

MONTHLY PERFORMANCE REPORT

April 2013

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**N.b. There is no Budget Management Statement or Capital
Expenditure report included in the April MPR.**

Version: **V1.0**

Published by the Policy & Partnerships Team

Further information: leolord@southend.gov.uk or (01702) 215685

Key to Columns and symbols used in report

Column Heading	Description
Minimise or Maximise	Indicates whether higher or lower number is better: Minimise = lower is better, maximise = higher is better
Latest Month	The latest month for which performance information is available
Month's Value	Performance to date for the latest month
Month's Target	Target to date for the latest month
Annual Target 2012/13	Annual target for 2012/13
<u>Outcome</u>	<p>Symbol based on a traffic light system; Red, Amber, Green indicating whether an indicator's performance has achieved the annual target. Symbols used and their meaning are:</p> <p> = at risk of missing target</p> <p> = some slippage against target, but still expected to meet year-end target (31/03/2013)</p> <p> = on course to achieve target</p>
Comment	Commentary for indicators not on track providing reasons for low performance and identifying initiatives planned to bring performance back on track
Better or worse than last year	<p>Symbol indicating whether performance for the Latest Month is better or worse than the same month in the previous year. Symbols and their meanings are:</p> <p> = Latest Month's performance is better than the same month last year</p> <p> = Latest Month's performance is worse than the same month last year</p> <p> = Data not available for current or previous year</p>

Version: **V1.0**

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Section 1: 2013-2014 Exceptions - Current Month Performance



Comments on Indicators rated Red or Amber

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Expected Outcome At risk of missing target Responsible OUs People

MPR Code	Short Name	Minimise or Maximise	Latest Month	Month's Value	Month's Target	Annual Target 2013/14	Expected Outcome	Better or worse than last year	Comment - explanation of current performance, actions to improve performance and anticipated future performance	Scrutiny Committee
CP 4.6	The percentage of Common Assessment Framework initiated that come from health professionals [Cumulative]	Aim to Maximise	April 2013	1.92%	5%	5%			The total of CAF's completed from 1st April 2013 to 30th April 2013 by health (CAMHS T2) is 1 out of a total of 52 having been completed for this period. In order to address this, we are setting up specific reports for professional groupings from health. We will raise awareness and deliver training to health colleagues including: health visitors; CAMHS; GP's; School Nurses and Southend Hospital. We are also adapting the assessment process as part of the early support and single assessment developments in order to establish a flexible approach. This draft assessment is out for consultation and is being piloted with a range of professionals including health colleagues.	People Scrutiny

Expected Outcome Some slippage against target Responsible OUs Corporate Services

MPR Code	Short Name	Minimise or Maximise	Latest Month	Month's Value	Month's Target	Annual Target 2013/14	Expected Outcome	Better or worse than last year	Comment - explanation of current performance, actions to improve performance and anticipated future performance	Scrutiny Committee
CP 7.1	% of Council Tax collected in year [Cumulative]	Aim to Maximise	April 2013	10.10%	10.20%	97.90%			Due to changes to discounts & exemption's and also the introduction of Council Tax Reduction scheme this is likely to have affected this months collection. We are closely monitoring collection especially on the Council Tax Reduction cases where in previous years they have not had to make payment.	Policy & Resources Scrutiny

Expected Outcome Some slippage against target Responsible OUs People

MPR Code	Short Name	Minimise or Maximise	Latest Month	Month's Value	Month's Target	Annual Target 2013/14	Expected Outcome	Better or worse than last year	Comment - explanation of current performance, actions to improve performance and anticipated future performance	Scrutiny Committee
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MPR Code	Short Name	Minimise or Maximise	Latest Month	Month's Value	Month's Target	Annual Target 2013/14	Expected Outcome	Better or worse than last year	Comment - explanation of current performance, actions to improve performance and anticipated future performance	Scrutiny Committee
CP 4.7	The percentage of children who run away from home that receive a return to home visit [Monthly Snapshot]	Aim to Maximise	April 2013	75%	100%	100%			During the month of April 75% of missing children who ran away from home received a return to home visit by Streets Ahead. This is a new function taken on by The Street Ahead team and systems have now been established to ensure all children have a return to home visit.	People Scrutiny
CP 4.12	Number of council funded adaptations (private & public sector) [Cumulative]	Aim to Maximise	April 2013	0	20	240			No adaptations were completed during April, however, 8 have started which will be finished in the near future. This pipeline effect will smooth itself out as the year progresses.	People Scrutiny
CP 4.13	The number of statutory homeless applicants who are discharged into the private rented sector [Cumulative]	Aim to Maximise	April 2013	0	10	117			No people were moved into the private rented scheme during April, we are still in discussion with the landlords about the scheme and how it will apply to them.	Policy and Resources Scrutiny
CP 6.2	Number of drug users that left drug treatment successfully who do not then re-present to treatment again within 6 months as a proportion of the total number in treatment [Monthly Snapshot]	Aim to Maximise	April 2013	16.8%	18%	18%			This is the latest data and is for the reporting period to April 2013. It covers the 12 months December 2011 to November 2012. Overall 847 people have completed treatment, and of these 143 have NOT re-presented for further treatment, a success rate of 16.8%.	People Scrutiny
CP 8.2	To increase the number of landlords and letting agents affiliated to SEAL [Cumulative]	Aim to Maximise	April 2013	43	48	110			The target of 110 is cumulative, based on the expected total for 2012/13. Our aim is to add at least 60 landlords to the register, to reach the agreed target of 110.	Policy and Resources Scrutiny

Expected Outcome Some slippage against target Responsible OUs Place

MPR Code	Short Name	Minimise or Maximise	Latest Month	Month's Value	Month's Target	Annual Target 2013/14	Expected Outcome	Better or worse than last year	Comment - explanation of current performance, actions to improve performance and anticipated future performance	Scrutiny Committee
CP 5.1	Number of volunteers hours delivered within cultural services [Cumulative]	Aim to Maximise	April 2013	529	667	8,000			Volunteer hours is below profiled target - based on 12/13 performance, this figure will rise significantly during the summer months and is therefore subject to seasonal variations.	Place Scrutiny

Expected Outcome Some slippage against target Responsible OUs Public Health

MPR Code	Short Name	Minimise or Maximise	Latest Month	Month's Value	Month's Target	Annual Target 2013/14	Expected Outcome	Better or worse than last year	Comment - explanation of current performance, actions to improve performance and anticipated future performance	Scrutiny Committee
CP 6.3	Number of people successfully completing 4 week stop smoking course [Cumulative]	Aim to Maximise	April 2013	66	122	1,500			Final quit figures for April are unlikely to complete until the end of June as Department of Health guidelines state successful quits can be registered up to 42 days after quit date is set.	People Scrutiny

Section 2: 2013-2014 Corporate Performance Indicators



Information for all 2013-2014 Corporate Priority Indicators

Generated on: 11 June 2013 09:48

Performance Data Expected Outcome: At risk of missing target 1 On course to achieve target 22 Some slippage against target 8 No Value 3

Priority Priority 1 - Continue to reduce crime, disorder and anti-social behaviour.

MPR Code	Short Name	Minimise or Maximise	Latest Month	Month's Value	Month's Target	Annual Target 2013/14	Expected Outcome	Better or worse than last year	Managed By	Scrutiny Committee
CP 1.1	Score against 10 BCS crimes; Theft of vehicle, theft from vehicle, vehicle interference, domestic burglary, theft of cycle, theft from person, criminal damage, common assault, woundings, robbery. [Cumulative]	Aim to Minimise	April 2013	576	662	7542			Dipti Patel	Policy & Resources Scrutiny

Priority Priority 2 - Ensure a well maintained and attractive street scene, parks and open spaces

MPR Code	Short Name	Minimise or Maximise	Latest Month	Month's Value	Month's Target	Annual Target 2013/14	Expected Outcome	Better or worse than last year	Managed By	Scrutiny Committee
CP 2.1	Number of reported missed collections per 100,000 [Monthly Snapshot]	Aim to Minimise	April 2013	50	51	51			Dipti Patel	Place Scrutiny
CP 2.2	% acceptable standard of cleanliness: litter [Cumulative]	Aim to Maximise	April 2013	93%	86%	86%			Dipti Patel	Place Scrutiny

Priority Priority 3 - Where possible minimise our impact on the natural environment

MPR Code	Short Name	Minimise or Maximise	Latest Month	Month's Value	Month's Target	Annual Target 2013/14	Expected Outcome	Better or worse than last year	Managed By	Scrutiny Committee
CP 3.1	Percentage of household waste sent for reuse, recycling and composting [Cumulative]	Aim to Maximise	April 2013	53.69%	51.00%	51.00%			Dipti Patel	Place Scrutiny

Priority Priority 4 - Continue to improve outcomes for vulnerable children and adults

MPR Code	Short Name	Minimise or Maximise	Latest Month	Month's Value	Month's Target	Annual Target 2013/14	Expected Outcome	Better or worse than last year	Managed By	Scrutiny Committee
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MPR Code	Short Name	Minimise or Maximise	Latest Month	Month's Value	Month's Target	Annual Target 2013/14	Expected Outcome	Better or worse than last year	Managed By	Scrutiny Committee
CP 4.1	Number of children benefiting from 2 year old funding [Monthly Snapshot]	Aim to Maximise	April 2013	353	350	350	✔	↑	Sue Hadley	People Scrutiny
CP 4.2	Number of children subject to a Child Protection Plan (not including temps) [Monthly Snapshot]	Aim to Minimise	April 2013	76	120	120	✔	↑	Sue Hadley	People Scrutiny
CP 4.3	Number of Looked After Children [Monthly Snapshot]	Aim to Minimise	April 2013	228	240	240	✔	↑	Sue Hadley	People Scrutiny
CP 4.4	The percentage of children referred by stage 4 services to the commissioned domestic abuse service that move to stages 1, 2 or 3 within 6 months of the work being undertaken by the provider being completed [Cumulative]	Aim to Maximise	Q1 2013/14			60%		?	Sue Hadley	People Scrutiny
CP 4.5	The percentage reduction in teenage pregnancies (Under 18 Conceptions) [Snapshot]	Aim to Maximise	Q1 2013/14			3%		?		People Scrutiny
CP 4.6	The percentage of Common Assessment Framework initiated that come from health professionals [Cumulative]	Aim to Maximise	April 2013	1.92%	5%	5%	⚠	?	Jane Theadom	People Scrutiny
CP 4.7	The percentage of children who run away from home that receive a return to home visit [Monthly Snapshot]	Aim to Maximise	April 2013	75%	100%	100%	⚠	?	Sue Hadley	People Scrutiny
CP 4.8	The percentage of recruitment to posts working with (including managers) children and young people (CYP) that include CYP in the recruitment process [Monthly Snapshot]	Aim to Maximise	April 2013	100%	90%	90%	✔	?	Sue Hadley	People Scrutiny
CP 4.9	Appropriate Social care clients receiving Self Directed Support [Rolling 12 month average]	Aim to Maximise	April 2013	75.2%	75.0%	75.0%	✔	↑	Carol Cranfield	People Scrutiny
CP 4.10	Adults in contact with secondary mental health services living independently, with or without support (expressed as a percentage)	Aim to Maximise	April 2013	89.8	90	90	✔	?	Carol Cranfield	People Scrutiny
CP 4.11	Proportion of older people 65 and over who were still at home 91 days after discharge from hospital to rehab/rehab	Aim to Maximise	Q1 2013/14			86		?	Carol Cranfield	People Scrutiny
CP 4.12	Number of council funded adaptations (private & public sector) [Cumulative]	Aim to Maximise	April 2013	0	20	240	⚠	?	Jacqui Lansley	People Scrutiny

MPR Code	Short Name	Minimise or Maximise	Latest Month	Month's Value	Month's Target	Annual Target 2013/14	Expected Outcome	Better or worse than last year	Managed By	Scrutiny Committee
CP 4.13	The number of statutory homeless applicants who are discharged into the private rented sector [Cumulative]	Aim to Maximise	April 2013	0	10	117			Jacqui Lansley	Policy and Resources Scrutiny

Priority Priority 5 - Support Southend to be active and alive with sport and culture

MPR Code	Short Name	Minimise or Maximise	Latest Month	Month's Value	Month's Target	Annual Target 2013/14	Expected Outcome	Better or worse than last year	Managed By	Scrutiny Committee
CP 5.1	Number of volunteers hours delivered within cultural services [Cumulative]	Aim to Maximise	April 2013	529	667	8,000			Nick Harris	Place Scrutiny
CP 5.2	Number of attendances at council run or affiliated arts and sports events and facilities [Cumulative]	Aim to Maximise	April 2013	300,496	235,207	3,409,000			Nick Harris	Place Scrutiny

Priority Priority 6 - Reduce inequalities and increase the life chances of people living in Southend

MPR Code	Short Name	Minimise or Maximise	Latest Month	Month's Value	Month's Target	Annual Target 2013/14	Expected Outcome	Better or worse than last year	Managed By	Scrutiny Committee
CP 6.1	The percentage of children and parents/carers accessing services from a Children's Centre who are from the 30% most deprived areas of Southend. [Cumulative]	Aim to Maximise	April 2013	36.5%	37%	37%			Sue Hadley	People Scrutiny
CP 6.2	Number of drug users that left drug treatment successfully who do not then re-present to treatment again within 6 months as a proportion of the total number in treatment [Monthly Snapshot]	Aim to Maximise	April 2013	16.8%	18%	18%			Glyn Halksworth	People Scrutiny
CP 6.3	Number of people successfully completing 4 week stop smoking course [Cumulative]	Aim to Maximise	April 2013	66	122	1,500			Liesel Park	People Scrutiny
CP 6.4	Take up of the NHS Health Check programme - by those eligible [Cumulative]	Aim to Maximise	April 2013	288	275	6,401			Margaret Gray	People Scrutiny

Priority Priority 7 - Encourage the prosperity of Southend and its residents

MPR Code	Short Name	Minimise or Maximise	Latest Month	Month's Value	Month's Target	Annual Target 2013/14	Expected Outcome	Better or worse than last year	Managed By	Scrutiny Committee
CP 7.1	% of Council Tax collected in year [Cumulative]	Aim to Maximise	April 2013	10.10%	10.20%	97.90%			Joe Chesterton	Policy & Resources Scrutiny
CP 7.2	% of Non-domestic Rates collected in year [Cumulative]	Aim to Maximise	April 2013	14.00%	12.00%	98.50%			Joe Chesterton	Policy & Resources Scrutiny

MPR Code	Short Name	Minimise or Maximise	Latest Month	Month's Value	Month's Target	Annual Target 2013/14	Expected Outcome	Better or worse than last year	Managed By	Scrutiny Committee
CP 7.3	16 to 19 year olds who are not in education, employment or training (NEET) [Monthly Snapshot]	Aim to Minimise	April 2013	5.3%	7.0%	7.0%			Sue Hadley	People Scrutiny

Priority Priority 8 - Enable well-planned quality housing and developments that meet the needs of Southend's residents and businesses

MPR Code	Short Name	Minimise or Maximise	Latest Month	Month's Value	Month's Target	Annual Target 2013/14	Expected Outcome	Better or worse than last year	Managed By	Scrutiny Committee
CP 8.1	Level of Current Rent Arrears [Monthly Snapshot]	Aim to Minimise	April 2013	£477115	£511234	£511000			Jacqui Lansley	Policy & Resources Scrutiny
CP 8.2	To increase the number of landlords and letting agents affiliated to SEAL [Cumulative]	Aim to Maximise	April 2013	43	48	110			Jacqui Lansley	Policy and Resources Scrutiny
CP 8.3	Major planning applications determined in 13 weeks [Cumulative]	Aim to Maximise	April 2013	100.00%	79.00%	79.00%			Peter Geraghty	Place Scrutiny
CP 8.4	Minor planning applications determined in 8 weeks [Cumulative]	Aim to Maximise	April 2013	85.00%	84.00%	84.00%			Peter Geraghty	Place Scrutiny
CP 8.5	Other planning applications determined in 8 weeks [Cumulative]	Aim to Maximise	April 2013	96.72%	92.00%	92.00%			Peter Geraghty	Place Scrutiny

Priority Priority 9 - Deliver cost effective, targeted, services that meet the identified needs of our community

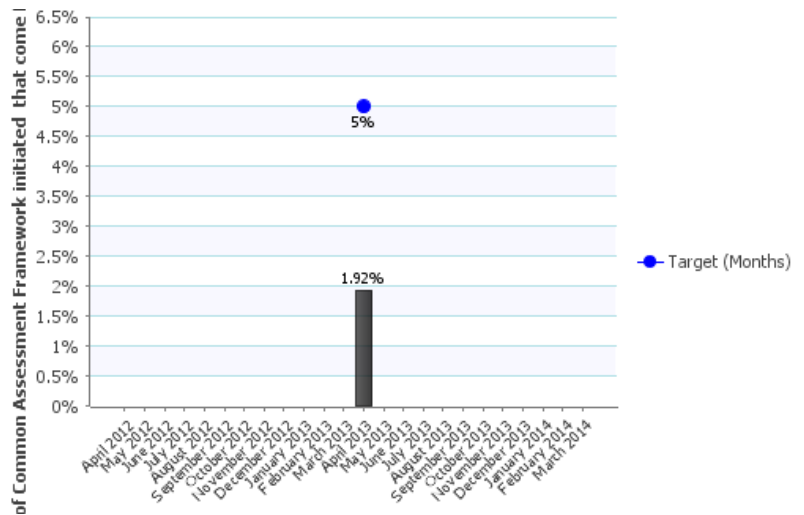
MPR Code	Short Name	Minimise or Maximise	Latest Month	Month's Value	Month's Target	Annual Target 2013/14	Expected Outcome	Better or worse than last year	Managed By	Scrutiny Committee
CP 10.1	Govmetric Measurement of Satisfaction (3 Channels - Phones, Face 2 Face & Web) [Cumulative]	Aim to Maximise	April 2013	84.74%	80.00%	80.00%			Nick Corrigan	Policy & Resources Scrutiny
CP 10.2	Number of payments made online [Cumulative]	Aim to Maximise	April 2013	4,398	3,334	40,000			Nick Corrigan	Policy & Resources Scrutiny
CP 10.3	Working days lost per FTE due to sickness - excluding school staff [Cumulative]	Aim to Minimise	April 2013	0.52	0.56	7.26			Joanna Ruffle	Policy & Resources Scrutiny

Section 3: Detail of indicators rated Red or Amber


Priority Priority 4 - Continue to improve outcomes for vulnerable children and adults
Expected Outcome: At risk of missing target 1 Some slippage against target 3

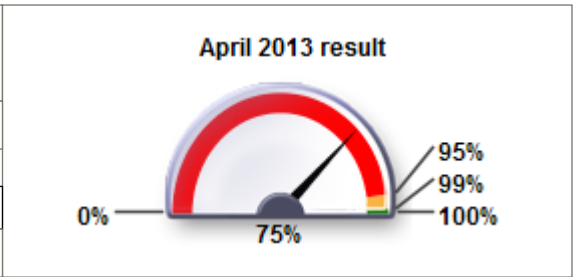
CP 4.6	The percentage of Common Assessment Framework initiated that come from health professionals [Cumulative]			<p>April 2013 result</p>
Expected Outcome		Format	Aim to Maximise	
Managed By	Jane Theadom			
Year Introduced	2013			

Date Range 1		
	Value	Target
April 2012		
May 2012		
June 2012		
July 2012		
August 2012		
September 2012		
October 2012		
November 2012		
December 2012		
January 2013		
February 2013		
March 2013		
April 2013	1.92%	5%
May 2013		
June 2013		
July 2013		
August 2013		
September 2013		
October 2013		
November 2013		
December 2013		
January 2014		
February 2014		
March 2014		

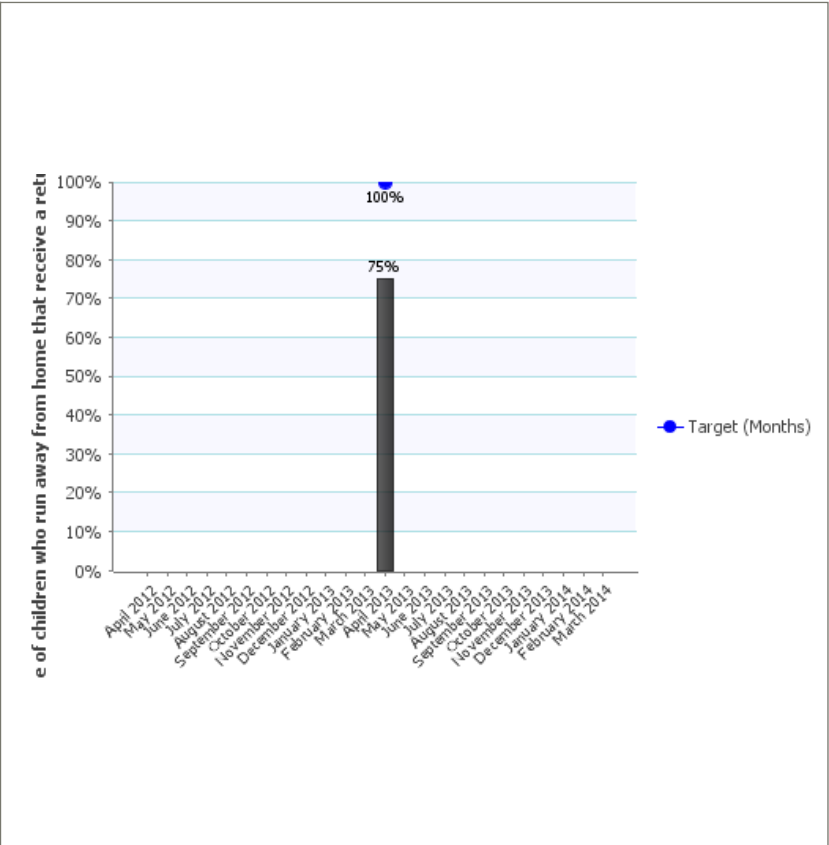


The total of CAF's completed from 1st April 2013 to 30th April 2013 by health (CAMHS T2) is 1 out of a total of 52 having been completed for this period. In order to address this, we are setting up specific reports for professional groupings from health. We will raise awareness and deliver training to health colleagues including: health visitors; CAMHS; GP's; School Nurses and Southend Hospital. We are also adapting the assessment process as part of the early support and single assessment developments in order to establish a flexible approach. This draft assessment is out for consultation and is being piloted with a range of professionals including health colleagues.


CP 4.7	The percentage of children who run away from home that receive a return to home visit [Monthly Snapshot]		
Expected Outcome		Format	Aim to Maximise
Managed By	Sue Hadley		
Year Introduced	2013		

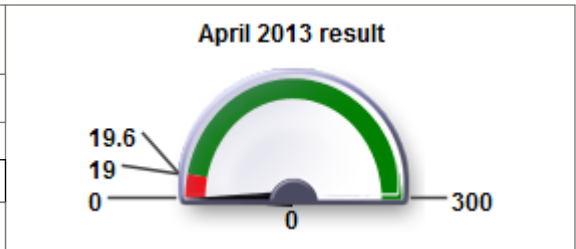


Date Range 1		
	Value	Target
April 2012		
May 2012		
June 2012		
July 2012		
August 2012		
September 2012		
October 2012		
November 2012		
December 2012		
January 2013		
February 2013		
March 2013		
April 2013	75%	100%
May 2013		
June 2013		
July 2013		
August 2013		
September 2013		
October 2013		
November 2013		
December 2013		
January 2014		
February 2014		
March 2014		

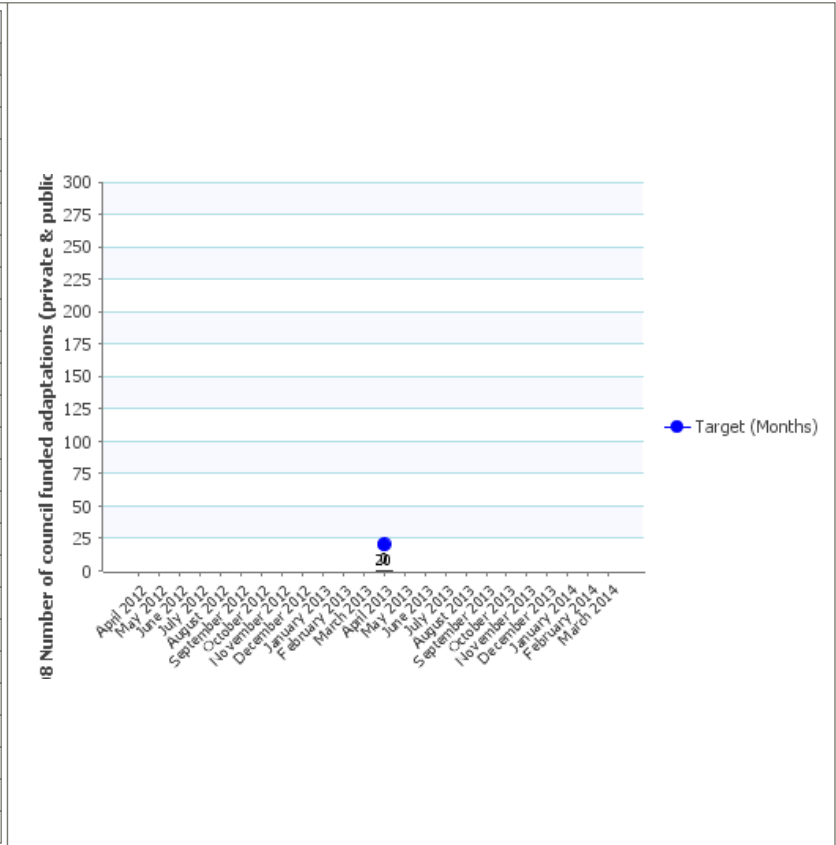


During the month of April 75% of missing children who ran away from home received a return to home visit by Streets Ahead. This is a new function taken on by The Street Ahead team and systems have now been established to ensure all children have a return to home visit.

CP 4.12	Number of council funded adaptations (private & public sector) [Cumulative]		
Expected Outcome		Format	Aim to Maximise
Managed By	Jacqui Lansley		
Year Introduced	2013		



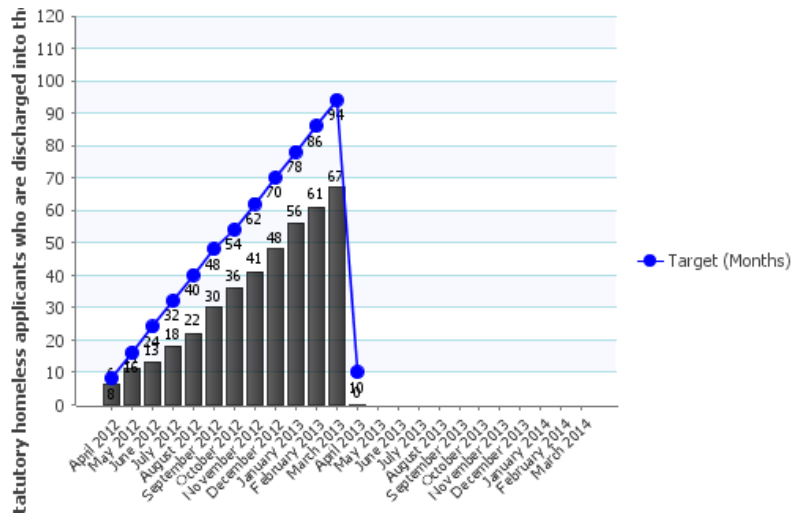
Date Range 1		
	Value	Target
April 2012		
May 2012		
June 2012		
July 2012		
August 2012		
September 2012		
October 2012		
November 2012		
December 2012		
January 2013		
February 2013		
March 2013		
April 2013	0	20
May 2013		
June 2013		
July 2013		
August 2013		
September 2013		
October 2013		
November 2013		
December 2013		
January 2014		
February 2014		
March 2014		



No adaptations were completed during April, however, 8 have started which will be finished in the near future. This pipeline effect will smooth itself out as the year progresses.

CP 4.13	The number of statutory homeless applicants who are discharged into the private rented sector [Cumulative]			<p style="text-align: center;">April 2013 result</p>
Expected Outcome		Format	Aim to Maximise	
Managed By	Jacqui Lansley			
Year Introduced	2012			

Date Range 1		
	Value	Target
April 2012	6	8
May 2012	11	16
June 2012	13	24
July 2012	18	32
August 2012	22	40
September 2012	30	48
October 2012	36	54
November 2012	41	62
December 2012	48	70
January 2013	56	78
February 2013	61	86
March 2013	67	94
April 2013	0	10
May 2013		
June 2013		
July 2013		
August 2013		
September 2013		
October 2013		
November 2013		
December 2013		
January 2014		
February 2014		
March 2014		



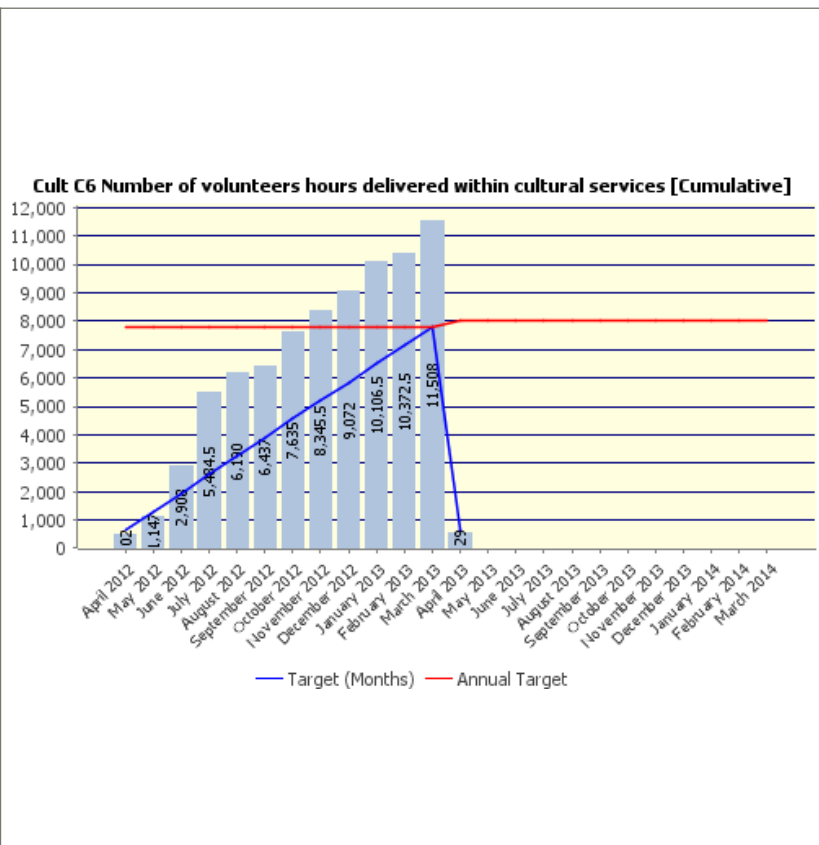
No people were moved into the private rented scheme during April, we are still in discussion with the landlords about the scheme and how it will apply to them.

Priority Priority 5 - Support Southend to be active and alive with sport and culture

Expected Outcome: Some slippage against target 1


CP 5.1	Number of volunteers hours delivered within cultural services [Cumulative]			<p>April 2013 result</p>
Expected Outcome		Format	Aim to Maximise	
Managed By	Nick Harris			
Year Introduced	2012			

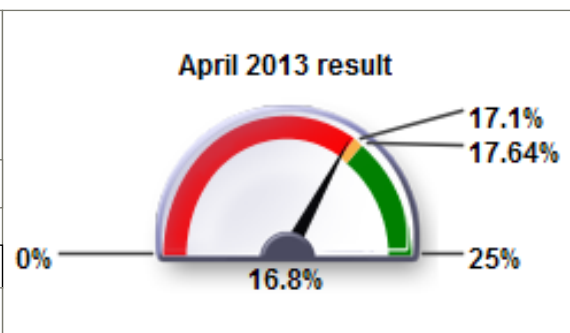
Date Range 1		
	Value	Target
April 2012	502	650
May 2012	1,147	1,300
June 2012	2,908	1,950
July 2012	5,484.5	2,600
August 2012	6,190	3,250
September 2012	6,437	3,900
October 2012	7,635	4,550
November 2012	8,345.5	5,200
December 2012	9,072	5,850
January 2013	10,106.5	6,500
February 2013	10,372.5	7,150
March 2013	11,508	7,800
April 2013	529	667
May 2013		
June 2013		
July 2013		
August 2013		
September 2013		
October 2013		
November 2013		
December 2013		
January 2014		
February 2014		
March 2014		



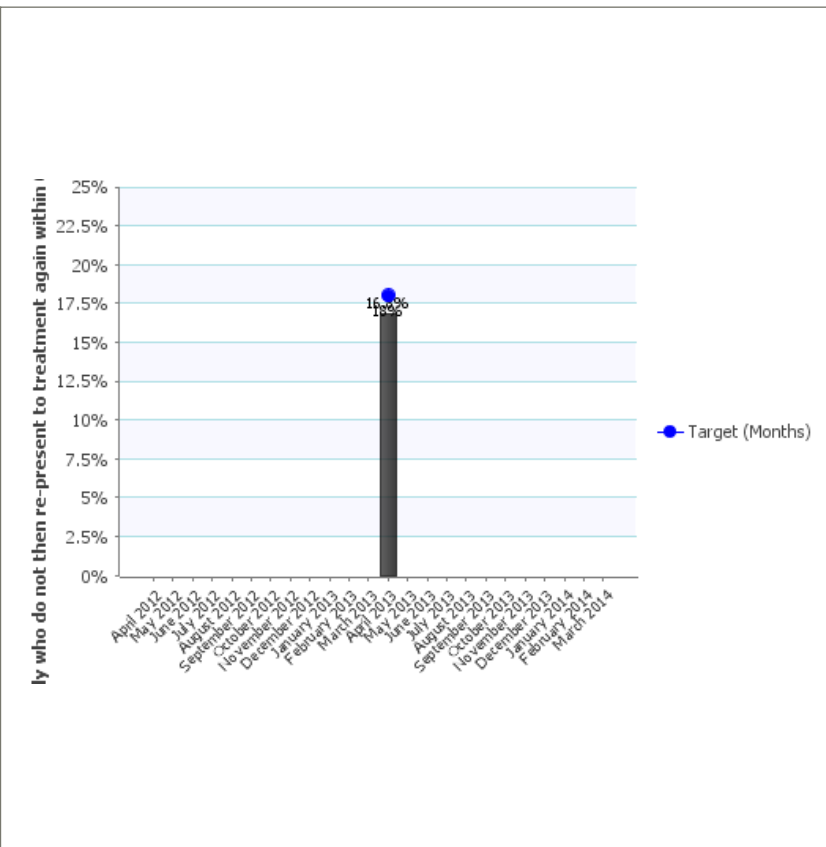
Volunteer hours is below profiled target - based on 12/13 performance, this figure will rise significantly during the summer months and is therefore subject to seasonal variations.

Priority Priority 6 - Reduce inequalities and increase the life chances of people living in Southend
Expected Outcome: Some slippage against target 2

CP 6.2	Number of drug users that left drug treatment successfully who do not then re-present to treatment again within 6 months as a proportion of the total number in treatment [Monthly Snapshot]		
Expected Outcome		Format	Aim to Maximise
Managed By	Glyn Halksworth		
Year Introduced	2013		



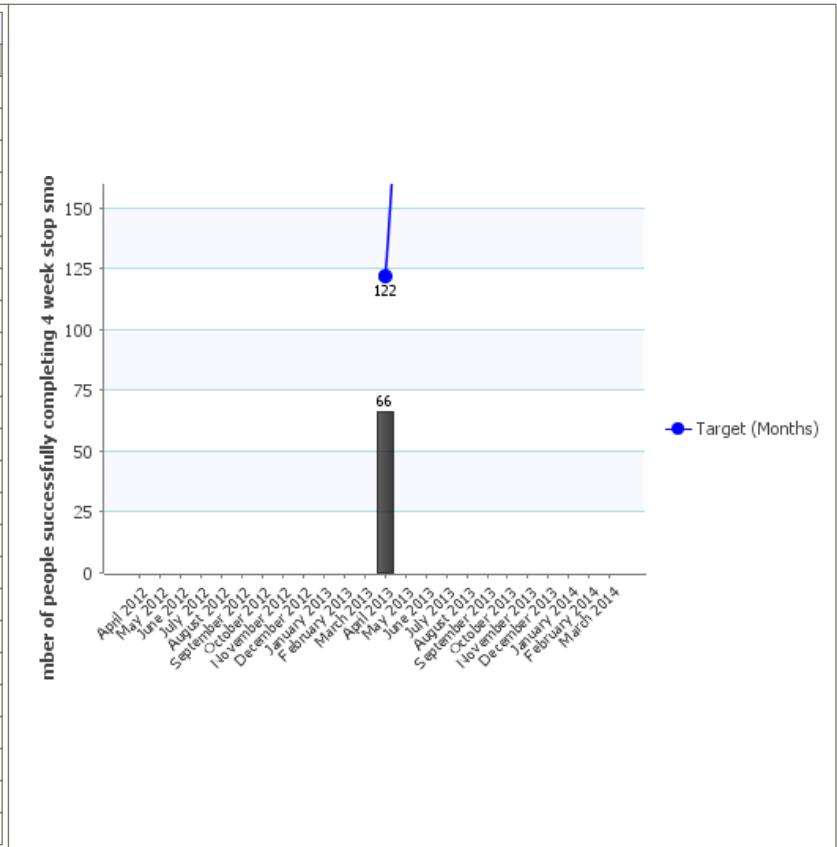
Date Range 1		
	Value	Target
April 2012		
May 2012		
June 2012		
July 2012		
August 2012		
September 2012		
October 2012		
November 2012		
December 2012		
January 2013		
February 2013		
March 2013		
April 2013	16.8%	18%
May 2013		
June 2013		
July 2013		
August 2013		
September 2013		
October 2013		
November 2013		
December 2013		
January 2014		
February 2014		
March 2014		



This is the latest data and is for the reporting period to April 2013. It covers the 12 months December 2011 to November 2012. Overall 847 people have completed treatment, and of these 143 have NOT re-presented for further treatment, a success rate of 16.8%.


CP 6.3	Number of people successfully completing 4 week stop smoking course [Cumulative]			<p style="text-align: center;">April 2013 result</p>
Expected Outcome		Format	Aim to Maximise	
Managed By	Liesel Park			
Year Introduced				

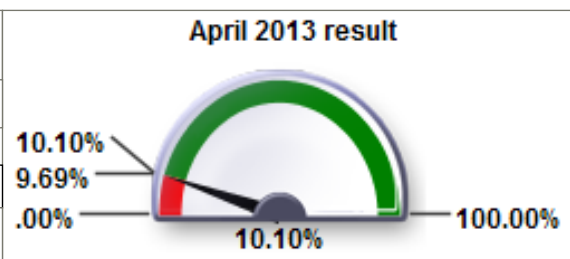
Date Range 1		
	Value	Target
April 2012		
May 2012		
June 2012		
July 2012		
August 2012		
September 2012		
October 2012		
November 2012		
December 2012		
January 2013		
February 2013		
March 2013		
April 2013	66	122
May 2013		245
June 2013		368
July 2013		468
August 2013		569
September 2013		669
October 2013		777
November 2013		886
December 2013		994
January 2014		1,164
February 2014		1,332
March 2014		1,500



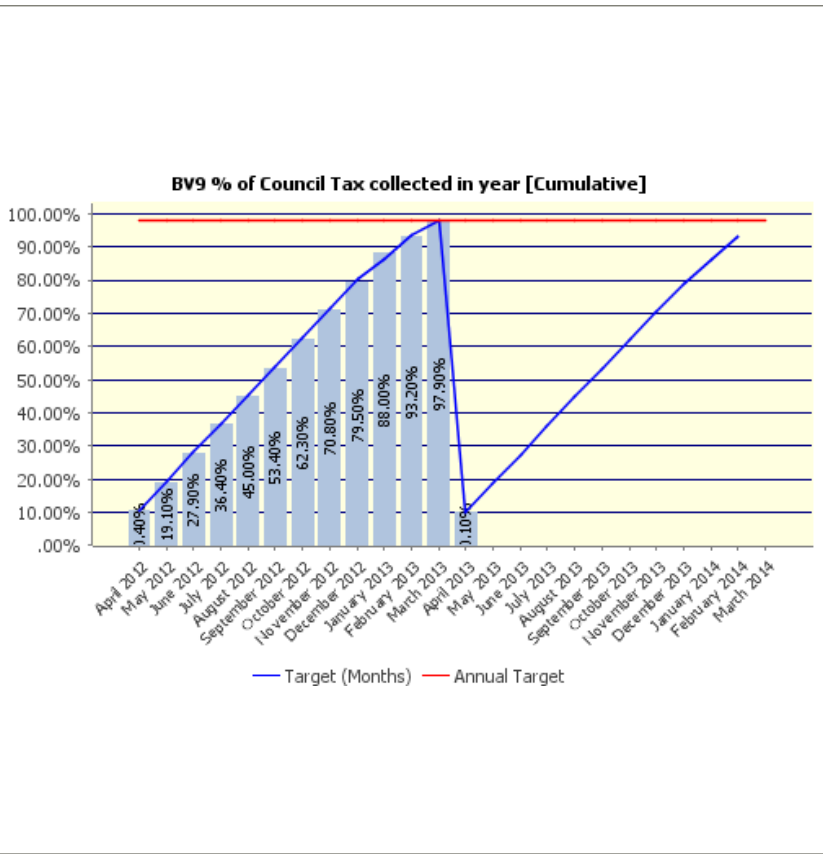
Final quit figures for April are unlikely to complete until the end of June as Department of Health guidelines state successful quits can be registered up to 42 days after quit date is set.

Priority Priority 7 - Encourage the prosperity of Southend and its residents
Expected Outcome: Some slippage against target 1

CP 7.1	% of Council Tax collected in year [Cumulative]		
Expected Outcome		Format	Aim to Maximise
Managed By	Joe Chesterton		
Year Introduced	2000		




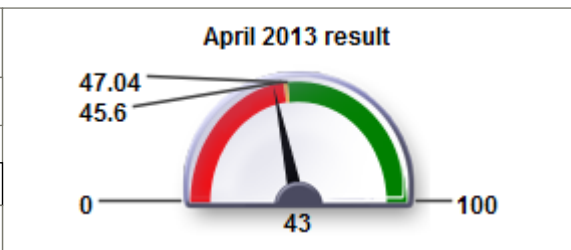
Date Range 1		
	Value	Target
April 2012	10.40%	10.70%
May 2012	19.10%	19.30%
June 2012	27.90%	28.40%
July 2012	36.40%	36.80%
August 2012	45.00%	45.50%
September 2012	53.40%	54.00%
October 2012	62.30%	62.70%
November 2012	70.80%	71.40%
December 2012	79.50%	80.30%
January 2013	88.00%	86.30%
February 2013	93.20%	93.40%
March 2013	97.90%	97.80%
April 2013	10.10%	10.20%
May 2013		18.80%
June 2013		27.40%
July 2013		36.30%
August 2013		45.00%
September 2013		53.50%
October 2013		62.20%
November 2013		70.30%
December 2013		79.00%
January 2014		86.30%
February 2014		92.90%
March 2014		



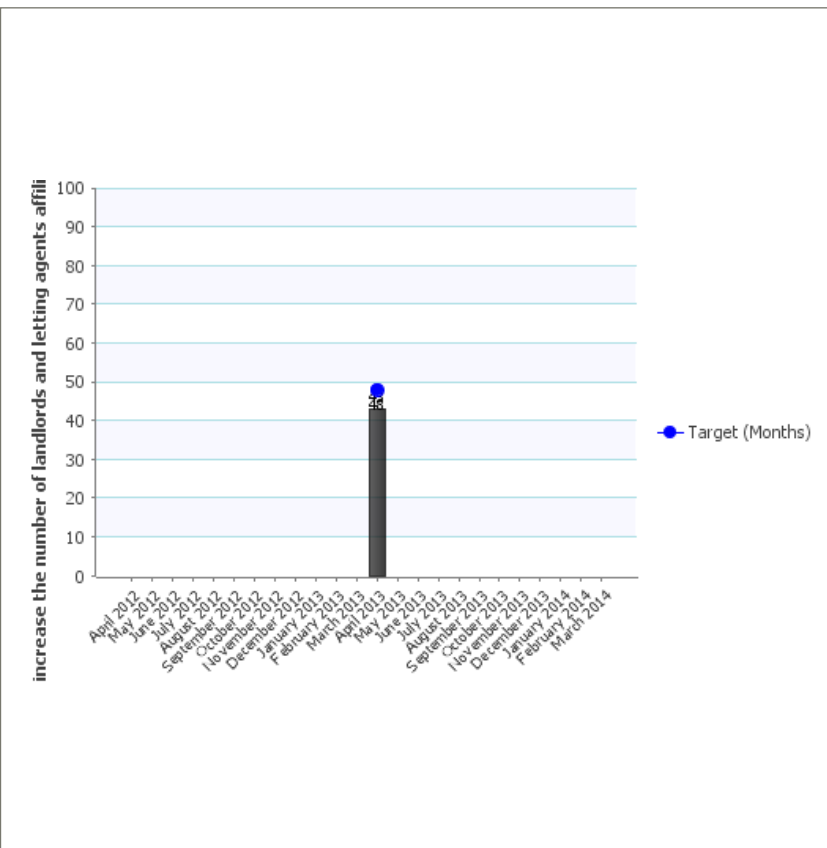
Due to changes to discounts & exemption's and also the introduction of Council Tax Reduction scheme this is likely to have affected this months collection. We are closely monitoring collection especially on the Council Tax Reduction cases where in previous years they have not had to make payment.

Priority Priority 8 - Enable well-planned quality housing and developments that meet the needs of Southend's residents and businesses
 Expected Outcome: Some slippage against target 1

CP 8.2	To increase the number of landlords and letting agents affiliated to SEAL [Cumulative]		
Expected Outcome		Format	Aim to Maximise
Managed By	Jacqui Lansley		
Year Introduced	2013		



Date Range 1		
	Value	Target
April 2012		
May 2012		
June 2012		
July 2012		
August 2012		
September 2012		
October 2012		
November 2012		
December 2012		
January 2013		
February 2013		
March 2013		
April 2013	43	48
May 2013		
June 2013		
July 2013		
August 2013		
September 2013		
October 2013		
November 2013		
December 2013		
January 2014		
February 2014		
March 2014		



The target of 110 is cumulative, based on the expected total for 2012/13. Our aim is to add at least 60 landlords to the register, to reach the agreed target of 110.