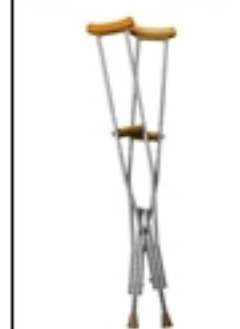
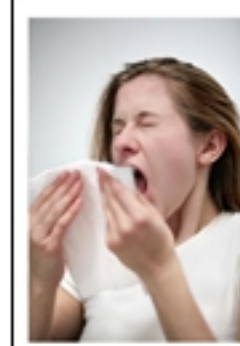


Quarterly Indicators		Quarter 1		Quarter 2		Quarter 3		Quarter 4		Is year-end target likely to be achieved?
		Tgt	Actual	Tgt	Actual	Tgt	Actual	Tgt	Actual	
<b>Resouces Quarterly KPIs</b>										
RES001	(Sickness absence) (days)	1.54	2.02	3.20	3.88	4.95	5.58	7.00		No
RES002	(Invoice payments) (%)	97%	95%	97%	96%	97%	96%	97%		Uncertain
RES003	(Council Tax collection) (%)	27.10%	27.56%	51.98%	52.54%	77.00%	77.91%	96.50%		Yes
RES004	(NNDR Collection) (%)	28.38%	28.52%	53.04%	53.54%	78.09%	78.78%	97.20%		Yes
RES005	(New benefit claims) (days)	22.00	22.56	22.00	22.36	22.00	21.78	22.00		Yes
RES006	(Benefits changes) (days)	10.00	7.03	10.00	7.19	10.00	7.29	6.00		Yes
RES009	(Website Availability) (%)	99.60%	99.96%	99.60%	99.94%	99.60%	99.95%	99.60%		Yes
RES010	(Website Broken Links) (%)	94.10%	95.50%	94.10%	100.00%	94.10%	100.0...	94.10%		Yes
RES011	(Website Navigation) (%)	79.90%	81.97%	79.90%	81.57%	79.90%	81.04%	79.90%		Yes



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

No



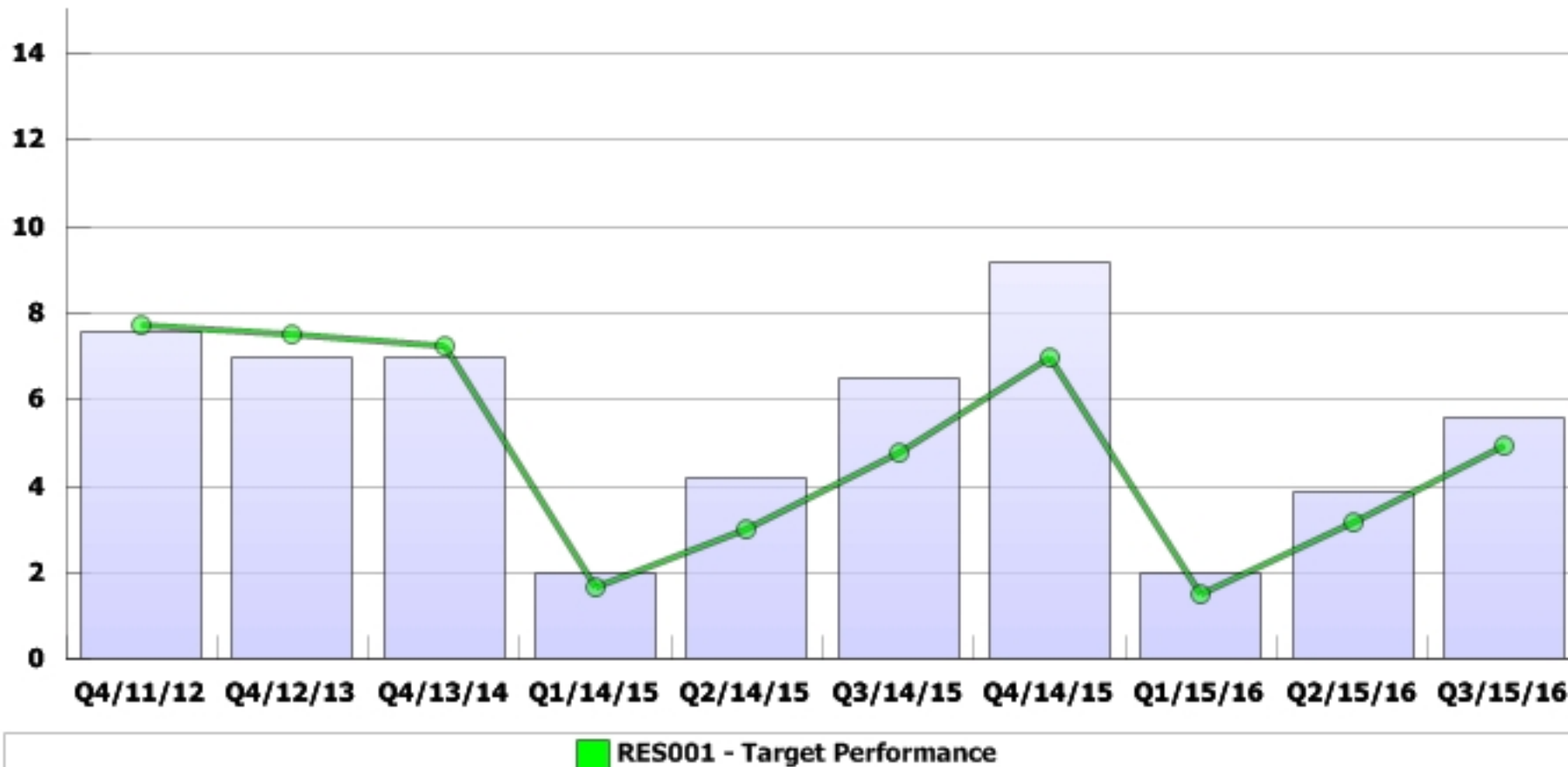
Quarter	Target	Actual	
Q3/15/16	4.95	5.58	✗
Q2/15/16	3.20	3.88	✗
Q1/15/16	1.54	2.02	✗
Q4/14/15	7.00	9.20	✗
Q3/14/15	4.82	6.51	✗

Annual Target: 2015/16 - 7.00 days  
2014/15 - 7.00 days

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

↓ is the direction of improvement

### Current and previous quarters performance



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

(Q3 2015/16) Sickness absence continues to be above target in each quarter since Q1 2014/15. However, there has been a slight improvement on last years quarterly figures. The Council will not achieve the target for this Indicator for 2015/2016.

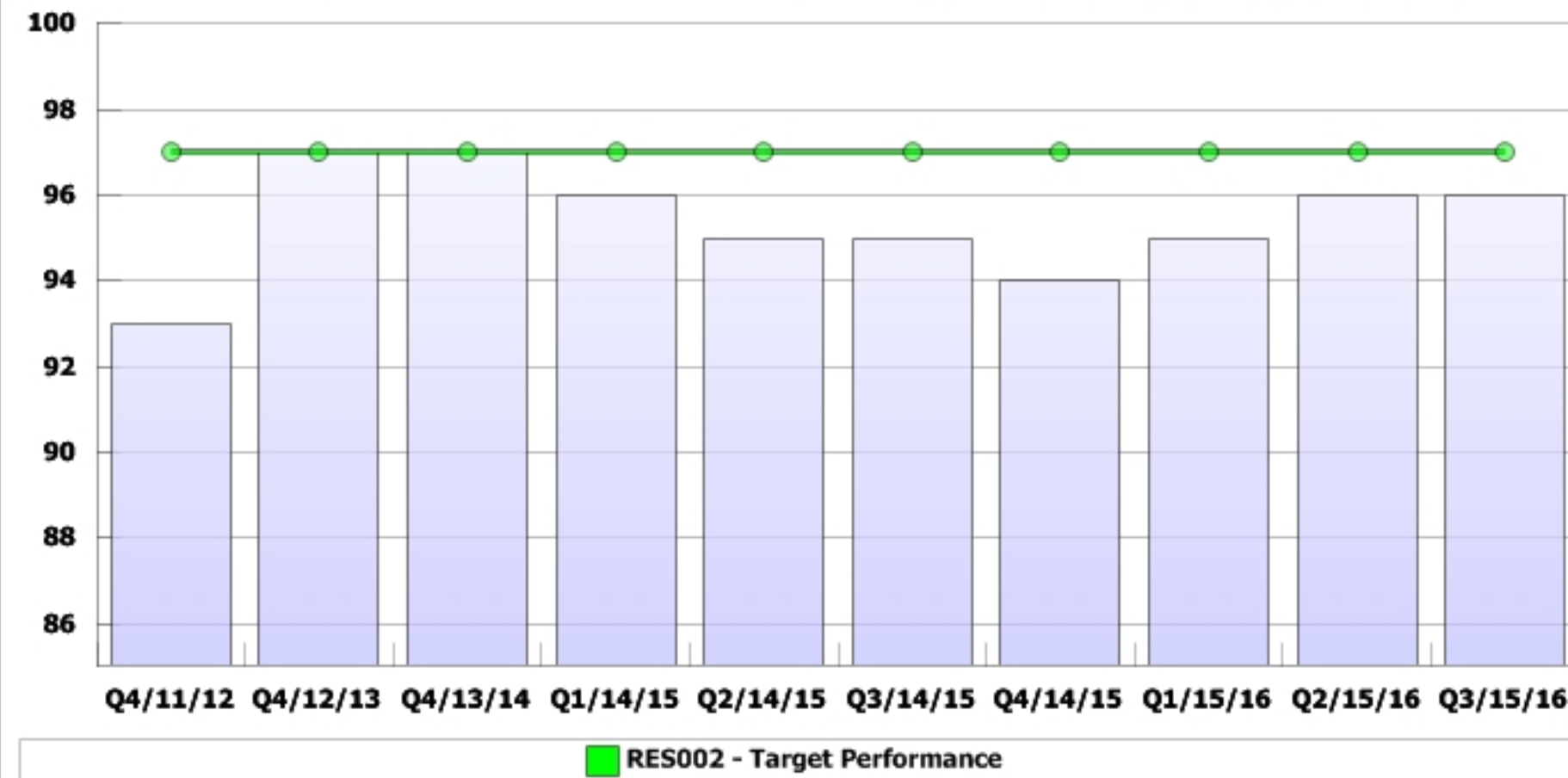
### Corrective action proposed (if required):

- (Q3 2015/16) The Improvement Plan states;
1. The Assistant Director (HR) will carry out further analysis on the increase in the number of days taken for mental health issues. Completed - A report was submitted to the Resources Select Committee in December 2015
  2. HR will arrange mandatory workshops for managers to ensure that the Council's Managing Absence Policy is applied consistently and timely across the authority. In addition, managers will be encouraged to become proactive when managing absence.
  3. HR will arrange workshops for managers on mental health issues. The first Workshops were held on 15 December 2015 with further dates arranged for 16 and 17 February 2017.
  4. HR will work with Directors to produce the most useful management information regarding sickness absence
  5. The Assistant Director (HR) to meet with the Council's Occupational Health

**Additional Information: This indicator encourages the prompt payment of undisputed invoices for commercial goods and services**

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
Q3/15/16	97%	96%
Q2/15/16	97%	96%
Q1/15/16	97%	95%
Q4/14/15	97%	94%
Q3/14/15	97%	95%

Annual Target: 2015/16 - 97%  
2014/15 - 97%

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):

(Q3 2015/16) - Performance has improved slightly since quarter 2 but is still short of target. All directorates met the target in December. 77% of local supplier invoices were paid within 20 days an increase of 3% on quarter 2.

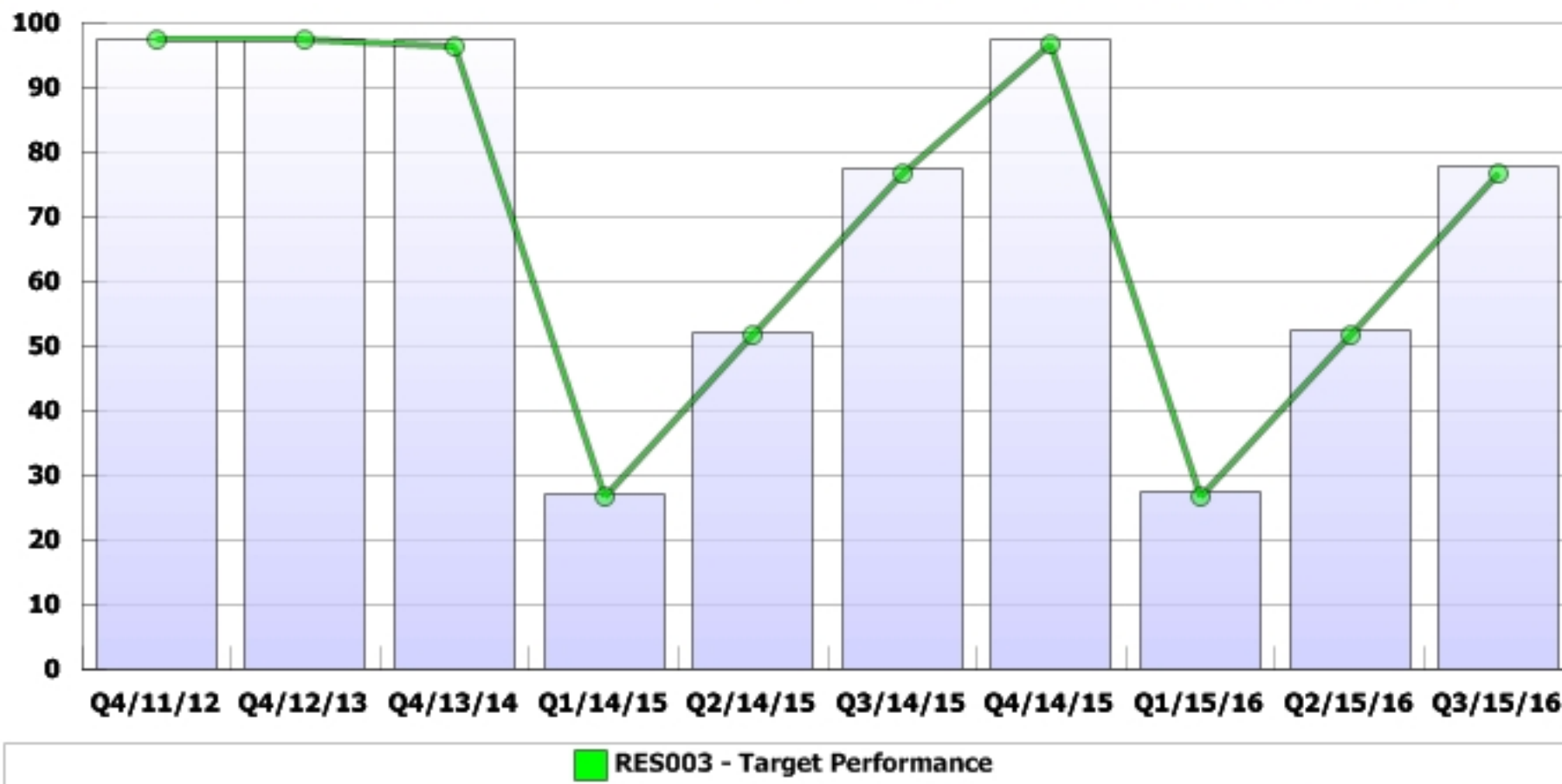
### Corrective action proposed (if required):

(Q3 2015/16) - It is important to encourage prompt processing and where invoices are in dispute registering as such. Reminders are issued from time to time and this should continue.

**Additional Information:** This indicator monitors the rate of collection of Council Tax. 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
Q3/15/16	77.00%	77.91%
Q2/15/16	51.98%	52.54%
Q1/15/16	27.10%	27.56%
Q4/14/15	97.00%	97.79%
Q3/14/15	77.56%	77.63%



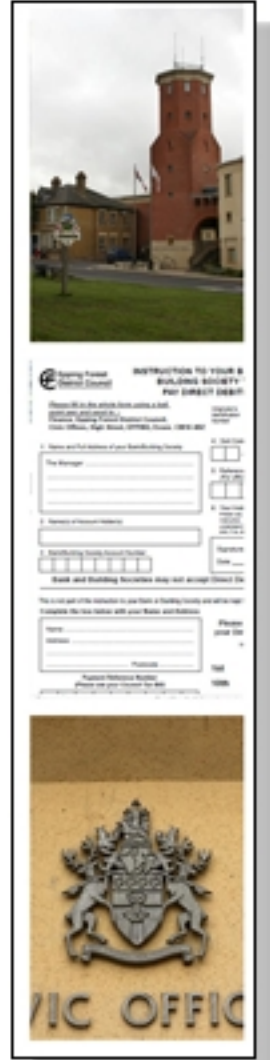
**Annual Target:** 2015/16 - 97.00%  
 2014/15 - 97.00%

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):

(Q3 2015/16) The collection performance is 0.28% up on the same stage in 2014/15.

Corrective action proposed (if required):

(Q3 2015/16) Collection and recovery procedures are in place for outstanding debts.

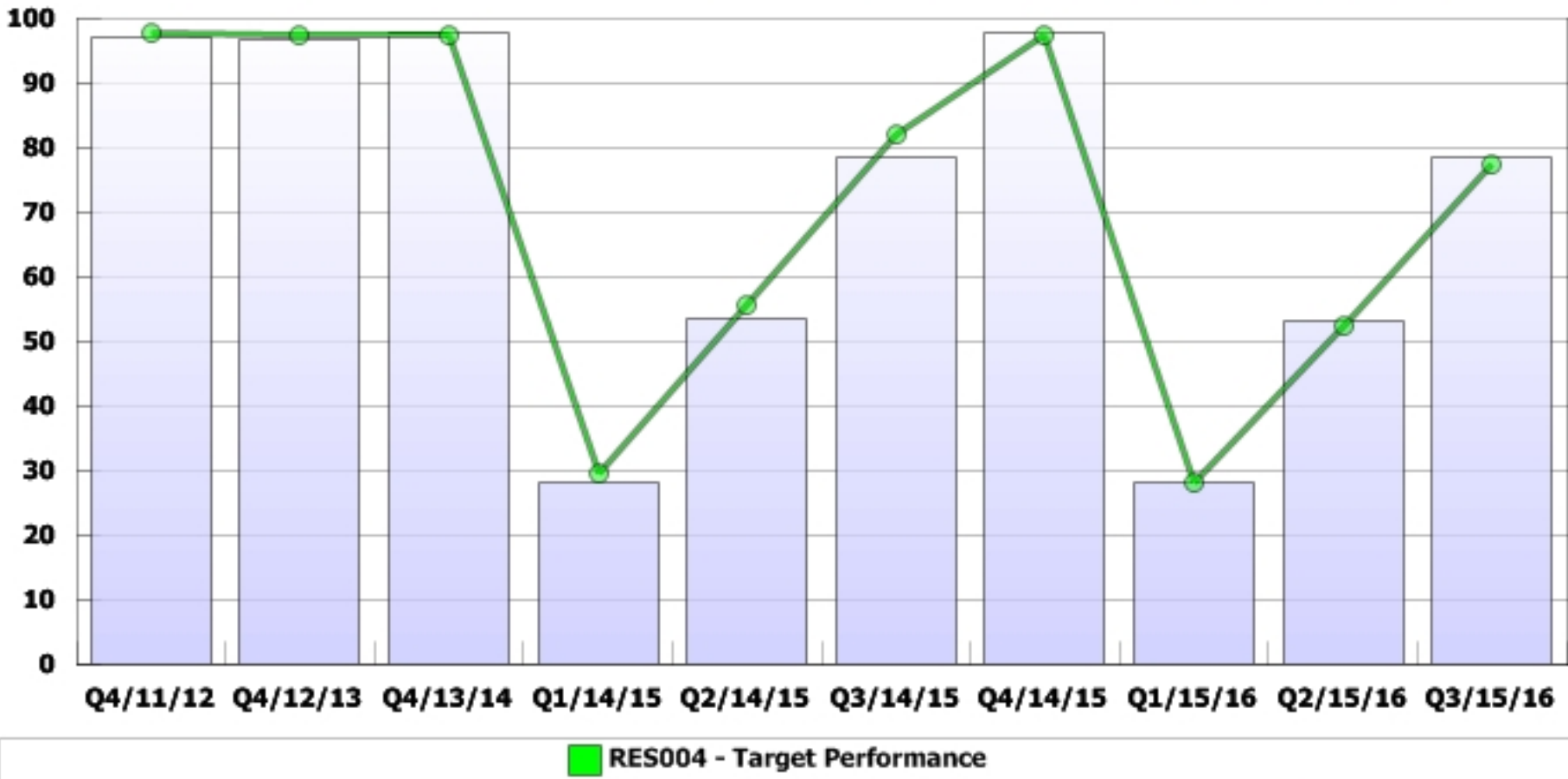


# RES004 What percentage of the district's annual business rates was collected?

**Additional Information:** This indicator monitors the rate of collection of National Non-Domestic rates. 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 or by telephone on 01992 564042.

## Current and previous quarters performance



Quarter	Target	Actual	Status
Q3/15/16	78.09%	78.78%	✓
Q2/15/16	53.04%	53.54%	✓
Q1/15/16	28.38%	28.52%	✓
Q4/14/15	97.70%	97.86%	✓
Q3/14/15	82.33%	78.72%	✗

**Annual Target:** 2015/16 - 97.70%  
 2014/15 - 97.70%

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):

(Q3 2015/16) The collection performance is 0.06% up on the same stage last year

### Corrective action proposed (if required):

(Q3 2015/16) The Council is taking recovery action to collect the outstanding debts.

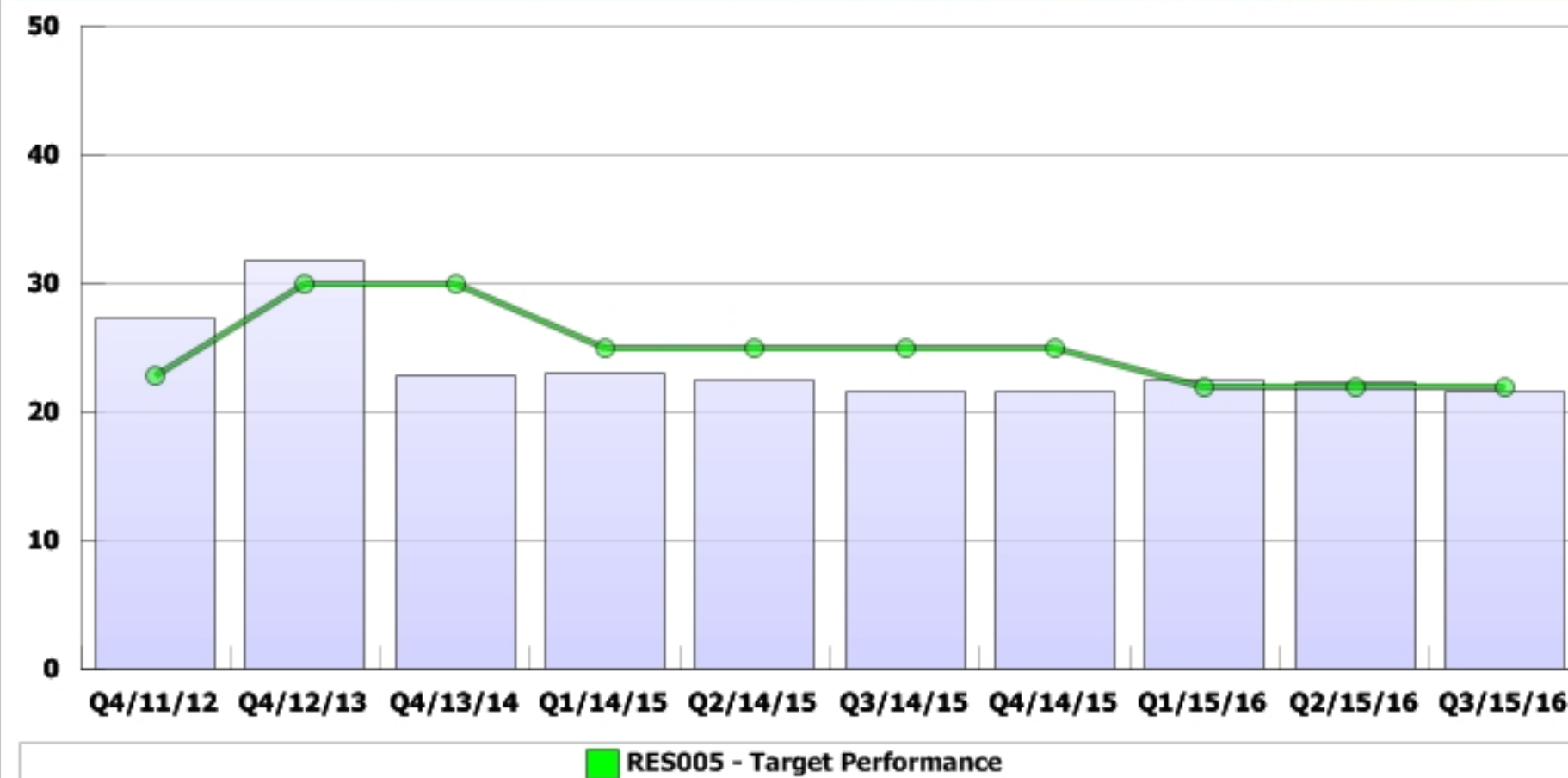


## RES005 On average, how many days did it take us to process new benefit claims?

**Additional Information:** This indicator monitors the administration of Housing and Council Tax Benefit. Targets and performance are measured in 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
Q3/15/16	22.00	21.78
Q2/15/16	22.00	22.36
Q1/15/16	22.00	22.56
Q4/14/15	25.00	21.74
Q3/14/15	25.00	21.63



**Annual Target:** 2015/16 - 22.00 days  
2014/15 - 25.00 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):

(Q3 2015/16) - The performance has improved in quarter 3 and the cumulative total is now within the annual target. It is anticipated that the annual target will be met at the end of year 15/16.

### Corrective action proposed (if required):

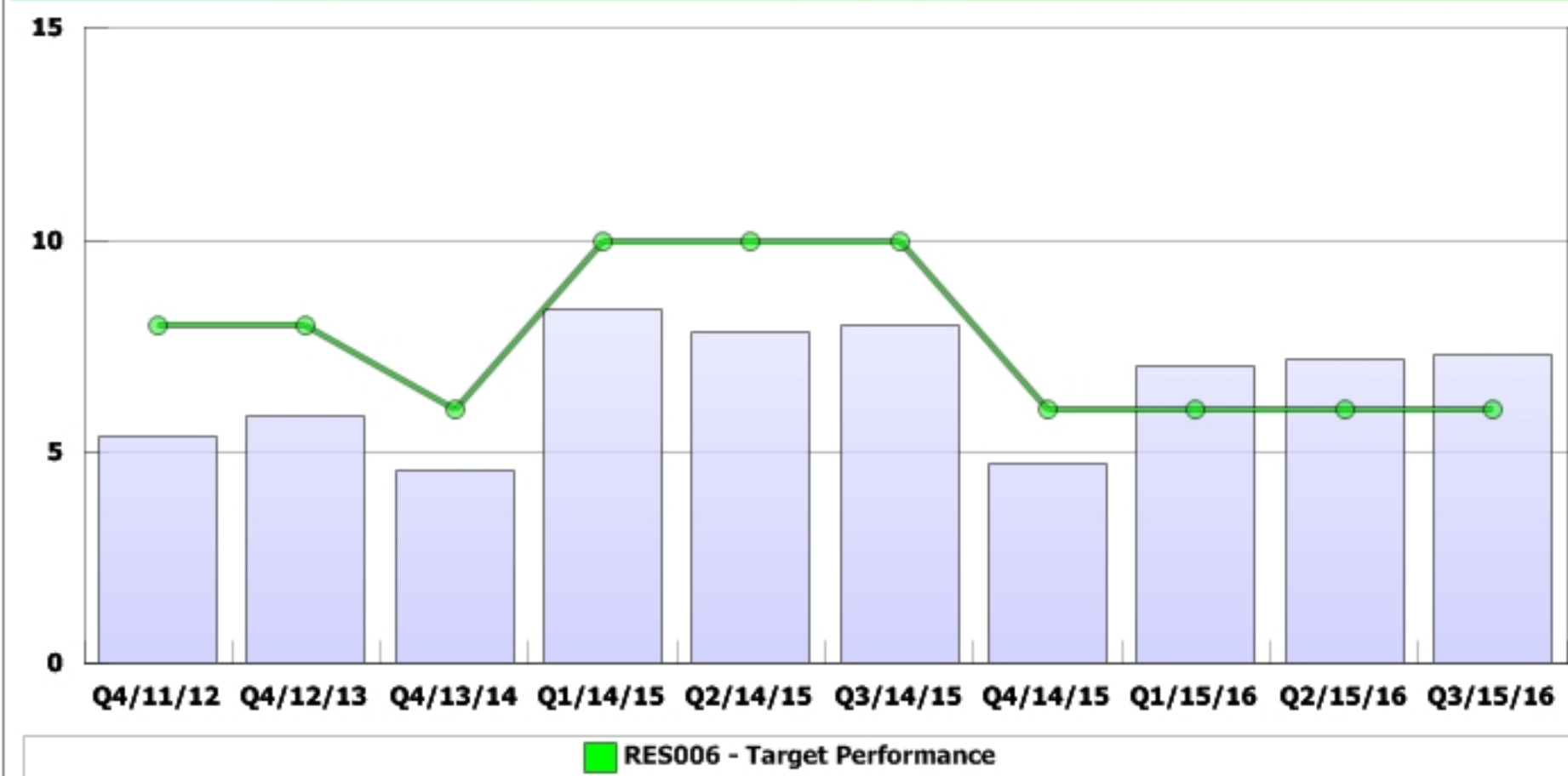
(Q3 2015/16) - Performance is monitored on a weekly basis and improvements to processes are made when appropriate.

**RES006 On average, how many days did it take us to process notices of a change in a benefit claimant's circumstances?**

**Additional Information:** This indicator monitors the administration of Housing and Council Tax Benefit. Targets and performance are measured in 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	Status
Q3/15/16	10.00	7.29	✓
Q2/15/16	10.00	7.19	✓
Q1/15/16	10.00	7.03	✓
Q4/14/15	6.00	4.74	✓
Q3/14/15	10.00	8.00	✓

**Annual Target:** 2015/16 - 6.00 days  
 2014/15 - 6.00 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):**

(Q3 2015/16) - Performance in quarter 3 is consistent with the first 2 quarters and with the general anticipated improvement in quarter 4, performance is on course to achieve the annual target.

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

(Q3 2015/16) - Performance is monitored on a weekly basis and improvements to processes are made when appropriate.

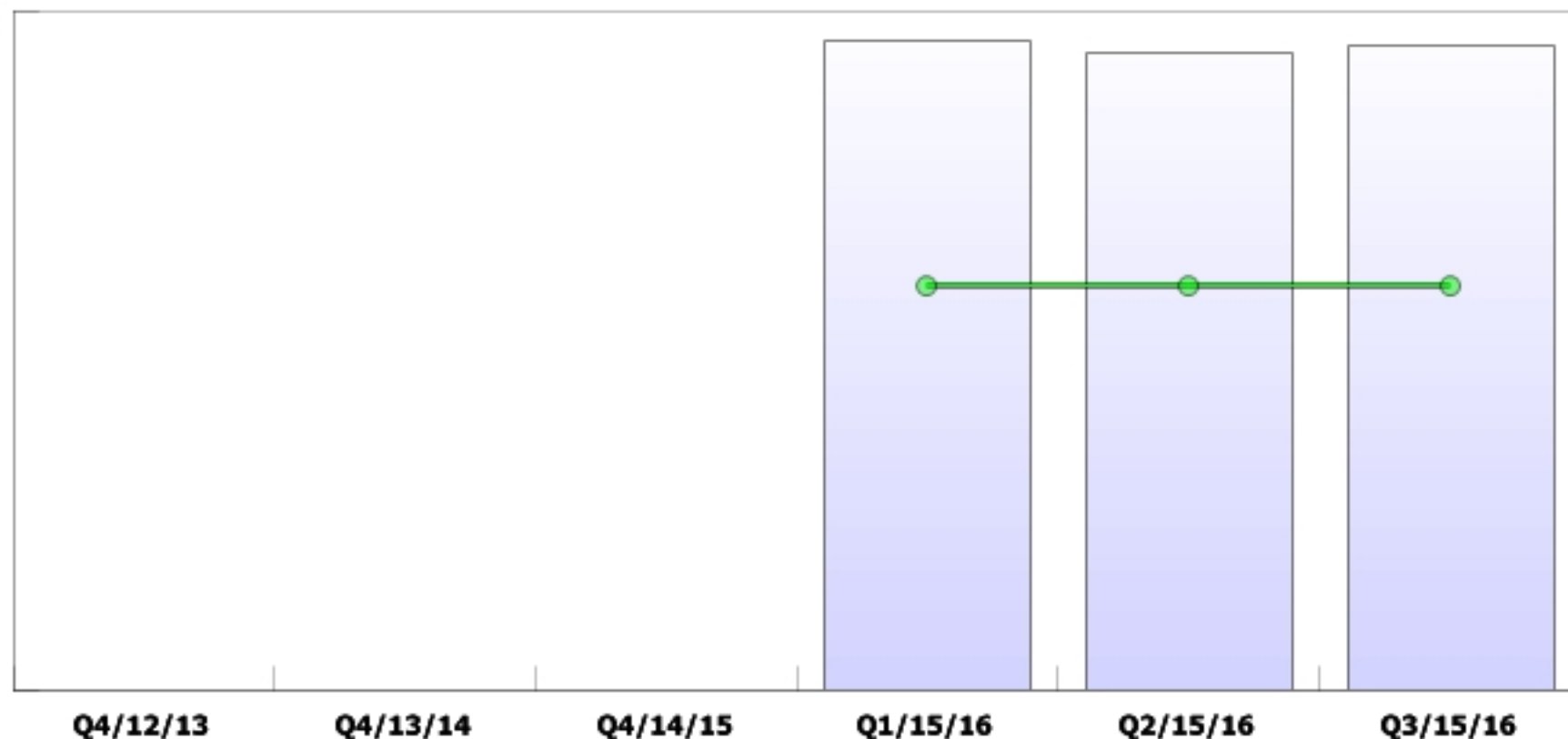
## RES009 Are customer needs being met by the Corporate Websites being available?

**Additional Information:** This measures aspects of website functionality which affect user experience. The amount of time the main sites (Joomla; Word Press; Planning Explorer; Info @t Work Public Access; and Modern.gov) are available impacts on the provision of Council information and together with RES010 and RES011, provides technical information against which customer satisfaction can be inferred.

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

100



Quarter	Target	Actual
Q3/15/16	99.60%	99.95%
Q2/15/16	99.60%	99.94%
Q1/15/16	99.60%	99.96%
Q4/14/15	-	0.00%
Q4/13/14	-	0.00%



**Annual Target:** 2015/16 - 99.60%  
2014/15 -

**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?

Yes

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

(Q3 2015/16)  
RES009 is a new KPI for 2015/2016.  
The target for uptime of 99.60% was achieved with the average uptime across the 5 sites being 99.95%. ICT continuously monitors performance in real time and responds to outages during the year.

### Corrective action proposed (if required):

(Q3 2015/16) None.

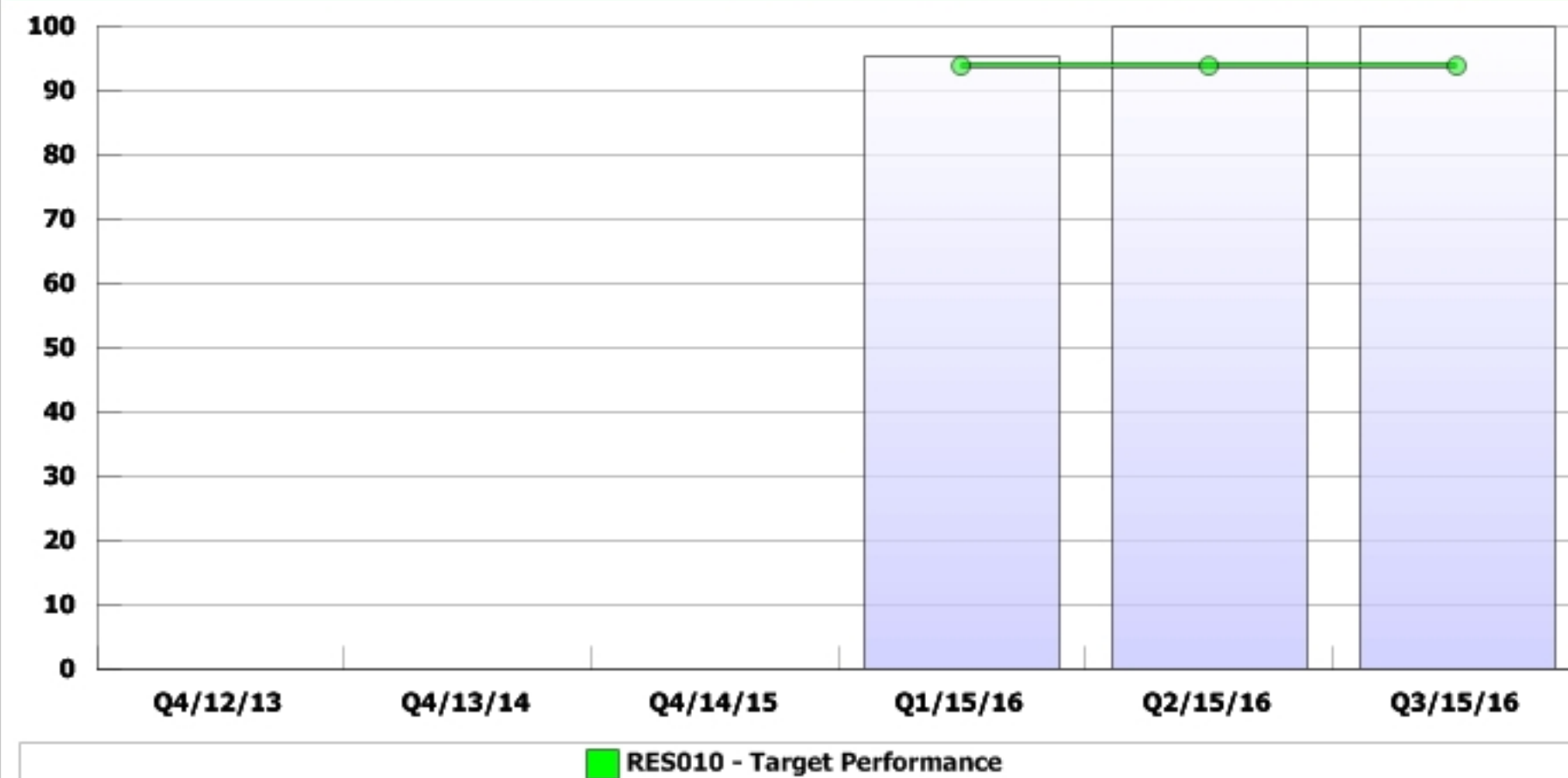


## RES010 Are customer needs being met by the main Corporate Websites not having broken links?

**Additional Information:** This indicator measures aspects of website functionality which will affect user experience. The absence of broken links on the main website (Joomla) impacts on the successful provision of Council information and a positive website user experience. Together with RES009 and RES011, this indicator provides technical information against which customer satisfaction can be inferred.

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
Q3/15/16	94.10%	100.00%
Q2/15/16	94.10%	100.00%
Q1/15/16	94.10%	95.50%
Q4/14/15		0.00%
Q4/13/14		0.00%

Annual Target: 2015/16 - 94.10%  
2014/15 -

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?

Yes

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

(Q3 2015/16)  
RES010 is a new KPI for 2015/2016.  
The target for the number of pages without broken links on is 94%. The actual percentage of pages without any broken links on was 100% made up of 0 broken links on 864 main website pages. These broken links will be continually monitored and corrected during the year, increasing the number of pages without any broken links on.

### Corrective action proposed (if required):

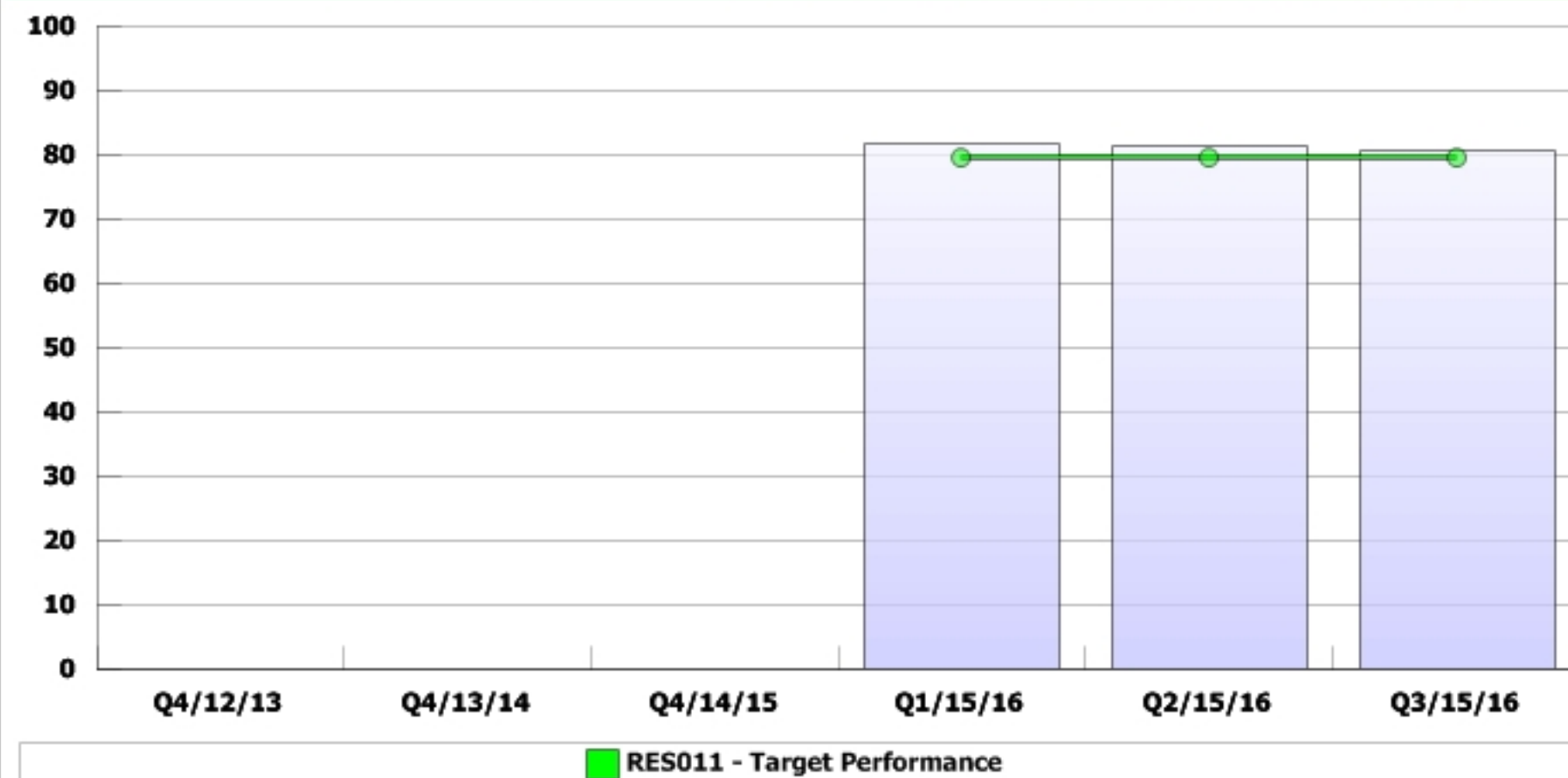
(Q3 2015/16) None.

## RES011 Are customer needs being met by the main Corporate Website having effective navigation?

**Additional Information:** This indicator measures aspects of website functionality which will affect user experience. The ease of navigation impacts on the successful provision of Council information and a positive website user experience. Together with RES009 and RES010, this indicator provides technical information against which customer satisfaction can be inferred.

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
Q3/15/16	79.90%	81.04%
Q2/15/16	79.90%	81.57%
Q1/15/16	79.90%	81.97%
Q4/14/15		0.00%
Q4/13/14		0.00%

Annual Target: 2015/16 - 79.90%  
2014/15 -

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?

Yes

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

(Q3 2015/16)  
RES011 is a new KPI for 2015/2016.  
The visit depth target for the main website is 79.9%. Visit depth is the number of page views for each visit with the target based on 1 to 4 page views. The target was achieved with 81.04% of the 413,793 pages views to Qtr3 being between 1 to 4 pages. This will be monitored throughout the year.

### Corrective action proposed (if required):

(Q3 2015/16) None.