

**Quarterly monitor for quarter three 2007/2008  
Action and Performance indicator updates**

**Agenda Item 9(c)(ii)**

**Contact Details:-** Michael Letch  
**Designation:-** Performance Manager  
**Ext. No:-** 2723  
**E Mail Address:-** mike.letch@braintree.gov.uk

**Background Papers:-** Previous quarterly monitors  
**Financial Implications:-** None  
**Equalities Implications:-** None  
**Legal Implications:-** None  
**Options:** None  
**Risks:** Poor performance indicator results will result in closer supervision from outside agencies, and will have an effect on Comprehensive Performance Assessment and Comprehensive Area Assessment.

**EXECUTIVE SUMMARY**

Action plan. 70% of the projects identified in the Corporate action plan are completed or resolved in full. Of the remaining actions, 17% are on target to complete by their deadline and the remaining 13% have further work required.

Performance Plan. This report shows that of the high, medium and low priority indicators, 9 are within 5% of target and 4 are below 5% of target. Corrective action notes are in the report.

**On target - 30**  
**Within 5% - 9**  
**Below 5% - 4**

**DECISION**

To note the reports



















# Quarterly action plan update for Quarter three 2007/2008


















Action Status	
	Completed - <b>52</b>
	In Progress, on target but not yet completed, <b>13</b>
	In progress but requires attention. <b>10</b>

PRIORITY 1 – IMPROVE THE APPEARANCE OF THE DISTRICT					
Action Code & Title	Milestone Description	Project Manager	Due Date	Icon	Milestone Note
AD01 Carry out work in relation to the possible regeneration / redevelopment of land in each of the Town Centres	Braintree – As part of the proposals set out in Project Ref IS14 (page 53) and as partners with Essex County Council - produce a feasibility study for a combined office, bus station and retail development on land between Manor Street and Victoria Street	Andrew Epsom	31/03 /2008		Carried forward into 2008/9 New target March 2009
	Halstead – assemble the site to the east of the High Street for disposal and redevelopment				Carried forward into 2008/9 New target March 2009
	Witham – Engage consultants to produce a feasibility study for the potential redevelopment of the Newlands Shopping Precinct and Car park				Consultants engaged. Production of study carried forward into Corporate Action Plan 2008/09. New target date March 2009
AD02 With our partners develop	a draft core strategy document for the Local Development Framework  a Sustainable Community Strategy which incorporates a long term vision, preferred development options and associated actions for the Braintree District until 2021 (cross reference to SY3)-	Sara Moutard; Paul Munson	31/03 /2008		Timetable for Local Development Framework has slipped due to the need to complete external reports.  Community Strategy timetable has changed because of the timescale and process for development of the Essex LAA. New target date June 2008
AD03 Maintain Gt. Notley Country Park to the standards required for Green Flag status and apply for a 'Green Flag' Award	to reapply next year	Paul Partridge	01/01 /2008		Application was unsuccessful – we will reapply in 2008/09

Action Code & Title	Milestone Description	Project Manager	Due Date	Icon	Milestone Note
AD04 Maintain Halstead Public Gardens and Silver End Memorial Gardens	apply for Green Flag awards and Green Heritage Accreditation for both Maintain Halstead Public Gardens and Silver End Memorial Gardens to the standards required for Green Flag status	Paul Partridge	31/03 /2008		
AD05 In partnership with others – continue to develop proposals and secure funding to improve the river walk between Halstead Town Bridge and Chapel Street		Paul Munson	31/03 /2008		
AD06 Work with Earls Colne Parish Council and part-fund the refurbishment of two play sites in the village	Hillie Bunies- £40,000 funding 1. Kings Road Park, Halstead 10. Hillie Bunnies, Earls Colne 11. Gulls Croft 2. Halstead Public Gardens-	Paul Partridge	31/03 /2008		Delayed for further consultation - work to be done during next financial year On hold – land use under review
AD07 Refurbish the play grounds at	3. King George V Playing Field, Braintree 4. Meadowside, Braintree 5. Stubbs Lane – open space, Braintree 6. Rosebay Close, Witham 7. Glebe Avenue, Braintree 8. Spa Road, Witham 9. Bramble Road, Witham,	Paul Partridge	31/03 /2008		
AD08 Maintain our play areas to the standards laid down by the National Playing Field Association (NPFA) and apply for NPFA Awards for at least 4 play areas		Paul Partridge	01/03 /2008		
AD09 In partnership with Essex County Council and local community groups, carry out environmental improvements to the open space along the River Blackwater in Braintree		Paul Munson	31/03 /2008		
AD10 In partnership with others, draw up proposals and provide match funding for a 'Parks for People' bid for Maldon Road Park in Witham		Paul Munson	31/03 /2008		
AD11 In partnership with Essex County Council – carry out Phase 1 of the two year	- provision of sensory trail · Extension of the existing car park-	Paul Partridge	01/03 /2008		

Action Code & Title	Milestone Description	Project Manager	Due Date	Icon	Milestone Note
project to develop and improve the facilities at the Discovery Centre and Great Notley Country Park including:	<ul style="list-style-type: none"> <li>· Extension of the marked all-weather routes across the country park</li> <li>Construction of an Adventure Play Trail-</li> </ul>				
AD12 In conjunction with Essex County Council, carry out a trial of enforcing 'no parking' on four greenswards in the District	continued consultation	Paul Partridge	01/09 /2007		Ongoing consultation
AD13 Improve the appearance of the main gateways (ie the main access points) into the District through better and more attractive planting and signage (LAA target)		Paul Partridge	01/07 /2007		
AD14 Ensure that the main roundabouts on key routes are well looked after and look attractive by carrying out a review of sponsorship and maintenance in conjunction with Essex County Council and producing an action plan for improvements	investigate to work with company to take on sponsorship	Paul Partridge	01/12 /2007		
AD15 Work with local communities and artists to develop proposals for public arts schemes in	· a development site beside the river in Sible Hedingham				No update
	· a site in Silver End				No update
	· Heathlands, Braintree	Charmaine Dean	31/03 /2008		No update
	· Maltings Lane, Witham				No update
AD16 Promote and publicise the Community Champions Initiative with a view to increasing the number of volunteers by 25 in 2007/08	22 volunteers out of 25 - project complete	Paul Partridge	01/03 /2008		22 volunteers out of 25
<b>PRIORITY 2 – REDUCE ANTI-SOCIAL BEHAVIOUR – PARTICULARLY FOCUSING ON YOUTH NUISANCE, TOWN CENTRES AND URBAN AREAS</b>					
ASB01 Carry out targeted surveillance in areas which are suffering as a result of anti-social behaviour using the new mobile CCTV Surveillance Vehicle facility		Charmaine Dean	31/03 /2008		
ASB02 Continue to improve the community warden service	apply for accreditation to that Standard				Accreditation not renewed
	ensuring that it achieves at least the standard required by the National Warden Quality Standard	Paul Partridge	31/03 /2008		Ongoing - by the end of 2008
ASB03 Publish timely and localised information -and updates - on a regular basis and in accordance with a structured programme -		Charmaine Dean; Sara Moutard	31/03 /2008		

Action Code & Title	Milestone Description	Project Manager	Due Date	Icon	Milestone Note
about what we are doing and where in relation to addressing anti-social behaviour					
ASB04 Re-apply for Safer Parking' status for the five Braintree District Council owned car parks that currently hold this award >	meeting with inspector	Paul Partridge	31/03 /2008		Planned for end of february 2008
ASB05 Work with partners to develop a 'Play Strategy' for the District	Bid to the Big Lottery Fund to be submitted. identifying play projects to the value of £270,000 which will be put in place in the District in 2007 and 2008	Charmaine Dean	31/03 /2008		Successful bid
ASB06 Deliver the 5th Reality Roadshow event to Year 9 students in at least 7 schools in the District targeting 1,300 students – focusing on anti-social behaviour and other issues for young people		Charmaine Dean	01/10 /2007		
ASB07 Host the 14th Crucial Crew event for Year 6 students from all Primary Schools in the District at the Discovery Centre – providing interactive education in 'real life' settings on how to stay safe in a variety of emergency situations		Charmaine Dean	01/06 /2007		
ASB08 Ensure that local people who are experiencing anti-social behaviour, feel more able to contact their local Councillor as their community leader to assist them in taking the matter forward and getting it addressed	New area committees	Charmaine Dean	31/03 /2008		Introduction of JAGS has improved access for councillors. Also Area Committees same
<b>PRIORITY 3 - SUSTAINABILITY – WORKING TOGETHER TO PROTECT OUR ENVIRONMENT</b>					
SY01 In consultation with local people and other stakeholders – publish a draft Supplementary Planning Document on sustainable construction		Paul Munson	01/04 /2008		
SY02 Adopt the Essex Design Guide – Urban Place Supplement to improve the quality and standard of new development in the District		Tessa Lambert; Paul Munson	01/06 /2007		
SY03 With our partners develop:	a draft core strategy document for the Local Development Framework	Sara Moutard; Paul Munson	30/09 /2008		Timetable for Local Development Framework has slipped due to the need to complete external reports.





Action Code & Title	Milestone Description	Project Manager	Due Date	Icon	Milestone Note
	a Sustainable Community Strategy which incorporates a long term vision, preferred development options and associated actions for the Braintree District until 2021 (cross reference to AD 2)				Community Strategy timetable has changed because of the timescale and process for development of the Essex LAA.
SY04 Increase the percentage of household waste arisings which have been sent by the Authority for recycling from 23.19% at March 2007 to 26.50% in March 2008 – keeping us in the top 25% of local authorities nationally for recycling rates (LAA target)		Peter Chisnall	01/03 /2008		
SY05 Increase the tonnage of household waste sent by the Authority for composting or treatment by anaerobic digestion from 6,829.42 in March 2007 to 7,931 in March 2008 – keeping us in the top 25% of local authorities nationally for recycling rates		Peter Chisnall	01/03 /2008		
SY06 Prepare and construct cycle parking and cycleway schemes in the following areas:	- Bramble Road to Ebenezer Close, Witham - Maltings Lane to Howbridge Road, Witham - Marks Farm to Beckers Green, Braintree	Paul Munson	31/03 /2008		
SY07 Improve the protection and sustainability of trees in the District through the production of a tree strategy and management system	draft tree strategy Tree management system	Paul Munson	31/03 /2008		produced ordered
SY08 Complete a research exercise and make recommendations as to how well our recycling system is working and how it can be improved	O & S Task and Finish Group exercise	Sharon Lowe	31/03 /2008		
SY09 Enable people to make informed choices about how they can contribute to environmental and energy related issues by the production of a series of public information leaflets on sustainable energy measures		Peter Chisnall	31/03 /2008		
SY10 Deliver a series of 'Responsible Citizenship Education' programmes and campaigns in partnership with Colchester and Chelmsford Borough Councils focusing on the environment and anti-social behaviour including:	· Chewing Gum Campaign · Christmas litter · Fast food litter · Smoking related litter -	Ian Haines; Paul Partridge	31/03 /2008		Completed Completed Partially completed with use of car park ticket advertising to address car litter. Remainder of campaign deferred to coincide with Christmas campaign due to insufficient budgetary provision. Completed








Action Code & Title	Milestone Description	Project Manager	Due Date	Icon	Milestone Note
SY11 Improve the environmental well-being of businesses and users of the Freebournes Industrial Estate in Witham through the creation of a Business Improvement District Project	The Golden Bin Campaign				Campaign established and launched. Will be an ongoing promotion.
	carry out a business survey				Detailed business survey to be carried out in March 2008.
	form a company to develop BID	Russell Everard	31/07/2008		Witham Industrial Watch has formed a (limited) company to develop the BID.
	vote for BID business plan				BID business plan will put to the vote in summer 2008.
SY12 Jointly with Business Development Services (NW Essex) Ltd. – facilitate the development of 100 new business start-ups in the District		Russell Everard	01/03/2008		
SY13 Celebrate and promote World Environment Day by hosting a sustainability exhibition in Weavers Park, Braintree		Peter Crofts	01/06/2007		
SY14 Complete a research exercise and make recommendations in relation to the Council's allotment services and provision with a view to encouraging residents to rent allotments and to ensure that they are not subject to vandalism	O & S Task and Finish Group exercise	Sharon Lowe	31/03/2008		O & S Task and Finish Group exercise
SY15 Work towards reducing carbon emissions from the Council's buildings, vehicles and services through the completion of a carbon management programme (contributes to LAA target)		Peter Chisnall	31/03/2008		
SY16 Develop a Green Travel Plan for staff and Elected Members at Braintree District Council		Ian Haines	01/10/2007		
SY17 Ensure that all our plans and actions take into account and address sustainability issues by carrying out reviews of key Council strategies with reference to the Council's Sustainability Vision Statement and Checklist		Ian Haines	31/03/2008		
<b>PRIORITY 4 – ENSURE A POSITIVE FUTURE FOR THE COUNCIL'S HOUSING STOCK</b>					
DHS01 Prepare for all the implications and consequences of the transfer of the Council's housing stock – enabling the delivery of the decent homes standard		Chris Fleetham	01/11/2007		

Action Code & Title	Milestone Description	Project Manager	Due Date	Icon	Milestone Note
DHS02 Secure more than 100 new affordable homes in the District	<ul style="list-style-type: none"> <li>· overall housing needs</li> <li>· the current status of the housing market in the District</li> <li>· the potential for social housing and key worker provision</li> </ul>	Joanne Albini	01/03 /2008		
DHS03 Carry out a robust District-wide survey to assess housing need:		Joanne Albini	01/08 /2007		
DHS04 Ensure that a minimum of 75% of all new affordable homes meet the 'Secured by Design' standard in 2007/08		Joanne Albini	01/03 /2008		
DHS05 Increase the number of homes which are built to the Lifetime Homes Standard with a view to ensuring that the number in each District in Essex will be a minimum of 3% of annual completions by 2009 (LAA target).		Tessa Lambert	31/03 /2008		

## PRIORITY 5 – IMPROVE ACCESS BY THE PUBLIC TO INFORMATION AND SERVICES



IS01 Carry out essential repairs to the roof at the Town Hall Centre in Braintree	Postponed subject to funding	Charmaine Dean; Andrew Epsom	31/03 /2008		
IS02 Refurbish Spring Lodge Community Centre in Witham		Andrew Epsom; Paul Partridge	01/03 /2008		
IS03 Provide an extension to Bocking Cemetery and continue works to improve the pathways and facilities at the Council's other cemeteries	<ul style="list-style-type: none"> <li>Extension to Bocking Cemetery-</li> <li>Fencing around Witham Cemetery</li> <li>Resurfacing at Bocking Cemetery</li> </ul>	Andrew Epsom; Paul Partridge	31/03 /2008		
IS04 In partnership with Rivenhall Village Hall Management Committee renovate and modernise the Council-owned Rivenhall Village Hall		Andrew Epsom; Paul Partridge	01/06 /2007		
IS05 Provide a new ramped access to Fountains Lodge and carry out paving repairs to Fountains Lodge and the area around the fountain in Braintree		Paul Munson	31/03 /2008		
IS6 Complete a review of and feasibility study in relation to the future of Bramston Sports Centre in Witham and its associated leisure facilities		Charmaine Dean	31/12 /2007		
IS7 Assess the District's long term needs in relation to sports and leisure		Charmaine Dean	31/03 /2008		

Action Code & Title	Milestone Description	Project Manager	Due Date	Icon	Milestone Note
facilities in the run up to the 2012 Ongoing Olympics IS08 Refurbish the athletics track at Braintree Leisure Centre (subject to securing partnership funding)		Charmaine Dean; Andrew Epsom	01/10 /2007		
IS09 Install improved external lighting, carry out roof and brickwork repairs and improve facilities for people with disabilities at Braintree Leisure Centre IS10 Design and develop proposals for a new community hall at Rickstones, Witham (subject to funding availability) IS11 Reinstate a football pitch at Spinks Lane, Witham	discussion with Joint use school	Charmaine Dean; Andrew Epsom  Andrew Epsom; Paul Partridge  Charmaine Dean; Andrew Epsom	31/03 /2008  01/03 /2008  31/03 /2008	    	Discussion in place with Tabor School – awaiting agreement – carried forward to next year
IS12 Install a barrier and fencing at the Car Park at Halstead Leisure Centre IS13 Replace the fencing around the tennis courts at Silver End		Charmaine Dean; Andrew Epsom	31/03 /2008  31/12 /2008	  	
IS14 In partnership with Essex County Council - explore and put in place different ways of working including:	Carry out a strategic review of District and County Council accommodation and assets in the District – including the creation of a shared front office in the Town Centre in Braintree	Andrew Epsom	01/07 /2007		
IS15 Put in place shared office arrangements in local libraries in the District IS16 Develop the Customer Contact Centre into a one-stop shop approach for District and County Council services		Chris McCloud  Chris McCloud	31/03 /2008  31/03 /2008	  	
IS17 Work with the Mid Essex Primary Care Trust to deliver on the targets in relation to obesity, smoking cessation and other health related issues which are contained in the Essex Local Area Agreement		Charmaine Dean	31/03 /2008		
IS18 Lobby the Strategic Health Authority and the Mid Essex Primary Care Trust to secure:	· an early start date for the development of the new Braintree Community Hospital and the proposed extension to Halstead Hospital · improved access to health services in Witham	Charmaine Dean	31/03 /2008		Carried forward to 2008/09. Programme required
IS19 Work with partners to ensure that 'hard to reach' individuals can have a say		Charmaine Dean	01/09 /2007		


Action Code & Title	Milestone Description	Project Manager	Due Date	Icon	Milestone Note
in the way we plan and deliver our services by developing a robust, realistic and clear process for consultation and engagement					
IS20 Identify and develop proposals for addressing integration, employment, support and infrastructure issues which face migrant communities in the District		Charmaine Dean	01/06 /2007		
IS21 Ensure that the Council provides services in a way that meets the needs of disadvantaged people – to at least the standard required by Level 3 of the Equalities Standard for Local Government. Achieve the Standard by March 2008.	Audit in progress member training purchase and install Covalent training for auditors	Charmaine Dean	31/03 /2008		
IS22 Complete a research exercise and make recommendations as to how access to services can be improved for vulnerable people / younger people who live in areas with few accessible facilities and/or no public transport (see also CRT2)	O & S Task and Finish Group exercise  revised target date of Sept 2009	Sharon Lowe	31/03 /2008		Carried forward to Corporate Action Plan 2008/09 – revised target date of September 2009
IS23 Assess whether patient waiting times for digital hearing aids has changed as a follow up study to the Scrutiny exercise undertaken last year		Sharon Lowe	31/03 /2008		
IS24 Develop a range of ways of involving young people in policy considerations – particularly at a local level		Charmaine Dean	01/09 /2007		
IS25 Complete a research exercise and make recommendations as to how the Council can make it as easy as possible for residents to vote		Sharon Lowe	31/03 /2008		
IS26 Create local committees in each of the three towns and develop a means of ensuring that they can effectively work and engage with partners and other stakeholders in the local community		Sharon Lowe	31/03 /2008		

Action Code & Title	Milestone Description	Project Manager	Due Date	Icon	Milestone Note
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### PRIORITY 6 – IMPROVE COMMUNITY AND RURAL TRANSPORT

CRT1 Continue to promote and lobby for an improved transport infrastructure in the District including:	A rail-passing loop between Witham and Braintree to ensure its inclusion in Network Rail's Capital Programme	Paul Munson	31/03 /2008		
	An earlier start to the construction of the new A120 between Braintree and the A12				
CRT02 Complete a research exercise and make recommendations as to how access to services can be improved for vulnerable people / younger people who live in areas with few accessible facilities and/or no public transport (See also IS22)	Improved provision and services from local bus providers	Sharon Lowe	31/03 /2008		
	O & S Task and Finish Group exercise-				




### PRIORITY 7 – COMPLETE THE CONSTRUCTION OF THE NEW BRAINTREE SWIMMING POOL

BSP1 Construction completed and new pool opened to the public	Due date carried forward to 2008	Charmaine Dean; Andrew Epsom	23/03 /2008		
	New due date March 2008				















## Performance Summary Quarter 3 - 2007/2008





**Report Author:** Mike Letch / Jan Button / Sara Moutard  
**Report Type:** PI Report  
**Generated on:** 14 February 2008

Key to PI Status	
	This PI is significantly below target.
	This PI is slightly below target.
	This PI is on target.

### Quarterly Monitor For On-Target Indicators, High, Medium & Low Priority

Best Value Performance Indicators	Performance as at end of Quarter 3	Target for end of Q3	Trend compared with this time last year	Projected quartile position at year-end	Traffic Light Icon
BV78a Speed of processing - new Housing and Council Tax benefit claims	22.77	26.4	Performance is improving compared with last year	Top Quartile	
BV78b Speed of processing - changes of circumstances for Housing and Council Tax Benefit claims	6.57	9.1	Performance is improving compared with last year	Top Quartile	
BV79a Accuracy of processing – Housing and Council Tax benefit claims	99.20%	99.00%	Performance is improving compared with last year	Top Quartile	
BV82b(i) % of Household Waste Composted	18.26%	13.00%	Performance is improving compared with last year	Top Quartile	
BV109a Major applications determined in 13 weeks	87.03%	82.00%	Performance is improving compared with last year	Top Quartile	
BV126 Domestic burglaries per 1,000 households	3.91	5.00	Performance is improving compared with last year	Top Quartile	
BV128 Vehicle crimes per 1,000 population	5.07	7.5	Performance is improving compared with last year	Top Quartile	
BV183a Length of stay in temporary accommodation (B&B)	0	0	Performance is the same as it was last year	Top Quartile	
BV218a Abandoned vehicles - % investigated within 24 hrs	97.58%	96.50%	Performance is improving compared with last year	Second Quartile	
BV218b Abandoned Vehicles - % removed within 24 hours of required time	95.00%	94.00%	Performance is improving compared with last year	Second Quartile	
BV127b Robberies per 1,000 Population	0.22	0.25	Performance is improving compared with last year	Second Quartile	
BV199a Local street and environmental cleanliness - Litter and Detritus	7.0%	7.5%	Performance is the same as it was last year	Second Quartile	
BV212 Average time taken to re-let local authority housing.	33	48	Performance is improving compared with last year	Second Quartile	
BV66a Rent collected by the local authority as a proportion of rents owed on Housing Revenue Account dwellings	94.70	94.50	Performance is deteriorating compared with last year	Second quartile	

BV66b Rent collection and arrears recovery	5.59	5.6	Performance is the same as it was last year	Third Quartile	
BV183b Length of stay in temporary accommodation (Hostel)	9.3	15	Performance is improving compared with last year	Third Quartile	

### Local Performance Indicators

Local Performance Indicators	Performance as at end of Quarter 3	Target for year-end	Trend compared with this time last year	Projected quartile position at year-end	Traffic Light Icon
EHLP2 Car Parking Enforcement - % of Penalty Charge Notices paid without dispute	78.73%	77.5%	Performance is improving compared with last year	Not applicable Local Indicator	
CHLP3 Number of complaints responded to in 7 working days	81.7	75	Performance is improving compared with last year	Not applicable Local Indicator	
WCLP1 Missed Bins per 100,000	23.88	35	Performance is deteriorating compared with last year	Not applicable Local Indicator	
WCLP2 % and Number of Fly Tips cleared within 24 hours of being reported	98.93%	98.6%	Performance is improving compared with last year	Not applicable Local Indicator	
CHLP4a Availability of telephone network	100%	99%	Performance is the same as it was last year	Not applicable Local Indicator	
CHLP4b Availability of data network	99.96%	99%	Performance is deteriorating compared with last year	Not applicable Local Indicator	
HLP1 % Responsive repairs appointments kept	86%	85%	Performance is improving compared with last year	Not applicable Local Indicator	
HLP2 % Urgent repairs within time limits	98.67%	98%	Performance is improving compared with last year	Not applicable Local Indicator	
HLP3 Average time for non-urgent repairs (days)	9	12	Performance is the same as it was last year	Not applicable Local Indicator	
WCLP3 % of cases of graffiti removed within 5 days	100%	100%	Performance is the same as it was last year	Not applicable Local Indicator	
CSLP2 Number of Domestic Violence incidents reported to the Police	981	1,163	Provisional figure pending discussion with the Police about data collection.	Not applicable Local Indicator	
CSLP3 Number of repeat victims of Domestic Violence	208	556	Provisional figure pending discussion with the Police about data collection.	Not applicable Local Indicator	
WCLP4 % of cases of Graffiti removed within 24 hours of being reported	100%	100%	Performance is the same as it was last year	Not applicable Local Indicator	
CSLP1 Reduction in Youth Nuisance call to the Council	94	200	Performance is deteriorating compared with last year	Not applicable Local Indicator	




## Quarter 3 - Quarterly monitor for below-target indicators, high, medium & low priority

**Report Author:** Mike Letch / Jan Button / Sara Moutard





**Report Type:** PI Report






**Generated on:** 14 February 2008







Key to PI Status	
	This PI is significantly below target.
	This PI is slightly below target.
	This PI is on target.

NB - This report does not include those Performance Indicators which are collected on an annual basis only

Best Value Performance Indicator	Performance as at end of Q3	Target for end of Q3	Traffic Light Icon	Trend compared with this time last year	Projected quartile position at year-end	Comment / Corrective Action	Expected Outcome
BV12 Working Days Lost Due to Sickness Absence	8.58	6.36		Performance is improving compared with last year	Second Quartile	There has been a general increase during the quarter. The transfer of Housing has also skewed the figures. We have had to include Housing sickness up to mid November in the numerator but the denominator is lower than usual (the denominator is the average of the fte at 1/4/07 and at 31/12/07) which has also effectively resulted in an increase.	Performance back on target by end of year
BV109b Minor applications determined in 8 weeks	73.29%	78.75%		Performance is deteriorating compared with last year	Third Quartile	Rectification Plan for performance in Development Control	Performance in third quarter exceeds target.
BV8 % of invoices paid on time	96.77%	97.00%		Performance is improving compared with last year	Second Quartile	Senior Managers have been asked to remind staff of the necessity to process invoices as quickly as possible. A review is being commissioned of the procure to pay process	Back on target by year end
BV9 unadjusted % of Council Tax collected	87.45%	87.80%		Performance is deteriorating compared with last year	Bottom Quartile	Council Tax and Business Rates collections rates are down on the projection for the year due to a three day backlog of income in the cash office that was awaiting processing. Once processed, we are on track with the current year profile.	To be back on target; January outturn is within 0.04% of target

Best Value Performance Indicator	Performance as at end of Q3	Target for end of Q3	Traffic Light Icon	Trend compared with this time last year	Projected quartile position at year-end	Comment / Corrective Action	Expected Outcome
BV10 Percentage of Non-domestic Rates Collected	87.92%	88.20%		Performance is deteriorating compared with last year	Bottom Quartile	Council Tax and Business Rates collections rates are down on the projection for the year due to a three day backlog of income in the cash office that was awaiting processing. Once processed, we are on track with the current year profile.	To be back on target
BV82a(i) % of Household Waste Recycled	26.09%	26.50%		Performance is improving compared with last year	Top Quartile	This indicator reflects the seasonal nature of green waste collections. The collection falls naturally in quarter 2 but climbs for quarter 3	Performance back to upper quartile by year end
BV109c Planning Applications: 'Other' applications	86.65%	90.00%		Performance is improving compared with last year	Third Quartile	Rectification Plan for performance in Development Control	On course to meet year end targets
BV127a Violent Crime per 1,000 Population	9.18	9.04		Performance is improving compared with last year	Top Quartile	Reliant on Police to supply data	Top quartile
BV179 Standard searches carried out in 10 working days	99.95%	100.00 %		Performance is deteriorating compared with last year	Second Quartile	2 searches delayed in July while queries were resolved. 100% performance in August and September, so no corrective action proposed	Second quartile

#### LOCAL PERFORMANCE INDICATORS

CHLP4c Availability of website network	94.45%	99.50%		Performance is deteriorating compared with last year	Not applicable Local Indicator	Web access performance dropped when site upgrade failed over xmas break	Restore availability of web to 99.5%. Note - access performance is back on track, but cumulative figure for the rest of the year will be low.
CHLP5 Percentage Enquiries resolved at first point of contact	67%	75%		Data collected annually	Not applicable Local Indicator	New ACD system was installed and not all first time resolutions were captured. Should be some improvement in January and back on target by end of year	Back on target by end of year
CHLP6 Transactions via the web-site	16,524	18,750		Performance is the same as last year	Not applicable Local Indicator	Web site being marketed via the Council Page, stands in the foyer and other means Targeted as an improvement in Corporate Action Plan 2008/09	On target to match last year's actuals (23,513)
CHLP7 Telephone response time in the Customer Service Centre	15.11	15		Performance is deteriorating compared with last year	Not applicable Local Indicator	New ACD system installed during November. Some teething problems still being ironed out in respect of call distribution. Further training is being organised for late February and resetting of the ACD system should show an improvement to the performance and service	Back on track by year end

						to customers.	
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**The following indicators are collected annually or three-yearly. Where known, their projected quartile positions are shown in the right hand column**

<b>BV2b</b> - The quality of an Authority's Race Equality Scheme and the improvements resulting from its application	Top
<b>BV4</b> - The percentage of complainants satisfied with the handling of their complaint by the authority See (1) below	Top
<b>BV76d</b> - The number of Housing Benefit and Council Tax Benefit prosecutions and sanctions, per year, per 1,000 caseload, in the Local Authority area.	Top
<b>BV82a (ii)</b> - Total <i>tonnage</i> of household waste arisings which have been sent by the Authority for recycling.	Top
<b>BV82b (ii)</b> - The <i>tonnage</i> of household waste sent by the Authority for composting or treatment by anaerobic digestion	Top
<b>BV91a</b> - Percentage of households resident in the authority's area served by kerbside collection of recyclables	Top
<b>BV91b</b> - Percentage of households resident in the authority's area served by kerbside collection of at least two recyclables	Top
<b>BV166a</b> - Score against a checklist of best practice for Environmental Health	Top
<b>BV199c</b> - The percentage of relevant land and highways from which unacceptable levels of fly-posting are visible	Top
<b>BV216b</b> - Number of sites for which sufficient detailed information is available to decide whether remediation of the land is necessary, as a percentage of all 'sites of potential concern'	Top
<b>BV217</b> - Percentage of pollution control improvements to existing installations completed on time	Top
<b>BV175</b> - The percentage of racial incidents reported to the Local Authority that resulted in further action	Top
<b>BV3</b> - The percentage of citizens satisfied with the overall service provided by the authority See (1) below	2 <sup>nd</sup>
<b>BV11a</b> - Percentage of top-paid 5% of local authority staff who are women	2 <sup>nd</sup>
<b>BV11b</b> - The percentage of the top 5% of Local Authority staff who are from an ethnic minority	2 <sup>nd</sup>
<b>BV16a</b> - The percentage of local authority employees with a disability	2 <sup>nd</sup>
<b>BV17a</b> - The percentage of local authority employees from ethnic minority communities.	2 <sup>nd</sup>
<b>BV90b</b> - The percentage of people satisfied with waste recycling facilities See (1) below	2 <sup>nd</sup>
<b>BV111</b> - The percentage of applicants satisfied with the planning service received from the authority (see (1) below)	2 <sup>nd</sup>
<b>BV199b</b> - The percentage of relevant land and highways from which unacceptable levels of graffiti are visible	2 <sup>nd</sup>
<b>BV205</b> - The local authority's score against a 'quality of planning services' checklist	2 <sup>nd</sup>
<b>BV119a</b> - The % of residents satisfied with sports and leisure facilities See (1) below	2 <sup>nd</sup>
<b>BV74a</b> - <b>NOT ADJUSTED FOR DEPRIVATION</b> The percentage of all council tenants, or a representative sample of council tenants, stating that they are satisfied with the overall service provided by their landlord when surveyed See (2) below	2 <sup>nd</sup>
<b>BV164</b> - Does the Authority follow the Commission for Racial Equality's code of practice in Rented Housing and the Good Practice Standards for Social Landlords on Tackling Harassment included in 'Tackling Racial Harassment: Code of Practice for Social Landlords'?	2 <sup>nd</sup>
<b>BV79b (i)</b> - The amount of Housing Benefit (HB) overpayments recovered during the period being reported on as a percentage of HB deemed recoverable over-payments during that period.	2 <sup>nd</sup>
<b>BV79b (ii)</b> - HB overpayments recovered during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period plus amount of HB overpayments identified during the period.	2 <sup>nd</sup>
<b>BV11c</b> - Percentage of the top paid 5% of staff who have a disability	3 <sup>rd</sup>
<b>BV84a</b> - Number of kilograms of household waste collected per head of the population	3 <sup>rd</sup>
<b>BV84b</b> - Percentage change from the previous financial year in the number of kilograms of household waste collected per head of the population	3 <sup>rd</sup>
<b>BV119c</b> - The percentage of residents satisfied with museums and galleries (See (1) below)	3 <sup>rd</sup>
<b>BV119e</b> - The percentage of residents satisfied with parks and open spaces (See (1) below)	3 <sup>rd</sup>
<b>BV89</b> - The percentage of people satisfied with the standard of cleanliness in their area (See (1) below)	3 <sup>rd</sup>

<b>BV90a</b> – The percentage of people satisfied with household waste collection (See (1) below)	3 <sup>rd</sup>
<b>BV14</b> - The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total work force	Bottom
<b>BV15</b> - The percentage of local authority employees retiring on grounds of ill health as a percentage of the total workforce	Bottom
<b>BV86</b> - Cost of household waste collection per household	Bottom
<b>BV119d</b> – the % of residents satisfied with theatres and concert halls* (See (1) below)	Bottom
<b>BV75a</b> – <b>NOT ADJUSTED FOR DEPRIVATION</b> Satisfaction of council housing tenants with opportunities for participation in management and decision making in relation to housing services provided by their landlord. (See (2) )below	Bottom
<b>BV184a</b> - The proportion of local authority dwellings which were non-decent at the start of the financial year (See (2) below)	Bottom
<b>BV79b (iii)</b> – Housing benefit overpayments as a percentage of the total amount of Housing Benefit overpayment debt outstanding at the start of the year, plus the amount of Housing Benefit overpayments identified during the year	Not applicable
<b>BV80</b> – Benefits Satisfaction Surveys	TBC
<b>BV9</b> – <b>ADJUSTED FOR DEPRIVATION</b> The percentage of council tax collected by the Authority in the year adjusted for deprivation (See (3) below)	TBC
<b>BV11a (ratioed)</b> – The ratio of the percentage of the top 5% of earners (staff) who are women (BV11a) to the percentage of women in the population	TBC
<b>BV11b – (ratioed)</b> - The ratio of the top 5% of earners (staff) from BME communities (BV11b) to the percentage of working age population from BME communities (BV17b)	TBC
<b>BV11c – (ratioed)</b> - Ratio of the percentage of the top 5% of earners (staff) with disabilities (BV11c) to the percentage of working age population with a disability (BV16c)	TBC
<b>BV 16 a and b – (ratioed)</b> - The percentage of staff with disabilities (BV16a) as a ratio of the percentage of working age in the population with a disability (BV16b)	TBC
<b>BV17 a and b (ratioed)</b> - The percentage of staff from BME communities (BV17a) as a ratio of the percentage of the working age population from BME communities (BV17b)	TBC
<b>BV63</b> - The average SAP rating of local authority-owned dwellings.	TBC
<b>BV106</b> - Percentage of new homes built on previously developed land.	TBC
<b>BV199d</b> - The year-on-year reduction in total number of incidents and increase in total number of enforcement actions taken to deal with 'fly-tipping'	TBC
<b>BV170a</b> – The number of visits to/uses of local authority funded or part funded museums and galleries per 1,000 population	TBC
<b>BV170b</b> – The number of those visits to local authority funded or part funded museums and galleries that were in person, per 1,000 population	TBC
<b>BV170c</b> – The number of pupils visiting museums and galleries in organised school groups	TBC
<b>BV202</b> - The number of people sleeping rough on a single night within the area of the authority	TBC
<b>BV203</b> - The percentage change in the average number of families placed in temporary accommodation.	TBC
<b>BV213</b> - Number of households who considered themselves as homeless, who approached the local housing authority's housing advice service(s), and for whom housing advice casework intervention resolved their situation.	TBC
<b>BV214</b> - Proportion of households accepted as statutorily homeless who were accepted as statutorily homeless by the same Authority within the last two years	TBC
<b>BV64</b> - Number of non-local authority-owned vacant dwellings returned to occupation or demolished during the financial year as a direct result of action by the local authority	TBC
<b>BV66c</b> - Percentage of tenants in arrears who have had Notices Seeking Possession served. (See (2) below)	TBC
<b>BV66d</b> - Percentage of local authority tenants evicted as a result of rent arrears (See (2) below)	TBC
<b>BV74a</b> - <b>ADJUSTED FOR DEPRIVATION</b> The percentage of all council tenants, or a representative sample of council tenants, stating that they are satisfied with the overall service provided by their landlord when surveyed (See (2) and (3) below)	TBC
<b>BV74b</b> - Satisfaction of ethnic minority local authority tenants (excluding white minority tenants) with the overall service provided by their landlord (See (2) below)	TBC
<b>BV74c</b> - Satisfaction of non-ethnic minority local authority tenants with the overall service provided by their landlord (See (2) below)	TBC
<b>BV89</b> – <b>ADJUSTED FOR DEPRIVATION</b>	TBC

The percentage of people satisfied with the standard of cleanliness in their area See (1) and (3) below	
<b>BV90b – ADJUSTED FOR DEPRIVATION</b> The percentage of people satisfied with waste recycling facilities See (1) and (3) below	TBC
<b>BV119b</b> – The % of residents satisfied with libraries (See (1) below)	TBC
<b>BV75a – ADJUSTED FOR DEPRIVATION</b> Satisfaction of council housing tenants with opportunities for participation in management and decision making in relation to housing services provided by their landlord. (See (2) and (3) below)	TBC
<b>BV75b</b> - Satisfaction of ethnic minority council housing tenants (excluding white minority) with their opportunities for participation in management and decision-making in relation to housing services provided by their landlord (See (2) below)	TBC
<b>BV75c</b> - Satisfaction of non-ethnic minority council housing tenants with their opportunities for participation in management and decision making in relation to housing services provided by their landlord. (See (2) below)	TBC
<b>BV184b</b> - The percentage change in the proportion of non-decent dwellings between the start and the end of the financial year. (See (2) below)	TBC
<b>BV204</b> - The number of planning appeal decisions allowed against the authority's decision to refuse on planning applications, as a percentage of the total number of planning appeals against refusals of planning applications	TBC
<b>BV219b</b> - Percentage of conservation areas in the local authority area with an up-to-date character appraisal	TBC
<b>HLP4</b> – Percentage of private sector homes which remain vacant for more than 6 months	TBC
<b>New Indicator</b> - % of brown field land that is derelict (NLUD)	TBC

- (1) Quartile positions are from the BV General Survey carried out in 2006/2007. All satisfaction indicators are reported three yearly by the Audit Commission although there is an expectation that Councils will carry out their own satisfaction surveys on a regular basis. We are proposing to link into Essex County Council's LAA Tracker Survey in the Spring and to fund an increased sample size and analysis for the Braintree District. From April 2008, the Best Value General Survey will be replaced by the proposed 'Place Survey', the content and methodology for which is currently out for consultation nationally
- (2) All housing management related PI's are required to be reported up to the date of transfer in the year in which transfer took place
- (3) The Audit Commission adjusts performance figures for deprivation once all figures are received nationally and comparisons can be drawn.
- (4) TBC = to be calculated
- (5) The Audit Commissions profile for Braintree District Council in 2006.2007 also included the following indicators:
  - Participation in sport and active recreation – from the Sport England active people indicator
  - Volunteering in sport and recreation – from the Sport England active people indicator
  - Leisure facilities – choice and opportunity – taken from the Sport England active places indicator
  - BV157 (we were advised two years ago that this BVPI would no longer be collected)