

## Epping Forest District Council Key Performance Indicators 2016/17 - Year-end Summary Dashboard & Performance Report:

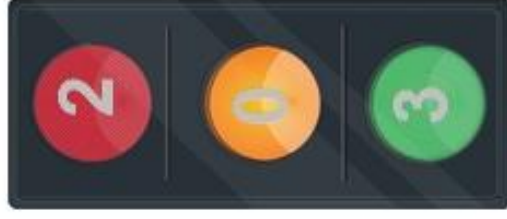
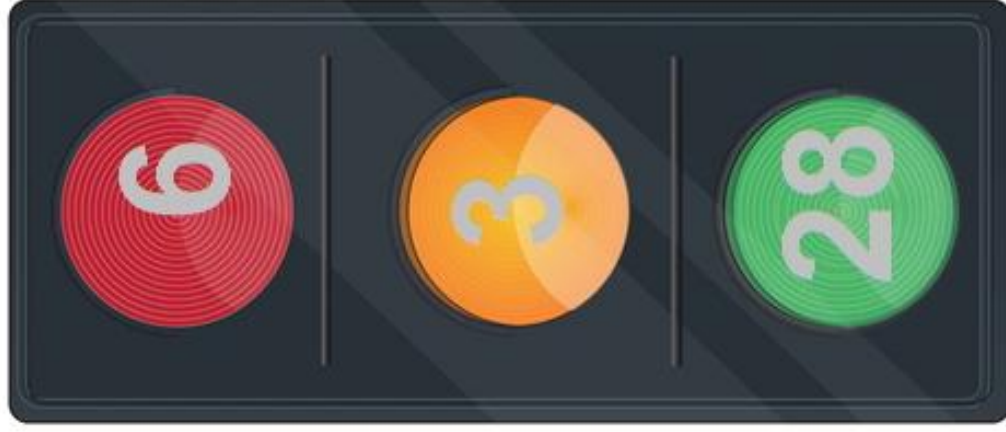
Overall summary of  
KPIs achieving target

Communities  
Directorate

Governance  
Directorate

Neighbourhoods  
Directorate

Resources  
Directorate



### Headlines - Reflecting on our performance

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Q4 (2016/17) There are 37 KPIs for this year.

28 (75%) achieved target and 9 (25%) missed target, however of those missing target 3 (8%) performed within their amber tolerance.

1 less indicator is achieving performance at the end of the year compared with quarter 3.

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	
<b>Communities Quarterly KPIs</b>									
COM001 (Housing rent) (%)	99.00%	101.59%	99.00%	100.13%	99.00%	100.07%	99.00%	100.33%	Yes
COM002 (Void re-lets) (days)	37	49	37	42	37	39	37	38	No
COM003 (Tenant satisfaction) (%)	98.00%	100.00%	98.00%	100.00%	98.00%	99.65%	98.00%	99.44%	Yes
COM004 (Temp. accommodation) (no.)	140	103	140	111	140	101	140	116	Yes
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	587	1,650	1,414	2,475	2,116	3,300	2,806	No
COM007 (Emergency repairs) (%)	99.00%	99.15%	99.00%	99.14%	99.00%	99.19%	99.00%	99.21%	Yes
COM008 (Responsive repairs) (days)	7.00	4.87	7.00	5.15	7.00	5.58	7.00	5.81	Yes
COM009 (Emergency repairs) (%)	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.15%	Yes
COM010 (Calls to Careline) (%)	97.50%	99.90%	97.50%	99.80%	97.50%	99.80%	97.50%	99.86%	Yes
<b>Governance Quarterly KPIs</b>									
GOV004 (Major planning) (%)	90.00%	92.86%	90.00%	95.65%	90.00%	93.33%	90.00%	95.24%	Yes
GOV005 (Minor planning) (%)	90.00%	88.68%	90.00%	90.71%	90.00%	92.11%	90.00%	92.24%	Yes
GOV006 (Other planning) (%)	94.00%	94.69%	94.00%	95.85%	94.00%	95.43%	94.00%	94.84%	Yes
GOV007 (Appeals - officers) (%)	20.0%	21.4%	20.0%	25.0%	20.0%	27.1%	20.0%	22.2%	No
GOV008 (Appeals - members) (%)	50.0%	57.1%	50.0%	62.5%	50.0%	70.0%	50.0%	66.7%	No
<b>Neighbourhoods Quarterly KPIs</b>									
NEI001 (Non-recycled waste) (kg)	95	101	196	195	296	306	400	415	No
NEI003 (Litter) (%)	8%	8%	8%	8%	8%	9%	8%	6%	Yes
NEI004 (Detritus) (%)	10%	10%	10%	9%	10%	9%	10%	4%	Yes
NEI005 (Neighbourhood issues) (%)	95.50%	98.82%	95.50%	99.16%	95.50%	98.80%	95.50%	98.79%	Yes
NEI006 (Fly-tip investigations) (%)	92.00%	99.39%	92.00%	99.01%	92.00%	98.63%	92.00%	98.08%	Yes
NEI007 (Fly-tip: contract) (%)	90.00%	93.72%	90.00%	91.74%	90.00%	91.51%	90.00%	91.91%	Yes
NEI008 (Fly-tip: non-contract) (%)	90.00%	94.67%	90.00%	95.22%	90.00%	94.24%	90.00%	94.11%	Yes
NEI009 (Noise investigations) (%)	90.00%	88.76%	90.00%	90.95%	90.00%	92.38%	90.00%	92.22%	Yes
NEI010 (Increase in homes) (no.)	41	23	69	68	87	114	230	131	Yes
NEI011 (Commercial rent arrears) (%)	2.5%	2.0%	2.5%	2.0%	2.5%	1.8%	2.5%	1.8%	Yes
NEI012 (Commercial premises let) (%)	98.00%	98.89%	98.00%	98.15%	98.00%	97.42%	98.00%	97.79%	Yes
NEI013 (Waste recycled) (%)	30.00%	22.00%	30.00%	26.09%	30.00%	25.00%	30.00%	26.93%	No
NEI014 (Waste composted) (%)	30.00%	37.64%	30.00%	35.00%	30.00%	33.15%	30.00%	30.32%	Yes
<b>Resources Quarterly KPIs</b>									
RES001 (Sickness absence) (days)	1.90	1.50	3.64	2.98	5.24	5.03	7.50	6.71	Yes
RES002 (Invoice payments) (%)	97%	98%	97%	97%	97%	97%	97%	96%	No
RES003 (Council Tax collection) (%)	27.27%	27.61%	51.99%	52.65%	77.09%	78.00%	97.00%	98.00%	Yes
RES004 (NDR Collection) (%)	28.48%	28.83%	53.46%	53.25%	78.67%	78.02%	97.70%	97.75%	Yes
RES005 (New benefit claims) (days)	22.00	21.28	22.00	22.72	22.00	21.98	22.00	21.83	Yes
RES006 (Benefits changes) (days)	6.00	6.91	6.00	7.62	6.00	7.69	6.00	4.77	Yes
RES009 (Website Availability) (%)	99.60%	99.82%	99.60%	99.89%	99.60%	99.73%	99.60%	99.79%	Yes
RES010 (Website Broken Links) (%)	95.00%	99.89%	95.00%	100.00%	95.00%	100.00%	95.00%	97.70%	Yes
RES011 (Website Navigation) (%)	79.90%	80.51%	79.90%	80.42%	79.90%	80.34%	79.90%	80.42%	Yes