






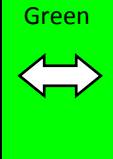
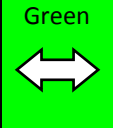


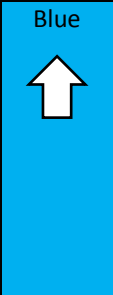
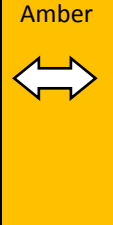
## 2. Status and Progress Report: Key Corporate Projects







### Reporting Guide

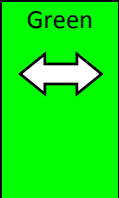
Green	Project on track to achieve milestones.
Amber	Project at risk of missing milestones.
Red	Project has missed milestones / project has serious issues.
Blue	Project complete.
	Project status is unchanged since previous report.
	Project status has improved since previous report.
	Project status has declined since previous report.

Service Area: Community Health and Wellbeing		Lead Officer: Jen Gould	
Wider Determinants of Health Improvement			
Goal	Aspirational milestones	Status	Progress
<p>Delivery of activities that contribute to an overall reduction in health deprivation in the pilot wards.</p> <p>A tested place-based approach that can be replicated to respond to the health inequality needs of other areas.</p>	<p><u>Q1</u></p> <ul style="list-style-type: none"> <li>End of year report delivered to Select Committee March 2021 &amp; attached to project governance.</li> </ul>	<p>Blue</p> 	<p>Milestone complete, project closed.</p>
Museum Collection Rationalisation			
<p>Rationalise the collection to make more improve the collections available making more accessible for local community, and efficient and effective use of storage.</p>	<p><u>Q2</u></p> <ul style="list-style-type: none"> <li>All North Weald items not being kept will have left the collection.</li> <li>All items in Store 1 will have been through steering committee and portfolio holder decision.</li> </ul>	<p>Green</p> 	<p>North Weald items for disposal agreed and c30 items have been disposed (community projects etc.) Items from museum store 1 have just gone to Committee for decision on plans for each piece and work has begun at CRATE off site store to complete phase 1.</p>
Waltham Abbey Community & Cultural Hub			
<p>To develop an Epping Forest Community and Economic Hub through combining Epping Forest District Museum and Essex County Council library buildings in Sun Street, Waltham Abbey.</p>	<p><u>Q2</u></p> <ul style="list-style-type: none"> <li>Confirmation of asset transfer and partnership arrangement with ECC in respect of the W/A Hub end September 2021.</li> </ul>	<p>Green</p> 	<p>Full business case was taken to Stronger Communities 15th June and is going to cabinet for agreement 12th July. Discussions with ECC are progressing re the library asset transfer and partnership arrangements.</p>
Community & Cultural Trust*			
<p>*New project to this report. Awaiting final confirmation of inclusion of agreed project reporting.</p>	<p><u>Q2</u></p> <ul style="list-style-type: none"> <li>Project brief to be completed for discussion by end July 2021</li> </ul>	<p>Amber</p> 	<p>Taking this project back to concept to establish whether still has value in progressing.</p>



<b>Corporate Wellbeing Measure*</b>			
*New project to this report. Awaiting final confirmation of inclusion of agreed project reporting.	<u>Q2</u> <ul style="list-style-type: none"> <li>Results of pilot use of wellbeing M&amp;E tool by end September 2021.</li> </ul>	Green 	SLT agreed to progress exploration into corporate measure of wellbeing. Outline methodology agreed for use to pilot on an area of work within CCW.
<b>Corporate Approach to Resident Engagement*</b>			
*New project to this report. Awaiting final confirmation of inclusion of agreed project reporting.	<u>Q2</u> <ul style="list-style-type: none"> <li>Project brief to be completed for discussion by end July 2021</li> </ul>	Green 	This is the seed of an idea emerging from the Strategic Planning. Requires discussion as to whether holds value before progressing.






<b>Service Area: Housing Needs</b>		<b>Lead Officer: Jen Gould</b>	
<b>Locata</b>			
Integrating available functionality of current LOCATA system across the Homelessness, Temporary Accommodation and Rehousing Team. Upgrading system functionality and allowing customers to access all areas of housing in real time and have autonomy over their housing applications.	<ul style="list-style-type: none"> <li>n/a</li> </ul>	Blue 	Milestones complete, project closed.
<b>Reprovision of Hostel*</b>			
*New project to this report. Awaiting final confirmation of inclusion of agreed project reporting.	<u>Q2</u> <ul style="list-style-type: none"> <li>Project proposal document to be brought to Governance Group for discussion September 2021</li> </ul>	Amber 	Project currently in concept with proposal documentation being completed for governance group discussion and agreement in September 2021.

Service Area: Customer Services		Lead Officer: Rob Pavey	
First Line Migration to Contact Centre - Revenue & Benefits (Fix the Basics)			
Goal	Aspirational milestones	Status	Progress
Improvement of essential customer service processes and operations to improve the effectiveness of the function and service delivered to customer and providing a solid foundation	<u>Q2</u> <ul style="list-style-type: none"> <li>PM resource to be appointed</li> </ul>	Green 	“Fix the Basics” incorporated many activities which are now being treated as individual projects, reported separately.  New lines for specific projects will be added to this report as necessary.
Digital Customer Journey			
Increase the digitisation of the customer journey	<ul style="list-style-type: none"> <li>n/a</li> </ul>	Green 	Activities no longer to be treated as a project but are part of the service area business as usual. This project line is to be removed for the next report.
Digital Members Journey			
Improve the Members experience as a customer	<ul style="list-style-type: none"> <li>n/a</li> </ul>	Green 	Activities no longer to be treated as a project but are part of the service area business as usual. This project line is to be removed for the next report.
Research & Feasibility Recommendations			
Provide insight for the future design of our service based on data and behavioural analysis Provide customer-centric services	<ul style="list-style-type: none"> <li>TBC</li> </ul>	Amber 	The council is currently reviewing the priority of this programme against other initiatives. Programme may then require further clarity on its scope.
Councillor Portal*			
*New project to this report. Awaiting final confirmation of inclusion of agreed project reporting.	<ul style="list-style-type: none"> <li>No timelines as yet, may need to move back to 22/23 due to capacity and resourcing, will review in Q3</li> </ul>	Amber 	None.
Telephony Solution*			
*New project to this report. Awaiting final confirmation of inclusion of agreed project reporting.	<ul style="list-style-type: none"> <li>TBC</li> </ul>	Amber 	Proposal form to be sent to PMO. Project Manager resource to be agreed ongoing. Soft market testing continues. Requirements finalised in preparation for tender. Project Manager resource to be agreed ongoing.


Service Area: Revenue & Benefits		Lead Officer: Rob Pavey	
Underclaimed Benefits Campaign*			
Goal	Aspirational milestones	Status	Progress
*New project to this report. Awaiting final confirmation of inclusion of agreed project reporting.	<u>Q2</u> <ul style="list-style-type: none"> <li>Targeted action will take place once Covid restrictions have been lifted and joint activity planned with the Community Hub partners. To be completed by 30th September 2021.</li> </ul>	Green 	Data extracted on cases around Pension Credit shortfall.





Service Area: People		Lead Officer: Paula Maginnis	
<b>High Performing and Flexible Workforce</b>			
Goal	Aspirational milestones	Status	Progress
Creating a culture of collaboration, innovation and creativity	<u>Q4</u> <ul style="list-style-type: none"> <li>All 3 stages have been designed but waiting for this to go to leadership team so they can decide the route they wish to take. Current roll out mapped for Q4 2021</li> </ul>	Green ↑	Inspiring Great Performance tool has been refined. Leadership guidance will now be designed. We are ready to pilot this from May 2021 to gain feedback from the organisation.
<b>Attracting, On Boarding and retaining the best talent</b>			
Creating a strong people brand that is inspiring and motivating harnessing technology and social media platforms	<u>Q2</u> <ul style="list-style-type: none"> <li>Phase 2 iRecruit designed. Private medical salary sacrifice scheme for all employees is still being looked into with decision being made due to numbers of employees who have expressed and interest.</li> </ul>	Green ↔	Phase 2 iRecruit phase 2 and 3 designed and currently in build/test phase this will include the following modules - full digital automation, contracts, forms and onboarding. New starter guide designed and will be issued to new starters as on the 5th of July 2021. Piloted this with select new starters who have all provided good feedback. Delay to fully automated system going live due to Midland upgrading their systems, new full launch date revised at February 2022.
<b>Engagement and Wellbeing</b>			
Creating a working environment where employees wellbeing is an integral part, and organisational decisions take into account the impact on employees.	<u>Q3</u> <ul style="list-style-type: none"> <li>Mental health first aiders training in September 2021</li> </ul>	Green ↔	Looking at more dates for further cohorts. Over 1/10 mental health trainees achieved with quarterly mental health networking events starting to take place from March 2021.
<b>Internal Policy and Process improvement</b>			
Continuous improvement of the council's people management policies, processes and procedures and function	<ul style="list-style-type: none"> <li>n/a</li> </ul>	Green ↑	These activities are part of BAU service improvements and are not to be treated as a project. This reporting line is to be removed from this report.
<b>Developing Our Skills and Behaviours</b>			
Develop a core set of leadership and management competencies which underpin the skills, qualities and behaviours of EFDC future leader vision.	<u>Q4</u> <ul style="list-style-type: none"> <li>Leadership management development plan launch date 24th June 2021.</li> </ul>	Green ↔	The full learning cycle / strategy and offering for the organisation is complete (Learning Tree). We are now starting the organisational engagement sessions with each level of leadership in the organisation regarding the MDP. Development and project scope for launching the new iLearn management system still on track for phased launch by end of FY21-22 Q2.



<b>Collaboration Tool*</b>			
*New project to this report. Awaiting final confirmation of inclusion of agreed project reporting.	<u>Q2</u> <ul style="list-style-type: none"> <li>Internal comms strategy incorporates collaboration tool. Internal comms strategy developed and is with exec team in final draft format. Expecting full sign off by end of July 2021</li> </ul>	Green 	Collaboration project brief has been designed and discovery stage will start in Q2. Scoping document of requirements will be produced by end of Q2 allowing us to have insight on how/what/when we move this forward.
<b>Local skills and opportunities</b>			
To maximise work and training opportunities to lessen the negative impact of COVID19	<ul style="list-style-type: none"> <li>TBC</li> </ul>	Green 	Q1 update not available at time of this report.




Service Area: ICT		Lead Officer: Maryvonne Hassall	
<b>Flexible and Remote Working</b>			
Enable employees to work flexibly and remotely	<ul style="list-style-type: none"> <li>n/a</li> </ul>	Blue 	Activities to facilitate home working all complete. Future initiatives may be required, but will be treated as separate, new projects.
<b>Mobile Phone Review</b>			
Reduce mobile phone ownership and usage	<u>Q2</u> <ul style="list-style-type: none"> <li>Mobile phone policy 19th July.</li> </ul> <u>Q4</u> <ul style="list-style-type: none"> <li>Reduction in overall numbers of phones. Project end date Mar 2022.</li> </ul>	Green 	Initial stage complete. New contract in place, new tariffs implemented. Saving of £68K realised. Now moving to phase 2.
<b>Infrastructure Review</b>			
Refresh our disaster recovery capability and improve network resilience	<u>Q2</u> <ul style="list-style-type: none"> <li>Gov Roam implementation and Public Wifi available in Civic building</li> </ul>	Green 	Work to complete final stages was delayed due to other priorities and not needed due to moving back of public opening of building. Reaching out to supplier for assistance to implement final stages.
<b>Business Application Review</b>			
Understand all applications Identify unsupported ones Implement supplier mgt Decommission out of date / used systems Move applications to SaaS Blueprint for future applications	<ul style="list-style-type: none"> <li>n/a</li> </ul>	Blue 	Review complete. Detailed 'as is' and 'to be' modelling, with roadmap now produced.
<b>Move to Cloud*</b>			
*New project to this report. Awaiting final confirmation of inclusion of agreed project reporting.	<u>Q2</u> <ul style="list-style-type: none"> <li>Partner selected for migration project.</li> </ul>	Green 	Project in initial stages. Cloud readiness assessment completed with Microsoft and initial costing work completed. Currently starting process to procure a partner to assist with migration. Using other councils in Essex on line partnership to assist.




Accommodation			
Lead Officer: Charlotte Graham			
Civic Offices Refurbishment			
Goal	Aspirational milestones	Status	Progress
Accommodation Strategy: programme A range of projects to improve the design & development of the Councils buildings & assets and the way in which employees work 1. Refurbishment works 2. Infrastructure and Technology 3. Travel Plan 4. Furniture, fixtures and fittings 5. Change & Ways of Working 6. Partners and Commercial opportunities 7. Customer Service Workstream	Please refer to separate Accommodation update paper.	Amber 	Please refer to separate Accommodation update paper.


Service Area: Housing & Property		Lead Officer: Deborah Fenton	
Council Housebuilding			
Goal	Aspirational milestones	Status	Progress
To deliver the Council housebuilding programme	<ul style="list-style-type: none"> <li>n/a (schedule shared with CHBCC)</li> </ul>	Green 	Two schemes are slightly over budget however capex has been taken from the s106 pot to mitigate this. Project reports in to CHBCC and will be removed from this report.
Housing and Asset Management System			
Replacement of a legacy system that has reached end of life. Replacing manual processes and spreadsheet and enabling agile and mobile working. Improve the management information and improve analytics to identify improvements.	<u>Q2</u> <ul style="list-style-type: none"> <li>Contracts to be signed and project implementation plan finalized</li> </ul>	Green 	Tender exercise completed. Paper has gone to cabinet and been agreed
Sheltered Housing Review			
The goal is to ensure that we deliver accommodation that meets our older tenants' housing needs while making the best use of our housing stock.	<ul style="list-style-type: none"> <li>n/a</li> </ul>	Green 	This activity is to be combined with the Council Housebuilding project. This reporting line will be removed.
Telecare offering			
Cessation of the delivery of Telecare and move to ECC country-wide care provision of technology service for telecare and assistive technology delivery.	<ul style="list-style-type: none"> <li>n/a</li> </ul>	Blue 	Milestones complete, project closed.



Service Area: PP & Implementation		Lead Officer: Nigel Richardson	
Climate Action Plan			
Goal	Aspirational milestones	Status	Progress
To be an enabler for achieving climate change ambitions of the Council of being carbon neutral by 2030 and to ensure impacts of growth in the District are mitigated.	<u>Q2</u> <ul style="list-style-type: none"> <li>Pre-Consultation engagement. From June to mid-August with the purpose of refine the consultation materials and events, understanding key issues, widening our network of contacts in the community to allow for wider engagement with the consultation and climate change in general.</li> </ul>	Amber 	The main consultation period has been moved from June to September to allow for more face to face engagement activities following the anticipated lifting of Covid restrictions. The period will also avoid school holidays and other Local Plan and ECC consultations on travel. Return to a green will depend on when the Climate Change Action Plan is approved by Cabinet. This is expected to be in February
Green Infrastructure Strategy			
Establish strategy and policies relating to Green and Blue infrastructure, the protection of ecological assets and high-quality design.	<u>Q2</u> <ul style="list-style-type: none"> <li>Woodland Trust to be consulted to discuss the implementation of key projects and wider initiatives set out in the GIS. Draft paper has been developed for the implementation of the Roding Valley Recreation Ground and Theydon Bois to Loughton/Debden Public Rights of Way Network. Officers are in the process of preparing a project proposal for the creation of Suitable Alternative Natural Greenspace (SANG) at North Weald Bassett. It is anticipated that this will be drafted during July 2021. Currently bidding for a cohort from Public Practice to lead on the GIS. Await to hear if successful (July 2021) for a Sept/Oct start.</li> </ul>	Amber 	Woodland Trust meeting with relevant officers on 1 July 2021. The draft paper is currently being reviewed by officers to ensure that a co-ordinated approach is being taken across the Council prior to presentation at a briefing of the Council's Cabinet (date to be confirmed) . A site visit is also being organised for officers from Natural England to provide a context to the proposals recognising that they will be engaged in the detailed development of the proposals. This is an on-going strategy of numerous projects predominantly funded by developer contributions on the back of planning permissions. Likelihood therefore that this remains on Amber.

<b>Local Plan</b>			
Deliver Local Plan	<u>Q2</u> <ul style="list-style-type: none"> <li>Main Modifications are changes to the published Local Plan Submission Version (2017) which are required to remedy issues of soundness. Consultation process begins on 8 July 2021 for 10 weeks. Following the consultation, the Council will forward all representations to the Planning Inspector for her consideration. The Council is also required to consider the responses to each MM and provide a summary Council response per MM.</li> </ul>	Amber 	Cabinet briefing as to the process and content of the MM's consultation took place on 18-06-21 followed by All Member briefing on 28-06-21. Local Council Liaison Cttee briefing on 8 July 2021. Return to Green: dependant on the Planning Inspector but anticipate Dec 2021.
<b>Travel Local</b>			
To provide local travel options for more distant villages and towns off the underground route and thereby support local training, employment and shopping, To deliver an attractive and cost-effective replacement for EFDC/ECC-subsidised route 87 bus  Provide key workers with alternatives mode of transport	<ul style="list-style-type: none"> <li>TBC</li> </ul>	Green 	Q1 update was not available at the time of this report.
<b>Local Enforcement Plan*</b>			
*New project to this report. Awaiting final confirmation of inclusion of agreed project reporting.	<u>Q2</u> <ul style="list-style-type: none"> <li>Adoption of the Local Enforcement Plan, pending agreed amendments, by the Portfolio Holder for Planning and Sustainability July 2021.</li> </ul>	Green 	Consultation underway on revised Local Enforcement Plan, which was first adopted in 2013 and amended in 2018, following its reporting to Stronger Place Select Cttee on 29 March 2021. Consultation ends end of June 2021. Return to Green: July 2021





Interim Air Pollution Mitigation Strategy*			
<p>*New project to this report. Awaiting final confirmation of inclusion of agreed project reporting.</p>	<ul style="list-style-type: none"> <li>• Interim Air Pollution Mitigation Strategy adopted by Full Council on 8 February 2021 with requirement for a cross party Portfolio Holder Advisory Group to be set up to help deliver the Interim APMS and work with officers to identify where further initiatives not identified in the APMS could be brought forward to advance Air Quality Improvements with the objective of removing the need to introduce a Clean Air Zone (CAZ). Actions from PAG Meeting in June:</li> <li>• Liaison with Essex CC/TFI to potentially introduce Bus routes in the forest, and dynamic signage re air quality and idling vehicles at forest boundaries.</li> <li>• Stephen Lloyd Jones to be invited to group to provide support on the development and implementation of Sustainable Transport initiatives.</li> <li>• EFDC commitment to give free car parking for electric vehicles in Council-owned car parks – timeline and costs to be provided- City of London (CoL) to consider adoption for Forest car parks , recognising that this would require committee approval and potentially a change to Forest Bylaws</li> <li>• Identify opportunities to undertake some interim monitoring of the Vehicle Fleet Mix before 2024 to provide an understanding of progress towards the targets for 2024. In addition clarification to be sought from AECOM as to whether smaller petrol vehicles emit less ammonia from catalytic convertors</li> <li>• Officers to respond to the request for EFDC and the CoL to work together to reduce impact on the forests: what could be done,</li> </ul>	<p>Amber</p> 	<p>An update on these actions to be undertaken and fed back to the next PAG meeting to be held in September 2021.</p>

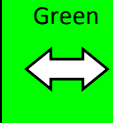
	<p>what has been the impact of Covid on vehicle movements; interrelationship with climate change; lower speed limits in forest; time over distance Cameras; consideration of displacement of traffic on wider air quality; links with Forest Transport Strategy.</p> <ul style="list-style-type: none"><li>• All to suggest ideas over and above those identified in the APMS to reduce air pollution.</li><li>• Provide an update on progress in establishing the Officer Technical Group for developing the CAZ and on the Council's proposed awareness raising as set out in the APMS. To note: EFDC officers are meeting to bring together a joint approach to raising awareness with local residents and businesses as to what they can do to meet the Air Pollution and Climate Change challenges. Work is also commencing on establishing the Officer Technical Group for the CAZ.</li></ul>		
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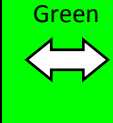
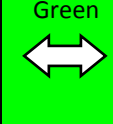
Service Area: Digital Planning Improvements		Lead Officer: Nigel Richardson	
Back Office System (Digital Planning Process Improvement & Digital Solution)			
Goal	Aspirational milestones	Status	Progress
<p>Deliver a digital solution and improve processes within planning department. Providing the Development Management Service with a single digital workspace to complete all tasks relating (enforcement, trees, conservation, applications, appeals, pre-application advice) and for customers to interact with us and for up to date information to be available to our customer services team and other parties regarding the DM function.</p>	<p><u>Q3</u></p> <ul style="list-style-type: none"> <li>Go Live</li> </ul>	<p>Amber</p> 	<p>Arcus PM left at short notice and new PM taken over. However, she is likely to be on maternity leave before the project ends so a 3rd PM will be assigned. Not ideal but should be towards the end of the project and not cause any major issues.</p> <p>Configuration workshops completed for Officer Reports, Decisions, Consultation and Data Migration.</p> <p>Forthcoming workshops will cover GIS integration, Communications, Appeals &amp; Enforcements and TPOs.</p> <p>ICT Officers have received their Sys Admin Training.</p> <p>Configuration data/documents being populated with EFDC requirements. EFDC Sys Admin will begin to build the EFDC system from July.</p> <p>Iterative process of Workshop &gt; EFDC Config &gt; Arcus Build &gt; EFDC Test will continue during rest of project.</p> <p>First batch of system testing after initial config load by Arcus has been undertaken. Mostly ok. A few minor issues raised which Arcus will fix and then EFDC will re-test.</p> <p>Arcus have began to build the Public Register and Digital Service Hub for EFDC.</p> <p>Integration with the test sites of the Planning Portal for Planning &amp; Building Control have been successfully tested.</p>

Service Area: Economic Development		Lead Officer: John Houston	
Digital Support Platform for Business (Digital Enablement and Gateway)			
Goal	Aspirational milestones	Status	Progress
<p>An externally provided platform for 'Place' that will re-imagine Epping Forest District as a great location to live, work and do business.</p> <p>Platform for;</p> <ol style="list-style-type: none"> <li>1. On-line information</li> <li>2. On-line business building</li> <li>3. On-line trading programme</li> <li>4. On-line community building</li> <li>5. On-line transaction and settlement</li> <li>6. On-line bookings</li> <li>7. On-line info. re. employment and skills</li> </ol>	<p><u>Q1</u></p> <ul style="list-style-type: none"> <li>• Click it local has been launched (March 2021). Loyal Free has been purchased as of (June 2021). New monthly business e-newsletter launched in March 2021 (2000+ business recipients).</li> </ul>	<p>Amber</p> 	<p>Numbers of shops participating in Clck it local is increasing and significant marketing work has been undertaken by the council and Click It local to increase awareness. Work is ongoing with the new Loyal Free app to include a launch and significant business involvement in July. E-newsletter is being produced monthly direct to inboxes promoting available business grants and new products and information from the council. Digital data project on footfall is being prepared to enhance intelligence on towns centres. A pilot project called 'how busy is Epping' is approaching launch giving shoppers live information on busy parts of the town to increase confidence to return.</p>
New Business Support Packages (Business Zone)			
<p>To create a business zone that will provide;</p> <ul style="list-style-type: none"> <li>- A substantial range of employment opportunities for people of all ages</li> <li>- facilities for business start-ups and sole entrepreneurs</li> <li>- Opportunities for companies involved in distribution and light industry</li> </ul>	<ul style="list-style-type: none"> <li>• TBC</li> </ul>	<p>Amber</p> 	<p>Officers are leading discussions with neighbouring councils on new programmes to support businesses in the hospitality and visitor sector. Officers are also working with new city college to ensure effective skills provision to employees and businesses. And enhancing marketing connections between Visit Epping Forest website and businesses on high streets.</p>



<b>Town Centre Regeneration</b>			
To create vibrant high streets and town centres of the future across Epping Forest District	<u>Q1</u> All 6 town centre regeneration reports have now been approved by cabinet.	Green 	Work on physical improvements has been undertaken in most town centres. A detailed action plan capturing all recommendations short, medium and longer term will be produced over the next two weeks. This project will be facilitated by an interdepartmental group.
Feasibility study which sets out opportunities and remedies for barriers in relation to High Streets in Waltham Abbey, Ongar, Loughton, Buckhurst Hill, and Epping			
<b>District Prospectus for Inward Investment*</b>			
*New project to this report. Awaiting final confirmation of inclusion of agreed project reporting.	<u>Q1</u> Consultants (Puttock Brown) have been appointed to design a new inward investment site called Invest Epping Forest.	Green 	Sites structure agreed, content being produced. Links with other regional investment websites being made. External businesses being contacted for participation/testimonials. Target launch date is end of July.
<b>District Financial Aid to Business*</b>			
*New project to this report. Awaiting final confirmation of inclusion of agreed project reporting.	<u>Q2</u> Finance and Economic Development are working together to deliver direct grants to local businesses and administer other grant streams	Amber 	Essex Business Adaptions Grant has now reached £250k spend, which exhausts the first allocation of funding. The second allocation of £170k officers are working on with increasing social media activity and direct leafleting of businesses. The termination date for the scheme has been extended Essex wide. A follow up scheme is being proposed by ECC in consultation with EFDC officers. It has been requested that the maximum award be increased to £5000 per applicant, the end date be rolled to March and maximum flexibility be allowed at a district level.
<b>Digital Placemaking (Digital Innovation Zone / Infrastructure / Common Asset Register / Business Database / LFFN)*</b>			
*New project to this report. Awaiting final confirmation of inclusion of agreed project reporting.	Digital innovation zone has increased subscribing membership and launched special interest groups on town centres and digital exclusion. The LFFN project is nearing completion. Work on superfast project and rural challenge project continues.	Green 	A business intern has come into post with three months to work on growing the business database. The DIZ has been invited to participate in a nationally driven project around producing national common asset registers.

Commercial Letting 2 <sup>nd</sup> Flr & 323*			
*New project to this report. Awaiting final confirmation of inclusion of agreed project reporting.	<ul style="list-style-type: none"> <li>TBC</li> </ul>	<p>Green</p> 	The second floor has been marketed to the private sector for 6 months. Officers are in detailed negotiations with a tenant for all of the second floor. It is hoped these can be brought to a successful conclusion within the next two weeks.

Service Area: Contract & Technical		Lead Officer: James Warrick	
<b>Waste Contract</b>			
Goal	Aspirational milestones	Status	Progress
To review the options for provision of waste, recycling collections and street cleansing services beyond the current contract term. It may be feasible to retender, enhance services or achieve efficiencies	<ul style="list-style-type: none"> <li>A Waste Management Contract Strategic Options report will be presented to Cabinet on 13th September. This will enable Cabinet to determine the next steps for the Waste Management Contract.</li> </ul>	<p>Green</p> 	Ricardo are in the process of finalising its analysis of costings and income data provided by Biffa. Ricardo are also utilising the resource information to re-model the projected 'industry-standard' costs which would be expected, to provide an indication of whether lower costs bids are a reasonable likelihood.
<b>Leisure Contract</b>			
To maintain service delivery and minimise financial losses to the Council due to COVID19	<ul style="list-style-type: none"> <li>EFDC are up to date with COVID related financial support to Places Leisure. This is reconciled on month by month basis.</li> </ul>	<p>Green</p> 	The government delay on lifting COVID restrictions means that the leisure facilities still have to operate on limited capacity. However usage and income are higher than anticipated and EFDC should no longer require any further COVID support payments but the management fee that EFDC receives is likely to be considerably lower than pre-pandemic.

### 3. Quarterly KPI Reporting

*Some Q1 data not available for reporting deadline. Any updates will be provided verbally in committee session.*

<b>Stronger Communities KPIs</b>				
<b>Key Performance Indicator</b>	<b>21/22</b>	<b>Actual</b>	<b>Target</b>	<b>Comments</b>
<b>Customer Services:</b> Overall Customer Satisfaction	Q1	-	-	Q1 data was not available at the time of this report
	Q2			
	Q3			
	Q4			
<b>Customer Services:</b> First Point Resolution	Q1	-	-	Q1 data was not available at the time of this report
	Q2			
	Q3			
	Q4			
<b>Customer Services:</b> Complaints resolved within SLA	Q1	-	-	Q1 data was not available at the time of this report
	Q2			
	Q3			
	Q4			
<b>Community Health and Wellbeing:</b> No of homelessness approaches	Q1	33	n/a	No targets – information only
	Q2		n/a	
	Q3		n/a	
	Q4		n/a	
<b>Community Health and Wellbeing:</b> No of households in TA	Q1	107	100	
	Q2			
	Q3			
	Q4			

<b>Community Health and Wellbeing:</b>	<b>21/22</b>	<b>Actual</b>	<b>Target</b>	<b>Comments</b>
Major works voids average time	Q1	-	-	Q1 data was not available at the time of this report
	Q2			
	Q3			
	Q4			
<b>Community Health and Wellbeing:</b> Total remote users including; web and social media figures across the Community, Culture and Wellbeing service area	Q1	169,040	200,000	
	Q2			
	Q3			
	Q4			
<b>Community Health and Wellbeing:</b> Total visits in person to Epping Forest District Museums including; school outreach and loan box service	Q1	3034	2250	
	Q2			
	Q3			
	Q4			
<b>Community Health and Wellbeing:</b> Engagement in community, physical or cultural activity	Q1	4569	1750	
	Q2			
	Q3			
	Q4			
<b>Community Health and Wellbeing:</b> No of families in B&B accommodation for 6 weeks+	Q1	0	0	
	Q2			
	Q3			
	Q4			

<b>Contracts:</b>	<b>21/22</b>	<b>Actual</b>	<b>Target</b>	<b>Comments</b>
% change of leisure centre attendees from previous years quarter: Gym visits	Q1	Epping: -55% Loughton: +34% Ongar: -60% Waltham Abbey: -58%	n/a	The percentage change was calculated comparing 2019 figures to 2021 considering gyms were closed for all of Q1 in 2020.
	Q2			
	Q3			
	Q4			
<b>Contracts:</b> % change of leisure centre attendees from previous years quarter: Casual swimming	Q1	Epping: n/a Loughton: 10% Ongar: 103%+ Waltham Abbey: -24%	n/a	The percentage change was calculated comparing 2019 figures to 2021 considering gyms were closed for all Q1 in 2020.
	Q2			
	Q3			
	Q4			
<b>Contracts:</b> Club Live membership	Q1	Epping: 1096 Loughton: 6018 Ongar: 1740 Waltham Abbey: 3648	n/a	*Official figures to be released 10/07, numbers shown are estimates. Capacity of gym reduced to 55 people at Epping, 25 at Ongar, 55 in Waltham, 67 in Loughton.
	Q2			
	Q3			
	Q4			

<b>Stronger Places KPIs</b>				
<b>Contracts Waste:</b>	<b>21/22</b>	<b>Actual</b>	<b>Target</b>	<b>Comments</b>
Increase in recycling	Q1	59.630%	60%	Estimated figure not confirmed by the Waste Disposal Authority at this time
	Q2			
	Q3			
	Q4			
<b>Contracts Waste:</b> Reduction in household waste	Q1	0.107kg/household	0.100kg/household	Estimated figure but not confirmed by the Waste Disposal Authority
	Q2		0.100kg/household	Estimated figure but not confirmed by the Waste Disposal Authority
	Q3		0.100kg/household	
	Q4		0.100kg/household	
<b>Housing Management</b> Rent Arrears	Q1	1.58%	<1.55%	
	Q2			
	Q3			
	Q4			
<b>Planning and Development:</b> Percentage of applications determined within agreed timelines: Major	Q1	-	-	Q1 data was not available at the time of this report
	Q2			
	Q3			
	Q4			
<b>Planning and Development:</b> Percentage of applications determined within agreed timelines: Minor	Q1	-	-	Q1 data was not available at the time of this report
	Q2			
	Q3			
	Q4			
<b>Planning and Development:</b> Percentage of applications determined within agreed timelines: Other	Q1	-	-	Q1 data was not available at the time of this report
	Q2			
	Q3			
	Q4			
<b>Planning and Development:</b> Housing Delivery Test progress	Q1	-	-	Q1 data was not available at the time of this report
	Q2			
	Q3			
	Q4			

<b>Stronger Council KPIs</b>				
<b>Key Performance Indicator</b>	<b>21/22</b>	<b>Actual</b>	<b>Target</b>	<b>Comments</b>
<b>People:</b> Diversity & Inclusion – % of workforce by Ethnicity	Q1	-	-	Q1 data was not available at the time of this report
	Q2			
	Q3			
	Q4			
<b>People:</b> Diversity & Inclusion – % of workforce with Disability	Q1	-	-	Q1 data was not available at the time of this report
	Q2			
	Q3			
	Q4			
<b>People:</b> Staff Turnover %	Q1	-	-	Q1 data was not available at the time of this report
	Q2			
	Q3			
	Q4			
<b>People:</b> Sickness Absence – average number of days per employee	Q1	-	-	Q1 data was not available at the time of this report
	Q2			
	Q3			
	Q4			