

Tendring
District Council



**PERFORMANCE
REPORT
OUTTURN
2016/17**



**INVESTORS
IN PEOPLE**

Gold



APPENDIX A

Introduction

The following pages include the Council's Corporate Plan 2016 - 2020 and Tendring District Council's Priorities and Projects for 2016/17. There is a clear link between the aspirations, detailed in the Plan, and Priorities and Projects noted. Furthermore, this performance report details our performance against these key projects and targets, as well as headline performance in dealing with complaints and our staff's absence rate. Each project has an exceptions area where departments can highlight areas of performance outside of normal boundaries, which are monitored within their own departmental arrangements.

Projects and Performance Indicators targets sit under the following headings:-

PROJECTS

	Council and Community		Health and Housing		Employment and Enjoyment
	<u>Transforming the way we work</u> Page 4 & 5		<u>Jaywick Community Development</u> Page 8		<u>Local Plan</u> Page 11
	<u>Financial Self Sufficiency</u> Page 6		<u>Cliff Stabilisation</u> (Protecting our Coastline) Page 9		<u>Economic Development Delivery</u> Page 12
	<u>Improved Broadband</u> (Influencing) Page 7		<u>Health and Wellbeing</u> (Influencing) Page 10		<u>Maximising Tourism and Leisure Opportunities</u> Page 13 & 14
					<u>Enhancing Leisure Facilities</u> Page 15
					<u>Garden Community</u> Page 16
Targets					

			Miscellaneous Indicators
	<u>Fly Tipping</u>		
	<u>Missed Bins</u> Page 18	-	<u>Sickness and Authorised Covert Surveillance</u> Page 20
	<u>Recycling Rate</u> Page 18		<u>Complaints</u> Page 21
	<u>Handling of Planning Applications</u>		
	<u>5 Year Housing Land Supply Approvals</u> (Influencing) Page 19		

Current Position
On each project and target, a colour icon is placed as a quick visual identifier regarding the current position.

Above target	
On target	
Below target	

Corporate Plan 2016-2020

Our Council Our Community

What we will achieve:

- Deliver high quality affordable services
- Balance our budget
- Good governance
- Transform the way we work
- Make the most of our assets
- Engagement with the community
- Support the vulnerable
- Support rural communities
- Effective partnership working

Health and Housing

What we will achieve:

- Promote healthier lifestyles and wellbeing
- Support improved community health
- Deliver a quality living environment
- Local regeneration
- Council house building

Community Leadership

Employment and Enjoyment

What we will achieve:

- Support business growth
- Enable better job prospects
- Facilitate improved qualification and skills attainment
- First rate leisure facilities
- Attractive events programme

Our Vision

To put community leadership at the heart of everything we do through delivery of high quality, affordable services and working positively with others.

Our Values

- Councillors and staff uphold **personal integrity, honesty** and **respect** for others
- **Innovative, flexible, professional** staff **committed** to delivering excellence
- Recognising the **diversity** and **equality** of individuals
- Working **collaboratively**

Our Challenges

- Poor health
- Pockets of high unemployment
- Low economic activity
- Reducing budgets while delivering key services
- Poor infrastructure

Our Opportunities

- Clear vision for economic growth and prosperity
- Our coast
- Tourism, culture and sport
- Sea, road and rail connectivity

Our Priorities and Projects 2016

Chief Executive

- Financial strategy - £3.5m savings by 2019
- Electoral review
- Community Safety Hub
- Improved broadband
- Economic development delivery
 - Harwich incubation units
 - Business support fund
- Coastal regeneration
- Working with other Councils

Head of Planning

- Local Plan completion
- Strategic Planning
- Planning enforcement
- Garden Community - masterplanning

Community Leadership

- Delivery of high quality, affordable services
- Working positively with others

Corporate Director (Corporate Services)

- Transforming the way we work
 - Balanced budget
 - IT improvement programme
 - Workforce planning
 - Efficient use of office accommodation
 - Service reviews
- Elections and referendum
- Garden Community – legal and finance

Corporate

Director (Life Opportunities)

- Jaywick new build and community development
- Cliff stabilisation
- Seafront projects
- Waste contract renewal
- Maximising tourist opportunities through events
- Enhanced leisure facilities
- Improving customer access to services

Transforming the way we work (Council and Community)

“Develop firm costed proposals and project plan/timetable, for Members to agree, and deliver on time and budget.”

Martyn Knappett – Corporate Director

Leisure and Partnerships Portfolio Holder



Past Milestones	Completed	Future Milestones	Progress	To be Completed
Office Rationalisation – A White				
Initiate process to review options and identify preferred option(s) to evaluate and cost.	Cabinet selected a preferred option to develop into a full business case on 16 Dec 16.	Develop detailed delivery plan and seek additional approvals as required.	Business case with outline plan and timescale to be prepared for Chief Executive decision by 1 May 17.	Spring 17
Portfolio Holder working party to identify preferred options/savings proposals and recommend to Cabinet.	Oct/Nov 16			
Dispose of Clay Hall.	Sale completed on 28 Jul 16.			

Past Milestones	Completed	Future Milestones	Progress	To be Completed
Customer interface and document handling and postal process changes – M Westall				
Produce a delivery strategy to modernise the customer interface.	Aug-16	Recruit temporary staff to address back scanning of archives.	IDOX currently in testing and looking at purchase of new scanning equipment.	In line with IDOX Document Management Implementation
		Deploy centralised post processes.	IDOX currently in testing and looking at purchase of new scanning equipment.	

Transforming the way we work (Council and Community)

Continued...

“Develop firm costed proposals and project plan/timetable, for Members to agree, and deliver on time and budget.”

Martyn Knappett – **Corporate Director**

Leisure and Partnerships Portfolio Holder



Past Milestones	Completed
Programme of works for delivery of £1.5m IT investment – J Higgins	
Citrix software rolled out to all mobile users. Citrix laptops deployed to 280 staff 31st March 16 (original request was for 252).	✓

Future Milestones	Progress	To be Completed
Wi-Fi Networks, server upgrades and virtualisation to be completed.	Physical to virtualisation works completed. 150 physical servers reduced to 38 plus virtual Storage Area Network (SAN). Database rationalisation and administration ongoing. Some Wi-Fi remediation work ongoing.	Virtualisation - Completed Wi-Fi - Ongoing
IDOX Document management implemented.	Ongoing	Scheduled for completion Sep 17 Change in timescale due to further supplier action required on configuration structure, earliest date secured with IDOX.
Mobile hardware issued.	Staff /Member trials ongoing.	Ongoing
MS Lync rolled out to all users. NOTE: Microsoft Lync is now called Microsoft Skype for Business or MS SfB.	130 active Skype users to date (approx. 25% of workforce).	Scheduled for completion Sep 17.

Financial Self Sufficiency (Council and Community)

“Investigate opportunities to generate a self-sufficiency approach to the funding of the Council’s overall budget.”

All Corporate Directors

Resources and Corporate Services Portfolio Holder



Delivery Mechanism: Portfolio Holders/Services have identified some potential savings as detailed below.

Current activities that have been identified / being explored to deliver the necessary savings			
Current Savings Activity	Estimated / Potential	Savings Identified	Comments
Office Transformation	£120,000	£20,000	
Changes to CAROS	£40,000	£10,000	
Open Space / Playgrounds Efficiencies	£72,000	£42,000	
Reduction in the number of Public Conveniences	£100,000	£60,000	
Decommission / Transfer Brightlingsea Pool	£60,000	£60,000	
Income from Commercial Property	£26,000	£26,000	
New Scanning / Postal Processes	£20,000	£20,000	
Reduction in the Coast Protection Maintenance Budg-	£30,000	£30,000	
Reduction in the Number of Members	£60,000	£0	
Totals	£528,000	£268,000	

Update: The Financial Baseline for 2017/18 was reported to Cabinet on 5 August 16. A number of budget reductions have been identified, via Portfolio Holder led working parties with the outcomes included in the 2017/18 budget, that Council approved on February 17.

Savings Target over period 2017/18 to 2019/20	£4.8m
Savings target 2017/18 at Start of Year	£1.9m
Changes included in Financial Strategy (Cabinet 5.8.16)	(£0.3m)
Changes included in Financial Strategy (Cabinet 20.1.17)	£1.0m
Unidentified Savings to Carry Forward into 2017/18 Budget Cycle	£0.6m

Milestone	Actual to Date	Progress
Increase in Business Rates Rateable Values.	(£672,512)	Reduction compared to position at end of March 16.
Increase in Council Tax Base.	£3,621,432	

Improved Broadband (Influencing Role)

(Council and Community)

“To ensure as many properties as possible across Tendring have access to improved broadband services.”

Ian Davidson – Chief Executive Resources and Corporate Services Portfolio Holder

Delivery Mechanism: To work with Superfast Essex and commercial partners to secure additional improvements and upgrades to broadband infrastructure across the District, and to influence developers through the planning process to ensure that new developments are connected to superfast services.

Update: Work with the Superfast Essex Team to establish the cost of securing 100% superfast connectivity is concluded and the cost of this work has been established via a competitive process.

Future Milestones	Progress	To be Completed
Attend Superfast Essex Board Meetings	Ongoing	Quarterly
Prepare report on additional costs required to reach up to 100% coverage for Cabinet.	Draft report prepared for Management Team and Cabinet.	Apr 17
Ensure planning condition on broadband connections is attached to planning applications for new housing or commercial developments.	Policy established, implementation ongoing.	Ongoing
Influence investment plans Superfast Essex programme to ensure optimum coverage in Tendring.	Ongoing	Ongoing

Jaywick Sands Community Development (Health and Housing)



“To increase the stock of new affordable/Council homes.”

Paul Price – Corporate Director Housing Portfolio Holder

Delivery Mechanism: Bring forward at least one development at Jaywick – work with Essex County Council (ECC) and other potential partners to develop options for residential and other development. Develop options for housing company and lead on set up of company. Work with planning to develop urban design layout utilising Dutch experience for Jaywick.

Update: This month’s progress comments are noted next to each individual milestone in the table below.

Past Milestones	Completed
Acquire further key development sites, both greenfield and brownfield to ensure viable development proposals can be delivered - August 16. Funding for additional site passed stage 1 evaluation of South East Local Enterprise Partnership (SELEP) Local Government Funding was agreed at the Accountability Board at the end of February 17. Development of one of the three identified preferred development sites - Plans drawn up Dec 16.	✓

Future Milestones	Progress	To be Completed
Identify funding mechanisms.	Modelling work undertaken and will be tested against valuation data post completion of new build properties.	Ongoing
Development vehicle/mechanism for development pipeline.	Initial scoping undertaken.	Dec 17
Put in place development pipeline based on outputs from funding workshop and collaborative work with ECC and residents.	Plans drawn up for 5 starter homes and 5 Council homes.	Ongoing
Commence development of one of the three identified preferred development sites.	On target for late Summer 2017.	View to be on site Summer 17.

Cliff Stabilisation (Protecting our Coastline)

(Health and Housing)



“To protect 5km of coastline and 3,019 properties and businesses from coastal erosion for the next 100 years.”

Paul Price– **Corporate Director**

Commercialisation, Seafronts and Parking Portfolio Holder

Delivery Mechanism: Appoint consultant, via Environment Agencies government led framework, to undertake detailed geomorphological assessment of the cliff frontage and prepare detailed design of measures to improve performance and stability of those areas of the coastal slope identified as in the greatest need.

Update: Tendring District Council (TDC) continue to work with Mott MacDonald to develop a solution to coastal cliff instabilities.

Past Milestones	Completed
Seek expression of interest - Aug 16.	✓
Tender Documents - Aug 16.	
Appoint Consultant - Contract awarded to Mott MacDonald in Nov 16.	
One-day exhibition on a new £5 million scheme to stabilise cliffs along the Clacton to Holland coastline - Jan 17.	

Future Milestones	Progress	To be Completed
Completion of Ground Investigation.	Onsite Ground Investigations have now been completed, laboratory result are expected 20/04/2017.	Apr 17
First Design Workshop.		May 17
Completion of Outline Design.		Jun 17
Completion of Detailed Design.		Aug 17
Completion of tender documents.		Sep 17

Health & Wellbeing (Influencing Role)

(Health and Housing)

“To seek to influence and assist partners in the delivery of improved health and wellbeing outcomes for residents and visitors to the area.”

Paul Price– *Corporate Director*

Leisure and Partnerships Portfolio Holder

Delivery Mechanism: By holding meetings to work with partners to identify shared opportunities to help drive improvements.

Update: This month’s progress comments are noted next to each individual milestone in the table below.

Past Milestones		To be Completed
<p>A detailed summary of the parkrun with statistics will be presented at the next Community, Leadership and Partnership (CLAP) meeting on 20 February 17.</p> <p>The Public Health Improvement Co-ordinator developed a Project Plan for projects to work with health partners to improve the health and wellbeing of those in the area and reported to Cabinet 9 September 16.</p> <p>Beat the Street - 2016</p>		✓
Future Milestones	Progress	To be Completed
To hold meetings of the Local Health and Wellbeing Board on a four monthly basis.	Meeting agenda currently being arranged for the next meeting on 1 June 17.	Jun 17
The Public Health Improvement Co-ordinator is currently working with TDC’s Head of Housing and partners including Essex County Council (ECC) Adult Social Care and Anglian Community Enterprise (ACE) in order to implement a Housing and Health project.	Public Health Improvement Co-ordinator is continuing to work with ACE and TDC Housing in order to implement the Housing and Health project, no further progress to date. Project progress for the Clacton Seafront parkrun, Breastfeeding Welcome Pilot Scheme and Making Every Contact Count (MECC) training. Public Health Improvement Co-ordinator is currently researching new projects that include an Outdoor Gym in Cliff Park, Harwich and investigation into the viability of introducing the 'Livewell' Branding/Website within Tendring is under way. Livewell was originally a campaign developed by Braintree DC and has been adopted by other Local Authorities across Essex. Essex County Council Public Health Team are strongly supporting an Essex wide approach to use Livewell as the tool to implement and promote Health and Wellbeing on a local level. TDC Public Health Officer's Group (PHOG) was implemented with the first meeting taking place on 8 March 17. The group intends to meet on a bi-monthly basis with a view of working towards a Health and Wellbeing Strategy.	Ongoing
Beat the Street - 2016 Early evaluation demonstrates:-	Early evaluation demonstrates:- Prior to playing Beat the Street, 25% of adult players were classed as inactive – doing 0 to 1 days of physical activity each week. By the end of the game the percentage of ‘inactive’ adults had dropped to just 9% of players. In addition to the reduction in inactivity, there was a significant increase of adults meeting the Chief Medical Officer Guidelines of 150 minutes of exercise per week from 23% at the start of the game to 48% by the end of Beat the Street. 84% of people reported increased walking, 68% increased cycling and 69% reported reduced car use.	Full evaluation will be published when received from Active Essex.

Local Plan (Employment and Enjoyment)

“Ensure a robust Local Plan is adopted within the timeframe stipulated.”

Catherine Bicknell – Head of Planning Planning & Regeneration Portfolio Holder



Delivery Mechanism: Elements of the evidence base will be updated to inform the Plan. The timetable will coincide with that of Colchester Borough Council and Braintree District Council, as far as possible, to support the Councils' duty to co-operate.

Update: Evidence to support the Local Plan continues to be gathered and assessed and drafting of the publication version of the plan is being progressed. Policies for some chapters of Local Plan drafted and will be reported to Local Plan Committee for approval on 20 April 17.

Past Milestones	Completed
Issues and options consultation.	✓
Agree preferred options for consultation.	Agreed Jun 16
Preferred options consultation.	Jul/Sept 16
Report consultation outcomes to Local Plan Committee.	Nov 16

Future Milestones	Progress	To be Completed
Approval of publication draft Plan and subsequent commencement of Consultation.	Publication Draft of Local Plan to be reported to Local Plan Committee 23 May 17 and to Council 15 June 17.	Jun 17
Submit deposit draft Plan to Secretary of State.		Oct 17

Economic Development Delivery

(Employment and Enjoyment)

“To deliver against the objectives of the Council’s Economic Development Strategy. The Council’s approach focuses on the development and delivery of projects already in the pipeline and on those linked to the opportunities afforded by: Offshore Renewables in Harwich; the A120 Growth Corridor; and links with the University of Essex and it’s Knowledge Gateway.”

Ian Davidson – **Chief Executive**

Planning & Regeneration Portfolio Holder



Delivery Mechanism: Projects and other interventions will be developed and delivered in-house and in partnership with the Council’s key public and private sector partners.

Update: Work to progress proposals to establish an Innovation Centre in Harwich continues. This includes discussion with the freehold owner of Mermaid House, contractors, and supply chain businesses serving the proposed target sectors (offshore renewables, logistics and marine engineering). Two applications (with a total grant value of circa £93k) have been approved by the Grants Panel and work is in hand to finalise the funding agreements for these projects.

Future Milestones	Progress	To be Completed
Secure £500,000 external funding in support of the Council’s inward investment and growth agenda.	£250K of ECC funding secured in support of the Council's SME Growth Fund. £350k of ECC funding secured at Outline Business Case in support of the proposed Harwich Innovation Centre.	31 Mar 17
Work with the University of Essex and Colchester Institute to identify the growth opportunities in Care & Assisted Living .	Embryonic work to establish the potential for economic growth in the technology sector serving this market.	31 Mar 17
Secure land and buildings to facilitate the delivery of an Innovation Centre in Harwich.	Feasibility Study concluded. Further investigation underway.	Apr 17

Maximising Tourism and Leisure Opportunities

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(Employment and Enjoyment)



“To deliver our key events to a high standard, working with partners to showcase the District and encourage tourism and inward investment. These high-profile events should contribute towards the Council’s aspiration to stage a year round programme.”

Paul Price– *Corporate Director*

Tourism and Culture Portfolio Holder

Delivery Mechanism: The Clacton Air Show will be delivered by the Council’s Tourism and Events Team, with support from our partners in the emergency services and private and voluntary sectors. Tendring are the primary organiser of the Tour de Tendring. Beat the Street is a partnership with Essex County Council (ECC) and Mayflower 400 will involve working with private and voluntary sector partners, together with the other key destinations involved in the Mayflower story.

Update: Significant progress has been made in the delivery of key District events, as outlined in the section below:

Past Milestones	To be Completed
Tour de Tendring - May 16 Clacton Beach Festival - Jun 16 Princes Theatre - Panto 2016 and - Two events/exhibitions (two successful Wedding Fayre’s)	✓

Future Milestones	Progress	To be Completed
Beach Festivals 2017 (Beside the Seaside)	The Beach Festivals have been re-branded as 'Beside the Seaside.' For the first time, to complement the event that has been held in Clacton on Sea over the past two years, an additional festival is being held in Dovercourt Bay. The Harwich Festival of the Arts Team have been commissioned to organise the events and an itinerary is in the process of being finalised.	Clacton on Sea: 18 June17 Dovercourt Bay: 13 August 17.
Tour de Tendring 2017	The Tour de Tendring is taking place on Sunday 14 May 17. Preparations are now well under way.	May 17

Maximising Tourism and Leisure Opportunities Continued... [Back to Top](#)

(Employment and Enjoyment)

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Future Milestones	Progress	To be Completed
Clacton Air Show 2017 the:	Preparations are well underway for the 2017 event, which will once again include night flights. The Air Show will be held on 24 and 25 August 17 and planning meetings with partners will commence in April.	Aug 17
Princes Theatre	Theatre turnover reached £694k during 2016/17 which is the highest in its history. Due to an increase in bar sales, a third till has been added in the Essex Hall to increase efficiency during busy periods. 12 wedding’s are booked with an expected total revenue income of £23,532.40.	2017/2018
Mayflower 400: Series of events and projects to build up to the celebrations in 2020.	The promotional film was launched at a business meeting in Dovercourt on 30 March 17, to a very positive response. Structural works for the Mayflower Replica on the roundabout are in the process of being tendered by ECC. The next meeting of the national Mayflower Compact will take place in Lincoln during April 17.	<ul style="list-style-type: none"> * Produce Harwich promotional film * Harwich Tourism Group events * Mayflower replica on Harwich roundabout * Play an active role and influence the National Mayflower Compact group of Destinations * Complete a Mayflower 400 Delivery Plan * Deliver key event to launch

Enhancing Leisure Facilities (Employment and Enjoyment)

“To complete the refurbishment of Frinton and Walton Swimming Pool (Walton on the Naze Lifestyles) and deliver increased attendances and lower operating subsidy.”

Paul Price— **Corporate Director**

Leisure and Partnerships Portfolio Holder



Delivery Mechanism: The refurbishment of Walton on the Naze Lifestyles was project managed by the Council’s Building Services Team and delivered by an external contractor. The business plan targets are delivered by the facility management team and operational management.

Update: This month’s progress comments are noted next to each individual milestone in the table below.

Past Milestones	Completed
Complete refurbishment - May 16.	✓
Official Opening of the Facility - Jun 16.	

Future Milestones	Progress	To be Completed
Deliver Year 1 Business Plan Targets - Increase Membership sales by 150%.	A better than predicted sales performance prior to the 3 month closure has resulted in an increase in membership sales of + 198%. Memberships, including direct debit and annual customers, not including ‘pay as you go’ are noted below: Opening figure as at 1st April 17—98 memberships Closing figure as at 31st March 17—292 memberships	Mar 17
Deliver Year 1 Business Plan Targets - Increase overall attendances by 6%.	Attendances down by 5% due to 3 month closure. Average monthly attendance increased from 8,893 to 11,213 so without closure would have exceeded target.	Mar 17

Exception:

Garden Community (Employment and Enjoyment)



“Innovative joint work with Colchester Borough Council (CBC), Braintree District Council (BDC) and Essex County Council (ECC) to develop a number of communities in North Essex based on Garden City principles.”

Martyn Knappett – Corporate Director

Leader

Delivery Mechanism: Selection of locations to be part of the Local Plan process. Funding made available (£1.2million) by Central Government to support the work. Leader and Chief Executive sit on Shadow Delivery Board which oversees the project. Corporate Director and Head of Planning Services sit on senior officer Steering Group and Legal, Finance and Planning Officers participating in topic work streams. Close collaboration on Local Plan process re Garden Communities approach – a shared Chapter 1 of the Plan and specific requirements of any proposed Garden community proposals across North Essex. Looking to form Local Delivery Vehicles (LDVs) (potentially Companies) to progress each Garden Community Area allocated in the Local Plan. LDVs to take a key role in bringing forward development quickly and to a high quality.

Update: North Essex Garden Communities Limited has been formed and the Leaders of Tendring, Colchester and Braintree Councils and Councillor John Spence of ECC have been formally registered as Directors. John Spence has been appointed as the first Chairman of the Board. The three Local Delivery Vehicles are due to be formally established on 27 April 17. The evidence for the Local Plans is being completed ready for consideration by all three Councils Local Plan Committees / Full Councils. The position regarding land agreements is potentially significantly changed by the Governments proposals to introduce Locally Controlled Development Corporations for delivery of Garden Settlements and the implications of this are being assessed as information becomes available.

Past Milestones	Completed
Agreement of Preferred Options stage of Local Plans including a common Chapter 1 by Tendring District Council, Colchester Borough Council and Braintree District Council. Identify preferred areas across the three Council areas for Garden Community developments and a robust planning framework for Garden Communities.	Jun 16
Report to Cabinet / Full Council to recommend formation of North Essex Garden Communities, LDV's and in principle funding.	Dec 16

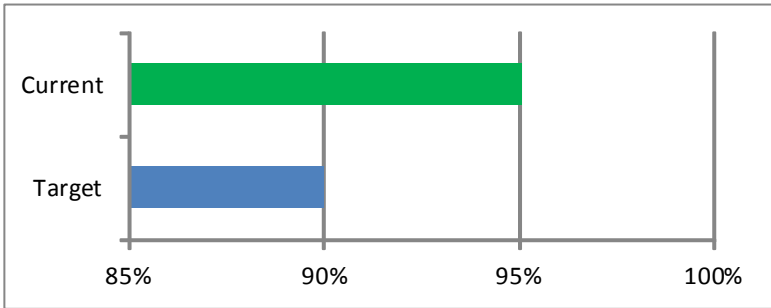
Future Milestones	Progress	To be Completed
Draft legal agreement with land owners completed.	Reports on schedule.	Apr 17

Fly Tipping (Health and Housing)

To ensure that 90% of all reported incidents of fly tipping are removed within 72 hours of notification.



Monthly Performance Data



Data does not include asbestos fly tipping which is outsourced to a specialist contractor (PHS) and is not subject to 72 hours clearance.

ECC have agreed to cover the additional costs incurred by WCAs in clearing fly-tips, which can be directly attributed to the recent operational changes at the sites'. In providing this support there is an expectation that if increases are noted the WCA will work with ECC to make the necessary investigations and take action against the perpetrators.

TARGETS

Month	A	M	J	J	A	S	O	N	D	J	F	M
No. of incidents	123	104	97	106	112	150	106	122	90	125	116	144
No. r'mvd <72hrs	119	98	92	98	104	137	103	116	88	122	111	137
Performance (%)	96.7%	94.2%	94.8%	92.4%	92.8%	91.3%	97.1%	95.0%	97.8%	97.6%	95.6%	95.1%

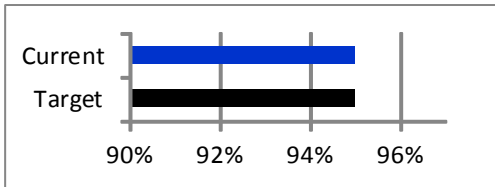
Missed Bin Collection

(Health and Housing)

To ensure that 95% of missed bins are collected within 24 hours of being notified.

With approximately 65,000 homes in Tendring, and each property having two bins collected per week, there is over half a million bins collected per month in Tendring.

Monthly Performance Data



Month	A	M	J	J	A	S	O	N	D	J	F	M
Target	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
Performance	97%	93%	96%	96%	96%	95%	96%	96%	93%	95%	96%	95%

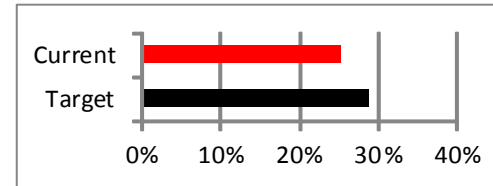
Recycling Rate

(Health and Housing)

Ensure that waste and recycling is disposed of in the most environmental and economically advantageous manner— 29% of household waste sent for reuse, recycling or composting.

Recycling data minimum of 1 month behind.

Monthly Performance Data

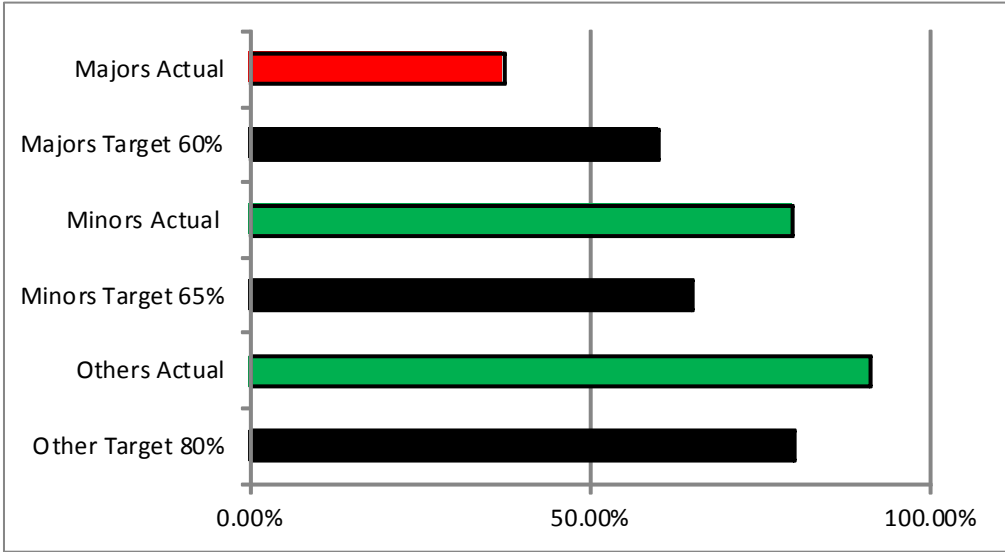


Month	M	A	M	J	J	A	S	O	N	D	J	F	M
Target (%)	29.0%	29.0%	29.0%	29.0%	29.0%	29.0%	29.0%	29.0%	29.0%	29.0%	29.0%	29.0%	29.0%
Performance	28.9%	28.9%	28.4%	28.4%	27.2%	27.2%	27.2%	26.2%	26.9%	23.5%	27.2%	25.4%	

Handling of Planning Applications

(Health and Housing)

Cumulative performance 2016/17



CUMULATIVE % TOTALS : April 16–March 17

Major : 37.4%

Minor : 79.7%

Others : 91.4%



5 YEAR HOUSING SUPPLY (Influencing Role)

The housing supply is 3 YEARS AS AT 31.03.2016

The Authorities Monitoring report was reported to the Local Plan Committee on 19 January 17 and this reports that the housing land supply was 3.0 years at 31 March 16. Another report to the same committee estimates that the housing land supply will be around 4.4 years at 31 March 17 and this will be checked after 31 March and reported to the committee in May/June 17.

PLANNING APPEALS

	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
No. Lodged	3	6	3	3	9	6	5	7	6	16	7	0
No. Decided	5	4	1	5	4	5	2	10	3	7	7	10
No. Allowed	3	3	1	4	0	4	0	5	2	4	2	2
% Allowed	60%	75%	100%	80%	0%	80%	0%	50%	67%	57%	29%	20%
% Cumulative Total	60%	67%	70%	60%	50%	55%	52%	51%	59%	54%	51%	46%

Exception: Increased number of applications received and level of complexity has resulted in a 'behind target' position for 'Major' applications.

Complaints (Council and Community)

To measure the number of complaints received and handling of them within the prescribed time limits.

Objective: To measure the standard of performance in responding to complaints against the TDC standards.

Target: 100% within the specified timeframes for each stage of complaint.



	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
Stage 1												
Complaints												
Performance												
No.	10	8	1	7	7	11	15	3	9	10	4	7
% Time	80%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	86%

	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
Stage 2												
Complaints												
Performance												
No.	1	2	3	1	1	1	1	2	0	1	2	0
% Time	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Notes: 1 of the 7 Stage 1 complaints was replied to late. The Head of Service has since confirmed that this matter has been discussed with the customer by phone and the complaint managed verbally. As such, the matter is now considered to have been addressed.

There were no Stage 2 or Ombudsman complaints for March 17.