

## **CORPORATE PLAN/BEST VALUE PERFORMANCE PLAN 2003/2004 - 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 2003, Members agreed the contents of the Corporate Plan/Best Value Performance Plan for 2003/2004. (Min 295/03) 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 the Council's performance and sets out a number of targets for action for improvement.
- 2.3 With the annual budgeting process now underway, the half yearly review provides a useful basis to consider what is being 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 and how we are progressing in connection with our plans over the next three years. Appendix 2 is the Quarterly Performance Monitoring report for the second quarter of 2003/2004 (July-September). This provides details on how we are progressing on the performance measurement targets that we set for this year.
- 3.2 As Members will see from Appendix 1, we continue to make steady progress on a number of fronts and the breadth and scale of activity remains considerable.
- 3.3 Nevertheless, progress in some areas has been slower than anticipated due to a variety of factors. In some cases, this is down to third party issues e.g. Supporting People in respect of Hardwick House, Disposal timetable of the Former Park School site. In other cases, natural causes have intervened e.g. the extremely dry summer has resulted in a delay in the filling of the lake at the Cherry Orchard Jubilee Country Park and the completion of the drainage works project at both Rawreth Lane and St John Fisher playing fields. We have too, been extremely ambitious in terms of our programme in some areas

and particularly in terms of housing and housing related issues, some resource capacity issues have emerged which are now being addressed. Certainly, the housing agenda will continue to grow and occupy considerable and growing resources as we progress with the stock option appraisal process, as outlined at Community Services Committee earlier this month. Appendix 1 also shows that at present we continue to make good use of partnerships, particularly in association with Thames Gateway South Essex, in terms of securing additional funding for selected schemes within the District.

- 3.4 In terms of Appendix 2, it is pleasing that in a number of areas highlighted in the Corporate Plan/Best Value Performance Plan, we continue to make steady progress. The level of “missed” bins remains a concern which has been and will continue to be taken up with Serviceteam. Certainly, when they attended the Environment Overview and Scrutiny Committee in September, the issue was raised with them (Min 415/03). It will be interesting to see if the third quarter returns show an improvement in performance. Communication with the Council continues to increase, particularly by telephone and by email (although the latter is a relatively new statistic collected by the Authority). Formal complaints, on the other hand, are down on last year. Given the volume and range of business activity undertaken by the Authority, that is certainly a welcome trend.

#### **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 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.

**8 PARISH IMPLICATIONS**

8.1 The Plan covers the whole District.

**9 RECOMMENDATION**

9.1 It is proposed that the Committee **RESOLVES**

To note progress to date and consider 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.

Paul Warren  
Chief Executive

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**Background Papers:**

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### Our Priorities

#### Overarching aims

1. To provide quality cost effective services
2. To work towards a safer and more caring community
3. To promote a green and sustainable environment
4. To encourage a thriving economy
5. To improve the quality of life for people in the district
6. To maintain and enhance the local heritage and culture

#### Priorities for 2003/2004

Under the aim to improve the quality and cost effectiveness of services we will ...

- **Maintain a balanced budget position (HFS) - *on programme to maintain our budget position***
- **Complete our initial Comprehensive Performance Assessment of the authority by October 2003 (OMT) – *Initial Self Assessment submitted to Council on 30 October***
- **Continue with best value reviews (HFS, HH&CC, HPS)**

Complete reviews relating to Financial Services – *completed July. Action plan now being implemented* and Public Regulation, Inspection and Protection – *about*

***to report into the Overview and Scrutiny Committee process.***

Commence and complete one relating to our Environment. This review will feed into our Comprehensive Performance Assessment - ***Review commenced. Report due late November/December***

- **Continue to develop the council's website to provide information relevant to customers in the district (HAMS)**

Improvements planned include:

1. Committee minutes, agendas and reports on line – November 2003 – ***on programme***
2. Electronic submission of planning applications – June/July 2003 – ***implemented***
3. On-line access to maps(Geographical Information System) – November/December 2003 – ***on programme***
4. Public access to planning application information – November/December 2003 – ***on programme***
5. Electronic processing of land charge searches (NLIS level 3) – December 2003 – ***on programme***

## Appendix 1

- **Further improve our customer interface (OMT, HAMS)**

This year the Council is targeting our letter turn-around times and telephone answering response times to improve our customer communications - ***QPR returns (Appendix 2) showing improved performance for both letter turnaround times and telephone answering. Draft phone/answering/etiquette policy about to be circulated for comments.***

- **Meet our Public Service Agreement targets**

We have signed into the Public Service Agreement between Essex County Council and Central Government to deliver on a number of local targets related to some of our services. The areas covered are:

1. Increasing the proportion of homeless applications on which the authorities makes a written decision within 33 days (HH&CC) – ***2002/2003 performance was below target set ourselves but performance has improved considerably over the last four quarters. However, recent staff vacancies likely to start to impact on this figure.***
2. Increasing the percentage of planning applications determined in 8 weeks (HPS) – ***above target and on programme***
3. Increasing the percentage of standard searches carried out in 10 working days (HIS) – ***below***

***target in 2002/2003 but now back on programme and meeting target requirement***

4. Improving the average time for payment of new claims for rent allowance (HR&HM). ***Performance figures in this area are disappointing and are being examined by management with a view to securing improvement.***
  5. Reducing paper usage by Rochford District Council (OMT) – ***target more than achieved in 2002/2003. However, need to keep usage under review, as it is rising this year, but still within agreed parameters.***
  6. Reducing the number of days lost due to sickness absence in Rochford District Council (OMT) – ***Improving our performance in this area up to target set***
- **Improve refuse collection in respect of ‘missed bins’ collection (PM&HM) –*Focus of attention with Serviceteam. Number of missed bins and the collection of these within 24 hours remains a concern. Will continue to bring area to Serviceteam’s attention for improvement***
  - **Determine the way forward following a review of Council accommodation (CMB/PM&HM)**

## Appendix 1

Decisions by September/October so that work can commence in January 2004. ***Report recently considered by Policy and Finance Committee.***

- **Work towards securing 'Investor in People' status for the whole Council over the next 12 months (OMT) – Action Plan now being implemented to meet our target**
- **Work towards meeting the Council's obligations under the Freedom of Information Act (OMT) – work underway to meet 2005 timeframe**
- **Develop electronic purchasing within the authority (HAMS)**

Along with five other authorities in Essex, the District Council has entered into an 'e-procurement' consortium using IdeA's 'marketplace' system, designed to enable the purchasing of goods and services electronically. The system will take between 9– 15 months to roll out effectively across all activities. ***Scheme now being rolled out. Corporate working group set up***

Under the aim to work towards a safer, more caring community we will . . .

- **Continue to monitor progress and implement as appropriate the actions arising out of the Crime and Disorder Reduction Strategy for the District (2002-2005) (CPM)**

Particular actions to be pursued this year include:

- Fast-tracking to rehabilitation for those misusing drugs by providing support to the Arrest Referral system with Essex Police - ***ongoing***
- Completion of a study to identify the incidence and nature of rural crime – ***NACRO has failed to provide this study according to programme. Alternative services are now being considered.***
- Initiatives related to addressing business crime through building linkages with the business community - ***ongoing***
  - Provision of a daytime drop-in centre for those suffering from domestic violence – ***drop in centre set up at 57 South Street***

- **Address the needs of the elderly and frail elderly (HH&CC)**

Approve a frail elderly housing and support strategy by October 2003 – ***consultants report considered by Community Overview and Scrutiny Committee on 16<sup>th</sup> October.***

Subject to confirmation that revenue support funding is available, working with Swan Housing Association to ensure that a scheme to redevelop Hardwick House, one of the Council's existing sheltered schemes, commences by March 2004 at the latest. – ***revenue funding confirmation still awaited. Decision not now expected until January 2004***

## Appendix 1

- Develop the Council's health and safety and food safety inspection regimes (HH&CC)

*Health and safety service and food service plans were agreed in July 2003*

- Reduce the turnaround times associated with council housing voids (HR&HM, PM & HM)

We set ourselves a turnaround time for void properties of 38 days for 2003/04. This target has already been exceeded and we are now down to a .... Total for the first week quarters of 2003/2004 of 23 days.

- Develop alternatives to the use of bed-and-breakfast accommodation for the homeless (HH&CC)

*Homelessness applications are increasing, and this is leading to greater use of bed and breakfast accommodation. The target to stop its use, even for families, by April 2004 will be extremely difficult to meet.*

- Develop a strategy to bring empty houses back into use (HH&CC)

*Work in progress, but delayed slightly due to HRA Business Plan and Housing Strategy work. Anticipate completion of strategy by April 2004*

- Continue with the rolling programme of playground refurbishment to ensure that our play spaces remain

in good condition, meet health and safety standards and provide good play value (PM&HM) – *the Council has now established a specific sub-Committee to look at this area of work*

- Complete the 12 months trial of sheltered housing management (HR&HM)

Initial findings at the 6 month stage will be reported into Council in September/October – *initial findings are now being compiled with report into Committee now scheduled for December advising Members of progress to date. The final consultation will take place in February/March 2004 with evaluation and report back completed by April 2004.*

- Produce a new animal welfare charter for the Council by December 2003 (HH&CC) *Work is progressing well through the Animal Welfare charter sub committee. However, likely to submit final recommendations in January 2004.*

- Develop our policies and services in respect of young people (LCM)

Formally review its policies and services to young people between October and December 2003. *Report to establish this review considered by Community Overview and Scrutiny Committee on 16<sup>th</sup> October. Work programme agreed. This work area is likely to take six months to complete*

## Appendix 1

- **Develop our policy and service response in respect of gypsies and other travellers (HH&CC and HPS)**

Formally review policy and service response to gypsies/travellers between January and June 2004.  
**Work yet to commence given timetable set out.**

Under the aim to promote a green and sustainable environment we will . . .

- **Progress the Local District Plan through its various statutory stages to adoption (HPS)**

The consultation on the first deposit draft will commence by July 2003 and continue through until September/October 2003. The responses to that consultation will be assessed with the second draft likely to be placed on deposit in early 2004. **Reponses now being assessed. Being considered by Environment Overview and Scrutiny Committee..**

- **Continue to implement the development plan in connection with Cherry Orchard Jubilee Country Park (LCM)**

**The Park is now open to the public. However, the opening ceremony around the filling of the lake delayed pending approval of water extraction license from Environment Agency**

- **Roll out the Woodland Strategy agreed by Council in March 2003 (LCM)**

A detailed action plan to be drawn up for Council approval by August 2003 – **considered by Community Services Committee on 30<sup>th</sup> September. Actions agreed.**

- **Progress the Community Transport Strategy agreed by the Council in early June 2003 (HR&HM)**

**A Community Transport Scheme, which offers pre-arranged trips for those who find it difficult to use or access regular forms of public transport, and a minibus priority service launched ahead of programme in September 2003. A good number of people have already signed up with volunteers also coming forward as minibus drivers.**

- **Review recycling activity (LCM)**

The continued effectiveness of the kerbside recycling scheme and its potential for further expansion will be reviewed by September 2003 – **small scale expansion, as agreed, rolled out at the end of September. Way forward to be considered as part of the budget process**

- **Develop a specific recycling scheme targeted at local businesses (LCM)**

Aim to progress a specific 'green' business initiative for consideration by the Council by November 2003 with implementation, subject to approval, by April 2004. **Work has been going on with Businesses in the District, providing information to them on the benefits of recycling and of the current services and facilities available.**

## Appendix 1

- *Questionnaires have been sent out to businesses, which has identified that businesses are not prepared to pay extra for recycling. At this stage a viable scheme has not been identified.*

- Undertake a further review of the district's air quality (HH&CC)

*The Updating and Screening Assessment was submitted to Government in September 2003. It shows that further detailed work is required, which it is anticipated will be completed by September 2004.*

Under the aim to encourage a thriving local economy we will . . .

- Produce a final version of our Economic Development Strategy for the District by October 2003 (CPM) – *agreed by Council on 30<sup>th</sup> October – completed*
- Finalise the Council's consultation protocol with the local business community by October (CPM) – *agreed by Policy and Finance Committee – completed*
- Continue to promote 'local' businesses through their inclusion on the Council's approved list of contractors, where appropriate (PM&HM) - *ongoing*
- Work with Thames Gateway South Essex on the Thames Gateway regeneration project (CEx) - *ongoing*

- Review the location and operation of Rayleigh market by September 2003 (HLS) – *completed by September*
- Review our policy on enforcement with the Public Regulation, Inspection and Protection review (HH&CC).

*The intention is to have a new enforcement policy in place no later than April 2004*

Under the aim to improve the quality of life for people in the district we will . . .

- *Continue to upgrade the Council's leisure facilities (LCM/Holmes Place) - refurbishment of the Mill complete; work on Clements Hall now well underway.*
- Progression of new leisure facilities on the former Park School site (CD F&ES/LCM)

*The intention is for planning permission to be secured no later than summer 2004 so that work can then commence on site before the end of the calendar year. Project team established to progress project. Dependent on ECC disposing of the site.*

**Finalise the Community Strategy for Rochford District (CEx/CPM)**

A draft community strategy to be launched in July 2003. Consultation on this strategy will take place over the summer through to October. Responses to the

## Appendix 1

consultation to be considered. Final strategy by March 2004. ***Consultation completed by end of October – on programme.***

- **Develop the Council's strategic and business framework in respect of housing (HH&CC)**

The Council will prepare strategies in respect of homelessness and private sector housing stock. These strategies to be finalised by July 2003. ***Homelessness strategy completed on programme. Private sector housing grant policy was completed on target.***

Both will feed into an overall housing strategy and a housing business plan, which, following discussion with GoEast, the Government's regional office, will be completed and submitted to the regional office by October 2003 – ***draft Housing Strategy submitted to GoEast for initial observations in September***

- **Commence the refurbishment and conversion to residential of the two empty shop units in Rochford Garden Way (PM&HM)**

This scheme to commence in July with completion by October/November 2003 – ***work commenced. Completion by late-November.***

- **Continue the refurbishment/upgrade of the Council's sheltered housing stock (HR&HM)**

Stage 2 of the Lavers Sheltered Housing Scheme to be completed by September 2003 – ***completed on programme.***

- **Continue to work towards the implementation of decriminalised parking enforcement in the District by October 2004 (HR&HM) – on programme**
- **Introduce our new responsibilities in connection with liquor licensing as smoothly as possible (HH&CC)**

The Public Regulation, Inspection and Protection review to consider the best means of managing this new responsibility and will be reporting with its conclusions in September 2003. ***The report has been finalised internally two months behind programme and will report into Committee by December.***

**Carry out a refurbishment programme of the public toilets (PM&HM)**

The intention is to refurbish the remaining 5 public facilities. Two toilets will be refurbished in 2003/2004 and three in 2004/2005. ***Design work underway. Tenders now being sought.***

- **Upgrade the drainage associated with our playing fields at Rawreth Lane and St John Fisher (PM&HM)**

The works will commence in July with completion by late August. ***Work commenced on programme, but weather/ground conditions have meant that the job will not now be totally completed until next spring.***

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- **Upgrade the Council's sports pavilions and sports grounds to meet the requirements of the Disability Discrimination Act (PM&HM)**

The intention remains to ensure that all the works identified are completed by October 2004. ***Further report to Community Services Committee in December***

Under the aim to maintain and enhance the local heritage and culture of the district we will . . .

- **Submit a new lottery bid for the Windmill and its environs at Rayleigh (PM&HM)**

The plan is to submit the revised bid no later than November 2003. If approved, work on the restoration of the Windmill and the adjoining areas will commence by next summer 2004. ***A revised scheme and work programme was approved by Community Services Committee earlier this month. A bid for project development funding is to be made.***

***Prepare a draft Cultural Strategy for the district by November 2003 (LCM) – strategy now being finalised internally for member consideration in January***

- **Develop the promotion of the 'arts' across the district (LCM).**

As part of the overall programme, the Council is looking to promote five arts events across the District in this financial year and organise five events in schools. The Council is also looking to facilitate two visiting museum events by next March. ***Five Arts Events have occurred in the first half of the year and four events within schools and in conjunction with the Recycling Team, a special school event happened in relation to Recycling through the Arts. Further events have been arranged for the rest of the year. Having recently joined the Museums in Essex Service, visits under this area are actively being considered.***

### Priorities for the next three years

To improve the quality and cost effectiveness of services we will . . .

- **Continue to focus on maintaining a balanced budget strategy (HFS) – ongoing**
- **Implement the action plans arising from the Comprehensive Performance Assessment of the authority (OMT) – *Awaiting inspection of the Authority in February and production of agreed action plans.***
- **Progress our 'E-Government' Strategy (HAMS) – ongoing. *Revised IEG strategy statement for 2003 now submitted to Government***
- **Develop our risk management culture and systems (OMT) - ongoing**

## Appendix 1

- **Maintain our focus to deliver the Public Service Agreement (PSA) targets in place with the County Council and Central Government (OMT) - *ongoing***
- **Implement the decisions taken in connection with the review of the Council's accommodation (OMT) – *early stages but work programme now considered by Policy and Finance Committee in November. To be further considered by Council in December.***

To work towards a safer more caring community we will . . .

- **Produce a new Crime and Disorder Reduction Strategy by March 2005 (CPM) – *The Rochford District Crime and Disorder Reduction Partnership will start to address this next year.***
- **Implement our conclusions following our review of policies and services in respect of the frail elderly and young people (OMT). *We aim to produce a strategy to address housing related issues for elderly residents by April 2004 which will give a clear direction for future investment. A review of policies for young people to be undertaken by Community Overview and Scrutiny Committee for completion March-May 2004.***
- **Determine the way forward in connection with our own housing stock no later than December 2005 (CD F&S) – *Report submitted to Community Services Committee in November outlining work programme and resources***

***required in connection with the option appraisal process***

To promote a green and sustainable environment we will . . .

- **Review our kerbside recycling initiative (LCM) – *this will be done as part of the budget process***
- **Continue to implement our proposals relating to the management and expansion of Cherry Orchard Jubilee Country Park (LCM/Holmes Place)**

***The Council's plan is to substantially complete its proposals for the Country Park by March by 2005. Plans to expand the Park have attracted a number of objectives to the relevant Local Plan policies. Unless these can be resolved by negotiation, the expansion of the Park will be determined by the Local Plan Inquiry and Compulsory Purchase Order processes.***

- **Continue to progress work on our Local Plan to Public Inquiry and adoption stage, if appropriate, or move towards a Local Development Document, as required under the Planning and Compulsory Purchase Order Bill (HPS) – *objections to the first deposit draft now being considered***
- **To encourage a thriving local economy we will . .**
- **Continue to work with Thames Gateway South Essex to deliver the Thames Gateway initiative (OMT)**

## Appendix 1

For Rochford District Council the key priorities will be:

- with Southend Borough Council, resolving the future of London Southend Airport and its environs;
- developing and extending the Green Grid concept across the district and, in particular, Cherry Orchard Jubilee Country Park;
- promoting the leisure and tourism potential of the district and securing new hotel provision in the area;
- promoting the enhancement of Rochford town as a centre for 'arts and crafts'
- conserving and enhancing the district's heritage, particularly in the centres of Rochford and Rayleigh;
- enhancing rail and bus interchange facilities across the district; and
- securing high value-added employment.

***Funding secured by EEDA to carry out a feasibility study on Southend Airport. Further funding secured for Cherry Orchard Jubilee Country Park (£50,000). Funding secured for infrastructure improvement at Cherry Orchard Business Park (£1.5m)***

**To improve the quality of life for people in the district we will . . .**

- **Build a new sports facility on the former Park School site to be open in 2005 (LCM/Holmes Place) – *project team established and work progressing. Final completion will be determined by progress by ECC in disposal and development of the remainder of the site.***
- **Roll out the actions contained in the Community Strategy (OMT) – *awaiting publication of the finalised Community Strategy following its approval by the Local Strategic Partnership next March***
- **Complete the refurbishment of the Council's sheltered housing schemes (PM&HM) – *awaiting determination of the Supporting People issue and the development of a new frail elderly strategy for the Authority by April 2004***
- **Complete the upgrade of the Council's public toilets by March 2005 (PM&HM) – *on programme***

**To maintain and enhance the local heritage and culture of the district we will . . .**

- **Complete improvement works on the Windmill and its environs at Rayleigh (PM&HM) – *revised, expanded project now agreed with new timetable by Community Services Committee***

## Appendix 1

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- Continue to focus on the promotion of the 'arts' across the District (LCM) – *ongoing*

## Appendix 2

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### QUARTERLY PERFORMANCE REPORT

#### OVERALL QPR SUMMARY ASSESSMENT SHEET TO BE COMPLETED BY CHIEF EXECUTIVE

**FROM:** July 2003  
**TO:** September 2003

This quarter's figures provide information on the second quarter of the 2003/2004 financial year.

As outlined in the Corporate Plan/Best Value Performance Plan, we are focussing this year on correspondence turnaround times and telephone response, as these are key elements of customer communication. There continues to be some improvement in both these areas.

As agreed, and as outlined in the Corporate Plan/Best Value Performance Plan, we are also targeting those indicators which form part of the Public Service Agreement (PSA) with the County Council and the Government, as there will be financial gain to the Council if we can meet the targets set over the three year period of the Agreement (2002/3 – 2004/5). The basket of indicators included in the PSA are:

- Sickness Reduction (BV12) - improving
- Homelessness Applications processed (RDC 9.3) - improving
- Planning Applications determined (RDC 3.1) – on target
- Standard Searches processed in 10 working days (BV179) - improving
- Paper Usage reduction (RDC 1.10) – usage up but still within target
- Payment of new claims for rent allowance (BV78C) – staying level but in need of improvement

In four of the six, the second quarter returns show we continue to progress in the right direction. The paper usage figure remains higher than the equivalent quarter last year but we remain on track to meet our agreed performance target. The other indicator which we need to work on is that relating to the payment of new claims. The Homelessness figure is likely to dip in the next quarter as a result of staff leaving the unit and being replaced in due course.

It is pleasing to see progress in a number of areas although the “missed bin” returns remain an issue which we will continue to take up with Serviceteam.

The overall level of communication with the Council continues to show a considerable increase whilst the level of complaints registered is much lower than last year (87 compared to 134 last year in the six month period). It will be interesting to see if these trends continue.

Signed:



Dated: 14<sup>th</sup> November, 2003



## Appendix 2

### 1 QUARTERLY PERFORMANCE REPORT

### ADMINISTRATIVE SERVICES

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

From 1 July 2003  
To 30 September 2003

#### Good Performance

Indicator number	Reason for level of performance attained	Likely to continue? 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?
RDC 1.5	% of telephone calls answered in 10 seconds continues to meet the target	Yes	Improved customer service		

#### Poor Performance

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

#### Any other information to report

RDC 1.10 - Paper usage appears to be increasing – the CPA is a major factor here.

Volume statistics - The number of committee meetings is showing considerable increase over 2002/03.

- The number of visitors to the home page of the website in the first six months of 2003/04 has almost reached the level for the whole of 2002/03.

## Appendix 2

### QUARTERLY PERFORMANCE REPORT

### Administrative Services

From 1 July 2003  
To 30 September 2003

**Note:** Up and down arrows (↑ ↓) indicate movement in quartile rankings on previous year.

No.	Description	Quartile	Target	Previous Year			Current Year	
	Statutory Performance Indicators	2001/02 (see note)	2003/04	This quarter	Cum	Full Year	This quarter	Cum
<b>BV 4</b>	The percentage of complainants satisfied with the handling of their complaint	Not applicable	55%	Not required to be collected			Being collected as part of the general satisfaction survey	
<b>BV 157</b>	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	3	73%	N/A	N/A	44.8%	Figures awaited from HOS	

## Appendix 2

### QUARTERLY PERFORMANCE REPORT

### Administrative Services

From 1 July 2003  
To 30 September 2003

No.	Description	Target	Previous Year			Current Year	
	Local Performance Indicators	2003/04	This quarter	Cum	Full Year	This quarter	Cum
RDC 1.1	Number of complaints received per annum - <b>Total</b>	232	77	134	244	43	87
	<b>Note: Refer to individual Services for queries on volume statistics detailed below</b>						
	❖ Administrative & Member Services		2	2	2	0	1
	❖ Audit & Process Review		0	0	1	0	0
	❖ Corporate Policy & Initiatives		0	0	1	1	1
	❖ Financial		0	0	0	0	0
	❖ Housing, Health & Com. Care		3	7	8	1	3
	❖ Legal		0	0	0	0	1
	❖ Contracted Services		28	52	112	22	40
	❖ Planning		15	21	38	11	19
	❖ Revenues & Housing		29	52	82	8	22
RDC 1.2	Total amount reimbursed under the complaints procedure	£70	£0	£0	£80	£5	£5
RDC 1.5	Percentage of telephone calls answered with 10 seconds:-						
	Switchboard Extensions (direct lines and switchboard transfers)	80% 80%	76.5%	76.25%	74%	80% 87%	81.5% 85%
			New for 2003/04				
RDC 1.6	Cost of IT contract	£560,000	Revised definition 2003/04			£173,667	£336,422
RDC 1.7	Percentage of availability of IT systems	99%	99.95%	99.96%	99.735%	99.85%	99.84%
RDC 1.8	Cost of electoral registration service per household	£1.78	0.25	0.46	£1.60	0.30	0.54
RDC 1.9	The percentage of customer correspondence dealt with within 5 working days.	100%	92%	96%	98%	100%	100%
RDC 1.10 *	Total no. of pieces of paper used in the production of documents throughout the authority	3.213m	671,500	1,211,000	2,822,000	586,000	1,299,500

## Appendix 2

### QUARTERLY PERFORMANCE REPORT

### Administrative Services

From 1 July 2003  
To 30 September 2003

	Description	Previous Year			Current Year	
	Volume Statistics	This quarter	Cum	Full Year	This quarter	Cum
	Incoming calls received via switchboard	34,066	69,488	137,118	34,720	70,792
	Incoming calls received - direct dial	71,472	144,910	289,562	79,616	164,723
	Total incoming calls received	105,538	214,398	426,680	114,336	235,515
	Number of outgoing telephone calls	37,478	74,076	148,528	42,904	82,593
	Number of visitors: Rochford Reception Rayleigh Information Centre	New for 2003/04			4073 4991	8,267 9,629
	Number of external incoming emails	New for 2003/04			57,158	111,467
	Number of outgoing emails	New for 2003/04			26,716	52,195
	Amount of incoming post (no. of items)	32,801	62,835	123,358	28,530	58,558
	Amount of outgoing post (no. of items)	71,136	124,660	253,104	55,198	122,238
	Number of complaints received (A&MS)	2	2	2	0	1
	Number of copies:  Print Room Satellite copiers	316,957 123,805	909,243 253,464	2,015,987 567,209	476,618 104,003	1,165,516 392,500
	Number of committee meetings serviced	23	46	105	35	66
	Number of electors on the electoral register	N/A	N/A	63,001	N/A	63,031
	5% of number **			3,150		3,152
	Number of workstations	223	223	223	223	223
	Number of visitors to Council web site (home page)	6,942	12,109	25,503	11,739	22,261

\* The number of pieces of paper used (RDC 1.10) is different to the number of copies as this also includes

# Appendix 2

double-sided copying  
\* \* This figure is in force from 1.4.03 to 31.3.04

Sarah Fowler  
Head of Service

24<sup>th</sup> October 2003  
Date

## Appendix 2

### 2 QUARTERLY PERFORMANCE REPORT

### AUDIT AND PROCESS REVIEW

SUMMARY ASSESSMENT SHEET TO BE COMPLETED BY HEAD OF SERVICE

From 1/7/03  
To 30/9/03

#### GOOD PERFORMANCE

Indicator number	Reason for level of performance attained	Likely to continue? 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?
RDC 4.5	Customers continue to be satisfied with audit outcomes with good survey results	Yes	Satisfied customers	None	N/A

#### POOR PERFORMANCE

Indicator number	Reason for level of performance attained	Likely to continue? Yes / No	Likely customer impact	Actions to be taken to improve	By who and by when?
RDC 4.1	A higher than average percentage of leave has been taken during the second quarter.  Time has also been allocated to additional audit assignments, not included within the main Audit Plan	No	None	Audit Plan items will be the focus for the 3 <sup>rd</sup> Quarter with less leave to be taken	N/A

Any other information to report

## Appendix 2

None

### .QUARTERLY PERFORMANCE REPORT

### Audit & Process Review

From 1/7/03

To 30/9/03

Number	Description	Target	Previous Year			Current Year	
	<b>Local Performance Indicators</b>	2003/04	This quarter	Cum	Full year	This quarter	Cum
<b>RDC 4.1</b>	Percentage of Audit Plan completed	94%	26	48	94.33	20.01	43.85
<b>RDC 4.2</b>	The percentage of customer correspondence dealt with within 5 working days.	95%	N/A	N/A	100	N/A	N/A
<b>RDC 4.3</b>	Number of days used on Audit Plan and other Audit work as a percentage of total annual days available	80%	21	40	81.23	21.38	40.44
<b>RDC 4.4</b>	Percentage of audit assignments exceeding planned completion time by more than 15%	20%	17	11	18.5	Nil	Nil
<b>RDC 4.5</b>	Percentage of customers satisfied that they received a quality audit service	95%	100	100	94	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		6	13	31	4	8
	Number of recommendations outstanding from previous years:			11	11		20
	Implemented		3	3	9	5	11
	Not implemented		0	0	0	2	2

## Appendix 2

	Outstanding/Pending	8	8	2	7	7
	Number of recommendations agreed in current year	3	14	59	2	9
	Implemented	2	9	40	5	7
	Not implemented	0	0	1	0	0
	Outstanding (not implemented by due date)	20	0	0	0	0
	Pending (For follow up after current quarter)	5	5	18	2	2
	Number of complaints	0	0	1	0	0

P Warren  
 Head of Service

-

27.10.03  
 Date

## Appendix 2

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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 2003  
To 30<sup>th</sup> September 2003

#### GOOD PERFORMANCE

Indicator number	Reason for level of performance attained	Likely to continue? 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?
RDC 10.1	Staff have refocussed on customer service	Yes		No	

#### POOR PERFORMANCE

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

Appendix 2

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Any other information to report

## Appendix 2

### QUARTERLY PERFORMANCE REPORT

Corporate Policy Unit

From: 1<sup>st</sup> July 2003

To: 30<sup>th</sup> September 2003

**Note:** Up and down arrows (↑ ↓) indicate movement in quartile rankings on previous year.

No.	Description	Quartile	Target	Previous Year			Current Year	
	Statutory Performance Indicators	2001/02 (See Note)	2003/04	This quarter	Cum	Full Year	This quarter	Cum
BV 1	<p>(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? <b>YES/NO</b></p> <p>(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?</p> <p>(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?</p> <p>(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?</p>	4	Yes			No	Draft Produced	
						March 2004	March 2004	
				No. Progress will be reported in June 2003 via Consultation on the draft plan			Consultation taking place July to October 2003	
						March 2004	Full Plan March 2004	
						Yes	Yes	

## Appendix 2

### QUARTERLY PERFORMANCE REPORT

### Corporate Policy Unit

From: 1<sup>st</sup> July 2003

To: 30<sup>th</sup> September 2003

**Note:** Up and down arrows (↑ ↓) indicate movement in quartile rankings on previous year.

No.	Description	Quartile	Target	Previous Year			Current Year	
	Statutory Performance Indicators	2001/02 (See Note)	2003/04	This quarter	Cum	Full Year	This quarter	Cum
<b>BV 2</b>	(a) The level (if any) of the Equality Standard for Local Government to which the authority conforms	1	1			Nil		Nil
	(b) The duty to promote race equality	Not applicable	No target for 03/04			Definition amended for 2003/04	No target for 03/04	No target for 03/04
<b>BV 3</b>	The percentage of citizens satisfied with the overall service provided	Not applicable	80%	Not due to be collected			Part of general satisfaction survey 03/04	
<b>BV 126</b>	Domestic burglaries per 1,000 households	1	7.04	1.61	3.41	7.34	1.05	2.88
<b>BV 127</b>	Violent crimes per 1,000 population broken down to show:			Not Available	Not Available	Not Available	Not Available	Not Available
	(a) violent offences committed by a stranger, per 1,000 pop	Not available		Not Available	Not Available	Not available	Not Available	Not Available
	(b) violent offences committed in a public place per 1,000 pop	Not available		Not Available	Not Available	Not available	Not Available	Not Available
	(c) violent offences committed in connection with licensed premises per 1,000 pop	Not available		Not Available	Not Available	Not available	Not Available	Not Available
	(d) violent offences committed under the influence per 1,000 pop	Not available		Not Available	Not Available	Not available	Not Available	Not Available
<b>BV 128</b>	Vehicle crimes per 1,000 population	1	5.07%	0.45	0.97	2.01	0.44	1.02

## Appendix 2

### QUARTERLY PERFORMANCE REPORT

Corporate Policy Unit

From: 1<sup>st</sup> July 2003

To: 30<sup>th</sup> September 2003

**Note:** Up and down arrows (↑ ↓) indicate movement in quartile rankings on previous year.

No.	Description	Quartile	Target	Previous Year			Current Year	
	Statutory Performance Indicators	2001/02 (See Note)	2003/04	This quarter	Cum	Full Year	This quarter	Cum
<b>BV 174</b>	The number of racial incidents recorded by the authority per 100,000 population	1	0	0	0	0	0	0
<b>BV 175</b>	The percentage of racial incidents that resulted in further action	Not applicable	100%	0	0	0	0	0
<b>BV 176</b>	The number of domestic violence refuge places per 10,000 population which are provided or supported by the authority	1	1			1	0	0 (1 is a whole year figure only)
<b>BV 177</b>	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.	1	Cannot be set until strategic plan produced (March 2004)			Not available	-	-

## Appendix 2

### QUARTERLY PERFORMANCE REPORT

### Corporate Policy Unit

From: 1<sup>st</sup> July 2003  
To: 30<sup>th</sup> September 2003

No.	Description	Target	Previous Year			Current Year	
	Local Performance Indicators	2003/04	This quarter	Cum	Full Year	This quarter	Cum
RDC 10.1	The percentage of customer correspondence dealt with within 5 working days.	90%	74%	72%	72%	91%	81%
RDC 10.2 (1.12 In Perf. Plan)	Customer correspondence dealt with within 5 working days. ( <b>Corporate figure</b> )	90%	New for 03/04		59%	78.4%*	74.8%*

\* Figures from Revenues & Housing Management not available - will be corrected next quarter

	Description		Previous Year			Current Year	
	Volume Statistics		This quarter	Cum	Full Year	This quarter	Cum
	Number of complaints		0	0	1	1	1

Paul Warren  
Head of Service

9<sup>th</sup> October 2003  
Date

## Appendix 2

### QUARTERLY PERFORMANCE REPORT

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

### FINANCIAL SERVICES

From July  
To Sept

#### GOOD PERFORMANCE

Indicator number	Reason for level of performance attained	Likely to continue? 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? Yes/No	Likely customer impact	Actions to be taken to improve	By who and by when?
RDC 7.3	In the process of re-allocating this work. All work up to target by end of December 2003.	Not from Jan 2004	None	Re – Allocation of work. Training. Bringing work up to date.	Dave Deeks by end of Dec 2003.
RDC 7.6	1. We have a limited amount of external correspondence. 2. A significant proportion relates to insurance's. Here we have a different way of working. We reply when we receive the information they are requesting. Our insurance contractor understands this process.		None	None	

## Appendix 2

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Any other information to report

## Appendix 2

### QUARTERLY PERFORMANCE REPORT

### Financial Services

From July  
To September

**Note:** Up and down arrows (↑ ↓) indicate movement in quartile rankings on previous year.

No.	Description	Quartile	Target	Previous Year			Current Year	
				This quarter	Cum	Full Year	This quarter	Cum
	<b>Statutory Performance Indicators</b>		2003/04					
<b>BV 8</b>	The percentage of invoices for commercial goods & services that were paid by the Authority within 30 days of such invoices being received by the Authority	1	100%	97.09	97.86	98.26%	99.34	98.83
<b>BV 12</b>	The number of working days/shifts lost due to sickness absence (average days per employee)	2 ↑↑	7.32	2.44	4.57	10.42	2.39	4.37

## Appendix 2

### QUARTERLY PERFORMANCE REPORT

### Financial Services

From July  
To September

No.	Description	Target	Previous Year			Current Year	
	Local Performance Indicators	2003/04	This quarter	Cum	Full year	This quarter	Cum
<b>RDC 7.1</b>	Processing of orders within 24 hours	99%	99%	99%	99%	99%	99%
<b>RDC 7.2</b>	Completion of VAT returns	100%	100%	100%	100%	100%	100%
<b>RDC 7.3</b>	Bank reconciliation completed	100%	100%^	100&	100%	0%	33%
<b>RDC 7.4</b>	Sundry debtor 1st & 2nd reminders by court letter	100%	100%	100%	100%	100%	100%
<b>RDC 7.5</b>	Payroll prepared	100%	100%	100%	100%	100%	100%
<b>RDC 7.6</b>	The percentage of customer correspondence dealt with within 5 working days.	90%	83%	69%	79%	40%	62%

	Description		Previous Year			Current Year	
	Volume Statistics		This quarter	Cum	Full Year	This quarter	Cum
	Number of orders processed through the centralised ordering system.		533	1009	2,159	529	1107
	Number of returns completed - Income & Payments Section.		7	15	30	10	19
	Number of returns completed - Accountancy Section.		9	15	29	11	15
	Number of invoices paid		2,285	4,693	9,634	2,786	5,137
	Number of new debtor invoices raised		306	784	1,508	407	782
	Number of complaints				0	0	0

Dave Deeks  
Head of Service

12<sup>th</sup> October 2003  
Date

## Appendix 2

### QUARTERLY PERFORMANCE REPORT

#### SUMMARY ASSESSMENT SHEET

TO BE COMPLETED BY HEAD OF SERVICE

### HOUSING HEALTH & COMMUNITY CARE

From 01.07.03

To 30.09.03

#### GOOD PERFORMANCE

Indicator number	Reason for level of performance attained	Likely to continue? 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?
RDC 9.3	Revised working procedures	No	Applicants receive their decisions more quickly	Likely to fall next quarter due to staff shortages	

#### POOR PERFORMANCE

Indicator number	Reason for level of performance attained	Likely to continue? Yes/No	Likely customer impact	Actions to be taken to improve	By who and by when?
BV183 (I)	<p>The figure represents 4 cases, two of which were homelessness reviews where the times spent in Bed and Breakfast were 36 weeks and 57 weeks, because of investigations.</p> <p>The other two cases averaged just over 7 weeks in Bed and Breakfast accommodation</p>	Yes	Applicants spend longer in Bed and Breakfast accommodation than is desirable, particularly in review cases	As set out in Homeless Strategy	As in Strategy

Any other information to report

## Appendix 2

### QUARTERLY PERFORMANCE REPORT

### Housing, Health, and Community Care

From 01.07.03  
To 30.09.03

**Note:** Up and down arrows (↑ ↓) indicate movement in quartile rankings on previous year.

No.	Description	Quartile	Target	Previous Year			Current Year	
	Statutory Performance Indicators	2001/02	2003/04	This quarter	Cum	Full Year	This quarter	Cum
BV 62	The proportion of unfit dwellings made fit or demolished as a direct result of action by the local authority							
	(a) During the current year				-	-	0.32	0.55
	(b) Cumulative figure since last survey carried out in 2000	4	2%	0.36%	0.50%	0.91%	N/A	0.91%
BV 64	The number of private sector dwellings that are returned into occupation or demolished during 2003/04 as a direct result of action by the local authority.	2↑↑	2	1	1	1	0	0
BV 166	Score against a checklist of enforcement best practice for environmental health/trading standards  <u>Written enforcement policies</u>	4	43.3%			27.4%	37.4%	37.4%

## Appendix 2

### QUARTERLY PERFORMANCE REPORT

### Housing, Health, and Community Care

From 01.07.03  
To 30.09.03

**Note:** Up and down arrows (↑ ↓) indicate movement in quartile rankings on previous year.

No.	Description	Quartile	Target	Previous Year			Current Year	
	Statutory Performance Indicators	2001/02	2003/04	This quarter	Cum	Full Year	This quarter	Cum
	<u>(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?</u>		Yes			Yes	Yes	Yes
	<u>(b) is non-compliance with statutory requirements followed up in accordance with enforcement policy/policies?</u>		Yes			Yes	Yes	Yes
	<u>(c) do the policy/policies confirm that the authority has signed the Enforcement Concordat?</u>		Yes			Yes	Yes	Yes
	<u>(d) do the policy/policies take into account the guidance set out in 'The Code for Crown Prosecutors'?</u>		Yes			Yes	Yes	Yes

## Appendix 2

### QUARTERLY PERFORMANCE REPORT

### Housing, Health, and Community Care

**From** 01.07.03  
**To** 30.09.03

**Note:** Up and down arrows (↑ ↓) indicate movement in quartile rankings on previous year.

No.	Description	Quartile	Target	Previous Year			Current Year	
	Statutory Performance Indicators	2001/02	2003/04	This quarter	Cum	Full Year	This quarter	Cum
	<u>(e) do the policy/policies include the criteria to be met before formal enforcement by the authority?</u>		Yes			No	No	No
	<u>(f) do the policy/policies make provision for situations where there is shared enforcement role?</u>		Yes			Yes	Yes	Yes
	<u>(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?</u>		Yes			Yes	Yes	Yes
	<u>(h) are the policy/policies mentioned above followed, monitored and reported on and any variations addressed within a service plan or BVPP?</u>		Yes			No	No	No
	<b><u>Planned enforcement activity</u></b>							

## Appendix 2

### QUARTERLY PERFORMANCE REPORT

### Housing, Health, and Community Care

**From** 01.07.03  
**To** 30.09.03

**Note:** Up and down arrows (↑ ↓) indicate movement in quartile rankings on previous year.

No.	Description	Quartile	Target	Previous Year			Current Year	
	Statutory Performance Indicators	2001/02	2003/04	This quarter	Cum	Full Year	This quarter	Cum
	2. Does the authority have risk based inspection programmes and sampling and surveillance regimes for regulatory services that:		No			No	No	No
	(a) <u>meet legal requirements</u>		No			No	No	No
	(b) <u>otherwise have regard to official guidance</u>		No			No	No	No
	(c) otherwise have regard to other appropriate professional guidance standards?		Yes			Yes	Yes	Yes
	(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	No

## Appendix 2

### QUARTERLY PERFORMANCE REPORT

### Housing, Health, and Community Care

**From** 01.07.03  
**To** 30.09.03

**Note:** Up and down arrows (↑ ↓) indicate movement in quartile rankings on previous year.

No.	Description	Quartile	Target	Previous Year			Current Year	
	Statutory Performance Indicators	2001/02	2003/04	This quarter	Cum	Full Year	This quarter	Cum
	(4) Does the authority have targeted educational and information programmes?		No			No	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	No
	<u>Reactive and responsive enforcement activity</u>							
	(6) Does the authority have and implement policies, procedures and standards for							

## Appendix 2

### QUARTERLY PERFORMANCE REPORT

### Housing, Health, and Community Care

**From** 01.07.03  
**To** 30.09.03

**Note:** Up and down arrows (↑ ↓) indicate movement in quartile rankings on previous year.

No.	Description	Quartile	Target	Previous Year			Current Year	
	Statutory Performance Indicators	2001/02	2003/04	This quarter	Cum	Full Year	This quarter	Cum
	(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			Yes	Yes	Yes
	(b) <u>supporting the provision of consumer advice, including participation in a Customer Support Network?</u>		Not applicable			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	No

## Appendix 2

### QUARTERLY PERFORMANCE REPORT

### Housing, Health, and Community Care

**From** 01.07.03  
**To** 30.09.03

**Note:** Up and down arrows (↑ ↓) indicate movement in quartile rankings on previous year.

No.	Description	Quartile	Target	Previous Year			Current Year	
	Statutory Performance Indicators	2001/02	2003/04	This quarter	Cum	Full Year	This quarter	Cum
	(b) the referral to other regulators of relevant information received where there is a wider regulatory interest?		No			No	No	No
	(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	No
	<b>Appropriate resources</b>							
	(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	Yes	Yes
	<u><b>Consultation and satisfaction levels</b></u>							

## Appendix 2

### QUARTERLY PERFORMANCE REPORT

### Housing, Health, and Community Care

**From** 01.07.03  
**To** 30.09.03

**Note:** Up and down arrows (↑ ↓) indicate movement in quartile rankings on previous year.

No.	Description	Quartile	Target	Previous Year			Current Year	
	Statutory Performance Indicators			This quarter	Cum	Full Year	This quarter	Cum
	(10a) Does the authority have a range of mechanisms in place to consult stakeholders affected by their service regarding the enforcement policy?		Yes			Yes	Yes	Yes
	<u>(b) Does the authority have a range of mechanisms in place to consult stakeholders affected by their service regarding satisfaction levels?</u>		Yes			Yes	Yes	Yes
	<u>(c) and are the consultation responses considered and acted upon?</u>		Yes			No	No	No

## Appendix 2

### QUARTERLY PERFORMANCE REPORT

### Housing, Health, and Community Care

**From** 01.07.03  
**To** 30.09.03

**Note:** Up and down arrows (↑ ↓) indicate movement in quartile rankings on previous year.

No.	Description	Quartile	Target	Previous Year			Current Year	
	Statutory Performance Indicators	2001/02	2003/04	This quarter	Cum	Full Year	This quarter	Cum
<b>BV 183</b>	The average length of stay in:							
	(i) bed & breakfast accommodation, and	Not available	9	3.67	2.2	11.7	27	21
	(ii) hostel accommodation, of households which include dependent children or pregnant women and which are unintentionally homeless and in priority need.	Not available	25	21.2	18.5	29.3	9	21

## Appendix 2

### QUARTERLY PERFORMANCE REPORT

### Housing, Health, and Community Care

**From** 01.07.03  
**To** 30.09.03

No.	Description	Target	Previous Year			Current Year	
	Local Performance Indicators	2003/04	This quarter	Cum	Full Year	This quarter	Cum
<b>RDC 9.1</b>	The percentage of customer correspondence dealt with within 5 working days.	100%	100%	88%	91%	79%	71%
<b>RDC 9.2</b>	The percentage of food premises inspections that should have been carried out that were carried out for:						
	(a) High risk premises	97%	21%	43%	97.8%	32.6%	46.2%
	(b) Other premises	97%	9%	45%	97.7%	16.5%	41.8%
	(c) All premises	97%	17%	44%	97.8%	28.1%	44.9%
<b>RDC 9.3</b>	Proportion of homelessness applications on which the authority makes a decision and issues written notification within 33 working days	78%	47.4%	42.4%	60%	81%	79%
<b>RDC 9.4</b>	The percentage of health and safety inspections which were planned to be carried out that were completed for:						
	(a) High risk premises	95%	-	-	New for 2003/04	17.2%	40.6%

## Appendix 2

### QUARTERLY PERFORMANCE REPORT

### Housing, Health, and Community Care

**From** 01.07.03  
**To** 30.09.03

No.	Description		Previous Year			Current Year	
	Volume Statistics		This quarter	Cum	Full Year	This quarter	Cum
	Environmental Protection						
	(a) Responsive complaints/enquiries		387	674	1193	599	1078
	(b) Planned visits/activities		26	51	111	1	51
	Residential Services						
	(a) Responsive complaints/enquiries		624	1296	2905	328	714
	(b) Planned visits/activities		21	32	57	16	25
	Safety, Food & Regulation						
	(a) Responsive complaints/enquiries		260	538	1047	380	625
	(b) Planned visits/activities		102	249	548	240	336
	Number of complaints		3	7	8	1	3

**Graham Woolhouse**

Head of Service

**20.10.2003**

Date

## Appendix 2

### 3 QUARTERLY PERFORMANCE REPORT

### HIGHWAYS AND PROPERTY

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

From 1 July 2003  
To 30 September 2003

#### GOOD PERFORMANCE

Indicator number	Reason for level of performance attained	Likely to continue? 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?
RDC 6.5	Feedback from customer survey identifies issues quickly and allows resolution quickly, Monitoring of contractor's performance has also contributed to this improvement.	Yes	Meets customer survey request from housing survey when quicker repairs were indentified.	No	

#### POOR PERFORMANCE

Indicator number	Reason for level of performance attained	Likely to continue? Yes/No	Likely customer impact	Actions to be taken to improve	By who and by when?
RDC 6.4	In trying to work on identifying issues, no acknowledgements were used. However, with the high levels of correspondance the division will move to the use of acknowledgements to improve the resource issue.	No	Changing the system will improve customer information.	Introduce automatic acknowledgement of letters etc.	April 2004

## Appendix 2

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### Any other information to report

\*RDC 6.4 and number of complaints - Figures relate to the whole of Contracted Services.

\*RDC 6.6 - Figure will be reported at year end.

## Appendix 2

### QUARTERLY PERFORMANCE REPORT

### Contracted Services Highways & Property

From 1 July 2003  
To 30 September 2003

**Note:** Up and down arrows (↑ ↓) indicate movement in quartile rankings on previous year.

No.	Description	Quartile	Target	Previous Year			Current Year	
	Statutory Indicators	2001/02	2003/04	This quarter	Cum	Full Year	This quarter	Cum
<b>BV 63</b>	Energy efficiency - the average SAP rating of local authority owned dwellings	2	56	56	56	56	56	56
<b>BV 156</b>	The percentage of Authority buildings open to the public in which all public areas are suitable for and accessible to disabled people	3	50%	18%	18%	18%	18%	18%
<b>BV 180</b>	(a) the energy consumption/m <sup>2</sup> of LA operational property, compared with comparable buildings in the UK as a whole.	Not available	No target set			Not recorded	Not recorded	Not recorded
<b>BV 184</b>	(a) the proportion of properties homes which were non-decent at 1/4/03	Not available	18%	18%	18%	18%	18%	18%
	(b) the percentage change in proportion of non-decent homes between 1/4/03 and 1/4/04	Not available	Nil	Nil	Nil	Nil	Nil	Nil

## Appendix 2

### QUARTERLY PERFORMANCE REPORT

### Contracted Services Highways & Property

From 1 July 2003  
To 30 September  
2003

**Note:** Up and down arrows (↑ ↓) indicate movement in quartile rankings on previous year.

	Description	Quartile	Target	Previous Year			Current Year	
<b>BV 185</b>	The percentage of responsive (but not emergency) repairs during 2003/04 for which the LA both made and kept an appointment	Not available	RDC does not operate an appointment system	0%	0%	0%	0%	0%

## Appendix 2

### QUARTERLY PERFORMANCE REPORT

### Contracted Services Highways & Property

From 1 July 2003  
To 30 September 2003

No.	Description	Target	Previous Year			Current Year	
	Local Performance Indicators	2003/04	This quarter	Cum	Full Year	This quarter	Cum
RDC 6.1	Percentage of pre- inspections	20%	20.56%	21.67%	19.72%	16.66%	16.68%
RDC 6.2a	Percentage of post inspections	12%	26.59%	17.47%	29.44%	30.97%	32.28%
RDC 6.2b	Percentage of post inspections that were satisfactory	96%	99.39%	99.69%	99.84%	99.6%	99.6%
RDC 6.3	Percentage of unplanned works completed within targets	96%	93.76%	93.88%	94.28%	95.21%	94.51%
RDC 6.4	The percentage of customer correspondence dealt with within 5 working days.	90%	75.96%	58.17%	64.78%	*51.81%	*54.17%
RDC 6.5	The percentage of urgent repairs completed within Government time limits	92%	New for 2003/04 (As previous BV 72)			100%	100%
RDC 6.6	Cost of energy consumption at the Rochford & Rayleigh Council offices (per m <sup>2</sup> )	£14.16	New for 2003/04		£14.90	*see note	*see note

No.	Description		Previous Year			Current Year	
	Volume Statistics		This quarter	Cum	Full Year	This quarter	Cum
	Number of orders		2456	4547	9,757	2552	5061
	Number of orders cancelled		100	181	391	121	242
	Number of invoices processed		1371	2662	5,743	1565	2992
	Technical Services (Engineers) responsive work:						

## Appendix 2

Highways & street lighting		80	126	444	118	204
Land drainage & sewage		54	93	204	41	82
Public open spaces and car parks		0	4	9	5	8
Building control planning		214	402	819	212	454
Miscellaneous		6	18	32	6	17
Referrals to: ECC, Anglian Water, National Rivers Authority and Parish		74	108	407	9	70
Number of complaints		28	52	112	*22	*40

R Crofts

Head of Service

24 October 2003

Date

## Appendix 2

### QUARTERLY PERFORMANCE REPORT

### LEGAL

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

From 01.07.03  
To 30.09.03

#### GOOD PERFORMANCE

Indicator number	Reason for level of performance attained	Likely to continue? 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?
BV 179	Development of NLIS and increasing number of searches processed electronically.  Search numbers continue to remain lower than for previous years reflecting housing market.	Yes	No	No	N/A

#### POOR PERFORMANCE

Indicator number	Reason for level of performance attained	Likely to continue? Yes/No	Likely customer impact	Actions to be taken to improve	By who and by when?
RDC 8.3	Target originally 75% Revised target unrealistic.  Three fold increase in planning enforcement cases this quarter.	Yes	Outcomes not affected.	Priority to be given to urgent cases.  Target to be re-evaluated.	HLS

Appendix 2

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Any other information to report

## Appendix 2

### QUARTERLY PERFORMANCE REPORT

### Legal Services

**From** 01.07.03  
**To** 30.09.03

**Note:** Up and down arrows (↑ ↓) indicate movement in quartile rankings on previous year.

No.	Description	Quartile	Target	Previous Year			Current Year	
	Statutory Performance Indicators	2001/02	2003/04	This quarter	Cum	Full Year	This quarter	Cum
<b>BV 179</b>	The percentage of standard searches carried out in 10 working days	3	95%	60.92%	80.24%	93.35%	99.5%	99.06%

No.	Description	Target	Previous Year			Current Year	
	Local Performance Indicators	2003/04	This quarter	Cum	Full Year	This quarter	Cum
<b>RDC 8.1</b>	The percentage of customer correspondence dealt with within 5 working days.	90%	92.30%	93.40%	94.4%	93.75%	94%
<b>RDC 8.3</b>	Enforcement proceedings actioned within 10 working days of instruction.	95% Revised target from 2 <sup>nd</sup> Qtr 2003/04	71.42%	79.01%	74.63%	73%	78.5%*

\* End of year figure more representative of performance, due to fluctuations in work flow and complexity of cases

## Appendix 2

### QUARTERLY PERFORMANCE REPORT

### Legal Services

From 1.7.03  
To 30.9.03

	Description	Previous Year			4 Current Year	
	Volume Statistics	This quarter	Cum	Full Year	This quarter	Cum
	Land Charge searches	522	1196	2,050	473	958
	<b>Conveyancing:</b>					
	Transfers of Land & Property	1	4	4	1	2
	Council house sales completed	6	12	33	8	15
	Statutory offers for sale issued	29	57	104	13	37
	Tenancy agreements, leases, licences & easements	0	1	1	0	0
	Rent reviews	4	5	8	0	0
	Mortgage redemptions	0	0	0	2	2
	Reports on title	3	5	8	5	5
	Registration of title	1	1	2	0	0
	<b>Appeals:</b>					
	Public inquiries	0	1	12	2	5
	Appeal hearings	1	2		0	1
	<b>Orders/notices:</b>					
	Enforcement and stop notices	2	7	20	2	7
	Footpath and highway orders	0	1	2	0	0
	Planning agreements completed	1	3	8	1	4
	Lawful development determinations	13	16	35	11	17
	<b>Litigation/prosecutions</b>					
	Planning enforcement	-	-	-	12	16
	Sundry debtors	12	15	28	0	0
	Planning prosecutions	1	1	2	1	2
	County court cases	0	0	3	1	1
	Magistrates court - misc. actions	1	3	4	1	2

## Appendix 2

### QUARTERLY PERFORMANCE REPORT

### Legal Services

From 1.7.03  
To 30.9.03

	Description	Previous Year			4	Current Year	
	Volume Statistics	This quarter	Cum	Full Year	This quarter	Cum	
	Total no. of court appearances	3	6	13	6	9	
	Number of complaints	0	0	0	1	1	

A J Bugeja  
Head of Service

23.10.03  
Date

## Appendix 2

### QUARTERLY PERFORMANCE REPORT

### SUMMARY ASSESSMENT SHEET

TO BE COMPLETED BY HEAD OF SERVICE

### LEISURE & CONTRACT SERVICES

From 1 July 2003

To 30 September 2003

#### GOOD PERFORMANCE

Indicator number	Reason for level of performance attained	Likely to continue? 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?
RDC 5.5b	Average times have been lowered again due to effective working between Rochford District council client section and Serviceteam to ensure speedy removal of fly-tips.	Stay constant	Higher standards of cleanliness in the District		

#### POOR PERFORMANCE

Indicator number	Reason for level of performance attained	Likely to continue? Yes/No	Likely customer impact	Actions to be taken to improve	By who and by when?
BV 82a	This figure does not reflect the additional 600 properties included onto the kerbside recycling starting in October 2003. Target set to allow for this expansion.	No		None	
RDC 5.1a and 5.1b	Contractors performance has dropped due to resource problems but client have met with regional management to address this as a priority. Signs are that figures in October have improved.	No		Contractor's management carrying out tighter supervision and getting more stable workforce.	Steve Crowther
RDC 5.2	Rural Areas- percentage has dropped due to the fact that grade C is now classified as unacceptable, whereas, it has previously been recorded as acceptable. This should contribute to raising the cleanliness standards in the rural areas.	No			
RDC 5.4	In trying to work on identifying issues, no acknowledgements were used. However, with the high levels of correspondence the division will move to the use of acknowledgements to improve the resource issue.	No	Changing the system will improve customer information.	Introduce automatic acknowledgement of letters etc.	April 2004



## Appendix 2

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### **Any other information to report**

\***BV 82a, 82b, 84** - April to June figures are reported, as Essex Council Council provide figures one quarter behind. The same period reported last year.

\***BV 86** - Figure provided at year end by Financial Services.

\***BV 89, 90, 119** - Figures will be provided from the general survey results.

\***BV 199** - Procedure is currently being set up with the intention of collecting information starting December 2003.

\***RDC 5.2** - Target reduction due to changes in acceptable cleanliness criteria.

\***RDC 5.4 and number of complaints** - Figures relate to the whole of Contracted Services.

**Volume statistics** - Clements Hall figures were previously split between visits and swims. There is no comparison with previous year's quarter

## Appendix 2

### QUARTERLY PERFORMANCE REPORT

### Contracted Services (Leisure & Contract Services)

From 1 July 2003  
To 30 September 2003

**Note:** Up and down arrows (↑ ↓) indicate movement in quartile rankings on previous year.

No.	Description	Quartile	Target	Previous Year			Current Year	
	Statutory Performance Indicators	2001/02	2003/04	This quarter	Cum	Full Year	This quarter	Cum
<b>BV 82a</b>	Percentage of the total tonnage of household waste arisings which have been recycled	4	8%	6.42%	6.42%	7.22%	*6.37%	*6.37%
<b>BV 82b</b>	Percentage of the total tonnage of household waste arisings which have been composted	2	3.5%	3.63%	3.63%	3.32%	*3.94%	*3.94%
<b>BV 84</b>	Kg of household waste collected per head	2	360	99.23	99.23	402.47	*110.57	*110.57
<b>BV 86</b>	Cost of waste collection per household	3 -	£31.40			£30.76	*see note	*see note
<b>BV 89</b>	The percentage of people satisfied with the cleanliness standard in their area	Not applicable	80%			78%	*see note	*see note
<b>BV 90</b>	The percentage of people satisfied with: (a) Household waste collection	Not applicable	92%			91%	*see note	*see note
	(b) Waste recycling	Not applicable	75%			71%	*see note	*see note
<b>BV 91</b>	Percentage of population resident in the authority's area served by a kerbside collection of recyclables	3 -	19.5%	17.5%	17.5%	17.4%	17.4%	17.4%

## Appendix 2

### QUARTERLY PERFORMANCE REPORT

### Contracted Services (Leisure & Contract Services)

From 1 July 2003  
To 30 September 2003

**Note:** Up and down arrows (↑ ↓) indicate movement in quartile rankings on previous year.

No.	Description	Quartile	Target	Previous Year			Current Year	
	Statutory Performance Indicators	2001/02	2003/04	This quarter	Cum	Full Year	This quarter	Cum
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	3	100%			Nil	Nil	Nil
	1. Is the strategy widely scoped including:							
	(a) Arts (including libraries)		Yes			No	No	No
	(b) Heritage(including museums if applicable)		Yes			No	No	No
	(c) Sport		Yes			No	No	No
	(d) Tourism		Yes			No	No	No
	(e) Outdoor recreation (parks, countryside, play, carnivals & other events)?		Yes			No	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	No

## Appendix 2

### QUARTERLY PERFORMANCE REPORT

### Contracted Services (Leisure & Contract Services)

From 1 July 2003  
To 30 September 2003

**Note:** Up and down arrows (↑ ↓) indicate movement in quartile rankings on previous year.

No.	Description	Quartile	Target	Previous Year			Current Year	
	Statutory Performance Indicators	2001/02	2003/04	This quarter	Cum	Full Year	This quarter	Cum
	(b) The voluntary sector		Yes			No	No	No
	(c) The private sector?		Yes			No	No	No
	3. Was consultation on the strategy both:							
	(a) Inclusive; and		Yes			No	No	No
	(b) Active?		Yes			No	No	No
	4. Is the strategy linked to:							
	(a) Other corporate strategies and plans		Yes			No	No	No
	(b) Other relevant local documents		Yes			No	No	No
	(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?							
	5. Is there an action plan for the Council as described in DCMS guidance?		Yes			No	No	No

## Appendix 2

### QUARTERLY PERFORMANCE REPORT

### Contracted Services (Leisure & Contract Services)

From 1 July 2003  
To 30 September 2003

**Note:** Up and down arrows (↑ ↓) indicate movement in quartile rankings on previous year.

No.	Description	Quartile	Target	Previous Year			Current Year	
	Statutory Performance Indicators	2001/02	2003/04	This quarter	Cum	Full Year	This quarter	Cum
	6. Are arrangements in place to:							
	(a) Monitor implementation		Yes			No	No	No
	(b) Review the strategy?		Yes			No	No	No

## Appendix 2

### QUARTERLY PERFORMANCE REPORT

### Contracted Services (Leisure & Contract Services)

From 1 July 2003  
To 30 September 2003

**Note:** Up and down arrows (↑ ↓) indicate movement in quartile rankings on previous year.

No.	Description	Quartile	Target	Previous Year			Current Year	
	Statutory Performance Indicators	2001/02	2003/04	This quarter	Cum	Full Year	This quarter	Cum
<b>BV 119</b>	The percentage of residents satisfied with the Local Authority Cultural services:  (a) Sports and leisure facilities  (b) Libraries  (c) Museums  (d) Arts activities and venues  (e) Parks and open spaces	Not applicable	New PI no target set			Not applicable	* See note	* See note
<b>BV 170</b>	(a) The number of visits to/usages of museums per 1,000 population  (b) The number of those visits that were in person per 1,000 population  (c) The number of pupils visiting museums and galleries in organised school groups	Not applicable	Not applicable			Not relevant	Not relevant	Not relevant
		Not applicable	Not applicable			Not relevant	Not relevant	Not relevant
		Not applicable	Not applicable			Not relevant	Not relevant	Not relevant

## Appendix 2

### QUARTERLY PERFORMANCE REPORT

### Contracted Services (Leisure & Contract Services)

From 1 July 2003  
To 30 September 2003

**Note:** Up and down arrows (↑ ↓) indicate movement in quartile rankings on previous year.

No.	Description	Quartile	Target	Previous Year			Current Year	
	Statutory Performance Indicators	2001/02	2003/04	This quarter	Cum	Full Year	This quarter	Cum
<b>BV 199</b>	The proportion of relevant land and highways as defined under EPA 1990 Part IV section 86 (expressed as a percentage) that is assessed as having combined deposits of litter and detritus (e.g. sand, silt and other debris) across 4 categories of cleanliness (Clean, Light, Significant, Heavy)	Not applicable	No target set			New for 2003/04	* See note	* See note

## Appendix 2

### QUARTERLY PERFORMANCE REPORT

### Contracted Services (Leisure & Contract Services)

From 1 July 2003  
To 30 September 2003

No.	Description	Target	Previous Year			Current Year	
	Local Performance Indicators	2003/04	This quarter	Cum	Full Year	This quarter	Cum
<b>RDC 5.1</b> New for 2003/04	a) Number of bins missed (per 100,000 collections)	100			114	122	102.5
	b) Missed bins collected by the end of next working day	90%	85%	86.88%	80.73%	66.94%	68.86%
<b>RDC 5.2</b>	Percentage of streets that meet the standard of cleanliness specified in the Code of Practice on litter and refuse:						
	Shopping areas	99%	96.08%	97.36%	96.56%	96.5%	96.82%
	Residential areas	95%	89.93%	90.95%	90.58%	89.2%	90.13%
	Rural areas	85%	98.8%	99.05%	99%	*69.53%	*71.79%
<b>RDC 5.3</b>	Percentage of pitches/ open spaces monitored which were satisfactory	98%	93.95%	95.13%	96.6%	94..21%	95.4%
<b>RDC 5.4</b>	The percentage of customer correspondence dealt with within 5 working days.	90%	75.96%	58.17%	64.78%	*51.81%	*54.17%
<b>RDC 5.5</b>	(a) The average time to remove hazardous fly-tips for which external agencies are responsible	14 days	Definition change for 2003/04		2.14 days	5.87 days	6.63 days
	(b) The average time taken to remove fly-tips for which RDC is responsible	2 days	1.68 days	<b>1.62 days</b>	1.75 days	<b>1 day</b>	<b>1.03 days</b>



## Appendix 2

### QUARTERLY PERFORMANCE REPORT

### Contracted Services (Leisure & Contract Services)

From 1 July 2003  
To 30 September 2003

	Description		Previous Year			Current Year	
	Volume Statistics		This quarter	Cum	Full Year	This quarter	Cum
	<b>Leisure Facilities</b>						
	Clements Hall sports centre:						
	Visits				311,077	*120779	*260584
	Park sports centre visits				Not applicable		
	Gt Wakering sports centre visits		2635	5704	11,110	3166	6673
	<b>Woodlands Section</b>						
	General advice to the public		9	13	25	3	4
	Planning Department consultation		12	16	16		12
	Consultation - various sites		7	7	18	2	11
	Tree works for housing		5	6	12	6	10
	Tree surgery for recreation grounds		2	3	6	4	8
	Various wooded sites		0	0	1	1	6
	Tree preservation order enquiries		83	97	241	57	88
	Number of complaints		*28	*52	*112	*22	*40

**R Crofts**

Head of Service

**13 November 2003**

Date

## Appendix 2

### QUARTERLY PERFORMANCE REPORT

#### Human Resources

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

From 1.7.03  
To 30.9.03

#### GOOD PERFORMANCE

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

Any other information to report

## Appendix 2

### QUARTERLY PERFORMANCE REPORT

### Human Resources

From 1 July 2003  
To 30 Sept. 2003

**Note:** Up and down arrows (↑ ↓) indicate movement in quartile rankings on previous year.

No.	Description	Quartile	Target	Previous Year			Current Year	
	Statutory Performance Indicators	2001/02	2003/04	This quarter	Cum	Full Year	This quarter	Cum
<b>BV 11a</b>	(a) The percentage of top 5% of earners that are women	2↑	Any increase in numbers is dependent on vacancies and suitability of applicants	8.33%	8.33%	9.09%	7.69%	4.58%
<b>BV 11b</b>	(b) The percentage of top 5% of earners from black and minority ethnic communities			0.00%	0.00%	0.00%	0.00%	0.00%
<b>BV 14</b>	The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total workforce	1↑↑↑	0.45%	0.42%	0.84%	0.47%	0.00%	1.67%
<b>BV 15</b>	The percentage of employees retiring on the grounds of ill-health as a percentage of the total workforce	1↑↑	Target cannot be set for this indicator	0.42%	0.84%	0.94%	0.00%	0.00%
<b>BV 16</b>	(a) The percentage of local authority employees declaring that they meet the Disability Discrimination Act 1995 disability definition compared with (b)	1	6%	5.23%	5.64%	4.19%	3.67	7.43%
	(b) the percentage of economically active disabled people in the authority area					11.26%	11.26%	11.26%

## Appendix 2

### QUARTERLY PERFORMANCE REPORT

### Human Resources

From 1 July 2003  
To 30 Sept. 2003

**Note:** Up and down arrows (↑ ↓) indicate movement in quartile rankings on previous year.

BV 17	(a) Percentage of local authority employees from minority ethnic communities compared with (b)	4↓	Target cannot be set for this indicator	0.00%	0.00%	0.84%	.82%	.83%
	(b) Percentage of economically active minority ethnic community population in the authority area.			1.55%	1.55%	1.55%	1.55%	1.55%

## Appendix 2

### QUARTERLY PERFORMANCE REPORT

### Human Resources

From 1.7.2003  
To 1.10.2003

No.	Description	Target	Previous Year			Current Year	
	Local Performance Indicators	2003/04	This quarter	Cum	Full Year	This quarter	Cum
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	15%	4.18%	10.02	15.97%	3.26%	8.71%

No.	Description		Previous Year			Current Year	
	Volume Statistics		This quarter	Cum	Full Year	This quarter	Cum
	Number of employees				238	245	241
	Number of days training per employee				4.33	.48	1.81
	Number of complaints				TBA		

R.J. Honey  
Head of Service

13<sup>th</sup> November 2003  
Date

## Appendix 2

### QUARTERLY PERFORMANCE REPORT

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

### PLANNING

From 1<sup>st</sup> July 2003  
To 30<sup>th</sup> September 2003

#### GOOD PERFORMANCE

Indicator number	Reason for level of performance attained	Likely to continue? 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?
BV106	The methodology for assessing this indicator has been adjusted and as a result the % of new homes on previously developed land has increased significantly.	Yes	-	-	-
BV109 b & c	A very positive result.	Yes	Customers receiving decisions promptly.	No	-
RDC3.3 b	Only 10% of appeals allowed in quarter and cumulatively.	Yes	This reflects the quality of the Council's decisions.	No	-
RDC3.7	More effort to deal with correspondence promptly.	Yes	Better response times.	No	-

#### POOR PERFORMANCE

Indicator number	Reason for level of performance attained	Likely to continue? Yes/No	Likely customer impact	Actions to be taken to improve	By who and by when?
BV109	The authority received only a small number of major applications and these tend to be complex or involve the completion of a Section 106 Agreement.	Yes	Customers/applicants generally accept the need for negotiations/ revisions to major applications.	Set timetable for processing major applications when received and then closely monitored.	JAW
RDC 3.6	Disappointing result not typical of the Enforcement Section.	No	Less rapid response to complaint investigations.	Situation is being monitored. New priority categories are under consideration.	SS
RDC 3.4	Performance on processing Full Plan applications has dipped slightly.	No	Return of decisions to customers has been taking slightly longer.	Staff vacancy in the Section has now been filled.	BJ

#### Any other information to report

*None*

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## Appendix 2

### QUARTERLY PERFORMANCE REPORT

### Planning Services

From: 1<sup>st</sup> July 2003

To: 30<sup>th</sup> September 2003

**Note:** Up and down arrows (↑ ↓) indicate movement in quartile rankings on previous year.

No.	Description	Quartile	Target	Previous Year			Current Year	
	Statutory Performance Indicators	2001/02	2003/04	This quarter	Cum	Full Year	This quarter	Cum
<b>BV 106</b>	% of new homes built on previously developed land	4↓↓	40%	56.7%	49.5%	55.7%	90.5%	87.2%
<b>BV 107</b>	Planning cost per head of population	3	£14.06			£13.31		
<b>BV 109</b>	Percentage of planning applications determined in line with Government's new development control targets to determine:  (a) 60% of major applications in 13 weeks  (b) 65% of minor applications in 8 weeks; and  (c) 80% of other applications in 8 weeks							
			50%	50%	50%	50%	14%	27%
		1	68%	65%	72%	68%	75%	76%
			88%	88%	87%	88%	87%	88%
<b>BV 111</b>	The percentage of applicants satisfied with the service received	Not applicable	80%	N/A	N/A	Not applicable	Survey later in year	
<b>BV 188</b>	The number of decisions delegated to officers as a percentage of all decisions	Not applicable	93%	94%	95%	94%	95%	95%
<b>BV 200</b>	Plan-making  (a) Do you have a development plan (or alterations to it) that has been adopted in the last 5 years and the end date of which has not expired?  (b) If 'No', are there proposals on deposit for an alteration or replacement, with a published timetable for adopting those alterations or the replacement plan within 3 years?	Not applicable	No			New for 2003/04		
				N/A	N/A		No	No
			No	N/A	N/A	New for 2003/04	Yes	Yes

## Appendix 2

### QUARTERLY PERFORMANCE REPORT

### Planning Services

From: 1<sup>st</sup> July 2003

To: 30<sup>th</sup> September 2003

No.	Description	Target	Previous Year			Current Year	
	Local Performance Indicators	2003/04	This quarter	Cum	Full Year	This quarter	Cum
<b>RDC 3.1</b>	Percentage of household applications determined within 8 weeks	94%	96%	94%	95%	92%	92%
<b>RDC 3.2</b>	Average time taken to determine applications:-						
	Householder	7w 5d	6w 6d	7w 1d	7w 1d	8w	8w
	Major	15w	20w 3d	57w	35w 4d	26w 3d	36w
	Minor	15w	10w 2d	10w 4d	13w 2d	11w 1d	11w 4d
<b>RDC 3.3</b>	Planning appeals:						
	(a) Number of appeal decisions (including withdrawn cases)	N/A	15	30	66	11	21
	No. allowed	N/A	2	5	16	1	2
	No. withdrawn	N/A	2	6	9	1	1
	(b) % of appeals where the Council's decision was overturned	Less than 40%	15%	21%	28%	10%	10%
	(c) No. of planning appeals where costs were awarded against the authority	0	1	1	1	0	0
<b>RDC 3.4</b>	Building control:						
	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%	100%	100%	100%	98.67%	97.22%
	Initial appraisal on "Full Plan" applications within 10 working days	85%	64.68%	65.85%	73.72%	60.89%	62.84%
	Building notice applications acknowledged in 24 hours	100%	100%	100%	100%	100%	100%

## Appendix 2

### QUARTERLY PERFORMANCE REPORT

### Planning Services

From: 1<sup>st</sup> July 2003

To: 30<sup>th</sup> September 2003

No.	Description	Target	Previous Year			Current Year	
	Local Performance Indicators	2003/04	This quarter	Cum	Full Year	This quarter	Cum
<b>RDC 3.5</b>	Planning – percentage of all applications decided within 8 weeks a) delegated cases b) weekly list cases c) committee cases	90% 76% 20%	92% 79% 14%	90% 83% 15%	92% 80% 10%	89% 81% 12%	90% 79% 17%
<b>RDC 3.6</b>	Enforcement of planning control, site visit response time: a) immediate or within 24 hours b) within 7 working days c) within 10 working days	85% 65% 50%	100% 100% 64%	100% 100% 65%	100% 100% 74%	100% 29% 62%	67% 33% 65%
<b>RDC 3.7</b>	The percentage of customer correspondence dealt with within 5 working days.	90%	38%	46%	37%	82%	82%
<b>RDC 3.8</b> Amended	% of decision notices issued within three days of a decision being reached	60%	Comparison not available amended target			31%	26%
<b>RDC 3.9</b>	Percentage of applications to reach recommendation stage within 5 weeks of receipt	55%	7%	12%	20%	46%	28%
<b>RDC 3.10</b>	Percentage of all applications (excluding major and minor commercial) decided within 7 weeks	55%	57%	50%	45%	64%	41%
<b>RDC 3.11</b>	Development Plan adoption date	2004/05	N/A	N/A	N/A	N/A	N/A
<b>RDC 3.12</b>	% of all applications determined within 8 weeks	83%	83.2%	82.9%	82.6%	82.6%	83.2%
<b>RDC 3.13</b>	Average time taken to determine all planning applications (weeks)	10.5	8.4	9.9	10.3	9.7	9.9
<b>RDC 3.14</b>	The number of advertised departures from the statutory plan approved by the authority as a % of total permissions granted	1.5%	0.61%	0.83%	1.18%	0.43%	0.47%

## Appendix 2

### QUARTERLY PERFORMANCE REPORT

### Planning Services

From: 1<sup>st</sup> July 2003  
To: 30<sup>th</sup> September 2003

No.	Description	Previous Year			Current Year	
		This quarter	Cum	Full Year	This quarter	Cum
	<b>Volume Statistics</b>					
	Planning applications received	269	549	1,118	278	547
	Planning applications decided	246	526	1,075	311	567
	Enforcement of planning control:					
	a) alleged breaches received	75	145	297	95	172
	b) cases resolved	124	195	446	62	99
	c) cases on hand - pre enforcement authorisation	546	546	449	522	522
	Number of Ombudsman reports	0	3	13	2	4
	Number of adverse Ombudsman reports	0	0	0	0	0
	Building control:					
	Applications received	201	394	804	225	438
	Statutory inspections	1705	3405	6,513	1308	2759
	Building projects Commenced	218	423	857	233	442
	Building projects completed	154	297	591	162	298
	% dwellings built under Rochford Building Control	96.24	97.78	91.83%	94.22	92.48
	<b>Building Control Income</b> Income as percentage of estimate	61.50	61.50	111.22%	31.68	63.60
	Income as a percentage of residential work	91.56	90.31	87.62%	79.41	82.27
	<b>Appeals</b>					
	Planning appeals lodged	10	25	50	17	29
	Enforcement appeals lodged	1	4	8	1	6

## Appendix 2

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### QUARTERLY PERFORMANCE REPORT

### Planning Services

From: 1<sup>st</sup> July 2003

To: 30<sup>th</sup> September 2003

	No. of informal hearings heard		6	9	14	3	5
	No. of inquiries heard		0	1	3	3	5
	Number of complaints		15	21	38	11	19

Shaun Scrutton

Head of Service

27<sup>th</sup> October 2003

Date

## Appendix 2

### QUARTERLY PERFORMANCE REPORT

### Revenues and Housing Management

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

From 01 07 2003  
To 30.09 2003

#### Good Performance

Indicator number	Reason for level of performance attained	Likely to continue? 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?
RDC 2.28	Large turnout at meetings due to introduction of Central Control	No	None	No	AD
RDC 2.30	New measures in place by maintenance & Allocations	Yes	Quicker rehousing	No	N/A
RDC 2.12	Rearranged patrolling routes to make better use of time	Yes	None	No	JD
RDC 2.25	Additional staff effort put in because the percentage was very low in the last quarter	Yes	Greater tenant satisfaction	No	CB
Volume stat	Car Park income has increased due to full complement of patrol officers. The officers are seen to be around so possibly more people buying tickets.	Yes	None	No	JD

#### Poor Performance

Indicator number	Reason for level of performance attained	Likely to continue? Yes/No	Likely customer impact	Actions to be taken to improve	By who and by when?
BV 66	This figure is calculated using a brought forward figure from 1992/3. It therefore improves with each quarter	On target	None	None required	N/A

Appendix 2

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Any other information to report

## Appendix 2

### QUARTERLY PERFORMANCE REPORT

### Revenue and Housing Management

From **01.07.2003**  
To **30.09.2003**

**Note:** Up and down arrows (↑ ↓) indicate movement in quartile rankings on previous year.

No.	Description	Quartile	Target	Previous Year			Current Year	
	<i>Statutory Indicators</i>	2001/02	2003/04	This quarter	Cum	Full year	This quarter	Cum
<b>BV 9</b>	Proportion of Council Tax collected	1	99.10%	26%	55%	99%	30%	56%
<b>BV 10</b>	The percentage of non-domestic rates due for the financial year which were received by the authority.	3↓↓	99.05%	27%	58%	99%	30%	57%
<b>BV 66</b>	Local authority rent collection and arrears: proportion of rent collected	1-	98.60%	97.8%	98.7%	98.87%	93.62%	96.89%
<b>BV 74</b>	Satisfaction of tenants of council housing with the overall service provided by their landlord:  With results further broken down by:  (i) all population  (ii) black and minority ethnic, and  (iii) non-black and minority ethnic tenants	Not available	93% of all groups	N/A	N/a	87.74% in 2000/01	N/a	N/a
<b>BV 75</b>	Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord: with results further broken down by:  (i) all population  (ii) black and minority ethnic  (iv) non-black and minority ethnic tenants	Not available	60% for all groups	N/A	N/A	54.6% in 2000/01	N/a	N/a

## Appendix 2

### QUARTERLY PERFORMANCE REPORT

### Revenue and Housing Management

From **01.07.2003**  
To **30.09.2003**

**Note:** Up and down arrows (↑ ↓) indicate movement in quartile rankings on previous year.

No.	Description	Quartile	Target	Previous Year			Current Year	
	<i>Statutory Indicators</i>	2001/02	2003/04	This quarter	Cum	Full year	This quarter	Cum
<b>BV 76</b>	Security:			Indicator amended for 2003/04, therefore no meaningful comparison can be made with previous years				
	(a) number of claimants visited per 1,000 caseload	Not applicable	289				81	204
	(b) number of fraud investigators employed per 1,000 caseload	Not applicable	0.5				0.6	0.6
	(c) number of fraud investigations per 1,000 caseload	Not applicable	48				11.2	16.8
	(d) number of prosecutions per 1,000 caseload	Not applicable	9				1.94	2.18
<b>BV 78</b>	Speed of processing:							
	(a) average time for processing new claims	1-	45 days	50.13	49.54	50.23	56.25	53.15
	(b) average time for processing notifications of changes of circumstance	2	10 days	8.25	10.07	9.41	19.72	17.34
	(c) percentage of renewal claims processed on time	2	82%	86.29%	81.62%	73.97%	62.01	61.93
<b>BV 79</b>	Accuracy of processing:							
	(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	3-	97%	99.2%	98.4%	95.60%	95.20%	97.20%
	(b) The percentage of recoverable overpayments (excluding Council Tax benefit) that were recovered in the year.	2-	65%	11.79%	19.33%	36.83%	12.27%	18.48%

## Appendix 2

### QUARTERLY PERFORMANCE REPORT

### Revenue and Housing Management

From 01.07.2003

To 30.09.2003

**Note:** Up and down arrows (↑ ↓) indicate movement in quartile rankings on previous year.

No.	Description	Quartile	Target	Previous Year			Current Year	
	<i>Statutory Indicators</i>	2001/02	2003/04	This quarter	Cum	Full year	This quarter	Cum
<b>BV 80</b>	Overall satisfaction with the service			Not due to be collected				
<b>BV 164</b>	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?	1	Yes	Yes	Yes	Yes	Yes	Yes

## Appendix 2

### QUARTERLY PERFORMANCE REPORT

### Revenue and Housing Management

From 01.07.2003  
To 30.09.2003

No.	Description	Target	Previous Year			Current Year	
	Local Performance Indicators	2003/04	This quarter	Cum	Full Year	This quarter	Cum
RDC 2.2	Percentage of customers using Direct Debit						
	(a) in relation to Council Tax	72%	71.6%	71.6%	71.4%	72.1%	72.1%
	(b) in relation to business rates	60%	57.3%	57.3%	59.6%	60.3%	60.3%
RDC 2.3	Cost of administering the Business Rate Collection service per business rate property	£71.00	Calc annually		£73.52	N/a	N/a
RDC 2.7	Time between receipt of request to purchase council dwelling and acknowledgement of the right to buy (days)	5	3	4.09	5.85	2.66	5.34
RDC 2.8	Percentage of all payments to the Council processed by cashiers on the day of receipt	99.80%	100%	99.8%	99.86%	99.83%	99.74%
RDC 2.9	Percentage of payments allocated to accounts via electronic means	89.50%	89.3%	89.1%	87.9%	88.52%	88.45%

## Appendix 2

### QUARTERLY PERFORMANCE REPORT

### Revenue and Housing Management

From 01.07.2003  
To 30.09.2003

	Description	Target	Previous Year			Current Year	
	Local Performance						
<b>RDC 2.11</b>	Average time taken to process a new application and late renewals for a concessionary travel pass (days)	3	6.45	6.78	2.07	4.56	5.01
<b>RDC 2.12</b>	Total no. of hours patrol officers spend patrolling car parks as a percentage of total hours worked.	50%	47.6%	46.3%	48%	59.8%	57.9%
<b>RDC 2.16 (New defn)</b>	Time between receiving housing application and acceptance as a qualifying person (working days)	3	3.19	3.85	7.87	3.23	3.76
<b>RDC 2.20</b>	Percentage of Housing Benefit claims processed within 14 days	80%	79.98%	75.35%	75.4%	66.73%	59.72%
<b>RDC 2.22</b>	Response time to counter enquiries	85%	84.2%	82.5%	83.3%	85.5%	82.6%
<b>RDC 2.23</b>	The percentage of customer correspondence dealt with within 5 working days.						
	Housing	98.2%	98.82%	96.55%	97.2%	84.85%	87.18%
	Revenue	98.2%	96.72%	97.2%	81.57%	91%	87%

## Appendix 2

### QUARTERLY PERFORMANCE REPORT

### Revenue and Housing Management

From 01.07.2003  
To 30.09.2003

	Description	Target	Previous Year			Current Year	
	<b>Local Performance</b>						
<b>RDC 2.25</b>	Annual inspection of housing estates	70%	66.6%	62%	60%	91%	67%
<b>RDC 2.27</b>	Sheltered housing surgeries per annum	26	0	13	26	13	13
<b>RDC 2.28</b>	Average attendance of scheme occupiers at surgery meetings	4%	0	3.61%	31.6%	31.5%	31.5%
<b>RDC 2.29</b>	The average cost of handling a HB or CTB claim, taking into account differences in the types of claim received	£87.09	Calc annually		£87.79	N/a	N/a
<b>RDC 2.30</b>	Average re-let times (days) for local authority dwellings (voids) let in the financial year <i>Previously BV 68</i>	38	New for 2003/04		47	28	23

	Description		Previous Year			Current Year	
	<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		26	53	109	15	35

## Appendix 2

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### QUARTERLY PERFORMANCE REPORT

### Revenue and Housing Management

From 01.07.2003  
To 30.09.2003

	Description	Target	Previous Year			Current Year	
	Local Performance						
	Car parking income (including P&D/seasons/penalties)		£155,365	£296,528	£645,710	£185,049	£352,991
	Car park ticket sales		280,000	560,000	1,120,000	300,000	580,000
	Postal items processed		11774	23907	44,250	10912	23714
	Interviews conducted		2032	4154	8,547	2083	4749
	Incoming phone calls		15,736	32,734	51,339	16636	33,422
	Number of complaints		29	52	82	8	22

S.J. Clarkson  
Head of Service

21<sup>st</sup> October 2003

Date