

## PERFORMANCE REPORT TO MEMBERS ON KEY PROJECTS FOR THE PERIOD: OCTOBER TO DECEMBER 2008

### 1 OVERALL COMMENTARY ON PERFORMANCE AND RECOMMENDATION

- 1.1 This report to The Executive meeting of 28 January 2009 shows progress against the Key Policies and Actions for 2008/09 up to 31 December 2008.
- 1.2 Quarterly Performance Statistical Reports for each Division will be available on the Council intranet and website by end of January 2009 by selecting “Quarterly Performance Reports “from the A-Z of Services. (The website address is [www.rochford.gov.uk](http://www.rochford.gov.uk).)
- 1.3 An updated schedule of Progress on Decisions taken by Council, the Executive, and Portfolio Holders, is attached as an Appendix to this report.
- 1.4 Items within this report will be discussed at the Executive when required, as determined by the Portfolio Holder for Service Development/Improvement and Performance Management. Non Members of the Executive may raise items with either the Portfolio Holder for Service Development/Improvement and Performance Management or the relevant service Portfolio Holder.
- 1.5 It is proposed that The Executive **RESOLVES**
  - (1) To note the progress against key projects for the third quarter of 2008/09.
  - (2) To place on record any comments on projects for the third quarter of 2008/09.

Yvonne Woodward

Head of Finance, Audit and Performance Management

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#### Background Papers:-

None

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## **Performance Report to Members on key projects for the period: October to December 2008**

**Explanation of terms and conventions used in the report:**

- **Linkage to the Council's Corporate Objectives** – each of the reported activities is listed under one of the Council's Corporate Objectives and any linkage to other Corporate Objectives is also identified within the report tables:

**Corporate Objective 1** – Provide an excellent cost effective frontline service for all our customers

**Corporate Objective 2** – Work towards a safer and more caring community

**Corporate Objective 3** – Provide a green and sustainable environment

**Corporate Objective 4** – Encourage a thriving local economy

**Corporate Objective 5** – Improve the quality of life for people in our District

**Corporate Objective 6** – Maintain and enhance our local heritage

- **RAG Status Column – Red/Amber/Green Status** – each activity will be assigned a status of Red, Amber, or Green in accordance with the following rating system:

**Red:** Target unlikely to be met

**Amber:** Slippage or holding factors are evident but recovery to meet target is planned

**Green:** On target to meet the completion date or performance level required

- **Completed Projects** Project's completed in the latest reported quarter will be shown greyed out but will retain their appropriate Red, Amber or Green rating. Projects completed in previous quarters are greyed out but no longer show their Red, Amber or Green rating.

**NYA** – not yet available

**N/A** – not applicable

**TBA** – to be advised/agreed (according to context)

Projects that define Corporate Objectives

Objective	Corporate Objective(s)	Start Date	Target Completion Date	Commentary	RAG Status
To update the Council's Corporate Plan for 2008/09 onwards – for consideration and approval by Council in June.	All	April 2008	June 2008	The plan was approved by the Council on 26 June 2008. <b>COMPLETED</b>  (Further revision is being considered as part of the business planning cycle for 2009/2010, taking into account the revised Sustainable Community Strategy and the finalised Essex Local Area Agreement (LAA2).)	
To review and prepare a new Rochford District Sustainable Community Strategy (SCS), with partners, for approval by the Local Strategic Partnership (LSP).	2 to 6	April 2008	September 2008	The SCS has been agreed by the LSP Executive for consultation and will be formally launched at the LSP Assembly in April 2009.	R

Corporate Objective 1 – Provide an excellent cost effective frontline service for all our customers.

Objective	Corporate Objective(s)	Start Date	Target Completion Date	Commentary	RAG Status
To report on Asset Management Performance Indicators and review the Asset Management Plan	3	April 2008	July 2008	A report to the Portfolio Holder for Resources was approved in July 2008. <b>COMPLETED</b>	
To review and update the Capital Strategy for Member consideration and approval	-	October 2008	December 2008	The Capital Strategy was approved at the Executive Meeting on the 10 <sup>th</sup> December 2008. <b>COMPLETED</b>	-

**Corporate Objective 1** – Provide an excellent cost effective frontline service for all our customers – continued.

Objective	Corporate Objective(s)	Start Date	Target Completion Date	Commentary	RAG Status
To further investigate the development of, and, if approved, to implement, a Revenues and Benefits Partnership with other authorities.	2	April 2008	January / February 2009	An exchange of information around processes and structures has taken place with Castle Point BC. A situation report is to be made to the Portfolio Holder for Benefits in January.	G
To deliver the 2008/09 Member Training and Development Programme	-	April 2008	March 2009	The second phase of the programme for Autumn 2008 has been completed. The programme for the rest of the year will start in February 2009.	G
To deliver the Workforce Development Plan (WfDP). (Details of the achieved implementation of the WfDP are contained in the WfDP Position Statement can be found on the Council's Intranet under Human Resources.)	-	2005	September October to December 2008	The Leadership and Management Development Programme has commenced and will run until March 2009.  A report was presented to SRMT in December 2008 and a trial recruitment process for temporary staff will go live in Feb 2009. A further report and business case for expansion of the service to cover permanent staff recruitment is to be discussed in February 2009.	R
Implementation of the Access to Services (ATS) Strategy and work programme.	2 & 5	April 2008	December 2008 September 2008	The following recommendations put to the Executive in December 2008 were approved in principle: <ul style="list-style-type: none"> <li>• Merging the two reception areas at Rochford</li> <li>• Separation of switchboard and reception duties</li> <li>• Three month trial extension of opening hours</li> <li>• Rationalisation of external telephone numbers advertised.</li> </ul> A further report will be made to the Executive in due course.	G

**Corporate Objective 1** – Provide an excellent cost effective frontline service for all our customers – continued.

Objective	Corporate Objective(s)	Start Date	Target Completion Date	Commentary	RAG Status
To continue to improve service in Planning, Housing Benefits, Council Tax, Recycling, Waste Collection, Environmental Services and Resolution of Customer Enquiries, Requests and Complaints.	-	April 2008	<b>March 2009</b>	Progress against the Key Performance Indicators for each service will be circulated to Members in a separate statistical report for each quarter. An end of year report on performance will be provided to Council in July 2009.  A restructuring of Environmental Services was approved by the Executive on 10 December 2008. This provides additional resources in priority areas.	-

**Corporate Objective 2** – Work towards a safer and more caring community.

Objective	Corporate Objective(s)	Start Date	Target Completion Date	Commentary	RAG Status
To deliver the Youth Facilities Capital Programme.	5	April 2008	<b>Spring 2009 Autumn 2008</b>	Parish and Town Councils were contacted to gather “expressions of interest” in teen shelter provision and meetings with those Councils have now taken place. Options are being analysed and Officers are currently working with Parish Councils to identify appropriate sites and put together applications for external grant funding. Canewdon, Rochford and Hullbridge have all been successful in achieving external funding and sites have now been agreed, with orders soon to be placed.  Installation dates will vary from Parish to Parish, dependent on order time required by suppliers and nature of site location.	<b>G</b>

**Corporate Objective 3** – Provide a green and sustainable environment.

Objective	Corporate Objective(s)	Start Date	Target Completion Date	Commentary	RAG Status
To roll out new Refuse and Recycling arrangements (to achieve 35% recycling rate in 2008/9 and 50% in 2009/10)	5	April 2008	July 2008	The new service is showing good participation rates from local residents. If sustained, this will deliver a significant increase in overall recycling rates and meet our target. <b>COMPLETED</b>	G
To roll out the new Grounds Maintenance Contract	1 & 5	April 2008	April 2008	Contract has commenced and service levels are being monitored – no issues. <b>COMPLETED</b>	
To roll out the new Street Cleansing contract	1 & 5	April 2008	April 2008	Contract has commenced, service levels are being monitored and any issues are raised with the contractor <b>COMPLETED</b>	
To prepare the Rochford Core Strategy as part of the Local development Framework.	4,5,& 6	2007	February 2010	The preparation of the Core Strategy passes through several stages of public consultation, the first of which commenced in October 2008. Submission of the Core Strategy in October 2009, followed by a public inquiry in February 2010. Core Strategy to be adopted in September 2010.	G
To deliver the Urban Street Tree Planting Programme	5	April 2008	February 2009	This year's programme of work started in November 2008 and should be completed during January 2009.	G



**Corporate Objective 4** – Encourage a thriving local economy.

Objective	Corporate Objective(s)	Start Date	Target Completion Date	Commentary	RAG Status
To prepare the London Southend Airport and Environs Joint Area Action Plan as part of the Local Development Framework.	5 & 6	2007	<b>December 2009</b>	Issues and Options consultation complete. A preferred options version of the plan is in preparation and it is expected that the submission version of the JAAP will be complete in June/July 2009.	<b>G</b>
To review and update the Economic Development Strategy (EDS) for Member consideration and approval.	3 & 5	April 2008	<b>July 2008</b>	The Interim EDS was completed and approved by the Portfolio Holder for Business in August. The document is now available via our website and the Economic Development Officer (EDO) is working to the action plan. <b>COMPLETED</b>	
To undertake a New Business Start Up Initiative	-	April 2008	<b>October 2008 to February 2009</b>	Start up initiative has developed into the Rochford in Business Start up Competition which was launched in November 2008 and is ongoing.	<b>G</b>

**Corporate Objective 5 – Improve the quality of life for people in our District**

Objective	Corporate Objective(s)	Start Date	Target Completion Date	Commentary	RAG Status
To continue to expand & develop Cherry Orchard Country Park.	2,3 & 6	2007	<b>November 2008</b>	The land to expand the park has been acquired. Presentations have been made to Area Committees and proposals were put to the Executive in November. <b>COMPLETED</b> An advisory group is being established to review proposals for the development of the park and should report to the Executive in January 2009.	<b>G</b>
To continue to prepare the extension of Rochford Cemetery for use from 2012.	-	August 2005	<b>July 2009</b>	Land acquired in June 2006. The cemetery will be planned, landscaped and brought into commission over the next 4 - 5 years as required. A report on the works proposed is being submitted to the Executive in January.	<b>G</b>
To finalise the Choice Based Lettings (CBL) Scheme Policy.	1 & 2	April 2007	<b>January 2009</b> <del>October 2008</del>	Discussions continuing at a Thames Gateway Sub Regional level around what CBL schemes may be appropriate, with possibilities around individual local schemes, complemented by a Sub Regional scheme for cross border nominations. Further consultation is taking place with DCLG over exact requirements of any schemes and a report will be made to the Executive in January.	<b>A</b>
To implement the Choice Based Lettings scheme.	1 & 2	TBA	<b>TBA</b> <del>October 2008</del>	Pending outcome of the above.	-

**Corporate Objective 5** – Improve the quality of life for people in our District – continued.

Objective	Corporate Objective(s)	Start Date	Target Completion Date	Commentary	RAG Status
To extend Sweyne Park.	3	October 2007	September 2009	Planning application for change of use was approved at the Development Control Committee in September. Certain issues such as archaeological questions raised have now been addressed. Works specification being drawn up in readiness for work to commence.	G
To undertake the Public Open Spaces Refurbishment Programme.	-	April 2008	From Autumn 2008	The Programme was discussed at the Review Committee in October and approved by the Portfolio Holder on 24 October 2008. Tenders are being sought for the works concerned by the Property Maintenance & Highways Section of Legal Services. It is anticipated that a Works Order will be placed within this financial year.	G
To achieve Level 3 of the Equality Standard for Local Government by September 2008.	2	February 2008	September 2008	<b>COMPLETED.</b> (We are now aiming to achieve Level 4 by April 2009.)	
To undertake refurbishment of Great Waking Public Convenience.	-	Sept 2008	By March 2009	Work has been specified and tenders are being considered.	G

Corporate Objective 6 – Maintain and enhance our local heritage

Objective	Corporate Objective(s)	Start Date	Target Completion Date	Commentary	RAG Status
To deliver the Council's Heritage Programme.	-	April 2008	Autumn 2008	A programme was approved by the Portfolio Holder for Heritage to include preparation of a heritage guide and donations to specific projects. <b>COMPLETED</b>	<b>G</b>