A decorative wooden structure consisting of three vertical pillars of varying heights. The tallest pillar is in the center, flanked by two shorter pillars. A horizontal wooden beam is placed across the top of the pillars, forming a wide, shallow roof-like shape. The wood is a light, natural color.

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 Two: 2010/11
July, August, September 2010

Prepared For: CMB Meeting 9 November 2010

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Summary

Key to colour coding:

Achieved – Has met the milestone requirements (targets)

Green - on-track to 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 down one (from Green to Amber or Amber to Red)

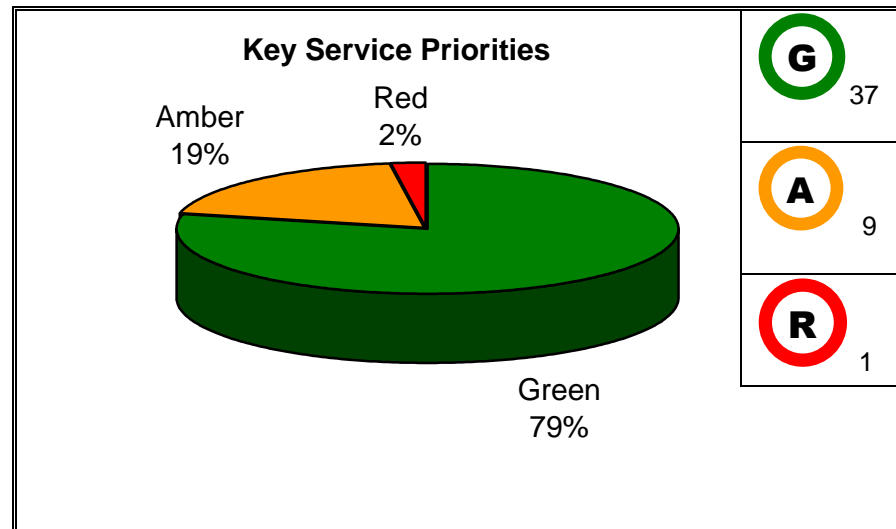
↑↑ Moved up two (from Red to Green)

↓↓ Moved down two (from Green to Red)

↔ Stayed at the same level

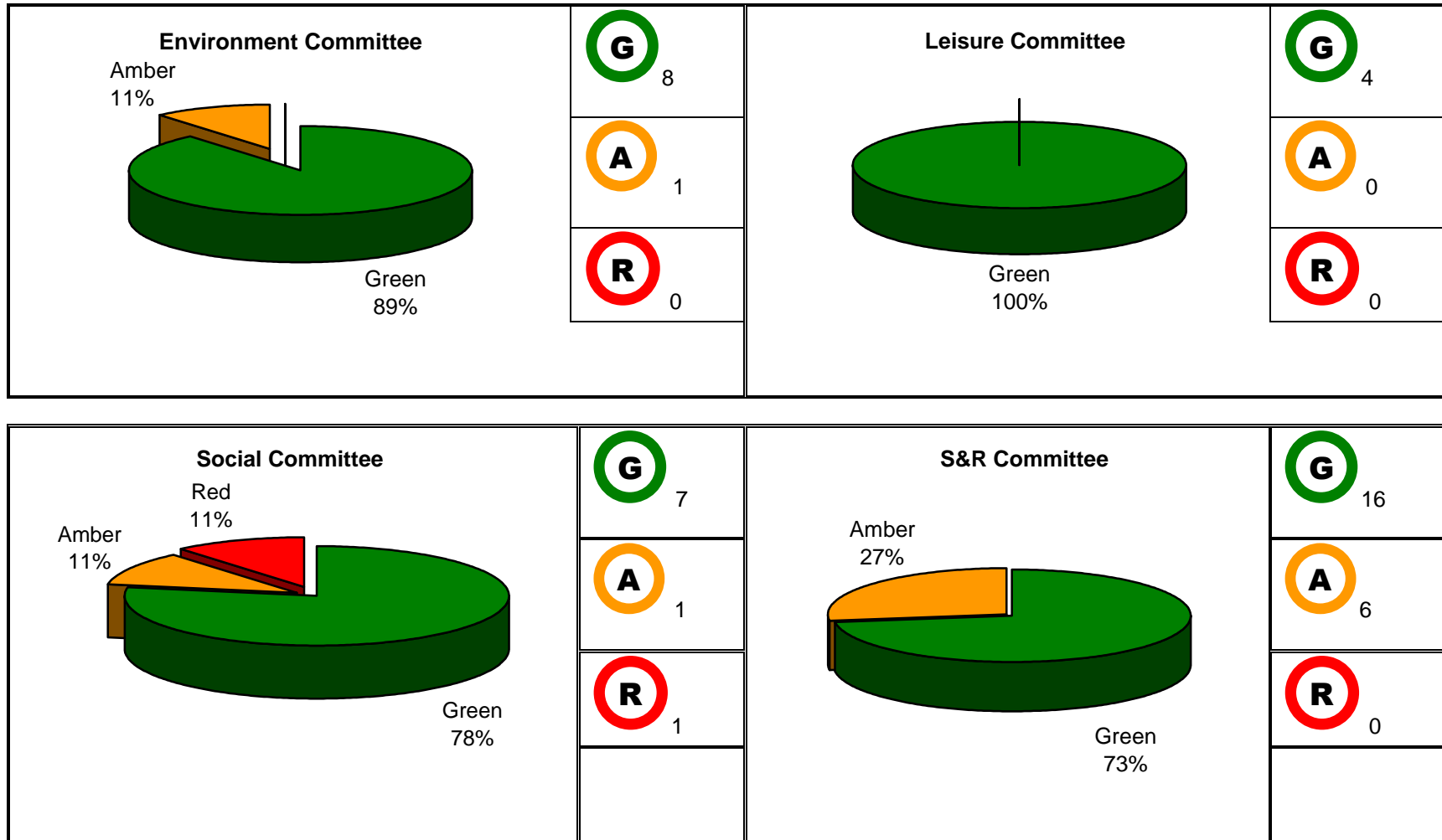
Related Indicators Action completed

Overall Picture







Please note that percentages might not add up to 100% due to rounding. There are some outstanding milestones for Environment Committee.

Key Service Priorities by Committee, 2010/11

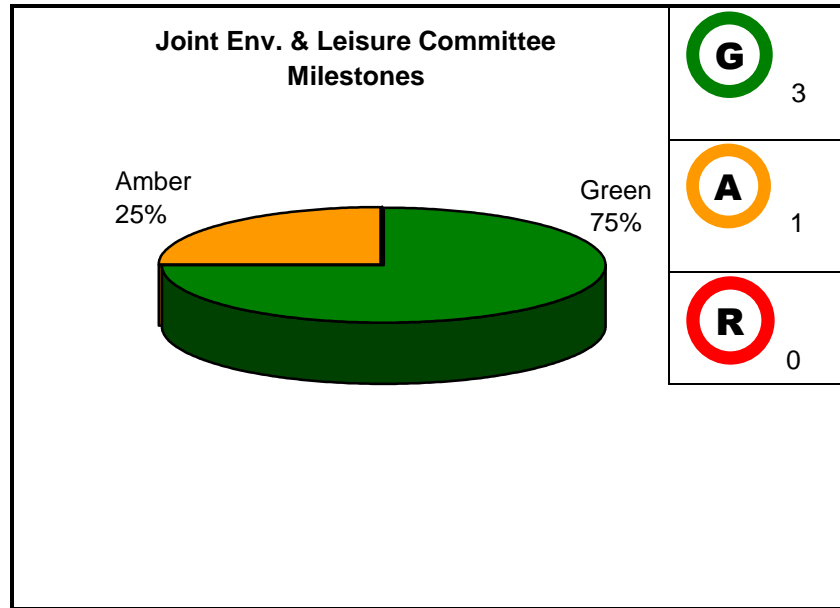


Please note that percentages might not add up to 100% due to rounding.

Milestones at Amber or Red

	Key Service Priorities			Key Service Priorities
Leisure Committee			Leisure Committee	
Environment Committee	<ul style="list-style-type: none"> ➤ Issue new residents permits in Controlled Parking Zones (CPZs) (Quarter 1 rolled forward) – p23 		Environment Committee	
	Key Service Priorities			Key Service Priorities

Social Committee	<ul style="list-style-type: none"> ➤ To complete the grant aided improvement or adaptation of 11 homes (Quarter 1 rolled forward) – p22 		Social Committee	<ul style="list-style-type: none"> ➤ To bring 15 empty homes back into use – p22
S&R Committee	<ul style="list-style-type: none"> ➤ Submission of Development Management Development Plan Document (DPD) to Secretary of State and commencement of 'examination' period (Quarter 1 Rolled forward) – p19 ➤ Reduce water use by the Council by 10% over 2007/08 (Quarter 1 Rolled forward) – p19 ➤ Monitor delivery of 2010/11 cost reduction / income generation targets –p24 ➤ Complete benchmarking review of Council services – p24 ➤ E-planning project enabling submission and viewing of plans on line (Quarter 1 Rolled forward) – p26 ➤ Automated Payments introduced - p27 		S&R Committee	



A	Key Service Priorities	R	Key Service Priorities
Joint Environment & Leisure Committee Milestones	<ul style="list-style-type: none"> ➤ Completion and adoption of Conservation Area Appraisals & Management Proposal for the remaining 10 Conservation areas. – p12 	Joint Environment & Leisure Committee Milestones	

Achieved Milestones

- Use Youth Leisure Day Xtreme to promote Community Safety awareness. – p10
- Deliver the Mind, Exercise, Nutrition, Do it! (MEND) weight management programme for obese & overweight children **(Quarter 1 Rolled forward)** - p13
- Deliver an improved YLD Xtreme event linked to feedback from last year –p13
- Secure representation at all appropriate meetings to discuss future services at Epsom General Hospital and ensure views of local residents are heard. **(Quarter 1 Rolled forward)** – p16
- Examine the potential for future joint working with the Surrey Local Involvement Network (LINK) and Central Surrey CVS to strengthen the input into decision-making by the NHS locally (and report back on progress to the Social Committee in July 2010) **(Quarter 1 Rolled forward)** – p16
- Continue on-demand roll out of enhanced recycling to flats within resources. – p17
- Complete specification and award of Waste Composition Analysis (Surrey Waste Partnership) and recycling participation survey (EEBC). **(Quarter 1 Rolled forward)** – p17
- Carry out Waste Composition Analysis (Surrey Waste Partnership) and recycling participation survey (EEBC). –p17
- Launch seasonal leafing service. –p18
- Install revised means of measuring service quality - p18
- Monitoring of service quality – p18
- Commence implementation of Climate Change Action Plan – p19
- Monitor trends in CO2 emissions by completing national indicators 185, 186 and 194 and set targets for future years **(Quarter 1 Rolled forward)** – p20
- Set energy and water reduction targets for 2011-2. –p20
- Adopt Climate Change Action Plan **(Quarter 1 Rolled forward)** –p20
- To complete 18 Affordable Homes (Cumulative total at Qtr 2 = 24) – p22
- To complete the grant aided improvement or adaptation of 11 homes **(Quarter 1 Rolled forward)** – p22
- To secure the improvement of 12 private sector dwellings through Council action – p22
- Agree budget targets for 2011/12 – p24
- Implement service cost reduction plans agreed as part of the 2010/11 budget review **(Quarter 1 Rolled forward)** – p25
- Leaf collection subscription process implemented through the contact centre - p27
- Louder than words internal review completed
- Louder than Words accreditation process starts. **(Quarter 1 Rolled forward)** – p27
- SMS text service launched for EEBC – p28
- System integration of Council Tax and Customer Services begins. - p28
- Continue impact assessments in accordance with prioritisation with the aim of completing 4 assessments by the end of Q2. – p30
- Report on progress to S&R on the continuation of equality awareness training for staff Communicate arrangements for equalities training as part of the Member Development Programme. – p30

1. Tackling Anti-Social Behaviour



Progress Against Key Service Priorities 2010/11

Responsible Officer	Committee	Key Service Priority	Milestones Q2	Progress as at 30 September 2010	Related Indicators	Traffic Light	Mov e-ment
Andrew Eperson Head of Policy and Partnerships	Env / Leisure	Development of activities	Targeted use of anti-graffiti campaigns, e.g. <ul style="list-style-type: none"> ➤ Name that tag ➤ Protect my Space ➤ Street Art Project 	<p>Name that Tag work continues, involving the Rangers, Crimestoppers and Surrey Police in particular, and has been effective in deterring culprits.</p> <p>Future of Protect my Space and Street Art Project under discussion, given the resignation of the Youth Diversion Co-ordinator (partnership funded post).</p> <p>Graffiti removal and painting over fencing on pathway near Bonesgate has taken place in partnership as part of the Community Merits scheme over the Summer holidays. Young people from the Yo-Yo worked with Operational Services to paint out graffiti on a long fence on the Hogsmill.</p> <p>Community Action Clean up week in April, including graffiti removal targeted the Longmead Estate.</p>			

Responsible Officer	Committee	Key Service Priority	Milestones Q2	Progress as at 30 September 2010	Related Indicators	Traffic Light	Movement
	Env / Leisure		Use Youth Leisure Day Xtreme to promote Community Safety awareness.	Youth Leisure Day (YLD Xtreme) used to promote community safety messages including: <ul style="list-style-type: none"> • Crimestoppers • Substance misuse • Domestic abuse • Anti social driving • Name that tag Life on the inside		Achieved	Achieved

2. Enhancing the Visual Appearance of the Local Environment




Progress Against Key Service Priorities Rolled Forward – 2009/10

Responsible Officer	Committee	Key Service Priority	Rolled Forward Milestone Q2	Progress as at 30 September 2010	Related Indicators	Traffic Light	Move ment
Steve Davies Director of Operations	Environment Env / Leisure	Improve standards of environmental care	Commence pilot scheme to deliver improved co-ordination between Grounds Maintenance and street cleansing (Quarter 1 Rolled forward) Trial of joint working with in-house Grounds Maintenance operation and cleansing, and assessment of co-ordinated working	Some progress has been made to integrate the street cleansing with the grounds maintenance and early trials suggest that closer working partnerships will improve the quality of delivery of these services. Now that set routes have been established a full roll-out will commence early Summer 2011. Grounds Maintenance has also worked closely with the successful Street Cleansing /Road Closure Programmes which have been organised by the Streetcare Inspector and have also taken part in the Bye-Pass Closure/Cleansing Programmes. Grounds Maintenance has worked in tandem with the Street Cleansing Alleyway Teams to ensure that the Alleyways are kept clean and weed free. The advantage of an in-house operation has already paid dividends this year with customer complaints reduced by over a third on previous years under the external contractor. At the mid way point of the first year we are pleased with this progress and know that much more can still be done to improve the quality of service and the environment.	N195, N196		↔

Enhancing the Visual Appearance of the Local Environment - Continued




Progress Against Key Service Priorities – 2010/11


Responsible Officer	Committee	Key Service Priority	Milestones Q2	Progress as at 30 September 2010	Related Indicators	Traffic Light	Move ment
Anthony Evans Principal Planner	Env / Leisure		Completion and adoption of Conservation Area Appraisals & Management Proposals for the remaining 10 Conservation Areas	Full & final approval to 19 of the 21 Conservation Area Appraisals & Management Plans. (Note at 4 Nov - The last 2 have been approved by PPS Committee, but they have to be referred with various minor corrections to S & R Committee on 16 Nov.)			

3. Enhancing Services for Young People

Enhancing services for young people

Progress Against Key Service - 2010/11

Responsible Officer	Committee	Key Service Priority	Milestones Q2	Progress as at 30 September 2010	Related Indicators	Traffic Light	Move ment
Sam Beak Leisure Developments Manager	Leisure	Review young people's views on the improvements to services	Deliver the Mind, Exercise, Nutrition, Do it! (MEND) weight management programme for obese & overweight children (Quarter 1 Rolled forward)	10 week MEND programme was delivered between May and August. 10 children initially enrolled and eight children finished the programme. The children's perception of themselves had improved and the parents found the programme very helpful and informative.		Achieved	Achieved
		Review communication and engagement mechanisms and instigate changes if needed	Deliver an improved YLD Xtreme event linked to feedback from last year.	YLD Xtreme delivered on 10 July in Rosebery Park attracting approx 1400 young people. On the back of last year's feedback, a young person's steering group was developed earlier in the planning process, a compere was introduced to host the event, all organisations were encouraged to bring interactive activities as well as information to be distributed. Also introduced a 2012 Olympic Challenge which involved 5 different sports for young people to try.		Achieved	Achieved
			Sustain Tennis For Free at Court Recreation Ground	TFF have agreed to fund the site until the end of January in line with Alex Rec. TFF are looking to apply to Sport England Small Grants scheme to attract funding for Court Rec.			

Responsible Officer	Committee	Key Service Priority	Milestones Q2	Progress as at 30 September 2010	Related Indicators	Traffic Light	Movement
			Implement a new graduate scheme for the Mind, Exercise, Nutrition...Do it! (MEND) programme graduates	A 12-week Multi-Sports Graduate programme started in September at the Rainbow Leisure Centre. 20 children, aged 7-13yrs pre-registered, including 4 children from the MEND programme.			

4. Championing Health Services Improvements




Progress Against Key Service Priorities Rolled Forward - 2009/10

Responsible Officer	Committee	Key Service Priority	Milestones Q2	Progress as at 30 September 2010	Related Indicators	Traffic Light	Move ment
Andrew Eperson Head of Policy and Partnerships	Social	Ensure residents views are effectively represented	Establish the nature of the future working relationship, if any, with the Surrey Local Involvement NetworK (LINK) (and report back to Social Committee in July 2009) (Quarter 1 Rolled forward)	Discussions continue with Central Surrey Council Voluntary Services as to the manner in which joint working with the LINK should take place. The Local Involvement NetworK (LINK) has been going through a period of transition since the support agency's contract was terminated and this role was taken up by Surrey County Council. Inability to conclude is not due to lack of effort by EEBC.			↔

Championing Health Services Improvements - Continued



Progress Against Key Service Priorities - 2010/11

Responsible Officer	Committee	Key Service Priority	Milestones Q2	Progress as at 30 September 2010	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. (Quarter 1 Rolled forward)	No meeting organised in the Quarter by the NHS. Health Liaison Panel on 15 September received a presentation on the current position with Epsom Hospital etc. from the Acute Trust. And Surrey Primary Care Trust (PCT).		Achieved	Achieved
			Review the scope and quality of dental services provided within the Borough and report to the Social Committee in November 2010.	Report provided by Surrey Primary Care Trust (PCT) and will be published in Members' Briefing 15/10/2010. Going to Committee in November.			
			Examine the potential for future joint working with the Surrey Local Involvement Network (LINK) and Central Surrey CVS to strengthen the input into decision-making by the NHS locally (and report back on progress to the Social Committee in July 2010) (Quarter 1 Rolled forward)	No meeting organised in the Quarter by the NHS. Health Liaison Panel on 15 September received a presentation on the current position with Epsom Hospital etc. from the Acute Trust. And Surrey PCT.		Achieved	Achieved

5. Cost Effective Recycling



Progress Against Key Service Priorities - 2010/11



Responsible Officer	Committee	Key Service Priority	Milestones Q2	Progress as at 30 September 2010	Related Indicators	Traffic Light	Move ment
Jon Sharpe Transport fleet and business development	Environment	Action to encourage participation and to enable recycling of hard to recycle materials	Continue on-demand roll out of enhanced recycling to flats within resources.	Proactive canvassing of flats has now ceased. We continue to review requests from residents positively on merit.	N191, N192	Achieved	Achieved
			Complete pro-active canvassing of enhanced recycling at schools.	27 of the Borough's 33 schools have EEBC recycling facilities. Work is in progress with a further 5 schools.			
			Complete specification and award of Waste Composition Analysis (Surrey Waste Partnership) and recycling participation survey (EEBC). (Quarter 1 Rolled forward)	Completed: analysis results distributed to all Surrey Councils during August 2010.		Achieved	Achieved
			Carry out Waste Composition Analysis (Surrey Waste Partnership) and recycling participation survey (EEBC).	Completed: analysis results distributed to all Surrey Councils during August 2010.		Achieved	Achieved
			Launch seasonal leafing service.	Service launched August 2010		Achieved	Achieved

			Install revised means of measuring service quality	Raw data coming from the Contact Centre as the basis of quality measurements this year.		Achieved	Achieved
			Monitoring of service quality	Raw data coming from the Contact Centre as the basis of quality measurements this year. Contact Centre reports are reviewed by Operational Services within our operational meetings		Achieved	Achieved

6. Promoting Sustainability and Tackling Issues of Climate Change



Progress Against Key Service Priorities Movement Rolled Forward - 2009/10

Responsible Officer	Committee	Key Service Priority	Rolled Forward Milestone Q2	Progress as at 30 September 2010	Related Indicators	Traffic Light	Move ment
Mark Berry Head of Planning	S&R	Minimise the environmental impact of the Council's own activities	Delivery Development Plan Document (DPD) to Secretary of State and commencement of 'examination' period (Quarter 1 Rolled forward)	Planning Policy sub-Committee agreed a revised timetable in April 2010 which is now being implemented. The consultation paper on Housing land supply was approved on 9 September and the consultation is being implemented during the autumn months.			←→
Cristina Royo Procurement and Projects	S&R	Minimise the environmental impact of the Council's own activities	Reduce water use by the Council by 10% over 2007/08 (Quarter 1 Rolled forward)	Ongoing. A Water Management plan has been produced and commenced to be implemented. Actions include: 1) full billing validation analysis, 2) water usage monitoring and 3) identification and implementation of water reduction measures. To date we are on stage 3. Some of the measures identified and completed are installation of percussive taps and hippos (flushing saving device). Percentage reduction to be advised on following reports.			←→

Promoting Sustainability and Tackling Issues of Climate Change - Continued





Progress Against Key Service Priorities - 2010/11

Responsible Officer	Committee	Key Service Priority	Milestone Q2	Progress as at 30 September 2010	Related Indicators	Traffic Light	Movement
Cristina Royo Procurement and Projects	S&R	Minimise the environmental impact of the Council's own activities	Monitor trends in CO2 emissions by completing national indicators 185, 186 and 194 and set targets for future years (Quarter 1 Rolled forward)	National Indicators set is no longer a requirement although we will carry on monitoring CO2 emissions from Council's own operations (NI185).	NI185 & NI186	Achieved	Achieved
			Set energy and water reduction targets for 2011-2.	Achieved for energy usage. 4 years targets set in October 2010.	N185, N186	Achieved	Achieved
Mark Berry Head of Planning			Adopt Climate Change Action Plan (Quarter 1 Rolled forward)	Climate Change Action Plan adopted on 20 July 2010		Achieved	Achieved

			<p>Commence implementation of Climate Change Action Plan</p>	<p>A number of specific action in the plan are being progressed including:</p> <ul style="list-style-type: none"> • Seminar for Registered Social Landlords in train but not yet held; • Training for Planners in train but not yet held; • Water Management Plan (see above) <p>The Climate Change Officer's Group needs to meet to determine how to proceed with the Action Plan within current limited resources. It will be a challenge to achieve all that the plan envisaged given current resource constraints and an updated version of the Plan will need to be prepared in Q4.</p>	<p>N185, N186</p>	<p>Achieved</p>	<p>Achieved</p>
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7. Affordable Housing

Progress Against Key Service Priorities 2010/11

Responsible Officer	Committee	Key Service Priority	Milestones Q2	Progress as at 30 September 2010	Related Indicators	Traffic Light	Move ment
Emma Hill Housing & Personal Services Strategy Manager	Social	To deliver new affordable housing at a realistic level	To complete 18 Affordable Homes (Cumulative total at Qtr 2 = 24)	23 units completed in Qtr 2 at St Ebbas. 7 units completed in Qtr 1, means cumulative total at Qtr 2 = 30.	NI 155	Achieved	Achieved
		To continue to bring empty properties back into use and to secure improvement	To bring 15 empty homes back into use	12 homes brought back into use. Target not met this Quarter, expected to be exceeded next Quarter.			
Rachel Jackson Grants and Licensing Team Leader			To complete the grant aided improvement or adaptation of 11 homes (Quarter 1 Rolled forward)	2 homes met in this quarter and 8 homes built in this quarter. One less than the target of the milestone.			↔
			To complete the grant aided improvement or adaptation of 11 homes	A total of 13 adaptations were completed throughout the second quarter.		Achieved	Achieved
Oliver Nelson Environmental Health Team Leader			To secure the improvement of 12 private sector dwellings through Council action	52 in Q2. High levels of activity from externally funded programme to address fuel poverty/climate change/decent homes.		Achieved	Achieved

8. Car Parking

Progress Against Key Service Priorities Rolled Forward - 2008/09

Responsible Officer	Committee	Key Service Priority	Rolled Forward Milestone Q2	Progress as at 30 September 2010	Related Indicators	Traffic Light	Move ment
Robin Muir Parking Manager	Environment	To increase parking enforcement within agreed budgets	Issue new residents permits in Controlled Parking Zones (CPZs) (Quarter 1 rolled forward)	Due to changes in generic pricing for resident parking permits Surrey County Council has suspended implementation. This is due to be reviewed Q4.			↔

9. Providing Value for Money



Progress Against Key Service Priority - 2010/11

Responsible Officer	Committee	Key Service Priority	Milestones Q2	Progress as at 30 September 2010	Related Indicators	Traffic Light	Move ment
John Turnbull Director of Finance	S&R	To deliver a budget 2011/12 consistent with the maximum £250,000 use of the working balance in the Medium Term Financial Strategy and to update financial plans following the next central government spending review	Monitor delivery of 2010/11 cost reduction / income generation targets	Quarter 1 2010/11 monitoring report issued to all Councillors. Staff savings target being delivered. Some income generation targets remain at risk. Position will be reassessed in the quarter 2 mid year budget review.	N179		
			Complete benchmarking review of Council services	Existing benchmarking being collated. Priority now being given to identifying operational savings (options of 2.5%, 5% and 10% being evaluated).	N179		
			Agree budget targets for 2011/12	Budget targets agreed by Strategy & Resources Committee	N179	Achieved	Achieved

			<p>Implement service cost reduction plans agreed as part of the 2010/11 budget review (Q1 Rolled forward)</p>	<p>Implementation programmes put in place for all service cost reductions agreed for 2010/11 budget. Good progress made on the delivery of savings built into 2010/11 budget (staffing and overheads). Delivery of budgeted savings is now being monitored as part of the quarterly budget monitoring report.</p>		Achieved	Achieved
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10. Focusing on Our Customers




Progress Against Key Service Priority Rolled Forward - 2008/09

Responsible Officer	Committee	Key Service Priority	Rolled Forward Milestones Q2	Progress as at 30 September 2010	Related Indicators	Traffic Light	Move ment
Mark Berry Head of Planning	S&R	To understand and exceed the expectations of our residents and other customers	E-planning project enabling submission and viewing of plans on line (Quarter 1 Rolled forward)	Business Plan agreed by E-gov group. Project not due to be implemented until 2011. Project plan to be agreed.			↔



Focusing on Our Customers - Continued

Responsible Officer	Committee	Key Service Priority	Milestones Q2	Progress as at 30 September 2010	Related Indicators	Traffic Light	Movement
Joy Stevens Head of Customer Services	S&R	To understand and exceed the expectations of our residents and other customers	Automated Payments introduced	Upgrade to the Council's cash receipting system has been installed. Project has been delayed due to sickness in ICT and is now scheduled to be introduced in Q4.			
			Leaf collection subscription process implemented through the contact centre	All processes have been setup and implemented. Leaf collection subscription service is now available to customers and is on the website.		Achieved	Achieved
			Louder than Words accreditation process starts. (Quarter 1 roll forward)	Deaf awareness training has been undertaken by front line staff as part of the accreditation process.		Achieved	Achieved
			Louder than words internal review completed	Internal review has been carried out.		Achieved	Achieved

			SMS text service launched for EEBC	SMS text service has been introduced. To promote the service a press release was issued. There were articles in Borough Insight, Members Briefing and Corporate Brief. Details have also been published on our website and the details will be on all Council correspondence and information leaflets.		Achieved	Achieved
			Implement changes resulting from Mystery Shopping Exercise	Changes implemented include more prominent advertising of Charter and complaints system by use of the plasma screen in reception. Changes in signage are also being investigated.			
Joy Stevens/Judith Doney			System integration of Council Tax and Customer Services begins.	I-portal installed. Testing of system is underway and processes are being agreed between Customer Services and Council Tax.		Achieved	Achieved



Progress Against Key Service Priority Rolled Forward– 2009 / 10

Responsible Officer	Committee	Key Service Priority	Rolled Forward Milestones Q2	Progress as at 30 September 2010	Related Indicators	Traffic Light	Movement
<p>Andrew Eperson Head of Policy and Partnerships</p>	S&R	Continue to contribute to the work of the Equality and Diversity Monitoring Group to recognise specific needs and build community cohesion	Participate in the establishment of a community equality forum (Quarter 1 Rolled forward)	Contact made with Central Surrey CVS which has put forward some suggestions. Borough Insight article to invite volunteers.			↔

Valuing Diversity and Equality - Continued



Progress Against Key Service Priority Movement Rolled Forward – 2009 / 10

Responsible Officer	Committee	Key Service Priority	Milestones Q2	Progress as at 30 September 2010	Related Indicators	Traffic Light	Movement
Irene Clarke Director of HR and Communication	S&R	Implementation of equalities actions relating to team strategy and any other activities arising from the single equality bill	Continue to provide equality awareness training to staff through the MDP, LMS and Staff Development programme (Quarter 1 Rolled forward)	Training continuing. Last cohort for MDP new underway and staff development programme continuing with 50% operatives undertaking NVQs. Equalities is an integrated part of all training. A new manager's induction is due to be launched on 19 November and will further include equalities training.			↔

Progress Against Key Service Priority - 2010/11

Irene Clarke Director of HR and Communication	S&R	Continue to contribute to the work of the Equality and Diversity Monitoring Group to recognise specific needs and build community cohesion	Continue impact assessments in accordance with prioritisation with the aim of completing 4 assessments by the end of Q2.	Six equalities impact assessments undertaken during the period.		Achieved	Achieved
			Report on progress to S&R on the continuation of equality awareness training for staff Communicate arrangements for equalities training as part of the Member Development Programme.	Member report completed. Report taken and approved by Strategy and Resource committee on 28 September to appoint specialist.		Achieved	Achieved

12. Improvement Plan

Progress Against Improvement Plans Rolled Forward - 2008/09


Intended Outcome	Actions	Time-table	Responsible Officer	Progress as at 30 September 2010	Traffic Light	Move ment
Data Quality Strategy to be self assessed	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 majority of the elements of this Outcome have been completed with full listings systems containing personal information. The Outcome has been superseded with further aspects of identifying Business Owners and ensuring that roles and responsibilities of the management of systems are clear and signed up to. This will be managed through the e-Government group. This was discussed at CMB on 23 November and agreed for Mark Lumley to write a paper on the current issues for the Council on Information Management.	Achieved	

Intended Outcome	Time-table	Responsible Officer	Progress as at 30 September 2010	Traffic Light	Move ment
Ensure all documents comply with Data Quality Strategy eg Performance Reports, NI submission papers and all other key documents	30/09/10 (Ongoing)	Midge McCall Head of C&C	All relevant documents comply with the strategy. They will be monitored during the year. The new Corporate Plan in mid 2011 document will be the next new document to ensure compliance and will include a reference to the strategy.	Achieved	Achieved
Process Documentation – Regular meetings between C&C and Dos, Identify training needs, ensure data submitted internally and externally are consistent	Quarterly	Midge McCall Head of C&C	Officers have met with data originators and discussed Data Quality (DQ) and processes for ensuring data is accurate. In quarter 3 the Data Strategy promotion takes place, highlighting the 'get it right first time' concept. Data originators will be targeted and any needs identified.	Achieved	Achieved
Formalise regular spot checks of indicators to strengthen data quality and ensure information reported is consistent across the board. Ensure an audit trail of evidence.	Monthly (Ongoing)	Midge McCall Head of C&C	Regular spot checks are now taking place, with a good response from staff. This will continue throughout the year.	Achieved	Achieved

13. Corporate Health - Staff Turnover

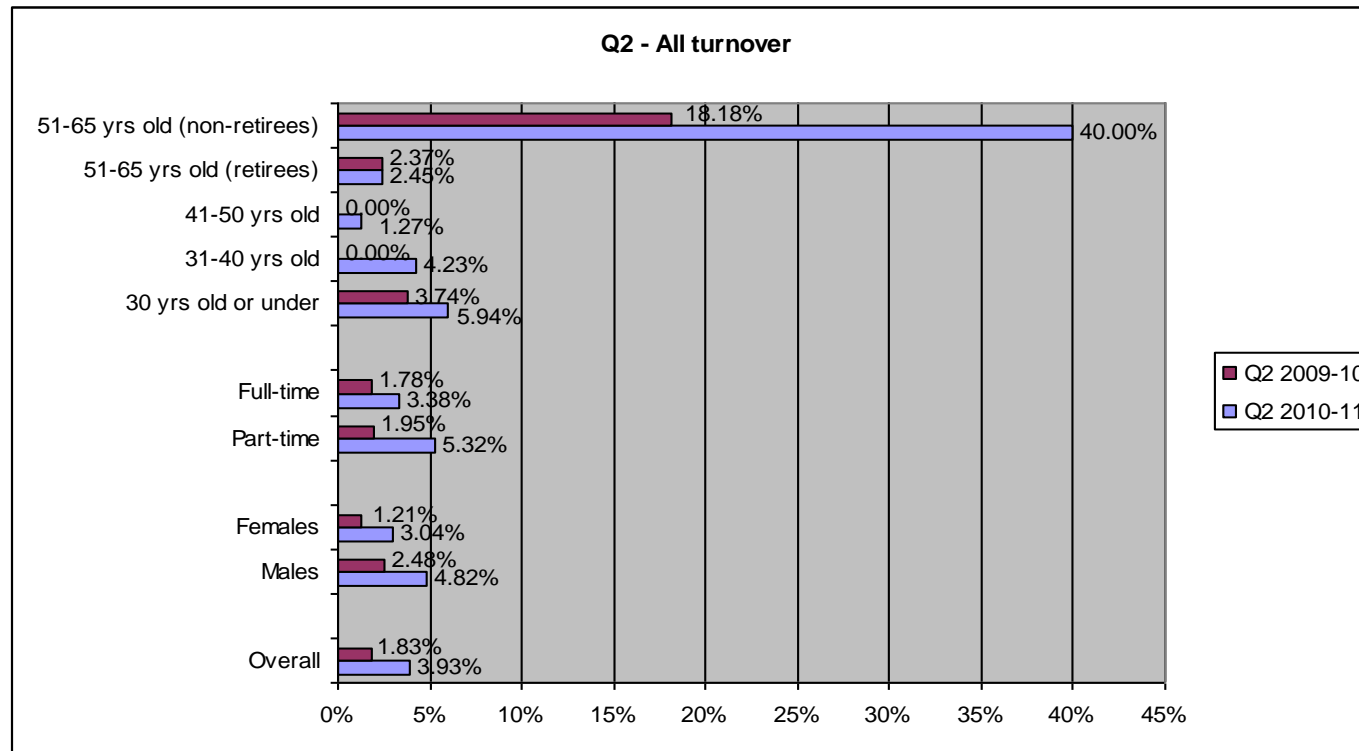
Responsible Officer: Susie Fairhead – HR Business Advisor.

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

2010/11 Target:	10 to 15%	Status:		Movement:	↔
Comments:	None				

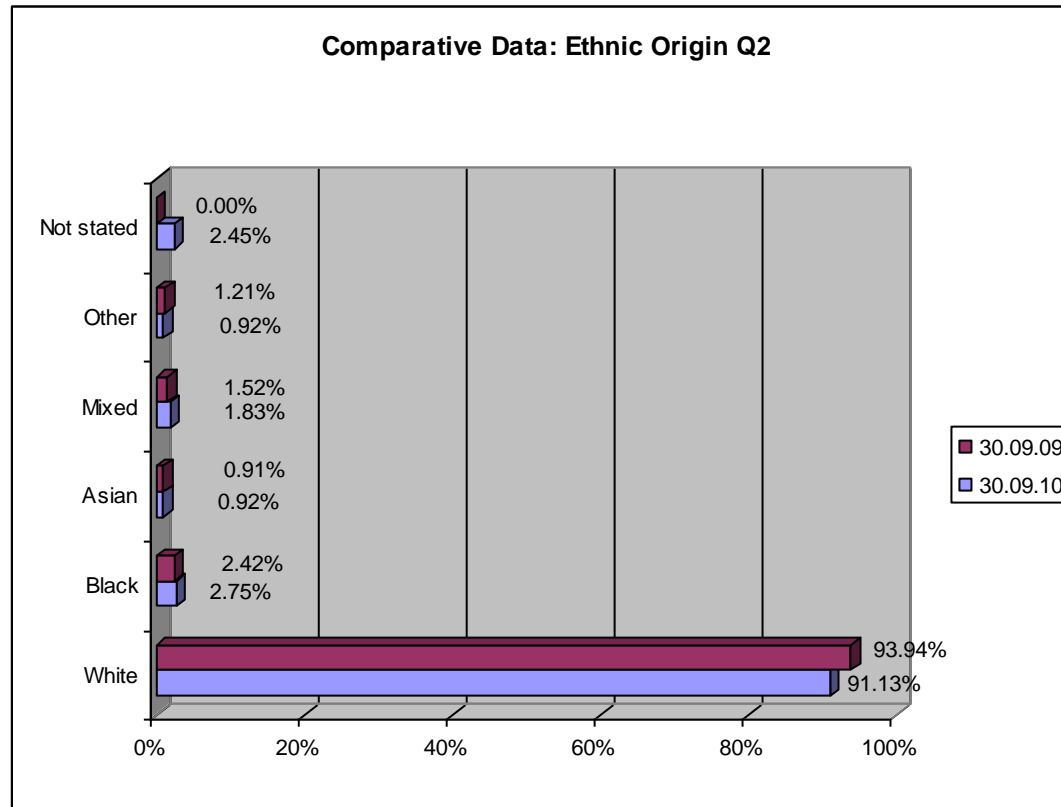
- Turnover is considered 'healthy' when running at between 10% and 15% per annum provided that, within this figure, the age and professional profile of leavers is appropriately balanced. **The % on the graph below show the number of leavers for a given category eg female divided by the average headcount of the same category ie female, multiplied by 100**
- The total number of leavers for Q2 (Jul to Sep) was 13. Total number of resignations was 4, average headcount was 330. (Total turnover for the quarter is 3.93% of the workforce, Resignations turnover 1.21%).

Q2 Turnover



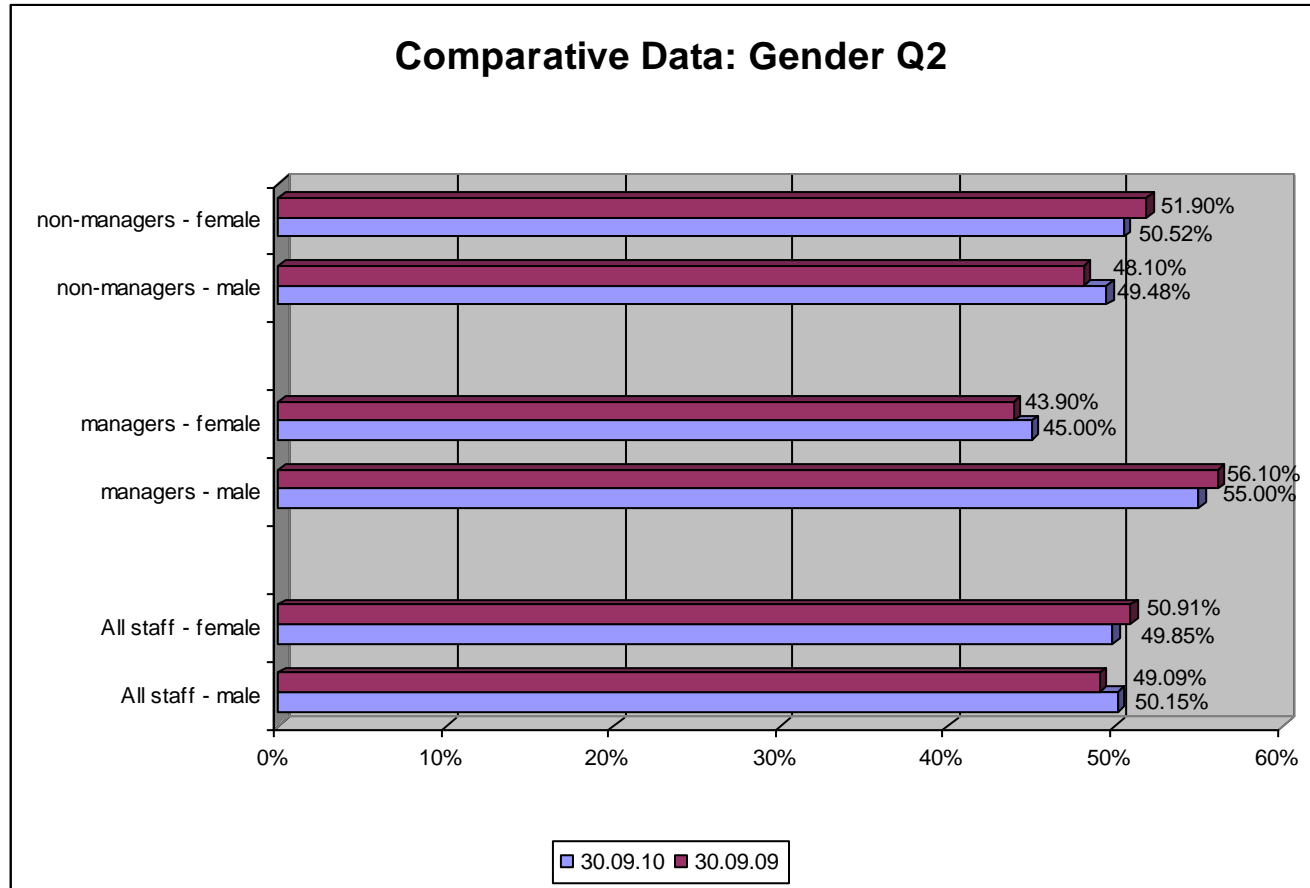
Profile of EEBC Staff as at 30 September 2010

Q2 Ethnic Origin of EEBC staff

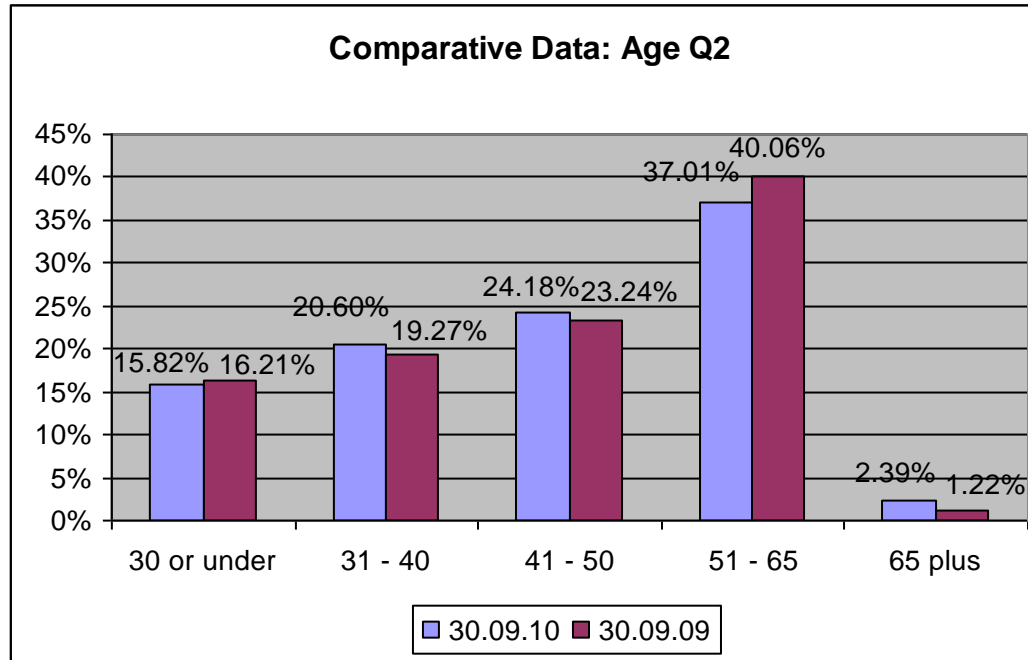


Q2 Gender of EEBC staff

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



Q2 Age profile of EEBC staff



Disability

Q2 30.09.10	Q2 30.09.09
6.73%	4.24%

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

Complaints Monitoring

Responsible Officer: Fiona Cotter –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.

Note: Premature complaints are fed into the Council’s Complaints system – usually at Stage 3 – and are therefore included in the number of Complaints received by Customer Services. Some complaints which the Ombudsman records as premature have already been through the Council’s complaints system and are therefore not necessarily accounted for by Customer Services in the same quarter.

Year	Quarter	Total	Local Settlement	No Maladministration	Ombudsman’s Discretion	Outside Jurisdiction	Premature Complaint
2010/11	Q1	1		1			
	Q2	4		2	1		1
	Q3						
	Q4						

Customer Service Complaints Monitoring

Responsible Officer: Joy Stevens Customer Services

Year	Quarter	Number of Complaints Received	Number of Complaints Settled *	Number of Compliments Received
2010/11	Q1	329	347	40
	Q2	270	279	42
	Q3			
	Q4			

* Complaints settled are all complaints settled in the quarter including those carried over from previous quarters