







Key Performance Indicators 2017/18 – Quarter 1 Performance Report

Appendix 1

Neighbourhoods Quarterly Indicators		Q1 2017/18			Q2 2017/18			Q3 2017/18			Q4 2017/18			Is year-end target likely to be achieved?
		Target	Value	Status	Target	Value	Status	Target	Value	Status	Target	Value	Status	
NEI001	How much non-recycled waste was collected for every household in the district?	95	105		196			296			400			No
NEI003	What percentage of our district had unacceptable levels of litter?	8%	10.97%		8%			8%			8%			No
NEI004	What percentage of our district had unacceptable levels of detritus (dust, mud, stones, rotted leaves, glass, plastic etc.)?	10%	4.83%		10%			10%			10%			Yes
NEI005	What percentage of the issues and complaints received by the Environment & Neighbourhoods Team received an initial response within 3 days?	95.5%	98.19%		95.5%			95.5%			95.5%			Yes
NEI006	What percentage of the recorded incidences of fly-tipping are investigated within 3 working days of being recorded?	90%	98.72%		90%			90%			90%			Yes
NEI007	What percentage of recorded incidences of fly-tipping (contract cleared) are removed within 5 working days of being recorded?	90%	92.77%		90%			90%			90%			Yes

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		Target	Value	Status	Target	Value	Status	Target	Value	Status	Target	Value	Status	
NEI008	What percentage of the recorded incidences of fly-tipping (variation order/non contract) are removed within 10 working days of being recorded?	90%	94.74%	✓	90%			90%			90%			Yes
NEI009	What percentage of out of hours (OOH) noise complaints are responded to within 15 minutes?	90%	90.4%	✓	90%			90%			90%			Yes
NEI011	What percentage of the rent we were due to be paid for our commercial premises was not paid?	2%	1.51%	✓	2%			2%			2%			Yes
NEI012	What percentage of our commercial premises were let to tenants?	98%	98.90%	✓	98%			98%			98%			Yes
NEI013	What percentage of all household waste was sent to be recycled or reuse?	26%	23.75%	✗	26%			26%			26%			No
NEI014	What percentage of all household waste was sent to be composted or anerobic digestion.?	33%	35.81%	✓	33%			33%			33%			Yes

Key Performance Indicators 2017/18 Quarter 1 Performance

Report Author: Monika Chwiedz (Performance Improvement Officer)

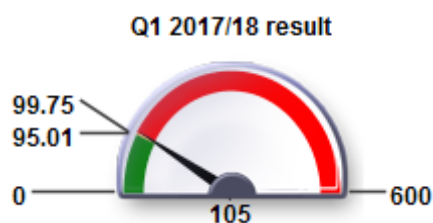
Reflecting on our performance:

There are 32 KPIs for this year. 27 (84%) achieved target and 5 (16%) missed target, however of those missing target 1 (3%) performed within their amber tolerance

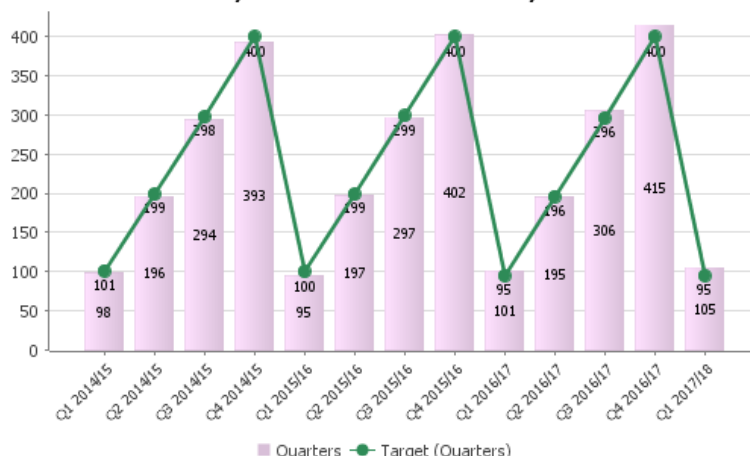
Nine (9) of the Key Performance Indicators fall within the Neighbourhoods Directorate

NEI001 How much non-recycled waste was collected for every household in the district?

This indicator supports reductions in the amount of residual waste collected, through less overall waste and more reuse, recycling and composting. Quarterly targets and performance details for this indicator are measured in kilograms per household, and represent the cumulative total for the year to date.



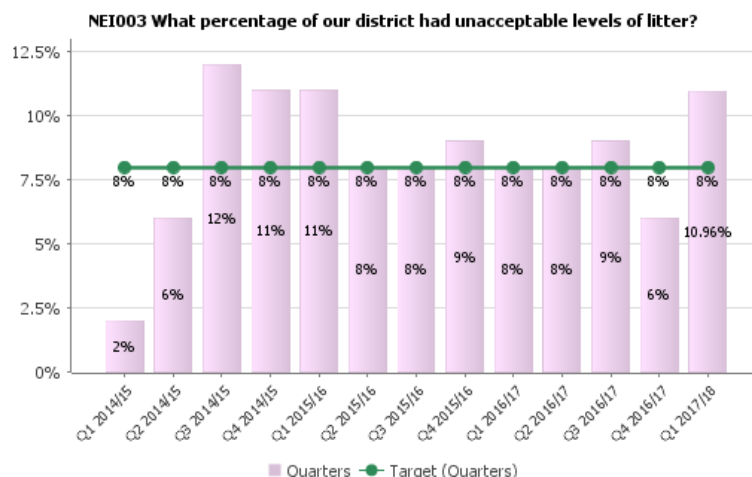
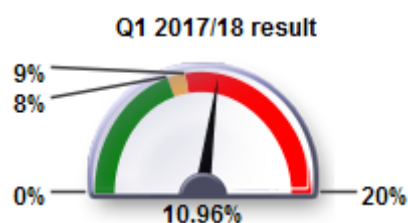
NEI001 How much non-recycled waste was collected for every household in the district?



Comment on current performance: Tonnage collected continues to rise, – looking at figures from other districts they are also experiencing a rise.

NEI003 What percentage of our district had unacceptable levels of litter?

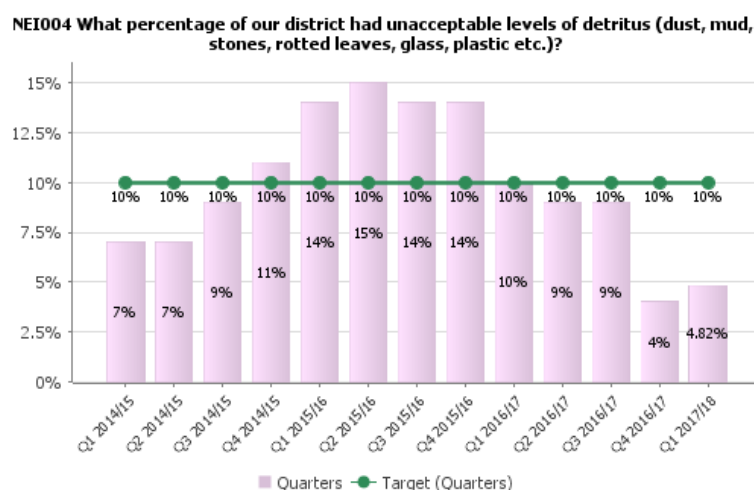
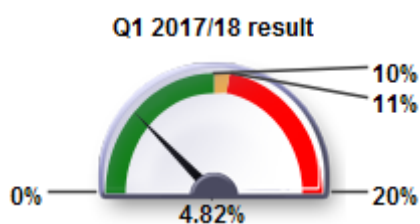
This indicator seeks to reduce unacceptable levels of litter. Performance is based on surveys of prescribed sites carried out over four quarterly periods each year, and represents the percentage of relevant land with deposits of litter which exceed the acceptable level.



Comment on current performance: The litter KPI is high again – litter is a constant issue because of the frequency of deposits what will always be regular. However we need to increase effectiveness of the cleansing operations.

NEI004 What percentage of our district had unacceptable levels of detritus (dust, mud, stones, rotted leaves, glass, plastic etc.)?

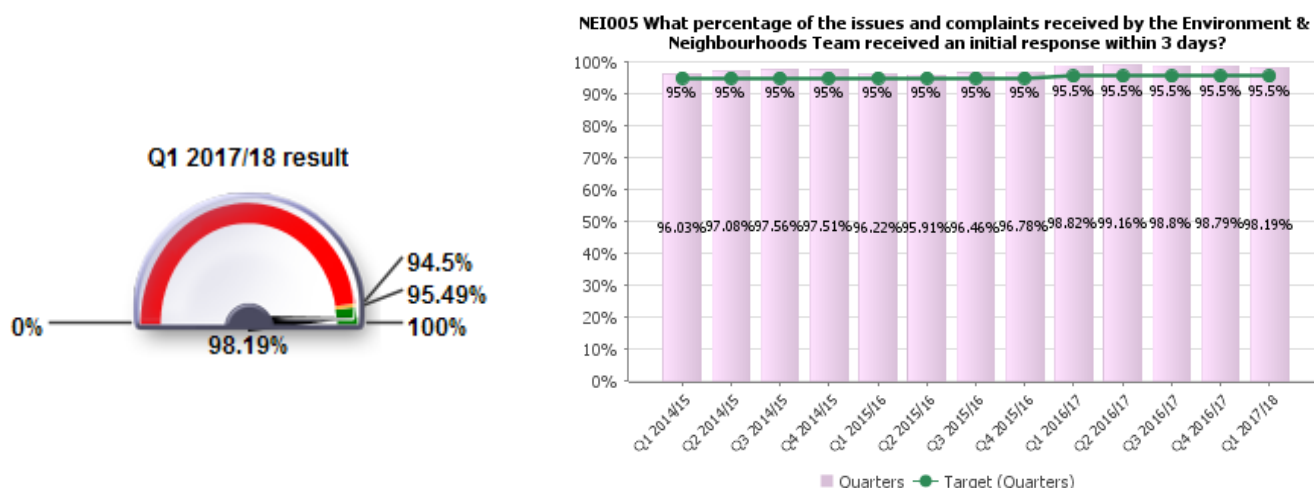
This indicator seeks to reduce unacceptable levels of detritus. Performance is based on surveys of prescribed sites carried out over the four quarterly periods each year, and represents the percentage of relevant land with deposits of detritus which exceed the acceptable level.



Comment on current performance: The previous problems on detritus seem to have been resolved but it needs constant monitoring to ensure it does not increase.

NEI005 What percentage of the issues and complaints received by the Environment & Neighbourhoods Team received an initial response within 3 days?

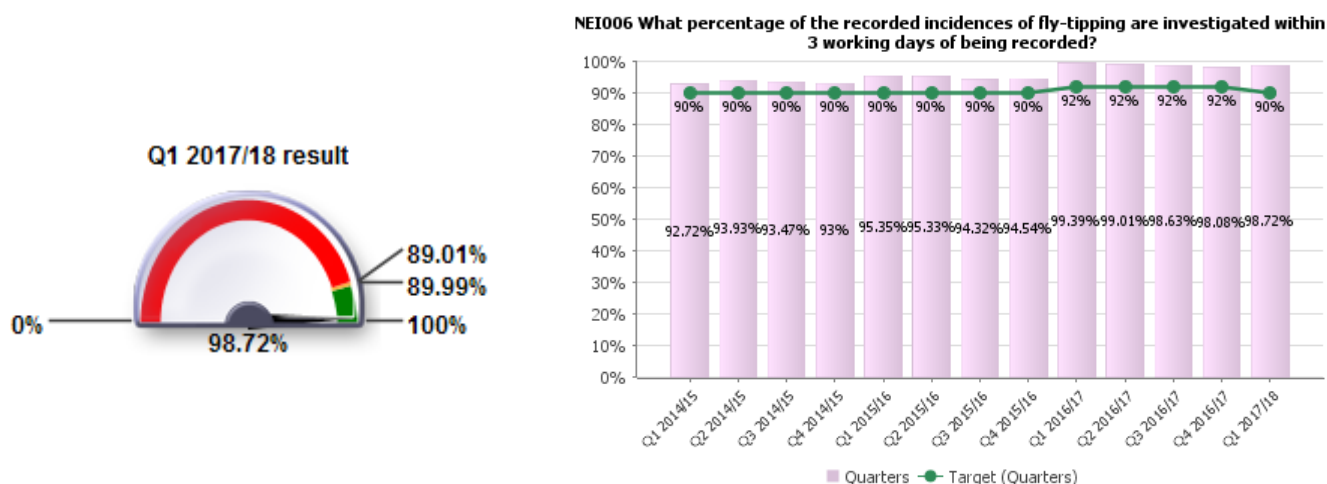
Dealing with 'enviro-crime' is a key element of the 'Safer, Cleaner, Greener' initiative, and this indicator measures the percentage of issues raised and complaints received by the Environment and Neighbourhoods Team that are responded to within three working days.



Comments on current performance: Target achieved. 1301 out of 1325 issues and complaints received an initial response within 3 working days.

NEI006 What percentage of the recorded incidences of fly-tipping are investigated within 3 working days of being recorded?

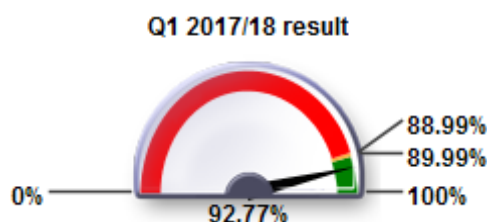
The Team register all fly-tipping incidents reported or found on public and private land in the district. Incidents that may have evidence that can lead to the source of the waste are investigated, subject to resources and priorities at that time. Clearance is delayed until investigated (unless there are other factors that require the waste to be cleared immediately).



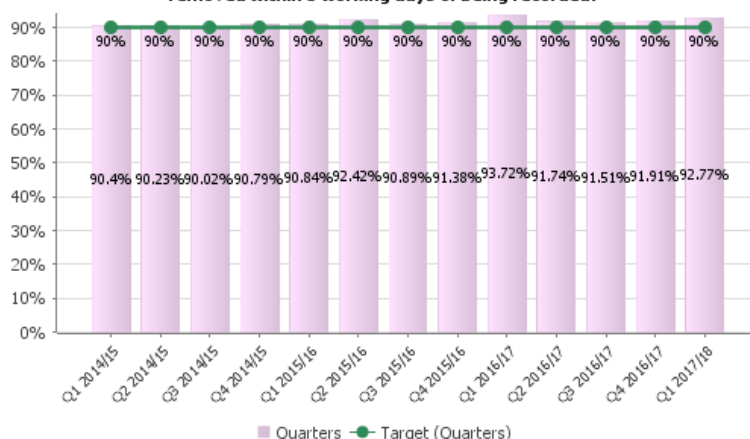
Comments on current performance: Target achieved 77 of 78 incidents of fly-tipping that were investigated in this period were within 3 working days of the fly-tipping being recorded.

NEI007 What percentage of recorded incidences of fly-tipping (contract cleared) are removed within 5 working days of being recorded?

This indicator specifically considers fly-tip incidents which occur on land which the council is responsible for clearing and which can be cleared under the existing waste contract.



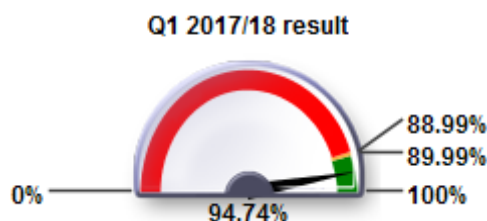
NEI007 What percentage of recorded incidences of fly-tipping (contract cleared) are removed within 5 working days of being recorded?



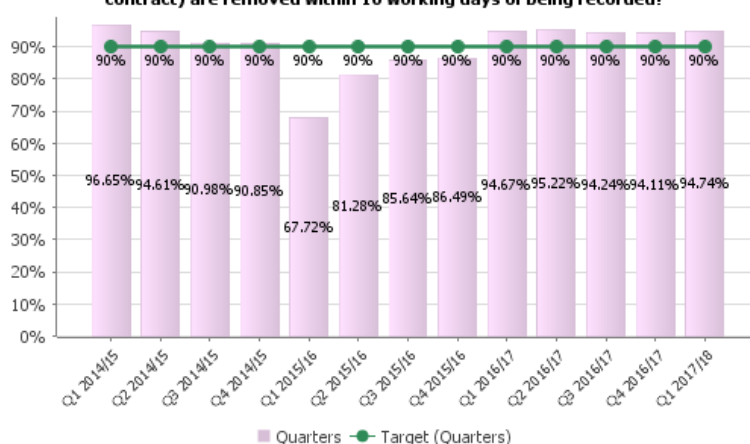
Comments on current performance: target achieved: 231 of 249 incidents were cleared under the waste contract within the target of 5 working days.

NEI008 What percentage of the recorded incidences of fly-tipping (variation order/non contract) are removed within 10 working days of being recorded?

This indicator specifically considers fly-tip incidents which occur on land which the council is responsible for clearing and which require an additional variation order or other non-contract clearance.



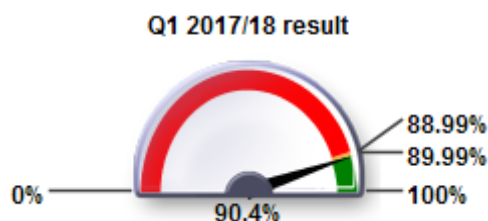
NEI008 What percentage of the recorded incidences of fly-tipping (variation order/non contract) are removed within 10 working days of being recorded?



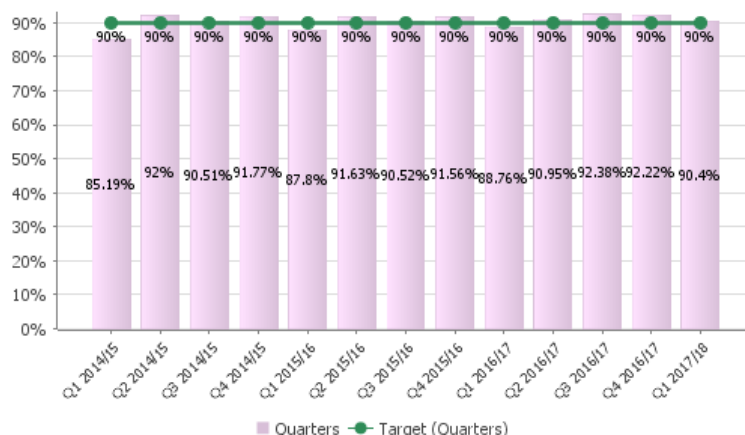
Comments on current performance: the target has been achieved. 198 out of 209 incidents were cleared within 10 working days.

✔ **NEI009** What percentage of out of hours (OOH) noise complaints are responded to within 15 minutes?

The callout service for noise complaints is 24 hours (restricted emergency service after 00:00 and before 13:00 at the weekend). Calls are recorded by the Council's stand-by officer and passed to the duty noise officer who telephones the complainant. A response has been made when the duty noise officer has telephoned the complainant.



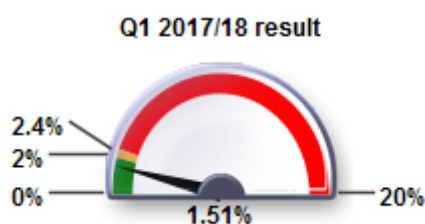
NEI009 What percentage of out of hours (OOH) noise complaints are responded to within 15 minutes?



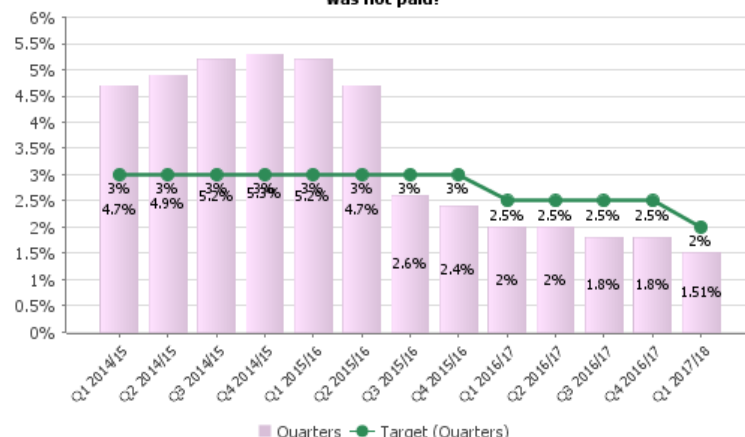
Comments on current performance: the target has been achieved. 113 of 125 calls achieved the target and received a call back within 15 minutes.

✔ **NEI011** What percentage of the rent we were due to be paid for our commercial premises was not paid?

This indicator is a measure of a local authority's rent collection and arrears recovery service for its property portfolio and assists in monitoring the collection of important income to the Council. Performance against this indicator is reported on a quarterly basis.



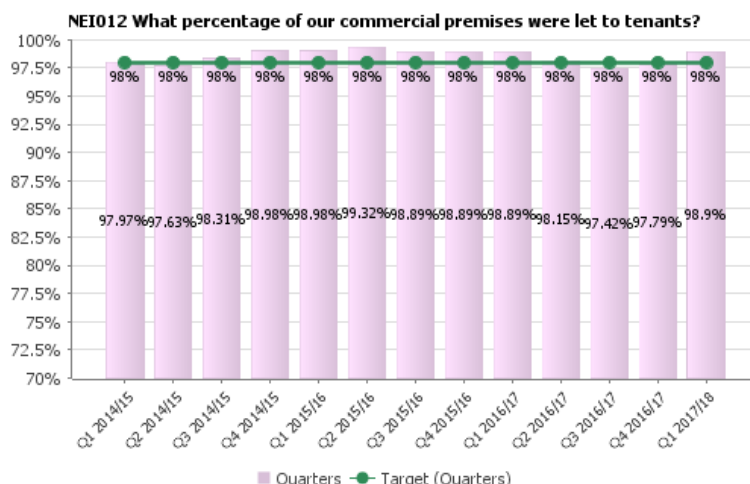
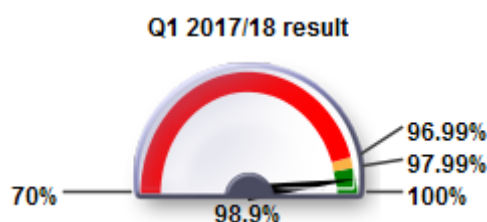
NEI011 What percentage of the rent we were due to be paid for our commercial premises was not paid?



Comments on current performance: target exceeded mainly due to significant rental income uplift as a result of re-gearing leases at Brooker/Cartersfield Road, Waltham Abbey (Glyn Hopkin) and at David Lloyd, Chigwell. Improved performance also resulting from more proactive arrears management and legal action for persistent non-payers. Continue with identifying opportunities for income enhancement as well as pro-active arrears management and timely issuing of invoices and reminders.

NEI012 What percentage of our commercial premises were let to tenants?

This indicator monitors the effectiveness of the local authority's asset management function and helps to monitor the vitality of the Council's commercial and industrial portfolio. Performance against this indicator is reported on a quarterly basis.



Comments on current performance: performance improved for this quarter. This was due to completion of letting a vacant unit at the Broadway, Loughton and also the letting of two units in Waltham Abbey following the grant of planning permissions for changes of use.

12 & 14 The Broadway, Debden, Loughton. Lease completed. Tenant fitting out.

65 The Broadway, Debden, Loughton: Santander vacated. Unit now under offer and tenant awaiting the outcome of planning application for change of use.

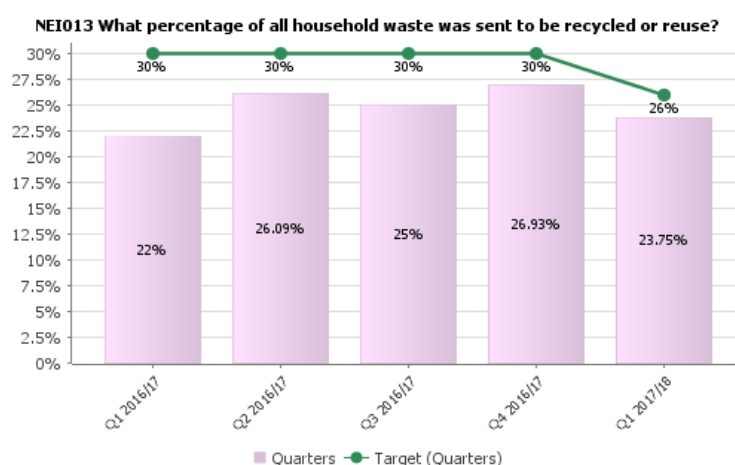
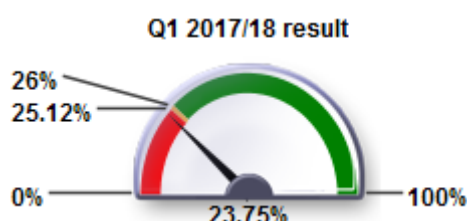
7 & 12 Hillhouse, Waltham Abbey – tenants found and leases completed.

15 Market Square, Waltham Abbey – tenant found and unit is under offer in solicitors hands.

Continue to progress lettings at 65 The Broadway Loughton, monitoring planning situation with the proposed tenant and also at 15 Market Square, Waltham Abbey.

NEI013 What percentage of all household waste was sent to be recycled or reuse?

This indicator supports year on year reductions in the amount of residual waste collected, and measures the percentage of household waste arisings sent for recycling or reuse.



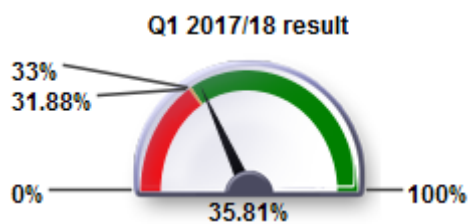
Comment on current performance: Recycling for this quarter has increased however municipal tonnage has increased as a whole.



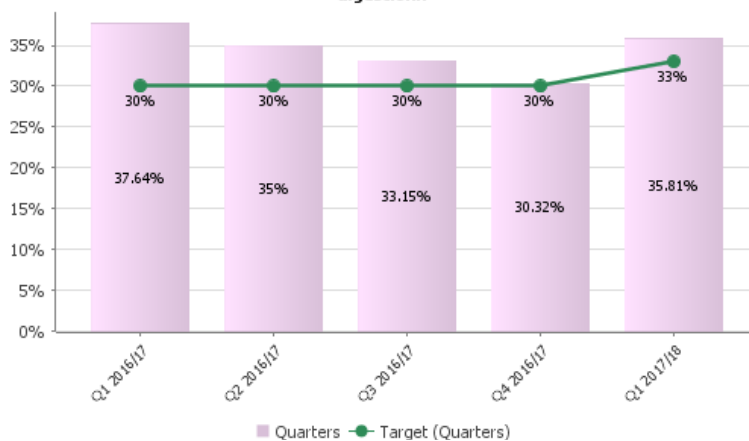
NEI014

What percentage of all household waste was sent to be composted or anerobic digestion.?

This indicator supports year on year reductions in the amount of residual waste collected, and measures the percentage of household waste arisings sent for composting or anaerobic digestion.



NEI014 What percentage of all household waste was sent to be composted or anerobic digestion.?



Comment on current performance: Tonnage is at acceptable levels for this time of year