





















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	

### Communities Quarterly KPIs

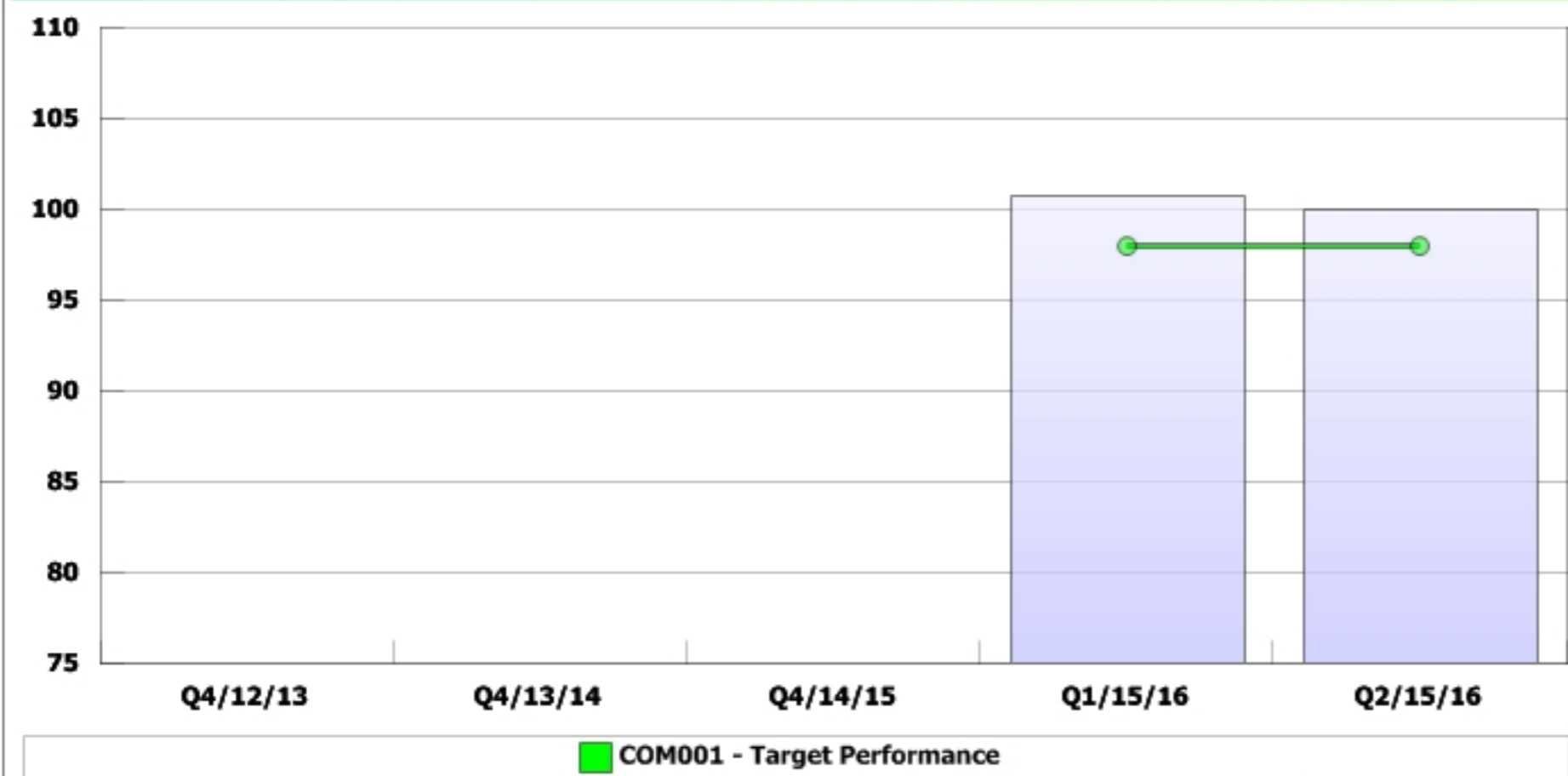
COM001	(Housing rent) (%)	98.00%	100.87%		98.00%	100.11%		98.00%	98.00%	Yes
COM002	(Void re-lets) (days)	37.0	38.0		37.0	36.0		37.0	37.0	Yes
COM003	(Tenant satisfaction) (%)	98.00%	100.00%		98.00%	100.00%		98.00%	98.00%	Yes
COM004	(Temp. accommodation) (no.)	65	73		65	83		65	65	No
COM005	(Non-decent homes) (%)	0.00%	0.00%		0.00%	0.00%		0.00%	0.00%	Yes
COM006	(Modern Homes Std) (%)	825	844		1,650	1,767		2,475	3,300	Yes
COM007	(Emergency repairs) (%)	99.00%	100.00%		99.00%	99.27%		99.00%	99.00%	Yes
COM008	(Responsive repairs) (days)	7.00	5.86		7.00	6.18		7.00	7.00	Yes
COM009	(Emergency repairs) (%)	98.00%	98.40%		98.00%	98.32%		98.00%	98.00%	Yes
COM010	(Calls to Careline) (%)	97.50%	99.91%		97.50%	99.89%		97.50%	97.50%	Yes

**COM001 Rent collected from current and former tenants as a % of rent due (excluding arrears brought forward).**

**Additional Information:** An efficient rent collection service is important so that as much of the rent due, and therefore potential income to the Council as landlord, is collected. This indicator measures the rent collected in the year-to-date regardless of when the rent charge was raised, as a percentage of the rent charges raised in the year-to-date, for all current General Needs and Housing for Older People.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564042.

**Current and previous quarters performance**



Quarter	Target	Actual
Q2/15/16	98.00%	100.11%
Q1/15/16	98.00%	100.87%
Q4/14/15	-	-
Q4/13/14	-	-
Q4/12/13	-	-

**Annual Target:** 2015/16 - 98.00%  
2014/15 - 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):**

(Q2 2015/16) - NEW Indicator.

Although a rent collection KPI has been in place for a number of years, the definition has been changed from this year to that used by other councils and housing associations, to enable benchmarking with other social landlords. The performance indicator now measures the percentage of rent collected from current and former tenants as a percentage of rent due. It does not take into account any outstanding arrears at the start of the financial year.

Old definition performance comparison with the same quarter last year as follows:  
2014/15 Q2 = 96.09% 2015/16 Q2 = 97.41%.

The target will be reviewed for 2016/17 in the light of actual performance across the first 3 quarters performance this year.

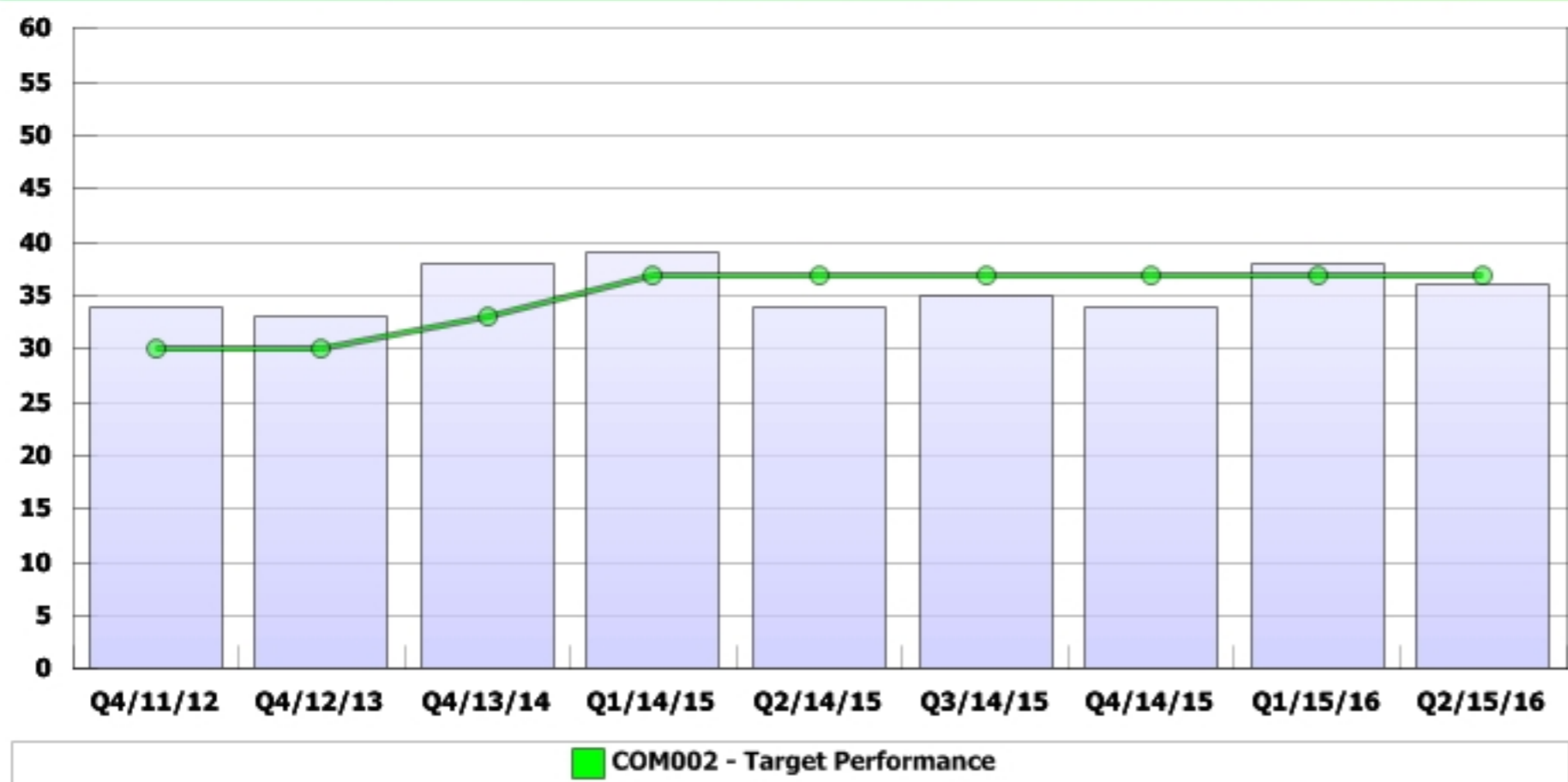
**Corrective action proposed (if required):**

**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 564042.

**Current and previous quarters performance**



Quarter	Target	Actual	Status
Q2/15/16	37.0	36.0	✓
Q1/15/16	37.0	38.0	✗
Q4/14/15	37.0	34.0	✓
Q3/14/15	37.0	35.0	✓
Q2/14/15	37.0	34.0	✓

**Annual 2015/16 - 37 days**  
**Target: 2014/15 - 37 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):**

(Q2 2015/16) - Target has been achieved.

**Corrective action proposed (if required):**

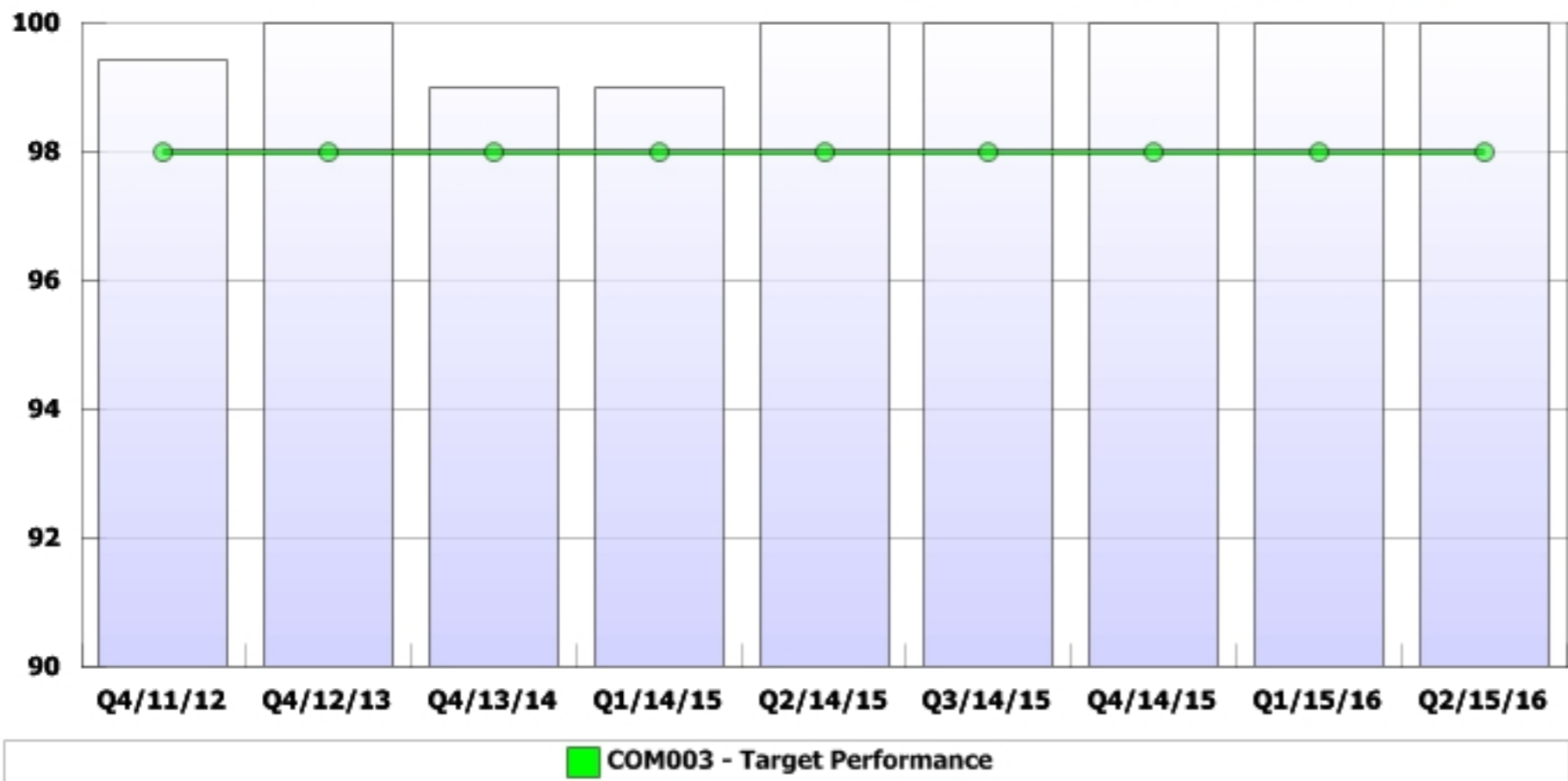


# COM003 How satisfied were our tenants with the standard of the repairs service they received?

**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](mailto:performance@eppingforestdc.gov.uk) or by telephone on 01992 564042.

## Current and previous quarters performance



Quarter	Target	Actual
Q2/15/16	98.00%	100.00%
Q1/15/16	98.00%	100.00%
Q4/14/15	98.00%	100.00%
Q3/14/15	98.00%	100.00%
Q2/14/15	98.00%	100.00%



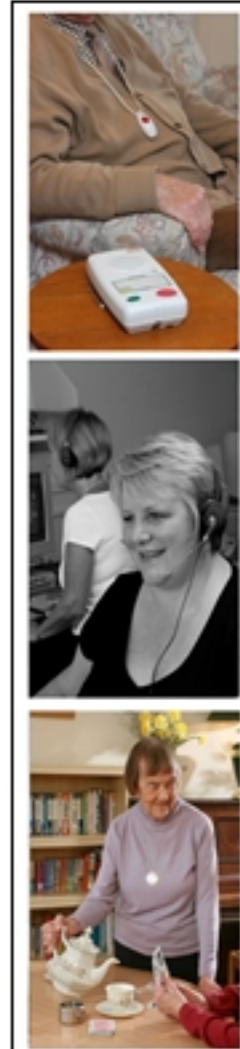
Annual 2015/16 - 98.00%  
 Target: 2014/15 - 98.00%

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):

(Q2 2015/16) - Residents continue to demonstrate high levels of satisfaction regarding work completed in their homes by the Council's Repair's Service.

### Corrective action proposed (if required):

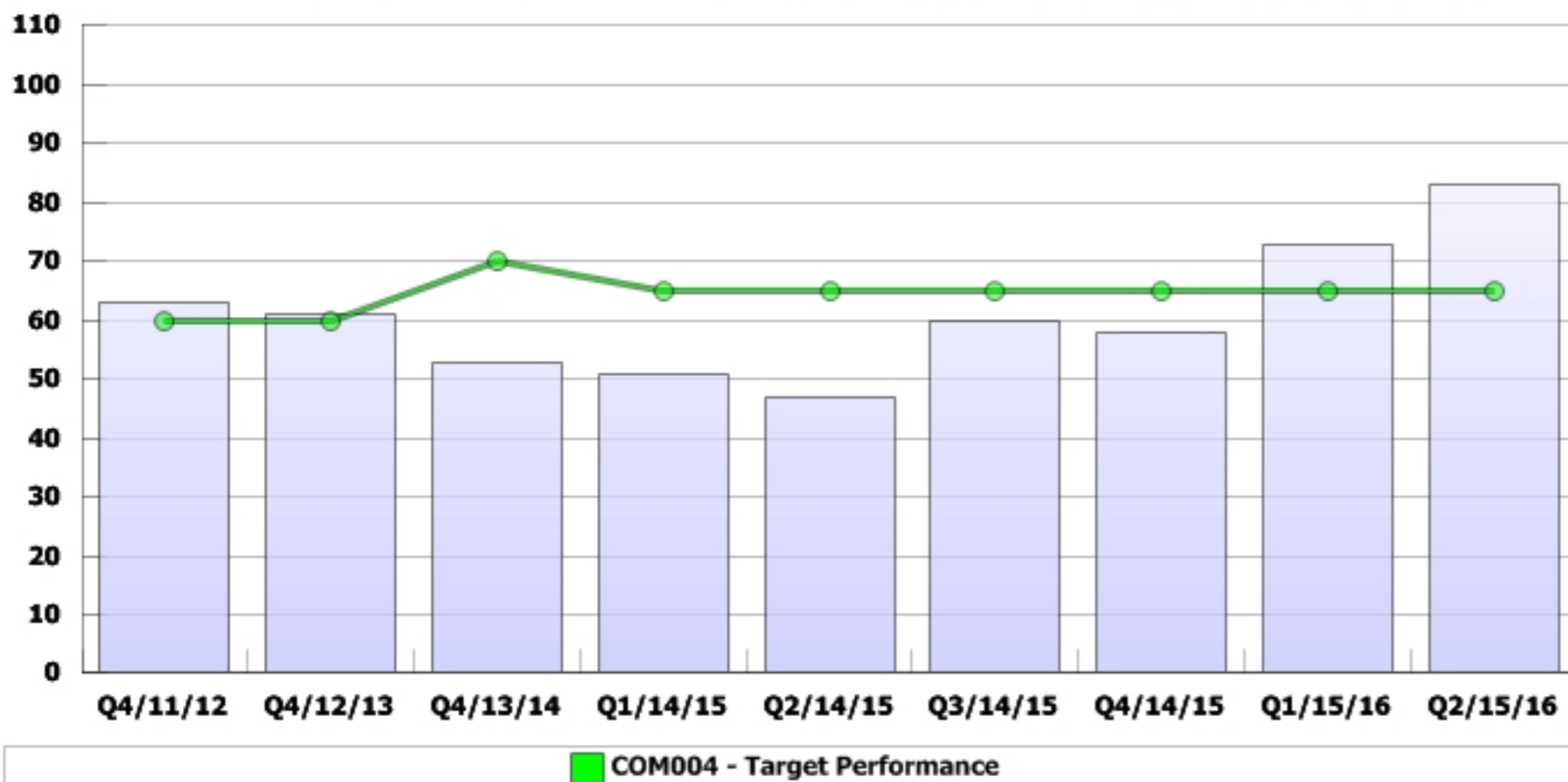
Empty box for corrective action proposed.

## 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](mailto:performance@eppingforestdc.gov.uk) or by telephone on 01992 564042.

### Current and previous quarters performance



Quarter	Target	Actual
Q2/15/16	65	83
Q1/15/16	65	73
Q4/14/15	65	58
Q3/14/15	65	60
Q2/14/15	65	47

Annual Target: 2015/16 - 65  
2014/15 - 65

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?

No



### Comment on current performance (including context):

(Q2 2015/16) - The reason for not meeting the target is due to the increase in homelessness, private sector landlords being reluctant to accept homeless applicants without receiving a cash incentive which they would receive from London Boroughs. EFHAS damage guarantee bonds are not generally welcomed with private landlords wanting cash payments. The Council's policy in offering only flats to homeless applicants is slowing down re-housing those to whom a duty is owed.

### Corrective action proposed (if required):

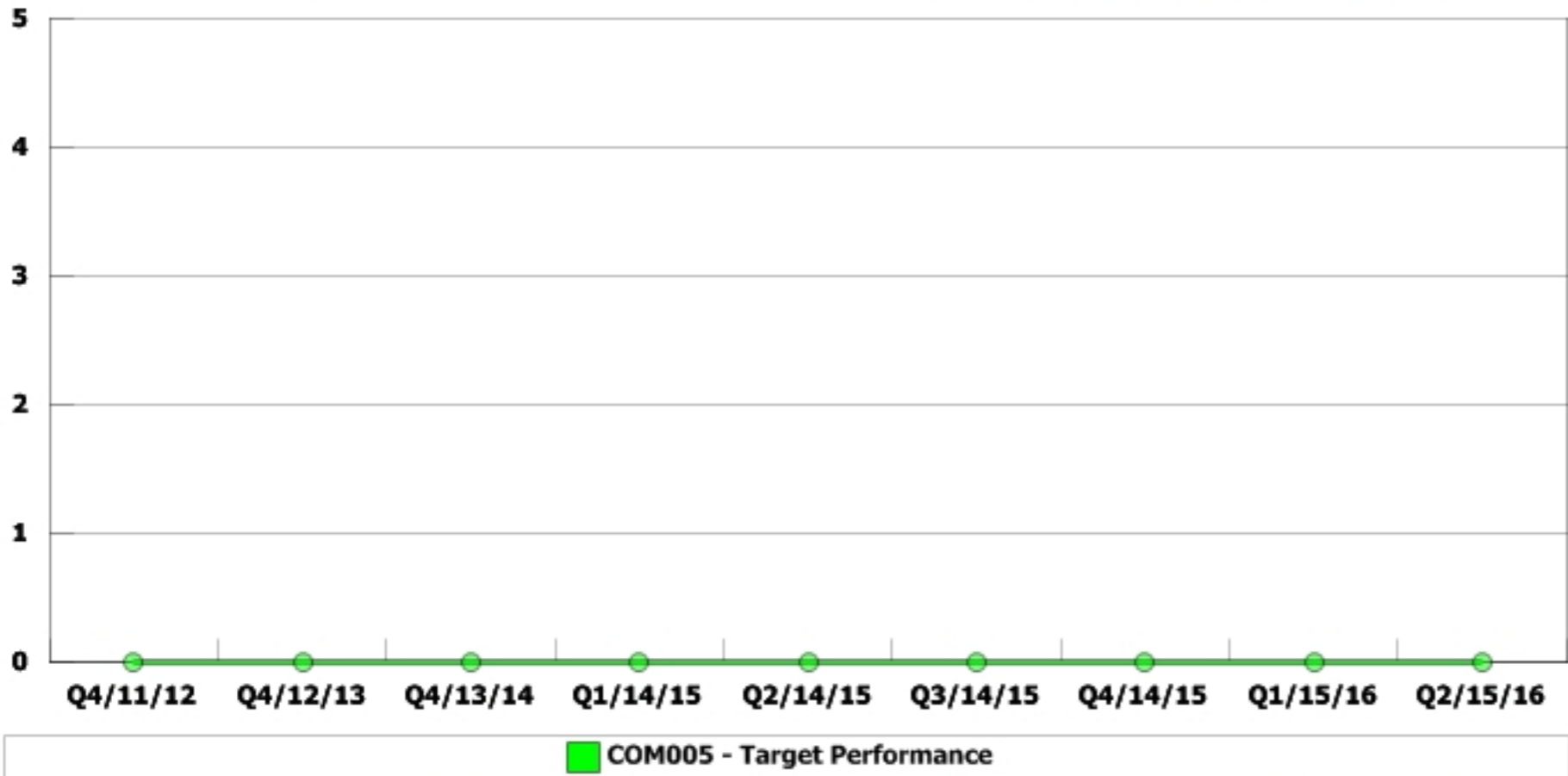
(Q2 2015/16) - Officers are: seeking Member approval for an Invest to Save proposal to provide more funding for rental loans, senior officers with responsibilities for homelessness are meeting to discuss options, and awareness of the difficulties around homelessness facing the Council is to be raised at Management Board level. It is considered that for next year the target must be increased to recognise the challenges that are being experienced by many housing authorities across the Country.

**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 564042.

**Current and previous quarters performance**



Quarter	Target	Actual	Visual
Q2/15/16	0.00%	0.00%	✓
Q1/15/16	0.00%	0.00%	✓
Q4/14/15	0.00%	0.00%	✓
Q3/14/15	0.00%	0.00%	✓
Q2/14/15	0.00%	0.00%	✓

Annual 2015/16 - 0.00%  
 Target: 2014/15 - 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):**

(Q2 2015/16) - Target achieved.

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

During 2014-15 over 800 Stock Condition Surveys were completed and during 2015-16 the same number of surveys are planned to ensure no properties fall into the Non-Decent category.

**Corrective action proposed (if required):**

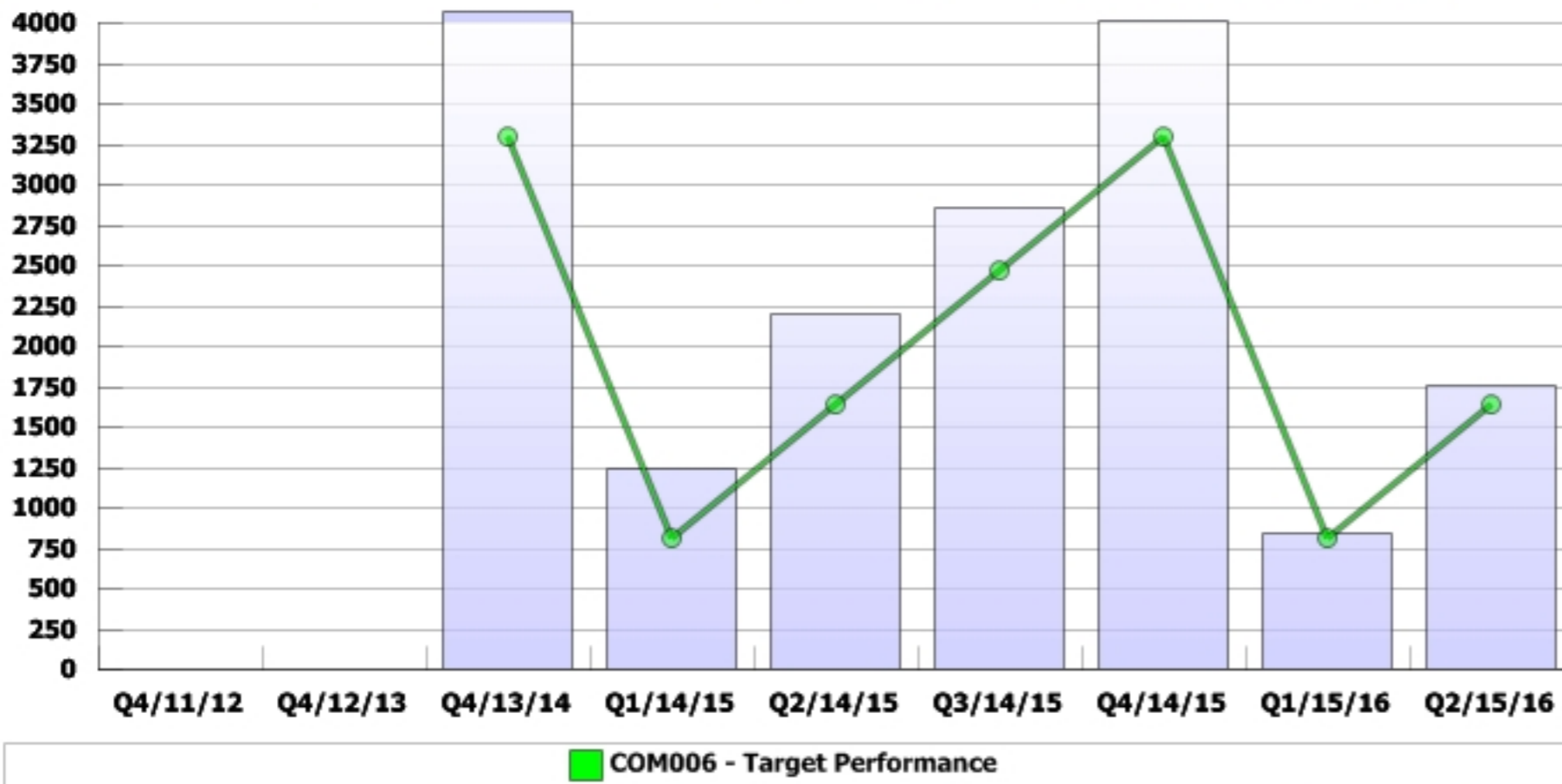


**COM006 How many of the key building components required to achieve the Modern Homes Standard were renewed?**

**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 564042.

**Current and previous quarters performance**



Quarter	Target	Actual
Q2/15/16	1,650	1,767
Q1/15/16	825	844
Q4/14/15	3,300	4,020
Q3/14/15	2,475	2,861
Q2/14/15	1,650	2,204

Annual Target: 2015/16 - 3,300  
 2014/15 - 3,300

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):**

(Q2 - 2015/16) - Target achieved.

Potential building element failures have been identified from Stock Condition Survey Address List summarised in KPI COM005 and appropriate Capital and Revenue works programmes have commenced to prevent these properties falling into the Non-Decent category.

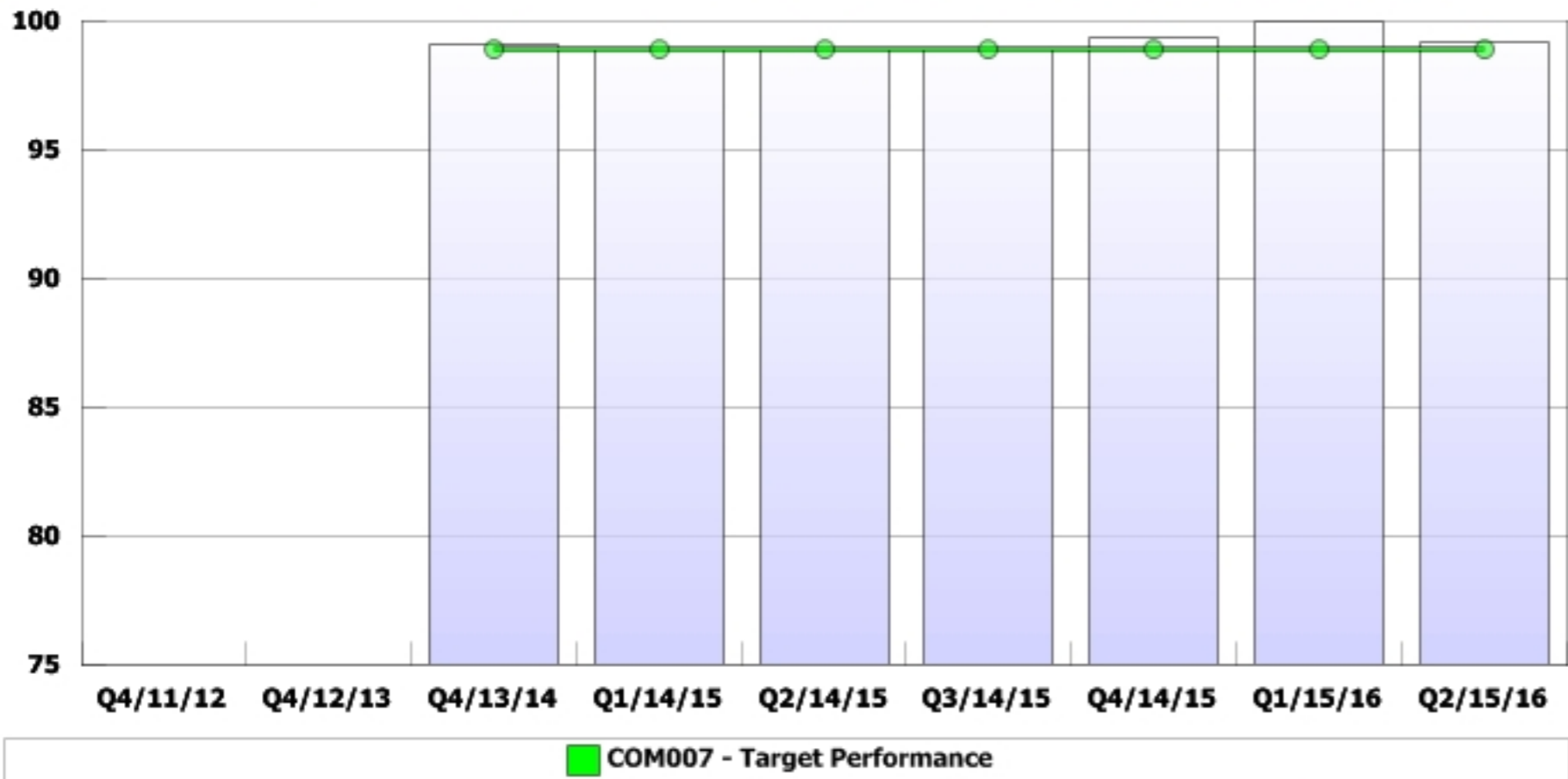
**Corrective action proposed (if required):**

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

**Additional Information:** 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. The target time for the completion of emergency repairs is 4 hours.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564042.

**Current and previous quarters performance**



Quarter	Target	Actual
Q2/15/16	99.00%	99.27%
Q1/15/16	99.00%	100.00%
Q4/14/15	99.00%	99.40%
Q3/14/15	99.00%	99.00%
Q2/14/15	99.00%	99.00%

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

↑ is the direction of improvement

**Annual Target:** 2015/16 - 99.00%  
 2014/15 - 99.00%  
**Indicator of good performance:**  
 A higher percentage is good

**Comment on current performance (including context):**

(Q2 2015/16) - Target continues to be met or exceeded.

**Corrective action proposed (if required):**

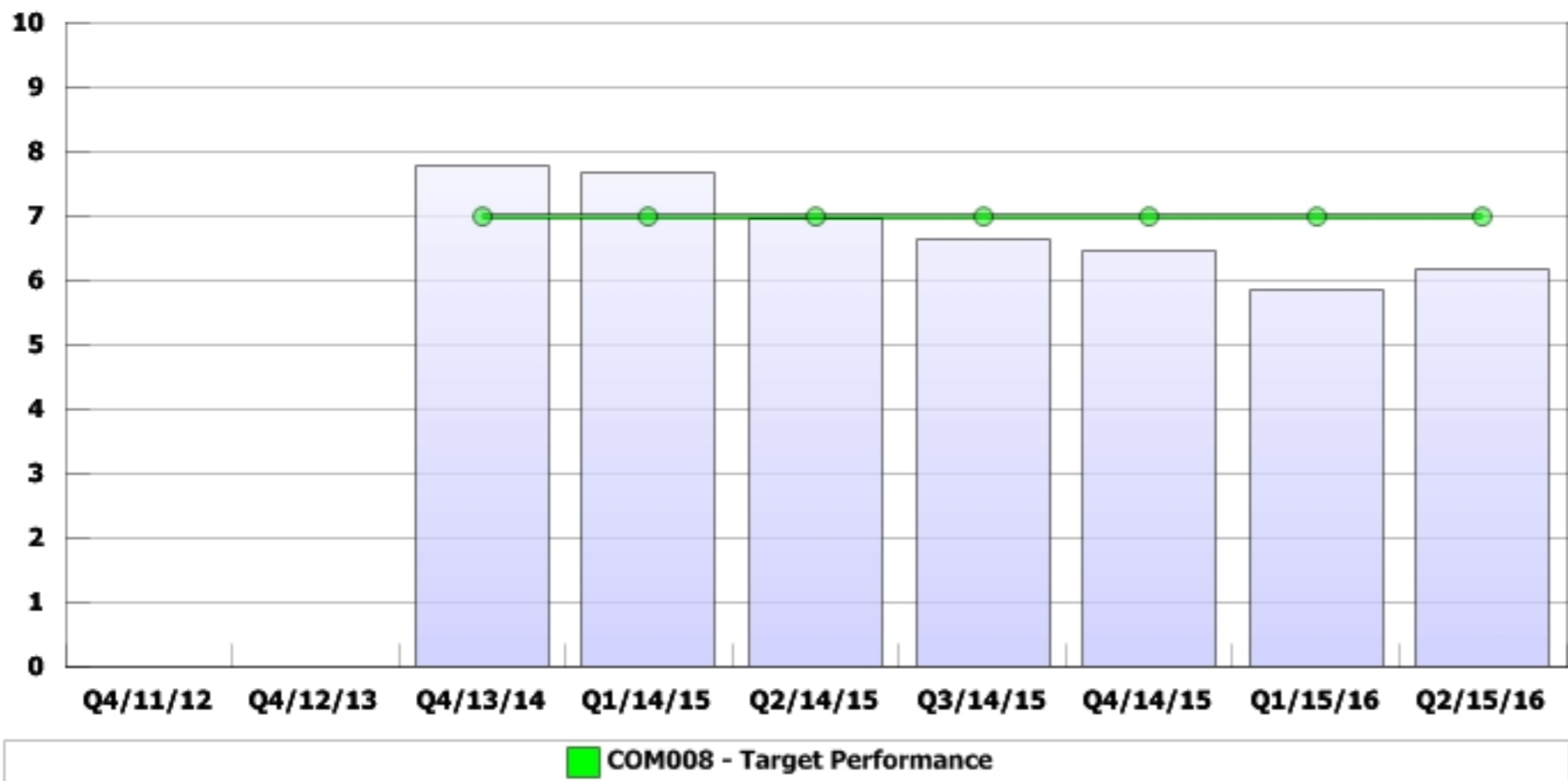


# COM008 What is the average overall time to complete responsive repairs?

**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. The target time for the average overall completion of responsive repairs is 7 working days.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on [performance@eppingforestdc.gov.uk](mailto:performance@eppingforestdc.gov.uk) or by telephone on 01992 564042.

## Current and previous quarters performance



Quarter	Target	Actual	Performance
Q2/15/16	7.00	6.18	✓
Q1/15/16	7.00	5.86	✓
Q4/14/15	7.00	6.48	✓
Q3/14/15	7.00	6.67	✓
Q2/14/15	7.00	6.98	✓

**Annual 2015/16 - 7.00 working days**  
**Target: 2014/15 - 7.00 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):

(Q2 2015/16) - The target has been achieved.

### Corrective action proposed (if required):

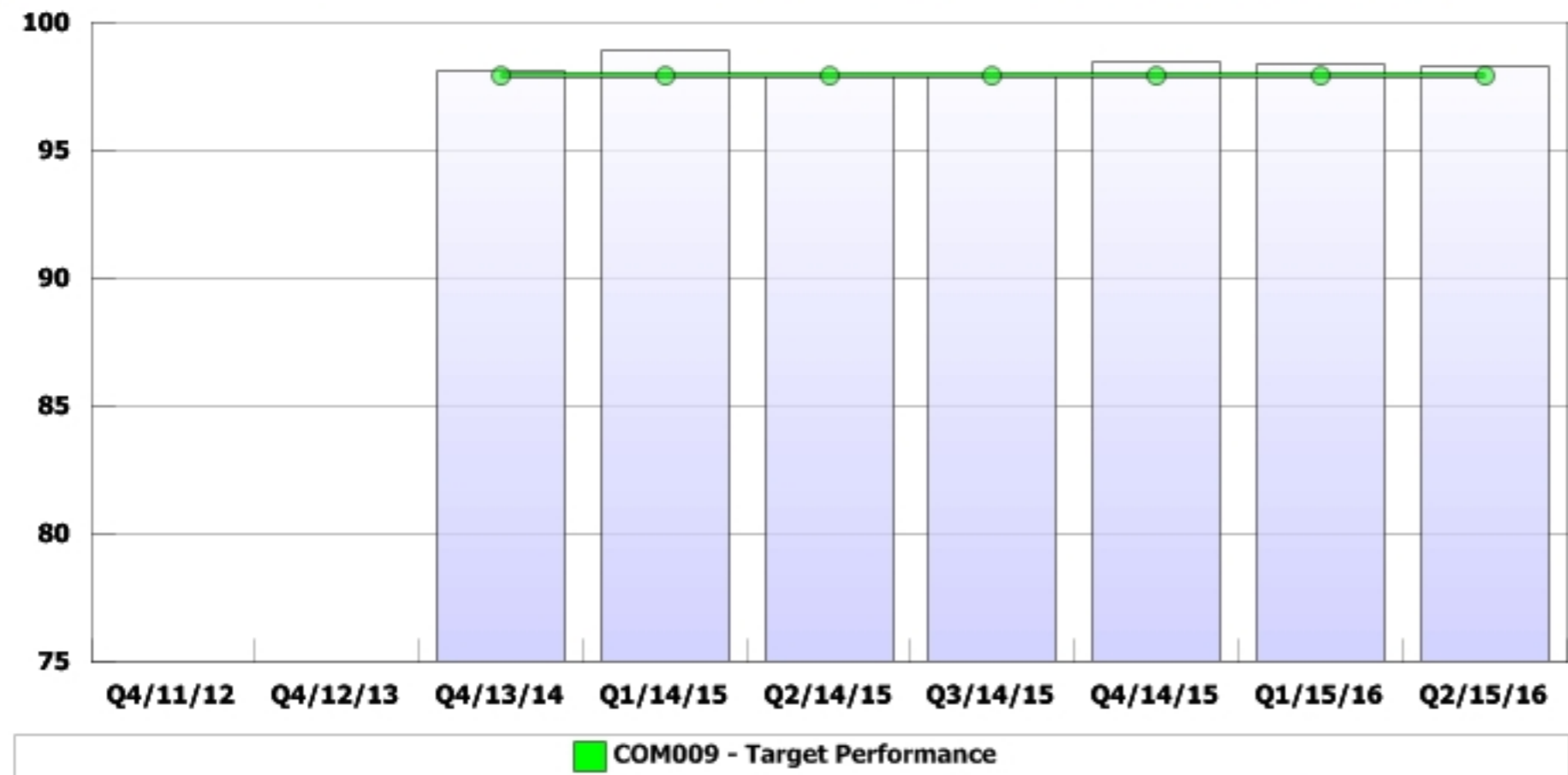
(Q2 2015/16) The Repairs Service will continue to strive to improve efficiency and reduce the overall time.

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

**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. The target for the percentage of appointments both made and kept is 98%.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564042.

**Current and previous quarters performance**



Quarter	Target	Actual	Status
Q2/15/16	98.00%	98.32%	✓
Q1/15/16	98.00%	98.40%	✓
Q4/14/15	98.00%	98.50%	✓
Q3/14/15	98.00%	98.00%	✓
Q2/14/15	98.00%	98.00%	✓

Annual Target: 2015/16 - 98.00%  
 Target: 2014/15 - 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):**

(Q2 2015/16) - Target continues to be met. It is hoped performance can be improved further by improving use of technology (PDAs).

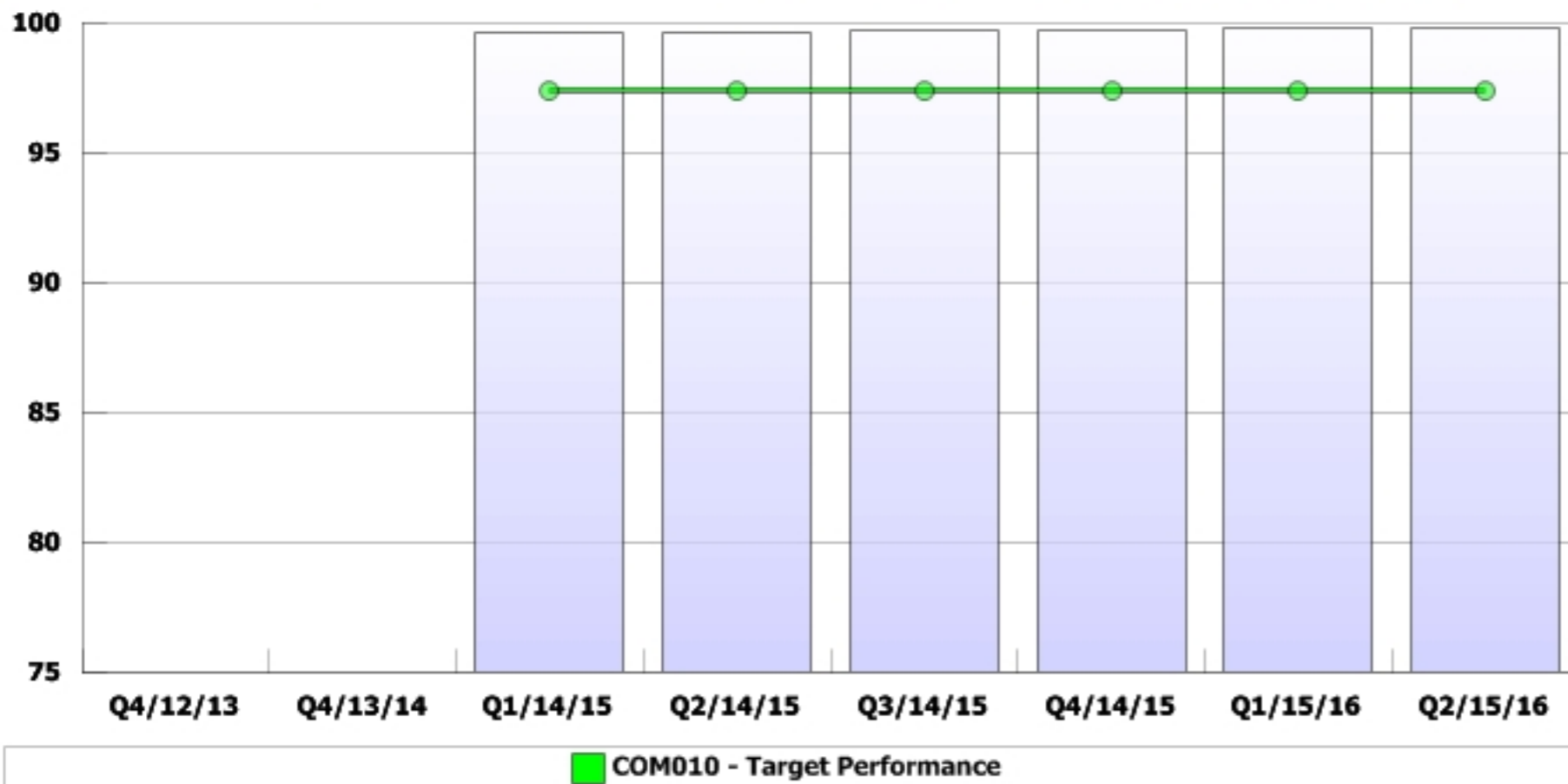
**Corrective action proposed (if required):**

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

**Additional Information: Percentage of applicable calls received at the Careline Control Centre from users (i.e. excluding door entry, test calls and calls from Scheme Managers on/off duty) that are answered by a controller within 60 seconds of the call being received at the Control Centre.**

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564042.

## Current and previous quarters performance



Quarter	Target	Actual
Q2/15/16	97.50%	99.89%
Q1/15/16	97.50%	99.91%
Q4/14/15	97.50%	99.80%
Q3/14/15	97.50%	99.78%
Q2/14/15	97.50%	99.73%

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

Yes

↑ is the direction of improvement

Annual Target: 2015/16 - 97.50%  
 2014/15 - 97.50%

Indicator of good performance:  
 A higher percentage is good

### Comment on current performance (including context):

(Q2 2015/16) - The target has been exceeded.

### Corrective action proposed (if required):