





















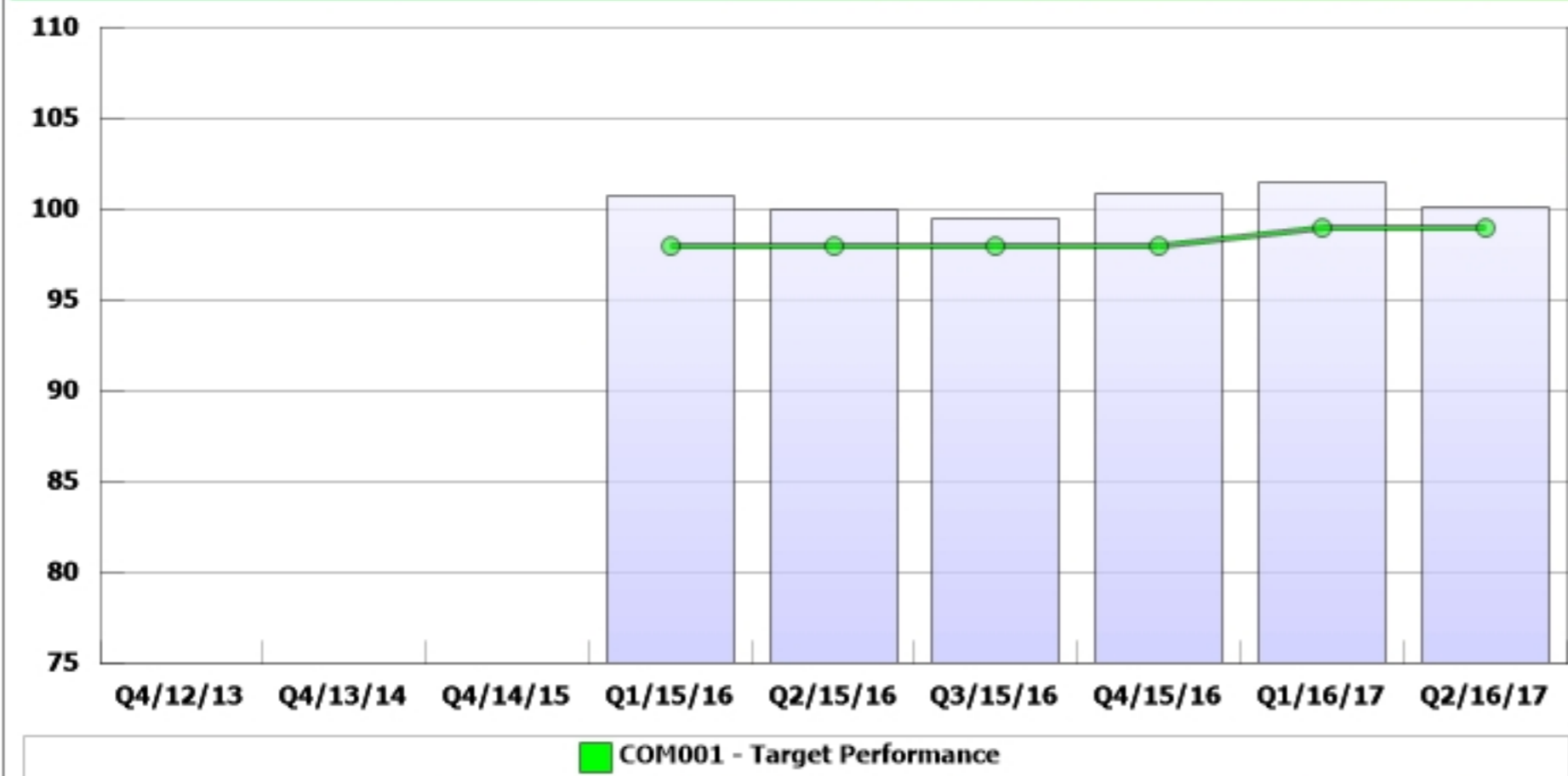
Quarterly Indicators		Quarter 1		Quarter 2		Quarter 3		Quarter 4		Is year-end target likely to be achieved?
		Tgt	Actual	Tgt	Actual	Tgt	Actual	Tgt	Actual	
Communities										
COM001	(Housing rent) (%)	99.00%	101.59%		99.00%	100.13%		99.00%	99.00%	Yes
COM002	(Void re-lets) (days)	37	49		37	42		37	37	Yes
COM003	(Tenant satisfaction) (%)	98.00%	100.00%		98.00%	100.00%		98.00%	98.00%	Yes
COM004	(Temp. accommodation) (no.)	140	103		140	111		140	140	Yes
COM005	(Non-decent homes) (%)	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	3,300	Uncertain
COM007	(Emergency repairs) (%)	99.00%	99.15%		99.00%	99.14%		99.00%	99.00%	Yes
COM008	(Responsive repairs) (days)	7.00	4.87		7.00	5.15		7.00	7.00	Yes
COM009	(Emergency repairs) (%)	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%	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
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%	✓
Q2/15/16	98.00%	100.11%	✓

Annual Target: 2016/17 - 99.00%
 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):

(Q2 2016/17) - Target has been met

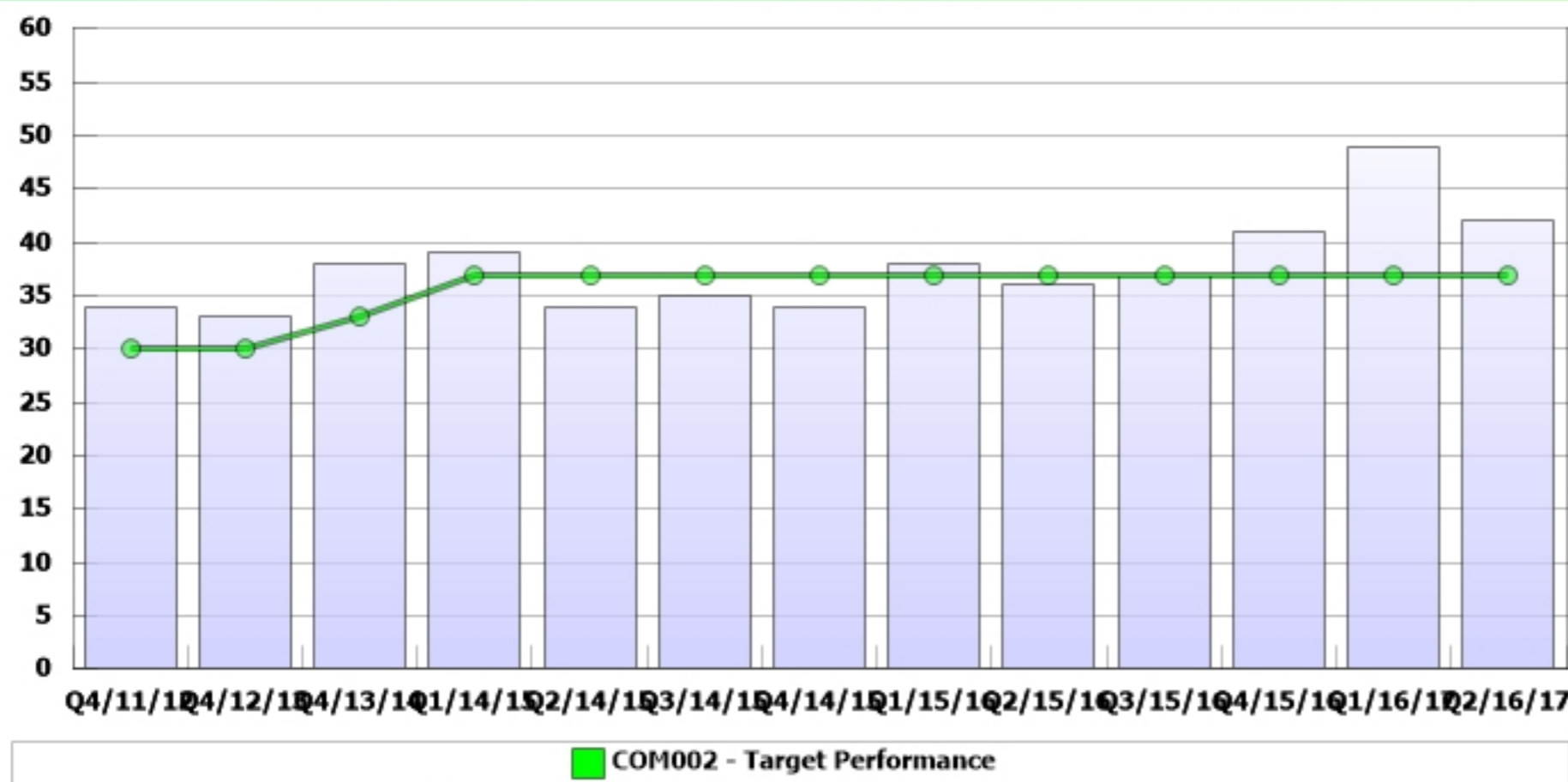
Corrective action proposed (if required):

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
Q2/16/17	37	42	✗
Q1/16/17	37	49	✗
Q4/15/16	37	41	✗
Q3/15/16	37	37	✓
Q2/15/16	37	36	✓

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):

(Q2 2016/17) - Performance for the quarter has improved from 49 days in Q1 to 35 days for Q2, an improvement over the last quarter. This has also resulted in an improvement on the cumulative figure in Q1 to 42 days in Q2. It is anticipated that this improvement will continue.

Corrective action proposed (if required):

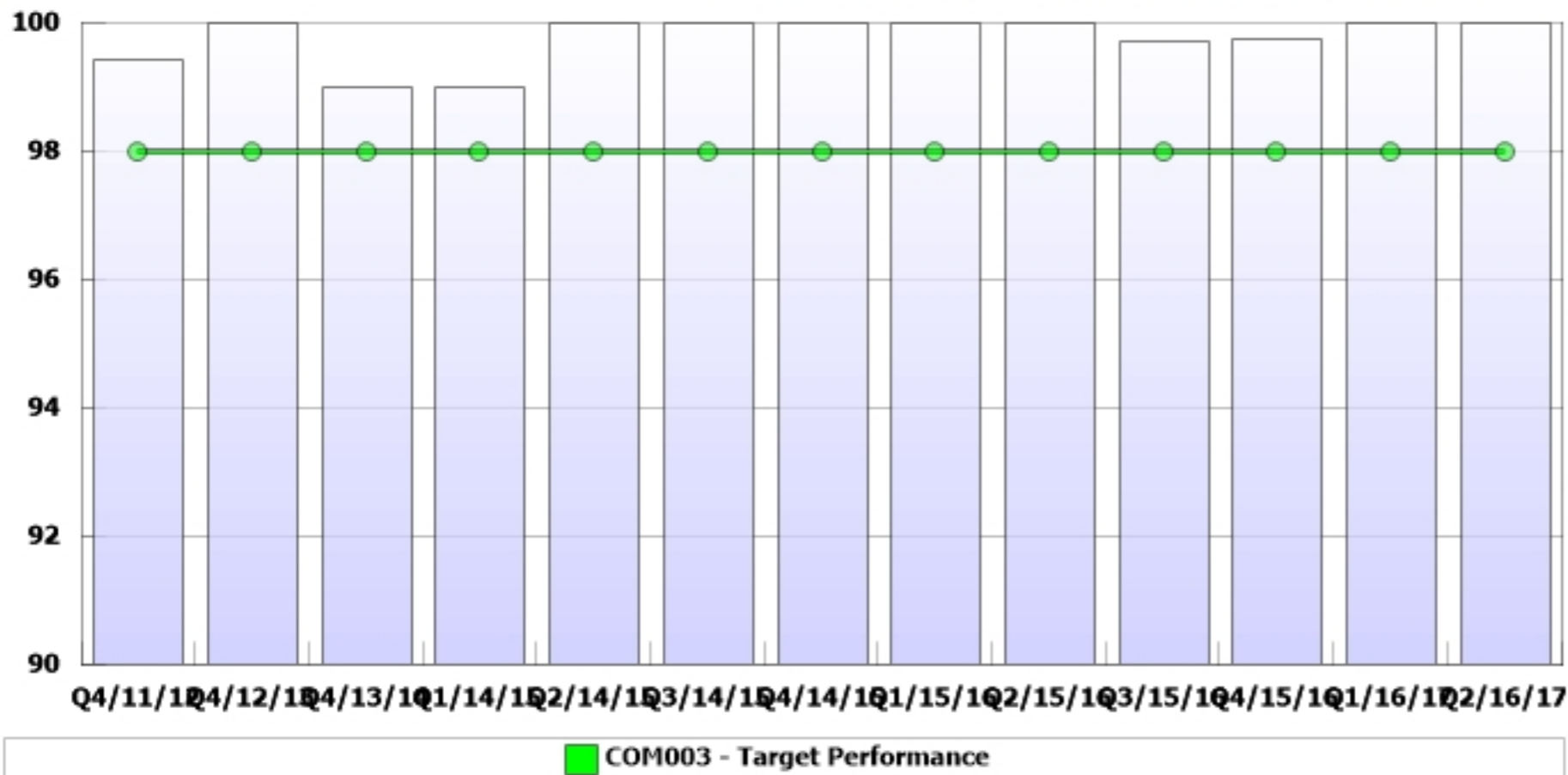
(Q2 2016/17) - Although performance improved substantially in 2nd Quarter it is expected this will continue as both Repairs and Allocation Teams are now fully staffed. Also, work is progressing on pre-allocation and verifications

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
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%
Q2/15/16	98.00%	100.00%



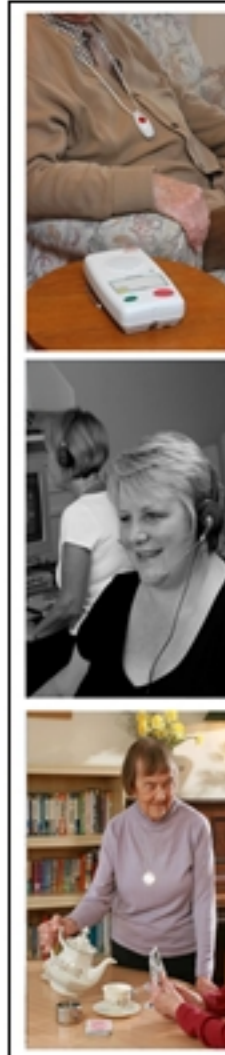
Annual 2016/17 - 98.00%
 Target: 2015/16 - 98.00%

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):

(Q2 2016/17) - Performance Comments
 Performance continues to deliver high levels of satisfaction from our Housing Tenants. The number of completed surveys have been matched from Q1, this was due to PDA freezing the screen, the total amount was made up from dial out surveys, as the PDA issue is resolved ready for Q3

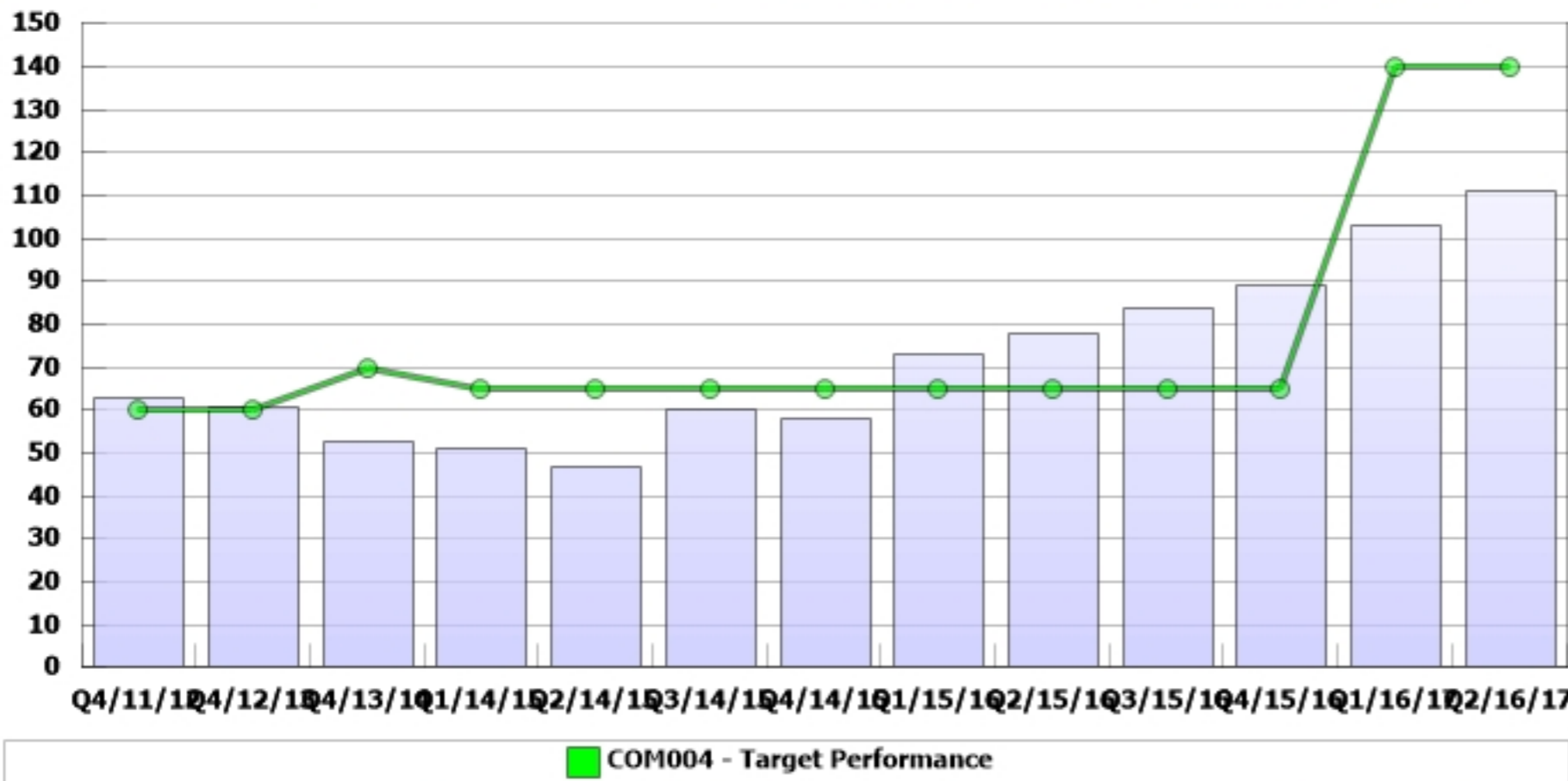
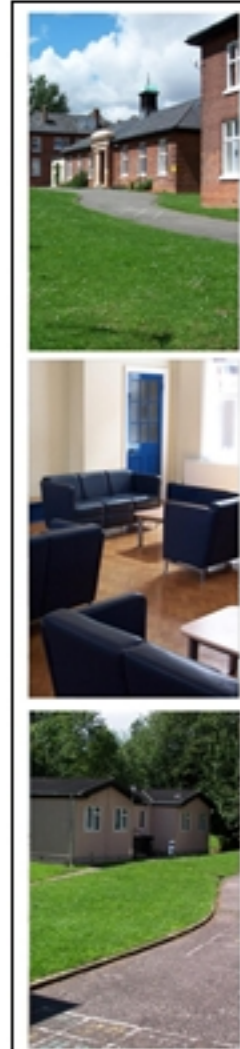
Corrective action proposed (if required):

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
Q2/16/17	140	111	✓
Q1/16/17	140	103	✓
Q4/15/16	65	89	✗
Q3/15/16	65	84	✗
Q2/15/16	65	78	✗

Annual Target: 2016/17 - 140
 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):

(Q2 2016/17) - Performance is within target.
 The number of households in temporary accommodation is higher this quarter than the last quarter.

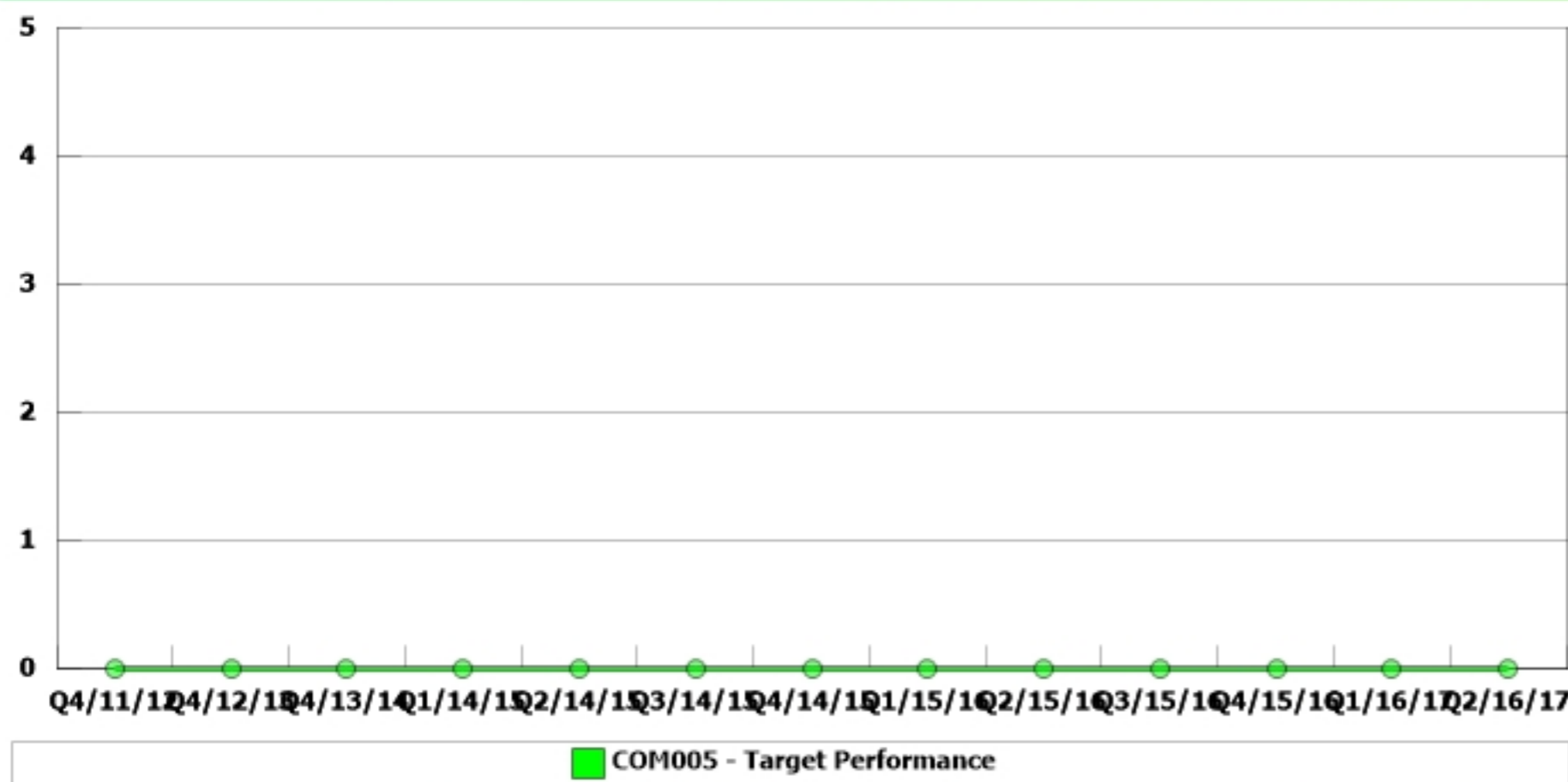
Corrective action proposed (if required):

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	Status
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%	✓
Q2/15/16	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):

(Q2 2016/17) - Target met

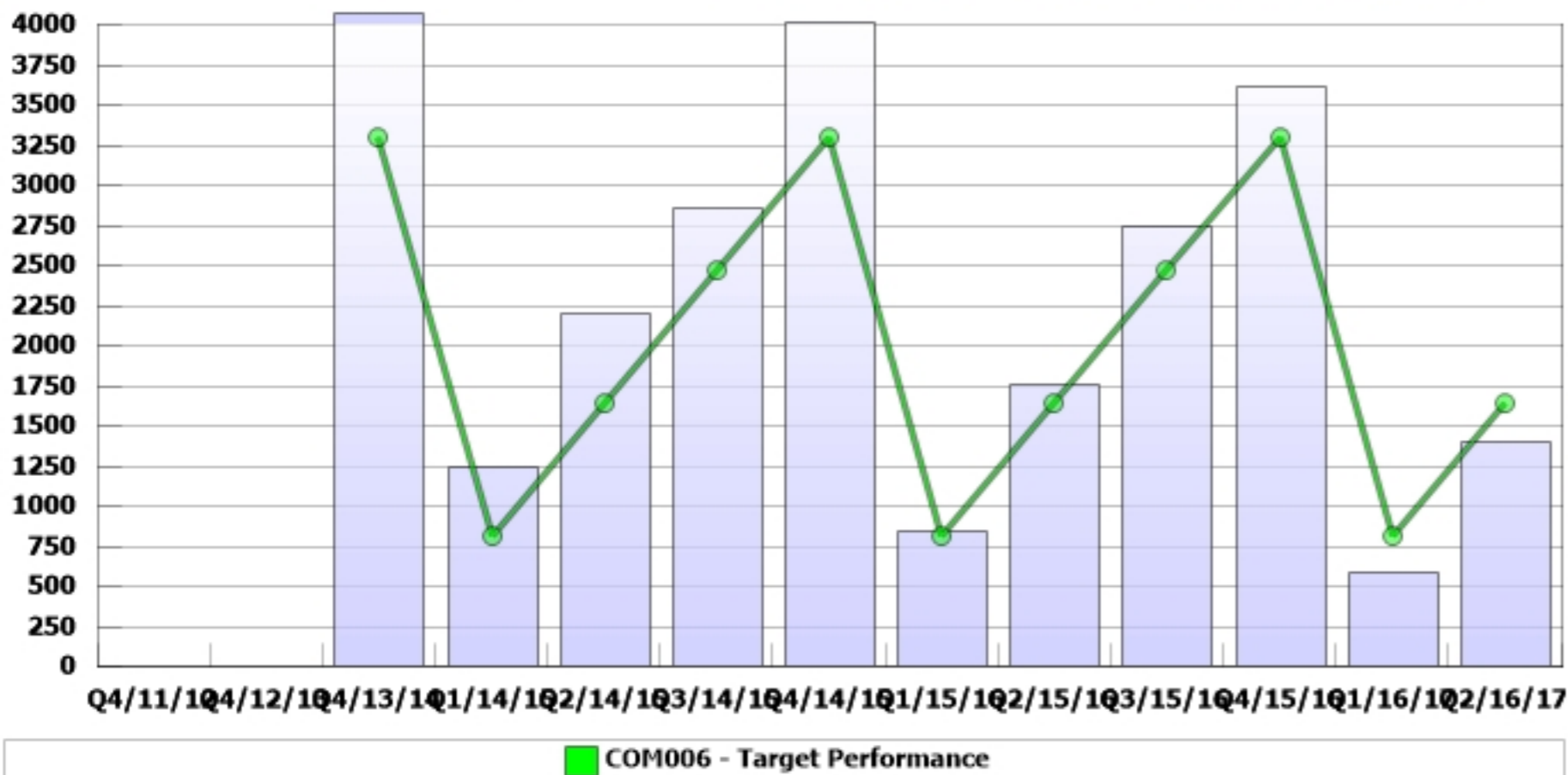
Corrective action proposed (if required):

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	Status
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	✔
Q2/15/16	1,650	1,767	✔

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):

(Q2 2016/17) - Slow start in Q1 although on-target for Q2. Cumulatively 350 building elements behind target, with the poor performance of the PVCU window replacement contractor and subsequent contract termination increasing element installations looks unlikely.

Corrective action proposed (if required):

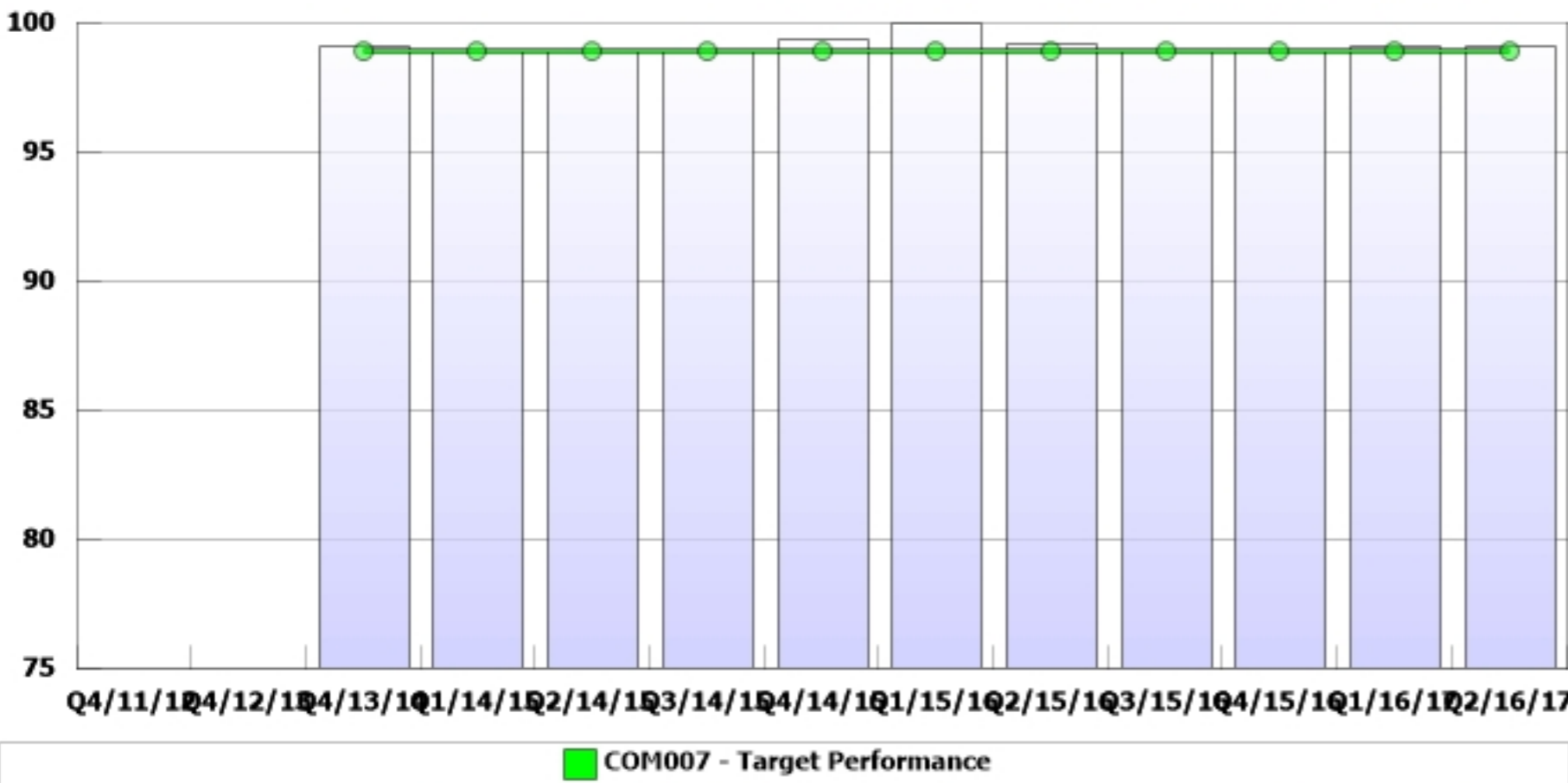
(Q2 2016/17) - Increase current installation programmes

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
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%	✓
Q2/15/16	99.00%	99.27%	✓

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):

(Q2 2016/17) - The performance exceeds the target set.

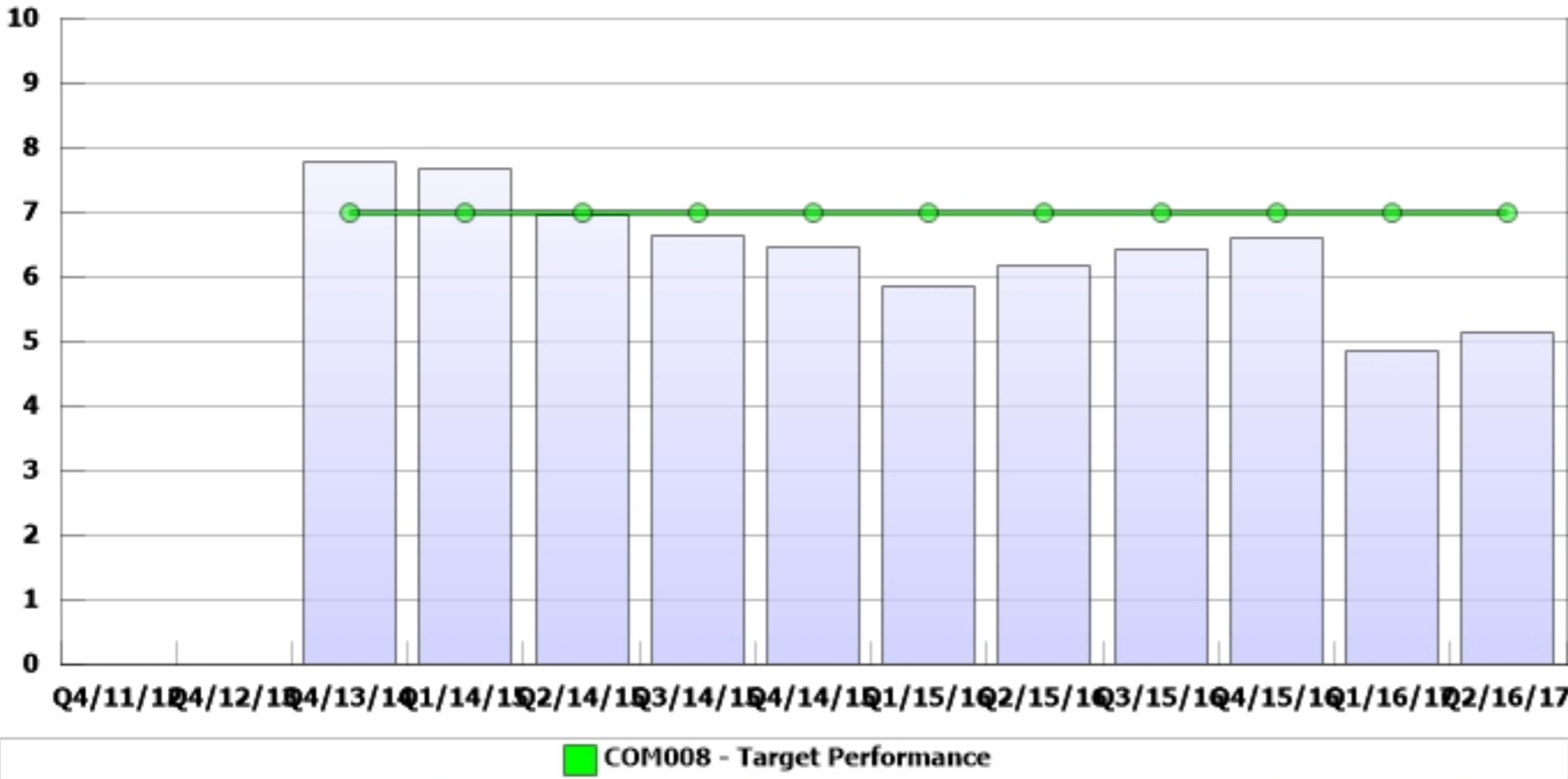
Corrective action proposed (if required):

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	Performance Status
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	✓
Q2/15/16	7.00	6.18	✓

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):

(Q2 2016/17) - The performance is 2 days better than target performance expected.

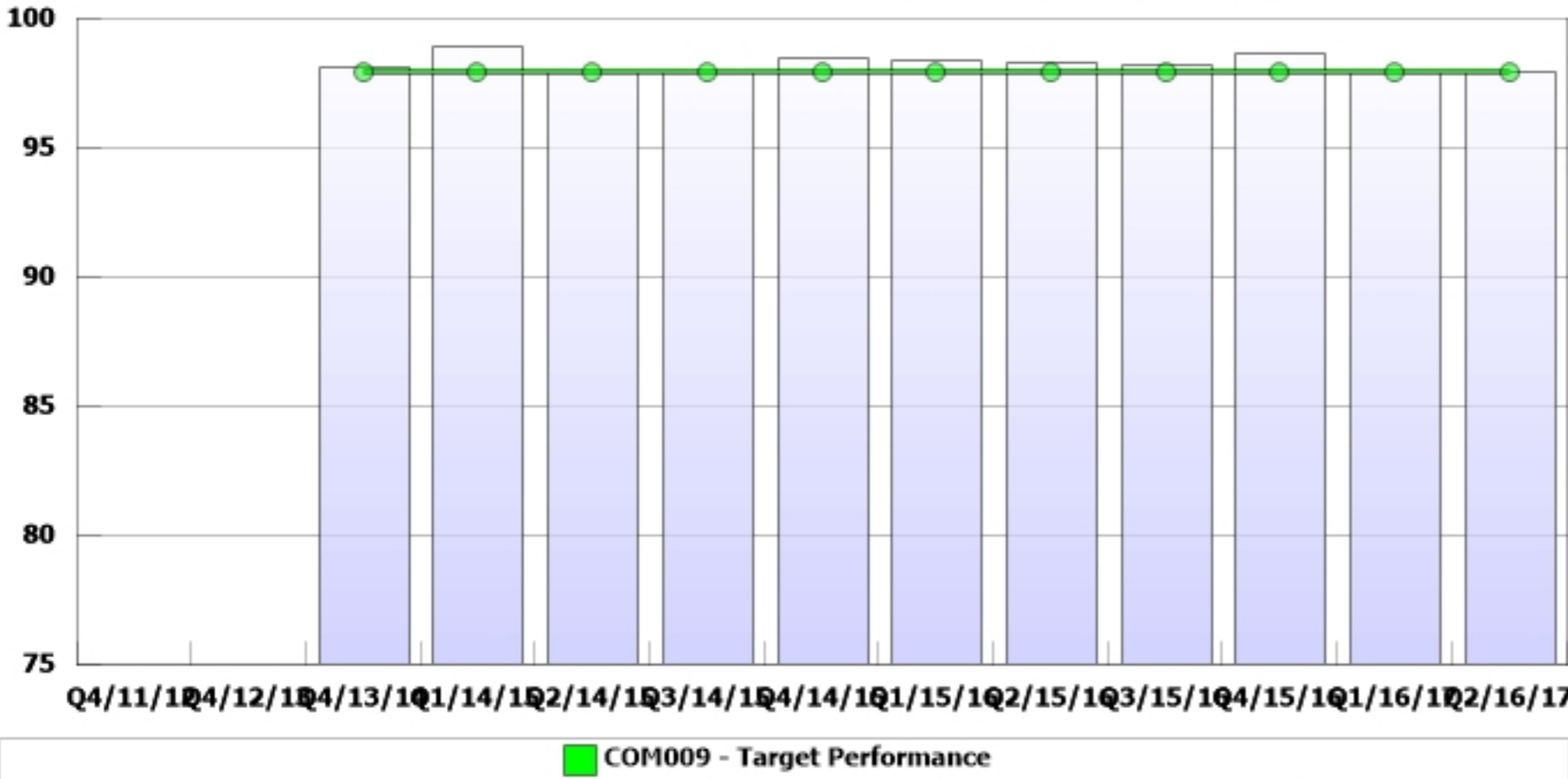
Corrective action proposed (if required):

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	Visual
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%	✓
Q2/15/16	98.00%	98.32%	✓

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):

(Q2 2016/17) - Performance achieved target for this quarter

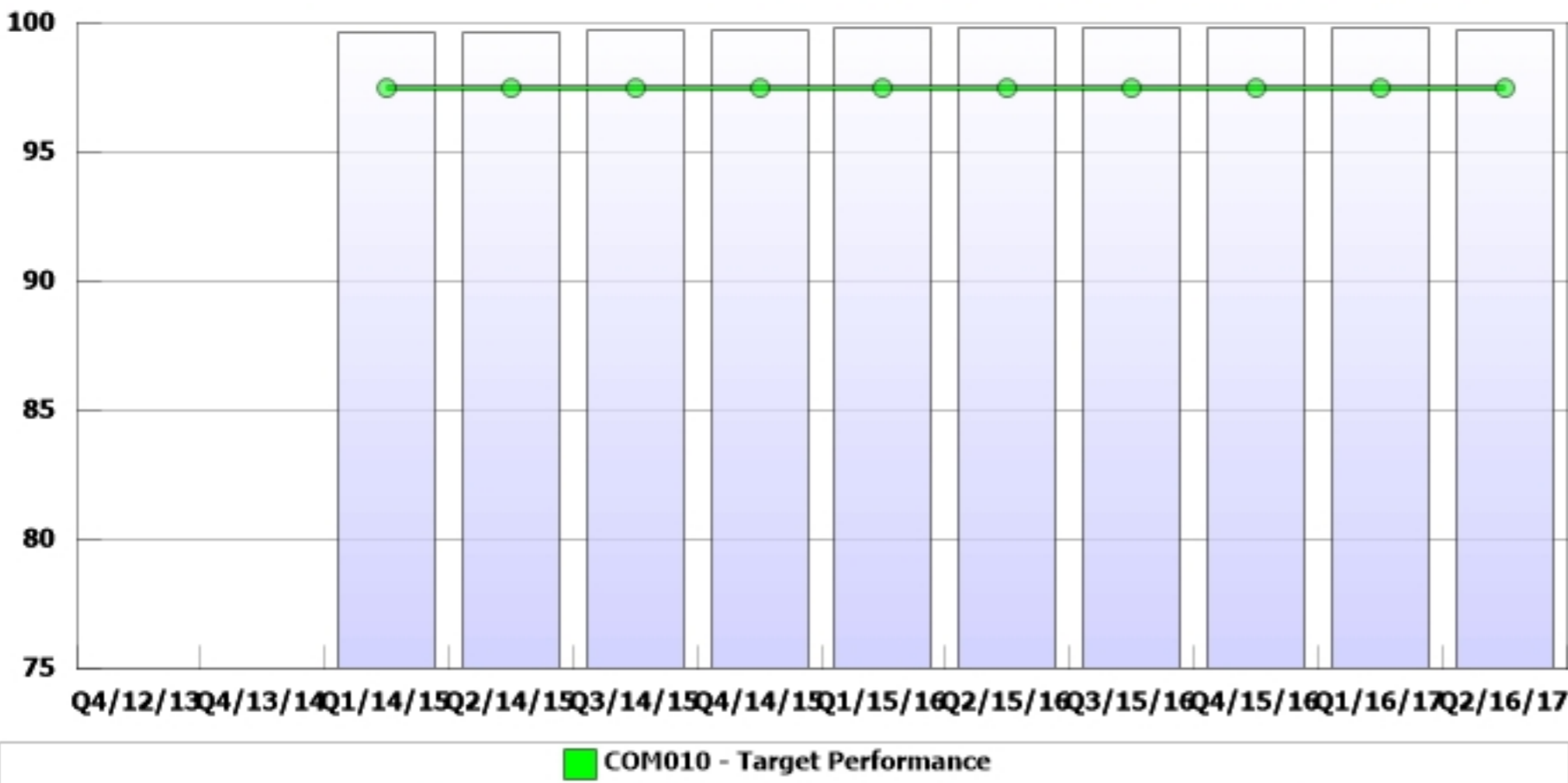
Corrective action proposed (if required):

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	Status
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%	✓
Q2/15/16	97.50%	99.89%	✓

Annual Target: 2016/17 - 97.50%
 Target: 2015/16 - 97.50%

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):

(Q2 2016/17) - Above target

Corrective action proposed (if required):