

Our performance over the past year

Our plans for the future

June 2006



INVESTOR IN PEOPLE



**Rochford District
Council**

Cantonese

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546 366

Gujarati

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અક્ષરો માં, બ્રેલ(અંધલિપિ) યા
બીજી ભાષા માં જોઈતી હોય તો
મહેરબાની કરી સંપર્ક કરો
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Urdu

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رسم الخط) یا کوئی اور زبان میں چاہتے ہیں تو
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Bengali বাংলা
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বড় মুদ্রাক্ষরে, ব্রেইলি
হরফে অথবা অন্য কোন
ভাষায় পেতে চান তাহলে
অনুগ্রহ করে 01702 546 366
নম্বরে ফোন করুন ।

Shona

Kana uchida ruzivo, kana tsananguro iyi yakanyorwa nemavara
makuru, kana kuthi yakanyorwa nerurimi rwemapofu, kana
nerumwe rurimi, kana umwe mufauo sununguka kuti taurira
parunare ronoti 01702 546 366

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Introduction

The last year has been another busy one and one of change for the Authority. We received a positive progress statement under the Comprehensive Performance Assessment (CPA), a Government regime designed to evaluate local authorities and secure their continuous improvement. This followed on from our 'weak' assessment in 2004 under the first application of the CPA regime and confirmed that the steps put in place and hard work carried out by the Council was beginning to have a demonstrable effect.

A number of the services provided by the Authority have continued to improve over the year. We have completed some key projects, such as the Rayleigh Leisure Centre, and begun to introduce a number of changes to the Authority, both in terms of its organisational structure and the overall political decision making process.

This plan provides a summary of how we have done over the past year, and how our performance has compared with other Councils in 2004/2005. It also gives details of what is in our Corporate Plan and what we intend to focus on over the coming year and the next few years.

We are anticipating a new CPA regime being introduced for Districts later this year and so one of the things we must continue to do is prepare for re-inspection, with the aim being to build upon our recent progress report and improve upon our assessment of 2004. At the same time, it is important we continue to meet the expectations of our residents and other customers and ensure that the Council continues to obtain high satisfaction levels in terms of the services provided and facilities on offer.

Paul Warren
Chief Executive Officer

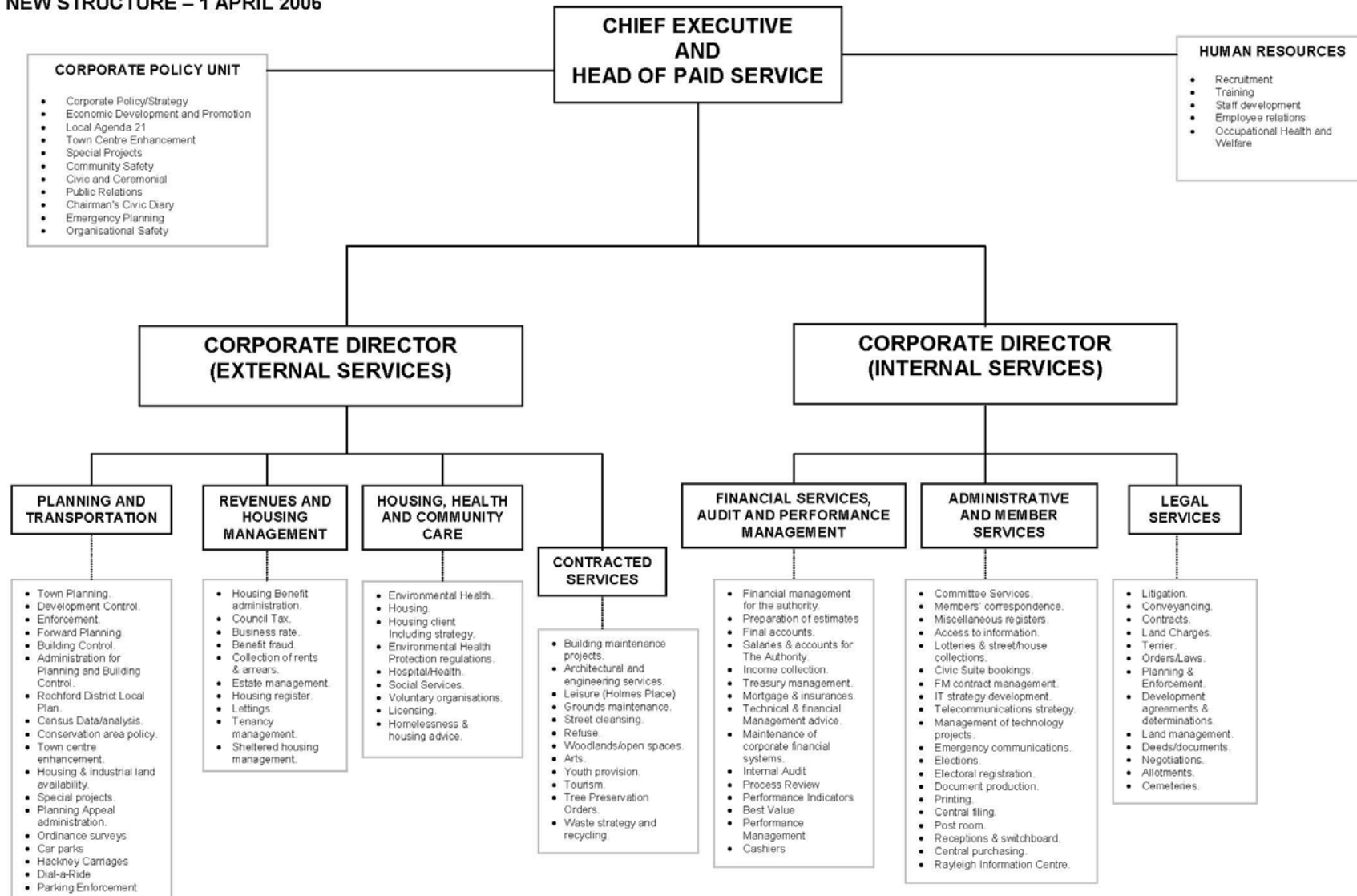
Some basic information

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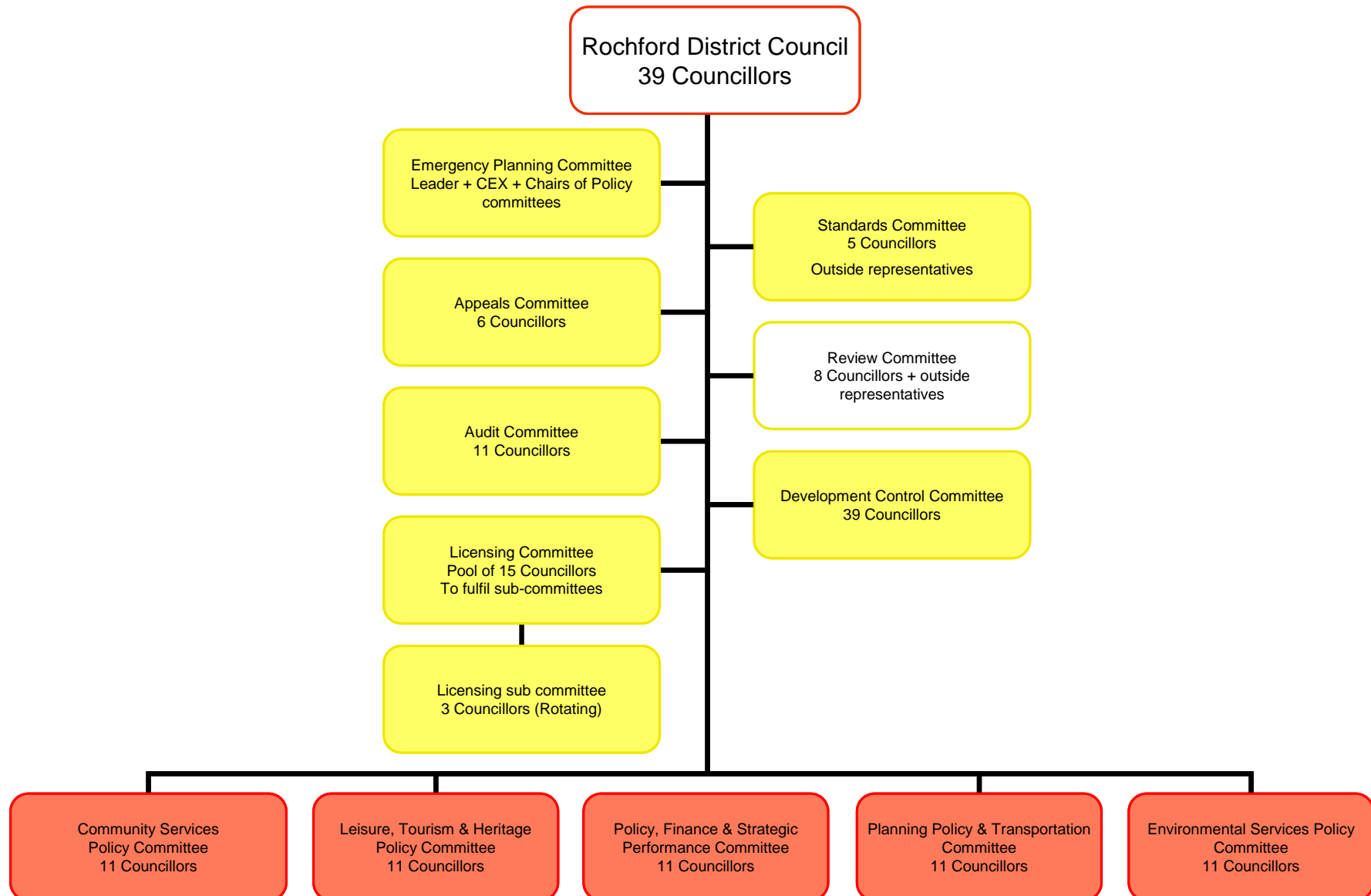
Political make-up of the Council	Conservative Liberal Democrats Rochford Residents	34 4 1	Number of council dwellings	1755
			- general housing	1097
			- OAP and sheltered units	658
Council's net expenditure	£8.7m (2005/2006) £9.7m (2006/07 estimate)		Owner occupation	86% (national average 71%)
Number of employees	238 (full time equivalent)		Proportion of 1-person households	25% (national average 30%)
Area of the Rochford district	17094 hectares 65 square miles		Lone parent households	4% (national average 6%)
Total population	79,100 (estimate)		Car ownership	
			- one car	84%
			- two or more	42%
Population from a mixed or minority background	1.7%		Residents in employment	39000
Level of deprivation	316th least deprived out of 354 districts		Proportion commuting out of district	68%
Number of dwellings	33,700		Companies in the district	2650 (estimate)
Number of private dwellings (including Social Housing providers)	31759		No. employed in the district	21000 (estimate)
			Unemployment rate	1%

Our management structure

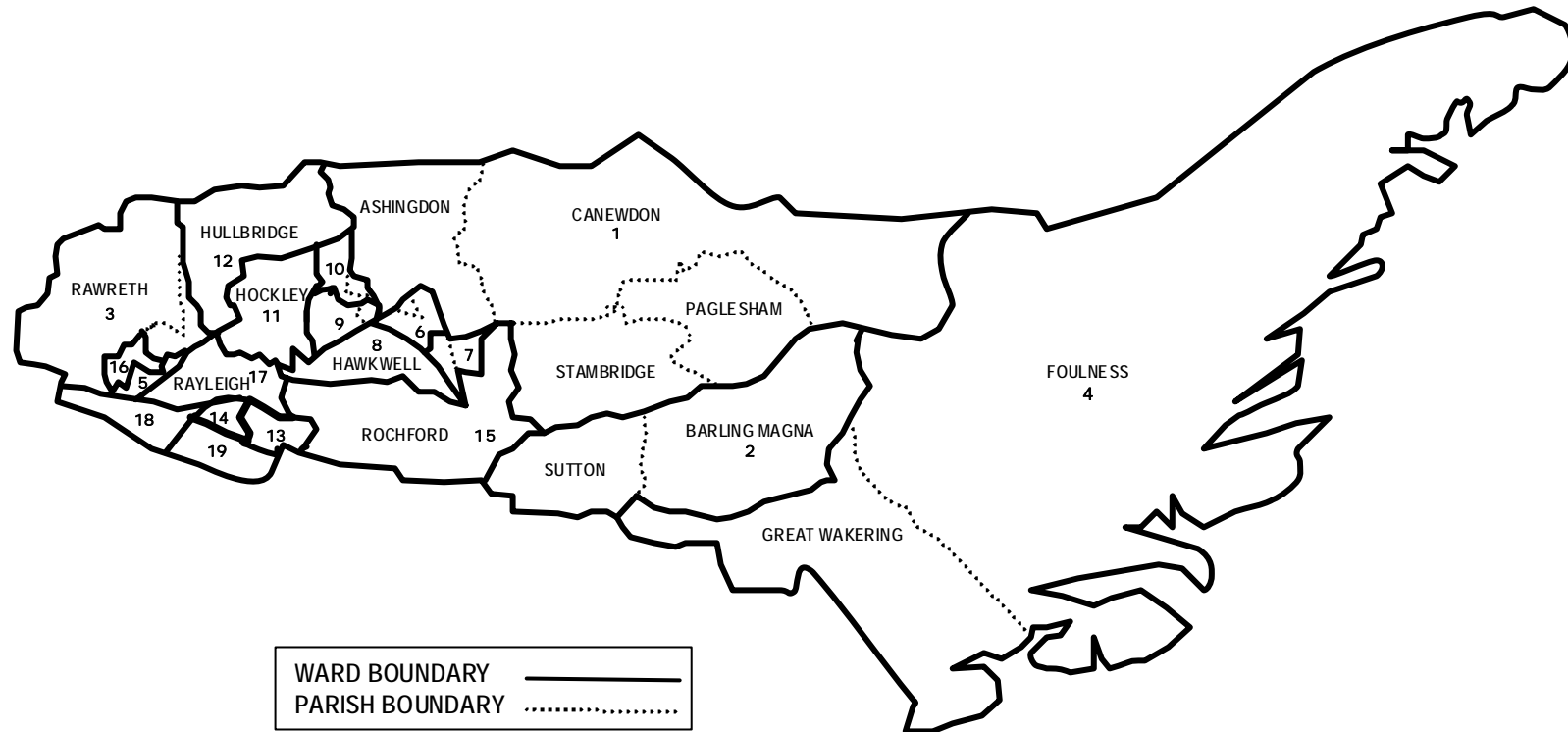
NEW STRUCTURE – 1 APRIL 2006



Our committee structure



The district of Rochford



Key to Wards

1	Ashingdon and Canewdon	8	Hawkwell West	15	Rochford
2	Barling and Sutton	9	Hockley Central	16	Sweyne Park
3	Downhall and Rawreth	10	Hockley North	17	Trinity
4	Foulness and Great Wakering	11	Hockley West	18	Wheatley
5	Grange	12	Hullbridge	19	Whitehouse
6	Hawkwell North	13	Lodge		
7	Hawkwell South	14	Rayleigh Central		

Your Councillors

The Rochford area is represented by 39 District Councillors.

The District is divided into 19 areas known as Wards, and each Ward has at least one councillor. Below is a complete list of all the District Councillors and where you may contact them. If you are not sure of the ward in which you live or work, contact the Council's Information Centre on 01702 318150 for assistance.

Ashingdon and Canewdon Ward

Mrs T J Capon	"Stowe House"	01702 258792
Conservative	12 Wheatfields Great Stambridge SS4 2BT	

Mr T G Cutmore	"Hailwood"	01702 544511
Conservative	9 Highcliff Crescent Ashingdon SS4 3HN	terrycutmore@hotmail.com

Barling and Sutton Ward

Mr R A Amner	51 Oxford Road	(Home) 01702 543330
Conservative	Rochford SS4 1TF	(Work) 01702 200899 theamners@aol.com

Downhall and Rawreth Ward

Mr C I Black	56 Love Lane	01268 778973
Liberal Democrat	Rayleigh SS6 7DX	chris.lovelane@btopenworld.com

Mr R A Oatham	8 Brixham Close	01268 785295
Liberal Democrat	Rayleigh SS6 9PG	ron@oatham2000.fsnet.co.uk

Grange Ward

Mr C J Lumley	38 London Road	01268 784147
Liberal Democrat	Rayleigh SS6 9JE	junechrillumley@btinternet.com

Mrs J R Lumley	38 London Road	01268 784147
Liberal Democrat	Rayleigh SS6 9JE	junechrillumley@btinternet.com

Foulness and Great Wakering Ward

Mr T E Goodwin	73 Alexandra Road Great Wakering Southend-on-Sea SS3 0HN	(Home) 01702 219977 (Work) 01702 216767
Conservative		
Mr C G Seagers	2 Wedds Way Great Wakering Southend-on-Sea SS3 0DN	01702 216111 colin@seagers.net
Conservative		
Mrs B J Wilkins	“Chula Vista” 4 Newstead Road Great Wakering Southend-on-Sea SS3 0AB	01702 218631
Conservative		

Hawkwell North Ward

Mrs M A Starke	Alt-Wien Little Stambridge Hall Lane Rochford SS4 1EN	(Home) 01702 544773 (Work) 01702 530329 maureen@essbro.com
Conservative		
Mr M G B Starke	Alt-Wien Little Stambridge Hall Lane Rochford SS4 1EN	(Home) 01702 544773 (Work) 01702 530329 michael@essbro.com
Conservative		

Hawkwell South Ward

Mr P A Capon	"Stowe House" 12 Wheatfields Great Stambridge SS4 2BT	01702 258792
Conservative		
Mrs H L A Glynn	c/o Rochford District Council Council Offices South Street Rochford SS4 1BW	01702 547060
Conservative		

Hawkwell West Ward

Mr J R F Mason	Wistaria Cottage Englefield Close Hawkwell Hockley SS5 4LE	01702 204377 john.mason@bigfoot.com
Rochford District Residents		
Mr D G Stansby	52 Hill Lane Hawkwell Hockley SS5 4HW	01702 202431
Conservative		

Hockley Central Ward

Mr K H Hudson	Lower Hockley Hall Farm	01702 233434 k.hud@btopenworld.com
Conservative	Lower Road Hockley SS5 5LT	
Mr J Thomass	2a Hamilton Gardens Hockley	01268 742044
Conservative	SS5 5BU	
Mrs C A Weston	247 Rectory Avenue Ashingdon	01702 544427 weston_weston@hotmail.com
Conservative	SS4 3TF	

Hockley North Ward

Mr C A Hungate	16 Gatscombe Close Hockley	01702 201551 c_and_l@btinternet.com
Conservative	SS5 4XA	

Hockley West Ward

Mrs L Hungate	16 Gatscombe Close Hockley	01702 201551 c_and_l@btinternet.com
Conservative	SS5 4XA	

Hullbridge Ward

Mrs R Brown	4 Meadow Road Hullbridge	01702 231497 r.brown.hull@care4free.net
Conservative	SS5 6BW	
Mrs L A Butcher	16 The Trunnions Rochford	01702 542022 lesley_butch@hotmail.com
Conservative	SS4 1DJ	
Mr P R Robinson	"Owl Cottage" 10 Queen Anne's Grove	01702 232669 kingfisher.video@btinternet.com
Conservative	Hullbridge SS5 6DS	

Lodge Ward

Mr T Livings	37 Copford Avenue Rayleigh	01268 741525
Conservative	SS6 8RL	
Mr D Merrick	7 Louise Road Rayleigh	01268 770282 david@dmerrick.wanadoo.co.uk
Conservative	SS6 8LW	

Rayleigh Central Ward

Mrs P Aves 4 Tyms Way 01268 771815
Rayleigh patriciaaves@aol.com
Conservative Essex SS6 8DG

Mr A J Humphries 37 Wellington Road 01268 779328
Rayleigh tony@humphries37.fsbusiness.
Conservative SS6 8EX co.uk

Rochford Ward

Mrs S A Harper 24 Oak Road 01702 545814
Rochford suedeoakroad@aol.com
SS4 1NR

Mr J Cottis C/o Rochford Council 01702 257266
Offices, South Street, cllrj.cottis@rochford.gov
Conservative Rochford, .uk
Essex SS4 1BW

Mr K J Gordon 5 Willow Walk 01702 207470
Hockley bydandhome@btopenworld.
Conservative SS5 5DQ com

Sweyne Park Ward

Mr P K Savill 40 Dawlish Crecent 01268 781842
Rayleigh
Conservative SS6 9PN

Mrs J A Mockford 8 Broomfield Avenue 01268 781028
Rayleigh SS6 9EJ
Conservative

Trinity Ward

Mr K A Gibbs 17 Upper Lambricks 01268 778756
Rayleigh
Conservative SS6 8BP

Mr J E Grey 18 St Martins Close 01268 772491
Rayleigh
Conservative SS6 7SW

Wheatley Ward

Mr J M Pullen	9 Burrows Way	01268 775711
Conservative	Rayleigh SS6 7DF	

Mrs M J Webster	White Gables	01268 775374
	Castle Drive	cllr.mavis.webster@essexcc.gov.uk
Conservative	Rayleigh SS6 7HT	

Whitehouse Ward

Mr S P Smith	8 Woodlands Avenue	01268 743017
Conservative	Rayleigh SS6 7RD	ssmithx4@lineone.net

Mr P F A Webster	White Gables	01268 775374
	Castle Drive	
Conservative	Rayleigh SS6 7HT	

Our parish and town Councils

Ashingdon

Electorate
2,770

Mr J Dyke
95 St James Avenue
Thorpe Bay SS7 3LL

Tel. 01702 587102
Email

Barling

Electorate
1,325

Mr B Summerfield
Clerk of Barling Magna Parish Council
Sutton Hall Cottages
Sutton Road, Rochford, SS4 1LG

Tel. & Fax 01702 540774
Email bsummvint@hotmail.com

Canewdon

Electorate
1,148

Mrs D Flint
Clerk of Canewdon Parish Council
Marie Cottage
30 Oak Walk
Hockley, SS5 5AR

Tel. 01702 205738
Email deniseflint@netbreeze.co.uk

Foulness

Electorate
175

Mr G Bickford
Clerk of Foulness Parish Council
10 Churchend, Foulness Island, SS3 9XQ

Tel. 01702 217538
Email gary.bickford@btopenworld.com

Great Wakering

Electorate
4,307

Mr H E Morris
Clerk of Great Wakering Parish Council
Parish Council Offices
Little Wakering Hall Lane
Great Wakering, Southend-on-Sea, SS3 0HH

Tel. & Fax 01702 219343
Email enquiries@greatwakering-pc.gov.uk

Hawkwell

Electorate
9,058

Mr S Mennell
Clerk of Hawkwell Parish Council
R/o Hawkwell Village Hall
Main Road, Hawkwell, Hockley, SS5 4EH

Tel. & Fax 01702 207710
Email hawkwell.council@totalise.co.uk

Hockley

Electorate
7,500

Mr P Stanley

Clerk of Hockley Parish Council
The Old Fire Station
Southend Road, Hockley, SS5 4QH

Tel. 01702 207707
Fax 01702 204173
Email enquiries@hockley-essex.gov.uk

Hullbridge

Electorate
5,390

Mrs L M Cowan

Clerk of Hullbridge Parish Council
98 Ferry Road, Hullbridge, SS5 6EX

Tel. & Fax 01702 232038
Email hullbridgepc@lineone.net

Paglesham

Electorate
209

Mrs K Glover

Clerk of Paglesham Parish Council
Cupola House, Paglesham East End, SS4 2EF

Tel. 01702 258085
Email cupola@ic24.net

Rawreth

Electorate
774

Mr S Croucher

Clerk of Rawreth Parish Council
'Jolians' Church Road, Rawreth,
Wickford, SS11 8SG

Tel. & 01268 767212
Fax
Email Clerk.rawrethparishcouncil@btinternet.com

Rayleigh

Electorate
24,369

Mrs K Cumberland

Clerk of Rayleigh Town Council
10 Bellingham Lane, Rayleigh, SS6 7ED

Tel. 01268 741880
Fax 01268 741881
Email rayleigh.towncouncil@btopenworld.com

Rochford

Electorate
5,929

Mrs J V Rigby

Clerk of Rochford Parish Council
Parish Council Rooms
West Street, Rochford, SS4 1AS

Tel. & Fax 01702 540722
Email rochfordparishcouncil@yahoo.co.uk

Stambridge

Electorate
548

Mrs A Bates

Clerk of Stambridge Parish Council
52 Falbro Crescent, Hadleigh,
Benfleet, SS7 2SF

Tel. & Fax 01702 555347

Email anne_marie.bates.stambridgepc1@dsl.pipex.com

Sutton

Electorate
102

Mr B Summerfield

Clerk of Sutton Parish Council
Sutton Hall Cottages
Sutton Road, Rochford, SS4 1LG

Tel. & Fax 01702 540774

Email bsummvint@hotmail.com

The fundamentals of local government

Central Government context

Over the last few years, the Government has introduced a range of legislation and new initiatives aimed at the modernisation of Local Government. More is promised, with the publication of a White Paper on the future of Local Government in the autumn. In addition, Sir Michael Lyons is undertaking work on behalf of Central Government considering the functions and funding of Local Government, amongst other things. He is scheduled to produce his report towards the end of 2006.

Recently, we have seen changes at Central Government level with the creation of a new Department for Communities and Local Government under Ruth Kelly. She has set out an agenda for the new Department in which she sees its key priorities as relating to community cohesion and equality, environmental sustainability and democratic renewal. Housing, urban regeneration and planning are key areas to be progressed. Local Government clearly has a role to play in tackling these issues.

The three tiers

When it comes to knowing exactly who is responsible for providing you with local government services, it needs to be remembered that there are three tiers of local government operating within Rochford – the County Council, the District

Council and a number of Parish/Town Councils across the District.

In terms of who does what:

County Council

- ▶ Emergency planning
- ▶ Waste disposal
- ▶ Education
- ▶ Libraries
- ▶ Social services
- ▶ Highways and transportation, including public transport and rights of way
- ▶ Trading standards
- ▶ Strategic land use planning in the form of the structure plan
- ▶ Minerals planning issues
- ▶ Tourism

- ▶ Employment promotion and economic development including European liaison

District Council

- ▶ Meeting future needs for housing in the district including the provision of grants for adaptations to disabled persons' homes and improvement grants
- ▶ Planning – incorporating the preparation of statutory plans for land use and development, most development control, building regulations, and planning enforcement
- ▶ Environmental health – concerning the areas of food safety and hygiene, clean air, certain health and safety matters, environmental protection and nuisance
- ▶ Support for those who are homeless or the victims of domestic violence
- ▶ Refuse collection and waste recycling
- ▶ Street cleaning and the removal of fly-tips and abandoned cars
- ▶ Managing council-owned housing
- ▶ Collection of all council tax, including that relating to the County Council, the Parish/Town Councils, the Police Authority and the Fire Service
- ▶ Payment of housing and council tax benefit

- ▶ Town centre car parks in the Council's ownership
- ▶ Parks, open spaces and playing fields
- ▶ Leisure facilities
- ▶ Cemeteries and crematoria
- ▶ Employment promotion and economic development
- ▶ Introduction and enforcement of bye-laws
- ▶ On-street parking enforcement
- ▶ Licensing of premises used for entertainment and late-night refreshments, liquor, commercial animal establishments, butchers and caravan sites. Gambling licensing will become a District responsibility in 2007.
- ▶ Emergency Planning

Town/Parish Councils

- ▶ Allotments
- ▶ Cemeteries, war memorials and the maintenance of some closed churchyards
- ▶ Aspects of the environment including litter control and bye-laws
- ▶ Social and recreational facilities such as parish and community halls, some parks, open spaces and playing fields

- ▶ Public amenities such as footway lighting, public seats and shelters, public clocks and off-street car parking areas

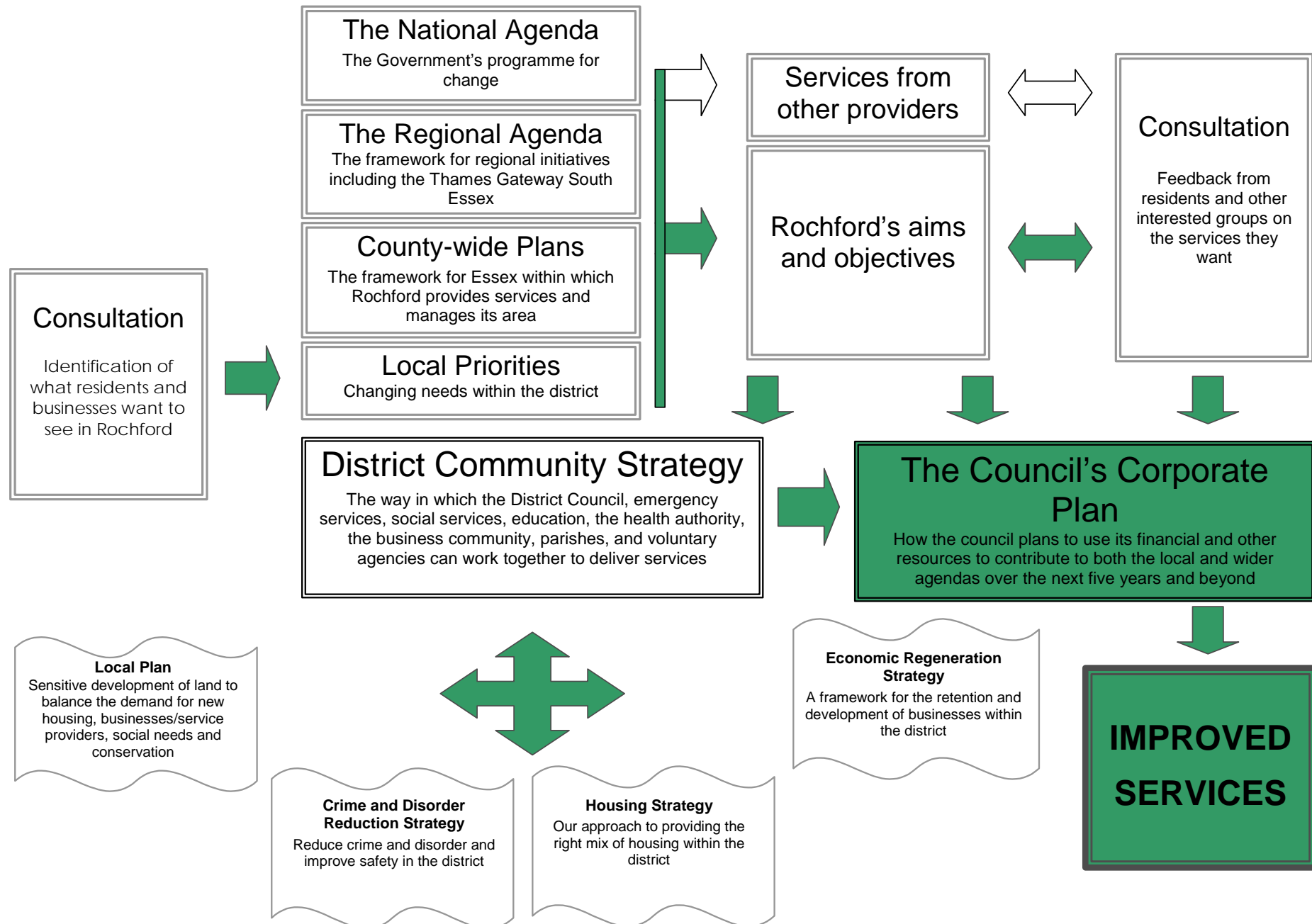
The Community Strategy

The Local Government Act 2000 placed a duty on all District Councils to prepare a Community Strategy.

With our partners in the Local Strategic Partnership (LSP), we consulted with the community and produced a finalised strategy in Spring 2004. The strategy provides a link between national, regional and countrywide agendas, local strategies and plans, and services provided by the Council and partners, as demonstrated in the diagram overleaf.

The strategy set out the Council and its Partners vision for the District over a period. However, it is clear that in a rapidly changing world, with partners being restructured, new legislation and changing public expectation, the time is opportune to review the strategy and revise the Action Plan which accompanied it.

The Local Strategic Partnership, the main engine which produced the Community Strategy, is in itself undergoing change, and once that is finished during the summer, work will commence on a new Community Strategy.



The national agenda

The Government's Agenda

The Government has expressed a wish in the past to see a strong, vibrant, innovative and responsive local government delivering the quality of local leadership and public services that their communities need.

Since 1997, the Government has introduced a range of measures aimed at developing better local leadership and focussing on service delivery. The concept of best value, in other words continuous improvement, was introduced and enacted through legislation.

New political arrangements and new constitutions were brought in via the Local Government Act 2000. That legislation also saw the introduction of statutory community strategies and a broad new enabling power to promote 'community wellbeing'.

At the end of 2001 a new system of comprehensive performance assessment, together with the concept of scoring and league tables, was introduced for local authorities. Counties and single tier authorities were assessed in 2002, with district councils following. All the Essex Districts were inspected in February 2004. A summary of Rochford's CPA assessments to date are given in Section 6. A new system of CPA assessments for Districts will be introduced later this year.

Legislation has been passed which reforms the planning system, introducing a Local Development Framework (LDF), designed to link together the many plans needed for the development of a piece of land. This replaces the existing Local Plan. The timeframe for implementation at Rochford is that the new LDF will be in place by late 2008.

In subject terms, much of the Government's focus to date has been on education, health and social care and crime and disorder reduction. Many of the services in these areas are delivered by county councils or single tier authorities, although districts play an important role in respect of health and social care provision and crime and disorder reduction.

Key national priorities that impact on district councils are:

- Improving the quality of life
 - of children, young people and families at risk by tackling child poverty, maximising the life chances of children in care or in need, and strengthening protection for children at risk of abuse
 - of older people, by enabling them to live as independently as possible and avoid unnecessary periods in hospital

- Promoting healthier communities and narrowing health inequalities by targeting key local services - such as health, education, housing, crime and accident prevention - to match need; and an increasing focus on the encouragement of healthy lifestyles
- Creating safer and stronger communities by working with the police and other local agencies to reduce crime and anti-social behaviour, strengthen community cohesion and tackle drug abuse
- Transforming the local environment by improving the quality, cleanliness and safety of public space and developing more sustainable communities
- Promoting the economic vitality of localities by supporting business improvement, providing positive conditions for growth and employment, improving adult skills, helping the hardest-to-reach into work, and extending quality and choice in the housing market

Earlier this year the Government rolled out the Local Area Agreement process, whereby Local Government and various partner agencies, such as the police, Health and the Voluntary sector, agreed specific targets and actions over a 3 year period in return for funding support. Essex as a County signed a Local Area Agreement worth approximately £900 million with the Government in March of this year.

We are now awaiting a promised White Paper on the future of Local Government; and the outcome of the review by Sir Michael Lyons into Local Government's functions and

financing. We have also recently had changes at Central Government level, in terms of the establishment of a new Department of Communications and Local Government under Ruth Kelly. Stated priorities in her first speech to her new Department refer to tackling the issues of community cohesion and equality, environmental sustainability and democratic renewal. Housing, urban regeneration and planning are seen as key areas to be progressed.

Responding to the Government's agenda

Local Government change and reform have been high on this Government's agenda and continue to be so, with the pace and volume showing no sign of diminishing. Local Authorities therefore have to continue to rise to the challenges set for them by Government and the uncertainty that change can sometimes create.

As far as Rochford is concerned, we believe we have progressed in addressing the national agenda, given the resource constraints within which the authority operates. We've worked on improving a number of the services we provide for which national targets are given.

In addition, this year we have played a full part in the Local Area Agreement process which Essex has now signed with Government and along with partners, will be helping to deliver the targets around Children and Young People, Health & Older people, Economic Wellbeing, and Safer and Stronger Communities outlined in that agreement.

We have also, with partners, started to review the composition, operation and responsibilities of the Local

Strategic Partnership (LSP), to the point where all Partners have now agreed that the LSP needs to change over the next few months to meet the challenges set.

The challenge for Rochford

Local government needs to both promote and respond to the environment in which it finds itself. It is important that whatever problems and opportunities present themselves, the District Council continues to aspire to improving its service provision.

The challenges that Rochford faces are considerable. They range from meeting rising expectations from the public against a background of continuing tight financial controls on public expenditure, to working with other organisations in areas which, not that long ago, were seen as outside a local authority's remit, e.g. crime disorder, and health. In addition, the organisations that we work with, for example, Health, the Police, the Learning and Skills Council, are themselves changing.

Fortunately, Rochford is well used to both responding to and promoting change, and having to reconcile a variety of competing demands and issues. Within our comprehensive performance assessment, inspectors acknowledged our skills around partnership working and we will continue to build upon these skills and our growing and changing relationships to deliver our agenda.

What you have told us

We are constantly trying to improve the services we provide and regularly ask for comments and feedback through various surveys and focus groups.

Here are some of the things you have told us in recent times.

Residents General Satisfaction Survey

Final figures issued by the Audit Commission confirm that for overall satisfaction Rochford District Council is in the top 25% of authorities in England and Wales and second highest of all the Essex authorities.

The General Satisfaction Survey of all 388 authorities, conducted every three years, aims to find out what people like or dislike about how their council runs things. The independent survey shows Rochford District Council to be among the best performers for cleanliness, recycling, parks and open spaces.

Improvements since the last survey include the delivery of web services, the proportion of non-decent homes and satisfaction with the planning service.

The following table shows the satisfaction ratings the Council achieved compared to other councils:

	Rochford	All other authorities	All district authorities	East of England
Cleanliness	67	60	63	62
Local Recycling	74	68	71	69
Parks & open spaces	79	71	72	72
Household waste collection	85	84	86	84

The next survey is planned for Autumn 2006

Crime and Disorder Survey

As part of the work around the Crime and Disorder Reduction Strategy 2005-2008, we undertook a survey of residents. Those living in the district generally felt safe when outside (although less so after dark) and are comfortable using public transport. They feel positive about the levels of domestic violence, neighbourhood nuisance, drug related crime, assault and abandoned vehicles.

The two major concerns were speeding traffic and young people behaving badly. Other priorities identified were the need to:

- Put more police on the beat

- Enforce anti-social behaviour
- Provide facilities for young people
- Make greater use of CCTV
- Tackle drug and alcohol abuse

Housing Needs Study

This study was undertaken to assess housing needs, aspirations and demand in the district.

Generally residents felt that their accommodation was suitable for their needs but the survey identified that for some local people home ownership and rental is too expensive in the area.

It was felt that there is too little social housing with too few affordable properties coming on stream.

Other Surveys

In addition, a number of service specific surveys have been undertaken. The results of these have been used to help determine future service provision. During 2005/06 we have undertaken a survey on customer satisfaction with the council tax and housing benefits service and we surveyed flat dwellers on their recycling needs. We also think it is important to have regard to the views of all the people who work for us and, to enable this, we undertook a staff survey last November 2005.

The information we get from all our surveys is welcomed and helps inform our planning and prioritisation.

What the inspectors have told us

Comprehensive Performance Assessment (CPA)

The Audit Commission in its CPA of the Council, published in September 2004, gave us the following feedback:

Some things we did well:

- Provided some good quality services, such as leisure and income collection.
- Overall public satisfaction was high
- To build capacity for improved services, the Council worked well in partnership with other organisations and was successful in attracting funding

Some things we needed to improve on:

- Our ambition for our services was limited by a reaction to funding levels
- Our priorities were not based on a clear understanding of the needs of local people and were not balanced with national priorities
- We had limited capacity for change and were reliant on planned increases in Council Tax, which were

significantly above inflation, and external funding to deliver our aims

- Services for vulnerable people, such as benefits and homelessness, were weak
- We were making slow progress with improving services and developing future plans

Since then we've had a follow up CPA progress report from the Audit Commission. It said that the Council is progressing well and is working with partners to improve local services, such as recycling. Locally important projects have also been successfully delivered such as improvements in leisure provision with the provision of a new facility in Rayleigh.

Some previously poorly performing services have been improved, including the Benefits Service, Homelessness and customer access to the Council. However, performance management is still not as effective as it should be and is hindering the certainty of delivering ongoing improvements to services.

Whilst we have made significant progress, we are continuing to deliver our Improvement Action Plan. Many of the activities have been completed – for example, we have a new Housing Strategy, we have implemented a new organisational

structure at Officer and Member level and we have adopted a new Local Plan. Those actions which remain outstanding, with the dates for delivery are as follows:

Revise our Communication and Consultation Strategies	March 2007
Fully embed a revised performance management system encompassing risk management	March 2007
Complete the review of the operation of the Planning (Development Control) Committee	June 2006
Update the Community Strategy	October 2007
Implement an Essex wide strategy for waste collection	April 2008
Implement chosen option for the future management of social housing stock in the district	Summer 2007
Update all strategies and plans to eliminate gaps and overlaps, and to develop linkages between them	December 2008
Implement a Workforce Development Plan, focussing on the training and development of members and staff to enable effective leadership and delivery of services	Many milestones contained within the Workforce Development Plan itself

Some of these actions are simply work in progress because continuous improvement is our goal. We are now awaiting

details of the format and timetable for future CPA assessments from the Audit Commission.

Environment - waste management and open spaces

In March 2006 the Audit Commission published its report following an inspection of our environmental services. The findings of the inspection were that our environmental services (waste management, street cleaning and grounds maintenance) were 'fair' with 'promising prospects for improvement'.

The inspectors found:

- The Council keeps the streets free from litter and maintains open spaces to a good standard. Public satisfaction with standards of cleanliness compare well with other councils.
- Graffiti, fly tips and abandoned vehicles are removed quickly, which contributes to a tidy district.
- The overall cost of providing the environmental services is low.

However:

- The Council's performance on recycling has been historically poor and in 2005/06 the Government's statutory standard of 18 per cent will not be achieved.

- The kerbside recycling service is not provided to all households where it is possible to do so.
- There is not an effective balance between education and enforcement on environmental issues such as dog fouling and littering.
- Not all complaints about the service are handled promptly and some letters sent to the public in response to complaints are unclear.

To help the service improve, inspectors recommended that the Council should:

- Develop and agree plans to ensure all options are explored when the current contracts for refuse and recycling collections, grounds maintenance and street cleaning expire in 2008.
- Develop the waste management and recycling plan to ensure that progress is effectively monitored and targets are met.
- Adopt a clear approach to promotion, education, awareness raising and environmental enforcement.

The Council has accepted these recommendations and is developing plans for delivering them during 2006/07.

Access to Services

The next inspection of the Council planned by the Audit Commission will take place in December 2006 and relates to access to services. Details of the nature, scope and timetabling of that inspection are currently awaited.

Our plans for the future

Our vision

The Council's vision for the District is a simple one . . .

to make Rochford the place of choice in the County to live, work and visit

To help us realise that vision, the Council has adopted six principal aims, some of which can be delivered by the Authority, others of which can only be delivered through working with other organisations in the District. These aims are to:

- Provide quality, cost effective services
- Work towards a safer and more caring community
- Provide a green and sustainable environment
- Encourage a thriving local economy
- Improve the quality of life for people in our District
- Maintain and enhance our local heritage

In spring 2004, we published a Community Strategy for the District. This strategy was brought together through a partnership of the District Council, the County Council, the Parishes, the Health Service, the Police, business and voluntary sectors, as well as education and training providers

in the area, meeting and working together and jointly agreeing a shared long term vision for the District. The key themes within the strategy revolve around:

- Feeling safe
- Looking after our environment
- A good education, good skills and good jobs
- Healthy living
- Getting around
- An inclusive community

These themes fit closely with the Council's own aims. The strategy incorporates a five-year action plan that takes into account the views obtained from widespread consultation with local communities. It also recognises the District's location relative to the Thames Gateway, a national priority area for regeneration identified by Central Government.

Although only a part of the District actually lies within the Gateway boundary, the future of the District is very much linked with that of the Strategy for Thames Gateway South Essex. For Rochford, our long-term ambition is to be the "green part" of the Gateway, developing the District as an area for leisure, recreation and tourism.

With our partners, we will be reviewing the Community Strategy over the next 12 months with a view to producing a revised Strategy by October 2007.

We will measure our progress towards our overall vision through

- Achievement against targets set both for ourselves and for the partnerships within which we work
- Comparison against national and local performance indicators
- Consultation and public satisfaction surveys
- The level and nature of complaints we receive and the number of ombudsman investigations we deal with
- Recognition through national and regional awards schemes and initiatives

As a Council with limited resources, receiving the lowest level of grant settlement per head of population from Government of all the Essex authorities, we accept that we will not be able to do everything at once, that choices will have to be made, and phasing will be necessary to prioritise activities over time. We will also need to balance national priorities with local ones.

Our values

As part of our day-to-day working, the Council operates a code of conduct to:

- Act with integrity
- Be open and transparent about what we do
- Respect others and treat people courteously and equally
- Be responsive to customer needs and requests
- Always try and improve on what we do
- Work with others to improve what we do both directly and through partnership working

Our focus for 2006/2007 and beyond

Plans for this year

Each of the Council's Aims has internal strategies, policies and plans that support it and move the Council towards achieving that Aim. This year the Council has decided that the following key projects/service developments be monitored as part of a revised Performance Management System. They include:

- Recycling
- Cherry Orchard Jubilee Country Park
- Lighting in Alleyways
- Clean, Green and Safe Environment Activities

- Gardening/Handyman Service
- Benefits/Council Tax
- Rochford Cemetery
- Carry out a ballot of tenants and leaseholders to determine whether we transfer our housing stock to a housing association

The Committee responsible for monitoring these will be the Policy Finance and Strategic Performance Committee.

Aim 1 - Provide quality, cost effective services

Action	Associated strategies/plans/budget priorities and Aims it supports	Resources to deliver	Who is responsible for delivery	Delivery completion date	What success looks like
Commence the renewal of the Refuse, Street Cleansing and Grounds Maintenance Contracts due in April 2008	Waste Strategy, Recycling targets, Cleaner, Greener, Safer targets	New staff – Streetscene Manager to be recruited in April 2006	Leisure and Contracts Manager	April 2008	New contracts in place and smooth transition to new service provider
Improved overview and scrutiny process	New item in 06/07 budget; area of criticism in CPA	Recruitment of overview and scrutiny officer	Head of Administrative & Member Services	From June 2006	New Review Committee working effectively with a positive impact on the development of services and customer interaction with the Council
Improved website with further developed online services and improved customer Focus	New item in 06/07 budget; supports IEG statement	Recruitment of dedicated web services development manager	Head of Administrative & Member Services	From June 2006	Easier access for residents by developing continuous website accessibility

Action	Associated strategies/plans/budget priorities and Aims it supports	Resources to deliver	Who is responsible for delivery	Delivery completion date	What success looks like
Continued Improvement of the Benefit Service	Budget allocation to continue Capita contract and work towards Chartermark status	Already in place	Revenue & Benefits Manager	Ongoing	Continued improvement in performance to top quartile. Chartermark obtained. Further developments of Partnership working with Chelmsford & Maldon

Aim 2 - Work towards a safer and more caring community

Action	Associated strategies/plans/budget priorities and Aims it supports	Resources to deliver	Who is responsible for delivery	Delivery completion date	What success looks like
Improve lighting in Alleyways that are the responsibility of RDC	Crime & Disorder Reduction Strategy	Additional budget of £5,000 agreed	Property Maintenance and Highways Manager	Autumn 2006	Improved lighting that makes people feel safer when using these alleyways
Complete purchase of additional land to extend Rochford Cemetery and start initial preparation works		Capital allocation in budget	Head of Legal Services	Purchase complete by June 2006. Provisional works underway by end of the year	Land acquired, works underway
Expand provision of handyman and gardening service for older residents	Crime & Disorder Reduction Strategy Housing Strategy	Additional £10,000 in budget	Springboard Housing/Residential Services Manager	From June 2006	Additional numbers of residents assisted

Aim 3 - Provide a green and sustainable environment

Action	Associated strategies/plans/budget priorities and Aims it supports	Resources to deliver	Who is responsible for delivery	Delivery completion date	What success looks like
Expand kerbside recycling to flats in the District	Waste Management & Recycling. Forward Plan to 2008	Current Contract	Leisure and Contracts Manager	From June 2006	Kerbside recycling to 98% of the District
Implement recycling education awareness campaign	Waste Management & Recycling. Forward Plan to 2008	Staff time and Waste Performance & efficiency Grant	Leisure and Contracts Manager	Start in Summer and run throughout the year	10% lift on current recycling tonnages from kerbside recycling scheme
Increased participation on Green garden waste recycling scheme	Waste Management & Recycling. Forward Plan to 2008	Current Green waste contract/staff time	Green Recycling of Maldon/Leisure & Contracts Manager	March 2007	2000 households enrolled in scheme

Aim 4 - Encourage a thriving local economy

Action	Associated strategies/plans/budget priorities and Aims it supports	Resources to deliver	Who is responsible for delivery	Delivery completion date	What success looks like
Prepare Destination Rochford Publication with associated website development to aid tourism in District		Budget provision made	Economic Development Officer	March 2007	Publication circulated website operational
Revamp literature in connection with walks, activities heritage/churches		Budget provision made	Economic Development Officer	March 2007	Publications upgraded
Review our Economic Development Strategy & Associated Action Plan	Local Development Plan, Community Strategy	Existing Staff and budget	Economic Development Officer	November 2006	New Strategy agreed and operational

Aim 5 - Improve the quality of life for people in our District

Action	Associated strategies/plans/budget priorities and Aims it supports	Resources to deliver	Who is responsible for delivery	Delivery completion date	What success looks like
Consolidate and expand Cherry Orchard Jubilee Country Park	Rochford District Local Development Plan	Money in capital programme. Bid also made to TGSE for funding to purchase and layout additional land	Leisure and Contracts Manager	Following adoption of local plan, seek Council decision on purchase prior to summer recess. Negotiation then ongoing	Additional land acquired for expansion works to increase the breadth of leisure and recreational opportunities and to facilitate improved public access
Open the new Rayleigh leisure Centre		Capital programme ECC Holmes Place	Leisure and Contracts Manager	May 2006	Centre well used by residents of the District
Provision of a sensory garden for public use adjacent to the Rayleigh Windmill		Grant funding Council budget Officer resource	Property Maintenance & Highways Manager	June 2006	As a community garden, ongoing projects with the Arts Development Officer would ensure community involvement

Action	Associated strategies/plans/budget priorities and Aims it supports	Resources to deliver	Who is responsible for delivery	Delivery completion date	What success looks like
Progress towards achieving decent homes standard for all of our tenants	Housing Strategy. HRA Business Plan	Current budgets	Corporate Director (External Services)	Ballot of tenants and leaseholders, Autumn 2006. Decent Homes standard achieved 2010	Ballot completed . Plans in place to achieve Decent Homes standard by 2010

Aim 6 - Maintain and enhance our local heritage

Action	Associated strategies/plans/budget priorities and Aims it supports	Resources to deliver	Who is responsible for delivery	Delivery completion date	What success looks like
Open the Windmill Museum to the Public		Grant Funding	Property maintenance and Highways Manager	June 2006	Windmill open on a regular basis to the public

Our medium to longer term plans

Some of the work the Council has already started, or is due to start in 2006/2007.

Key projects for us over the medium to longer term include:

- Subject to a positive tenant ballot, transfer our housing stock by Summer 2007
- Progress our work on the new long term planning framework for the District – the Local Development Framework – to be in place by 2008. This will provide a land use planning document for the District covering the period to 2021.
- Cherry Orchard Jubilee Country Park and the Rochford Cemetery extension will also be continuing into the medium and longer term.

What we have been doing in the past year

The following table summarises the objectives we set ourselves for 2005/06

What we said . . .	What we did . . .
To provide quality, cost effective services we will:	
Focus on those activities highlighted in our Comprehensive Performance Assessment (CPA) Improvement plan, including:	
1. Producing a new Corporate Strategy by April 2006	A new strategy was produced and approved by the Council in April 2006
2. Continuing our programme of Member training and development	A structured programme of member training and development took place throughout the year with a particular focus on Induction and Competency covering key areas of Member's work
3. Reviewing and implementing a new system for managing performance by March 2006 to improve transparency and accountability around the delivery of projects and services	Changes to the current performance management system, based on best practice elsewhere, are being tested with a view to implementation in 2006/07, with the new system being fully embedded by March 2007.

What we said . . .	What we did . . .
<p>4. Developing our workforce capacity in terms of:</p> <ul style="list-style-type: none"> • Performance improvement in individual services • Greater reliance on internal promotions • Reduced staff turnover • Reduced sickness rates 	<p>Our workforce development achievements for 2005/6 included:</p> <ul style="list-style-type: none"> • Improving on 34 national performance indicators • Filling 18.8% of vacancies by internal appointments • Reducing staff turnover from 15.7% to 7.3% • Reducing sickness by 13% from 9.44 to 8.23 days per full time employee equivalent
<p>5. Reviewing the workings of our Overview & Scrutiny Committee</p>	<p>Review completed in December 2005 and the new Review Panel commenced operation in June 2006.</p>
<p>6. Reviewing the workings of our Planning (Development Control) Committee</p>	<p>Review to be completed by June 2006 and any agreed changes to be implemented from September 2006</p>
<p>7. Reducing the time to process new Council Tax and Housing Benefit Claims to 30 days</p>	<p>Time for processing new claims reduced to 27.3 days</p>
<p>8. Increasing the recovery of Council Tax and Housing Benefit overpayments to 55%</p>	<p>The recovery rate of overpayments identified in 2005/6 was 57.3%. This represented 24.6% of the total outstanding overpayments.</p>
<p>9. Reducing the number of vulnerable homeless households in temporary accommodation by 5%</p>	<p>The number of such households in temporary accommodation was reduced by 26.4%</p>

What we said . . .	What we did . . .
10. Increasing the proportion of homelessness cases processed within 33 days to 87%	The proportion of cases processed within 33 days was increased to 98%
11. Expanding kerbside recycling to 95% of households	The delivery in April 2006 of a narrow-bodied vehicle to extend recycling collections to “hard to access” properties meant that over 90% of properties are now served. Proposals to reach flats, to be implemented from summer 2006, will take this figure to 96% in 2006/07
12. Increasing the proportion of waste recycled or composted to 18%	<p>The target has proved to be a challenging one and we achieved a recycling rate of 14.5% for 2005/6, primarily as a result of the green recycling service not commencing until July 2005.</p> <p>A campaign to increase the propensity to recycle is underway for 2006/07</p>
13. Rolling out an electronic records management and workflow system across the Authority from April 2005 for completion by March 2007	These systems were implemented for the Council’s Planning and Revenues and Benefits services in 2005/6 - other departments will follow in 2006/7
14. Working to increase the number of statutory performance indicators in the top two quartiles nationally by 5% year on year for 2004/5 and 2005/6 - we are thus aiming for 62% in 2004/05 and 65% in 2005/06	For 2004/05 (latest data available) we achieved 57% and we expect to achieve better than 60% for 2005/06. Our aim remains to be in the top two quartiles for 65% of the indicators and we now seek to be at this level in 2006/07

What we said . . .	What we did . . .
To provide a safer more caring environment we will:	
Provide affordable homes to meet local needs by:	
<ul style="list-style-type: none"> Completing the refurbishment of Hardwick House to provide 22 homes to rent by October 2005 	Completed in October 2005
<ul style="list-style-type: none"> Providing 30 new dwellings for the frail elderly by February 2006 	Building completed in March 2006 - should be fully open in Summer 2006
<ul style="list-style-type: none"> Commencing the development of 27 new flats for rent on the former Reads Nursery site for completion by October 2007 	Completed in March 2006
Work with our partners on a Crime and Disorder Reduction Strategy to secure a 13.5% reduction in crime over the period 2005-2008	Early indications show that we are in line to meet the target.
Complete the roll out of our kerbside recycling scheme to the majority of properties by November 2005	This is summarised on page 8.3
Introduce a “buy-in” green waste recycling service from July 2005	The service was introduced from July 2005 and now has 1475 customers. Our target is to get to 2000 households enrolled in the scheme.

What we said . . .	What we did . . .
Implement an environmental programme in relation to weed control, grass verges, rubbish dumping, and graffiti from August 2005	Information leaflets were available from August 2005 and September 2005 saw the public launch of the campaign and the start of operation of a "clean-up" team. Two clean-up phases looked at 161 identified hot spot areas and collected 25.91 tons of waste, installed 123 environmental signs, cleaned 96 graffiti sites and 3 volunteer groups collected 10 sacks of rubbish per day. Skips were provided to 4 problem fly tipping areas on 4 occasions. A road show has been held and attended by approx. 1000 people.
To develop a thriving local economy we will:	
Develop and evaluate options to secure additional parking in and around our main centres by November 2005	Options were reviewed in October 2005 and considered as part of the Budget Plan. No specific schemes identified as yet to secure more land for public parking. An electronic variable messaging system is to be implemented in 2008/09 in line with the County Council's programme
Provide information and services to promote increased recycling by local businesses by December 2005	A seminar was held in May 2006 to launch the Green Business Directory and to encourage businesses to consider recycling, reusing and minimizing waste.
Implement a street enhancement scheme covering Websters Way in Rayleigh by August 2005	The scheme was completed in November 2005
To improve the quality of life in the District we will:	

What we said . . .	What we did . . .
Complete work on the new Rayleigh Leisure Centre by May 2006	The Centre opened in May 2006
Extend Rochford Cemetery through completing the purchase of additional land by summer 2006	Acquisition of land is proceeding with completion programmed for June 2006
Review an extension of decriminalised parking enforcement and residents' parking schemes, rolling out changes from February 2006	Review completed in November 2005 and the Council decided not to implement a residents parking scheme; 15 new Traffic Regulation Orders were introduced in 2005/6
Provide a replacement skateboard ramp at Clements Hall by October 2005	Additional funding required, therefore project deferred for implementation and will now be provided this year.
To maintain and improve our local heritage we will:	
Complete our renovation of Rayleigh Windmill by September 2005	Renovation was completed in September 2005 and formally reopened in June 2006
Complete the provision of a sensory garden adjoining Rayleigh Mill by November 2005	The garden was formally opened in June 2006

Some successes and failures

The following tables illustrate some of our successes and failures over the past year, by showing



- examples of those activities where performance improved in 2005/06, and those where performance declined
- how we performed compared with other authorities in 2000/01, 2001/02, 2002/03, 2003/04 and 2004/05 (the latest figures available)

These tables should not be read in isolation, for each shows just one element of the picture. Within this section we have selected those indicators that focus on service delivery in specific areas and the management of the District.

Full details of all our performance measurements, from which these examples have been taken, can be found in section 9. Indicator numbers have been given in brackets after each description.

In summary, we improved our performance on 34 nationally measured indicators, and maintained our performance on a further 11. 13 measures saw some decline in measured performance, which we will be addressing. Similarly of the local indicators featured in the plan; 17 improved, 4 stayed the same and only 2 declined.

Our performance in 2005/06 compared with the previous year

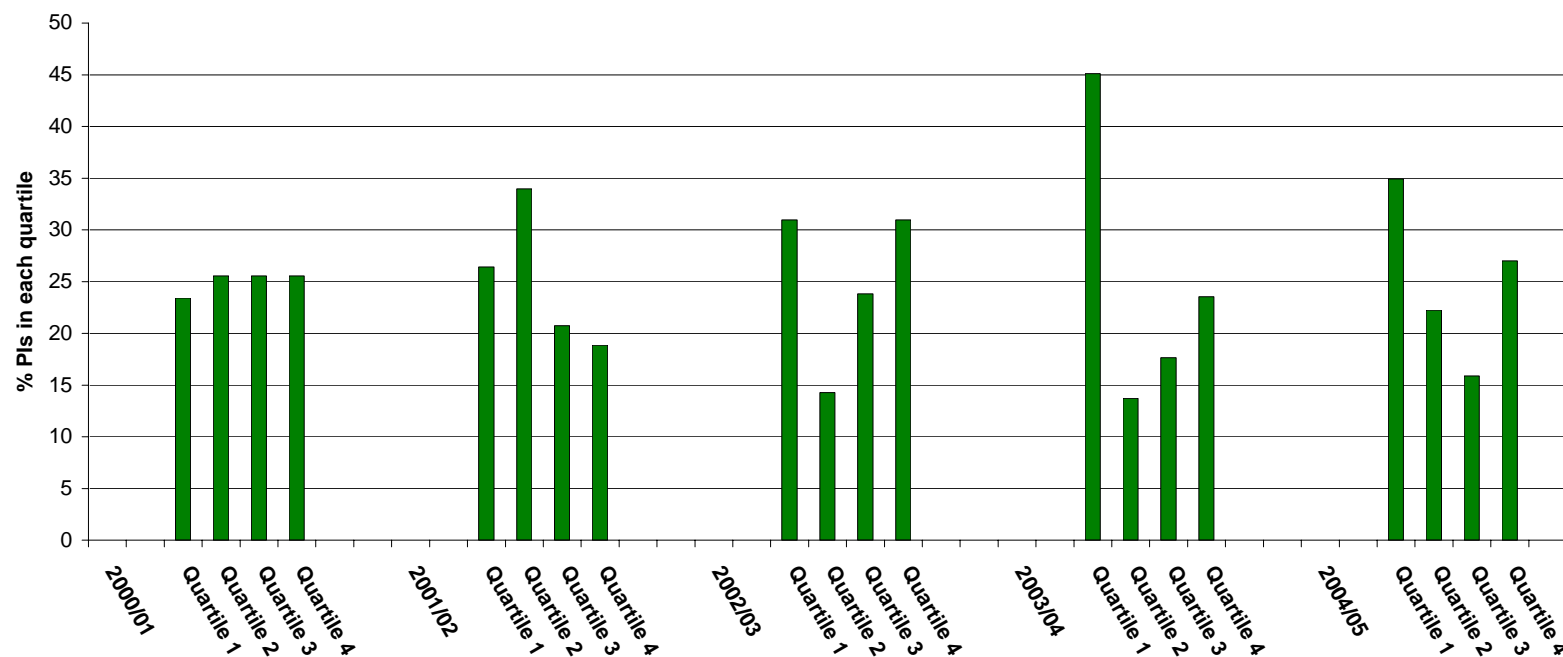
	
Council buildings in which all public areas are accessible to disabled people (BV156)	The average energy efficiency of local authority dwellings (BV63)
The proportion of Council Tax and business rates and rent collected (BV9, BV10 & BV66a)	Time taken to re-let local authority housing (BV212)
The number of private sector vacant dwellings returned to occupation or demolished (BV 64)	Cost of waste collection per household (BV86)
Percentage of total waste recycled (BV82a)	
Proportion of households served by kerbside collection of recyclables (BV91)	
The proportion of homelessness applications decided and notified within 33 days (Local 9.3)	
Time taken to process new and changed circumstances claims for Housing and Council Tax Benefits (BV78a & b)	
Processing planning applications to meet national targets (BV109 a, b & c)	
Reducing the time spent by homeless families in temporary accommodation (BV183 a & b)	

Our performance when compared with other authorities

Councils are ranked by the Government in order of their performance against a number of statutory indicators and assigned to a quartile for each measure depending on whether their performance is amongst the best 25% of councils (Quartile 1) or the next 25% of councils (Quartile 2) and so on to lowest performing 25% in Quartile 4. Our aim is to be among the best performing councils (1st or 2nd quartiles) for at least 65% of the indicators by 2006/7. The following chart shows the proportion of our measurable performance indicators falling into each quartile in 2000/01, 2001/02, 2002/03, 2003/04 and 2004/05.

The inclusion of indicators in the 3rd and 4th quartiles does not mean that our performance has not improved; simply that our improvement on some indicators may be less than that achieved by other councils. All councils are striving for continuous improvement. Nevertheless, we are concentrating our efforts on those indicators in the 3rd and 4th quartiles, and looking how we improve these. Information on actual performance is detailed in section 9.

Rochford's Performance Achievement



Performance measurements

Corporate health

No.	Details of Indicator	RDC Performance		RDC Targets				
		2004/05	2005/06	2005/06	2006/07		2008/09	
BV2	(a) Level of the Commission for Equality Standard for Local Government to which we conform	Level 0	Level 0	Level 1	Level 1	Level 2	Level 3	This council has not progressed the Equality Standard as quickly as originally envisaged.
	(b) Extent to which duty to promote race equality meets defined criteria	0%	0%	21%	26%	47%	100%	
BV3	Proportion of citizens satisfied with the overall service provided by us	63%	63%		70%			Results taken from general satisfaction survey undertaken in 2003 – 1476 responses received with +/-2.47% confidence interval. A further survey will be undertaken in 2006.
BV4	Proportion of complainants satisfied with the handling of those complaints	28%	28%		35%			Results taken from general satisfaction survey undertaken in 2003 - 257 responses received with +/-5.52% confidence interval. A further survey will be undertaken in 2006.
BV11	(a) Proportion of the top 5% of earners that are women	8.33%	7.66%	See note	See note	See note	See note	Note: Any increase in numbers for these categories is dependent on vacancies and the suitability of applicants.

Corporate health

No.	Details of Indicator	RDC Performance		RDC Targets				
		2004/05	2005/06	2005/06	2006/07		2008/09	
Amended for 2005/06	(b) Proportion of the top 5% of earners who are from an ethnic minority	0%	0%	See note	See note	See note	See note	Note: Any increase in numbers for these categories is dependent on vacancies and the suitability of applicants.
BV 11 (cont) New for 2005/06	(c) Proportion of the top 5% of earners who have a disability	Not applicable	7.66%	See note	See note	See note	See note	Note: Any increase in numbers for these categories is dependent on vacancies and the suitability of applicants.
BV12	Number of working days lost to sickness absence per employee	9.44	8.23	8.50	8.20	8.00	7.80	See also our local indicator 7.8 relating to sickness absence excluding long-term sickness
BV14	Early retirements (excluding ill health retirements) as a percentage of the total workforce	0.00%	0.00%	1.00%	0.70%	0.00%	0.00%	
BV15	Ill health retirements as a percentage of the total workforce	0.40%	0.46%	See note	See note	See note	See note	Given the small number involved, it is felt that targets cannot be set for this indicator
BV16	(a) Proportion of staff declaring that they meet the Disability Discrimination Act disability definition, compared with	2.82%	2.50%	See note	See note	See note	See note	Any increase in numbers will be dependent on vacancies and the suitability of applicants
	(b) The percentage of economically active disabled people in the authority area	11.26%	11.26%					This figure is based on 2001 census data and will remain unchanged
BV17 Amended for 2005/06	(a) Proportion of our employees from ethnic minority communities	2.0%	1.7%	See note	See note	See note	See note	Any increase in numbers will be dependent on vacancies and the suitability of applicants

Corporate health

No.	Details of Indicator	RDC Performance		RDC Targets				
		2004/05	2005/06	2005/06	2006/07		2008/09	
	(b) The percentage of economically active population from ethnic minority communities in the area	1.6%	1.6%					This figure is based on 2001 census data and will remain unchanged
BV156	Council buildings in which all public areas are accessible to disabled people	75%	87.50%	84%	90%	90%	100%	The lack of access applies to one leisure facility building only and only a small, little used part of that building.
BV157 Deleted for 2006/07	Interactions suitable for electronic service delivery, delivered through the web or other paperless methods	72.75%	100%	100%				
BV226 New for 2005/06	(a) Total spend by us on advice and guidance services provided by external organisations	Not applicable	£74,300	Not set	£78,200	£80,300	£82,500	
Amended 2005/06 (previously BV177)	(b) Percentage of monies spent on advice and guidance services, given to organisations holding the CLS Quality Mark at 'general help' level or above	Nil No CLSP in place	91.67%	Not set	100%	100%	100%	
New for 2005/06	(c) Amount spent on advice and guidance in the areas of housing, welfare benefits and consumer matters which is provided directly by us to the public	Not applicable	£6,000	Not set	£6,000	£6,000	£6,000	

Corporate health

No.	Details of Indicator	RDC Performance		RDC Targets				Notes
		2004/05	2005/06	2005/06	2006/07	2007/08	2008/09	
Local 1.5	Percentage of telephone calls answered by our switchboard within 15 seconds	72%	82.5%	85%	90%	91%	92%	The standard for answering has been changed from 10 to 15 seconds for 2006/7 in line with industry standards and the targets are increased accordingly
Local 10.2	Proportion of correspondence received by the council that is responded to within 5 working days	81.6%	81.7%	85%	85%	85%	85%	
Local 2.31	Proportion of payments made via the web for							
	(a) Council tax	1.58%	2.49%	3.00%	3%	3.5%	4%	
	(b) Business rates	0.31%	0.70%	1.00%	1%	1.5%	2%	
Local 2.2	Percentage using direct debit: for payment of							
	(a) Council tax	74.9%	75.2%	78.0%	76.5%	77%	78%	
	(b) Business rates	65.9%	64.1%	67.0%	65%	66%	67%	
Local 2.9	Percentage of payments allocated to accounts via electronic means	89.58%	88.14%	90.50%	90%	91%	91.5%	
Local 7.8 New for 2005/06	Number of working days lost to sickness absence per employee (excluding continuous sickness of more than 4 weeks)	Not applicable	4.29	3.9	3.9	3.7	3.5	

Corporate health

No.	Details of Indicator	RDC Performance		RDC Targets				
		2004/05	2005/06	2005/06	2006/07		2008/09	
Local 11.3 New for 2005/06	Percentage of permanent staff turnover	Not applicable	7.3%	Not set	10%	9.5%	9%	
Local 11.4 New for 2005/06	Percentage of permanent appointments filled by internal promotion	Not applicable	9.4%	25%	10%	10.5%	11%	Achievement of this target will be dependent on vacancies and the suitability of applicants
Local 11.5 New for 2005/06	Percentage of permanent appointments filled by internal appointment at same grade	Not applicable	9.4%	25%	10%	10.5%	11%	Achievement of this target will be dependent on vacancies and the suitability of applicants

Resources

No.	Details of Indicator	RDC Performance		RDC Targets				Notes
		2004/05	2005/06	2005/06	2006/07	2007/08	2008/09	
BV8	Undisputed invoices paid within 30 days	99.26%	97.96%	99.30%	99%	99%	99%	
BV9	Council Tax collected	98.60%	98.70%	99.00%	98.8%	98.9%	99.0%	
BV10	Business rates collected	97.70%	98.30%	98.20%	98.6%	98.8%	99.0%	
BV179 Deleted for 2006/07	Standard land searches carried out in 10 working days	99.34%	99.54%	99.40%				
Local 8.3	Planning control enforcement proceedings actioned within 10 days of instruction	47.06%	100%	70%	75%	80%	85%	Performance against this target is highly dependent on the number of cases arising
Local 2.12 Now Local 3.16	Total number of hours car parking assistants spend patrolling, as a percentage of total hours worked	57.24%	57.87%	55.00%	62%	64%	65%	

Community safety and wellbeing

No.	Details of Indicator	RDC Performance		RDC Targets				Notes
		2004/05	2005/06	2005/06	2006/07	2007/08	2008/09	
BV126	Number of domestic burglaries per 1,000 households	7.54	5.06	6.68	6.42	6.03	Not set	Targets are based on the Rochford Crime and Disorder Reduction Strategy 2005-2008. No target has been set for 2008/2009.
BV127 Amended for 2005/06	(a) Violent crimes per 1,000 population	Not applicable	7.97	Not set	6.62	6.29	Not set	Targets are based on the Rochford Crime and Disorder Reduction Strategy 2005-2008. No target has been set for 2008/2009.
New for 2005/06	(b) Robberies per 1,000 population	Not applicable	0.30	Not set	0.15	0.14	Not set	
BV128	Vehicle crimes per 1,000 population	5.84	6.20	6.01	5.69	5.36	Not set	Targets are based on the Rochford Crime and Disorder Reduction Strategy 2005-2008. No target has been set for 2008/2009.
BV174	Number of racial incidents recorded by us per 100,000 population	0	0	0	0	0	0	
BV175	Percentage of racial incidents that resulted in further action	Not applicable	Not applicable	100%	100%	100%	100%	There were no racial incidents in relation to council activities.
BV 202	Number of people sleeping rough on a single night within the area of the local authority	0-10	0-10	0-10	0-10	0-10	0-10	
BV225 New for 2005/06	Score against a checklist of domestic violence best practice covering availability of information, support and protection for victims, and partnership working	54.5%	80.0%	81.0%	90.0%	90.9%	90.9%	

Community safety and wellbeing

No.	Details of Indicator	RDC Performance		RDC Targets				Notes
		2004/05	2005/06	2005/06	2006/07	2007/08	2008/09	
Local 9.5 New for 2005/06	Percentage of valid liquor license applications received which were determined/notified within target	Not applicable	96.1%	100%	100%	100%	100%	
Local 9.6 New for 2005/06	Percentage of valid liquor license applications requiring a hearing for which a hearing was held within the target time	Not applicable	100%	100%	100%	100%	100%	
Local 9.7 New for 2005/06	Percentage of determined applications for which licenses were issued within target time	Not applicable	56.8%	100%	90%	92%	95%	
Local 10.3 New for 2005/06	Percentage reduction in crime over the period 2005/2006 to 2007/2008.					13.5%		Early indications from Police data suggest that we are currently on track to meet this 3 year target.

Housing

No.	Details of Indicator	RDC Performance		RDC Targets				Notes
		2004/05	2005/06	2005/06	2006/07	2007/08	2008/09	
BV63	Energy efficiency – the average SAP rating of local authority owned dwellings	65	64	65	68	72	80	
BV64	The number of private sector vacant dwellings that are returned into occupation or demolished during the year as a direct result of action by us	0	7	2	8	9	10	
BV66	(a) Percentage of rent collected	98.33%	99.12%	98.80%	99.15%	99.17%	99.20%	
New for 2005/06	(b) Proportion of tenants with more than 7 weeks rent arrears	Not applicable	3.04%	2.50%	3%	2.75%	2.50%	
New for 2005/06	(c) Percentage of tenants in arrears who have had Notices Seeking Possession served	Not applicable	12.61%	20%	12.2%	11.7%	11.3%	
New for 2005/06	(d) Percentage of all tenants evicted as a result of rent arrears	Not applicable	0.05%	0.20%	0.1%	0.1%	0.1%	
BV74	Satisfaction of tenants of council housing with the overall service provided by their landlord, with results broken down by:							Results taken from tenants' satisfaction survey undertaken in 2003 - 1358 responses confidence interval +/-1.81%. A further survey will be undertaken in 2006.
	(a) the total population	87%	87%		88%			
	(b) ethnic minority	79%	79%		80%			
	(c) non-ethnic minority	87%	87%		88%			

Housing

No.	Details of Indicator	RDC Performance		RDC Targets				Notes
		2004/05	2005/06	2005/06	2006/07	2007/08	2008/09	
BV75	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 broken down by:							Results taken from tenants' satisfaction survey undertaken in 2003 – 1060 responses with confidence interval +/- 2.79%. A further survey will be undertaken in 2006.
	(a) total population	69%	69%		70%			
	(b) ethnic minority	75%	75%		76%			
	(c) non-ethnic minority	68%	68%		68%			
BV164	Does the authority follow the Commission for Racial Equality's Code of Practice in rented housing and follow the Good Practice Standards for social landlords on tackling harassment included in the Code of Practice for Social Landlords: Tackling Racial Harassment?	Yes	Yes	Yes	Yes	Yes	Yes	

Housing

No.	Details of Indicator	RDC Performance		RDC Targets				Notes
		2004/05	2005/06	2005/06	2006/07	2007/08	2008/09	
BV183	The average number of weeks spent by households which include dependent children or a pregnant woman (and which are unintentionally homeless and in priority need) in:							
	(a) bed-and-breakfast accommodation	14	4.55	12	8	6	6	
	(b) hostel accommodation	22	13.79	20	5	4	3	
BV184	(a) The proportion of local authority properties that were non-decent at the beginning of the year	37%	31.79%	10%	16%	12.50%	10%	
	(b) The percentage change in the proportion of non-decent LA properties by the end of the year	73.2%	28.3%	50%	29.78%	21.88%	20%	
BV203	Percentage change in the average number of families, which include dependent children or a pregnant woman, placed in temporary accommodation under the homelessness legislation, compared with the average number from the previous year	+1.58%	-26.42%	-5%	-15%	-6%	-3%	

Housing

No.	Details of Indicator	RDC Performance		RDC Targets				Notes
		2004/05	2005/06	2005/06	2006/07	2007/08	2008/09	
BV212 New for 2005/06 Formerly local 2.30)	Average time taken to re-let local authority housing (days)	27	31	25	25	23	21	
BV213 New for 2005/06	Number of households seeking housing advice where housing advice casework resolved their situation (per 1000 households)	Not applicable	1	Not set	1	1	1	
BV214 New for 2005/06	Proportion of households accepted as statutorily homeless who were also accepted by us as statutorily homeless within last two years	Not applicable	0.00	Not set	0.00	0.00	0.00	
Local 9.3 (formerly BV67)	Proportion of homelessness applications on which the authority makes a decision and issues written notification to the applicant within 33 working days	40%	98%	87%	95%	95%	95%	

Housing benefit and council tax

No.	Details of Indicator	RDC Performance		RDC Targets				Notes
		2004/05	2005/06	2005/06	2006/07	2007/08	2008/09	
BV76	(a) Benefit claimants visited per 1,000 caseload	337.05	428.02	525	300	250	250	A new verification protocol will reduce the number of visits required in future years.
	(b) Number of fraud investigators per 1,000 caseload	0.51	0.40	0.50	0.40	0.40	0.63	
	(c) Number of fraud investigations per 1,000 caseload	68.37	82.11	70	52	53	54	
	(d) Number of prosecutions and sanctions per 1,000 caseload	10.94	12.07	10	12	12	12.5	
BV78	(a) Average time for processing new claims (days)	42.8	27.3	30	24	20	18	
	(b) Average time for processing notifications of change of circumstances (days)	35.6	20.9	25	16	13	9	
BV79	(a) Percentage of benefit claims calculated correctly	97.80%	97.80%	98.50%	98%	98.50%	99%	
New for 2005/06	(b)i Percentage of recoverable housing benefit overpayments made and recovered in the year	29.56%	57.30%	55%	60%	62%	65%	
	(b)ii Percentage of housing benefit overpayments recovered compared with total debt	29.56%	24.59%	55%	37%	40%	42%	
New for 2005/06	(b)iii Percentage of housing benefits payments written off compared with total debt	15.44%	5.34%	5%	5%	4.5%	4%	

Housing benefit and council tax

No.	Details of Indicator	RDC Performance		RDC Targets				Notes
		2004/05	2005/06	2005/06	2006/07	2007/08	2008/09	
BV80	User satisfaction survey of those using the benefits service – percentage stating that they strongly agree that they are satisfied with:							Results taken from user satisfaction survey undertaken in 2003 – 630 responses. A further survey will be undertaken in 2006
	(a) the facilities to get in touch with the benefits office	90%	90%		91%			Confidence interval +/-2.42%
	(b) service in the actual office	92%	92%		93%			Confidence interval +/-3.01%
	(c) the telephone service	89%	89%		90%			Confidence interval +/-4.36%
	(d) staff in the benefits office	91%	91%		92%			Confidence interval +/-2.37%
	(e) the clarity and understandability of the forms, leaflets and letters	70%	70%		75%			Confidence interval +/-3.65%
	(f) speed of service	85%	85%		86%			Confidence interval +/-2.88%
	(g) overall satisfaction	88%	88%		89%			Confidence interval +/-2.53%
Local 2.33 New for 2005/06	The percentage of new claims for benefit outstanding for more than 50 days	Not applicable	7.03%	6%	4%	3.5%	3%	
Local 2.34 New for 2005/06	The percentage of new rent allowance claims paid within 7 days of a decision being made	Not applicable	48.62%	70.00%	60%	70%	75%	

Environment

No.	Details of Indicator		RDC Performance		RDC Targets				Notes
			2004/05	2005/06	2005/06	2006/07	2007/08	2008/09	
BV82	(a)i	Percentage of the total waste that has been recycled	9.89%	13.99%	14%	17.4%	19.1%	19.6%	We were unable to meet this target in 2005/06 as our green recycling service only started in July 2006 See note above
New for 2005/06	(a)ii	Total tonnage of household waste sent by us for recycling	Not applicable	4675.12	4760	5870	6570	6865	
	(b)i	Percentage of total waste which have been sent for composting or treatment	2.32%	0.54%	4%	1.9%	2.3%	2.9%	
New for 2005/06	(b)ii	Total tonnage of household waste sent by us for composting or treatment	Not applicable	178.96	1360	630	770	1015	
BV84	(a)	Kilograms of household waste collected per head	424.3	422.5	437	420	415	410	
New for 2005/06	(b)	Percentage change from previous year in number of kilograms of waste collected per head of population	Not applicable	-0.0042%	+3%	+0.57%	-1.19%	-1.20%	
BV86	Cost of waste collection per household		£35.93	£41.96	£42.26	£43.90	£45.22	£46.58	This includes the cost of expanding the recycling service.
BV89	Percentage of people satisfied with the cleanliness standard in their area		67%	67%		70%			Results taken from general satisfaction survey 2003 – 1206 responses with +/- 2.66% confidence interval. A further survey will be undertaken in 2006

Environment

No.	Details of Indicator	RDC Performance		RDC Targets				Notes
		2004/05	2005/06	2005/06	2006/07	2007/08	2008/09	
BV90	Percentage of people expressing satisfaction with:							Results taken from general satisfaction survey 2003 – responses 1428 (waste), with +/-1.87% confidence interval and 1298 (recycling) with +/-2.38% confidence interval. A further survey will be undertaken in 2006
	(a) household waste collection	85%	85%		90%			
	(b) waste recycling	74%	74%		75%			
BV91	(a) Percentage of households served by a kerbside collection of recyclables	83.4%	87.5%	95%	95%	97%	97%	
New for 2005/06	(b) Percentage of households served by a kerbside collection of at least two recyclables	83.4%	87.5%	95%	95%	97%	97%	
BV199	(a) Proportion of land and highways assessed as having combined deposits of litter and detritus	No valid figure available	21.6%	25%	21%	20%	19%	Data to set targets for this indicators will be available from April 2007
New for 2005/06	(b) Proportion of land and highways where unacceptable levels of graffiti are visible	Not applicable	10.1%	Not set	9%	8.5%	8%	
New for 2005/06	(c) Proportion of land and highways where unacceptable levels of fly-posting are visible	Not applicable	2.3%	Not set	2%	2%	2%	
New for 2005/06	(d) Year-on-year reduction in total number of incidents and increase in total number of enforcement actions taken to deal with fly tipping	Not applicable	No valid result	Not set	Not set	Not set	Not set	

Environment

No.	Details of Indicator	RDC Performance		RDC Targets				Notes
		2004/05	2005/06	2005/06	2006/07	2007/08	2008/09	
BV216 New for 2005/06	(a) Number of 'sites of potential concern' within our area, with respect to land contamination	Not applicable	319	Not set	Not set	Not set	Not set	It is not possible to set a target for this indicator as new sites are continually being identified
	(b) Number of sites for which sufficient detailed information is available to decide whether remediation of the land is necessary, as a percentage of all 'sites of potential concern'	Not applicable	7%	Not set	Not set	Not set	Not set	It is not possible to set a target for this indicator as new sites are continually being identified and resolved – Local measure 9.8 – the number of sites to be investigated per annum is used instead.
BV217 New for 2005/06	Percentage of pollution control improvements to existing installations completed on time	Not applicable	89%	Not set	100%	100%	100%	
BV218 New for 2005/06	(a) Percentage of new reports of abandoned vehicles investigated within 24 hours of notification	Not applicable	90%	80%	95%	96%	97%	
	(b) Percentage of abandoned vehicles removed within 24 hours from time we are legally entitled to remove the vehicle	Not applicable	94.34%	80%	96%	97%	98%	
Local 5.1	(a) The number of bins that were not collected (per 100,000 collections)	110.40	70.79	75	65	60	55	
	(b) The proportion of missed bins that were collected within 24 hours	72.40%	81.84%	91%	91%	93%	95%	

Environment

No.	Details of Indicator	RDC Performance		RDC Targets				Notes
		2004/05	2005/06	2005/06	2006/07	2007/08	2008/09	
Local 5.1 (cont)	(c) Missed bins as a percentage of the total	0.11%	0.07%	0.075%	0.065%	0.060%	0.055%	
Local 5.5	(a) Average time (days) taken to remove fly-tips for which external agencies are responsible (hazardous waste)	13.64	9.33	7	7	6.5	6	
	(b) Average time (days) taken to remove fly-tips for which RDC is responsible	1.15	0.91	2	1.5	1.5	1.5	
Local 9.8 New for 2006/2007	The number of contaminated land sites to be investigated in the year	Not applicable	Not applicable	Not applicable	12	5	12	Work in 2007/2008 is on fewer, larger sites

Planning

No.	Details of Indicator	RDC Performance		RDC Targets				Notes
		2004/05	2005/06	2005/06	2006/07	2007/08	2008/09	
BV106	Percentage of new homes built on previously developed land	90.10%	82.50%	80.00%	70%	70%	65%	The availability of previously developed land is limited and targeting is therefore unreliable.
BV109	Percentage of planning applications which meet Government targets of:							
	(a) major applications in 13 weeks	42.40%	47.22%	70%	70%	75%	75%	
	(b) minor applications in 8 weeks	59.10%	67.62%	72%	74%	80%	80%	
	(c) other applications in 8 weeks	76.60%	90.70%	91%	92%	93%	95%	
BV111	Percentage of applicants satisfied with the service received	76%	76%		80%			Results taken from planning survey 2003 – 186 responses with +/-6.17% confidence interval. A further survey will be undertaken in 2006.
BV200 New for 2005/06	(a) Did we submit the Local Development Scheme by 28 March 2005?	Yes	Yes	Not set				This task is completed
	(b) Have we met the milestones which the current Local Development Scheme sets out?	Yes	Yes	Not set	Yes	Yes	Yes	
	(c) Did we publish an annual monitoring report by 31 December 2005?	Not applicable	Yes	Yes	Yes	Yes	Yes	
BV 204	Percentage of appeals allowed against the authority's decision to refuse planning applications	32%	10.6%	30%	28%	27%	25%	

Planning

No.	Details of Indicator	RDC Performance		RDC Targets				Notes
		2004/05	2005/06	2005/06	2006/07	2007/08	2008/09	
BV205	Score against a quality of service checklist relating to the planning service's provision of guidance, specialist advice and use of a multi-disciplinary team approach	89%	100%	89%	100%	100%	100%	
Local 3.12 (formerly BV109)	Percentage of all applications determined within 8 weeks	70.9%	82.32%	86%	Not set	Not set	Not set	Withdrawn from 2006/7 as it essentially duplicates the BV109 measures

Environmental health

No.	Detail of Indicator	RDC Performance		RDC Targets				Notes
		2004/05	2005/06	2005/06	2006/07	2007/08	2008/09	
BV166	Score against a checklist of enforcement best practice covering enforcement policies, planned and responsive activities, consultation and satisfaction levels	68.7%	73.75%	80%	100%	100%	100%	Services covered by this checklist are: Food Safety Health and Safety Housing Standards Pollution Control Pest Control Licensing (including taxi and private hire vehicles)
Local 9.2	The percentage of food premises inspections that should have been carried out that were carried out for:							
	(a) high risk premises	98%	100%	98%	98%	98%	98%	
	(b) other premises	97%	98%	98%	98%	98%	98%	
	(c) all premises	98%	99%	98%	98%	98%	98%	
Local 9.4	Health and safety visits to business premises that were carried out, as a percentage of those that should have been carried out							
	(a) high risk premises	100%	100%	98%	98%	98%	98%	
	(b) intermediate risk premises	100%	100%	98%	98%	98%	98%	
	(c) Low risk premises	100%	100%	98%	98%	98%	98%	
	(d) All premises	100%	100%	98%	98%	98%	98%	

Culture and leisure

No.	Details of Indicator	RDC Performance		RDC Targets				Notes
		2004/05	2005/06	2005/06	2006/07	2007/08	2008/09	
BV119	The percentage of residents satisfied with the local authority cultural services:							Results taken from general satisfaction survey 2003. A further survey will be undertaken in 2006.
	(a) Sports and leisure facilities	53%	53%		75%			1306 responses with +/-2.71% confidence interval
	(b) Libraries	72%	72%		To be set by County			1384 responses with +/-2.38% confidence interval Activity managed by Essex CC
	(c) Museums	22%	22%		Not applicable			1217 responses with +/-2.32% confidence interval We do not currently operate any museums. Satisfaction levels cannot yet be assessed
	(d) Theatres and concert halls	38%	38%		Not applicable			1269 responses with +/-2.67% confidence interval We do not have any theatres or concert halls
	(e) Parks and open spaces	79%	79%		75%			1381 responses with +/-2.15% confidence interval

Culture and leisure

No.	Details of Indicator	RDC Performance		RDC Targets				Notes
		2004/05	2005/06	2005/06	2006/07	2007/08	2008/09	
BV170 Amended for 2005/06	(a) The number of visits to/usages of museums or galleries funded or part funded by us, per 1,000 population	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	
Amended for 2005/06	(b) The number of those visits that were in person per 1,000 population	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	
	(c) The number of pupils visiting museums and galleries in organised groups	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	
BV219 New for 2005/06	(a) Number of conservation areas in our district	10	10	10	10	10	10	
	(b) Proportion of these areas with an up-to-date character appraisal	0%	20%	20%	100%	100%	100%	
	(c) Proportion of these areas with published management proposals	0%	0%	20%	60%	100%	100%	

How our 2004/05* results compare with all other councils

* This is the latest audited data available for nationwide comparison purposes

Indicator	Description	Rochford		Results of All Councils		
		2004/05 Results	Quartile Ranking (1=Best)	Upper Quartile	Median	Lower Quartile
BV 3	Citizens satisfied with the overall service provided by us	63%	1	60%	55%	49%
BV 4	Complainants satisfied with the handling of their complaints	28%	4	36%	33%	29%
BV8	Invoices paid within 30 days	99.26%	1	95.94%	92.93%	88.92%
BV9	Council tax collected	98.60%	1	98.30%	97.60%	96.36%
BV10	Business rates collected	97.70%	4	99.14%	98.60%	98.00%
BV62	Unfit private sector dwellings made fit or demolished as a direct result of our action	3.40%	2	4.69%	2.88%	1.60%
BV63	Average energy efficiency (SAP rating) of Council-owned dwellings	65	2	68	65	60
BV64	Number of empty private sector dwellings re-occupied or demolished as a result of our action	0	4	56.25	17.00	4.00
BV66	Rent collected	98.33%	1	98.33%	97.43%	96.43%

Indicator	Description	Rochford		Results of All Councils		
		2004/05 Results	Quartile Ranking (1=Best)	Upper Quartile	Median	Lower Quartile
BV 74	Satisfaction of Council tenants with the overall service provided by us:					
	(a) The total population	87%	1	83%	78%	73%
	(b) Black and minority ethnic groups	79%	2	80%	70%	60.25%
	(c) Non-black and minority ethnic groups	87%	1	84%	78%	73.75%
BV 75	Satisfaction of Council tenants with opportunities for participation in management and decision making:					
	(a) Total population	69%	1	69%	64%	59%
	(b) Black and minority ethnic groups	75%	1	73%	59%	50%
	(c) Non-black and minority ethnic groups	68%	2	69.5%	64%	58.5%
BV76	(a) Fraud investigations of those applying for housing benefit and council tax benefit (per 1000 caseload)	68.37	1	53.40	36.59	24.01
	(b) Prosecutions and sanctions against those committing fraud (per 1000 caseload)	10.94	1	5.31	3.53	2.06
BV78	(a) Average number of days to process new claims for housing and council tax benefit	42.8	3	29.4	35.4	44.6
	(b) Average time to process change of circumstances (days)	35.6	4	7.4	9.9	14.9

Indicator	Description	Rochford		Results of All Councils		
		2004/05 Results	Quartile Ranking (1=Best)	Upper Quartile	Median	Lower Quartile
BV79	(a) Percentage of benefits claims where the amount of benefit was correct, based on available information	97.80%	3	99.00%	97.95%	96.20%
	(b) Percentage of recoverable overpayments for housing benefit that were recovered in the year	29.56%	4	49.93%	41.40%	33.13%
BV 80	Overall satisfaction of those using the benefits service	88%	1	83%	79%	74%
	We were also in the top quartile for satisfaction with facilities to contact us, service in the office and by telephone, benefits staff, the clarity of forms and the speed of service					
BV82	(a) Percentage of waste recycled	9.89%	4	17.92%	14.81%	11.81%
	(b) Percentage of waste composted	2.32%	3	9.93%	5.17%	1.47%
BV86	Cost of waste collection per household	£35.93	2	£35.31	£40.96	£48.13
BV 89	Residents satisfied with the cleanliness in the district	67%	1	66%	61%	54%
BV 90	(a) Residents satisfied with household waste collection	85%	3	89%	86%	81%
	(b) Residents satisfied with waste recycling	74%	2	75%	70%	63%
BV91	Households served by a kerbside recycling	83.4%	4	100.0%	97.0%	88.7%

Indicator	Description	Rochford		Results of All Councils		
		2004/05 Results	Quartile Ranking (1=Best)	Upper Quartile	Median	Lower Quartile
BV109	Planning applicants notified of our decision:					
	(a) Major applications in 13 weeks	42.40%	4	69.01%	58.66%	47.14%
	(b) Minor applications in 8 weeks	59.10%	4	75.40%	69.29%	61.30%
	(c) Other applications in 8 weeks	76.60%	4	88.00%	84.00%	80.00%
BV 111	Planning applicants satisfied with the service received	76%	2	81%	74%	68.25%
BV 119	(a) Residents satisfied with sports and leisure facilities	53%	3	60%	54%	49%
	(b) Residents satisfied with parks and open spaces	79%	1	77%	72%	66%
BV126	Domestic burglaries (per 1,000 households)	7.54	2	6.90	9.69	14.23
BV128	Vehicle crime (per 1,000 population)	5.84	1	7.77	10.23	15.04
BV156	Council buildings in which all public areas are accessible to disabled people	75%	2	75.14%	53.15%	31.19%
BV157	Interactions suitable for electronic service delivery, delivered through the web or other paperless methods	72.75%	3	86.97%	76.86%	66.55%
BV166	Score against enforcement best practice, relating to enforcement policies, planned and responsive activities, consultation and satisfaction levels	68.7%	4	97.0%	90.0%	79.1%
BV176	Number of domestic violence refuge places provided, or supported, by us (per 10,000 population)	0.69	2	0.82	0.37	0.00

Indicator	Description	Rochford		Results of All Councils		
		2004/05 Results	Quartile Ranking (1=Best)	Upper Quartile	Median	Lower Quartile
BV179	Percentage of standard land searches carried out in 10 working days	99.34%	3	100.00%	99.81%	96.96%
BV 183	(a) Average time spent by homeless households in bed-and-breakfast accommodation (weeks)	14	4	1	3	5
	(b) Average time spent in hostel accommodation by homeless households with dependent children or a pregnant woman (weeks)	22	4	0	8	18
BV 184	(a) Council homes which were non-decent	37	3	21	33	48
	(b) Change in proportion of non-decent homes during the year	73.2%	1	22.6^	12.4%	4.7%
BV 199	Proportion of land and highways assessed as having combined deposits of litter and detritus	No valid figure available	4	11.0%	17.5%	24.0%
BV 203	Percentage change in the average number of families, which include dependent children or a pregnant woman, placed in temporary accommodation under the homelessness legislation, compared with the average number from the previous year	+1.58%	2	-6.94%	9.22%	28.31%
BV 204	Percentage of appeals allowed against the authority's decision to refuse planning applications	32.0%	3	25.0%	30.0%	37.5%
BV 205	Score against a quality of service checklist relating to the planning service's provision of guidance, specialist advice and use of a multi-disciplinary team approach	89.0%	1	88.9%	83.2%	72.2%

Contract arrangements

During the past year no contracts were entered that resulted in the transfer of staff employed by Rochford District Council.

If you would like to know more

This plan provides full details of what we have been doing during the past year and will be doing in the years ahead. We hope that you have found it informative. Copies are available in large print, Braille or audio.

We would welcome any thoughts you may have on the content or format of either this plan or the summary document that appeared in the Summer edition of Rochford District Matters. Please write to Mrs Petts at our Rochford offices or contact her on:

01702 318031

diana.petts@rochford.gov.uk

If you would like any information on particular services or have any comments to make on these services the following officers should be contacted:

Council tax, housing benefit and business rates	Scott Logan 01702 318005 Scott.logan@rochford.gov.uk	Environmental health, homelessness and housing advice	Steve Neville 01702 318044 Steve.Neville@rochford.gov.uk
Our contracts for leisure, refuse, street cleaning and grounds maintenance	Dave Timson 01702 318110 david.timson@rochford.gov.uk	Planning, policy and development control, planning enforcement, building control	Shaun Scrutton 01702 318100 shaun.scrutton@rochford.gov.uk

Housing policy, housing management and council tenancies	Graham Woolhouse 01702 318044 graham.woolhouse@rochford.gov.uk	Elections, committees, customer contact and our web site Transportation matters including taxi licensing, concessionary travel and parking enforcement	Sarah Fowler 01702 318135 sarah.fowler@rochford.gov.uk Joanne Crawford 01702 318166 Joanne.crawford@rochford.gov.uk
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For other services, contact:

Council Offices, South Street, Rochford SS4 1BW
Information Centre, Civic Suite, Hockley Road, Rayleigh SS6 8EB

01702 546366
01702 318150
information@rochford.gov.uk



**Rochford District
Council**

Council Offices South Street
Rochford
Essex SS4 1BW

Tel: 01702 546366 Fax: 01702 545737
Website: www.rochford.gov.uk