

| 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 |

Additional Information: This indicator monitors the level of staff sickness absence across the authority, and supports the implementation of the Council's Managing Absence Policy. Quarterly targets and performance details for this indicator represent the cumulative total for the year to date.

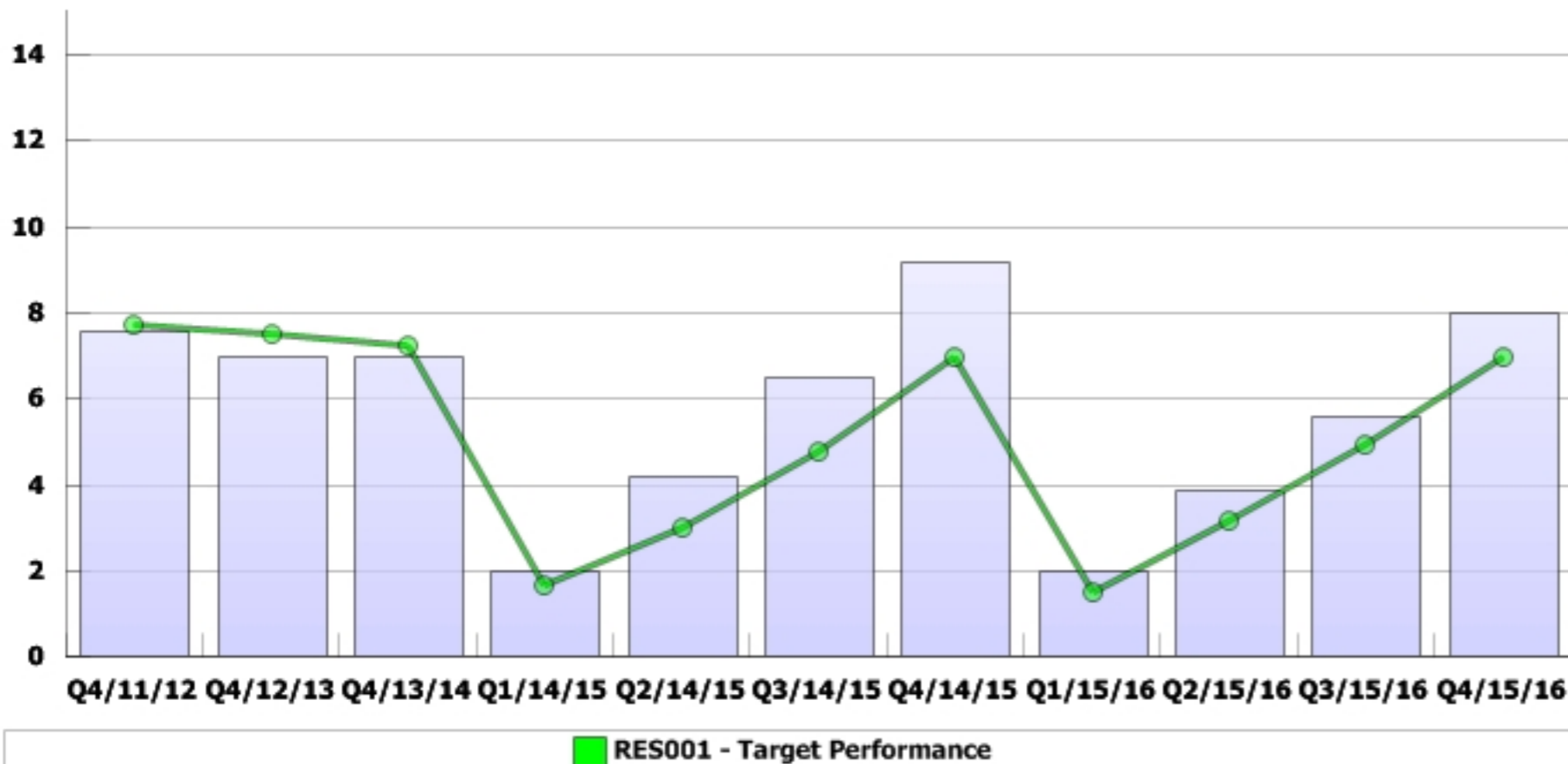
For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564042.

Current and previous quarters performance



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

No



| Quarter | Target | Actual |
|----------|--------|--------|
| Q4/15/16 | 7.00 | 7.99 |
| Q3/15/16 | 4.95 | 5.58 |
| Q2/15/16 | 3.20 | 3.88 |
| Q1/15/16 | 1.54 | 2.02 |
| Q4/14/15 | 7.00 | 9.20 |

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

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

↓ is the direction of improvement

Comment on current performance (including context):

(Q4 2015/16) Sickness absence continues to be above target in each quarter since Q1 2014/15. However, there has been an improvement on last years outturn figure of 1.2 days. The Council has not achieved the target for this Indicator for 2015/2016.

Corrective action proposed (if required):

(Q4 2015/16) The Improvement Plan states;

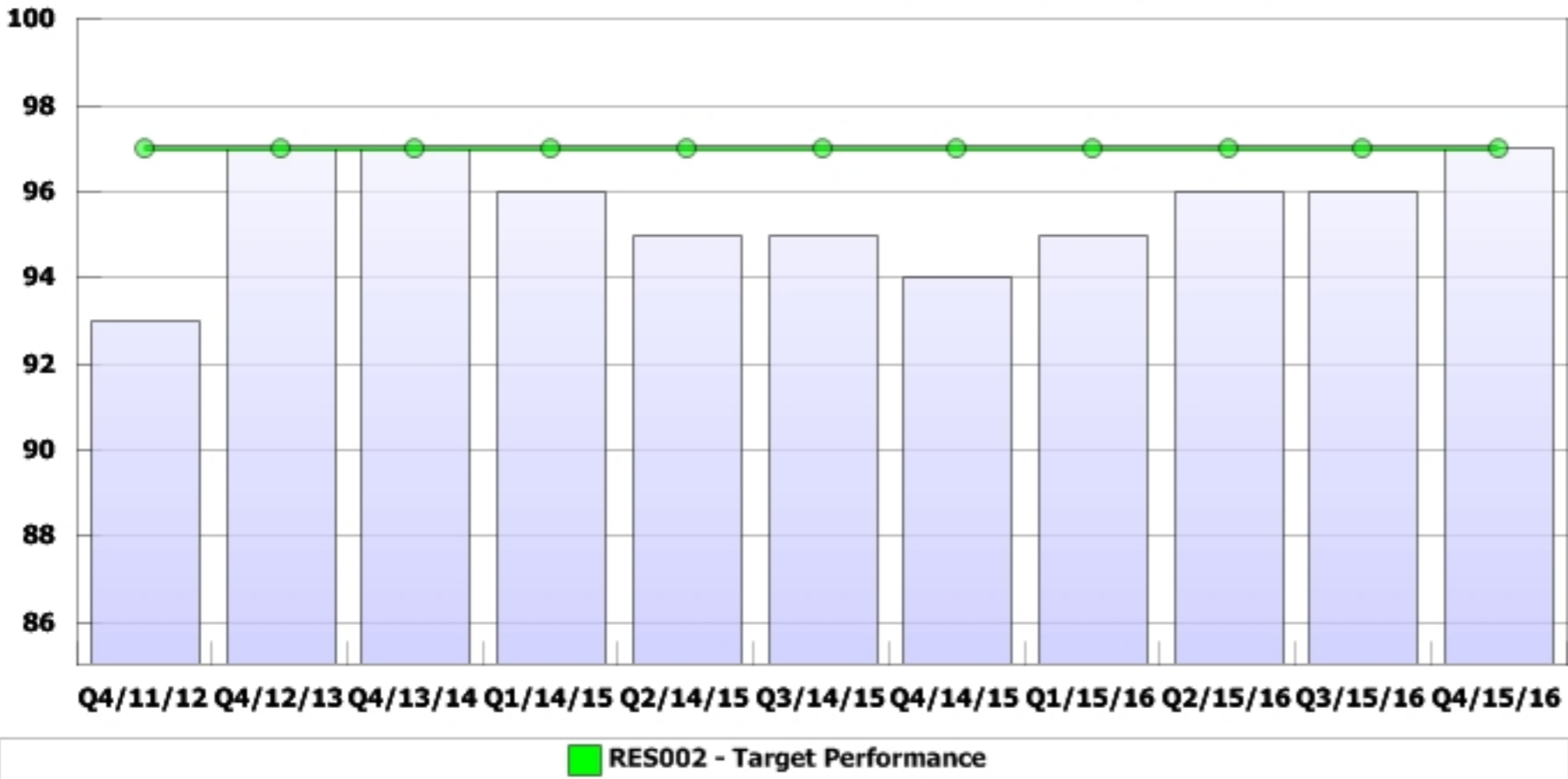
1. The Assistant Director (HR) will carry out further analysis on the increase in the number of days taken for mental health issues. Completed - A report was submitted to the Resources Select Committee in December 2015
2. HR will arrange mandatory workshops for managers to ensure that the Council's Managing Absence Policy is applied consistently and timely across the authority. In addition, managers will be encouraged to become proactive when managing absence. - Sessions are currently being piloted.
3. HR will arrange workshops for managers on mental health issues. The first Workshops were held on 15 December 2015 with further dates arranged for 16 and 17 February 2017. - Other dates have been arranged and there are a handful of managers left to attend
4. HR will work with Directors to produce the most useful management information regarding sickness absence. - Automated emails are sent to managers on a weekly basis showing employees who meet the trigger levels. A report to Assistant Director

RES002 What percentage of the invoices we received were paid within 30 days?

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

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

Current and previous quarters performance



| Quarter | Target | Actual | Status |
|----------|--------|--------|--------|
| Q4/15/16 | 97% | 97% | ✓ |
| Q3/15/16 | 97% | 96% | ✗ |
| Q2/15/16 | 97% | 96% | ✗ |
| Q1/15/16 | 97% | 95% | ✗ |
| Q4/14/15 | 97% | 94% | ✗ |

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

Indicator of good performance:
 A higher percentage is good

↑ is the direction of improvement

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

Yes

Comment on current performance (including context):

(Q4 2015/16) - Performance has improved further since quarter 3 and reached the target. All directorates performed well during February and March in particular. 76% of local supplier invoices were paid within 20 days a reduction of 1% on quarter 3.

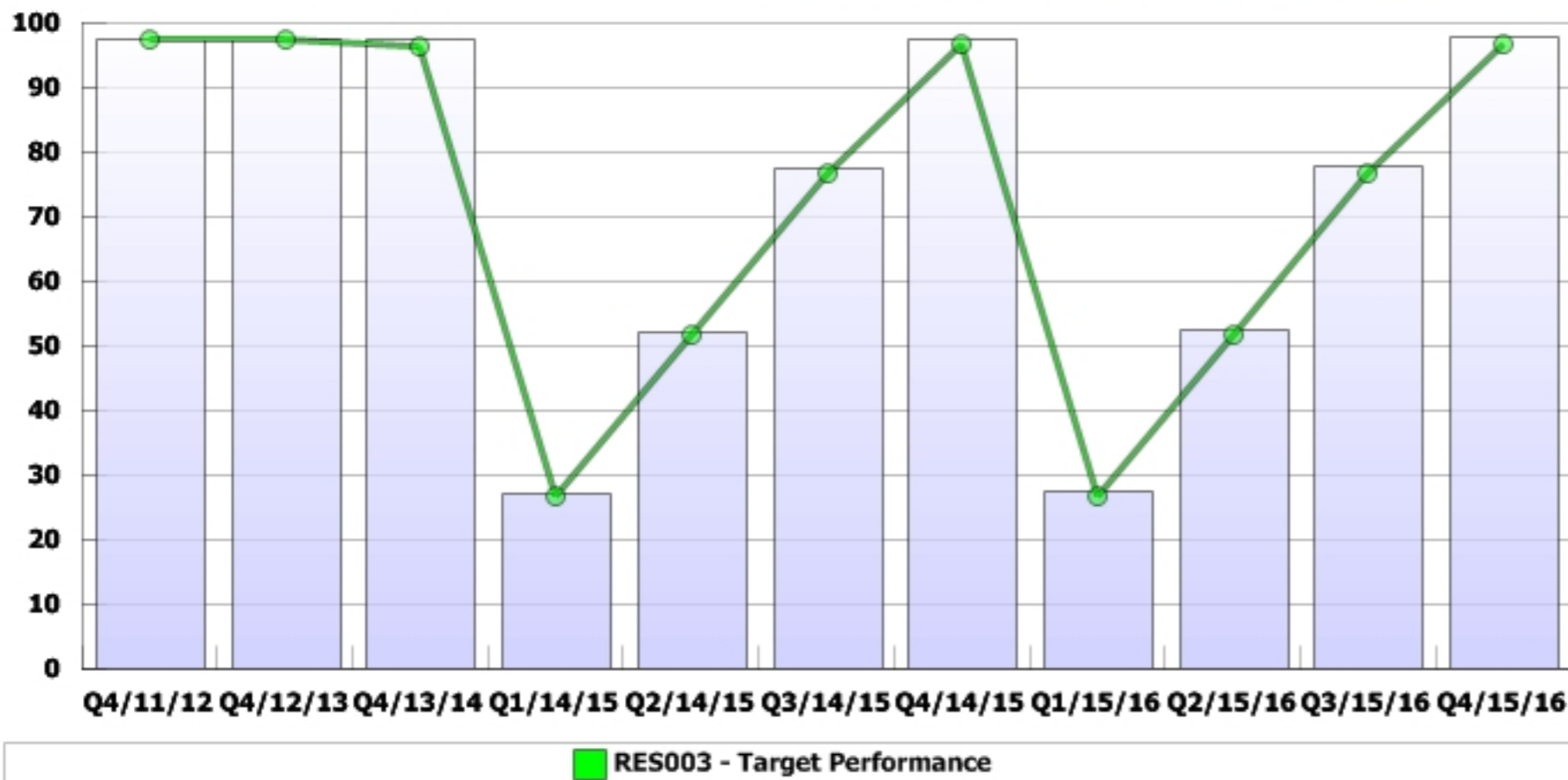
Corrective action proposed (if required):

(Q4 2015/16) - It is important to encourage prompt processing and where invoices are in dispute registering as such. In 2015/16 the target was not reached in any of the first three months however after that only January fell short with performance in quarter 3 and February and March being particularly good.

Additional Information: This indicator monitors the rate of collection of Council Tax. Quarterly targets and performance details for this indicator represent the cumulative total for the year to date.

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

Current and previous quarters performance



| Quarter | Target | Actual |
|----------|--------|--------|
| Q4/15/16 | 96.50% | 98.03% |
| Q3/15/16 | 77.00% | 77.91% |
| Q2/15/16 | 51.98% | 52.54% |
| Q1/15/16 | 27.10% | 27.56% |
| Q4/14/15 | 97.00% | 97.79% |



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

Indicator of good performance:
 A higher percentage is good

↑ is the direction of improvement

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

Yes




Comment on current performance (including context):

(Q4 2015/16) The collection performance for 2015/16 was 0.21% up on last year and around 1% above the target. The section reviewed some processes within its recovery action which meant that debtors were contacted earlier after falling into arrears and this has contributed to the improved performance.

Corrective action proposed (if required):

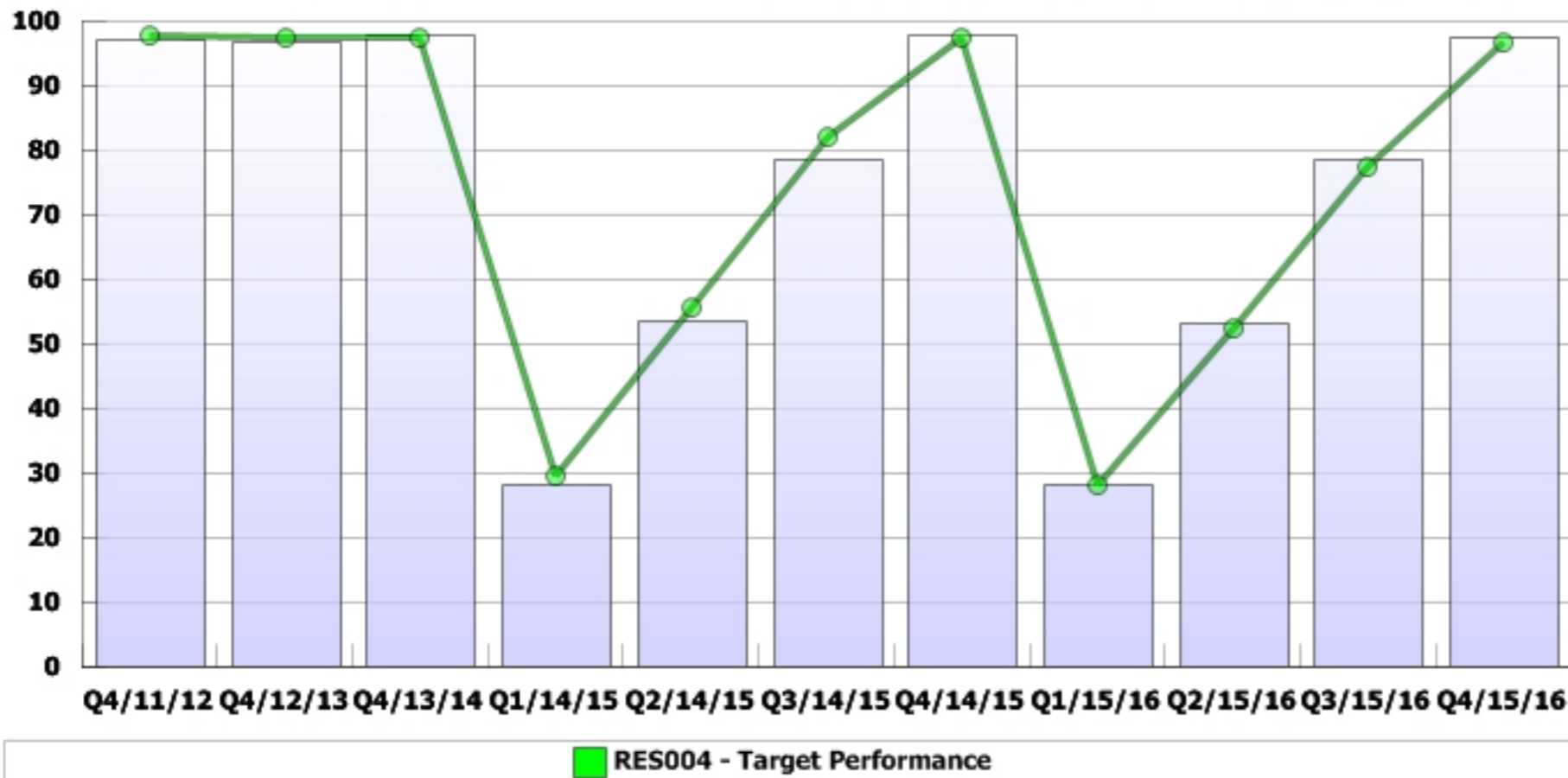
(Q4 2015/16) Collection and recovery procedures are in place for outstanding debts.

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

Additional Information: This indicator monitors the rate of collection of National Non-Domestic rates. Quarterly targets and performance details for this indicator represent the cumulative total for the year to date.

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

Current and previous quarters performance



| Quarter | Target | Actual |
|----------|--------|--------|
| Q4/15/16 | 97.20% | 97.84% |
| Q3/15/16 | 78.09% | 78.78% |
| Q2/15/16 | 53.04% | 53.54% |
| Q1/15/16 | 28.38% | 28.52% |
| Q4/14/15 | 97.70% | 97.86% |



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

Indicator of good performance:
 A higher percentage is good

↑ is the direction of improvement

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

Yes



Comment on current performance (including context):

(Q4 2015/16) The collection performance is around the same stage as last year and 0.64% above target. There has been a long delay at the Valuation Office Agency which prevented a significant assessment being billed before 31st March 2016, which if collected would have shown an overall improvement in performance of around 0.25%.

Corrective action proposed (if required):

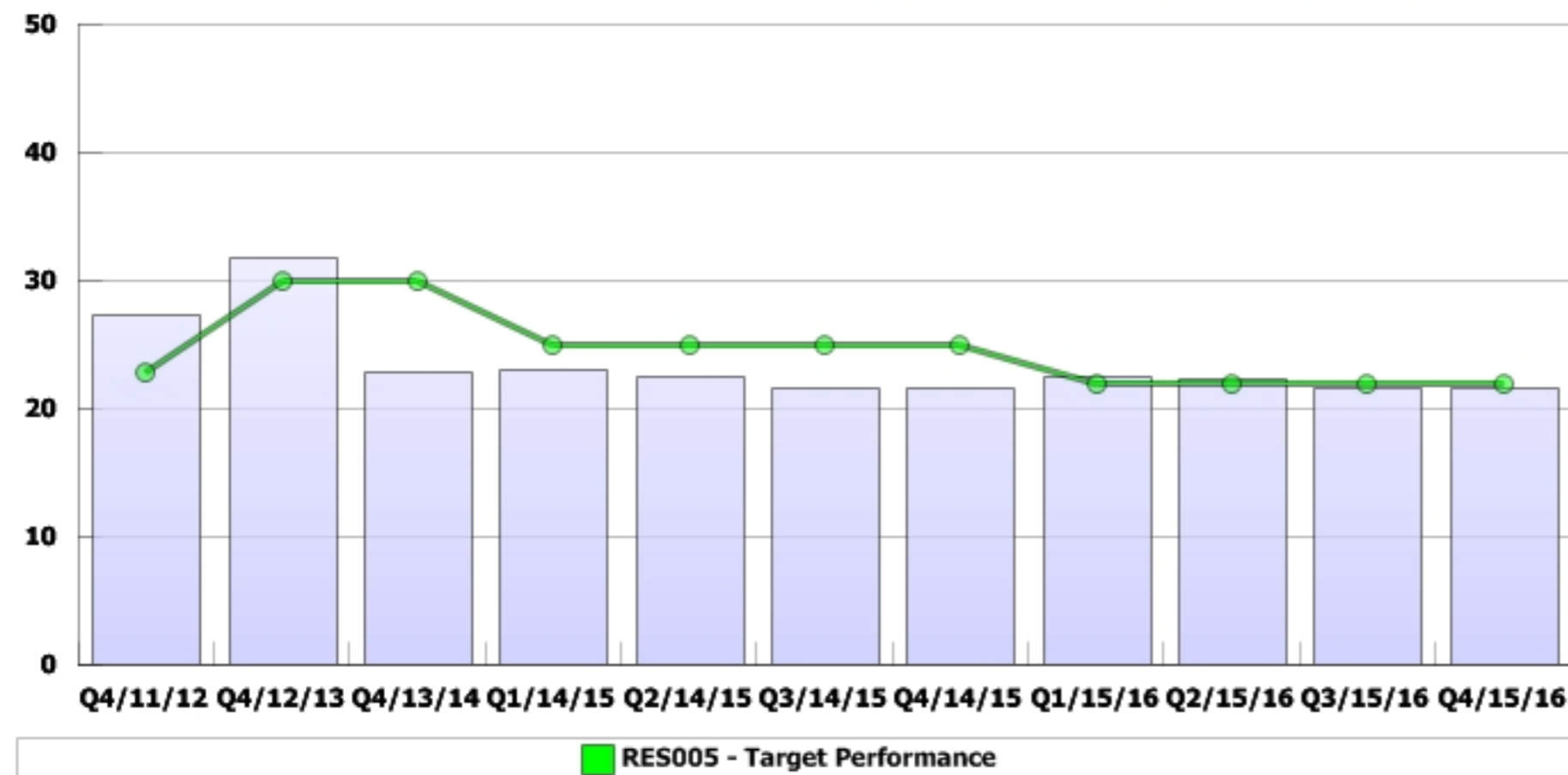
(Q4 2015/16) The Council is taking recovery action to collect the outstanding debts.

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

Additional Information: This indicator monitors the administration of Housing and Council Tax Benefit. Targets and performance are measured in days.

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

Current and previous quarters performance



| Quarter | Target | Actual | Status |
|----------|--------|--------|--------|
| Q4/15/16 | 22.00 | 21.76 | ✓ |
| Q3/15/16 | 22.00 | 21.78 | ✓ |
| Q2/15/16 | 22.00 | 22.36 | ✗ |
| Q1/15/16 | 22.00 | 22.56 | ✗ |
| Q4/14/15 | 25.00 | 21.74 | ✓ |

Annual 2015/16 - 22.00 days
 Target: 2014/15 - 25.00 days
 Indicator of good performance:
 A lower number of days is good

↓ is the direction of improvement

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

Comment on current performance (including context):

(Q4 2015/16) - The annual target was met in Q4

Corrective action proposed (if required):

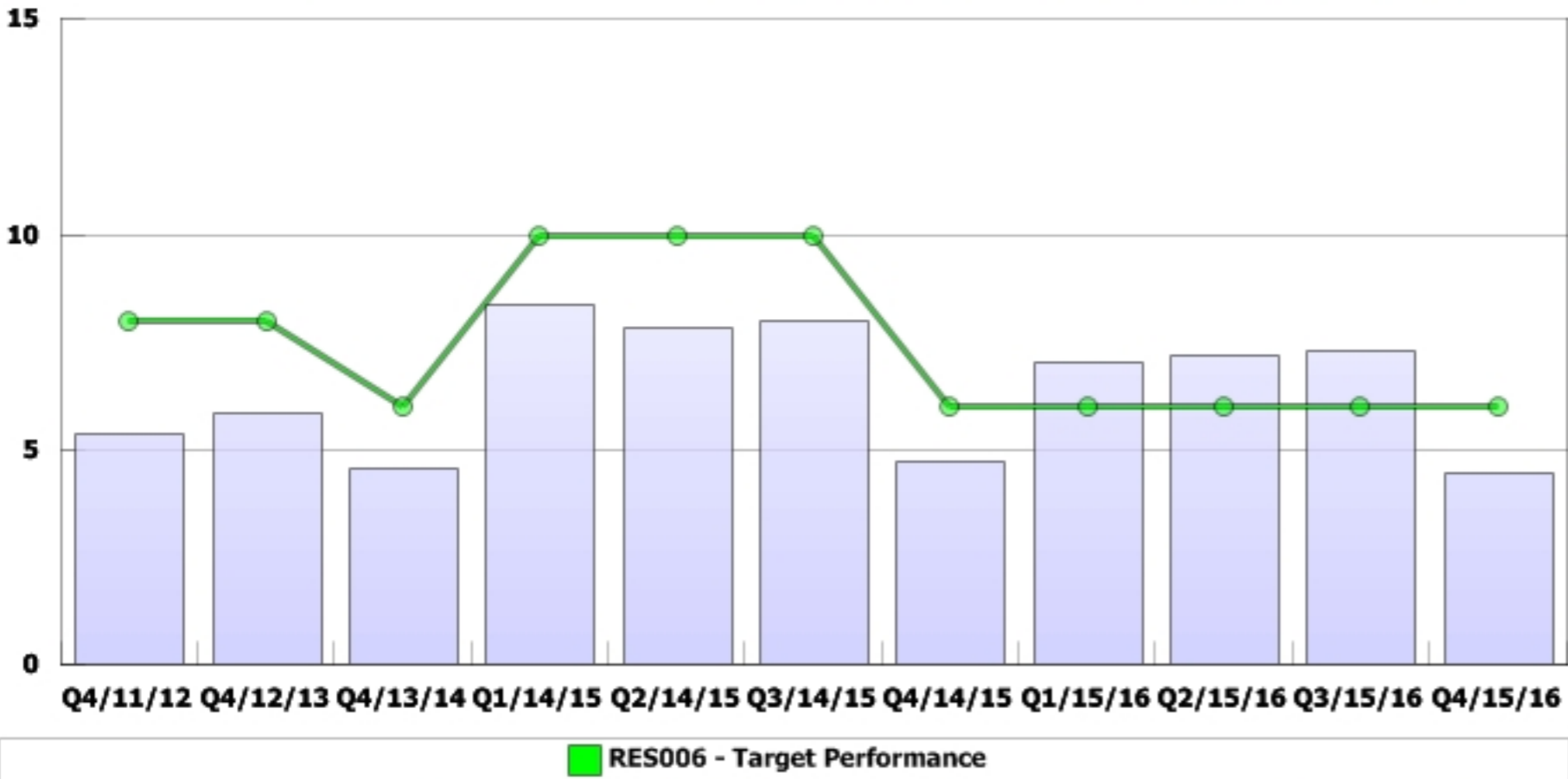
(Q4 2015/16) - Performance is monitored on a weekly basis and improvements to processes are made when appropriate.

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

Additional Information: This indicator monitors the administration of Housing and Council Tax Benefit. Targets and performance are measured in days.

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

Current and previous quarters performance



| Quarter | Target | Actual | Status |
|----------|--------|--------|--------|
| Q4/15/16 | 6.00 | 4.47 | ✓ |
| Q3/15/16 | 10.00 | 7.29 | ✓ |
| Q2/15/16 | 10.00 | 7.19 | ✓ |
| Q1/15/16 | 10.00 | 7.03 | ✓ |
| Q4/14/15 | 6.00 | 4.74 | ✓ |

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

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

↓ is the direction of improvement

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

Yes

Comment on current performance (including context):

(Q4 2015/16) - Performance targets met on Q4.

Corrective action proposed (if required):

(Q4 2015/16) - Performance is monitored on a weekly basis and improvements to processes are made when appropriate.

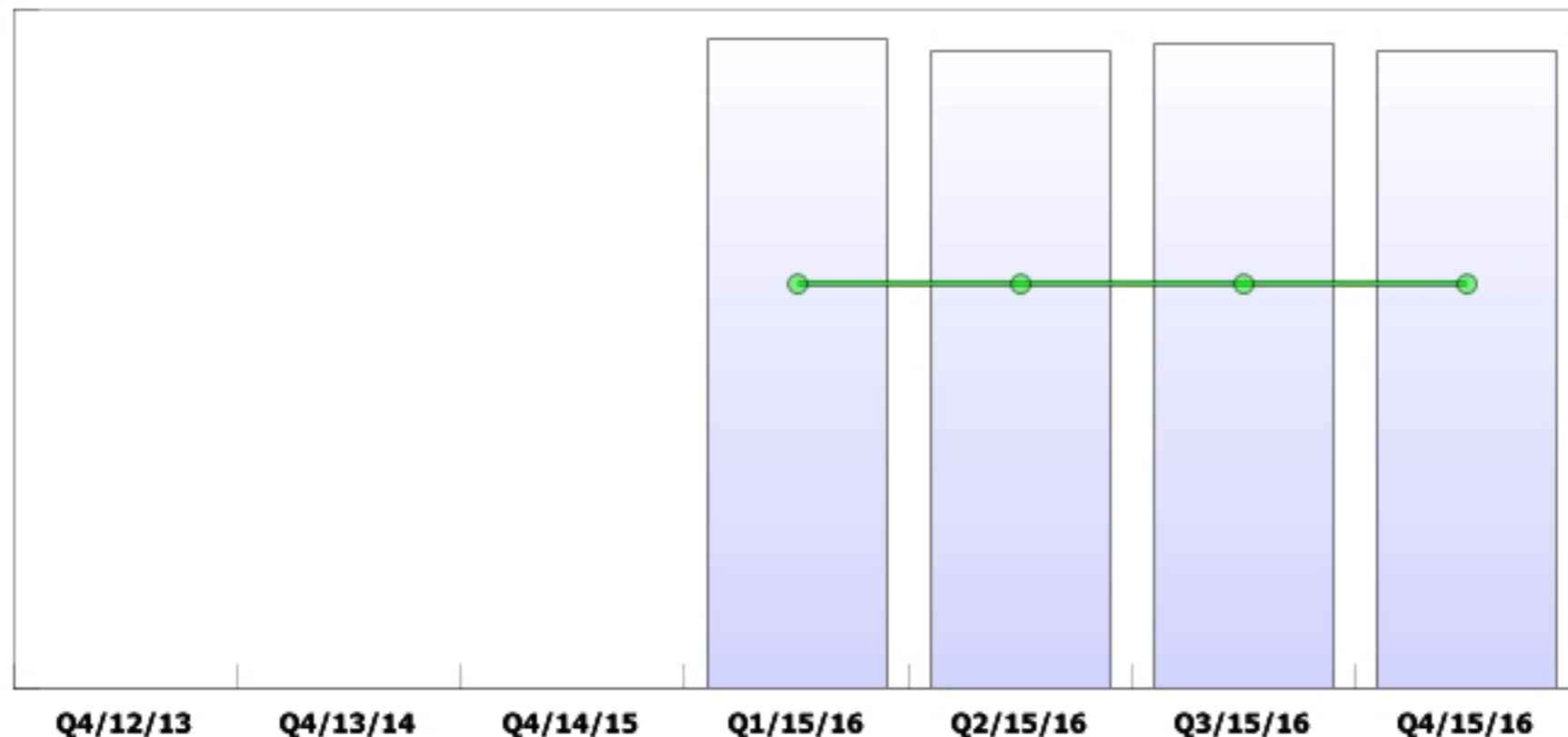
RES009 Are customer needs being met by the Corporate Websites being available?

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

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

Current and previous quarters performance

100



RES009 - Target Performance

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

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

Indicator of good performance:
A higher number is good

↑ is the direction of improvement

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

Yes

Comment on current performance (including context):

(Q4 2015/16)
RES009 is a new KPI for 2015/2016.
The target for uptime of 99.60% was achieved with the average uptime across the 5 sites being 99.94%. ICT continuously monitors performance in real time and responds to outages during the year.

Corrective action proposed (if required):

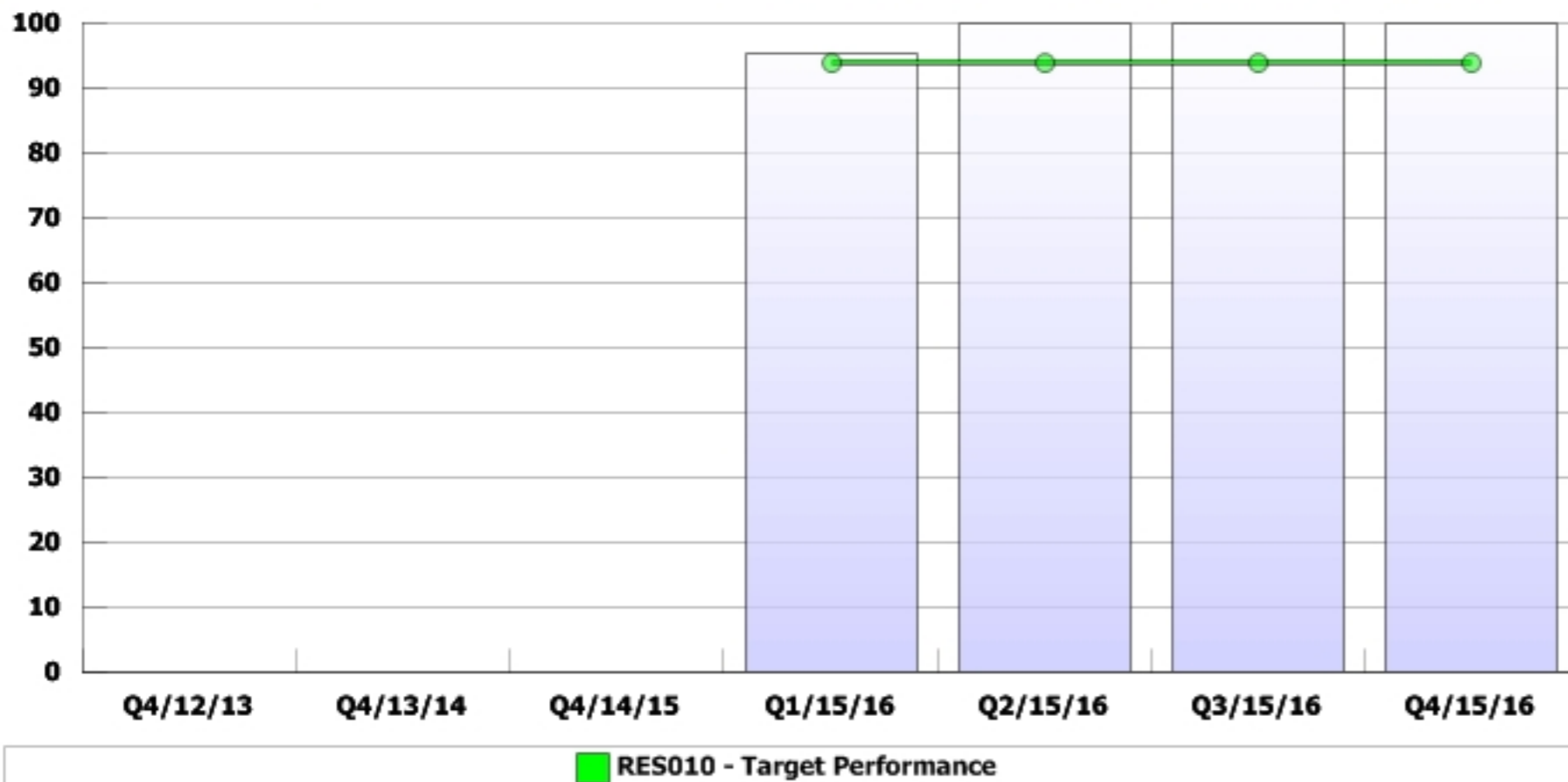
(Q4 2015/16) None.

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

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

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

Current and previous quarters performance



| Quarter | Target | Actual |
|----------|--------|---------|
| Q4/15/16 | 94.10% | 100.00% |
| Q3/15/16 | 94.10% | 100.00% |
| Q2/15/16 | 94.10% | 100.00% |
| Q1/15/16 | 94.10% | 95.50% |
| Q4/14/15 | | 0.00% |

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

Indicator of good performance:
A higher number is good

↑ is the direction of improvement



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

Yes

Comment on current performance (including context):

(Q4 2015/16)
RES010 is a new KPI for 2015/2016.
The target for the number of pages without broken links on is 94%. The actual percentage of pages without any broken links on was 100% made up of 0 broken links on 890 main website pages. These broken links will be continually monitored and corrected during the year, increasing the number of pages without any broken links on.

Corrective action proposed (if required):

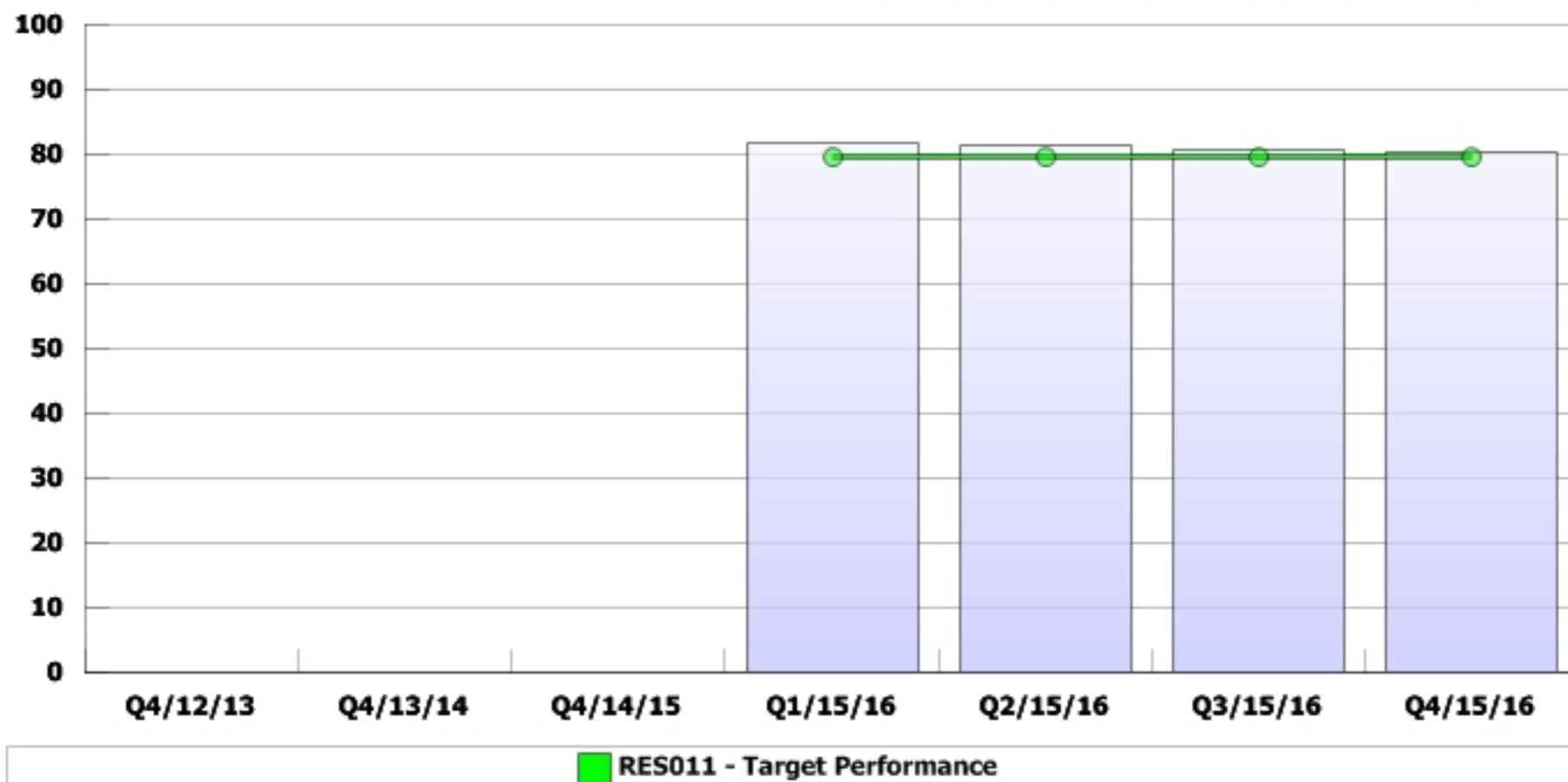
(Q4 2015/16) None.

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

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

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

Current and previous quarters performance



| Quarter | Target | Actual |
|----------|--------|--------|
| Q4/15/16 | 79.90% | 80.66% |
| Q3/15/16 | 79.90% | 81.04% |
| Q2/15/16 | 79.90% | 81.57% |
| Q1/15/16 | 79.90% | 81.97% |
| Q4/14/15 | | 0.00% |

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

Indicator of good performance:
A higher number is good

↑ is the direction of improvement



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

Yes

Comment on current performance (including context):

(Q4 2015/16)
RES011 is a new KPI for 2015/2016.
The visit depth target for the main website is 79.9%. Visit depth is the number of page views for each visit with the target based on 1 to 4 page views. The target was achieved with 80.66% of the 539,131 pages views to Qtr4 being between 1 to 4 pages. This will be monitored throughout the year.

Corrective action proposed (if required):

(Q4 2015/16) None.