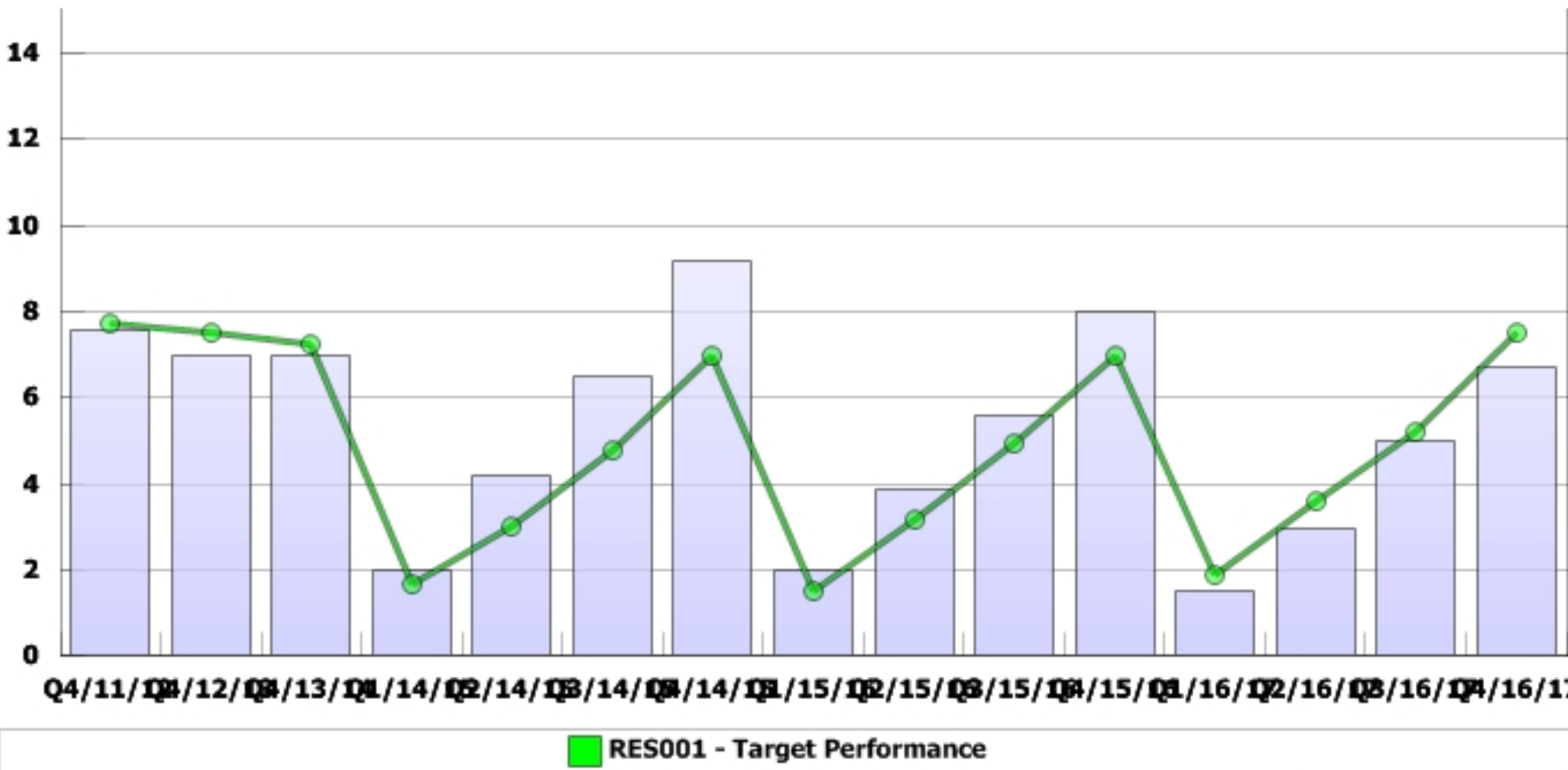


Quarterly Indicators		Quarter 1			Quarter 2			Quarter 3			Quarter 4			Is year-end target likely to be achieved?
		Tgt	Actual		Tgt	Actual		Tgt	Actual		Tgt	Actual		
Communities Quarterly KPIs														
COM001	(Housing rent) (%)	99.00%	101.59%	🟢	99.00%	100.13%	🟢	99.00%	100.07%	🟢	99.00%	100.3...	🟢	Yes
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
Governance Quarterly KPIs														
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
Neighbourhoods Quarterly KPIs														
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
Resources Quarterly KPIs														
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	(NNDR 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

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
Q4/16/17	7.50	6.71
Q3/16/17	5.24	5.03
Q2/16/17	3.64	2.98
Q1/16/17	1.90	1.50
Q4/15/16	7.00	7.99



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?

Yes

Comment on current performance (including context):

(Q4 2016/17)
 Q1, Q2, Q3 & Q4 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 1.28 days between FY 2015/16 and FY 2016/17.

Figures were within target and despite both Q3 and Q4 historically tending to show an increase in the number of days taken as sickness absence this did not prevent the target being met. It may be relevant that the new absence Trigger Warning system was introduced at the start of this FY.

Corrective action proposed (if required):

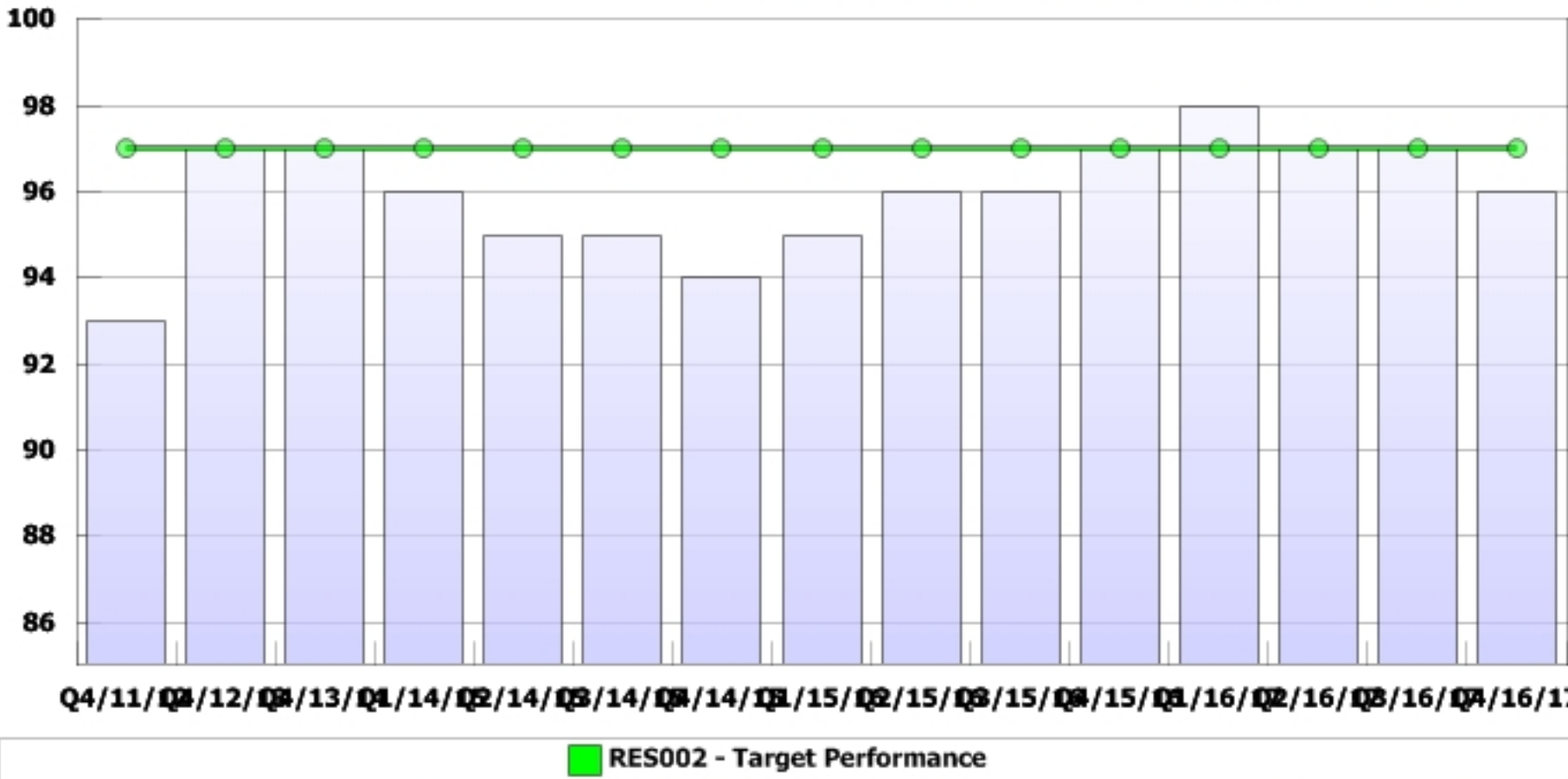
(Q1-4 2016/17) - No additional (corrective) action was required to bring figures within target.

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

Annual Target: 2016/17 - 97.0%
 Target: 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?
 No

Comment on current performance (including context):

(Q4 2016/17) - Performance dipped slightly during February and March and the target was narrowly missed. Communities and Neighbourhoods achieved 96% during March, with Governance and Resources achieving 97%. The quantity of invoices processed by Communities is the biggest factor in whether the target is achieved or not.

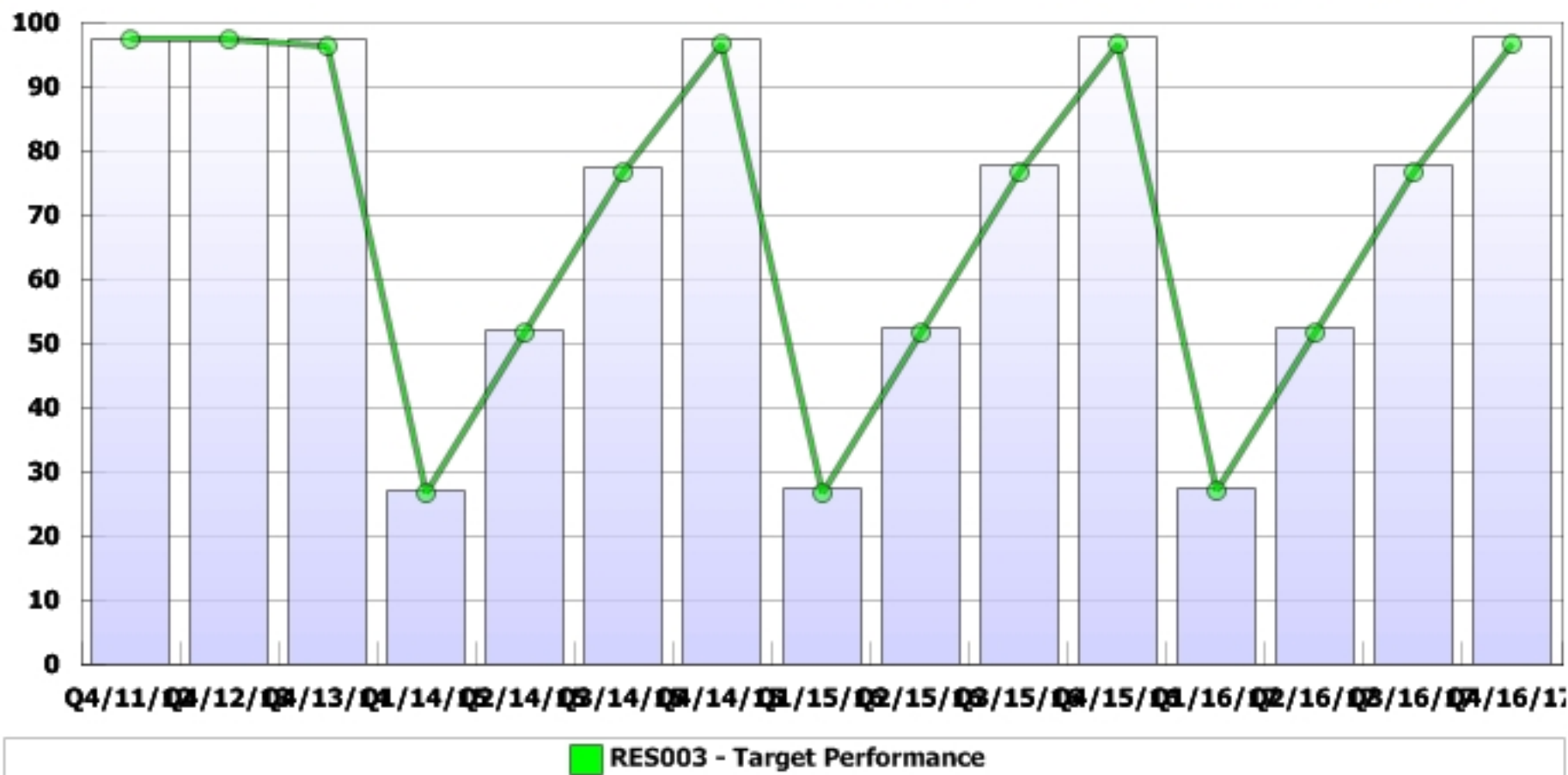
Corrective action proposed (if required):

A reminder of the importance of passing invoices promptly is to be issued during May.

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
Q4/16/17	97.00%	98.00%
Q3/16/17	77.09%	78.00%
Q2/16/17	51.99%	52.65%
Q1/16/17	27.27%	27.61%
Q4/15/16	96.50%	98.03%



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




Comment on current performance (including context):

(Q4 2016/17) - The performance exceeded the target and was broadly the same as last year's performance despite a reduction in the amount of Local Council Tax Support provided and an increase in the debit collected due to the new County Council precept for social care.

Corrective action proposed (if required):

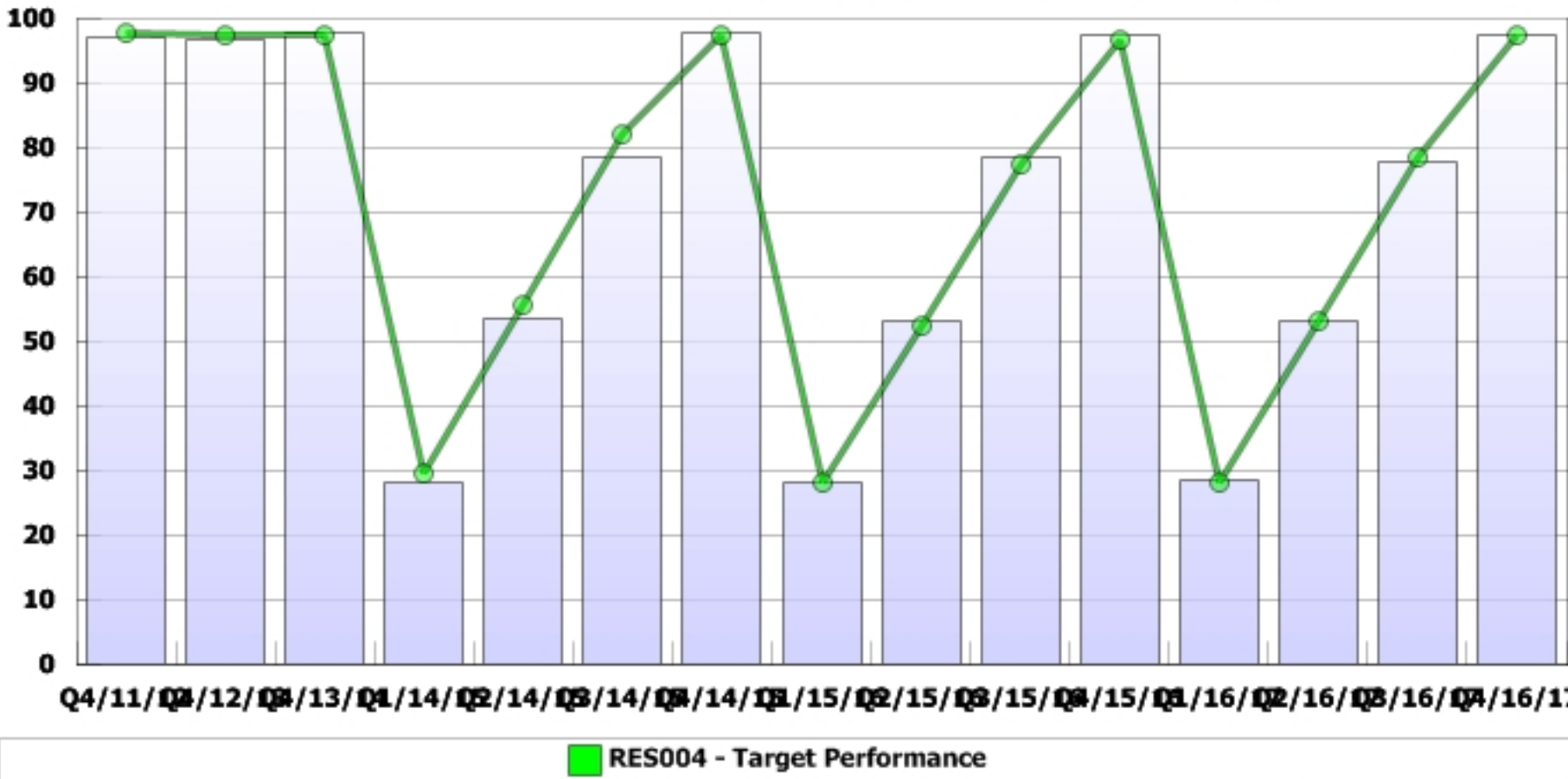
(Q4 2016/17) - the Council Tax team has a debt recovery timetable in place to collect any outstanding debt in the forthcoming year.

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	Status
Q4/16/17	97.70%	97.75%	✓
Q3/16/17	78.67%	78.02%	✗
Q2/16/17	53.46%	53.25%	✗
Q1/16/17	28.48%	28.83%	✓
Q4/15/16	97.20%	97.84%	✓

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):

(Q4 2016/17) - the performance has achieved the target set and is only slightly down on last year's figure.

Corrective action proposed (if required):

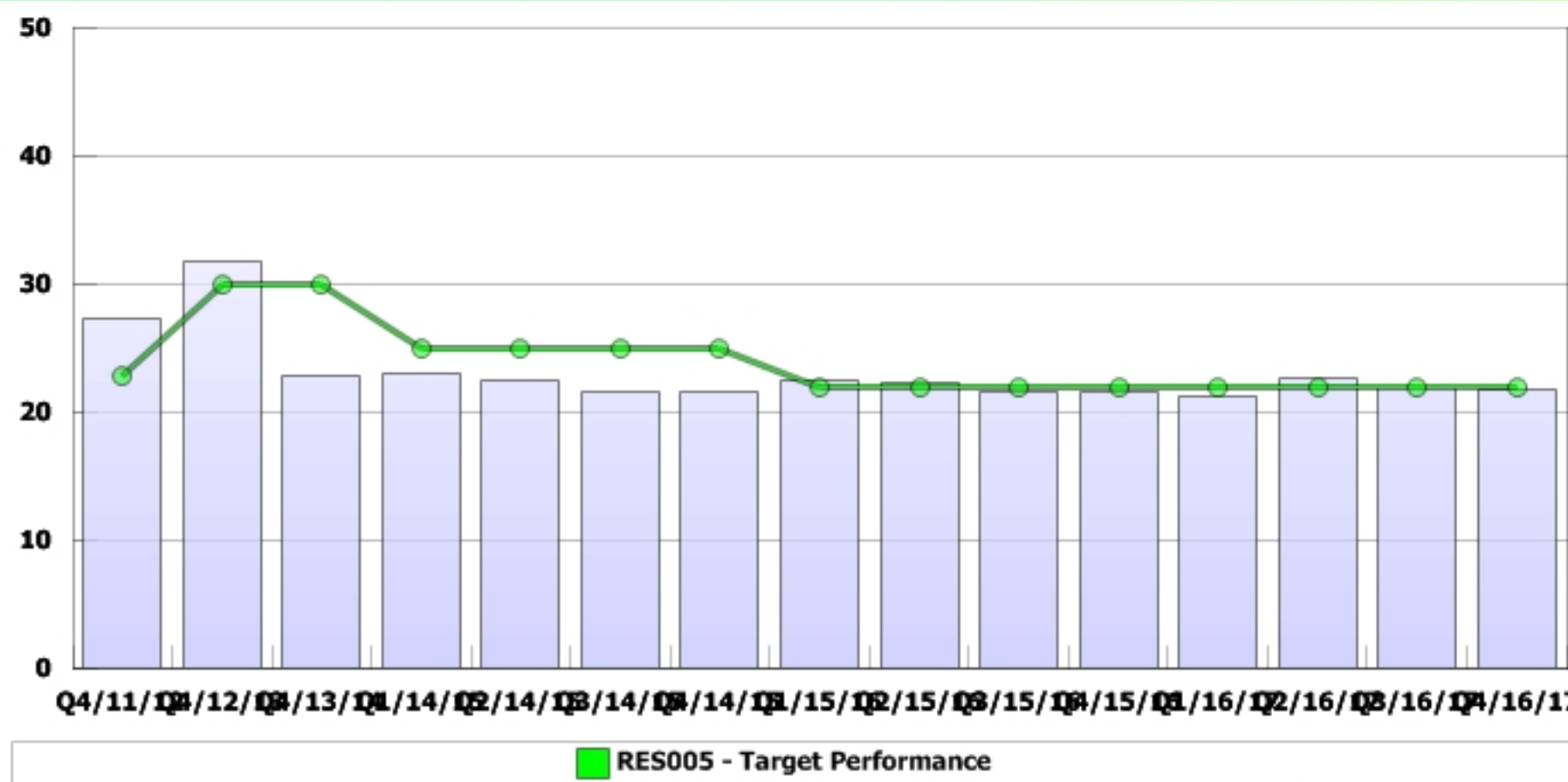
(Q4 2016/17) - the Business Rates team has a debt recovery timetable in place to collect any outstanding debts in the forthcoming year.

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
Q4/16/17	22.00	21.83	✓
Q3/16/17	22.00	21.98	✓
Q2/16/17	22.00	22.72	✗
Q1/16/17	22.00	21.28	✓
Q4/15/16	22.00	21.76	✓

Annual Target: 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):

(Q4 2016/17) - Target met for 2016/2017

Corrective action proposed (if required):

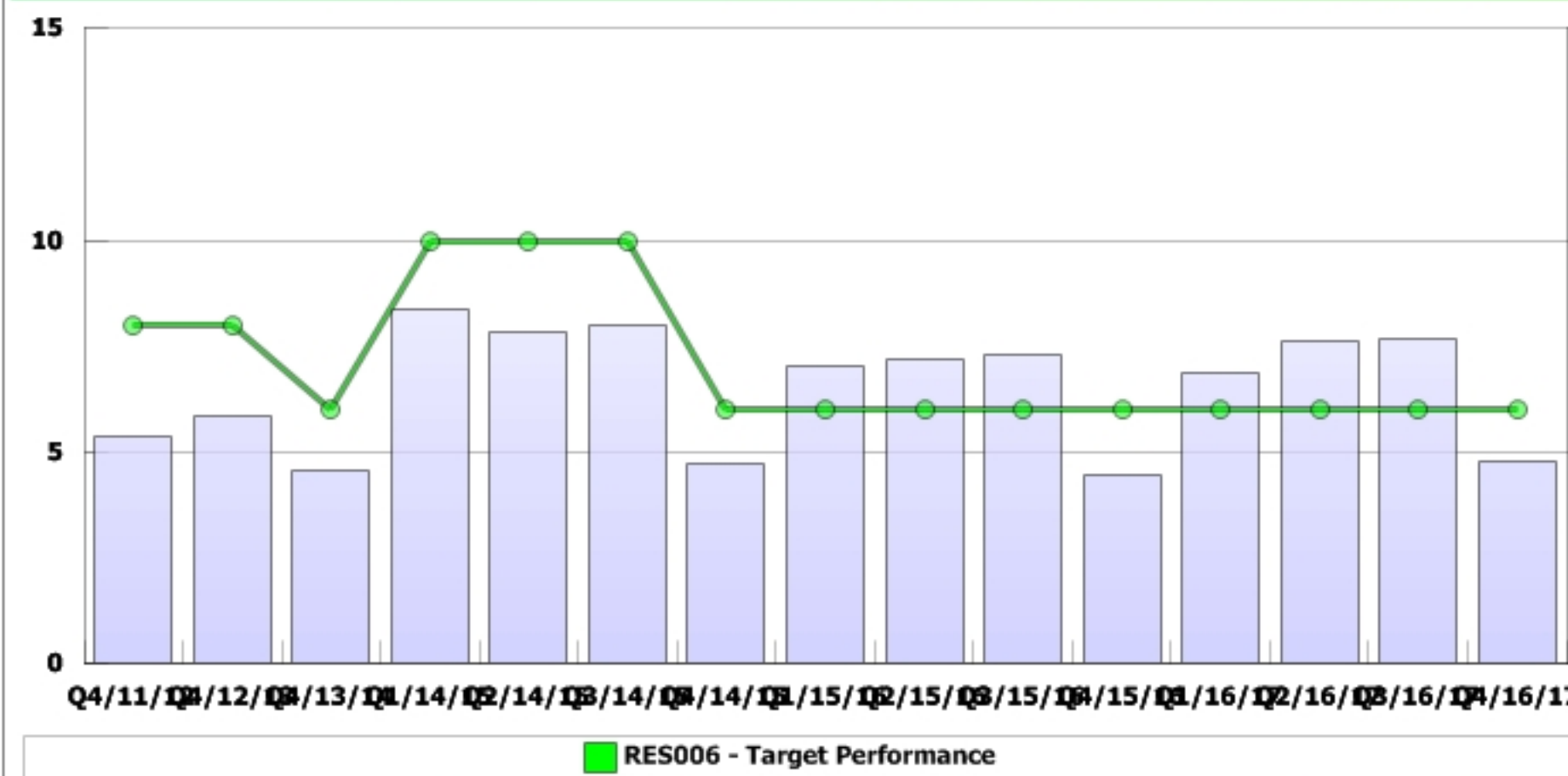
(Q4 2016/17) - As anticipated target met for this year.

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
Q4/16/17	6.00	4.77	✓
Q3/16/17	6.00	7.69	✗
Q2/16/17	6.00	7.62	✗
Q1/16/17	6.00	6.91	✗
Q4/15/16	6.00	4.47	✓

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):

(Q4 2016/17) - Target met for 2016/2017

Corrective action proposed (if required):

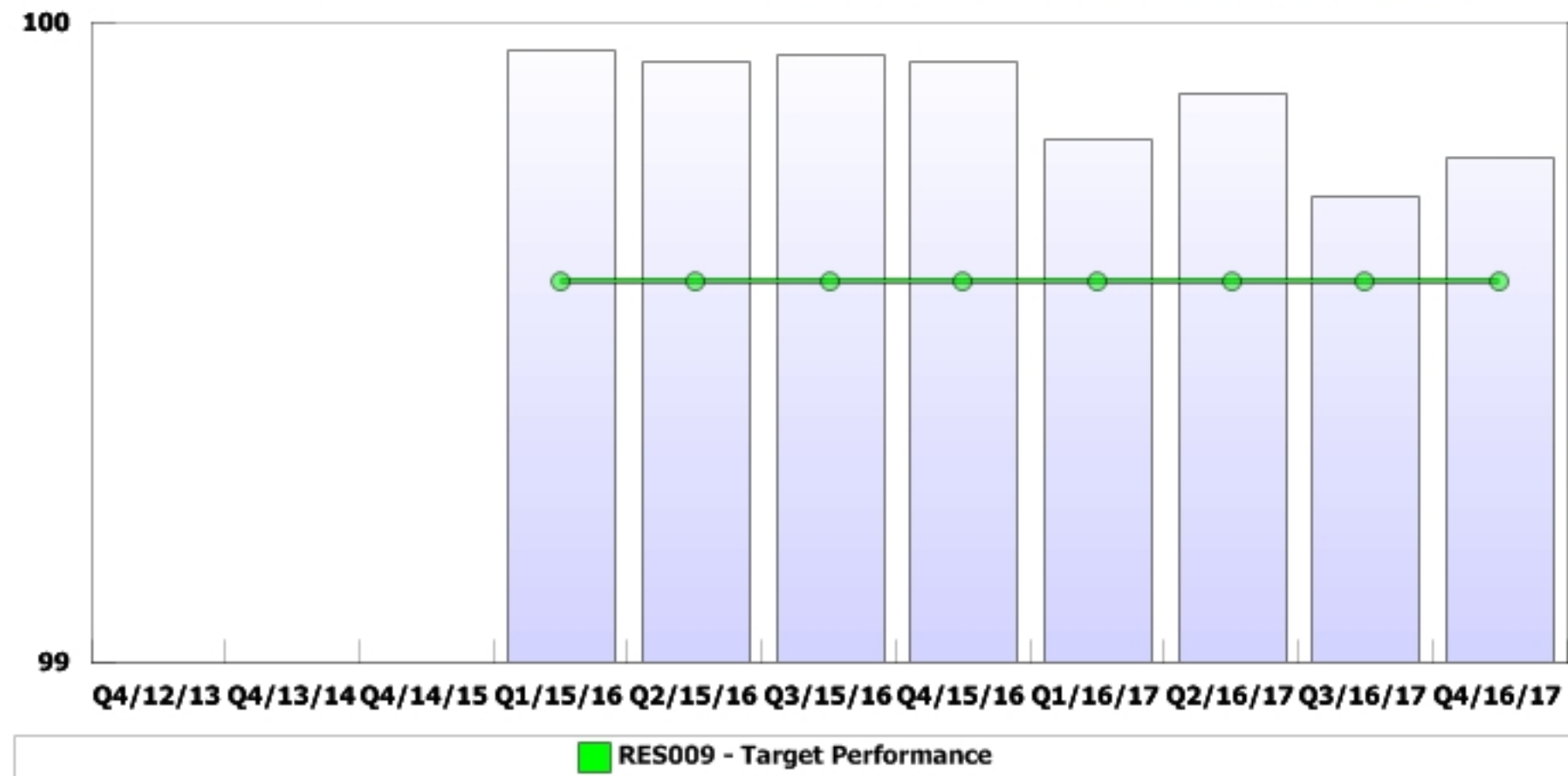
(Q4 2016/17) - As anticipated target has been met for 2016/2017.

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	Status
Q4/16/17	99.60%	99.79%	✓
Q3/16/17	99.60%	99.73%	✓
Q2/16/17	99.60%	99.89%	✓
Q1/16/17	99.60%	99.82%	✓
Q4/15/16	99.60%	99.94%	✓

Annual Target: 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):

(Q4 2016/17) - the target for website availability (uptime) is 99.60% - the actual uptime is 99.79%.

Corrective action proposed (if required):

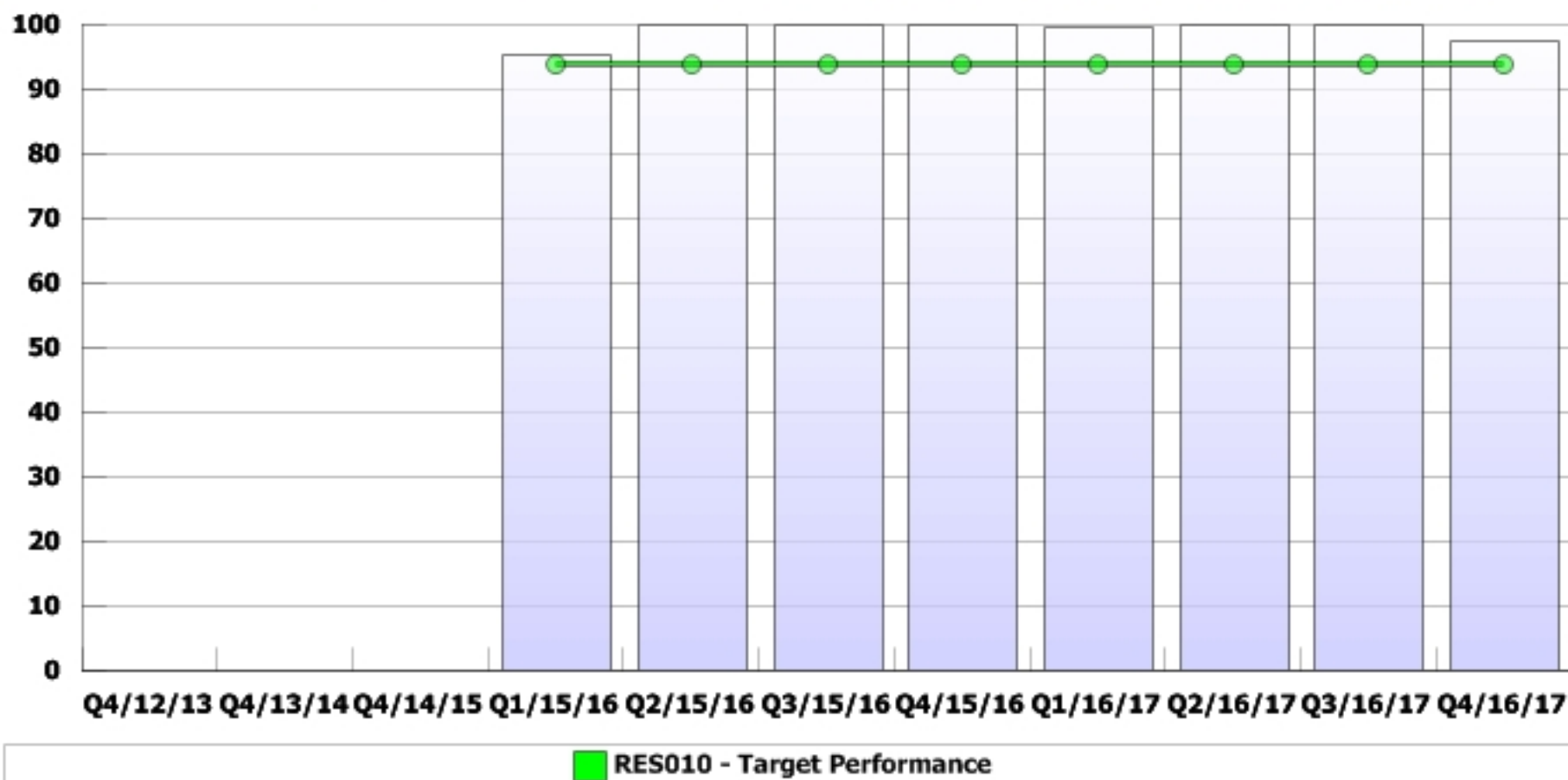
None.

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
Q4/16/17	95.00%	97.70%
Q3/16/17	95.00%	100.00%
Q2/16/17	95.00%	100.00%
Q1/16/17	95.00%	99.89%
Q4/15/16	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):

(Q4 2016/17) - target is 95%. Actual is 97.7%, there were 5 broken links on 215 pages on main website.

Corrective action proposed (if required):

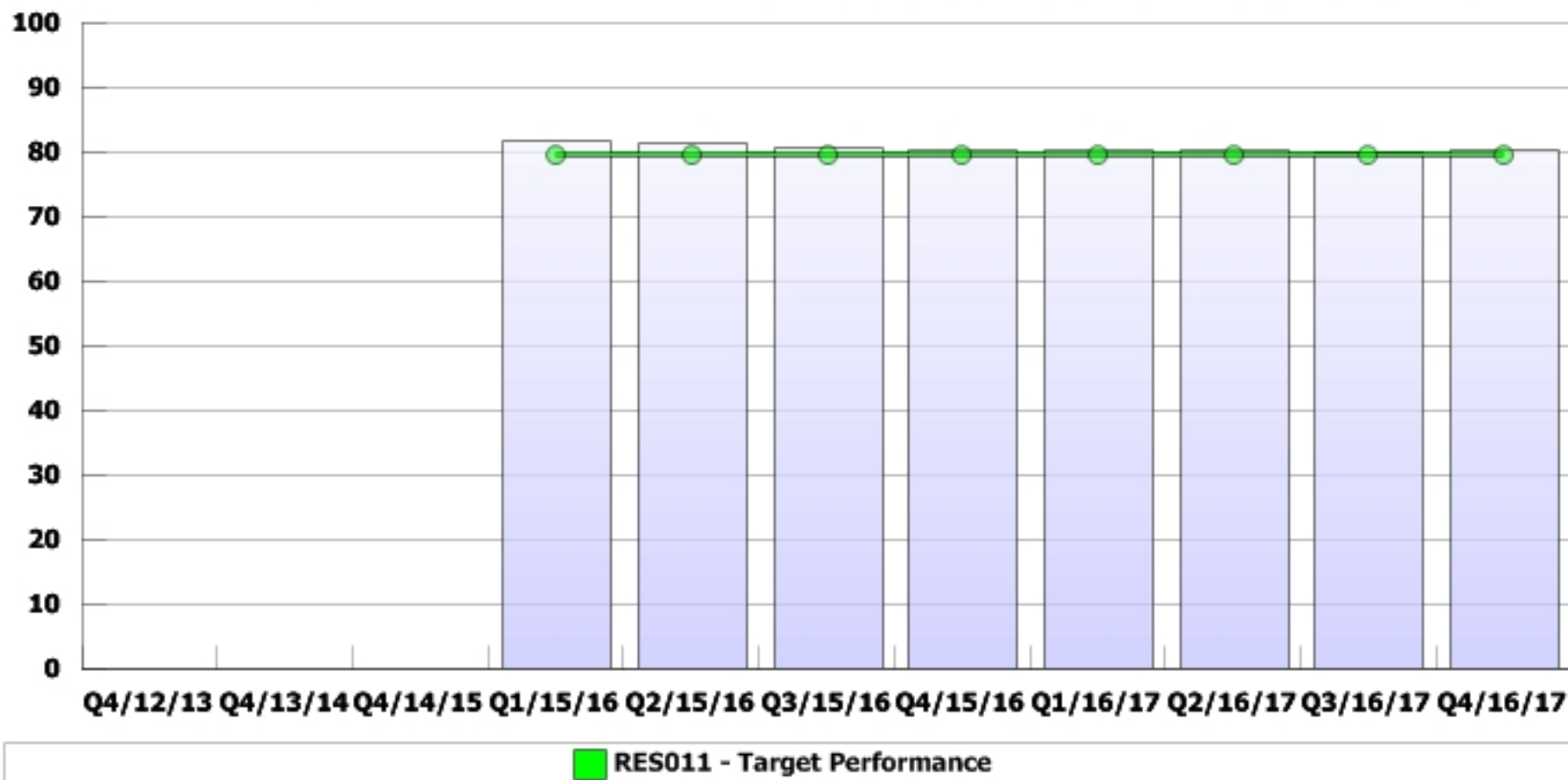
None.

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
Q4/16/17	79.90%	80.42%
Q3/16/17	79.90%	80.34%
Q2/16/17	79.90%	80.42%
Q1/16/17	79.90%	80.51%
Q4/15/16	79.90%	80.66%

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

↑ is the direction of improvement

Annual Target: 2016/17 - 79.90%
 2015/16 - 79.90%
Indicator of good performance:
 A higher number is good

Comment on current performance (including context):

(Q4 2016/17) - target of 79.90% actual 80.42%.

Corrective action proposed (if required):

None.