

Performance Indicators 2008/09 by Council's Priorities

Indicator No.	Definition of indicator	Reporting Frequency	Estimated Performance 2007/08 (for retained indicators)	Proposed target 2008/09	Proposed target 2009/2010	Proposed Target 2010/2011	Head of Division	Comments
FINANCE								
NI 179	Value for money - total net value of ongoing cash-releasing value for money gains that have impacted since the start of the 2008-09 financial year	Biannual (Jul and Oct)	New	£110,000	£80,000	£80,000	David Bradley	
NI 180	Changes in Housing Benefit/ Council Tax Benefit entitlements within the year	M	New	TBA	TBA	TBA	Simon Martin	Targets for this indicator to be advised once local authorities receive guidance from the DWP.
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	M	BV78a - 24.4 days BV78b - 10.70 days	15 days	14.5 days	14 days	Simon Martin	This new national indicator appears to be an amalgamation of BV78a and BV78b
C	Amount of spend against budget	Q	New	100%	100%	100%	David Bradley	
C	Percentage of budgets overspending	Q	New	0%	0%	0%	David Bradley	
C	Percentage of Finance staff: (a) who are qualified CCAB Accountants (b) who are part qualified or similar (c) who do not have a financial qualification	Q	New	(a) 20% (b) 70% (c) 10%	(a) 30% (b) 60% (c) 10%	(a) 30% (b) 70% (c) 0%	David Bradley	Per PSC, this indicator to be reported by exception and brought to the attention of the committee where necessary. The proposed targets are based on the following assumptions: (1) Toby Cowper becomes qualified CIPFA in 2009/10 (2) A newly appointed Chief Financial Officer is qualified (3) The finance staff number is 10 (4) The new Trainee would be AAT qualified in year 3
C	Percentage procurement savings against budget	TBA	New	TBA	TBA	TBA	Michael Perry	Michael is awaiting further guidance from John Wickes of the Essex Procurement Hub before targets can be set for this indicator
C	% of Council Tax collected	Q	99.10%	99.00%	99.05%	99.10%	Simon Martin	This is a Best Value Performance Indicator (BV9) which is being retained as a corporate indicator. The revised targets (slightly lower) for this indicator reflect general economic conditions and the need to be prudent. The targets still exceed the historic top quartiles.
S	% of invoices paid on time	Q	91.75%	93%	93.50%	94%	David Bradley	This is a Best Value Performance Indicator (BV8) which is being retained. It has been acknowledged that the previous targets were unrealistic and that the current measurement may be less than 100% reliable. The introduction of the new ordering module for the financial information system during 2008-09 will provide more dependable data. The targets for this indicator have therefore been revised.
S	(a) Cycle time in working days from year-end closure to submission of audited accounts (b) Was the last set of annual accounts qualified by external audit?	A	New	(a) 63 days (b) No	(a) 61 days (b) No	(a) 61 days (b) No	David Bradley	This is a Value for Money Indicator (Finance Secondary Indicator 2)
S	Accuracy of processing - HB/CTB claims	Q	93.60%	98.00%	99.20%	99.20%	Simon Martin	This is a Best Value Performance Indicator (BV79a) which is being retained as a service indicator.
S	Housing Benefit (HB) recovered as a percentage of the total amount of recoverable HB overpayments (raised within the current financial year - sundry debtors)	Q	20.00%	60%	60.05%	60.10%	Simon Martin	This is a Best Value Performance Indicator (BV79b (ii)) which is being retained as a service indicator. This indicator and its wording have been amended slightly to make it more meaningful. This indicator will monitor HB overpayments in the current financial year as opposed to including overpayments from previous years. The targets have been revised to reflect this amendment.
S	% of Non-Domestic Rates collected	Q	99.71%	99.00%	99.05%	99.10%	Simon Martin	This is an existing Best Value Performance Indicator (BV10). The revised targets (slightly lower) for this indicator reflect general economic conditions and changes to billing for empty properties.
PEOPLE								
NI 3	Civic participation in the local area	Biennial (first survey to be carried out Autumn 2008)	New	TBA	TBA	TBA	Richard Auty	DCLG propose including this indicator in the Place Survey. ECC have stated that the proposed approach for collection is for them to carry out on behalf of Districts and share breakdowns to enable individual reporting.
NI 14	Avoidable contact: The average number of customer contacts per resolved request	TBA	New	TBA	TBA	TBA	Simon Martin	Per the DCLG, further guidance for this indicator will be published in June. Collection and monitoring will not commence until October 2008. Targets will therefore be set on receipt of further guidance.
NI 37	Awareness of civil protection arrangements in the local area	Biennial (first survey to be carried out Autumn 2008)	New	TBA	TBA	TBA	Michael Perry	DCLG propose including this indicator in the Place Survey. ECC have stated that the proposed approach for collection is for them to carry out on behalf of Districts and share breakdowns to enable individual reporting.
C	% of relevant staff 'up to date' on appraisals	Bi-annual	New	80%	85%	90%	Claire Skelton	

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C	Number of working days/shifts lost to the Local Authority due to sickness absence (a) short term absence (< 2 months) (b) long term absence (> 2 months) (c) total absence	Q	BV12 - 8.5 days HR7 - 6.5 days	(a) 5 days (b) 3 days (c) 8 days	(a) 4 days (b) 3 days (c) 7 days	(a) 3 days (b) 3 days (c) 6 days	Claire Skelton	This is an amalgamation of the Best Value Performance Indicator (BV12) and Local Performance Indicator (HR7) which are both being retained. It is anticipated that the current situation at UDC will affect performance of this indicator thus the targets have been reviewed to reflect this.
C	% of IT help Desk calls resolved within target	Q	93.00%	94.00%	94.50%	95%	Adrian Webb	This is an existing Local Performance Indicator (CS4)
C	Satisfaction with Customer Services	Q	New	90.00%	90.05%	90.10%	Simon Martin	This is a newly created indicator
C	% of electoral canvas forms (Form A's) returned	A	New	93%	94%	95%	Richard Auty	This is a newly created indicator
S	The percentage of local authority employees with a disability	A	4.50%	5%	5%	5%	Claire Skelton	This is Best Value Performance Indicator (BV16a) which is being retained as a service indicator. The definition of 'disability' has recently been amended to include illnesses such as cancer and MS. The targets have thus been amended to reflect this (lowered slightly).
S	The percentage of top 5% of earners that are women	A	22.20%	25%	25%	30%	Claire Skelton	This is Best Value Performance Indicator (BV11a) which is being retained as a service indicator. Due to the current state of redundancies the workforce in general and in particular, UDC have lost a number of top female earners. This year will be used to level things out and in subsequent years it is hoped that numbers can be built up again. The targets have been realistically revised to reflect this.
S	Top 5% of Earners: Ethnic Minorities	A	0.00%	5%	5%	5%	Claire Skelton	This is a Best Value Performance Indicator (BV11b) which is being retained as a service indicator. The targets have been revised to reflect UDC's policy of not making any further appointments this year whilst also taking into account that this indicator also reflects the local community.
S	The level of the Equality Standard for local government to which the Authority conforms in respect of gender, race and disability	A	Level 1	Level 2	TBA	TBA	Michael Perry	This is Best Value Performance Indicator (BV2a). It is felt that this indicator should no longer fall under the remit of HR and should be dealt with instead at a corporate level.
S	The quality of an Authority's Race Equality Scheme (RES) and the improvements resulting from its application.	A	65%	70%	TBA	TBA	Michael Perry	This is a Best Value Performance Indicator (BV2b). It is felt that this indicator should no longer fall under the remit of HR and should be dealt with instead at a corporate level.
S	Museum users: (a) Number of users attending events and activities on/off site (outreach work) (b) No. of school pupils in organised groups (c) Total visitors to museum building & on-site events (d) Total users of museum service	Q	New	(a) 2,200 (b) 1,470 (c) 11,640 (d) 22,208	(a) 1,750 (b) 3,400 (c) 17,400 (d) 27,800	(a) 3,420 (b) 3,400 (c) 19,630 (d) 31,900	Richard Auty	This is a newly created indicator. It has been amended slightly to include 2 new categories; total visitors and total users. As the current Education Officer retires in May this will significantly impact on the figures for these indicators. There will be a break before a successor takes up the post and it will also take time for them to familiarise themselves with the responsibilities of the post.
S	% of minutes from meetings made available to the public within 10 working days	Q	98.00%	100%	100%	100%	Richard Auty	This is an existing Local Performance Indicator (CG3)
S	Number of positive press stories	Q	New	480	520	560	Richard Auty	This is a newly created indicator
S	Number of unique visitors to Council's website	Q	New	1,000,000	1,000,050	1,000,100	Richard Auty	This is a newly created indicator
S	Average number of support calls per user	Q	New	7	6.5	6	Adrian Webb	This is a Value for Money indicator
S	% of users who are able to access the network and systems remotely	Q	New	20%	25%	30%	Adrian Webb	This is a VFM indicator (ICT Secondary 5)
PARTNERSHIPS								
NI 1	% of people who believe people from different backgrounds get on well together in their local area	Biennial (first survey to be carried out Autumn 2008)	New	N/A	N/A	TBA	Alaine Clarke	DCLG propose including this indicator in the Place Survey. ECC have stated that the proposed approach for collection is for them to carry out on behalf of Districts and share breakdowns to enable individual reporting.
NI 2	% of people who feel that they belong to their neighbourhood	Biennial (first survey to be carried out Autumn 2008)	New	N/A	N/A	TBA	Alaine Clarke	DCLG propose including this indicator in the Place Survey. ECC have stated that the proposed approach for collection is for them to carry out on behalf of Districts and share breakdowns to enable individual reporting.
NI 4	% of people who feel they can influence decisions in their locality	Biennial (first survey to be carried out Autumn 2008)	New	N/A	N/A	TBA	Alaine Clarke	DCLG propose including this indicator in the Place Survey. ECC have stated that the proposed approach for collection is for them to carry out on behalf of Districts and share breakdowns to enable individual reporting.
NI 5	Overall / general satisfaction with local area	Biennial (first survey to be carried out Autumn 2008)	New	N/A	N/A	TBA	Alaine Clarke	DCLG propose including this indicator in the Place Survey. ECC have stated that the proposed approach for collection is for them to carry out on behalf of Districts and share breakdowns to enable individual reporting.

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NI 6	Participation in regular volunteering	Biennial (first survey to be carried out Autumn 2008)	New	N/A	N/A	TBA	Alaine Clarke	DCLG propose including this indicator in the Place Survey. ECC have stated that the proposed approach for collection is for them to carry out on behalf of Districts and share breakdowns to enable individual reporting.
NI 17	Perceptions of anti-social behaviour	Biennial (first survey to be carried out Autumn 2008)	New	15%	N/A	15% (TBA)	Alaine Clarke	DCLG propose including this indicator in the Place Survey. ECC have stated that the proposed approach for collection is for them to carry out on behalf of Districts and share breakdowns to enable individual reporting. This indicator is part of the LAA and the associated targets are still to be finalised
NI 21	Dealing with local concerns about anti-social behaviour and crime by the local council and police	Biennial (first survey to be carried out Autumn 2008)	New	N/A	N/A	TBA	Alaine Clarke	DCLG propose including this indicator in the Place Survey. ECC have stated that the proposed approach for collection is for them to carry out on behalf of Districts and share breakdowns to enable individual reporting.
NI 22	Perceptions of parents taking responsibility for the behaviour of their children in the area	Biennial (first survey to be carried out Autumn 2008)	New	N/A	N/A	TBA	Alaine Clarke	DCLG propose including this indicator in the Place Survey. ECC have stated that the proposed approach for collection is for them to carry out on behalf of Districts and share breakdowns to enable individual reporting.
NI 23	Perceptions that people in the area treat one another with respect and consideration	Biennial (first survey to be carried out Autumn 2008)	New	N/A	N/A	TBA	Alaine Clarke	DCLG propose including this indicator in the Place Survey. ECC have stated that the proposed approach for collection is for them to carry out on behalf of Districts and share breakdowns to enable individual reporting.
NI 27	Understanding of local concerns about anti-social behaviour and crime by the local council and police	Biennial (first survey to be carried out Autumn 2008)	New	N/A	N/A	TBA	Alaine Clarke	DCLG propose including this indicator in the Place Survey. ECC have stated that the proposed approach for collection is for them to carry out on behalf of Districts and share breakdowns to enable individual reporting.
NI 35	Building resilience to violent extremism	TBA	New	TBA	TBA	TBA	Alaine Clarke	Not sure if we need to collect this indicator
NI 41	Perceptions of drunk or rowdy behaviour as a problem	Biennial (first survey to be carried out Autumn 2008)	New	N/A	N/A	TBA	Alaine Clarke	DCLG propose including this indicator in the Place Survey. ECC have stated that the proposed approach for collection is for them to carry out on behalf of Districts and share breakdowns to enable individual reporting.
NI 42	Perceptions of drug use or drug dealing as a problem	Biennial (first survey to be carried out Autumn 2008)	New	N/A	N/A	TBA	Alaine Clarke	DCLG propose including this indicator in the Place Survey. ECC have stated that the proposed approach for collection is for them to carry out on behalf of Districts and share breakdowns to enable individual reporting.
NI 47	People killed or seriously injured in road traffic accidents	A	New	TBA	TBA	56 (TBA)	Alaine Clarke	Data comes from the Police Authority but it appears that LA's must submit the data themselves on statistical returns. The LSP and not UDC has signed up to this indicator. It is also part of the LAA and the associated targets are still to be finalised
NI 48	Children killed or seriously injured in road traffic accidents	A	New	TBA	TBA	TBA	Alaine Clarke	Data comes from the Police Authority but it appears that LA's must submit the data themselves on statistical returns
NI 119	Self-reported measure of people's overall health and wellbeing	Biennial (first survey to be carried out Autumn 2008)	New	N/A	N/A	TBA	Alaine Clarke	DCLG propose including this indicator in the Place Survey. ECC have stated that the proposed approach for collection is for them to carry out on behalf of Districts and share breakdowns to enable individual reporting.
NI 137	Healthy life expectancy at age 65	Biennial (first survey to be carried out Autumn 2008)	New	N/A	N/A	TBA	Alaine Clarke	DCLG propose including this indicator in the Place Survey. ECC have stated that the proposed approach for collection is for them to carry out on behalf of Districts and share breakdowns to enable individual reporting.
NI 138	Satisfaction of people over 65 with both home and neighbourhood	Biennial (first survey to be carried out Autumn 2008)	New	N/A	N/A	TBA	Alaine Clarke	DCLG propose including this indicator in the Place Survey. ECC have stated that the proposed approach for collection is for them to carry out on behalf of Districts and share breakdowns to enable individual reporting.
NI 139	The extent to which older people receive the support they need to live independently at home	Biennial (first survey to be carried out Autumn 2008)	New	N/A	N/A	TBA	Alaine Clarke	DCLG propose including this indicator in the Place Survey. ECC have stated that the proposed approach for collection is for them to carry out on behalf of Districts and share breakdowns to enable individual reporting.
NI 140	Fair treatment by local services	Biennial (first survey to be carried out Autumn 2008)	New	N/A	N/A	TBA	Alaine Clarke	DCLG propose including this indicator in the Place Survey. ECC have stated that the proposed approach for collection is for them to carry out on behalf of Districts and share breakdowns to enable individual reporting.
C	% of council-led actions from Sustainable Community Strategy (SCS) completed on time	Q	New	TBA	TBA	TBA	Alaine Clarke	This is a newly created indicator. The SCS is still in draft format and it is therefore difficult to determine a target until an action plan has been drawn up.
C	LAA indicator - TBA	Q	New	TBA	TBA	TBA	Alaine Clarke	This is an information item. The exact wording of this indicator cannot be determined until the LAA2 has been agreed
C	Amount of savings from shared services	A	New	TBA	TBA	TBA	Alaine Clarke	Targets cannot be set as work on this is at an early stage. Until potential areas for savings are identified and investigated, potential costs cannot be identified
C	Cost per visit to Leisure Centres (cost per head)	Q	New	TBA	TBA	TBA	Alaine Clarke	This is a newly created indicator. Discussion needs to take place with Leisure Connection to determine if this indicator is viable (extracting the data required from the PFI may prove too complicated)

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NI 154	Net additional homes provided	A	New	500	550	600	Roger Harborough	This is a new national indicator. The figures differ from the trajectory in the AMR to reflect more recent market conditions
NI 157	Processing of planning applications as measured against targets for 'major', 'minor' and 'other' application types	Q	BV109a - 88.00% BV109b - 80.00% BV109c - 88.00%	Major - 60% Minor - 65% Others - 80%	Major - 60% Minor - 65% Others - 80%	Major - 60% Minor - 65% Others - 80%	Lynn Rusling/John Mitchell	This new national indicator appears to be an amalgamation of BV's 109a - c
NI 159	Supply of ready to develop housing sites	A	New	TBA	TBA	TBA	Roger Harborough	An assessment of the Strategic Housing Land which is available needs to be carried out in September (by UDC). Once this has been completed, future targets can be set
NI 160	Local authority tenants' satisfaction with landlord services	Biennial (first survey to be conducted Jun-Nov 08)	New	TBA	TBA	TBA	Roz Millership	This new national indicator appears to replace BV74a. Further investigation of this indicator is necessary before targets can be set.
NI 170	Previously developed land that has been vacant or derelict for more than 5 years	A	New	0	0	0	Roger Harborough	
NI 171	New business registration rate	A	New	?	?	?	Roger Harborough	The data is provided by ONS. We are not sure if this NI will need to be reported at a District level
NI 172	VAT registered businesses in the area showing growth	A	New	TBA	TBA	TBA	Roger Harborough	The data is provided by ONS. We are not sure if this NI will need to be reported at a District level. Research to be conducted around this subject to determine baseline data. Targets can then be set
NI 182	Satisfaction of businesses with local authority regulation services	Monthly survey - annual reporting	New	TBA	TBA	TBA	Geoff Smith	This indicator covers both licensing and environmental health. LACORS have responded to the DCLG advising that this indicator is neither realistic nor workable. A reply to the response is awaited before targets are set. (ECC have stated that whilst this indicator is reported annually, collection will be via a monthly survey of business customers)
NI 184	Food establishments in the area which are broadly compliant with food hygiene law	A	New	60%	60%	60%	Geoff Smith	The targets for this new national indicator have been set at 60% for the next three years until further guidance is received from the FSA.
NI 185	CO2 reduction from Local Authority operations	A	New	5%	5%	5%	Keith Osborne	The percentage reduction per year is a realistic figure. Over the next 5 years (from 06/07) the Carbon Management Plan seeks to achieve a total reduction of 25%
NI 187	Tackling fuel poverty - people receiving income based benefits living in homes with a low energy efficiency rating	A	New	TBA	TBA	TBA	Keith Osborne	Targets cannot yet be set for this indicator until we have baseline data. Resources for this indicator are going to be a problem
NI 188	Adapting to climate change	A	New	Level 1	Level 2	Level 3	Keith Osborne	These proposed targets are dependent on the availability of resources to carry out the necessary work
NI 191	Residual household waste per household	A	New	440kg	432kg	424kg	Ron Pridham	ECC have stated that they assume that this is reported via Waste Data Flow rather than making a separate return.
NI 193	Municipal waste land filled	A	BV82d(i) - 45.00%	12949 tonnes	12788 tonnes	12622 tonnes	Ron Pridham	This new national indicator appears to replace BV82d(i) Per Chris Demmer, ECC have advised that they will be reporting this indicator and UDC do not therefore need to collect or monitor it (we would not hold the necessary information required to complete the calculation anyway).
NI 194	Level of air quality - reduction in NOx and primary PM10 emissions through local authority's estate and operations	A	New	5%	5%	5%	Keith Osborne	
NI 196	Improved street and environmental cleanliness (fly tipping)	M (analysis annual)	BV199d - 4 (poor)	TBA	TBA	TBA	Ron Pridham/ Michael Perry	This new national indicator appears to replace BV199d. Responsibility for this indicator is split between two divisions; Street Services and Enforcement and there appear to be problems in who assumes responsibility for this indicator overall. Targets have thus yet to be determined
NI 197	Improved local biodiversity - active management of local sites	A	New	20%	35%	49%	Roger Harborough	
C	Improved street and environmental cleanliness (levels of graffiti, litter, detritus and fly posting)	A	New	litter <5% detritus <10% fly-posting <0.5% graffiti <0.5%	litter <5% detritus <10% fly-posting <0.5% graffiti <0.5%	litter <5% detritus <10% fly-posting <0.5% graffiti <0.5%	Ron Pridham	This is a new national indicator (NI 195). Minimum number of sites surveyed - 900 with the exception of detritus indicator which may be less than 900 where sites are not suitable for detritus grading. For the detritus element of this indicator a target of <2% was previously proposed but due to £60K being cut from the budget this target has been revised to <5%. This new national indicator appears to be an amalgamation of BV's 199a - c
C	Percentage of household waste recycled and composted	A	New	55.00%	56.00%	57.00%	Ron Pridham	This is a new national indicator (NI 192). The previously set and agreed target for 2008/09 has been amended following a subsequent discussion with Ron Pridham. It was felt that it would be a struggle to achieve a target of 55.5% in 08/09.
C	Number of return visits to collect bins that have been missed on the first visit	Q	New	<100 (annual)	<95 (annual)	<90 (annual)	Ron Pridham	This is a newly created indicator. A target at 100 is only 0.1% and currently there are over a quarter million collections per month
C	Cost of waste collection per household	A	£67.30	£70.08	£71.26	£74.00	Ron Pridham	This is a Best Value Performance Indicator (BV86) which is being retained as a corporate indicator.

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C	Fly tipping: cost of collection	A	New	£15,000	£14,000	£13,500	Ron Pridham	This is a newly created indicator
C	No of private sector vacant dwellings that are returned into occupation or demolished	A	1	2	2	2	Geoff Smith	This is a Best Value Performance Indicator (BV64) which is being retained as a corporate indicator. There are not a large amount of empty homes in the UDC area. As there is such a high demand for housing in the region in general, properties do not remain empty for very long before being re-developed. The resources required to pursue the return of dwellings into occupation or ensure demolition outweighs the actual successes. The target for this indicator is thus realistic.
C	Number of households living in Temporary Accommodation	Q (performance judged on Q4)	New	26	23	20	Roz Millership	This is a new national indicator (NI 156)
C	% decent council homes	A	New	6%	6%	6%	Roz Millership	This is a new national indicator (NI 158). There is no funding available for this. Capital funding in connection with decent council homes has been reduced. More properties may become non-decent each year and with insufficient funds, this figure will only increase. The targets set therefore reflect this.
C	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.	Q	6.70%	6.60%	6.40%	6.20%	Roz Millership	This is a Best Value Performance Indicator (BV66b) which is being retained as a corporate indicator.
C	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.	Q	30.00%	28.00%	28.00%	28.00%	Lynn Rusling/John Mitchell	This is a Best Value Performance Indicator (BV204) which is being retained as a corporate indicator.
C	% of surplus Council land used for affordable housing	Q	New	100%	100%	100%	Roger Harborough/Roz Millership	This is a newly created indicator
C	Number of affordable homes delivered (gross)	A	New	100	120	130	Roger Harborough	This is a new national indicator (NI 155)
C	Emergency planning indicator (TBA)	A	New	TBA	TBA	TBA	Michael Perry	
S	Rent collected by the local authority as a proportion of rents owed on Housing Revenue Account (HRA) dwellings	Q	97.75%	97.85%	98.00%	98.15%	Roz Millership	This is a Best Value Performance Indicator (BV66a) which is being retained as a service indicator.
S	Percentage of local authority tenants in arrears who have had Notices Seeking Possession served.	Q	15.00%	14.00%	13.50%	13.00%	Roz Millership	This is a Best Value Performance Indicator (BV66c) which is being retained as a service indicator. Due to the general economy more notices are being issued than previously and there have also been changes in arrears policy which has impacted on this indicator. The revised targets thus reflect this.
S	Number of days that a property is void	Q	New	28 days	21 days	14 days	Roz Millership	This is a newly created indicator
S	Number of people (a) presenting as homeless (b) accepted as homeless	Q	New	(a) 50 (b) 35	(a) 49 (b) 32	(a) 48 (b) 30	Roz Millership	This is a newly created indicator
S	The average length of stay in bed and breakfast accommodation for (a) accepted priority need families (b) accepted priority need others (c) rejected (all groups)	Q	New	(a) 2 weeks (b) 3 weeks (c) 6 weeks	(a) 1.8 weeks (b) 2.8 weeks (c) 6 weeks	(a) 1.5 weeks (b) 2.5 weeks (c) 6 weeks	Roz Millership	This is a previously deleted BVPI (BV183a) the calculation of which has been re-vamped
S	Customer satisfaction with repairs service	Q	New	90%	92%	94%	Roz Millership	
S	Income earned by Planning Section for current financial year	Q	£566,000	£566,000	TBA	TBA	Lynn Rusling/John Mitchell	This is a Local Performance Indicator (DS8) which is being retained as a service indicator. Targets for 09/10 and 10/11 will be set later in the year once the associated budgets have been set.
S	% of full plan applications checked within 3 weeks of receipt	Q	95.00%	98%	98.5%	99.00%	Keith Osborne	This is an existing Local Performance Indicator (DS5) for which fees are charged. The targets for this indicator have been realistically revised due to a decrease in resources (the number of Surveyors has been cut)
S	The average SAP rating of local authority-owned dwellings	A	74	75	76	76.5	Keith Osborne	This is an existing Best Value Performance Indicator (BV63). This would have to be collected/monitored on an annual basis as ratings can only be updated following receipt of improvement contract data from housing i.e. at the end of the financial year.
S	The percentage of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people	Q	88.24%	87.50%	87.50%	87.50%	Keith Osborne	This is a current BVPI (BV 156). The Thaxted Day Centre is being demolished and rebuilt and in addition, responsibility for the TIC has passed to the Town Council. Both these factors will impact on this indicator. The targets have therefore been reduced slightly to allow for this (0.74% per year).
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INDICATORS NOT LINKED TO A CORPORATE PRIORITY								
S	% of searches carried out in 10 working days	Q	96.00%	95.00%	95.00%	95.00%	Michael Perry	This is an existing Local Performance Indicator (CG2), although the exact wording has been changed slightly

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S	% of TEN notifications acknowledged within 1 working day of receipt	Q	New	90%	90%	90%	Michael Perry	This is a newly created indicator. It is a statutory timescale which must be adhered to
S	% of committee hearings arranged within 20 working days after the consultation period where representations have been received to a premises application	Q	New	90%	90%	90%	Michael Perry	This is a newly created indicator. It is a statutory timescale which must be adhered to
S	The number of Housing Benefit and Council Tax Benefit (HB/CTB) prosecutions and sanctions, per year, per 1,000 caseload, in the Local	A	10.46	6.66	6.66	6.66	Michael Perry	This is an existing Best Value Performance Indicator (BV75d)
S	% of planned audits completed	Q	90%	90%	90%	90%	Michael Perry	This is an existing Local Performance Indicator (CG6). It should be noted that the nature of audit is such that some of the audits are big and some are small. There is a catch up at the end of the year. Performance at the beginning of the year may thus not appear to be too good.

Key to Indicators	
C	Corporate Indicator
NI	National Indicator
S	Service Indicator