

Performance Management Quarterly Monitoring Report

BV Code	Performance Management 2004-2005	2003/04 Target	2003/2004 Outturn	2004/2005 Target	Performance				Davertry Group	Current Status	Comments
					Quarter 1	Quarter 2	Quarter 3	Quarter 4			
Corporate Governance											
BV177	Percentage of authority expenditure on legal and advice services which is spent on services that have been awarded the Quality Mark and meet a priority legal need identified in the Community legal Service Partnership strategic plan	58.06%									
BV 179	The percentage of standard searches carried out in 10 days	100%	100%	100%							
CG 1	The number of complaints to the Ombudsman found against the Council	0	0	0							
CG 2	The percentage of standard searches carried out in 6 days	90%	94.91%	95.00%							
CG 3	The percentage of minutes from meetings to be available to the public within 10 days	100%	98.07%	100%							
CG 4	Summons issued within 5 working days of instructions	100%	100%	100%							
CG 5	Monitoring Corporate Governance Check List		System . Reporting Quartely to Scrutiny 2 100%	100%							
CG 6	Percentage of planned audits completed	90%	83%	90%							
CG 7	Nuisance possession cases/Notice to quit within 5 days	100.00%	100%	100%							
Customer Services											
BV 9	Percentage of Council Tax collected	98.85%	98.85%	98.90%							
BV 10	The percentage of non-domestic rates due for the financial year which were received by the authority	99.70%	99.50%	99.75%							
BV 78a	Speed of processing: a) Average time for processing new claims (in days)	25 days	26.48 days	22 days							
BV 78b	Speed of processing: b) Average time for processing notifications of changes of circumstances (in days)	6 days	6.98 days	5 days							
BV 78c	Speed of processing: c) Percentage of renewal claims processed on time	85%	83%	85.00%							

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BV 79a	Accuracy of processing: a) Percentage of cases which the calculation of the amount of benefit due was correct on the basis of the information available to the determination, for a sample of cases checked post determination	98.50%	96.20%	99.00%							
BV 79b	Accuracy of processing: b) The percentage of recoverable overpayments (excluding Council Tax Benefit) that were recovered in the year	60%	50.27%	55.00%							
BV 157	The number of types of interactions that are enabled for electronic delivery as a percentage of the types of interactions that are legally permissible for electronic delivery.	60.00%	61.76%	90.00%							
CS 1	The percentage of letters responded to within 10 days	100%	92%	100.00%							Pilot in Revenues.
CS 2	The percentage of telephone calls answered within 15 seconds (six rings)	92.00%	93%	95.00%							
CS 3	Monitoring of Reception Facilities See Customers within 5 Minutes			90.00%							
CS 4	The percentage of help desk calls resolved within published targets	85%	82.50%	85.00%							
CS 5	Availability of the ICT service	99%	99%	99.00%							

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Development Services											
BV 109a	Percentage of planning applications determined in line with the Government's new development control targets to determine 60% of major applications in 13 weeks	45%	29%	45%							The national target is 100% in 10 days
BV 109b	Percentage of planning applications determined in line with the Government's new development control targets to determine 65% of minor applications in 8 weeks	55.00%	54%	58%							Local target met to be reviewed
BV 109c	Percentage of planning applications determined in line with the Government's new development control targets to determine 80% of other applications in 8 weeks	70.00%	76.00%	70%							
BV 156	The percentage of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people	35.71%	49.76%	55.00%							
DS 1	The percentage of planning applications determined within 8 weeks	70.00%	69.00%	75%							
DS 2	The average time taken (weeks) to determine all planning applications	10.71week	11.00 weeks	10.71week							
DS 3	The percentage of building control applications determined within 5 weeks	98.00%	94.80%	98%							
DS 4	Percentage of valid planning applications registered in 5 days	100.00%	97.50%	100.00%							
DS 5	The percentage of full plans applications checked within three weeks of receipt	100.00%	94.53%	100%							
DS 6	Percentage of site visits carried out on the day of request when received prior to 10am	100.00%	100.00%	100%							
DS7	Car Parking Arrangements New PI being developed by Executive Manager		From 1/10/04								
Environment and Culture											
BV 166	Score against a checklist of enforcement best practice for environmental health/trading standards	100.00%	92.75%	100.00%							The only national target in the PI's.
BV 170a	Visits to/use of museums per 1000 population	362.22									
EC 1	The percentage of food premises inspections that should have been carried out that were carried out for High Risk Premises	100%	100.00%	100.00%							

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EC 2	The percentage of food premises inspections that should have been carried out that were carried out for Other Risk Premises	90.00%	97.30%	99.00%							
EC 3	The average time taken to remove fly-tips	3 days	3.32 days	3 days							
EC 4	Removal of abandoned vehicles in 10 days	10 days	5.86 days	8 days							Target reduced to 9 days
EC 5	The number of collections missed per 100,000 collections of household waste	12	13.5	12							
EC 6	Street Cleaning	5% below national average	38% below	10% below							
EC 7	The number of swims and other visits per 1,000 population	4620									
EC 8	Ensure Council Vehicles are operational	Not Reported		90% of the time							
EC 9	Sports Development Activities	Not monitored		100 during the year							
Finance and Assets											
BV 8	The percentage of undisputed invoices for commercial goods and services that were paid by the authority within 30 days of such invoices being received by the authority	100%	98.09%	100%							
F 1	Statutory deadlines missed for government returns	0.00%	0.00%	0.00%							
F 2	Material financial penalties imposed by inland revenue or customs and excise for unsatisfactory tax compliance	0	one	0%							
F 3	Percentage of debt outstanding at 30 days	15%	15.00%	10%							
F 4	Percentage of debt outstanding at 60 days	5%	5.00%	4%							
F 5	Percentage of debt outstanding at 90 days	40%	8.00%	5%							
F 6	Introduction of Zero Based Budgetting			100%							
F 7	Capital Fund Spend % of actual against planned			80%							
F 8	% variation of general fund spend			5%							






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Housing											
BV 66a	Local authority rent collection and arrears: proportion of rent collected	98.25%	97.84%	98.25%							
BV 183a	The average length of stay (weeks) in bed and breakfast accommodation which include dependant children or a pregnant woman and which are unintentionally homeless and in priority need	5.84 weeks	5.87 weeks	5 weeks							
BV 185	Percentage of responsive (but not emergency) repairs during 2002/2003, for which the authority both made and kept an appointment	99.70%									
H 1	Average relet times (weeks) for local authority dwellings let in the financial year	2 weeks	3 weeks	2.8 weeks							
H 2	The percentage of urgent repairs completed within Government time limits	94.44%	96.00%	97.00%							
H 3	The average time taken (days) to complete non-urgent responsive repairs	19 days	14.05 days	10 days							
H 4	New tenants visits completed within 3 months	90.00%	86.60%	88.00%							
H 5	Number of homeless cases that present and where homelessness is either delayed or avoided by direct intervention of the housing dept	10.00%	35.70%	20.00%							
H 6	Delivering Decent Homes Standard			94.00%							
Human Resources											
BV12	The number of working days/shifts lost due to sickness absence	7 days	8.57 days	7 days							
HR 1	Percentage of typing completed within time bands	100.00%	99.50%	95.00%							
HR 2	Percentage of Services where flexi-time can be introduced	100.00%	91.70%	100.00%							
HR 3	Percentage of new staff receiving induction training	100.00%	100.00%	100.00%							
HR 4	The percentage of staff receiving an appraisal within timetable and with a training plan	100.00%	56.00%	100.00%							
HR 5	HR will develop a partnership model with Essex CC and other districts by 31/3/05			100%							
HR 6	Staff development measurement model being developed by Executive Manager and will be introduced from 1/10/04			100%							
Strategy and Performance											

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BV 126	Domestic burglaries per 1,000 households	6.91	5.87								
BV 128	Vehicle crimes per 1,000 population	6.38	5.3								
SP 1	Monitor work of Community Support Officers										
SP 2	Day Centre lettings to the local community	1200	1497	1980							
SP 3	Monitoring Delivery of the Local Strategic Plan										
SP 4	Monitoring the Quality of Life Corporate Plan										
SP 5	The number of Performance Indicators reported	69	72	87							
SP 6	Introduction of Electronic Procurement	100.00%	Nil	100%							
SP 7	The number of complaints upheld	78	60	50							
SP 8	The number of compliments received	50	198	250							
SP 9	Complete 4 BV Reviews within target	4 Reviews	4 Review Completed	4 Reviews							
SP 10	Issue 100 Press Releases per year directed towards local, national and professional press			100							
SP 11	Targets to be introduced for Community Safety once CP Strategy agreed with partners			Targets will be introduced from 1/10/04							
SP 12	Monitoring the CPA Improvement Plan	Completed	Completed	100%							
Corporate Management											
CM 1	Ratio of front line costs to management costs										
CM 2	Percentage of Quality of Life projects delivered against original time scale										
CM 3	Percentage of services measured by revenue budgets meeting agreed improvement targets										
CM 4	Percentage of staff who say they know what is expected of them										

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Updated	01-Jun-04										
Status											
	Above Target by more than 5%			Below target by more than 5%				X		Process being developed	
	On Target or within 4% Tolerance			Performance Measures Set and Collected by Essex Police				