

**ACTION PLANS FOR PIs TO BE MONITORED MONTHLY IN 2006/07**

<b>BVPI No.</b>	<b>PI Definition</b>	<b>Head of Service</b>	Simon Davey
<b>8</b>	The percentage of invoices for commercial goods and services which were paid by the authority within 30 days	<b>Directorate</b>	Economy
		<b>Director</b>	Diccon Pearse
		<b>Portfolio Holder</b>	Andrew Moulding

Performance in 2004/05	Relative Position in 2004/05	Quartile Performance in 2004/05	Performance in 2005/06	Target for 2006/07	Target for 2007/08	Target for 2008/09
93.50%	Below Average	Top 97.00% Ave 94.69% Bott 91.06%	90.81%	96%	97%	98%

<b>BOX A: By when is it expected that performance equal to national above average performance in 2004/05 will be achieved?</b>	<b>BOX B: What actions are being taken to achieve performance equal to national above average performance by the date shown in Box A?</b>
September 2006	<ol style="list-style-type: none"> <li>1. Ensure disputed invoices treated correctly and excluded from PI.</li> <li>2. Develop reports through Business Objects identifying poor performance to be sent to relevant Service Head for action and identify where any other backlogs may exist in the process.</li> <li>3. Reports of constantly poor performing services to SMT for Director's action.</li> </ol>

<b>BVPI No.</b>	<b>PI Definition</b>	<b>Head of Service</b>	Simon Davey
<b>9</b>	The percentage of council tax collected by the Council in the year	<b>Directorate</b>	Economy
		<b>Director</b>	Diccon Pearse
		<b>Portfolio Holder</b>	Andrew Moulding

Performance in 2004/05	Relative Position in 2004/05	Quartile Performance in 2004/05	Performance in 2005/06	Target for 2006/07	Target for 2007/08	Target for 2008/09
97.40%	Below Average	Top 98.50% Ave 98.1% Bott 97.37%	98.16%	98.5%	98.5%	98.6%

<b>BOX A: By when is it expected that performance equal to national above average performance in 2004/05 will be achieved?</b>	<b>BOX B: What actions are being taken to achieve performance equal to national above average performance by the date shown in Box A?</b>
<p>Performance reached average in 2005/06 (subject to final confirmation of other authority figures).</p> <p>Performance planned in 2006/07 will takes us well above average. Top quartile performance is the target.</p>	<p>1. Vigorous and proactive recovery timetable in place - working well to date.</p>

<b>BVPI No.</b>	<b>PI Definition</b>	<b>Head of Service</b>	Simon Davey
10	The percentage of national non-domestic rates collected in the year	<b>Directorate</b>	Economy
		<b>Director</b>	Diccon Pearse
		<b>Portfolio Holder</b>	Andrew Moulding

Performance in 2004/05	Relative Position in 2004/05	Quartile Performance in 2004/05	Performance in 2005/06	Target for 2006/07	Target for 2007/08	Target for 2008/09
98.9%	Above Average	Top 99.20% Ave 98.81% Bott 98.22%	99.13%	99%	99%	99%

<b>BOX A: By when is it expected that performance equal to national above average performance in 2004/05 will be achieved?</b>	<b>BOX B: What actions are being taken to achieve performance equal to national above average performance by the date shown in Box A?</b>
Already above average	

<b>BVPI No.</b>	<b>PI Definition</b>	<b>Head of Service</b>	Karen Jenkins
12	The number of working days lost due to sickness absence.	<b>Directorate</b>	Central Services
		<b>Director</b>	Denise Lyon
		<b>Portfolio Holder</b>	Andrew Moulding

Performance in 2004/05	Relative Position in 2004/05	Quartile Performance in 2004/05	Performance in 2005/06	Target for 2006/07	Target for 2007/08	Target for 2008/09
7.72	Top Quartile	Top 8.48 Ave 9.59 Bott 11.10	12.4	9.59	9.59	9.59

<b>BOX A: By when is it expected that performance equal to national above average performance in 2004/05 will be achieved?</b>	<b>BOX B: What actions are being taken to achieve performance equal to national above average performance by the date shown in Box A?</b>
The target set for the next three years is the national average performance in 2004/05.	<p>During 2004 and 2005 we trained managers to ensure that they reported sickness more effectively as we were aware that some sickness had previously gone unreported. As anticipated, this brought about an increase in the sickness absence figures and placed the Council amongst the worst 25% performing district councils. The action to turn around this situation is:</p> <ol style="list-style-type: none"> <li>1. Ensure return to work interviews address underlying problems in absence.</li> <li>2. Produce quarterly trigger reports to advise managers of levels of absence and action that should be taken.</li> <li>3. Ensure that all managers go on the Managing Absence workshop.</li> <li>4. Monitor closely the Human Resources team's involvement in all 'open' sickness management cases.</li> </ol>

<b>BVPI No.</b>	<b>PI Definition</b>	<b>Head of Service</b>	Simon Davey
76c	The number of benefit fraud investigations per 1,000 claimants	<b>Directorate</b>	Economy
		<b>Director</b>	Diccon Pearse
		<b>Portfolio Holder</b>	Andrew Moulding

Performance in 2004/05	Relative Position in 2004/05	Quartile Performance in 2004/05	Performance in 2005/06	Target for 2006/07	Target for 2007/08	Target for 2008/09
25	Bottom Quartile	Top 59.53 Ave 41.2 Bott 29	34	37	37	37

<b>BOX A: By when is it expected that performance equal to national above average performance in 2004/05 will be achieved?</b>	<b>BOX B: What actions are being taken to achieve performance equal to national above average performance by the date shown in Box A?</b>
Average performance should be reached in 2006/07	<ol style="list-style-type: none"> <li>Detailed working procedures have been introduced together with risk assessments of cases to ensure that resources are directed in the most effective way. These procedures supplement the service's recently introduced Fraud Prosecution Policy and Fraud Business Plan.</li> <li>Team targets reviewed.</li> </ol>

<b>BVPI No.</b>	<b>PI Definition</b>	<b>Head of Service</b>	Simon Davey
76d	The number of benefit prosecutions and sanctions per 1,000 claimants	<b>Directorate</b>	Economy
		<b>Director</b>	Diccon Pearse
		<b>Portfolio Holder</b>	Andrew Moulding

Performance in 2004/05	Relative Position in 2004/05	Quartile Performance in 2004/05	Performance in 2005/06	Target for 2006/07	Target for 2007/08	Target for 2008/09
0.76	Bottom Quartile	Top 6.25 Ave 4.0 Bott 2.52	2.4	3	4	5

<b>BOX A: By when is it expected that performance equal to national above average performance in 2004/05 will be achieved?</b>	<b>BOX B: What actions are being taken to achieve performance equal to national above average performance by the date shown in Box A?</b>
Average performance will not be reached until 2007/08	<ol style="list-style-type: none"> <li>Detailed working procedures have been introduced together with risk assessments of cases to ensure that resources are directed in the most effective way. These procedures supplement the service's recently introduced Fraud Prosecution Policy and Fraud Business Plan.</li> <li>Team targets reviewed</li> </ol>

<b>BVPI No.</b>	<b>PI Definition</b>	<b>Head of Service</b>	Simon Davey
78a	The average time in days spent processing new benefit claims	<b>Directorate</b>	Economy
		<b>Director</b>	Diccon Pearse
		<b>Portfolio Holder</b>	Andrew Moulding

Performance in 2004/05	Relative Position in 2004/05	Quartile Performance in 2004/05	Performance in 2005/06	Target for 2006/07	Target for 2007/08	Target for 2008/09
57	Bottom Quartile	Top 28 Ave 33 Bott 40.6	39	36	32	30

<b>BOX A: By when is it expected that performance equal to national above average performance in 2004/05 will be achieved?</b>	<b>BOX B: What actions are being taken to achieve performance equal to national above average performance by the date shown in Box A?</b>
It is planned that we will not be in the bottom quartile in 2006/07, above average performance is envisaged to be reached in 2007/08	<ol style="list-style-type: none"> <li>1. Structured team and individual staff training programmes introduced.</li> <li>2. Performance management through specifically tailored team and individual target setting, monitoring and feedback.</li> <li>3. One to one mentoring with individual members of staff where specific need/ support has been identified.</li> <li>4. Continual monitoring of individual and team performance with active management of backlogs as they occur through weekend working and contract labour when necessary.</li> <li>5. Absence management.</li> <li>6. Working with our system supplier to alleviate problems with system downtime and slow response times.</li> <li>7. Restructure introduced in November 2005 focusing on a trained customer service team with first point of contact processing and separate back office assessment teams concentrating on accurate and fast processing of applications and changes to benefit entitlement.</li> </ol>

<b>BVPI No.</b>	<b>PI Definition</b>	<b>Head of Service</b>	Simon Davey
<b>78b</b>	The average time in days it takes to process a benefit claimant's change of circumstances	<b>Directorate</b>	Economy
		<b>Director</b>	Diccon Pearse
		<b>Portfolio Holder</b>	Andrew Moulding

Performance in 2004/05	Relative Position in 2004/05	Quartile Performance in 2004/05	Performance in 2005/06	Target for 2006/07	Target for 2007/08	Target for 2008/09
27	Bottom Quartile	Top 6.80 Ave 8.8 Bott 12.4	18	14	9	9

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It is planned that we will not be in the bottom quartile in 2006/07, above average performance is envisaged to be reached in 2007/08	<ol style="list-style-type: none"> <li>1. Structured team and individual staff training programmes introduced.</li> <li>2. Performance management through specifically tailored team and individual target setting, monitoring and feedback.</li> <li>3. One to one mentoring with individual members of staff where specific need/ support has been identified.</li> <li>4. Continual monitoring of individual and team performance with active management of backlogs as they occur through weekend working and contract labour when necessary.</li> <li>5. Absence management.</li> <li>6. Working with our system supplier to alleviate problems with system downtime and slow response times.</li> <li>7. Restructure introduced in November 2005 focusing on a trained customer service team with first point of contact processing and separate back office assessment teams concentrating on accurate and fast processing of applications and changes to benefit entitlement.</li> </ol>

<b>BVPI No.</b>	<b>PI Definition</b>	<b>Head of Service</b>	Simon Davey
79a	The accuracy with which we calculate benefit claims	<b>Directorate</b>	Economy
		<b>Director</b>	Diccon Pearse
		<b>Portfolio Holder</b>	Andrew Moulding

Performance in 2004/05	Relative Position in 2004/05	Quartile Performance in 2004/05	Performance in 2005/06	Target for 2006/07	Target for 2007/08	Target for 2008/09
90.92%	Bottom Quartile	Top 99.00% Ave 98% Bott 96.%8	93.4%	96%	97%	98%

<b>BOX A: By when is it expected that performance equal to national above average performance in 2004/05 will be achieved?</b>	<b>BOX B: What actions are being taken to achieve performance equal to national above average performance by the date shown in Box A?</b>
It is planned that we will be out of bottom quartile in 2006/07, above average performance is envisaged to be reached in 2007/08	<ol style="list-style-type: none"> <li>1. Structured team and individual staff training programmes introduced.</li> <li>2. Performance management through specifically tailored team and individual target setting, monitoring and feedback.</li> <li>3. One to one mentoring with individual members of staff where specific need/ support has been identified.</li> <li>4. Continual monitoring of individual and team performance with active management of backlogs as they occur through weekend working and contract labour when necessary.</li> <li>5. Absence management.</li> <li>6. Working with our system supplier to alleviate problems with system downtime and slow response times.</li> <li>7. Restructure introduced in November 2005 focusing on a trained customer service team with first point of contact processing and separate back office assessment teams concentrating on accurate and fast processing of applications and changes to benefit entitlement.</li> </ol>

<b>BVPI No.</b>	<b>PI Definition</b>	<b>Head of Service</b>	Simon Smale/John Collins
<b>64</b>	The number of private sector empty homes that are returned into occupation or demolished as a direct result of action by the council	<b>Directorate</b>	Communities
		<b>Director</b>	Peter Jeffs
		<b>Portfolio Holder</b>	Jill Elson

Performance in 2004/05	Relative Position in 2004/05	Quartile Performance in 2004/05	Performance in 2005/06	Target for 2006/07	Target for 2007/08	Target for 2008/09
15	Above Average	Top 25 Ave 9.5 Bott 2.0	12	10	20	20

<b>BOX A: By when is it expected that performance equal to national above average performance in 2004/05 will be achieved?</b>	<b>BOX B: What actions are being taken to achieve performance equal to national above average performance by the date shown in Box A?</b>
March 2007	<ol style="list-style-type: none"> <li>1. To identify long term empty properties through Council Tax records, and to trace and negotiate with owners of these properties to bring them back into use. <b>To be monitored monthly.</b></li> <li>2. To conduct street surveys through which to identify vacant units over shops. To negotiate the renovation/conversion of these units for use as social residential housing, in partnership with Housing Needs service. <b>To be negotiated with Exeter Empty Homes Service and monitoring system implemented by July 2006.</b></li> <li>3. To work in partnership with Registered Social Landlords to renovate and/or convert existing empty properties into social housing units, through the South East Devon Empty Homes Initiative. <b>To be discussed with Housing Service and monitoring in place by July 2006.</b></li> <li>4. To consider innovative new lettings schemes such as Direct Lettings Scheme, being considered in Exeter, to recruit private sector landlords to let properties to households in housing need, bringing a proportion of empty properties back into residential use and providing a housing option for those in housing need. <b>Awaiting outcome of discussions with Housing Needs and Exeter Empty Homes Service.</b></li> <li>5. To produce an Empty Homes Strategy for East Devon to be completed by end October 2006. <b>To be in place by 31<sup>st</sup> October 2006.</b></li> <li>6. To provide help and advice to members of the public who have identified empty properties which they would be interested in bringing back into use. <b>Monthly monitoring.</b></li> <li>7. To produce and distribute marketing materials, informing owners of vacant properties of possible options for bringing these units back into use. <b>Monthly monitoring.</b></li> </ol>

<b>BVPI No.</b>	<b>PI Definition</b>	<b>Head of Service</b>	John Golding
66a	Rent collected by the local authority as a proportion of rents owed on Housing Revenue Account dwellings	<b>Directorate</b>	Communities
		<b>Director</b>	Peter Jeffs
		<b>Portfolio Holder</b>	Jill Elson

Performance in 2004/05	Relative Position in 2004/05	Quartile Performance in 2004/05	Performance in 2005/06	Target for 2006/07	Target for 2007/08	Target for 2008/09
94.56%	Bottom Quartile	Top 98.74% Ave 97.8% Bott 97.15%	96.32%	97.25%	98%	98.5%

<b>BOX A: By when is it expected that performance equal to national above average performance in 2004/05 will be achieved?</b>	<b>BOX B: What actions are being taken to achieve performance equal to national above average performance by the date shown in Box A?</b>
2007/08	<ol style="list-style-type: none"> <li>1. Earlier intervention in rent arrears cases with greater use of arrears prevention and debt advice.</li> <li>2. Optimising the use of the Anite software, in particular the arrears batch processing system.</li> <li>3. Improved liaison with Housing Benefit colleagues aimed at achieving quicker benefit processing times and earlier posting of benefit into rent accounts.</li> <li>4. Accompanied lettings and tenancy sustainment initiatives to be applied to all new tenancies.</li> <li>5. Increase referrals to debt counselling services including Citizens Advice Bureau and Housing Benefit Surgeries.</li> <li>6. Improved communication with Housing Needs Team on new tenants rent accounts.</li> <li>7. Issuing of rent account statements to tenants quarterly.</li> <li>8. Introduce personal interview record forms agreed with and signed by tenants.</li> <li>9. Consider charging one weeks rent in advance/key deposit as a new tenant signs to a tenancy.</li> <li>10. Adopt a tougher line on evicting tenants for non-payment of rent.</li> <li>11. Introduce additional payment methods, specifically direct debit and swipe cards.</li> <li>12. Emphasise the importance of maintaining an up to date rent account in the Housing Standard.</li> <li>13. Refresh Rent Arrears procedures, produce Arrears Strategy/Service Standards, and publish.</li> <li>14. Involve tenants in monitoring performance through the Housing Project Board.</li> <li>15. Keep under review good practice of the top quartile performers.</li> </ol>
<p><b>NB</b> It should be noted that benchmarking with other local authorities has suggested that East Devon has fewer staff involved in rent collection than high performing similar size authorities with similar stock numbers. Additional staff resources will deliver improvements in performance, and earlier than predicted. An investment in pursuing ex-tenants arrears, and greater capacity to deal with more of the smaller debts earlier would be beneficial. This could also be cost effective as each 1% reduction in arrears results in approximately an extra £150,000 income.</p>	

<b>BVPI No.</b>	<b>PI Definition</b>	<b>Head of Service</b>	John Golding
<b>183a</b>	The average length of stay in Bed & Breakfast accommodation of households that are unintentionally homeless and in priority need (in weeks).	<b>Directorate</b>	Communities
		<b>Director</b>	Peter Jeffs
		<b>Portfolio Holder</b>	Jill Elson

Performance in 2004/05	Relative Position in 2004/05	Quartile Performance in 2004/05	Performance in 2005/06	Target for 2006/07	Target for 2007/08	Target for 2008/09
4 weeks	Below Average	Top 1 week Ave 3 weeks Bott 5 weeks	3 weeks	2 weeks	1.5 weeks	1.5 weeks

<b>BOX A: By when is it expected that performance equal to national above average performance in 2004/05 will be achieved?</b>	<b>BOX B: What actions are being taken to achieve performance equal to national above average performance by the date shown in Box A?</b>
2007/08	<ol style="list-style-type: none"> <li>1. The Temporary Accommodation Reduction Plan agreed by the Executive Board in January 2006 (which follows the next action plan for BV 203) aims to reduce the use of all forms of temporary accommodation, including bed &amp; breakfast. The Reduction Plan contains 22 individual actions to be progressed over the period 2005 - 2010.</li> <li>2. Early intervention to prevent homelessness and avoid the use of bed &amp; breakfast accommodation.</li> <li>3. Developing alternatives to bed and breakfast for use as short term emergency accommodation used in homeless situations.</li> <li>4. Providing good quality, timely and comprehensive housing advice.</li> <li>5. Expanding the use of the private rented sector for homeless households.</li> </ol>

<b>BVPI No.</b>	<b>PI Definition</b>	<b>Head of Service</b>	John Golding
203	The percentage change in the average number of families placed in temporary accommodation compared with the average number from the previous year.	<b>Directorate</b>	Communities
		<b>Director</b>	Peter Jeffs
		<b>Portfolio Holder</b>	Jill Elson

Performance in 2004/05	Relative Position in 2004/05	Quartile Performance in 2004/05	Performance in 2005/06	Target for 2006/07	Target for 2007/08	Target for 2008/09
32%	Bottom Quartile	Top - 9.4% Ave 6.31% Bott 25.21%	13.38%	- 2%	- 10%	- 12%

<b>BOX A: By when is it expected that performance equal to national above average performance in 2004/05 will be achieved?</b>	<b>BOX B: What actions are being taken to achieve performance equal to national above average performance by the date shown in Box A?</b>
2007/08	<ol style="list-style-type: none"> <li>1. The Temporary Accommodation Reduction Plan agreed by the Executive Board in January 2006 (which follows) seeks to reduce the number of households in temporary accommodation from 229 in December 2004 to 119 in December 2009. The Reduction plan sets out 22 individual actions to achieve the target of reducing the use of temporary accommodation by 50% by 2010.</li> <li>2. Actively pursuing alternatives to temporary accommodation and increasing the supply of good quality affordable homes.</li> <li>3. Providing good quality, timely and comprehensive housing advice aimed at preventing homelessness and assisting those threatened with homelessness to secure accommodation.</li> <li>4. Making more use of the private rented sector for households facing homelessness.</li> <li>5. Allocating a higher proportion of Council homes to homeless households.</li> <li>6. Decommissioning some older persons' accommodation and re-designating for general needs.</li> </ol>

**EAST DEVON DISTRICT COUNCIL**  
**TEMPORARY ACCOMMODATION REDUCTION PLAN 2005 - 2010**

**INTRODUCTION**

As at 31st December 2004 East Devon District Council (EDDC) had secured housing for **239** households in temporary accommodation. The target set by the Government is for this figure to be reduced by 50% in five years so that as at 31st December 2009 the number of households in temporary accommodation should be less than **119** in number. Between this period the reduction in temporary accommodation is projected to be **229** households by 31/12/05; **190** households by 31/12/06; **160** households by 31/12/07; **130** households by 31/12/08; and **119** by 31/12/09.

We receive approximately 300 homeless approaches per annum and typically accept a homeless duty towards 150 households per annum.

EDDC is a stock holding authority. For temporary accommodation EDDC uses its own housing stock; Private Sector Leased housing; B&B Hotels; privately owned supported housing; and a range of housing association accommodation.

Below is a list of initiatives EDDC has introduced, or is committed to exploring with a view to actioning, in order to reduce its use of temporary accommodation (T.A.). The initiatives are not in priority; order but a combination of these will contribute towards reducing the number of households in T.A. consistent with the Council's adopted Housing Strategy 2004 – 2007.

This action plan will be monitored and reviewed annually, and additional actions added as appropriate. The action plan is a supplement to the Housing and Homelessness Strategies. The action plan can be progressed most effectively with the commitment and support of partners, including financial support from the ODPM.

<b>No.</b>	<b>Initiative</b>	<b>Description &amp; outcomes</b>	<b>Lead agency/ partners</b>	<b>Start Date</b>
<b>1</b>	Provision of new affordable housing in partnership with RSL's.	Increase the supply of affordable housing in the district through improved enabling and negotiations through the planning system. Need to achieve 100+ new completions per annum for this initiative to make an impact on the use of T.A.	EDDC RSL's Housing Corporation	Ongoing
<b>2</b>	Provide secure tenancies to non-secure tenants occupying Council owned temporary accommodation.	Reduce the number of Council homes used as temporary accommodation by making non-secure tenancies secure, where current tenants want to stay in the accommodation occupied.	EDDC	January 2006
<b>3</b>	Home visits to parental exclusion cases by The Housing Needs and Enabling Team,	Ensure that all parental exclusion cases are visited in an attempt to mediate and prevent a homeless	EDDC	July 2005

	prior to acceptance as statutorily homeless in an attempt to prevent homelessness.	situation or create a 'homeless at home' agreement.		
<b>4</b>	Mediation for non-violent relationship breakdown and parental exclusions.	Mediation with potential homeless applicants aimed at preventing a homeless situation.	EDDC	Commenced
<b>5</b>	Enhance homeless prevention work through proactive housing advice.	Increase the number of housing surgeries, publicity on housing options, talks to vulnerable groups, website information etc.	EDDC	Ongoing
<b>6</b>	Work with the Citizens Advice Bureau (CAB) on a homeless prevention initiative.	Joint appointment of Homeless Prevention Officer to work with potentially homeless applicants to maintain accommodation or find alternative housing.	EDDC CAB	March 2006
<b>7</b>	Homelessness avoided by re-housing through the Housing Register before homelessness arises.	Older people frequently housed directly into secure housing via the Housing Register before acceptance as statutorily homeless.	EDDC	Commenced
<b>8</b>	Closer monitoring of nomination agreements to ensure EDDC is receiving full nomination rights.	Closer liaison with RSL partners to encourage them to share in the T.A. reduction target and make available an increased number of properties for Council nominees.	EDDC RSL's Housing Corporation	March 2006
<b>9</b>	Increase the proportion of homeless nominations to Council homes through the Choice Based Lettings scheme.	The Council's Choice Based Lettings scheme is being introduced in December 23005. We need to ensure that a high proportion of homeless households receive offers of secure accommodation through the scheme.	EDDC	Dec. 2005
<b>10</b>	Develop the under occupation scheme (cash incentive) to free up family homes for new tenants.	Increased number of family homes made available for allocation through increasing the attractiveness of the cash incentive scheme aimed at paying existing tenants to downsize.	EDDC	July 2006
<b>11</b>	Make more use of the private rented sector.	Develop improved relations with private landlords to create a greater number of nominations into the private sector. Develop a HomeFinder service with the private sector.	EDDC Private landlords	March 2006
<b>12</b>	Repackage the Private Sector Leasing scheme.	Review and renegotiate the purpose of the Private Sector Leasing scheme to provide good quality accommodation which is not regarded as temporary accommodation.	EDDC Empty Homes Agency	January 2006
<b>13</b>	Explore and introduce a suitable Sanctuary scheme.	Introduce a Sanctuary scheme to complement existing refuge schemes, for households suffering domestic violence, with enhanced security measures provided to existing homes.	EDDC Community Safety Partnership	April 2006

<b>14</b>	Tenancy sustainment scheme.	Tenancy Sustainment Officer to provide support to vulnerable Council tenants to ensure that they are able to effectively maintain their tenancies.	EDDC	December 2004
<b>15</b>	Rent Deposit and Rent in Advance scheme.	The scheme is operational but needs expanding to assist more households to access the private rented sector.	EDDC ODPM	September 2004
<b>16</b>	Deposit Guarantee Scheme.	Consider the benefit of introducing a scheme where the Council guarantees a nominated tenant's deposit, which gives private landlords the assurance that rent deposits will be paid if a problem arises.	EDDC	March 2006
<b>17</b>	Arrears Loans.	Explore and implement a scheme to allow tenants under threat of losing their home due to rent arrears, to borrow the money to clear the arrears and maintain their tenancy.	EDDC ODPM	March 2006
<b>18</b>	Assured Shorthold Tenancy 'Qualifying Offers' on households accepted as statutorily homeless awaiting temporary accommodation or existing temporary tenants.	Consider encouraging 'Qualifying Offers' for private rented accommodation to meet homeless obligations. Providing access to good quality private rented housing.	EDDC	March 2006
<b>19</b>	Money and Debt Advice.	Fast track referrals to CAB for specialist financial advice for people threatened with homelessness.	EDDC CAB	January 2006
<b>20</b>	Floating Support for tenancy sustainment.	Floating support scheme to provide housing related support to homeless households to avoid repeat homelessness.	EDDC ODPM Supporting People	July 2006
<b>21</b>	Discretionary Housing Benefit Payments.	Start making effective use of DHB payments to meet rental payments.	EDDC DWP/ODPM	January 2006
<b>22</b>	Use of Homelessness and Housing Register (Anite) software for performance management Information.	Full implementation of the Anite software will permit closer monitoring of performance on homelessness and the length of stay in temporary accommodation.	EDDC	December 2005

<b>BVPI No.</b>	<b>PI Definition</b>	<b>Head of Service</b>	John Golding
225	Actions against domestic violence (checklist).	<b>Directorate</b>	Communities
		<b>Director</b>	Peter Jeffs
		<b>Portfolio Holder</b>	Jill Elson

Performance in 2004/05	Relative Position in 2004/05	Quartile Performance in 2004/05	Performance in 2005/06	Target for 2006/07	Target for 2007/08	Target for 2008/09
New PI	Details for 2005/06 not available until January 2007	Details for 2005/06 not available until January 2007	0.64	To follow in January 2007	To follow in January 2007	To follow in January 2007

<b>BOX A: By when is it expected that performance equal to national above average performance in 2004/05 will be achieved?</b>	<b>BOX B: What actions are being taken to achieve performance equal to national above average performance by the date shown in Box A?</b>
National comparisons are not possible until the figures for 2005/06 are released in January 2007.	<p>1. Two actions that are likely to have an impact on our score against the checklist are planned for implementation during 2006/07:</p> <ul style="list-style-type: none"> <li>• A Devon wide joint protocol dealing with domestic violence issues between local authority Housing Needs Teams and Devon County Council's Chief Executive's Department.</li> <li>• Implementation of a 'Sanctuary' type scheme.</li> </ul> <p>2. Until we are aware of how our performance compares with other district councils in January 2007, it is not feasible to set targets for the next three years. When our comparative position is known a revised action plan will be presented to the Executive Board.</p>

<b>BVPI No.</b>	<b>PI Definition</b>	<b>Head of Service</b>	Mark Reilly
91	The percentage of households resident in the authority's area, served by a kerbside collection of recyclables	<b>Directorate</b>	Environment
		<b>Director</b>	Karime Hassan
		<b>Portfolio Holder</b>	Ray Franklin/Barry Nicholson

Performance in 2004/05	Relative Position in 2004/05	Quartile Performance in 2004/05	Performance in 2005/06	Target for 2006/07	Target for 2007/08	Target for 2007/08
79%	Bottom Quartile	Top 100% Ave 97.7% Bott 89.8%	79%	100%	100%	100%

<b>BOX A: By when is it expected that performance equal to national above average performance in 2004/05 will be achieved?</b>	<b>BOX B: What actions are being taken to achieve performance equal to national above average performance by the date shown in Box A?</b>
Autumn 2006.	The roll out of the new refuse and recycling collection service will offer the kerbside recycling scheme to 100% of the District.

<b>BVPI No.</b>	<b>PI Definition</b>	<b>Head of Service</b>	Mark Reilly
199	The proportion of relevant lane and highways assessed as having combined deposits of litter and detritus	<b>Directorate</b>	Environment
		<b>Director</b>	Karime Hassan
		<b>Portfolio Holder</b>	Ray Franklin/Barry Nicholson

Performance in 2004/05	Relative Position in 2004/05	Quartile Performance in 2004/05	Performance in 2005/06	Target for 2006/07	Target for 2007/08	Target for 2008/09
20%	Below Average	Top 10% Ave 15% Bott 21.5%	21%	20%	20%	20%

<b>BOX A: By when is it expected that performance equal to national above average performance in 2004/05 will be achieved?</b>	<b>BOX B: What actions are being taken to achieve performance equal to national above average performance by the date shown in Box A?</b>
The annual target set by the Government for 2005/06 was 25% which the Council exceeded. With the existing resources, the Council is expected to maintain the current level of performance but it will not be able to achieve above average national performance.	To focus on the areas where the ratings were C-D which are considered not to be at an acceptable standard, using the resources that we have. These areas are industrial estates, high density housing and social housing, the last two of which are very labour intensive due to on-street car parking.

<b>BVPI No.</b>	<b>PI Definition</b>	<b>Head of Service</b>	Kate Little
<b>109b</b>	The percentage of minor planning applications determined within 8 weeks	<b>Directorate</b>	Environment
<b>109c</b>	The percentage of other planning applications determined within 8 weeks	<b>Director</b>	Karime Hassan
<b>204</b>	The percentage of planning appeals allowed against refusals of planning permission	<b>Portfolio Holder</b>	Ray Franklin

<b>Performance in 2004/05</b>	<b>Relative Position in 2004/05</b>	<b>Quartile Performance in 2004/05</b>	<b>Performance in 2005/06</b>	<b>Target for 2006/07</b>	<b>Target for 2007/08</b>	<b>Target for 2008/09</b>
62.75 %	Below Average	Top 75.33% Ave 69.05% Bott 61%	71% - above target (65%) and above average performance	73%	75%	75%
72%	Bottom Quartile	Top 88.03% Ave 84.52% Bott 79.97%	84% - above target (80%) and average performance	86%	88%	88%
28%	Above Average	Top 24% Ave 29% Bott 37%	28.75% - above target (30%) and above average performance	28%	28%	28%

<b>BOX A: By when is it expected that performance equal to national above average performance in 2004/05 will be achieved?</b>	<b>BOX B: What actions are being taken to achieve performance equal to national above average performance by the date shown in Box A?</b>
Performance in all categories is at or above average performance for 2004/05.	Please see the Development Control Improvement Plan (which follows) agreed with the former ODPM and the associated trajectories showing progress to the Government targets for BV 109 b and c, which we have now exceeded for 2005/6. Unable to influence appeal decisions (BV 204) other than through quality of refusal grounds.

PLEASE ADD THE HARD COPY OF THE DEVELOPMENT  
CONTROL IMPROVEMENT PLAN HERE.