

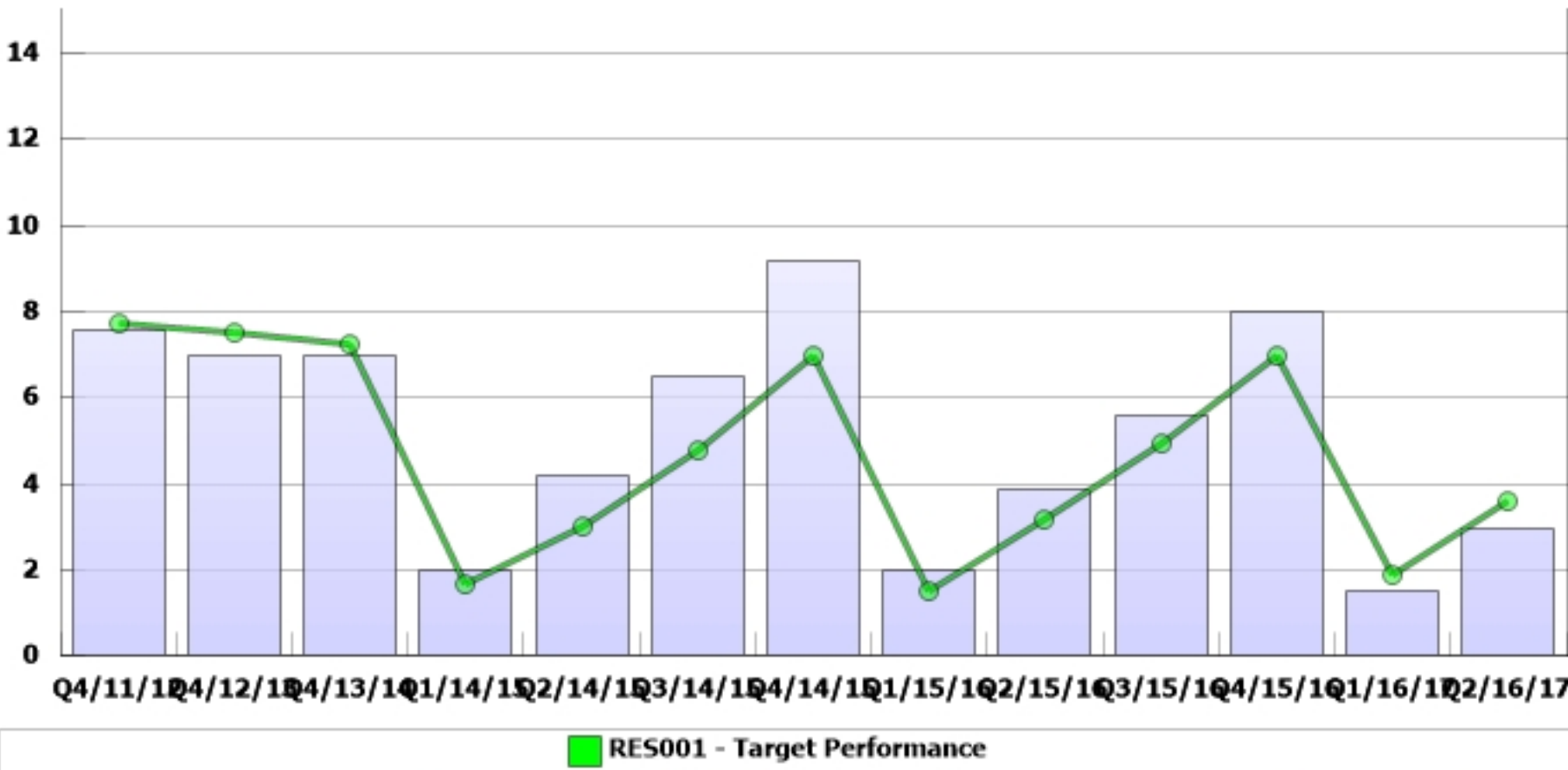
Quarterly Indicators		Quarter 1		Quarter 2		Quarter 3		Quarter 4		Is year-end target likely to be achieved?
		Tgt	Actual	Tgt	Actual	Tgt	Actual	Tgt	Actual	
Resources										
RES001	(Sickness absence) (days)	1.90	1.50	<div></div>	3.64	2.98	<div></div>	5.24	7.50	Uncertain
RES002	(Invoice payments) (%)	97%	98%	<div></div>	97%	97%	<div></div>	97%	97%	Yes
RES003	(Council Tax collection) (%)	27.27%	27.61%	<div></div>	51.99%	52.65%	<div></div>	77.09%	97.00%	Yes
RES004	(NNDR Collection) (%)	28.48%	28.83%	<div></div>	53.46%	53.25%	<div></div>	78.67%	97.70%	Yes
RES005	(New benefit claims) (days)	22.00	21.28	<div></div>	22.00	22.72	<div></div>	22.00	22.00	Yes
RES006	(Benefits changes) (days)	6.00	6.91	<div></div>	6.00	7.62	<div></div>	6.00	6.00	Yes
RES009	(Website Availability) (%)	99.60%	99.82%	<div></div>	99.60%	99.89%	<div></div>	99.60%	99.60%	Yes
RES010	(Website Broken Links) (%)	95.00%	99.89%	<div></div>	95.00%	100.00%	<div></div>	95.00%	95.00%	Yes
RES011	(Website Navigation) (%)	79.90%	80.51%	<div></div>	79.90%	80.42%	<div></div>	79.90%	79.90%	Yes

RES001 How many working days did we lose due to sickness absence?

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



Quarter	Target	Actual	
Q2/16/17	3.64	2.98	✓
Q1/16/17	1.90	1.50	✓
Q4/15/16	7.00	7.99	✗
Q3/15/16	4.95	5.58	✗
Q2/15/16	3.20	3.88	✗

Annual 2016/17 - 7.50 days
Target: 2015/16 - 7.00 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?
Uncertain



Comment on current performance (including context):

(Q2 2016/17)
Both Q1 and Q2 outturn figures are below target and are an improvement on the same quarters in 2015/2016. There has been an improvement of an average of 0.9 days from 2015/16 to 2016/17.

Uncertain if target will be met as Q3 and Q4 historically show an increase in the number of days taken as sickness absence.

Corrective action proposed (if required):

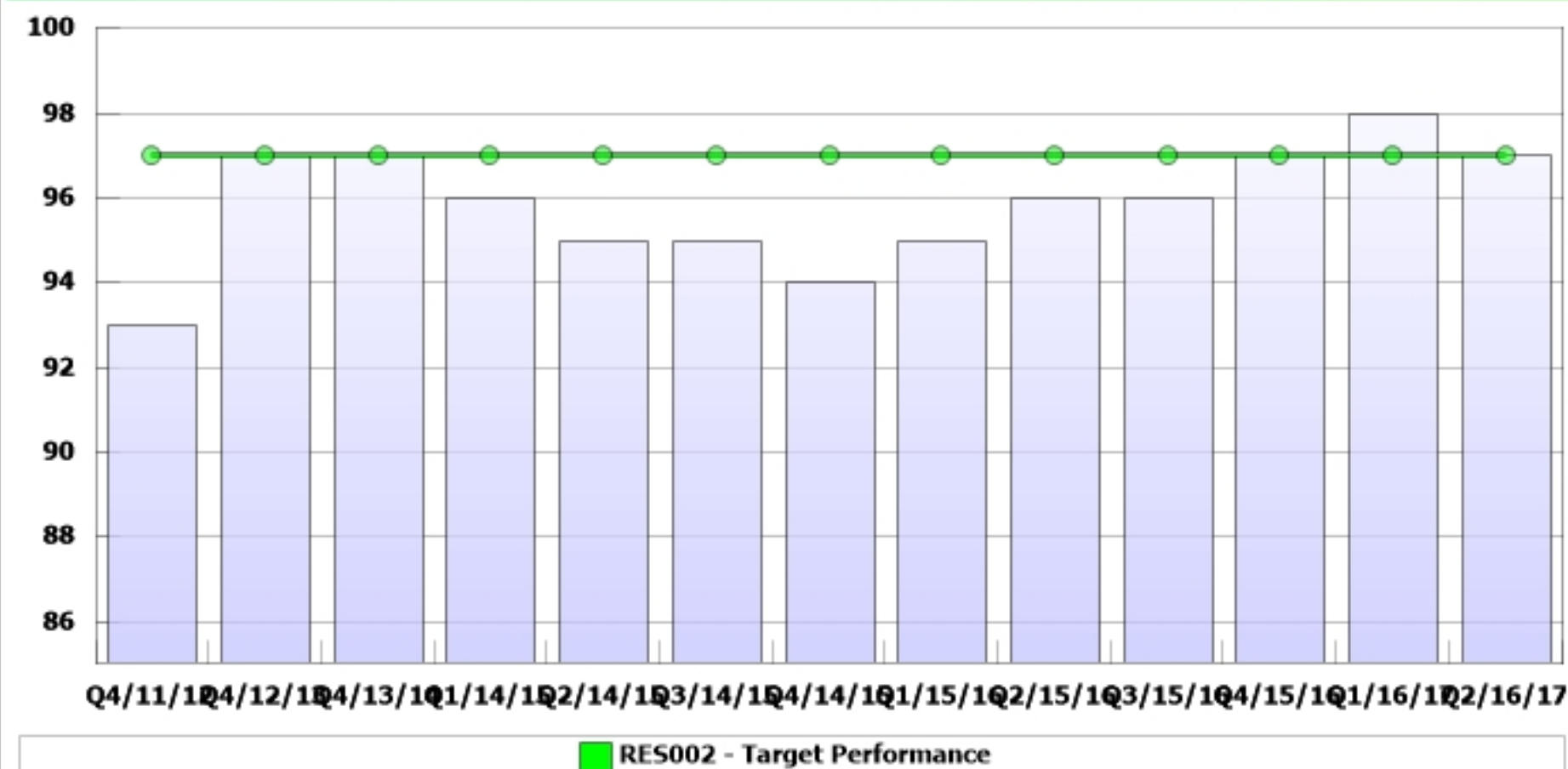
(Q2 2016/17) - No corrective action required at this stage.

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
Q2/16/17	97%	97%
Q1/16/17	97%	98%
Q4/15/16	97%	97%
Q3/15/16	97%	96%
Q2/15/16	97%	96%



Annual Target: 2016/17 - 97.0%
2015/16 - 97.0%

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) - Good performance in Quarter 2 met the target though was a percentage point down on quarter 1. Neighbourhoods achieved 99%. 81% of Local suppliers were paid within 20 days a 1% improvement on quarter1.

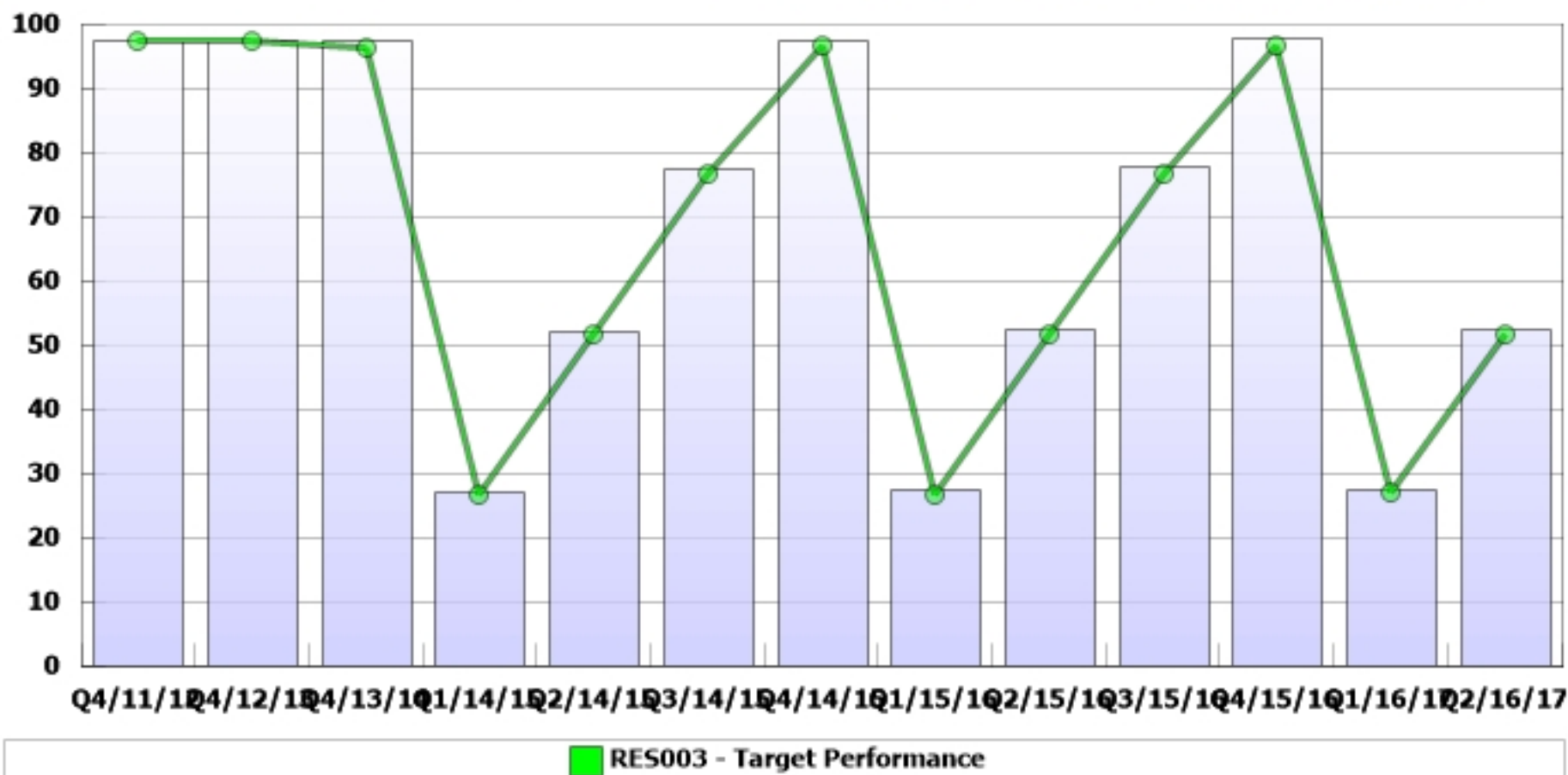
Corrective action proposed (if required):

RES003 What percentage of the district's annual Council Tax was collected?

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
Q2/16/17	51.99%	52.65%
Q1/16/17	27.27%	27.61%
Q4/15/16	96.50%	98.03%
Q3/15/16	77.00%	77.91%
Q2/15/16	51.98%	52.54%

Annual 2016/17 - 97.10%
Target: 2015/16 - 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



INSTRUCTIONS TO YOUR B
BUILDING SOCIETY
FOR CASHIER DEBIT

PLEASE FILL IN THE FOLLOWING DETAILS AND
RETURN TO THE BUILDING SOCIETY
FOR CASHIER DEBIT

1. Name and full address of your Building Society

2. Name of your Building Society

3. Building Society's account number

4. Building Society's branch name

5. Building Society's branch address

6. Building Society's branch telephone number

7. Building Society's branch fax number

8. Building Society's branch email address

9. Building Society's branch website address

10. Building Society's branch postcode

11. Building Society's branch county

12. Building Society's branch country

13. Building Society's branch currency

14. Building Society's branch language

15. Building Society's branch currency code

16. Building Society's branch language code

17. Building Society's branch currency code and language code

18. Building Society's branch currency code and language code

19. Building Society's branch currency code and language code

20. Building Society's branch currency code and language code



Comment on current performance (including context):

(Q2 2016/17) - the performance is 0.11% up on the same stage last year

Corrective action proposed (if required):

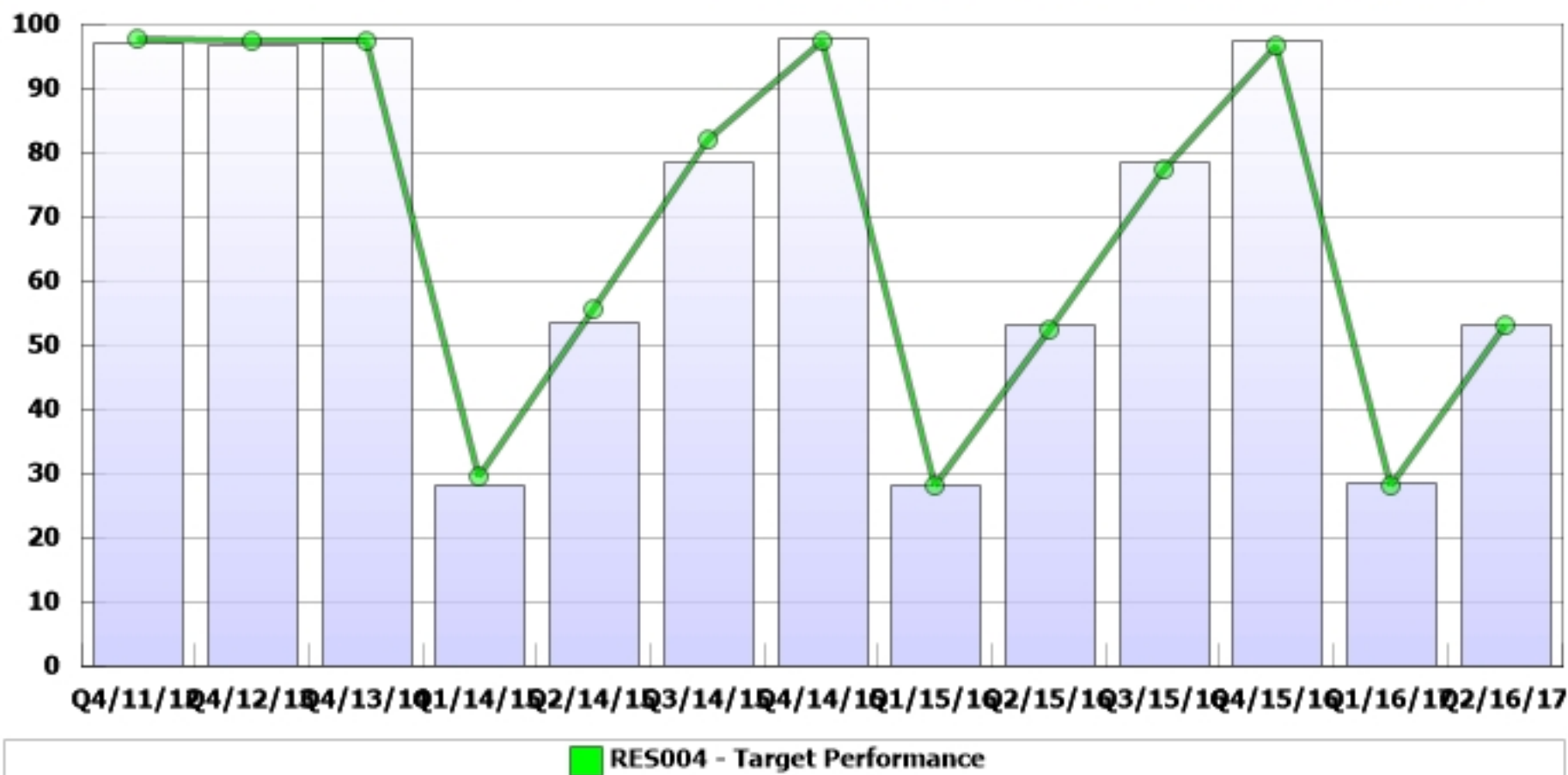
(Q2 2016/17) - the Council Tax team has a debt recovery timetable in place to collect any outstanding debt

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
Q2/16/17	53.46%	53.25%
Q1/16/17	28.48%	28.83%
Q4/15/16	97.20%	97.84%
Q3/15/16	78.09%	78.78%
Q2/15/16	53.04%	53.54%



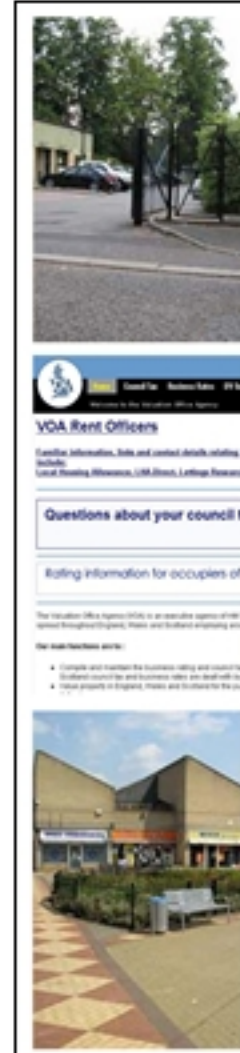
Annual Target: 2016/17 - 97.80%
2015/16 - 97.70%

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):

(Q2 2016/17) - the performance is 0.29% up on the same stage last year. There has been an increase in Business Rates arrears in the first quarter of 2016/17 which has required action through the Magistrates Court. The processes are in place to recover the debts due but obviously this will take longer than last year. A similar picture has been reported across a number of Essex authorities with a couple around 1.5% down on last year.

Corrective action proposed (if required):

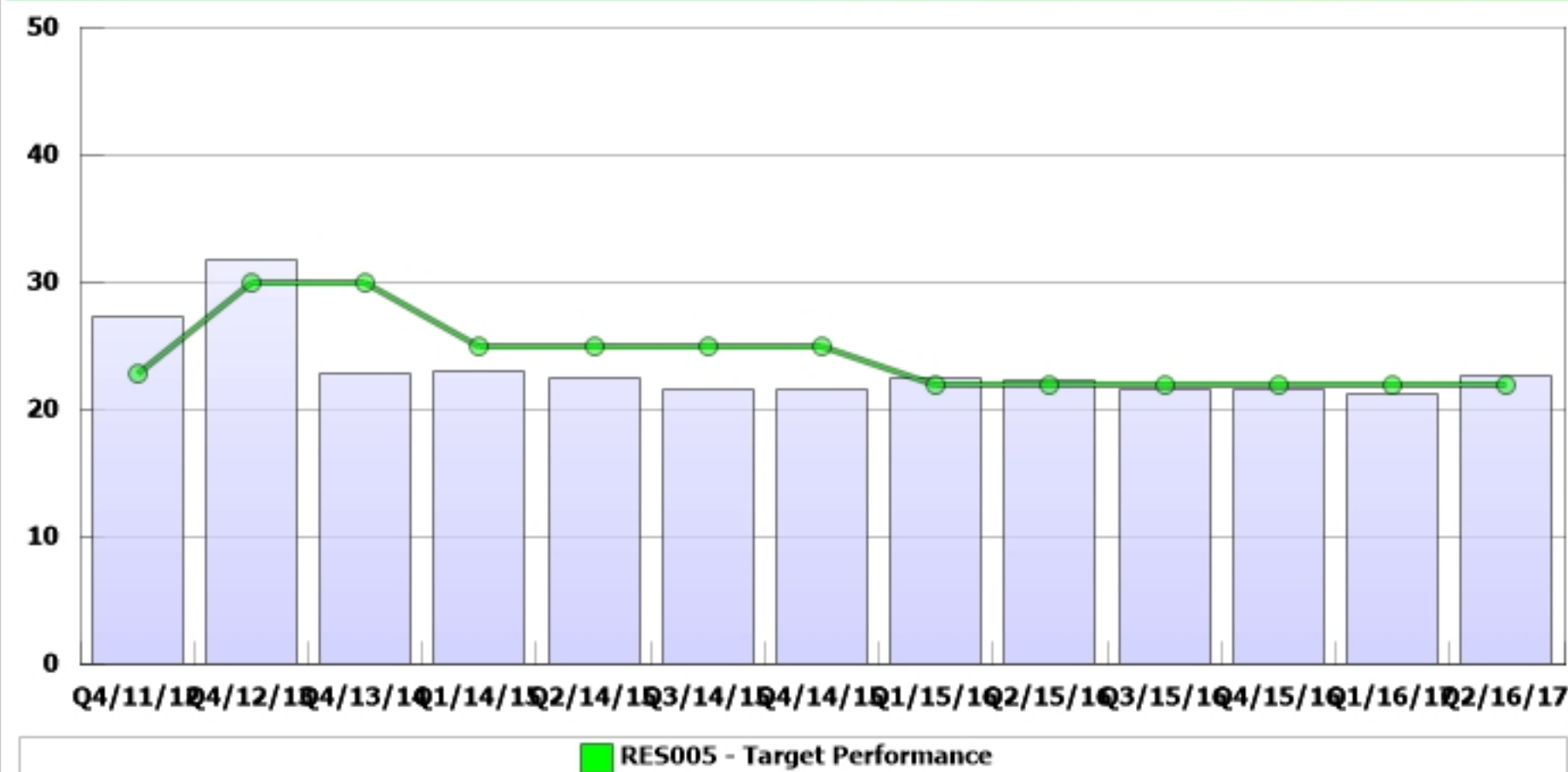
(Q2 2016/17) - the Business Rates team has a debt recovery timetable in place to collect any outstanding debts

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
Q2/16/17	22.00	22.72
Q1/16/17	22.00	21.28
Q4/15/16	22.00	21.76
Q3/15/16	22.00	21.78
Q2/15/16	22.00	22.36



Annual 2016/17 - 22.00 days
 Target: 2015/16 - 22.00 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):

(Q2 2016/17) - On Target for 2016/2017

Corrective action proposed (if required):

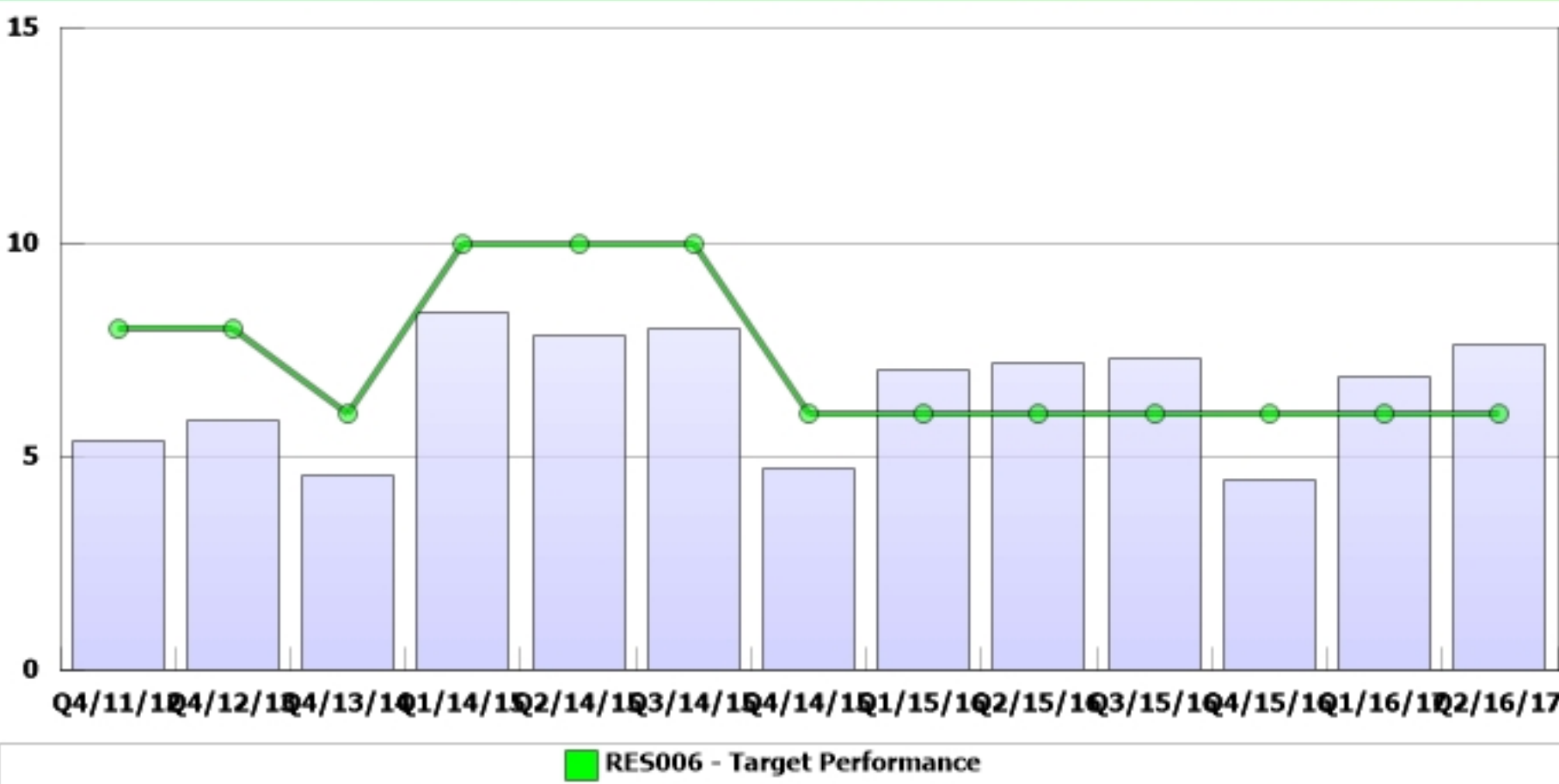
(Q2 2016/17) - Performance is continually monitored and adjustments on processes will be made as appropriate.

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	
Q2/16/17	6.00	7.62	✗
Q1/16/17	6.00	6.91	✗
Q4/15/16	6.00	4.47	✓
Q3/15/16	10.00	7.29	✓
Q2/15/16	10.00	7.19	✓

Annual 2016/17 - 6.00 days
Target: 2015/16 - 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):

(Q2 2016/17) - On Target for 2016/2017 as quarters 3 & 4 are likely to bring the total back within target.

Corrective action proposed (if required):

(Q2 2016/17) - Performance is continually monitored and adjustments on processes will be made as appropriate

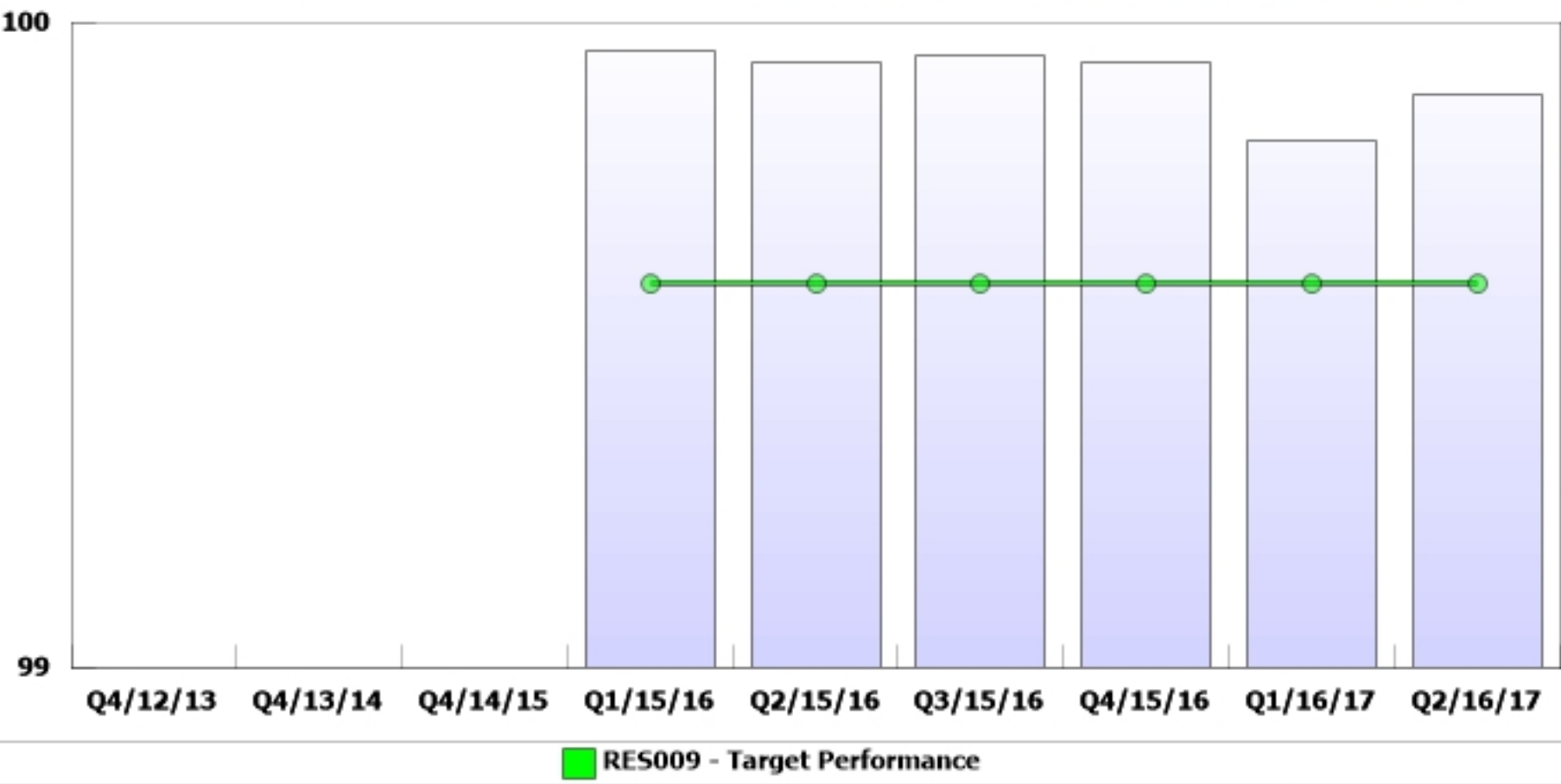
RES009

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



Quarter	Target	Actual	
Q2/16/17	99.60%	99.89%	✓
Q1/16/17	99.60%	99.82%	✓
Q4/15/16	99.60%	99.94%	✓
Q3/15/16	99.60%	99.95%	✓
Q2/15/16	99.60%	99.94%	✓

Annual 2016/17 - 99.60%
Target: 2015/16 - 99.60%

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):

(Q2 2016/17) - the target for website availability (uptime) is 99.60% - the actual uptime is 99.89%.

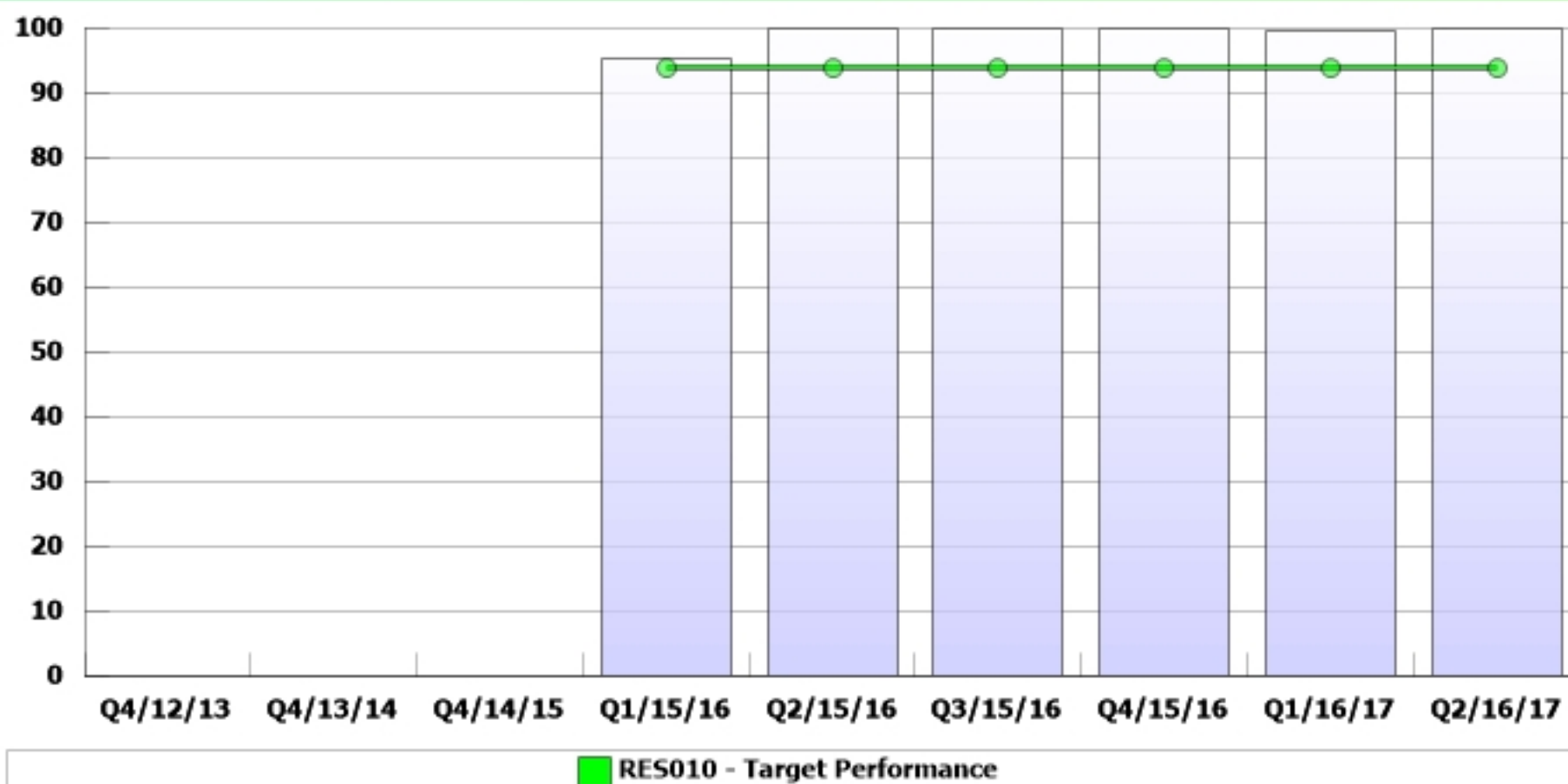
Corrective action proposed (if required):

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) mpacts 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
Q2/16/17	95.00%	100.00%
Q1/16/17	95.00%	99.89%
Q4/15/16	94.10%	100.00%
Q3/15/16	94.10%	100.00%
Q2/15/16	94.10%	100.00%



Annual Target: 2016/17 - 95.00%
2015/16 - 94.10%

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):

(Q2 2016/17) - target is 95%. No broken links on 888 pages on main website.

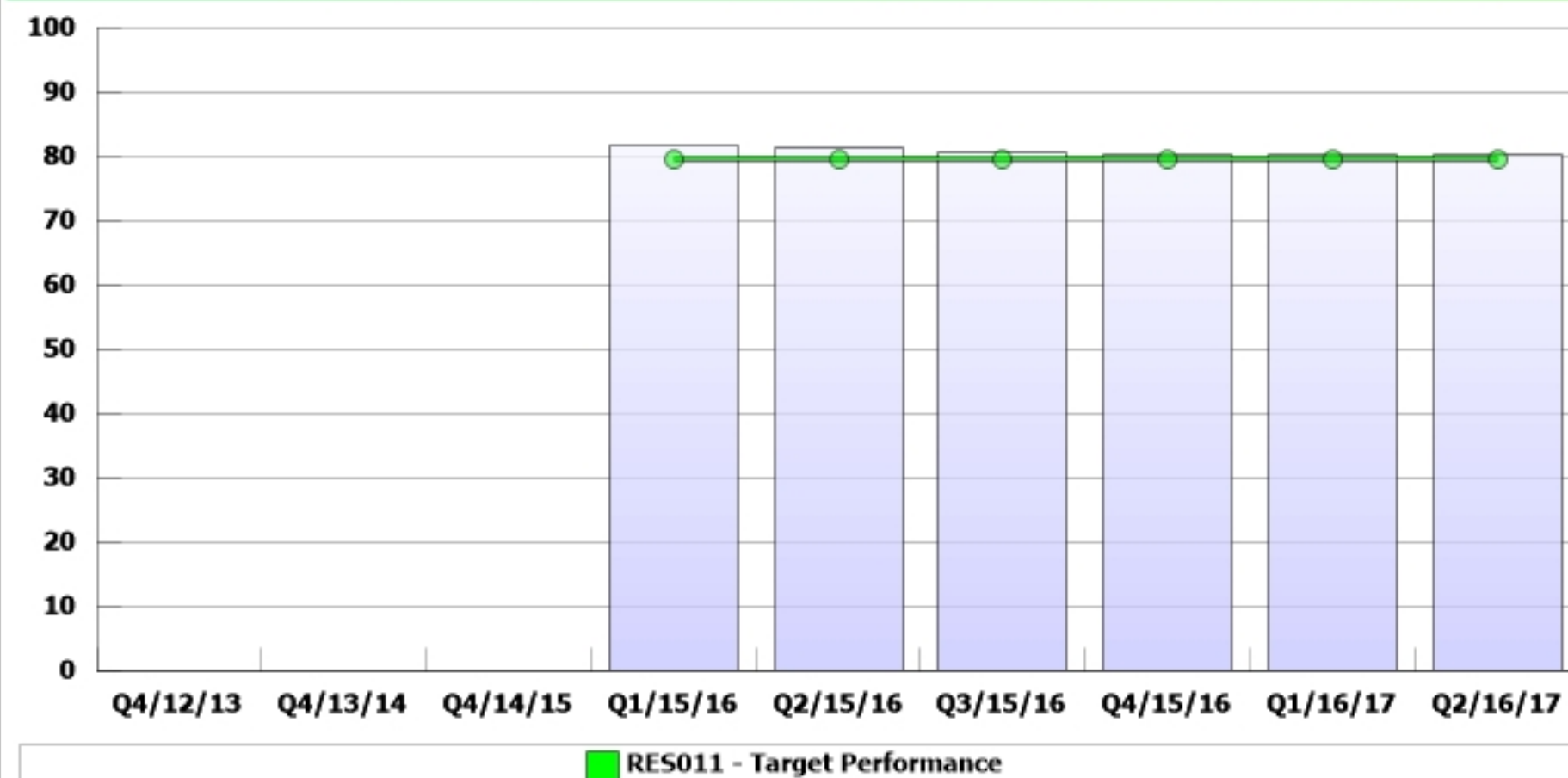
Corrective action proposed (if required):

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
Q2/16/17	79.90%	80.42%
Q1/16/17	79.90%	80.51%
Q4/15/16	79.90%	80.66%
Q3/15/16	79.90%	81.04%
Q2/15/16	79.90%	81.57%

Annual 2016/17 - 79.90%
 Target: 2015/16 - 79.90%

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):

(Q2 2016/17) - target of 79.90% actual 80.42%.

Corrective action proposed (if required):