



**EAST CAMBRIDGESHIRE
DISTRICT COUNCIL
Performance Plan**

08

CONTACT SHEET

East Cambridgeshire District Council is committed to making this Performance Plan widely available and as accessible as possible. We are always ready to listen to the views of local people and organisations.

If you wish to comment on any aspect of this plan please e-mail:

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Alternatively, you can complete the feedback form on the Council's website at www.eastcambs.gov.uk

We will always try to respond to your comments, and include your suggestions in future copies of the plan.



FOREWORD



**FRED BROWN,
LEADER OF THE COUNCIL**



**JOHN HILL,
CHIEF EXECUTIVE**

East Cambridgeshire is continuing to grow at a rapid rate with more and more people choosing to live and work in the District. This obviously creates new challenges for us as a Local Authority to meet the expectations of the public.

Over the last year we have worked really hard to move the District forward and provide the services which people need. This has come in many forms, from listening to people's issues at Neighbourhood panel meetings to introducing a new plastic bottle recycling service.

We continue to promote the district for new employment opportunities and outside investment which has seen new applications for business parks coming in. Our aim is to make our district sustainable despite the current difficult economic conditions.

Most of all we want to offer our residents the best services possible with our share of the council tax. My officers are as dedicated as ever to achieving this goal and doing all they can to create a district to be proud of.



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THE EAST CAMBRIDGESHIRE AREA

East Cambridgeshire is a largely rural district with a population of approximately 76,300ⁱ. The population and services are centred on the 3 market towns of Ely, Soham and Littleport.

Unemployment in the district is low (1.0 %ⁱⁱ) and the quality of life is good, with 84% of residents expressing satisfaction with the district as a place to liveⁱⁱⁱ. Although the district is prosperous, there are areas that suffer rural isolation, limited public transport and the decline of traditional rural industries. Approximately 25% of the population is aged 19 or under, 16% are over 64^{iv} and the non-white population is just over 2%^v.

East Cambridgeshire is among the fastest growing districts in the country and there is great pressure on the housing market. Property prices have risen to an average of £231,000^{vi}, about 5% below the overall average for Cambridgeshire. The greatest challenge is to ensure that housing remains affordable for all parts of the population. A large proportion of residents commute out of the district to work, and this places great pressure on the main roads of the district – only 5% of the working population travel to work by public transport, while 67% drive a car or van^{vii}.

WHAT TYPE OF COUNCIL ARE WE?

The Council has 39 elected Members, of whom 24 are Conservative, 13 Liberal Democrat and 2 Independents. The Council operates the "Alternative Arrangements" form of political management, with cross-party representation in a series of committees.

The Council employs approximately 200 members of staff and is managed by a team of 3 Executive Directors and a Chief Executive. Services are provided directly to the public and through partnerships with the private and voluntary sectors.

HOW HAVE WE PERFORMED IN 2007/08

The Council has been pursuing the Breakthrough to Excellence Programme to achieve improvements in the following key areas:

Improving recycling performance through partnership

The Council continues to work effectively with its current partners to deliver improved recycling services to local people. Continual improvement has been achieved for all the relevant performance indicators. The Council has re-let its waste and recycling contract which has resulted in efficiency savings of £151,000 and this has been reinvested in the introduction of kerbside plastics recycling, and increasing the recycling marketing budget from £2,000 to £22,000

Managing sustainable growth

The Local Strategic Partnership has published its sustainable community strategy. Significant progress is being made on the Local Development Framework and key studies are influencing the development of strategic priorities particularly the review of Ely Transport Strategy, Stage Two of the Leisure Feasibility Study, and drafting



Masterplans for Ely, Soham and Littleport, which set out a vision for sustainable growth. The Council also secured Cambridgeshire Horizons approval for a £687,000 bid for Growth Area Funding to facilitate the relocation of Ely Waste Treatment Works, reinvigorate the plans for a Southern bypass in Ely and prepare Development Briefs for key areas in the City.

Ely Transport Strategy

The Strategy is designed to promote Ely as a centre for local services, employment and tourism by improving car-parking, enhancing the options for travel without a car and establish the train station area as a transport interchange. Progress to date includes: the construction of a 220 space pay and display commuter car park near to the railway station, the addition of a Park and Ride service from the new car park to the City Centre at weekends, and revisions to the car-park regulatory regime to improve access for shoppers and visitors to the city centre.

Increasing the delivery of affordable housing

The Council has ensured that the increased growth of the private housing sector has brought forward a substantial number of affordable units. This has resulted in the LSP targets of 150 units per year being exceeded with 190 completed in 2006/07 (HSSA Affordable Dwellings completed) and a further 230 in 2007/08, which is significantly above the regional average. This trend is set to continue as the new growth centres around Cambridge and Northstowe come forward for development. In preparation for this the Council has been learning from the challenges faced by other rural councils, in order to create Community Land Trusts to provide space for further affordable homes.

Improving communications with the public and partners

The Council has made notable progress in this area following a high level review by the Chief Executive in the spring of 2006. As a result of this review the Council formed a partnership with the County Council to provide an enhanced press and PR service on the authority's behalf. This partnership not only delivers a broader service, which includes strategic planning but greater capacity and flexibility in terms of day-to-day operations. As a result, the Council improved its overall satisfaction rate from 53% to 54% in contrast to an overall decline across English local authorities. Following the success of this arrangement, the partnership has been extended for a further three years.

Improving Customer Service and Satisfaction

The Council has made a major investment in systems for Customer Relationship Management and Document Management. This has heralded the first dedicated Customer Care Strategy and training plan, together with a review of the Corporate Complaint Process. This provides a more efficient service for the customer, and frees up back-office staff to concentrate on their core areas of work.

Planning for Business Continuity to reduce risk

Risk Management is firmly embedded in the day to day strategic management of the Council. A dedicated business continuity officer ensures that strategic risks are



identified within individual service plans. Senior staff and Councillors have received training in business continuity planning and the Council's insurers have audited the arrangements that we have in place.

Improving Performance

Over the past three years, the Council has improved its overall performance by 59% ranking 162nd out of 388, above the District Council average. Nevertheless, performance over the last twelve months has improved at a slower rate. Last year, this mixed performance was recognised in the Audit Commission's review of the Council's Performance Management Arrangements. As a result of this review, the Council has agreed an action plan to tighten up the monitoring of priority services. The plan includes the launch of a new Corporate Strategy (see below) and the implementation of a new electronic performance management system.

Increasing Efficiency

The Council received a very poor grant settlement from government amounting to only a 1% cash increase. However, we have responded positively by improving efficiency and targeting overall savings of more than £425,000 for 2008/09 in order to balance the budget. These savings have allowed us to increase our investment in high priority services like recycling and the prevention of homelessness. They also mean that the increase in Council Tax has been pegged at 3.7%, in line with the Council's commitment to keep it below the rate of retail price inflation. Overall, the Audit Commission has judged that the Council is performing well in its use of resources.

Improving Open Space

The Council is making considerable investment in its strategic objective to enhance public open space with the development of an Ely Country Park. A Local Public Service Agreement Reward Grant bid of £100,000 and a Growth Area Funding Bid of £350,000 in 2009/10 will make a major contribution toward the cost of creating a managed green space, to benefit wildlife and improve recreational facilities for the growing population. The Council has continued its close working with Ely City Council and local volunteers to achieve a third Green Flag award for Jubilee Gardens in Ely.

Building Partnerships through the Local Strategic Partnership

The Local Strategic Partnership (LSP) continues to be one of the most successful partnerships in the county as acknowledged by the Audit Commission's review of performance management. The LSP has secured in excess of £1.6m of government funding for priority projects. With the support of the LSP, the Council has extended the Neighbourhood Panel pilot to all the District with establishment of five individual Panels. The LSP has set out the initial priorities of its new Sustainable Community Strategy, and these have fed into the County-wide Local Area Agreement (LAA). The LAA identifies the important areas of improvement for partnership working across the county, agreed by government.



Planning for Leisure Provision

The Council has made detailed plans for a £12 million 21st century Leisure Facility for Ely and the district. The plans respond to the needs of a fast-growing population and the importance of an active lifestyle for good health. The new site could include a hotel and restaurant to create a complete package that would help to attract private sector investment for the project.

Overview and Scrutiny

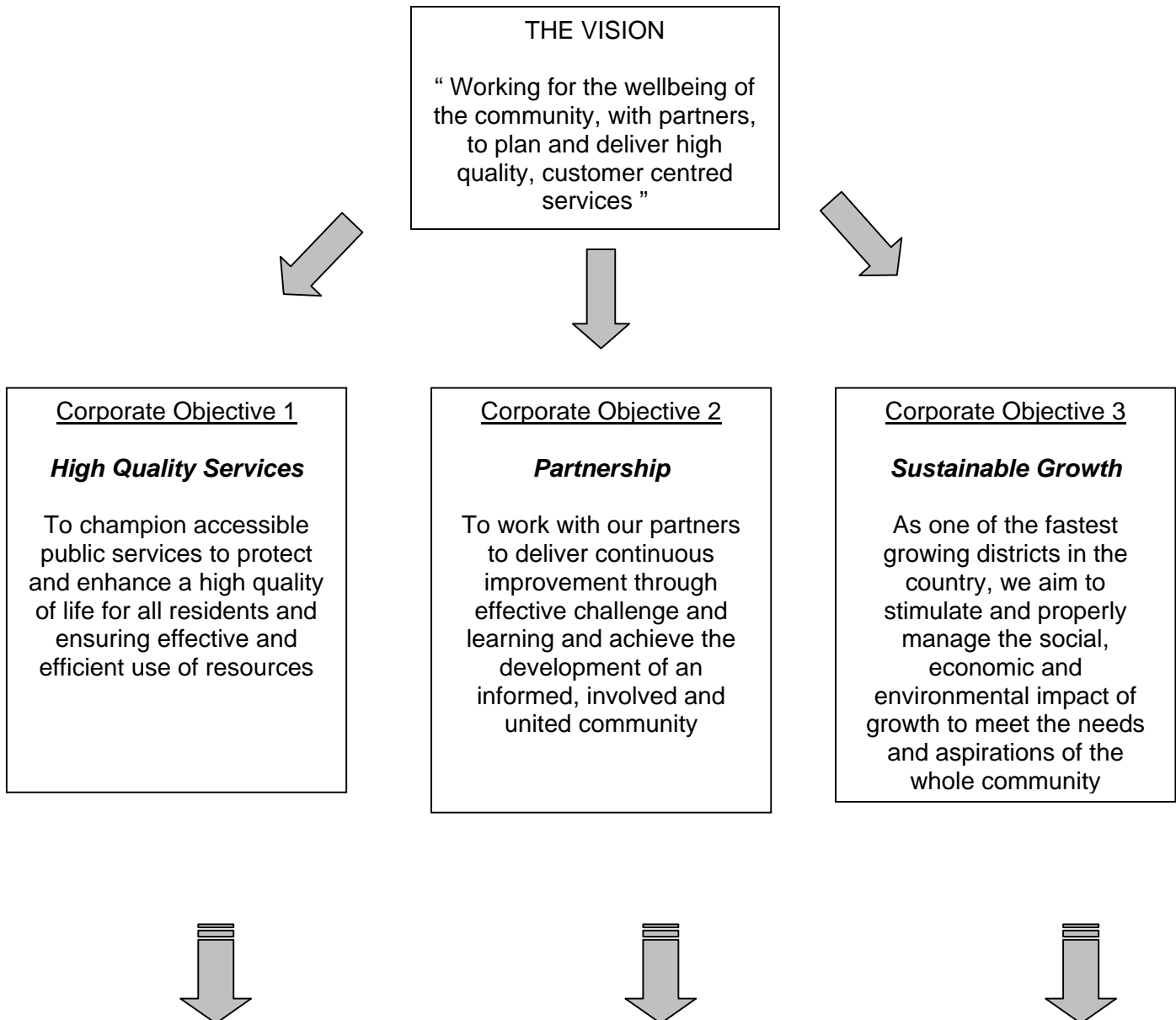
The Council has established a new External Partnerships Review Committee and revised the terms of reference for an Internal Overview and Scrutiny Committee (chaired by the Opposition). The Council's involvement with partnerships is now reviewed on a risk basis and the working arrangements for Overview and Scrutiny have been benchmarked against best practice.



WHAT ARE OUR OBJECTIVES FOR THE NEXT THREE YEARS?

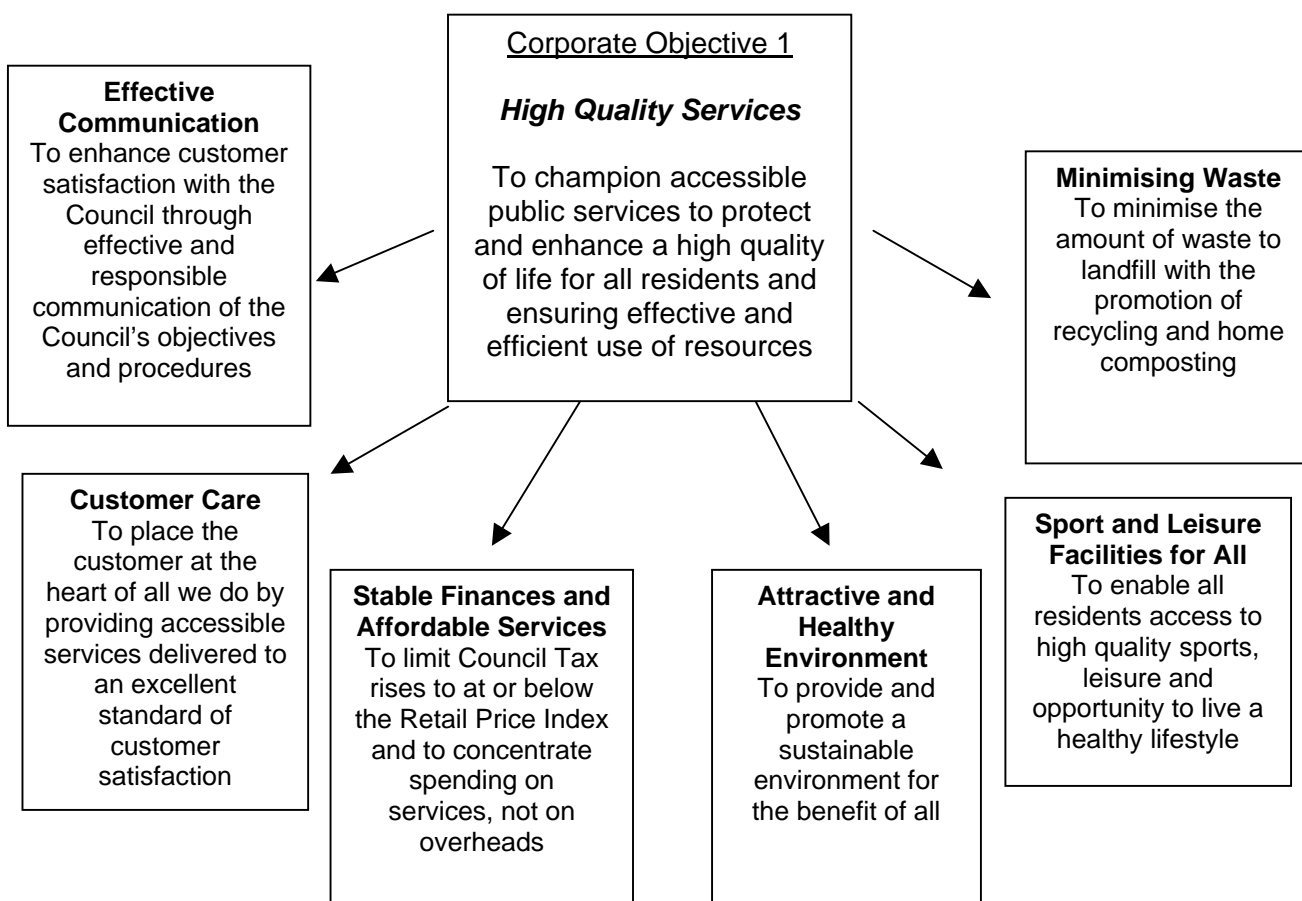
Having made good progress with the Breakthrough to Excellence improvement programme, last year’s newly elected Administration has conducted a review of our objectives and produced a revised set of Corporate Priorities, listed below. Full Council in May agreed the core priority indicators as detailed below. The necessary resources and targets will be agreed this summer, and progress against the new priorities will be monitored by the Council’s Policy & Resources Committee.

THE CORPORATE OBJECTIVES





THE PRIORITIES FOR EACH OBJECTIVE



KEY CORPORATE INDICATORS – CORPORATE OBJECTIVE 1

Effective Communication

NI5 % People satisfied with their local area as a place to live.

Customer Care

% ECDC Customers satisfied with contact
NI14 Reducing avoidable contact

Stable Finances/Affordable Services

% increase in Council Tax
NI179 £ cash efficiency savings
NI180 Number of change of circumstances affecting customers' Housing Benefits/Council Tax entitlements
NI181 Time taken to process Housing



Benefits/Council Tax benefit new claims and change events.

Attractive and Healthy Environment

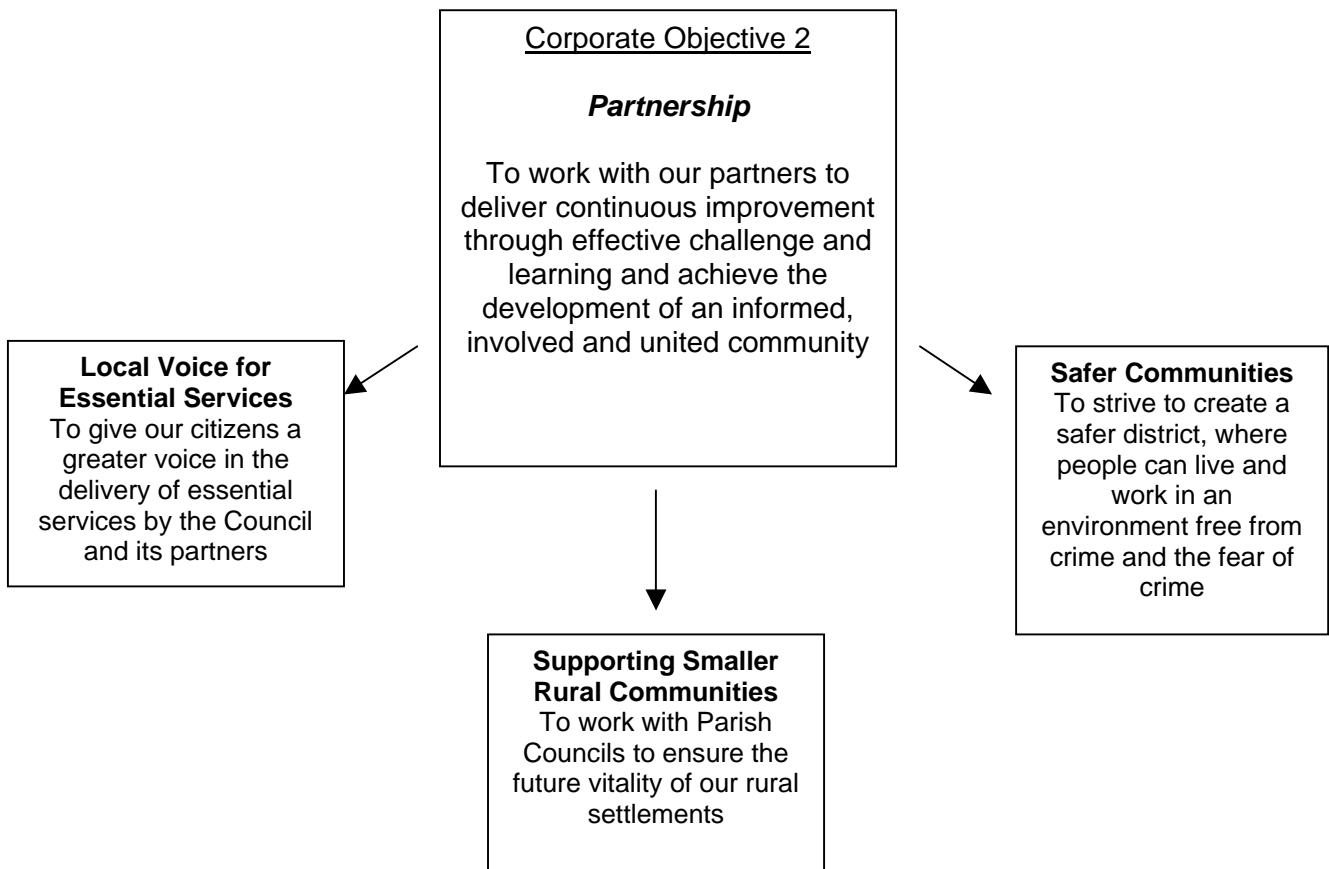
N1186 CO2 emissions per capita
N1195 % of streets with litter/graffiti/flyposting
N1197 Improved local biodiversity

Sports and Leisure for all

N1108 Adult participation in sport

Minimising Waste

N1191 Kg Waste to landfill per head
N1192 % Waste recycled/composted
N1193 Municipal Waste landfilled





KEY CORPORATE INDICATORS – CORPORATE OBJECTIVE 2

Local Voice for Essential Services

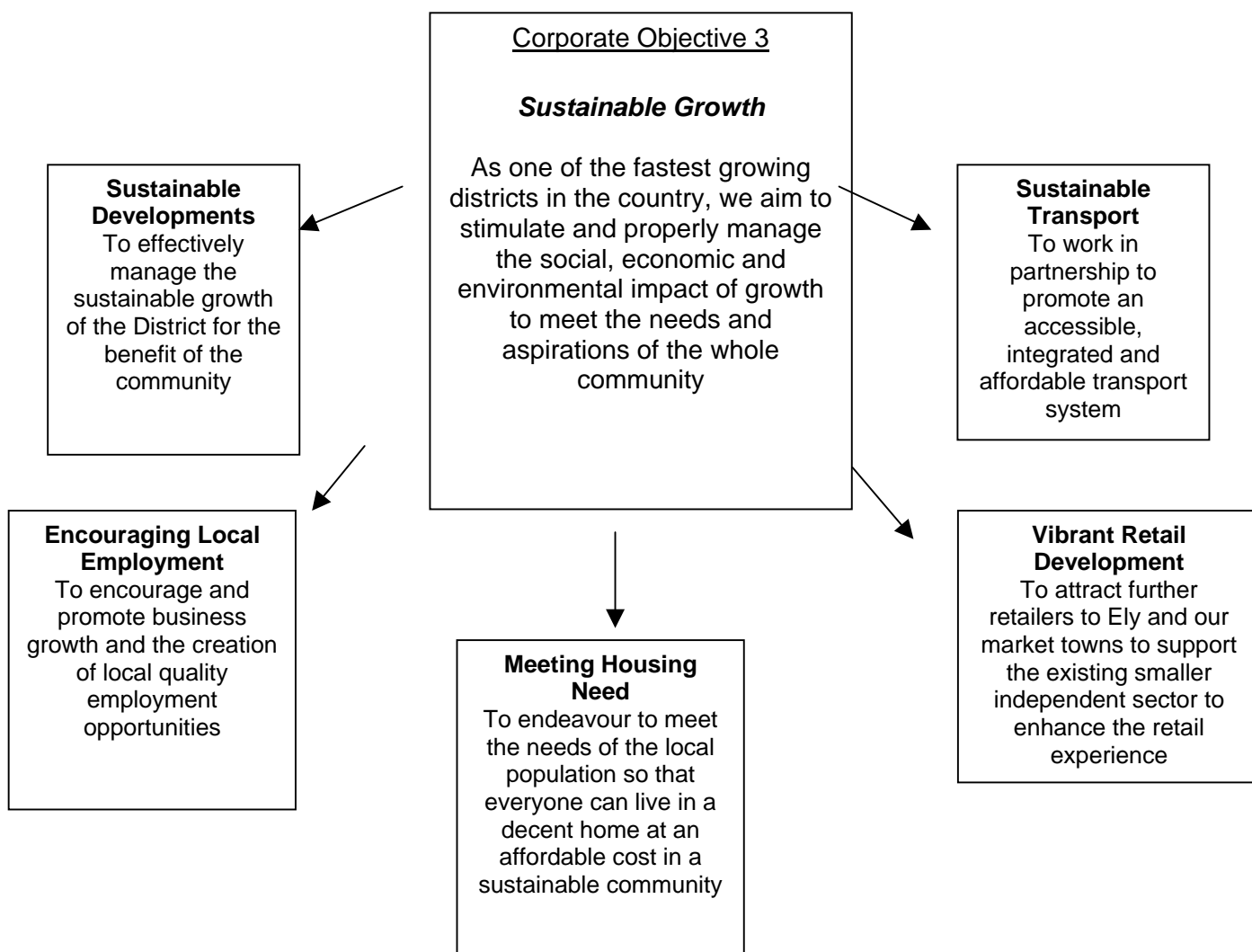
NI 4 % of people who feel they can influence decisions in their locality
NI 7 Environment for a thriving third sector

Supporting Smaller Rural Communities

NI 1 % people who feel that people from different backgrounds get on well together
NI 2 % of people who feel they belong to their neighbourhood

Safer Communities

NI 17 Perceptions of anti-social behaviour
NI 32 Repeat incidents of domestic violence





KEY CORPORATE INDICATORS – CORPORATE OBJECTIVE 3

Sustainable Development

NI 157a % Major Planning Applications meeting target timescale
NI 157b % Minor Planning Applications meeting target timescale
NI 157c % Householder and Other Applications meeting target timescale

Encouraging Local Employment

NI 151 Overall Employment Rate
NI 171 VAT Registration Rate
NI 172 VAT Registered Businesses showing growth
NI 182 Business Satisfaction with ECDC Regulation

Meeting Housing Need

NI 154 No. Additional Homes provided (net)
NI 155 No. Affordable Homes Delivered (gross)
NI 156 No. Households in Temporary Accommodation
NI 159 Supply of ready to develop housing sites
No. Long-term empty private properties

Vibrant Retail Development

% Shop vacancy rate in market towns
Ely shopping centre yields

Sustainable Transport

NI 175 Access to services by public transport, cycling and walking
NI 177 No. local bus passenger journeys

Contracts

The Council and Trades Unions ensure that all TUPE provisions are applied where contracts are externalised or internalised involving a transfer of staff. All such contracts awarded in the financial year 2007/08 complied with the requirements in the Code of Practice on Workforce Matters in Local Authority Service Contracts.



PERFORMANCE REPORT – ACHIEVING CORPORATE OBJECTIVES

In this document, the Council is required to collect and publish a series of Best Value Performance Indicators (BVPIs) that are intended to show how a Council is improving services and to allow all similar Councils to be compared. Although there are over 90 BVPIs, there are many important measures of performance that are not included.

The Council has a well-established process for planning and delivering its services. Each Service Plan has a broad selection of performance measures that show whether services are performing well or not. With so many measures, it is very difficult to see an overall picture of performance that everyone can understand.

For this reason, the Council has selected 17 “key” performance indicators that would give a good general guide to the progress made against each of the Corporate Objectives. These are a mixture of BVPIs and local measures of performance. The latest performance for each of these key indicators is given in the following section.

From 2008/09, the government has prescribed a new set of National Indicators to be reported by all councils. Most of the following Best Value Performance Indicators will no longer be collected, and so targets for these have not been set. Additionally, the Council is reviewing these 17 “key” indicators as mentioned in the previous section. Targets for the new Corporate Priorities will be set in the summer.

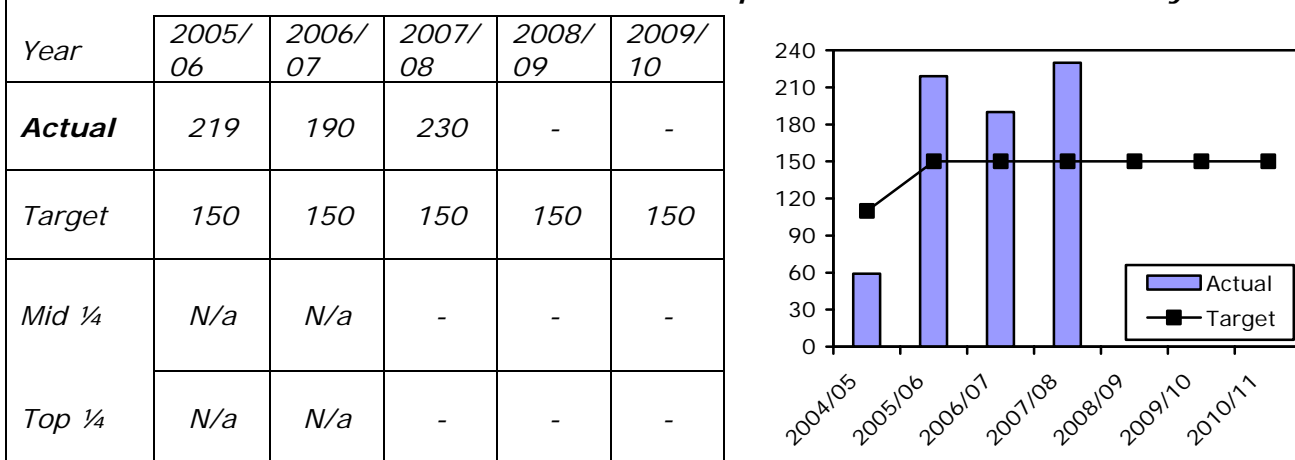


CORPORATE OBJECTIVE 1 – MANAGING GROWTH

As one of the fastest growing districts in the Country, our ambition is to actively manage sustainable growth that will benefit the whole of the community for the next 10 years.

KEY INDICATOR 1:

The number of new affordable homes provided in the district each year.



Additional Comment: *This figure is estimated pending confirmation from the County Council*

KEY INDICATOR 2:

BV200a <i>Did the local planning authority submit the Local Development Scheme (LDS) by 28th March 2005 and thereafter maintain a 3-year rolling programme?</i>	YES
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BV200b <i>Has the local planning authority met the milestones which the current Local Development Scheme (LDS) sets out?</i>	YES
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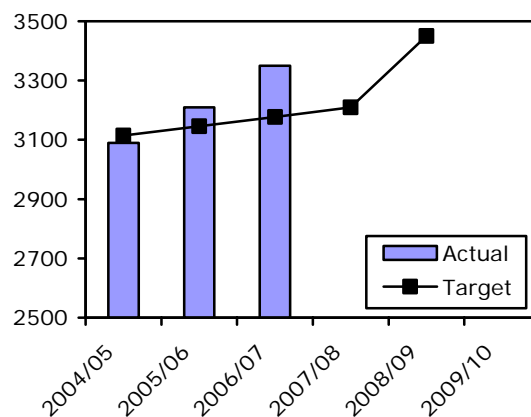
Additional Comment:



KEY INDICATOR 3:

The total number of VAT registered businesses.

Year	2005/06	2006/07	2007/08	2008/09	2009/10
Actual	3210	3350	See note	-	-
Target	3146	3177	3209	3450	-
Mid ¼	N/a	N/a	-	-	-
Top ¼	N/a	N/a	-	-	-

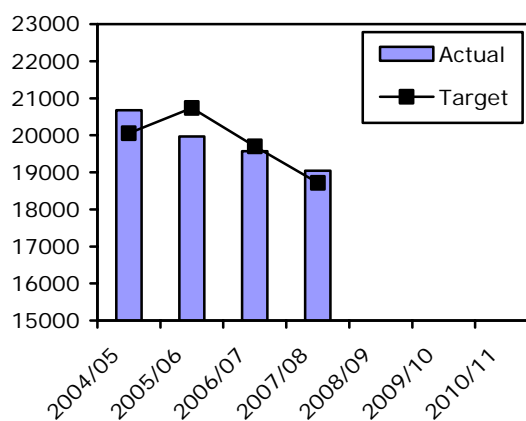


Additional Comment: No quartile data available. Figures for 2007/08 will be published in November by the Office for National Statistics, following which further targets can be set.

KEY INDICATOR 4:

The quantity of waste (in tonnes) taken to landfill per annum.

Year	2005/06	2006/07	2007/08	2008/09	2009/10
Actual	19970	19574	19047	-	-
Target	20737	19700	18715	-	-
Mid ¼	N/a	N/a	-	-	-
Top ¼	N/a	N/a	-	-	-



Additional Comment: No quartile data available.

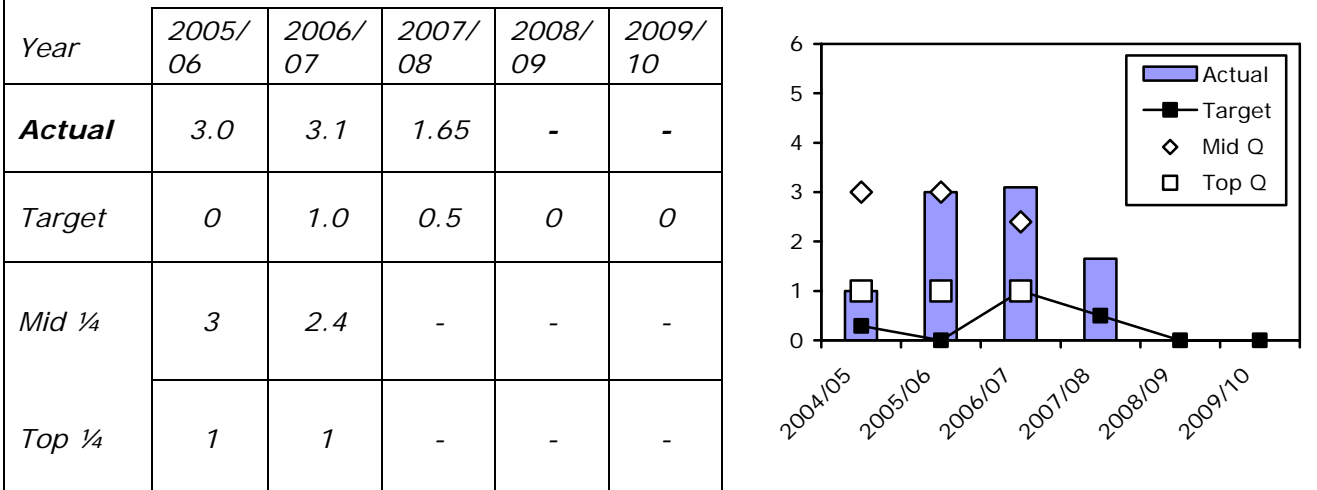


CORPORATE OBJECTIVE 2 – HIGH QUALITY SERVICES

To provide high quality services that protect, enhance and develop the quality of life, through the effective and efficient use of resources for everyone in East Cambridgeshire.

KEY INDICATOR 5:

i) The average length of stay in bed and breakfast accommodation of xBV183 households which include children or a pregnant woman and which are unintentionally homeless and in priority need (in weeks).



Additional Comment: This had been dropped as a BVPI but was still collected as a Corporate Indicator for 2007/08

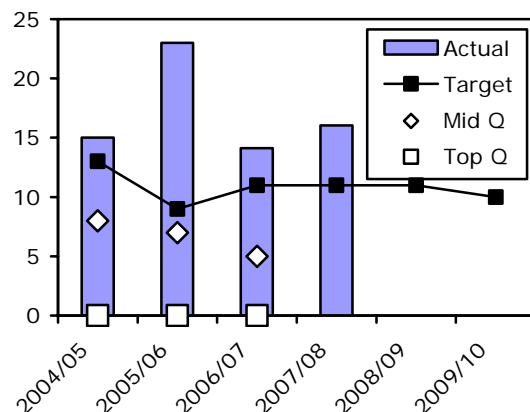


KEY INDICATOR 5:...

... continued

BV183 *ii) The average length of stay in hostel accommodation of households which include children or a pregnant woman and which are unintentionally homeless and in priority need (in weeks).*

Year	2005/ 06	2006/ 07	2007/ 08	2008/ 09	2009/ 10
Actual	23	14.13	16.03	-	-
Target	9	11	11	11	10
Mid ¼	7	5	-	-	-
Top ¼	0	0	-	-	-

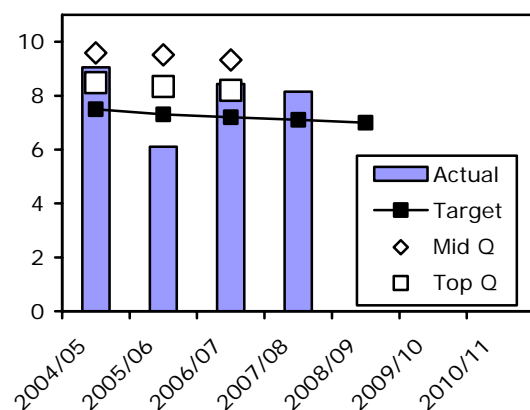


Additional Comment:

KEY INDICATOR 6:

BV12 *The average number of days per full-time equivalent lost due to sickness absence.*

Year	2005/ 06	2006/ 07	2007/ 08	2008/ 09	2009/ 10
Actual	6.10	8.43	8.15	-	-
Target	7.3	7.2	7.1	7.0	6.9
Mid ¼	9.52	9.32	-	-	-
Top ¼	8.34	8.2	-	-	-



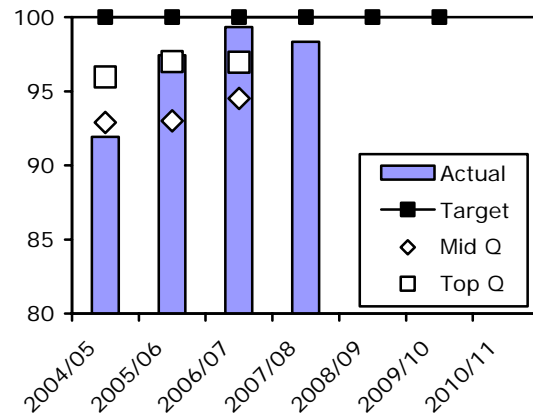
Additional Comment:



KEY INDICATOR 8:

BV8 *The percentage of invoices for commercial goods and services which were paid by the Council within 30 days.*

Year	2005/ 06	2006/ 07	2007/ 08	2008/ 09	2009/ 10
Actual	97.44	99.33	98.33	-	-
Target	100	100.0	100.0	100.0	100.0
Mid ¼	93	94.52	-	-	-
Top ¼	97	96.95	-	-	-



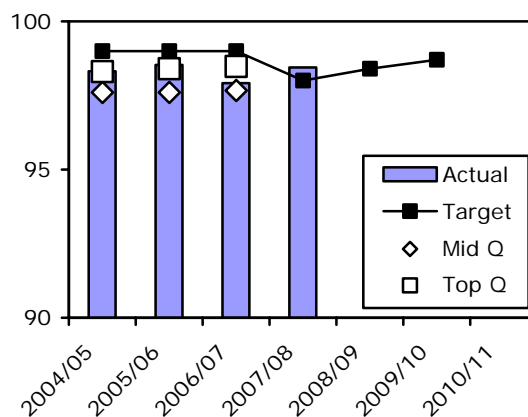
Additional Comment:



KEY INDICATOR 9:

BV9 The percentage of Council Tax collected.

Year	2005/06	2006/07	2007/08	2008/09	2009/10
Actual	98.53	97.92	98.45	-	-
Target	99.0	99.0	98.0	98.4	98.7
Mid ¼	97.6	97.67	-	-	-
Top ¼	98.4	98.48	-	-	-

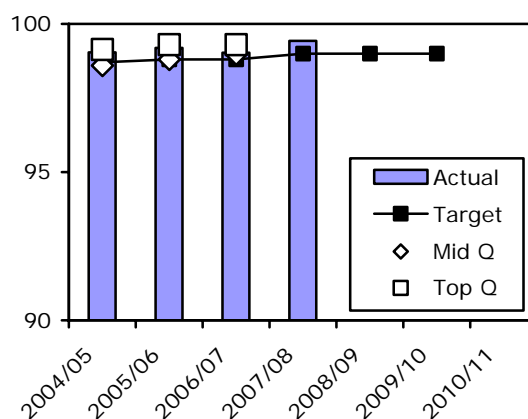


Additional Comment:

KEY INDICATOR 10:

BV10 The percentage of Business Rates collected.

Year	2005/06	2006/07	2007/08	2008/09	2009/10
Actual	99.19	99.03	99.43	-	-
Target	98.8	98.8	99.0	99.0	99.0
Mid ¼	98.8	98.97	-	-	-
Top ¼	99.3	99.30	-	-	-



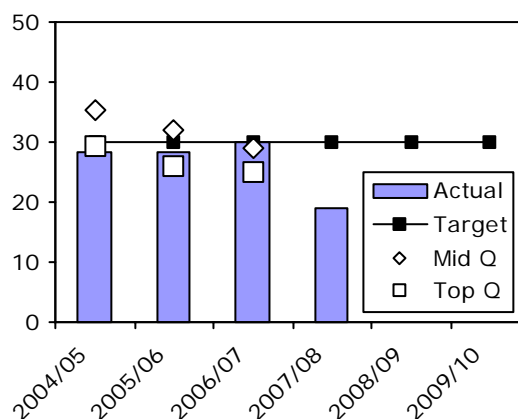
Additional Comment:



KEY INDICATOR 11:

BV78a Average time taken to process new Housing and Council Tax Benefit claims.

Year	2005/06	2006/07	2007/08	2008/09	2009/10
Actual	28.5	30.0	19.0	-	-
Target	30	30	30	30	30
Mid ¼	32	29	-	-	-
Top ¼	26	25	-	-	-

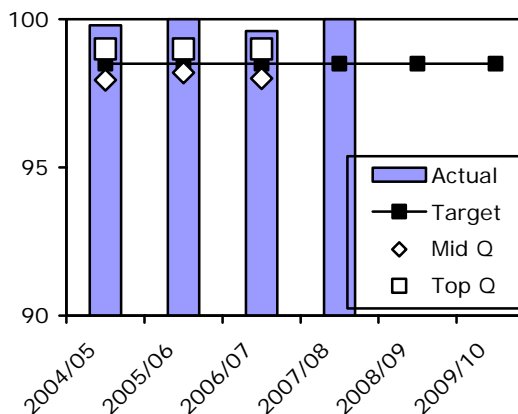


Additional Comment:

KEY INDICATOR 12:

BV79a The percentage of Housing and Council Tax benefit claims calculated correctly

Year	2005/06	2006/07	2007/08	2008/09	2009/10
Actual	100	99.6	100	-	-
Target	98.5	98.5	98.5	98.5	98.5
Mid ¼	98.2	98.0	-	-	-
Top ¼	99.0	99.0	-	-	-



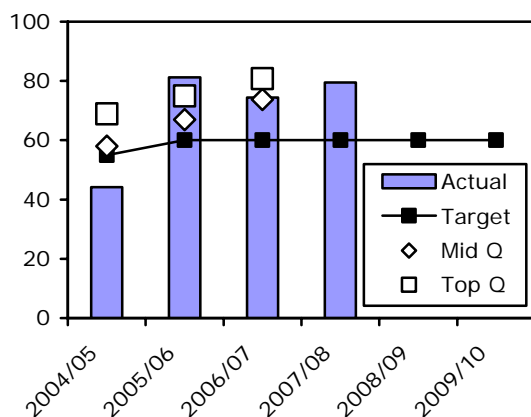
Additional Comment:



KEY INDICATOR 13:

BV109a *The percentage of MAJOR planning applications determined within 13 weeks, in line with government development control targets.*

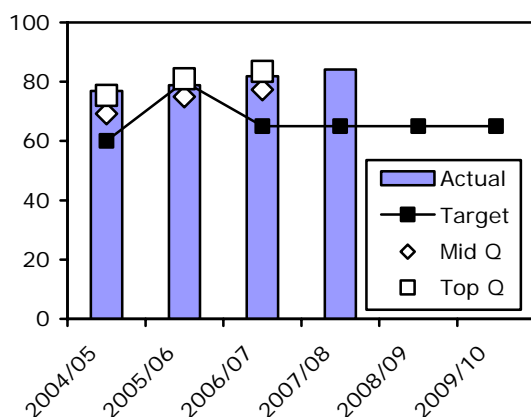
Year	2005/06	2006/07	2007/08	2008/09	2009/10
Actual	81.25	74.36	79.49	-	-
Target	60	60	60	60	60
Mid ¼	67	73.81	-	-	-
Top ¼	75	80.77	-	-	-



Additional Comment:

BV109b *The percentage of MINOR planning applications determined within 8 weeks, in line with government development control targets.*

Year	2005/06	2006/07	2007/08	2008/09	2009/10
Actual	78.8	81.82	84.15	-	-
Target	80	65	65	65	65
Mid ¼	75	77.32	-	-	-
Top ¼	81	83.49	-	-	-



Additional Comment:

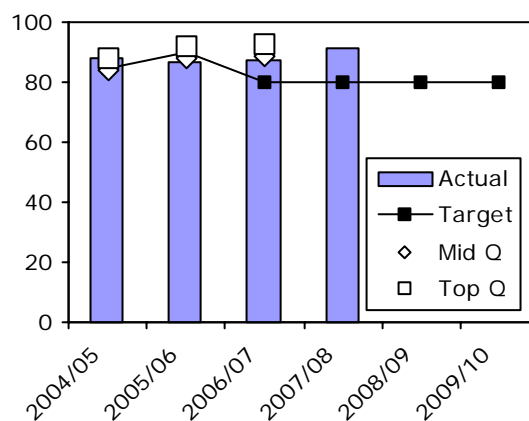


KEY INDICATOR 13:...

... continued

BV109c *The percentage of OTHER planning applications determined within 8 weeks, in line with government development control targets.*

Year	2005/ 06	2006/ 07	2007/ 08	2008/ 09	2009/ 10
Actual	86.66	87.34	91.19	-	-
Target	90	80	80	80	80
Mid ¼	88	88.92	-	-	-
Top ¼	92	92.46	-	-	-

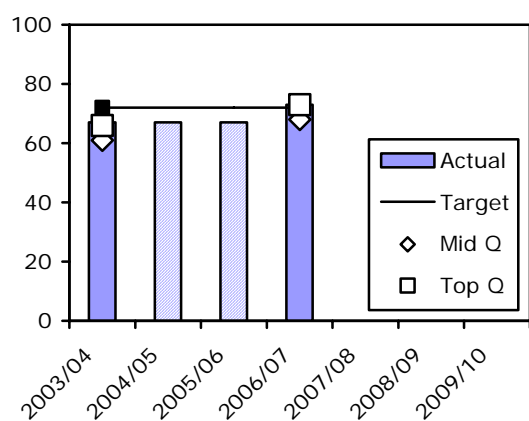


Additional Comment:

KEY INDICATOR 14:

BV89 *The percentage of people satisfied with the cleanliness of their area.*

Year	2003/ 04	2006/ 07	2007/ 08	2008/ 09	2009/ 10
Actual	67	73	-	-	-
Target	72	72	N/a	N/a	N/a
Mid ¼	61	68	-	-	-
Top ¼	66	73	-	-	-



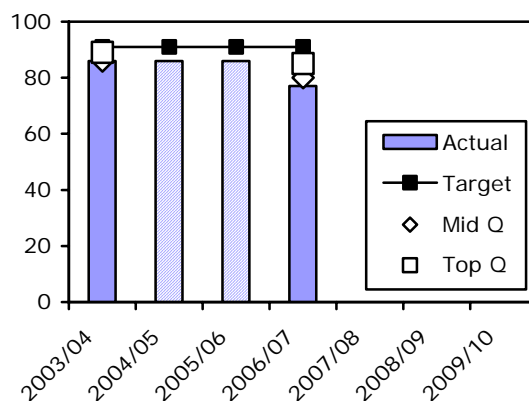
Additional Comment: *There was no survey due in 2007/08*



KEY INDICATOR 15:

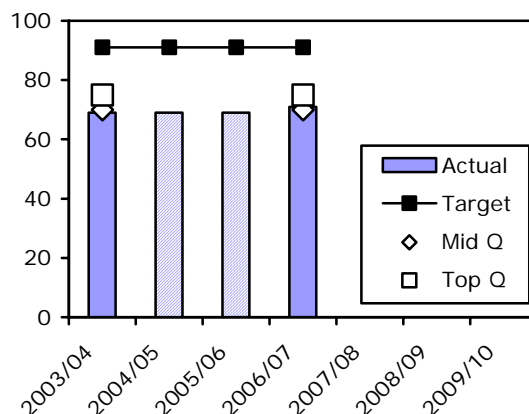
BV90a *The percentage of people satisfied with household waste collection in their area.*

Year	2003/04	2006/07	2007/08	2008/09	2009/10
Actual	86	77	-	-	-
Target	91	91	N/a	N/a	N/a
Mid ¼	86	80	-	-	-
Top ¼	89	85	-	-	-



BV90b *The percentage of people satisfied with waste recycling in their area.*

Year	2003/04	2006/07	2007/08	2008/09	2009/10
Actual	69	71	-	-	-
Target	91	91	N/a	N/a	N/a
Mid ¼	70	70	-	-	-
Top ¼	75	75	-	-	-



Additional Comment: *There was no survey due in 2007/08*



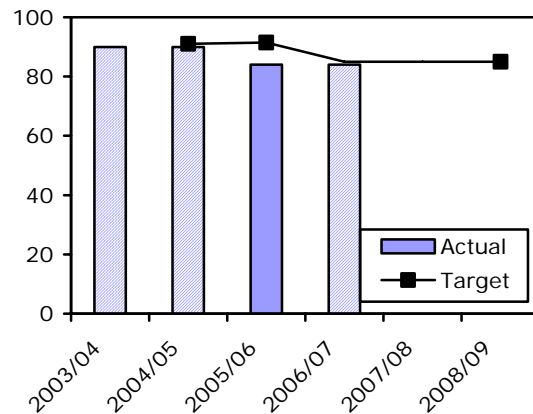
CORPORATE OBJECTIVE 3 – WORKING IN PARTNERSHIP

To work with the Local Strategic Partnership to implement the Community Strategy and to foster a united, participating and informed community.

KEY INDICATOR 16:

The percentage of people satisfied with their local area as a place to live.

Year	2002/ 03	2005/ 06	2006/ 07	2007/ 08	2008/ 09
Actual	90	84	-	-	-
Target	-	91	N/a	N/a	85
Mid ¼	N/a	-	-	-	-
Top ¼	N/a	-	-	-	-



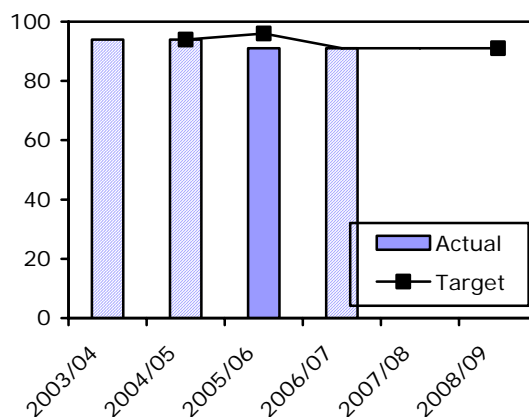
Additional Comment: *There was no survey in 2007/08. This indicator will be included in the 2008/09 Place Survey*



KEY INDICATOR 17:

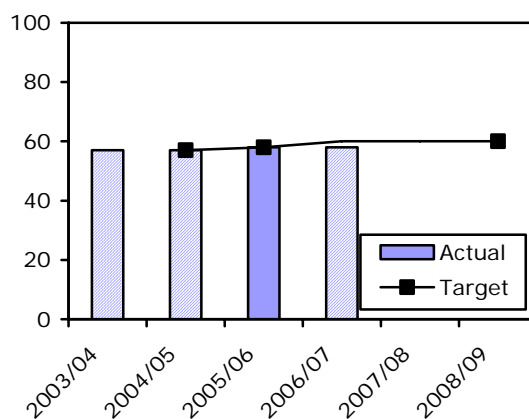
a) The percentage of people feeling safe or very safe outside in their local area during the day.

Year	2002/03	2005/06	2006/07	2007/08	2008/09
Actual	94	91	-	-	-
Target	-	96	N/a	N/a	91
Mid ¼	N/a	-	-	-	-
Top ¼	N/a	-	-	-	-



b) The percentage of people feeling safe or very safe outside in their local area after dark.

Year	2002/03	2005/06	2006/07	2007/08	2008/09
Actual	57	58	-	-	-
Target	-	58	N/a	N/a	60
Mid ¼	N/a	-	-	-	-
Top ¼	N/a	-	-	-	-



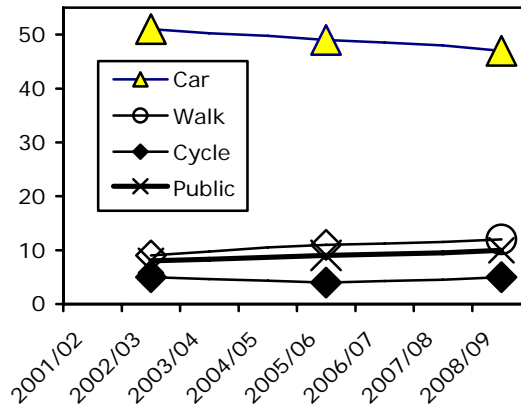
Additional Comment: There was no survey in 2007/08. A follow up survey has not yet been agreed



KEY INDICATOR 18:

For those that travel to work, the percentage travelling by different modes of transport.

Year	2002/03	2005/06	Target 2008/09
Car (driver)	51%	49%	47%
Walk	9%	11%	12%
Cycle	5%	4%	5%
Public Transp	8%	9%	10%



Additional Comment:

There was no survey in 2007/08. A follow up survey has not yet been agreed



End Notes:

- ⁱ Mid 2006 Population Estimate; Research Group, Cambridgeshire County Council
- ⁱⁱ Claimant Count Unemployment, October 2007; Research Group, Cambridgeshire County Council
- ⁱⁱⁱ Cambridgeshire Quality of Life Survey, February 2006; RBA Research
- ^{iv} Mid 2006 Population Estimate; Research Group, Cambridgeshire County Council
- ^v All age group and ethnic population data - 2001 Census, ONS
- ^{vi} Hometrack, February 2008
- ^{vii} 2001 Census, ONS



APPENDIX A:

ACHIEVING SERVICE OBJECTIVES

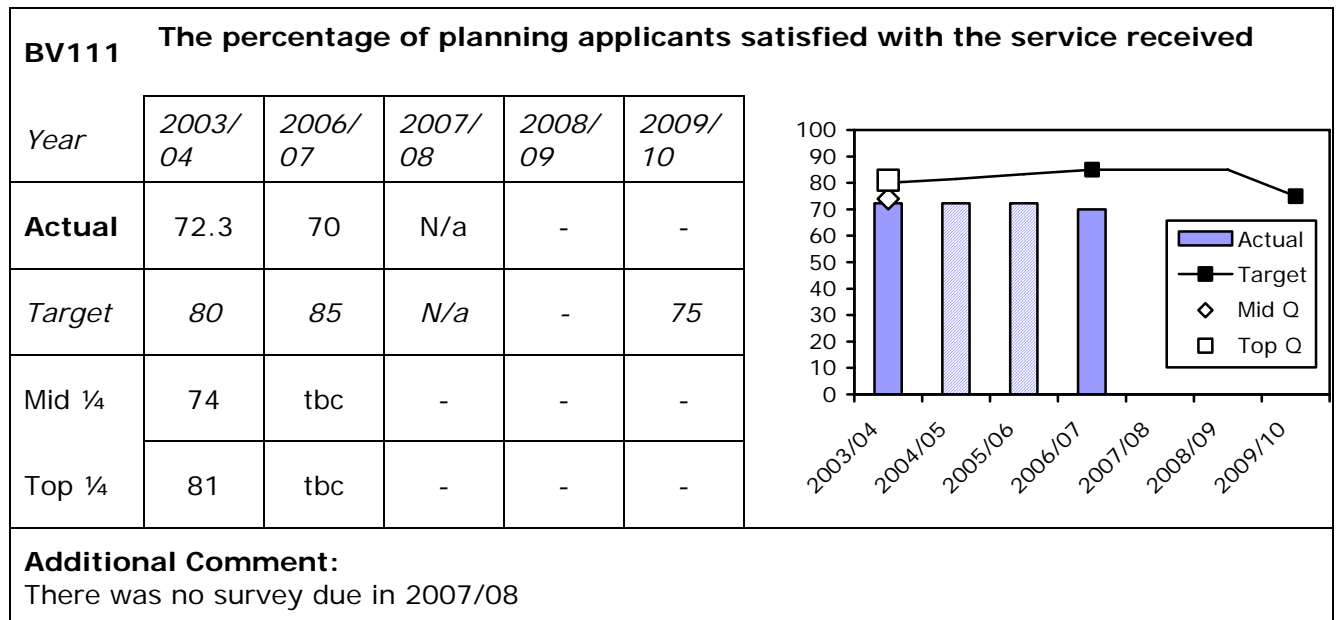
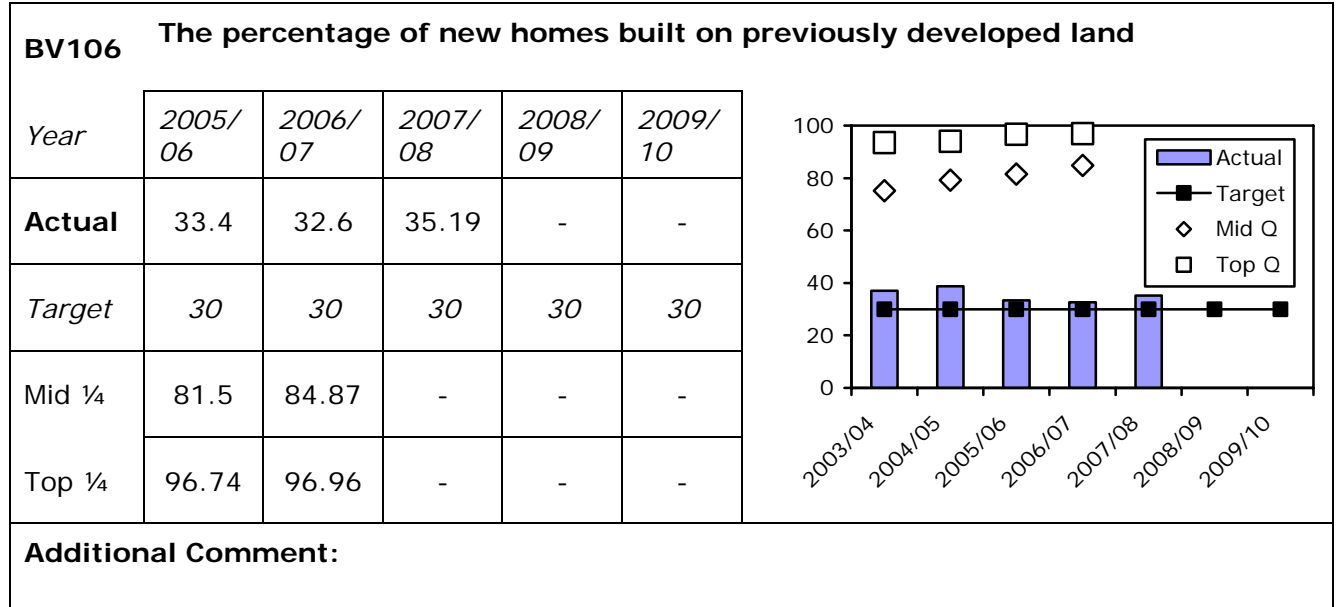


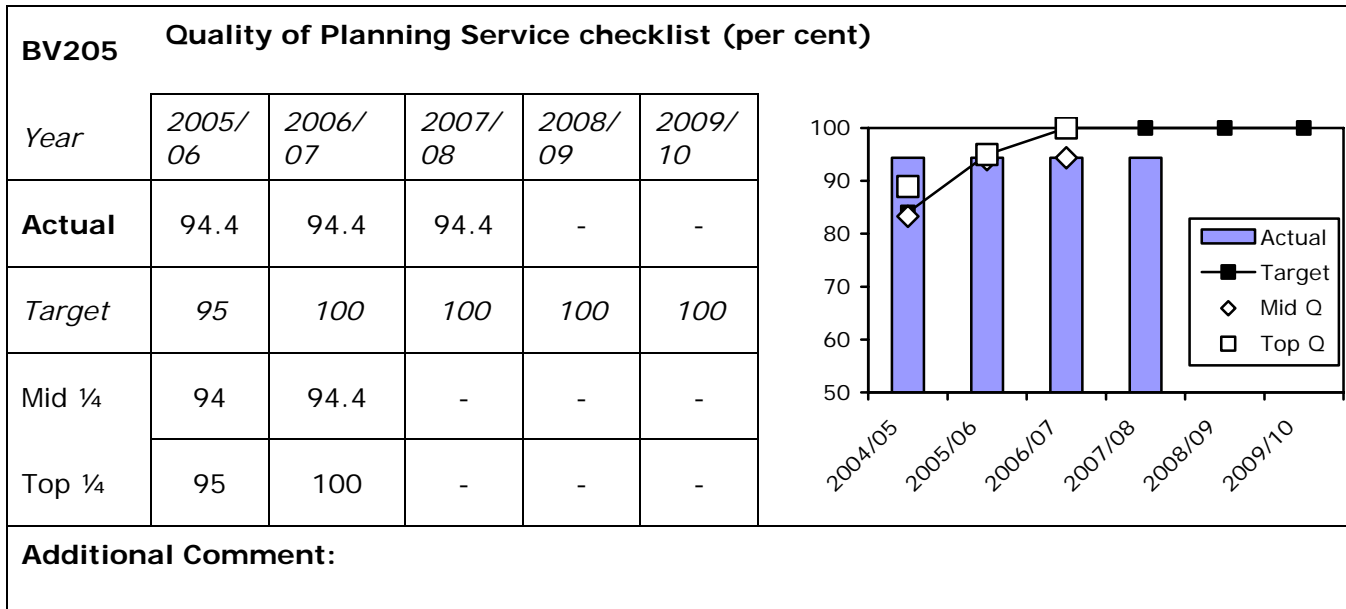
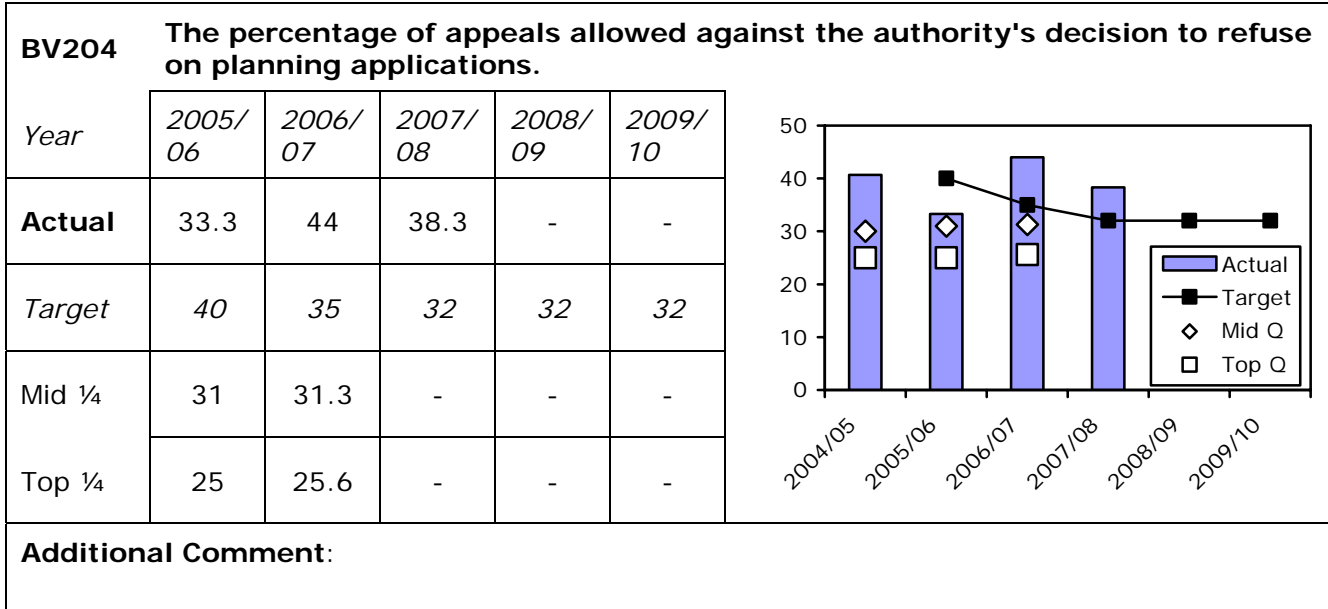
	DEVELOPMENT SERVICES
	Executive Director: David Archer

"To make best use of the district's land and resources through sustainable development, which meets local housing and business need but protects and improves the natural and built environment"

Contact Details

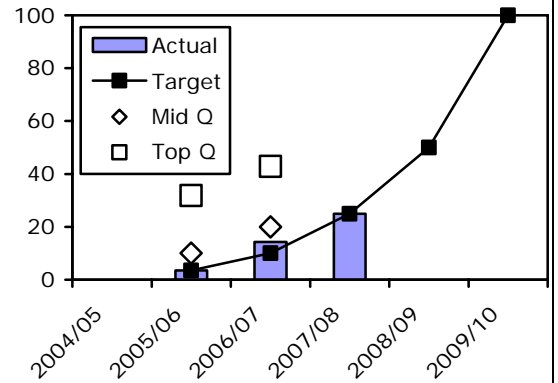
David Archer,
Executive Director,
Development Services
Telephone (01353) 616225
E-mail **David.Archer@eastcambs.gov.uk**








BV219b Percentage of conservation areas in the local authority area with an up to date character appraisal					
<i>Year</i>	<i>2005/06</i>	<i>2006/07</i>	<i>2007/08</i>	<i>2008/09</i>	<i>2009/10</i>
Actual	3.57	14.29	25	-	-
<i>Target</i>	<i>3.57</i>	<i>10</i>	<i>25</i>	<i>50</i>	<i>100</i>
Mid ¼	10	20	-	-	-
Top ¼	31.81	42.86	-	-	-
Additional Comment:					





	ENVIRONMENTAL SERVICES
	Chief Executive: John Hill

"To protect and enhance public health and the environment"

Contact Details

John Hill,
Chief Executive,
Telephone (01353) 616274
E-mail John.Hill@eastcambs.gov.uk



BV64 The number of private sector dwellings that were returned into occupation or demolished during 2007/08 as a direct result of action by the Local Authority

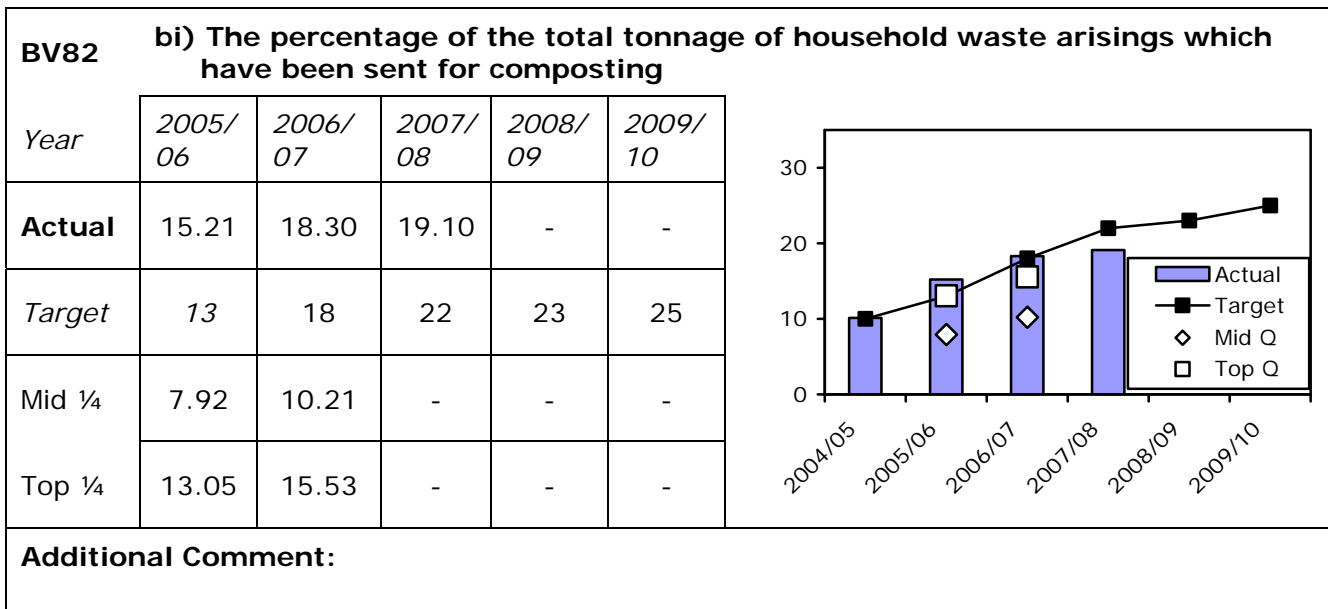
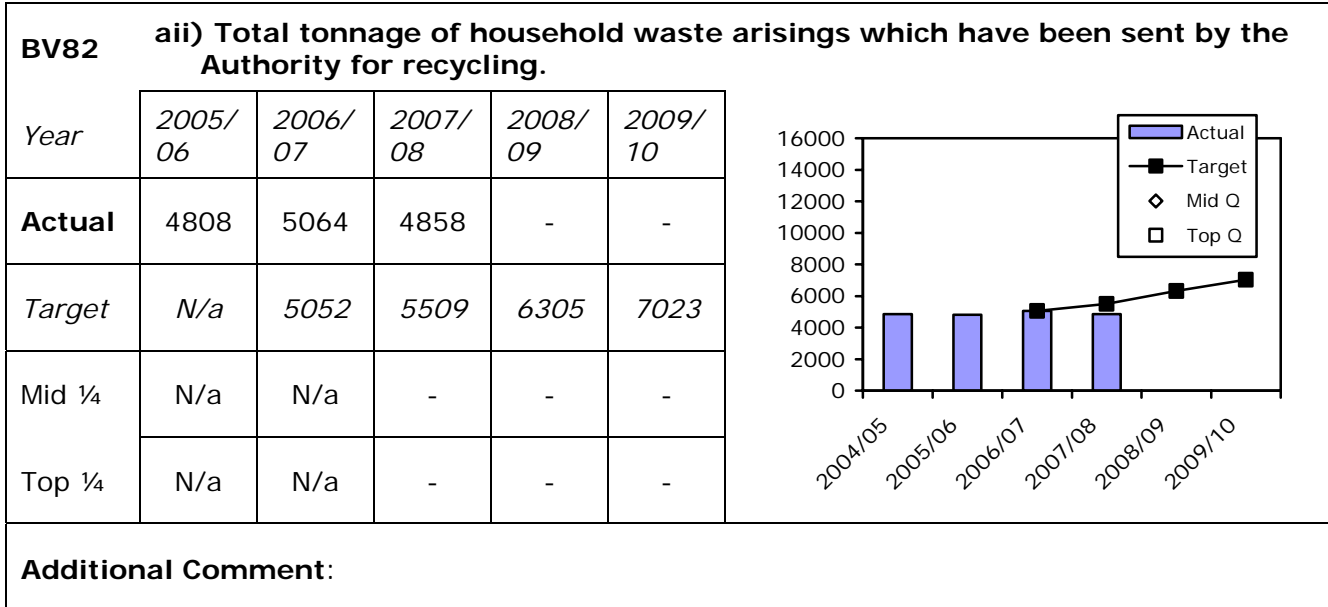
Year	2005/06	2006/07	2007/08	2008/09	2009/10
Actual	17	23	12	-	-
Target	13	15	18	19	20
Mid ¼	27	35.5	-	-	-
Top ¼	77	95	-	-	-

Additional Comment:

BV82 ai) The percentage of the total tonnage of household waste arisings which have been sent for recycling

Year	2005/06	2006/07	2007/08	2008/09	2009/10
Actual	16.42	16.80	16.45	-	-
Target	20	17	18	20	22
Mid ¼	17.14	19.23	-	-	-
Top ¼	20.87	22.88	-	-	-

Additional Comment:





BV82 bii) The tonnage of household waste sent by the Authority for composting or treatment by anaerobic digestion.					
Year	2005/06	2006/07	2007/08	2008/09	2009/10
Actual	4452	5514	5640	-	-
Target	N/a	5509	6734	7020	7232
Mid ¼	N/a	N/a	-	-	-
Top ¼	N/a	N/a	-	-	-

Additional Comment:

BV84 a) The number of kilograms of household waste collected per head					
Year	2005/06	2006/07	2007/08	2008/09	2009/10
Actual	394	383.9	371.1	-	-
Target	385	400	410	390	380
Mid ¼	410	411.3	-	-	-
Top ¼	381	381.9	-	-	-

Additional Comment:



BV84 b) Percentage change from the previous financial year in the number of kilograms of household waste collected per head of the population.

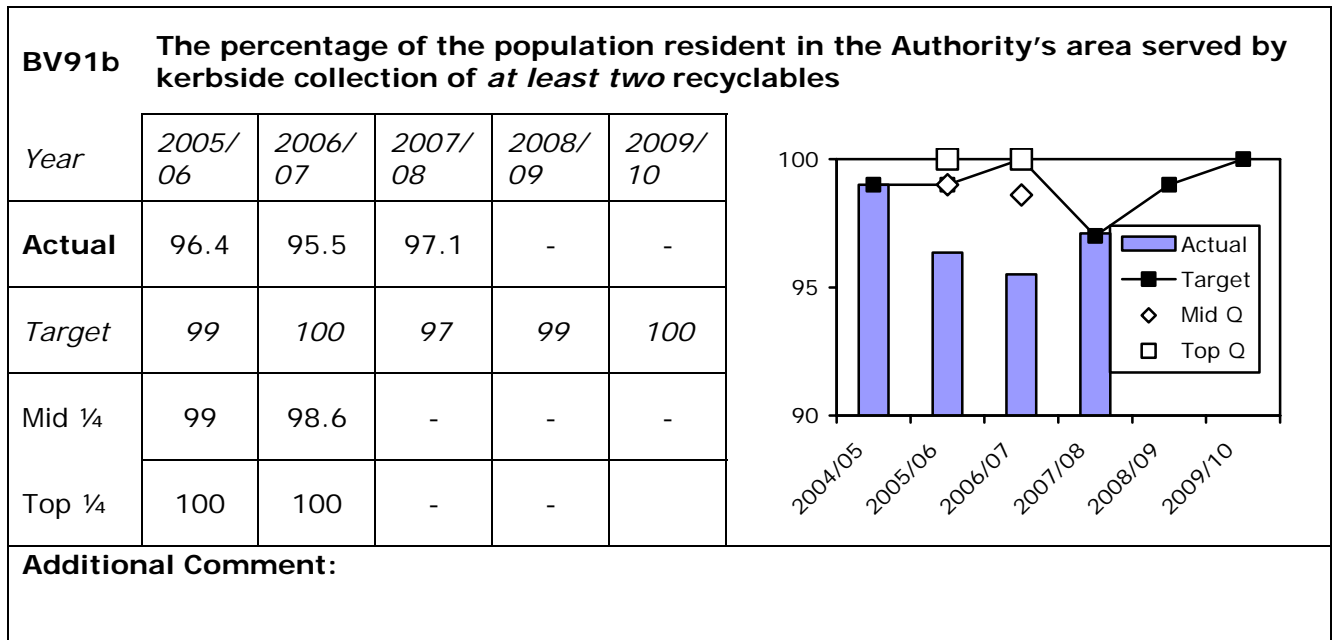
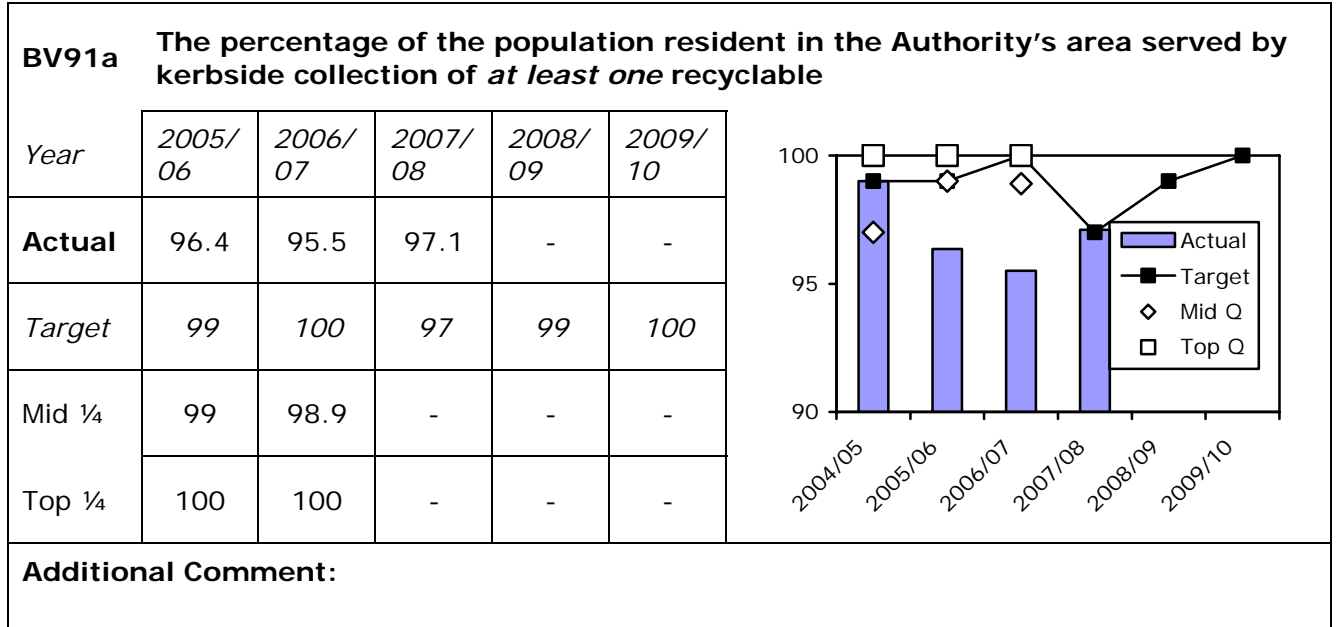
Year	2005/06	2006/07	2007/08	2008/09	2009/10
Actual	3.2	-2.56	-2.92	-	-
Target	N/a	3.8	2.5	-12.0	-2.6
Mid ¼	-0.50	0.40	-	-	-
Top ¼	-3.29	-1.78	-	-	-

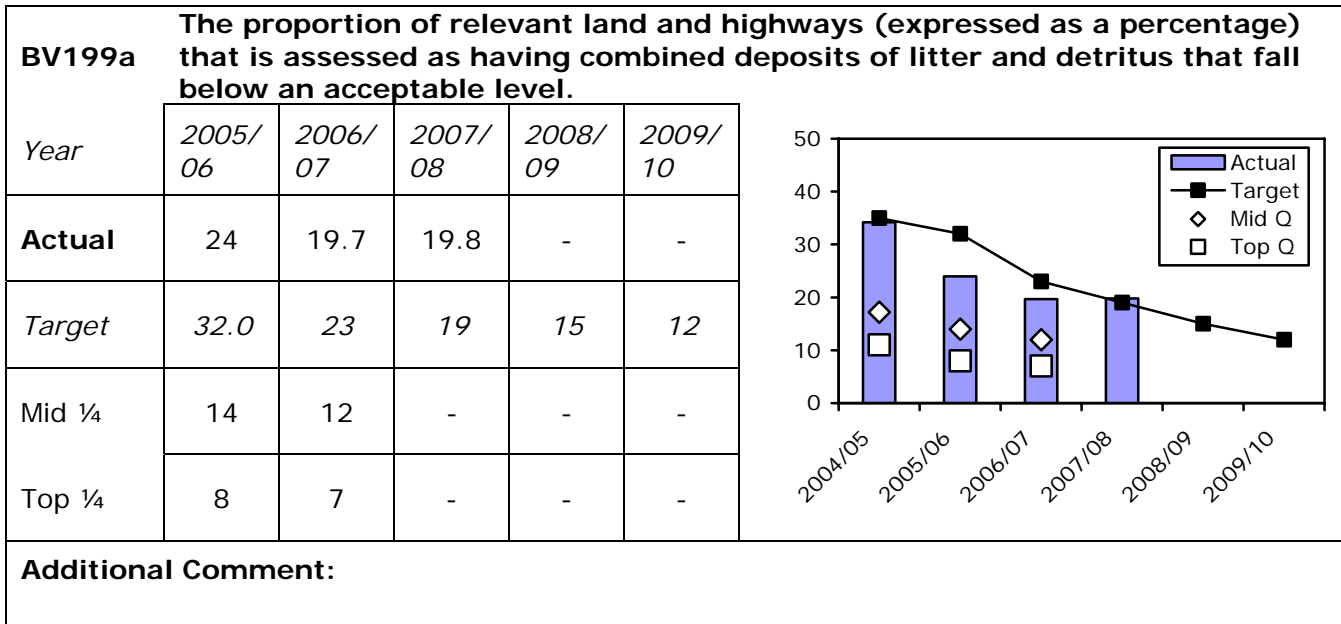
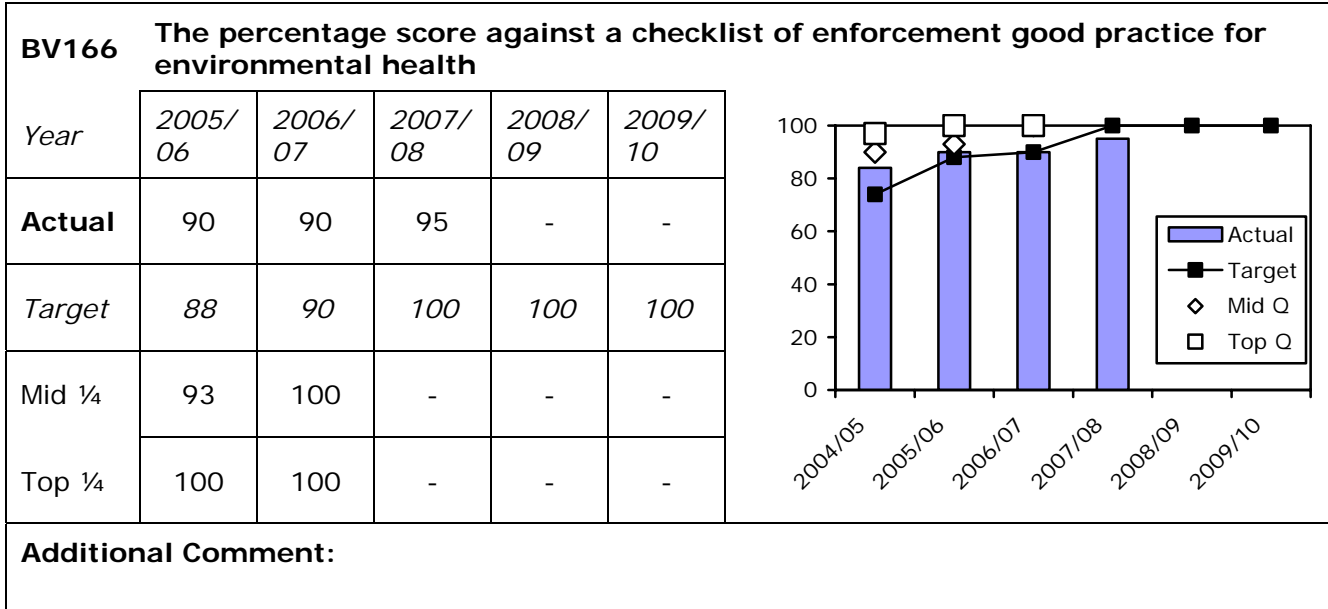
Additional Comment: estimate pending confirmation of County Council data

BV86 The cost of waste collection per household (£s)

Year	2005/06	2006/07	2007/08	2008/09	2009/10
Actual	52.83	48.92	56.57	-	-
Target	39.50	40.00	50.00	48.00	47.00
Mid ¼	45.63	48.80	-	-	-
Top ¼	-	-	-	-	-

Additional Comment: Top quartile not applicable.







BV199b The proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of graffiti are visible.

Year	2005/06	2006/07	2007/08	2008/09	2009/10
Actual	3	3	5	-	-
Target	N/a	2	1	0	0
Mid ¼	2	2	-	-	-
Top ¼	1	1	-	-	-

Additional Comment:

BV199c The proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of fly-posting are visible.

Year	2005/06	2006/07	2007/08	2008/09	2009/10
Actual	2	2	4	-	-
Target	N/a	1	0	0	0
Mid ¼	1	0	-	-	-
Top ¼	0	0	-	-	-

Additional Comment:



BV199d The year-on-year reduction in total number of incidents and increase in total number of enforcement actions taken to deal with 'fly-tipping'.

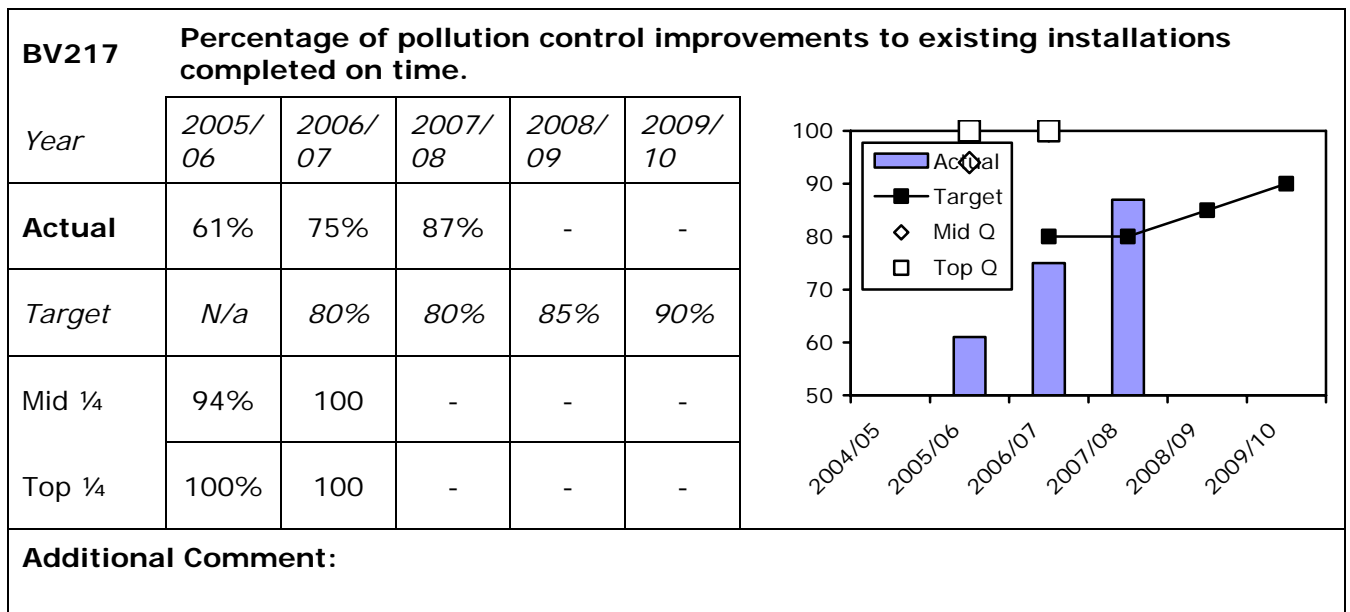
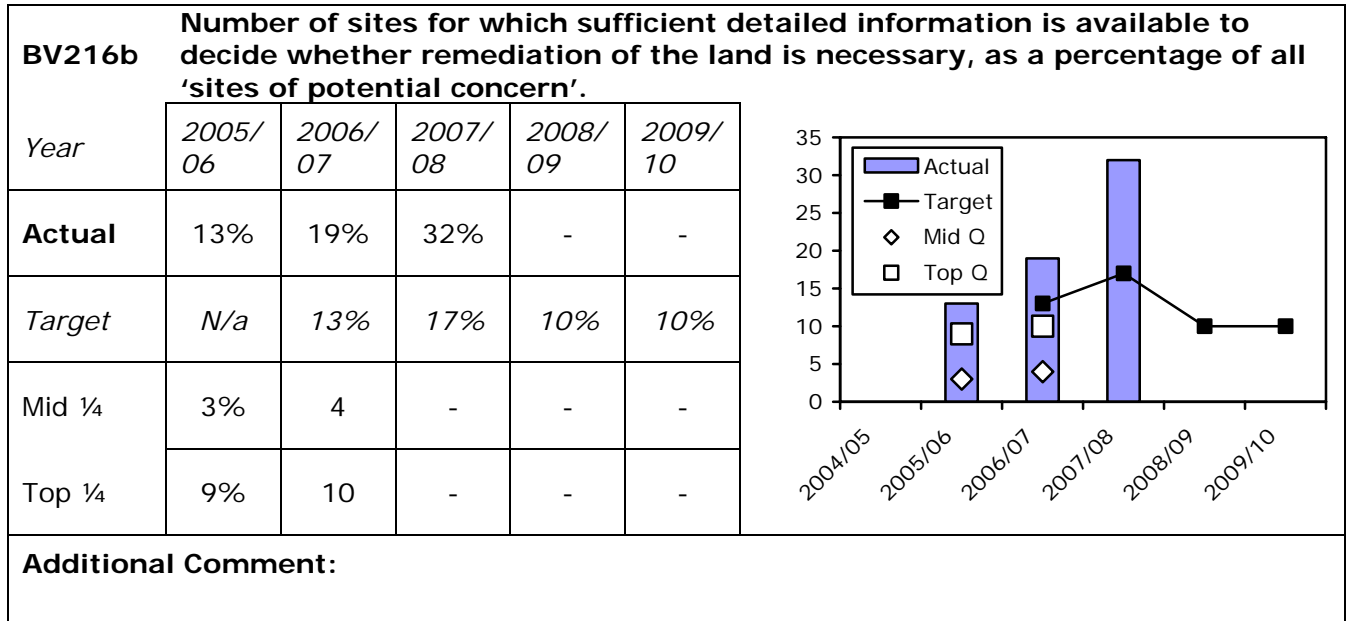
Year	2005/06	2006/07	2007/08	2008/09	2009/10
Actual	1	3	See note	-	-
Target	N/a	2	2	2	2
Mid ¼	N/a	3	-	-	-
Top ¼	N/a	1	-	-	-

Additional Comment: Score awaited from DEFRA (Scores are graded from 1 – very effective, to 4 – poor)

BV216a Number of 'sites of potential concern' [within the local authority area], with respect to land contamination.

Year	2005/06	2006/07	2007/08	2008/09	2009/10
Actual	608	670	720	-	-
Target	N/a	608	608	508	508
Mid ¼	N/a	N/a	-	-	-
Top ¼	N/a	N/a	-	-	-

Additional Comment:





BV218a Percentage of new reports of abandoned vehicles investigated within 24hrs of notification.					
Year	2005/06	2006/07	2007/08	2008/09	2009/10
Actual	93%	94.31	87.14	-	-
Target	N/a	100%	98%	99%	99%
Mid ¼	88.54	92.54	-	-	-
Top ¼	96.64	98.55	-	-	-

Year	Actual	Target	Mid Q	Top Q
2005/06	93%	N/a	88.54	96.64
2006/07	94.31	100%	92.54	98.55
2007/08	87.14	98%	-	-
2008/09	-	99%	-	-
2009/10	-	99%	-	-


Additional Comment:

BV218b Percentage of abandoned vehicles removed within 24 hours from the point at which the Authority is legally entitled to remove the vehicle					
Year	2005/06	2006/07	2007/08	2008/09	2009/10
Actual	76%	56.2	78.79	-	-
Target	30%	40%	75%	76%	77%
Mid ¼	81.9	88.0	-	-	-
Top ¼	95	97.76	-	-	-

Year	Actual	Target	Mid Q	Top Q
2005/06	76%	30%	81.9	95
2006/07	56.2	40%	88.0	97.76
2007/08	78.79	75%	-	-
2008/09	-	76%	-	-
2009/10	-	77%	-	-

Additional Comment:

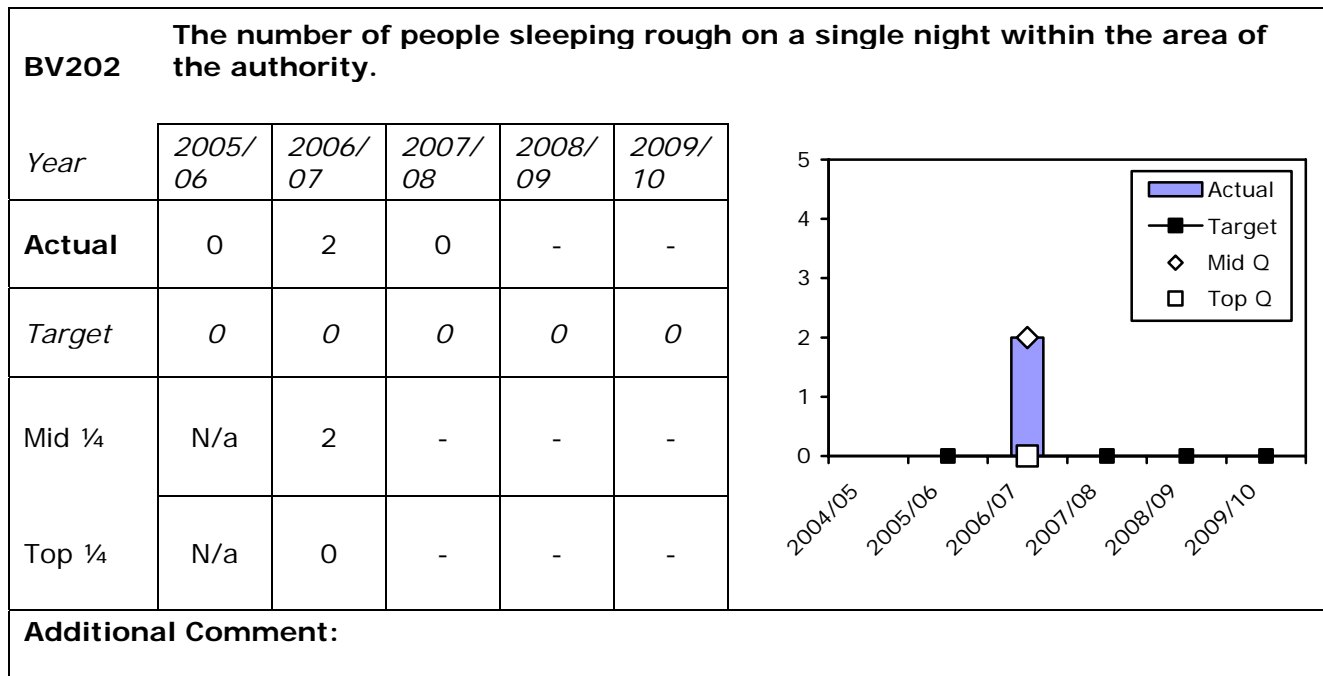
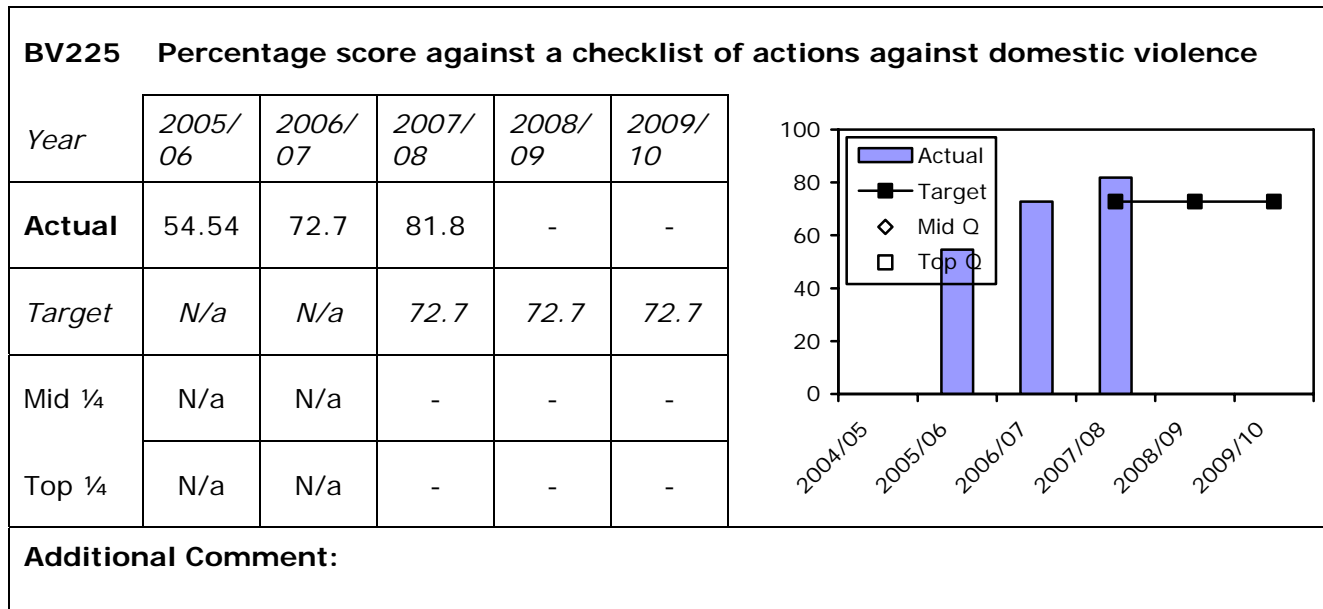


	HOUSING
	Chief Executive: John Hill

" To enable all residents of East Cambridgeshire to have access to housing suitable for their needs and to ensure that support and advice are available to achieve that objective "

Contact Details

John Hill,
Chief Executive,
Telephone (01353) 616274
E-mail John.Hill@eastcambs.gov.uk





BV203 The percentage change in the average number of families, which include dependent children or a pregnant woman, placed in temporary accommodation under the homelessness legislation compared with the average from the previous year.

Year	2005/06	2006/07	2007/08	2008/09	2009/10
Actual	49.1%	-27.27	-16.67	-	-
Target	-1%	-1%	-10%	-10%	-10%
Mid ¼	0	-10.25	-	-	-
Top ¼	-16	-26.12	-	-	-

Additional Comment:

BV213 Number of households (per 1,000 in the district) who considered themselves as homeless, who approached the local housing authority's housing advice service(s), and for whom housing advice casework intervention resolved their situation.

Year	2005/06	2006/07	2007/08	2008/09	2009/10
Actual	0.85	2.0	2.42	-	-
Target	N/a	0.91	2.0	2.0	2.0
Mid ¼	N/a	3	-	-	-
Top ¼	N/a	5	-	-	-

Additional Comment:



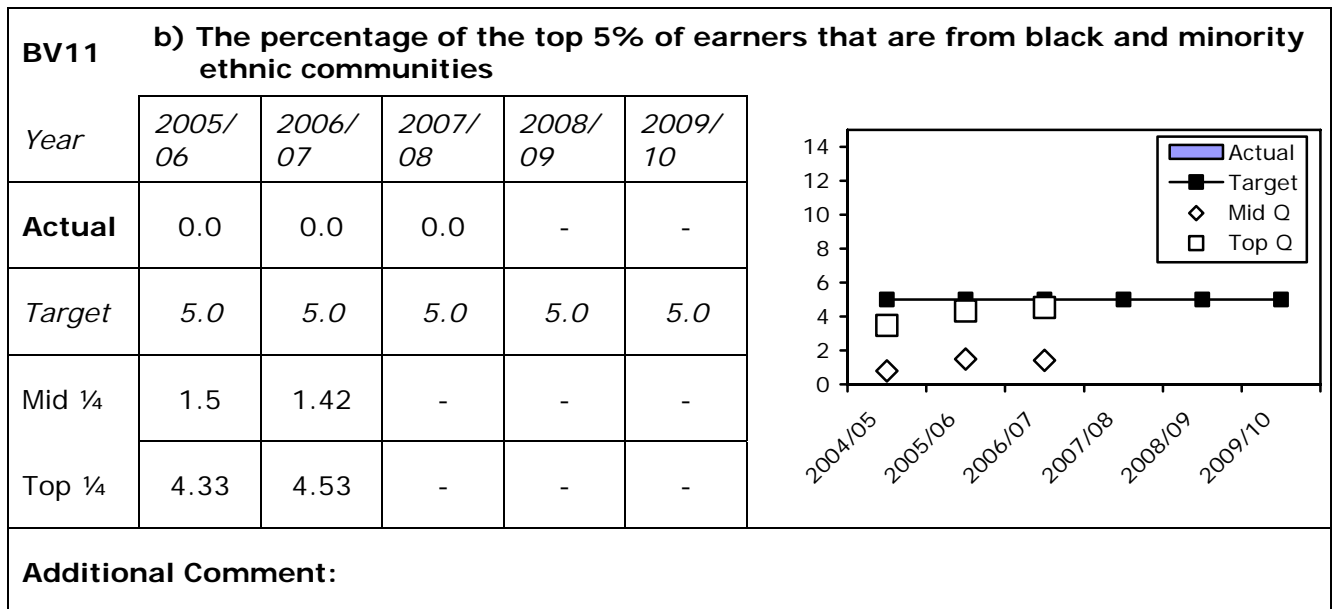
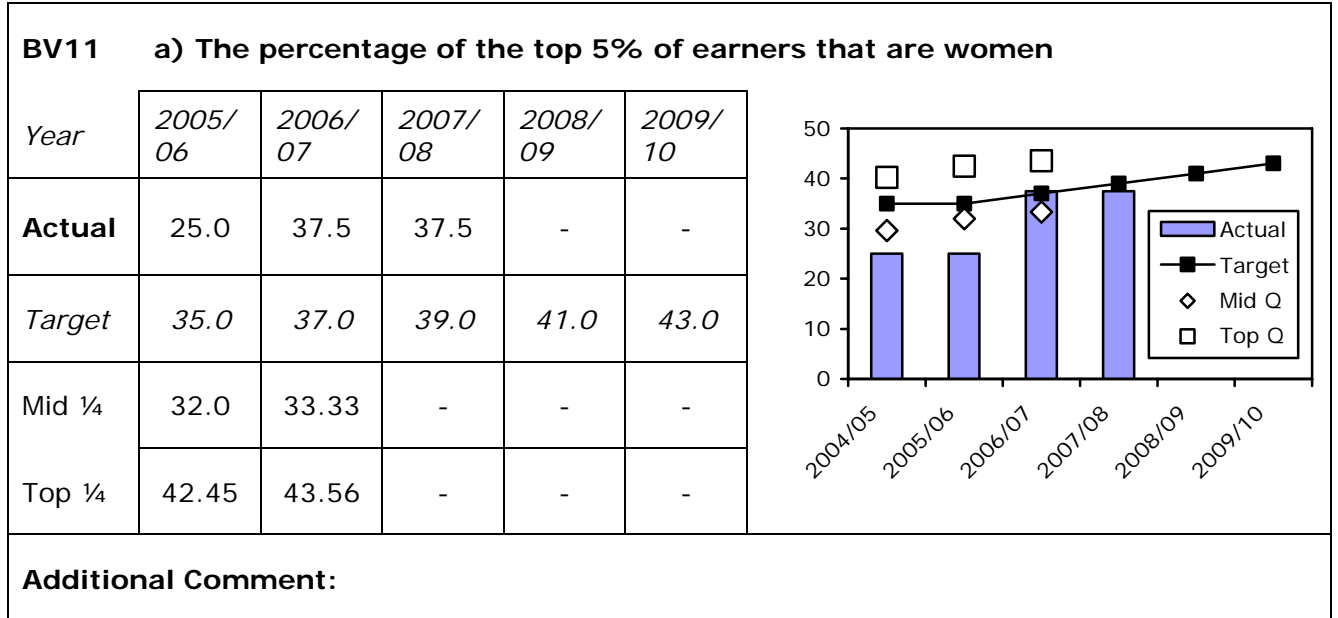
HUMAN RESOURCES

Executive Director: Andrew Killington

" To facilitate, promote and support the business and corporate objectives of the Council by maximizing the commitment, skills, capabilities and morale of the staff of East Cambridgeshire, through an effective human resources strategy, policies and procedures"

Contact Details

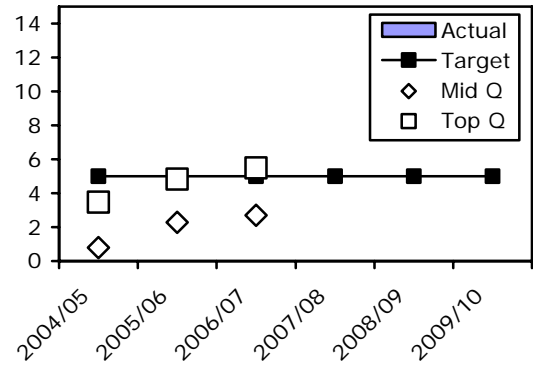
Andrew Killington,
Executive Director,
Human Resources
Telephone (01353) 616303
E-mail **Andrew.Killington@eastcambs.gov.uk**





BV11 c) The percentage of the top 5% of earners who have a disability.

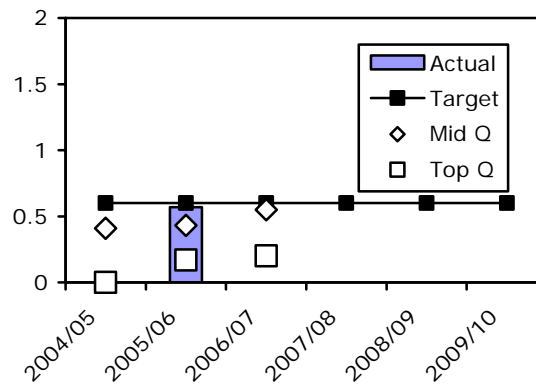
Year	2005/06	2006/07	2007/08	2008/09	2009/10
Actual	0.0	0.0	0.0	-	-
Target	5.0	5.0	5.0	5.0	5.0
Mid ¼	2.28	2.70	-	-	-
Top ¼	4.83	5.49	-	-	-



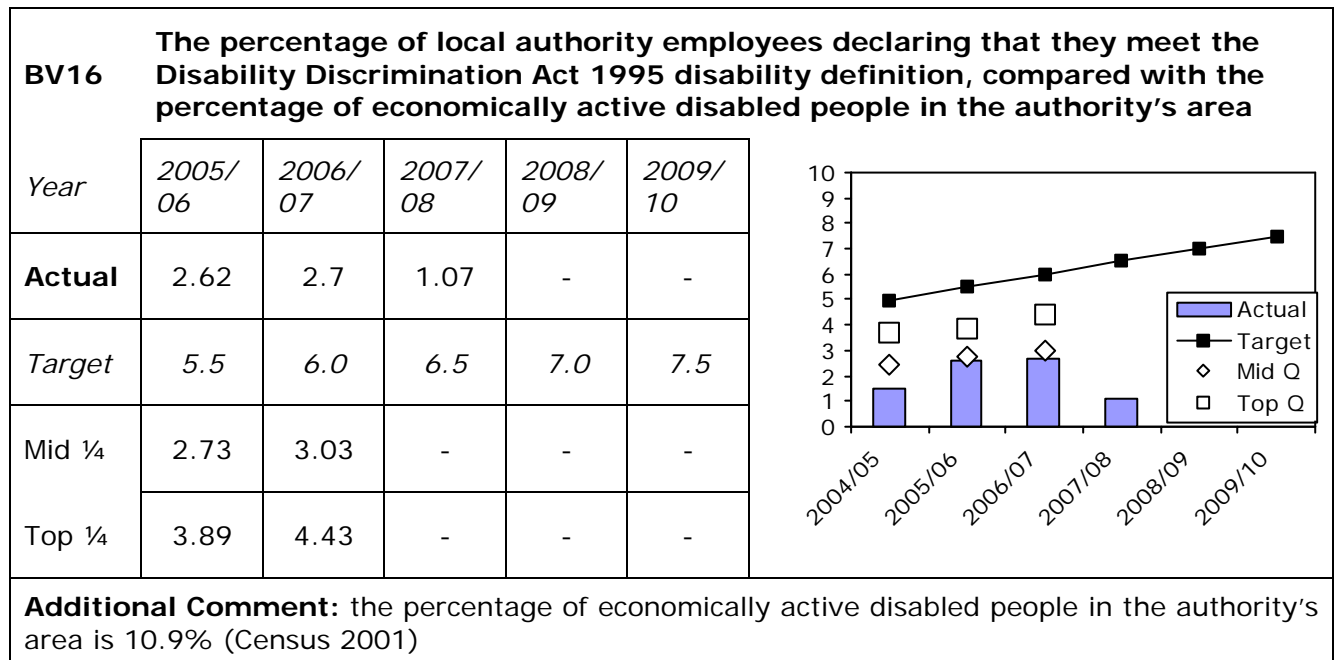
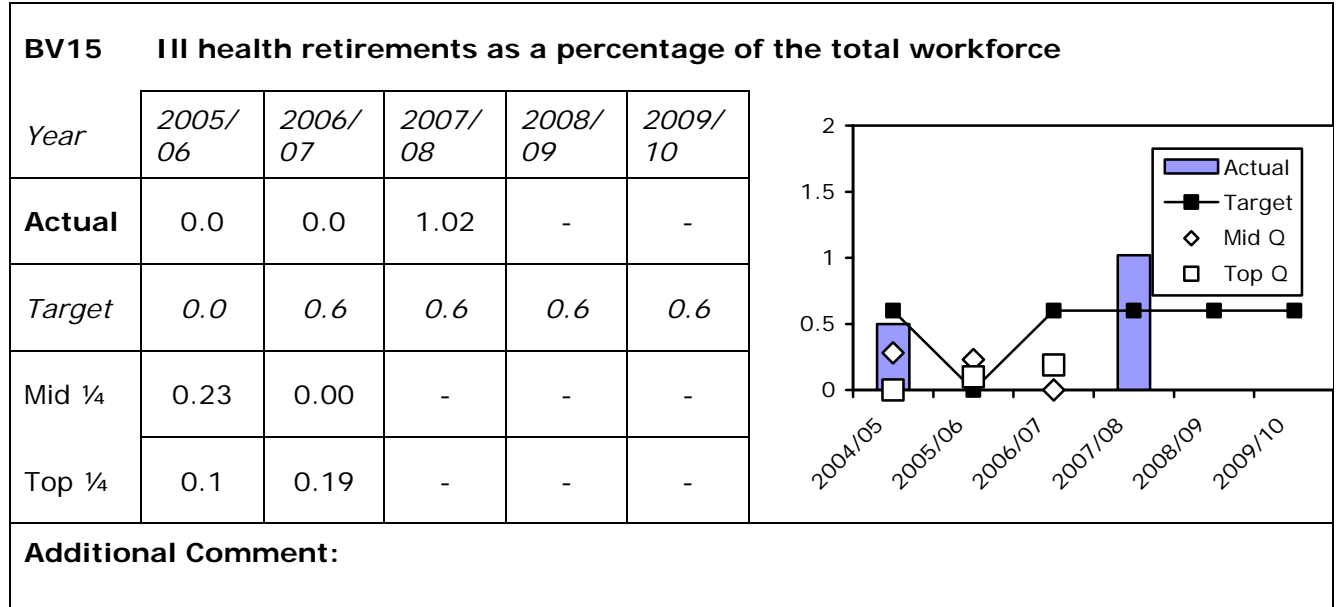
Additional Comment:

BV14 Employees retiring early (excluding ill-health retirements), as a percentage of the total workforce

Year	2005/06	2006/07	2007/08	2008/09	2009/10
Actual	0.57	0.0	0.0	-	-
Target	0.6	0.6	0.6	0.6	0.6
Mid ¼	0.43	0.55	-	-	-
Top ¼	0.17	0.20	-	-	-



Additional Comment:






BV17 The percentage of local authority employees from minority ethnic communities compared with the percentage of the economically active minority ethnic population in the authority area					
Year	2005/06	2006/07	2007/08	2008/09	2009/10
Actual	3.10	2.2	2.1	-	-
Target	4.25	4.50	4.75	4.75	4.75
Mid ¼	1.8	2.1	-	-	-
Top ¼	4.8	5.2	-	-	-

Additional Comment: the percentage of the economically active minority ethnic population in the authority area is 2% (Census 2001)

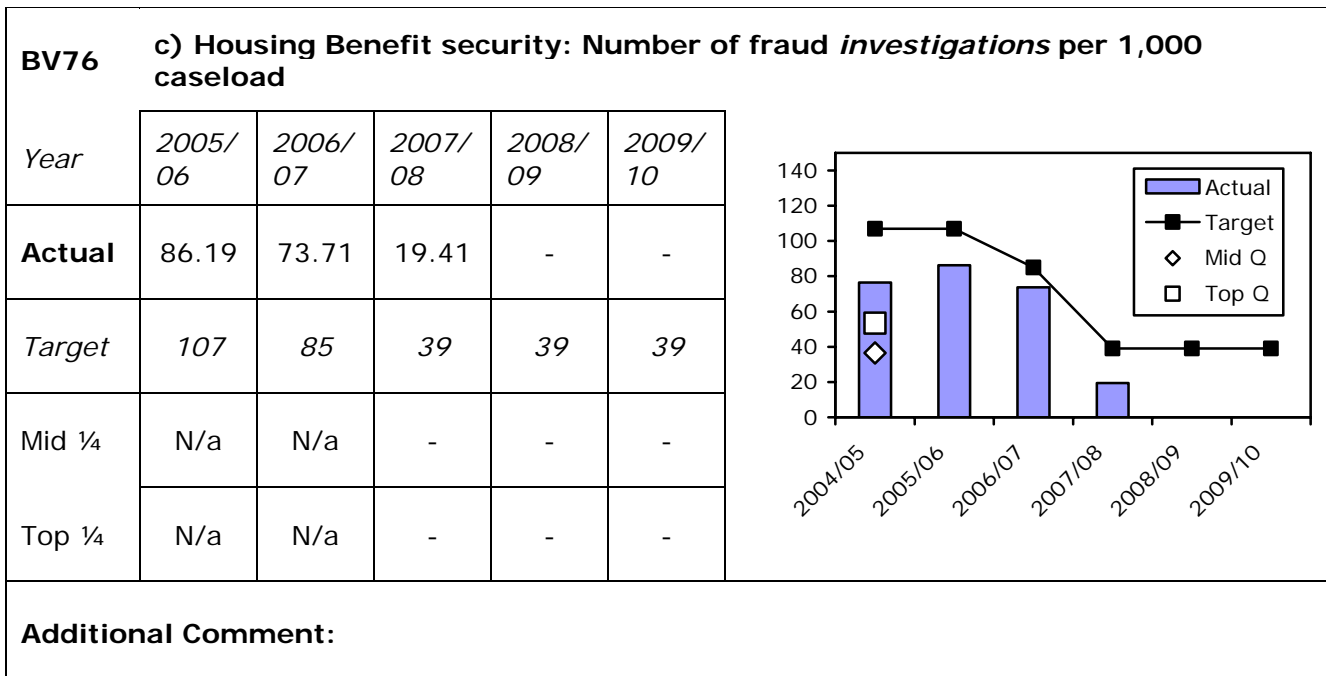
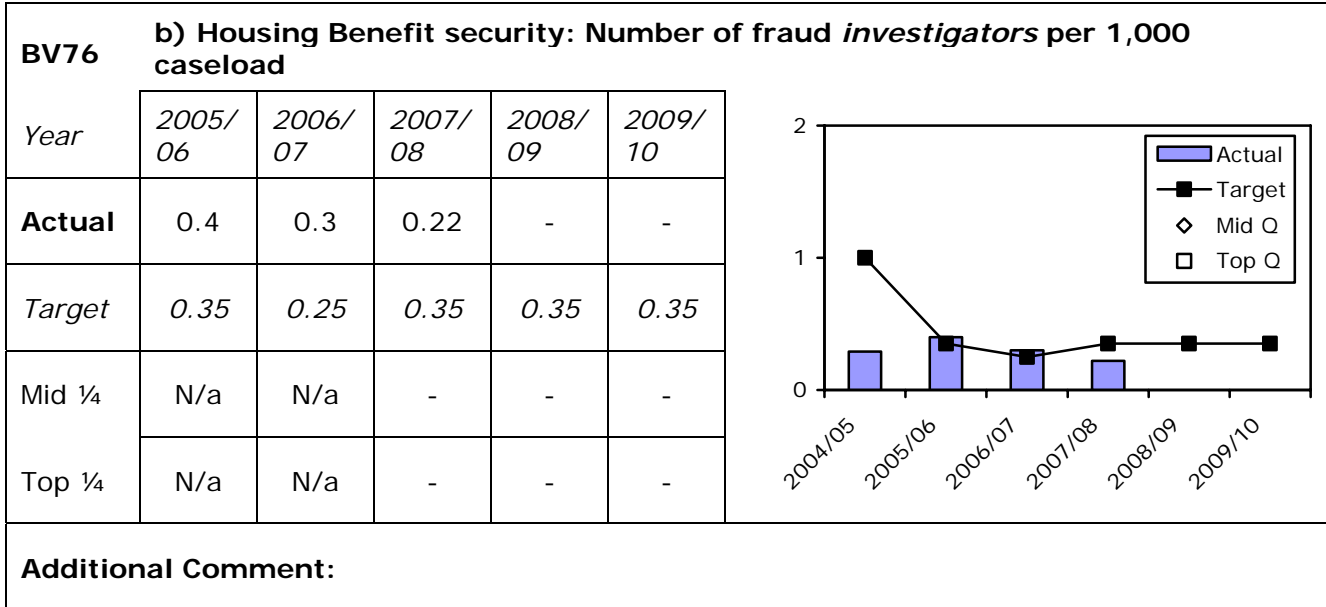


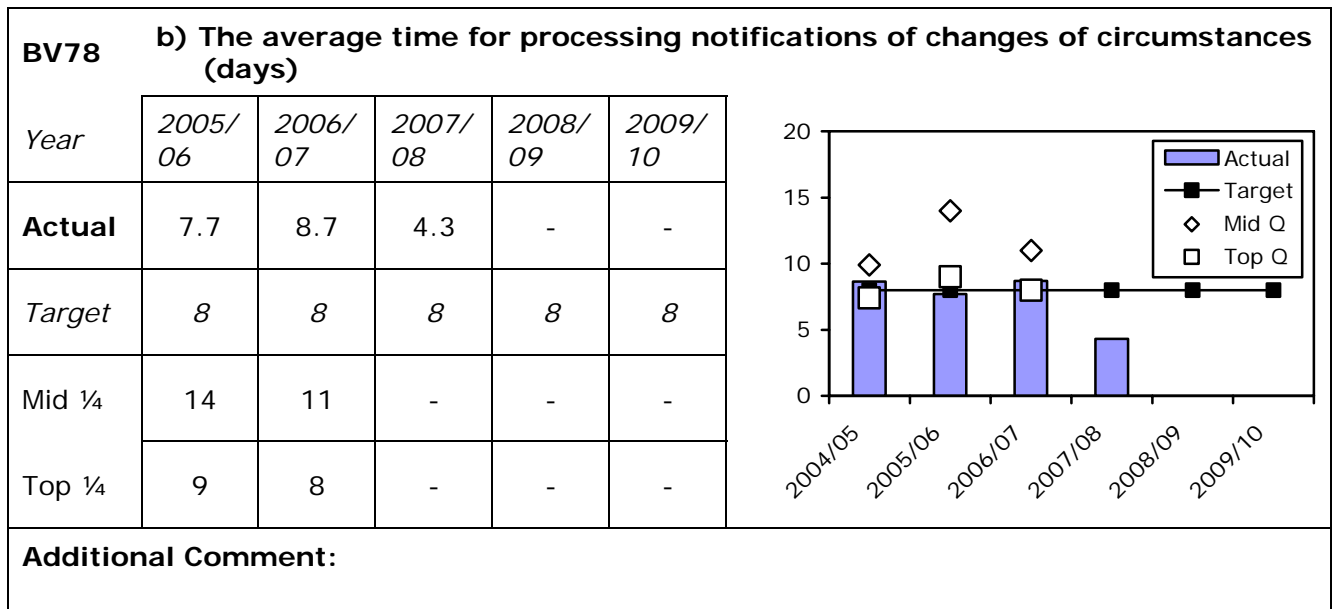
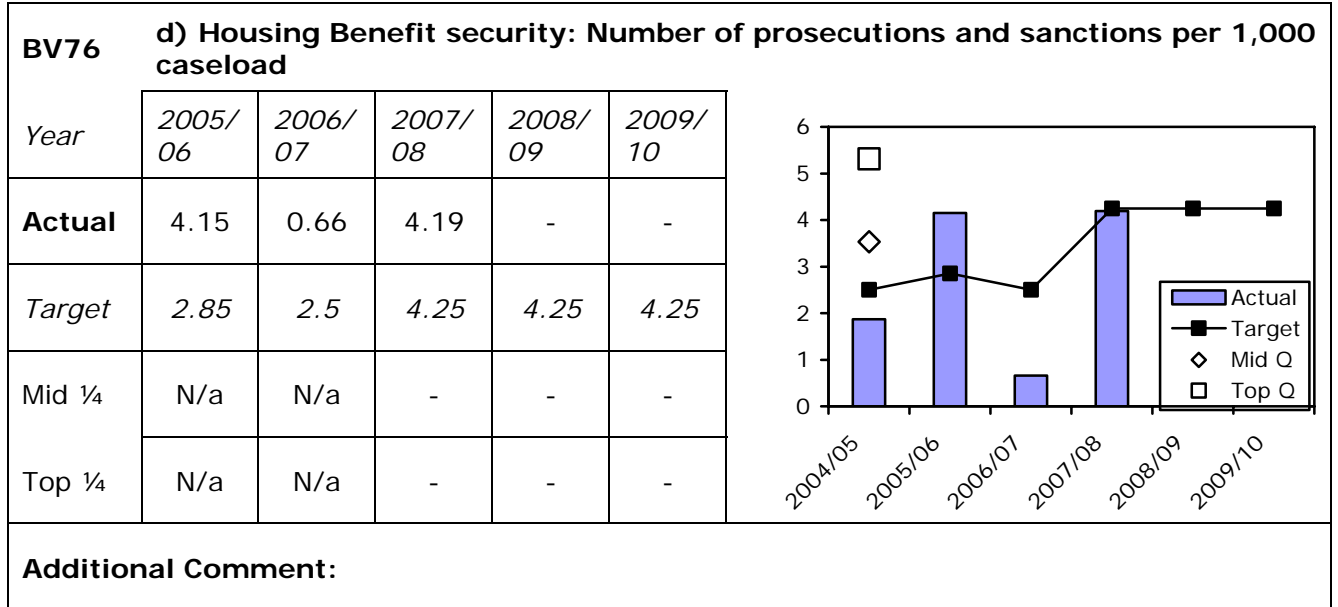
	FINANCIAL SERVICES
	Executive Director: Alex Colyer

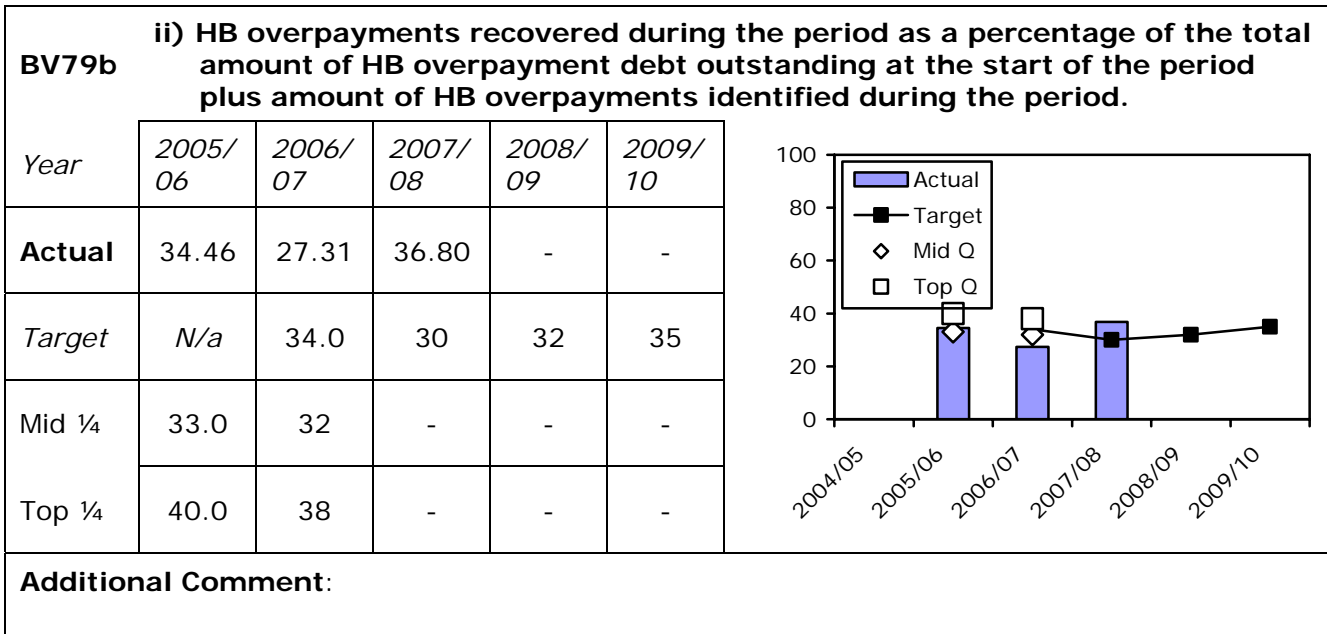
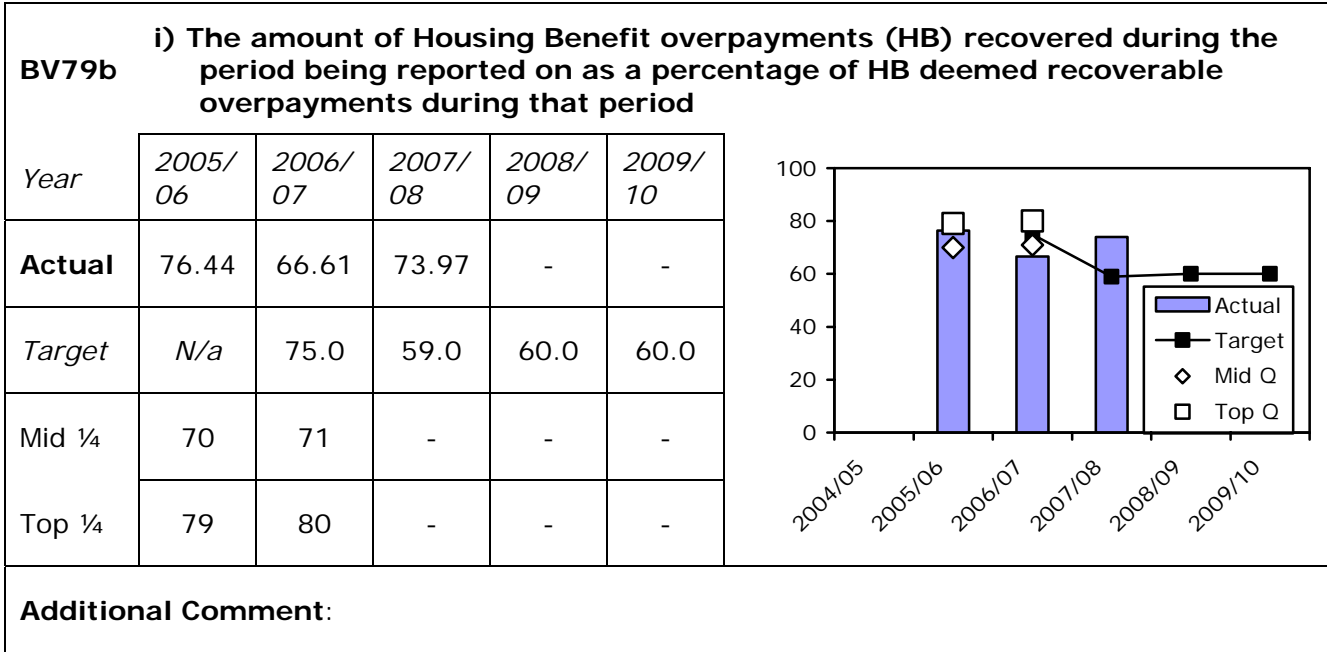
" To provide for the proper administration of the Council's financial affairs "

Contact Details

Alex Colyer,
Executive Director,
Financial Services
Telephone (01353) 616268
E-mail **Alex.Colyer@eastcambs.gov.uk**









BV79b **iii) Housing Benefit (HB) overpayments written off during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period, plus amount of HB overpayments identified during the period.**

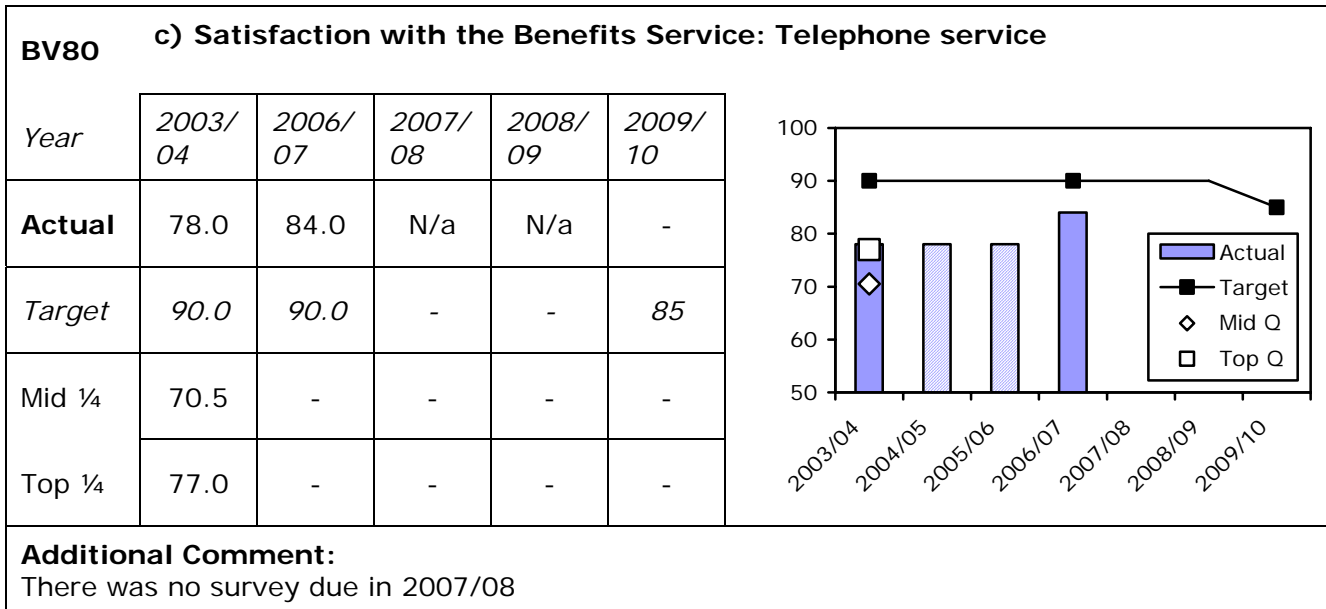
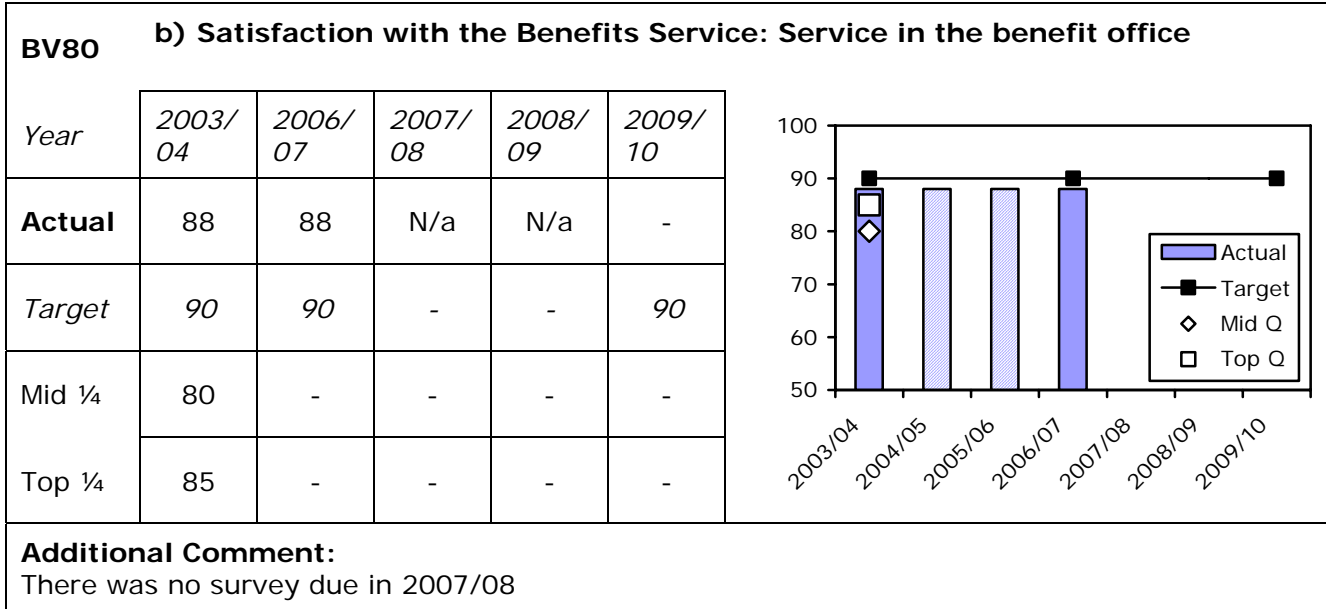
Year	2005/06	2006/07	2007/08	2008/09	2009/10
Actual	2.25	3.52	1.57	-	-
Target	N/a	2.5	12	12	12
Mid ¼	-	N/a	-	-	-
Top ¼	-	N/a	-	-	-

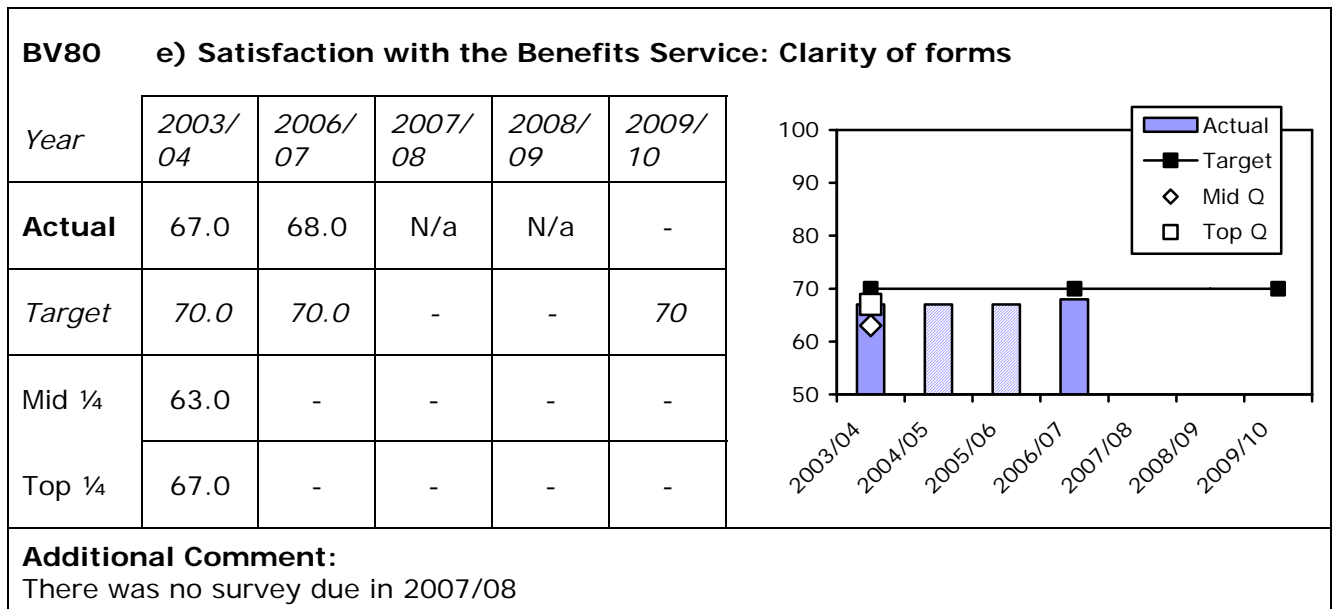
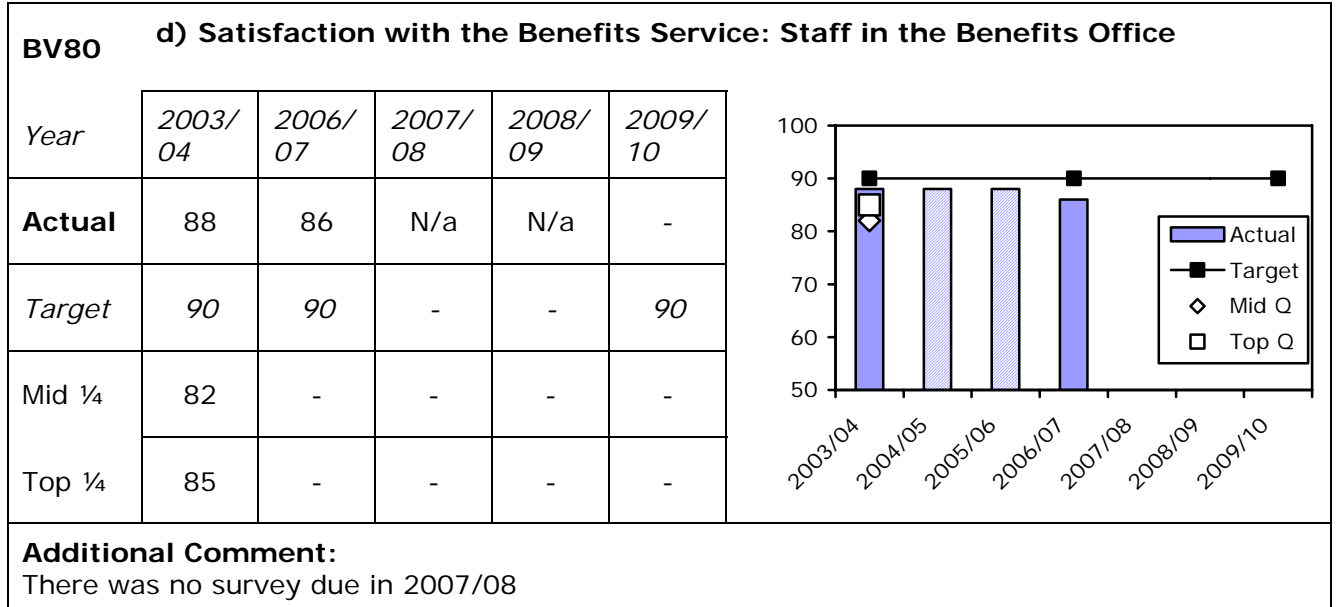
Additional Comment:

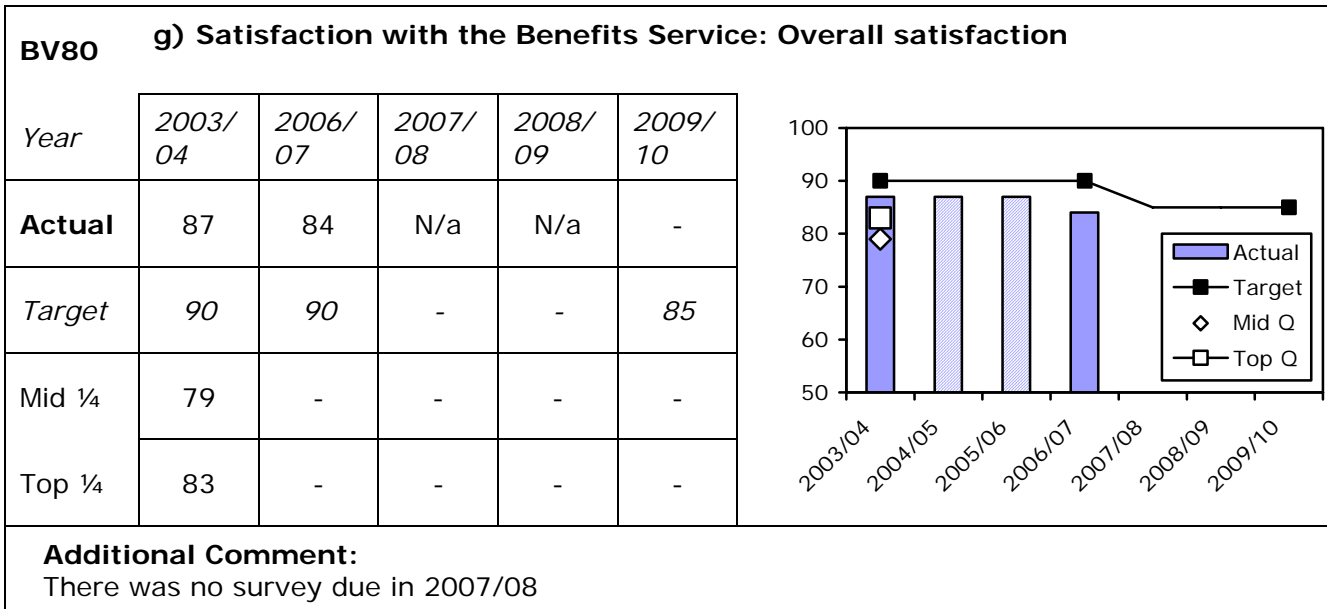
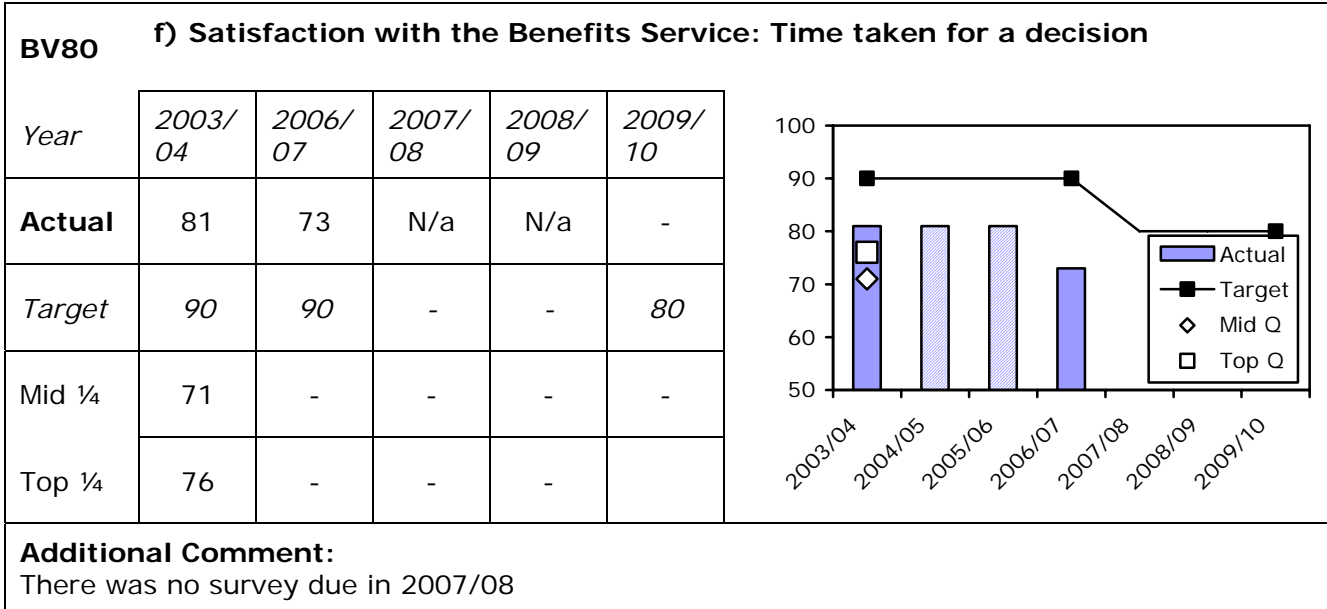
BV80 **a) Satisfaction with the Benefits Service: Contact and access**

Year	2003/04	2006/07	2007/08	2008/09	2009/10
Actual	88	83	N/a	N/a	-
Target	90	90	-	-	85
Mid ¼	79	-	-	-	-
Top ¼	83	-	-	-	-


Additional Comment: There was no survey due in 2007/08









	CORPORATE SERVICES
	Chief Executive: John Hill

"To co-ordinate, implement and develop corporate policy to enable the Council to meet its corporate objectives and to enhance the social, economic and environmental well-being of all residents and visitors to the district through accessible and high quality leisure and tourism facilities and services."

Contact Details

John Hill,
Chief Executive,
Telephone (01353) 616274
E-mail John.Hill@eastcambs.gov.uk

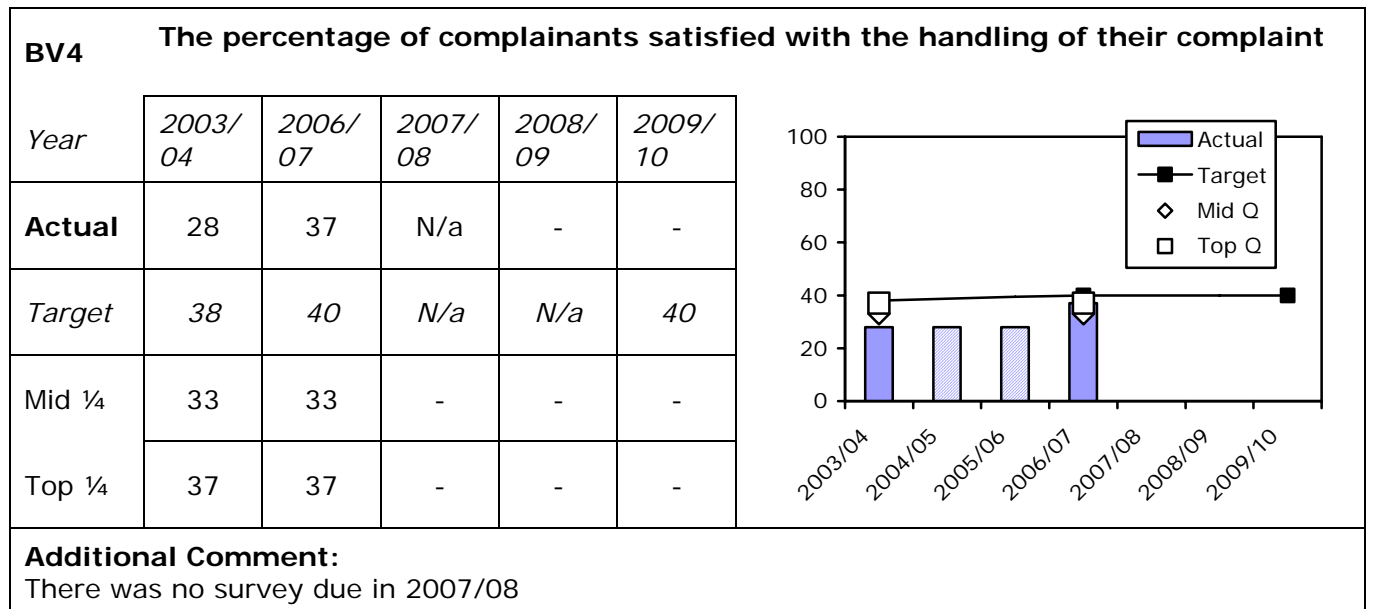
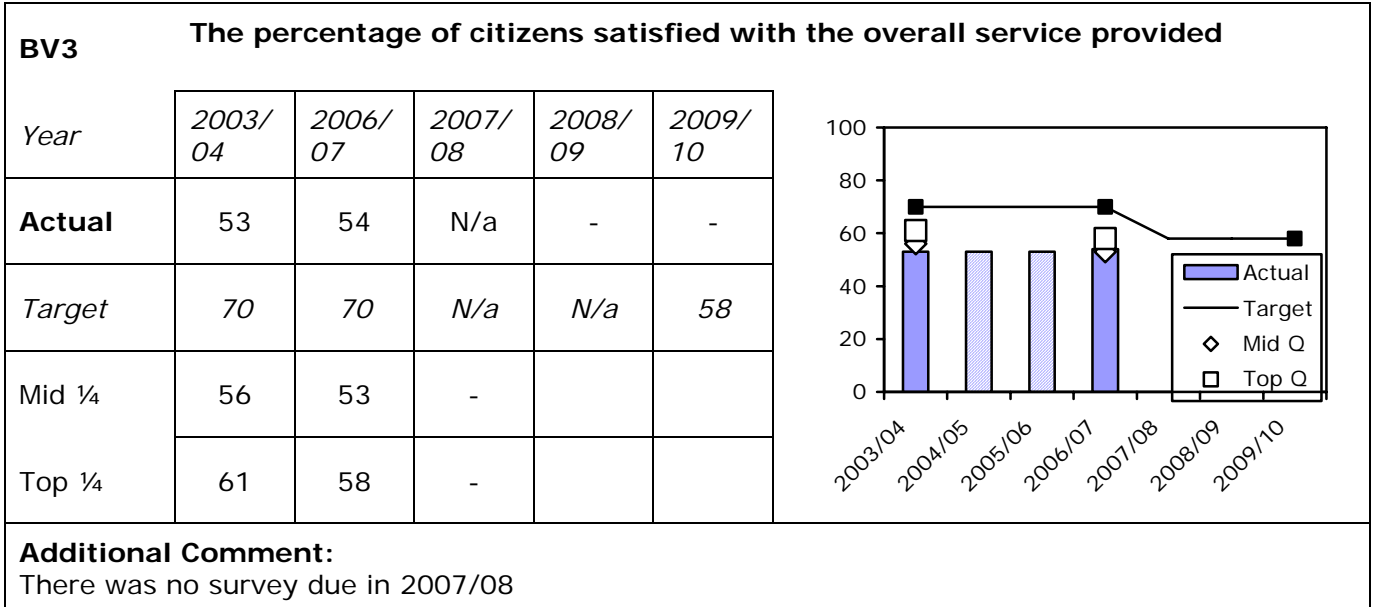


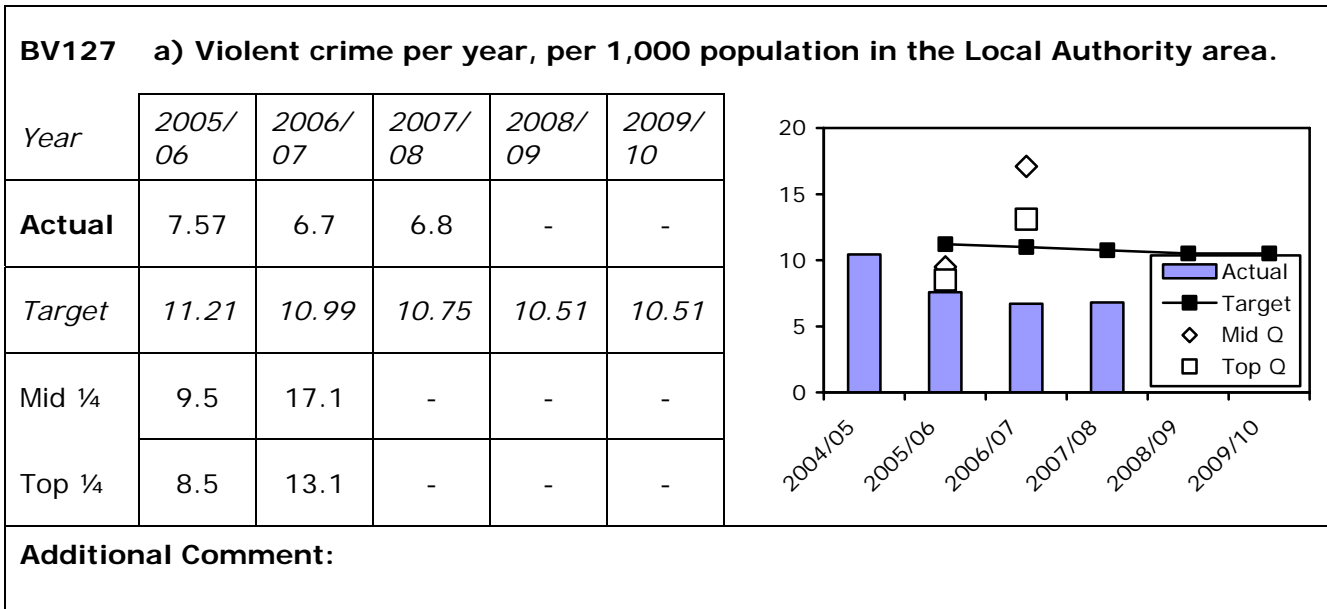
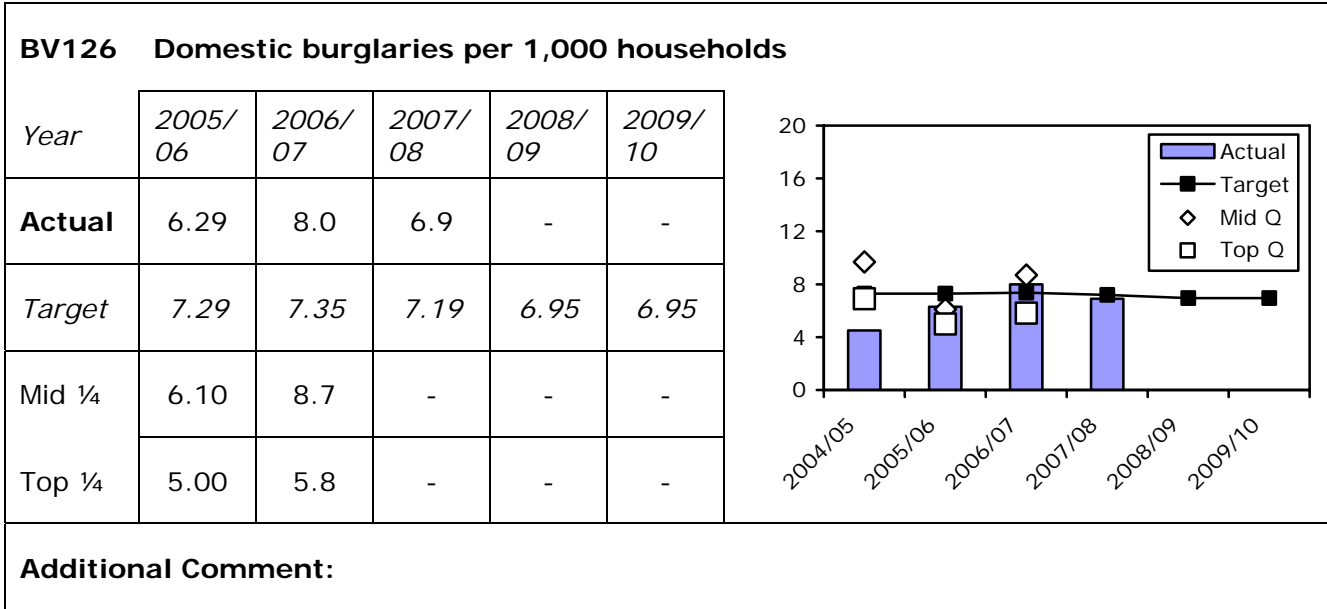
BV2 a) The level (if any) of the Equality Standard for Local Government to which the authority conforms					
Year	2005/06	2006/07	2007/08	2008/09	2009/10
Actual	One	One	Two	-	-
Target	One	Two	Two	Three	Three
Mid ¼	N/a	N/a	-	-	-
Top ¼	N/a	N/a	-	-	-

Additional Comment:

BV2 b) The percentage score against a checklist of items relating to the duty to promote race equality					
Year	2005/06	2006/07	2007/08	2008/09	2009/10
Actual	53	53	53	-	-
Target	63	63	89	94	99
Mid ¼	63	74	-	-	-
Top ¼	79	84	-	-	-

Additional Comment:

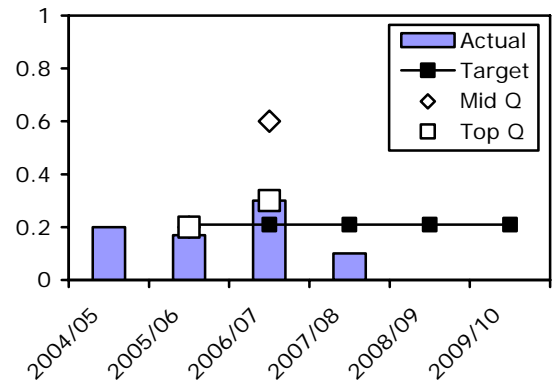






BV127 b) Robberies per year, per 1,000 population in the Local Authority area.

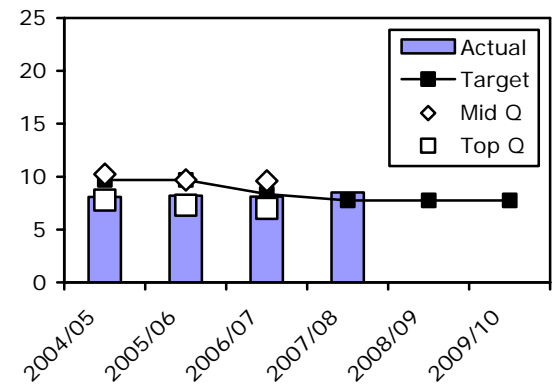
Year	2005/06	2006/07	2007/08	2008/09	2009/10
Actual	0.17	0.3	0.1	-	-
Target	0.21	0.21	0.21	0.21	0.21
Mid ¼	0.2	0.6	-	-	-
Top ¼	0.2	0.3	-	-	-



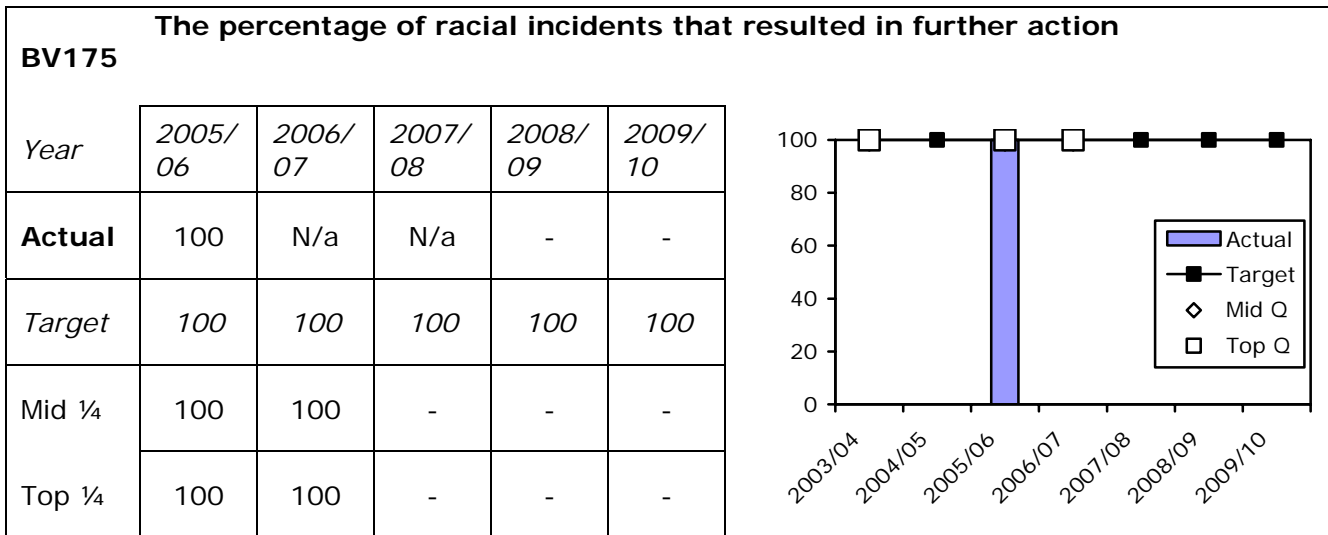
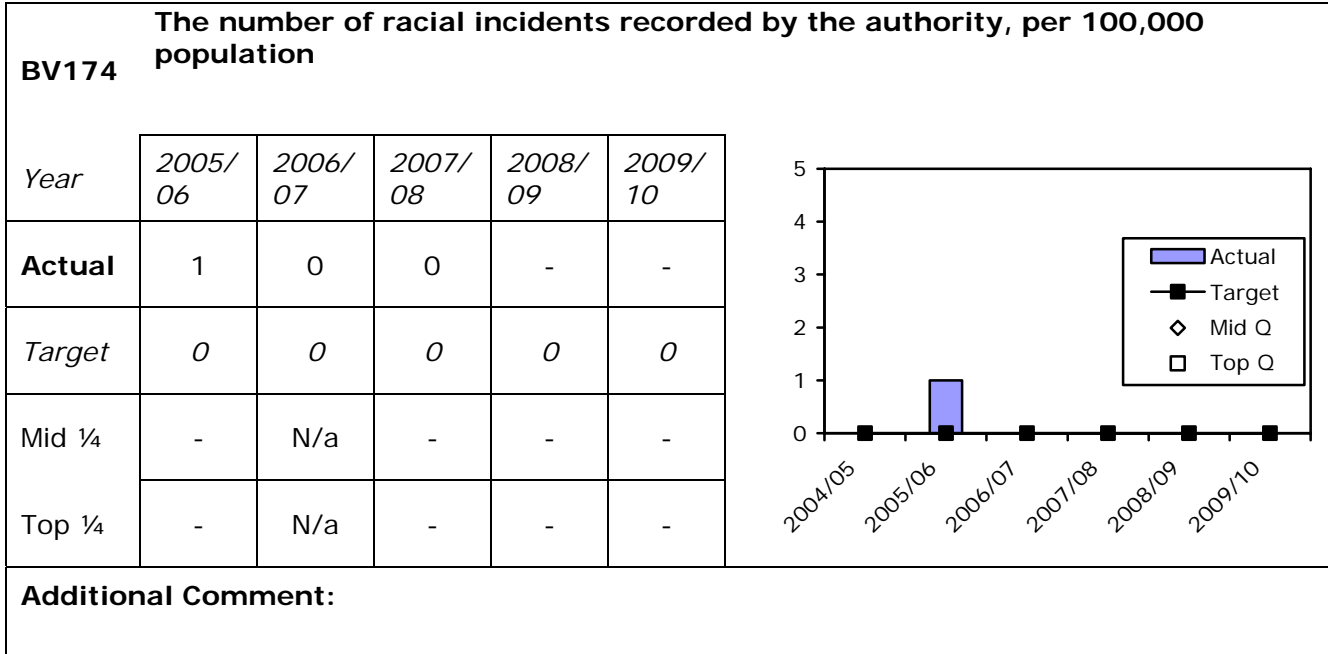
Additional Comment:

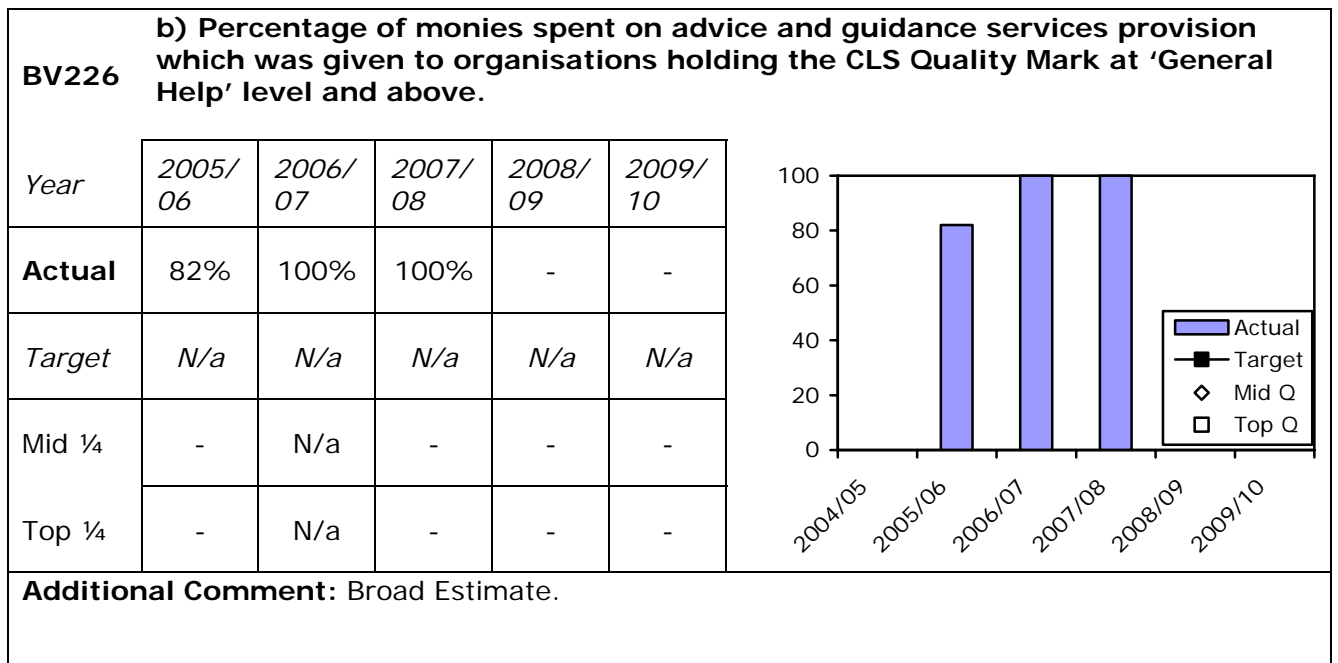
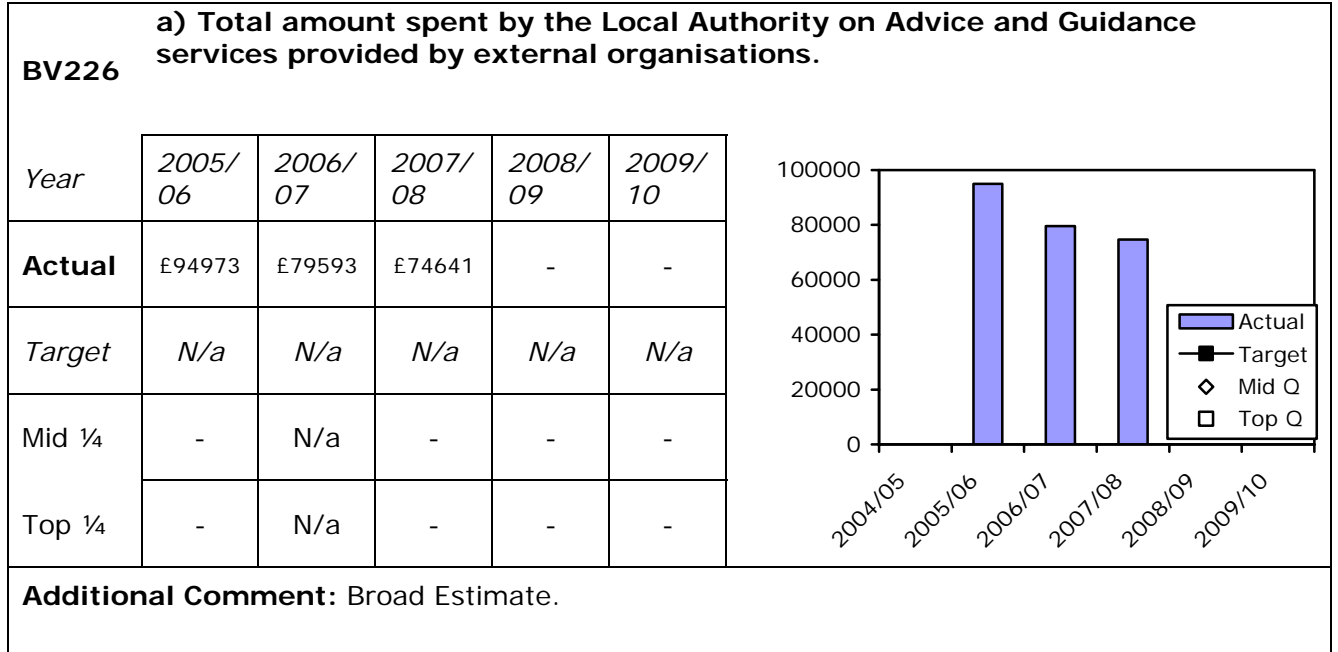
BV128 Vehicle crimes per 1,000 population

Year	2005/06	2006/07	2007/08	2008/09	2009/10
Actual	8.19	8.1	8.5	-	-
Target	9.70	8.34	7.76	7.76	7.76
Mid ¼	9.7	9.6	-	-	-
Top ¼	7.3	7.0	-	-	-



Additional Comment:







c) Total amount spent on Advice and Guidance in the areas of housing, welfare benefits and consumer matters which is provided directly by the authority to the public.

BV226

Year	2005/06	2006/07	2007/08	2008/09	2009/10
Actual	£150586	£155103	£57105	-	-
Target	N/a	N/a	N/a	N/a	N/a
Mid ¼	-	N/a	-	-	-
Top ¼	-	N/a	-	-	-

Additional Comment: Broad Estimate.

a) The percentage of residents satisfied with the Local Authority sports and leisure facilities

BV119

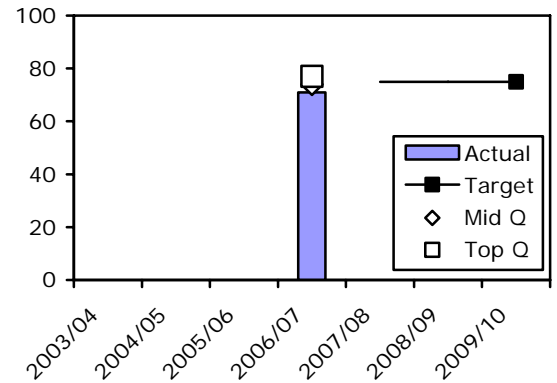
Year	2003/04	2006/07	2007/08	2008/09	2009/10
Actual	58	55	N/a	-	-
Target	50	60	N/a	N/a	60
Mid ¼	54	58	-	-	-
Top ¼	60	63	-	-	-

Additional Comment:
There was no survey due in 2007/08



BV119 b) The percentage of residents satisfied with libraries

Year	2003/04	2006/07	2007/08	2008/09	2009/10
Actual	N/a	71	N/a	-	-
Target	N/a	N/a	75	75	75
Mid ¼	N/a	74	-	-	-
Top ¼	N/a	77	-	-	-

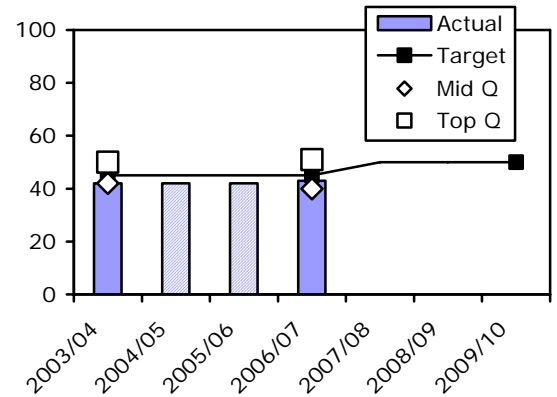


Additional Comment:

There was no survey due in 2007/08

BV119 c) The percentage of residents satisfied with the Local Authority museums

Year	2003/04	2006/07	2007/08	2008/09	2009/10
Actual	42	43	N/a	-	-
Target	45	45	N/a	N/a	50
Mid ¼	42	40	-	-	-
Top ¼	50	51	-	-	-



Additional Comment:

There was no survey due in 2007/08



BV119 d) The percentage of residents satisfied with the Local Authority Theatres and Concert Halls

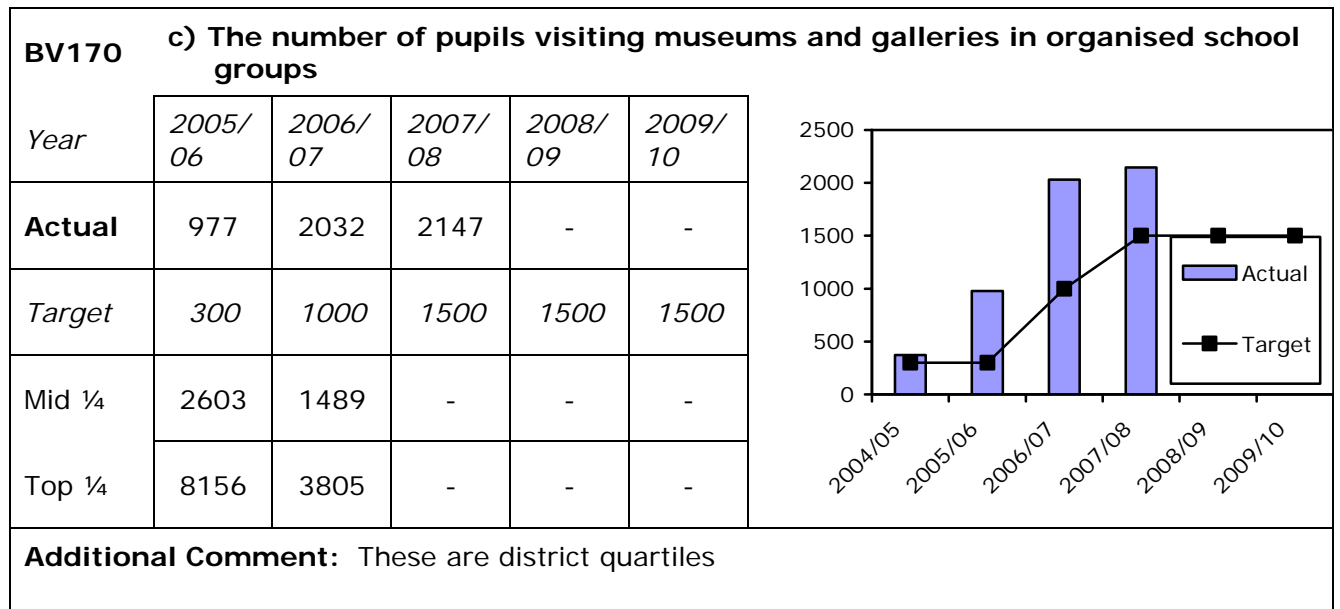
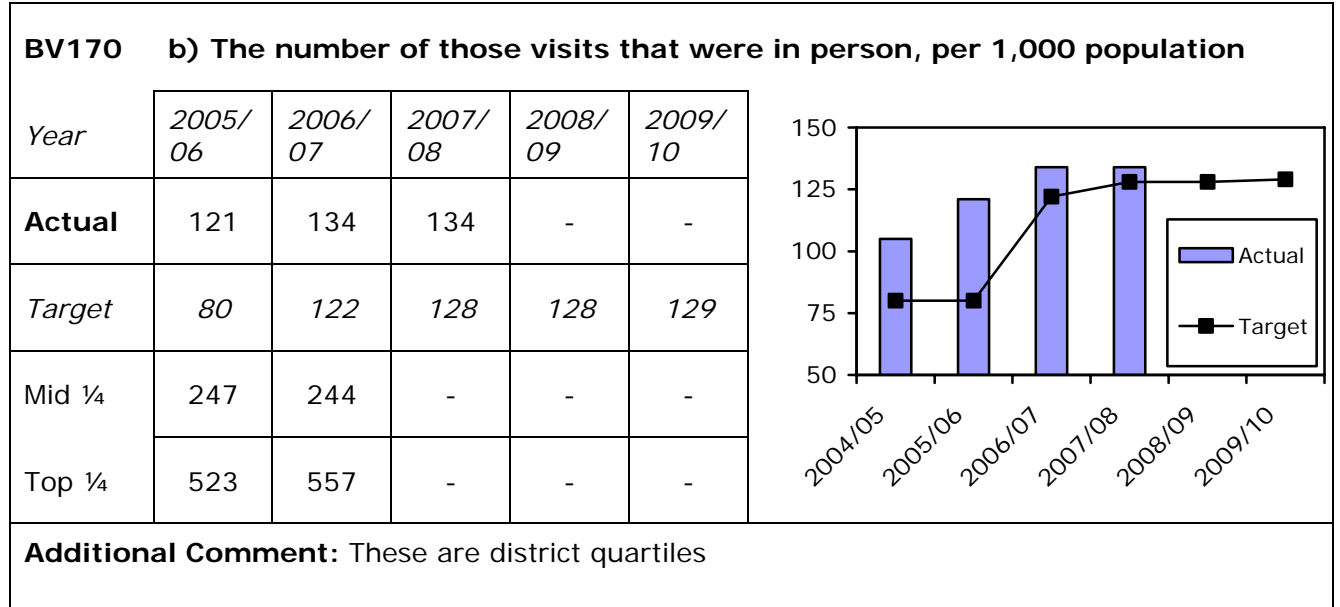
Year	2003/04	2006/07	2007/08	2008/09	2009/10
Actual	38	29	N/a	-	-
Target	45	40	N/a	N/a	40
Mid ¼	48	-	-	-	-
Top ¼	56	-	-	-	-

Additional Comment:
There was no survey due in 2007/08

BV170 a) The number of visits to / usages of museums, per 1,000 population

Year	2005/06	2006/07	2007/08	2008/09	2009/10
Actual	155	158	226	-	-
Target	115	160	160	160	160
Mid ¼	382	453	-	-	-
Top ¼	958	928	-	-	-

Additional Comment: These are district quartiles





FACILITIES MANAGEMENT

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"To provide security, access and information to the public and the organisation to enable the Council to deliver effective services"

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