









































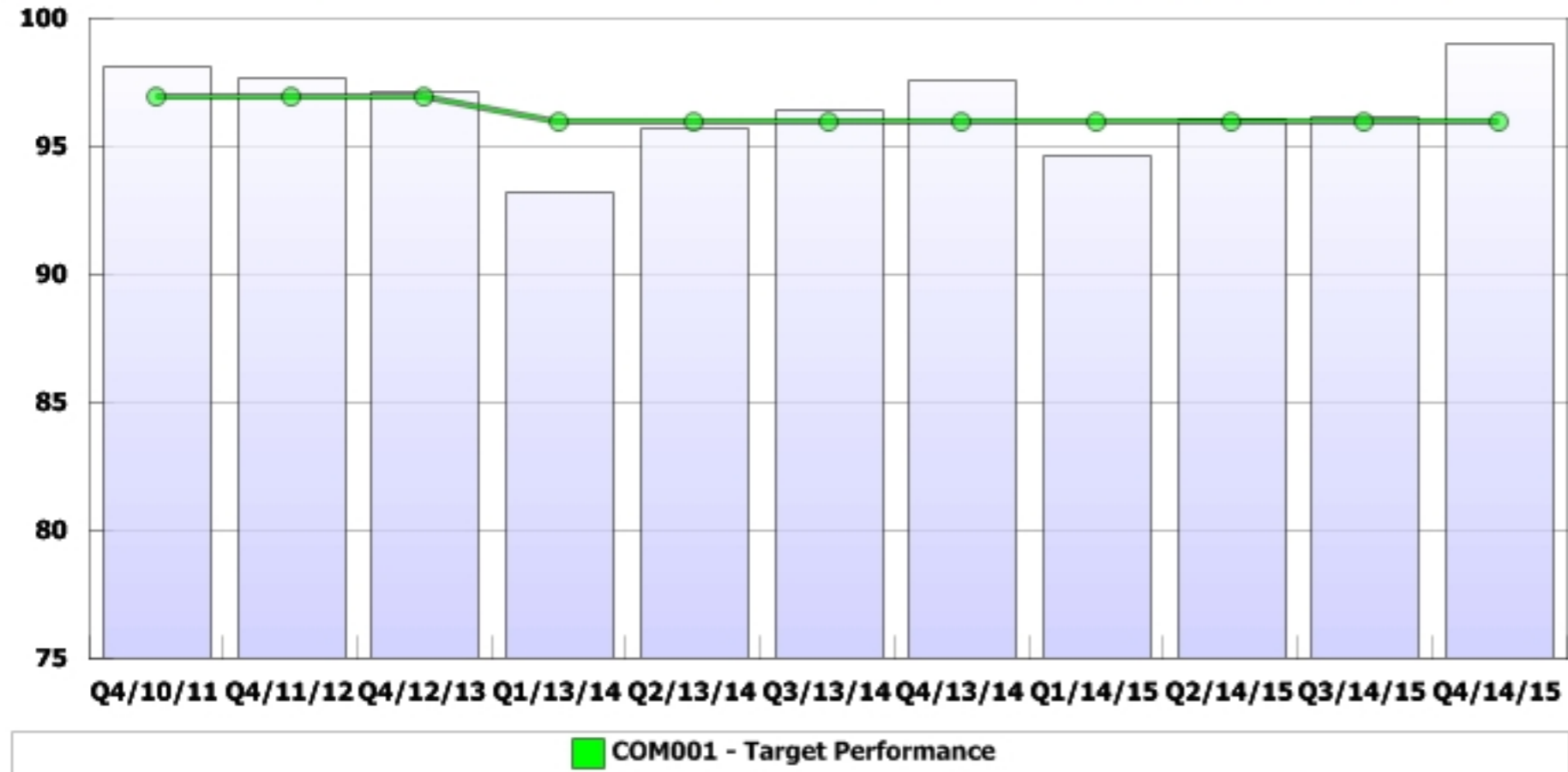
Quarterly Indicators		Quarter 1		Quarter 2		Quarter 3		Quarter 4		Is year-end target likely to be achieved?				
		Tgt	Actual	Tgt	Actual	Tgt	Actual	Tgt	Actual					
Housing Scrutiny Panel														
COM001	(Housing rent) (%)	96.00%	94.66%		96.00%	96.09%		96.00%	96.21%		96.00%	99.08%		Yes
COM002	(Void re-lets) (days)	37.0	39.0		37.0	34.0		37.0	35.0		37.0	34.0		Yes
COM003	(Tenant satisfaction) (%)	98.00%	99.00%		98.00%	100.00%		98.00%	100.00%		98.00%	100.00%		Yes
COM004	(Temp. accommodation) (no.)	65	51		65	47		65	60		65	58		Yes
COM005	(Non-decent homes) (%)	0.00%	0.00%		0.00%	0.00%		0.00%	0.00%		0.00%	0.00%		Yes
COM006	(Modern Homes Std) (%)	825	1,244		1,650	2,204		2,475	2,861		3,300	4,020		Yes
COM007	(Emergency repairs) (%)	99%	99%		99%	99%		99%	99%		99%	99%		Yes
COM008	(Responsive repairs) (days)	7.0	7.7		7.0	7.0		7.0	6.7		7.0	6.5		Yes
COM009	(Emergency repairs) (%)	98%	99%		98%	98%		98%	98%		98%	99%		Yes
COM010	(Calls to Careline) (%)	97.5%	99.7%		97.5%	99.7%		97.5%	99.8%		97.5%	99.8%		Yes

COM001 What percentage of the rent due from our council home tenants was paid?

Additional Information: This indicator is a measure of a local authority's rent collection and arrears recovery service

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual	Status
Q4/14/15	96.00%	99.08%	✓
Q3/14/15	96.00%	96.21%	✓
Q2/14/15	96.00%	96.09%	✓
Q1/14/15	96.00%	94.66%	✗
Q4/13/14	96.00%	97.60%	✓

Annual Target: 2014/15 - 96.00%
Target: 2013/14 - 96.00%

Indicator of good performance: A higher percentage is good

↑ is the direction of improvement

Is it likely that the target will be met at the end of the year?
 Yes



Comment on current performance (including context):

(Q4 2014/15) - Target met.

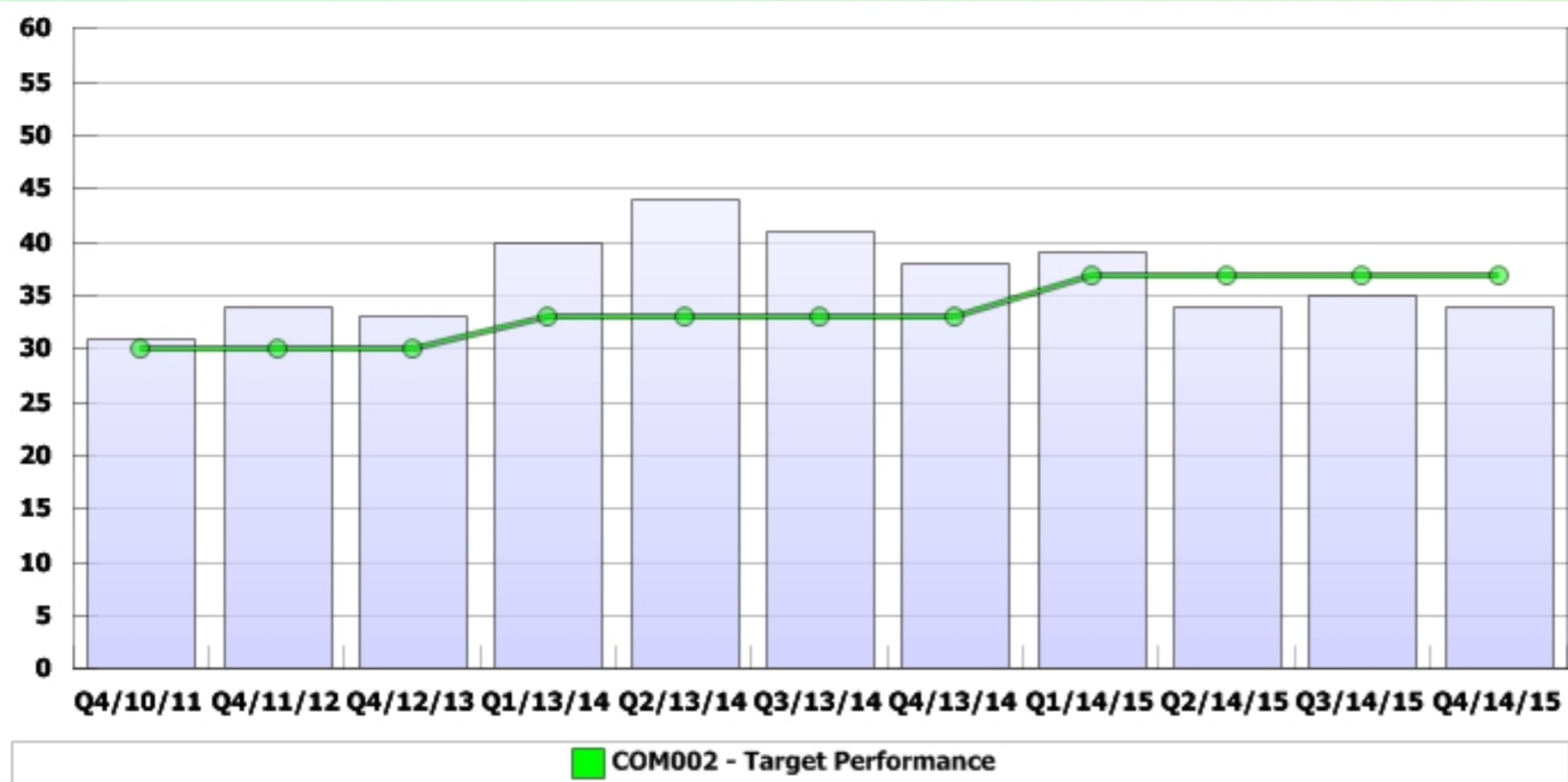
Corrective action proposed (if required):

COM002 On average, how many days did it take us to re-let a Council property?

Additional Information: The calculation excludes those properties which are 'difficult to let' (offered to and refused by at least two applicants) or 'major works' (works over 6 weeks AND over £1500 in cost terms). In addition it also excludes 'properties let through mutual exchanges', 'very sheltered accommodation' and 'properties the council intends to sell or demolish'.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual	Status
Q4/14/15	37.0	34.0	✓
Q3/14/15	37.0	35.0	✓
Q2/14/15	37.0	34.0	✓
Q1/14/15	37.0	39.0	✗
Q4/13/14	33.0	38.0	✗

Annual 2014/15 - 37 days
Target: 2013/14 - 33 days

Indicator of good performance:
 A lower number of days is good

↓ is the direction of improvement

Is it likely that the target will be met at the end of the year?

Yes



Comment on current performance (including context):

(Q4 2014/15) - A pilot scheme for harder to let vacancies has been introduced by Housing Options and this has reduced time taken to let a property in some instances. Furthermore, new administrative arrangements in the Housing Allocations Team has continued to improve performance. It should also be noted that the number of voids in this quarter, is the lowest for this year, compared to the other quarters.

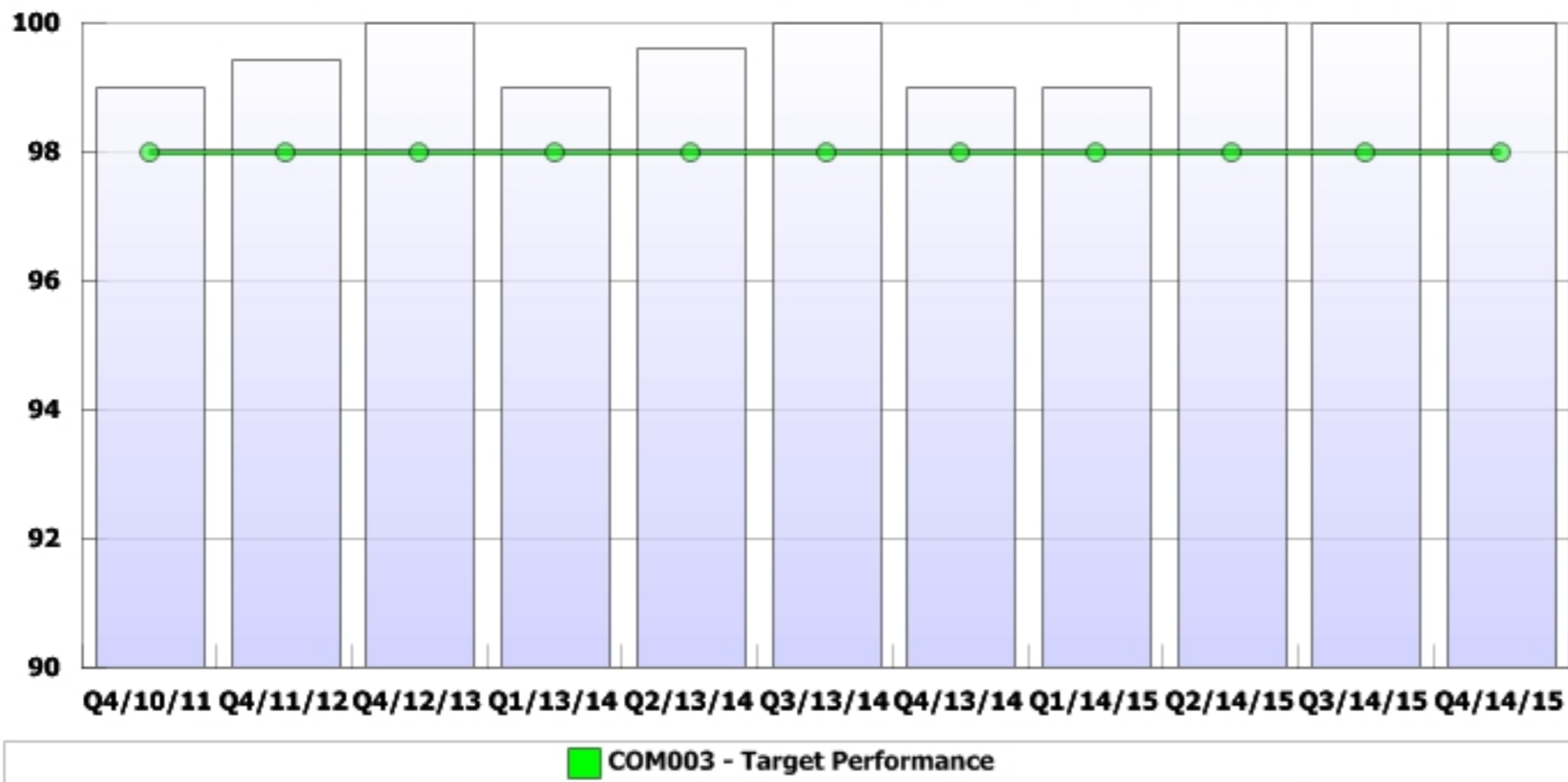
Corrective action proposed (if required):

COM003 How satisfied were our tenants with the standard of the repairs service they received?

Additional Information: This indicator is a measure of housing management performance, as it is incumbent upon the Council as landlord to ensure the upkeep of its dwellings and that repairs are completed on time and to the satisfaction of tenants

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance

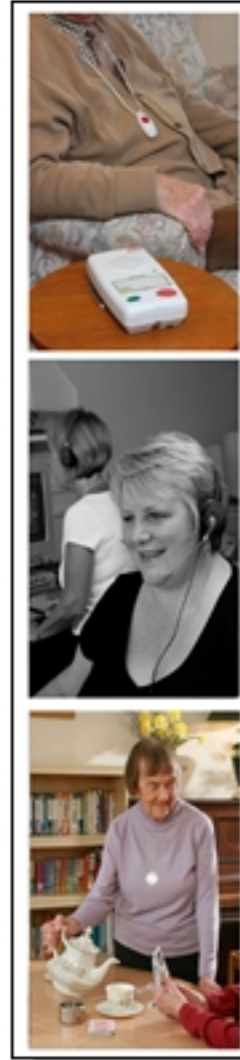


Quarter	Target	Actual
Q4/14/15	98.00%	100.00%
Q3/14/15	98.00%	100.00%
Q2/14/15	98.00%	100.00%
Q1/14/15	98.00%	99.00%
Q4/13/14	98.00%	99.00%



Annual 2014/15 - 98.00%
Target: 2013/14 - 98.00%
Indicator of good performance:
 A higher percentage is good
 ↑ is the direction of improvement

Is it likely that the target will be met at the end of the year?
 Yes



Comment on current performance (including context):

(Q4 2014/15) - Performance target exceeded.

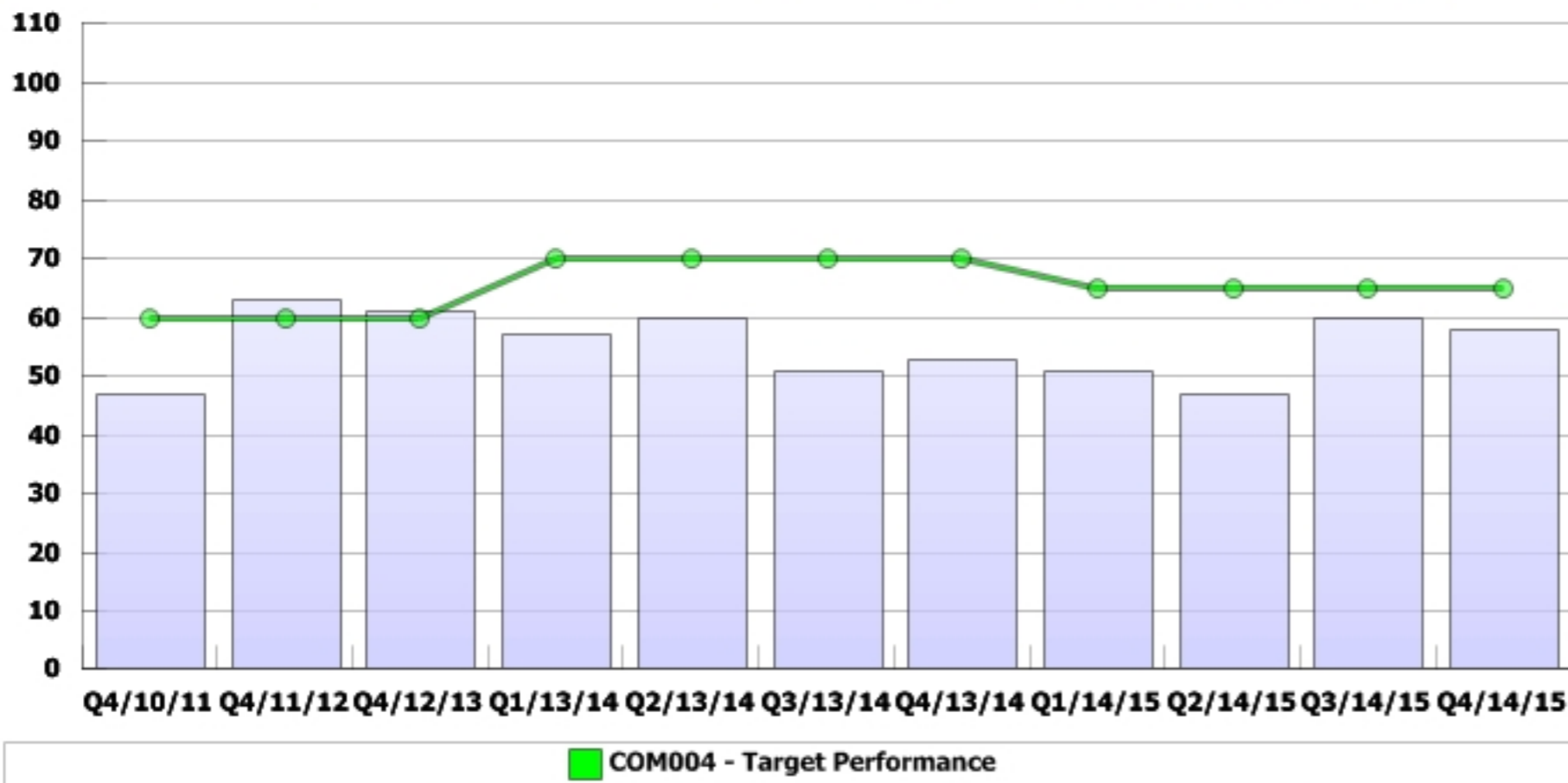
Corrective action proposed (if required):

COM004 How many households were housed in temporary accommodation?

Additional Information: This indicator monitors progress towards reducing the number of households in temporary accommodation provided under homelessness legislation. Annual performance is judged on the average of all four quarters performances.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual
Q4/14/15	65	58
Q3/14/15	65	60
Q2/14/15	65	47
Q1/14/15	65	51
Q4/13/14	70	53



Annual Target: 2014/15 - 65
2013/14 - 70

Indicator of good performance:
A lower number is good

↓ is the direction of improvement

Is it likely that the target will be met at the end of the year?

Yes

Comment on current performance (including context):

(Q4 2014/15) - The target has been achieved.

Corrective action proposed (if required):

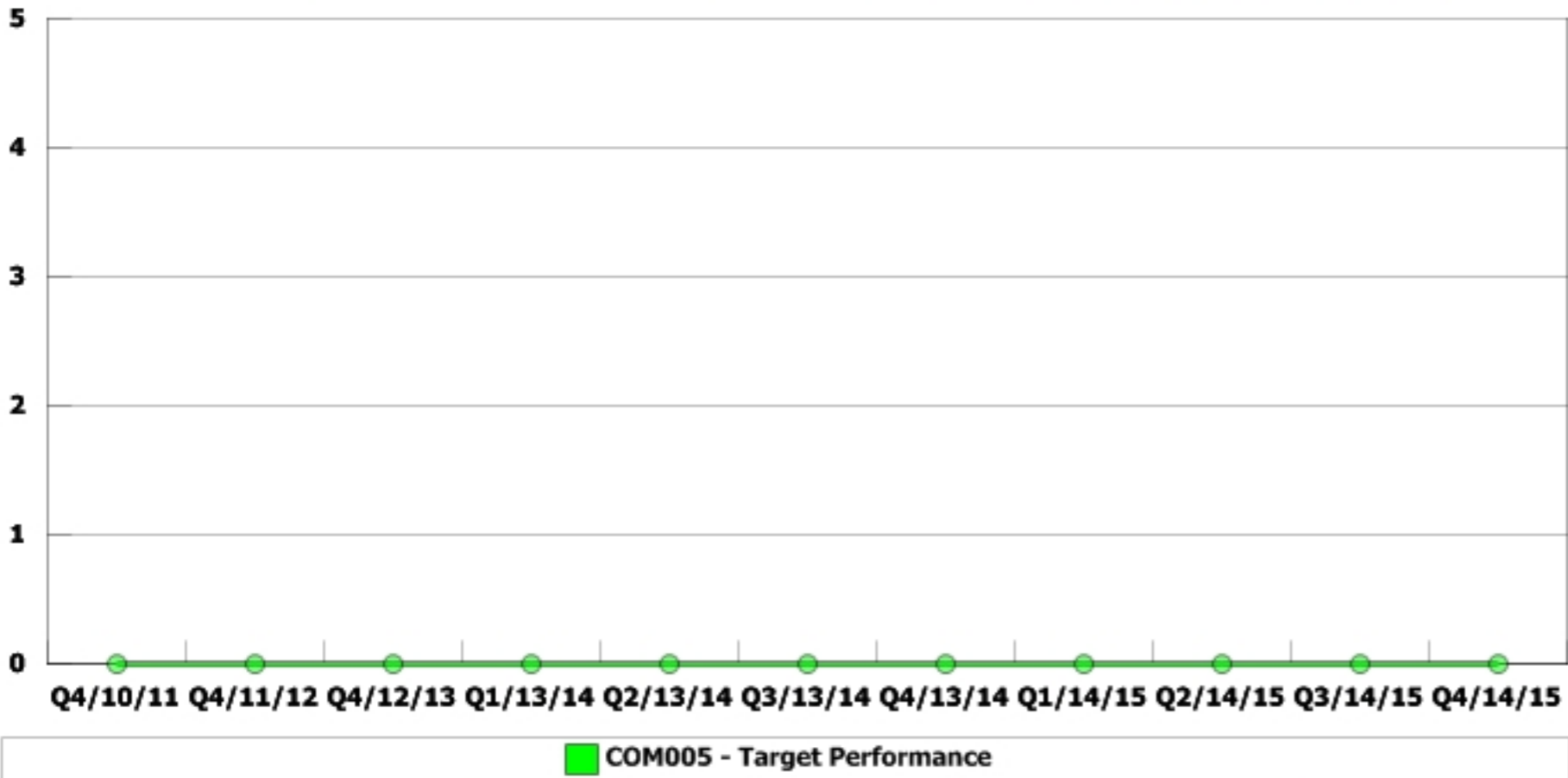
Empty box for corrective action proposed.

COM005 What percentage of our council homes were not in a decent condition?

Additional Information: This indicator measures the number of non-decent council homes and the proportion this represents of the total council housing stock, in order to demonstrate progress towards making all council housing decent.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual	Status
Q4/14/15	0.00%	0.00%	✓
Q3/14/15	0.00%	0.00%	✓
Q2/14/15	0.00%	0.00%	✓
Q1/14/15	0.00%	0.00%	✓
Q4/13/14	0.00%	0.00%	✓

Annual 2014/15 - 0.00%
 Target: 2013/14 - 0.00%

Indicator of good performance:
 A lower percentage is good

↓ is the direction of improvement

Is it likely that the target will be met at the end of the year?

Yes

Comment on current performance (including context):

(Q4 2014/15) - Potential building element failures have been identified from Stock Condition Survey Address List and appropriate Capital and Revenue works programmes have commenced to prevent these properties falling into Non-Decent category.

During 2013-14 over 998 Stock Condition Surveys were completed and during 2014-15 the same number of surveys are planned to ensure no properties fall into the Non-Decent category.

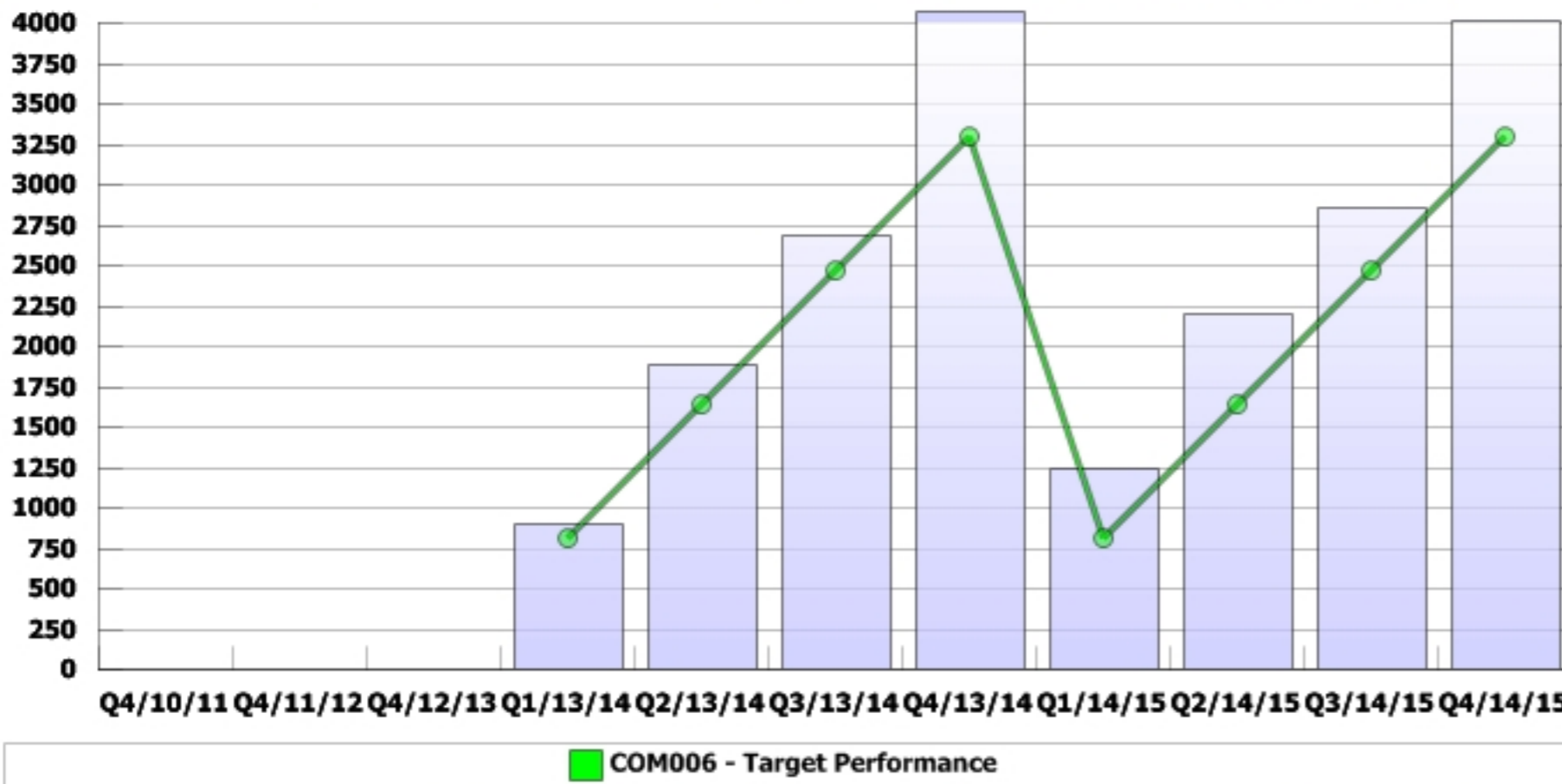
Corrective action proposed (if required):

COM006 How many of the key building components required to achieve the Modern Homes Standard were renewed?

Additional Information: We are not currently at the Modern Homes Standard. If we were, we would still anticipate having to replace in excess of 2750 components per year to maintain that standard. Therefore, in order to address the backlog over time we will aim to replace in excess of this annual requirement each year, until we reach the Modern Homes Standard across our housing stock.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual
Q4/14/15	3,300	4,020
Q3/14/15	2,475	2,861
Q2/14/15	1,650	2,204
Q1/14/15	825	1,244
Q4/13/14	3,300	4,076

Is it likely that the target will be met at the end of the year?
 Yes

↑ is the direction of improvement

Annual Target: 2014/15 - 3,300
 2013/14 - 3,300
Indicator of good performance:
 A higher percentage is good

Comment on current performance (including context):

(Q4 - 2014/15) - Target achieved - Potential building element failures have been identified from Stock Condition Survey Address List and appropriate Capital and Revenue works programmes have commenced to prevent these properties falling into the Non-Decent category.

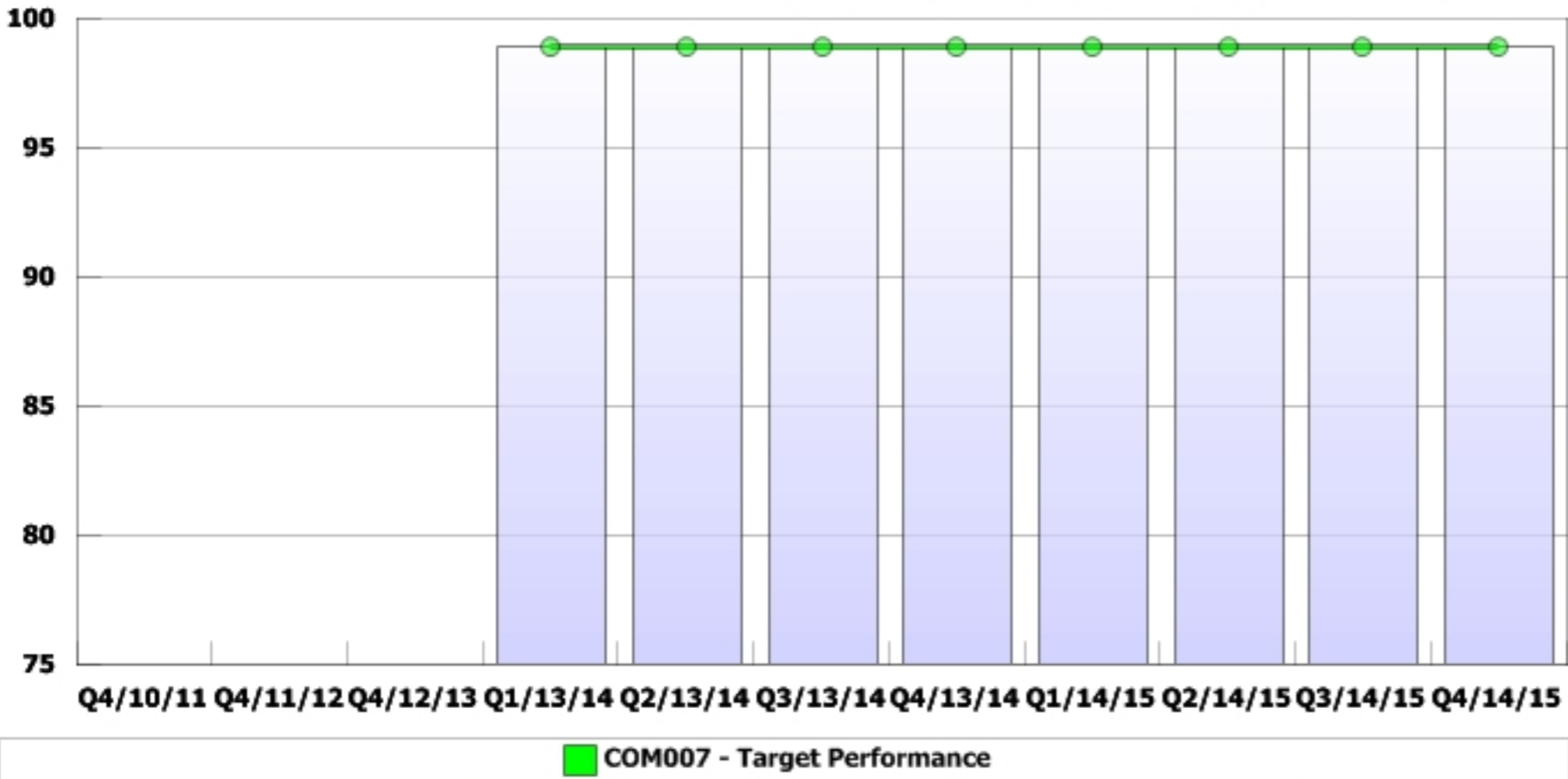
Corrective action proposed (if required):

COM007 What percentage of all emergency repairs are attended to within 4 working hours?

Additional Information:

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual	Visual
Q4/14/15	99%	99%	✓
Q3/14/15	99%	99%	✓
Q2/14/15	99%	99%	✓
Q1/14/15	99%	99%	✓
Q4/13/14	99%	99%	✓

Annual Target: 2014/15 - 99%
2013/14 - 99%

Indicator of good performance:
A higher percentage is good

↑ is the direction of improvement

Is it likely that the target will be met at the end of the year?

Yes

Comment on current performance (including context):

(Q4 2014/15) - Performance target achieved.

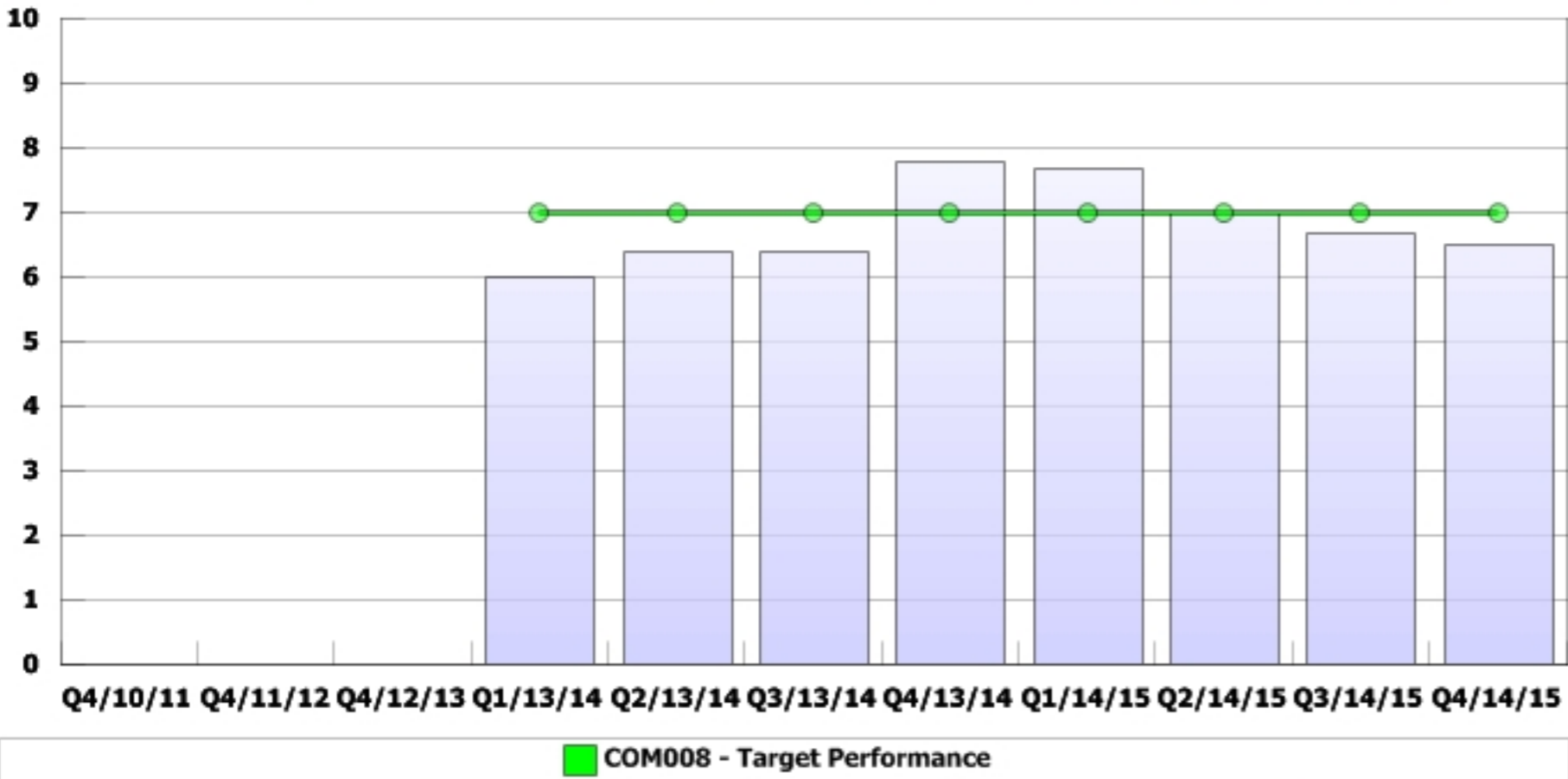
Corrective action proposed (if required):

COM008 What is the average overall time to complete responsive repairs?

Additional Information:

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual	Status
Q4/14/15	7.0	6.5	✓
Q3/14/15	7.0	6.7	✓
Q2/14/15	7.0	7.0	✓
Q1/14/15	7.0	7.7	✗
Q4/13/14	7.0	7.8	✗

Annual 2014/15 - 7 working days
Target: 2013/14 - 7 working days
Indicator of good performance:
A lower number of days is good
 ↓ is the direction of improvement

Is it likely that the target will be met at the end of the year?
 Yes



Comment on current performance (including context):

(Q4 2014/15) - Target achieved

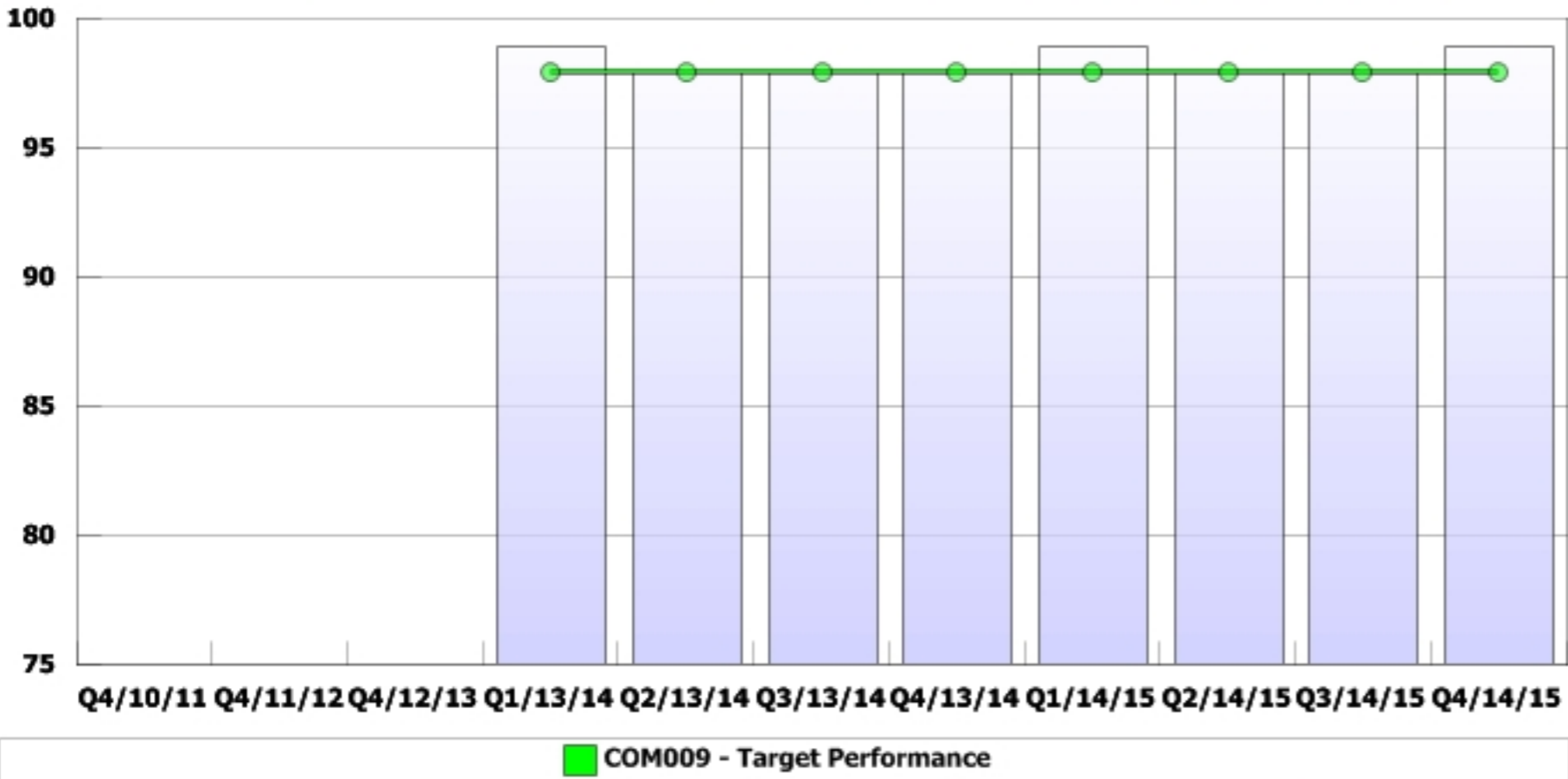
Corrective action proposed (if required):

COM009 What percentage of appointments for repairs are both made and kept?

Additional Information:

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual	Status
Q4/14/15	98%	99%	✓
Q3/14/15	98%	98%	✓
Q2/14/15	98%	98%	✓
Q1/14/15	98%	99%	✓
Q4/13/14	98%	98%	✓

Annual Target: 2014/15 - 98%
2013/14 - 98%

Indicator of good performance:
A higher percentage is good

↑ is the direction of improvement

Is it likely that the target will be met at the end of the year?

Yes

Comment on current performance (including context):

(Q4 2014/15) - Target exceeded.

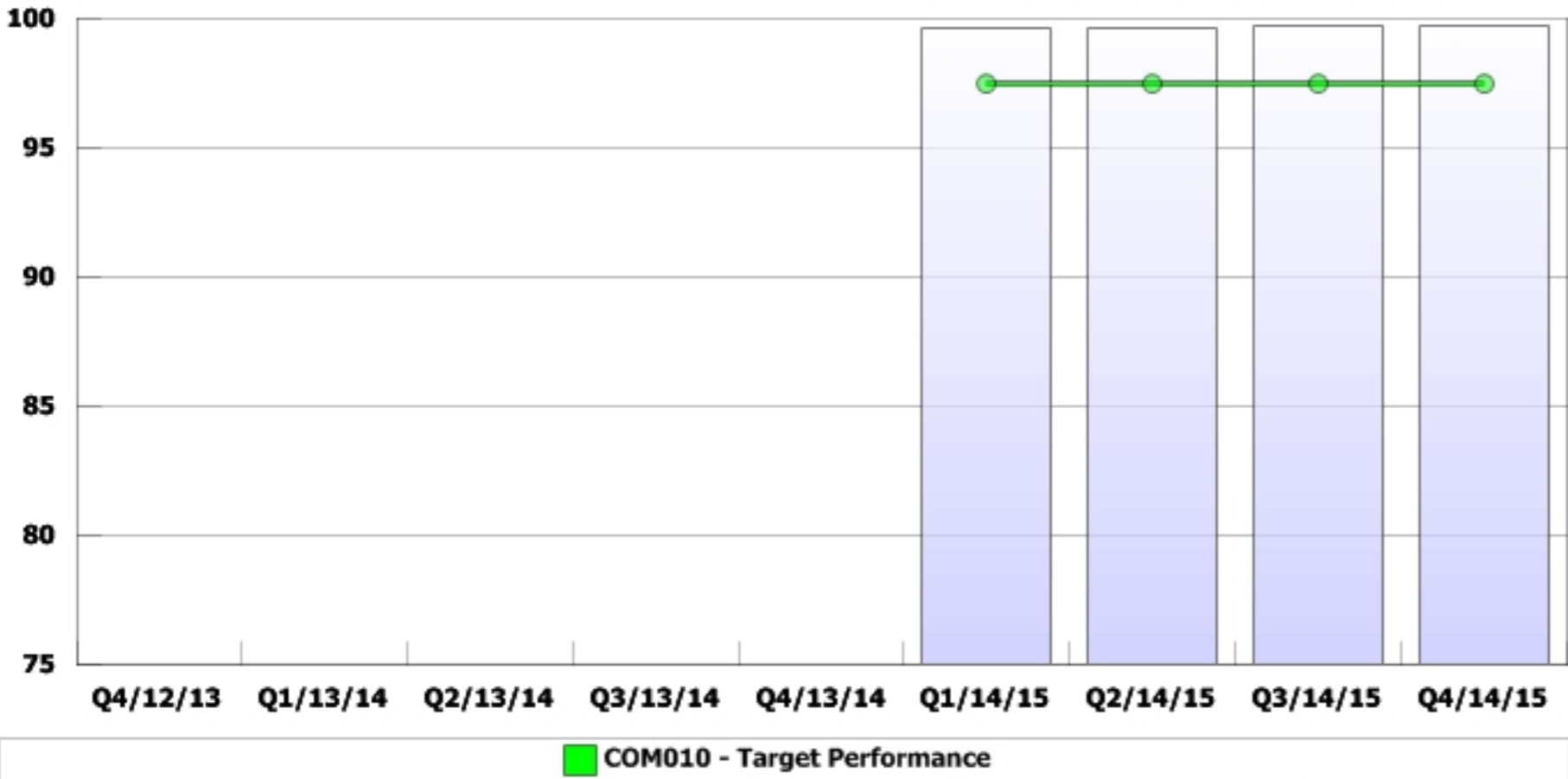
Corrective action proposed (if required):

COM010 What percentage of calls to the council's Careline service are answered within 60 seconds?

Additional Information:

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual
Q4/14/15	97.5%	99.8%
Q3/14/15	97.5%	99.8%
Q2/14/15	97.5%	99.7%
Q1/14/15	97.5%	99.7%
Q4/13/14		0.0%

Annual Target: 2014/15 - 97.50%
2013/14 - N/A

Indicator of good performance:
A higher percentage is good

↑ is the direction of improvement



Is it likely that the target will be met at the end of the year?

Yes

Comment on current performance (including context):

(Q4 2014/15) - The target has been achieved.

Corrective action proposed (if required):