






**Performance Management Quarterly Monitoring Report**

| BV Code                       | Performance Management 2003/04  | 2002/2003<br>Outturn         | 2003/2004<br>Target                       | Performance           |                      |                       |                      | Davertry Group<br>Quartiles 2002/03 | Current<br>Status | Comments  |
|-------------------------------|---|------------------------------|---|-----------------------|----------------------|-----------------------|----------------------|-------------------------------------|-------------------|---|
|                               |   |                              |   | Quarter 1             | Quarter 2            | Quarter 3             | Quarter 4            |                                     |                   |   |
|                               |   |                              |   | April to June<br>2003 | July to Sept<br>2003 | Oct to Dec<br>2003    | Jan to March<br>2004 |                                     |                   |   |
| <b>Corporate Performance</b>  |   |                              |   |                       |                      |                       |                      |                                     |                   |   |
| BV112                         | The number of working days/shifts lost due to sickness absence  | 7.94                         | 7.00                                      | 1.58                  | 3.51                 |                       |                      | Top                                 |                   | Cumulative Total  |
| BVI 56                        | The percentage of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people | 28.57%                       | 35.71%                                    | 35.71%                | 37.50%               |                       |                      | Lower                               |                   | The authority has a 10 year programme to convert all our buildings. |
| LI U1                         | The percentage of telephone calls answered within 15 seconds (six rings)  | 90.44%                       | 92.00%                                    | 89.51%                | 91.45%               |                       |                      |                                     |                   | Includes Registrar, District Audit and Uttlesford Enterprise        |
| LI U2                         | The number of complaints to the Ombudsman   | 13                           | 0   | 4                     | 5                    |                       |                      |                                     |                   | None found against the Council                                      |
| LI U3                         | The number of complaints received   |                              | 200                                       | 47                    | 96                   |                       |                      |                                     |                   | Cumulative Total  |
| LI U4                         | The number of compliments received  |                              | 50  |                       | 13                   |                       |                      |                                     |                   | Process being developed   |
| LI U5                         | The percentage of letters responded to within 10 days   |                              | 100%                                      |                       | 88.69%               |                       |                      |                                     |                   | Pilot project in Revenues Section                                   |
| LI U6                         | The percentage of staff with a training plan  |                              | 100%                                      | 67%                   | 72%                  |                       |                      |                                     |                   | Essential to deliver training plans                                 |
| LI U7                         | The percentage of staff receiving an appraisal within timetable   |                              | 100%                                      | 67%                   | 72%                  |                       |                      |                                     |                   | Appraisal is part of CPA culture                                    |
| LI U8                         | Percentage of planned audits completed  |                              | 100%                                      | 25%                   | 50%                  |                       |                      |                                     |                   | Target of 25% per quarter   |
| <b>Policy and Performance</b> |   |                              |   |                       |                      |                       |                      |                                     |                   |   |
| LI U9                         | Best Value Reviews completed  | 3 out of 4 reviews completed | 4 reviews planned for this year           | All on target         | All on target        | Reviews all completed |                      |                                     |                   | All reviews to be completed by 30th Nov                             |
| LI U10                        | Number of Performance Indicators reported   | 16                           | 69  | 46                    | 69                   |                       |                      |                                     |                   | To be agreed by Members   |
| LI U11                        | Quality Awards Support  |                              | To be discussed with Members and Managers | On target             | On target            |                       |                      |                                     |                   | The authority is looking at three awards during the current year    |
| LI U12                        | CPA preparation and monitoring work   |                              | Meet the CPA/IDeA timescale               | On target             | On target            |                       |                      |                                     |                   | Aim to have support in place by 31st December 2003                  |

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|---------|--------------------------------|----------------------|---|-------------|-----------|-----------|-----------|-----------------|---|--|
|         |                                |                      |   | Quarter 1   | Quarter 2 | Quarter 3 | Quarter 4 |                 |   |  |
| LI U13  | Corporate Governance           |                      | Quarterly reporting of targets received | On target   | On target |           |           |                 |  | Targets and dedicated officers being developed |







**IT and Anti-Fraud**

|        |   |          |          |         |         |  |  |       |   |  |
|--------|---|----------|----------|---------|---------|--|--|-------|---|--|
| 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. | 39.81%   | 60.19%   | 44%     | 49.50%  |  |  | Lower |  | These are linked to government targets |
| LI U14 | The percentage of help desk calls resolved within published targets   | 81.00%   | 85.00%   | 83.00%  | 85.00%  |  |  |       |  |  |
| LI U15 | Availability of the ICT service   | -        | 99%      | 99%     | 98%     |  |  |       |  |  |
| LI U40 | Number of housing benefit and anti-fraud sanctions issued   | £120,000 | £120,000 | £26,000 | £54,000 |  |  |       |  | Cumulative Total                       |

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|--------------------------------------|---|----------------------|---------------------|-------------|-----------|-----------|-----------|----------------|-------------------|--|
|                                      |   |                      |                     | Quarter 1   | Quarter 2 | Quarter 3 | Quarter 4 |                |                   |  |
| <b>Democratic and Legal Services</b> |   |                      |                     |             |           |           |           |                |                   |  |
| LI U34                               | The percentage of standard searches carried out in 6 days   | 100%                 | 100%                | 100%        | 100%      |           |           | Upper          | 😊                 | The national target is 100% in 10 days |
| LI U16                               | The percentage of minutes from meetings to be available to the public within 10 days  |                      | 100%                | 100%        | 100%      |           |           |                | 😊                 |  |
| LI U17                               | Summons issued within 5 working days of instructions  |                      | 100%                | 100%        | 100%      |           |           |                | 😊                 | Process being developed                |
| LI U18                               | Nuisance possession cases/Notice to quit within 5 days  |                      | 100%                | 100%        | 100%      |           |           |                | 😊                 |  |
| <b>Financial Services</b>            |   |                      |                     |             |           |           |           |                |                   |  |
| 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 | 99.51%               | 100.00%             | 96.81%      | 97.75%    |           |           | Upper          | 😊                 | The only national target in the PI's.  |
| LI U19                               | Statutory deadlines missed for government returns   |                      | 0                   | 0.00%       | 0.00%     |           |           |                | 😊                 |  |
| LI U20                               | Material financial penalties imposed by inland revenue or customs and excise for unsatisfactory tax compliance  |                      | 0                   | 0.00        | 1.00      |           |           |                | 😞                 |  |
| LI U21a                              | Percentage of debt outstanding at 30 days   |                      | 15.00%              |             | 11.00%    |           |           |                | 😊                 | Process being developed                |
| LI U21b                              | Percentage of debt outstanding at 60 days   |                      | 5.00%               |             | 4.00%     |           |           |                | 😊                 | Process being developed                |
| LI U21c                              | Percentage of debt outstanding at 90 days   |                      | 40.00%              |             | 59.00%    |           |           |                | 😞                 | Includes some old debts                |
| <b>Personnel and Office Services</b> |   |                      |                     |             |           |           |           |                |                   |  |
| LI U22                               | Percentage of new staff receiving induction training  |                      | 100.00%             | 100.00%     | 100.00%   |           |           |                | 😊                 |  |
| LI U23                               | Percentage of typing completed within time bands  |                      | 100.00%             | 100.00%     | 100.00%   |           |           |                | 😊                 |  |
| LI U24                               | Number of Services where flexi-time has been introduced   |                      | 100.00%             | 40.00%      | 75.00%    |           |           |                | 😊                 | Cumulative Total                       |
| <b>Revenue Services</b>              |   |                      |                     |             |           |           |           |                |                   |  |
| BV 9                                 | Percentage of Council Tax collected   | 98.84%               | 98.85%              | 30.61%      | 58.76%    |           |           | Upper          | 😊                 |  |

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|         |  |                   |                  | Quarter 1   | Quarter 2 | Quarter 3 | Quarter 4 |                 |   |   |
| BV 10   | The percentage of non-domestic rates due for the financial year which were received by the authority   | 99.51%            | 99.70%           | 31.49%      | 57.40%    |           |           | Upper           |  |   |
| BV 78a  | Speed of processing: a) Average time for processing new claims (in days)   | 20.92             | 25               | 27.23       | 26.29     |           |           | Upper           |  | The DWP target for all authorities to achieve is 36 days. UDC target is 25 days. Current performance is below target due to the long term sickness of a benefits assessor |
| BV 78b  | Speed of processing: b) Average time for processing notifications of changes of circumstances (in days)  | 4.14              | 6                | 5.15        | 6.69      |           |           | Upper           |  |   |
| BV 78c  | Speed of processing: c) Percentage of renewal claims processed on time   | 89.68%            | 85.00%           | 86.00%      | 82.82%    |           |           | Upper           |  |   |
| 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 | 95.40%            | 98.50%           | 93.65%      | 96.80%    |           |           | Lower           |  |   |
| BV 79b  | Accuracy of processing: b) The percentage of recoverable overpayments (excluding Council Tax Benefit) that were recovered in the year  | 48.69%            | 60.00%           | 19.90%      | 39.62%    |           |           | Lower           |  |   |

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|                               |  |                      |                     | Quarter 1   | Quarter 2 | Quarter 3 | Quarter 4 |                |                   |  |
| <b>Housing Services</b>       |  |                      |                     |             |           |           |           |                |                   |  |
| BV 66a                        | Local authority rent collection and arrears: proportion of rent collected  | 98.25%               | 98.25%              | 89.20%      | 95.43%    |           |           | Median         | 😊                 | This quarters figure is artificially low due to Supporting People payments not being posted to the rent account. |
| 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                 | 5.60                |             | 6.36      |           |           | Median         | 😞                 | Process being developed  |
| BV 185                        | Percentage of responsive (but not emergency) repairs during 2002/2003, for which the authority both made and kept an appointment   | 97.48%               | 99.70%              | 97.00%      | 100.00%   |           |           | Upper          | 😊                 |  |
| LI BV68                       | Average relet times (weeks) for local authority dwellings let in the financial year  |                      | 2 weeks             | 2.1         | 1.9       |           |           |                | 😊                 |  |
| LI BV72                       | The percentage of urgent repairs completed within Government time limits   | 90.87%               | 94.44%              | 92.15%      | 87.99%    |           |           |                | 😐                 | Interim result, not all information received from the contractors at the time of reporting                       |
| LI BV73                       | The average time taken (days) to complete non urgent responsive repairs  | 19.84                | 19.00               | 13.00       | 17.20     |           |           |                | 😊                 |  |
| LI U25                        | New tenants visits completed within 3 months   |                      | 90%                 | 70%         |           |           |           |                | 😞                 |  |
| LI U26                        | Number of homeless cases that present and where homelessness is either delayed or avoided by direct intervention of the housing dept   |                      | 10%                 |             |           |           |           |                | 😐                 | Officer takes up duties December 03  |
| <b>Environmental Services</b> |  |                      |                     |             |           |           |           |                |                   |  |
| BV 166                        | Score against a checklist of enforcement best practice for environmental health/trading standards  | 86.36%               | 100.00%             | 85.00%      | 86.36%    |           |           | Upper          | 😞                 | Improvement against last year  |
| LI BV88                       | The number of collections missed per 100,000 collections of household waste  | 12.12                | 12                  | 11.10       | 11.4      |           |           |                | 😊                 | Excellent service  |
| LI ACH1a                      | The percentage of food premises inspections that should have been carried out that were carried out for High Risk Premises   |                      | 100%                | 25%         | 50%       |           |           |                | 😊                 | Cumulative Total   |
| LI ACH1b                      | The percentage of food premises inspections that should have been carried out that were carried out for Other Risk Premises  |                      | 90%                 | 28%         | 45%       |           |           |                | 😐                 | Cumulative Total   |

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|         |   |                      |                            | Quarter 1   | Quarter 2 | Quarter 3 | Quarter 4 |                |                   |                                      |
| LI ACE2 | The average time taken to remove fly-tips |                      | 3 days                     | 2.96 days   | 2.96 days |           |           |                |                   |                                      |
| LI U27  | Removal of abandoned vehicles             |                      | Within 10 days             | 6 days      | 6 days    |           |           |                |                   | Data covers both private/public land |
| LI U28  | Street Cleaning                           |                      | 17% above national average |             |           |           |           |                |                   | Information will be reported 3x pa.  |

**Community and Leisure**

|         |   |        |        |        |        |  |  |       |  |                                      |
|---------|---|--------|--------|--------|--------|--|--|-------|--|--------------------------------------|
| BV 126  | Domestic burglaries per 1,000 households  | 6.51   | 5.53   |        |        |  |  | Upper |  | Targets & Reporting via Essex Police |
| BV 128  | Vehicle crimes per 1,000 population   | 5.99   | 4.97   |        |        |  |  | Upper |  | Targets & Reporting via Essex Police |
| BV 170a | Visits to/use of museums per 1000 population  | 314.59 | 362.32 | 76.66  | 156.73 |  |  | Upper |  | Cumulative total                     |
| LI      | Monitor work of Community Support Officers  |        |        |        |        |  |  |       |  | System being developed               |
| 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 | 0.00%  | 58.06% | 58.00% | 58.00% |  |  | Lower |  | Process being developed              |
| LI AC1a | The number of swims and other visits per 1,000 population   | 4614   | 4620   | 2246   | 2252   |  |  |       |  | Process being developed              |
| LI U29  | Day Centre lettings to the local community  | 1184   | 1200   |        | 594    |  |  |       |  | Process being re-evaluated           |

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|  |   |                      |                     | Quarter 1   | Quarter 2 | Quarter 3 | Quarter 4 |                 |                   |   |
| <b>Planning and Building Surveying</b> |   |                      |                     |             |           |           |           |                 |                   |   |
| 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 | 30.77%               | 45.00%              | 30.00%      | 37.00%    |           |           | Lower           |                   | Cumulative Total  |
| 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  | 38.06%               | 55.00%              | 55.00%      | 57.00%    |           |           | Lower           |                   | Cumulative Total  |
| 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  | 66.28%               | 70.00%              | 74.00%      | 76.00%    |           |           | Lower           |                   | Cumulative Total  |
| LI BV109                               | The percentage of planning applications determined within 8 weeks   | 59.43%               | 70.00%              | 70.50%      | 72.00%    |           |           |                 |                   | Excellent progress  |
| LI BV110                               | The average time taken (weeks) to determine all planning applications   | 11.93                | 10.71               | 11.57       | 10.92     |           |           |                 |                   | Excellent progress  |
| LI U30                                 | The percentage of building control applications determined within 5 weeks   | 95.84%               | 98.00%              | 96.30%      | 94.46%    |           |           |                 |                   | Good progress   |
| LI U31                                 | Percentage of valid planning applications registered in 5 days  |                      | 100%                | 70%         | 78%       |           |           |                 |                   | This is due to staffing shortages/illness/maternity leave combining to reduce performance |
| LI U32                                 | The percentage of full plans applications checked within three weeks of receipt   |                      | 100%                | 92%         | 96%       |           |           |                 |                   | Improving   |
| LI U33                                 | Percentage of site visits carried out on the day of request when received prior to 10am   |                      | 100%                | 100%        | 100%      |           |           |                 |                   | Excellent progress  |
| <b>Updated</b>                         | <b>22nd December 2003 Ian Orton</b>   |                      |                     |             |           |           |           |                 |                   |   |

**Status**



Above Target



Below Target by more than 10%



Process being developed



On Target or within 10% tolerance



Performance Measures Set and Collected by Essex Police

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|---------|--------------------------------|----------------------|---------------------|-------------|-----------|-----------|-----------|----------------|-------------------|----------|
|         |                                |                      |                     | Quarter 1   | Quarter 2 | Quarter 3 | Quarter 4 |                |                   |          |