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à  $\mathbb{Q}$       "  $p_1 \in \mathbb{Q}$      $\Delta$  à  $\mathbb{Q}$      $\mathbb{Q}_1 \rightarrow$  |  $\epsilon$   
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 $h$      $\epsilon \leftarrow \mathbb{J}$  à  $\mathbb{Q}$   
!  $x$      $\epsilon \leftarrow \mathbb{J}$  à  $\mathbb{Q}$      $\mathbb{Q}$        $\rightarrow$  |  $\mathbb{R} -$   
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 $\rightarrow$  |  $\dagger \epsilon$   
 $\mathbb{J},$  à  $\mathbb{Q}$      $\mathbb{Q}$        $\rightarrow$   $x_1 \dagger \epsilon$   
 $\mathbb{J},$  à  $\mathbb{Q}$      $\mathbb{Q}$        $\rightarrow$  |  $\dagger \epsilon$   
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 $\rightarrow$  | " " -  
-  $\mathbb{J},$  à  $\mathbb{Q}$      $\mathbb{Q}$        $\rightarrow$   $x''' -$   
-  $\mathbb{J},$  à  $\mathbb{Q}$      $\mathbb{Q}$        $\rightarrow$  |  $\dagger \epsilon$   
 $\mathbb{J},$  à  $\mathbb{Q}$   
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 $\mathbb{J} \rightarrow$  à  $\mathbb{Q}$        $\uparrow$   $p$  "  $\epsilon$   
-  $\mathbb{J} \rightarrow$  à  $\mathbb{Q}$        $\dagger$   $p$  " -  
 $\mathbb{J} \rightarrow$  à  $\mathbb{Q}$        $\dagger$   $p$  "  $\epsilon$   
-  $\mathbb{J} \rightarrow$  à  $\mathbb{Q}$        $\uparrow$   $x$        $\mathbb{J}$  à  $\mathbb{Q}$        $\uparrow$   $\dagger$        $\Delta$  à  $\mathbb{Q}$   
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à  $\mathbb{Q}$        $\rightarrow$   $x$  "  $\in \mathbb{Q}$      $\mathbb{J} \rightarrow$  à  $\mathbb{Q}$   
 $\rightarrow$   $x''_1 -$   
 $\dagger$   $\mathbb{J}_T$  à  $\mathbb{Q}$   
 $\rightarrow$   $x'' -$   
 $\epsilon$      $\mathbb{J}_T$  à  $\mathbb{Q}$   
 $\rightarrow$   $xR_1 -$   
 $\dagger$   $\mathbb{J}_T$  à  $\mathbb{Q}$   
 $\rightarrow$   $xR -$   
 $\epsilon$      $\mathbb{J}_T$  à  $\mathbb{Q}$   
 $\rightarrow$   $x\%_1 -$   
 $\dagger$   $\mathbb{J}_T$  à  $\mathbb{Q}$   
 $\rightarrow$   $x\% -$   
 $\epsilon$      $\mathbb{J}_T$  à  $\mathbb{Q}$

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$$\begin{aligned} & \rightarrow \text{XU} \text{ à } \mathbb{N} \\ & \vdash \text{J}_T \text{ à } \mathbb{N} \\ & \rightarrow \text{XU} \text{ à } \mathbb{N} \end{aligned}$$

$$\begin{aligned} \in & \text{J}_T \text{ à } \mathbb{N} \quad \vdash \text{e}^{\text{L}\ddot{y}} \text{ à } \mathbb{N} \quad \leftarrow \text{e}^{-\ddot{y}} \text{ à } \mathbb{N} \quad \uparrow \text{e}^{\ddot{y}} \text{ à } \mathbb{N} \quad \text{!} \text{e}^{\bullet \ddot{y}} \text{ à } \mathbb{N} \quad \mathbb{N} \text{e} \\ & \ddot{y} \text{ à } \mathbb{N} \quad \vdash \text{e}^{\square \ddot{y}} \text{ à } \mathbb{N} \quad \text{e}^{\ddot{y}} \text{ à } \mathbb{N} \quad \text{e}^{\text{L}\ddot{y}} \text{ à } \mathbb{N} \quad \dots \end{aligned}$$





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□ | □ ÷ ÷ ü Ü ; Awaiting data | Information item4 Awaiting  
data from Hamida Farooq in Business Rates. | Awaiting Q2 data | Traffic  
Light: Red | PI Code & Short Name | Cumulative to Q2 | Quarterly  
Target Annual Target

Latest Notes Responsible OUs/ BV12 Working Days Lost Due to  
 Sickness Absence Human Resourcesb Carole Hughes  
 Jo Ware Claire Baeza Strategy and  
 Performance6 BV170c Visits to, and use of Museums - School  
 Groups Environment and Cultural Services? BV203 Change in  
 number of families in temporary accommodation Qtr 2 - Performance  
 significantly lower this quarter due to the requirement to provide  
 temporary housing to several Lebanese families. Housing  
 Services n/aS BV213 Preventing Homelessness - number of households  
 where homelessness prevented 0.39\*, BV66b Rent collection and  
 arrears recovery Customer Services BV8 % of invoices paid on  
 time Finance and Asset Strategy Traffic Light: Amber Traffic  
 Light: Green Development  
 Services 72.47% 65.00% 87.09% 88.27% 87.48% 80.00%j Qtr 2 -  
 Performance remains above target for this quarter. Essex Police  
 responsible for data and targets. 88.24% 82.00%: BV218a  
 Abandoned vehicles - % investigated within 24 hrs Qtr 2 -  
 Significant improvement in performance this quarter and target exceeded  
 due to the employment of an external contractor.H BV218b Abandoned  
 Vehicles - % removed within 24 hours of required  
 time 3.90 6.79 1.94 4.70 0.39% 0.07% 22.02 7.63 97.  
 80% 99.20% 99.00% 52.67% 182.32% 21.50% 26.89% Status Cus  
 tomer Services 2 BV109a Major applications determined in 13  
 weeks 2 BV109b Minor applications determined in 8 weeks -

Tracy Turner  
 Alex Stewart  
 Nicole Morton-Swain. Diane Burr ridge  
 Carolyn Wingfield  
 Jenny Gibsone( Rod Chamberlain  
 Liz Petrie  
 Judith Snares& Rod Chamberlain  
 Robert Patterson-Smith Mike Brean  
 Julian Sayer Phil O'Dell  
 Derek Caton' Rod Chamberlain  
 Robert Patterson- Smith Mike Brean  
 Sue Ellis John Mitchell  
 Lynn Rusling John Mitchell  
 Ernie Spencer Diane Burr ridge  
 Carolyn Wingfield Diane Burr ridge  
 Susan Corker Mike Brean  
 Sue Mustill Mike Brean

Julian Sayer + Short Term Trend Long Term Trend 2005/06  
 Outturn

2006/07

Q1

2006/07

Q2- BV9 % of Council Tax collected  
 (cumulative) 4 BV127b Robberies per 1,000 Population  
 (cumulative) ( 8 BV128 Vehicle crimes per 1,000 population  
 (cumulative) , 0 BV79b(iii) Percentage of Recoverable Over  
 payments Recovered (HB)  
 (cumulative)

□ C 9 □ BV127a Violent Crime per 1,000 Population  
(cumulative) - □ - 9 □ BV66a Rent Collection and Arrears Recovery  
(cumulative) • □ - † □ 3.1  
(cumulative) †

< BV10 Percentage of Non-domestic Rates Collected  
 (cumulative) 0 = BV126 Domestic burglaries per 1,000 households  
 (cumulative) 1 8 BV156 Buildings Accessible to People with a  
 Disability > BV170a Visits to and Use of museums & galleries -  
 All Visits D BV170b Visits to and use of Museums & galleries -  
 Visits in Person 8 BV183a Length of stay in temporary  
 accommodation (B&B) . BV79a Accuracy of processing - HB/CTB  
 claims 4 BV109c Planning Applications: 'Other'  
 applications , Improving access to value for money  
 services9 Improving community safety & the health of the  
 populationF Supporting lifelong learning/developing opportunities for  
 young peopleB Protecting & enhancing the environment & character of the  
 district| Notes & Recommendations6 The 'smiley faces' reflect  
 performance for the quarter| Short term trend arrows Long term trend  
 arrows PI is 5% or more off target| PI is up to 5% off target| PI is  
 on or above target2 The value of this PI has improved in the long  
 term2 The value of this PI has worsened in the long term5 The value of  
 this PI has not changed in the long term3 The value of this PI has  
 improved in the short term3 The value of this PI has worsened in the  
 short term6 The value of this PI has not changed in the short  
 term Ownership & Responsibility' Qtr 2 - Although still below target,  
 there is a significant improvement in performance this quarter if PI is  
 calculated without Lebanese families.» Qtr 2 - Improved performance this  
 quarter but target is still not met. \* Note that Q1 has been re-  
 calculated due to the incorrect household figure being used. Previously  
 reported as 0.44.i Qtr 2 - Performance slightly worse than Q1.  
 Previously externally contracted refuse collection employees now being  
 directly employed by Uttlesford. Sickness absence within this group may  
 have adversely affected performance this quarter.h Qtr 2 - Performance  
 has dropped slightly in Q2. In September the cash desk closed and  
 customers were issued with payment cards. There have been ongoing  
 problems with payment allocation between council tax and rents and  
 payments being held in Allpays suspense account until after the end of  
 September. No reminder notices were issued in September as a result.  
 M Qtr 2 - Performance has improved this quarter and the PI is now above  
 target. not  
 availableD BV66d Rent Collection and Arrears Recovery: evictions  
 (cumulative) 8 > BV78a Speed of processing - new HB/CTB claims  
 (cumulative)- 2 U Qtr 2 - Performance down on previous quarter but  
 still above target. Staff annual leave and some days during this period  
 when there was no computer system available have led to a slightly lower  
 performance this quarter.↓ 0.10% (cumulative)| !! V BV78b Speed of  
 processing - changes of circumstances for HB/CTB claims  
 (cumulative) I o BV79b(i) Percentage of Recoverable  
 Overpayments Recovered (HB) that are recovered during period  
 (cumulative) a o BV79b(ii) HB overpayments recovered as % of  
 the total amount of HB overpayment debt outstanding  
 (cumulative) c !! BV 33.00% (cumulative)- ↓ • !! !! 12.50%  
 (cumulative)• !! z Qtr 2 - Performance risen significantly during this  
 quarter. One large repayment has favourably influenced these  
 figures.† 1.8  
 (cumulative)↓ !! ◀ 0.03  
 (cumulative)| !! - Qtr 2 - Performance has fallen below target this  
 quarter. Rent collection was significantly affected by Housing Officers  
 being unable to chase arrears while involved with the Lebanese evacuee  
 situation. \* Note that this PI is now calculated using average figures  
 over the period where previously a cumulative figure had been used. The  
 quarterly profile target was also calculated using cumulative

figures. † Qtr 2 - Performance is significantly below target. Lower level rent arrears have not been pursued at the normal rate for the past two months due to Housing Officers being involved with the Lebanese evacuees, which has led to more tenants accruing rent arrears that required an NSP.N ☐ H203 Change in number of families in temporary accommodation (less Lebanese) † ☐ 0 Providing strong community leadership & openness

‡ Qtr 2 - Performance marginally worse than Q1. Lower level rent arrears have not been pursued at their normal rate for the past two months due to Housing Officers being heavily involved with the Lebanese evacuee situation.<sup>2</sup> Qtr 2 - Performance again significantly exceeds the quarterly target. The Northgate software does not split recovered amounts between old debt and debt raised during the period. | 120 \* † 85 \*• Qtr 2 - Performance improved this quarter with target exceeded again. \* Q1 re-calculated using correct population figure. Previously reported as 122.!! ☐ 60.00% (cumulative)• !! & Qtr 2 - Performance is significantly below target with a notable drop compared to Q1. No substantial write offs were made prior to the introduction of this PI, therefore even if just one debtor who owes a large sum of money dies or absconds it will mean potential failure in meeting the target.◀ ☐ 58% (cumulative)| !! M Qtr 2 - There has been a significant improvement in performance this quarter. † ☐ 2.00% (cumulative)- !! !! ☐ 94.50% (cumulative)• !! ☐ Qtr 2 - Performance below target this quarter. The target set is unrealistic. Q1 calculation included some d<™◀ ata from July invoices in error therefore June transactions have been reported higher than they should and July transactions lower. Recommendation 2ð

2 ☐ Qtr 2 - Notable drop in performance this quarter. Essex Police have given us no specific reason for the rise in robberies. Three of the four robberies committed have been detected and charged and the fourth is in the process of detection. Essex Police are responsible for data and targets. Recommendation 3"

£ ☐ Qtr 2 - Performance significantly below target this quarter. Awaiting comment from Essex Police who are responsible for outturn data and targets. Recommendation 3"

L † ☐ Qtr 2 - Performance remains below target with a noteworthy drop this quarter compared to last. Data comprises pupils visiting Museum and those taught in sessions at schools by the Education Officer. Full teaching programme completed for summer term. Larger number of visits during Jul-Sep than usual, due largely to increased use by one local college. However cancellation of a session for 150 children at short notice would have adversely affected data. This quarter will always be worst performing of the year as data capture timeline does not match school term times. Recommendation 4< †

☐ Qtr 2 - Performance down this quarter. Awaiting comment from Essex Police who are responsible for outturn data and targets. Recommendation 3}

† ☐ Qtr 2 - Although performance has dropped slightly this quarter it remains above target and the national performance standard. Performance is monitored and managed at individual, team and management level regularly to achieve targets and improve on performance. Recommendation 5-

F ☐ Qtr 2 - Target continually being exceeded this year. Recommendation 66

% ☐ Recommendation 2 (BV8) That for 2007/08, the EM responsible for Finance & Asset Strategy reviews the target set and makes more realistic. †

i ☐ Recommendation 3 (BV127a, BV127b, BV128) That the EM responsible

for Strategy & Performance ensures that an explanation regarding the drop in performance for these indicators is available for Performance Select Committee on 15 November.†

<sup>3</sup> □ Recommendation 4 (BV170c) That for 2007/08, the EM responsible for Environment & Cultural Services reviews the quarterly profile to reflect seasonal variations such as term times.†

Ê □ Recommendation 5 (BV109a, BV109b, BV109c) That for 2007/08, the EM responsible for Development Services sets targets based on improving 2006/07 performance rather than the national performance standard.†

□ Recommendation 6 (BV156) That this PI is no longer reported to EMT or PSC on a quarterly basis as the target is consistently being achieved. However, if Development Services wish to continue to collect the data on a quarterly basis then it will be uploaded to Covalent.†

] □ Recommendation 1 That EMT discusses Quarter 2 performance and minutes any action to be taken.◀

> Qtr 2 - Performance improving from Q1 to Q2. 13 evictions applied for this year. 4 tenants paid their arrears in full the rest were suspended by the court.~ Qtr 2 - Performance is significantly above target again this quarter. Under new legislation only certain changes are classed as proper change of circumstances i.e. ones where the claimant has notified us and not where we have prompted them or if the information comes from another source i.e. DWP. The legislation came into effect in April after targets for the year had been set.9 □ Qtr 2 - Although performance has dropped quite significantly this quarter, this PI remains above target and the national performance standard. Performance is monitored and managed at individual, team and management levels regularly to ensure achievement of targets and improvement of performance.

Recommendation 5)

& □ Qtr 2 - Although performance has dropped slightly this quarter this PI remains comfortably above target and the national performance standard. Performance is monitored and managed at individual, team and management level regularly to achieve targets and improve on performance.

Recommendation 5†

# Qtr 2 - Performance continuing to improve this quarter. Visitor figures over summer boosted by Snakes Alive day (412 visitors), family activities and local college pupils, also more September visits than usual. \* Q1 re-calculated using correct population figure. Previously reported as 86. G □ BV66c Rent Collection and Arrears Recovery: Notices Seeking Possession| □ \$ 2006/07 Quarter 2 by Council's Goalsÿ<sup>a</sup> □ »#

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