A large, light-colored wooden structure resembling a stylized house or a bridge, composed of several thick wooden beams. It is positioned in the background of the page, behind the main text.

Our ambition “to maintain and develop those **distinctive characteristics** that make living and working in Epsom and Ewell a matter of conscious choice and, **in conjunction with other others**, provide **quality and innovative services** that are based on the identified **priorities of our residents**”

Quarterly Performance Report
Quarter One: 2009/10
April, May and June 2009

Prepared For: CMB Meeting 08 September 2009

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Summary

Key to colour coding:

Green - on-track to fully achieve the priority's deliverables (targets)

Amber – minor concern over ability to achieve deliverables (targets)

Red – serious concern over ability to achieve deliverable (targets)

↑ Moved up one (from Red to Amber or from Amber to Green)

↑↑ Moved up two (from Red to Green)

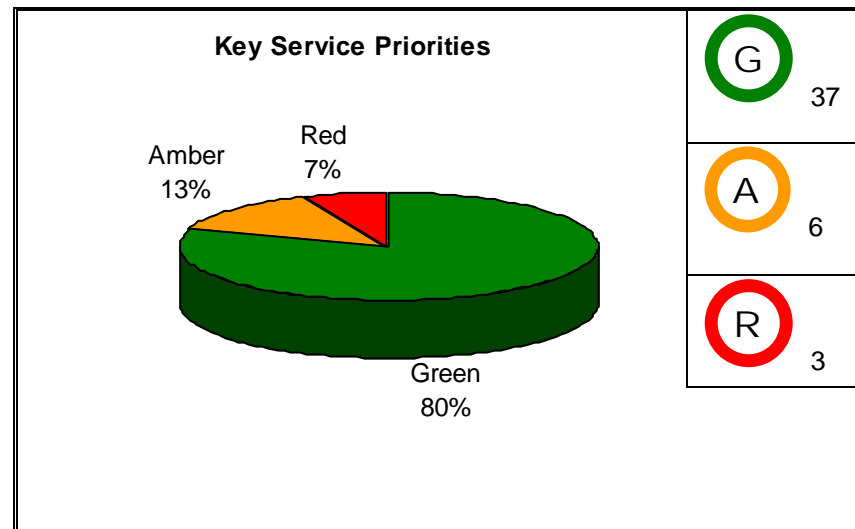
↔ Stayed at the same level

↓ Moved down one (from Green to Amber or Amber to Red)

↓↓ Moved down two (from Green to Red)

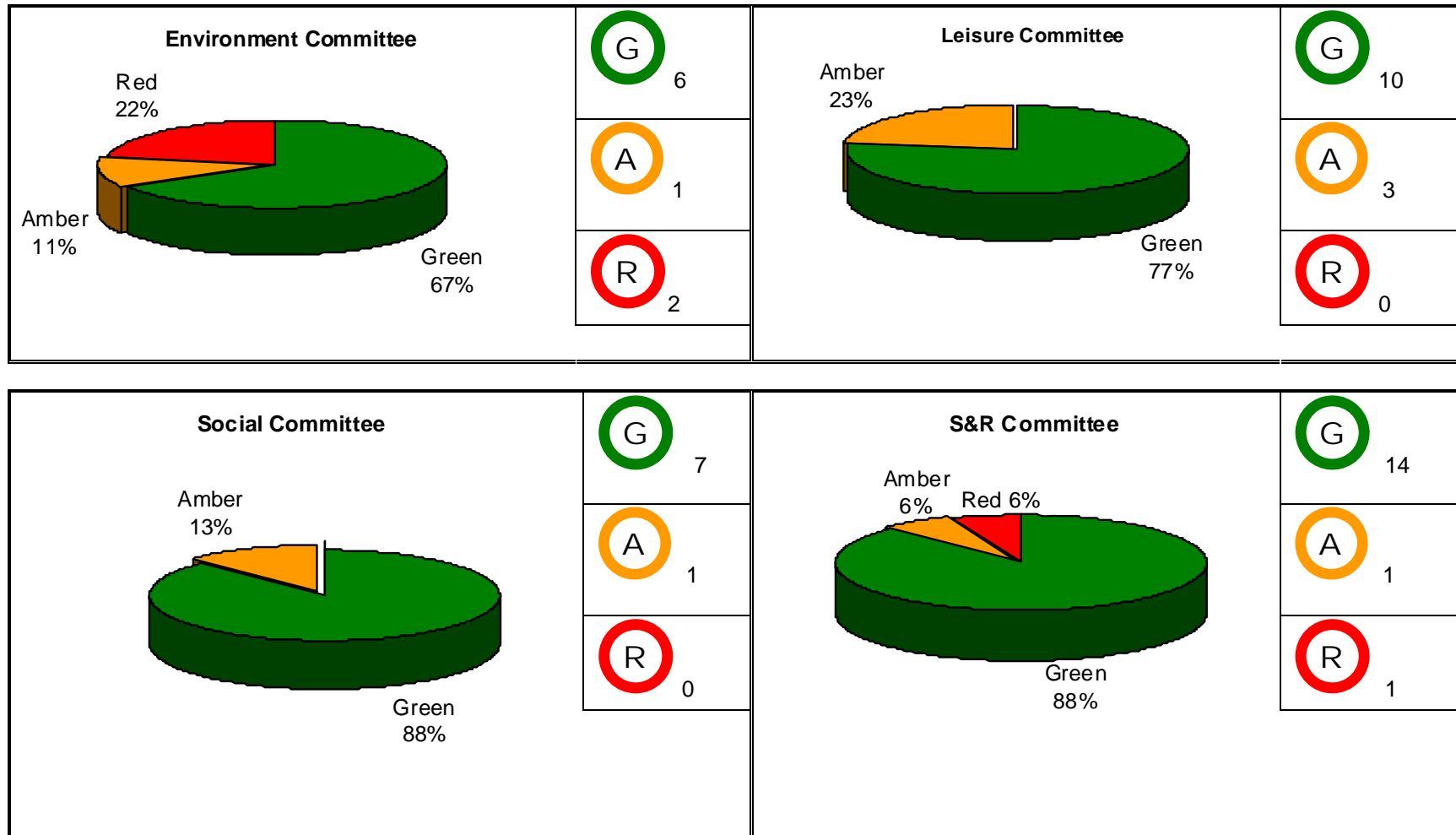
Achieved Action completed

Overall Picture



Please note that percentages might not add up to 100% due to rounding.

Key Service Priorities by Committee, 2009/10



Please note that percentages might not add up to 100% due to rounding.

Milestones at Amber or Red

A	Key Service Priorities		R	Key Service Priorities
Leisure Committee	<ul style="list-style-type: none"> • Increase the overall satisfaction rating for users of the venues – to be derived after general strategy is identified, p19 • Continue to deliver a cost effective service and reduce the overall subsidy – deliver income targets for venues, p20 • Complete a programme to review and enhance all aspects of the Quality of Visitor Experience at venues, p20 		Leisure Committee	<ul style="list-style-type: none"> • None
Environment Committee	<ul style="list-style-type: none"> • Join up working protocol agreed with SCC 		Environment Committee	<ul style="list-style-type: none"> • Make permanent appointment to the Commercial enforcement officer post within Operational Services • Issue new residents permits in Controlled Parking Zones (CPZs)



A	Key Service Priorities		R	Key Service Priorities
Social Committee	<ul style="list-style-type: none"> To secure the improvement of 15 private sector dwellings through Council action, p17 		Social Committee	<ul style="list-style-type: none"> None
S&R Committee	<ul style="list-style-type: none"> Explore the possibility of joint working with Surrey Police on the wider equalities agenda 		S&R Committee	<ul style="list-style-type: none"> E-planning project enabling submission and viewing of plans online, p24

Achieved Milestones
<ul style="list-style-type: none"> Determine enforcement strategy under the Cleaner Neighbourhoods and Environment Act 2005 EC, p7 Decide future arrangements for delivery of Grounds Maintenance service, p 9 Commence in partnership with SCC, temporary parking prohibitions in support of street cleansing, p10 Deliver increased participation in the Surrey Youth Games 2009 LC, p12 Deliver Sports Unlimited projects for boxing, netball, basketball and judo LC, p12 Report to government on relevant national indicators 185, 186, 188 and 194 Council tracker and National Indicator 14 – implementation of a system that will enable us to record statistics on avoidable contact S&R, p25

1. Tackling Anti-Social Behaviour



Progress Against Key Service Priorities Rolled Forward - 2008/09

Responsible Officer	Committee	Key Service Priority	Milestones Q1	Progress as at 30 June 2009	Related Indicators	Traffic Light	Move -ment
Steve Davies Director of Operations	Environment / Leisure	To implement measures to reduce anti-social behaviour and reassure the public	Make permanent appointment to the Commercial enforcement officer post within Operational Services <i>This milestone has been updated to reflect proposals made to the 2009/10 actions</i>	Commercial enforcement officer post vacant, focus on recycling services	NI 17, NI 21, NI 27, NI 41 & NI 42		↓
Steve Davies Director of Operations	Environment / Leisure		Determine enforcement strategy under the Cleaner Neighbourhoods and Environment Act 2005	Initial focus on dogs' control. At Nonsuch Awareness Day, training and more information will be given to dog owners.			↑

Tackling Anti-Social Behaviour – continue



Progress Against Key Service Priorities 2009/10

Responsible Officer	Committee	Key Service Priority	Milestones Q1	Progress as at 30 June 2009	Related Indicators	Traffic Light	Move-ment
Andrew Eperson Head of Policy and Partnerships	Environment / Leisure	To implement measures to reduce anti-social behaviour and reassure the public Step by step implementation of partnership and enforcement activity with business and the community	Adopt a strategic partnership based approach and action plan to cover public reassurance and engagement linked to community safety	A Consultation, Engagement and Reassurance Action Plan for 2009/10 has been drawn up and was agreed by the Community Safety Group at its meeting on 26 June.	NI 17, NI 21, NI 27, NI 41 & NI 42		N/A

2. Enhancing the Visual Appearance of the Local Environment



Progress Against Key Service Priorities Rolled Forward – 2008/09

Responsible Officer	Committee	Key Service Priority	Milestones Q1	Progress as at 30 June 2009	Related Indicators	Traffic Light	Move-ment
Steve Davies Director of Operations	Environment	To Improve the quality of the environment	Join up working protocol agreed with SCC	Discussion with Surrey County Council			↑
Steve Davies Director of Operations	Environment / Leisure	To strengthen the amenity value of all recreation grounds	Decide future arrangements for delivery of Grounds Maintenance service <i>This milestone has been updated to reflect proposals made to the 2009/10 actions</i>	Decision on future grounds maintenance packages agreed. Tenders issued for external work.		Achieved	↑

Enhancing the Visual Appearance of the Local Environment






Progress Against Key Service Priorities – 2009/10

Responsible Officer	Committee	Key Service Priority	Milestones Q1	Progress as at 30 June 2009	Related Indicators	Traffic Light	Move-ment
Steve Davies Director of Operations	Environment	To Improve the quality of the environment	Commence, in partnership with SCC, temporary parking prohibitions in support of street cleansing	First exercise completed		Achieved	N/A

3. Enhancing Services for Young People

Progress Against Key Service Priorities Rolled Forward - 2008/09

Responsible Officer	Committee	Key Service Priority	Milestones Q1	Progress as at 30 June 2009	Related Indicators	Traffic Light	Move -ment
Sam Beak Leisure Developments Manager	Leisure	Implement measures to improve facilities for 11 to 19 year olds in appropriate recreation grounds	Deliver new-style Youth Leisure Day	Planning for YLD Xtreme underway. Date set for Sat 11 July in Rosebery Park. Partners include Connexions, Surrey Youth Development Service, Rosebery Housing Association, Realistic Rock and the Rainbow Leisure Centre. A youth steering group has been established to help plan and promote the event.			↑
			Implement 'So Surrey' youth arts initiative	Programme focuses on the findings of local people on the Longmead Estate using metal detectors. Young People took part in sessions with artist Janetka Platun during the Easter Community merits programme. Sessions have also run with the Court Community Partnership and further sessions are scheduled to take place with young people at Blenheim School during July. Sessions are also planned for summer holidays subject to a suitable venue being available. The project will result in an arts exhibition displaying the buried treasures found.			↑
			Survey young people for their perceptions of the new teenage play equipment provided through Big Lottery funding	Questionnaire has been designed and will be used to survey young people using the BIG lottery sites across the summer holidays.			↑

Enhancing Services for Young People

Enhancing
services for
young people




Progress Against Key Service - 2009/10

Responsible Officer	Committee	Key Service Priority	Milestones Q1	Progress as at 30 June 2009	Related Indicators	Traffic Light	Move -ment
Sam Beak Leisure Developments Manager	Leisure	Implement measures to improve facilities for 11 to 19 year olds in appropriate recreation grounds	Deliver increased participation in the Surrey Youth Games 2009	Increased the number of young people registered to 408 (328 were registered in 2008). Despite the loss of 4 sports, there were nearly 200 young people representing the Borough for Surrey Youth Games. Finished 4 th out of 10 boroughs and districts – Epsom & Ewell's best ever finish. The Rainbow Centre provided sponsorship for the games and offered training facilities.		Achieved	N/A
			Deliver Sports Unlimited projects for boxing, netball, basketball and judo	Judo, Netball, Basketball and Boxing were all run successfully. Looking to establish a Judo club at the Rainbow Leisure Centre for a September 09 start. Exploring possible Netball projects through Epsom Sports Club and 'Back to Netball' Programme. Successful bids for Autumn 09/Spring 10 for girls football, street dance and BMXing.		Achieved	N/A

4. Championing Health Services Improvements



Progress Against Key Service Priorities 2009/10

Responsible Officer	Committee	Key Service Priority	Milestones Q1	Progress as at 30 June 2009	Related Indicators	Traffic Light	Move -ment
Andrew Eperson Head of Policy and Partnerships	Social	Ensure residents views are effectively represented	Secure representation at all appropriate meetings to discuss future services at Epsom General Hospital and ensure views of local residents are heard	There were no significant external meetings to attend during the quarter but the Epsom General Hospital Estates Review Group has reformed and will meet in July. The Health Liaison Panel on 10 th June received a presentation on the quality of GP services.			N/A
			Establish the nature of the future working relationship, if any, with the Surrey LINK (and report back to Social Committee in July 2009)	Meeting held with Cliff Bush, Chair of the Surrey LINK, on 24 June and actions agreed.			N/A
			Review the results of the Feedback (Citizens' Panel) questionnaire, distributed in February 2009 and analysed in May 2009, on priorities for future work and to plan further activities for the remainder of the year (with a report to Social Committee in July).	Results reviewed and presented to Social Committee on 2 July. Future areas of particular interest, in addition to the hospital services, will be elderly care and mental health.			N/A

5. Cost Effective Recycling





Progress Against Key Service Priorities 2009/10

Responsible Officer	Committee	Key Service Priority	Milestones Q1	Progress as at 30 June 2009	Related Indicators	Traffic Light	Move-ment
Jon Sharpe Transport fleet and business development	Environment	To recycle or compost a higher percentage of household waste To continue to collect waste cost effectively	Implementation of kerbside collection of plastic bottles, cardboard for recycling and food waste for composting for last two collection rounds	All four rounds now launched (houses only), between February and June 2009. Summary of effect on recycling%: <ul style="list-style-type: none"> • 2008/09 full year: 30.9% • Provisional Q1 2009/10: 44.8%. • Provisional June 2009 monthly: 48.9%. 	NI 192		↑
Ian Dyer Head of Operational Services	Environment	To recycle or compost a higher percentage of household waste	4500 tonnes of domestic waste land filled	3918 tonnes sent to landfill.	NI 191		↑

6. Promoting Sustainability and Tackling Issues of Climate Change

Promoting
sustainability
and tackling
issues of
climate change




Progress Against Key Service Priorities 2009/10

Responsible Officer	Committee	Key Service Priority	Milestones Q1	Progress as at 30 June 2009	Related Indicators	Traffic Light	Move-ment
Mark Berry Head of Planning	S&R	Minimise the environmental impact of the Council's own activities	Investigate the case for and potential funding for, the creation of a climate change fund	A Local area carbon reductions report for the Borough is being prepared by the Energy Saving Trust. The initial draft report is expected imminently and will inform the preparation of a Climate Change Action Plan. This may or may not include a proposal for a climate change fund.	NI 186 NI 187 and NI 188		N/A
Cristina Royo Procurement and Projects	S&R	Minimise the environmental impact of activities carried out in the Borough	Complete installation of smart meters for electricity and gas on all Council sites	17 smart meters installed in 2008. An extra 12 to be installed in 09 – 10. So far this year: - Electricity smart meters (3) installed at Court Recreation Ground and cemetery chapel and office during May – June 09.	NI 185, NI 194 NI 186		N/A

Responsible Officer	Committee	Key Service Priority	Milestones Q1	Progress as at 30 June 2009	Related Indicators	Traffic Light	Move-ment
Cristina Royo Procurement and Projects	S&R		Report to government on relevant national indicators 185, and 194 (186, 188, CR not responsible for these, they are the responsibility of the Climate Change Group)	Data completed for NI185 and NI194 and reported to Surrey County Council as requested by Defra.	NI 185, NI 194	Achieved	N/A



7. Affordable Housing

Progress Against Key Service Priorities 2009/10

Responsible Officer	Committee	Key Service Priority	Milestones Q1	Progress as at 30 June 2009	Related Indicators	Traffic Light	Move -ment
Emma Langmead Housing and Personal Services	Social	To bring 50 empty properties back into use To continue to bring empty properties into use and to secure improvement of sub standard dwellings	To bring 13 empty properties back into use	The target for Q1 has been exceeded as 15 empty properties have been brought back into use.			N/A
Rachel Jackson Grants and Licensing Team Leader	Social	To complete the grant aided improvement or adaptation of 50 homes	To complete the grant aided improvement or adaptation of 13 homes	15 Grants completed – including mandatory Disabled Facilities Grants, Discretionary HRA Grants and Private Sector Renewal grants.			N/A
Oliver Nelson Environmental Health Team Leader	Social	To secure the improvement of 60 private sector dwellings through Council action	To secure the improvement of 15 private sector dwellings through Council action	13 in Quarter 1.			N/A




8. Car Parking





Progress Against Key Service Priorities Rolled Forward - 2008/09

Responsible Officer	Committee	Key Service Priority	Milestones Q1	Progress as at 30 June 2009	Related Indicators	Traffic Light	Move-ment
Steve Davies Director of Operations	Environment	To increase parking enforcement within agreed budgets	Issue new residents permits in Controlled Parking Zones (CPZs)	Awaiting appointment of new parking management <i>Interim Parking Manager, Robin Muir now in post</i>			

9. Venues

Progress Against Key Service Priorities Rolled Forward - 2008/09

Responsible Officer	Committee	Key Service Priority	Milestones Q1	Progress as at 30 June 2009	Related Indicators	Traffic Light	Move-ment
Bruce Winton Head of Venues	Leisure	Introduce a Borough wide events programme	Involve users of building in establishing baseline assessment of performance and using customer feedback to guide service delivery options	Plans are being progressed for a new art based event at Bourne Hall for November 2009. Planning is also already underway for the Herald of Spring event in March 2010.			↑
		Continue to deliver a cost effective service and reduce the overall subsidy	Prepare detailed capital bids for next phases of work at Bourne Hall and Playhouse (Oct 08)	Funds were released by S&R in June 2009 and plans are in hand to refurbish the Main Hall at Bourne Hall during the Financial Year.			↑
		Increase the overall satisfaction rating for users of the venues	To be derived after general strategy is identified	2 tranches of customer care training have been delivered to all staff and options for future training are being considered. The general strategy will be converted into more detailed actions during Q2			↔

Responsible Officer	Committee	Key Service Priority	Milestones Q1	Progress as at 30 June 2009	Related Indicators	Traffic Light	Move-ment
Bruce Winton Head of Venues	Leisure	Continue to deliver a cost effective service and reduce the overall subsidy	Deliver income targets for venues (Mar 09)	In total the venues were just below their original income budget for the year with lower than expected figures for Bourne Hall and Ewell Court House being offset by a small increase at the Playhouse and the securing of a major new client at the Ebbisham. The budgets set for 2009/10 reflect the underlying trading position of each venue and, assuming the current planning assumptions for each hold, should be achievable.			
		Introduce physical improvements to the quality of the venues	Complete a programme to review and enhance all aspects of the Quality of Visitor Experience at venues	Following on from Quality Customer Care Training for all Council staff, a comprehensive "mystery shopper" questionnaire has been developed and will be applied at all venues to assess where improvements could be made to increase customer satisfaction. This will cover physical improvements and changes as well as service delivery issues.			

10. Providing Value for Money




Progress Against Key Service Priority Rolled Forward - 2008/09

Responsible Officer	Committee	Key Service Priority	Milestones Q1	Progress as at 30 June 2009	Related Indicators	Traffic Light	Move -ment
John Turnbull Director of Finance	S&R	To agree and implement the first stage of service budget reviews and to achieve a budget reduction of £250,000 against the budget forecast for 2009/10 by February 2009	Complete VFM assessment of all main services Members to agree VFM action plan	VFM Service Plan updated by Strategy and Resources Committee 31 March 2009. Service Plan includes changes to four year plan and milestones for and service cost review in 2009/10, Property review programme agreed by Financial Policy Panel July 2009. <i>This milestone has been incorporated into the new ones for 2009/10</i>		N/A	N/A

Providing Value for Money



Progress Against Key Service Priority - 2009/10

Responsible Officer	Committee	Key Service Priority	Milestones Q1	Progress as at 30 June 2009	Related Indicators	Traffic Light	Move-ment
John Turnbull Director of Finance	S&R	To agree and implement the first stage of service budget reviews and to achieve a budget reduction of £250,000 against the budget forecast for 2009/10 by February 2009	Commence cost review (including VFM benchmarking of services)	Financial updates prepared for Financial Policy Panel. Financial Briefing from Members. Budget strategy agreed for 2010/11. Work started on collation of benchmarking data.			N/A

11. Investing in Employees



Progress Against Key Service Priority Rolled Forward - 2008/09

Responsible Officer	Committee	Key Service Priority	Milestones Q1	Progress as at 30 June 2009	Related Indicators	Traffic Light	Move-ment
Irene Clarke Director of HR and Communication	S&R	Establish a skills pathway for frontline staff and commence the delivery of training to up- skill 80 staff	Design and implement a pilot job shadowing and secondment scheme	Pilot job shadowing completed. Three members of staff shadowed the Director of Operation. Reports have already been written and discussed at Corporate Board Meeting.			↑

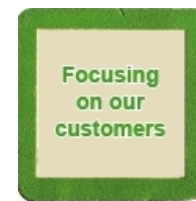
12. Focusing on Our Customers






Progress Against Key Service Priority Rolled Forward - 2008/09

Responsible Officer	Committee	Key Service Priority	Milestones Q1	Progress as at 30 June 2009	Related Indicators	Traffic Light	Move-ment
Joy Stevens Head of Customer Services	S&R	To understand and exceed the expectations of our residents and other customers	Telephone switch purchase and setup	Telephone switch project is on-going and currently on target to go live in quarter 3. The tender and contract have been awarded and a detailed project plan with timescales has been drawn up and agreed by all parties.			↑
			Mystery Shopping exercise undertaken	Exercise has been rolled forward to 2009/10. Quotes have been obtained from 3 companies to undertake the mystery shopping exercise during 2009/10. Exercise will be undertaken in a number of tranches during 2009/10.			↑
Mark Berry Head of Planning	S&R		E-planning project enabling submission and viewing of plans on line	Funding is available through the Housing and Planning Delivery Grant. Agreement on the appropriate Electronic Document Management System (EDMS) is required before the project can be implemented. The project is now likely to be started in Q3 2010/11.			↔

Focusing on Our Customers



Progress Against Key Service Priority – 2009 / 10

Responsible Officer	Committee	Key Service Priority	Milestones Q1	Progress as at 30 June 2009	Related Indicators	Traffic Light	Move -ment
Joy Stevens Head of Customer Services	S&R	To understand and exceed the expectations of our residents and other customers	Council tracker and National Indicator 14:- implementation of a system that will enable us to record statistics on avoidable contact	System is in place and being reviewed with all interested parties. Relevant statistics were gathered and sent to meet NI14 requirements.	NI14	Achieved	N/A
			Introduction of new refuse and recycling services	All four rounds now launched (houses only), between February and June 2009.			N/A
			Customer focus training induction training and refresher training course outline prepared	Outlines of courses have been prepared. Implementation of courses will be in Quarter 2.			N/A
			Implementation of first phase of action plan for reception resulting from the 2008/09 resident survey	Quotes have been obtained for a new look information centre for Civic Street, a calendar of coming events has been created and bookings are now being taken for future displays in Civic Street.			N/A

13. Valuing Diversity and Equality



Progress Against Key Service Priority Rolled Forward - 2008/09

Responsible Officer	Committee	Key Service Priority	Milestones Q1	Progress as at 30 June 2009	Related Indicators	Traffic Light	Move-ment
Irene Clarke Director of HR and Communication	S&R	Develop a corporate equalities plan and scheme to ensure compliance with the Race Relations Amendment Act 2000, DDA 1995 and 2005 and Equalities Act 2006	Complete Equality and Diversity Awareness training/briefings for staff	This is ongoing and members of staff have been signing up to the Staff Development Programmes on which Equality and Diversity Awareness is a core module.			↑




Valuing Diversity and Equality







Progress Against Key Service Priority – 2009 / 10

Responsible Officer	Committee	Key Service Priority	Milestones Q1	Progress as at 30 June 2009	Related Indicators	Traffic Light	Move-ment
Irene Clarke Director of HR and Communication	S&R	Develop a corporate equalities plan and scheme to ensure compliance with the Race Relations Amendment Act 2000, DDA 1995 and 2005 and Equalities Act 2006	Continue impact assessments in accordance with agreed prioritisation, completing two EIA's per quarter	Five policies have been completed and impact assessed. Report to HR Panel on 17 September.			N/A
			Explore the possibility of joint working with Surrey Police on the wider equalities agenda	Due to unforeseen circumstances within Surrey Police, progress around this milestone has halted.			N/A
			Continue to provide quality awareness training to staff through the MDP, LMS AND Staff Development Programme	This is ongoing and still incorporated in the Management Development Programme, LMS and staff members have been signing up for the Staff Development programmes. All these have elements of equality and diversity embedded in it.			N/A


14. Improvement Plan

Progress Against Improvement Plans Rolled Forward - 2008/09							
Intended Outcome	Actions	Time-table	Responsible Officer	Progress as at 30 June 2009	Related Indicators	Traffic Light	Move-ment
Data Quality Strategy to be self assessed	R2 Ensure that the plans to review the strategy and its impact are resourced and implemented	Mar 2010	Midge McCall Head of Consultation & Communication	Resources have been allocated for 2009/10. A self assessment took place in March 2009. A full revision of the strategy is underway. A workshop has been organised for staff input.			↑
	R3 Complete the delivery of objectives in the data quality action plan to meet last years recommendation related to maintaining a corporate overview of departmental systems	Mar 2010	Mark Lumley Head of IT	The corporate overview of ICT systems is currently in draft and will be reviewed with Service Heads before being finalised			↓
	R9 Ensure that performance information reported internally is accurate and consistent with information reported externally	Mar 2010	Directors	Measures are in place to promote consistent and accurate reporting of information			↑

Improvement Plan – 2009/10

Intended Outcome	Actions	Time-table	Responsible Officer	Progress as at 30 June 2009	Related Indicators	Traffic Light	Move-ment
Benchmarking database as part of the VFM review	R1 Formalise opportunities to share best practice and deliver the data quality strategy action plan target to develop a centralised database of benchmarking activity	Mar 2010	Adama Roberts Consultation & Performance Officer	A survey of data originators has been held, report written and finding forwarded to Director of Finance. In the process of developing a benchmarking hub which will allow all divisions to key in any benchmarking activity undertaken and actions taken as a result.			N/A
Data Quality Strategy to be self assessed	R2 Improve current reporting processes to enable an assurance to be given to senior management and members on the impact of the data quality strategy	Mar 2010	Midge McCall Head of Consultation & Communication	The above survey includes data quality. Both the Monthly & Quarterly reports go through various channels such as Corporate Board Meeting and Committee meeting where Directors and Councillors are given the opportunity to challenge the information presented to them and raise any data quality issues they may arise. This gives all parties i.e Directors, Cllrs and the Consultation & Communication team the chance to strengthen data quality in the reporting process.			N/A
	R3 Strengthen feedback loops to identify data quality issues and see that they are addressed through frontline staff training or briefing	Ongoing	Directors, Managers, Midge McCall Head of Consultation & Communication	A workshop on data quality was recently held where all data originators were invited to address issues and how to improve data quality in our performance management. The Consultation & Communication team have spent a lot of time with staff going through the new NIs on how to collect, calculate and adhere to the guidance given. It gave the C&C team the chance to address data quality issues. This will be continually assessed to address DQ issues			N/A
	R4 Provide assurance to Members that departmental operational procedures and guidance notes are up to date and meet user needs	Mar 2010	Midge McCall Head of Consultation & Communication	The performance management guide was updated in 2008. All data originators have had 1:1 meetings with the performance officer on the new NIS and how to calculate them. The performance management guide will be updated again in 2009/10.			N/A

Improvement Plan – 2009/10

Intended Outcome	Actions	Time-table	Responsible Officer	Progress as at 30 June 2009	Related Indicators	Traffic Light	Move-ment
Review management arrangements & quality of data	R5 Improve the data quality control system for Housing Benefits & Council Tax changes of circumstances claims	Mar 2010	Pete Wells Assistant Benefits Manger	<p>PW now carries out 100% checking of the statistics for Change of Circumstances for the period 2/12/08 to 5/1/09. This identified an issue that was corrected by staff training. Checking of the statistics continued for the period 12/1/09 to 6/2/09 at 83% of cases to confirm the effectiveness of the training.</p> <p>Since 6/2/09 the checking of statistics included within the team's overall day-to-day and monthly Quality Assurance checks (which aims to check 10% of the work carried out on benefit claims).</p>		Achieved	N/A
Improved quality of subordinate plans / strategies to enhance the Council's performance management	R5 Set up a system for reporting performance on Community Strategy targets	Mar 2010	Andrew Eperson Head of Policy & Partnerships	<p>The LSP has been reviewing both its structure and the contents of the Borough's Sustainable Community Strategy.</p> <p>At its meeting on 11 June the LSP agreed to a radical change in its structure to ensure delivery against the key themes and priorities of the emerging Sustainable Community Strategy and to develop specific targets and actions.</p> <p>Councillors have been involved as this has been developing and a report will be taken to the Scrutiny Committee meeting in September.</p> <p><i>This was achieved last year, however it's an ongoing monitoring need but where do we report it?</i></p>			N/A
	R6 Introduce a data quality check for the Department of Works and Pensions (DWP) stats 124 return to improve the accuracy of data	Mar 2010	Pete Wells Assistant Benefits Manger	<p>The stats 124 return is no longer collected by Department of Works and Pensions (DWP). The only similar style return (i.e. where an officer inputs the figures) is now checked and countersigned by a second officer prior to submission.</p>		Achieved	N/A

Corporate Health - Staff Turnover and Sickness Stats

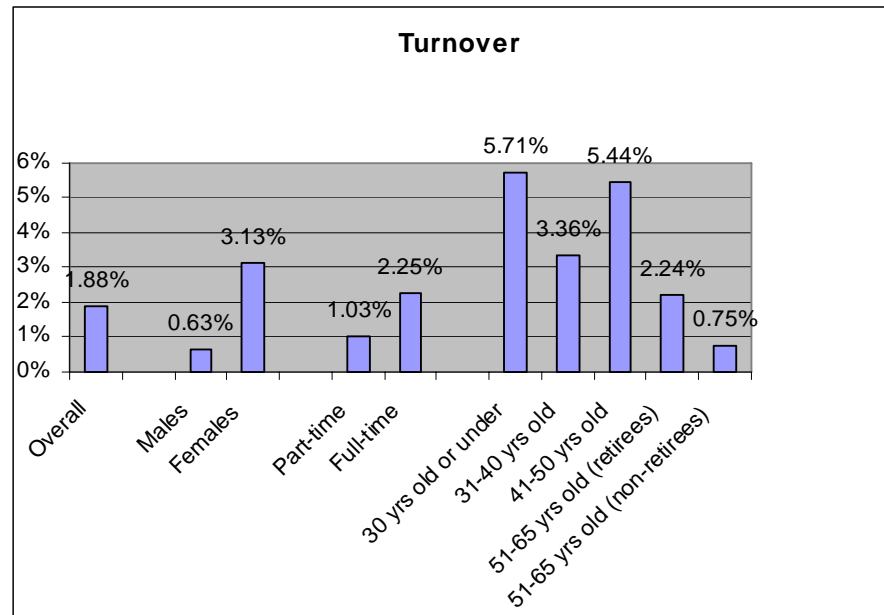
Responsible Officer: Susie Fairhead – HR Business Advisor.

PI Definition: The % turnover of staff, broken down by full / part-time, gender and age group.

2009/10 Target:	10 to 15%	Status:	Green	Movement:	N/A
Comments / Summary of performance in the quarter:	Staff turnover in Q1 is 1.88%.				

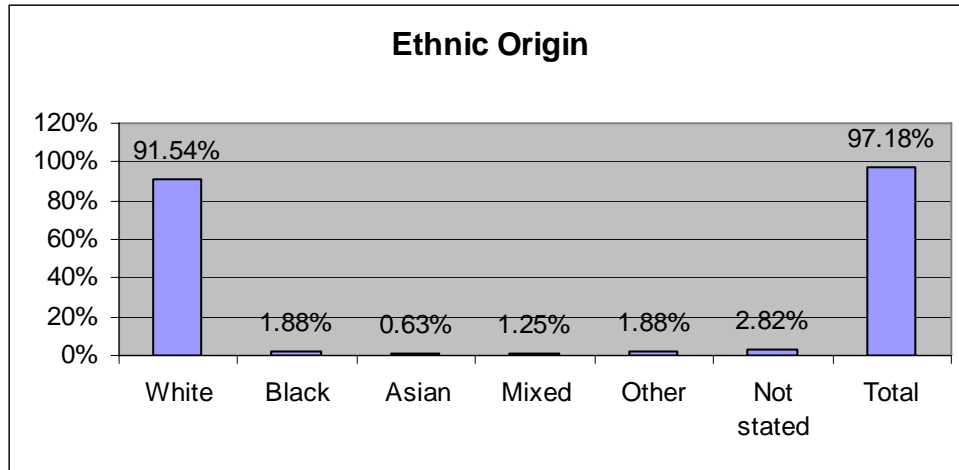
- Turnover is considered 'healthy' when running at between 10% and 15% per annum provided that, within this figure, the age and professional profile of leavers is appropriately balanced.
- The total number of leavers for Q1 (April to June) was 13. Total number of resignations was **6**, average headcount was 319.5. (Resignations 1.88% of the workforce).

Q1 turnover

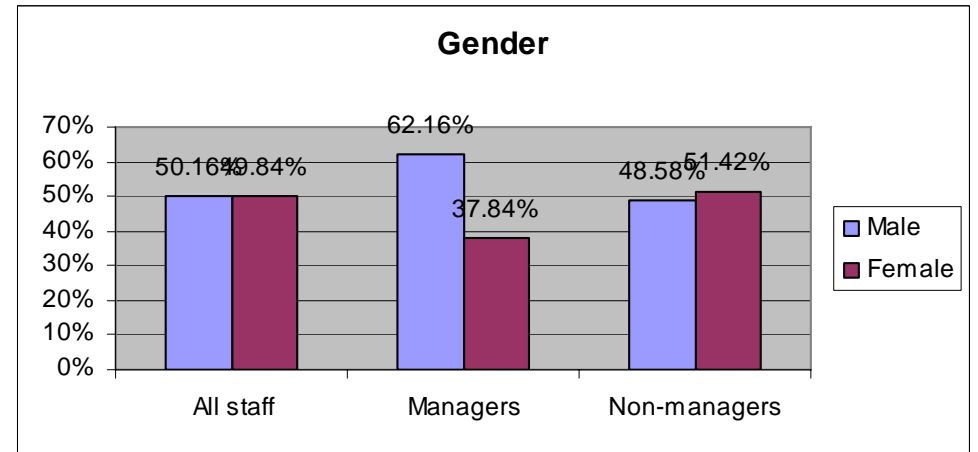


Profile of EEBC Staff as at 30 June 09

Ethnic Origin of EEBC staff

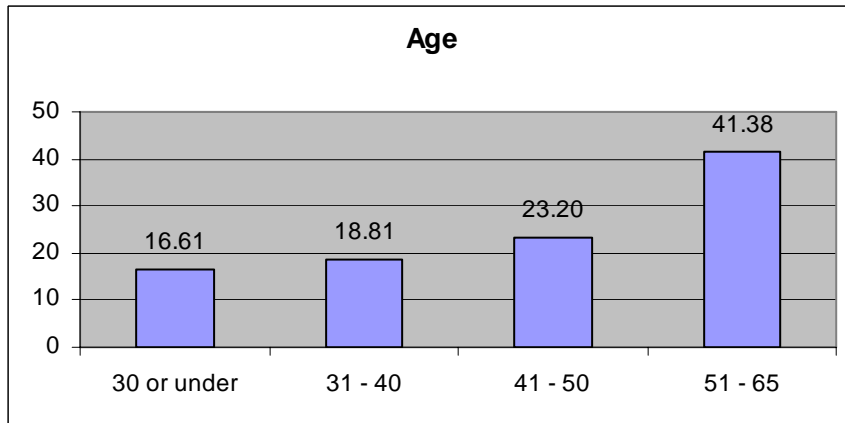


Gender of EEBC staff



NB: Senior managers are those on market anchors M1 - M5

Age profile of EEBC staff



Disability

3.53% of the Council's workforce declares that they meet the Disability Discrimination Act 1995(a) disability definition.

Complaints Monitoring

Responsible Officer: Fiona Cotter / Kerry Blundell –Committee Services.

PI Definition: The number of complaints reported to the Ombudsman.

It is not thought to be appropriate to assign a traffic light symbol to this performance indicator.

Year	Quarter	Total	Local Settlement	No Maladministration	Ombudsman's Discretion	Outside Jurisdiction	Premature Complaint
2009/10	Q1	1	0	1	0	0	0
	Q2						
	Q3						
	Q4						

Customer Service Complaints Monitoring

Responsible Officer: Joy Stevens / Jean Payne –Customer Services

Year	Quarter	Total	Number of Complaints Received	Number of Complaints Settled	Number of Compliments Received
2009/10	Q1	670	515	411	98
	Q2				
	Q3				
	Q4				