

PERFORMANCE REPORT

Q1 JUNE 2017











APPENDIX A









Introduction

The following pages include the Council's Corporate Plan 2016 - 2020 and Tendring District Council's Priorities and Projects 2017/18. 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. 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 9		<u>Local Plan</u> Page 13
	<u>Financial Self Sufficiency</u> Page 6		<u>Cliff Stabilisation</u> (Protecting our Coastline) Page 10		<u>Economic Development Delivery</u> Page 14
	<u>Property Management</u> Page 7		<u>Health and Wellbeing</u> (Influencing) Pages 11 & 12		<u>Maximising Tourism and Leisure Opportunities</u> Page 15 & 16
	<u>Education</u> (Influencing) Page 8				<u>Leisure Facilities</u> Page 17
					<u>Garden Community</u> Page 18

TARGETS

			Miscellaneous Indicators
	<u>Fly Tipping</u> Page 19		
	<u>Missed Bins</u> Page 20	-	<u>Sickness and Authorised Covert Surveillance</u> Page 22
	<u>Recycling Rate</u> Page 20		<u>Complaints</u> Page 23
	<u>Handling of Planning Applications</u> Page 21		
	<u>5 Year Housing Land Supply Approvals</u> (Influencing) Page 21		

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 & Projects 2017/18

Chief Executive

- Strategic lead and corporate interface
- External and partnership engagement
- Essex wide board leadership
- Strategic finance
- Community Safety Hub

Corporate Director (Corporate Services)

- Transforming the way we work
 - Digital
 - Property and assets
 - Accommodation
 - People
- Finance
 - Making the most of our money
 - Savings programme
 - Effective financial management
 - Investment and income
- Elections
- Effective governance

Corporate Director (Operational Services)

- Jaywick Sands regeneration and renaissance
- Cliff stabilisation
- Waste contract renewal
- Inspiring tourism and exciting events
- Harwich public realm
- Modern and accessible customer experience

Corporate Director (Planning and Regeneration)

- Place shaping
- Garden Communities
- Local Plan
- Attracting and sustaining employment and business
- Connecting our residents to business opportunities
- Integrated planning and regeneration experience for our residents and businesses

Community Leadership

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

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 Tourism Portfolio Holder

On
Target

Office Rationalisation – A White

Milestones	Progress	To be Completed
Develop detailed delivery plan and seek additional approvals as required.	Drafting is in the advanced stage and subject to verification of key figures.	Spring 17 (revised target July 17)

Modern and Accessible Customer Experience – M Westall

Milestones	Progress	To be Completed
Recruit temporary staff to address back scanning of archives.	The drafting of the Job description and Person Specification is now complete and both, along with a completed Job Evaluation Questionnaire have been submitted to the Council’s HR team for Job Evaluation. It is anticipated that the back-scanning process will commence with the Planning and Careline services.	Aug 17
Deploy centralised post processes.	The new scanner has been installed at the Print Hub and IDOX is currently under trial.	Aug 17
Purchase self-serve and CRM software and implement roll-out with Benefits & Revenues team.	Intergence have now completed the road map exercise inline with the Aug 17 deadline. It is expected that the Business Case will go to Cabinet in Sept 17.	Aug 17

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 Tourism Portfolio Holder

Programme of works for delivery of £1.5m IT investment – J Higgins (Year 3 of 3)

Milestones	Progress	To be Completed
Savings achieved, return on investment following project.	The investment programme has to date generated one-off savings of £116k with an estimated ongoing saving of £129k (£76k Cabinet target exceeded).	Sept 17
Wi-Fi Networks, server upgrades and virtualisation to be completed.	Council Wi-Fi reprogrammed to a less congested bandwidth to reduce outside interference and Wi-Fi access points reprogrammed in key areas to increase signal availability. Additional access points were prepared for electoral count on 8 June 17.	Virtualisation - Completed Wi-Fi - Ongoing
Complete plan for roll-out of self-serve kiosks around Tendring District and begin implementation.	On hold pending the outcome of work to develop the 2017-2020 IT Digital Strategy in line with the recently adopted Customer Service Strategy.	Aug 17
IDOX Document management implemented.	Corporate roll out is ongoing. Change in timescale due to further supplier action required on configuration structure, earliest date secured with IDOX.	Scheduled for completion Sep 17
Mobile hardware issued.	New IDOX system mobile app licenses purchased with mobile working trials commencing in Environmental Services.	The initial phase of rolling out laptops is complete. Enabling mobile working is a project that is likely to be ongoing for next 12-24 months as each of our core software applications (IDOX, Northgate etc.) provide either mobile applications themselves or unlock their software (release APIs) for the Council to work with 3rd parties to mobilise our staff.
MS Lync rolled out to all users. NOTE: Microsoft Lync is now called Microsoft Skype for Business or MS SfB.	Council has 260 Skype users which is just over 50%. Training/roll-out ongoing.	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.”

Ian Davidson – **Chief Executive** Finance and Corporate Resources Portfolio Holder



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

Current Savings Activity	Estimated / Potential Saving	Impact 2018/19	Impact 2019/20
Office Transformation	£120,000	£0	£100,000
Changes to CAROS	£40,000	£10,000	£20,000
Open Space / Playgrounds Efficiencies	£72,000	£30,000	-
Reduction in the number of Public Conveniences	£100,000	£15,000	£25,000
Reduction in the Number of Members	£60,000	£0	£60,000
Totals	£392,000	£55,000	£205,000

Update: Cabinet will be considering its 2018/19 Financial Strategy at its September 17 meeting. However, work remains in progress to deliver a balanced budget in 2018/19 and beyond with savings secured to date set out below.

Savings Target over period 2018/19 to 2019/20	
Savings target 2018/19	£1.9m
Savings target 2019/20	£1.5m
Total Savings Target	£3.4m

Milestone	Current Position	Progress
Increase in Business Rates Collectable	£325,963	Increase over March 2017 figures
Increase in Council Tax Base (properties - comparing June 2017 to June 2016)	575	

NB: The milestones give an indication of the growth or reduction in locally raised income, which underpin the Financial Forecast / Strategy.

Property Management

(Council and Community)

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“Strategic management of the Council’s land assets.”

Martyn Knappett – **Corporate Director**

Finance and Corporate Resources Portfolio Holder

Delivery Mechanism: The team will be seeking to take forward the management acquisition of property with a more strategic commercial focus in order to address community needs and the Council wide financial position.

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

Milestones	Progress	To be Completed
Adopt an Asset Management Plan, Property Strategy, Property Programme and procedure rules for Corporate Property Management.	Completed.	May 17
Disposal initiative to identify £1m of further disposals.	Two sites (the Old Isolation Hospital Site, Dovercourt and land adjacent 19 Gainsborough Drive, Lawford) are currently going through the disposals process and further sites are being identified.	Aug 17
Secure an acquisition for Investment in property.	A potential investment property has been identified. Report to Cabinet planned 14 July 17.	Nov 17
Stock take of property records, create a clear digital archive structure and complete a rationalisation of stored material.	Some work will be carried out to the records as disposals are identified and further work will progress when normal staffing levels are reached. (Recruitment process now complete).	Dec 17
Review stock take in the light of the Property Strategy.	Some work will be carried out to the records as disposals are identified and further work will progress when normal staffing levels are reached. (Recruitment process now complete).	Mar 18
Secure the construction and use of the new sports facilities at Eastcliff, Holland on Sea.	Specification and S106 agreement in place, start on site is imminent.	Sep 18
Complete action plans for the disposal of poor quality sites at Main Road, Dovercourt and Station Yard Walton.	Main Road Dovercourt is currently on the market. Discussions with Network Rail on the Station Yard site remain ongoing.	Nov 18

Education (Influencing Role)

(Council and Community)

“Deliver the agreed plan to improve educational attainment and aspiration in Tendring.”

Martyn Knappett – **Corporate Director** Health and Education Portfolio Holder

Delivery Mechanism: As a community leader, there are a number of education work streams that underpin this, which are to be delivered in 2017 via the Tendring Education Improvement Group.

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

Milestones	Progress	To be Completed
Supporting IntoUniversity and Teach First joining Tendring in 2017.	IntoUniversity: Learning Centre Manager appointed. Location of Learning Centre secured. 9 teachers placed by TeachFirst in Tendring to date (from Sept 16).	Mar 18 (ongoing)
Strengthen links with universities, review Memorandum of Understanding (MOU) with Anglia Ruskin University.	New 3 year MOU with Anglia Ruskin agreed.	New 3 year agreement in place by end June 17
School Places.	Future members briefing on Essex County Council, ECC's new 10 year plan (presented to Community, Leadership and Partnership, CLAP Committee) for School Places to be considered.	Mar 18
Children and Young Persons Strategy.	Research and consultation with relevant partners/officers in progress.	Oct 17
Evaluation of pilot mental health hub in a primary school.	Two cycles of the six week Wellbeing Hub Programme completed end June 17.	Nov 18

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 consideration to establish a housing company to facilitate development. Work with Planning to develop urban design layout.

Update: Ecological survey underway and core sampling commenced.

Milestones	Progress	To be Completed
Identify funding mechanisms.	Ongoing work with external funders and Homes and Communities Agency (HCA).	Ongoing
Development vehicle/mechanism agreed, maybe linked to garden settlement delivery vehicle.	Ongoing.	Dec 17
Put in place development pipeline based on outputs from funding workshop and collaborative work with ECC and residents.	Development pipeline to commence with five Starter homes and five Council houses.	Ongoing
Commence development of one of the three identified preferred development sites.	On site July 17 with core sampling – water leak will delay sampling (now isolated) Planning application submitted.	Working towards an ‘on site’ date of August 17

Cliff Stabilisation (Protecting our Coastline)

(Health and Housing)

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

Paul Price – Corporate Director

Leisure and Tourism 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 which are identified as greatest risk.

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

Milestones	Progress	To be Completed
Completion of ground investigation.	Ground Investigations are now complete and information is being used to aid the design process.	Apr 17
First Design Workshop.	The first design workshop took place on 7 April 17.	May 17
Completion of Outline Design.	Design meeting took place 8 June 17, outline design is now complete.	Jun 17
Completion of Detailed Design.	See timetable above.	Aug 17
Completion of Tender Documents.	See timetable above.	Sep 17

Health & Wellbeing (Influencing Role)

(Health and Housing)

“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**

Health and Education Portfolio Holder

Delivery Mechanism: Working 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.

Milestones	Progress	To be completed
Livewell Campaign (Partnership arrangement with Braintree Council and Essex County Council).	The Livewell Tending was launched internally at the Employee Benefit and Livewell event on 15 June 17. The Livewell stand individually engaged with 60 staff discussing the initiative, with 33 staff taking the time to complete the Livewell staff survey on the day (the survey was also placed on the Council’s intranet to maximise response rate). Results will be used to develop an internal 'Livewell, Workwell programme' that will be implemented by the internal Livewell champions (15 staff currently recruited). Public Health Improvement Coordinator is currently working with ECC and Braintree DC on the development of an external Essex wide Livewell website.	Jun 17
Public Health Officers Group (PHOG) - Working towards a Health & Wellbeing Strategy.	TDC Public Health Officer's Group (PHOG) group met on 6 June 17 with agenda covering Public Health Grant Funding, Livewell Tending, Sport England Local Delivery Pilot, Tending Health and Wellbeing Strategy as well as planning at a County level. Next meeting planned for August 17.	Aug 17
Outdoor Gym in Cliff Park, Harwich.	Working with Open Spaces and Leisure teams to obtain funding, quotes and decide on appropriate equipment supplier. Remainder of funding sources from Section 106 money. Open Spaces currently talking with HACS - (company name) to arrange installation. Open Spaces have ordered equipment for potential installation in August 2017.	Aug 17

Health & Wellbeing (Influencing Role) Continued...

(Health and Housing)

“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**

Health and Education Portfolio Holder

Delivery Mechanism: Working 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.

Milestones	Progress	To be completed
Housing and Health Increase awareness of housing hazards and strengthen the referral pathway between TDC, and Anglian Community Enterprise (ACE).	A housing hazard training video is currently being developed by Head of Housing, Public Health Improvement Coordinator and Business Support Assistant. Work is also being undertaken to collaborate with Colchester Borough Council on a dual housing hazard checklist, as requested by ACE. This project is also being implemented within the ACE NHS Health Check Team. Public Health Improvement Coordinator is currently working with TDC Business Support Assistant to develop promotional resources containing housing hazard awareness information that will be given to all residents who participant in an NHS Health Check in an outreach capacity.	Dec 17
Clacton Junior parkrun	Public Health Improvement Coordinator has proposed £3,000 of the Public Health Grant Funding be allocated for this project. Discussions are currently occurring with Clacton Seafront parkrun core team in order to recruit a core team for the Junior parkrun.	Dec 17
Harwich Junior parkrun	Public Health Improvement Coordinator has proposed £3,000 of the Public Health Grant Funding be allocated for this project. Discussions are currently occurring with Harwich parkrun core team in order to recruit a core team for the Junior parkrun.	Dec 17

Local Plan (Employment and Enjoyment)



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

Catherine Bicknell – Head of Planning Corporate Enforcement 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 Council’s duty to co-operate. Publication Draft of Local Plan to be reported to Local Plan Committee 23 May 17 and to Council 15 June 17.

Update: Publication Draft of Local Plan was reported to Local Plan Committee 23 May 17 and to Council 15 June 17. Public consultation on the Publication Draft Local Plan started 16 June 17.

Milestones	Progress	To be Completed
Approval of publication draft for consultation.	Complete.	Jun 17
Publication draft consultation.	In progress.	Jun/Jul 17
Submit draft Plan to Secretary of State.	On target.	Oct 17
Examination in Public	On target.	Dec 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 Investment and Growth 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: This month’s progress comments are noted next to each individual milestone in the table below.

Milestones	Progress	To be Completed
Deliver a Creative and Cultural Strategy with associated Implementation Plan, detailing project interventions.	Expression of Interest (EOI) registered with Arts Council.	Sep 17
Deliver four business/skills events to promote growth in line with the Council’s Economic Strategy.	Plans for Business Event on 4th July completed. Jobs & Careers Fair and Blue Ribbon Awards to be delivered in October 17.	Oct 17
South East Local Enterprise Partnership (SELEP) Coastal Communities Group (CCG).	Specification for work prepared. Funding to be established.	Nov/Dec 18
Roll-out the Council’s Small, Medium Enterprise (SME) Growth Fund targeted on new and existing businesses within the District.	Work continues to promote the availability of grant funding via this Scheme. Two businesses have recently been awarded funding in the value of £92,559. Additional EOI’s received from other eligible businesses.	Mar 18
Energy, Marine Engineering and Port related activity.	Draft proposals discussed and agreed with Essex County Council ECC/ Haven Gateway Partnership (HGP).	Mar 18
Dig 4 Jaywick Community Garden.	To offer ongoing support for the development of a community garden project, working with volunteers and projects assistant. Community Garden Group to hold Open Day 26 July 17.	Mar 18

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 tourism programme.”

Paul Price – **Corporate Director**

Leisure and Tourism 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. The Mayflower 400 will involve working with private and voluntary sector partners, together with the other key destinations involved in the Mayflower story.

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

Milestones	Progress	To be Completed
District Wide Tourism Strategy	Development and adoption of a 3 year Tourism Strategy.	Aug 17
Tour de Tendring	The Tour de Tendring took place on Sunday 14 May 17 and was considered a great success, with approximately 1,000 cyclists took part in the event, despite the early morning rain.	May 17
Beside the Seaside	The first Beside the Seaside event took place on Sunday 18 June. The Harwich Festival Team were commissioned to project manage the event, which included a wide variety of musical and traditional entertainment. For the first time, a similar event will be held at Dovercourt Bay on 13 August. The programme for this event will also include a live music stage and traditional seaside activities.	Clacton: Jun 17 Dovercourt Bay: Aug 17
Clacton Air Show	The Red Arrows, Battle of Britain Memorial Flight, Tigers Parachute Team and Catalina have all been confirmed for the 2017 event. Night flights have also now been announced to a very positive response. Three planning meetings have taken place with the full range of partners including emergency services. Trade stand bookings have ‘sold out’ for the event site and sponsorship is the highest it has been for a number of years.	Aug 17

Maximising Tourism and Leisure Opportunities

Continued...

(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 tourism programme.”

Paul Price – **Corporate Director**

Leisure and Tourism 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. The Mayflower 400 will involve working with private and voluntary sector partners, together with the other key destinations involved in the Mayflower story.

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

Milestones	Progress	To be Completed
Mayflower 400: Series of events and projects to build up to the celebrations in 2020, including:- Agree projects and events for Mayflower 400. Deliver Illuminate Festival. Work with National Partners to deliver national Mayflower Trail to sell to American market.	A report on Mayflower 400 is due to be presented in July, with an accompanying action plan. A bid to the Heritage Lottery Fund which was submitted by the National Mayflower Compact was unfortunately unsuccessful. Therefore, other funding options and the way forward will be discussed by the Mayflower National Compact at its next meeting in July.	Jul 17 Nov 17 Ongoing
Princes Theatre Delivery of Annual Pantomime Deliver two events/exhibitions	Current online sales have risen to 25.34% of total sales. Gift vouchers for the Princes Theatre have now been implemented. Quotation requests have been sent out for replacing the seating in the tiered section of the theatre. We have numerous hires and events booked including; football awards, boxing, local amateur dramatics, shows and weddings.	Dec 17

Leisure Facilities (Employment and Enjoyment)

“To ensure staff productivity levels are maintained.”

Paul Price – **Corporate Director**

Leisure and Tourism Portfolio Holder



Delivery Mechanism: This will be achieved by targeting income generating activities which do not involve additional staffing costs.

Update: June's productivity target was 88%. The actual productivity rate achieved was 87%. This figure is achieved by taking the salary costs and marking against the income achieved. There can be large monthly variations in salary costs due to holiday pay for casual staff, and variations in income due to membership offers or course income, which can be difficult to predict and profile for. Therefore, it is more realistic to look at the quarterly figures for a better interpretation of performance. The first quarter productivity target was 78%. The actual productivity rate was 84%. (Target Salaries £432,561 Target Income £552,473 vs Actual Salaries £428,526 Actual Income £513,168). In this quarter, this is due to the lower rate of membership income which is still recovering from the new local competitor and the closure at Walton. However, the direct debit income is in slow but steady recovery and salary spend is under control to mitigate against this.

Milestones	Progress	To be Completed
Reduce % of salaries against income from 77% to 76%	-6%	Mar 18

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 Chapter1 of the Plan and specific requirements of any proposed Garden Community proposals across North Essex. Looking to form Local Delivery Vehicles (LDV's) (potentially companies) to progress each Garden Community Area allocated in the Local Plan. LDV's to take a key role in bringing forward development quickly and to a high quality.

Update: Update report (including latest info re Development Corporations) to be made to Council Cabinets in September and an All Member Briefing at the end of August 17.

	Progress
Governance	NEGC and LDVs established. Directors appointed as agreed by Council. John Spence of ECC is Chairman. NEGC now meeting regularly and overseeing/ directing the project. LDVs not yet active as land negotiations yet to be concluded.
Land Negotiations	Negotiations not concluded but ongoing. See below re Development Corporation potential.
Planning	All three Councils Local Plans agreed for consultation. Joint clear strong Part 1 sets out Garden Community requirements.
Development Corporation / Compulsory Purchase Order (CPO)	New legislation this year provides potentially much more powerful way to achieve Garden Communities including possible use of CPO – being actively explored.

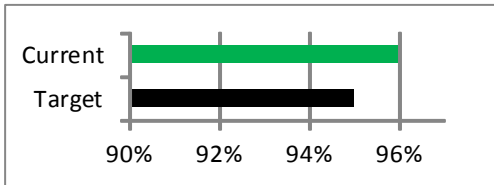
Missed Bin Collection

(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



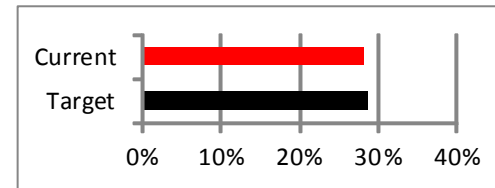
Month	A	M	J	J	A	S	O	N	D	J	F	M
Target	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
Performance	96%	96%	96%									

Recycling Rate

(Health and Housing)

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

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	27.7%	28.0%	28.4%										

Recycling data minimum of 1 month behind.

Handling of Planning Applications

(Health and Housing)

Handling of Planning Applications : Speed			
To ensure that the following types of planning application are processed during the assessment period as follows:			
2017 Assessment Period (01.10.14 - 30.09.16)			
Major 50% within 13 weeks		Non-Major 65% within 8 weeks	
Major	63.21 %	Non-Major	90.09 %
2018 Assessment Period (01.10.15 - 30.09.17)			
Major 60% within 13 weeks		Non-Major 70% within 8 weeks	
Major	49.13 %	Non-Major	88.80%
Handling of Planning Applications : Quality			
Decisions Overturned On Appeal.			
2018 Assessment Period (01.10.15 - 30.09.17)			
Major <10%		Non-Major <10%	
Major	5.48 %	Non-Major	98.00 %



**5 YEAR HOUSING SUPPLY
(Influencing Role)**

This figure has now been achieved, currently reported at 5.1 years as at 30.05.17. Figures will be updated when produced for Planning Appeals

On Target



NB. New legislation released in 2016 under the Town and Country Planning Act states that the assessments period dates in regards to the quality and speed of handling planning applications for 2017 and 2018 are as noted above.

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.	5	10	12									
% Time	100%	90%	100%									

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

Notes: Three of the Twelve Stage 1 complaints received holding replies whilst further investigations took place before a full reply was sent. No Stage 2 complaints were reported. The Council has two Ombudsman complaints awaiting decisions.

The reason for the 90% in May 17 was because one of the ten Stage 1 complaints (Planning) was posted late due to staff absence.