	Last Year		Current Year				This Quarter compared to	Year to Date compared to															
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year															
<b>Result</b>	200	393	450	403	450	403	Better, (393)	Better, (386)															
<b>Polarity</b>	High is Good																						
<table border="1"> <caption>LPI616 Number of participants in the Rochford Business Network</caption> <thead> <tr> <th>Year</th> <th>Quarter</th> <th>Result</th> </tr> </thead> <tbody> <tr> <td>2012/13</td> <td>Year End</td> <td>393</td> </tr> <tr> <td rowspan="4">2013/14</td> <td>Q1</td> <td>403</td> </tr> <tr> <td>Q2</td> <td>386</td> </tr> <tr> <td>Q3</td> <td>403</td> </tr> <tr> <td>Q4</td> <td>450</td> </tr> </tbody> </table>						Year	Quarter	Result	2012/13	Year End	393	2013/14	Q1	403	Q2	386	Q3	403	Q4	450	<p><b>Commentary</b></p> <p>The Economic Development team are producing new marketing material to raise the profile of the work that the team do, and are also promoting new and additional opportunities for businesses to network and work together. We aim to reach 450 members by March 2015.</p>		
Year	Quarter	Result																					
2012/13	Year End	393																					
2013/14	Q1	403																					
	Q2	386																					
	Q3	403																					
	Q4	450																					

LPI619 Number of Job Seeker Allowance Claimants in the District per Quarter																							
	Last Year		Current Year				This Quarter compared to	Year to Date compared to															
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year															
<b>Result</b>	Not set	822	Not set	586	Not set	586	Better, (0,822)	Better, (1,016)															
<b>Polarity</b>	Low is Good																						
<table border="1"> <caption>LPI619 Number of Job Seeker Allowance Claimants in the District per Quarter</caption> <thead> <tr> <th>Year</th> <th>Quarter</th> <th>Result</th> </tr> </thead> <tbody> <tr> <td>2012/13</td> <td>Year End</td> <td>822</td> </tr> <tr> <td rowspan="4">2013/14</td> <td>Q1</td> <td>586</td> </tr> <tr> <td>Q2</td> <td>586</td> </tr> <tr> <td>Q3</td> <td>586</td> </tr> <tr> <td>Q4</td> <td>586</td> </tr> </tbody> </table>						Year	Quarter	Result	2012/13	Year End	822	2013/14	Q1	586	Q2	586	Q3	586	Q4	586	<p><b>Commentary</b></p>		
Year	Quarter	Result																					
2012/13	Year End	822																					
2013/14	Q1	586																					
	Q2	586																					
	Q3	586																					
	Q4	586																					

LPI242 Number of Empty Units in Town Centres														
	Last Year		Current Year				This Quarter compared to	Year to Date compared to						
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year						
<b>Result</b>	Not Set	N/A	Not set	20	Not set	20	N/A	N/A						
<b>Polarity</b>	Low is Good													
<table border="1"> <caption>LPI242 Number of Empty Units in Town Centres</caption> <thead> <tr> <th>Year</th> <th>Quarter</th> <th>Result</th> </tr> </thead> <tbody> <tr> <td>2013/14</td> <td>Q1</td> <td>20</td> </tr> </tbody> </table>						Year	Quarter	Result	2013/14	Q1	20	<p><b>Commentary</b></p> <p>Survey conducted recently - no further comment relevant at this time.</p>		
Year	Quarter	Result												
2013/14	Q1	20												

LPI325 Number of Empty Units in Industrial Estates (Annual Measure)												
	Last Year		Current Year				This Quarter compared to	Year to Date compared to				
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year				
<b>Result</b>	Not Set	N/A	Not set	N/A	Not set	N/A	N/A	N/A				
<b>Polarity</b>	Low is Good											
<table border="1"> <caption>LPI325 Number of Empty Units in Industrial Estates</caption> <thead> <tr> <th>Year</th> <th>Result</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>0</td> </tr> </tbody> </table>						Year	Result	2014/15	0	<p><b>Commentary</b></p> <p>Survey conducted in August 2014.</p>		
Year	Result											
2014/15	0											