

2007/08 MID-YEAR PERFORMANCE REPORT TO MEMBERS

1 SUMMARY

- 1.1 This report and its appendices show the Council's performance against all the National Best Value Performance Indicators (BVPIs), key local performance indicators, and the Comprehensive Performance Assessment (CPA) indicators for the first half year of 2007/08.

2 INTRODUCTION

- 2.1 The Council's performance management framework provides for performance reports to Members covering key projects and key performance indicators to be presented to the Executive Board on a quarterly basis and for a report covering all performance indicators to be presented at the mid year and end of year points.
- 2.2 Reports to Members showing performance against key projects and indicators for each of Quarters 1 and 2 of 2007/08, have been presented to previous meetings of the Executive Board.

3 PERFORMANCE TRENDS TO SEPTEMBER 2007

- 3.1 The overall trend of the national BVPIs is encouraging, with 83% having either improved upon, or been maintained at the same level with respect to the same period in 2006/7. In terms of target achievement, 70% of indicators are meeting or are better than target.
- 3.2 Similarly, 64% of the local indicators which are used to monitor much of the day to day activity of local service provision have either improved upon, or been maintained at the same level with respect to the same period last year. 75% of these indicators are at or better than target.
- 3.3 The CPA indicator set is also encouraging; with most showing improvement since 2005/06 and this is reflected in the acceptance of our bid for a CPA reassessment and a potential re-inspection date in mid 2008.
- 3.4 A detailed breakdown of the achievement for each of the national and local indicators is shown in Appendix A to this report.
- 3.5 As a consequence of the transfer of the Council's housing stock and housing management functions to Rochford Housing Association on 26 September 2007, the performance against the 9 key indicators for these divested functions is shown in a separate Appendix B to this report.

4 RISK IMPLICATIONS

- 4.1 The need to introduce and embed an improved performance management system was identified under CPA and failure to report and review performance would impact negatively on any CPA reassessment.

5 RECOMMENDATION

- 5.1 It is proposed that the Board **RESOLVES**

- (1) To note the performance achieved in the first half of 2007/08.
- (2) To place on record any comments or observations on the performance for the first half of 2006/07.

Paul Warren

Chief Executive

Background Papers:-

None

For further information please contact Terry Harper on:-

Tel: - 01702 546366 Extn 3212

E-Mail: - terry.harper@rochford.gov.uk

If you would like this report in large print, Braille or another language please contact 01702 546366.

Appendix A - Mid year Performance Report to Members covering the period: April to September 2007



About this report:

The Mid-Year Performance Report for 2007/08 is produced for Members' information in line with the implementation of the Performance Management System. The report consists of the following sections:

1. A summary and review of National Performance Indicators showing trends and achievement against targets with Members' priorities highlighted.
2. A summary and review of Local Performance Indicators showing trends and achievement against targets with Members' priorities highlighted.
3. A review of those indicators that the Audit Commission uses in the Comprehensive Performance Assessment process.

NB:

1. The report necessarily excludes those indicators that are only calculated annually and those that are dependent on survey or other data that was not available at the time of report preparation.
2. Throughout the report, figures have been rounded to whole numbers, except where the decimal fractions are material to the interpretation of the result.

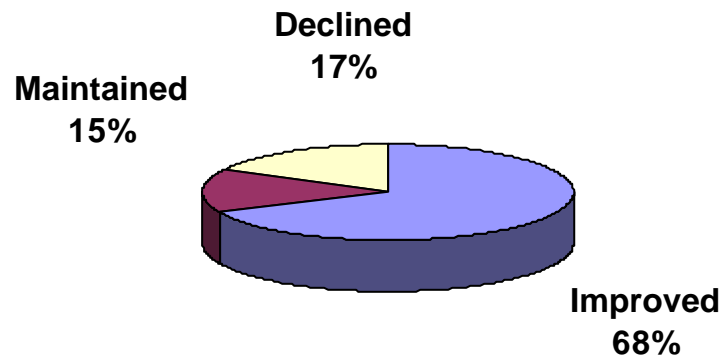
Paul Warren
Chief Executive

Appendix A - Mid year Performance Report to Members covering the period: April to September 2007

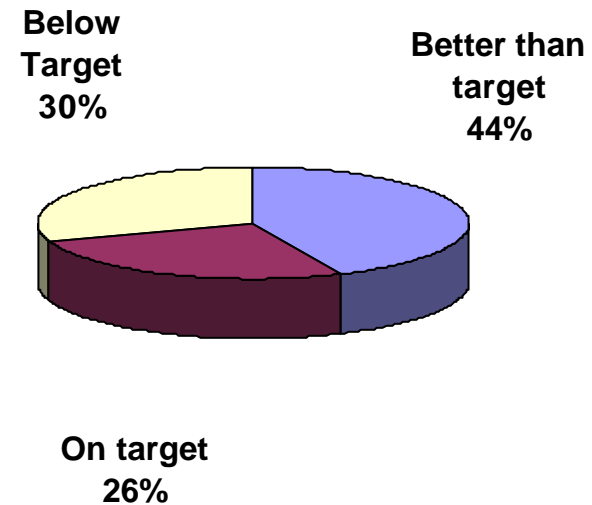
Section 1a) Performance Trends and Achievements – National Best Value Performance Indicators (BVPIs):

- There are 53 National BVPI's for which it is possible to assess Rochford's performance for the half year ending September 2007 against the same period in 2006. The left hand chart below shows that for 83% of these BVPIs, performance had either improved or been maintained as compared to the first half year in 2006/7, whereas 17% had exhibited a decline in performance. (Indicators at the best possible value, (e.g.100%), are counted as improved as per Audit Commission practice.)
- The right hand chart shows that for 70% of these 53 BVPIs, achievement was better than, or, meeting the target set for 2007/08, whereas 30% of these BVPIs were below target.
- A more detailed review of the BVPIs and targets is to be found in the following pages.
- BVPIs identified as key indicators by Members are shown in the tables in **bold type** and are those included in the Quarterly Performance Reports to Members

National BVPI Trends (for first 6 months)



National BVPI Achievement (for first 6 months)



Appendix A - Mid year Performance Report to Members covering the period: April to September 2007

1b) - Performance Summary (Comparison with mid year position in 2006/07) – National BVPIs

Indicators above or meeting target where performance to September 2007 has been maintained or improved	Results / Commentary (BOLD indicates Key Indicator)
Collection rate for Council Tax (BV9)	53% to September 2007 same as last year - full year target is 98.85%
Collection rate for NNDR (BV10)	At 56% for 2007/8 compared to 54% in 2006/7 - full year target is 98.80%
% of Major Planning Applications determined within target time of 13 weeks (BV109a)	100 % to September 2007 vs. 76.5% in 2006. Year target is 75% (Government minimum standard is 60%)
% of Other Planning Applications determined within target time of 8 weeks. (BV109c)	99 % to September 2007 vs. 97.5% in 2006. Year target is 95% (Government minimum standard is 80%)
Number of days sick absence per employee (BV12)	2.69 to September 2007 vs. 3.08 in 2006. Full year target is 8 days or lower
Domestic burglaries per 1000 households (BV126)	1.7 to September 2007 vs. 2.36 to September 2006. Full year target is 6.03
Violent Crimes per 1000 population (BV127a)	4.0 to September 2007 vs. 4.1 to September 2006. Full year target is 6.27
Robberies per 1000 population (BV127b)	0.10 to September 2007 vs. 0.11 to September 2006. Full year target is 0.14
Vehicle crimes per 1000 population (BV128)	2.89 to September 2007 vs. 2006 figure of 2.97 and full year target of 5.35
Early retirements as % of workforce (BV14)	0% to September 2007 vs. 0.99% to September 2006. Target is 0.5%
Ill health retirements as % of workforce (BV15)	0% to September 2007 same as last year. Target is 0%
% of RDC public buildings accessible to disabled (BV156)	Same as last year at 89%. Target is 89% The 11% represents Great Wakering Sports Centre where one upstairs room is not accessible and cannot be adapted cost effectively.
Best practice in environmental health enforcement (BV166)	100% to September 2007 vs. 74% to September 2006. Target is 100%

Appendix A - Mid year Performance Report to Members covering the period: April to September 2007

1b) - Performance Summary (Comparison with mid year position in 2006/07) – National BVPIs (continued)

Indicators above or meeting target where performance to September 2007 has been maintained or improved (continued)	Results / Commentary (BOLD indicates Key Indicator)
Visits to museums per 1000 population (BV170a&b)	40.9 to September 2007 vs. 12.1 to September 2006. Target is 36.75
Pupil visits to museums per 1000 population (BV170c)	0.88 to September 2007 vs. 0 to September 2006. Target is 0
Number of racial incidents reported to RDC (BV174)	0 to September 2007 same as last year. Target is 0
Average time in hostel by vulnerable households (BV183b)	8 weeks to September 2007 vs. 27 weeks to September 2006. Target is 8 weeks or lower
Estimated number of rough sleepers (BV202)	0-10 to September 2007 same as 2006. Target is 0-10
% pollution control improvements on time (BV217)	100 % to September 2007 same as 2006. Target is 100%
% abandoned vehicles inspected in 24 hours (BV218a)	95% to September 2007 vs. 85% to September 2006. Target is 90%
Number of conservation areas (BV219a)	10 at September 2007 same as 2006. Target is 10
% best practice in handling domestic violence (BV225)	91% to September 2007 vs. 70% to September 2006. Target is 91%
Conformance to Equality Standard (BV2a)	Level 2 at September 2007 vs. Level 0 at September 2006. Target is level 2
% of benefit overpayments recovered vs. total debt (BV79bii)	16.4% vs. target of 30% for year. Up from 13.3% at September 2006
Average days to process new benefit claim (BV78a)	23 days to September 2007 vs. 38 days to September 2006. Target is 24
Average days to process changes to claims (BV78b)	10 days to September 2007 vs. 24 days to September 2006. Target is 13

Appendix A - Mid year Performance Report to Members covering the period: April to September 2007

1b) Performance Summary (Comparison with mid year position in 2006/07) – National BVPIs (Continued)

Indicators above or meeting target where performance to September 2007 has been maintained or improved (continued)	Results / Commentary (BOLD indicates Key Indicator)
% household waste composted (BV82bi)	2.99% to September 2007 vs. 2.1% to September 2006. Target is 2%
Tonnage of waste composted (BV82bii)	504 to September 2007 vs. 364 in 2006. Full year target is 575 tonnes
Kilograms of waste collected per head of population (BV84a)	208 to September 2007 vs. 219 in 2006. Full year target is 415 kilograms
% of land/highways having unacceptable levels of litter or detritus (Bv199a)	17.5% to Sept. 2007 vs. 18% to Sept. 2006 Year target is 21% or lower
% of land/highways having unacceptable levels of graffiti (Bv199b)	2% to Sept. 2007 vs. 4% to Sept. 2006 Year target is 7% or lower
% of land/highways having unacceptable levels of fly posting (Bv199c)	0.3% to Sept. 2007 vs. 1% to Sept. 2006 Year target is 2% or lower

Indicators above or meeting target despite a decline in performance to September 2007	Results / Commentary (BOLD indicates Key Indicator)
% of Minor Planning Applications determined within target time of 8 weeks. (BV 109 b)	89.8% by September 2007 compared with 92.7% by September 2006 and 2007/8 local target of 85% (Government standard is 65%)
% of new homes built on previously developed land (BV106)	95% to September 2007 vs. 98% in 2006. Target is 80%
Number of households seeking housing advice (per 1000 Households) where housing advice resolved situation (BV213)	0.56 to September 2007 vs. target of 1.0 (0.73 to September 2006).

Appendix A - Mid year Performance Report to Members covering the period: April to September 2007

1b) Performance Summary (Comparison with mid year position in 2006/07) – National BVPIs (Continued)

Indicators below Target at September 2007 despite performance being improved or maintained vs. 2006	Results / Commentary (BOLD indicates Key Indicator)
% of staff declaring a disability (BV16a)	2.46% at September 2007 against a target of 3%. (2.7% in 2006)
Conservation areas with up to date character appraisal (BV219b)	2 out of 10 areas at September 2007, but the remaining 8 have now been approved and adopted by Council.
Extent to which duty to promote race equality is met (BV2b)	32% - up from 0% in September 2006 but below 2007/8 target of 53%

Indicators below Target at September 2007 despite performance being improved or maintained vs. 2006 (continued)	Results / Commentary (BOLD indicates Key Indicator)
Number of fraud investigators per 1000 caseload (BV76b)	0.41 vs. target of 0.85 but up from 0.13 in September 2006
Number of fraud investigations per 1000 caseload (BV76c)	21.7 vs. target of 62 for year but up from 19.5 in September 2006
Number of prosecutions / sanctions per 1000 caseload (BV76d)	4.1 vs. target of 12 for year – but up from 1.7 in September 2006
% of benefit overpayments made and recovered in year (BV79bi)	61.2% vs. target of 70% and just up from 60.8% in September 2006
% of total household waste recycled (BV82ai)	16% to September 2007 vs. 14% at Sept. 2006. Target is 20% for 2007/8
Total tonnage of household waste recycled (BV82aii)	2745 tonnes to Sept. 2007 vs. 2424 tonnes in 2006 Year target is 6600 tonnes
% of households served by a kerbside recycling collection of 2 or more recyclables (BV91b)	97% at September 2007 vs. target of 98% and up from 90% at September 2006

Appendix A - Mid year Performance Report to Members covering the period: April to September 2007

1b) Performance Summary (Comparison with mid year position in 2006/07) – National BVPIs (Continued)

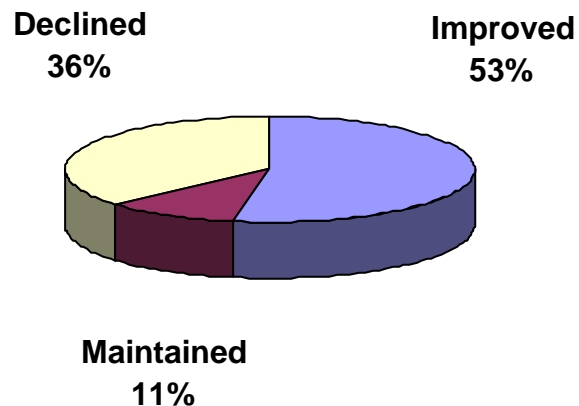
Indicators below Target where performance had declined	Results / Commentary (BOLD indicates Key Indicator)
% undisputed invoices paid within 30 days (BV8)	94.3% to September 2007 vs. target of 98% and 97.5% in Sept. 2006. Action plan in place with improvement in recent performance to 97.5% for October 2007.
% abandoned vehicles removed within 24 hours of entitlement to remove (BV218b)	91% to September 2007 vs. target of 95% and 92% to September 2006 (1 car removed outside time limit)
% of employees from ethnic minority communities (BV17a)	1% September 2007 vs. target of 2% and 1.55% in 2006
% of appeals allowed against planning refusals (BV204)	50% to September 2007 vs. target of 28% and 33% in Sept. 2006
% of benefit claims calculated correctly (BV79a)	98.4% to September 2007 vs. Target of 99.2% (Sept. 2006 – 99.6%) A sample based indicator - 3 out 250 sampled to Sept. were incorrect
% of benefits written off vs. total debt (BV79biii)	3.69% to Sept. 2007 against target of 4% for the year – we continue to adopt a robust approach to minimise write offs - 1% in Sept. 2006

Appendix A - Mid year Performance Report to Members covering the period: April to September 2007

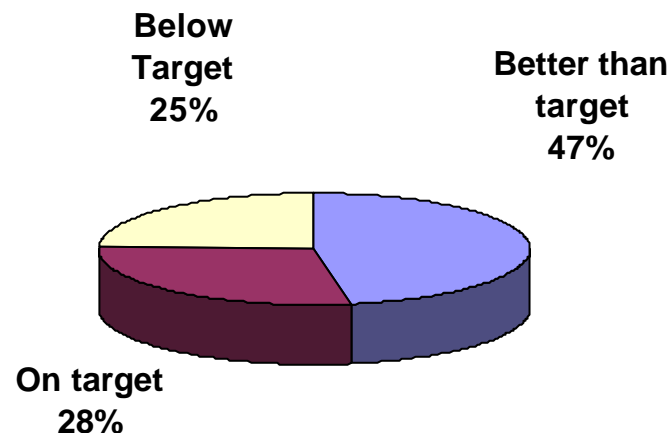
Section 2a) - Performance Trends and Achievements – Local Performance Indicators (PIs):

- In addition to National BVPIs there are 53 local indicators for which it is possible to assess performance for the half year.
- The left hand chart below shows that for 64% of these indicators performance had either improved or been maintained when compared with the first half year in 2006/7, whereas 36% exhibited a decline in performance.
- Similarly, the right hand chart shows that for 75% of these indicators achievement to 30 September 2007 was better than, or, meeting the target set for 2007/8, and 25% were below target.
- A more detailed review of the principal Local PIs and targets is to be found in the following pages.

Local PI Trends (for first 6 months



Local PI Achievement (for first 6 months



Appendix A - Mid year Performance Report to Members covering the period: April to September 2007

2b) Performance Summary (Comparison with mid year position in 2006/07) – Local Pls

Indicators above or meeting target where performance has been maintained or improved	Results / Commentary (BOLD indicates Key Indicator)
Average number of sick absence days excluding absences of more than 4 weeks (RDC 11.6)	1.34 to September 2007 vs. 1.58 to September 2006. Target is 3.6 days
% Housing Benefit claims processed in 14 days (RDC 2.20)	93% to September 2007 vs. 74% in 2006. Target is 85%
% customers using Direct Debit to pay Council Tax (RDC 2.2a)	77% to September 2007 vs. 76% in 2006. Target is 76%
% new rent allowance claims paid within 7 days (RDC 2.34)	92% to September 2007 vs. 57% in 2006. Target is 70%
% Building Control applications determined on time (RDC 3.4a)	100% to September 2007 – same as 2006. Target is 100%
% Building Notice applications acknowledged in 24 hours (RDC 3.4d)	100% to September 2007 – same as 2006. Target is 100%
% Planning site visits made within required 24 hours (RDC 3.6a)	100% to September 2007 – same as 2006. Target is 90%
% Planning site visits made within reqd. 10 Working days (RDC 3.6c)	95% to September 2007 vs. 75% in 2006. Target is 65%
% of parking attendants hours spent on patrol working (RDC 3.16)	62% to September 2007 vs. 53% in 2006. Target for year is 62%
No. of missed bins per 100,000 collection (RDC 5.1a)	42 to September 2007 vs. 65 in 2006. Target is 65 or less
% of missed bins vs. total collections (RDC 5.1c)	0.04% to September 2007 vs. 0.06% in 2006. Target is 0.05% or less
Average time in days for RDC to remove fly tips (RDC 5.5b)	1.32 days to September 2007 –same as 2006. Target is 1.5 days
% land searches carried out in 10 working days RDC 8.4 (ExBV179)	100% to September 2007 – same as 2006. Target is 96%
% high risk food premises inspected as per plan (RDC 9.2a)	53% to September 2007 vs. 52% in 2006. Target for year is 98%

Appendix A - Mid year Performance Report to Members covering the period: April to September 2007

2b) Performance Summary (Comparison with mid year position in 2006/07) – Local PIs (Continued)

Indicators above or meeting target where performance has been maintained or improved (continued)	Results / Commentary (BOLD indicates Key Indicator)
% of monitored pitches and open spaces that are in a satisfactory state of tidiness (RDC5.3)	100% to September 2007 vs. 95% in 2006. Target is 95%
Average time in days for other agencies to remove fly tips (RDC5.5a)	2.8 days to September 2007 vs. 9.1 days in 2006. Target is 7 days
% homelessness applications determined and notified in 33 working days (RDC 9.3)	100% to September 2007 – same as 2006. Target is 95%
% scheduled (hazardous) installations inspected as per annual plan (RDC 9.10)	4% to September 2007 vs. 0% in 2006. Target is 100 % On target as most annual inspections fall due in the second half of the year
% of housing standards inspections of caravan sites carried out as per year's plan (RDC9.12a)	33% to September 2007 vs. 0% in 2006. Target is 100 % On target as remaining inspections fall due in the second half of the year.
% of housing standards inspections of houses in multiple occupation carried out as per year's plan (RDC9.12b)	0% to September 2007 same as 2006. Target is 98% On target as inspections were planned for the second half of the year.
% staff turnover (RDC11.3)	7% to September 2007 vs. 8.5% in 2006.Full year target is 15%
Amount reimbursed under the Complaints procedure (RDC1.2)	£100 to September 2007 vs. £123 in 2006. Target is £210
% calls answered in 15 seconds – switchboard (RDC 1.5S)	91% to September 2007 vs. 90.5% in 2006. Target is 91%
% calls answered in 15 seconds – extensions (RDC 1.5E)	93% to September 2007 vs. 93% in 2006. Target is 91%
% availability of IT systems (RDC1.7)	99.9% to September 2007 vs.99.8% in 2006. Target is 99%
Number of Gardening Service jobs undertaken	360 to September 2007 vs.282 in 2006. Full year target is 700
Number of Handyman Service jobs undertaken	256 to September 2007 vs.78 in 2006. Full year target is 410

Appendix A - Mid year Performance Report to Members covering the period: April to September 2007

2b) Performance Summary (Comparison with mid year position in 2006/07) – Local PIs (Continued)

Indicators above or meeting target despite a decline in performance	Results / Commentary (BOLD indicates Key Indicator)
% customers using Direct Debit to pay Business rates (RDC 2.2b)	62% to September 2007 vs. 63% in 2006. Target is 62%
% of Planning decisions delegated to officers (RDC 3.15)	95.6 % to September 2007 vs. 95.9% in 2006. Target is 95 %
% of Planning site visits made within reqd. 7 Working days (RDC 3.6b)	75% to September 2007 vs. 78% in 2006. Target is 70%
% of Planning enforcement proceedings actioned within 10 working days (RDC 8.3)	83% to September 2007 vs. 100% in 2006. Target is 75%
% other risk food premises inspected as per plan (RDC 9.2b)	42% to September 2007 vs. 46% in 2006. Plan is on target for 98%
% of all food premises inspected as per plan (RDC 9.2c)	49% to September 2007 vs. 50% in 2006. Plan is on target for 98%
% of health & safety inspections as per plan – High risk (RDC 9.4a)	45% to September 2007 vs. 74% in 2006. Plan is on target for 98%
% of health & safety inspections as per plan – Med. risk (RDC 9.4b)	38% to September 2007 vs. 51% in 2006. Plan is on target for 98%
% of health & safety inspections as per plan – Low risk (RDC 9.4c)	40% to September 2007 vs. 46% in 2006. Plan is on target for 98%
% of health & safety inspections as per plan –all risks (RDC 9.4d)	40% to September 2007 vs. 50% in 2006. Plan is on target for 98%
% of Air Quality reports completed and submitted (RDC 9.11)	20% to September 2007 vs. 100% in 2006. On target for 100% as remaining reports are due in second half of year

Appendix A - Mid year Performance Report to Members covering the period: April to September 2007

2b) Performance Summary (Comparison with mid year position in 2006/07) – Local PIs (Continued)

Indicators below Target despite performance being improved or maintained	Results / Commentary (BOLD indicates Key Indicator)
% staff appointments made internally at same grade (RDC 11.5)	0% to September 2007 same as 2006. Target is 3%
% Personal Development Reviews completed to HR team (RDC 11.7)	75% to September 2007 vs. 65% in 2006. Target is 100%.
% of applications for reconsideration of benefits claims actioned and notified in 4 weeks (RDC 2.35)	66% to September 2007 same as 2006. Target is 75%
% missed bins collected by end of next working day (RDC 5.1b)	90% to September 2007 same as 2006.. Target is 91%

Indicators below Target where performance had declined	Results / Commentary (BOLD indicates Key Indicator)
% of new benefit claims outstanding after 50 days (RDC 2.33)	2.98% to September 2007 vs. 2.7% in 2006. Target is 2.8%
% of Annual Audit plan completed (RDC 4.1)	35% to September 2007 vs. 46% in 2006. Target is 98%
% of total audit days spent on audit work (RDC 4.3)	41% to September 2007 vs. 50% in 2006. Full year target is 98%
% of audit recommendations implemented on time (RDC 4.6)	79% to September 2007 vs. 80% in 2006. Target is 90%
% of orders raised electronically (RDC 7.7)	99.4%% to September 2007 vs. 99.7% in 2006. Target is 99.9%
% staff appointments made internally as promotions (RDC 11.4)	10% to September 2007 vs. 15% in 2006. Target is 18%

Appendix A - Mid year Performance Report to Members covering the period: April to September 2007

2b) Performance Summary (Comparison with mid year position in 2006/07) – Local PIs (Continued)

Indicators below Target where performance had declined (continued)	Results / Commentary (BOLD indicates Key Indicator)
% Building Control initial appraisals on Full Plan applications made within 15 working days (RDC 3.4b)	91% to September 2007 vs. 97% in 2006. Target is 100%
% Building Control initial appraisals on Full Plan applications made within 10 working days (RDC 3.4c)	74% to September 2007 vs. 89% in 2006. Target is 80%
% of PS1 and PS2 applications accepted as valid on receipt (RDC3.18)	64% to September 2007 vs. 76% in 2006. Target is 70%

Appendix A - Mid year Performance Report to Members covering the period: April to September 2007

Section 3 - Overview of Comprehensive Performance Assessment (CPA) Indicators

Guidance from the Audit Commission on the approach to be adopted for the Comprehensive Performance Assessment (CPA) of District Councils from 2006 states that CPA re-assessment will only take place where there is significant evidence to indicate a potential change in CPA category. Either, the Council will be able to demonstrate performance that is significantly better than that identified in the original CPA assessment, or performance will have deteriorated so significantly as to warrant the Audit Commission's attention.

Councils apply to a Regional Panel to seek a re-assessment for CPA categorization and the panel then decides whether a reassessment should be undertaken on the basis of evidence including Service Performance Information, Use of Resources Assessments, Direction of Travel Statements and other supporting evidence supplied by the Council.

Rochford District Council's application for reassessment has been accepted and the inspection will be conducted mid 2008.

For further information on the CPA process please see the copies of the following documents from the Audit Commission, which are available in the Members' library:

- CPA - District Council Framework from 2006
- CPA - District Council Framework from 2006 – Regional Panel Guidance

The following tables show the indicators selected by the Audit Commission to evidence Service Performance and it is good to note the many improving trends.

NB:

- 1. The Trend shown in the tables below is that measured from 2005/6, except for the satisfaction trends, which are derived from comparisons of 2003/4 and 2006/07 triennial survey data.**
- 2. CPA results are generally rounded and so may differ marginally from figures elsewhere in this report.**

Appendix A - Mid year Performance Report to Members covering the period: April to September 2007

CPA Indicator	2005/6 Quartile	Trend	Performance			Notes
			05/06	06/07	07/08 Mid Year	
Environment <div>N/A = Not applicableNYA = Not Yet Available</div>						
BV109a % Major Planning Apps determined in 13 weeks	4	Improving	47%	78%	100%	2006/7 result is quartile 2
BV109b % Minor Planning Apps determined in 8 weeks	3	Improving	69%	89%	90%	2006/7 result is quartile 2
BV109c % Other Planning Apps determined in 8 weeks	1	Improving	91%	99%	99%	
BV111% Applicants satisfied with Planning Service	2	Improving	-	79%	-	76% in 2003/04 survey
BV199 % Land significantly or heavily littered	4	Improving	22%	21%	18%	2006/7 result is quartile 4
BV204 % Planning appeals allowed	1	Declining	11%	31%	50%	
BV205 Planning Quality of Service checklist score	1	Same	100%	100%	NYA	
BV89 % Satisfaction with Cleanliness	1	Improving	-	77%	-	67% in 2003/04 survey
BV82a +b % Waste recycled or composted	4	Improving	14%	17%	19%	
BV84 Kg of household waste collected per head	2	Improving	423 Kg	416 Kg	208 Kg	2006/07 mid year was 219 Kg
BV91% households served by kerbside recycling	4	Improving	88%	96%	97%	2006/7 result is quartile 3
BV90a % satisfied with waste collection	-	Improving	-	88%	-	85% in 2003/04 survey
BV90b % satisfied with recycling facilities	-	Improving	-	76%	-	74% in 2003/04 survey
BV179 % Land searches done in 10 working days	3	Improving	99%	100%	100%	Now local measure RDC 8.4
BV63 Average energy efficiency rating of Local Authority (LA) owned dwelling s	3	Improving	64	66	66	Not required after transfer of stock to Rochford Housing
BV166- Environmental health best practice % score	4	Improving	74%	100%	100%	2006/7 result is quartile 1
Culture <div>N/A = Not applicableNYA = Not Yet Available</div>						
BV119a % satisfied with LA sports & leisure facilities	N/A	Improving	-	67%	-	53% in 2003/04 survey
BV119e % satisfied with LA parks & open spaces	N/A	Improving	-	82%	-	79% in 2003/04 survey
BV119c% satisfied with LA museums & galleries	N/A	Improving	-	24%	-	22% in 2003/04 survey
BV119d% satisfied with theatres & concert halls	N/A	Declining	-	28%	-	38% in 2003/04 survey
BV170a Visits to museums/galleries per 1000 pop.	4	Improving	0	16	41	

Appendix A - Mid year Performance Report to Members covering the period: April to September 2007

CPA Indicator	2005/6 Quartile	Trend	Performance			Notes
			05/06	06/07	07/08 Mid Year	
Housing (Community) HIP = Housing Improvement Plan Indicator N/A = Not applicable NYA = Not Yet Available						
HIP % Private Sector homes vacant 6 months or more	4	Improving	1.5%	1.3%	NYA	
BV183a weeks in B&B by homeless households	4	Declining	5	7	N/A	Deleted for 2007/08
BV183b weeks in hostels by homeless households	4	Improving	20	27	8	
HIP - % cases of repeat homelessness (now BV214)	3	Improving	4	0	N/A	Deleted for 2007/8
BV78a days to process new Housing and Council Tax Benefit claims	2	Improving	27	31	23	
BV78b days to process changes to Housing and Council Tax Benefit claims	3	Improving	21	16	10	
BV175 % racial incidents resulting in action	N/A	-	-	-	-	No incidents reported
BV64 non LA homes returned to occupation or demolished as a result of council action	3	Improving	7	8	3	

NOTES:

A full Quarterly Performance Report showing performance against all measured indicators is available from the Audit & Process Review Team.

Quarterly Performance Reports for each Division may also be found on the Council website by entering "Quarterly Performance" in the Search box.

For any detailed information on the Performance Indicators please contact:

Terry Harper - Performance Improvement Officer on 01702 546366 extension 3212 or email to terry.harper@rochford.gov.uk

Appendix B - Mid year Performance Report to Members (Housing Management): April to September 2007



About this report:

This Mid-Year Performance Report for 2007/08 covers the performance measures relevant to the housing management functions that were transferred to Rochford Housing Association on 26 September 2007. As a consequence of the transfer, the measures will not be reported for the second half of the 2007/08 year. For Audit Commission purposes these results represent our outturn figures for 2007/08. The report consists of the following sections:

1. A summary of the National and Local Housing Management Performance Indicators showing trends and achievement against targets.
2. A review of the Housing Management indicators, which the Audit Commission uses in the Comprehensive Performance Assessment process.

Paul Warren
Chief Executive

Appendix B - Mid year Performance Report to Members (Housing Management): April to September 2007

Section 1 Performance Trends and Achievements – National and Local Performance Indicators:

- The 9 principal Housing Management Performance Indicators are tabulated below to compare performance for 2006/7 with that achieved in 2007/8 up to the transfer of the Council's housing stock to Rochford Housing Association.
- 3 indicators show either improvement, or had been maintained, as compared to 2006/7. 6 show a decline in performance.
- 3 indicators show achievement that was better than, or, meeting the target for 2007/08, and 4 are below target. (No target was set for 2 of the measures.)

PI Number and definition	2006/07		2007/08					
	Target	Year End Result	Target	Qtr Result 1	Qtr Result 2	Year to Transfer Date	Trend	Better or worse than Target
BV 63 - Energy efficiency – the average SAP rating of local authority owned dwellings	68	66	70	66	66	66	Maintained	Worse
BV66(a) - Percentage of rent collected	99.1%	98.5%	99.2%	98.3%	87.1%	93.1 %	Declined	Worse
BV66(b) - Proportion of tenants with more than 7 weeks rent arrears	3%	3.6%	3%	4.5%	3.8%	4.2%	Declined	Worse
BV66(c) - Percentage of tenants in arrears who have had Notices Seeking Possession served	12.2%	7.1%	12.2%	3.6%	7.3%	10.6%	Declined	Better
BV66(d) - Percentage of all tenants evicted as a result of rent arrears	0.1%	0.24%	0.1%	0.05%	0.05%	0.1%	Maintained	Met target
BV184 (a) -The proportion of local authority properties that were non-decent at the beginning of the year	16%	24%	21.4%	N/A	N/A	21.4% *	Improved	Met target
BV184(b) - The percentage change in the proportion of non-decent LA properties by the end of the year	29.8%	27.7%	Not set	N/A	N/A	0% *	Declined	N/A
BV212 - Average time taken to re-let local authority housing (days)	25	56	23	15.8	101.1	40.4	Declined	Worse
Local 2.28 - Average attendance of scheme occupiers at surgery meetings	36	36	N/A	17	12	14	Declined	N/A

NB: * = Provisional figure

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Section 2 - Overview of Comprehensive Performance Assessment (CPA) Indicators

Guidance from the Audit Commission on the approach to be adopted for the Comprehensive Performance Assessment (CPA) of District Councils from 2006 states that CPA re-assessment will only take place where there is significant evidence to indicate a potential change in CPA category. Either, the Council will be able to demonstrate performance that is significantly better than that identified in the original CPA assessment, or performance will have deteriorated so significantly as to warrant the Audit Commission's attention.

Councils apply to a Regional Panel to seek a re-assessment for CPA categorization and the panel then decides whether a reassessment should be undertaken on the basis of evidence including Service Performance Information, Use of Resources Assessments, Direction of Travel Statements and other supporting evidence supplied by the Council.

Rochford District Council's application for reassessment has been accepted and the inspection will be conducted mid 2008.

For further information on the CPA process please see the copies of the following documents from the Audit Commission, which are available in the Members' library:

- CPA - District Council Framework from 2006
- CPA - District Council Framework from 2006 – Regional Panel Guidance

The following tables show the indicators selected by the Audit Commission to evidence Service Performance in Housing.

NB:

- 1. The Trend column shown in the tables below is that measured from 2005/6, except for the satisfaction trends, which are derived from comparisons of 2003/4 and 2006/07 triennial survey data.**
- 2. Also, CPA results are generally rounded and so may differ marginally from figures elsewhere in this report.**

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CPA Indicator	2005/6 Quartile	Trend	Performance			Notes
			05/06	06/07	07/08 Mid Year	
Housing (Management) HIP = Housing Improvement Plan Indicator Q = qualified result on audit NYA = Not Yet Available						
BV184a % LA Homes which were non-decent	N/A	Improving	32%	24%	21.4%	Now RHA responsibility
BV74a % LA tenant satisfaction – overall service	N/A	Improving	-	88%	-	87% in 2003/04 survey
BV75a % LA tenant satisfaction – participation	N/A	Improving	-	79%		69% in 2003/04 survey
HIP - % urgent repairs completed on time	1	Same	99%	99%	NYA	Future performance is the responsibility of Rochford Housing Association (RHA)
HIP - days to complete non-urgent repairs	2	Same	10	10	NYA	
BV66a % LA rent collected	N/A	Declining	99%	99%	93%	
HIP - Average relet times (days) (now BV 212)	2	Declining	31	56	40	
HIP- Average weekly management cost of LA housing	3	Increased	£14.7	£15.7	NYA	
BV164 CRE code of practice followed	2	Same	Yes	Yes	Yes	

NOTES:

For any detailed information on these Performance Indicators please contact:

Terry Harper - Performance Improvement Officer on 01702 546366 extension 3212 or email to terry.harper@rochford.gov.uk