

CPI	Performance Standard	2005/06 Outturn	2006/07 Target	Expected Outcome 2008 or as Specified	Priority/Area of Corporate Focus	Uttlesford Excellence Model Theme
1	External recognition and awards received		Enter at least 2 external national awards	Shortlisted for LGC Most Improved Council	Preparing for 2007	Excellence
2	CPA Assessment		Positive direction of travel	Improvement in CPA categorisation	Preparing for 2007	
3	Number of BVPIs in the top quartile		80%	Maximum number of Best Value Performance Indicators in top quartile	People, performance & accountability	
4	Investors in People		Complete groundwork for external assessment	Achieve IIP status for UDC	People, performance & accountability	
5	Number of council services/processes transferred to the Customer Services Centre		Establish baseline and targets	Maximum amount of suitable services and or processes transferred to the Customer Services Centre	Integrated Customer Management	
6	Savings achieved through efficient and affordable procurement			Maximum savings achieved through use of smart procurement practices	Procurement	
7	Project plans and risk assessment in place for, and monitored progress on, all significant projects			Annual completion of significant planned projects on time and within budget	Preparing for 2007	

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8	% corporate risk assessments carried out and regularly updated			Regularly reviewed corporate risk register	People, performance & accountability	Sustainable Council
9	Energy consumption/m ² UDC buildings		20% reduction on 2005/06 outturn	Increased energy efficiency by UDC	Sustainable Council	
10	Number of working days lost due to sickness absence minus long term sickness		6 days	Overall reduction in short term sickness	People, performance & accountability	People
11	Appraisals completed on time		100%	Completion of all annual appraisals on time	People, performance & accountability	
12	Staff satisfaction with UDC as employer		82%	Increased staff satisfaction	People, performance & accountability	
13	Level of the Equality Standard to which the organisation conforms (BVPI2a)		Level 2	Progression to highest equality standard possible	Equalities & Diversity	
14	Quality of the Race Equality Scheme and the resulting improvements (BVPI2b)		84.21% or greater	Maximum equality and diversity focus within UDC	Equalities & Diversity	

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15	Number of complaints received		Establish corporate system and establish baseline	Seek initial increase to capture all complaints. In time to achieve overall reduction.	Integrated Customer Management	Customers
16	Number of ombudsman complaints upheld		0	No ombudsman complaints upheld against the council	Integrated Customer Management	
17	Proportion of enquiries dealt with at first point of contact			To increase customer satisfaction through dealing with enquiries efficiently at first point of contact,	Integrated Customer Management	
18	% of complainants satisfied with the handling of their complaint (BVPI4)			Increased satisfaction through easy to use and understand systems for dealing with complaints	Integrated Customer Management	
19	Reduce volume of paper used by UDC	4.5m A4 paper sheets (copier)	20% reduction on 2005/06	Reduction in overall paper use through education and adoption of paperless working methods	Sustainable Council	
20	% invoices paid within 30 days or within payment terms		100%	Effective use of financial management system	People, performance & accountability	

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21	% citizens satisfied with the overall service provided (BVPI3)			Increased customer satisfaction with council services	User Focus/Community Engagement	Community
22	% land and highways assessed as having unacceptable levels of litter (BVPI199a)		7%	Increased customer satisfaction with cleaner environment	User Focus/Community Engagement	
23	% land and highways assessed as having unacceptable levels of visible graffiti (BVPI199b)		0%	Increased customer satisfaction with cleaner environment	User Focus/Community Engagement	
24	% land and highways with unacceptable levels of visible fly-posting (BVPI199c)		0%	Increased customer satisfaction with cleaner environment	User Focus/Community Engagement	
25	Reduction in number of incidents and increase in enforcement actions against flytipping (BVPI199d)		0%	Increased customer satisfaction with cleaner environment	User Focus/Community Engagement	
26	% people satisfied with the cleanliness standard in their area (BVPI89)			Increased customer satisfaction with cleaner environment	User Focus/Community Engagement	

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27	% people satisfied with household waste collection (BVPI90a)			Increased customer satisfaction	Recycling Strategy	
28	% people satisfied with waste recycling (BVPI90b)			Increased customer satisfaction	Recycling Strategy	
29	External funding through grants and bids	£233,000 (to be confirmed)	£256,000 (10% increase)	Increased funding available to UDC and community groups through grants and external funding bids	Strategic Partnership Working	
30	% appeals allowed against the authorities' decision to refuse (BVPI204)		30% or less	Local determination of development issues, retaining local voice	Stansted Airport & other development	
31	Number of public/parish representatives at area panel meetings		20 or more	Maximum local engagement with public, parishes and other community representatives	User Focus/Community Engagement	
32	% affordable housing available			Increase the availability of affordable housing within the district	Affordable Housing	

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33	Positive news stories in specialist and trade press		At least 2 per quarter	Increased reputation of UDC and Utlesford district	User Focus/Community Engagement	Communication
34	Increase customer use of website		20% increase	Increased self service through the website and customer satisfaction	Integrated Customer Management	
35	Staff satisfaction with internal communications		80%	Maximum staff understanding and engagement with corporate issues	People, performance & accountability	
36	% phone calls answered within 6 rings		95%	Prompt response to phone calls	Integrated Customer Management	
37	% of letters acknowledged within x days		100%	Prompt acknowledgement of letters	Integrated Customer Management	
38	% of letters answered within 10 days		95%	Prompt substantive response to letters	Integrated Customer Management	