

Performance Management Quarterly Monitoring Report

BV Code	Performance Indicator	2002/2003 Outturn	2003/2004 Target	Performance				Comments
				Quarter 1	Quarter 2	Quarter 3	Quarter 4	

Corporate Performance

BV 12	The number of working days/shifts lost due to sickness absence	7.94	7.00	1.58				Presently within target
BV 156	The percentage of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people	28.57%	35.71%					The authority has a 10 year programme to convert all our buildings.
LI U1	The percentage of telephone calls answered within 15 seconds (six rings)	90.44%	92.00%	89.51%				Includes Registrar, District Audit and Uttlesford Enterprise
LI U2	The number of complaints to the Ombudsman	13	0	4				None found against the Council
LI U3	The number of complaints received							Process being developed
LI U4	The number of compliments received							Process being developed
LI U5	The percentage of letters responded to within 10 days		100%					This also applies to fax and e-mails
LI U6	The percentage of staff with a training plan		100%					Essential to deliver training plans
LI U7	The percentage of staff receiving an appraisal within timetable		100%					Appraisal is part of CPA culture
LI U8	Monitoring of the Audit Plan		100%					Aim for 25% per quarter

Policy and Performance

LI U9	Best Value Reviews completed	3 out of 4 reviews completed	4 reviews planned for this year	All on target				All reviews to be completed by 03/04
LI U10	Number of Performance Indicators reported	16	60					To be agreed by Members
LI U11	Quality Awards Support		To be discussed with Members and Managers	On target				The authority is looking at three awards during the current year
LI U12	CPA preparation and monitoring work		Meet the CPA/IDeA timescale	On target				Aim to have support in place by 31st December 2003
LI U13	Corporate Governance		Quarterly reporting of targets received	On target				Targets and dedicated officers being developed

IT and Anti-Fraud

BV 157	The number of types of interactions that are enabled for electronic delivery as a percentage of the types of interactions that are legally permissible for electronic delivery.	39.81%	60.19%	44%				These are linked to government targets
LI U14	The percentage of help desk calls resolved within published targets	81.00%	85.00%	83.00%				
LI U15	Availability of the ICT service	-	99%					Process being developed
LI U40	Number of housing benefit and anti-fraud sanctions issued	68	72	10.00				

APPENDIX A

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BV Code	Performance Indicator	2002/2003 Outturn	2003/2004 Target	Performance				Comments
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Democratic and Legal Services								
BV 179	The percentage of standard searches carried out in 10 days	100%	100%	100%				
LI U16	The percentage of minutes from meetings to be available to the public within 10 days		100%	100%				
LI U17	Introduce Service Level Agreements within the authority							Process being developed
LI U18	The percentage of RTB plans completed on time							Process being developed
Financial Services								
BV 8	The percentage of undisputed invoices for commercial goods and services that were paid by the authority within 30 days of such invoices being received by the authority	99.51%	100.00%	96.81%				The only national target in the PI's.
LI U19	Statutory deadlines missed for government returns		0					
LI U20	Material financial penalties imposed by inland revenue or customs and excise for unsatisfactory tax compliance		0					
LI U21a	Percentage of debt outstanding at 30 days							Process being developed
LI U21b	Percentage of debt outstanding at 60 days							Process being developed
LI U21c	Percentage of debt outstanding at 90 days							Process being developed
Personnel and Office Services								
LI U22	Percentage of new staff receiving induction training		100.00%					
LI U23	Percentage of typing completed within time bands		100.00%					
LI U24	Number of Services where flexi-time has been introduced		100.00%	40.00%				All the authority to be on by 03/04
Revenue Services								
BV 9	Percentage of Council Tax collected	98.84%	98.85%	30.61%				
BV 10	The percentage of non-domestic rates due for the financial year which were received by the authority	99.51%	99.70%	31.49%				
BV 78a	Speed of processing: a) Average time for processing new claims (in days)	20.92	25	27.23				The DWP target for all authorities to achieve is 36 days. UDC target is 25 days. Current performance is below target due to the long term sickness of a benefits assessor
BV 78b	Speed of processing: b) Average time for processing notifications of changes of circumstances (in days)	4.14	6					
BV 78c	Speed of processing: c) Percentage of renewal claims processed on time	89.68%	85.00%					
BV 79a	Accuracy of processing: a) Percentage of cases which the calculation of the amount of benefit due was correct on the basis of the information available to the determination, for a sample of cases checked post determination	95.40%	98.50%					
BV 79b	Accuracy of processing: b) The percentage of recoverable overpayments (excluding Council Tax Benefit) that were recovered in the year	48.69%	60.00%					

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Housing Services

BV 66a	Local authority rent collection and arrears: proportion of rent collected	98.25%	98.25%	89.20%				This quarters figure is artificially low due to Supporting People payments not being posted to the rent account.
BV 183a	The average length of stay (weeks) in bed and breakfast accommodation which include dependant children or a pregnant woman and which are unintentionally homeless and in priority need	5.84	5.60					Process being developed
BV 185	Percentage of responsive (but not emergency) repairs during 2002/2003, for which the authority both made and kept an appointment	97.48%	99.70%	97.00%				
LI BV68	Average relet times (weeks) for local authority dwellings let in the financial year			2.1				
LI BV72	The percentage of urgent repairs completed within Government time limits	90.87%	94.44%	92.15%				Interim result, not all information received from the contractors at the time of reporting
LI BV73	The average time taken (days) to complete non-urgent responsive repairs	19.84	19.00	13.00				
LI U25	New tenants visits completed within 3 months		90%	70%				

Environmental Services

BV 166	Score against a checklist of enforcement best practice for environmental health/trading standards	86.36%	100.00%					
LI BV88	The number of collections missed per 100,000 collections of household waste	12.12	12	11.10				
LI ACH1a	The percentage of food premises inspections that should have been carried out that were carried out for High Risk Premises							
LI ACH1b	The percentage of food premises inspections that should have been carried out that were carried out for Other Risk Premises							
LI ACE2	The average time taken to remove fly-tips							
L1 ACE3	Removal of abandoned vehicles		100%					Public Land/End of Life 14 days
L1ACE4	Street Cleaning		17% above national average					Information will be reported 3x pa.

Community and Leisure

BV 126	Domestic burglaries per 1,000 households	6.51	5.53					Targets & Reporting via Essex Police
BV 128	Vehicle crimes per 1,000 population	5.99	4.97					Targets & Reporting via Essex Police
BV 170a	Visits to/use of museums per 1000 population	314.59	362.32					
BV177	Percentage of authority expenditure on legal and advice services which is spent on services that have been awarded the Quality Mark and meet a priority legal need identified in the Community legal Service Partnership strategic plan	-	58.06%					Process being developed
LI AC11a	The number of swims and other visits per 1,000 population							
LI U26	Use of day centres							

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Planning and Building Surveying								
BV 109a	Percentage of planning applications determined in line with the Government's new development control targets to determine 60% of major applications in 13 weeks	30.77%	45.00%	30.00%				
BV 109b	Percentage of planning applications determined in line with the Government's new development control targets to determine 65% of minor applications in 8 weeks	38.06%	55.00%	55.00%				Excellent progress
BV 109c	Percentage of planning applications determined in line with the Government's new development control targets to determine 80% of other applications in 8 weeks	66.28%	70.00%	74.00%				Excellent progress
LI BV109	The percentage of planning applications determined within 8 weeks	59.43%	70.00%	70.50%				Excellent progress
LI BV110	The average time taken (weeks) to determine all planning applications	11.93	10.71	11.57				
LI U27	The percentage of building control applications determined within 5 weeks	95.84%	98.00%	96.30%				Good progress
LI U28	Percentage of valid planning applications registered in 5 days		100%	70%				This is due to staffing shortages/illness/maternity leave combining to reduce performance
LI U29	The percentage of full plans applications checked within three weeks of receipt		100%	92%				
LI U 30	Percentage of site visits carried out on the day of request when received prior to 10am		100%	100%				