

























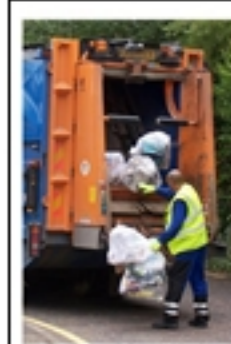
Quarterly Indicators		Quarter 1		Quarter 2		Quarter 3		Quarter 4		Is year-end target likely to be achieved?
		Tgt	Actual	Tgt	Actual	Tgt	Actual	Tgt	Actual	
<b>Neighbourhoods Quarterly KPIs</b>										
NEI001	(Non-recycled waste) (kg)	100	95		199	197		299	400	Yes
NEI002	(Household recycling) (%)	64.58%	61.00%		62.53%	60.30%		61.51%	60.00%	No
NEI003	(Litter) (%)	8%	11%		8%	8%		8%	8%	Yes
NEI004	(Detritus) (%)	10%	14%		10%	15%		10%	10%	No
NEI005	(Neighbourhood issues) (%)	95.00%	96.22%		95.00%	95.91%		95.00%	95.00%	Yes
NEI006	(Fly-tip investigations) (%)	90.00%	95.35%		90.00%	95.33%		90.00%	90.00%	Yes
NEI007	(Fly-tip: contract) (%)	90.00%	90.84%		90.00%	92.42%		90.00%	90.00%	Yes
NEI008	(Fly-tip: non-contract) (%)	90.00%	67.72%		90.00%	81.28%		90.00%	90.00%	Uncertain
NEI009	(Noise investigations) (%)	90.00%	87.80%		90.00%	91.63%		90.00%	90.00%	Yes
NEI010	(Increase in homes) (no.)	70	48		111	80		182	230	Uncertain
NEI011	(Commercial rent arrears) (%)	3.00%	5.19%		3.00%	4.65%		3.00%	3.00%	No
NEI012	(Commercial premises let) (%)	98.00%	98.98%		98.00%	99.32%		98.00%	98.00%	Yes

# NEI001 How much non-recycled waste was collected for every household in the district?

**Additional Information:** This indicator supports reductions in the amount of residual waste collected, through less overall waste and more reuse, recycling and composting. Quarterly targets and performance details for this indicator are measured in kilograms per household, and represent the cumulative total for the year to date.

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



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

Yes

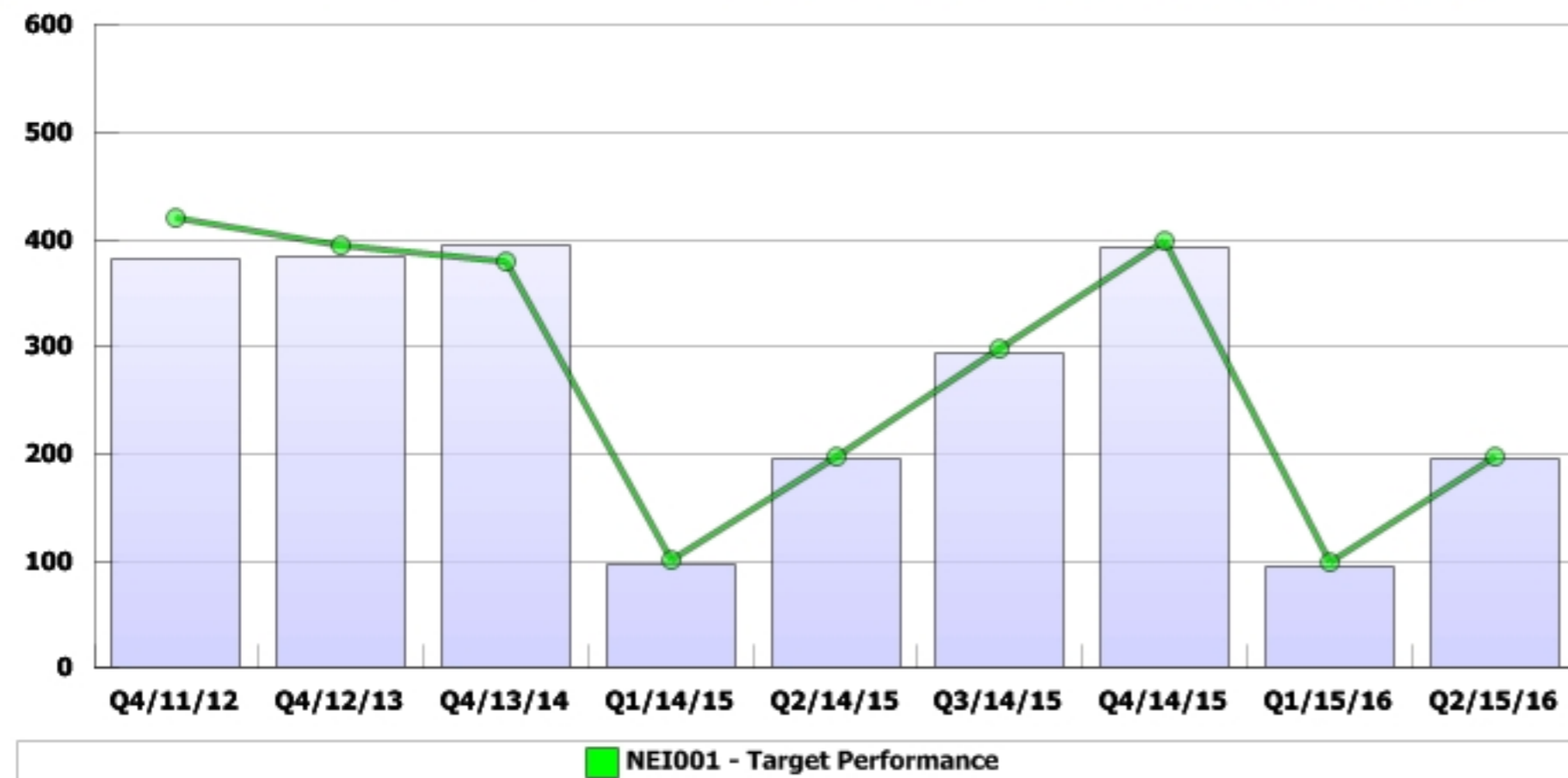
Quarter	Target	Actual
Q2/15/16	199	197
Q1/15/16	100	95
Q4/14/15	400	393
Q3/14/15	298	294
Q2/14/15	199	196



**Annual Target:** 2015/16 - 400kg  
2014/15 - 400 kg

Indicator of good performance:  
A lower waste figure is good

↓ is the direction of improvement



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

(Q2 2015/16) Given the wider trend in the waste industry of increasing non recycling tonnage it is encouraging that the Council is on track to meet the year end target.

### Corrective action proposed (if required):

(Q2 2015/16) The trend of tonnage collected is on track to meet the year end target. however there is no room for complacency and efforts need to be continued to keep the residual waste tonnage low.

# NEI002 What percentage of all household waste was sent to be recycled, reused or composted?

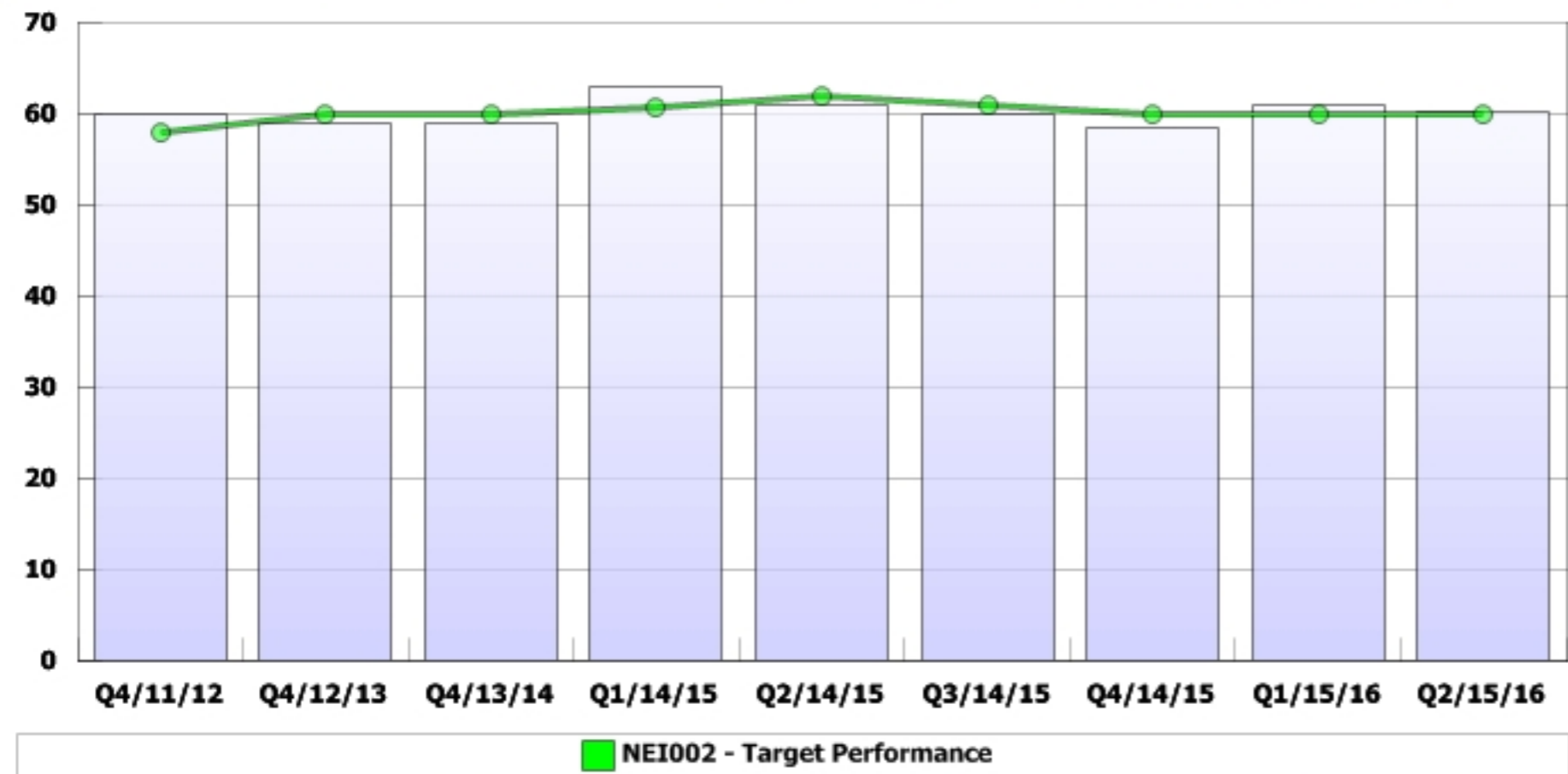
**Additional Information:** This indicator supports year on year reductions in the amount of residual waste collected, and measures the percentage of household waste arisings sent for reuse, recycling, composting or anaerobic digestion.

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



Is it likely that the target will be met at the end of the year?  
 No



Quarter	Target	Actual	Status
Q2/15/16	62.53%	60.30%	✗
Q1/15/16	64.58%	61.00%	✗
Q4/14/15	60.00%	58.53%	✗
Q3/14/15	61.02%	60.00%	✗
Q2/14/15	62.03%	61.00%	✗

**Annual Target:** 2015/16 - 60.00%  
 2014/15 - 60.00%

**Indicator of good performance:**  
 A higher percentage recycled is good

↑ is the direction of improvement

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

(Q2 2015/16) The year end target is to recycle 60% of all household waste across the District, however recycling performance is variable throughout the year. To cater for this seasonal nature of this indicator quarterly performance targets are adopted.

The performance for this quarter is below the target. It is becoming increasingly difficult to meet this target as the weight of materials that can be recycled are decreasing.

### Corrective action proposed (if required):

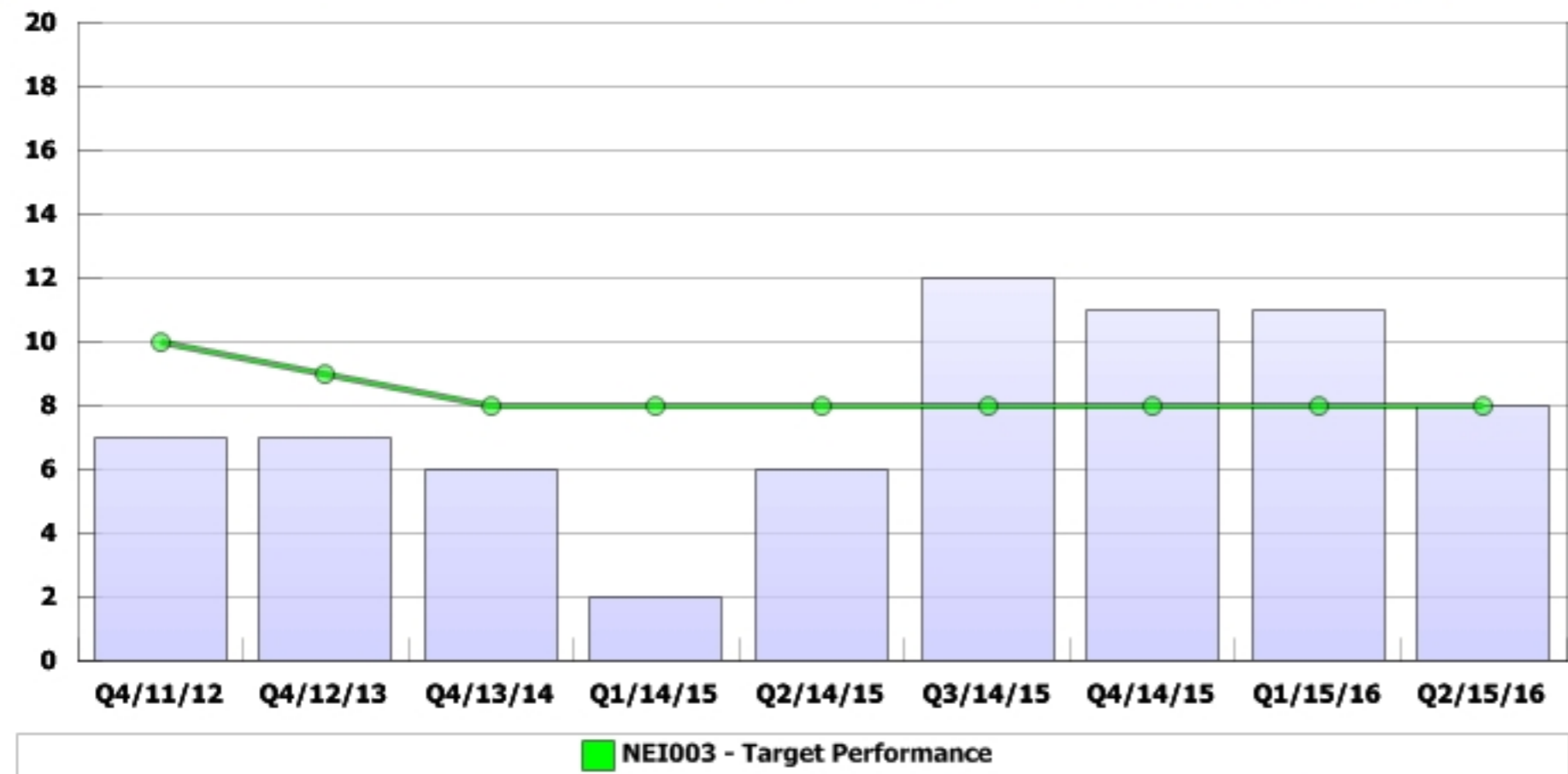
(Q2 2015/16) Biffa are now collecting more materials for reuse and recycling. New plans are being prepared to carry out recycling of weekly food waste from schools. Some blocks of flats will receive new recycling facilities. New strategies are being developed to reduce contamination in communal bins, which is one of the problem areas across all multi occupancy dwellings. The commencement of new collections: small electrical items, textiles and batteries should, in time, help with recycling performance.

# NEI003 What percentage of our district had unacceptable levels of litter?

**Additional Information:** This indicator seeks to reduce unacceptable levels of litter. Performance is based on surveys of prescribed sites carried out over four quarterly periods each year, and represents the percentage of relevant land with deposits of litter which exceed the acceptable level.

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	Status
Q2/15/16	8%	8%	✓
Q1/15/16	8%	11%	✗
Q4/14/15	8%	11%	✗
Q3/14/15	8%	12%	✗
Q2/14/15	8%	6%	✓

Annual 2015/16 - 8%  
 Target: 2014/15 - 8%

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) The strategies put in place to reduce litter have made significant improvement. It is anticipated this will continue for the rest of the year.

### Corrective action proposed (if required):

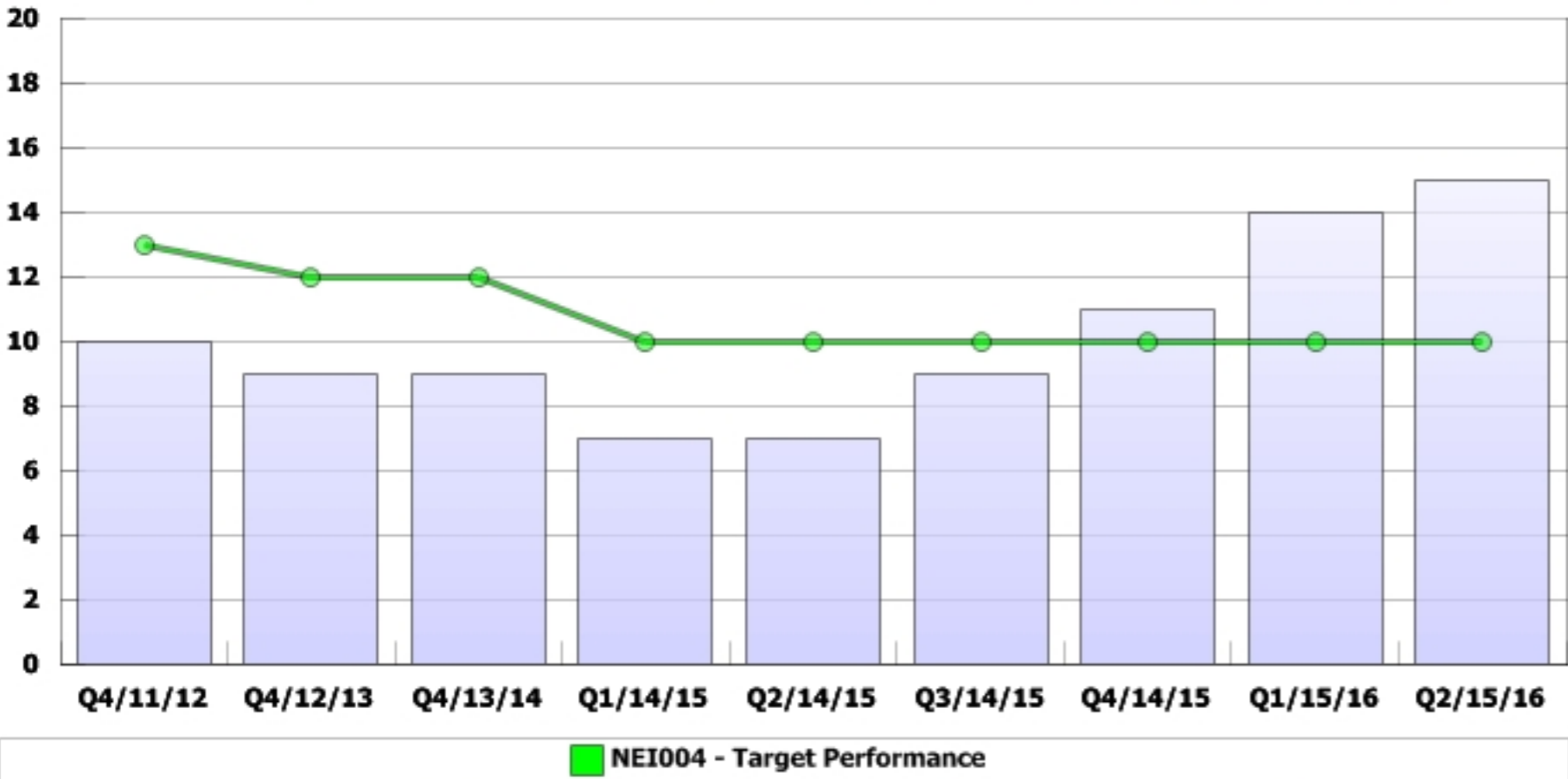
(Q2 2015/16) The new strategies have made an impact and the performance in this quarter has improved significantly.

**NEI004 What percentage of our district had unacceptable levels of detritus (dust, mud, stones, rotted leaves, glass, plastic etc.)?**

**Additional Information:** This indicator seeks to reduce unacceptable levels of detritus. Performance is based on surveys of prescribed sites carried out over the four quarterly periods each year, and represents the percentage of relevant land with deposits of detritus which exceed the acceptable level.

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	10%	15%	✗
Q1/15/16	10%	14%	✗
Q4/14/15	10%	11%	✗
Q3/14/15	10%	9%	✓
Q2/14/15	10%	7%	✓

**Annual Target:** 2015/16 - 10%  
 2014/15 - 10%

**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?

No



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

(Q2 2015/16) This target is linked to NEI 003 and covers the level of detritus in the District. Like NEI003 performance is measured by carrying out around 900 individual inspections over the course of a year. However unlike the previous indicator it has not been possible to achieve any improvement.

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

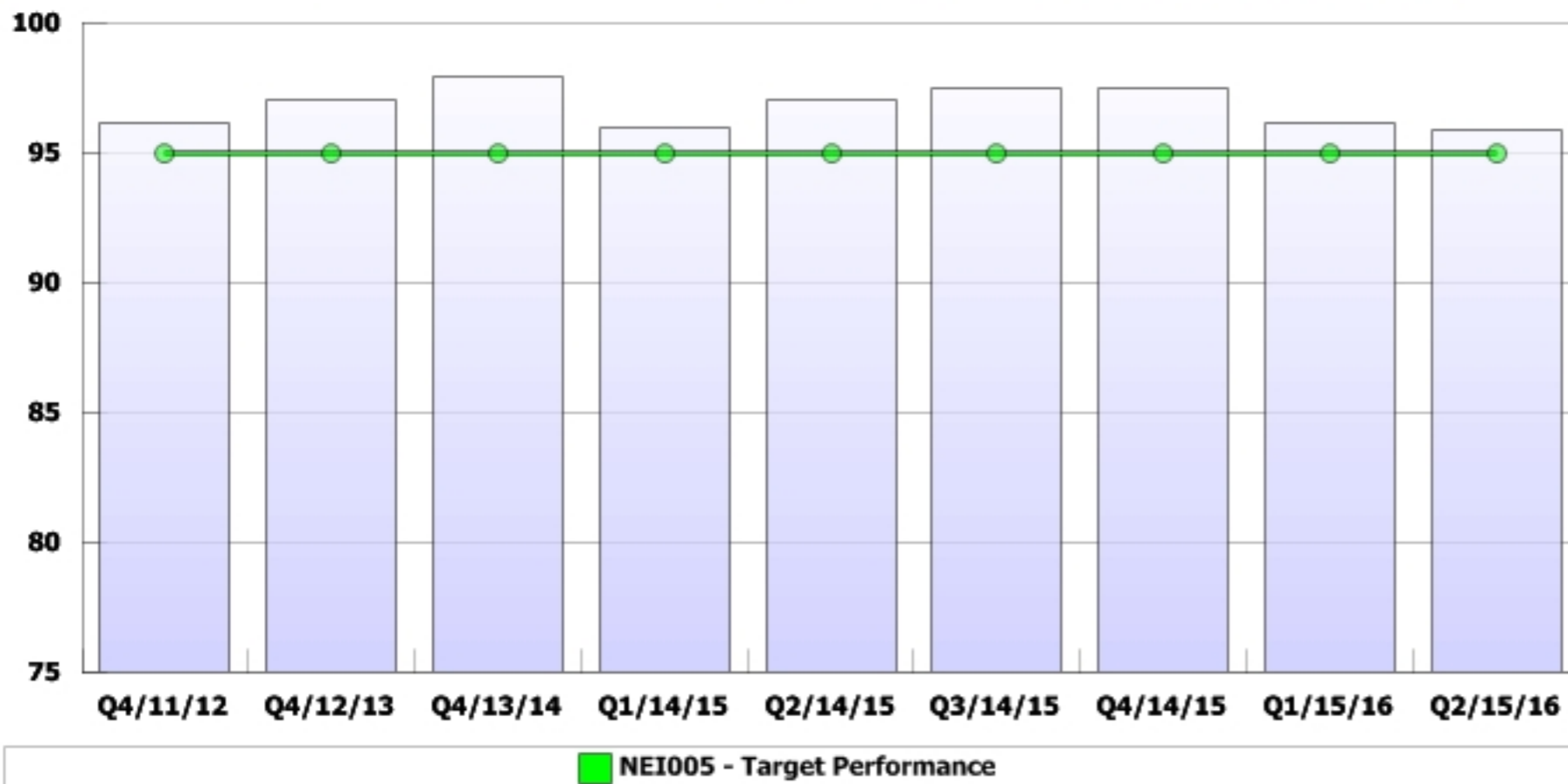
(Q2 2015/16) Officers continue to work with Biffa to ensure continuity in staff, increased contract monitoring by Council officers to identify areas for improvement. There is the need to improve the quality of the Biffa's own supervision to ensure that standards do not drop.

**NEI005 What percentage of the issues and complaints received by the Environment & Neighbourhoods Team received an initial response within 3 days?**

**Additional Information:** Dealing with 'enviro-crime' is a key element of the 'Safer, Cleaner, Greener' initiative, and this indicator measures the percentage of issues raised and complaints received by the Environment and Neighbourhoods Team that are responded to within three working days

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	95.00%	95.91%
Q1/15/16	95.00%	96.22%
Q4/14/15	95.00%	97.51%
Q3/14/15	95.00%	97.56%
Q2/14/15	95.00%	97.08%

Annual 2015/16 - 95.00%  
 Target: 2014/15 - 95.00%

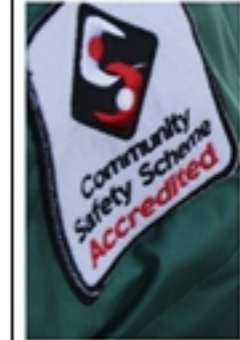
Indicator of good performance:  
 A higher percentage is good

↑ 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 achieved. 1499 out of 1563 issues and complaints received an initial response within 3 working days

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

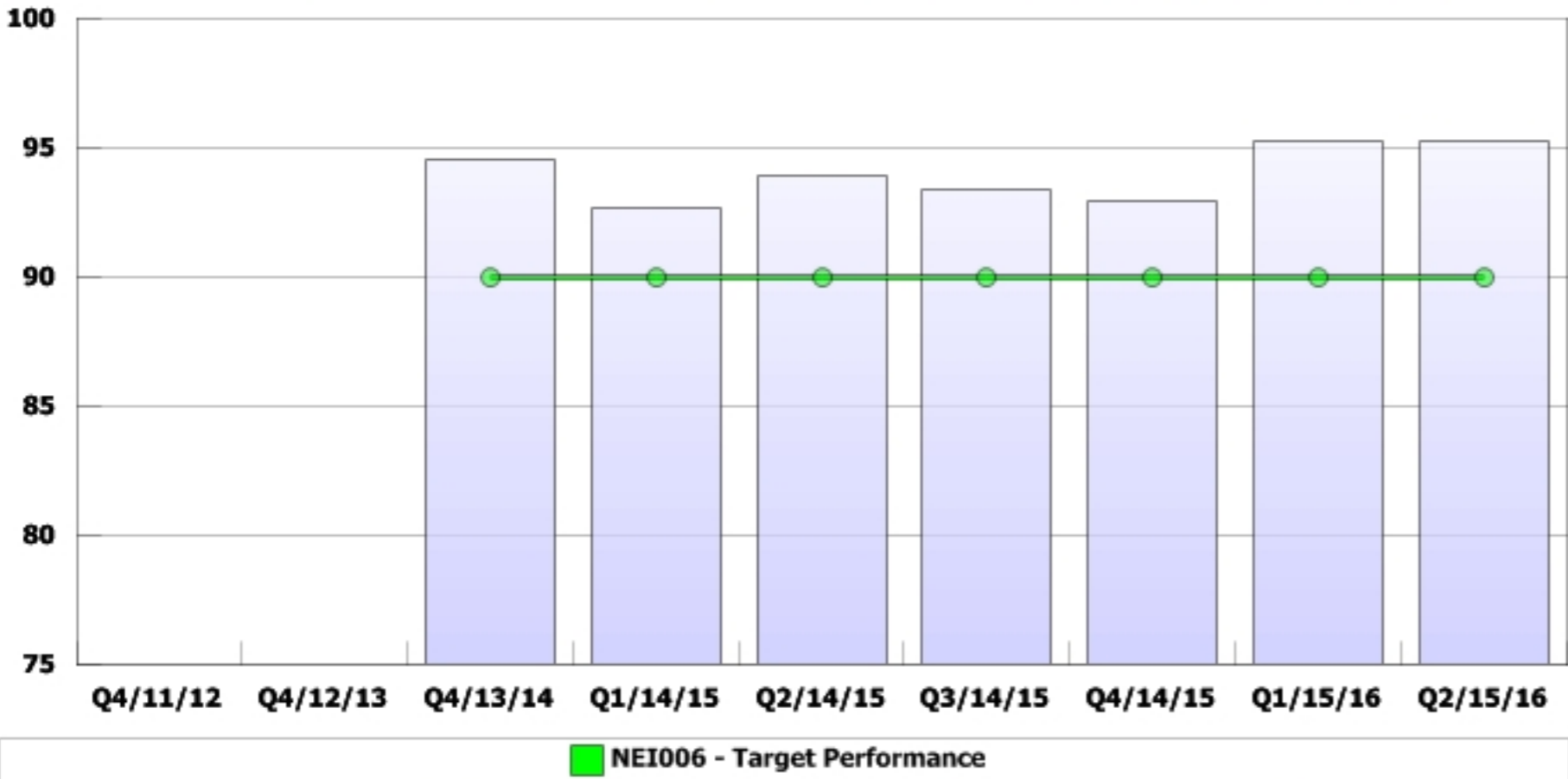
Empty box for corrective action proposed.

**NEI006 What percentage of the recorded incidences of fly-tipping are investigated within 3 working days of being recorded?**

**Additional Information:** The Team register all fly-tipping incidents reported or found on public and private land in the district. Incidents that may have evidence that can lead to the source of the waste are investigated, subject to resources and priorities at that time. Clearance is delayed until investigated (unless there are other factors that require the waste to be cleared immediately).

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	Direction of Improvement
Q2/15/16	90.00%	95.33%	↑
Q1/15/16	90.00%	95.35%	↑
Q4/14/15	90.00%	93.00%	↑
Q3/14/15	90.00%	93.47%	↑
Q2/14/15	90.00%	93.93%	↑

Annual Target: 2015/16 - 90.00%  
 Target: 2014/15 - 90.00%

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 achieved 245 of 257 incidents of fly-tipping that were investigated in this period were within 3 working days of the fly-tip being recorded.  
 N.B. A working day is any one of Monday to Friday inclusive. Bank Holidays are not a working day. The three working day period shall commence the next working day after the incident has been reported to the Council.

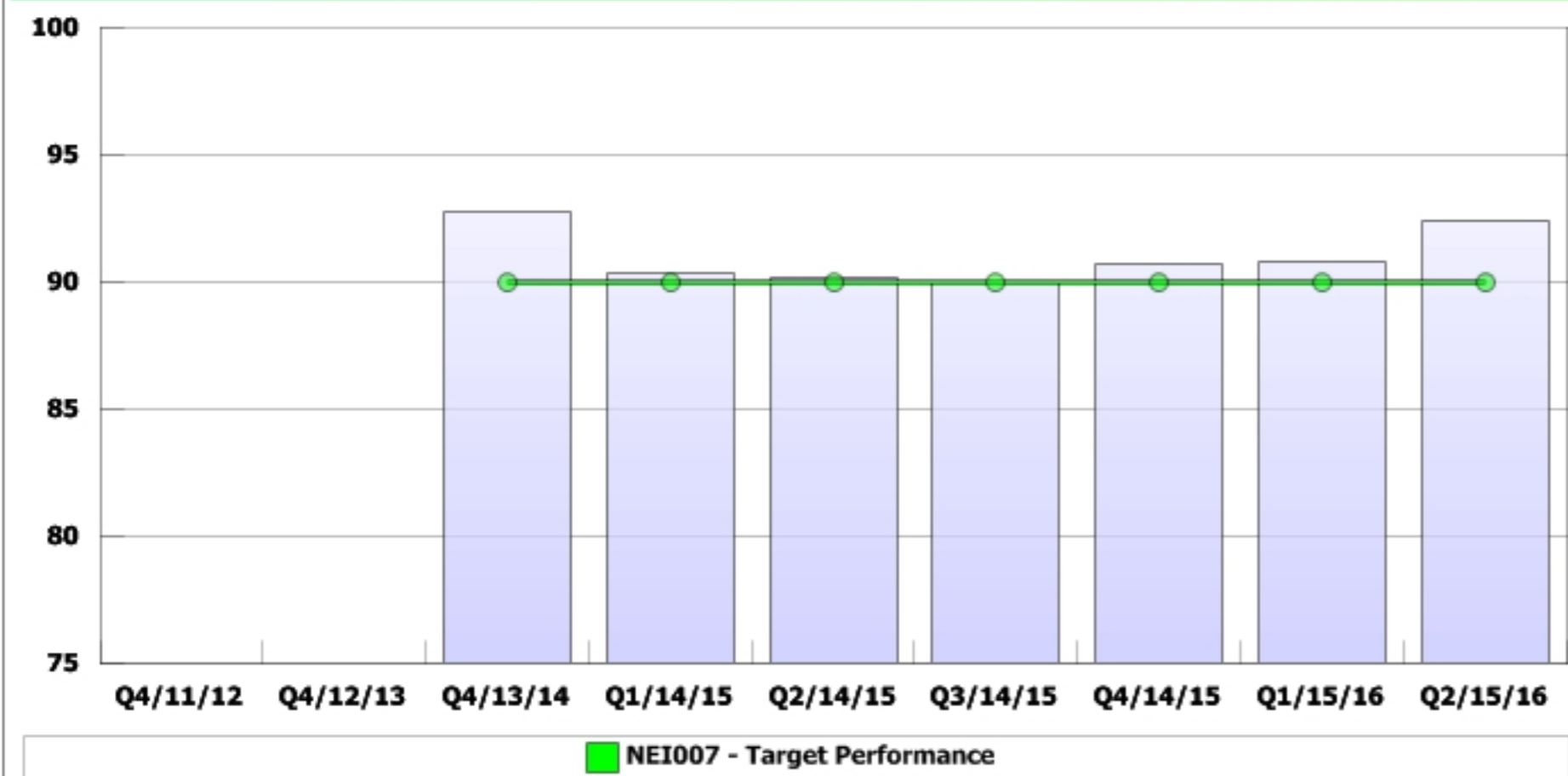
**Corrective action proposed (if required):**

**NEI007 What percentage of the recorded incidences of fly-tipping (contract cleared) are removed within 5 working days of being recorded?**

**Additional Information:** This indicator specifically considers fly-tip incidents which occur on land which the council is responsible for clearing and which can be cleared under the existing waste contract.

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	Direction of Improvement
Q2/15/16	90.00%	92.42%	↑
Q1/15/16	90.00%	90.84%	↑
Q4/14/15	90.00%	90.79%	↑
Q3/14/15	90.00%	90.02%	↑
Q2/14/15	90.00%	90.23%	↑

Annual 2015/16 - 90.00%  
 Target: 2014/15 - 90.00%

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 achieved. 256 of 277 (92.42%) incidents were cleared under the waste contract within the target of 5 working days.

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

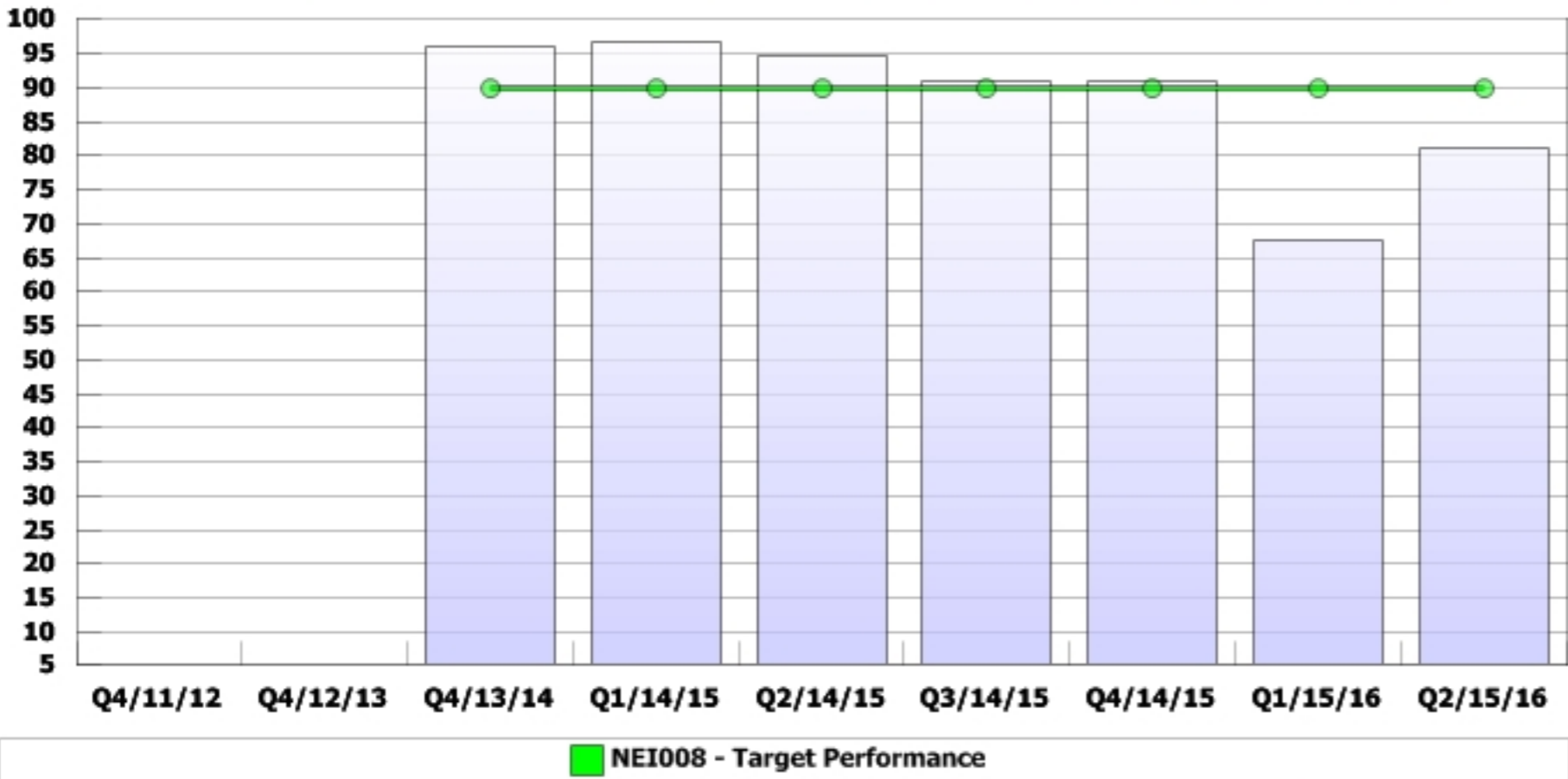


**NEI008 What percentage of the recorded incidences of fly-tipping (variation order / non-contract) are removed within 10 working days of being recorded?**

**Additional Information:** This indicator specifically considers fly-tip incidents which occur on land which the council is responsible for clearing and which require an additional variation order or other non-contract clearance.

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	90.00%	81.28%	✗
Q1/15/16	90.00%	67.72%	✗
Q4/14/15	90.00%	90.85%	✓
Q3/14/15	90.00%	90.98%	✓
Q2/14/15	90.00%	94.61%	✓

**Annual Target:** 2015/16 - 90.00%  
2014/15 - 90.00%

**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?

Uncertain



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

(Q2 2015/16) The target has not been achieved. 343 incidents were cleared within 10 working days, out of 422 incidents = 81.28%. However, data for Q2 is a cumulative figure including the data for Q1.

In Q1 as previously reported, we experienced considerable difficulties with BIFFA and the change in some household waste collection days/routes. This resulted in a backlog in passing on and inspecting some fly-tips that require an additional quote before clearance work can commence. We also identified a technical problem with passing on some reports for clearance, which meant some clearance requests were not being picked up automatically when BIFFA's system integrated with the Council's software.

These issues were rectified in Q2. The figures for the second part of the period, Q2 alone – 01/07/15 to 30/9/15, achieved the target. 211 incidents out of 232 were cleared within the target = 90.95% (compared with 67.72% in Q1).

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

(Q2 2015/16) The workload pressure due to issues around the change in waste contractor and technical issues with integrating software have now been resolved. We have also introduced more automatic reporting to try and identify any errors before they fail the target.

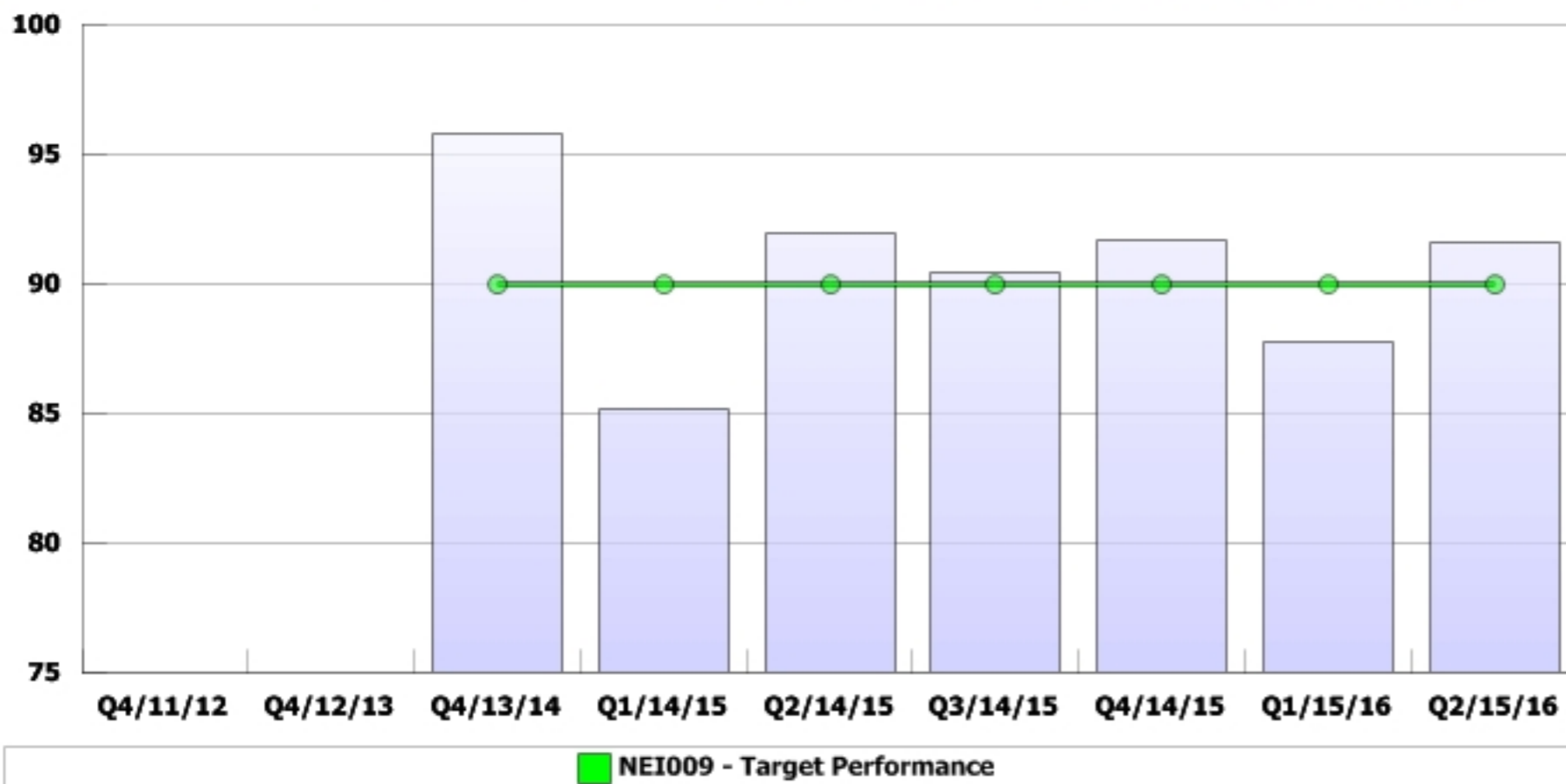
We expect quarter 3 (alone) to achieve the target, but overall the cumulative total is still likely to be below the 90% target due to the under achievement in Q1.

**NEI009 What percentage of out of hours (OOH) noise complaints are responded to within 15 minutes?**

**Additional Information:** The callout service for noise complaints is 24 hours (restricted emergency service after 00:00 and before 13:00 at the weekend). Calls are recorded by the Council's stand-by officer and passed to the duty noise officer who telephones the complainant. A response has been made when the duty noise officer has telephoned the complainant.

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	90.00%	91.63%	✓
Q1/15/16	90.00%	87.80%	✗
Q4/14/15	90.00%	91.77%	✓
Q3/14/15	90.00%	90.51%	✓
Q2/14/15	90.00%	92.00%	✓

Annual Target: 2015/16 - 90.00%  
 Target: 2014/15 - 90.00%  
 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) The target has been achieved.  
 208 of 227 calls achieved the target and received a call back within 15 minutes (91.63%). There are still a number of issues that need to be improved regarding Mears initial call handling, however the duty noise officer has been able to obtain details quickly in most cases and contact the complainant within 15 minutes of being paged.

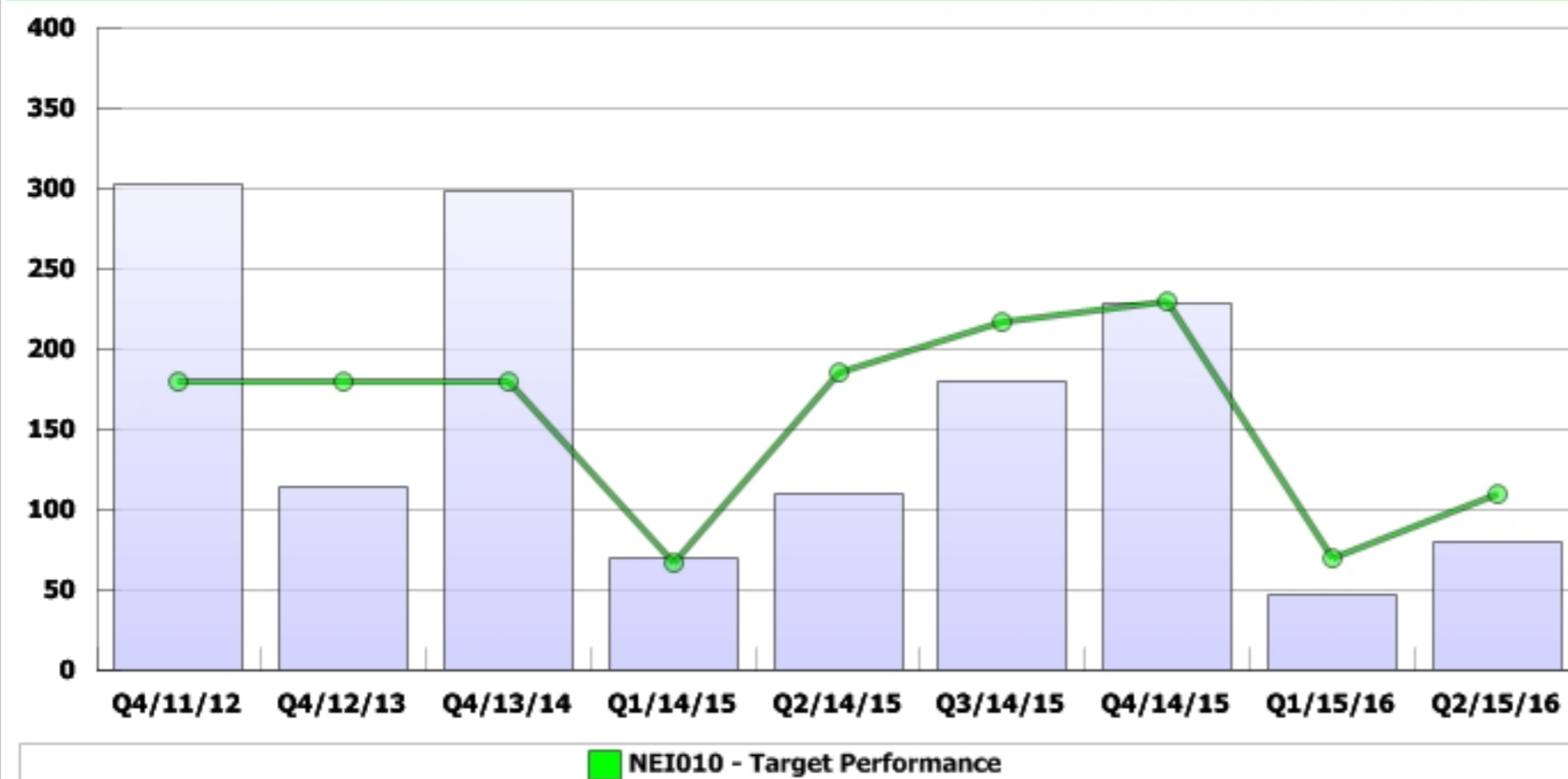
**Corrective action proposed (if required):**

## NEI010 What was the net increase or decrease in the number of homes in the district?

**Additional Information:** This indicator encourages a greater supply of new homes to address long-term housing affordability issues, and measures the net increase in dwelling stock over one year. Quarterly targets and performance details for this indicator represent the cumulative total for the year to date.

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	111	80
Q1/15/16	70	48
Q4/14/15	230	229
Q3/14/15	209	181
Q2/14/15	187	111

**Annual Target:** 2015/16 - 230  
2014/15 - 230

**Indicator of good performance:**  
A higher number is good

↑ is the direction of improvement

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

Uncertain

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

(Q2 2015/16) – Our Quarter 2 KPI figure is 32, and our quarterly cumulative figure is 80. Our Q2 figure is a decrease from Q1, and as we are now halfway through the monitoring period it indicates that we will have difficulties in meeting our Annual Target for 2015/16 Housing Completions of 230 additional units. However some larger developments currently under construction could be completed by April next year, and any one of these be would likely to bring us over the target number.

Provision for future housing development will be made through new housing designations in the emerging Local Plan.

### Corrective action proposed (if required):

(Q2 2015/16) - None proposed at this time.

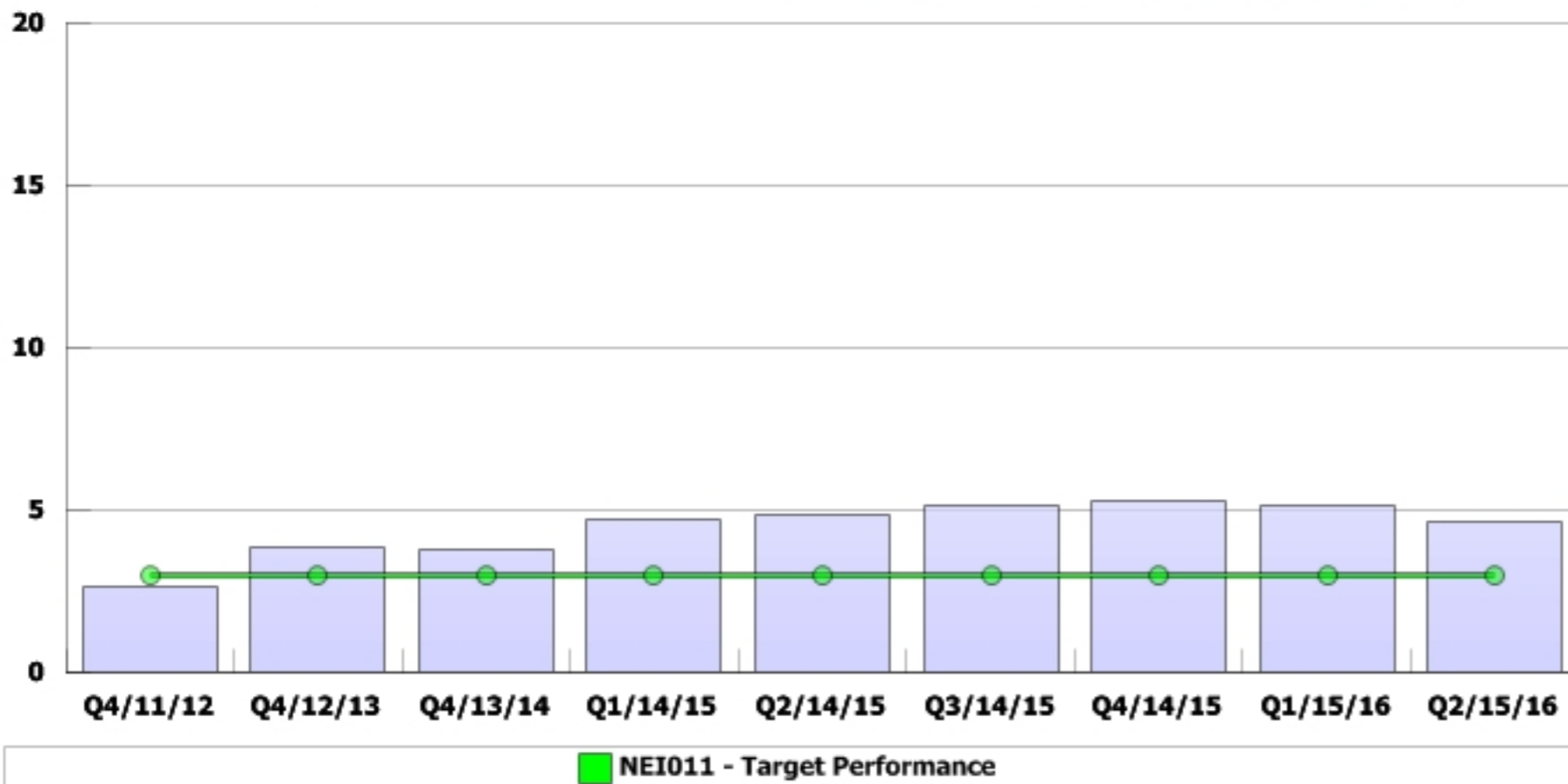
It is important to note that the Council has a limited influence over housing completion figures meeting targets. The Council can encourage more building of dwellings by granting planning permission, making strategic housing site allocations through the Local Plan etc., but it does not actually build the vast majority of the dwellings, so it cannot control if and when they are completed. Even if a site is given planning permission, the state of the housing market can mean that at times, housebuilders will not complete units they have permission to build, if it is felt that they will not be sold. This means that even if the Council grants sufficient permissions, it cannot guarantee a completion rate.

# NEI011 What percentage of the rent we were due to be paid for our commercial premises was not paid?

**Additional Information:** This indicator is a measure of a local authority's rent collection and arrears recovery service for its property portfolio and assists in monitoring the collection of important income to the Council. Performance against this indicator is reported on a quarterly basis.

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	3.00%	4.65%
Q1/15/16	3.00%	5.19%
Q4/14/15	3.00%	5.33%
Q3/14/15	3.00%	5.17%
Q2/14/15	3.00%	4.86%



**Annual Target:** 2015/16 - 3.00%  
2014/15 - 3.00%

**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?

No



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

(Q2 2015/16) The debt has reduced by approximately 10% as a result of regular arrears meetings and greater tenant liaison. Whilst arrears do fluctuate, they are at their lowest since Q4 2013/14.

### Corrective action proposed (if required):

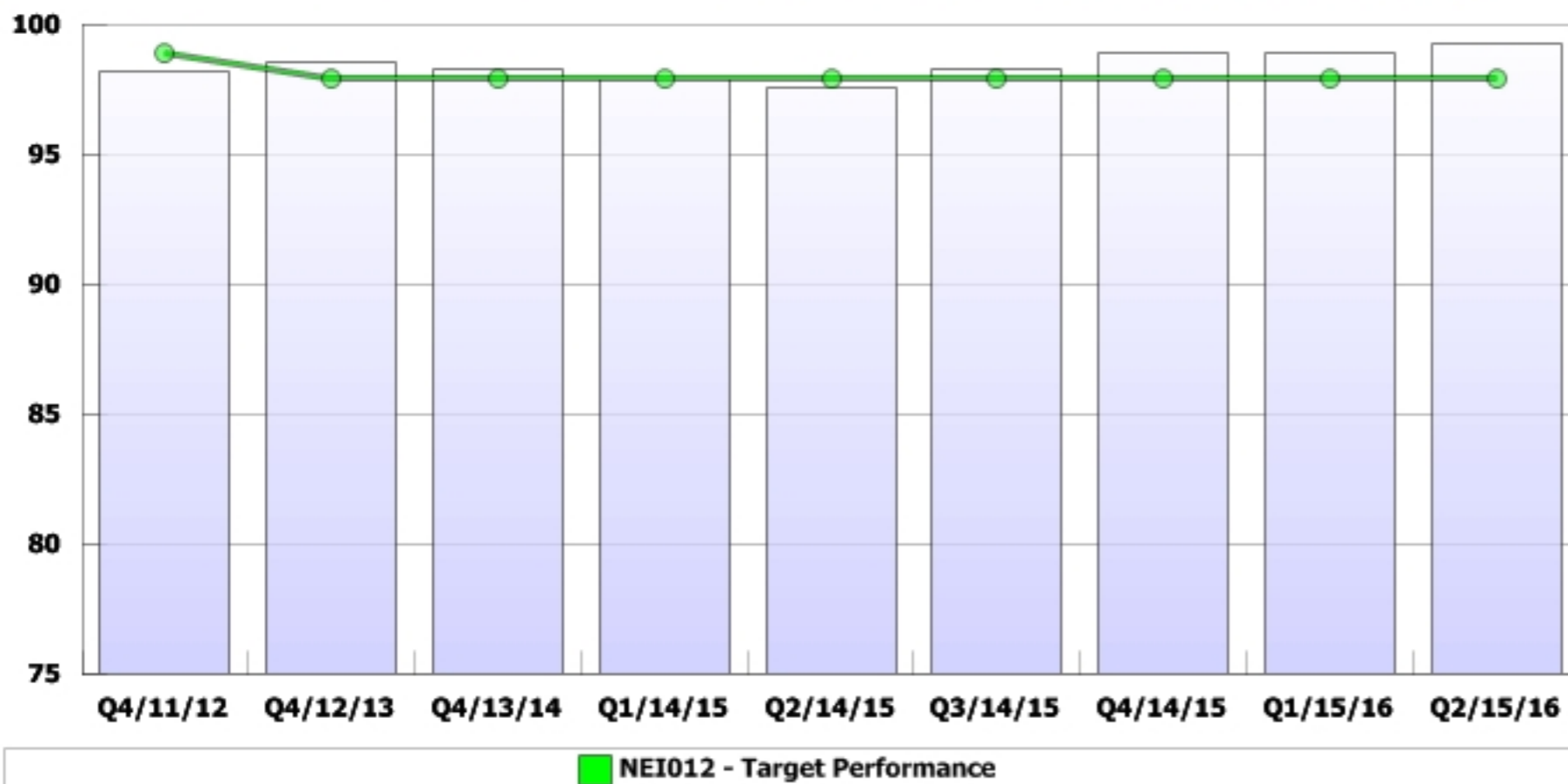
(Q2 2015/16) Currently reviewing debtors policy and working with finance and legal on strategy for larger debts.

# NEI012 What percentage of our commercial premises was let to tenants?

**Additional Information:** This indicator monitors the effectiveness of the local authority's asset management function and helps to monitor the vitality of the Council's commercial and industrial portfolio. Performance against this indicator is reported on a quarterly basis.

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%	99.32%
Q1/15/16	98.00%	98.98%
Q4/14/15	98.00%	98.98%
Q3/14/15	98.00%	98.31%
Q2/14/15	98.00%	97.63%



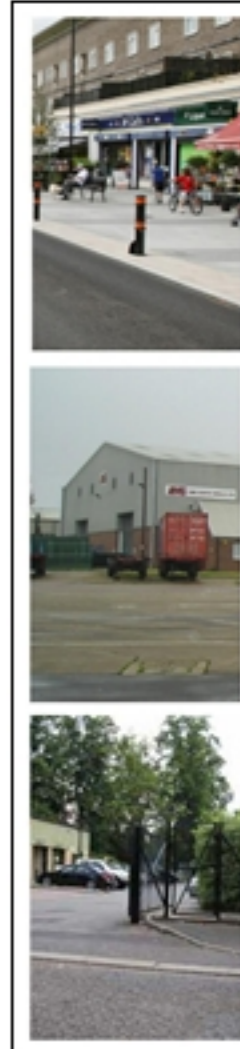
**Annual Target:** 2015/16 - 98.00%  
2014/15 - 98.00%

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) Vacancy rate has reduced as a result of a new letting. Remaining 2 vacant properties currently under offer. Oakwood Hill awaiting roof works outcome and 12 Hillhouse progressing to legals.

### Corrective action proposed (if required):

(Q2 2015/16) Nothing further to be done.