

**Tendring**  
District Council



# PERFORMANCE REPORT Q1 JUNE 2016



INVESTORS  
IN PEOPLE

Gold



# Introduction

The following pages include the Council's Corporate Plan 2016 - 2020 and Our Priorities and Projects for 2016. There is clear linkage between our aspirations detailed in the Corporate Plan and Our Priorities and Projects. 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 (PI) targets sit under the following headings:-

## PROJECTS

	<b>Council and Community</b>		<b>Health and Housing</b>		<b>Employment and Enjoyment</b>
■ ✓	<a href="#">Project—Transforming the way we work</a> Page 3 and 4	■ ✓	<a href="#">Project—Jaywick Community Development</a> Page 7	■ ✓	<a href="#">Project—Local Plan</a> Page 10
■ ✓	<a href="#">Project—Financial Self Sufficiency</a> Page 5	■ ↑	<a href="#">Project—Cliff Stabilisation (Protecting our Coastline)</a> Page 8	■ ✓	<a href="#">Project—Economic Development Delivery</a> Page 11
	<a href="#">Project—Improved Broadband (Influencing)</a> Page 6		<a href="#">Project - Health and Wellbeing (Influencing)</a> Page 9	■ ✓	<a href="#">Project—Maximising Tourism and Leisure Opportunities</a> Page 12 and 13
				■ ✓	<a href="#">Project—Enhancing Leisure Facilities</a> Page 14
				■ ✓	<a href="#">Project—Garden Community</a> Page 15

## TARGETS

■ ↑	<a href="#">PI—Fly Tipping</a> Page 16		<b>Miscellaneous Indicators</b>
■ ↑	<a href="#">PI—Missed Bins</a> Page 17	-	<a href="#">PI - Sickness and Authorised Covert Surveillance</a> Page 19
■ !	<a href="#">PI—Recycling Rate</a> Page 17	■ ✓	<a href="#">PI—Complaints</a> Page 20
■ !	<a href="#">PI—Handling of Planning Applications</a> Page 18		
	<a href="#">PI—5 Year Housing Land Supply Approvals (Influencing)</a> Page 18		

**Current Position** - Within the Index and on each page, for each project and target, a colour icon is placed as a quick visual identifier regards the current position.

- ! for performance below or behind target,
- ✓ for performance on target; and
- ↑ for performance ahead of 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 people/place/prosperity and IT dimensions and resourced by Members on time and budget”

Martyn Knappett – Corporate Director

Enforcement & Community Safety Portfolio Holder



Milestone	Target Date	Progress
<b>Programme of works for delivery of £1.5m IT investment – J Higgins</b>		
Wi-Fi Networks, server upgrades and virtualisation to be completed.	Ongoing	Processes largely complete.
Mobile hardware issued.	Ongoing	Smartphones deployed throughout the council. Services experimenting with Tablets and mobile working. Currently building/ testing a Members' tablet standard build.
IDOX Document management implemented	Full deployment proposed November 16	System architecture in place and test database completed. Next training scheduled for August with corporate roll-out to follow.
Citrix software rolled out to all mobile users	Citrix laptops deployed to 280 staff March 16 (original request was for 252)	Completed.
MS Lync rolled out to all users	Managed service by service take-up completion February 17	Currently 'In test' with 40 users. Before commencing corporate roll-out awaiting 1) Completion of Barnes House network resilience for Skype failover survivability 2) Allocation of contractor resources (currently August 16).
<b>Customer interface and document handling and postal process changes – M Westall</b>		
Produce a delivery strategy to modernise the customer interface	August 16	Strategy document written. Awaiting feedback from Management Team (MT). Expected at MT August 16.
Recruit temporary staff to address back scanning of archives	December 16	Cannot be addressed until IDOX fully up and running.
Deploy centralised post processes	To be determined	Initial stages completed. Contingent on document management as above. Dependant on IDOX project.

# Transforming the way we work (Council and Community)

“Develop firm costed proposals and project plan/timetable for people/place/prosperity and IT dimensions and resourced by Members on time and budget”

Martyn Knappett – **Corporate Director**

Enforcement & Community Safety Portfolio Holder



Milestone	Target Date	Progress
<b>Office Rationalisation – A White</b>		
Submit preferred option, proposals and funding arrangements to formal Cabinet.	Summer 16	Revised approach agreed by the Corporate Management Committee in June 16. All Member Briefing proposed on 17 August to consult and inform members and outline options available for future Cabinet consideration.
Develop detailed delivery plan and seek additional approvals as required.	Autumn 16	Cabinet determination of preferred option. Detailed planning and budgeting (including commissioning of specialists to assist) to follow in order to generate a full business case).
Dispose of Clay Hall	Autumn 16	Tender process complete. Conditional contract awarded and extended. Planning decision delayed by further wildlife surveys until July 16. Target extended to allow for potential appeal or judicial review.

# 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

Finance and Revenues and Benefits Portfolio Holder



**Delivery Mechanism:** Portfolio Holders /Services to identify and develop potential items as part of the formulation of the budget from 2017/18 and beyond.

Current activities that have been identified / being explored to deliver the necessary savings

**To be populated when identified by Cabinet**

Current Savings Activity	Estimated / Target Saving	Saving Secured	Comments
To be Confirmed	£??	£??	
To be Confirmed	£??	£??	
To be Confirmed	£??	£??	
To be Confirmed	£??	£??	
To be Confirmed	£??	£??	
To be Confirmed	£??	£??	
<b>Totals</b>	<b>£??</b>	<b>£??</b>	

Activities are underway to identify the various options to deliver the necessary savings with the financial forecast planned on being updated in July

**Update:** The Financial Baseline for 2017/18 is being developed for reporting to Cabinet on 5 August 16. A number of potential savings strands are planned on being included within the report that will form part of reviews/consultation as part of the budget cycle process.

<b>Savings Target over period 2017/18 to 2019/20</b>	<b>£4.7m</b>
<b>Savings target 2017/18 at Start of Year</b>	<b>£1.9m</b>
Reduction in Pay Award Forecast	(£0.14m)
<b>Current Savings target 2017/18</b>	<b>£1.76m</b>

Milestone	Target Date	Progress
Increase in Business Rates Rateable Values	£209,261	Reduction compared to position at end of March 16
Increase in Council Tax Base	£3,314,642	Increase compared to position at end of March 16

# 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**

Finance and Revenues and Benefits 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:** Cabinet approved £164,000 contribution to the Superfast Essex programme on 18 March 16 which will improve services to 1673 properties across the District by 2020. Cabinet on 10th June allocated an additional £500,000 towards broadband improvements.

Milestone	Target Date	Progress
Attend Superfast Essex Board Meetings	Quarterly	Next meeting on 8 September 16.
Prepare report on additional costs required to reach up to 100% coverage for Cabinet	September 16	A requirement to wait on updated information on the programme from Superfast Essex means that the report to Cabinet is likely to be delayed.
Ensure planning condition on broadband connections is attached to planning applications for new housing or commercial developments	Ongoing	
Influence investment plans Superfast Essex programme to ensure optimum coverage in Tendring	Ongoing	



# Jaywick Community Development (Health and Housing)

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“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:** A funders forum was held 31 May 16, organised by the Housing Finance Institute (HFI) and follow up meetings/visits have been arranged for July. Discussions have continued with ECC regarding the purchase of key site and a further viability discussion will take place in early July. Agreement has been reached to purchase part of the Guinness Trust land to facilitate access into the Homes and Communities Agency (HCA) site.

Milestone	Target Date	Progress
Development vehicle/mechanism agreed—may be linked to garden settlement delivery vehicle	Funding workshop to be held with HFI by August 16 to identify funding mechanisms — delivery vehicle to be determined following funding agreement	Funding workshop held June 16 with 2 possible funding partners — follow up meetings to be arranged.
Acquire further key development sites, both greenfield and brownfield to ensure viable development proposals can be delivered	Deliverability dependant upon vendors but target to complete by August 16	Agreement reached to purchase a further key site and meeting held with ECC to explore purchase of a further site.
Put in place development pipeline based on outputs from funding workshop and collaborative work with ECC and residents	Have development pipeline with key deliverables/timelines in place by Autumn16	Awaiting follow up visits/meetings.
Commence development of one of the three identified preferred development sites	Outline plans in place by December 16 for one of the sites	



# Cliff Stabilisation (Protecting our Coastline)

## (Health and Housing)

Ahead of Target

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

Paul Price– *Corporate Director*

*Commercialisation 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:** All funding is now in place to enable project to commence and early discussions have commenced to develop the required information for the expressions of interest to be sought.

Milestone	Target Date	Progress
Seek expression of interest	June 16	3 expressions of interest received now progressing preparation of tender documents.
Tender documents	August 16	In progress.
Appoint Consultant	October 16	

**Exception:** Further detail/milestones to be added once tender accepted and project plan agreed.



# 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, Health and Wellbeing 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.

Milestone	Target Date	Progress
To appoint a joint funded Public Health Improvement Coordinator to help deliver improved health and wellbeing outcomes.	Initial interviews to be held in April 16	Appointment made and officer now in post.
To hold meetings of the Local Health and Wellbeing Board on a four monthly basis.	The next meeting is scheduled to be held on 15 August 16	The last meeting was held on the 8 June 16.
The Public Health Improvement Coordinator will develop projects via working with health partners to improve the health and wellbeing of those in the area.	Projects still being developed	A Park Run route is being developed following support from Sport and Leisure to provide for a running route on the sea-front to encourage physical activity. Liaison is occurring with the mental health trust to improve how the Council can respond when officers encounter those with mental health concerns.



# 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:** The Local Plan Preferred Options Draft will be put to Full Council on 5 July 16 having been considered by Local Plan Committee on 9 June and Cabinet on 10 June 16.

Milestone	Target Date	Progress
Issues and options consultation	Complete	Fulfilling the Duty to Co-operate is a legal requirement and working with Colchester and Braintree also brings financial efficiency and better planned outcomes.
Agree preferred options for consultation	June 16	Evidence update was reported to the Local Plan Committee (LPC) on 12 April 16. Further updates and the Preferred Options Local Plan were reported to the LPC in June 16 for consultation.
Preferred options consultation	July/September 16	Consultation will start on 14 July 16.
Report consultation outcomes to local Plan Committee	November 16	
Submit deposit draft Plan to Secretary of State	January 17	



# Economic Development Delivery

## (Employment and Enjoyment)

On  
Target

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

Milestone	Target Date	Progress
Secure land and buildings to facilitate the delivery of an Innovation Centre in Harwich	16 December 16	Ongoing. Cabinet Report securing 1st stage approval to initiate technical studies and to enter into an MOU with ECC and Trinity House, approved on 15 April 16. Specification for Technical Assessment (Condition Survey), Outline Layout/Design and Cost Plan and Economic Impact Assessment approved and procurement initiated. Closing date for tenders 8 July16. MOU agreed and awaiting signature.
Secure £500,000 external funding in support of the Council’s inward investment and growth agenda	31 March 17	Ongoing. To date £250k in Capital Funding has been secured via ECC in support of the Council’s SME Growth Fund. A further £350k in Capital Funding has been earmarked by ECC at Outline Business Case in support of the proposed Harwich Innovation Centre.
Work with the University of Essex and Colchester Institute to identify the growth opportunities in Care & Assisted Living	31 March 17	Ongoing. This work is embryonic and officers are working to establish whether or not there are any tangible growth opportunities associated with this sector.

# 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 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:

Milestone	Target Date	Progress
Tour de Tendring	May 16	The 2016 Tour de Tendring attracted 1067 riders and was widely considered a successful event. This event is now operated on a cost neutral basis, due to partnership work with 'Bike Events' who manage the cycle ride element.
Clacton Beach Festival	June 16	The second annual Sea and Beach Festival took place on 25th and 26th June. The event was considered a success by the organising team, local businesses and participants. Thousands of visitors attended the festival, which incorporated boat rides by the Viking Saga and a two day programme of entertainment - which was largely through local talent. A debrief meeting is in the process of being arranged, with a view to establishing the way forward for the event.
Beat the Street	July 16	A full time 'Local Engagement Officer' is now in post for Beat the Street, which is being run in partnership with ECC. To date 20 schools have signed up for the event which launched on 8th June and runs for 8 weeks. Participants can walk, cycle, skate. To date over 9,000 people across the district have taken part, travelling 23,049 miles. Together with schools, community groups, such as brownie and scout groups and local businesses are also participating in the District wide scheme.
Clacton Air Show	August 16	The flying display for the 25th year of the event has now been confirmed and press information is being periodically released to promote the event. The Thursday evening will include night flights for the first time, which will incorporate pyrotechnics. Rigorous planning is taking place, which includes provision to comply fully with new CAA regulations, which have been imposed since the tragedy at the 2015 Shoreham Air Show.

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

<p>Princes Theatre</p>	<p>December 16: Delivery of Annual Pantomime</p> <p>March 16: Deliver two events/exhibitions</p>	<p>Planning for the pantomime is well underway and ticket sales are currently similar to the prior year. The lead role will be taken by Stevie Richie, which historically has a significant part to play in financial performance. Ticket sales are currently on a par with last year and promotional events are due to start in August.</p> <p>The first ever wedding fayre at the Princes Theatre was a significant success, also a second event was held in early 2016. As a result of the event, 5 weddings have now been booked for 2017/18.</p>
<p>Mayflower 400: Series of events and projects to build up to the celebrations in 2020</p>	<p>Produce Harwich promotional film</p> <p>Harwich Tourism Group events</p> <p>Mayflower replica on Harwich roundabout</p> <p>June 16: Play an active role and influence the National Mayflower Compact group of Destinations</p> <p>August 16: Complete a Mayflower 400 Delivery Plan</p> <p>November 16: Deliver key event to launch Harwich: Mayflower 400</p>	<p>Filming for the Harwich promotional film is currently taking place and production is due to be complete prior to the end of July. A Tourism Group has been set up and includes representatives from the Private, Public and Voluntary Sectors.</p> <p>The Tourism Team have been working with ECC Highways to install a skeletal replica of the Mayflower on the first roundabout after Harwich International Port. This is currently being constructed and is due to be installed in October 16.</p> <p>The Council is working with the Mayflower Compact (including those destinations involved in the Mayflower story) to promote a national heritage trail to Mayflower descendants in 2020. This will include significant external funding bids to support promotion.</p> <p>The Council is representing Tendring at a national level to ensure Harwich involvement in the Mayflower story is recognised. An event to highlight the forthcoming anniversary is in the process of being worked up for delivery in November 16. The next update meeting is taking place in Doncaster on 27 July and a reception is being held at the US Embassy in September.</p> <p>An Action Plan has been completed in draft form, which is now being worked up to include deliverable actions in the build up to 2020. The formation of a localised Mayflower Sub Group is in the process of being finalised, with the first meeting being scheduled for August.</p> <p>Preparations are well underway to hold an event in November 16, which will be driven forward by the local delivery group. This will involve a range of local organisations.</p>

# 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, Health and Wellbeing 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:** The newly refurbished facility at Walton on the Naze has now been complete and the various strands to drive the facility forward are being progressed as set out below:

Milestone	Target Date	Progress
Complete refurbishment	May 16	The newly refurbished building was open to the public in May 16.
Official Opening of the Facility	June 16	The official opening and media launch of the newly refurbished facility took place successfully on 17 June 16. The event received positive local publicity.
Deliver Year 1 Business Plan Targets		
Increase Membership sales by 150%	March 17	Prior to the refurbishment, there was a total of 98 pre paid members at the facility. At the end of the first quarter, that has risen to 244, which is an increase of 149%.
Increase overall attendances by 6%	March 17	Attendances for the first quarter have increased by 15% when compared with the previous year. There have been 32,034 visits to date, which is 4,167 more than in 2015/16.



# Garden Community (Employment and Enjoyment)



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

*Martyn Knappett* – Corporate Director

*Leader*

*Catherine Bicknell* – Head of Planning

**Delivery Mechanism:** Selection of locations to be part of the Local Plan process.

Funding made available (£640k) 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 (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:** This month’s progress comments are noted next to each individual milestone in the table below.

Milestone	Target Date	Progress
Agreement of Preferred Options stage of Local Plans including a common Chapter 1 by TDC, CBC and BDC. Identify preferred areas across the three Council areas for Garden Community developments and a robust planning framework for Garden Communities.	June 16	Tending District Local Plan Preferred Options for consultation agreed including a common Chapter 1 for strategic issues.
Draft legal agreement with land owners be prepared for consideration by Council	October 16	
Formal establishment of Local Delivery Vehicles for Tending site(s) included as Preferred Options (formal decision by Leader of Council)	December 16	

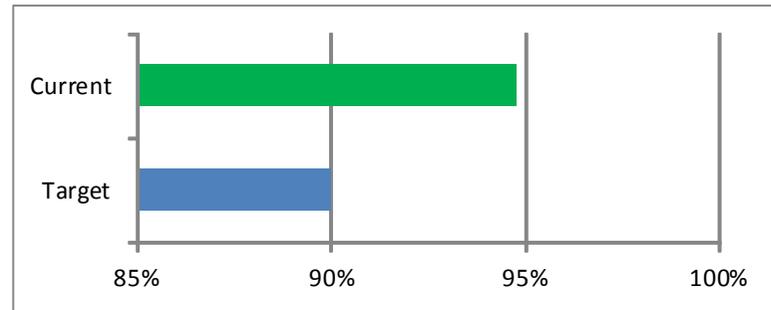
# TARGETS

## 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. May data greater than 72 hours includes fly tipping requiring grab lorry and JCB for removal.

Month	A	M	J	J	A	S	O	N	D
No. of incidents	123	104	97						
No. r'mvd <72hrs	119	98	92						
Performance (%)	96.7%	94.2%	94.8%						

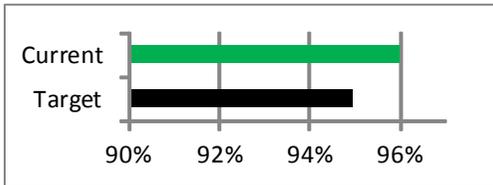
# Missed Bin Collection

## (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



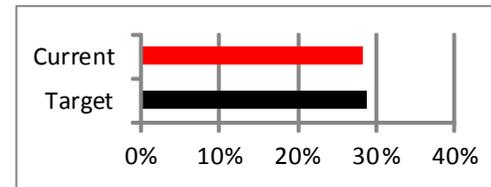
Month	A	M	J	J	A	S	O	N	D	J	F	M
Target	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
Performance	97%	93%	96%									

# 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.

### Monthly Performance Data



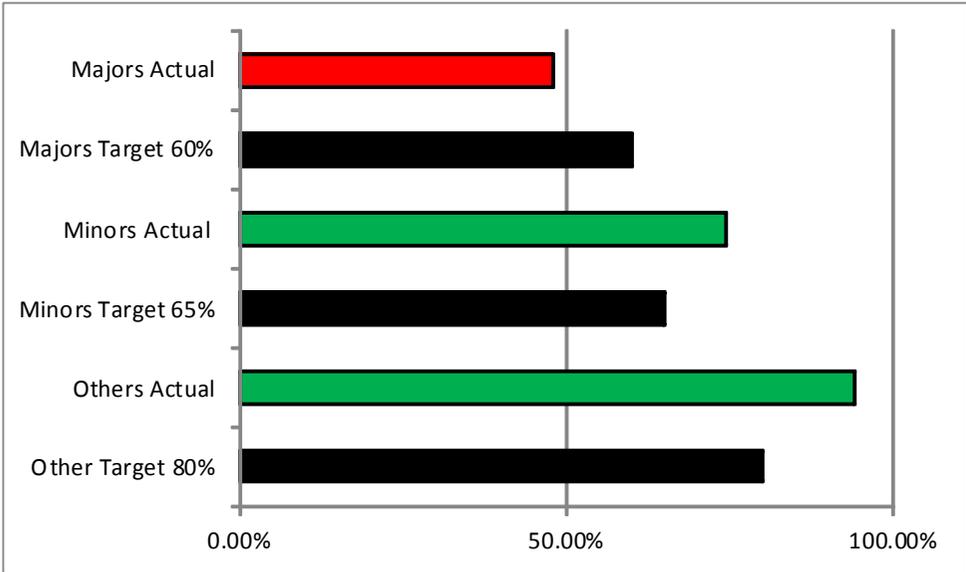
Month	M	A	M	J	J	A	S	O	N	D	J	F	M
Target (%)	29.0%	29.0%	29.0%	29.0%	29.0%	29.0%	29.0%	29.0%	29.0%	29.0%	29.0%	29.0%	29.0%
Performance	28.9%	28.9%	28.4%										

**Exception: Officer provided further detail at Corporate Management Committee: 27 June 16.**

# Handling of Planning Applications

## (Health and Housing)

Cumulative performance 2016/17



CUMULATIVE % TOTALS : April 16–March 17

Major : 48.0%

Minor : 74.5%

Others : 94.3%



### 5 YEAR HOUSING SUPPLY (Influencing Role)

As at 30.06.16 there is approximately 3.8 YEARS housing supply in the Tendring District.

Note : This figure is updated monthly but some information that contributes to the calculation is only available periodically and so the figure may not be wholly accurate

### PLANNING APPEALS

	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
No. Lodged	3	6	3									
No. Decided	5	4	1									
No. Allowed	3	3	1									
% Allowed	60%	75%	100%									
% Cumulative Total	60%	67%	70%									

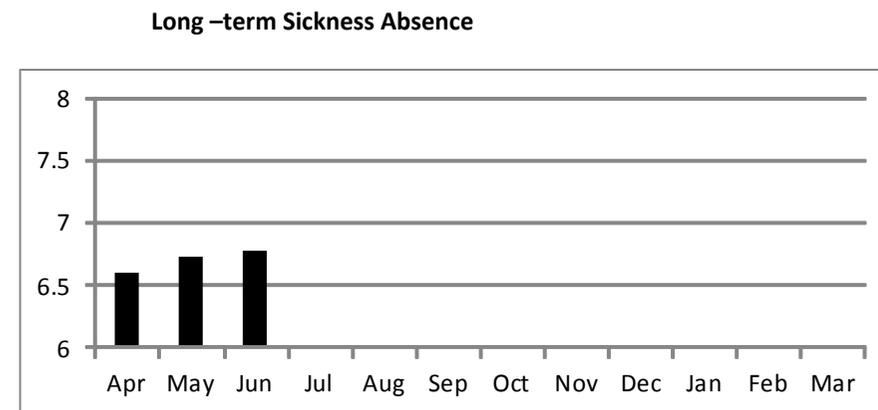
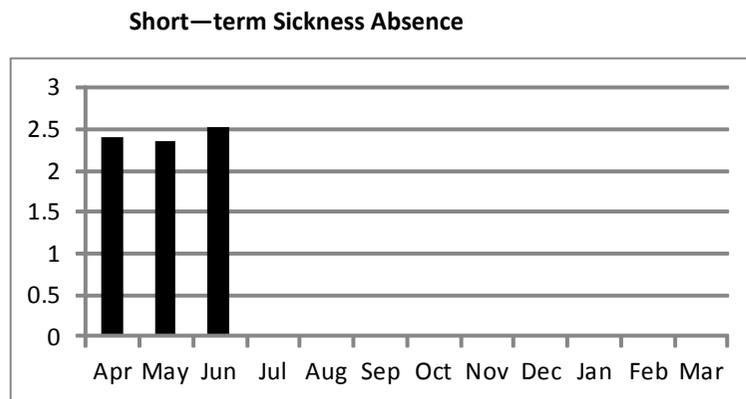
**Exception:** Increased number of applications received and level of complexity has resulted in a 'behind target' position for 'Major' applications.

## Sickness (Council and Community)

To measure the sickness absence rate of the Council.

**Objective:** To measure the rate of sickness absence at TDC.

Mth	S/T	L/T
Apr	2.40	6.59
May	2.35	6.73
Jun	2.50	6.77
Jul		
Aug		
Sep		
Oct		
Nov		
Dec		



*NB: Data displayed as both Short-Term (under 28 days) & Long Term (28 days & over).*

**Notes:** - Long term sickness absence is managed efficiently and on a case by case basis; - Short term sickness absence is carefully managed across the Council.  
- Staff sickness absence is monitored by the HR Committee, who undertake a detailed analysis of all reported figures.

**The 2015 CIPD (Chartered Institute of Personnel and Development) national report regarding absence management, reported national absence levels in the public sector at 8.7 days per employee.**

Sickness absence continues to be actively managed. Absence Management training for managers will take place later in the year and options to reduce viral short term sickness absence are currently being investigated. The Council continues to support employees' mental health using a range of methods to do so, this includes: provision of a counselling service, flexible working options/improved work-life balance, corporate gym membership and access to an occupational health specialist.

## Authorised Covert Surveillance (Council and Community)

Record of number of approved surveillances under the Regulation of Investigatory Powers Act 2000 (RIPA).

**It is important to note that this does NOT apply to all enforcement activity and therefore, it is likely that nil or low returns will be recorded.** Council's officers in the course of investigating frauds and certain regulatory criminal offences within the district may be required to undertake covert monitoring operations to gather evidence to present to a court. In doing so those officers must comply with the relevant legislation i.e., the Regulation of Investigatory Powers Act 2000 (RIPA) and the associated regulations and codes of practice. RIPA provides a strict authorisation mechanism for public authorities to undertake covert surveillance in compliance with the [Human Rights Act 1998](#). Lawful interference with Article 8 (right to respect for private and family life) rights is only permissible, if it is necessary and proportionate to do so, therefore can only be undertaken in accordance with the Council's Policy and Procedures, approved by an Authorising Officer and the Magistrates' Court. The Council is required to report the number of authorisations granted on an annually basis to the Office of Surveillance Commissioners.

OType of Surveillance	Number of Approved Authorisations											
	Monthly											
	A	M	J	J	A	S	O	N	D	J	F	M
Directed Surveillance	0	0	0									
Covert Human Intelligence Source	0	0	0									

# 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
<b>Stage 1 Complaints Performance</b>									
No.	10	8	1						
% Time	80%	100%	100%						

	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
<b>Stage 2 Complaints Performance</b>									
No.	1	2	3						
% Time	100%	100%	100%						

**Notes:** The stage 2 complaints for June include 2 for Planning and 1 for Corporate Services. There were no complaints involving the Ombudsman.