

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)	95	101		196		296		400	No
NEI003	(Litter) (%)	8%	8%		8%		8%		8%	No
NEI004	(Detritus) (%)	10%	10%		10%		10%		10%	No
NEI005	(Neighbourhood issues) (%)	95.50%	98.82%		95.50%		95.50%		95.50%	Yes
NEI006	(Fly-tip investigations) (%)	92.00%	99.39%		92.00%		92.00%		92.00%	Yes
NEI007	(Fly-tip: contract) (%)	90.00%	93.72%		90.00%		90.00%		90.00%	Yes
NEI008	(Fly-tip: non-contract) (%)	90.00%	94.67%		90.00%		90.00%		90.00%	No
NEI009	(Noise investigations) (%)	90.00%	88.76%		90.00%		90.00%		90.00%	Yes
NEI010	(Increase in homes) (no.)	41	13		69		87		230	Yes
NEI011	(Commercial rent arrears) (%)	2.5%	2.0%		2.5%		2.5%		2.5%	Yes
NEI012	(Commercial premises let) (%)	98.00%	98.89%		98.00%		98.00%		98.00%	Yes
NEI013	(Waste recycled) (%)	30.00%	22.00%		30.00%		30.00%		30.00%	Uncertain
NEI014	Waste composted (%)	30.00%	37.64%		30.00%		30.00%		30.00%	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?

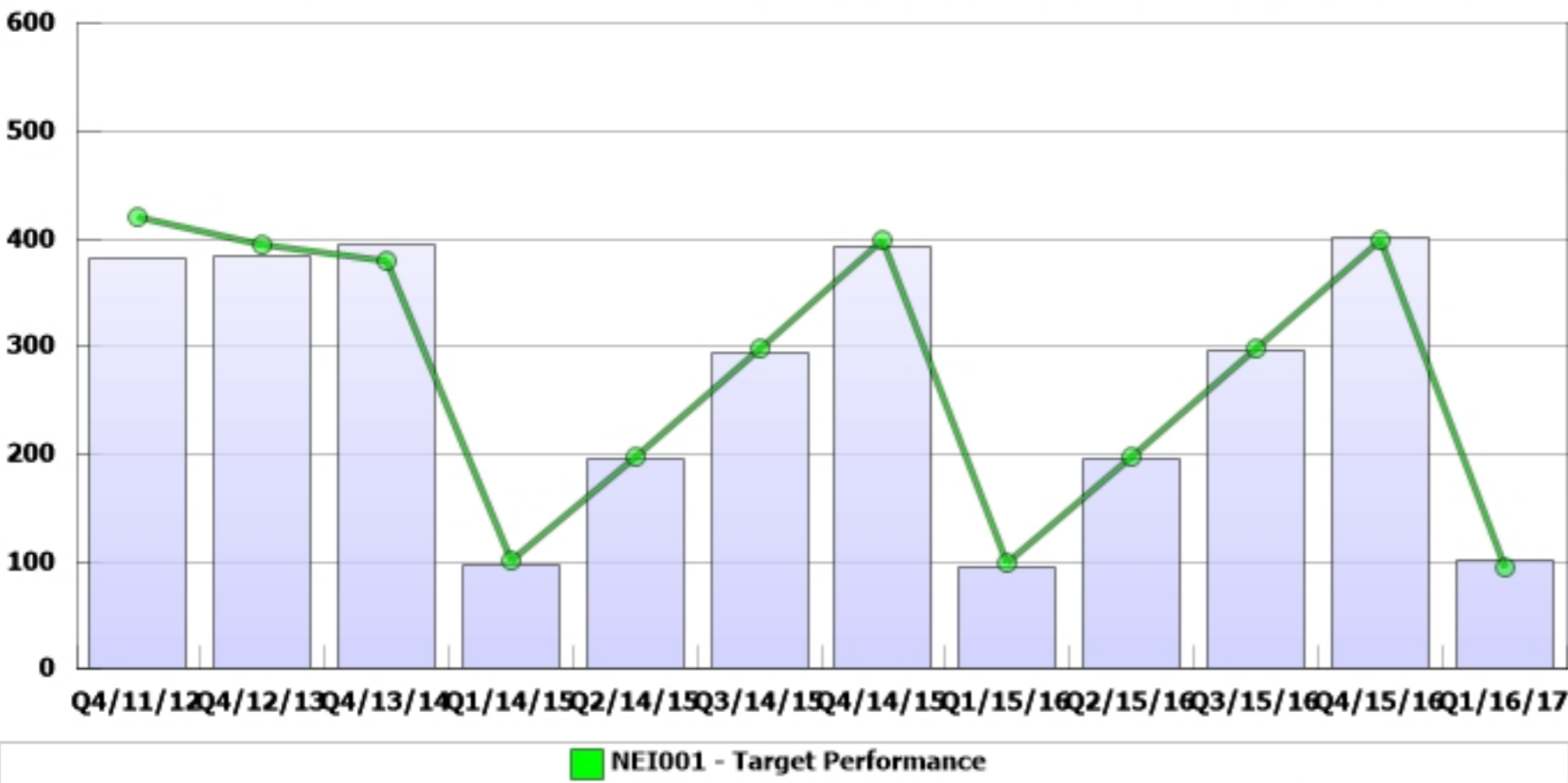
No

Quarter	Target	Actual	
Q1/16/17	95	101	<input type="checkbox"/>
Q4/15/16	400	402	<input type="checkbox"/>
Q3/15/16	299	297	<input checked="" type="checkbox"/>
Q2/15/16	199	197	<input checked="" type="checkbox"/>
Q1/15/16	100	95	<input checked="" type="checkbox"/>

Annual Target: 2016/17 - 400kg  
2015/16 - 400kg

Indicator of good performance:  
A lower waste figure is good

↓ is the direction of improvement



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

(Q1 2016/17) - Quantities of household waste are still high - we will have to see if this is a trend during the year or that it settles down to previous levels.

### Corrective action proposed (if required):

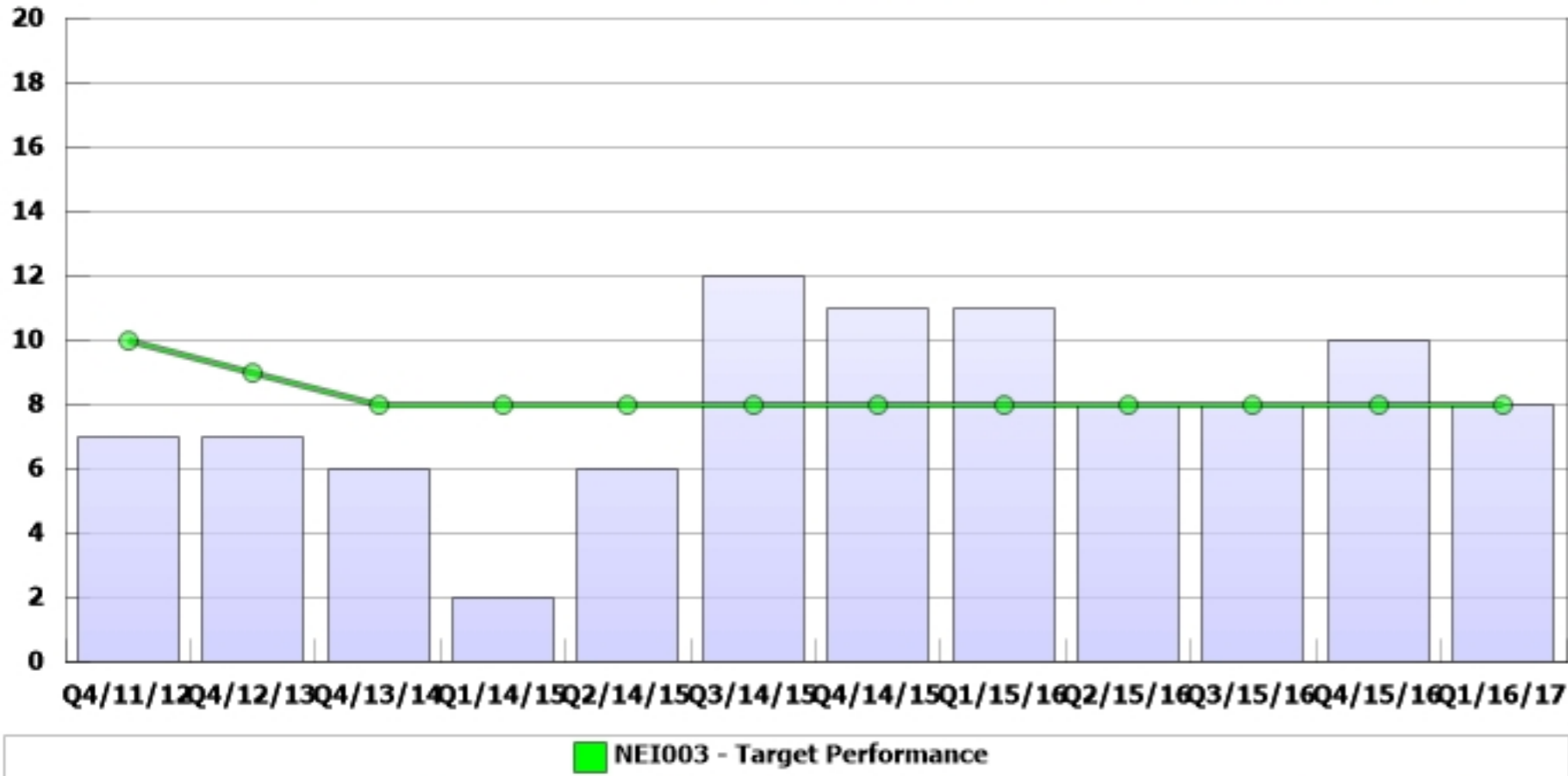
(Q1 2016/17) - Alternate strategies are being discussed to see what effective action can be taken. Levels of recycling in the residual waste are high with different reasons from type of containers and allowances made.

# 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
Q1/16/17	8%	8%	✓
Q4/15/16	8%	10%	✗
Q3/15/16	8%	8%	✓
Q2/15/16	8%	8%	✓
Q1/15/16	8%	11%	✗

Annual 2016/17 - 8%  
Target: 2015/16 - 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):

(Q1 2016/17) - New working arrangements should now keep the performance on target including joint inspections to ensure full understanding of issues that lead to failure

### Corrective action proposed (if required):

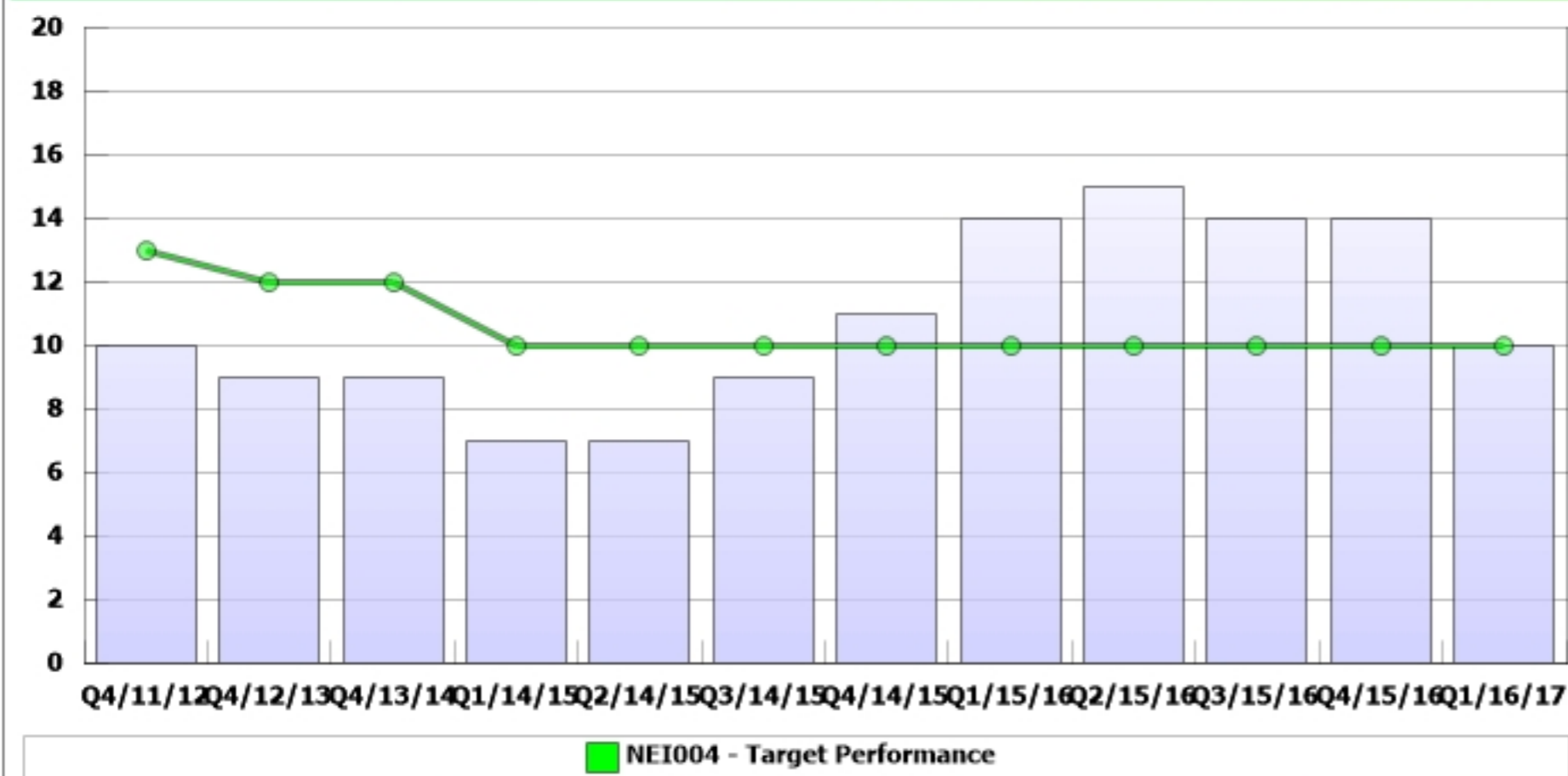
(Q1 2016/17) -

**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
Q1/16/17	10%	10%	✓
Q4/15/16	10%	14%	✗
Q3/15/16	10%	14%	✗
Q2/15/16	10%	15%	✗
Q1/15/16	10%	14%	✗

Annual Target: 2016/17 - 10%  
 Target: 2015/16 - 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):**

(Q1 2016/17) - Joint work with Biffa is now beginning to permanently improve standards.

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

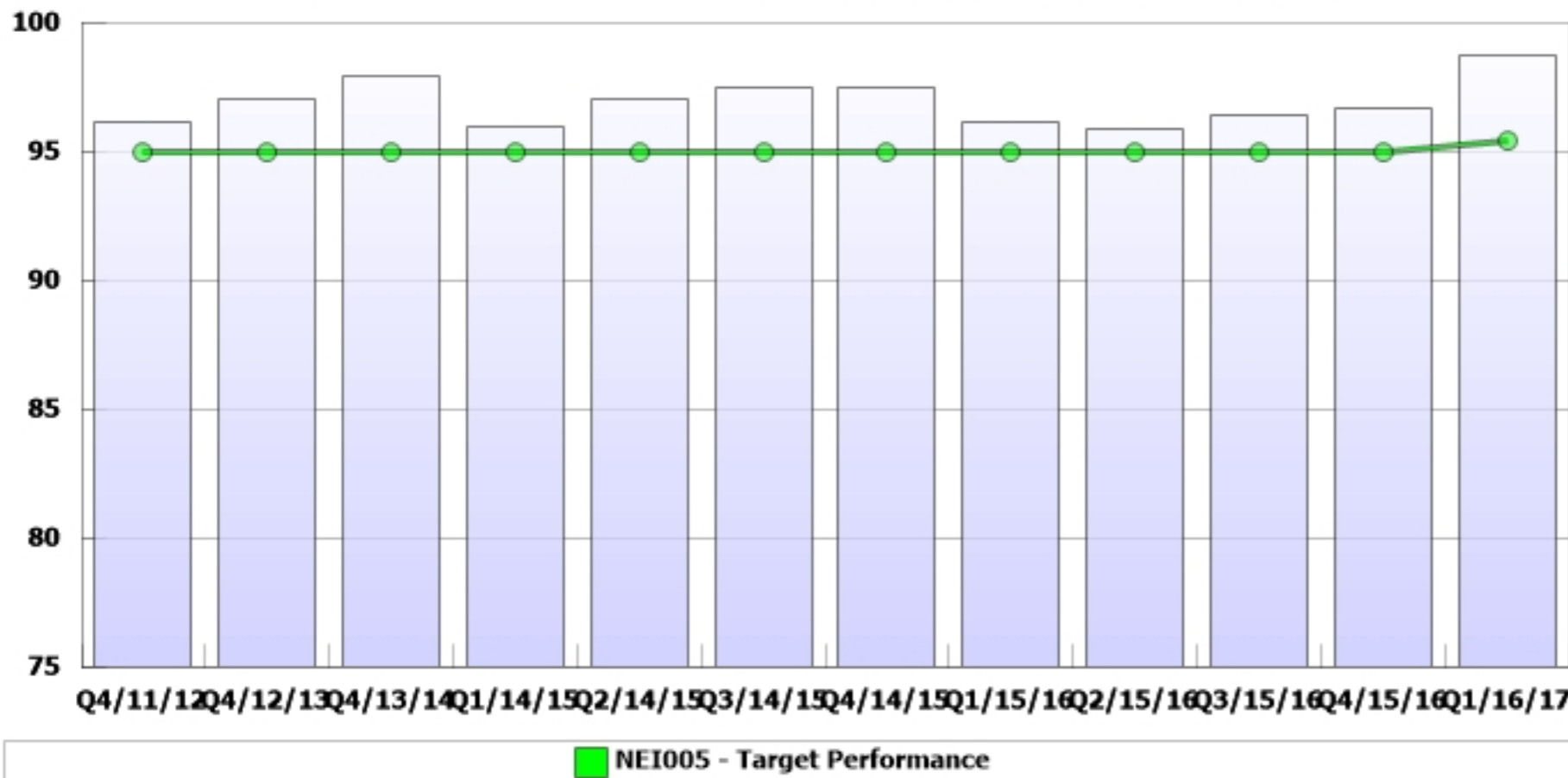
(Q1 2016/17) -

**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
Q1/16/17	95.50%	98.82%
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%

Annual 2016/17 - 95.50%  
 Target: 2015/16 - 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):**

(Q1 2016/17) - (Q1 2016/17) Target achieved. 1345 out of 1361 issues and complaints received an initial response within 3 working days.

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

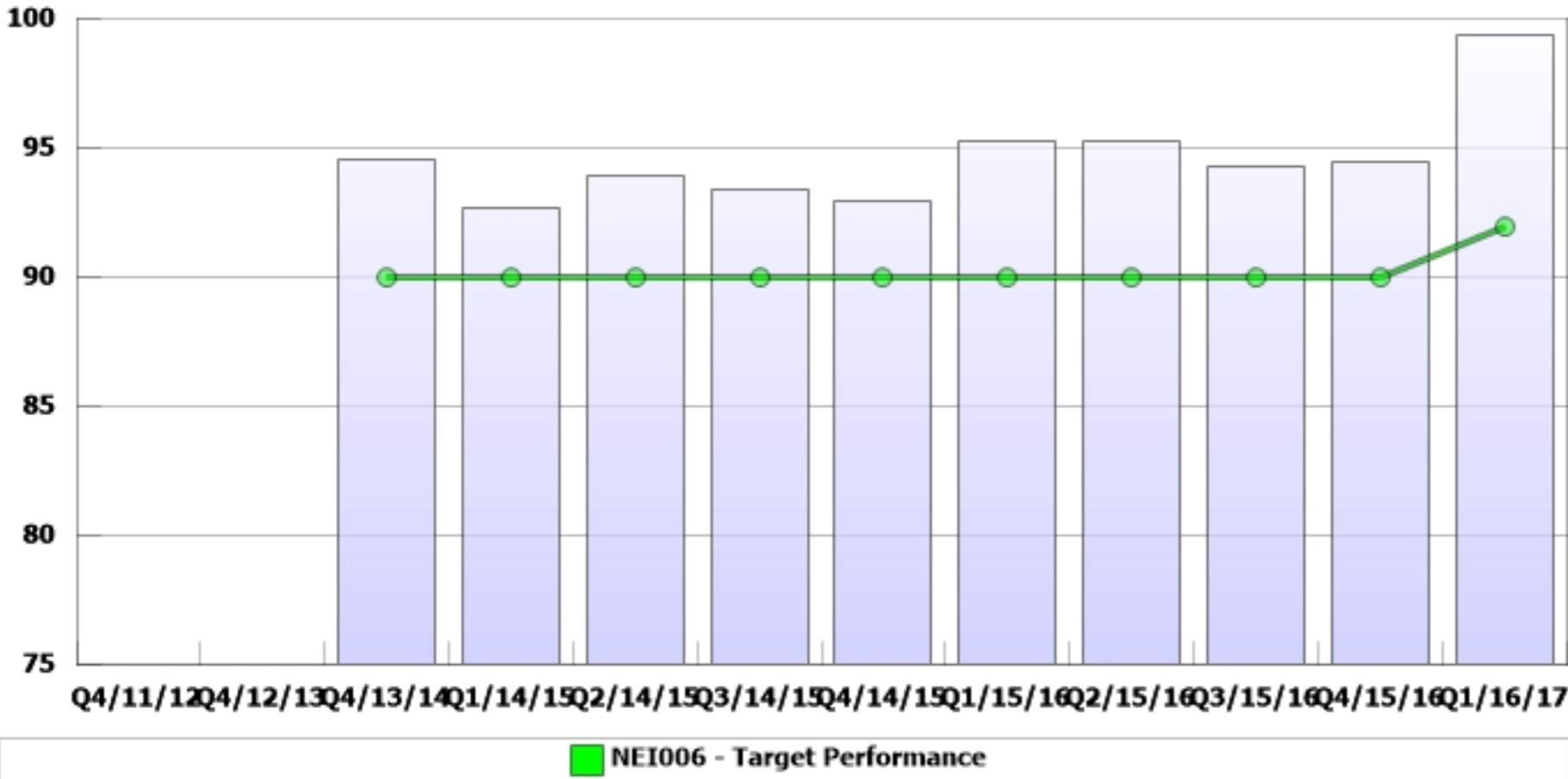
(Q1 2016/17) - none

**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
Q1/16/17	92.00%	99.39%	✓
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%	✓

Annual Target: 2016/17 - 92.00%  
 2015/16 - 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):**

(Q1 2016/17) - Target achieved 163 of 164 incidents of fly-tipping that were investigated in this period were within 3 working days of the fly-tip being recorded.

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

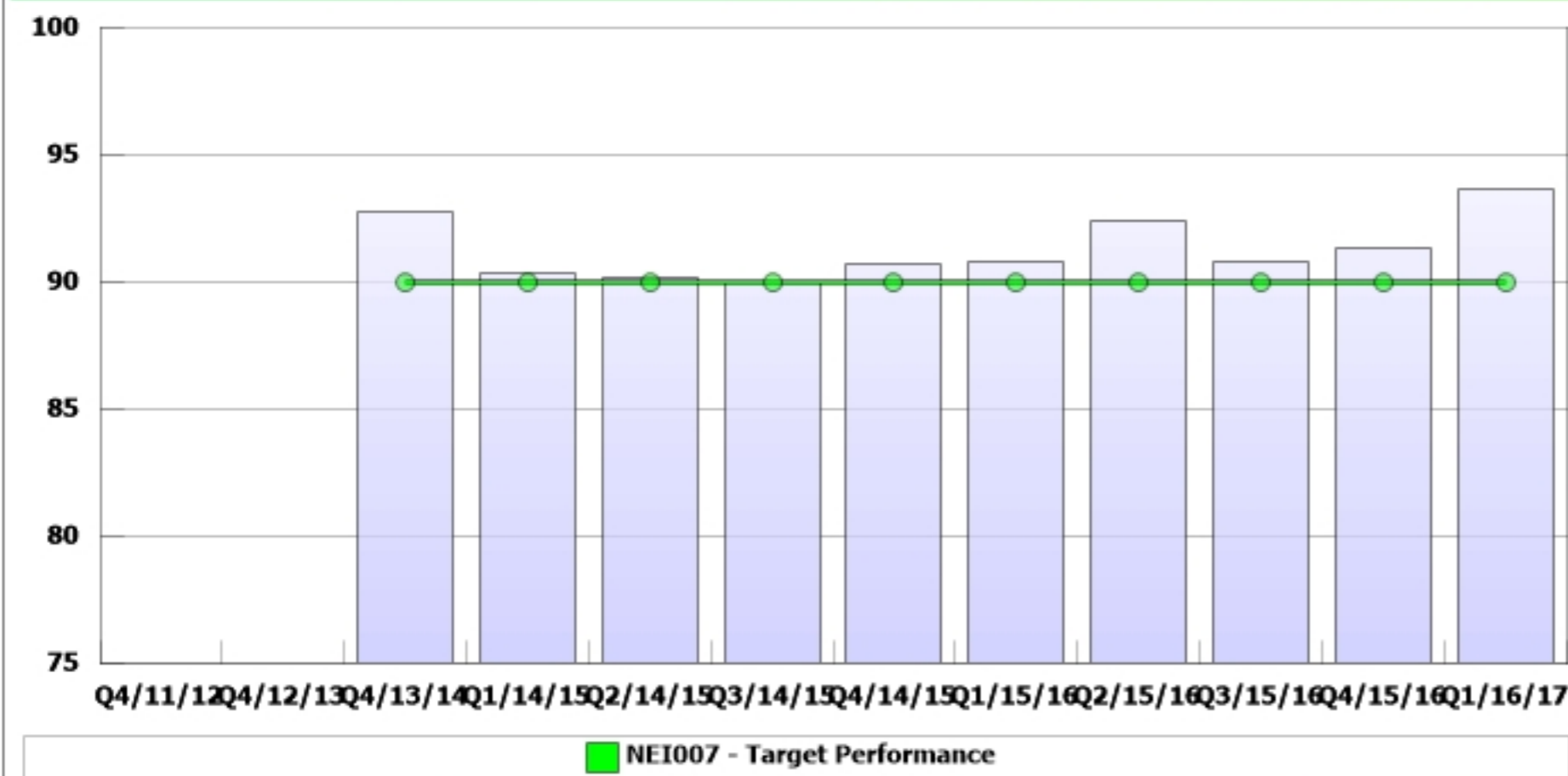
(Q1 2016/17) - none

**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
Q1/16/17	90.00%	93.72%	↑
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%	↑

Annual Target: 2016/17 - 90.00%  
 Target: 2015/16 - 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):**

(Q1 2016/17) - Target achieved. 209 of 223 incidents were cleared under the waste contract within the target of 5 working days.

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

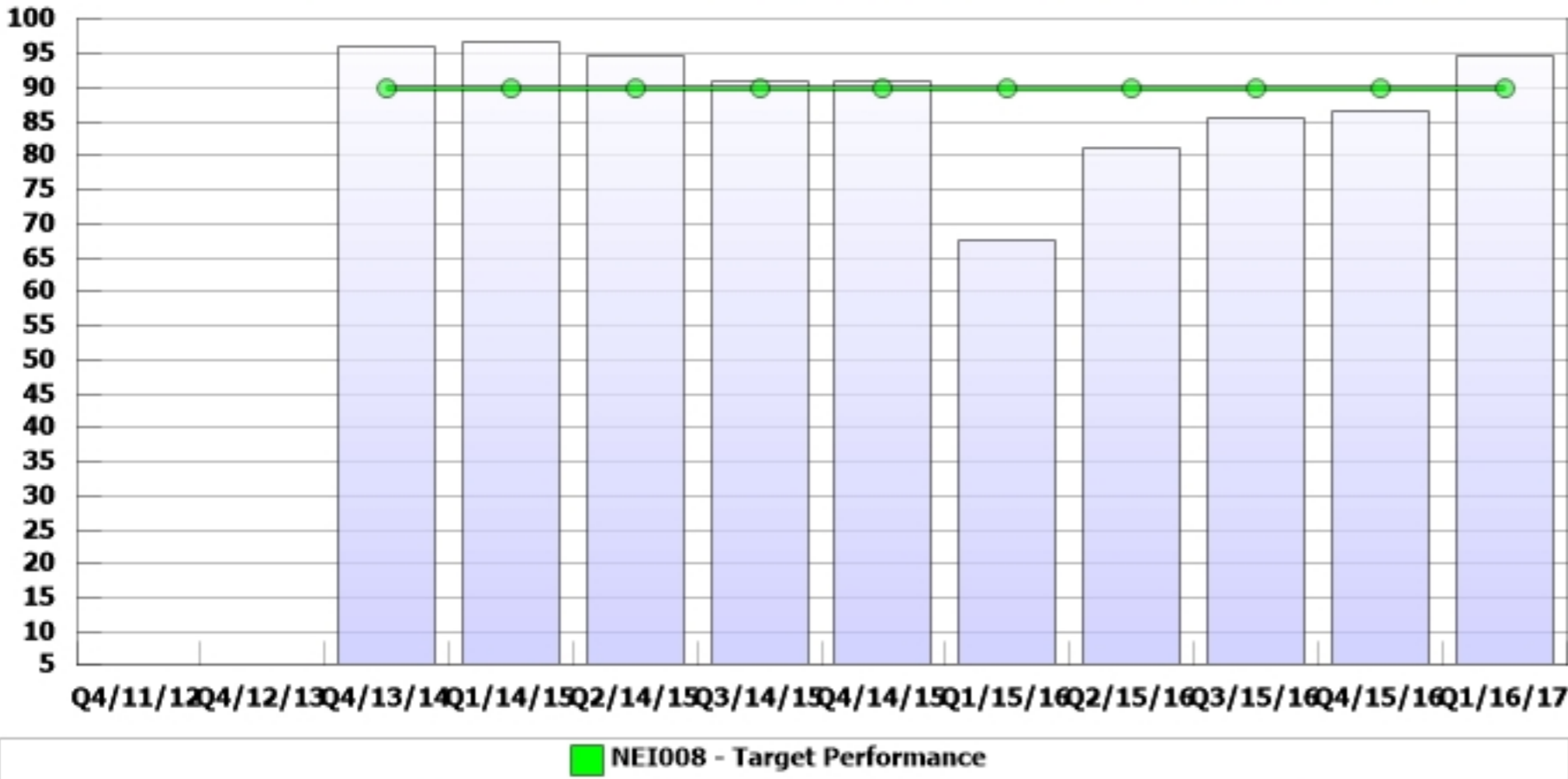
(Q1 2016/17) - none

**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
Q1/16/17	90.00%	94.67%	✓
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%	✗

Annual Target: 2016/17 - 90.00%  
 Target: 2015/16 - 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):**

(Q1 2016/17) - The target has been achieved. 213 incidents were cleared within 10 working days, out of 225 incidents.

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

(Q1 2016/17) - none

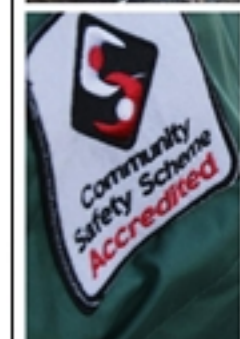


# NEI009 What percentage of out of hours (OOH) noise complaints are responded to within 15 minutes?

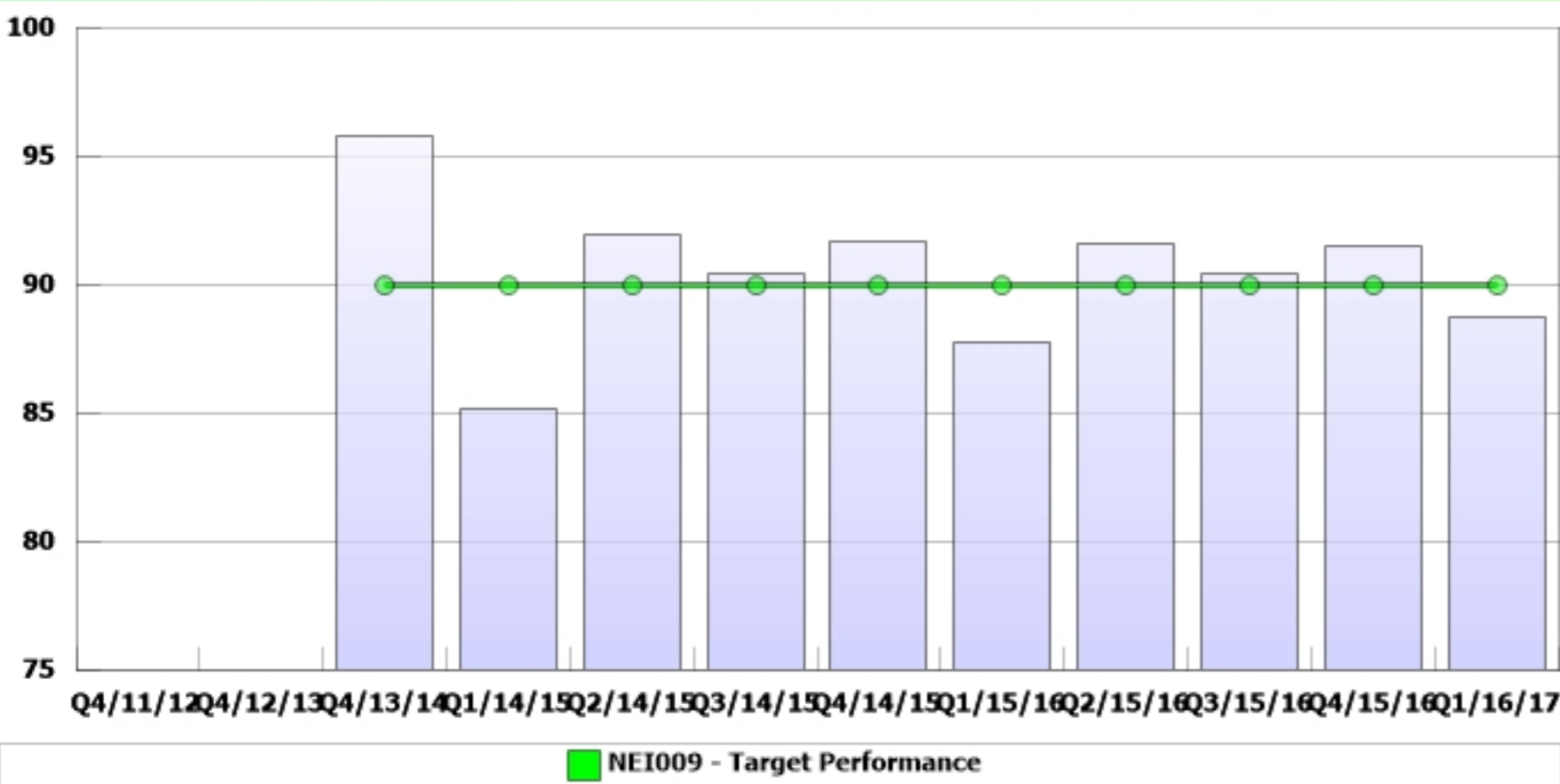
**Additional Information:** The callout service for noise complaints is 24 hours (restricted emergency service after 00:00 and before 13:00 at the weekend). Calls are recorded by the Council's stand-by officer and passed to the duty noise officer who telephones the complainant. A response has been made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



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



Quarter	Target	Actual	Status
Q1/16/17	90.00%	88.76%	X
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%	X

Annual Target: 2016/17 - 90.00%  
 2015/16 - 90.00%  
 Indicator of good performance: A higher percentage is good  
 ↑ is the direction of improvement

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

Q1 2016/17 - The target has not been achieved.  
 79 of 89 calls achieved the target and received a call back within 15 minutes (88.76%). Although 10 calls did not receive a response within the target of 15 minutes, 4 of these calls were delayed because the duty noise officer was already responding to another noise call. These 4 calls were responded to as quickly as possible, as soon as the duty noise officer became available. If these 4 calls are treated as meeting the target 83 of 89 calls achieved the target = 93.29%.

### Corrective action proposed (if required):

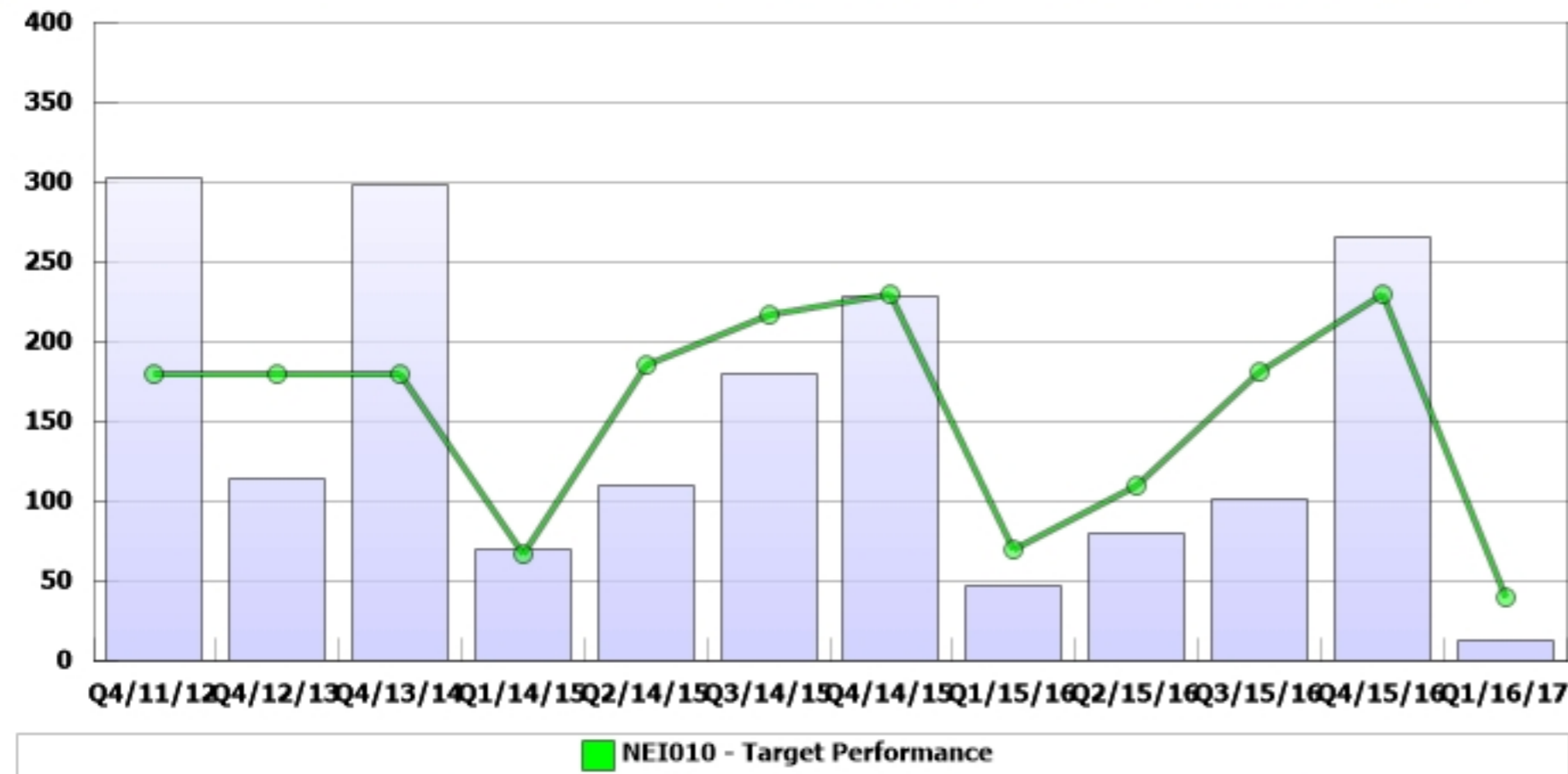
Although the target was missed, no corrective action is planned. At busy periods, it is not unusual for two or more calls to be received in the same evening but it is unusual for the duty officer not to be able to respond within 15 minutes normally.

# 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	Status
Q1/16/17	41	13	✗
Q4/15/16	230	267	✓
Q3/15/16	182	102	✗
Q2/15/16	111	81	✗
Q1/15/16	70	48	✗

Annual Target: 2016/17 - 230  
2015/16 - 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):

(Q1 2016/17) - Our Quarter 1 figure of 13 falls significantly short of the our Quarterly target of 41 net dwelling completions.

### Corrective action proposed (if required):

(Q1 2016/17) - 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.

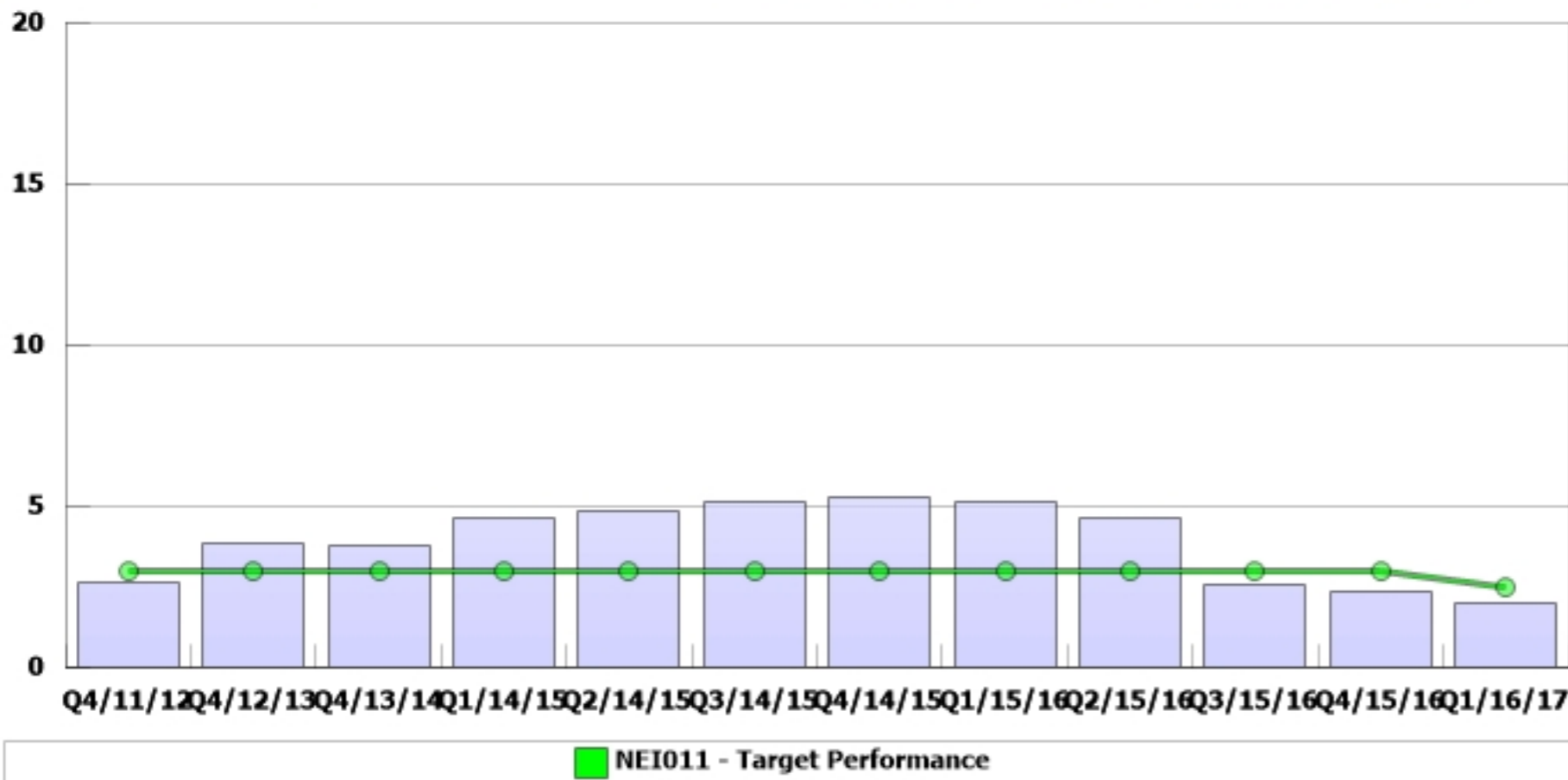
Provision for future housing development will be made through new housing designations in the emerging Local Plan.

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

## Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/16/17	2.5%	2.0%	✓
Q4/15/16	3.0%	2.4%	✓
Q3/15/16	3.0%	2.6%	✓
Q2/15/16	3.0%	4.7%	✗
Q1/15/16	3.0%	5.2%	✗

Annual Target: 2016/17 - 2.5%  
2015/16 - 3.0%

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):

(Q1 2016/17) - target met (actual - 1.99% arrears over 90 days old).

### Corrective action proposed (if required):

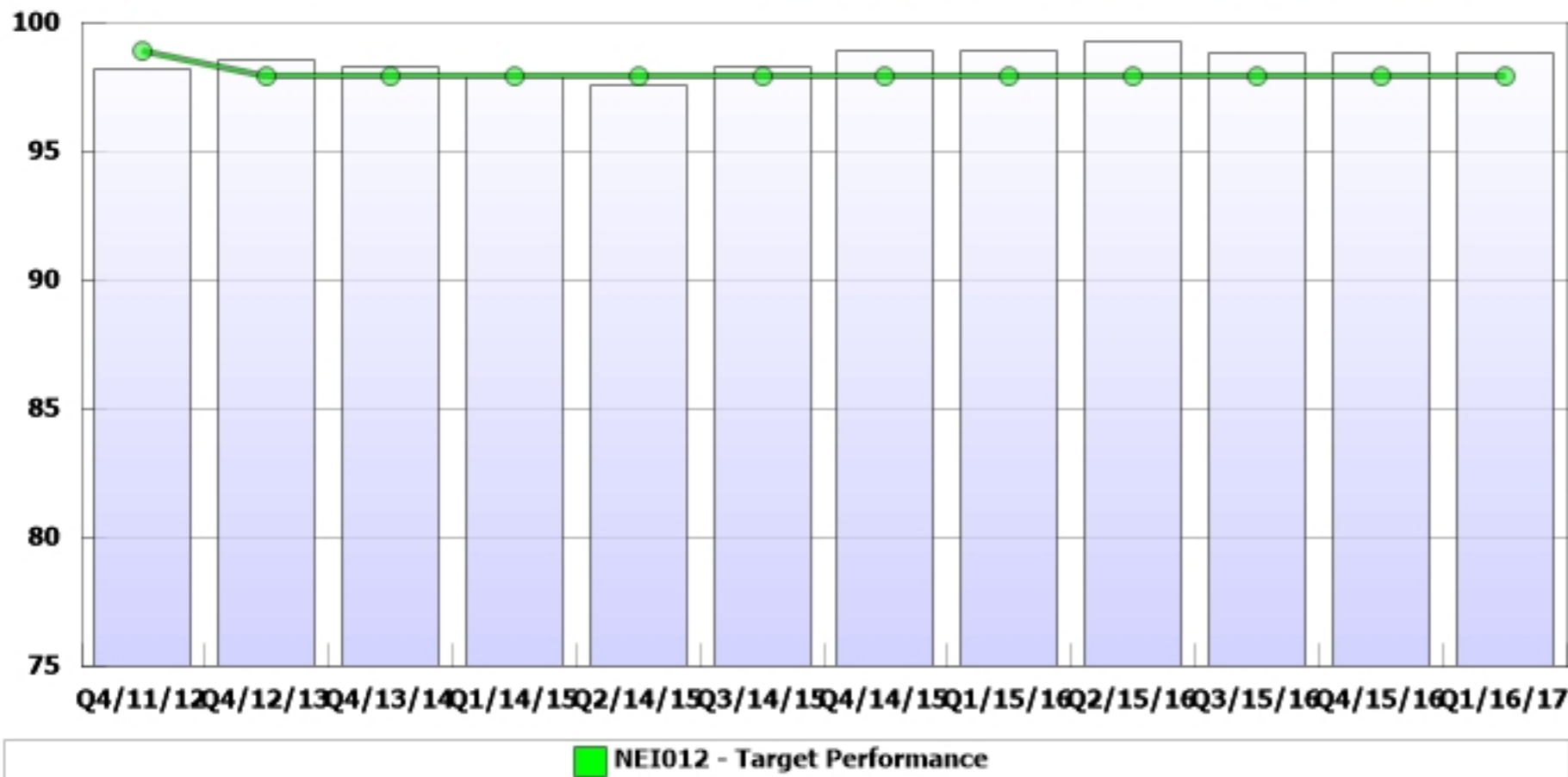
(Q1 2016/17) - continue with pro-active arrears management and timely issuing of invoices and reminders.

# 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
Q1/16/17	98.00%	98.89%
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%

Annual Target: 2016/17 - 98.00%  
2015/16 - 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):

(Q1 2016/17) - Performance achieved target for this quarter.  
12 & 14 The Broadway, Debden, Loughton: Post office lease formally ended on 10 Dec 2015 therefore property now vacant  
42 The Broadway, Debden, Loughton: property added as vacant as no longer intention to demolish

### Corrective action proposed (if required):

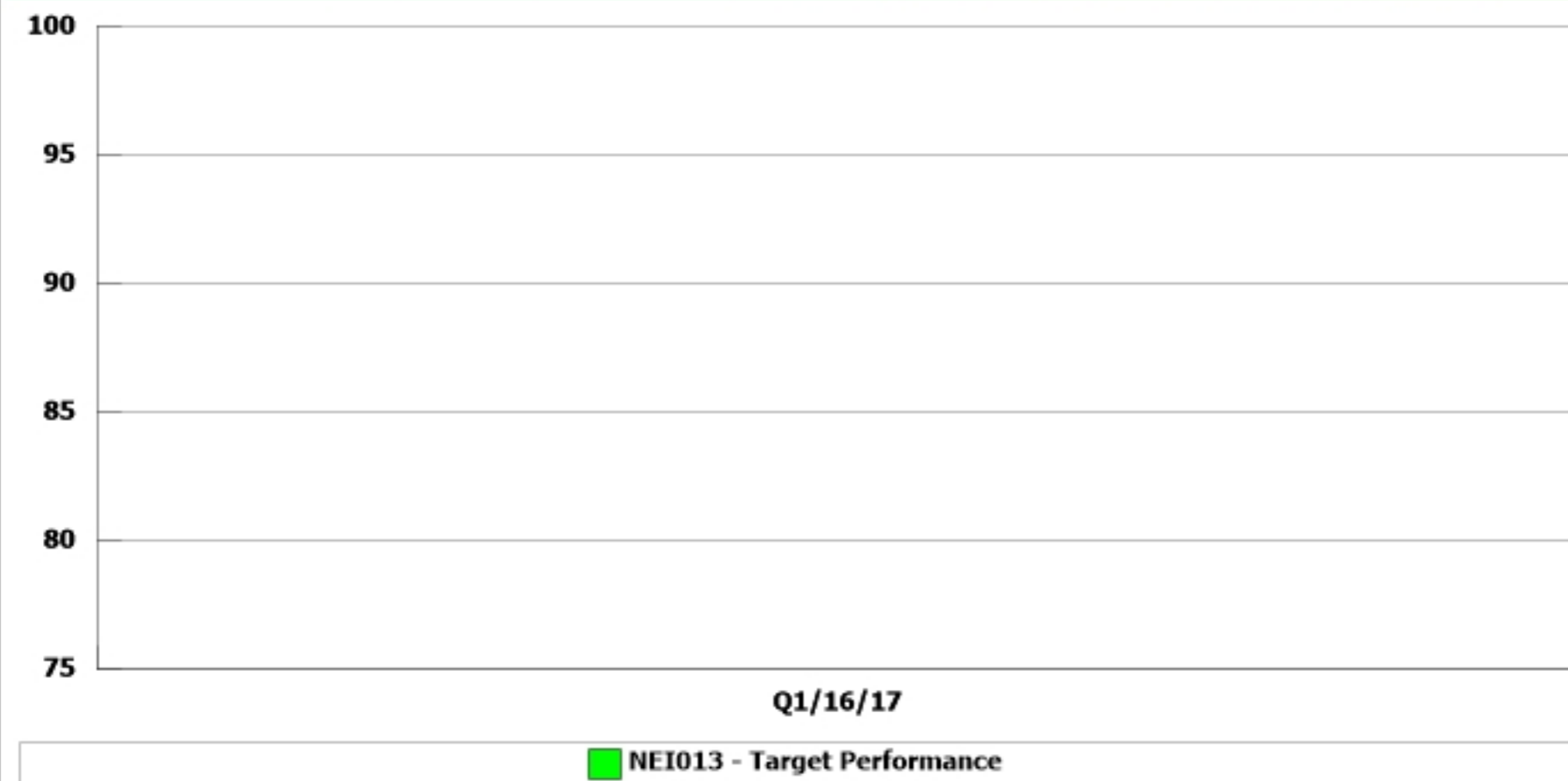
(Q1 2016/17) - Since above vacancies new terms agreed on 12-14 Broadway and 24 Oakwood Hill now let.  
42 The Broadway, Debden, Loughton : Discussions on-going with potential tenant.  
12 Hillhouse, Waltham Abbey - being marketed.

## NEI013 What percentage of all household waste was sent to be recycled or reuse?

**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 recycling or reuse.

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
Q1/16/17	30.00%	22.00%



Annual Target: 2016/17 - 30.0%  
 2015/16 - New Indicator  
 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):

(Q1 2016/17) Targets will need to be re adjusted according to previous trends to get an accurate target

### Corrective action proposed (if required):

(Q1 2016/17) This is a new Indicator and is intended to focus on the dry recycling performance. It may be necessary to revise the target but it is too early to do so at this stage.

**NEI014 What percentage of all household waste was sent to be composted or anaerobic digestion?**

**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 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?**

Yes

Quarter	Target	Actual
Q1/16/17	30.00%	37.64%

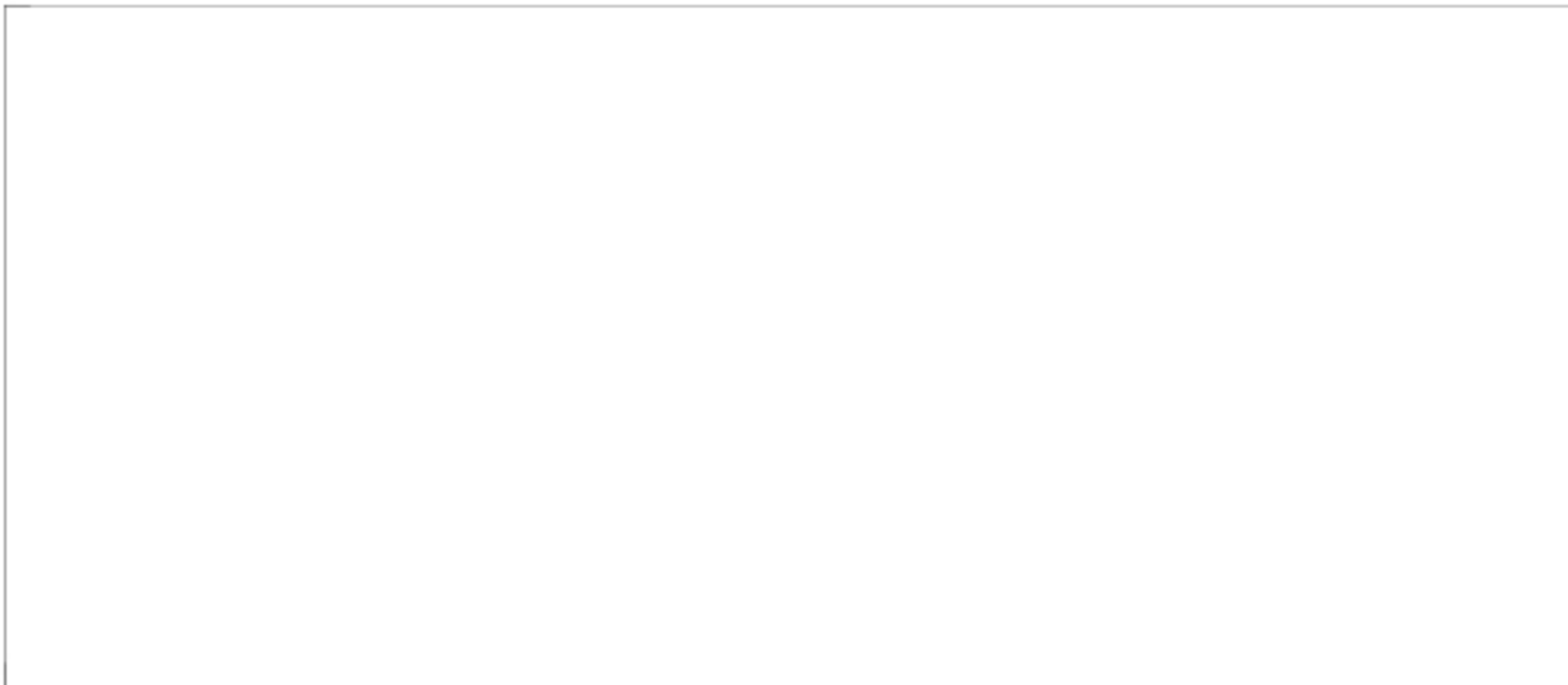


**Annual Target:** 2016/17 - 30.0%  
2015/16 - New Indicator

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

↓ is the direction of improvement

100



Q1/16/17

NEI014 - Target Performance

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

(Q1 2016/17) On projected target for time of year

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

(Q1 2016/17)  
This is a new Indicator, previously reported under the total recycling indicator, the intention is to keep track of food and garden waste recycling performance. The Indicator will vary during the course of the year depending on weather and grass growing conditions.