
Performance Report to Members on key performance indicators for the period: January to March 2008

Overall Commentary on Performance and Recommendation:

1. This report to the Executive Board meeting of 23rd April 2008 consists of the statistical performance data for key indicators up to 31st March 2008. A key projects report is also to be presented to the Executive Board at this meeting.
2. An updated Progress on Decisions schedule is attached as an Appendix to this report.
3. All the figures shown here are unaudited at present and a full end of year audited Performance Indicator report will be provided to Council in June 2008. Also, as these are final quarter figures, only the Red and Green status definitions are used. These are modified to show performance either exceeding or meeting target within reasonable limits or not meeting target.
4. Quarterly Performance Reports for each Division will be available on the Council intranet and website by 1st May 2008 by selecting "Quarterly Performance Reports " from the A-Z of Services. (The website address is www.rochford.gov.uk)
5. It is proposed that the Executive Board **RESOLVES**
 - (1) To note the performance achievement for the key indicators for the fourth quarter of 2007/08.
 - (2) To place on record any comments on performance for the fourth quarter of 2007/08.

Yvonne Woodward

Head of Finance, Audit and Performance Management

Background Papers:- None

For further information please contact Terry Harper on:-

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

Explanation of terms and conventions used in the report:

- **Linkage to the Council's Corporate Aims** – each of the reported activities is linked to one or more of the Council's Corporate Objectives:

Aim 1 – Provide an excellent cost effective frontline service for all our customers

Aim 2 – Work towards a safer and more caring community

Aim 3 – Provide a green and sustainable environment

Aim 4 – Encourage a thriving local economy

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

Aim 6 – Maintain and enhance our local heritage

- **RAG Status Column – Red/Amber/Green Status** – for this final quarterly report for the 2007/8 year each target is assigned a status of Red, or Green in accordance with the following rating system:

Red: Target not met

Amber: Not used for final quarter report

Green: Target exceeded/met or achieved within reasonable limits (eg: 0.5%)

- **Quartile (Q) Column** – for each Performance Indicator this will show the most recent national quartile rating available (2006/07 at present). 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 the 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 2007/08.

- **Trend Column** – for each Performance Indicator this will show the trend as follows:

↑ - **Better than previous quarter**

= - **Same as previous quarter**

↓ - **Worse than previous quarter**

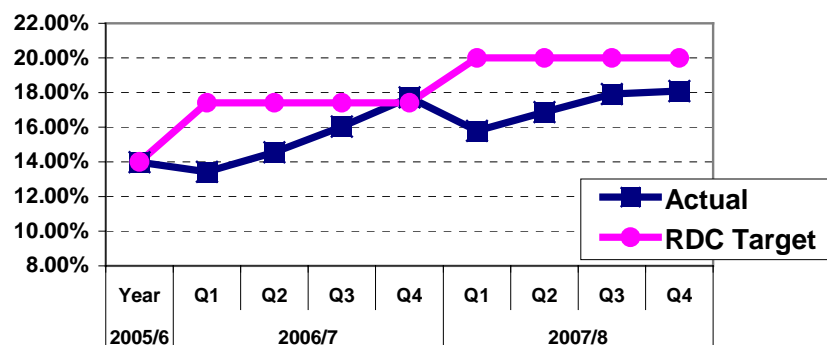
NYA – not yet available

N/A – not applicable

Key Performance Indicators: Clean, Green, Safe Targets – (Corporate Aims 2 and 3 - Corporate Plan 2007-2010 Pages 9-11)

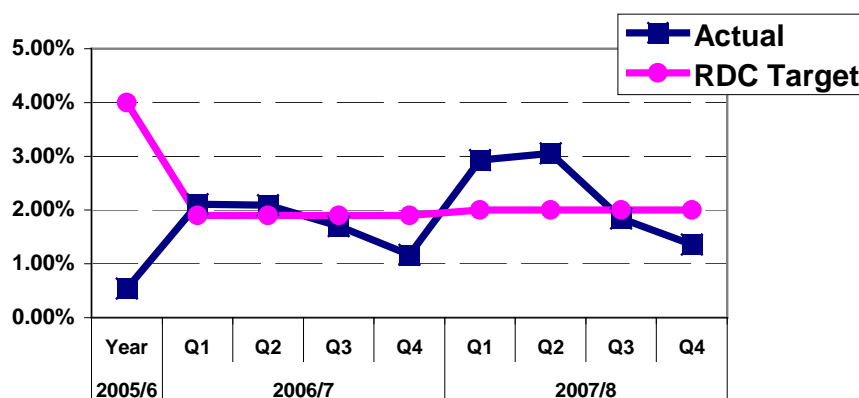
Key Performance Indicators: Clean, Green, Safe Targets (Corporate Aims 2 and 3 Corporate Plan 2007-2010 Pages 6-11)										
PI No: BV or Local	Definition	Q	2006/7		2007/8			Commentary	Trend	RAG
			Target	Actual	Target	Quarter Four Result	Year End			
BV 82a(i)	% Of total waste recycled	4	17.40%	15.46%	20.00%	18.20%	17.14%	An improved performance, which will be further enhanced by the revised waste contract commencing in 2008/9.	↑	R
BV 82b(i)	% Of total waste composted	4	1.90%	1.78%	2.00%	1.23%	2.31%		↓	G
BV 82	% Of total waste recycled or composted	-	19.30%	17.24%	22.00%	19.43%	19.45%		↑	R
BV 84	Kg of household waste collected per head	2	420	417	415	90.66	394.98		↑	G
BV 91b	% Of households served by kerbside recycling collection of at least 2 recyclables	3	95.0%	95.7%	98.0%	97.4%	97.4%	881 households not served as 3 caravan parks refused to participate (0.7%), certain flat developments proved unsuitable (1.3%) and others yet to be visited (0.6%) Thus just below target set.	↑	R

BV82a(i) % total waste recycled



High is Good

BV82b(i) % total waste composted

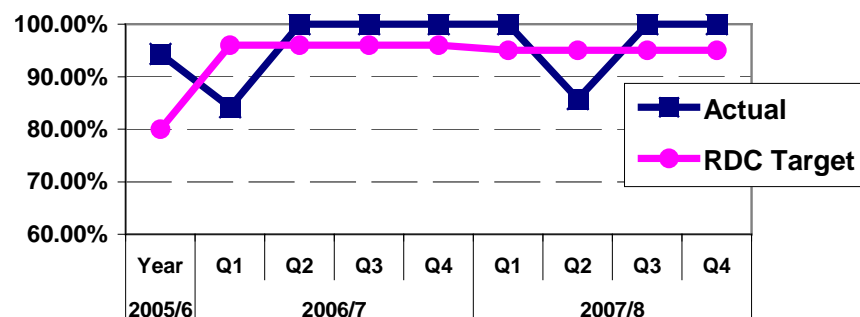


High is Good

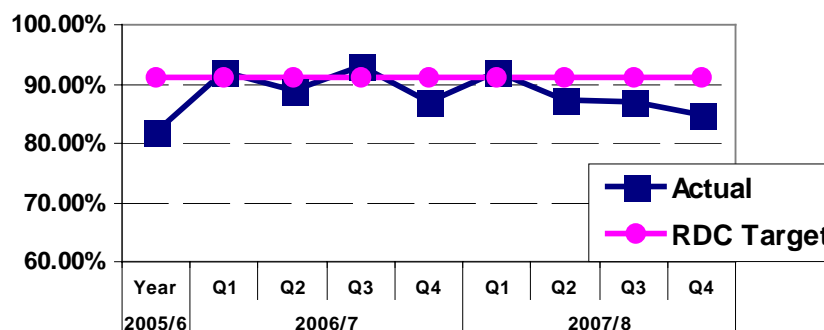
Key Performance Indicators: Clean, Green, Safe Targets – (Corporate Aim 2 and 3 - Corporate Plan 2007-2010 Page 9 - 11)

Key Performance Indicators: Clean, Green, Safe Targets (Corporate Aim 2 and 3 Corporate Plan 2007-2010 Page 6-11)										
PI No: BV or Local	Definition	Q	2006/7		2007/8			Commentary	Trend	RAG
			Target	Actual	Target	Quarter Four Result	Year End			
BV 218b	% Of abandoned vehicles removed within 24 hours after council is entitled to remove	2	96.00%	90.91%	95%	100.00%	92.86%	Despite achieving 100% for the last two quarters the target of 95% was not achieved due to one car removed outside of 24 hours in Quarter 2. The total number of cars deemed abandoned and removed was 14.	=	R
Local 5.1b	% Of missed bins collected within 24 hours	-	91.00%	91.10%	91.00%	84.64%	87.71%	The result is due to a total of 134 bins not collected in time out of 1334 that were reported missing. However the missed bins as a % of the total collections has achieved its target, which is a further improvement on previous performance.	↓	R
Local 5.1c	Missed bins as % total	-	0.065%	0.06%	0.05%	0.05%	0.05%		↑	G
Local 5.5b	Average number of days by RDC to remove fly tips	-	1.50	1.13	1.50	0.93	1.13	This indicator has performed better than the target.	↑	G

BV218b %abandoned vehicles removed in 24 hours



RDC 5.1b % missed bins collected in 24 hours



Key Performance Indicators: Clean, Green, Safe Targets – (Corporate Aim 2 - Corporate Plan 2007-2010 Page 9)

PI No: BV or Local	Definition	Q	2006/7		2007/8			Commentary	Trend	RAG
			Target	Actual	Target	Quarter Four Result	Year End			
BV199a	% Of land and highways having litter/detritus	4	23.00%	21.00%	21.00%	14.97%	14.97%	This sample-based indicator is well above target reflecting the general cleanliness of the District. (Sample size 1216).	↑	G

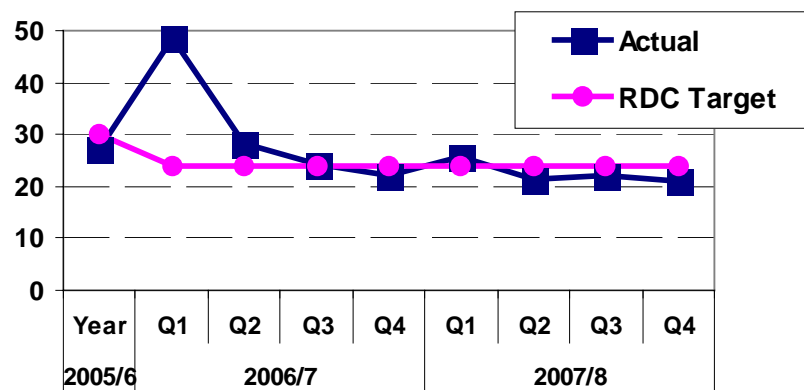
Key Performance Indicators: Handyperson/gardening service – (Corporate Aims 2 and 5 - Corporate Plan 2007-2010 Page 9&14)

PI No: BV or Local	Definition	Q	2006/7		2007/8			Commentary	Trend	RAG
			Target	Actual	Target	Quarter Four Result	Year End			
Volume Measure	No. Of gardening services jobs undertaken p.a	-	340	448	700	132	603	Year-end total lower than the target but still higher than last year's actual figure. This was inevitably affected by the unseasonably wet weather of last summer, at a time of year when a high proportion of the jobs would normally be undertaken.	↑	R
Volume Measure	No. Of handyperson jobs undertaken p.a	-	315	222	410	68	397	Year-end total marginally lower than the target although again significantly higher than last year's actual.	↓	R

**Key Performance Indicators: Housing and Council Tax Benefit Targets – (Corporate Aims 1,2 and 5 - Corporate Plan 2007-2010
Page 7 - 15)**

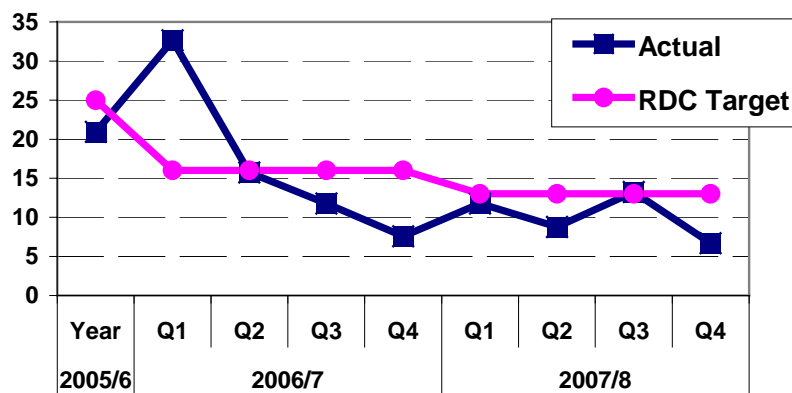
PI No: BV or Local	Definition	Q	2006/7		2007/8			Commentary	Trend	RAG
			Target	Actual	Target	Quarter Four Result	Year End			
BV 78a	Average number of days for processing new claims	3	24.00	30.90	24.00	21.17	22.57	As a result of sustained efforts across the year our performance has improved significantly.	↑	G
BV 78b	Average number of days for processing change of circumstances	4	16.00	16.10	13.00	6.69	9.5		↑	G
BV 79a	% Accuracy of benefit calculations	1	98.00%	99.40%	99.20%	100%	98.80%	A focus on accuracy has improved on earlier performance.	↑	G
BV 79b(ii)	% Of recoverable overpayments recovered in year vs. total debt	2	37.00%	32.70%	30.00%	11.31%	27.03%	A recent increase in overpayments identified has meant that despite the increased amounts recovered we have failed to achieve target.	↑	R
BV 79b(iii)	% Of overpayments recovered written off vs. total debt	-	5.00%	6.18%	4.00%	0.45%	4.22%	We continue to adopt a robust approach to minimise write offs.	↑	G

BV78a Average days to process new benefit claim



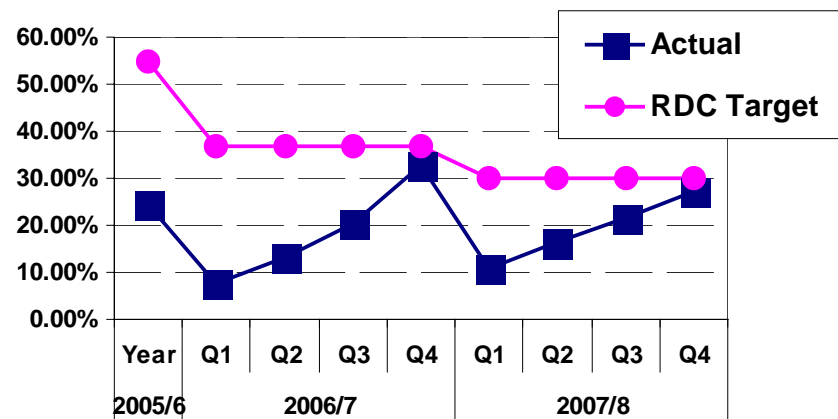
Low is Good

BV78b Average days to process changes to benefits claims



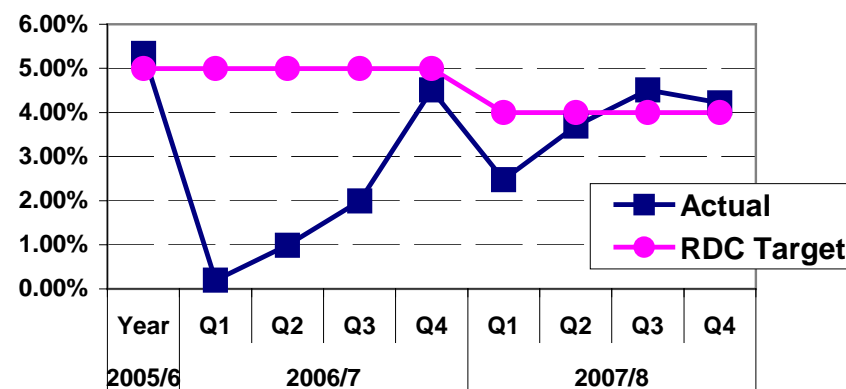
Low is Good

BV79b(ii) % overpayments recovered vs total debt



High is Good

BV79biii % of overpayments written off vs total debt

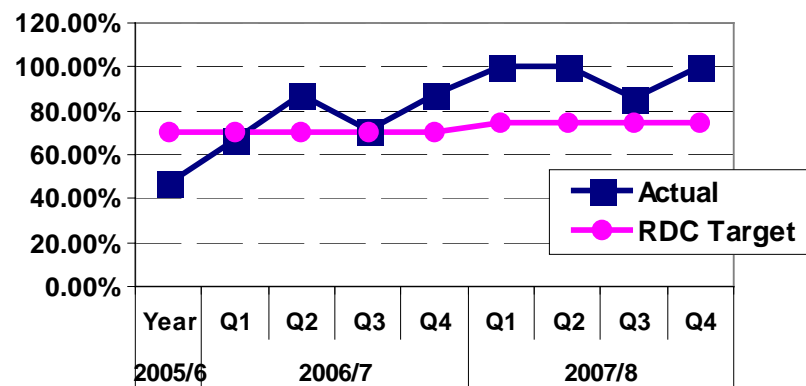


Low is Good

Key Performance Indicators: Planning Targets – (Corporate Aims 1,3,4,5 and 6 - Corporate Plan 2007-2010 Page 7 - 16)

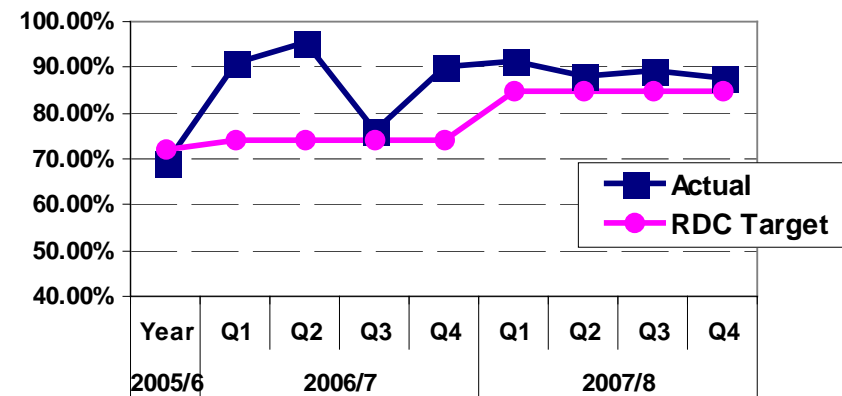
PI No: BV or Local	Definition	Q	2006/7		2007/8			Commentary	Trend	RAG
			Target	Actual	Target	Quarter Four Result	Year End			
BV 109a	% Of planning applications which meet Government targets for determining 60% of major applications in 13 weeks	2	70.00%	78.13%	75.00%	100.00%	95.00%	Strong performance throughout the year has resulted in all three PI's exceeding their year-end targets.	↑	G
BV 109b	% Of planning applications which meet Government targets for determining 65% of minor applications in 8 weeks	1	74.00%	89.66%	85.00%	87.80%	89.33%		↓	G
BV 109c	% Of planning applications which meet Government targets for determining 80% of other applications in 8 weeks	1	92.00%	98.78%	95.00%	97.78%	98.78%		↓	G
BV 204	% Of appeals allowed against the authority's decision to refuse planning applications	2	28.0%	30.6%	28.0%	11.1%	28.6%	This is a volatile indicator due to small numbers; this result represents 8 out of 28 appeals allowed and, given that each appeal represents 4% of the total, the target for the year was effectively achieved.	↑	G

BV109a % major planning applications determined in 13 weeks
(Government target 60%)



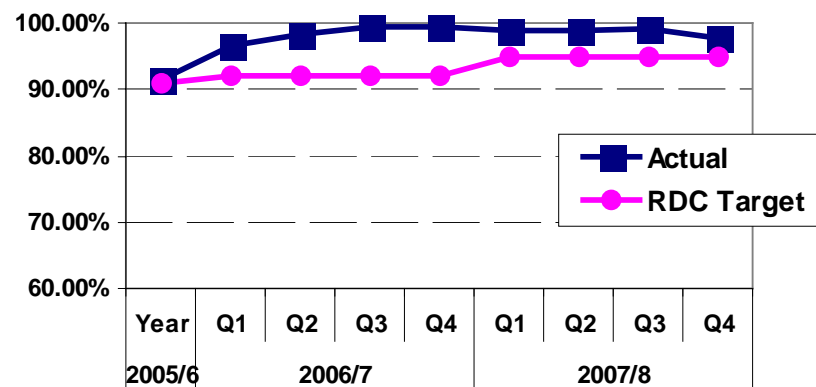
High is Good

BV109b % minor planning applications determined in 8 weeks
(Government target 65%)



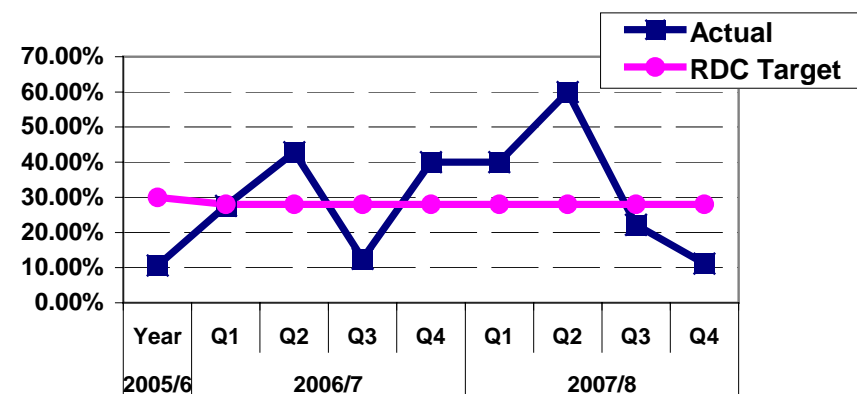
High is Good

BV109c % other applications determined in 8 weeks
(Government Target 80%)



High is Good

BV204 % appeals allowed against authority's decisions to refuse planning application

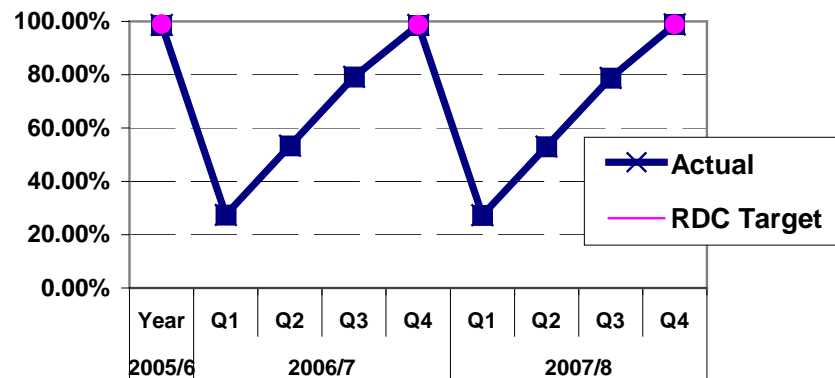


Low is Good

Key Performance Indicators: Council Tax Targets – (Corporate Aims 1 - Corporate Plan 2007-2010 Page 7 - 8)

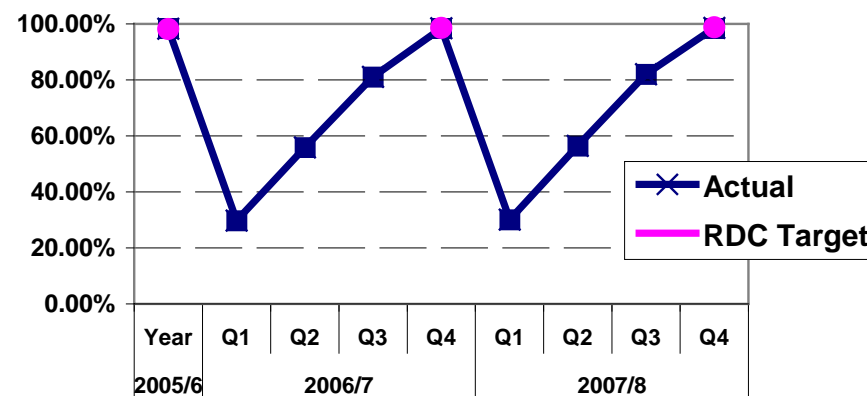
PI No: BV or Local	Definition	Q	2006/7		2007/8			Commentary	Trend	RAG
			Target	Actual	Target	Quarter Four Result	Year End			
BV 9	% Council Tax Collected	1	98.80%	98.73%	98.85%	98.90%	98.90%	This PI has achieved above its target.	↑	G
BV 10	% Business Rates Collected	3	98.60%	98.52%	98.80%	98.60%	98.60%	A small improvement on 2006/07 performance.	↑	G

BV9 % Council Tax collected (Cumulative)



High is Good

BV10 % Business Rates collected (Cumulative)



High is Good

Key Performance Indicators: Exception Reports including updates on previously reported Indicators.

PI No: BV or Local	Definition	Q	2006/7		2007/8			Commentary	Trend	RAG
			Target	Actual	Target	Quarter Four Result	Year End			
BV8	Undisputed Invoices paid within 30 days	2	98.00%	96.90%	98.00%	97.62%	95.72%	Following a poor start in quarter 1 measures were put in place to improve performance and, subject to departmental co-operation, 98% should be achievable in coming quarters.	↑	R
BV170a	The number of visits to/uses of museums or galleries funded or part funded by us, per 1000 population	4	N/A	16.35	36.75	0	46.44	Regular visitor sessions commence in April through to September. This PI achieved its target in Quarter Two.	N/A	G

Further information:

- A full Quarterly Performance Report showing performance against all measured indicators is available from the Audit & Performance Management Team.
- Quarterly Performance Reports for each Division may also be found on the Council intranet and website by selecting “Quarterly Performance Reports “ from the A-Z of Services. (The website address is www.rochford.gov.uk)
- For any detailed information on the Performance Indicators please contact:

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

PROGRESS ON DECISIONS**FROM FORMER ENVIRONMENTAL SERVICES COMMITTEE**

Item	Progress/Officer		
	Red	Amber	Green
Essex County Council – Tree Preservation Orders (Minute 388/06) Resolved That the District Council makes the strongest representation to the County Council that they maintain the management and administration responsibility for their TPOs, but that if they decide to cease this responsibility, urgent discussions take place to determine the resource implications and how the future situation can be effectively managed, with the County Council being requested to reimburse the District for any additional costs incurred. (HES)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	The ECC Countryside and Arboricultural Manager has only received requests for assistance from only four district councils. In consequence he has been able to assign more resources for the survey of this council's TPO's than originally proposed (40 days to date). It is anticipated that the final report containing an assessment of all ECC TPO will be completed by the end of May. Officers will then review the findings and determine which TPO's should be re-served and any additional resource implications.		

FROM FORMER PLANNING POLICY AND TRANSPORTATION COMMITTEE

Item	Progress/Officer		
	Red	Amber	Green
Review of the Operation of the Planning Enforcement Service (Minute 104(2)/07) Resolved (1) That the Head of Planning and Transportation conducts an annual review of outstanding enforcement cases, with the Development Control Committee to confirm those cases to be closed.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	A report will be presented to the May meeting of the Development Control Committee.		

KEY

Red	=	At Risk – Probability of projects failing to meet scheduled end date.
Amber	=	Implementation Stage – Rolling out of approved projects, on target to meet scheduled end date.
Green	=	Fully implemented – Projects completed and implemented.

Item	Progress/Officer
(2) That the Head of Planning and Transportation reviews the provision of duty cover in order that those members of the enforcement team that have study leave do not spend a material part of their week as part of the duty rota and for him to give further consideration to his staffing levels as a result.	A report will be presented to the May meeting of the Development Control Committee.
(3) That the Head of Planning and Transportation records the date of the last action on the 'live case' list report.	A 'last action' date is now included in management reports.
(4) That the Head of Planning and Transportation regularly submits the number of outstanding cases, together with details of enforcement notices issued and appeals lodged, to the Development Control Committee.	Implemented.
<p>(5) That the Head of Planning and Transportation implements the following changes to the public documentation relating to planning enforcement:-</p> <p><u>Enforcement Policy</u></p> <p>'Pursuing any breach of planning control to its resolution so far as it is reasonable and expedient to do so' should be amended to 'pursuing any breach of planning control to a satisfactory conclusion'.</p> <p><u>Complete Guide to the Enforcement Service</u></p> <ul style="list-style-type: none"> - Reference should be made, on page 2, to how people should register complaints and in what form. - Page 10 should include details of how to access the website and other ways of contacting Rochford District Council. 	Implemented.

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Item	Progress/Officer
<p>- Page 17 should include details of the location of the Council offices and of provision for writing in to the Council.</p> <p>(5) That the Head of Planning and Transportation investigates the possibility of submitting the public documentation relating to planning enforcement for the 'crystal mark'. (HPT)</p>	<p>The document 'A Guide to Enforcement services in Rochford' has been awarded the crystal mark for plain English – the revised guide has been printed and placed on the council's website. A copy of the new guide has been sent to all Members.</p>

FROM EXECUTIVE BOARD

Item	Progress/Officer		
<p>Update on Gypsy and Traveller Sites (Minute 259/07)</p> <p>Resolved</p> <p>(1) That the overall progress on dealing with the sites listed in the Appendix to the exempt report be noted.</p> <p>(2) That the hardstanding associated with Site 3 be removed.</p> <p>(3) That the caravan located at Site 7 be removed.</p> <p>(4) That, if there are any problems in respect of the funding for (2) and (3) above, Officers report back at the earliest opportunity so that a decision can be made. (HPT)</p>	Red	Amber	Green
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	<p>This site was cleared on 8 January 2008.</p> <p>The caravan was removed and the site cleared on 17 March 2008.</p> <p>No issues to report.</p>		

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Item	Progress/Officer		
Caravan Site Licence – Breach of Site Licence Conditions (Minute 260/07) Resolved That authority be delegated to the Head of Community Services to instigate legal proceedings against the site owners identified in the exempt report for breach of Site Licence Condition 4.2 if the necessary remedial works are not completed by the end of January 2008. (HCS)	Red	Amber	Green
	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Remedial works still to be implemented. Officers liaising with Fire Service as much of the enforcement responsibility has now transferred to the Fire Service under the latest part of the phased introduction of the Regulatory Reform (Fire Safety) Order 2005).		
Report of the Contracts Sub-Committee (Minute 293/07) Resolved That the promotional methods set out in the exempt report of the Contracts Sub-Committee be further researched with a view to being included in the promotional campaign for the new waste and recycling contracts. (HES)	Red	Amber	Green
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Completed (see Minute 44/08).		
Report of the Central Area Committee – 20 September 2007 (Minute 321(2)/07) Resolved That agreement in principle be given to the siting of a community shelter on the Clements Hall recreation fields. (HCS)	Red	Amber	Green
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Siting of the Community Shelter was agreed at the Executive Board of 26 March, with exact location also now agreed with the Parish Council.		

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Item	Progress/Officer		
Wyvern Community Transport Grant (Minute 327/07) Resolved (1) That the request from Wyvern Community Transport to receive 100% of the funding provided by Essex County Council as part of the Community Transport Partnership Agreement be refused for 2008/09. (2) That Wyvern Community Transport be requested to give consideration to arrangements for greater levels of engagement with the Council and to consider options for the operation and funding of the service in 2009. (3) That a press release be issued relating to the need for more volunteer drivers for Wyvern Community Transport. (HPT)	Red	Amber	Green
	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	An initial meeting took place with WCT in December 2007 and options will be prepared for further consideration in 2008. Implemented.		
Sweyne Park, Rayleigh – Extension (Minute 345/07) Resolved That the layout of the site associated with the Sweyne Park Extension Project, Rayleigh, as set out in the report, be agreed. (HCS)	Red	Amber	Green
	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Ecological surveys currently being carried out to support the planning application for change of use of the land to the rear of Rayleigh Leisure Centre to be used as junior football pitches. Report on this agenda regarding options for managements of the pitches/use.		

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Item	Progress/Officer		
Urban Capacity Study (Minute 374(1)/07)	Red	Amber	Green
Resolved	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
(1) That, subject to further consultation with land developers, land-owners and agents, the Urban Capacity Study 2007 be adopted as part of the evidence base for the production of the Council's Local Development Framework.	The Urban Capacity Study will be referenced as part of the evidence base for the preparation of the Rochford Core Strategy.		
(2) That scenario K be adopted as the most realistic assessment on which to base calculations for green field housing requirements.			
(3) That further work be undertaken to align the Urban Capacity Study with the new Strategic Housing Land Availability Assessment methodology. (HPT)			
Rochford Core Strategy – Preferred Options Consultation (Minute 374(2)/07)	Red	Amber	Green
Resolved	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
(1) That a revised Core Strategy Preferred Options document be prepared, having regard to the results of recent community involvement and an improved evidence base.	In hand – the timetable requires the next version of the document to be published in June/July 2008.		
(2) That a press release be issued stressing to residents that the demand for new homes in the District is from people who have grown up in the District and want to remain; it is not in order to accommodate an influx of newcomers to the District. (HPT)			
	Implemented.		

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Item	Progress/Officer		
Safer Communities in the Context of Partnership Working and the Local Area Agreement Process (Minute 378/07) Resolved That there be a review of the Council's Partnership Guidance, with any amendments reported back into the Audit Committee for approval. (CE)	Red	Amber	Green
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Revised guidance submitted to and agreed by the Audit Committee in March.		
Land Acquisition – Cherry Orchard Jubilee Country Park (Minute 379/07) Resolved (1) That the Head of Legal Services be authorised to make a Compulsory Purchase Order under section 226(1)(a) of the Town and Country Planning Act 1990 for the two areas of land to the west and east of Cherry Orchard Jubilee Country Park public open space Blatches Chase, Eastwood, as identified on the plan appended to the report as Site A and Site D, and to take all necessary steps to secure confirmation of the Order. (2) That the Order be named the Rochford District Council (Cherry Orchard Jubilee Country Park) Compulsory Purchase Order 2007. (3) That the Head of Legal Services be authorised to negotiate terms for the acquisition of the sites by agreement or consequent upon the making of the Compulsory Purchase Order. (HLS)	Red	Amber	Green
	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Draft order submitted to GO EAST for initial comment prior to Issue. See above. Negotiations proceeding with respective landowners.		

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Item	Progress/Officer		
Residents Parking Schemes (Minute 384/07) Resolved (1) That a Residents Parking Scheme be not introduced within the District at the present time (2) That the options for amendments to Traffic Regulation Orders or the introduction of new Traffic Regulation Orders in the areas identified in appendix 1 to the report be discussed with the Essex County Council Highways Section. (HPT)	Red	Amber	Green
	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Discussions underway with County Highways.		
Purchase of Land (Minute 389/07) Resolved That the Head of Legal Services be authorised to negotiate terms and acquire the area identified as A1 in the exempt report. (HLS)	Red	Amber	Green
	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Contracts ready for exchange with a view to complete by end of April 2008		
Hall Road Cemetery Extension – Preparation of a Development Brief (Minute 403/07) Resolved That, subject to inclusion of consideration of the potential for green burials and of sponsorship possibilities (particularly for any garden areas), the objectives for the cemetery extension and the improvements to facilities, as detailed in the report, be agreed as providing the basis for the preparation of a detailed design brief and the submission of a planning application for the cemetery extension. (HLS)	Red	Amber	Green
	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Design brief in course of preparation for submission of planning application by June 2008.		

KEY

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Amber	=	Implementation Stage – Rolling out of approved projects, on target to meet scheduled end date.
Green	=	Fully implemented – Projects completed and implemented.

Item	Progress/Officer		
Two Tier Working in Essex (Minute 421/07)	Red	Amber	Green
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<p>Resolved</p> <p>That the following observations be made on the Neil Kinghan Paper:-</p> <ul style="list-style-type: none"> Whilst there can no doubt be a number of positive outcomes from two tier working, such as economies of scale, it is important to remain mindful of the sovereignty and individual accountability of each Authority. Notwithstanding that there are some interesting inter-authority initiatives coming forward, such as those between Braintree and Colchester, it should not be the case that initiatives are introduced which do not have the support of an Authority that is expected to participate. It is important to be mindful of the need to deliver effective local government services to the public. In considering a service, the public will not necessarily differentiate between types of authority and all services should be challenged to deliver to their optimum in the public interest. There is some concern at an indication within the Paper that the County Council does not have procedures for notifying its own Members of decisions and County events affecting their areas. Any arrangements relating to developed communication should not lose sight of the valuable role that can and should be played by County Members whose divisions fall within the respective Boroughs/Districts. 	Comments passed on to Essex County Council.		

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Item	Progress/Officer		
<ul style="list-style-type: none"> Notwithstanding the potential value of the County Council establishing an electronic notice board on its website, it is important to be mindful of the fact that not all members of the public have electronic access. (CE) 			
Access to Services Strategy and Action Plan (Minute 423/07)	Red	Amber	Green
Resolved	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<p>(1) That the overall direction of the Access to Services Strategy be agreed, subject to the production of a detailed business case for the centralisation of the management of the frontline customer service and to recognition that, in view of customer preference, a review of opening hours for face to face services aiming to extend the hours would be an appropriate aspiration.</p> <p>(2) That the following 'quick wins' be implemented:-</p> <ul style="list-style-type: none"> Content for the intranet on customer insight (to share knowledge and understanding amongst staff of our communities and their specific needs and preferences). SMS text pilots (for young people, people with hearing impairments, antisocial behaviour hotline and feasibility on parking fine payments). Feasibility studies of working with partners to develop services in Hullbridge, Great Wakering and Hockley. Expansion of customer services at Rayleigh. 	Update report on Executive Board agenda 23 April 2008.		

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Item	Progress/Officer		
<ul style="list-style-type: none"> Early business process re-engineering to optimise the frontline customer service for the new refuse and recycling contracts. Development of the business case to separate the switchboard function from the reception function to improve customer service at the Rochford offices. <p>(3) That a detailed action plan be submitted to a future meeting of the Executive Board. (HICS)</p>	Update report on Executive Board agenda 23 April 2008.		
<p>Adult Community Learning South Essex Governing Body - Appointee (Minute 424/07)</p> <p>Resolved</p> <p>That an officer nominee (to be confirmed) be appointed to serve on the Adult Community Learning South Essex Governing Body. (CE)</p>	Red	Amber	Green
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Economic Development Officer put forward as the Council's officer nominee.		
<p>Revenues and Benefits Partnership Working (Minute 425/07)</p> <p>Resolved</p> <p>(1) That the sharing proposal from another Authority be declined for the reasons outlined in the exempt report.</p> <p>(2) That the Authority identified in the exempt report be advised that the Council does not consider that further development of shared working is appropriate given the organisational and location factors identified in the exempt report. (CD(ES))</p>	Red	Amber	Green
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	<p>Implemented.</p> <p>Implemented.</p>		

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Item	Progress/Officer		
Report of the Contracts Sub-Committee – 13 December 2007 (Minute 6/08) Resolved (1) That a virement of £65,000 be made from grounds maintenance to communications and preparation for implementation of the new waste management contract. (2) That the suggested activities identified at paragraph 1.6 of the Sub-Committee's report be approved for discussions with the consultants in order to develop a detailed strategy for consideration by the Contracts Sub-Committee on 15 January 2008. (HES)	Red	Amber	Green
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	The virement has been processed. Completed (See Minute 44/08).		
Great Woking Youth Provision Update (Minute 8/08) Resolved (1) That the preferred option and agreement to the provision of two teen shelters for young people located on the Great Woking recreation ground be noted. (2) That further consultation be carried out to determine longer term options for youth facilities in Great Woking. The consultation to distinguish between facilities that could be provided and facilities that are aspirational. (HCS)	Red	Amber	Green
	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	One shelter now in place with the second shelter due to be installed within the next few weeks. Consultation currently being carried out with results to be evaluated by early May.		

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Item	Progress/Officer		
Adoption of New Powers Under the Clean Neighbourhood and Environment Act 2005 (Minute 9/08) Resolved That a Sub-Committee (membership to be confirmed) be tasked with considering the detail of the proposals and the issuing of press releases to aid public understanding. The Sub-Committee to report back to the Executive Board. (HES)	Red	Amber	Green
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Implemented. The Sub-Committee report to the Executive Board on 26 March 2008.		
Report of the Contracts Sub-Committee – Waste Management Contract Communications Strategy (Minute 44/08) Resolved (1) That the draft communication strategy prepared by Peergroup UK Ltd be agreed. (2) That the grey bin for all dry recycling be labelled “recyclable”, the green bin for garden and kitchen waste be labelled “compostable green/kitchen scraps” and the purple bin for residual waste be labelled “non recyclable”. (3) That the collection vehicles should display the Council’s corporate leaf logo on the sides, plus the text “Rochford District Council recycling in partnership with SITA”. (4) That the proposal to introduce the whole of the new recycling service on 2 June 2008 be endorsed. (HES)	Red	Amber	Green
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	The Communication Strategy is being implemented as part of the roll out of the new scheme. Bin labelling will be actioned as specified as the scheme is introduced, the bin for residual waste (non recyclable) will be grey with a purple lid. The Vehicle Livery has been actioned, some temporary arrangements are in place pending delivery of new side advertising panels for vehicles, prior to the commencement of the new recycling rounds. The project is currently on target.		

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Item	Progress/Officer		
Member Champion for Risk (Minute 45(2)/08) Resolved That a Member Champion for Risk be appointed at Annual Council. (HFAPM/HICS)	Red	Amber	Green
	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	In hand for Annual Council.		
Bring Banks Service (Minute 45(3)/08) Resolved (1) That the current bring bank contracts for all materials other than plastics be extended for one year from April 2008. (2) That the facilities for plastics recycling be limited to a maximum of one bring bank for each site, collected once a week, as soon as the new kerbside collection arrangements are embedded. (3) That the need for the bring banks for all materials be regularly reviewed. (HES)	Red	Amber	Green
	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Completed.		
	To be assessed once new arrangements are in place.		
	To be assessed once new arrangements are in place.		

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Item	Progress/Officer		
Additional Bin Criteria (Minute 45(4)/08)	Red	Amber	Green
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<p>Resolved</p> <p>(1) That the criteria detailed below be used as the basis for assessing requests for a second wheeled bin for residual waste to be provided free of charge and that householders would have the right of appeal to the Appeals Committee in the event of their request being refused:-</p> <ul style="list-style-type: none"> Households must have 6 or more residents (discretion for children in nappies and for people of all ages with specific medical needs). <p>(2) That additional residual waste bins should be provided to residents upon request, providing that the residents pay the total purchase and service costs of the additional bins.</p> <p>(3) That any requests for an additional bin for the purposes of disposing of kitchen or garden waste will be refused, unless the householders are prepared to cover the total purchase and service costs of the additional bin.</p> <p>(4) That there shall be no maximum on the number of bins provided for dry recycling materials, provided that the need for such facilities can be established. (HES)</p>	<p>Implemented.</p> <p>Implemented.</p> <p>Implemented.</p> <p>Implemented. In addition, residents will retain their blue boxes and these will be emptied as part of the new scheme provided that they only contain recycling materials.</p>		

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Item	Progress/Officer		
New Essex Community Strategy and the New Essex Local Area Agreement (Minute 49/08) Resolved <p>That the emerging Community Strategy for the County and the emerging new Local Area Agreement for Essex be endorsed on the basis that Strategy key goals around vulnerable people, housing and leisure, strengthening the voluntary sector and cleaner communities are of particular value and that particular support could be given to the Local Area Agreement priorities around:-</p> <ul style="list-style-type: none"> • More older people supported to live at home with sufficient support for carers. • Less substance misuse. • Better mental health for all. • More participation in sport and culture. • A range of affordable homes are available with less homelessness and a greater supply of suitable accommodation for care leavers, youth offenders and runaways. • Local residents' enjoy better access to employment, education, health, leisure and community facilities, with better public and community transport. • Greater participation in voluntary clubs and groups. 	Red	Amber	Green
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Comments passed to Essex County Council.		

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Item	Progress/Officer		
<ul style="list-style-type: none"> People feel safer. Smaller domestic, business and public sector carbon footprint. A well managed natural environment. Less waste and more recycling. (CE) 			
Learning from Complaints (Minute 50/08)	Red	Amber	Green
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Resolved That the improved procedures for handling all customer feedback, as detailed in the report, be agreed. (HICS)	Implemented.		
Rayleigh Windmill: Civil Celebrations/Wedding Terms and Conditions of Hire (Minute 51/08)	Red	Amber	Green
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Resolved (1) That any floral decorations for Civil Celebrations at the Windmill be arranged by the hirer and not be included as part of the terms and conditions of hire, or hire fee. (2) That each Civil Ceremony be set a time limit of between 3 – 4 hours, as part of the terms and conditions of hire, therefore negating the need for access from 9.30 on the day prior to the event.	Implemented.		
	Implemented.		

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Item	Progress/Officer		
(3) That the hire charges for the Rayleigh Windmill for Weddings/Civil Ceremonies be set at £250 where they take place Monday to Friday and £350 where they take place on a Saturday, Sunday or Bank Holidays. (HCS)	Implemented. Bookings have now been taken and further enquiries are continuing to be received.		
Validation of Planning Applications (Minute 52/08) Resolved That, subject to inclusion of the submission of applications on CD-Rom in appropriate cases, the draft local list for the validation of planning applications, as detailed in the report, be approved for consultation purposes. (HPT)	Red	Amber	Green
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	The results of the consultation exercise are reported back to Members elsewhere on the agenda.		
CCTV – Websters Way Car Park (Minute 53/08) Resolved That a legal agreement be prepared to enable the transfer of responsibility for managing the CCTV cameras in Websters Way car park to Rayleigh Town Council, to include maintenance and repair as required. (HPT)	Red	Amber	Green
	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	The arrangements for the drafting of a suitable legal agreement are being considered by legal officers.		

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Item	Progress/Officer		
Civil Parking Enforcement – Implementation of the Traffic Management Act 2004 (Part 6) (Minute 54/08) Resolved That the arrangements for implementation of the requirements of the Traffic Management Act 2004 (Part 6), as detailed in the report, be agreed. (HPT)	Red	Amber	Green
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	The revised arrangements for dealing with parking enforcement under the provisions of the Traffic Management Act were successfully implemented on the 1 April.		
Hackney Carriage and Private Hire Licensing Enforcement Policy (Minute 55/08) Resolved That, subject to the deletion of paragraph 15.2, the Hackney Carriage and Private Hire Licensing Enforcement Policy, as attached to the report, be approved. (HPT)	Red	Amber	Green
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Implemented.		
“Leader” Project (Minute 85/08) Resolved That support of the bid submission for Leader funding for the Essex Coast and Rivers be endorsed. (CE)	Red	Amber	Green
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Council’s support passed onto Colchester and Maldon as leading partners in any bid submission.		

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Item	Progress/Officer		
Supporting Councillors: A Manifesto for Councils (Minute 86/08) Resolved That the model resolution, as outlined in Appendix 2 to the report, be supported, subject to it being emphasised that this Council would wish to retain an independent remuneration panel for determination of Members' allowances. (CE)	Red	Amber	Green
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Comments passed back to the Local Government Improvement Unit.		
Rochford Compact (Minute 87/08) Resolved That the Compact and action plan, as appended to the report, be agreed. (CE)	Red	Amber	Green
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Agreement passed onto Rochford's Local Strategic Partnership. Compact will be formally launched in May.		
Partnership Trust for Schools in Rochford District (Minute 88/08) Resolved That the Executive Board Member with responsibility for Community be nominated forthwith as the Council's representative as a Director on the Partnership Trust Board. (CE)	Red	Amber	Green
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Trust being established with Cllr Gordon as the Council's nominated Trustee.		
Local Petitions and Calls for Action - Consultation (Minute 89/08) Resolved That a response be sent to the consultation, as outlined in the report. (CD(IS))	Red	Amber	Green
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Response as outlined in the report sent 14 March 2008.		

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Item	Progress/Officer		
Revenues and Benefits – Extension of Capita Contract (Minute 90/08)	Red	Amber	Green
Resolved	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
That the Capita contract for managing the Council's Revenues and Benefits calls is renewed for a further year at a cost of £59,280. (HCS)	Implemented.		

FROM FULL COUNCIL

Item	Progress/Officer		
Report of the Local Development Framework Sub-Committee – 18 September 2007 (Minute 363(1)/07)	Red	Amber	Green
Resolved	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
That the conservation area boundaries be amended, as recommended.	Work is In hand to advertise the revisions to boundaries; it is anticipated that arrangements will be finalised by the end of June 2008.		
Referral of Decision under Minute 347 to Full Council (Minute 363(3)/07)	Red	Amber	Green
Resolved	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
(1) That the Rayleigh Grange Community Centre lease be extended on the present terms and conditions for an initial six months to ensure and enable repair works of an urgent nature to be carried out and completed and appropriate safety certification with respect to fabric and services of the building to be presented to the Council.	Discussions have been held with representatives from the Community Association who reported good progress towards completion of the works required. A report will be made to the Board before the summer recess.		

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Item	Progress/Officer		
<p>(2) That, on satisfactory completion of the works identified in (1) above, the lease be extended on the present terms and conditions for an additional six months to enable less urgent repair works to fabric of the building, after which time the Council will expect the building to have been brought up to such a condition as is reasonable to expect under the terms of a “full repairing lease”.</p> <p>(3) That at the end of this twelve-month period of grace the Council enter into negotiations with the leaseholders in order to agree a new lease. In addition, the Council to take the opportunity presented by this period to review its entire lease arrangements with a view to bringing them in line with one another to ensure that a fair and equitable arrangement for all leases shall exist right across the District. (CD(ES))/(HLS)</p>			
Report of the Executive Board – Award of Contracts (Minute 416/07)	Red	Amber	Green
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Resolved <p>(1) That the Waste Management Services Contract be awarded to SITA UK Ltd at the cost identified in the exempt report that includes the revenue implications of the capital expenditure required for purchase of additional wheeled bins and is based on the option that includes a weekly collection of mixed kitchen and garden waste, alternate weekly collections of dry recyclables and residual waste, bulky and Waste Electrical and Electronic Equipment (WEEE) goods collection and continuation of schools recycling collections.</p>	Completed.		

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Item	Progress/Officer		
(2) That the Street Cleansing Services contract be awarded to SITA UK Ltd at the cost identified in the exempt report for an Environmental Protection Act standard based service that also includes the toilet cleansing service.	Completed.		
(3) That the Grounds Maintenance Services Contract be awarded to Connaught Environmental Ltd at the cost identified in the exempt report for the 24 staff option and, subject to acceptance of the tender price by Rochford Housing Association, to include maintenance of their land on a full recharging basis at no cost to the Council. (HES)			
Report of the Executive Board – 7 November 2007 (Minute 439(1)/07) Resolved That the appointment of Councillor K J Gordon (Councillor K A Gibbs to substitute) to attend Board meetings of the South Essex Primary Care Trust be confirmed. (HICS)	Red	Amber	Green
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Implemented.		
Report of the Licensing Committee – 23 November 2007 (Minute 439(2)/07) Resolved That the Statement of Licensing Policy for the period 7 January 2008 – 6 January 2011 be approved. (HES)	Red	Amber	Green
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Implemented.		

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Item	Progress/Officer		
Report of the Chairman of the Executive Board (Minute 440/07)	Red	Amber	Green
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Council's views forwarded onto the Post Office; however the proposed closure of the Chase Post Office still proceeding.		
Resolved That the Council protest to Government in the strongest possible terms about the closure of the Chase Post Office, Rayleigh and the way consultation had been dealt with. (CE)			
Setting the Council Tax Base 2008/09 (Minute 441/07)	Red	Amber	Green
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Implemented.		
Resolved (1) That the method of calculation of the Council 's Tax Base for the year 2008/2009, as set out in the report, be agreed. (2) That pursuant to the officer report and in accordance with the Local Authorities (Calculation of Tax Base) Regulations 1992 the amount calculated by the Rochford District Council as its Council Tax Base for the year 2008/09 shall be in the following parts:- ASHINGDON 1226.38 BARLING MAGNA 630.36 CANEWDON 556.47 FOULNESS ISLAND 64.93 GREAT WAKERING 1990.14 HAWKWELL 4541.76 HOCKLEY 3850.68 HULLBRIDGE 2391.12			

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Item	Progress/Officer		
PAGLESHAM 104.91 RAWRETH 431.40 RAYLEIGH 12319.26 ROCHFORD 2926.93 STAMBRIDGE 236.94 SUTTON 52.83 31324.11			
Medium Term Financial Strategy 2008/09 (Minute 33/08) Resolved That the following items, as detailed in the report, be agreed:- (1) The Management of Reserves Policy. (2) The revised estimates for 2007/08. (3) The core estimates for 2008/09. (4) The priorities identified for 2008/09 and the agreed non-priorities for the Council. (5) The 2008/09 Council Tax for Rochford District Council. (6) The schedule of fees and charges. (7) The Capital Programme. (HFAPM)	Red	Amber	Green
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Implemented.		

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Item	Progress/Officer		
Treasury management strategy statement and annual investment strategy 2008/09 (Minute 34/08) Resolved (1) That the Treasury Management Strategy Statement and Annual Investment Strategy, including the limits contained within the report, be agreed. (2) That the Authorised Limit and Operational Boundary for external debt, as laid down in the report, be agreed and that authority be delegated to the Head of Finance, Audit and Performance Management, within the total limit for any individual year, to effect movement between the separately agreed limits for borrowing and other long-term liabilities. (HFAPM)	Red	Amber	Green
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Implemented.		
Setting the council tax 2008/09 (Minute 65/08) Resolved (1) That the total for economic development is estimated at £111,400. (2) That the total for gross expenditure of the District together with the Parish precepts be £31,991,113. (3) That the total of income for the District Council be £20,152,263. (4) That the total net expenditure of the District Council together with the Parishes be £11,838,850.	Red	Amber	Green
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Implemented – Council tax bills for 2008/09 have been issued.		

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Item	Progress/Officer
(5) That the total of the sums payable into the general fund in respect of redistributed non-domestic rates, revenue support grant, together with adjustments from the collection fund be £4,978,948.	
(6) That the budget requirement for the year of £11,838,850 less the net income receivable of £4,978,948 which, divided by the tax base of 31,324.11 is equal to £219.00, which is the basic amount of its Council Tax for the year.	
(7) That the total of Parish precepts included within the above is £970,656.	
(8) That the Council Tax relating to the District Council without Parish precepts is £188.01.	
(9) That the total tax for both District and Parishes be as set out in the schedule which is attached at Appendix A to these minutes. These sums are calculated as the basic amount of its Council Tax for the year for dwellings in those parts of its area to which one or more special items relate.	
(10) That the sums given above for Band D but now shown in the particular valuations bands A-H be as set out in the schedule attached at Appendix B to these minutes.	
(11) That the precepts issued to the Council in respect of Essex County Council, Essex Fire Authority and Essex Police Authority for each valuation band A-H be set out in the schedule attached at Appendix C to these minutes.	
(12) That the total Council Tax for the area for each valuation band A-H be as set out in Appendix D to these minutes. These are the amounts set as Council Tax for the year 2008/09. (HFAPM)	

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Item	Progress/Officer		
Key Policies And Actions For 2008/09 (Minute 66/08)	Red	Amber	Green
Resolved	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<p>(1) That the work programme for 2008/2009, as set out in Appendices A, B and C of the report and the public notification of its content, as outlined, be agreed.</p> <p>(2) That those areas of work for consideration by the Review Committee, as outlined in Appendix D of the report, be agreed. (CE)</p>	Noted. Now integrated into the Council's Performance Management mechanisms to be monitored.		
From Vision to Reality (Minute 67/08)	Red	Amber	Green
Resolved	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<p>That the 'From Vision to Reality' document be approved as a statement of this Council's key aspirations at this point in time subject to:-</p> <ul style="list-style-type: none"> Inclusion of the words 'such as domestic violence' after 'targetting specific issues' in the first five-year project on page 5.5. Rewording of the 5th bullet point on page 5.6 to read 'continue to support the Disabled Taxi Voucher Scheme and Wyvern Community Transport'. Inclusion of the word 'monitor' after the words 'continue to' in the 6th bullet point on page 5.6. 	Document amended to incorporate amendments suggested and published.		

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Item	Progress/Officer		
<ul style="list-style-type: none"> Inclusion of an additional bullet point 'Help to ensure that our Market Squares and Town Centres provide the facilities that our Residents tell us they want so that we can encourage and facilitate a thriving community' under the 2017 heading on page 5.7. Rewording of the first bullet point on page 5.9 to read 'Secure a range of new mixed housing and developing on sites linked to local infrastructure upgrades and connected, where possible, to public open space'. Replacement of the first bullet point under the 2017 heading on page 5.9 with 'Ensure that our ancient Market Squares and Town Centres retain their charm and are developed in a way that will maintain and enhance our heritage'. (CE) 			
Report of the Executive Board – 9 January 2008 (Minute 80/08) Resolved That the remuneration scheme proposed by the Independent Remuneration Panel for 2008/09 be adopted. (HICS)	Red	Amber	Green
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Implemented.		
Royal Garden Party (Minute 82/08) Resolved That Councillors J R F Mason and M G B Starke be nominated to attend one of the Royal Garden Parties to be held in July, accompanied by one guest each, using the civic car and driver. (CE)	Red	Amber	Green
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Nominations put forward.		

KEY

Red	=	At Risk – Probability of projects failing to meet scheduled end date.
Amber	=	Implementation Stage – Rolling out of approved projects, on target to meet scheduled end date.
Green	=	Fully implemented – Projects completed and implemented.