

Key Performance Indicators 2017/18 – Quarter 3 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	205		296	305		400			No
NEI003	What percentage of our district had unacceptable levels of litter?	8%	10.97%		8%	6%		8%	5.02%		8%			Uncertain
NEI004	What percentage of our district had unacceptable levels of detritus (dust, mud, stones, rotted leaves, glass, plastic etc.)?	10%	4.83%		10%	5.1%		10%	3.72%		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%	97.77%		95.5%	97.65%		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%	98.5%		90%	96.89%		90%			Yes
NEI007	What percentage of recorded incidences of fly-tipping (contract cleared) are removed within 5 working days of	90%	92.77%		90%	93.99%		90%	93.09%		90%			Yes

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	Target	Value	Status	Target	Value	Status	Target	Value	Status	Target	Value	Status	
being recorded?													
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%	93.76%	✔	90%	92.49%	✔	90%			Yes
NEI009 What percentage of out of hours (OOH) noise complaints are responded to within 15 minutes?	90%	90.4%	✔	90%	92.28%	✔	90%	91.8%	✔	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%	1.31%	✔	2%	1.82%	✔	2%			Yes
NEI012 What percentage of our commercial premises were let to tenants?	98%	98.9%	✔	98%	98.9%	✔	98%	97.45%	⚠	98%			Yes
NEI013 What percentage of all household waste was sent to be recycled or reuse?	26%	23.75%	✘	26%	23.74%	✘	26%	23.38%	✘	26%			No
NEI014 What percentage of all household waste was sent to be composted or anerobic digestion.?	33%	35.81%	✔	33%	36.12%	✔	33%	34.39%	✔	33%			Yes

Key Performance Indicators 2017/18 Quarter 3 Performance

Report Author: Monika Chwiedz (Performance Improvement Officer)

Reflecting on our performance:

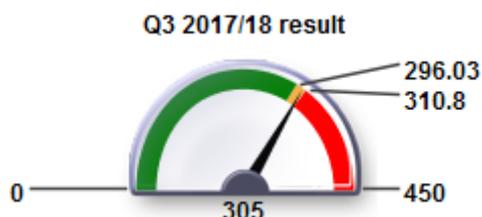
There are 32 KPIs for this year

25(78%) achieved target and 7 (22%) missed target and 4 (13%) performed within their amber tolerance.

Twelve (12) of the Key Performance Indicators fall within the Neighbourhoods

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



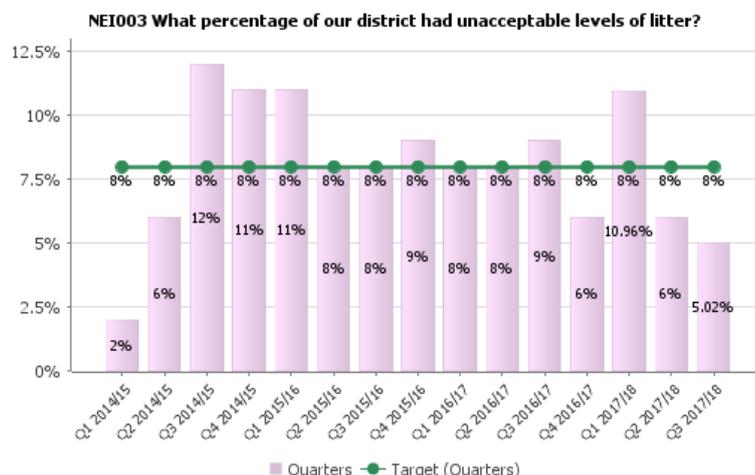
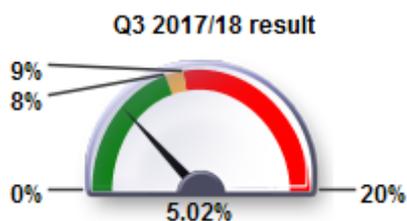
NEI001 How much non-recycled waste was collected for every household in the district?



Comment on current performance: Weight still an issue – this is all weight from all collections, flytips, street cleansing arisings, housing waste.

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

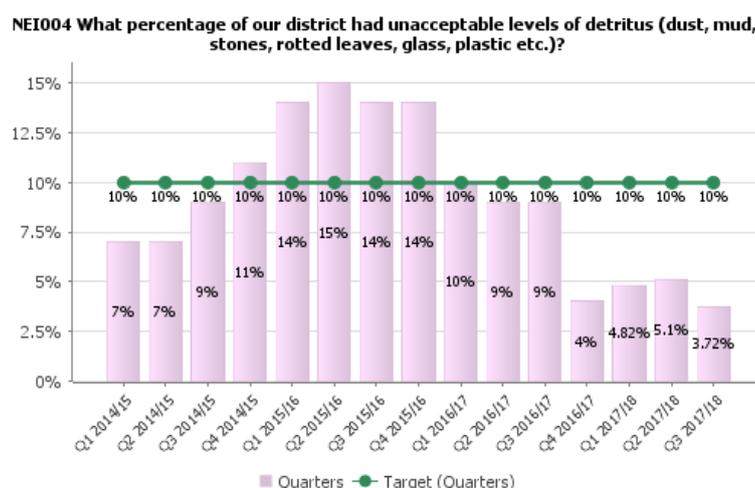
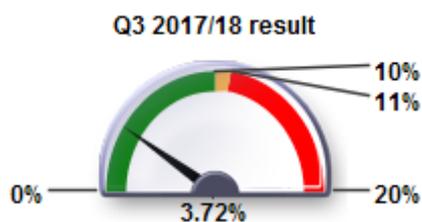
This indicator seeks to reduce unacceptable levels of litter. Performance is based on surveys of prescribed sites carried out over four quarterly periods each year, and represents the percentage of relevant land with deposits of litter which exceed the acceptable level.



Comment on current performance: Litter has improved but it subject to conditions on the day of inspection – a ripped open refuse sack would fundamentally change the mark that is assessed.

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.

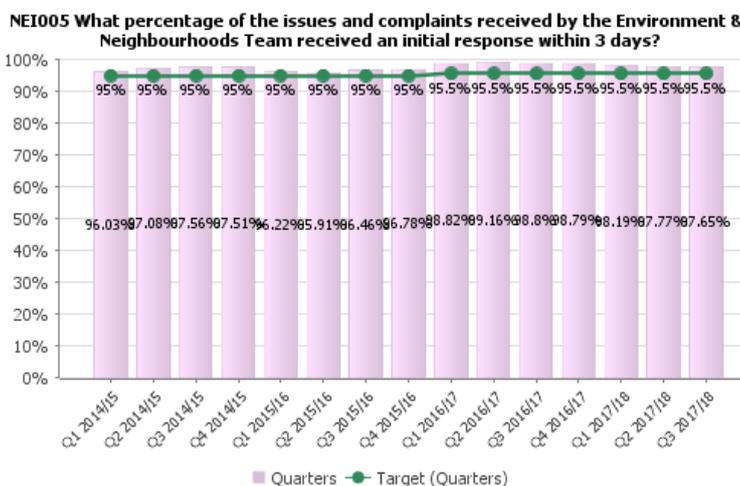
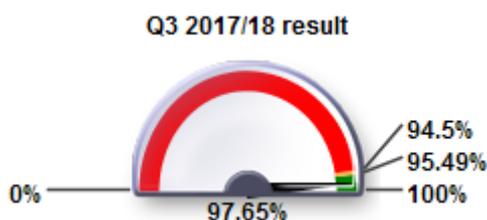


Comment on current performance: Detritus is holding up well especially considering other councils.

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.

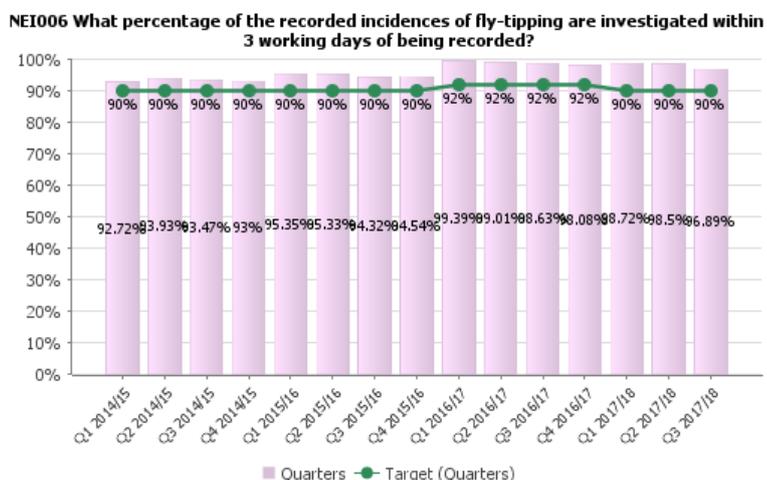
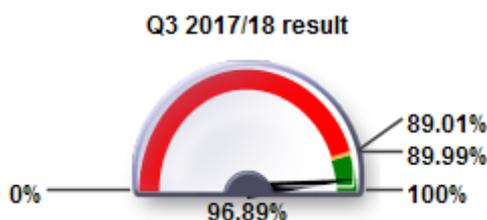


Comment on current performance: Target achieved. 3825 out of 3917 issues received a response in 3 working days.

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



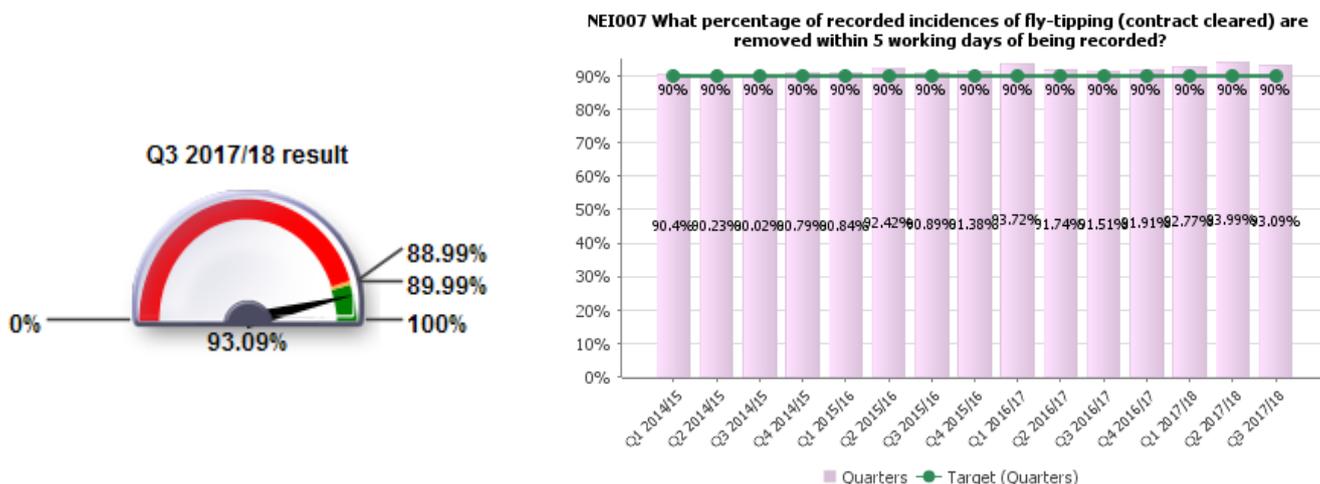
The Team register all fly-tipping incidents reported or found on public and private land in the district. Incidents that may have evidence that can lead to the source of the waste are investigated, subject to resources and priorities at that time. Clearance is delayed until investigated (unless there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



Comment on current performance: Target achieved. 187 of 193 investigations carried out within 3 working days.

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

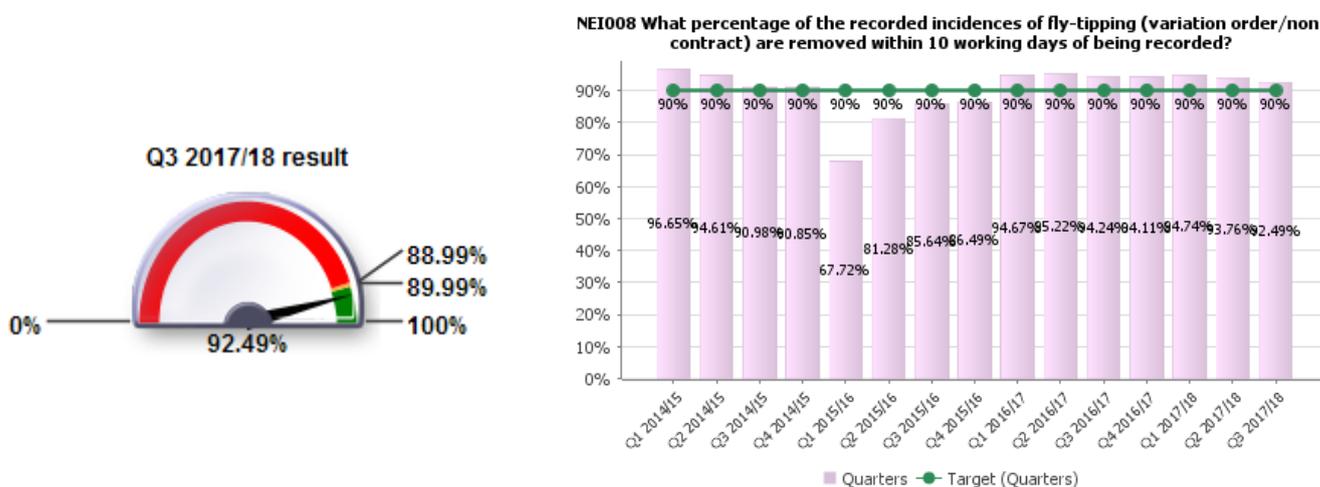
This indicator specifically considers fly-tip incidents which occur on land which the council is responsible for clearing and which can be cleared under the existing waste contract.



Comment on current performance: Target achieved. 727 of 781 incidences of fly-tipping cleared within 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?

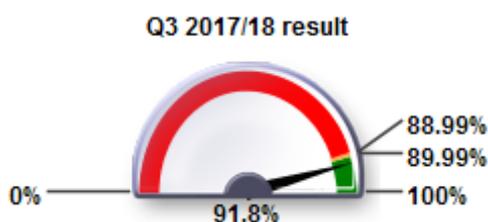
This indicator specifically considers fly-tip incidents which occur on land which the council is responsible for clearing and which require an additional variation order or other non-contract clearance.



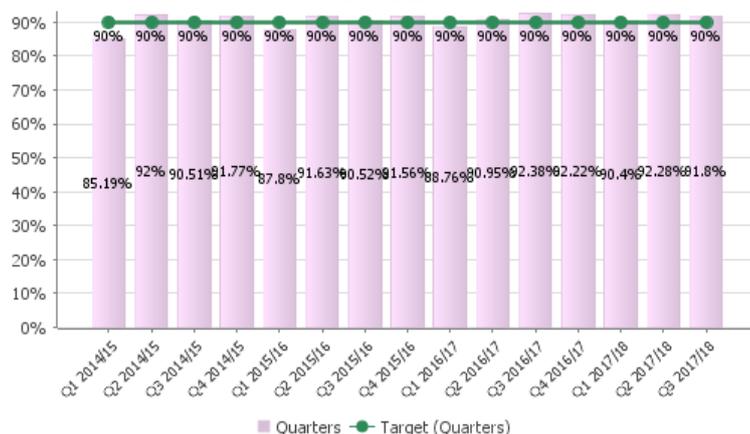
Comment on current performance: Target achieved. 702 out of 759 incidences of fly-tipping cleared within 10 working days.

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.



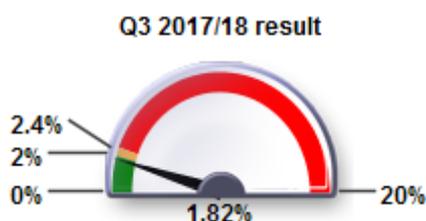
NEI009 What percentage of out of hours (OOH) noise complaints are responded to within 15 minutes?



Comment on current performance: Target achieved. 291 of 317 out of hours noise complaints received an officer response 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.



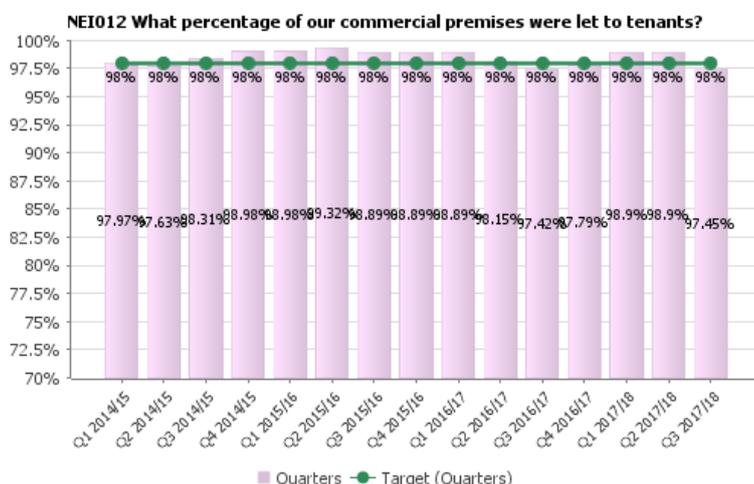
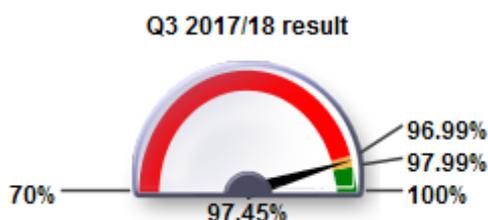
NEI011 What percentage of the rent we were due to be paid for our commercial premises was not paid?



Comment on current performance: The slight increase in arrears over the quarter relates mainly to annual road charges being demanded and awaited at the Broadway, Debden and some tenants at Brooker Road Industrial Estate.

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.



Comment on current performance: Performance slightly reduced for this quarter. This was mainly due to completion of developments at The Landmark, Debden and Epping Forest Shopping Park (EFSP) giving rise to vacant units available to let.

At EFSP 9 of the 12 units have been let and 1 of the remaining 3 is under offer to Mountain Warehouse and in solicitors hands. There is interest in the other 2 units and the team is working with the agents as 1 of these is subject to planning.

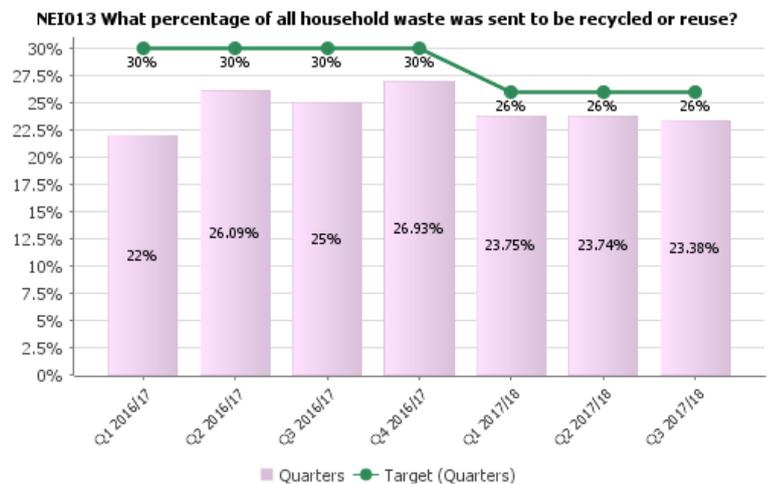
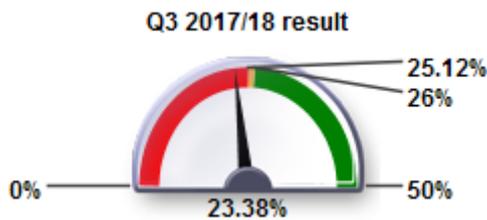
With regard to the Landmark, Debden, terms have been agreed on all 4 units and they are currently under offer awaiting the outcome of legal formalities.

15 Market Square Waltham Abbey and 65 The Broadway (former Santander) have both been let to a charity shop and a children's play centre respectively. A retail unit at 62 Borders Lane, Loughton became available during the quarter but is already under offer and awaiting completion of legal formalities.

Corrective action proposed: continue to progress lettings at EFSP, The Landmark Debden and with the proposed tenant at 62 Borders Lane.

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

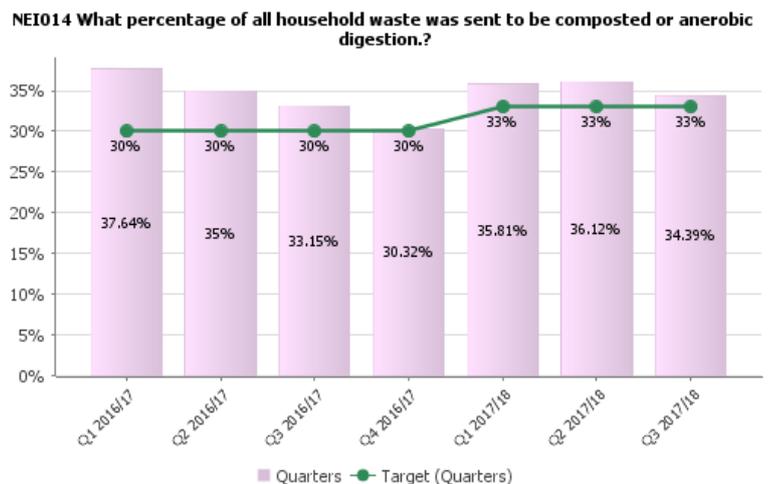
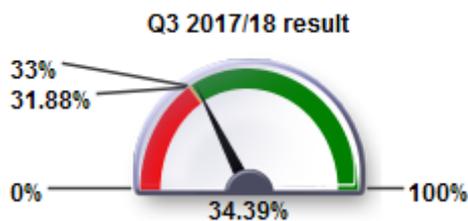
This indicator supports year on year reductions in the amount of residual waste collected, and measures the percentage of household waste arisings sent for recycling or reuse.



Comment on current performance: Recycling is holding up but non capture is still an issue

NEI014 What percentage of all household waste was sent to be composted or anaerobic 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.



Comment on current performance: End of growing season weight drop expected