



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

**Indicators for the period:**

**January to February 2015**

**IMPORTANT: Unless otherwise stated, the result shown for Quarter Result and Year to Date Result is up to February 2015.**

**(Where showing results to February on a graph would give a misleading impression, these have been intentionally omitted).**



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

Each of the reported activities is listed under one of the

Council's Corporate Objectives:

**Corporate Objective** – Place

**Corporate Objective** – Homes

**Corporate Objective** – Economic Growth

**Targets:**

There are two targets:

Quarter Targets represent desired performance for that particular quarter

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

**Trend Columns:**

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

This Quarter Compared to the Previous Quarter

(Current Quarter Vs. Previous Quarter)

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

Year to Date compared to Same Time Last Year

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

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

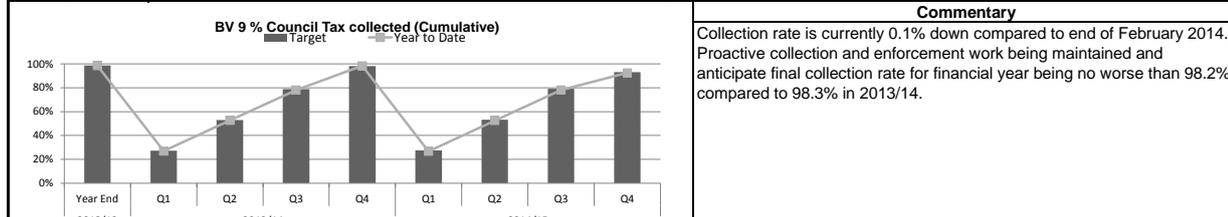
N/A: Not Applicable – No relevant comparison available

**Corporate Objective - Place**

**BV009 Percentage of Council Tax collected (Cumulative)**

	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	98.1%	98.3%	93.1%	92.4%	93.1%	92.4%	N/A	Worse, (92.5%)

**Polarity** High is Good

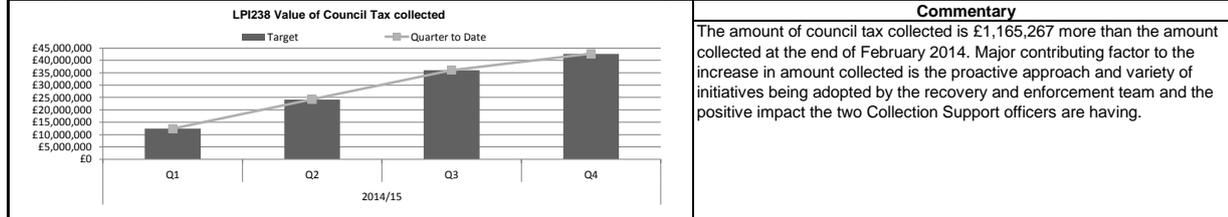


**Commentary**  
Collection rate is currently 0.1% down compared to end of February 2014. Proactive collection and enforcement work being maintained and anticipate final collection rate for financial year being no worse than 98.2% compared to 98.3% in 2013/14.

**LPI238 Value of Council Tax collected (Cumulative)**

	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	N/A	N/A	£42,616,920	£42,723,418	£42,616,920	£42,723,418	N/A	N/A

**Polarity** High is Good

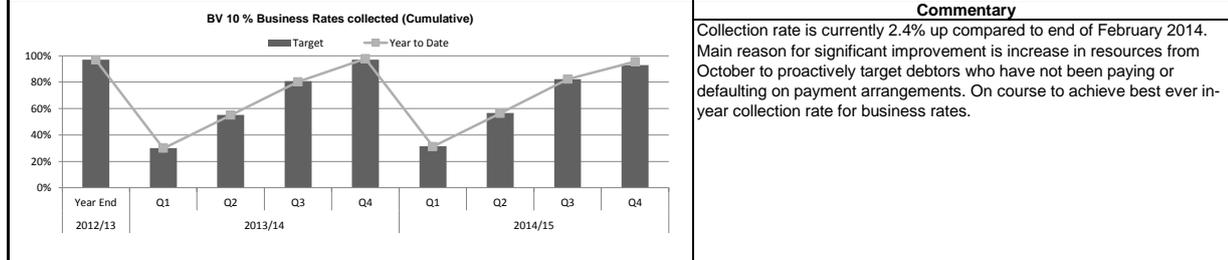


**Commentary**  
The amount of council tax collected is £1,165,267 more than the amount collected at the end of February 2014. Major contributing factor to the increase in amount collected is the proactive approach and variety of initiatives being adopted by the recovery and enforcement team and the positive impact the two Collection Support officers are having.

**BV010 Percentage of Business Rates collected (Cumulative)**

	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	97.1%	97.8%	92.9%	95.6%	92.9%	95.6%	N/A	Better, (93.2%)

**Polarity** High is Good

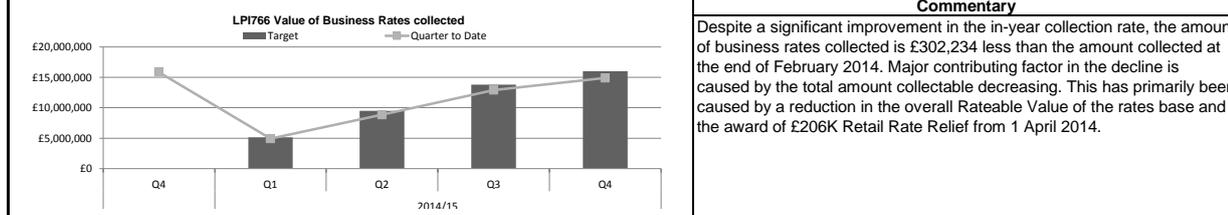


**Commentary**  
Collection rate is currently 2.4% up compared to end of February 2014. Main reason for significant improvement is increase in resources from October to proactively target debtors who have not been paying or defaulting on payment arrangements. On course to achieve best ever in-year collection rate for business rates.

**LPI766 Value of Business Rates collected (Cumulative)**

	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	N/A	£15,851,631	£15,991,212	£14,892,993	£15,991,212	£14,892,993	N/A	Worse, (£15,195,227)

**Polarity** High is Good



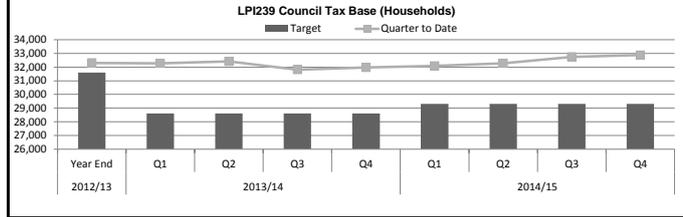
**Commentary**  
Despite a significant improvement in the in-year collection rate, the amount of business rates collected is £302,234 less than the amount collected at the end of February 2014. Major contributing factor in the decline is caused by the total amount collectable decreasing. This has primarily been caused by a reduction in the overall Rateable Value of the rates base and the award of £206K Retail Rate Relief from 1 April 2014.

**Corporate Objective - Place**

**LPI239 Council Tax Base (Band D Equivalent Households)**

	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	28,617.1	31,969.0	29,313.2	32,869.3	29,313.2	32,869.3	Higher, (32,746.0)	Higher, (31,951.0)

**Polarity** No Polarity

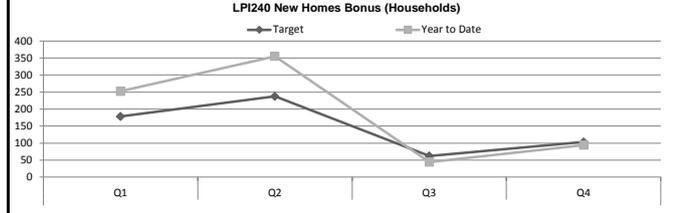


**Commentary**  
The targets shown are those approved for the setting of Council Tax. The results shown are net of the various Council Tax discounts.

**LPI240 New Homes Bonus (Households)**

	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	N/A	N/A	N/A	N/A	103.0	94.0	N/A	N/A

**Polarity** No Polarity



**Commentary**  
This figure is subject to check.

**Corporate Objective - Place**

BV078a Average number of days for processing new claims								
	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	21.00	20.70	21.00	19.64	21.00	21.73	Worse, (14.25)	Worse, (20.75)
<b>Polarity</b>	Low is Good							
						<p align="center"><b>Commentary</b></p> <p>Currently 0.73 days off annual target. Low volume of new claims outstanding means that further anticipated reduction in cumulative processing time for March will result in annual target being narrowly missed.</p>		

BV078b Average number of days for processing change of circumstances								
	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	12.00	10.21	11.50	4.32	11.50	11.12	Better, (10.85)	Worse, (10.49)
<b>Polarity</b>	Low is Good							
						<p align="center"><b>Commentary</b></p> <p>Improved performance over January and February has resulted in the annual target having already been exceeded. This trend will continue for the remainder of the financial year.</p>		

BV079b(ii) Percentage of recoverable overpayments recovered in year vs. total debt (Cumulative)								
	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	28.00%	24.25%	28.00%	23.54%	28.00%	23.54%	N/A	Better, (22.28%)
<b>Polarity</b>	High is Good							
						<p align="center"><b>Commentary</b></p> <p>The status of every invoice outstanding is monitored monthly and all available recovery and enforcement options are being exhausted to ensure that income collection is being maximised to full potential. Significant increase in overpayments identified for this year due to new DWP data matching initiative (Real Time Information project). This has identified a further £102K in additional overpaid benefit and it's this which is having a detrimental impact on this indicator.</p>		

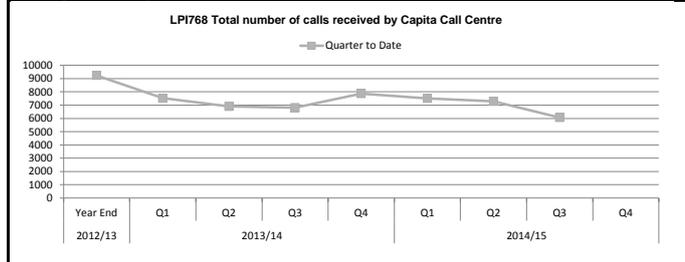
BV079b(iii) Percentage of overpayments written off vs. total debt (Cumulative)								
	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	4.00%	2.92%	4.00%	2.69%	4.00%	2.69%	N/A	Better, (2.91%)
<b>Polarity</b>	Low is Good							
						<p align="center"><b>Commentary</b></p> <p>Write-offs are only approved in appropriate circumstances and in accordance with our write-off policy. Write-offs continue to be closely monitored and there is no indication at present that the level of write-offs will exceed 4% of the total debt raised.</p>		

**Corporate Objective - Place**

**LPI768 Total number of calls received by Revenues and Benefits (Capita) Call Centre**

	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	N/A	29,116	N/A	4,050	N/A	24,921	Lower, (6,068)	Lower, (25,747)

**Polarity** No Polarity

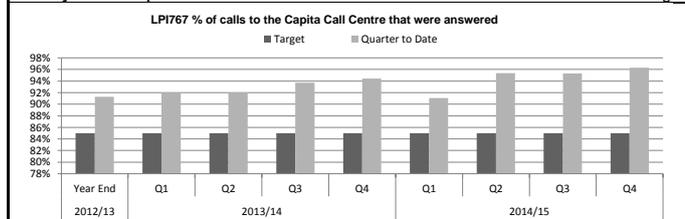


**Commentary**  
The Year to Date Result is 4195 calls lower than at the same time last year.

**LPI767 Percentage of all calls to Revenues and Benefits (Capita) Call Centre that were answered**

	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	N/A	93.0%	85.0%	96.3%	85.0%	94.2%	Better, (95.3%)	Better, (92.9%)

**Polarity** High is Good



**Commentary**  
Total calls made to call centre at the end of February is 24,921, compared to 25,747 for the same period in 2013/14. Average level of abandoned calls for year to date is 5.6% per month (1,395 calls in total).  
Service provision consistently exceeds contract SLA (85% of calls answered at first point of contact) with only 1 official complaint received in this year (in February). This was resolved to customer's satisfaction.

**Corporate Objective - Place**

LPI001 Clements Hall Sport Centre Visits								
	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	330,000	312,341	55,000	78,311	302,500	386,769	Lower, (106,915)	Higher, (284,984)
<b>Polarity</b>	No Polarity							
						<p align="center"><b>Commentary</b></p> <p>Higher January usage figures as expected. The contractor has confirmed that monitoring and recording systems are now a true reflection of usage.</p>		

LPI002 Rayleigh Leisure Centre Visits								
	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	140,000	160,083	27,500	26,985	151,250	129,407	Lower, (32,735)	Lower, (145,172)
<b>Polarity</b>	No Polarity							
						<p align="center"><b>Commentary</b></p> <p>Higher January usage figures as expected. The contractor has confirmed that monitoring and recording systems are now a true reflection of usage.</p>		

LPI004 % Freight House Usage								
	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	50%	50%	55%	43%	55%	46%	Lower, (51.3%)	Lower, (49.3%)
<b>Polarity</b>	No Polarity							
						<p align="center"><b>Commentary</b></p> <p>We are working with the contractor to look at how usage can be stimulated e.g. offer a wider programme of events.</p>		

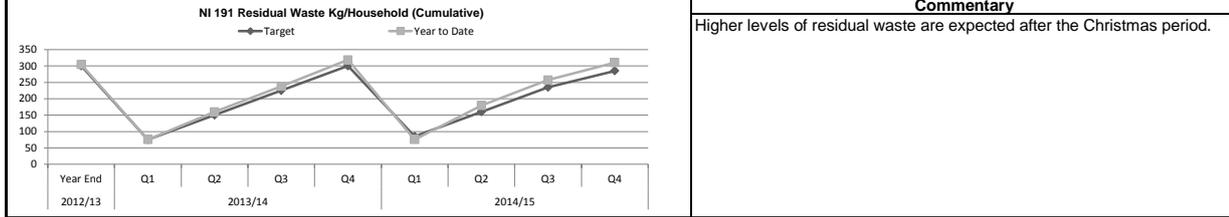
LPI005 % Mill Arts and Events Centre Usage								
	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	50%	50%	55%	47%	55%	45%	Higher, (44.3%)	Lower, (50.1%)
<b>Polarity</b>	No Polarity							
						<p align="center"><b>Commentary</b></p> <p>We are working with the contractor to look at how usage can be stimulated e.g. offer a wider programme of events.</p>		

**Corporate Objective - Place**

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

	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	300	319	150	53	285	310	Better, (78)	Worse, (294)

**Polarity** Low is Good



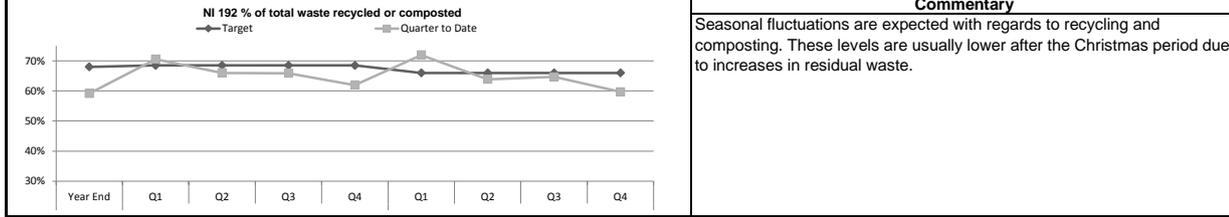
**Commentary**

Higher levels of residual waste are expected after the Christmas period.

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

	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	68.50%	66.34%	66.00%	59.68%	66.00%	65.88%	Worse, (64.67%)	Worse, (66.32%)

**Polarity** High is Good



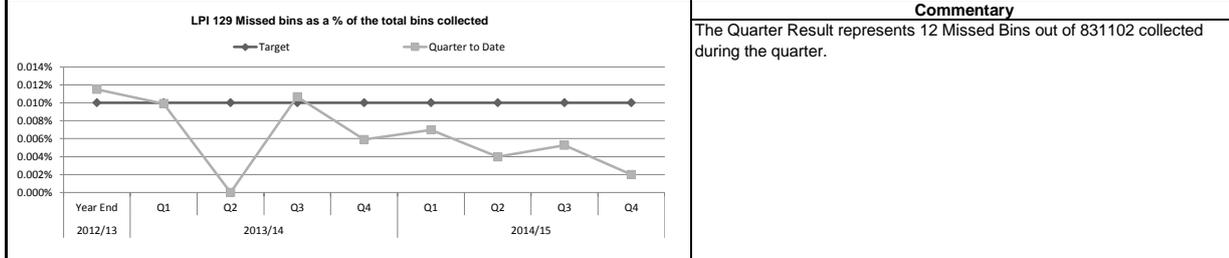
**Commentary**

Seasonal fluctuations are expected with regards to recycling and composting. These levels are usually lower after the Christmas period due to increases in residual waste.

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

	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	0.010%	0.006%	0.010%	0.002%	0.010%	0.005%	Better, (0.005%)	Better, (0.006%)

**Polarity** Low is Good



**Commentary**

The Quarter Result represents 12 Missed Bins out of 831102 collected during the quarter.

**Corporate Objective - Place**

LPI646 Percentage of land/highways with unacceptable levels of litter								
	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	15.0%	10.3%	15.0%	12.8%	15.0%	11.8%	Worse, (11.6%)	Worse, (10.3%)
<b>Polarity</b>	Low is Good							
						<p align="center"><b>Commentary</b></p> <p>The level of street cleanliness is once again within target.</p>		

LPI647 Percentage of land/highways with unacceptable levels of detritus								
	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	15.0%	10.2%	15.0%	13.1%	15.0%	12.3%	Worse, (12.4%)	Worse, (10.2%)
<b>Polarity</b>	Low is Good							
						<p align="center"><b>Commentary</b></p> <p>Levels are slightly up due to Essex County Council gritting of roads which has impacted our mechanical sweeping of roads.</p>		

LPI615 Energy consumption (Kilowatt hour) per Quarter/Year of 4 main Rochford District Council buildings (Cumulative)								
	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	700,000	521,131	131,250	167,456	525,000	442,583	Worse, (143,671)	Better, (521,131)
<b>Polarity</b>	Low is Good							
						<p align="center"><b>Commentary</b></p> <p>Result shown is to March 2015.</p> <p>Continuing good performance despite a problem with the boiler controls in one building during the previous quarter.</p> <p>Comparison with 2013/14 shows a saving of 18% for the full year.</p>		

**Corporate Objective - Homes**

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

	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	45.0	45.8	40.0	45.6	40.0	45.6	Worse, (44.90)	Better, (46.6)

**Polarity** Low is Good

<p style="text-align: center;">LPI739 Rolling average of households in Bed and Breakfast and Non Bed and Breakfast at Month End</p> <p style="text-align: center;">◆ Target    ■ Quarter to Date</p>	<p style="text-align: center;"><b>Commentary</b></p> <p>This indicator is demand led and suffers from a current lack of delivery of affordable homes. Options for the service will be explored within the 2015 Service Review.</p>
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**LPI571 Average number of weeks, from receipt of Occupational Therapist's (OT) recommendation until the Disabled Facility Grant (DFG) works are completed**

	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	30.0	20.9	25.0	38.6	25.0	24.0	Worse, (18.67)	Worse, (20.93)

**Polarity** Low is Good

<p style="text-align: center;">LPI571 Average number of weeks from receipt of OT recommendation until DFG works completed</p> <p style="text-align: center;">◆ Target    ■ Quarter to Date</p>	<p style="text-align: center;"><b>Commentary</b></p> <p>Two cases completed so far this quarter. The service is provided by a contracted Home Improvement Agency and the renewal of this contract will be reviewed this year.</p>
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**Corporate Objective - Homes**

NI 157a Percentage of major (Large Scale and Small Scale) applications determined within 13 weeks								
	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	85.0%	100.0%	85.0%	66.7%	85.0%	92.9%	Worse, (100.00%)	Worse, (100.00%)
<b>Polarity</b>	High is Good							
						<p><b>Commentary</b></p> <p>The year to date result represents 13 out of 14 cases determined in time. Increasing workloads across planning combined with staff shortages are leading to a decline in performance. Solutions are being considered.</p>		

LPI614 Percentage of minor and other applications determined within 8 weeks (NI157b and NI157c)								
	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	90.00%	90.24%	90.00%	63.75%	90.00%	87.12%	Worse, (91.19%)	Worse, (90.24%)
<b>Polarity</b>	High is Good							
						<p><b>Commentary</b></p> <p>The year to date result represents 514 out of 590 applications determined within time. Increasing workloads across planning combined with staff shortages are leading to a decline in performance. Solutions are being considered.</p>		

BV204 Percentage of appeals allowed against the authority's decision to refuse planning applications								
	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	30.0%	38.9%	30.0%	60.0%	30.0%	46.2%	Worse, (50.0%)	Worse, (38.9%)
<b>Polarity</b>	Low is Good							
						<p><b>Commentary</b></p> <p>This is a volatile indicator. The Year to Date result represents 12 out of 26 appeals allowed.</p>		

LPI241 Affordable Homes delivered (Annual Measure)								
	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	N/A	N/A	N/A	85	130	85	N/A	N/A
<b>Polarity</b>	High is good							
						<p><b>Commentary</b></p> <p>Figures are taken from the Annual Monitoring Report 2013-14.</p>		

**Corporate Objective - Homes**

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

	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	N/A	63.7%	N/A	33.3%	N/A	46.6%	Better. (27.3%)	Worse, (63.7%)

**Polarity** High is Good

LPI740 Planning Enforcement % Initial Site Visits conducted within target time of a) 24 hours b) 7 days c) 10 days		Commentary
	<p>This result is as at March 2015.</p> <p>Visits were dealt with as the team commitments allowed. There were no 24 hour visits required in this quarter.</p>	

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

	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	200	194	100	51	200	228	Higher, (39)	Higher, (194)

**Polarity** No Polarity

LPI073 Enforcement of Planning Control: Number of new cases (Cumulative)		Commentary
	<p>Figures are as at March 2015.</p> <p>Number of new cases this quarter in line with expectations. The total new cases for the year was impacted by the higher levels experienced in quarters 1 and 2.</p>	

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

	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	99	312	50	34	150	175	Higher, (30)	Lower, (312)

**Polarity** No Polarity

LPI074 Enforcement of Planning Control: Number of cases closed (Cumulative)		Commentary
	<p>Figures are as at March 2015.</p> <p>Closure rate is slightly up on previous quarter.</p>	

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

	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	350	322	372	375	372	375	Higher, (358)	Higher, (322)

**Polarity** No Polarity

LPI076 Enforcement of Planning Control: All cases on hand including where enforcement notices served		Commentary
	<p>Figures are as at March 2015.</p> <p>Slight increase on previous year as a result of staff vacancy and sick leave. Vacancy now filled but it should be noted that the Enforcement Team Leader is leaving in May which will further impact the service. Solutions are being considered.</p>	

**Corporate Objective - Economic Growth**

LPI743 Building Control Chargeable Services: Workload								
	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	N/A	4,175	N/A	NYA	N/A	NYA	N/A	N/A
<b>Polarity</b>	No Polarity							
						<p><b>Commentary</b></p> <p>The data for this measure will only be available for the full quarter and will be reported next month.</p>		

LPI769 Building Control Chargeable Services: Market share – percentage of applications for less than 100 housing units								
	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	N/A	70.3%	N/A	NYA	N/A	NYA	N/A	N/A
<b>Polarity</b>	No Polarity							
						<p><b>Commentary</b></p> <p>The data for this measure will only be available for the full quarter and will be reported next month.</p>		

LPI771 Building Control chargeable services: Market share – percentage of applications for 100 or more housing units								
	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	N/A	0.0%	N/A	NYA	N/A	NYA	N/A	N/A
<b>Polarity</b>	No Polarity							
						<p><b>Commentary</b></p> <p>The data for this measure will only be available for the full quarter and will be reported next month.</p>		

LPI776 Building Control chargeable services: Market share – percentage of all other work								
	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	N/A	87.7%	N/A	NYA	N/A	NYA	N/A	N/A
<b>Polarity</b>	No Polarity							
						<p><b>Commentary</b></p> <p>The data for this measure will only be available for the full quarter and will be reported next month.</p>		

**Corporate Objective - Economic Growth**

LP151 Building Control: Percentage of applications determined within statutory periods (5 and 8 weeks)								
	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	100%	97%	100%	NYA	100%	NYA	N/A	N/A
<b>Polarity</b>	High is Good							
						<p align="center"><b>Commentary</b></p> <p>The data for this measure will only be available for the full quarter and will be reported next month.</p>		

LP152 Building Control: Initial appraisal on 'Full Plan' applications within 15 working days								
	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	70%	88%	70%	NYA	70%	NYA	N/A	N/A
<b>Polarity</b>	High is Good							
						<p align="center"><b>Commentary</b></p> <p>The data for this measure will only be available for the full quarter and will be reported next month.</p>		

BV008a Percentage of invoices paid by the Authority within 30 days of receipt or within the agreed payment terms								
	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	98.5%	97.6%	98.6%	99.0%	98.6%	98.9%	Worse, (99.9%)	Better, (97.5%)
<b>Polarity</b>	High is Good							
						<p align="center"><b>Commentary</b></p> <p>Prompt payment of invoices continues to be maintained and the target for the year should be met.</p>		

BV008b Percentage of invoices paid by the Authority within 10 days of receipt to Local Suppliers								
	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	90.0%	86.7%	90.0%	94.1%	90.0%	96.0%	Worse, (98.6%)	Better, (86.0%)
<b>Polarity</b>	High is Good							
						<p align="center"><b>Commentary</b></p> <p>Priority continues to be given to the payment of local suppliers with the majority being paid within 10 days.</p>		

**Corporate Objective - Economic Growth**

LPI616 Number of participants in the Rochford Business Network								
	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	200	393	450	424	450	424	Better, (421)	Better, (385)
<b>Polarity</b>	High is Good							
						<p><b>Commentary</b></p> <p>The number of businesses that have signed up to the Rochford Business Network continues to increase. Additional promotional activity, work with Chambers of Trade, and additional events throughout the last year have led to this. As a result of the ongoing vacancy mapping exercises, the database is fully updated and reflects businesses that close/relocate out of the District.</p>		

LPI619 Number of Job Seeker Allowance Claimants in the District per Quarter								
	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	N/A	822	N/A	522	N/A	522	Worse, (512)	Better, (833)
<b>Polarity</b>	Low is Good							
						<p><b>Commentary</b></p> <p>Marginal increase this quarter.</p>		

LPI242 Number of Empty Units in Town Centres								
	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	N/A	N/A	N/A	6	N/A	6	N/A	N/A
<b>Polarity</b>	Low is Good							
						<p><b>Commentary</b></p> <p>This figure is very low generally and we are now able to monitor any long term vacant units. Through the Town Team and an emerging Empty Shops/Growth Strategy, the Economic Development Unit will be introducing initiatives to help reduce this figure further. This is based on the number of units (ground and upper floors) in the primary and secondary shopping areas.</p>		

LPI325 Number of Empty Units in Industrial Estates								
	Last Year		Current Year				This Quarter compared to	Year to Date compared to
	Target	Year End	Quarter Target	Quarter Result	Year to Date Target	Year to Date Result	Previous Quarter	Same Time Last Year
<b>Result</b>	N/A	N/A	N/A	29	N/A	29	N/A	N/A
<b>Polarity</b>	Low is Good							
						<p><b>Commentary</b></p> <p>The definition covers units which are vacant – to let, sold, or for sale. It does not include units where occupancy is evident but unknown. (The survey covered 452 units.)</p>		