

**PERFORMANCE INFORMATION MANAGEMENT REPORT – 3<sup>rd</sup> QUARTER 2005/06 (APRIL 2005 – DECEMBER 2005)**

Performance Select Committee, 25 January 2005, Item ?

BVPI Number	Performance Indicator	Actual 2002/03	Actual 2003/04	Actual 2004/05	Target Q1-Q3 Apr05-Dec05 Cumulative  <i>Annual 2005-06</i>	Actual Q1-Q3 Apr05-Dec05 Cumulative	31 Dec 2005	Comments
<b>BV8</b>	Percentage of 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%	91.29%	93.78%	98% or greater  <i>98% or greater</i>	94.50%	☹	Performance Improvement Plan for 2005/06
<b>BV9</b>	Percentage of council tax collected by the Authority in the year.	98.70%	98.97%	98.8%	74.17% or greater  <i>99.89% or greater</i>	88.23%	☺	Performance Improvement Plan for 2005/06
<b>BV10</b>	Percentage of non-domestic rates due for the financial year which were received by the authority	99.51%	99.49%	99.9%	74.91% or greater  <i>99.89% or greater</i>	88.40%	☺	

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<b>BV12</b>	Number of working days/shifts lost due to sickness absence	8.08 days	8.49 days	9.40 days	5.25 days or less  7.0 days or less	<b>Results awaited</b>	✘	Performance Improvement Plan for 2005/06 established. <i>Service area breakdown to be formulated by HR.</i>
<b>BV66a</b>	Rent collected by the local authority as a proportion of rents owed on Housing Revenue Account (HRA) dwellings	98.53%	93.17%	97.45%	98.25% or greater  98.25% or greater	93.39%	☹	Performance Improvement Plan for 2005/06 The collection figure increases on each quarter during the year and the year-end outturn will therefore show a higher percentage.
<b>BV66b</b>	Number of local authority tenants with more than seven weeks of (gross) rent arrears as a percentage of total number of council tenants	New for 2004/05	New for 2004/05	5.31%	5.07% or less  5.07% or less	5.83%	☹	
<b>BV66c</b>	Percentage of local authority tenants in arrears who have had Notices Seeking Possession served	New for 2004/05	New for 2004/05	10.35%	10.09% or less  10.09% or less	2.76%	☺	Performance Improvement Plan for 2005/06

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BV66d	Percentage of local authority tenants evicted as a result of arrears	New for 2004/05	New for 2004/05	0.16%	0.13% or less  <i>0.13% or less</i>	0.24%	☹	Performance Improvement Plan for 2005/06 A higher number of evictions have been carried out than anticipated..
BV78a	Average processing time taken for all new Housing and Council Tax Benefit (HB/CTB) claims submitted to the Local Authority, for which the date of decision is within the financial year being reported	20.92 days	26.48 days	23.78 days	21.5 days or less  <i>21.5 days or less</i>	<b>Results awaited</b>	x	Performance Improvement Plan for 2005/06.
BV78b	Average processing time taken for all written notifications to the Local Authority of changes to a claimant's circumstance that require a new decision on behalf of the Authority	4.14 days	6.98 days	4.37 days	4.0 days or less  <i>4.0 days or less</i>	<b>Results awaited</b>	x	

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BV79a	Percentage of cases within a random sample for which the Authority's calculation of Housing and Council Tax Benefit (HT/CTB) is found to be correct	95.4% (as read in 2002/03)	96.2% (as read in 2003/04)	97.4% (as read in 2004/05)	98.5% or greater  <i>98.5% or greater</i>	Results awaited	✘	Performance Improvement Plan for 2005/06
BV79bi	Amount of Housing Benefit (HB) overpayments recovered during the period being reported on as a percentage of HB deemed recoverable overpayments during that period	New for 05/06	New for 05/06	New for 05/06	30.75% or greater  <i>41% or greater</i>	Results awaited	✘	Performance Improvement Plan for 2005/06
BV79bii	Housing Benefit (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	New for 05/06	New for 05/06	New for 05/06	35% or greater  <i>35% or greater</i>	13.47%	☹	BVPI target under consideration.

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BV79biii	Housing Benefit (HB) overpayments written off 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	New for 05/06	New for 05/06	New for 05/06	5% or less  5% or less	0.99%	☺	
BV109a	Percentage of planning applications determined in line with development control targets to determine 60% of major applications in 13 weeks	30.77%	29%	78.85%	54% or greater  54% or greater	83.56%	☺	Government Planning Standard for Uttlesford is 52% major applications in 13 weeks.
BV109b	Percentage of planning applications determined in line with development control targets to determine 65% of minor applications in 8 weeks	38.06%	54%	54.35%	58% or greater  58% or greater	73.77%	☺	Government Planning Standard for Uttlesford is 58% minor applications in 8 weeks.
BV109c	Percentage of planning applications determined in line with development control targets to determine 80% of other applications in 8 weeks	66.28%	76%	76.24%	73.7% or greater  73.7% or greater	85.51%	☺	Government Planning Standard for Uttlesford is 73% minor applications in 8 weeks.

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					Q1-Q3 Apr05-Dec05 Cumulative	Q1-Q3 Apr05-Dec05 Cumulative		
					<i>Annual 2005-06</i>			
<b>BV126</b>	Domestic Burglaries per 1000 households	6.51	6.91	4.05	4.99 or less	5.17	☹	
					4.99 or less			
<b>BV128</b>	Vehicle crimes per 1000 population	5.99	6.38	4.7	4.4 or less	3.17	☺	
					4.4 or less			
<b>BV156</b>	Percentage of authority buildings open to the public in which all public areas are suitable for, and accessible to, disabled people	28.57%	49.18%	59%	66.18% or greater	64.7%	☹	Performance Improvement Plan for 2005/06 Two projects are due for completion later in the financial year, and these will secure our performance target.
					88.24% or greater			
<b>BV157</b>	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%	61.80%	77.3%	100% or greater	94.68%	☹	Performance Improvement Plan for 2005/06
					100%			

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<b>BV166a</b>	Score against a checklist of enforcement best practice for environmental health	86.36%	100%	95.76%	95% or greater  <i>95% or greater</i>	96%	☺	
<b>BV170a</b>	Number of visits to/usages of local authority funded or part-funded museums per 1000 population	314.59	311.03	318	283 or greater  <i>376.8 or greater</i>	<b>Results awaited</b>	✘	Performance Improvement Plan for 2005/06
<b>BV170b</b>	Number of those visits to local authority funded of part-funded museums that were in person per 1000 population	294.07	298	302.7	238 or greater  <i>317.7 or greater</i>	<b>Results awaited</b>	✘	Performance Improvement Plan for 2005/06
<b>BV170c</b>	Number of pupils visiting museums and galleries in organised school groups	6473	6523	6463	4125 or greater  <i>5500 or greater</i>	<b>Results awaited</b>	✘	Performance Improvement Plan for 2005/06.
<b>BV179</b>	Percentage of standard searches carried out in 10 days	100%	100%	100%	100%  <i>100%</i>	100%	☺	

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					Q1-Q3 Apr05-Dec05 Cumulative	Q1-Q3 Apr05-Dec05 Cumulative		
					<i>Annual 2005-06</i>			
<b>BV183a</b>	Average length of stay in bed & Breakfast accommodation of households that are unintentionally homeless and in priority need	5.84 weeks	6 weeks	5.6 weeks	4.9 weeks or less <i>4.9 weeks or less</i>	2.86 weeks	☺	Performance Improvement Plan for 2005/06
<b>BV203</b>	Percentage change in the average number of families placed in temporary accommodation	New for 2004/05	New for 2004/05	-6.32%	-10% <i>-10%</i>	-15.96%	☺	Performance Improvement Plan for 2005/06
<b>BV211a</b>	Percentage of planned repairs and maintenance expenditure on HRA dwellings compared to responsive maintenance expenditure on HRA dwellings	New for 2005/06	New for 2005/06	New for 2005/06	No target set <i>No target set Higher the figure the better the performance</i>	72.75%	?	£761,536 compared to £2,032,814 Target to be set when baseline data is available.
<b>BV211b</b>	Percentage of expenditure on emergency and urgent repairs to HRA dwellings compared to non-urgent repairs expenditure to HRA dwellings	New for 2005/06	New for 2005/06	New for 2005/06	No target set <i>No target set Lower the figure the better the performance</i>	27.14%	?	£123,593.74 compared to £455,354.08 Target to be set when baseline data is available.

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BV213	Number of households who considered themselves as homeless, who approached the local authority's housing advice service(s), and for whom housing advice casework intervention resolved their situation	New for 2005/06	New for 2005/06	New for 2005/06	No target set  <i>No target set Higher the figure the better the performance</i>	1.05%	?	Target to be set when baseline data is available.
BV218a	Percentage of new reports of abandoned vehicles investigated within 24hrs of notification	New for 2005/06	New for 2005/06	New for 2005/06	No target set  <i>No target set Higher the figure the better the performance</i>	29.17%	?	Data collection commenced for Q2. Target to be set when baseline data is available.
BV218b	Percentage of abandoned vehicles removed within 24hrs from the point at which the Authority is legally entitled to remove the vehicle	New for 2005/06	New for 2005/06	New for 2005/06	No target set  <i>No target set Higher the figure the better the performance</i>	36.36%	?	Data collection commenced for Q2. Target to be set when baseline data is available.

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					Q1-Q3 Apr05-dec05 Cumulative <i>Annual 2005-06</i>	Q1-Q3 Apr05-Dec05 Cumulative		
<b>CG1</b>	Number of complaints to the Ombudsman found against the Council	0	0	0	0 <i>0</i>	4	☹	
<b>CG2</b>	Percentage of standard searches carried out in 6 days	New for 2003/04	94.91%	95%	95% or greater <i>95% or greater</i>	95.72%	☺	
<b>CG3</b>	Percentage of minutes to be available to the public within 10 days	New for 2003/04	98.07%	97%	100% <i>100%</i>	96.52%	☹	
<b>CG4</b>	Percentage of summons issued within 5 working days of instructions	New for 2003/04	100%	96.25%	100% <i>100%</i>	100%	☺	
<b>CG6</b>	Percentage of planned audits completed	New for 2003/04	83%	91%	65% or greater <i>90% or greater</i>	55.56%	☹	
<b>CG7</b>	Nuisance possession/Notice to quit within 5 days	New for 2003/04	100%	100%	100% <i>100%</i>	100%	☺	

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					Q1-Q3 Apr05-dec05 Cumulative <i>Annual 2005-06</i>	Q1-Q3 Apr05-Dec05 Cumulative		
CS1	Percentage of letters responded to within 10 days	New for 2003/04	92%	95.92%	95% or greater <i>95% or greater</i>	96.14%	☺	Data relates to Council Tax, Benefits and Business Rates sections of Customer Services
CS2	Percentage of telephone calls answered within 15 seconds (6 rings)	90.44%	93%	92.75%	96% or greater <i>96% or greater</i>	Results awaited	✘	
CS4	Percentage of help desk calls resolved within published targets	81.0%	82.5%	86.6%	90% or greater <i>90% or greater</i>	90.45%	☺	
DS1a	Percentage of householder planning applications determined within 8 weeks	Amended from Q2 2005/06	Amended from Q2 2005/06	Amended from Q2 2005/06	85% or greater <i>85% or greater</i>	87.67%	☺	Indicator introduced from Q2 2005/06
DS3	Percentage of building control applications considered within 5 weeks	95.84%	94.80%	94.25%	98% or greater <i>98% or greater</i>	97.88%	☹	

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					Q1-Q3 Apr05-dec05 Cumulative <i>Annual 2005-06</i>	Q1-Q3 Apr05-Dec05 Cumulative		
DS4a	Percentage of applications validated within 3 working days	Amended from Q2 2005/06	Amended from Q2 2005/06	Amended from Q2 2005/06	95% or greater <i>95% or greater</i>	96.68%	☺	Indicator introduced from Q2 2005/06
DS5	Percentage of full plans applications checked within 3 weeks of receipt	New for 2003/04	94.53%	96.03%	100% <i>100%</i>	95.06%	☹	
DS6	Percentage of site visits carried out on the day of request when received prior to 10am	New for 2003/04	100%	99.85%	100% <i>100%</i>	99.73%	☹	
DS7	Number of Penalty Charge Notices issued	New for 2004/05	New for 2004/05	2088 (for Q3 & Q4)	4075 or greater <i>5433 or greater</i>	2909	☹	Long-term sickness and high staff turnover have detrimentally affected performance. The successful recruitment of new parking attendants and associated support should recover the situation in forthcoming months.
DS8	Income for current financial year	New for 2005/06	New for 2005/06	New for 2005/06	£462,000 or greater <i>£616,000 or greater</i>	£373,532	☹	

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EC1	Percentage of food premises inspections carried out for High Risk premises	New for 2003/04	100%	97.89%	47.5% or greater  95% or greater	74.55%	☺	
EC2	Percentage of food premises inspections carried out for Other Risk premises	New for 2003/04	97.3%	92.77%	47.5% or greater  95% or greater	88.24%	☺	
EC3	Average time taken to remove fly tips	New for 2003/04	3.32 days	3.68 days	4 days or less  4 days or less	4.41 days	☹	Q1=3.8 days & Q2=6.6 days Q3=3.0 days.
EC5	Number of collections missed per 100,000 collections of household waste	12.12	13.5	21.5	15 or less  15 or less	<b>Results awaited</b>	✘	
EC7	Number of swims and other visits	4614	7609	6633	3750 or greater  5000 or greater	5493	☺	

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EC9	Sports Development Holiday Activities	New for 2003/04	New for 2003/04	709	450 or greater  600 or greater	592	☺	
F1	Statutory deadlines missed for Government returns	New for 2003/04	0	0	0	1	☹	Revenue Outturn (RO) not completed by the 19 August 2005 deadline demanded by ODPM.
F2	Material financial penalties imposed by Inland Revenue or Customs & Excise for unsatisfactory tax compliance	New for 2003/04	1	0	0	0	☺	
F3a	Percentage of debt outstanding greater than 30 days	New for 2004/05	New for 2004/05	19%	20% or less  20% or less	46%	☹	Performance is generally improving. However, two significant debts owed by Tom Sim Joinery (£5k) and Russell Green Funeral Services (£10k) that are in the legal recovery process

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H1a	Average relet times (weeks) for General lettings for LA dwellings let in the financial year	New for 2005/06	New for 2005/06	New for 2005/06	3 weeks or less <i>3.0 weeks or less</i>	2.56 weeks	☺	Indicator introduced from Q2 2005/06
H1b	Average relet times (weeks) for Sheltered lettings for LA dwellings let in the financial year	New for 2005/06	New for 2005/06	New for 2005/06	9 weeks or less <i>9 weeks or less</i>	weeks 9.4	☹	Indicator introduced from Q2 2005/06
H2 [BV72]	Percentage of urgent repairs completed within Government time limits	90.87%	96%	99%	98% or greater <i>98% or greater</i>	98.85%	☺	Cumulative performance represents 1460 out of the 1477 repairs completed.
H3 [BV73]	Average time taken (days) to complete non-urgent repairs	19.84 days	14.05 days	8 days	9.75 days or less <i>9.75 day or less</i>	9.51 days	☺	
H4	Number of tenants visits completed within 3 months	New for 2003/04	86.6%	97%	90% or greater <i>90% or greater</i>	91%	☺	

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					Q1-Q3 Apr05-dec05 Cumulative	Q1-Q3 Apr05-Dec05 Cumulative		
					<i>Annual 2005-06</i>			
HR3	Percentage of staff receiving an Induction plan/programme	New for 2003/04	100%	100%	100%	Results awaited	X	
					100%			
HR4a	Percentage of employees who have had their appraisal for current year	New for 2003/04	56%	53%	100%	Results awaited	X	
					100%			
HR4b	Percentage of employees who have had Interim appraisal for current year	Amended for 2005/06	Amended for 2005/06	Amended for 2005/06	100%	Results awaited	X	
					100%			
HR4c	Percentage of employees with a current training plan	Amended for 2005/06	Amended for 2005/06	Amended for 2005/06	100%	Results awaited	X	
					100%			
HR7	Number of working days/shifts lost due to sickness absence minus long term sickness	New for 2005/06	New for 2005/06	New for 2005/06	Target to be agreed	Results awaited	X	<i>Service area breakdown to be formulated by HR.</i>
SP1	Monitor work of Police Community Support Officers	New for 2003/04	1850 hours on beat	6584 hours on beat	Target to be agreed	Results awaited	X	Indicator being reviewed

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					Q1-Q3 Apr05-dec05 Cumulative <i>Annual 2005-06</i>	Q1-Q3 Apr05-Dec05 Cumulative		
SP6a	Percentage of orders made electronically	New for 2004/05	New for 2004/05	98.2% Q3 & Q4 only	100%	Performance Indicator results frozen, whilst being investigated	⊗	Marketplace is not the electronic ordering system used within Housing Repairs and this needs to be reviewed in order to rigorously quantify performance.
					100%			
SP7	Number of Corporate complaints upheld	New for 2003/04	60	83	<i>Target to be agreed</i>	Results awaited	✗	
SP8	Number of Corporate compliments received	New for 2003/04	198	3460	<i>Target to be agreed</i>	Results awaited	✗	