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## **CORPORATE PLAN/BEST VALUE PERFORMANCE PLAN 2002/2003 - HALF-YEARLY REVIEW**

### **1 SUMMARY**

- 1.1 To update Members on progress made to date in respect of the Corporate Plan/Best Value Performance Plan.

### **2 INTRODUCTION**

- 2.1 In June 2002, Members agreed the contents of the Corporate Plan/Best Value Performance Plan. (Minute No. 278/02) The Corporate Plan element links in closely with the 3 year budget strategy and in this way, provides a framework for decision-making and monitoring the progress of those decisions.
- 2.2 The Best Value Performance Plan element is required by statute. It contains, amongst other things, a review of progress over the past year and sets out a number of targets for action for the current financial year.
- 2.3 With the annual budgeting process now underway, the half yearly review provides a useful basis to consider what has been achieved so far, what is underway and what is yet to be done.

### **3 PROGRESS TO DATE**

- 3.1 Appendix 1 details the progress which has been made in respect of our plans for this year. Appendix 2 outlines how we are progressing in connection with our plans over the next 3 years. Appendix 3 updates Members on progress on our Best Value Reviews for this year. Appendix 4 contains the second quarter returns (the Quarterly Monitoring Reports normally sent out direct to Members) on how we are progressing on the performance measurement targets that we set for this year.
- 3.2 As Members will see from the Appendices, we are making progress on a number of fronts. In some areas however, capacity remains an issue, with staff turnover or sickness impacting on progress e.g. Local Plan. The ability of third parties to deliver on programme e.g. Essex County Council – town centre/shopping centre enhancements, or produce information/guidance to original timescales e.g. Audit Commission – Comprehensive Performance Assessment Guidance for Districts, has also had an effect. New matters have also come up which require attention. For example, the Department of Work and

Pensions has set down performance standards for Housing Benefit administration which we are now introducing.

- 3.3 In connection with the Quarterly Monitoring Reports, Members will see that at the half yearly stage progress is steady. Work volumes remain high in Planning and Building Control and we are continuing to do well on the Appeal front. Our performance in removing fly tipping from areas where we have responsibility is good. Whilst our contractor's performance in connection with picking up missed bins is up on last year, it still falls short of our target. Consequently, that is an area which has been taken up with the contractor's Area Manager, with a view to securing further improvement.
- 3.4 In terms of customer contact, we are looking at both the telephone system and in key departments, the correspondence turnaround times, again with a view to improving performance over time. Another area the focus of improvement is Homelessness decision times. This area has been the subject of additional staffing and a review of the processes involved but work is still ongoing to improve the stated performance targets in this area of service.
- 3.5 Overall however, at the 6 monthly stage, we remain well placed to meet the majority of the targets we set ourselves when the Corporate Plan/Best Value Performance Plan was drafted and agreed.

#### **4 CRIME AND DISORDER IMPLICATIONS**

- 4.1 The Plan makes reference to the Local Authority's responsibilities and actions in relation to Crime & Disorder.

#### **5 ENVIRONMENTAL IMPLICATIONS**

- 5.1 The Plan outlines the Local Authority's aspirations and proposed actions in respect of environmental stewardship and sustainability.

#### **6 RESOURCE IMPLICATIONS**

- 6.1 The Plan's preparation, development and monitoring has impacted and will continue to require considerable senior officer time. However, the process is now integral to the management of the Authority.

#### **7 LEGAL IMPLICATIONS**

- 7.1 As outlined in the text, the Best Value Performance Plan element is required by legislation.

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**8 PARISH IMPLICATIONS**

8.1 The Plan covers the whole District.

**9 RECOMMENDATION**

It is proposed that the Committee **RESOLVES**

That the progress to date be noted and that it be considered what further issues, if any, need to be taken on board within the context of the roll forward and development of the Corporate Plan/Best Value Performance Plan process. (CE)

Paul Warren

Chief Executive

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**Background Papers:**

Corporate Plan and Best Value Performance Plan.

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**APPENDIX 1**

**OUR PLANS FOR THIS YEAR – PROGRESS**

**Move towards a balanced budget**

Through its agreed 3 year budget strategy, the Council is on course to meet this.

**Continue best value reviews of our services**

A resume on our progress on Best Value Reviews of services is outlined in Appendix 3.

**Carry out our initial comprehensive performance assessment of the Authority by November 2002**

This will not now be done until late 2003/2004 for Essex Districts, with draft guidance only recently having been issued by the Audit Commission as to how CPA will apply to Districts. However, initial work has already commenced internally with officers starting to work through the various matters to be considered.

**Complete the Department of Social Security's verification framework for Housing Benefit by August 2002**

This was successfully implemented slightly in advance of the August deadline.

**Development of the Council's web site to provide information relevant to customers in the District by March 2003**

This project is ongoing and is closely linked with the implementation of the Council's IEG Statement.

**Implement and monitor the newly launched Crime and Disorder Reduction Strategy for the District**

Ongoing. Recent report to Community Overview & Scrutiny Committee on progress (Min. 559/02).

**Implement CCTV schemes**

Being implemented in this financial year.

**Review our health and safety inspection regime**

Report to Community Overview & Scrutiny Committee on 10<sup>th</sup> December on progress.

**Prepare the Local District Plan to consultation stage by November 2002**

Behind programme following staff vacancies. Now back up to full staffing establishment. Aiming for March 2003.

**Continue to implement the development plan in connection with Cherry Orchard Jubilee Country Park**

Over 28,000 trees planted so far this year. Funding of £50,000 has been obtained from Thames Gateway – South Essex towards the cost of developing a lake on this site, additional tree planting (Arboretum) and an orchard.

**A Woodlands Strategy for the District will be prepared for consideration by the Council by December 2002**

Work on Cherry Orchard Jubilee Country Park is taking precedence, but it is envisaged that this will be available for Members' consideration by January 2003.

**Review recycling activity**

A review of this was presented to Environment Overview & Scrutiny Committee in July. Further financial and operational information was then provided to the Overview & Scrutiny Committee on 19<sup>th</sup> November.

**Examining options to reduce business waste and the use of natural resources**

This will be looked at within the work on the Community strategy and has already been flagged up as an issue by local Chambers as part of the budget-making process.

**Review our fees and charges, particularly relating to car parking by October 2002**

Reports have been submitted to Finance & Procedures Overview & Scrutiny Committee on this over a period and further work will be done as part of the budgeting process.

**Produce an Economic Development Strategy for the District by November 2002**

This will now be submitted to Council in January 2003.

**Completion of town centre enhancement schemes in partnership with Essex County Council by August 2002**

The completion of these schemes by Essex County Council is running well behind programme and has been the subject of recent consideration by Environmental Overview & Scrutiny Committee, when the County Council's Cabinet Member on Highways was invited to the meeting.

**Review the provision of play areas**

This was reported to Community Services Committee on 3<sup>rd</sup> September when Members agreed to the refurbishment priorities for this year and also to the relevant Parish Councils being approached with a view to transfer following refurbishment. (Min. 392/02)

**Review of the Parish Partnership fund by July 2002**

This review was completed in July.

**Upgrade the Council's Leisure facilities**

Works are about to commence on the refurbishment of the Mill Hall. The plans to upgrade Clements Hall are well advanced, with a start on site anticipated by next spring.

**Preparation of a Community Strategy**

A Local Strategic Partnership Steering Committee has now been established and work on the Community Strategy is underway.

**Progression of new leisure facilities on the former Park School site**

Members considered the provision of a new Sports Facility at the former Park School at the meeting of Community Overview & Scrutiny Committee on 14<sup>th</sup> November.

**Programme of sheltered housing upgrades**

The tender on the refurbishment of the Lavers has now been let as the first of the sheltered housing upgrade schemes. Work on site will commence in earnest early in the new year.

**Frail elderly study**

The work on the study is now well underway, with the conclusions available early in the new year.

**Housing condition survey**

The work on the housing condition survey is behind programme as a result of the consultants finding it extremely difficult to gain access to a sufficiently large sample of the District's private housing stock. Further letters have now gone out to residents in an attempt to try and overcome this problem.

**Citizenship awards**

These have now been launched and will be presented in March 2003.

**Lottery bid for the windmill at Rayleigh**

The Commission are still processing the Council's bid submission and following a site visit by an unaccompanied specialist adviser, have requested further information from the Council prior to the bid being formally considered.

**Heritage/design awards**

These were presented at the Council's Heritage Open Day in September.

**Development at Mill Hall at Rayleigh as a community resource**

See the comments above in relation to the refurbishment of the Mill Hall.

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**APPENDIX 2**

**OUR PLANS OVER THE NEXT 3 YEARS – PROGRESS**

**Achieve a balanced budget**

See Appendix 1.

**Continue with Best Value Reviews of our services to achieve improvements and meet customer needs**

This will now need to be examined in the light of the work required as part of the District's Comprehensive Performance Assessment process.

**Undertake a corporate performance assessment of the Council and implement actions required**

The main body of work around this is now scheduled for late 2003/early 2004 for inspection and assessment, which will then result in the production of an action plan.

**Progress towards our E-Government Strategy**

The Council's IEG Strategy for 2003/2004 has just been submitted to Central Government. Subject to its success, the Council should secure a further £200,000 from Central Government to enable it to progress its e-government initiative.

**Public Service Agreement**

A number of targets have now been agreed with Essex County Council and Central Government under this initiative. Subject to meeting these targets over a 3 year period, the Council may receive additional funding in 2005/2006 up to £160,000.

**Decide the most appropriate locations and configurations for the offices of the District Council**

Initial investigation work is now underway. Key decisions will need to be taken in 2003/2004.

**Race Equality Standard**

The Council published its Race Equality Standard in June.



**Produce a new Crime & Disorder Reduction Strategy by March 2005**

Work will start in earnest on this from spring 2004.

**Review our recycling initiative to meet the Government target of 18% by 2005/06**

On the basis of the current kerbside recycling initiative, the Council is achieving around 10%. A further expansion will be required by 2004/2005 to meet the target of 18% in 2005/2006.

**Fully implement the Cherry Orchard Jubilee Country Park Management Plan**

Ongoing. Work is now well underway.

**Working with Thames Gateway South Essex**

The Council is a full partner of Thames Gateway South Essex and is involved at Board level. Work on a Strategic Framework document is now underway.

**Build a new sports facility on the former Park School site by March 2005**

Potential design options for this have already been considered by Community Overview & Scrutiny Committee on 14<sup>th</sup> November, 2002. (Min. 558/02)

**Complete the refurbishment of the Council's sheltered housing schemes**

Work on the Lavers is about to commence. Further schemes will follow.

**Complete our access programmes to improve the access for disabled people to Council offices**

Design feasibility work on the options available is currently underway.

**Lead in the development of a Community Strategy for the District by March 2004**

Local Strategic Partnership of key players now operational and the format and content of the Community Strategy considered.

**Decide on the future of the Windmill at Rayleigh, in light of the lottery bid application**

Still awaiting the results of the Lottery bid submission.

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**APPENDIX 3**

**PROGRESS ON THIS YEAR'S BEST VALUE REVIEWS**

The main reviews this year are focussing on:-

Financial Management – Members have already considered some of the initial conclusions arising out of this review. A further report will be made in January 2003.

Public Regulation, Inspection and Protection – this review, which includes enforcement, is currently still at the information assembly and assessment stage. An interim report will be submitted to Members in January 2003, with a final report, together with an action plan, now scheduled for March 2003.

Other reviews being completed this year include:-

Emergency Planning - the key conclusions and suggested actions are now being drafted for consideration by Committee in February 2003.

Community Safety – this review follows on from that carried out county-wide. Following Member consideration of the issues to be included in July, the report outlining the main findings and suggested actions was now scheduled for consideration by Committee in March 2003.

**APPENDIX 4**

**PROGRESS ON THIS YEAR'S PERFORMANCE**

**QUARTERLY PERFORMANCE REPORT**

**ADMINISTRATIVE SERVICES**

From 1 July 2002

To 30 September 2002

**SUMMARY ASSESSMENT SHEET TO BE COMPLETED BY HEAD OF SERVICE**

Good Performance

| Indicator number | Reason for level of performance attained   | Likely to continue?<br>Yes / No | Likely customer impact | Will this result in any change of focus or re-deployment of resources within the dept.<br>(Please give brief details) | By who and by when? |
|------------------|--|---------------------------------|------------------------|---|---------------------|
| RDC1.1           | Although the number of complaints has risen slightly this quarter, the overall figure still compares well to the previous year for the reasons reported in the previous QPR. | YES                             |                        | NO  |                     |

Poor Performance

| Indicator number | Reason for level of performance attained   | Likely to continue?<br>Yes / No | Likely customer impact         | Actions to be taken to improve  | By who and by when?                   |
|------------------|--|---------------------------------|--------------------------------|---|---------------------------------------|
| RDC1.5           | Although performance has improved slightly this quarter, from 76% to 78.5% of calls answered within the target time, more progress needs to be made. | NO                              | Delay in calls being answered. | New permanent reception staff now in place. Staff to be trained in appropriate use of switchboard technology. | D. Tribe/<br>J. Valentino<br>Ongoing. |

Any other information to report

**RDC1.10** The cumulative figure for usage of pieces of paper appears to be on target. However, it does not include the bulk order of paper used for Council Tax, which could impact on the figures in the next quarter.

Revised 27/06/02

QUARTERLY PERFORMANCE  
 REPORT

Administrative Services

From 1<sup>st</sup> July 02  
 To 30<sup>th</sup> Sept 02

| Number  | Description  | Target  | Previous Year         |        |           | Current Year  |        |
|---------|--|---------|-----------------------|--------|-----------|---|--------|
|         |  |         | This quarter          | Cum    | Full Year | This quarter  | Cum    |
| BV 167  | The number of types of interactions that are enabled for electronic delivery as a percentage of the types of interactions that are legally permissible for electronic delivery | 45.00%  |                       |        | 33.60%    | Method of data collection has been reviewed to meet the requirements of the IEG Statement and will be produced as a year-end figure |        |
| Number  | Description  | Target  | Previous Year         |        |           | Current Year  |        |
|         | Local Performance Indicators   | 2002/03 | This quarter          | Cum    | Full Year | This quarter  | Cum    |
| RDC 1.1 | Number of complaints received per annum  |         |                       |        |           |   |        |
|         | Total  | 360     | 69                    | 227    | 394       | 77  | 134    |
|         | Administrative & Member Services   |         | 1                     | 3      | 6         | 2   | 2      |
|         | Audit & Process Review   |         | 0                     | 0      | 0         | 0   | 0      |
|         | Corporate Policy & Initiatives   |         | 1                     | 1      | 1         | 0   | 0      |
|         | Financial  |         | 0                     | 0      | 1         | 0   | 0      |
|         | Housing, Health & Com. Care  |         | 8                     | 8      | 15        | 3   | 7      |
|         | Legal  |         | 1                     | 1      | 3         | 0   | 0      |
|         | Contracted Services  |         | 23                    | 87     | 177       | 28  | 52     |
|         | Planning   |         | 7                     | 12     | 26        | 15  | 21     |
|         | Revenues & Housing   |         | 29                    | 115    | 165       | 29  | 52     |
| RDC 1.2 | Total amount reimbursed under the complaints procedure   |         | £0.00                 | £20.00 | £20.00    | £0  | £0     |
| RDC 1.5 | Percentage of telephone calls answered with 10 seconds Switchboard   | 80%     | 74%                   | 77.5%  | 78%       | 76.5%   | 76.25% |
| RDC 1.6 | Cost of IT service per workstation   |         | £509                  | £855   | £2,294    | £907  | £1,107 |
| RDC 1.7 | Percentage of availability of IT systems   | 98.6%   | Figures not available |        | 96.6%     | 98.95%  | 99.96% |

Revised 27/08/02

QUARTERLY PERFORMANCE  
 REPORT

Administrative Services

From 1<sup>st</sup> July 02  
 To 30<sup>th</sup> Sept 02

| Number   | Description<br>Local Performance Indicators  | Target<br>2002/03 | Previous Year        |            |                  | Current Year        |            |
|----------|--|-------------------|----------------------|------------|------------------|---------------------|------------|
|          |  |                   | This quarter         | Cum        | Full Year        | This quarter        | Cum        |
| RDC 1.8  | Cost of electoral registration service per household                                       | £1.90             | £1.53                |            | £1.53            | £1.90               | £1.90      |
| RDC 1.9  | The percentage of customer correspondence dealt with within 5 working days.                | 100%              | 100%                 |            | 100%             | 92%                 | 96%        |
| RDC 1.10 | Total no. of pieces of paper used in the production of documents throughout the authority* | 3.279M            |                      |            | N/A              | 671,500             | 1,211,000  |
|          | <b>Description</b>   |                   | <b>Previous Year</b> |            |                  | <b>Current Year</b> |            |
|          | <b>Volume Statistics</b>   |                   | <b>This quarter</b>  | <b>Cum</b> | <b>Full Year</b> | <b>This quarter</b> | <b>Cum</b> |
|          | Incoming calls received via switchboard  |                   | 32,898               | 70,540     | 140,449          | 34,088              | 69,488     |
|          | Incoming calls received - direct dial  |                   | 60,729               | 136,335    | 274,365          | 71,472              | 144,910    |
|          | Total incoming calls received  |                   | 93,627               | 206,875    | 414,804          | 105,638             | 214,398    |
|          | Number of outgoing telephone calls   |                   | 37,454               | 77,258     | 155,460          | 37,478              | 74,076     |
|          | Amount of incoming post (no. of items)   |                   | 33,070               | 73,782     | 138,428          | 32,801              | 62,835     |
|          | Amount of outgoing post (no. of items)   |                   | 72,006               | 144,717    | 278,819          | 71,136              | 124,660    |
|          | Number of copies:  |                   |                      |            |                  |                     |            |
|          | Print Room   |                   | 510,744              | 1021,534   | 2,135,650        | 316,957             | 909,243    |
|          | Satellite copiers  |                   | 152,523              | 271,323    | 585,290          | 123,805             | 253,464    |
|          | Number of committee meetings serviced  |                   | 40                   | 87         | 188              | 23                  | 46         |
|          | Number of electors on the electoral register   |                   |                      |            | 63,214           | 64185               | N/A        |
|          | 5% of number   |                   |                      |            | 3145             | **3150              |            |
|          | Number of workstations   |                   |                      |            | 229              | 223                 | 223        |
|          | Number of visitors to Council web site (home page)   |                   |                      |            | 4865             | 6,942               | 12,109     |

Sarah Fowler  
 Head of Administrative &  
 Member Services

4 November 2002  
 Date

\*The number of pieces of paper used (RDC1.10) is different to the number of copies as this also includes double-sided copying.

\*\* The figure is in force from 1/4/02 – 31/3/03

**QUARTERLY PERFORMANCE REPORT**

**AUDIT AND PROCESS REVIEW**

**SUMMARY ASSESSMENT SHEET**

**TO BE COMPLETED BY HEAD OF SERVICE**

From  
To

1/7/2002  
30/9/2002

**GOOD PERFORMANCE**

| Indicator number | Reason for level of performance attained  | Likely to continue?<br>Yes / No | Likely customer impact                        | Will this result in any change of focus or re-deployment of resources within the dept.<br>(Please give brief details) | By who and by when? |
|------------------|---|---------------------------------|---|---|---------------------|
| RDC 4.1          | Good performance for this quarter relates to a high level of work hours being allocated to Audit Plan and less allocation to non-productive time. | Yes                             | Audit work being completed in a timely manner | No  |                     |

**POOR PERFORMANCE**

| Indicator number | Reason for level of performance attained   | Likely to continue?<br>Yes / No | Likely customer impact  | Actions to be taken to improve   | By who and by when? |
|------------------|--|---------------------------------|---|--|---------------------|
| RDC 4.4          | One audit ran outside of 15% Audit Plan time threshold indicator due to a large amount of pre-audit research into waste recycling. | No                              | In this case additional time taken reflected in detailed understanding of area to be audited. The remaining Audits in this quarter all completed within originally estimated audit time | Each audit area time allocation will continue to be assessed on complexity of the audit area and experience of audit officers. | Auditors Ongoing    |

Any other information to report

Revised 27/06/02

**QUARTERLY PERFORMANCE  
REPORT**

**Audit & Process Review**

From 1/7/2002  
To 30/9/2002

| Number  | Description  | Target  | Previous Year        |     |                 | Current Year        |      |
|---------|--|---------|----------------------|-----|-----------------|---------------------|------|
|         |  |         | This quarter         | Cum | Full year       | This quarter        | Cum  |
|         | <b>Local Performance Indicators</b>  | 2002/03 |                      |     |                 |                     |      |
| RDC 4.1 | Percentage of Audit Plan completed   | 90%     | 17%                  | 39% | 85%             | 26%                 | 48%  |
| RDC 4.2 | The percentage of customer correspondence dealt with within 5 working days.                  |         | N/A                  | N/A | N/A             | N/A                 | N/A  |
| RDC 4.3 | No. of days taken on direct auditing, recorded as a percentage of total audit days available | 78%     | N/A                  | N/A | New for 2002/03 | 21%                 | 40%  |
| RDC 4.4 | Percentage of audit assignments exceeding planned completion time by more than 15%           | 20%     | N/A                  | N/A | New for 2002/03 | 17%                 | 11%  |
| RDC 4.5 | Percentage of customers satisfied that they received a quality audit service                 | 85%     | N/A                  | N/A | New for 2002/03 | 100%                | 100% |
|         | <b>Description</b>   |         | <b>Previous Year</b> |     |                 | <b>Current Year</b> |      |
|         | <b>Volume Statistics</b>   |         | This Quarter         | Cum | Full Year       | This quarter        | Cum  |
|         | Number of audit reports issued   |         | 12                   | 18  | 26              | 6                   | 13   |
|         | Number of recommendations outstanding from previous years:                                   |         | N/A                  | 27  | 27              | 0                   | 11   |
|         | Implemented  |         | 0                    | 25  | 26              | 3                   | 3    |
|         | Not Implemented  |         | 0                    | 1   | 1               | 0                   | 0    |
|         | Outstanding/Pending  |         | 1                    | 1   | 0               | 8                   | 8    |
|         | Number of recommendations agreed in current year   |         | 30                   | 49  | 52              | 3                   | 14   |
|         | Implemented  |         | 8                    | 13  | 41              | 2                   | 9    |
|         | Not implemented  |         | 0                    | 0   | 0               | 0                   | 0    |
|         | Outstanding (not implemented by due date)  |         | 0                    | 0   | 0               | 0                   | 0    |
|         | Pending (For follow up after current quarter)  |         | 22                   | 36  | 11              | 5                   | 5    |

Paul Warren  
Head of Service

7/10/02  
Date

04/07/02

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**QUARTERLY PERFORMANCE REPORT**

**CORPORATE POLICY UNIT**

**SUMMARY ASSESSMENT SHEET**

**TO BE COMPLETED BY HEAD OF SERVICE**

From 1<sup>st</sup> July 2002  
To 30<sup>th</sup> September 2002

**GOOD PERFORMANCE**

| Indicator number | Reason for level of performance attained | Likely to continue?<br>Yes / No | Likely customer impact | Will this result in any change of focus or re-deployment of resources within the dept.<br>(Please give brief details) | By who and by when? |
|------------------|--|---------------------------------|------------------------|---|---------------------|
|                  |  |                                 |                        |   |                     |

**PQOR PERFORMANCE**

| Indicator number | Reason for level of performance attained | Likely to continue?<br>Yes / No | Likely customer impact | Actions to be taken to improve | By who and by when? |
|------------------|--|---------------------------------|------------------------|--------------------------------|---------------------|
|                  |  |                                 |                        |                                |                     |

**Any other information to report**

BV 2 -- This refers to New Equality Standards requiring Corporate commitment, consultation, resources, review and impact assessment to achieve Level 1. We need to bring work together relating to Race Equality Disability and develop a Corporate Equality Plan. The true cost involved in undertaking an Equality Impact assessment for all departments/services means this is unlikely to be achieved by March 2003.

BV 127 - The Police do not record data in this way at present. Therefore, no information is available.

BV 177 - The Community Legal Service Partnership Strategic Plan is being consulted on in November 2002 so this indicator can be completed.

Revised 27/06/02

QUARTERLY PERFORMANCE  
 REPORT

Corporate Policy Unit

From 1<sup>st</sup> July 2002  
 To 30<sup>th</sup> Sept. 2002

| Number | Description  | Target                     | Previous Year |      |  | Current Year   |                                    |
|--------|--|----------------------------|---------------|------|--|--|------------------------------------|
|        |  |                            | This quarter  | Cum  | Full Year  | This quarter   | Cum                                |
|        | <b>Statutory Performance Indicators</b>  | 2002/03                    |               |      |  |  |                                    |
| BV 1   | a) Does the authority have a Community Strategy developed in collaboration with the local strategic partnership, for improving the economic, social and environmental well being in a way that is sustainable?<br>YES / NO<br>b) By when (mm,yy) will a full review of the community strategy be completed? If such a review was scheduled for this year, was it completed on time?<br>c) Has the authority reported progress towards implementing the community strategy to the wider community this year? If no, by when (mm,yy) will this be undertaken?<br>d) By when (mm,yy) does the authority plan to have such a strategy in place? Are there partnership arrangements in place to support the production of the strategy? | No<br><br><br><br>00/03/04 | No            | No   | No<br><br>New for 2002/03<br><br>New for 2002/03<br><br>New for 2002/03  | No<br><br>N/A<br><br>N/A<br><br>No   | No<br><br>N/A<br><br>N/A<br><br>No |
| BV 2   | The level (if any) of the Equality Standard for Local Government to which the authority conforms   | 1                          |               |      | 1<br>(Definition amended for 2002/03)                                    | (See summary sheet)  |                                    |
| BV 126 | Domestic burglaries per 1000 households  | 5.50                       | 1.03          | 2.21 | 4.67   | 1.61   | 3.41                               |
| BV 127 | Violent crimes per 1000 population broken down to show:<br>a) violent offences committed by a stranger, per 1000 pop<br>b) violent offences committed in a public place per 1000 pop<br>c) violent offences committed in connection with licensed premises per 1000 pop<br>d) violent offences committed under the influence per 1000 pop  |                            |               |      | New for 2002/03<br>New for 2002/03<br>New for 2002/03<br>New for 2002/03 | Not Available (see summary sheet)<br>Not Available (see summary sheet)<br>Not Available (see summary sheet)<br>Not Available (see summary sheet) |                                    |

06/09/02

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**QUARTERLY PERFORMANCE  
REPORT**

Corporate Policy Unit

From 1<sup>st</sup> July 2002  
To 30<sup>th</sup> Sept. 2002

| Number   | Description  | Target          | Previous Year |      |           | Current Year                      |      |
|----------|--|-----------------|---------------|------|-----------|-----------------------------------|------|
|          |  |                 | This quarter  | Cum  | Full Year | This quarter                      | Cum  |
|          | <b>Statutory Performance Indicators</b>  | 2002/03         |               |      |           |                                   |      |
| BV 128   | Vehicle crimes per 1000 population   | 7.60            | 0.29          | 1.15 | 2.13      | 0.45                              | 0.87 |
| BV 174   | The number of racial incidents recorded by the authority per 100,000 population  | 0.00            | 0             | 0    | 0.00      |                                   | 0    |
| BV 175   | The percentage of racial incidents that resulted in further action   |                 | 0             | 0    | N/A       |                                   | 0    |
| BV 176   | The number of domestic violence refuge places per 10,000 population which are provided or supported by the authority   | 0.00            |               |      | 1.00      |                                   | N/A  |
| BV 177   | Percentage of authority expenditure on legal and advice services which is spent on services that have been awarded the Quality Mark and meet a priority legal need identified in the Community legal Service Partnership strategic plan. | New for 2002/03 |               |      | N/A       | Not Available (see summary sheet) |      |
|          | <b>Local Performance Indicators</b>  | 2002/03         |               |      |           |                                   |      |
| RDC 10.1 | The percentage of customer correspondence dealt with within 5 working days.  |                 | 93%           | 78%  | 69%       | 74%                               | 72%  |

Helen Drye  
Corporate Policy Manager

4<sup>th</sup> November  
2002  
Date

QUARTERLY PERFORMANCE REPORT  
 SUMMARY ASSESSMENT SHEET TO BE COMPLETED BY HEAD OF SERVICE

FINANCIAL SERVICES  
 From 01/07/02  
 To 30/09/02

**GOOD PERFORMANCE**

| Indicator number | Reason for level of performance attained | Likely to continue?<br>Yes / No | Likely customer impact | Will this result in any change of focus or re-deployment of resources within the dept. (Please give brief details) | By who and by when? |
|------------------|--|---------------------------------|------------------------|--|---------------------|
|                  |  |                                 |                        |  |                     |

**POOR PERFORMANCE**

| Indicator number | Reason for level of performance attained  | Likely to continue?<br>Yes / No | Likely customer impact | Actions to be taken to improve | By who and by when? |
|------------------|---|---------------------------------|------------------------|--------------------------------|---------------------|
| RDC 7.6          | <i>Our volume of correspondence is very small and, therefore, easily affected by the odd letter. By agreement, on correspondence with our insurers, we wait for the relevant information, rather than send a holding reply.</i> | Yes                             | None                   | None                           | N/A                 |

Any other information to report

Revised 27/06/02

**QUARTERLY PERFORMANCE  
REPORT**

**Financial Services**

From 01/07/02  
To 30/09/02

| Number | Description   | Target  | Previous Year |        |           | Current Year |        |
|--------|---|---------|---------------|--------|-----------|--------------|--------|
|        |   |         | This quarter  | Cum    | Full Year | This quarter | Cum    |
|        | <b>Statutory Performance Indicators</b>   | 2002/03 |               |        |           |              |        |
| BV 8   | The percentage of invoices for commercial goods & services which were paid by the Authority within 30 days of such invoices being received by the Authority | 100%    | 98.22%        | 94.88% | 97.32%    | 97.09%       | 97.86% |
| BV 12  | The number of working days / shifts lost due to sickness absence (average days per employee)  | 7.85    | 2.5           | 5.5    | 9.98      | 2.44         | 4.57   |

| Number  | Description   | Target  | Previous Year |      |           | Current Year |      |
|---------|---|---------|---------------|------|-----------|--------------|------|
|         |   |         | This quarter  | Cum  | Full year | This quarter | Cum  |
|         | <b>Local Performance Indicators</b>   | 2002/03 |               |      |           |              |      |
| RDC 7.1 | Processing of orders within 24 hours  | 98%     | 98%           | 98%  | 98%       | 99%          | 99%  |
| RDC 7.2 | Completion of VAT returns   | 100%    | 100%          | 100% | 100%      | 100%         | 100% |
| RDC 7.3 | Bank reconciliation completed   | 100%    | 100%          | 100% | 100%      | 100%         | 100% |
| RDC 7.4 | Sundry debtor 1st & 2nd reminders by court letter                           | 100%    | 100%          | 100% | 100%      | 100%         | 100% |
| RDC 7.5 | Payroll prepared  | 100%    | 100%          | 100% | 100%      | 100%         | 100% |
| RDC 7.6 | The percentage of customer correspondence dealt with within 5 working days. | 100%    | 83%           | 87%  | 89%       | 83%          | 69%  |

| Description   | Previous Year |       |           | Current Year |       |
|---|---------------|-------|-----------|--------------|-------|
|   | This quarter  | Cum   | Full Year | This quarter | Cum   |
| <b>Volume Statistics</b>  |               |       |           |              |       |
| Number of orders processed through the centralised ordering system. | 488           | 1,008 | 2,082     | 533          | 1,009 |
| Number of returns completed - Income & Payments Section.            | 5             | 21    | 31        | 7            | 15    |
| Number of returns completed - Accountancy Section.                  | 6             | 14    | 26        | 9            | 15    |
| Number of invoices paid   | 2,540         | 5,175 | 10,624    | 2,285        | 4,693 |
| Number of new debtor invoices raised                                | 385           | 933   | 1,535     | 306          | 784   |

D Deeks  
Head of Service

25/10/02  
Date

27/06/02

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QUARTERLY PERFORMANCE REPORT

HOUSING HEALTH & COMMUNITY CARE

SUMMARY ASSESSMENT SHEET

TO BE COMPLETED BY HEAD OF SERVICE

From 01.07.02

To 30.09.02

GOOD PERFORMANCE

| Indicator number | Reason for level of performance attained   | Likely to continue?<br>Yes / No | Likely customer impact | Will this result in any change of focus or re-deployment of resources within the dept.<br>(Please give brief details) | By who and by when? |
|------------------|--|---------------------------------|------------------------|---|---------------------|
| RDC 9.2          | The performance figures reported in the 'this quarter' column are much lower than previously because of a revised methodology agreed with the Audit & Process Review Manager. The percentage now being reported in the 'this quarter' column is the proportion of the whole year total work programme that was carried out. Previously, the year's programme was divided into four equal quarterly targets and the percentage carried out against the quarterly target was reported. | Yes                             | None                   | No  |                     |

POOR PERFORMANCE

| Indicator number | Reason for level of performance attained   | Likely to continue?<br>Yes / No | Likely customer impact  | Actions to be taken to improve  | By who and by when?                     |
|------------------|--|---------------------------------|---|---|---|
| BV166            | Many of the improvements needed to achieve a higher score are linked with work that forms part of the best value review of public regulation, inspection and protection services.  | Yes                             | In some areas, eg the lack of a risk based programme of safety inspections, this is likely to lead to lower standards of protection       | Significant work has already been undertaken and an inspection programme for safety inspections is being produced for implementation. Other actions to achieve a higher score are dependent on the outcomes of the best value review. | HH&CC and 3 Team Manager. By April 2003 |
| RDC 9.3          | Significant efforts are being directed towards the provision of advice and assistance to prevent homelessness, as required by the Homelessness Act 2000. This limits the resources available to process formal applications. | Yes                             | Customers expect a fairly quick decision on their application. Interim accommodation costs are increased with longer determination times. | A range of improvements set out in the best value review action plan is being implemented. Further measures are being considered to bring about upgrade in performance.   | As set out in the action plan           |

Any other information to report

Revised 27/06/02

**QUARTERLY PERFORMANCE  
REPORT**

**Housing, Health, and  
Community Care**

From 01.07.02  
To 30.08.02

| Number | Description   | Target  | Previous Year   |       |           | Current Year |       |
|--------|---|---------|---|-------|-----------|--------------|-------|
|        |   |         | This quarter  | Cum   | Full Year | This quarter | Cum   |
|        | <b>Statutory Performance Indicators</b>   | 2002/03 |   |       |           |              |       |
| BV 82  | The proportion of unfit dwellings made fit or demolished as a direct result of action by the local authority  |         |   |       |           |              |       |
|        | a) During the current year  | 1.00%   | -   | -     | -         | 0.36%        | 0.5%  |
|        | b) Cumulative figure since last survey carried out in 1995  | 1.00%   | 0.32%   | 0.59% | 0.98%     | 0.36%        | 0.98% |
| BV 64  | The number of private sector dwellings that are returned into occupation or demolished during 2002/03 as a direct result of action by the local authority.  | 2       | Indicator amended for 2002/03, therefore no meaningful comparison can be made with previous years |       |           | 0            | 1     |
| BV 166 | Score against a checklist of enforcement best practice for environmental health/trading standards   | 58.75%  |   |       | 5.00%     |              | 5.00% |
|        | <b>Written enforcement policies</b>   |         |   |       |           |              |       |
|        | 1a) does the authority have written and published enforcement policy/policies, formally endorsed by its members that cover all aspects of environmental health and trading standards enforcement? | Yes     |   |       | Yes       |              | Yes   |
|        | b) is non-compliance with statutory requirements followed up in accordance with enforcement policy/policies?  | Yes     |   |       | No        |              | No    |
|        | c) do the policy/policies confirm that the authority has signed the Enforcement Concordat?  | Yes     |   |       | Yes       |              | Yes   |
|        | d) do the policy/policies take into account the guidance set out in 'The Code for Crown Prosecutors'?   | Yes     |   |       | Yes       |              | Yes   |

19/09/02

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**QUARTERLY PERFORMANCE  
REPORT**

**Housing, Health, and  
Community Care**

From 01.07.02  
To 30.09.02

| Number  | Description  | Target  | Previous Year |     |           | Current Year |     |
|---|--|---------|---------------|-----|-----------|--------------|-----|
|   |  |         | This quarter  | Cum | Full Year | This quarter | Cum |
| BV 166<br>(cont)  | <b>Statutory Performance Indicators</b>  | 2002/03 |               |     |           |              |     |
|   | e)do the policy/policies include the criteria to be met before formal enforcement by the authority?  | Yes     |               |     | No        |              | No  |
|   | f)do the policy/policies make provision for situations where there is shared enforcement role?   | Yes     |               |     | Yes       |              | Yes |
|   | g)do the policy/policies make provision for the particular interests of consumers within the authority's area including business owners, employees and the public?     | Yes     |               |     | No        |              | No  |
|   | h)are the policy/policies mentioned above followed, monitored and reported on and any variations addressed within a service plan or BVPP?                              | No      |               |     | No        |              | No  |
|   | <b>Planned enforcement activity</b><br>2. Does the authority have risk based inspection programmes and sampling and surveillance regimes for regulatory services that: |         |               |     |           |              |     |
|   | a)meet legal requirements  | Yes     |               |     | No        |              | No  |
|   | b)otherwise have regard to official guidance   | Yes     |               |     | No        |              | No  |
| c)otherwise have regard to other appropriate professional guidance standards?   | Yes  |         |               | No  |           | No           |     |
| 3) Are the programmes and regimes mentioned above in point 2 followed, monitored and reported on, and any variations addressed within a service plan or BVPP? | No   |         |               | No  |           | No           |     |

19/09/02

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**QUARTERLY PERFORMANCE  
REPORT**

**Housing, Health, and  
Community Care**

From 01.07.02  
To 30.09.02

| Number           | Description  | Target         | Previous Year |     |                | Current Year |                |
|------------------|--|----------------|---------------|-----|----------------|--------------|----------------|
|                  |  |                | This quarter  | Cum | Full Year      | This quarter | Cum            |
|                  | <b>Statutory Performance Indicators</b>  | 2002/03        |               |     |                |              |                |
| BV 166<br>(cont) | 4) Does the authority have targeted educational and information programmes?  | Yes            |               |     | No             |              | No             |
|                  | 5) Are the programmes mentioned above in point 4 followed, monitored and reported on and any deviations from the planned programmes addressed within a service plan or BVPP? | No             |               |     | No             |              | No             |
|                  | <b>Reactive and responsive enforcement activity</b>  |                |               |     |                |              |                |
|                  | 6) Does the authority have and implement policies, procedures and standards for  |                |               |     |                |              |                |
|                  | a) responding to and dealing with complaints made to the local authority about a third party and requests for services regarding statutory enforcement functions?            | Yes            |               |     | No             |              | No             |
|                  | b) supporting the provision of consumer advice, including participation in a Customer Support Network?   | Not applicable |               |     | Not applicable |              | Not applicable |
|                  | 7) Does the authority have and implement policies, procedures and standards for responding to and dealing with;  |                |               |     |                |              |                |
|                  | a) statutory notifications (e.g. RIDDOR reports of accidents, occupational diseases and dangerous occurrence)?   | No             |               |     | No             |              | No             |
|                  | b) the referral to other regulators of relevant information received where there is a wider regulatory interest?   | No             |               |     | No             |              | No             |

19/09/02

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**QUARTERLY PERFORMANCE  
REPORT**

**Housing, Health, and  
Community Care**

From 01.07.02  
To 30.09.02

| Number        | Description  | Target            | Previous Year |     |  | Current Year     |                 |
|---------------|--|-------------------|---------------|-----|--|------------------|-----------------|
|               |  |                   | This quarter  | Cum | Full Year                              | This quarter     | Cum             |
|               | <b>Statutory Performance Indicators</b>  | 2002/03           |               |     |  |                  |                 |
| BV 166 (cont) | 8) Are the policies, procedures and standards mentioned above in points 6 and 7 followed, monitored and reported on and any variations addressed within a service plan or BVPP?  | No                |               |     | No                                     |                  | No              |
|               | Appropriate resources<br>9) Has the authority, within the last 5 years, benchmarked its resources for relevant services against similar authorities or comparable service providers including private and voluntary?               | Yes               |               |     | No                                     |                  | No              |
|               | Consultation and satisfaction levels<br>10a) Does the authority have a range of mechanisms in place to consult stakeholders affected by their service regarding the enforcement policy?  | Yes               |               |     | No                                     |                  | No              |
|               | b) Does the authority have a range of mechanisms in place to consult stakeholders affected by their service regarding satisfaction levels?   | Yes               |               |     | No                                     |                  | No              |
|               | c) and are the consultation responses considered and acted upon?   | Yes               |               |     | No                                     |                  | No              |
| BVPI 183      | The average length of stay in:<br>i) bed & breakfast accommodation, and<br>ii) hostel accommodation, of households which include dependent children or pregnant women and which are unintentionally homeless and in priority need. | 4.50<br><br>14.00 |               |     | New for 2002/03<br><br>New for 2002/03 | 3.67<br><br>21.2 | 2.2<br><br>18.5 |

19/09/02

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**QUARTERLY PERFORMANCE  
REPORT**

**Housing, Health, and  
Community Care**

**From 01.07.02  
To 30.09.02**

| Number  | Description  | Target<br>2002/03 | Previous Year |     |           | Current Year |       |
|---------|--|-------------------|---------------|-----|-----------|--------------|-------|
|         |  |                   | This quarter  | Cum | Full Year | This quarter | Cum   |
| RDC 9.1 | The percentage of customer correspondence dealt with within 5 working days.  | 100%              | 58%           | 78% | 72%       | 88%          | 88%   |
| RDC 9.2 | The percentage of food premises inspections that should have been carried out that were carried out for:                               |                   |               |     |           |              |       |
|         | a) High risk premises  | 95.00%            | 61%           | 29% | 96.80%    | 21%          | 43%   |
|         | b) Other premises  | 95.00%            | 66%           | 41% | 97.50%    | 9%           | 46%   |
|         | c) All premises  | 95.00%            | -             | -   | 97.00%    | 17%          | 44%   |
| RDC 9.3 | Proportion of homelessness applications on which the authority makes a decision and issues written notification within 33 working days | 70.00%            | 53%           | 53% | 52.8%     | 47.4%        | 42.4% |

| Description                          | Previous Year |     |           | Current Year |      |
|--------------------------------------|---------------|-----|-----------|--------------|------|
|                                      | This quarter  | Cum | Full Year | This quarter | Cum  |
| <b>Volume Statistics</b>             |               |     |           |              |      |
| Environmental Protection             |               |     |           |              |      |
| a) Responsive complaints / enquiries | 426           | 770 | 1334      | 387          | 674  |
| b) Planned visits / activities       | 18            | 27  | 72        | 26           | 51   |
| Residential Services                 |               |     |           |              |      |
| a) Responsive complaints / enquiries | 470           | 916 | 1847      | 624          | 1296 |
| b) Planned visits / activities       | 6             | 19  | 65        | 21           | 32   |
| Safety, Food & Regulation            |               |     |           |              |      |
| a) Responsive complaints / enquiries | 400           | 729 | 1316      | 280          | 538  |
| b) Planned visits / activities       | 169           | 345 | 746       | 102          | 249  |

Graham Woolhouse  
Head of Service

31.10.02  
Date

**QUARTERLY PERFORMANCE REPORT**

**HIGHWAYS AND PROPERTY**  
From 1 July 2002  
To 30 September 2002

**SUMMARY ASSESSMENT SHEET TO BE COMPLETED BY HEAD OF SERVICE**

**GOOD PERFORMANCE**

| Indicator number | Reason for level of performance attained   | Likely to continue?<br>Yes / No | Likely customer impact              | Will this result in any change of focus or re-deployment of resources within the dept.<br>(Please give brief details) | By who and by when? |
|------------------|--|---------------------------------|-------------------------------------|---|---------------------|
| RDC 6.4          | Better administration of letter logging and follow up system is being carried out. | Yes                             | Improvement in customer information | Administration staff in place to carry out process.   | AB                  |

**POOR PERFORMANCE**

| Indicator number | Reason for level of performance attained | Likely to continue?<br>Yes / No | Likely customer impact | Actions to be taken to improve | By who and by when? |
|------------------|--|---------------------------------|------------------------|--------------------------------|---------------------|
|                  |  |                                 |                        |                                |                     |

**Any other information to report**

**BY 180** - New system being developed to meet the criteria for this indicator based on the preliminary government guidance. Figures will not be available for this quarter.

**RDC 6.4** - Figure produced is the analysis for the whole of Contracted Services not just the Highways and Property side. Cumulative figure is low due to poor performance last quarter.

Revised 27/06/02

QUARTERLY PERFORMANCE  
 REPORT

Contracted Services  
 Highways & Property

From 1 July 2002  
 To 30 September 2002

| Number   | Description   | Target                                     | Previous Year |        |                 | Current Year |           |
|----------|---|--|---------------|--------|-----------------|--------------|-----------|
|          |   |  | This quarter  | Cum    | Full Year       | This quarter | Cum       |
|          | <b>Statutory Indicators</b>   | 2002/03                                    |               |        |                 |              |           |
| BV 63    | Energy efficiency - the average SAP rating of local authority owned dwellings   | 62.00                                      |               |        | 56.00           | 56           | 56        |
| BV 156   | The percentage of Authority buildings open to the public in which all public areas are suitable for and accessible to disabled people | 25.00%                                     | 8%            | 9%     | 9.00%           | 18%          | 18%       |
| BV 180   | a) the energy consumption/m <sup>2</sup> of LA operational property, compared with comparable buildings in the UK as a whole.         | New PI<br>No target set                    |               |        | New for 2002/03 | *see note    | *see note |
|          | b) average lamp circuit wattage compared with average consumption/wattage by LAs in the UK  |  |               |        | New for 2002/03 | *see note    | *see note |
| BV 184   | a) the proportion of LA homes which were non-decent at 1/4/02   | New PI<br>No target set                    |               |        | New for 2002/03 | 18%          | 18%       |
|          | b) the percentage change in proportion of non-decent homes between 1/4/02 and 1/4/03  | New PI<br>No target set                    |               |        | New for 2002/03 | 0%           | 0%        |
| BV 185   | The percentage of responsive (but not emergency) repairs during 2002/03 for which the LA both made and kept an appointment            | RDC does not operate an appointment system |               |        |                 | 0            | 0         |
|          | <b>Local Performance Indicators</b>   | 2002/03                                    |               |        |                 |              |           |
| RDC 6.1  | Percentage of pre-inspections   | 15%  | 24%           | 23.5%  | 21%             | 20.56%       | 21.67%    |
| RDC 6.2a | Percentage of post inspections  | 15%  | 15.5%         | 12.75% | 13.08%          | 26.59%       | 17.47%    |
| RDC 6.2b | Percentage of post inspections that were satisfactory   | 95%  |               |        | New for 2002/03 | 99.39%       | 89.69%    |

27/06/02

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**QUARTERLY PERFORMANCE  
REPORT**

**Contracted Services  
Highways & Property**

From 1 July 2002  
To 30 September 2002

| Number  | Description   | Target  | Previous Year |     |           | Current Year |        |
|---------|---|---------|---------------|-----|-----------|--------------|--------|
|         |   |         | This quarter  | Cum | Full Year | This quarter | Cum    |
|         | <b>Local Performance Indicators</b>   | 2002/03 |               |     |           |              |        |
| RDC 6.3 | Percentage of unplanned works completed within targets                      | 95%     | 88%           | 84% | 90.25%    | 93.76%       | 83.88% |
| RDC 6.4 | The percentage of customer correspondence dealt with within 5 working days. |         |               |     | 62.4%     | 75.96%       | 58.17% |

|  | Property Performance Indicators  | Previous Year |      |           | Current Year |      |
|--|--|---------------|------|-----------|--------------|------|
|  |  | This quarter  | Cum  | Full Year | This quarter | Cum  |
|  | <b>Volume Statistics</b>   |               |      |           |              |      |
|  | Number of orders   | 2563          | 5148 | 10642     | 2456         | 4547 |
|  | Number of orders cancelled   | 91            | 176  | 416       | 100          | 181  |
|  | Number of invoices processed   | 1662          | 3306 | 6692      | 1371         | 2682 |
|  | <b>Technical Services (Engineers) responsive work:</b>                 |               |      |           |              |      |
|  | Highways & street lighting   | 27            | 55   | 165       | 80           | 126  |
|  | Land drainage & sewage   | 27            | 58   | 149       | 54           | 93   |
|  | Public open spaces and car parks                                       | 1             | 3    | 4         | 0            | 4    |
|  | Building control planning  | 162           | 360  | 627       | 214          | 402  |
|  | Miscellaneous  | 16            | 22   | 47        | 6            | 18   |
|  | Referrals to: ECC, Anglian Water, National Rivers Authority and Parish | 23            | 42   | 142       | 74           | 108  |

R Crofts  
Head of Service

4 November, 2002  
Date

27/06/02

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QUARTERLY PERFORMANCE REPORT

LEGAL

From 01.07.02

To 30.09.02

SUMMARY ASSESSMENT SHEET TO BE COMPLETED BY HEAD OF SERVICE

GOOD PERFORMANCE

| Indicator number | Reason for level of performance attained | Likely to continue?<br>Yes / No | Likely customer impact | Will this result in any change of focus or re-deployment of resources within the dept. (Please give brief details) | By who and by when? |
|------------------|--|---------------------------------|------------------------|--|---------------------|
|                  |  |                                 |                        |  |                     |

POOR PERFORMANCE

| Indicator number | Reason for level of performance attained   | Likely to continue?<br>Yes / No | Likely customer impact  | Actions to be taken to improve  | By who and by when? |
|------------------|--|---------------------------------|---|---|---------------------|
| BV179            | The upgrading of the CAPS system caused delays during this period.                                 | No                              | Response times in the main only marginally exceeded standard. Few complaints were received. | Address I.T. Issues   | Ongoing             |
| RDC 8.3          | Significant increase in number of cases under investigation impacting on resources and timescales. | Yes                             | Not material at present time  | Review priorities. Will look at as part of the Public Regulation, Protection and Enforcement Best Value Review. | Ongoing             |

Any other information to report

Revised 27/06/02

QUARTERLY PERFORMANCE  
 REPORT

Legal Services

From 01/07/02  
 To 30/09/02

| Number | Description  | Target  | Previous Year |        |           | Current Year |        |
|--------|--|---------|---------------|--------|-----------|--------------|--------|
|        |  |         | This quarter  | Cum    | Full Year | This quarter | Cum    |
|        | <b>Statutory Performance Indicators</b>                            | 2002/03 |               |        |           |              |        |
| BV 179 | The percentage of standard searches carried out in 10 working days | 99.00%  | 99.37%        | 90.39% | 93.96%    | 60.92%       | 80.24% |

| Number  | Description   | Target  | Previous Year |       |           | Current Year |        |
|---------|---|---------|---------------|-------|-----------|--------------|--------|
|         |   |         | This quarter  | Cum   | Full Year | This quarter | Cum    |
|         | <b>Local Performance Indicators</b>   | 2002/03 |               |       |           |              |        |
| RDC 8.1 | The percentage of customer correspondence dealt with within 5 working days. |         | 94.29%        | 88.4% | 93%       | 92.30%       | 83.40% |
| RDC 8.3 | Enforcement proceedings actioned within 10 working days of instruction.     | 95.00%  | 100%          | 100%  | 94.76%    | 71.42%       | 79.01% |

| Description                                      | Previous Year |      |           | Current Year |      |
|--|---------------|------|-----------|--------------|------|
|  | This quarter  | Cum  | Full Year | This quarter | Cum  |
| <b>Volume Statistics</b>                         |               |      |           |              |      |
| Land Charge searches                             | 649           | 1343 | 2476      | 522          | 1196 |
| Conveyancing:<br>Transfers of Land & Property    | 0             | 2    | 3         | 1            | 4    |
| Council house sales completed                    | 9             | 15   | 35        | 6            | 12   |
| Statutory offers for sale issued                 | 11            | 28   | 48        | 29           | 57   |
| Tenancy agreements, leases, licences & easements | 2             | 2    | 6         | 0            | 1    |
| Rent reviews                                     | 0             | 0    | 1         | 4            | 5    |
| Mortgage redemptions                             | 1             | 1    | 2         | 0            | 0    |
| Reports on title                                 | 0             | 1    | 2         | 3            | 5    |
| Registration of title                            | 0             | 0    | 0         | 1            | 1    |
| Appeals:   |               |      |           |              |      |
| Public inquiries                                 | 1             | 3    | 4         | 0            | 1    |
| Appeal hearings                                  | 2             | 4    | 6         | 1            | 2    |
| Orders / notices:                                |               |      |           |              |      |
| Enforcement and stop notices                     | 15            | 28   | 42        | 2            | 7    |

27/06/02

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**QUARTERLY PERFORMANCE  
REPORT**

**Legal Services**

From 01/07/02  
To 30/09/02

| Description                                | Previous Year |     |           | Current Year |     |
|--|---------------|-----|-----------|--------------|-----|
|  | This quarter  | Cum | Full Year | This quarter | Cum |
| <b>Volume Statistics</b>                   |               |     |           |              |     |
| Footpath and highway orders                | 2             | 4   | 6         | 0            | 1   |
| Planning agreements completed              | 1             | 3   | 7         | 1            | 3   |
| Lawful development determinations          | 8             | 12  | 20        | 13           | 16  |
| Litigation / prosecutions (ongoing cases): |               |     |           |              |     |
| Misc Sundry Debtors                        | 5             | 8   | 13        | 12           | 15  |
| Housing Benefit Overpayments               | N/A           | N/A | N/A       | 28           | 28  |
| Planning prosecutions                      | 3             | 8   | 11        | 1            | 1   |
| County court cases                         | 2             | 3   | 5         | 0            | 0   |
| Magistrates court - misc. actions          | 2             | 5   | 7         | 1            | 3   |
| Total no. of court appearances             | 11            | 22  | 32        | 3            | 6   |

Albert Bugeja  
Head of Service

28.10.02  
Date

27/08/02

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QUARTERLY PERFORMANCE REPORT

LEISURE & CONTRACT SERVICES

SUMMARY ASSESSMENT SHEET

TO BE COMPLETED BY HEAD OF SERVICE

From 1 July 2002

To 30 September 2002

GOOD PERFORMANCE

| Indicator number | Reason for level of performance attained   | Likely to continue?<br>Yes / No | Likely customer impact              | Will this result in any change of focus or re-deployment of resources within the dept.<br>(Please give brief details) | By who and by when? |
|------------------|--|---------------------------------|-------------------------------------|---|---------------------|
| RDC 5.4          | Better administration of letter logging and follow up system is being carried out. | yes                             | Improvement in customer information | Administration staff in place to carry out process.   | AB                  |

POOR PERFORMANCE

| Indicator number | Reason for level of performance attained                           | Likely to continue?<br>Yes / No | Likely customer impact  | Actions to be taken to improve  | By who and by when? |
|------------------|--|---------------------------------|---|---|---------------------|
| RDC 5.1          | Contractor's systems/communication with crews not efficient enough | No                              | Customer frustration if bin is not collected within the 24 hour period. | Meeting to be held on 21 November with area manager to ensure that problems identified to local management are now addressed. |                     |

Any other information to report

BV 82a, 82b, 84 - Information supplied is Apr/Jun figure as awaiting information from Essex County Council for current quarter.

BV 86 - Figure supplied at year end by Financial Services.

RDC 5.4 - Figure produced is the analysis for the whole of Contracted Services not just the Leisure and Contract side. Cumulative figure is low due to poor performance last quarter.

Revised 27/08/02

**QUARTERLY PERFORMANCE  
REPORT**

**Contracted Services  
(Leisure & Contract Services)**

From 1 July 2002  
To 30 Sept. 2002

| Number | Description   | Target  | Previous Year   |     |           | Current Year |           |
|--------|---|---------|---|-----|-----------|--------------|-----------|
|        |   |         | This quarter  | Cum | Full Year | This quarter | Cum       |
|        | <b>Statutory Performance Indicators</b>   | 2002/03 |   |     |           |              |           |
| BV 82a | Percentage of the total tonnage of household waste arisings which have been recycled  | 6.50%   | No figure available for this quarter  |     | 6.08%     | *6.42%       | *6.42%    |
| BV 82b | Percentage of the total tonnage of household waste arisings which have been composted   | 3.00%   | No figure available for this quarter  |     | 1.89%     | *3.63%       | *3.63%    |
| BV 84  | Kg of household waste collected per head  | 370.00  | No figure available for this quarter  |     | 410.70    | *99.23kg     | *99.23kg  |
| BV 86  | Cost of waste collection per household  | £34.27  |   |     | £30.11    | *See Note    | *See Note |
| BV 91  | Percentage of population resident in the authority's area served by a kerbside collection of recyclables  | 18%     | Indicator amended for 2002/03, therefore no meaningful comparison can be made with previous years |     |           | 17.5%        | 17.5%     |
| BV 114 | The adoption by the authority of a Local Cultural Strategy. Score against a checklist of the guidance in 'Creating Opportunity' guidance issued in Dec 2000 | 100.00% | Indicator amended for 2002/03, therefore no meaningful comparison can be made with previous years |     |           | No           | No        |
|        | 1. Is the strategy widely scoped including:   |         |   |     |           |              |           |
|        | a) Arts (including libraries)   | Yes     |   |     |           | No           | No        |
|        | b) Heritage (including museums if applicable)   | Yes     |   |     |           | No           | No        |
|        | c) Sport  | Yes     |   |     |           | No           | No        |
|        | d) Tourism  | Yes     |   |     |           | No           | No        |
|        | e) Outdoor recreation (parks, countryside, play, carnivals & other events)?   | Yes     |   |     |           | No           | No        |
|        | 2. Have all of the following been involved in drawing up the strategy:  |         |   |     |           |              |           |
|        | a) Other public agencies including tiers of local government  | Yes     |   |     |           | No           | No        |
|        | b) The voluntary sector   | Yes     |   |     |           | No           | No        |
|        | c) The private sector?  | Yes     |   |     |           | No           | No        |
|        | 3. Was consultation on the strategy both:   |         |   |     |           |              |           |
|        | a) Inclusive; and   | Yes     |   |     |           | No           | No        |

29/08/02

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QUARTERLY PERFORMANCE  
 REPORT

Contracted Services  
 (Leisure & Contract Services)

| Number        | Description  | Target            | From To                    |                            |                            | 1 July 2002<br>30 Sept. 2002 |                            |
|---------------|--|-------------------|----------------------------|----------------------------|----------------------------|------------------------------|----------------------------|
|               |  |                   | Previous Year              |                            |                            | Current Year                 |                            |
|               |  |                   | This quarter               | Cum                        | Full Year                  | This quarter                 | Cum                        |
|               | b) Active?   | Yes               |                            |                            |                            | No                           | No                         |
|               | <b>Statutory Performance Indicators</b>  | 2002/03           |                            |                            |                            |                              |                            |
| BV 114 (cont) | 4. Is the strategy linked to:<br>a) Other corporate strategies and plans<br>b) Other relevant local documents<br>c) to answer 'yes' to (b), there must have been discussions with adjoining authorities, and of plans and strategies produced by organisations such as the regional cultural consortium, Sports England, the Arts Council etc? | Yes<br>Yes        |                            |                            |                            | No<br>No                     | No<br>No                   |
|               | 5. Is there an action plan for the Council as described in DCMS guidance?  | Yes               |                            |                            |                            | No                           | No                         |
|               | 6. Are arrangements in place to:<br>a) Monitor implementation<br>b) Review the strategy?   | Yes<br>Yes        |                            |                            |                            | No<br>No                     | No<br>No                   |
| BV 170        | a) the number of visits to/uses of museums per 1,000 population<br>b) The number of those visits that were in person per 1,000 population<br>c) The number of pupils visiting museums and galleries in organised school groups   | Not applicable    | Not applicable             | Not applicable             | Not applicable             | Not applicable               | Not applicable             |
| Number        | Description  | Target            | Previous Year              |                            |                            | Current Year                 |                            |
|               | <b>Local Performance Indicators</b>  | 2002/03           | This quarter               | Cum                        | Full Year                  | This quarter                 | Cum                        |
| RDC 5.1       | Missed refuse collected within 24 hours  | 98%               | 81.45%                     | 86.23%                     | 82.72%                     | 85%                          | 86.88%                     |
| RDC 5.2       | Percentage of streets that meet the standard of cleanliness specified in the Code of Practice on litter and refuse:<br>Shopping areas<br>Residential areas<br>Rural areas  | 99%<br>97%<br>98% | 99.11%<br>97.23%<br>98.76% | 99.23%<br>93.58%<br>96.78% | 99.07%<br>89.79%<br>97.85% | 96.08%<br>89.93%<br>98.8%    | 97.36%<br>90.95%<br>89.05% |
| RDC 5.3       | Percentage of pitches / open spaces monitored which were   | 98%               | 98.6%                      | 99.3%                      | 96.53%                     | 93.95%                       | 95.13%                     |

29/08/02

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**QUARTERLY PERFORMANCE  
REPORT**

**Contracted Services  
(Leisure & Contract Services)**

From 1 July 2002  
To 30 Sept. 2002

| Number  | Description   | Target  | Previous Year   |                 |                 | Current Year |           |
|---------|---|---------|-----------------|-----------------|-----------------|--------------|-----------|
|         |   |         | This quarter    | Cum             | Full Year       | This quarter | Cum       |
|         | <b>Local Performance Indicators</b>   | 2002/03 |                 |                 |                 |              |           |
| RDC 5.4 | The percentage of customer correspondence dealt with within 5 working days. |         |                 |                 | 62.4%           | 75.96%       | 59.17%    |
| RDC 5.5 | a) The average time taken to remove fly-tips                                | 3 days  |                 |                 | 2.3             | 1.99 days    | 2.17 days |
|         | b) the average time to remove fly-tips for which RDC is responsible         |         | New for 2002/03 | New for 2002/03 | New for 2002/03 | 1.68 days    | 1.62 days |

| Description                         | Previous Year |        |           | Current Year   |                |
|-------------------------------------|---------------|--------|-----------|----------------|----------------|
|                                     | This quarter  | Cum    | Full Year | This quarter   | Cum            |
| <b>Volume Statistics</b>            |               |        |           |                |                |
| <b>Leisure Facilities</b>           |               |        |           |                |                |
| <b>Clements Hall sports centre:</b> |               |        |           |                |                |
| Visits                              | 64988         | 133865 | 276,824   | 65868          | 126958         |
| Number of swims                     | 56301         | 114260 | 224,053   | 55612          | 110503         |
| Park sports centre visits           | 10802         | 22098  | 48,563    | Not applicable | Not applicable |
| Gt Wakering sports centre visits    | 3162          | 6414   | 10,725    | 2635           | 5704           |
| <b>Woodlands Section</b>            |               |        |           |                |                |
| General advice to the public        | 4             | 10     | 30        | 9              | 13             |
| Planning Department consultation    | 28            | 34     | 51        | 12             | 16             |
| Consultation - various sites        | 0             | 1      | 7         | 7              | 7              |
| Tree works for housing              | 2             | 4      | 6         | 5              | 6              |
| Tree surgery for recreation grounds | 0             | 0      | 0         | 2              | 3              |
| Various wooded sites                | 3             | 3      | 7         | 0              | 0              |
| Tree preservation order enquiries   | 57            | 100    | 173       | 63             | 97             |

R Crofts

Head of Service

20 November  
2002

Date

29/08/02

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QUARTERLY PERFORMANCE REPORT

PERSONNEL

SUMMARY ASSESSMENT SHEET TO BE COMPLETED BY HEAD OF SERVICE

From 01 07 02  
 To 30 09 02

GOOD PERFORMANCE

| Indicator number | Reason for level of performance attained | Likely to continue?<br>Yes / No | Likely customer impact | Will this result in any change of focus or re-deployment of resources within the dept.<br>(Please give brief details) | By who and by when? |
|------------------|--|---------------------------------|------------------------|---|---------------------|
|                  |  |                                 |                        |   |                     |

POOR PERFORMANCE

| Indicator number | Reason for level of performance attained | Likely to continue?<br>Yes / No | Likely customer impact | Actions to be taken to improve | By who and by when? |
|------------------|--|---------------------------------|------------------------|--------------------------------|---------------------|
|                  |  |                                 |                        |                                |                     |

Any other information to report

Revised 27/06/02

QUARTERLY PERFORMANCE  
 REPORT

Personnel

| Number | Description   | Target<br>2002/03                                      | From To   |        |                                      | 1 <sup>st</sup> July 2002<br>30 <sup>th</sup> Sept. 2002 |                                      |
|--------|---|--|---|--------|--------------------------------------|--|--------------------------------------|
|        |   |  | Previous Year   |        |                                      | Current Year   |                                      |
|        | Statutory Performance Indicators  |  | This quarter  | Cum    | Full Year                            | This quarter   | Cum                                  |
| BV 11a | a) The percentage of top 5% of earners that are women   | 8.33%  | Indicator amended for 2002/03, therefore no meaningful comparison can be made with previous years |        |                                      | 8.33%  | 8.33%                                |
| 11b    | b) The percentage of top 5% of earners from black and minority ethnic communities   | 0.00%  |   |        |                                      | 0.00%  | 0.00%                                |
| BV 14  | The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total workforce                                  | 0.00%  | 0.00%   | 0.00%  | 0.00%                                | 0.42%  | 0.84%                                |
| BV 15  | The percentage of employees retiring on the grounds of ill-health as a percentage of the total workforce  | 0.84%  | 0.00%   | 0.44%  | 0.40%                                | 0.42%  | 0.84%                                |
| BV 16  | a) The percentage of local authority employees declaring that they meet the Disability Discrimination Act 1995 disability definition compared with b) | 5.40%  | 6.44%   | 6.81%  | 6.70%                                | 5.23%  | 5.64%                                |
|        | b) the percentage of economically active disabled people in the authority area  | No survey to be carried out this year 10.23% as 2000/1 | 10.23%  | 10.23% | 10.23% survey carried out in 2000/01 | 10.23% survey carried out in 2000/01                     | 10.23% survey carried out in 2000/01 |
|        | c) a) as a % of b)  | 52.79%   | 62.95%  | 66.57% | 65.49%                               | 51.12%   | 55.13%                               |
| BV 17  | a) Percentage of local authority employees from minority ethnic communities compared with b)  | 0.41%  | 0.43%   | 0.66%  | 0.40%                                | 0.00%  | 0.00%                                |
|        | b) Percentage of economically active minority ethnic community population in the authority area.  | No survey to be carried out this year 1.66% as 2000/1  | 1.66%   | 1.66%  | 1.66% survey carried out in 2000/01  | 1.66% survey carried out in 2000/01                      | 1.66% survey carried out in 2000/01  |
|        | c) a) as a % of b)  | 24.70%   | 25.90%  | 39.76% | 24.10%                               | 0.00%  | 1.00%                                |

**QUARTERLY PERFORMANCE  
REPORT**

**Personnel**

From 1<sup>st</sup> July 2002  
To 30<sup>th</sup> Sept. 2002

| Number   | Description   | Target  | Previous Year |       |           | Current Year |        |
|----------|---|---------|---------------|-------|-----------|--------------|--------|
|          |   |         | This quarter  | Cum   | Full Year | This quarter | Cum    |
|          | <b>Local Performance Indicators</b>   | 2002/03 |               |       |           |              |        |
| RDC 11.1 | The percentage of customer correspondence dealt with within 5 working days. | 100%    | 100%          | 100%  | 100%      | 100%         | 100%   |
| RDC 11.3 | Percentage of permanent staff turnover                                      | 16%     | 3.90%         | 8.35% | 13.85%    | 4.18%        | 10.02% |

| Number | Description                          | Previous Year |       |           | Current Year |       |
|--------|--------------------------------------|---------------|-------|-----------|--------------|-------|
|        |                                      | This quarter  | Cum   | Full Year | This quarter | Cum   |
|        | <b>Volume Statistics</b>             |               |       |           |              |       |
|        | Number of employees                  | 233           | 227.5 | 231       | 239          | 239.5 |
|        | Number of days training per employee | 0.32          | 1.74  | 3.94      | 0.56         | 2.30  |

R.J. Honey  
Head of Service

Date 19/11/02



**QUARTERLY PERFORMANCE REPORT  
SUMMARY ASSESSMENT SHEET**

TO BE COMPLETED BY HEAD OF SERVICE

PLANNING From 01/07/02  
To 30/09/02

**GOOD PERFORMANCE**

| Indicator number         | Reason for level of performance attained   | Likely to continue?<br>Yes / No | Likely customer impact   | Will this result in any change of focus or re-deployment of resources within the dept.<br>(Please give brief details) | By who and by when? |
|--------------------------|--|---------------------------------|--|---|---------------------|
| RDC 3.1                  | Best use of staff resources to efficiently process these applications.   | Yes                             | Responsive service   | No  |                     |
| Volume Stats Enforcement | Number of cases closed is high and a reduction in outstanding cases, due to focus on addressing outstanding cases. |                                 | Reduction in the number of cases on hand enables Officers to concentrate on new reports. | Focus will continue to be on closing cases and reducing the overall number of cases on hand.                          |                     |
| RDC 3.3(b)               | Appeals - only 2 cases overturned @ 15% extremely low  |                                 |  |   |                     |
| RDC 3.14                 | Departure low figure interesting given last year and Best Value Inspectors comments.                               |                                 | N/A  | No  |                     |

**POOR PERFORMANCE**

| Indicator number | Reason for level of performance attained   | Likely to continue?<br>Yes / No | Likely customer impact   | Actions to be taken to improve   | By who and by when? |
|------------------|--|---------------------------------|--|--|---------------------|
| RDC 3.3(c)       | A rare inconsistency between reasons for refusal on an application and those used in an earlier Appeal on the same site.   |                                 | Given that such inconsistencies are rare, no substantive customer impact     | Ensure consistency in decision making  | HPS                 |
| RDC 3.5(c)       | Cyclical nature of Committees affects this performance; targets for RDC 3.5 will be reviewed at year end   |                                 |  |  |                     |
| RDC 3.7          | The performance for dealing with general letters is below par, but is influenced by the need to maintain performance when dealing with planning applications.  | Yes probably                    | The decision is not providing as responsive a service as should be the case. | The Division had vacant posts in DC and Local Plans - these have now been filled & it is hoped that performance will therefore improve | HPS                 |
| RDC 3.8 & 3.9    | New targets introduced this year intended to help drive improvements; RDC 3.8 improved slightly over last Quarter; teething difficulties with LNI-form 7 upgrade compromised performance and targets to be reviewed at year end. |                                 |  |  |                     |

**Any other information to report**

Volume Stats: Applications received cumulative up noticeably over last year received and decided yet improved performance.

Revised 04.07.02

**QUARTERLY PERFORMANCE  
REPORT**

**Planning Services**

**From 01/07/02  
To 30/09/02**

| Number  | Description  | Target        | Previous Year             |        |            | Current Year              |        |     |
|---------|--|---------------|---------------------------|--------|------------|---------------------------|--------|-----|
|         |  |               | This quarter              | Cum    | Full Year  | This quarter              | Cum    |     |
|         | <b>Statutory Performance Indicators</b>  | 2002/03       |                           |        |            |                           |        |     |
| BV 106  | % of new homes built on previously developed land  | 40.0%         | 30%                       | 34%    | 30.60%     | 58%                       | 50.5%  |     |
| BV 107  | Planning cost per head of population   | £13.32        |                           |        | £12.07     | Financial Year End Figure |        |     |
| BV 109  | Percentage of planning applications determined in line with Government's new development control targets to determine:<br>a) 60% of major applications in 13 weeks | 40.0%         | Full year comparison only |        |            | 35%                       | 50%    | 50% |
|         | b) 65% of minor applications in 8 weeks; and   | 60.0%         | Full year comparison only |        |            | 62%                       | 65%    | 72% |
|         | c) 80% of other applications in 8 weeks  | 84.0%         | Full year comparison only |        |            | 85%                       | 86%    | 87% |
| BV 188  | The number of decisions delegated to officers as a percentage of all decisions   | 90.0%         | 89%                       | 91%    | 91%        | 94%                       | 95%    |     |
|         | <b>Local Performance Indicators</b>  | 2002/03       |                           |        |            |                           |        |     |
| RDC 3.1 | Percentage of household applications determined within 8 weeks   | 85%           | 89%                       | 88%    | 89%        | 96%                       | 94%    |     |
| RDC 3.2 | Average time taken to determine applications:-<br>Householder  | 7w 5d         | 7w 2d                     | 7w 6d  | 7w 6d      | 6w 6d                     | 7w 1d  |     |
|         | Major  | 15 weeks      | 16w 4d                    | 26w 4d | 21w 3d     | 20w 3d                    | 57w    |     |
|         | Minor  | 15 weeks      | 12w 2d                    | 12w 3d | 13w 4d     | 10w 2d                    | 10w 4d |     |
| RDC 3.3 | Planning appeals :<br>a) Number of appeal decisions (including withdrawn cases)  |               | 10                        | 17     | 47         | 15                        | 30     |     |
|         | No. allowed<br>No. withdrawn   | N/A<br>N/A    |                           |        | New<br>New | 2<br>2                    | 5<br>6 |     |
|         | b) % of appeals where the Council's decision was overturned  | Less than 40% | 40%                       | 31%    | 27%        | 15%                       | 21%    |     |

29/10/02

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**QUARTERLY PERFORMANCE  
REPORT**

**Planning Services**

From 01/07/02  
To 30/09/02

| Number         | Description  | Target<br>2002/03 | Previous Year   |       |                 | Current Year    |        |
|----------------|--|-------------------|-----------------|-------|-----------------|-----------------|--------|
|                |  |                   | This<br>quarter | Cum   | Full<br>Year    | This<br>quarter | Cum    |
|                | <b>Local Performance<br/>Indicators</b>  |                   |                 |       |                 |                 |        |
|                | c) No. of planning appeals where costs were awarded against the authority          | 0                 | 0               | 0     | 2               | 1               | 1      |
| <b>RDC 3.4</b> | <b>Building control:</b>   |                   |                 |       |                 |                 |        |
|                | Applications determined within statutory periods ( 5 weeks and 8 weeks)            | 100%              | 100%            | 100%  | 100%            | 100%            | 100%   |
|                | Initial appraisal on "Full Plan" applications within 15 working days               | 100%              | 97.3%           | 98%   | 99.88%          | 100%            | 100%   |
|                | Initial appraisal on "Full Plan" applications within 10 working days               | 85%               | 78.26%          | 79.4% | 86.48%          | 64.66%          | 65.85% |
|                | Building notice applications acknowledged in 24 hours                              | 100%              | 100%            | 100%  | 100%            | 100%            | 100%   |
| <b>RDC 3.6</b> | <b>Planning - percentage of all applications decided within 8 weeks</b>            |                   |                 |       |                 |                 |        |
|                | a) delegated cases   | 90%               | 84%             | 85%   | 87%             | 82%             | 90%    |
|                | b) weekly list cases   | 67%               | 90%             | 82%   | 79%             | 79%             | 83%    |
|                | c) committee cases   | 31%               | 31%             | 26%   | 21%             | 14%             | 15%    |
| <b>RDC 3.8</b> | <b>Enforcement of planning control, site visit response time:</b>                  |                   |                 |       |                 |                 |        |
|                | a) Immediate or within 24 hours  | 75%               | 100%            | 100%  | 100%            | 100%            | 100%   |
|                | b) within 7 working days   | 55%               | 83%             | 90%   | 81%             | 100%            | 100%   |
|                | c) within 10 working days  | 40%               | 85%             | 83%   | 80%             | 64%             | 65%    |
| <b>RDC 3.7</b> | The percentage of customer correspondence dealt with within 5 working days.        | 65%               | Not available   |       | 58%             | 38%             | 46%    |
| <b>RDC 3.8</b> | % of decision notices issued within two days of a decision being reached           | 60%               |                 |       | New for 2002/03 | 11%             | 9%     |
| <b>RDC 3.9</b> | Percentage of applications to reach recommendation stage within 5 weeks of receipt | 55%               |                 |       | New for 2002/03 | 7%              | 12%    |

29/10/02

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**QUARTERLY PERFORMANCE  
REPORT**

**Planning Services**

From 01/07/02  
To 30/09/02

| Number   | Description   | Target                           | Previous Year        |      |                 | Current Year        |       |
|----------|---|----------------------------------|----------------------|------|-----------------|---------------------|-------|
|          |   |                                  | This quarter         | Cum  | Full Year       | This quarter        | Cum   |
|          | <b>Local Performance Indicators</b>   | 2002/03                          |                      |      |                 |                     |       |
| RDC 3.10 | Percentage of all applications (excluding major and minor commercial) decided within 7 weeks                              | 55%<br>2002/03<br>60%<br>2003/04 |                      |      | New for 2002/03 | 57%                 | 50%   |
| RDC 3.11 | Development Plan adoption date  | 2004/05                          |                      |      | New for 2002/03 | N/A                 | N/A   |
| RDC 3.12 | % of all applications determined within 8 weeks   | 82%                              | 80%                  | 79%  | 79%             | 83.2 %              | 82.9% |
| RDC 3.13 | Average time taken to determine all planning applications (weeks)   | 10.5 weeks                       | 9.1                  | 9.3  | 9.7             | 8.4                 | 9.9   |
| RDC 3.14 | The number of advertised departures from the statutory plan approved by the authority as a % of total permissions granted | 1.5%                             | 3.19%                | 2.1% | 2.17            | 0.61%               | 0.83% |
|          | <b>Description</b>  |                                  | <b>Previous Year</b> |      |                 | <b>Current Year</b> |       |
|          | <b>Volume Statistics</b>  |                                  | This quarter         | Cum  | Full Year       | This quarter        | Cum   |
|          | Planning applications received  |                                  | 235                  | 471  | 898             | 269                 | 548   |
|          | Planning applications decided   |                                  | 243                  | 490  | 884             | 246                 | 526   |
|          | Enforcement of planning control:  |                                  |                      |      |                 |                     |       |
|          | a) alleged breaches received  |                                  | 73                   | 157  | 285             | 75                  | 145   |
|          | b) cases resolved   |                                  | 88                   | 203  | 355             | 124                 | 195   |
|          | c) cases on hand - pre enforcement authorisation  |                                  | 617                  | 617  | 593             | 546                 | 546   |
|          | Number of Ombudsman reports   |                                  |                      |      | New             | 0                   | 3     |
|          | Number of adverse Ombudsman reports   |                                  | 0                    | 0    | 0               | 0                   | 0     |
|          | Building control –  |                                  |                      |      |                 |                     |       |
|          | Applications received   |                                  | 184                  | 369  | 720             | 201                 | 394   |
|          | Statutory inspections   |                                  | 1757                 | 3372 | 6523            | 1705                | 3405  |
|          | Building projects Commenced   |                                  | 201                  | 433  | 789             | 218                 | 423   |

29/10/02

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**QUARTERLY PERFORMANCE  
REPORT**

**Planning Services**

**From 01/07/02  
To 30/09/02**

| Description                                       | Previous Year |        |           | Current Year |        |
|---|---------------|--------|-----------|--------------|--------|
|   | This quarter  | Cum    | Full Year | This quarter | Cum    |
| <b>Volume Statistics</b>                          |               |        |           |              |        |
| Building projects completed                       | 129           | 315    | 592       | 154          | 297    |
| % dwellings built under Rochford Building Control | 96.24%        | 97.78% | 97.05%    | 94.89%       | 95.33% |
| <b>Building Control Income</b>                    |               |        |           |              |        |
| Income as percentage of estimate                  | 61.50         | 61.50  | 100.19    | 29.09        | 56.87  |
| Income as a percentage for residential work only  | 91.56         | 90.31  | 89.05     | 83.69        | 86.68  |
| <b>Appeals</b>                                    |               |        |           |              |        |
| Planning appeals lodged                           | 11            | 25     | 42        | 10           | 25     |
| Enforcement appeals lodged                        | 2             | 7      | 22        | 1            | 4      |
| No. of informal hearings heard                    | 8             | 11     | 21        | 6            | 9      |
| No. of inquiries heard                            | 1             | 4      | 5         | 0            | 1      |

\_\_\_\_\_  
Head of Service

\_\_\_\_\_  
Date

28/10/02

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**QUARTERLY PERFORMANCE REPORT**

Revenues and Housing Management  
From 1<sup>st</sup> July 2002  
To 30<sup>th</sup> September 2002

**SUMMARY ASSESSMENT SHEET TO BE COMPLETED BY HEAD OF SERVICE**

Good Performance

| Indicator number | Reason for level of performance attained                      | Likely to continue?<br>Yes / No | Likely customer impact | Will this result in any change of focus or re-deployment of resources within the dept.<br>(Please give brief details) | By who and by when?     |
|------------------|---|---------------------------------|------------------------|---|-------------------------|
| BV10             | No action taken by RDC to provoke an early settlement of NNDR | Yes                             | Higher NNDR collection | No  | HM Team throughout year |
| BV66             | Refocus on rent collection and away from strategy reviews etc | Yes                             | Fewer rent arrears     | Yes – needed to attend to dip in collection rate last year  |                         |
| RDC 2.2          | Take up campaign with business community                      | Yes                             | Fewer NNDR arrears     | No  |                         |

Poor Performance

| Indicator number | Reason for level of performance attained         | Likely to continue?<br>Yes / No | Likely customer impact | Actions to be taken to improve | By who and by when? |
|------------------|--|---------------------------------|------------------------|--------------------------------|---------------------|
| RDC 2.22         | 2% dip attributable to summer leave arrangements | No                              | Neutral                | None                           |                     |

Any other information to report

2.20 was identified as not relevant by RHM and removed from the 3rd quarter QPR's last year, therefore there is no full year figure available for 2001/02. Subsequently, guidance has been introduced within the benefits framework which has meant that the Indicator has had to be re-established for 2002/03.

BV76. Following receipt of clarifications for various performance indicators a new strategy for combating fraud is in the process of being written and will be presented to Members in the January/February cycle of meetings.

Revised 27/06/02

**QUARTERLY PERFORMANCE  
REPORT**

**Revenue and Housing  
Management**

From 1.7.2002  
To 30.9.2002

| Number | Description   | Target<br>2002/03                     | Previous Year   |        |                                      | Current Year    |                |
|--------|---|---------------------------------------|-----------------|--------|--------------------------------------|-----------------|----------------|
|        |   |                                       | This<br>quarter | Cum    | Full<br>year                         | This<br>quarter | Cum            |
|        | <b>Statutory Indicators</b>   |                                       |                 |        |                                      |                 |                |
| BV 9   | Proportion of Council Tax collected   | 99.00%                                | 26%             | 56%    | 99.00%                               | 26%             | 55%            |
| BV 10  | The percentage of non-domestic rates due for the financial year which were received by the authority.   | 98.70%                                | 27%             | 56%    | 98.00%                               | 27%             | 58%            |
| BV 66  | Local authority rent collection and arrears: proportion of rent collected   | 98.50%                                | 98.39%          | 97.91% | 98.50%                               | 97.83%          | 98.69%         |
| BV 74  | Satisfaction of tenants of council housing with the overall service provided by their landlord:<br><br>with results further broken down by:   | No survey to be carried out this year | N/A             | N/A    | 87.74% survey carried out in 2000/01 | N/A             | N/A            |
|        | i) black and minority ethnic, and   |                                       | N/A             | N/A    |                                      | N/A             | N/A            |
|        | ii) non-black and minority ethnic tenants   |                                       | N/A             | N/A    |                                      | N/A             | N/A            |
| BV 75  | Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord.   | No survey to be carried out this year | N/A             | N/A    | 54.60% survey carried out in 2000/01 | N/A             | N/A            |
| BV 76  | Security: Whether the local authority has a written and pro-active strategy for combating fraud and error which embraces specified initiatives including those sponsored by the DWP, which is communicated regularly to all staff. Yes/No | Yes                                   | Yes             | Yes    | No                                   | No              | No<br>See Note |
| BV 78  | Speed of processing:  |                                       |                 |        |                                      |                 |                |
|        | a) average time for processing new claims   | 50.00 days                            | 38.87           | 36.67  | 42.00                                | 50.13           | 49.54          |
|        | b) average time for processing notifications of changes of circumstance   | 14.00 days                            | 14              | 14     | 13.25                                | 8.25            | 10.07          |
|        | c) percentage of new renewal claims processed on time   | 80.00%                                | 91.69%          | 91.69% | 71.56%                               | 80.29%          | 81.62          |

09/10/02

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**QUARTERLY PERFORMANCE  
REPORT**

**Revenue and Housing  
Management**

From 1.7.2002  
To 30.9.2002

| Number  | Description  | Target  | Previous Year  |        |           | Current Year   |        |
|---------|--|---------|----------------|--------|-----------|----------------|--------|
|         |  |         | This Quarter   | Cum    | Full Year | This Quarter   | Cum    |
|         | <b>Statutory Indicators</b>  | 2002/03 |                |        |           |                |        |
| BV 79   | Accuracy of processing:<br>a) percentage of cases for which the calculation of the amount of benefit due was correct on the basis of the information available for the decision, for a sample of cases checked post-decision<br>b) The percentage of recoverable overpayments (excluding Council Tax benefit) that were recovered in the year. | 97.00%  | 96.80%         | 96.80% | 96.40%    | 99.2%          | 98.40% |
|         |  | 65.00%  | 94.75%         | 94.75% | 63.33%    | 11.79%         | 19.33% |
| BV 164  | Does the authority follow the CRE's code of practice in rented housing and follow the Good Practice Standards for social landlords on tackling harassment included in the Code of Practice for Social Landlords: Tackling Racial Harassment?   | Yes     | No             | No     | Yes       | Yes            | Yes    |
|         |  |         |                |        |           |                |        |
| Number  | Description  | Target  | Previous Year  |        |           | Current Year   |        |
|         | <b>Local Performance Indicators</b>  | 2002/03 | This quarter   | Cum    | Full Year | This Quarter   | Cum    |
| RDC 2.2 | Percentage of customers using Direct Debit<br>a) in relation to Council Tax<br>b) in relation to business rates  | 72.00%  | 70.4%          | 70.4%  | 71.00%    | 71.6%          | 71.6%  |
|         |  | 65.00%  | 54.4%          | 54.4%  | 54.80%    | 57.3%          | 57.3%  |
| RDC 2.3 | Cost of administering the Business Rate Collection service per business rate property  | £71.41  | Calc. Annually | £76.97 | £67.82    | Calc. Annually |        |
| RDC 2.7 | Time between receipt of request to purchase council dwelling and acknowledgement of the right to buy (days)  | 8.00    | 9              | 7.9    | 8.13      | 3.00           | 4.09   |
| RDC 2.8 | Percentage of all payments to the Council processed by cashiers on the day of receipt  | 100.00% | 98.52%         | 97.05% | 99.20%    | 100%           | 99.8%  |
| RDC 2.9 | Percentage of payments allocated to accounts via electronic means  | 89.00%  | 69.91%         | 69.39% | 70.31%    | 89.3%          | 89.1%  |

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QUARTERLY PERFORMANCE  
 REPORT

Revenue and Housing  
 Management

From 1.7.2002  
 To 30.9.2002

| Number   | Description  | Target  | Previous Year        |        |                 | Current Year        |         |
|----------|--|---------|----------------------|--------|-----------------|---------------------|---------|
|          |  |         | This quarter         | Cum    | Full year       | This Quarter        | Cum     |
|          | <b>Local Performance Indicators</b>  | 2002/03 |                      |        |                 |                     |         |
| RDC 2.11 | Average time taken to process a new application and late renewals for a concessionary travel pass (days)       | 3.00    | 3.38                 | 4.43   | 4.1             | 0.45                | 0.78    |
| RDC 2.12 | Total no. of hours patrol officers spend patrolling car parks as a percentage of total hours worked.           | 55.00%  | 46.20%               | 48.81% | 47.10%          | 47.6%               | 46.3%   |
| RDC 2.16 | Time between receiving housing application and acceptance as a qualifying person (days)                        | 3.25    | 2.00                 | 2.00   | 2.35            | 3.19                | 3.85    |
| RDC 2.20 | Percentage of Housing Benefit claims processed within 14 days  | 90%     | 75%                  | 75%    | n/a at year end | 78.98%              | 75.35%  |
| RDC 2.22 | Response time to counter enquiries   | 10 mins | 84.37%               | 84.32% | 84%             | 84.2%               | 82.5%   |
| RDC 2.23 | The percentage of customer correspondence dealt with within 5 working days. Housing Revenue                    |         | 98.28%               | 98.06% | 97.06%          | 98.82%              | 96.55%  |
| RDC 2.25 | Annual inspection of housing estates   | 100%    | 68.75%               | 68.75% | 60.37%          | 66.72%              | 62.20%  |
| RDC 2.27 | Sheltered housing surgeries per annum  | 26      | 0                    | 13     | 26              | 0                   | 13      |
| RDC 2.28 | Average attendance of scheme occupiers at surgery meetings   | 5%      | N/A                  | N/A    | 2.69%           | 0                   | 3.81%   |
| RDC 2.29 | The average cost of handling a HB or CTB claim, taking into account differences in the types of claim received | 87.09%  |                      |        |                 | Calc Annually       |         |
|          | <b>Description</b>   |         | <b>Previous Year</b> |        |                 | <b>Current Year</b> |         |
|          | <b>Volume Statistics</b>   |         | This quarter         | Cum    | Full Year       | This Quarter        | Cum     |
|          | Number of lettings to new tenants in Council's own accommodation or through nominations                        |         | 21                   | 63     | 146             | 26                  | 63      |
|          | WIBS:  |         |                      |        |                 |                     |         |
|          | Referrals  |         | N/A                  | N/A    |                 | 64                  | 107     |
|          | Investigations   |         | N/A                  | N/A    |                 | 53                  | 91      |
|          | Completions  |         | N/A                  | N/A    |                 | 36                  | 62      |
|          | Fraud found  |         | N/A                  | N/A    |                 | 15                  | 19      |
|          | Sanctions Achieved   |         | N/A                  | N/A    |                 | £14,000             | £22,000 |

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**QUARTERLY PERFORMANCE  
REPORT**

**Revenue and Housing  
Management**

From 1.7.2002  
To 30.9.2002

| Description  | Previous Year |          |           | Current Year |          |
|--|---------------|----------|-----------|--------------|----------|
|  | This quarter  | Cum      | Full Year | This Quarter | Cum      |
| Volume Statistics                                    |               |          |           |              |          |
| Car parking income (including P&D/seasons/penalties) | £144,153      | £279,993 | £545,376  | £155,365     | £296,528 |
| Car park ticket sales                                | 270,000       | 560,000  | 1,100,000 | 280,000      | 560,000  |
| Postal items processed                               | 11,384        | 22,591   | 45,903    | 11,774       | 23,907   |
| Interviews conducted                                 | 2,060         | 3,476    | 7,462     | 2032         | 4154     |
| Incoming phone calls                                 | 14,845        | 31,879   | 64,860    | 15,736       | 32,734   |

S.J. CLARKSON  
Head of Service

25.10.02  
Date