

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%	99.55%	98.00%	100.90%	Yes
COM002	(Void re-lets) (days)	37	38	37	36	37	37	37	41	No
COM003	(Tenant satisfaction) (%)	98.00%	100.00%	98.00%	100.00%	98.00%	99.72%	98.00%	99.75%	Yes
COM004	(Temp. accommodation) (no.)	65	73	65	78	65	84	65	89	No
COM005	(Non-decent homes) (%)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	Yes
COM006	(Modern Homes Std) (%)	825	844	1,650	1,767	2,475	2,752	3,300	3,615	Yes
COM007	(Emergency repairs) (%)	99.00%	100.00%	99.00%	99.27%	99.00%	99.00%	99.00%	99.00%	Yes
COM008	(Responsive repairs) (days)	7.00	5.86	7.00	6.18	7.00	6.44	7.00	6.62	Yes
COM009	(Emergency repairs) (%)	98.00%	98.40%	98.00%	98.32%	98.00%	98.28%	98.00%	98.70%	Yes
COM010	(Calls to Careline) (%)	97.50%	99.91%	97.50%	99.89%	97.50%	99.87%	97.50%	99.87%	Yes
Governance Quarterly KPIs										
GOV004	(Major planning) (%)	75.00%	100.00%	75.00%	100.00%	75.00%	100.00%	75.00%	100.00%	Yes
GOV005	(Minor planning) (%)	90.00%	84.62%	90.00%	91.13%	90.00%	91.67%	90.00%	92.05%	Yes
GOV006	(Other planning) (%)	94.00%	93.96%	94.00%	94.72%	94.00%	95.20%	94.00%	95.17%	Yes
GOV007	(Appeals - officers) (%)	19.0%	0.0%	19.0%	31.8%	19.0%	33.3%	19.0%	30.6%	No
GOV008	(Appeals - members) (%)	50.0%	50.0%	50.0%	50.0%	50.0%	41.2%	50.0%	46.9%	Yes
Neighbourhoods Quarterly KPIs										
NEI001	(Non-recycled waste) (kg)	100	95	199	197	299	297	400	402	No
NEI002	(Household recycling) (%)	64.58%	61.00%	62.53%	60.30%	61.51%	57.90%	60.00%	57.57%	No
NEI003	(Litter) (%)	8%	11%	8%	8%	8%	8%	8%	10%	No
NEI004	(Detritus) (%)	10%	14%	10%	15%	10%	14%	10%	14%	No
NEI005	(Neighbourhood issues) (%)	95.00%	96.22%	95.00%	95.91%	95.00%	96.46%	95.00%	96.78%	Yes
NEI006	(Fly-tip investigations) (%)	90.00%	95.35%	90.00%	95.33%	90.00%	94.32%	90.00%	94.54%	Yes
NEI007	(Fly-tip: contract) (%)	90.00%	90.84%	90.00%	92.42%	90.00%	90.89%	90.00%	91.38%	Yes
NEI008	(Fly-tip: non-contract) (%)	90.00%	67.72%	90.00%	81.28%	90.00%	85.64%	90.00%	86.49%	No
NEI009	(Noise investigations) (%)	90.00%	87.80%	90.00%	91.63%	90.00%	90.52%	90.00%	91.56%	Yes
NEI010	(Increase in homes) (no.)	70	48	111	81	182	102	230	267	Yes
NEI011	(Commercial rent arrears) (%)	3.0%	5.2%	3.0%	4.7%	3.0%	2.6%	3.0%	2.4%	Yes
NEI012	(Commercial premises let) (%)	98.00%	98.98%	98.00%	99.32%	98.00%	98.89%	98.00%	98.89%	Yes
Resources Quarterly KPIs										
RES001	(Sickness absence) (days)	1.54	2.02	3.20	3.88	4.95	5.58	7.00	7.99	No
RES002	(Invoice payments) (%)	97%	95%	97%	96%	97%	96%	97%	97%	Yes
RES003	(Council Tax collection) (%)	27.10%	27.56%	51.98%	52.54%	77.00%	77.91%	96.50%	98.03%	Yes
RES004	(NNDR Collection) (%)	28.38%	28.52%	53.04%	53.54%	78.09%	78.78%	97.20%	97.84%	Yes
RES005	(New benefit claims) (days)	22.00	22.56	22.00	22.36	22.00	21.78	22.00	21.76	Yes
RES006	(Benefits changes) (days)	10.00	7.03	10.00	7.19	10.00	7.29	6.00	4.47	Yes
RES009	(Website Availability) (%)	99.60%	99.96%	99.60%	99.94%	99.60%	99.95%	99.60%	99.94%	Yes
RES010	(Website Broken Links) (%)	94.10%	95.50%	94.10%	100.00%	94.10%	100.00%	94.10%	100.00%	Yes
RES011	(Website Navigation) (%)	79.90%	81.97%	79.90%	81.57%	79.90%	81.04%	79.90%	80.66%	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.

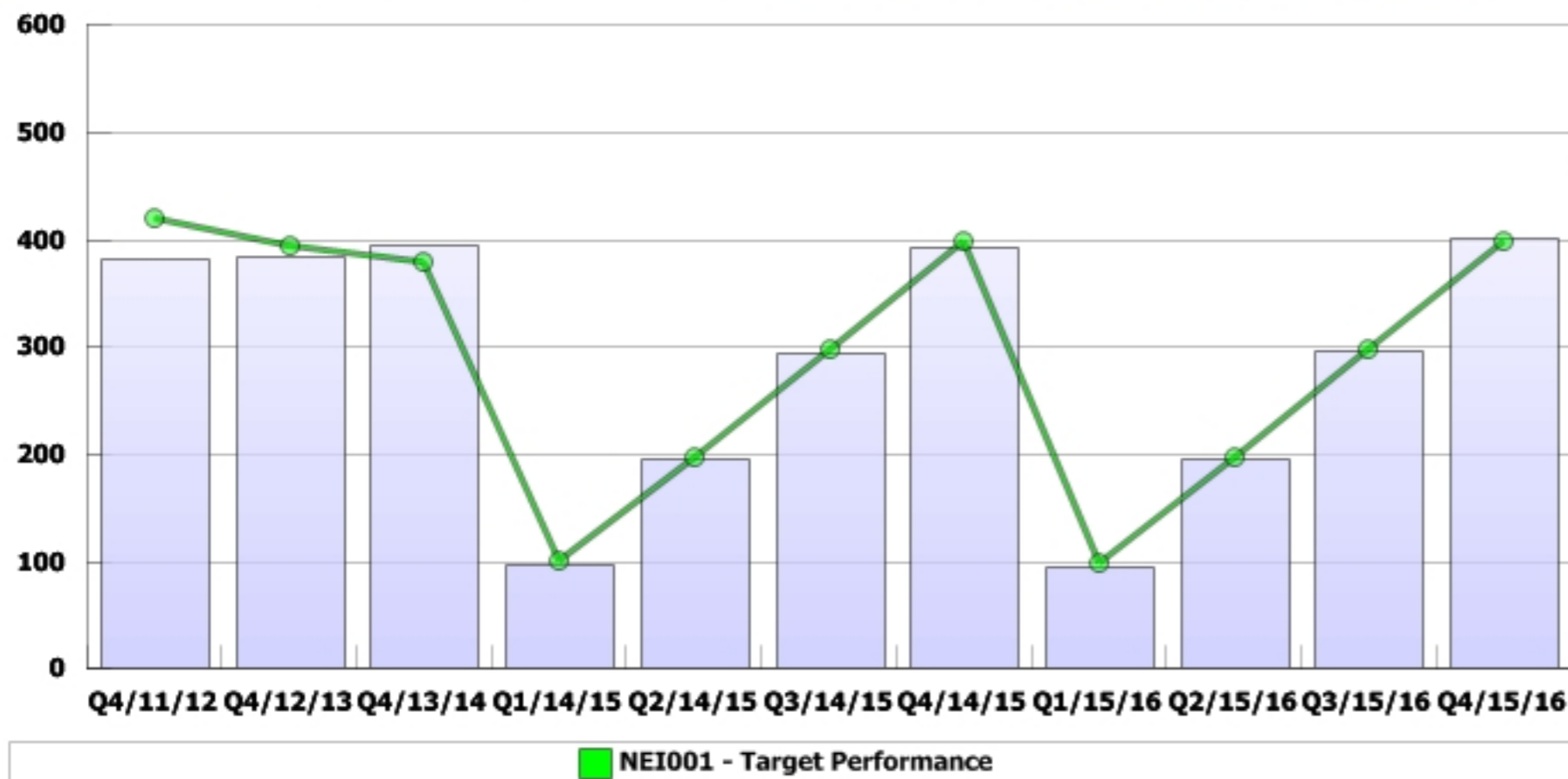
For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564042.

Current and previous quarters performance



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

No



Quarter	Target	Actual
Q4/15/16	400	402
Q3/15/16	299	297
Q2/15/16	199	197
Q1/15/16	100	95
Q4/14/15	400	393

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):

(Q4 2015/16)
This indicator relates to the non recycling waste. There is an industry wide trend of increasing tonnage of non recycling waste. However it is recognised that there are recycling materials in the non recycling waste stream which should be diverted. New initiatives are required to encourage residents to take full advantage of the wide range of door step recycling services offered by the Council.

Corrective action proposed (if required):

(Q4 2015/16)
The target has only just been missed, there are no more materials we could add to the recycling and therefore we need to see if this is will continue next year or that it keeps within the target.

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

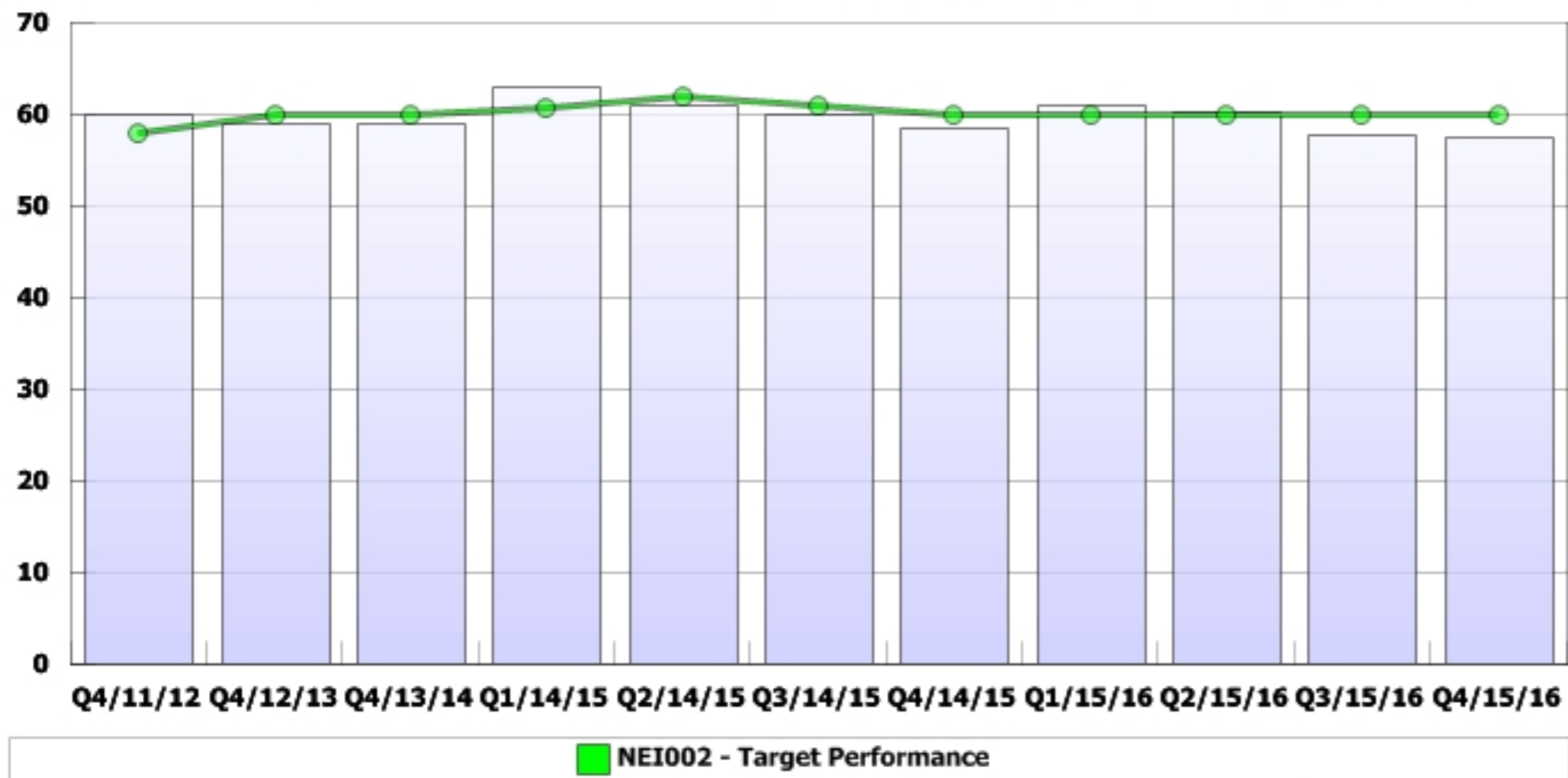
Additional Information: This indicator supports year on year reductions in the amount of residual waste collected, and measures the percentage of household waste arisings sent for reuse, recycling, composting or anaerobic digestion.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk 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
Q4/15/16	60.00%	57.57%	✗
Q3/15/16	61.51%	57.90%	✗
Q2/15/16	62.53%	60.30%	✗
Q1/15/16	64.58%	61.00%	✗
Q4/14/15	60.00%	58.53%	✗

Annual Target: 2015/16 - 60.00%
Target: 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):

(Q4 2015/16)
 The year end target is 60%, however the quarterly targets are variable, to cater for this seasonal nature of this indicator.
 This quarter's target has been missed. It is too early to report with certainty the causes for the below target performance. However it is recognised across the waste industry that the weight of materials that can be recycled are decreasing.

Corrective action proposed (if required):

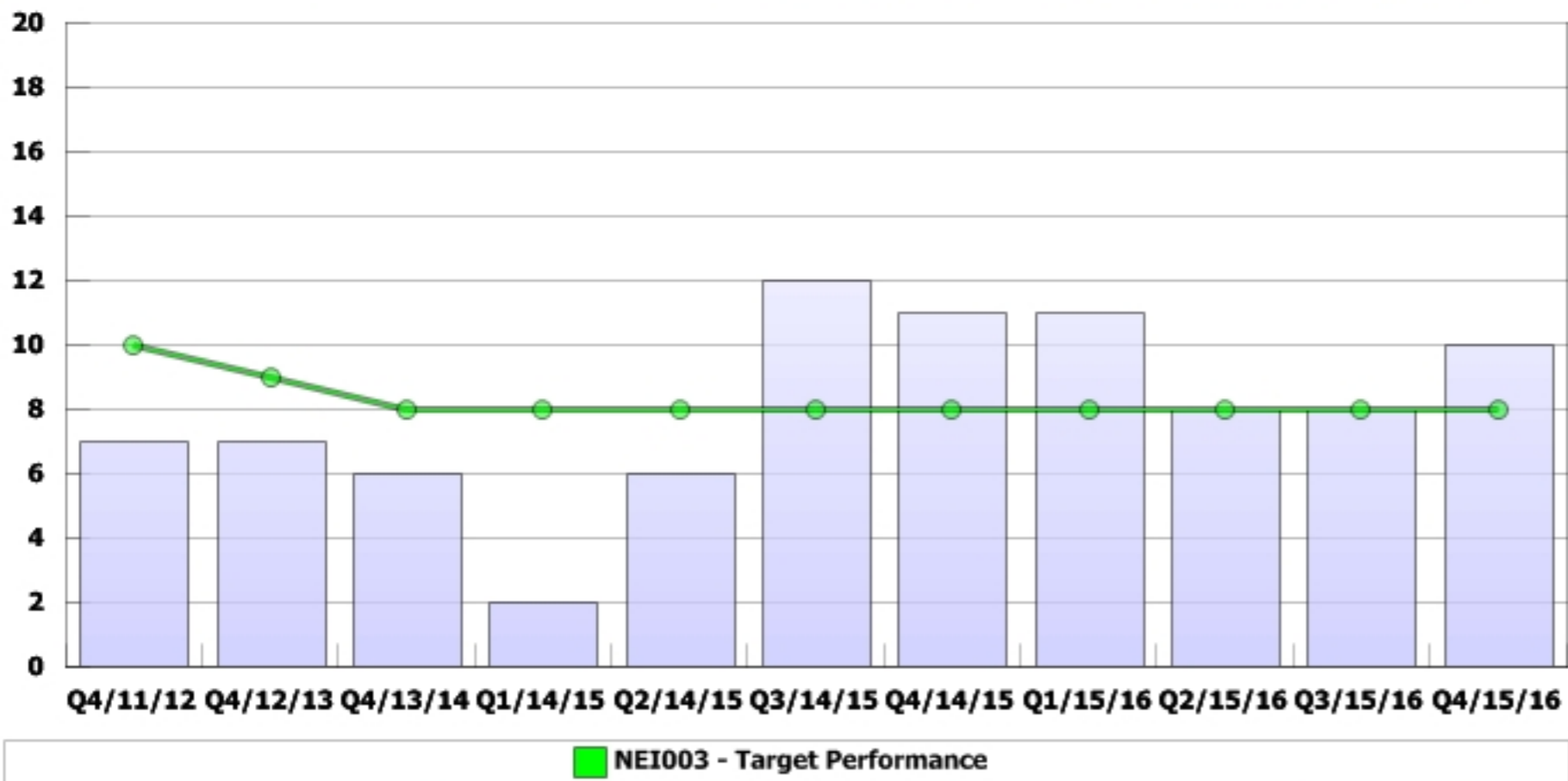
(Q4 2015/16)
 A wide range of recyclables are being collected on the kerbside. Food waste collections from schools is being planned. New recycling facilities will be introduced in blocks of flats to make it easier for residents to recycle more materials. Strategies are being considered to address the issue of contamination of communal bins.
 There remain significant levels of food waste in the residual waste stream. More needs to be done to shift this to the food and garden waste stream.

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 or by telephone on 01992 564042.

Current and previous quarters performance



Quarter	Target	Actual	Status
Q4/15/16	8%	10%	✗
Q3/15/16	8%	8%	✓
Q2/15/16	8%	8%	✓
Q1/15/16	8%	11%	✗
Q4/14/15	8%	11%	✗

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?

No

Comment on current performance (including context):

(Q4 2015/16) The out turn has been disappointing and we are continuing to work with Biffa to improve standards.

Corrective action proposed (if required):

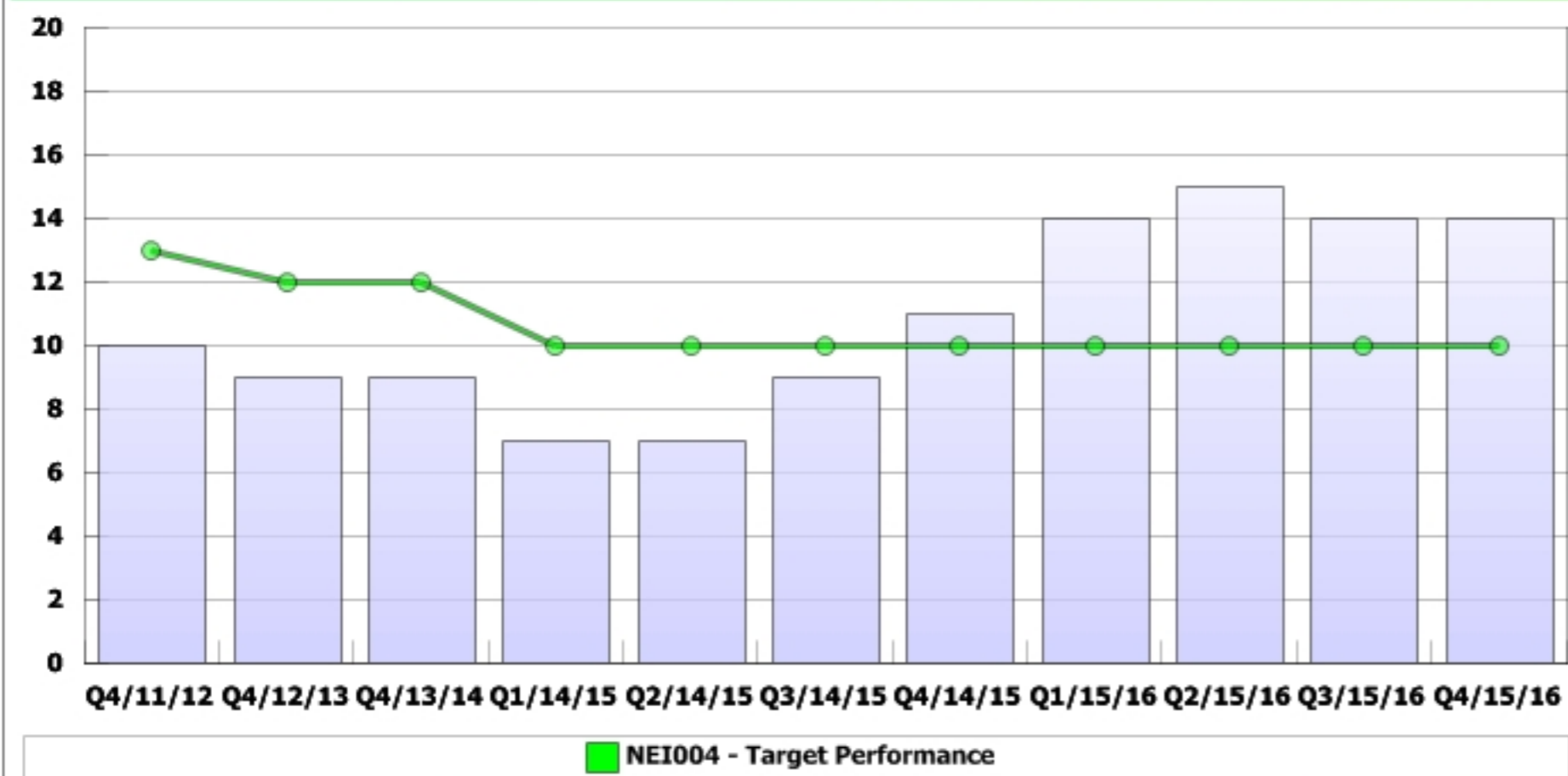
(Q4 2015/16) New strategies are being tested to increase the standards. Currently supervision and the organisation of the mobile crews is being revised to reduce downtime.

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

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):

(Q4 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. Improvements have started to be seen but will need more time to be realised

Corrective action proposed (if required):

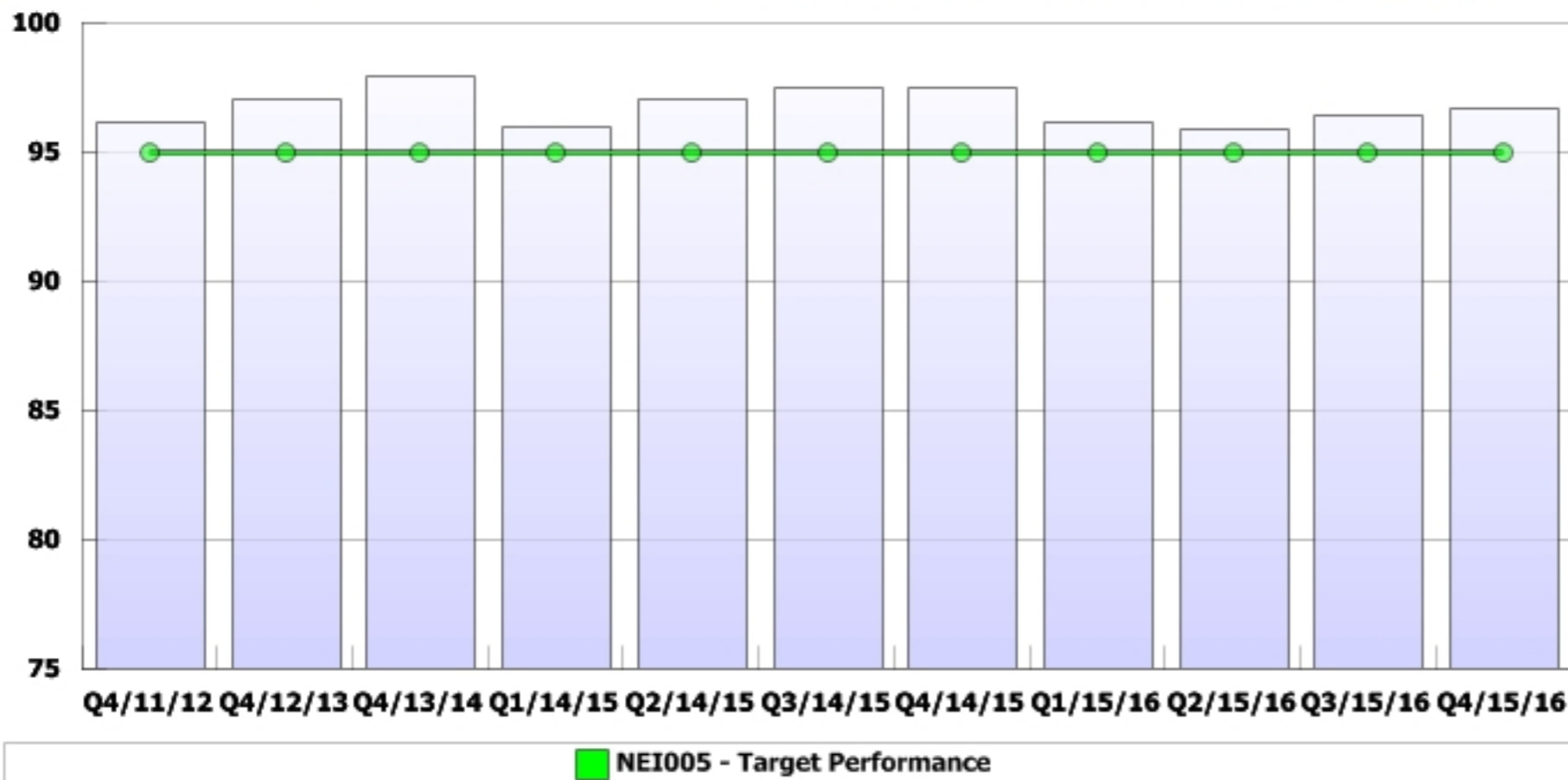
(Q4 2015/16) Officers continue to work with Biffa to ensure continuity in staff, increased contract monitoring by Council officers to identify areas for improvement. Currently supervision and the organisation of the mobile crews is being revised to reduce downtime.

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
Q4/15/16	95.00%	96.78%
Q3/15/16	95.00%	96.46%
Q2/15/16	95.00%	95.91%
Q1/15/16	95.00%	96.22%
Q4/14/15	95.00%	97.51%



Annual Target: 2015/16 - 95.00%
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):

(Q4 2015/16) Target achieved. 4483 out of 4632 issues and complaints received an initial response within 3 working days

Corrective action proposed (if required):

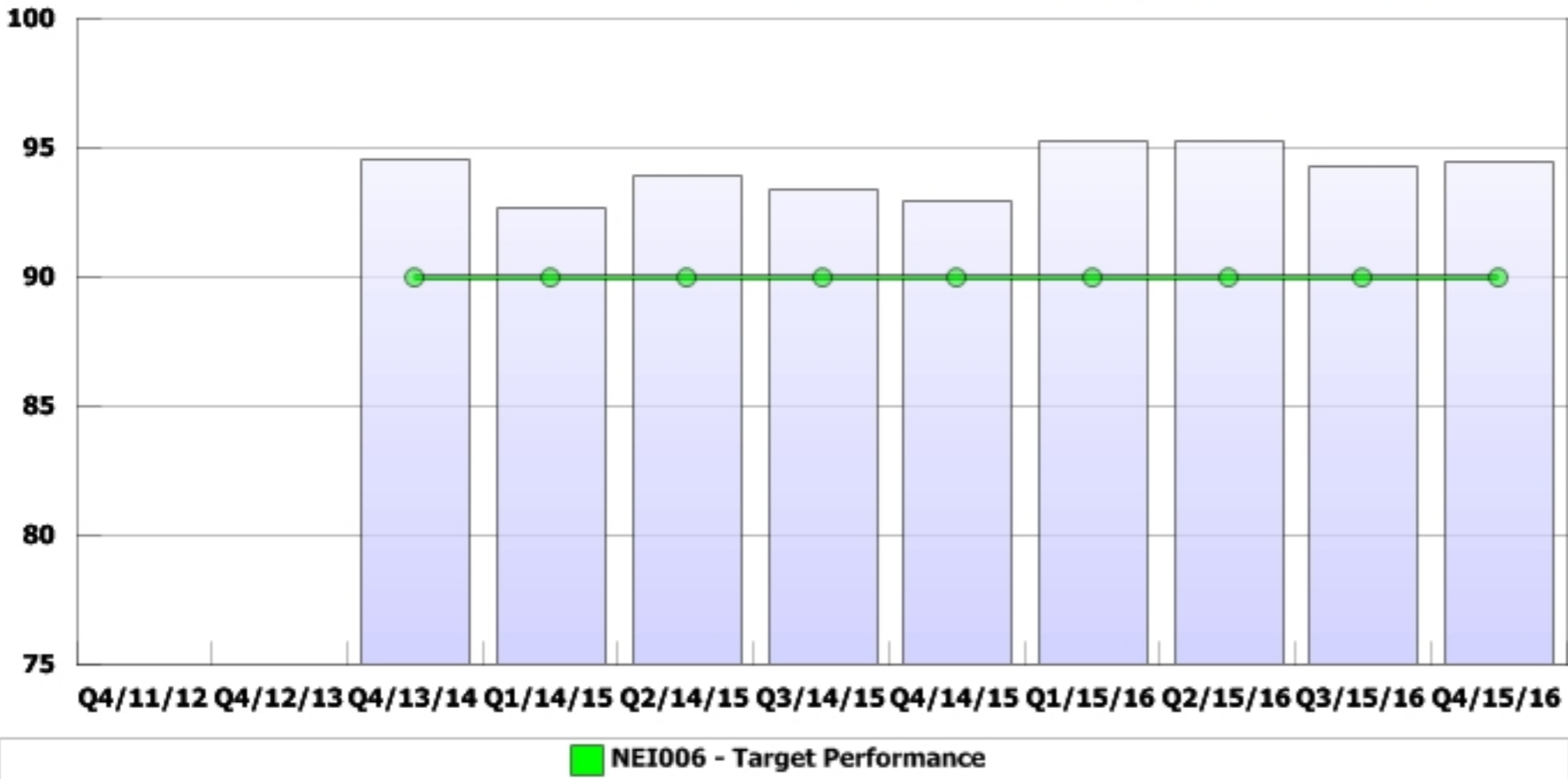
Empty box for corrective action.

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	Status
Q4/15/16	90.00%	94.54%	✓
Q3/15/16	90.00%	94.32%	✓
Q2/15/16	90.00%	95.33%	✓
Q1/15/16	90.00%	95.35%	✓
Q4/14/15	90.00%	93.00%	✓

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):

(Q4 2015/16) Target achieved 519 of 549 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.

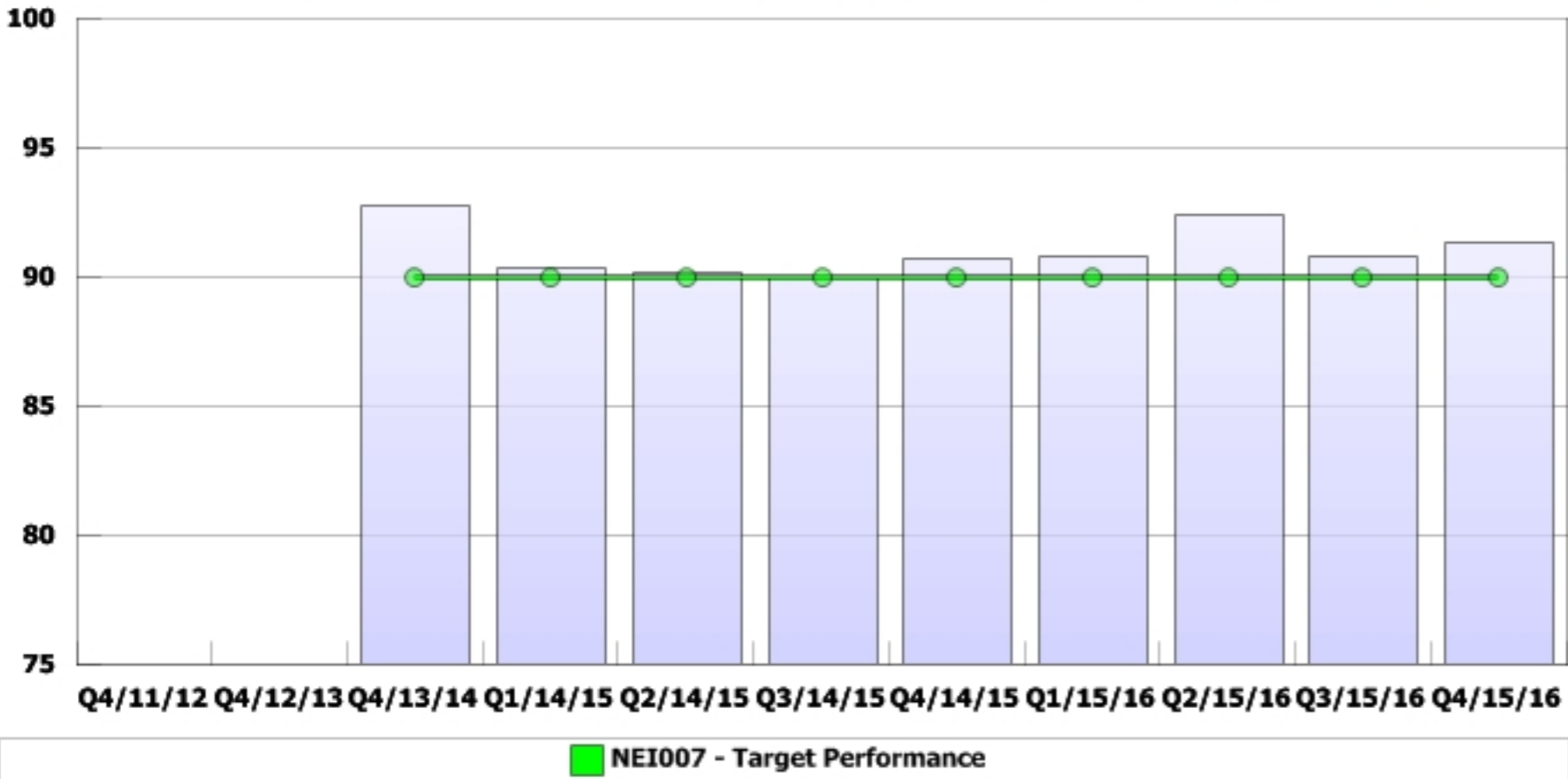
Corrective action proposed (if required):

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	Status
Q4/15/16	90.00%	91.38%	✓
Q3/15/16	90.00%	90.89%	✓
Q2/15/16	90.00%	92.42%	✓
Q1/15/16	90.00%	90.84%	✓
Q4/14/15	90.00%	90.79%	✓

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):

(Q4 2015/16) Target achieved. 647 of 708 (91.38%) incidents were cleared under the waste contract within the target of 5 working days.

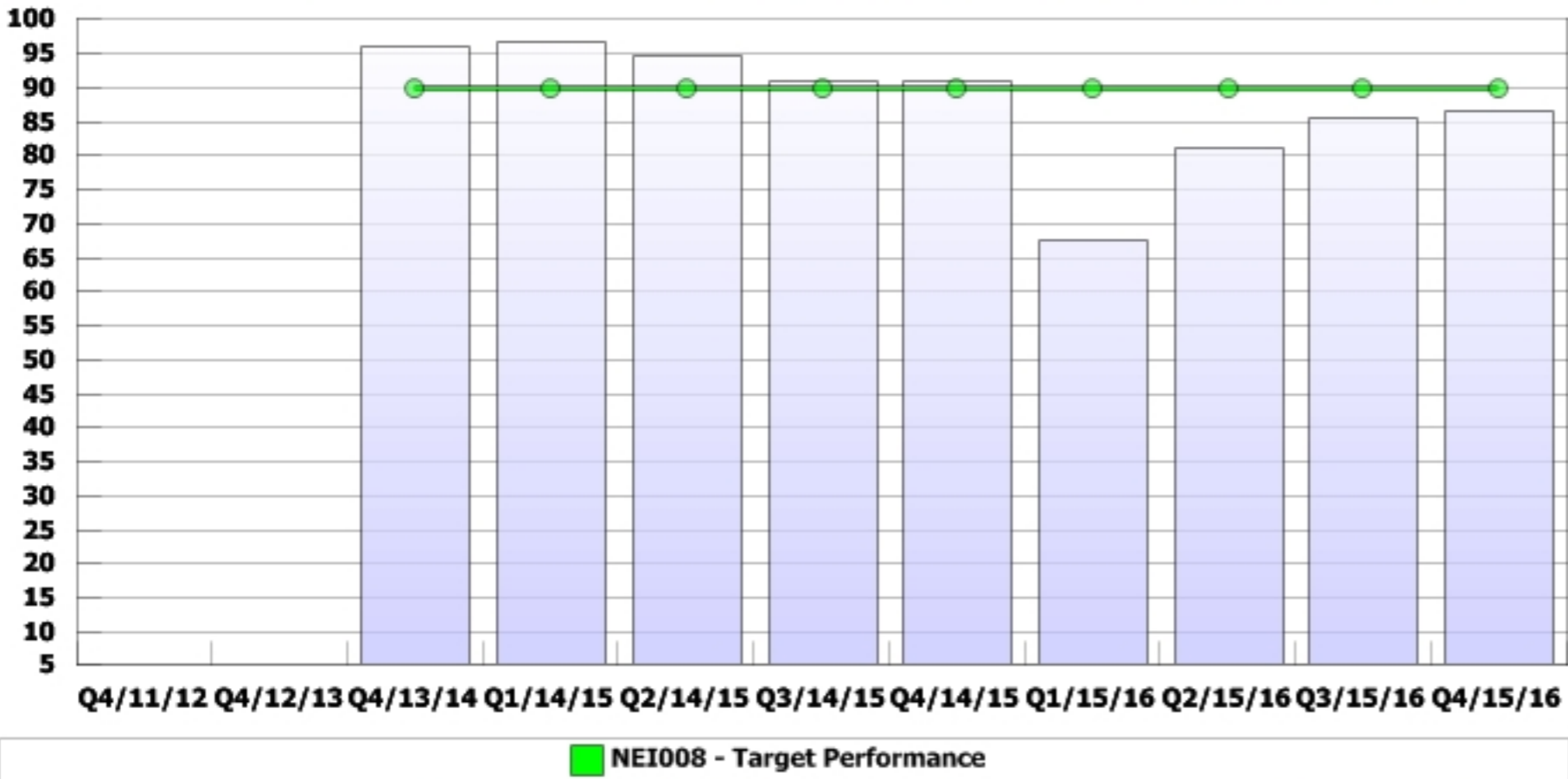
Corrective action proposed (if required):

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
Q4/15/16	90.00%	86.49%	✗
Q3/15/16	90.00%	85.64%	✗
Q2/15/16	90.00%	81.28%	✗
Q1/15/16	90.00%	67.72%	✗
Q4/14/15	90.00%	90.85%	✓

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?
 No



Comment on current performance (including context):

(Q4 2015/16) The target has not been achieved. Over the year 672 incidents were cleared within 10 working days, out of 777 incidents = 86.49%.

Difficulties in Q1 meant the target was not achieved across the whole year. In Q1 the change in some household waste collection days/routes resulted in a backlog in passing on and inspecting some fly-tips that required an additional quote before clearance work could commence. Additionally a technical problem with passing on some reports for clearance, 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. when 211 incidents out of 232 were cleared within the target = 90.95%, (compared with 67.72% in Q1); and in Q3 alone when 176 incidents out of 183 were cleared within the target = 96.17%. In Q4 the target was also achieved and 153 incidents out of 170 were cleared within the target = 90.00%.

Corrective action proposed (if required):

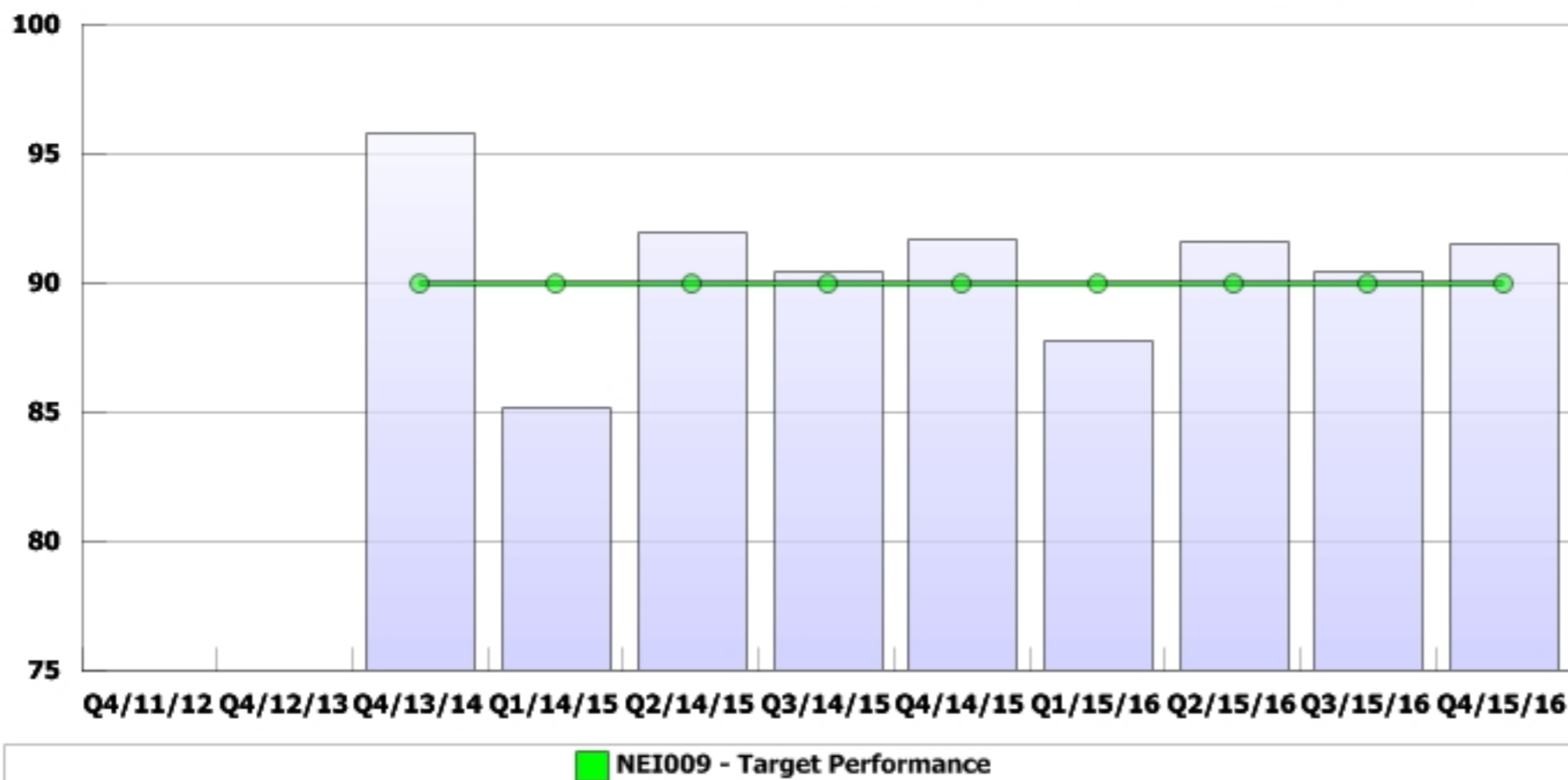
As expected quarter 4 (alone) achieved the target, but overall the cumulative total is still below the 90% target due to the under achievement in Q1. No further corrective action is planned at this time.

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
Q4/15/16	90.00%	91.56%	✓
Q3/15/16	90.00%	90.52%	✓
Q2/15/16	90.00%	91.63%	✓
Q1/15/16	90.00%	87.80%	✗
Q4/14/15	90.00%	91.77%	✓

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):

(Q4 2015/16) The target has been achieved.

347 of 377 calls achieved the target and received a call back within 15 minutes (91.56%).

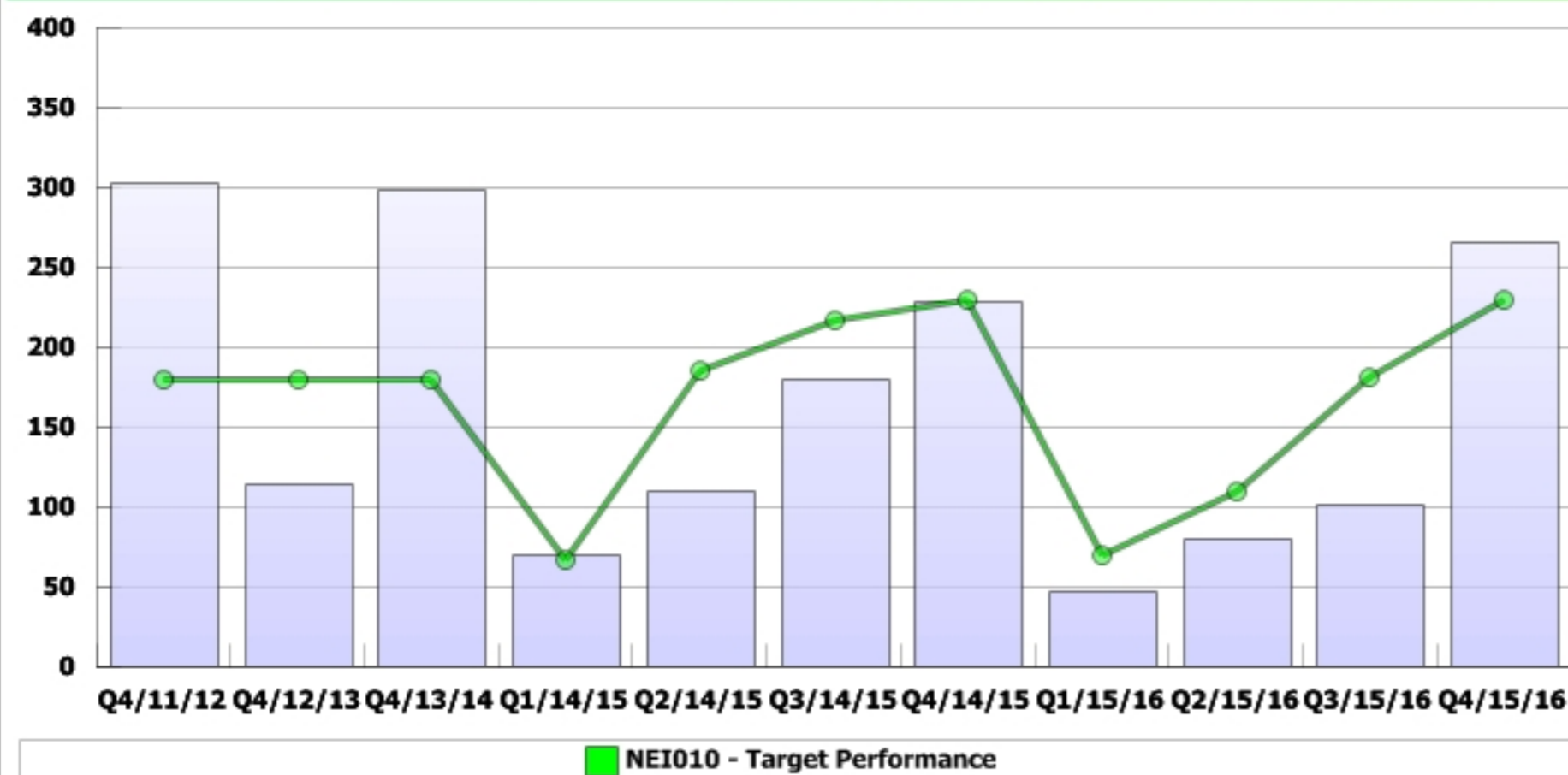
Corrective action proposed (if required):

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 or by telephone on 01992 564042.

Current and previous quarters performance



Quarter	Target	Actual
Q4/15/16	230	267
Q3/15/16	182	102
Q2/15/16	111	81
Q1/15/16	70	48
Q4/14/15	230	229

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?

Yes

Comment on current performance (including context):

(Q4 2015/16) – Our Quarter 4 KPI non-cumulative figure is 165, and our quarterly cumulative figure is 267.

Our Q4 figure (non-cumulative) is a significant increase on all previous Quarters. This can be attributed to the completion of a major housing development in the District within Q4.

The Q4 cumulative figure of 267 means that the Council surpassed its Annual Target for 2015/16 Housing Completions of 230 additional units by 37.

Corrective action proposed (if required):

(Q4 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 projects may not commence as developers may wait and try to take advantage of rising property prices. This means that even if the Council grants sufficient permissions, it cannot guarantee a completion rate.

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

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 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?

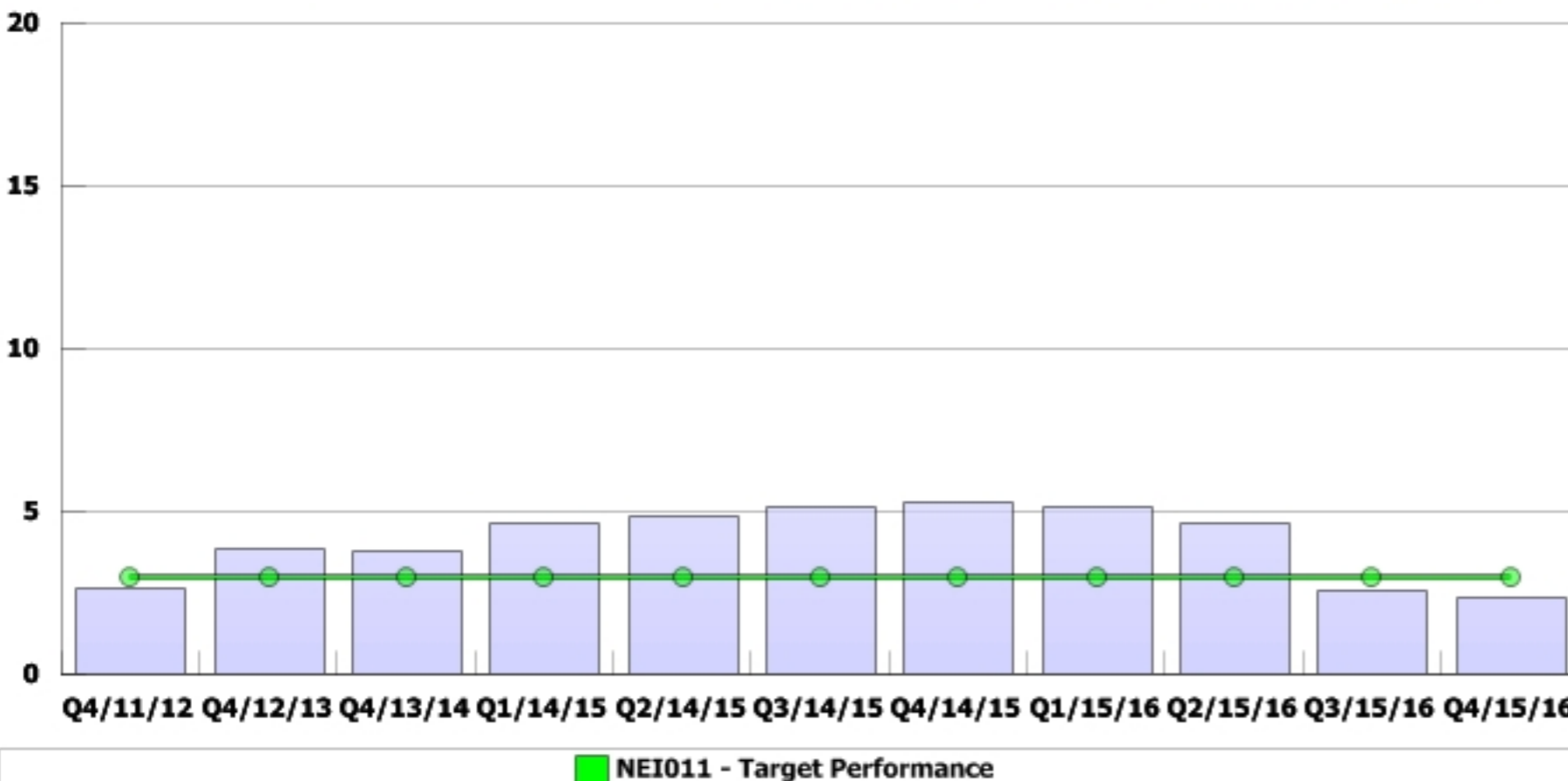
Yes

Quarter	Target	Actual	
Q4/15/16	3.0%	2.4%	<input checked="" type="checkbox"/>
Q3/15/16	3.0%	2.6%	<input checked="" type="checkbox"/>
Q2/15/16	3.0%	4.7%	<input type="checkbox"/>
Q1/15/16	3.0%	5.2%	<input type="checkbox"/>
Q4/14/15	3.0%	5.3%	<input type="checkbox"/>

Annual Target: 2015/16 - 3.0%
2014/15 - 3.0%

Indicator of good performance:
A lower percentage is good

↓ is the direction of improvement



■ NEI011 - Target Performance

Comment on current performance (including context):

(Q4 2015/16) The debt has reduced by a further 10% partly as a result of regular arrears meetings and greater tenant liaison / arrears management.

Corrective action proposed (if required):

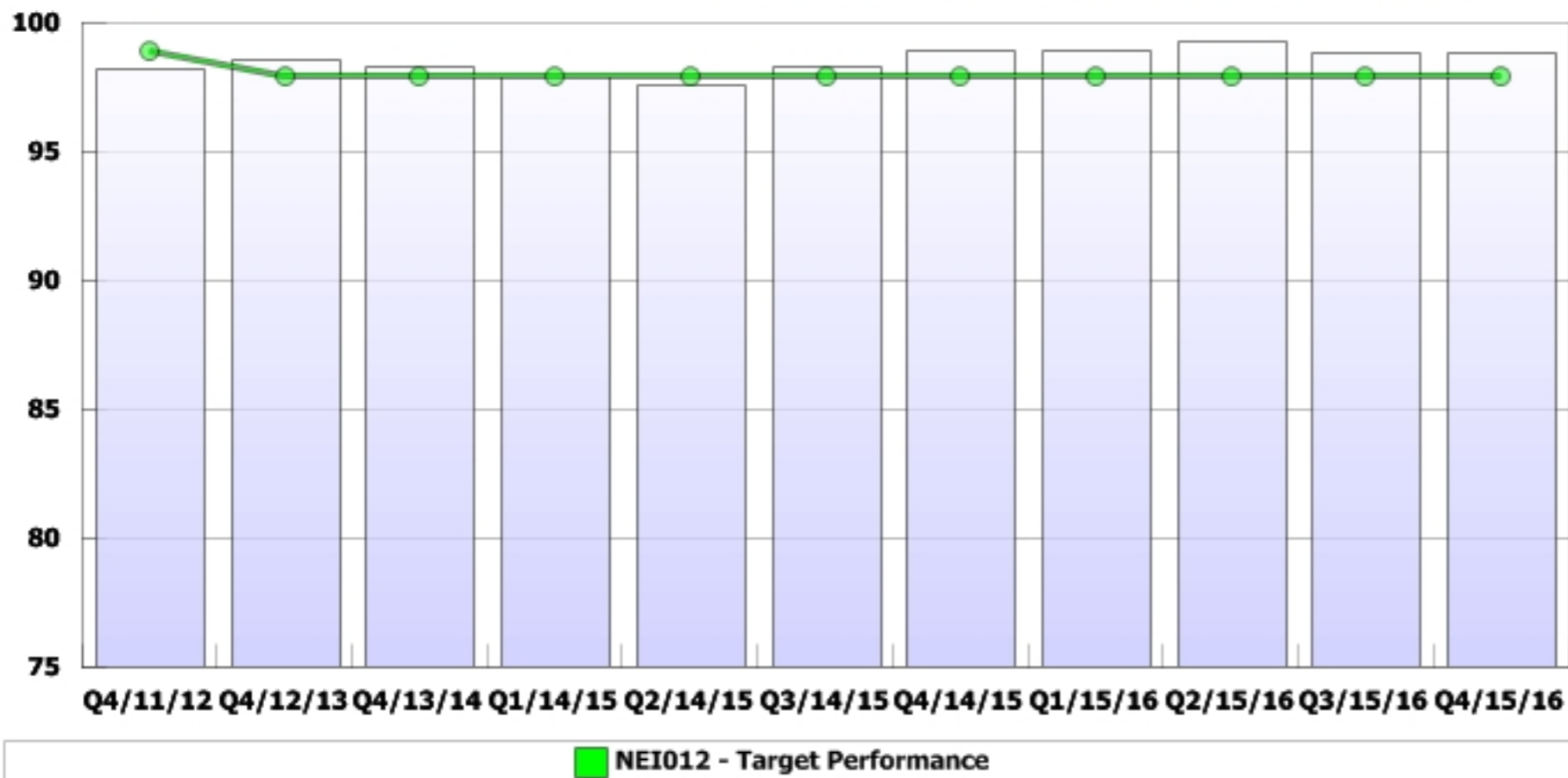
(Q4 2015/16) Currently awaiting outcome of review of debtors policy and working with finance and legal on strategy for larger debts.

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 or by telephone on 01992 564042.

Current and previous quarters performance



Quarter	Target	Actual
Q4/15/16	98.00%	98.89%
Q3/15/16	98.00%	98.89%
Q2/15/16	98.00%	99.32%
Q1/15/16	98.00%	98.98%
Q4/14/15	98.00%	98.98%

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

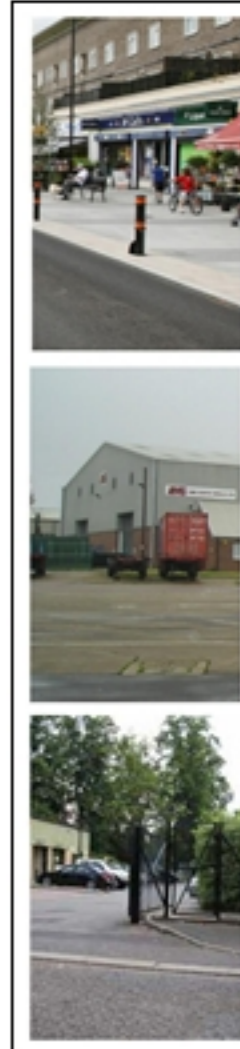
Indicator of good performance:
 A higher percentage is good

↑ 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):

(Q4 2015/16) 3 vacant properties. No change from the last quarter.

Corrective action proposed (if required):

(Q4 2015/16) Progress with lettings at 12-14 The Broadway, Oakwood Hill and Hillhouse Waltham Abbey. Agents are appointed and marketing is on-going.