














































PI Code & Description	2006/07 Outturn	2007/08 Target	2007/08 Estimate	Status	Direction of Travel	Top Quartile *	Bottom Quartile *	Quartile Position *	Comments on Performance	Division
TRAFFIC LIGHT RED										
FINANCE - Effectively managing our finances and operating within budget										
BV8 Percentage of invoices for commercial goods & services paid by the Authority within 30 days of receipt or within the agreed payment terms	92.98%	98.00%	91.75%			98.00%	93.00%		The original target of 98.0% was not realistic and very much an aspiration. The primary area of weakness has been the Dunmow Depot, the remoteness of which allied to personnel changes there had a significant negative effect on performance. Problem areas there have only been partially resolved. Disruption resulting from the budget process and subsequent manpower pressures throughout the organisation as a whole also affected performance. It is hoped that a more settled environment and new procurement and invoicing processes within the financial information system allied to a more realistic target will yield better performance during 2008-09.	Finance
BV66b The number of local authority tenants with more than seven weeks of (gross) rent arrears as a percentage of the total number of council tenants	6.23%	5.4% or less	6.70%			3.43%	6.26%		A roll over of higher than expected arrears accounts from 2006/07 has resulted in more accounts being > 7 weeks in arrears. All accounts are being monitored on a weekly basis and recovery action is being taken where appropriate. The figure is reducing each quarter and is expected to continue reducing but it is doubtful if the target will be met by the end of this financial year.	Housing Management
BV66c Percentage of local authority tenants in arrears who have had Notices Seeking Possession served	13.07%	12% or less	15.00%			13.61%	32.65%		A higher than expected number of Notices issued, which is due to the higher figure in BV66b. The current rent arrears policy states that a Notice should be issued after 7 weeks arrears have accrued. All accounts are being monitored on a weekly basis and recovery action is being taken where appropriate. For the last 3 quarters there has been an average of 50 Notices issued each quarter and if this trend continues the year end target will not be met.	Housing Management
BV66d Percentage of local authority tenants evicted as a result of rent arrears	0.14%	0.15% or less	0.28%			0.17%	0.43%		A higher number of evictions than expected carried out for year, on average there are 4 or 5 evictions carried out in the whole year and there have been 7 evictions already in this financial year. There is no action that can be taken to improve this figure and it is only likely to get worse if more evictions are carried out. It should also be noted that the figures are so small that a variant of 1 eviction has a huge impact on the target.	Housing Management
BV78a The 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.	18.95 days	20.0 days or less	24.40 days			24 days	33.2 days		Vacant posts within the Division were held open to provide redeployment opportunities. This has affected performance. These posts have recently been filled and an improvement in performance is anticipated during 2008/09. A number of other initiatives are being implemented which are also designed to improve performance.	Corporate Support & Revenues Services

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BV78b The 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.	6.36 days	8.0 days or less	10.70 days			7.1 days	13.8 days		Vacant posts within the Division were held open to provide redeployment opportunities. This has affected performance. These posts have recently been filled and an improvement in performance is anticipated during 2008/09. A number of other initiatives are being implemented which are also designed to improve performance.	Corporate Support & Revenues Services
BV79a The percentage of cases within a random sample for which the Authority's calculation of Housing and Council Tax Benefit (HB/CTB) is found to be correct	98.60%	99.10%	93.60%			99.20%	97.00%		The PM10 (the measure to monitor all reductions in benefit throughout the year) for 07/08 was reduced to monitoring just the first 6 months of the year rather than the whole year. This was due to the Data Protection incident caused when the Child benefit disc went missing last Autumn. All returns that were sent by post or courier were suspended and we are still not sending them. Our target was reduced by the DWP from 2320 to 1060 for the period 1 April to 30 September 2008.	Corporate Support & Revenues Services
BV79bi The amount of Housing Benefit overpayments (HB) recovered during the period being reported on as a percentage of HB deemed recoverable over-payments during that period.	80.38%	65.00% or greater	50.00%			81.71%	64.63%		DWP PM10 is a new measure that Benefits need to follow to create more reductions in Benefit. We have a target to reduce payment on 2320 benefit claims for the year 2007/8. Resources are now being concentrated on cancelling and reducing ongoing benefit. This creates more overpayments and with persons being on benefit it is sometimes impossible to enforce payment immediately, the claimants are permitted to make repayments via ongoing benefit at the standard rate of £9.00 per week which adversely affects this PI.	Corporate Support & Revenues Services
BV79bii 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.	22.84%	25.00% or greater	20.00%			39.02%	28.51%		DWP PM10 is a new measure that Benefits need to follow to create more reductions in Benefit. We have a target to reduce payment on 2320 benefit claims for the year 2007/8. Resources are now being concentrated on cancelling and reducing ongoing benefit. This creates more overpayments and with persons being on benefit it is sometimes impossible to enforce payment immediately, the claimants are permitted to make repayments via ongoing benefit at the standard rate of £9.00 per week which adversely affects this PI.	Corporate Support & Revenues Services
PEOPLE - Consulting and engaging with staff and customers										
BV11a The percentage of top 5% of earners that are women	17.34%	25% or greater	22.20%			33.31%	20.39%		Performance of this indicator has been affected by staff redundancies and a freeze on recruitment	Human Resources

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BV11b The percentage of top 5% of earners from an ethnic minority	5.78%	5.88% or greater	0.00%			3.70%	0.00%		Performance of this indicator has been affected by staff redundancies and a freeze on recruitment	Human Resources
BV12 Number of working days/shifts lost to the Local Authority due to sickness absence	8.39	7.00 days or less	8.5 days			8.08	10.65		The current climate within the Council has affected the performance of this indicator	Human Resources
BV16a The percentage of local authority employees with a disability	4.61%	5.00% or greater	4.50%			5.25%	2.39%		Performance of this indicator has been affected by staff redundancies and a freeze on recruitment	Human Resources
PARTNERSHIPS - Working to deliver effective and co-ordinated services with partners										
BV170a The number of visits to/usages of local authority funded or part-funded museums & galleries in the per 1,000 population	470	470 or greater	440.9			928	130		Performance has been affected by a fall in organised school visits over the summer, due to the closure of both Bell College and Pearse School.	Community Engagement
BV170b The number of those visits to local authority funded, or part-funded museums & galleries that were in person, per 1,000 population.	316	300 or greater	280.88			557	89		Performance has been affected by a fall in organised school visits over the summer, due to the closure of both Bell College and Pearse School.	Community Engagement
BV170c The number of pupils visiting museums and galleries in organised school groups	5,468	5,000 or greater	4,146			3,805	404		Performance has been affected by a fall in organised school visits over the summer, due to the closure of both Bell College and Pearse School.	Community Engagement
BV184a The proportion of LA homes which were non-decent at start of financial year	2.4%	0.0%	6.5%			10%	33%		Commencement of the re-wire programme and the central heating programme has been delayed due to the absence of a qualified electrical & mechanical surveyor. This post is now being advertised and work will commence in 2008/09. This has therefore affected the performance of this indicator. In addition, the Council is a significant contributor to the National Subsidy Pot the consequence of which is that we have no prospect of continuing to maintain our properties at the Decent Homes Standard. It should however, be noted that performance is still well above the national top quartile	Housing Management
BV184b The percentage change in proportion of non-decent dwellings between the start and end of the financial year.	44%	45%	-5.5%			32.9%	3.7%		Commencement of the re-wire programme and the central heating programme has been delayed due to the absence of a qualified electrical & mechanical surveyor. This post is now being advertised and work will commence in 2008/09. This has therefore affected the performance of this indicator. In addition, the Council is a significant contributor to the National Subsidy Pot the consequence of which is that we have no prospect of continuing to maintain our properties at the Decent Homes Standard.	Housing Management

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BV212 Average time taken to re-let local authority housing.	71 days	27 days	50 days			25	47		There are a number of reasons for this indicator not achieving its target. Housing have experienced a number of internal and external staffing issues and a number of lettings during the last few quarters were hard to let properties with multiple offers being refused as a result. In addition, the implementation of the new Choice Based Lettings system, now has an impact on the void relet times due to the processes that need to be undertaken.	Housing Management
BV216a Number of "sites of potential concern" (within the local authority area), with respect to land contamination	516	450	485			~	~	~	The number of potentially contaminated sites which are investigated and a decision made as to whether they are actually contaminated or not, is very dependant on planning applications coming forward to develop these sites and planning conditions being imposed. This requires intrusive investigations and if necessary remediation works. Every year we make an estimate of the number of such sites that will come forward but we have no control over the actual numbers.	Environmental Health
BV225 Actions Against Domestic Violence	45.4%	54.5%	51.0%			~	~	~		Partnerships & Performance
ENVIRONMENT - Protecting and enhancing the environment										
BV84b Percentage change from the previous financial year in the number of kilograms of household waste collected per head of the population	-10.90%	1.00%	1.50%			-1.87%	2.63%		The calculation of this performance indicator uses an estimate of population for the previous year. The potential for error in this methodology has been recognized and the new NI performance indicator will be based on number of households, which is readily available from council tax information, rather than a population estimate. If the number of kg of household waste collected per household is measured this shows a -1% reduction from 2006/7 to 2007/8	Street Services
BV199d The year-on-year reduction in total number of incidents and increase in total number of enforcement actions taken to deal with 'fly-tipping'.	3 (Good)	3 (Good)	4 (Poor)			1	3		This indicator's performance has been affected by the reduced Enforcement resources available. The number of fly-tipping incidents has actually reduced which on its own would have merited an 'Effective' grade '2'. However, because of the reduced Enforcement resource the number of Enforcement actions has decreased hence the Grading of '4'.	Street Services
BV200b Has the local planning authority met the milestones, which the current Local Development Scheme (LDS) sets out.	Yes	Yes	No			~	~	~	The Council will miss the key milestone of submitting the LDF Core Strategy by the end of March. Reasons for this are the challenges to the decision of the Environment Committee of 4 September resulting in slippage of the Preferred Options consultation, the volume of responses, the need to address the significant issues arising during the preferred options consultation and new government guidance which now needs to be taken into account.	Planning & Housing Strategy



























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BV218b Percentage of abandoned vehicles removed within 24 hours from the point at which the Authority is legally entitled to remove the vehicle	43.24%	50.00% or greater	40.00%			97.76%	72.57%		We appear to have a problem with over weekend collections – tickets raised on Fridays should be collected by the following Monday but several are not collected until the Tuesday – resulting in a reduced percentage and thus affecting the performance of this indicator	Street Services
BV219b Percentage of conservation areas in the local authority area with an up-to-date character appraisal	5.88%	24.00% or greater	15.00%			35.07%	2.08%		The need for financial savings meant that the temporary team set up to resource the appraisal programme had to be disbanded. There is insufficient capacity to carry out any more appraisals.	Planning & Housing Strategy
TRAFFIC LIGHT AMBER										
PARTNERSHIPS - Working to deliver effective and co-ordinated services with partners										
BV127a Violent crime per year, 1,000 population in the local authority area.	5.8	5.4	5.6			11.4	18.8			Partnerships & Performance
ENVIRONMENT - Protecting and enhancing the environment										
BV84a Number of kilograms of household waste collected per head	405.67kg	406.0kg	412.0kg			380.8kg	444.6kg		Performance of this indicator has been affected by the fact that the population figure that has to be used in the calculation is based on a projected population figure from 2006. This 2006 figure is believed to be much lower than the actual current figure. The potential for error in this methodology has been recognised and the new National Indicator (which is based on this existing BVPI) will be based on number of households, rather than a population estimate.	Street Services
TRAFFIC LIGHT GREEN										
FINANCE - Effectively managing our finances and operating within budget										
BV9 Percentage of Council Tax collected by the Authority in the year	99.40%	99.03%	99.10%			98.60%	97.35%			Corporate Support & Revenues Services
BV10 The percentage of non-domestic rates due for the financial year which were received by the authority	99.60%	99.71%	99.71%			99.36%	98.53%			Corporate Support & Revenues Services
BV66a Rent collected by the Local Authority as a proportion of rents owed on Housing Revenue Account (HRA) dwellings	97.33%	97.75%	97.75%			98.81%	97.53%			Housing Management

PI Code & Description	2006/07 Outturn	2007/08 Target	2007/08 Estimate	Status	Direction of Travel	Top Quartile *	Bottom Quartile *	Quartile Position *	Comments on Performance	Division
BV76b Housing Benefit Security: Number of fraud investigators employed per 1,000 caseload	0.61	0.61	0.61			~	~	~	Based on 3,250 claimants at the start of the financial year	Assistant Chief Executive
BV76c The number of Housing Benefit and Council Tax Benefit (HB/CTB) fraud investigations carried out by the local authority per year, per 1,000 caseload.	60	62.00 or greater	72.00			~	~	~	Based on 3,250 claimants at the start of the financial year	Assistant Chief Executive
BV76d The number of Housing Benefit and Council Tax Benefit (HB/CTB) prosecutions and sanctions, per year, per 1,000 caseload, in the local authority area.	6.66	6.66	10.46			~	~	~	Based on 3,250 claimants at the start of the financial year	Assistant Chief Executive
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	2.27%	2.50% or less	2.00%			~	~	~		Corporate Support & Revenues Services
PEOPLE - Consulting and engaging with staff and customers										
BV2a The level of the Equality Standard for local government to which the Authority conforms in respect of gender, race and disability	Level 1	Level 1	Level 1			~	~	~		Human Resources
BV2b The quality of an Authority's Race Equality Scheme (RES) and the improvements resulting from its application	58%	60% or greater	65.00%			79%	53%			Human Resources
BV11c Percentage of the top paid 5% of staff who have a disability.	0.00%	0.00% or greater	5.50%			6.25%	0.00%			Human Resources
BV14 The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total workforce	0.96%	0.96% or less	0.00%			0.00%	0.98%			Human Resources
BV15 The percentage of local authority employees retiring on grounds of ill health as a percentage of the total workforce	0.32%	0.32% or less	0%			0.00%	0.39%			Human Resources

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BV17a The percentage of local authority employees from ethnic minority communities	1.6%	1.75% or greater	2.00%			3.1%	0.8%			Human Resources
BV156 The percentage of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people	88.24%	87.50% or greater	88.24%			~	~	~	This does not include public wc's as this does not form the basis of information for BV 156.	Building Surveying
PARTNERSHIPS - Working to deliver effective and co-ordinated services with partners										
BV126 Domestic burglaries per year, per 1,000 households in the Local Authority area.	5.5	5.4	5.4			5	10.1			Partnerships & Performance
BV127b Robberies per year, per 1,000 population in the local authority area.	0.1	0.1	0.1			0.2	0.7			Partnerships & Performance
BV128 The number of vehicle crimes per year, per 1,000 population in the local authority area	5	5.6	5.6			6.2	10.7			Partnerships & Performance
BV174 The number of racial incidents reported to the local authority, and subsequently recorded, per 100,000 population	0.2	0	0			n/a	n/a	n/a		Partnerships & Performance
BV175 The percentage of racial incidents reported to the local authority that resulted in further action	100%	100%	100%			100%	100%			Partnerships & Performance
BV202 The number of people sleeping rough on a single night within the area of the authority	1	5 or less	1			0	3			Housing Management
BV213 Number of households who considered themselves as homeless, who approached the local housing authority's housing advice service(s), and for whom housing advice casework intervention resolved their situation	2	2	2			4	1			Housing Management

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BV216b Number of sites for which sufficient detailed information is available to decide whether remediation of the land is necessary, as a percentage of all 'sites of potential concern'.	4.0%	6.0%	6.0%			10%	2%			Environmental Health
BV217 Percentage of pollution control improvements to existing installations completed on time	95%	100%	100%			100%	94%			Environmental Health
BV226a Total amount spent by the local authority on Advice and Guidance services provided by external organisations.	£102,217	£105,284	£105,284			~	~	~		Partnerships & Performance
BV226b Percentage of monies spent on advice and guidance services provision which was given to organisations holding the CLS Quality Mark at 'General Help' level and above	61.36%	64.36%	64.36%			~	~	~		Partnerships & Performance
BV226c Total amount spent on Advice and Guidance in the areas of housing, welfare benefits and consumer matters which is provided directly by the authority to the public.	£160,762	£165,585	£165,585			~	~	~		Partnerships & Performance
ENVIRONMENT - Protecting and enhancing the environment										
BV63 The average standard assessment procedure (SAP) rating of local authority-owned dwellings.	74	74	74			72	66			Building Surveying
BV64 The number of private sector vacant dwellings that are returned into occupation or demolished during the current financial year as a direct result of action by the local authority	0 dwellings	1 dwelling	1 dwelling			55	4			Environmental Health
BV82ai Percentage of the total tonnage of household waste arisings which has been recycled	30.15%	32.00% or greater	34%			24.19%	16.88%			Street Services

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BV82aii Total tonnage of household waste arisings which have been sent by the Authority for recycling.	8707.30 tonnes	9,400 tonnes	10,066 tonnes			10069.95	5827.27			Street Services
BV82bi Percentage of the total tonnage of household waste arisings which have been sent for composting or for treatment by anaerobic digestion	12.67%	18.00% or greater	20.00%			17.97%	4.84%			Street Services
BV82bii The tonnage of household waste sent by the Authority for composting or treatment by anaerobic digestion	3660.28 tonnes	5,250 tonnes	5,670 tonnes			7513.87	1705.08			Street Services
BV82di Percentage of household waste arisings which have been landfilled	57.18%	50.00% or less	45.00%			~	~	~		Street Services
BV82dii The tonnage of household waste arisings which have been landfilled	16,516.14 tonnes	14,600.00 tonnes or less	13,300 tonnes			~	~	~		Street Services
BV86 Cost of waste collection per household	£72.22	£67.72 or less	£67.30			£42.14	£55.48			Street Services
BV91a Percentage of households resident in the authority's area served by kerbside collection of recyclables	95.30%	96.00% or greater	96.00%			100%	96%			Street Services
BV91b Percentage of households resident in the authority's area served by kerbside collection of at least two recyclables	95.30%	96.00% or greater	96.00%			100%	95.2%			Street Services
BV106 Percentage of new homes built on previously developed land	75.00%	52.00% or greater	59%			91.00%	60.00%			Planning & Housing Strategy
BV109a Percentage of major applications determined in 13 weeks	76.47%	65.00%	88.00%			80.71%	66.67%			Planning Control

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BV109b Percentage of minor applications determined in 8 weeks	76.32%	70.00%	80.00%			83.66%	70.29%			Planning Control
BV109c Percentage of other applications determined in 8 weeks	89.29%	82.00%	88.00%			92.57%	85.20%			Planning Control
BV166a Score against a checklist of enforcement best practice for environmental health.	96.7%	95.0% or greater	95%			100.00%	90.00%			Environmental Health
BV199a The proportion of relevant land and highways (expressed as a percentage) that is assessed as having combined deposits of litter and detritus that fall below an acceptable level	6.0%	7.0%	7.0%			6.0%	15.0%			Street Services
BV199b The proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of graffiti are visible	0%	0%	0%			0%	4%			Street Services
BV199c The proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of fly-posting are visible.	0%	0%	0%			0%	1%			Street Services
BV200a Did the local planning authority submit the Local Development Scheme (LDS) by 28th March 2005 and thereafter maintain a 3-year rolling programme.	Yes	Yes	Yes			~	~	~		Planning & Housing Strategy
BV204 The number of planning appeal decisions allowed against the authority's decision to refuse on planning applications, as a percentage of the total number of planning appeals against refusals of planning applications.	44.8%	30.00% or less	30.00%			25%	37%			Planning Control
BV205 The local authority's score against a 'quality of planning services' checklist	100%	100%	100%			100.00%	88.90%			Planning Control

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BV218a Percentage of new reports of abandoned vehicles investigated within 24 hrs of notification.	57.20%	60.00% or greater	60.0%			98.22%	81.03%			Street Services
BV16b The percentage of economically active disabled people in the authority area	9.31%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	This is a comparison statistic so no targets are required	Human Resources

* Based on 2006/07 audited data

Status	
The 'smiley faces' reflect estimated performance for the year	
PI is 5% or more off target	
PI is up to 5% off target	
PI is on or above target	

Long Term Trend Arrows	
	The value of this PI has improved in the past year
	The value of this PI has worsened in the past year
	The value of this PI has not changed in the past year

Quartile Position	
	Top
	Neither
	Bottom