

## Local Performance Indicators 2007/08

PI Code & Description	2006/07 Outturn	2007/08 Target	2007/08 Outturn	Status	Direction of Travel	2008/09 Target	2009/10 Target	2010/11 Target	Comments on Performance	Division
<b>FINANCE - Effectively managing our finances and operating within budget</b>										
<b>DS7</b> To achieve ECC's model for issuing Penalty Charge Notices (PCN's)	6,069	7,636	6,847			N/A	N/A	N/A	Although the target has not been met for 2007/08 the figure is still 11% above last years total	Planning Control
<b>DS8</b> Income earned by Planning Section for current financial year	£469,993	£566,000	£591,871			£566,000	TBA	TBA	2007/08 performance target met	Planning Control
<b>PEOPLE - Consulting and engaging with staff and customers</b>										
<b>CG1</b> Number of complaints to the Ombudsman found against the Council	0	0	0			N/A	N/A	N/A	2007/08 performance target met	Community Engagement
<b>CG3</b> % of minutes from meetings made available to the public within 10 days	96.98%	100%	99.00%			100%	100%	100%	Staffing changes, both in Democratic Services and elsewhere in the organisation, has affected our capacity to process draft minutes within agreed timescales	Community Engagement
<b>CS1</b> % of letters responded to within 10 days	93.87%	96.50%	93.40%			N/A	N/A	N/A	Performance affected by vacant posts being held open for staff re-deployment	Corporate Support & Revenue Services
<b>CS2</b> % of telephone calls answered within 15 seconds (6 rings)	83.7% in 30 secs	88% in 30 secs	84% in 30 seconds			N/A	N/A	N/A	The amount of time that some calls (specials) take to resolve has led to a reduction in the number of calls that can be answered within the specified time frame	Corporate Support & Revenue Services
<b>CS4</b> Number of help desk calls that are fully resolved within IT determined targets	94.32%	93.00%	94.54%			94.00%	94.50%	95.00%	2007/08 performance target met	ICT
<b>H2</b> % of urgent repairs completed within Government time limits	99.25%	99.25%	100%			N/A	N/A	N/A	2007/08 performance target met	Housing Management
<b>H3</b> Average time taken to complete non-urgent repairs	8.99 days	8.99 days	11.75 days			N/A	N/A	N/A	Due to shortage of operatives, some completion dates have been extended and reflect that works have taken longer than our target. Regular meetings now set up to review requirements in staff levels to bring indicator back into target	Housing Management
<b>H4</b> New tenants visits completed within 3 months	87.50%	90.00%	93.0%			N/A	N/A	N/A	2007/08 performance target met	Housing Management
<b>HR3</b> % of staff receiving induction training	82%	90%	100%			N/A	N/A	N/A	2007/08 performance target met	Human Resources
<b>HR4a</b> % of employees who have had their appraisal for the current year	73.29%	100%	44.10%			N/A	N/A	N/A	Reduction in HR staffing has resulted in no HR resources to drive this forward with Managers	Human Resources
<b>HR4b</b> % of employees who have had an interim appraisal for the current year	45.80%	80%	10.64%			N/A	N/A	N/A	Reduction in HR staffing has resulted in no HR resources to drive this forward with Managers	Human Resources

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<b>HR4c</b> % of employees with a current training plan	75%	90%	58.55%			N/A	N/A	N/A	Reduction in HR staffing has resulted in no HR resources to drive this forward with Managers	Human Resources
<b>HR7</b> Number of working days/shifts lost due to sickness absence excluding long-term sickness	5.55 days or less	3.5 days or less	4.84 days			N/A	N/A	N/A	The current climate within the Council has affected the performance of this indicator	Human Resources
<b>SP7</b> Number of Corporate complaints upheld	125	150	61			N/A	N/A	N/A	2007/08 performance target met	Assistant Chief Executive
<b>SP8</b> Number of Corporate Compliments received	669	700	400			N/A	N/A	N/A	Owing to budget restrictions there was a reduction of approx. 50% in the volume of work raised in Housing (repairs) between the end of November/December and the 31 March 2008 hence the reduction in customer satisfaction survey forms/compliments received	Assistant Chief Executive

**PARTNERSHIPS - Working to deliver and co-ordinate services with partners**

<b>EC7</b> Number of swims and other visits per 1000 population	8,538	7,699	10,740			N/A	N/A	N/A	2007/08 performance target met	Partnerships & Performance
<b>EC9</b> Sports Development Activities	991	900	861			N/A	N/A	N/A	This indicator has not achieved the target set for 2007/08 because the sports holiday activities ceased with effect from October 2007	Partnerships & Performance
<b>H1a</b> Average relet times (weeks) for general local authority dwellings let in the financial year	3.5 weeks	3.0 weeks or less	5.9 weeks			N/A	N/A	N/A	2007/08 performance off target due to internal & external factors relating to staffing issues. Also the implementation of the new Choice Based Lettings system is currently having an impact on the void relet times due to the processes we have to go through. This has been a factor not just at Uttlesford but across many other authorities who have implemented the new scheme.	Housing Management
<b>H1b</b> Average relet times (weeks) for sheltered local authority dwellings let in the financial year	11 weeks	4.2 weeks or less	14 weeks			N/A	N/A	N/A	2007/08 Performance off target due to internal & external staffing issues and a number of lettings during the year were hard to let properties with multiple offers being a refused as a result. Also the implementation of the new Choice Based Lettings system is currently having an impact on the void relet times due to the processes we have to go through. This has been a factor not just with Uttlesford but across many other authorities who have implemented the new scheme.	Housing Management
<b>SP1</b> Monitor work of Community Support Officers - Number of hours on beat	10791.5 hours or greater	10162.8 hours or greater	12,077.50			N/A	N/A	N/A	2007/08 performance target met	Partnerships & Performance

**ENVIRONMENT - Protecting and enhancing the environment**



<b>CG2</b> % of standard searches carried out in 6 days	85.28%	95.00%	96.00%			95.00%	95.00%	95.00%	2007/08 performance target met	Assistant Chief Executive
<b>CG4</b> Summons issued within 5 working days of instructions	100%	100%	100%			N/A	N/A	N/A	2007/08 performance target met	Assistant Chief Executive

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<b>CG6</b> % of planned audits completed	62%	90%	92.3%			90%	90%	90%	2007/08 performance target met	Assistant Chief Executive
<b>CG7</b> Nuisance possession cases/Notice to quit within 5 days	100%	100%	100%			N/A	N/A	N/A	2007/08 performance target met	Assistant Chief Executive
<b>DS1</b> % planning applications determined within 8 weeks	93.00%	85.00%	94.83%			N/A	N/A	N/A	2007/08 performance target met	Planning Control
<b>DS3</b> % of building control applications determined within 5 weeks	99.19%	98.00%	95.46%			N/A	N/A	N/A	Performance down due to staff shortages in the last 12 months	Building Surveying
<b>DS4</b> % of valid planning applications registered in 3 days	98.96%	96.00%	98.86%			N/A	N/A	N/A	2007/08 performance target met	Planning Control
<b>DS5</b> % of full plan applications checked within 3 weeks of receipt	97.56%	98.00%	90.93%			98.00%	98.50%	99%	Reduction in performance due to staff shortages for the last 12 months	Building Surveying
<b>DS6</b> % of site visits carried out on the day of request when received prior to 10am	99.53%	100%	100%			N/A	N/A	N/A	2007/08 performance target met	Building Surveying
<b>EC1</b> % of food premises inspections carried out for High Risk Premises	100%	90.00% or greater	98.2%			N/A	N/A	N/A	2007/08 performance target met	Environmental Health
<b>EC2</b> % of food premises inspections carried out for Other Risk Premises	100%	70.00% or greater	53.5%			N/A	N/A	N/A	Lack of 1 FTE EHO since June 2007 significantly reduced the staff resources for low risk premises inspections. Priority has been given to high risk premises and dealing with a number of problem premises in the last quarter	Environmental Health
<b>EC3</b> Average time taken to remove fly-tips	4.69 days	4 days	4.16			N/A	N/A	N/A	Performance of this indicator has been affected by a lack of resources (staff)	Street Services
<b>H5</b> Length of stay in temporary accommodation (B&B)	N/A	3	1.65		N/A	N/A	N/A	N/A	2007/08 performance target met	Housing Management
<b>H6a</b> Number of households in temporary accommodation (including Lebanese)	N/A	30	29		N/A	N/A	N/A	N/A	2007/08 performance target met. (The annual targets for this indicator (H6a) and H6b (see below) were originally transposed on Covalent. This error has been rectified).	Housing Management
<b>H6b</b> Number of households in temporary accommodation (excluding Lebanese)	N/A	27	24		N/A	N/A	N/A	N/A	2007/08 performance target met. (The annual targets for this indicator (H6b) and H6a were originally transposed on Covalent. This error has been rectified).	Housing Management

\* N/A - Indicator not being retained in 2008/09

Status	
The 'smiley faces' reflect performance against target	
PI is on or above target	

Direction of Travel	
The 'arrows' reflect performance against 2007/08	
PI has improved in the past year	

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PI is up to 5% off target										
PI is 5% or more off target	