































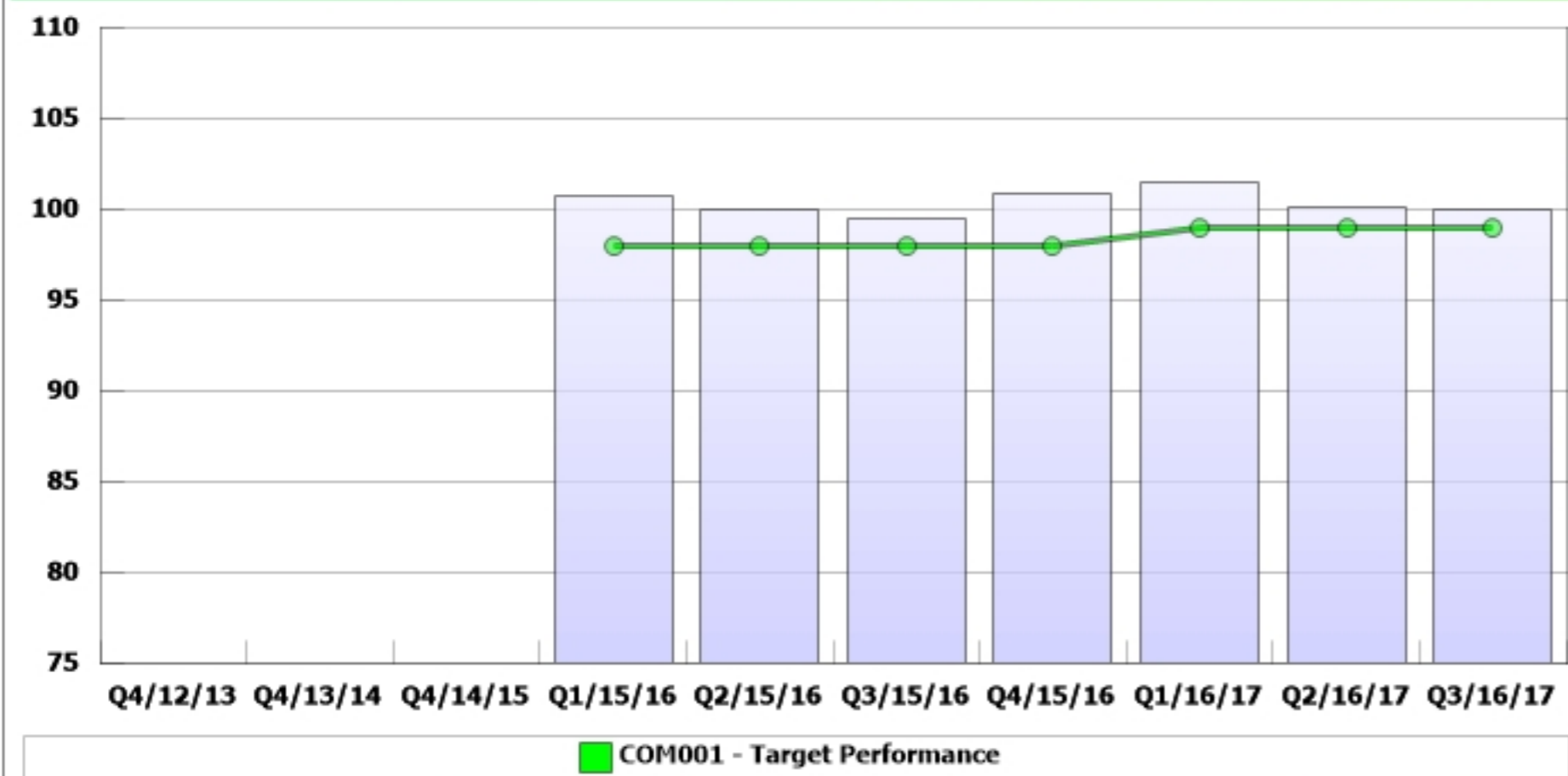
Quarterly Indicators		Quarter 1		Quarter 2		Quarter 3		Quarter 4		Is year-end target likely to be achieved?		
		Tgt	Actual	Tgt	Actual	Tgt	Actual	Tgt	Actual			
Communities												
COM001	(Housing rent) (%)	99.00%	101.59%		99.00%	100.13%		99.00%	100.07%		99.00%	Yes
COM002	(Void re-lets) (days)	37	49		37	42		37	39		37	Yes
COM003	(Tenant satisfaction) (%)	98.00%	100.00%		98.00%	100.00%		98.00%	99.65%		98.00%	Yes
COM004	(Temp. accommodation) (no.)	140	103		140	111		140	101		140	Yes
COM005	(Non-decent homes) (%)	0.0%	0.0%		0.0%	0.0%		0.0%	0.0%		0.0%	Yes
COM006	(Modern Homes Std) (%)	825	587		1,650	1,414		2,475	2,116		3,300	Uncertain
COM007	(Emergency repairs) (%)	99.00%	99.15%		99.00%	99.14%		99.00%	99.19%		99.00%	Yes
COM008	(Responsive repairs) (days)	7.00	4.87		7.00	5.15		7.00	5.58		7.00	Yes
COM009	(Emergency repairs) (%)	98.00%	98.00%		98.00%	98.00%		98.00%	98.00%		98.00%	Yes
COM010	(Calls to Careline) (%)	97.50%	99.90%		97.50%	99.80%		97.50%	99.80%		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	Status
Q3/16/17	99.00%	100.07%	✓
Q2/16/17	99.00%	100.13%	✓
Q1/16/17	99.00%	101.59%	✓
Q4/15/16	98.00%	100.90%	✓
Q3/15/16	98.00%	99.55%	✓

Annual Target: 2016/17 - 99.00%
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):

Within target

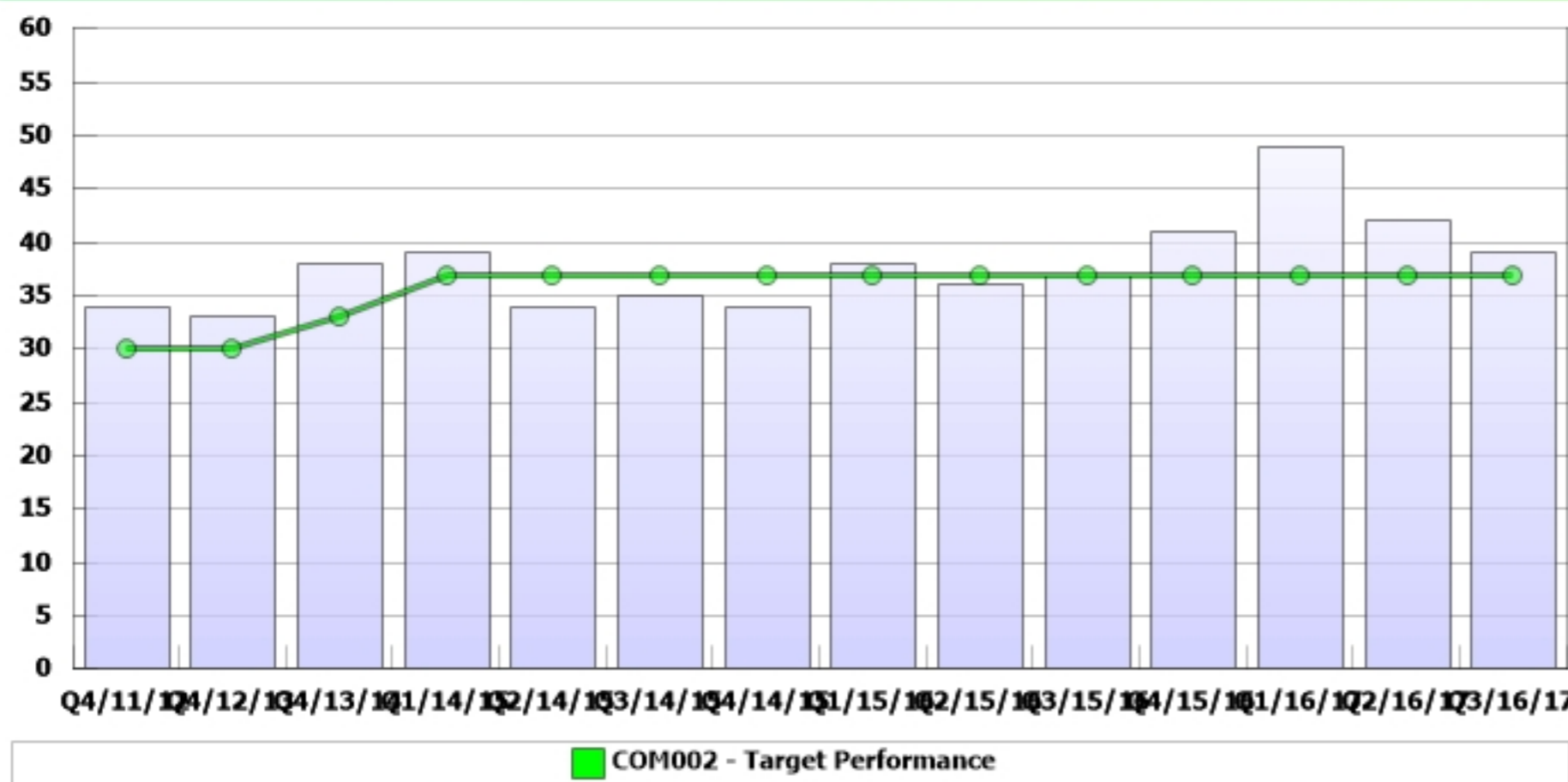
Corrective action proposed (if required):

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
Q3/16/17	37	39	✗
Q2/16/17	37	42	✗
Q1/16/17	37	49	✗
Q4/15/16	37	41	✗
Q3/15/16	37	37	✓

Annual 2016/17 - 37 days
 Target: 2015/16 - 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):

A further reduction has been achieved by Housing Options and the Voids team and it is anticipated that this will continue into the next quarter and the target will be achieved.

Corrective action proposed (if required):

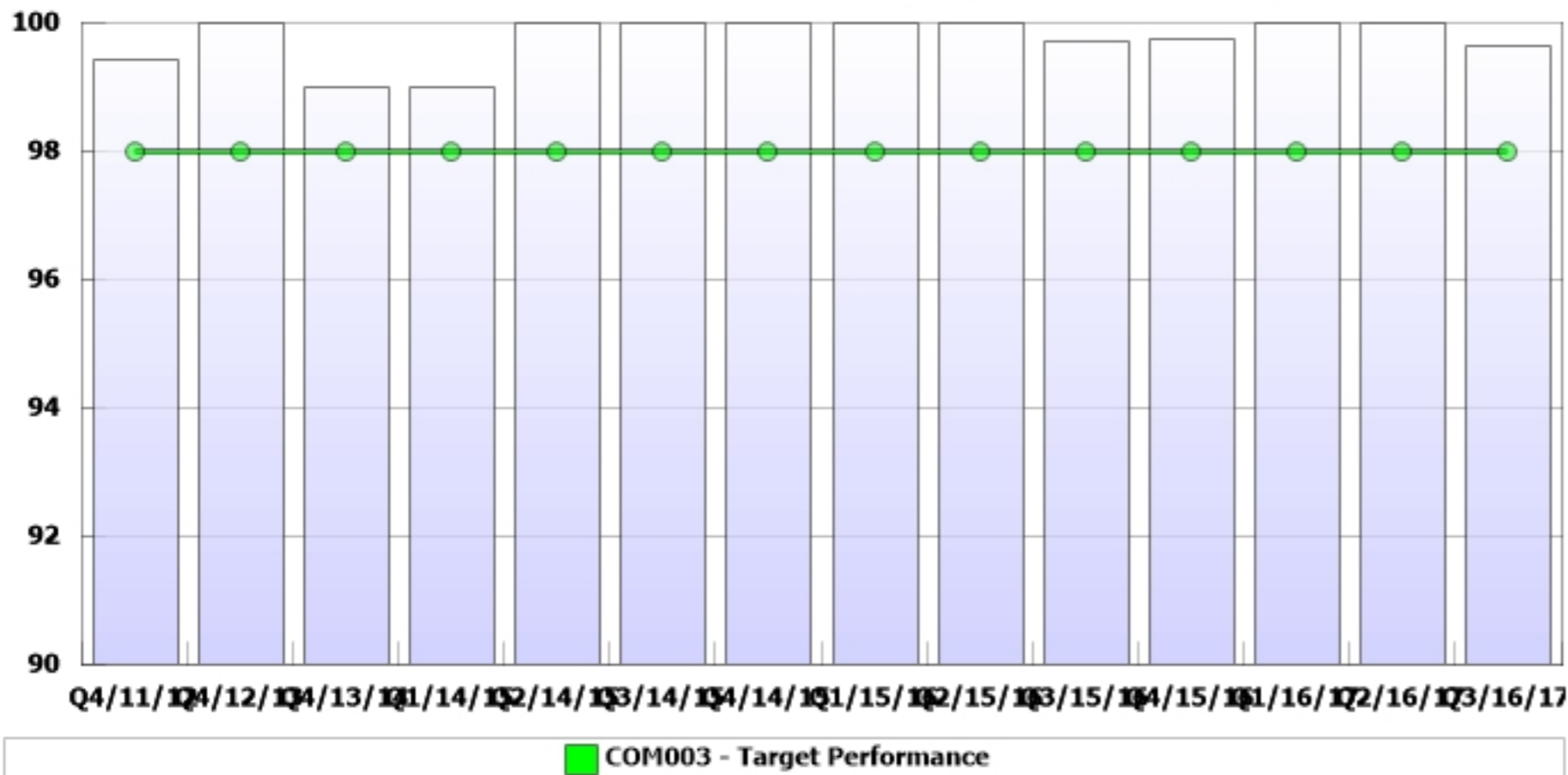
Where possible we are pre-allocating and pre-verifying applications to minimize rent loss once a property is ready. We are also in the process of changing from fortnightly to weekly advert cycles and it is hoped this will result in further improvement.

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 or by telephone on 01992 564042.

Current and previous quarters performance



Quarter	Target	Actual
Q3/16/17	98.00%	99.65%
Q2/16/17	98.00%	100.00%
Q1/16/17	98.00%	100.00%
Q4/15/16	98.00%	99.75%
Q3/15/16	98.00%	99.72%

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

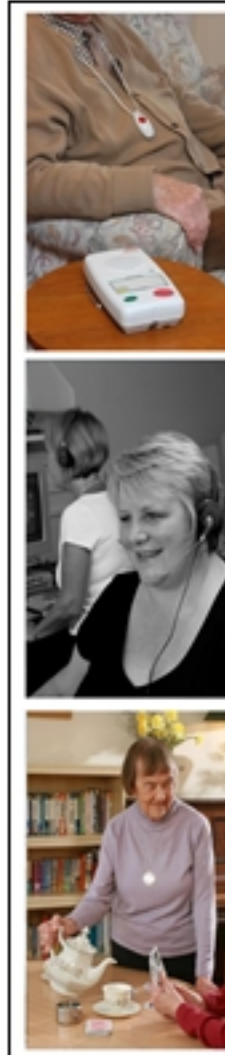
Indicator of good performance:
 A higher percentage is good

↑ 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):

Total number of MCM Surveys completed totals 89, number of SMS responses received totals 196. The performance continues to deliver high levels of satisfaction to the tenants of EFDC.
 SMS responses were introduced in October 2016.

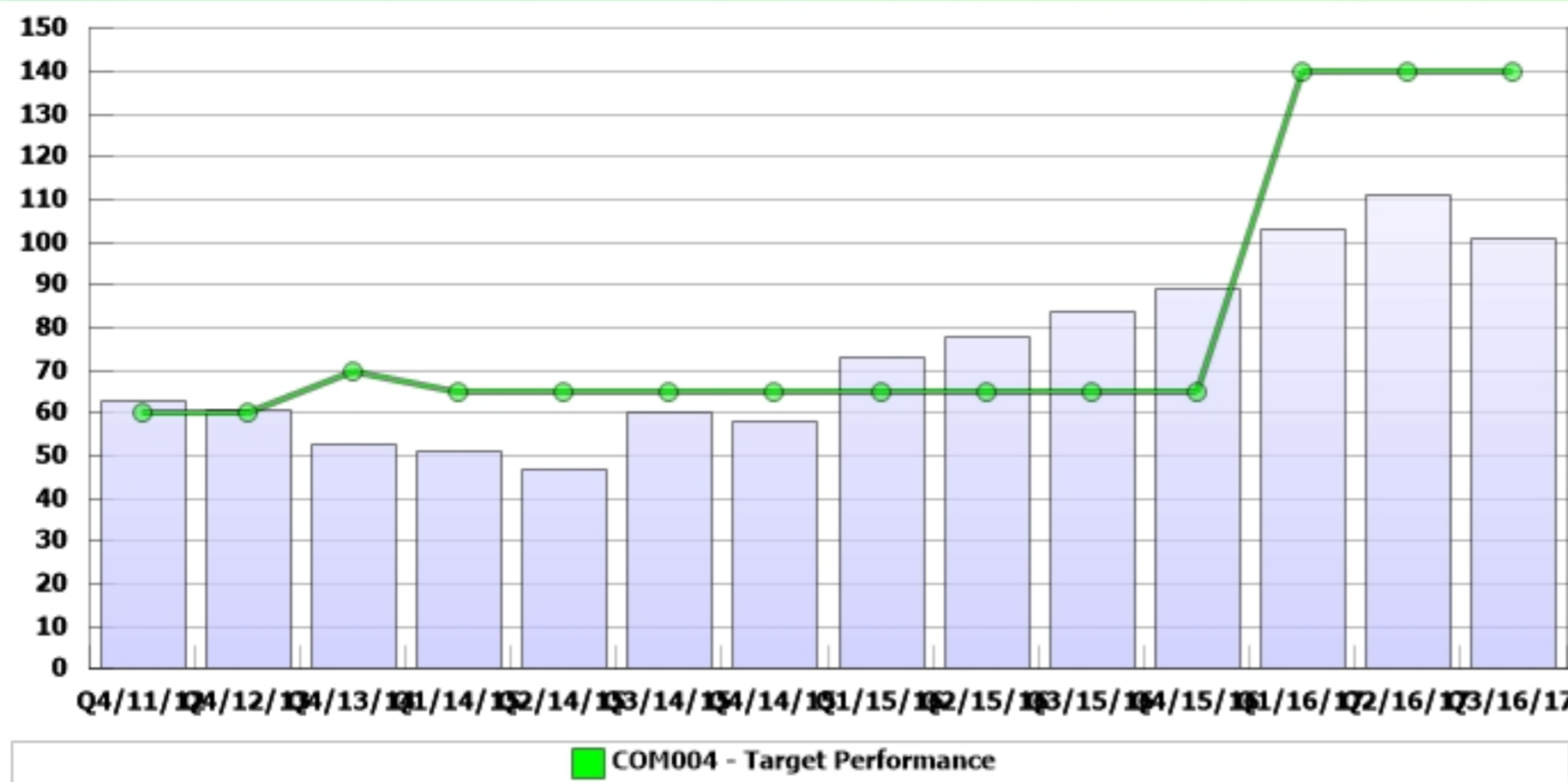
Corrective action proposed (if required):

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 or by telephone on 01992 564042.

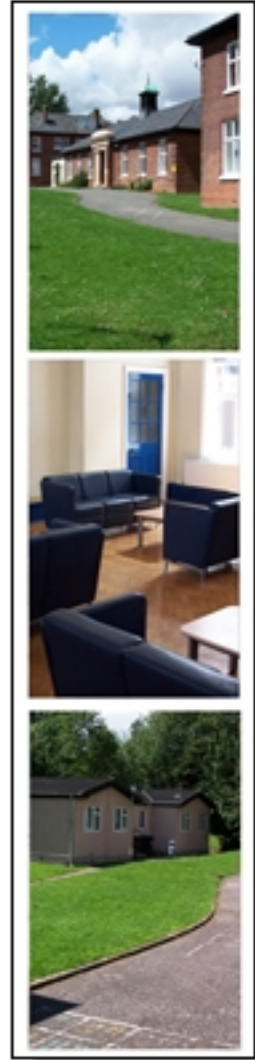
Current and previous quarters performance



Quarter	Target	Actual	Status
Q3/16/17	140	101	✓
Q2/16/17	140	111	✓
Q1/16/17	140	103	✓
Q4/15/16	65	89	✗
Q3/15/16	65	84	✗

Annual 2016/17 - 140
 Target: 2015/16 - 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?
 Yes



Comment on current performance (including context):

(Q3 2016/17) - Performance is within target.
 The number of households in temporary accommodation is lower this quarter than the last quarter.

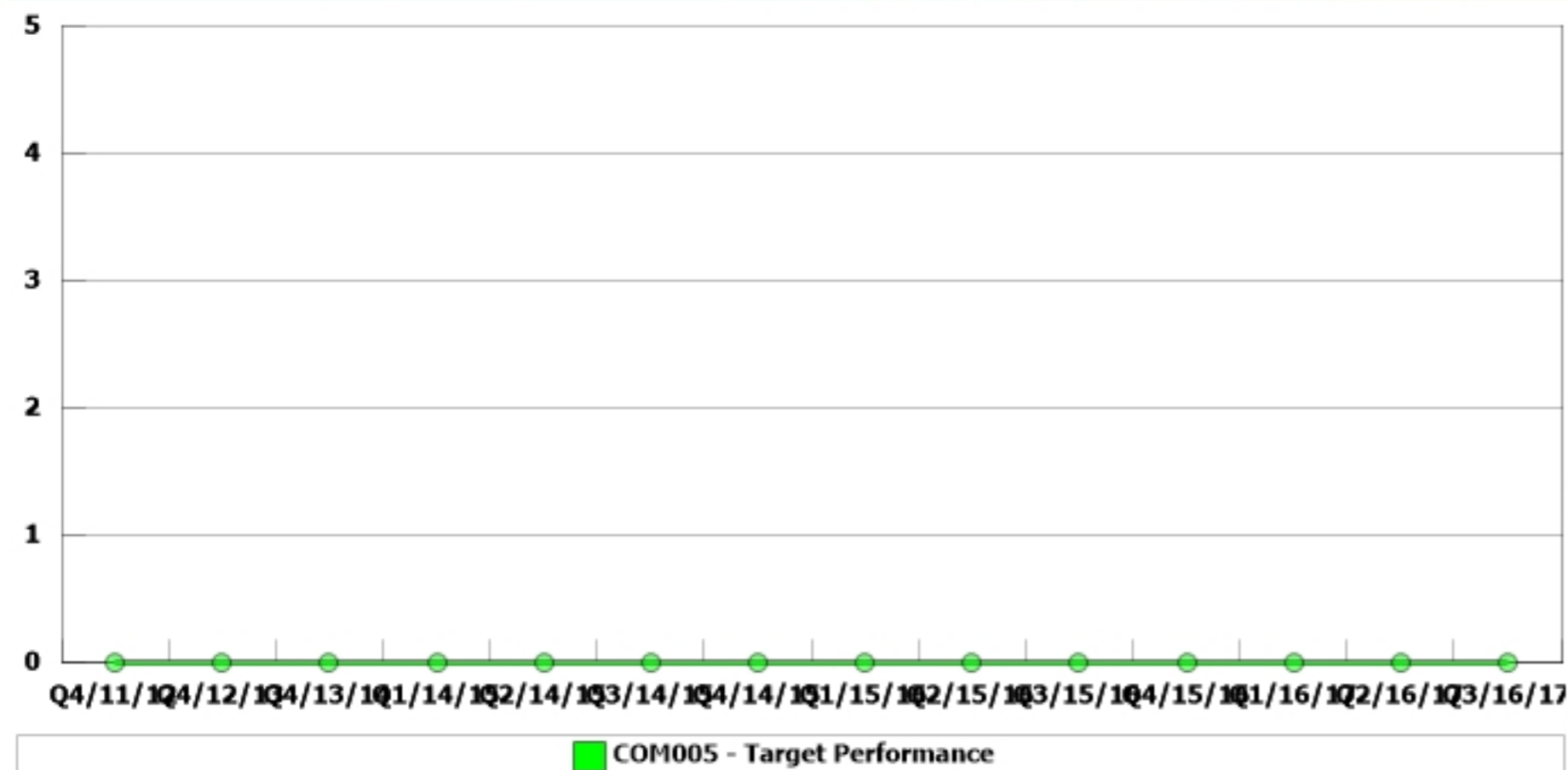
Corrective action proposed (if required):

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
Q3/16/17	0.0%	0.0%
Q2/16/17	0.0%	0.0%
Q1/16/17	0.0%	0.0%
Q4/15/16	0.0%	0.0%
Q3/15/16	0.0%	0.0%

Annual 2016/17 - 0.00%
Target: 2015/16 - 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):

During the planned Capital and Revenue works programmes for 2016-17 building elements during Q3 2016-17 have been replaced on potential Non-Decent properties the total number of building elements replaced are shown in the table below: -

Total install summary actual	Q1	Q2	Q3	Q4	Total
Planned Heating Installations	48	46	40	0	134
Electrical Rewires and upgrades	179	253	229	0	661
Planned Front entrance doors	30	155	124	0	309
Planned Replacement Windows	38	27	56	0	121
Planned tiered and flat roofing	123	51	70	0	244
Planned water- tank replacements	23	10	10	0	42
Planned kitchen installations	61	143	82	0	286
Planned bathroom installations	85	142	81	0	318
Component renewal total	587	827	702	0	2116

The cumulative total of 2116 building element replacements is 359 lower than the Modern Home Standard Backlog Target for Q3 2016/17

Corrective action proposed (if required):

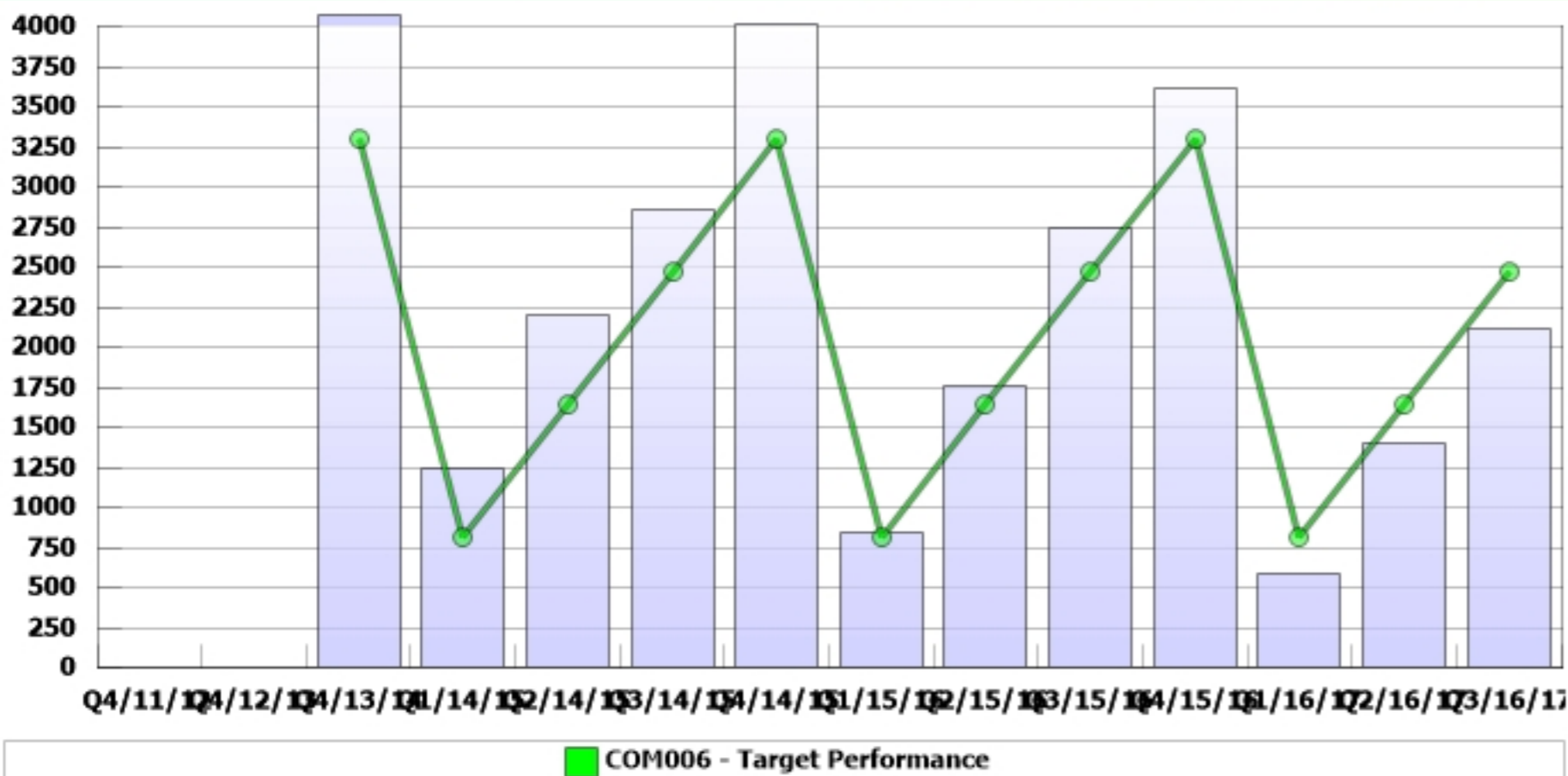
However, due to the acceleration of the Capital works programmes which commenced in 2013 cumulatively over the 3 year period 13827 building elements have been replaced which is 1452 building elements ahead of the Modern Home Standard Backlog Target of 12375

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
Q3/16/17	2,475	2,116
Q2/16/17	1,650	1,414
Q1/16/17	825	587
Q4/15/16	3,300	3,615
Q3/15/16	2,475	2,752

Annual Target: 2016/17 - 3,300
2015/16 - 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?

Uncertain

Comment on current performance (including context):

The cumulative total of 2116 building element replacements in 359 lower than the Modern Home Standard Backlog Target for Q3 2016-17 meaning the target is unlikely to be met at Q4.

However, due to the acceleration of the Capital works programmes which commenced in 2013 cumulatively over the 2 year period as additional 1452 building elements, have been replaced ahead of the Modern Home Standard Backlog target of 12375 when compared to the 2 year cumulative target of 9,950 key components.

Corrective action proposed (if required):

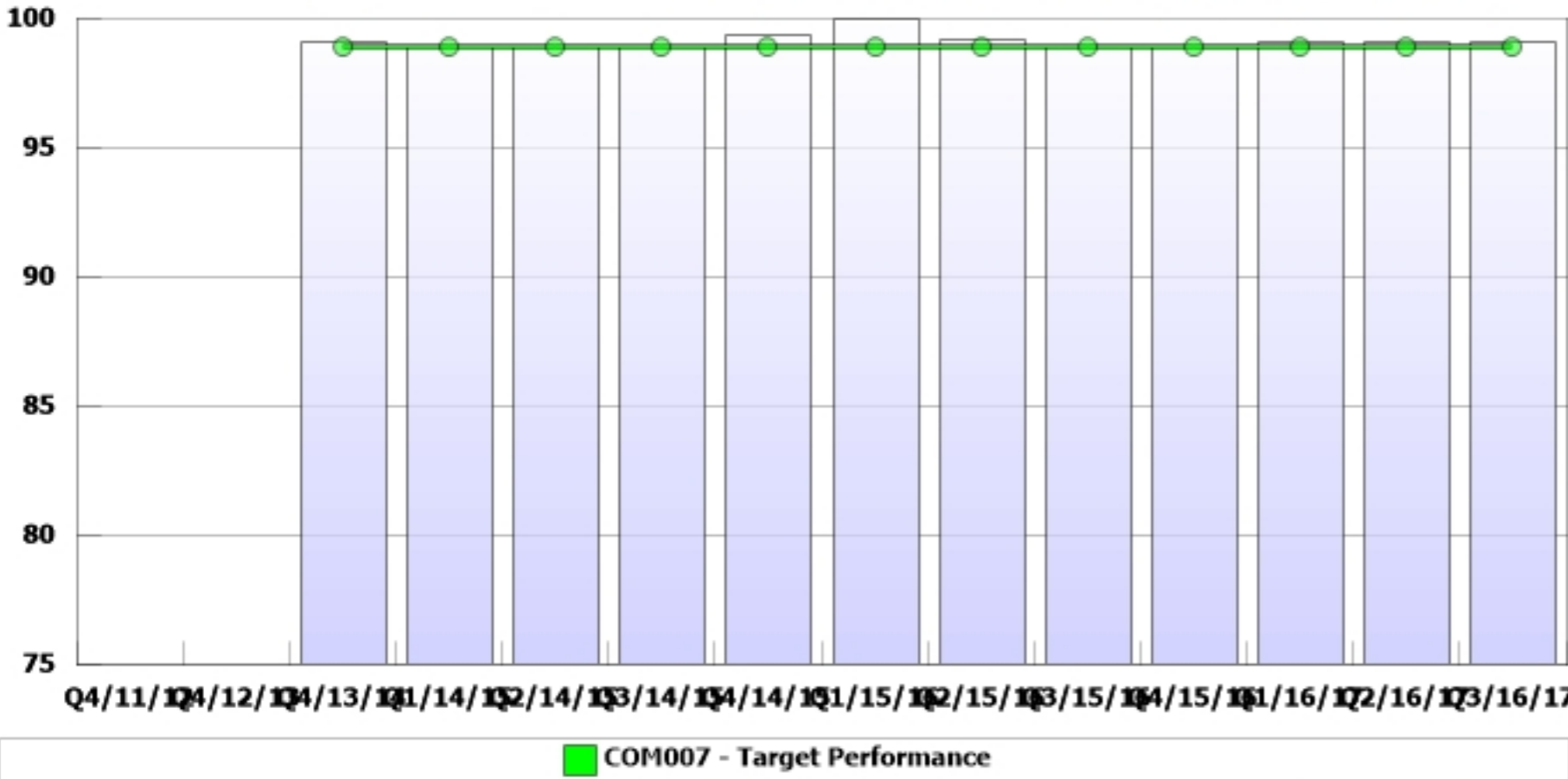
The acceleration of the Capital works programmes means that properties are meeting the Modern Home Standard are ahead of the Backlog Target achievable as a whole, albeit the Q3 target is not being met in 2016-17. Based on the Stock Condition Surveys and the Capital works completed since the Modern Homes was introduced there has been a reduction in need for some of the elements such as front entrance doors, kitchens and bathrooms replacements simply because they don't need to be done. Some of the shortfall in completing key building elements is attributed to the poor performing specialist PVCu double-glazing window and door installer. This has been addressed by terminating the contract and renew appointing the works to an alternative contractor. This action will not however pull back the shortfall in Q3 and is unlikely to catch up in Q4. The other Capital works programmes such as re-roofing, rewiring, boiler replacements and lift improvements are key building elements that are currently meeting the Modern Home Standard Backlog Target, and are also difficult and expensive to accelerate.

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	Visual
Q3/16/17	99.00%	99.19%	✓
Q2/16/17	99.00%	99.14%	✓
Q1/16/17	99.00%	99.15%	✓
Q4/15/16	99.00%	99.00%	✓
Q3/15/16	99.00%	99.00%	✓

Annual Target: 2016/17 - 99.00%
 2015/16 - 99.00%

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):

The performance exceeds the target set.

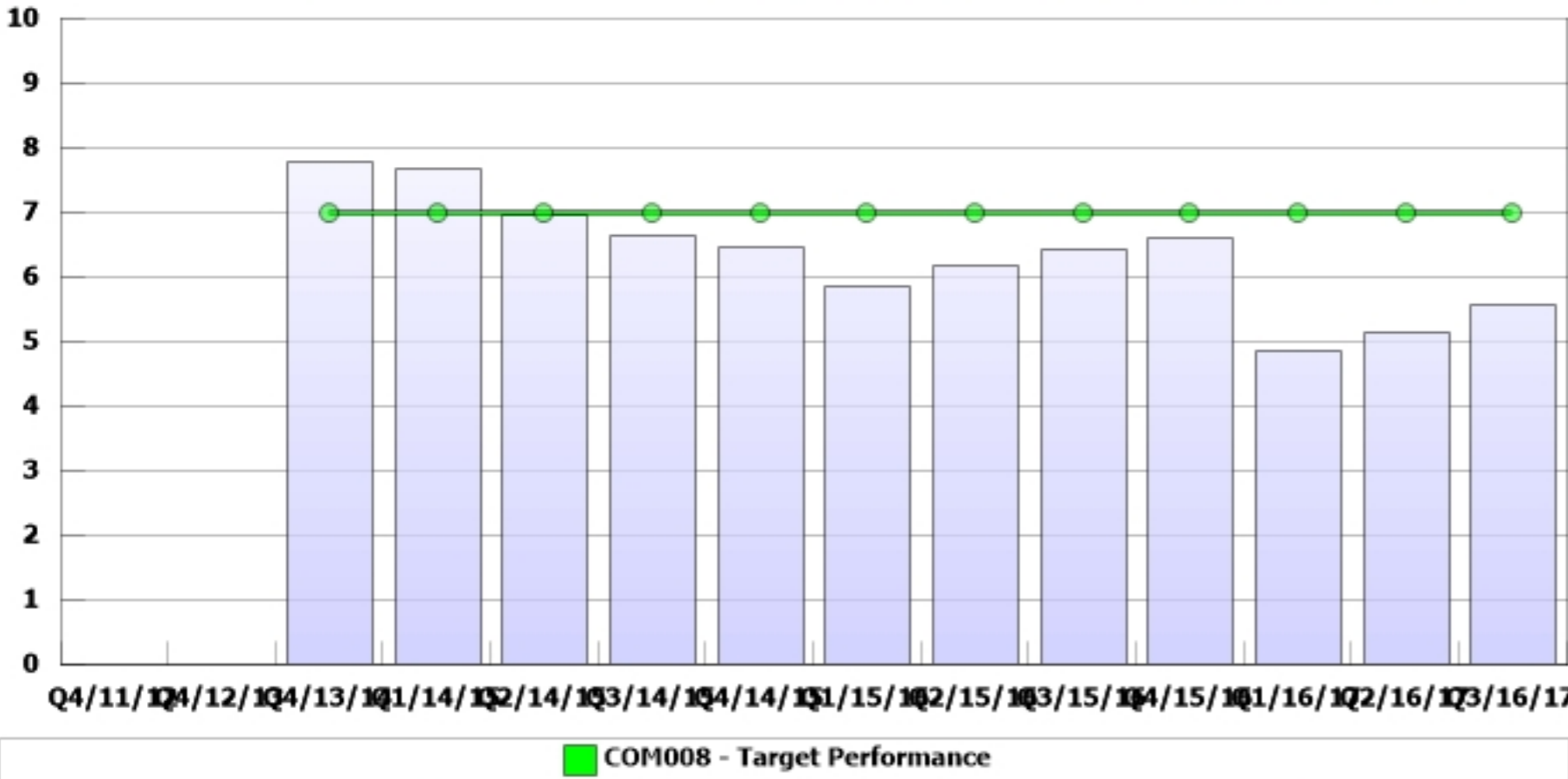
Corrective action proposed (if required):

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 or by telephone on 01992 564042.

Current and previous quarters performance



Quarter	Target	Actual
Q3/16/17	7.00	5.58
Q2/16/17	7.00	5.15
Q1/16/17	7.00	4.87
Q4/15/16	7.00	6.62
Q3/15/16	7.00	6.44

Annual 2016/17 - 7.00 working days
 Target: 2015/16 - 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):

The performance is 2 days better than target performance expected.

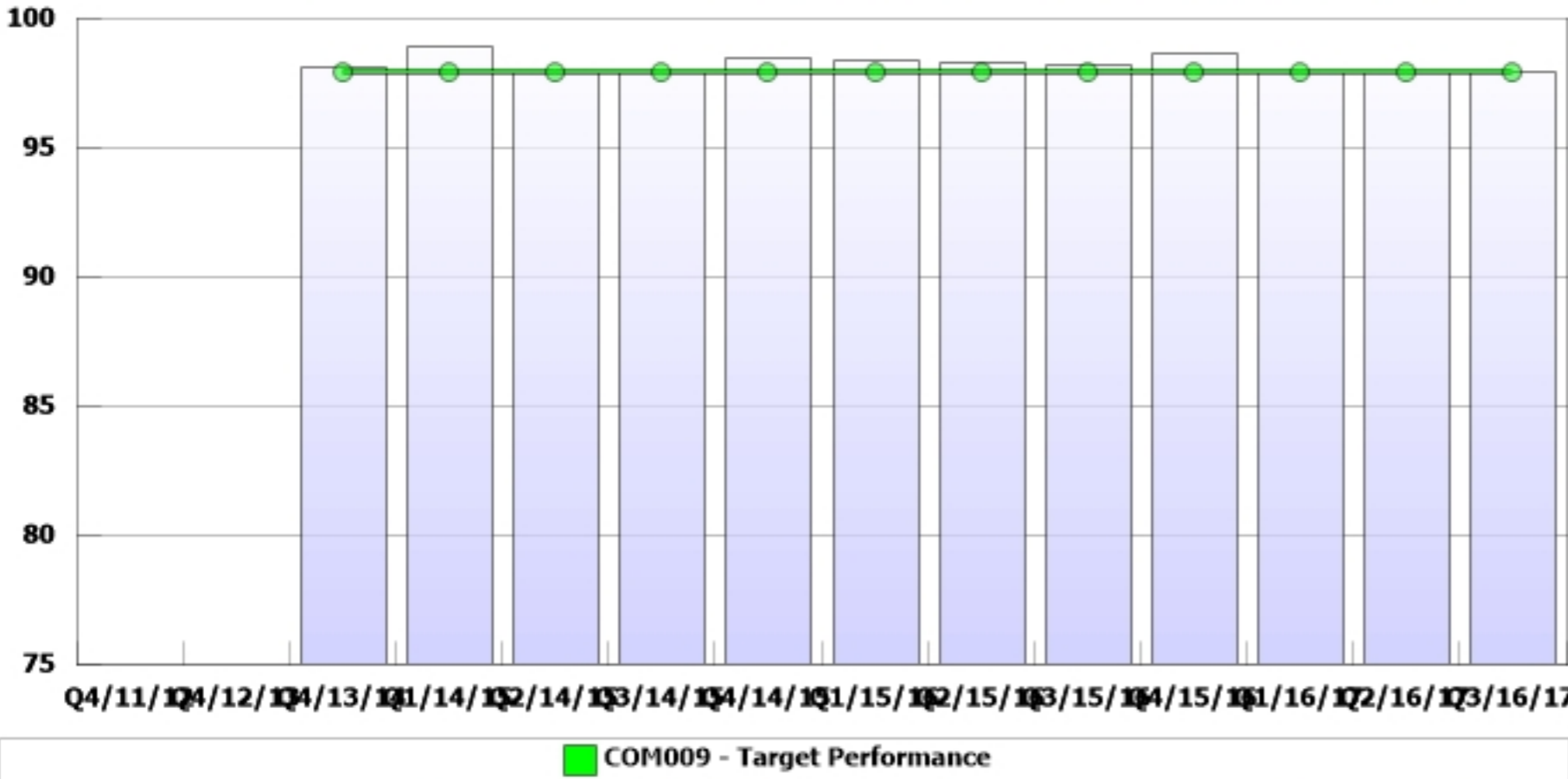
Corrective action proposed (if required):

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
Q3/16/17	98.00%	98.00%	✓
Q2/16/17	98.00%	98.00%	✓
Q1/16/17	98.00%	98.00%	✓
Q4/15/16	98.00%	98.70%	✓
Q3/15/16	98.00%	98.28%	✓

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

Performance achieved target for this quarter

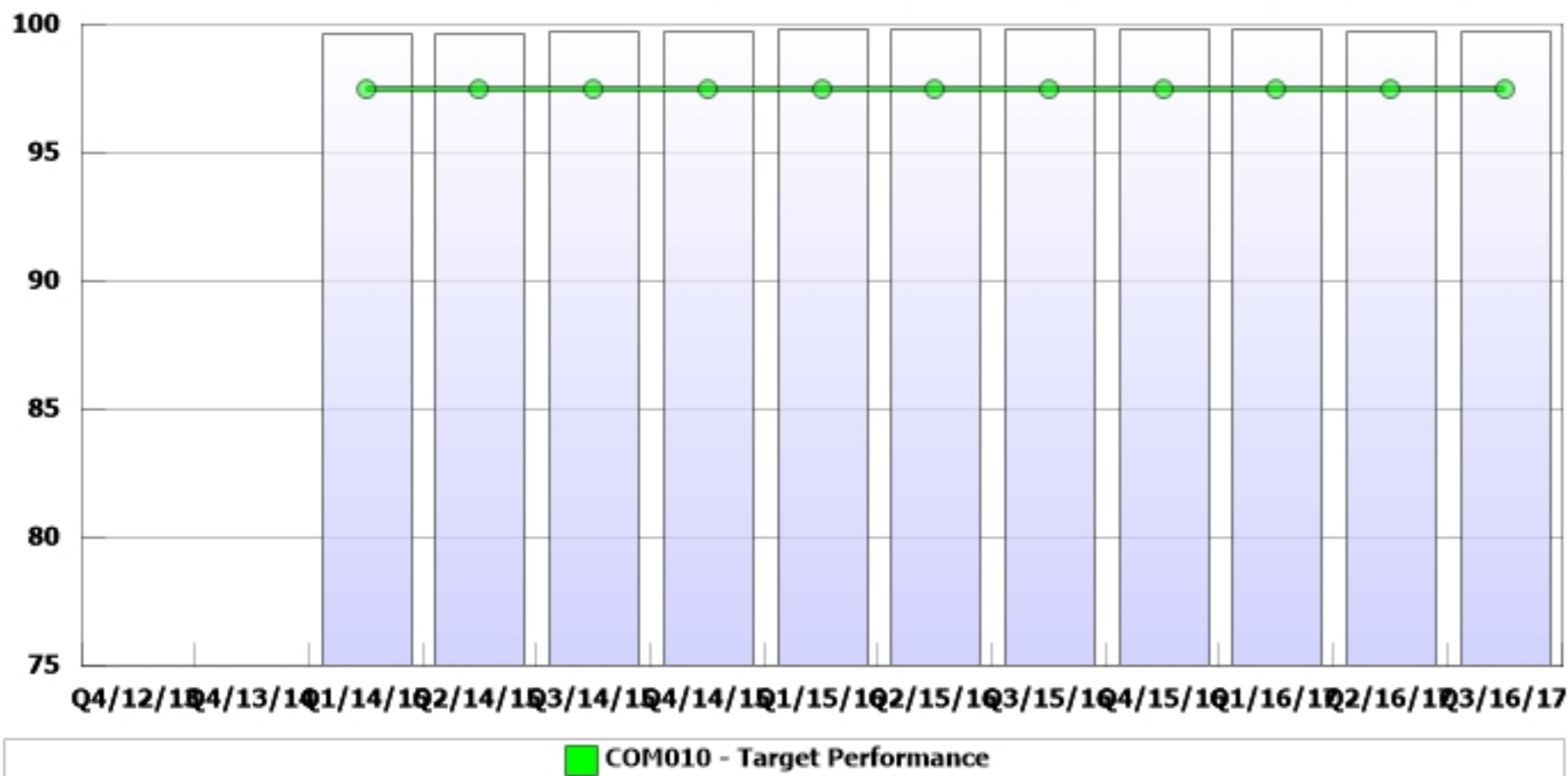
Corrective action proposed (if required):

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
Q3/16/17	97.50%	99.80%
Q2/16/17	97.50%	99.80%
Q1/16/17	97.50%	99.90%
Q4/15/16	97.50%	99.87%
Q3/15/16	97.50%	99.87%

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

Indicator of good performance: A higher percentage is good
 ↑ is the direction of improvement

Comment on current performance (including context):

(Q2 2016/17) - 42970 calls were responded to within 60 seconds within the period out of a total of 43021 calls received during the period. Good performance - well above target

Corrective action proposed (if required):

None required