

Select Committee Agenda



Neighbourhoods and Communities Select Committee Wednesday, 8th July, 2015

You are invited to attend the next meeting of **Neighbourhoods and Communities Select Committee**, which will be held at:

Committee Room 2, Civic Offices, High Street, Epping
on **Wednesday, 8th July, 2015**
at **7.30 pm** .

Glen Chipp
Chief Executive

**Democratic Services
Officer**

A Hendry, Directorate of Governance
email: democraticservices@eppingforestdc.gov.uk Tel:
01992 564246

Members:

Councillors M Sartin (Chairman), H Brady (Vice-Chairman), N Avey, R Gadsby, L Hughes, R Jennings, L Mead, A Mitchell MBE, S Neville, A Patel and B Surtees

SUBSTITUTE NOMINATION DEADLINE:

18:30

- 1. APOLOGIES FOR ABSENCE**
- 2. DECLARATIONS OF INTEREST**

(Director of Governance). To declare interests in any items on the agenda.

In considering whether to declare a personal or a prejudicial interest under the Code of Conduct, Overview & Scrutiny members are asked pay particular attention to paragraph 11 of the Code in addition to the more familiar requirements.

This requires the declaration of a personal and prejudicial interest in any matter before an OS Committee which relates to a decision of or action by another Committee or Sub Committee of the Council, a Joint Committee or Joint Sub Committee in which the Council is involved and of which the Councillor is also a member.

Paragraph 11 does not refer to Cabinet decisions or attendance at an OS meeting purely for the purpose of answering questions or providing information on such a matter.

3. SUBSTITUTE MEMBERS (COUNCIL MINUTE 39 - 23.7.02)

(Director of Governance) To report the appointment of any substitute members for the meeting.

4. DRAFT TERMS OF REFERENCE AND WORK PROGRAMME (Pages 5 - 12)

(i) (Lead Officer & Chairman) to consider the attached report on the draft terms of reference for this committee.

(ii) Members are requested to review what, if any minutes of appropriate outside bodies they would like to receive during the year. The former Safer Cleaner Greener Scrutiny Panel had on its work programme items to receive the notes of the following meetings:

- Local Highways Panel;
- North Essex Parking Partnership;
- The Police and Crime Panel; and
- The Leisure Board.

Receipt of these notes/minutes were sporadic at best, with the Panel receiving them sometimes months after the meetings had been held.

Members can:

- (i) ask for any or all of the above to be brought to this Committee when available; or
- (ii) ask that they be put into the Members Bulletin for all members to see and if necessary any specific item that they deem important can be referred to this Panel. Done this way members can see the minutes as soon as they are made available and not have to wait until the next meeting of this Committee.

5. KEY PERFORMANCE INDICATORS 2014/15 QUARTER 4 (OUTTURN) PERFORMANCE (Pages 13 - 26)

(Director of Governance) to consider the attached report.

6. UPDATE ON THE ADOPTION OF THE RIVER RODING FLOOD RISK MANAGEMENT STRATEGY (Pages 27 - 28)

(Director of Neighbourhoods) To note an update to the implementation of the Flood Risk Strategy (letter from the Environmental Agency).

7. REPORTS TO BE MADE TO THE NEXT MEETING OF THE OVERVIEW AND SCRUTINY COMMITTEE

To consider which reports are ready to be submitted to the Overview and Scrutiny Committee at its next meeting.

8. FUTURE MEETINGS

To note the scheduled future meetings. They are:

15th September 2015;
17th November 2015;
19th January 2016; and
15th March.

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SCRUTINY



Report to Neighbourhood & Community Services Select Committee

Date of meeting: 8 July 2015

Subject: Neighbourhood & Community Services Select Committee - Terms of Reference & Work Programme 2015/16

Officer contact for further information: S. Tautz (01992 564180)

Democratic Services Officer: A Hendry

Recommendations/Decisions Required:

- (1) **To receive a brief presentation from the lead officer for the Select Committee, on the identification of relevant priorities and work areas for the year ahead;**
- (2) **To consider the proposed terms of reference and work programme for the Select Committee for 2015/16; and**
- (3) **To recommend the terms of reference to the Overview and Scrutiny Committee for adoption.**

Report:

Introduction

1. The new overview and scrutiny framework, based on a structure of four 'select committees', has been introduced from the start of this municipal year. Details of the new framework are attached (Appendix 1).
2. The select committee framework is intended to improve previous arrangements that resulted in a situation where not all service areas were subject to scrutiny (if required) or allocated to a particular member group for scrutiny purposes. The framework ensures that all services have a 'reporting' route for Overview and Scrutiny and that there is clear scope to the scrutiny activities of each Committee. The following 'Lead Officers' have been nominated for each select committee:

Governance Select Committee – N. Richardson (Assistant Director (Development Management))

Housing Select Committee – A. Hall (Director of Communities)

Neighbourhoods & Community Services Select Committee – D. Macnab (Director of Neighbourhoods)

Resources Select Committee – P. Maddock (Assistant Director (Accountancy))

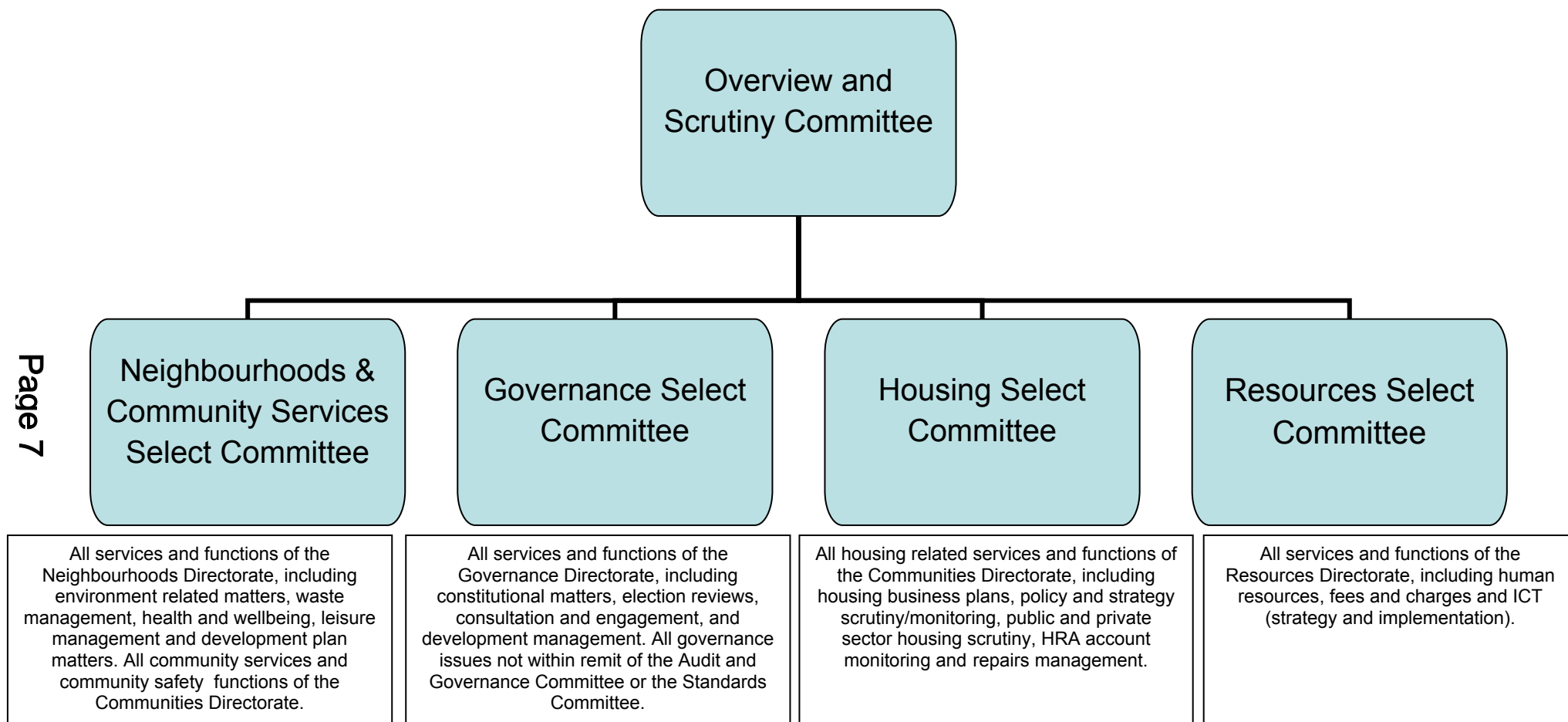
3. The respective lead officer will make a brief presentation to members on priorities for the activities of the Select Committee during 2015/16. In adopting the new framework, the Council was keen to stress that it did not wish to place additional burden on service directors in respect of attendance at meetings of the select committees, and meetings

of the committees will therefore also be supported by the Assistant Directors relevant to specific topics under consideration.

4. The initial responsibility of the lead officers has been the development of terms of reference and work programmes for each select committee. The terms of reference reflect the scope of each select committee and provide for regular progress reporting on relevant matters to be made to the Overview and Scrutiny Committee, whilst ensuring consistency of operation across each of the select committees. The terms of reference are required to be considered by each select committee at the first meeting in the municipal year, and then be agreed by the Overview and Scrutiny Committee. The draft terms of reference for the Select Committee are attached as Appendix 2 to this report.
5. The work programmes for the Select Committee should be relevant and achievable, and be informed by relevant service aims and member priorities. The work programme is similarly required to be considered by each select committee at the first meeting, for subsequent and ongoing review by the Overview and Scrutiny Committee. The draft work programme for the Select Committee is attached as Appendix 3.
6. The select committee framework continues to provide for relevant scrutiny activity to be undertaken by way of the establishment (by the Overview and Scrutiny Committee) of Task and Finish Panels as necessary. The new framework arrangements include provision for enhanced member training, particularly in the use of techniques to improve scrutiny activities.
7. The calendar of meetings for 2015/16 provides for meetings of each select committee to be held before the Overview and Scrutiny Committee in each cycle. This approach is intended to allow for meaningful reports of the activities of each select committee to be made to the Overview and Scrutiny Committee at each meeting.
8. The Select Committee is asked to consider its draft Terms of Reference and work programme for 2015/16 and to recommend these to the Overview and Scrutiny Committee for adoption.

Overview and Scrutiny Select Committee Framework 2015/16

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TERMS OF REFERENCE – SELECT COMMITTEE

Title: Neighbourhood and Community Services

Status: Select Committee

Terms of Reference:

General

1. To undertake overview and scrutiny, utilising appropriate methods and techniques, of services and functions of the Neighbourhood and Communities Directorates, excluding those matters within remit of the Audit and Governance Committee, the Standards Committee or the Constitution Working Group;
2. To consider any matter referred to the Select Committee by the Overview and Scrutiny Committee;
3. To keep under review:
 - (i) *Environmental enforcement activities;*
 - (ii) *Safer communities activities;*
 - (iii) *Waste management activities; and*
 - (iv) *Leisure Management*
4. To respond to applicable consultations as appropriate;
5. To establish working groups as necessary to undertake any activity within these terms of reference;
6. To identify any matters within the services and functions of the Neighbourhoods Directorate and the community services and community safety activities of the Communities Directorate that require in-depth scrutiny and report back to the Overview and Scrutiny Committee as necessary;

Crime and Disorder

7. To act as the Council's Crime and Disorder Scrutiny Committee and to keep under review the activities of the Epping Forest Community Safety Partnership as a whole or any of the individual partners which make up the Partnership;

Performance Monitoring

8. To undertake performance monitoring in relation to the services and functions of the Neighbourhoods Directorate and the community services and community safety activities of the Communities Directorate, against adopted Key Performance Indicators and identified areas of concern;

Environment

9. To monitor and keep under review the Council's progress towards the development and adoption of a corporate energy strategy / environmental policy and to receive progress

reports from the Green Working Party.

10. To receive reports from the Waste Management Partnership Board in respect of the operation of and performance of the waste management contract;

11. To receive and review the reports of the Bobbingworth Nature Reserve (former landfill site) Liaison Group.

Chairman: Cllr. Sartin

DRAFT

Neighbourhood & Community Services Select Committee (Chairman – Cllr Sartin)
Work Programme 2015/16

Item	Report Deadline / Priority	Progress / Comments	Programme of Future Meetings
(1) Enforcement activity	January 2016	Annual report to Committee	8 th July 2015; 15 September; 17 November; 19 January 2016; 15 March
(2) CCTV action plan review	January 2016	Annual report to Committee	
(3) Annual Report of the Community Safety Partnership	September 2015	Annual report to Committee	
(4) KPIs 2014/15	July 2015	Outturn Report for 2014/15	
(5) To review the specific quarterly KPI's for 2015/16	Quarterly	Progress reports to meetings: Q1 in September 2015; Q2 in November '15; Q3 in March '16	
(6) Receive notes of Waste Management Partnership Board	As appropriate	Notes reported to Committee at first available meeting following receipt.	
(7) Receive notes of the Bobbingworth Nature Reserve Liaison Group	As appropriate	Notes to the Committee at first available meeting following receipt.	
(8) To receive updates from the Green Corporate Working Party	As appropriate	To monitor and keep under review the Council's progress towards the development and adoption of a corporate energy strategy/environmental policy and to receive progress reports from the Green Working Party.	
(9) Feedback on the success of the Crucial Crew Initiative and learning points for future programmes	September 2015		

Neighbourhood & Community Services Select Committee (Chairman – Cllr Sartin)
Work Programme 2015/16

Item	Report Deadline / Priority	Progress / Comments	Programme of Future Meetings
(10) Report on the outcome of Stage 1 feasibility study on the options for establishing a Museum, Heritage and Culture Development Trust	September 2015		
(11) Feedback on the success of the Summer Holiday Activity Programme and Learning points for future programmes	November 2015		
(12) Feedback on the success of the Reality Roadshow initiative and learning points for future programmes	January 2016		
(13) Report on the extensive new offer provided to visitors following the expansion and improvement of the Epping Forest Museum	March 2016		



**Report to: Neighbourhood and
Community Services Select
Committee**

Date of meeting: 8 July 2015

Portfolio: Safer, Greener and Transport Portfolio Holder (Councillor G. Waller)

Subject: Key Performance Indicators 2014/15 - Quarter 4 (Outturn) Performance

Officer contact for further information: B. Copson (01992 564042)

Democratic Services Officer: A. Hendry (01992 564246)

Recommendations/Decisions Required:

That the Select Committee review Q4 (Outturn) performance in relation to the key performance indicators within its areas of responsibility.

Executive Summary:

Pursuant to the Local Government Act 1999, the Council is required to make arrangements to secure continuous improvement in the way in which its functions and services are exercised, having regard to a combination of economy, efficiency and effectiveness.

As part of the duty to secure continuous improvement, a range of Key Performance Indicators (KPI) relevant to the Council's services and key objectives, are adopted each year. Performance against the majority of KPIs is monitored on a quarterly basis, and has previously been a focus of inspection in external assessments and judgements of the overall progress of the authority.

Reasons for Proposed Decision:

The KPIs provide an opportunity for the Council to focus attention on how specific areas for improvement will be addressed, and how opportunities will be exploited and better outcomes delivered.

A number of KPIs are used as performance measures for the Council's key objectives for each year. It is important that relevant performance management processes are in place to review and monitor performance against the key objectives, to ensure their continued achievability and relevance, and to identify proposals for appropriate corrective action in areas of slippage or under performance.

Other Options for Action:

No other options are appropriate in this respect. Failure to monitor and review KPI performance and to consider corrective action where necessary could have negative implications for judgements made about the Council's progress, and might mean that opportunities for improvement are lost.

Report:

1. A range of thirty-six Key Performance Indicators (KPI) for 2014/15 was adopted by the Finance and Performance Management Cabinet Committee in March 2014. The KPIs are important to the improvement of the Council's services and the achievement of its key objectives, and comprise a combination of some former statutory indicators and locally determined performance measures. The aim of the KPIs is to direct improvement effort towards services and the national priorities and local challenges arising from the social, economic and environmental context of the district, that are the focus of the key objectives.
2. Progress in respect of each of the KPIs is reviewed by the relevant Portfolio Holder, Management Board, and overview and scrutiny at the conclusion of each quarter. In order to enhance the value of the on-going review of KPI performance throughout each year, no indicators are subject to scrutiny or performance reporting at year-end only.
3. Improvement plans are produced for all of the KPIs each year, setting out actions to be implemented in order to achieve target performance, and to reflect changes in service delivery. In view of the corporate importance attached to the KPIs, the improvement plans are agreed by Management Board and are also subject to ongoing review between the relevant service director and Portfolio Holder over the course of the year.
4. As part of the overview and scrutiny review undertaken in 2013/14, changes were made to arrangements for the quarterly review of KPI performance. From 2014/15, the Select Committees (formerly Scrutiny Panels) became responsible for the review of quarterly performance against specific KPIs within their areas of responsibility. This report includes in detail only those indicators which fall within the areas of responsibility of the Neighbourhoods and Community Services Select Committee.

Key Performance Indicators 2014/15 - Quarter 4 (Outturn) Performance

5. The overall position with regard to the achievement of target performance for all of the KPIs at the end of the year (31 March 2015), was as follows:
 - a) 26 (72%) indicators achieved the cumulative end of year target;
 - b) 10 (28%) indicators did not achieve the cumulative end of year target, although
 - c) 1 (3%) of these KPIs performed within the agreed tolerance for the indicator.
6. Nine (9) of the 2014/15 Key Performance Indicators fall within the Neighbourhoods and Community Services Select Committee areas of responsibility. The overall position with regard to the achievement of target performance at the end of the year for these nine indicators, is as follows:
 - (a) 6 (67%) indicators achieved the cumulative end of year target,
 - (b) 3 (33%) indicators did not achieve the cumulative end of year target; and
 - (c) 0 (0%) indicators performed within the agreed tolerance for the indicator.
7. A headline end of year performance summary in respect of each of the KPIs falling within the Neighbourhoods and Community Services areas of responsibility for 2014/15, is attached as Appendix 1 to this agenda together with details of the specific twelve (12) month performance for each indicator.
8. The 'amber' performance status used in KPI reports identifies indicators that have missed the agreed target, but where performance is within an agreed tolerance or range. The KPI tolerances were agreed by Management Board when targets for the KPIs were set in February 2014, or were subsequently determined by the appropriate service directors.

9. The Select Committee is requested to review end of year performance in relation to the KPIs for 2014/15 within its areas of responsibility.

Resource Implications:

Resource requirements for actions to achieve specific KPI performance for 2014/15 will have been identified by the responsible service director/chief officer and reflected in the budget for the year.

Legal and Governance Implications:

There are no legal or governance implications arising from the recommendations of this report. Relevant implications arising from actions to achieve specific KPI performance for 2014/15 will have been identified by the responsible service director/chief officer.

Safer, Cleaner, Greener Implications:

There are no implications arising from the recommendations of this report in respect of the Council's commitment to the Climate Local Agreement, the corporate Safer, Cleaner, Greener initiative, or any crime and disorder issues within the district. Relevant implications arising from actions to achieve specific KPI performance for 2014/15 will have been identified by the responsible service director/chief officer.

Consultation Undertaken:

The performance information and targets set out in this report have been submitted by each appropriate service director and have been reviewed by Management Board. The individual KPI improvement plans for 2014/15 will be agreed by the Board.

Background Papers:

Fourth quarter KPI submissions are held by the Performance Improvement Unit. KPI calculations and supporting documentation is held by respective service directorates

Impact Assessments:

Risk Management

There are no risk management issues arising from the recommendations of this report. Relevant issues arising from actions to achieve specific KPI performance for 2014/15 will have been identified by the responsible service director/chief officer.

Equality:

There are no equality implications arising from the recommendations of this report. Relevant implications arising from actions to achieve specific KPI performance for 2014/15 will have been identified by the responsible service director/chief officer.

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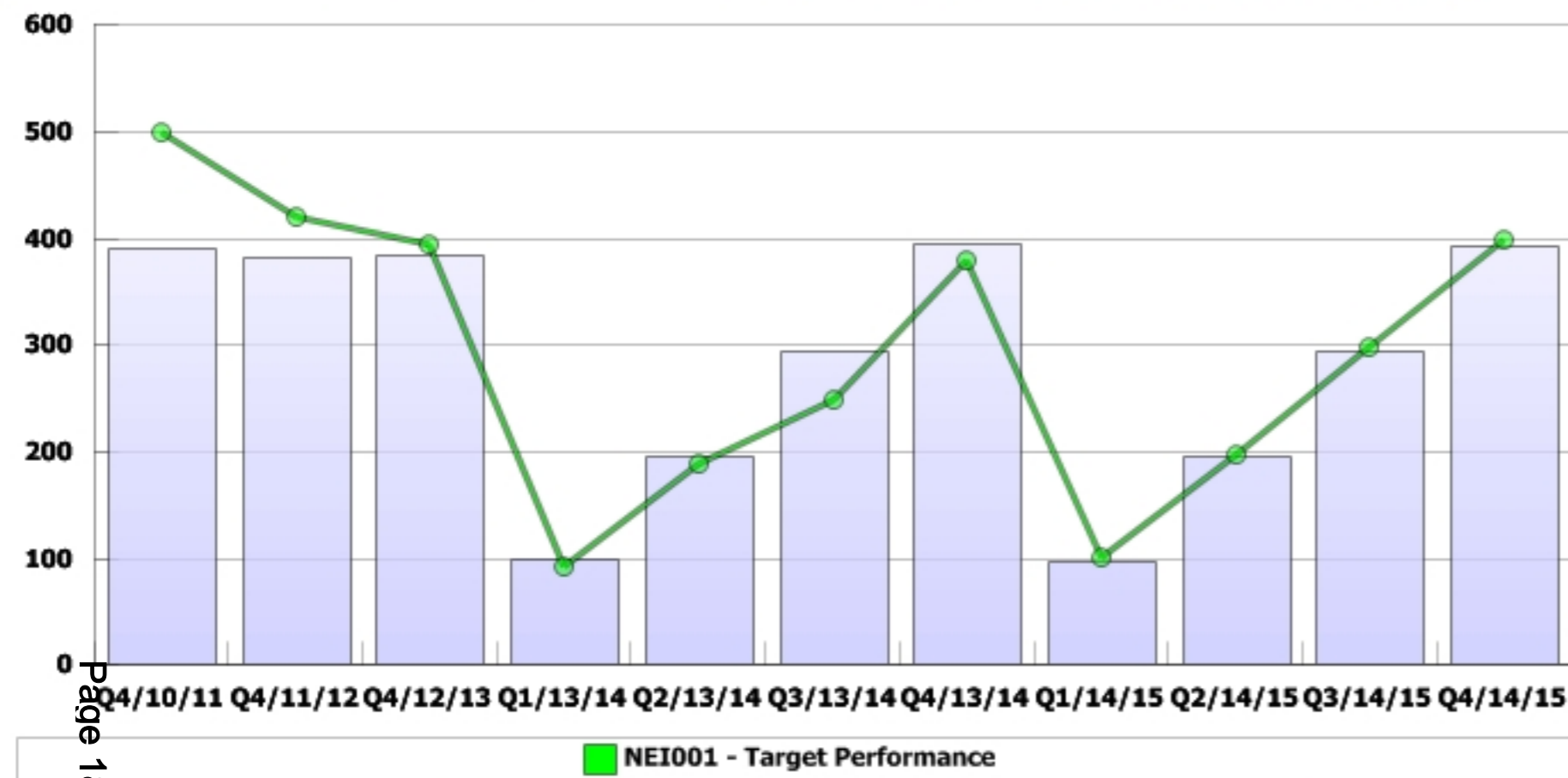
Quarterly Indicators		Quarter 1		Quarter 2		Quarter 3		Quarter 4		Is year-end target likely to be achieved?				
		Tgt	Actual	Tgt	Actual	Tgt	Actual	Tgt	Actual					
Safer, Cleaner, Greener Scrutiny Panel														
NEI001	(Non-recycled waste) (kg)	101	98		199	196		298	294		400	393		Yes
NEI002	(Household recycling) (%)	60.95%	63.00%		62.03%	61.00%		61.02%	60.00%		60.00%	58.53%		No
NEI003	(Litter) (%)	8%	2%		8%	6%		8%	12%		8%	11%		No
NEI004	(Detritus) (%)	10%	7%		10%	7%		10%	9%		10%	11%		No
NEI005	(Neighbourhood issues) (%)	95.00%	96.03%		95.00%	97.08%		95.00%	97.56%		95.00%	97.51%		Yes
NEI006	(Fly-tip investigations) (%)	90%	93%		90%	94%		90%	93%		90%	93%		Yes
NEI007	(Fly-tip: contract) (%)	90%	90%		90%	90%		90%	90%		90%	91%		Yes
NEI008	(Fly-tip: non-contract) (%)	90%	97%		90%	95%		90%	91%		90%	91%		Yes
NEI009	(Noise investigations) (%)	90%	85%		90%	92%		90%	91%		90%	92%		Yes

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

Additional Information: 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.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual
Q4/14/15	400	393
Q3/14/15	298	294
Q2/14/15	199	196
Q1/14/15	101	98
Q4/13/14	380	396



Annual Target: 2014/15 - 400 kg
2013/14 - 380 kg

Indicator of good performance:
A lower waste figure 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 2014/15) Target has been achieved.

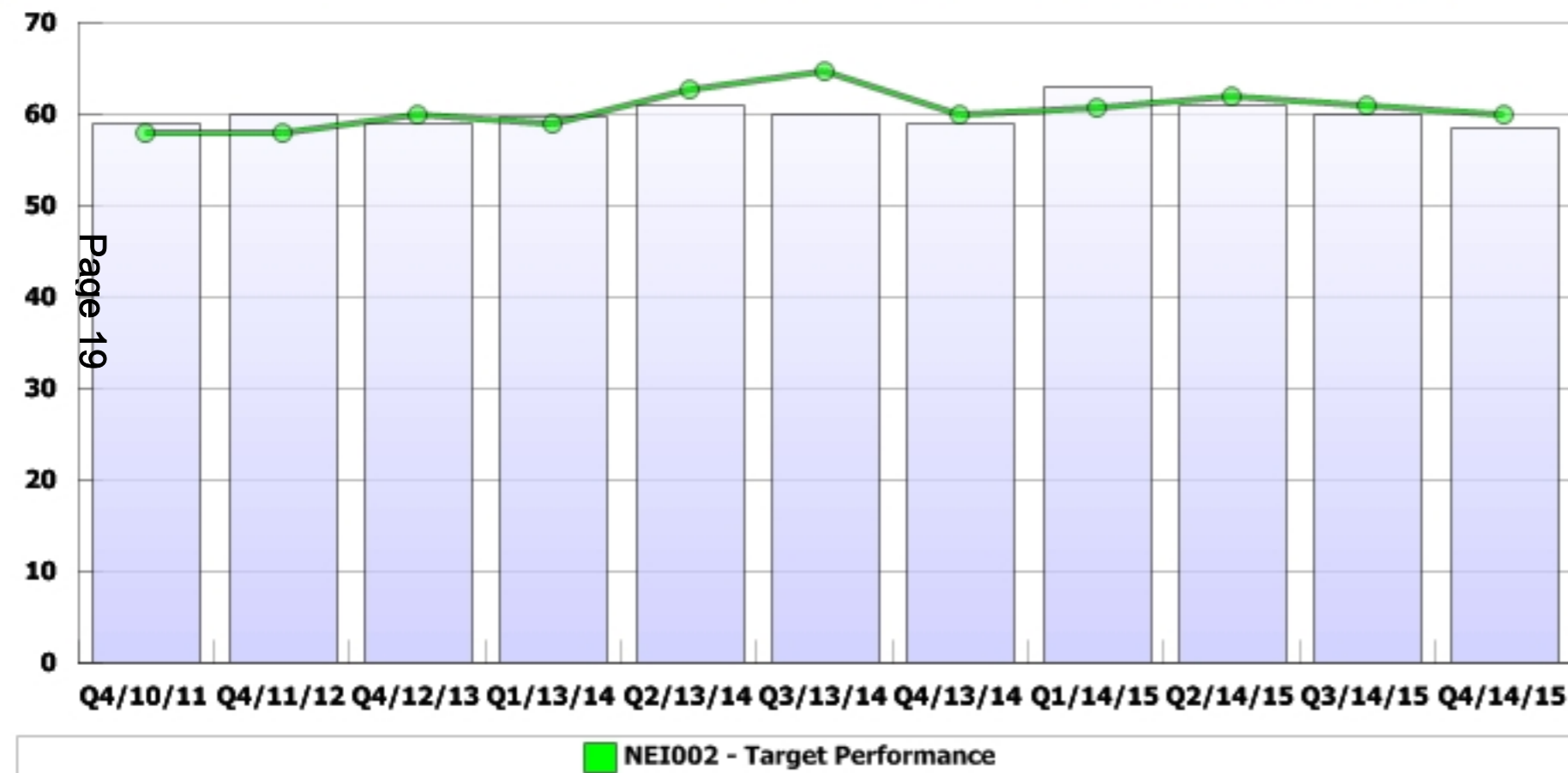
Corrective action proposed (if required):

NEI002 What percentage of all household waste was sent to be recycled, reused or composted?

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

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual	Status
Q4/14/15	60.00%	58.53%	✗
Q3/14/15	61.02%	60.00%	✗
Q2/14/15	62.03%	61.00%	✗
Q1/14/15	60.95%	63.00%	✓
Q4/13/14	60.00%	59.00%	✗

Annual Target: 2014/15 - 60.00%
 2013/14 - 60.00%

Indicator of good performance:
 A higher percentage recycled 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 2014/15) The year end target has been missed. Recycling performance has stubbornly stayed below the target and it is recognised that more needs to be done to divert recycling materials from the residual waste stream.

Corrective action proposed (if required):

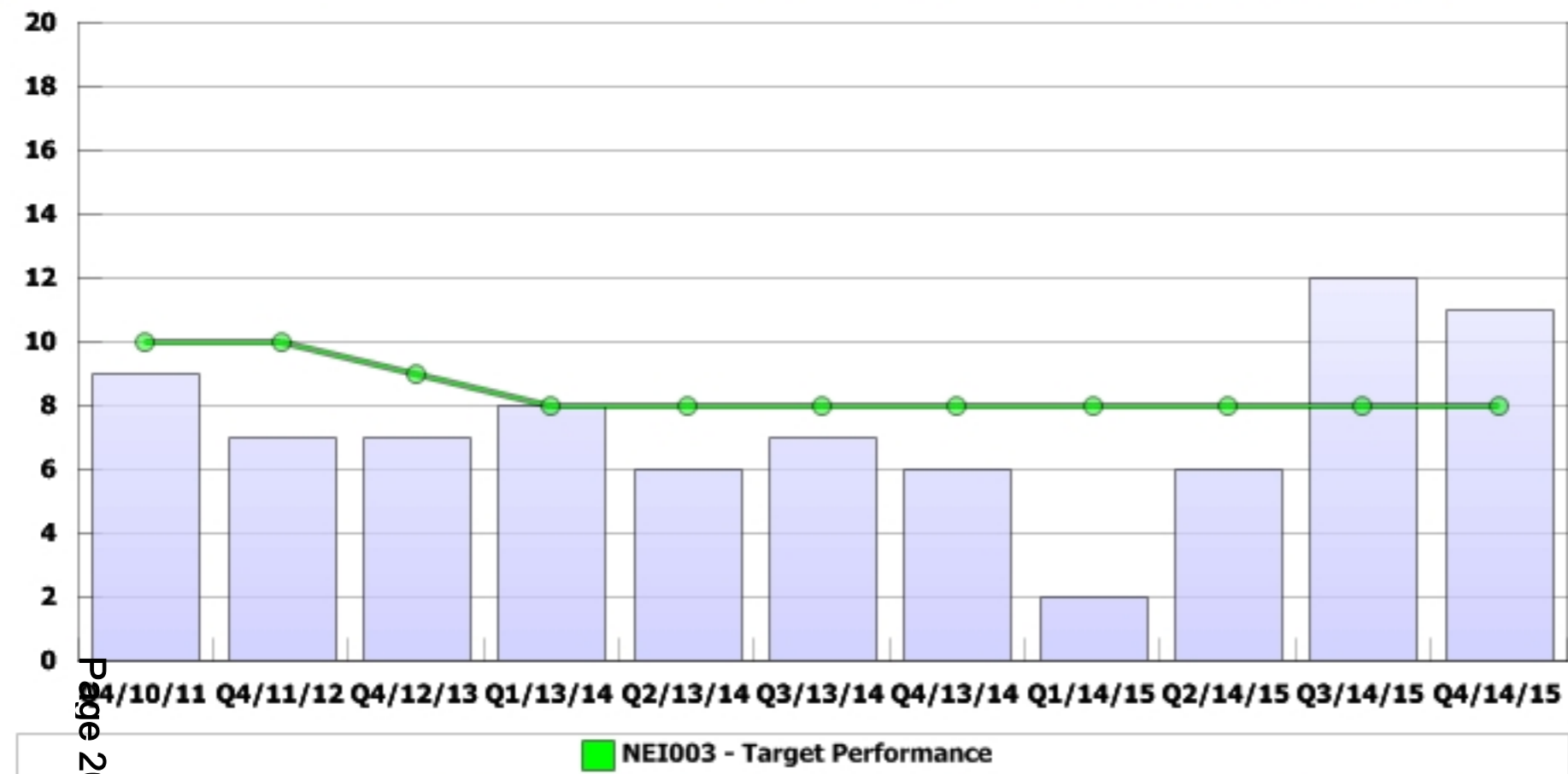
(Q4 2014/15) As part of the new 4 Day collection services more materials will be collected for reuse and recycling. The funding recently approved by the Department for Communities and Local Government will be used for increased publicity and initiatives to help to increase recycling: Weekly food recycling in schools, blocks of flats to receive new recycling services and increase recycling of food waste.

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

Additional Information: 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.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual	Status
Q4/14/15	8%	11%	Fail (X)
Q3/14/15	8%	12%	Fail (X)
Q2/14/15	8%	6%	Pass (✓)
Q1/14/15	8%	2%	Pass (✓)
Q4/13/14	8%	6%	Pass (✓)

Annual 2014/15 - 8%
Target: 2013/14 - 8%
Indicator of good performance: A lower 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 2014/15) Although there has been an improvement in Quarter 4 the overall performance is disappointing. Quarter 3 saw the transition from Sita to Biffa. The changes in operational arrangements, relocation to another depot and loss of key management staff contributed to the failure of this indicator.

Corrective action proposed (if required):

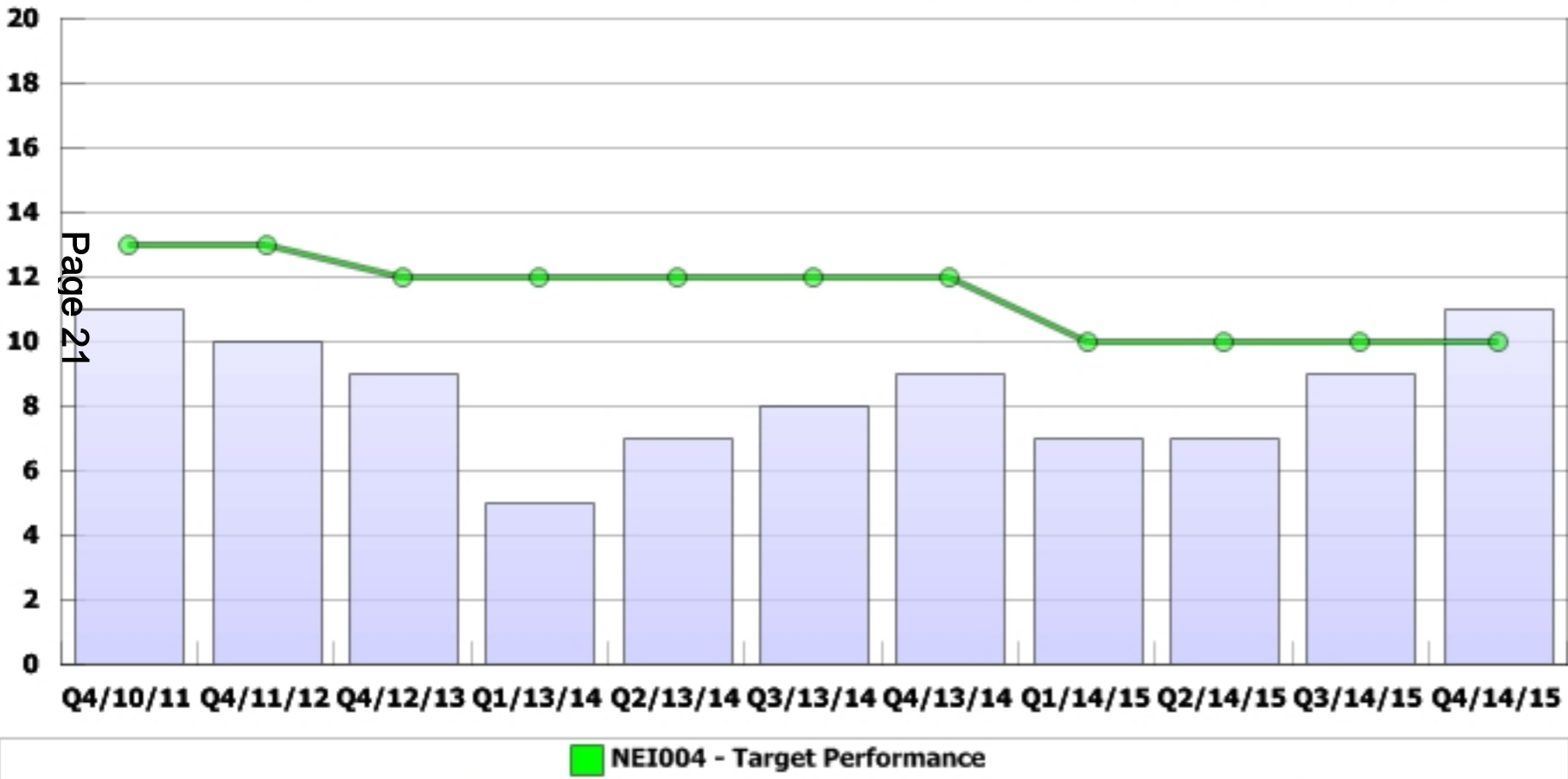
(Q4 2014/15) A new street cleansing schedule has been put in place along with a new management structure and there is a stable workforce. This alongside closer client officer monitoring of the Biffa contract should result in better performance.

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

Additional Information: 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.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual	Status
Q4/14/15	10%	11%	X
Q3/14/15	10%	9%	✓
Q2/14/15	10%	7%	✓
Q1/14/15	10%	7%	✓
Q4/13/14	12%	9%	✓

Annual Target: 2014/15 - 10%
 2013/14 - 12%

Indicator of good performance:
 A lower 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 2014/15) The target has not been achieved. This indicator is intrinsically linked to NEI003. The anxiety among staff around the handover from Sita to Biffa and loss of key management personnel contributed to the underperformance.

Corrective action proposed (if required):

A new street cleansing schedule has been agreed with adequate staffing arrangements to enable an improvement in performance.

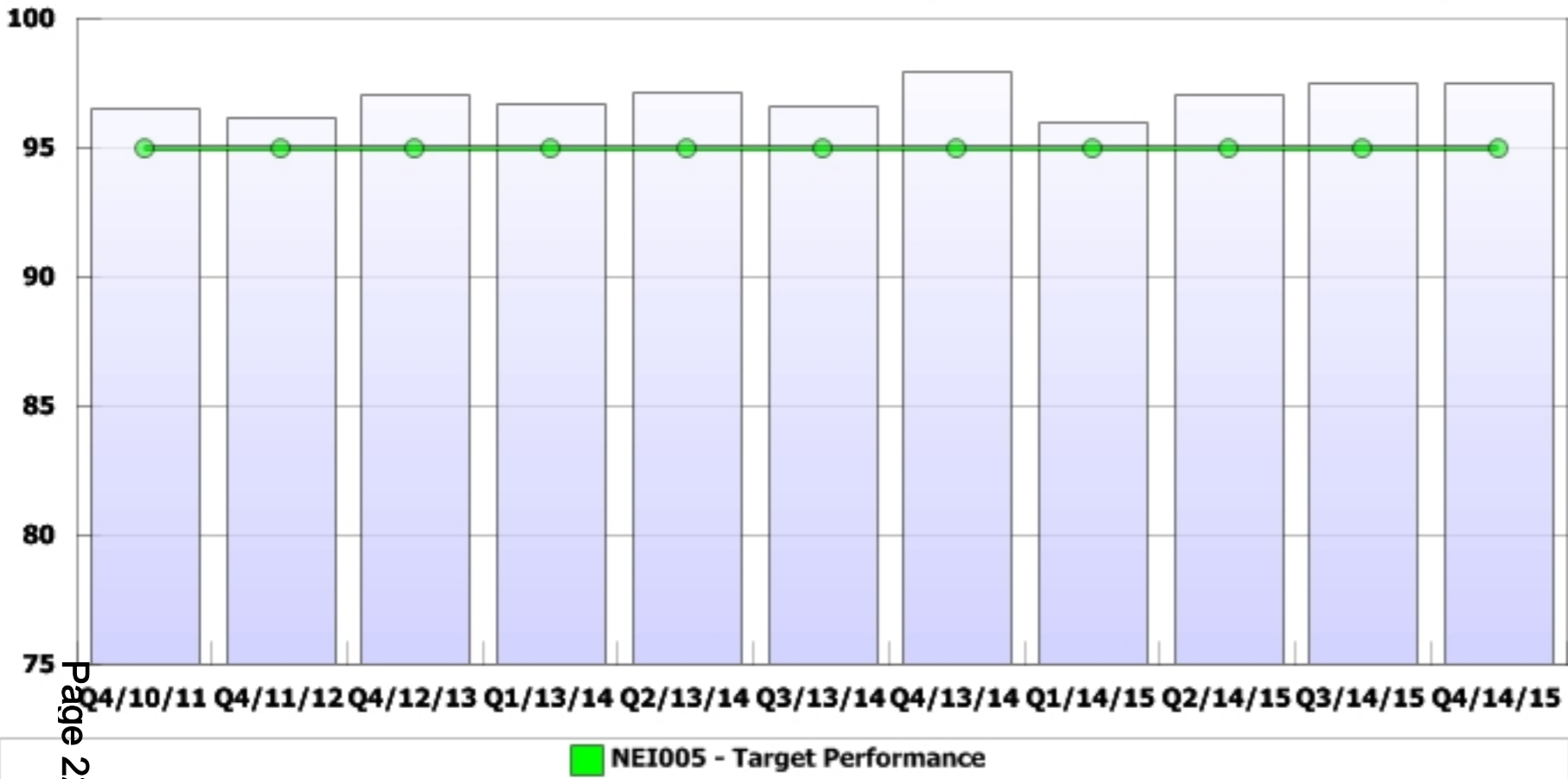
Increased client officer monitoring will be carried out to achieve an improvement.

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

Additional Information: 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

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual	Direction of Improvement
Q4/14/15	95.00%	97.51%	↑
Q3/14/15	95.00%	97.56%	↑
Q2/14/15	95.00%	97.08%	↑
Q1/14/15	95.00%	96.03%	↑
Q4/13/14	95.00%	98.00%	↑

Annual Target: 2014/15 - 95.00%
 Target: 2013/14 - 95.00%

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 2014/15) - Target achieved.

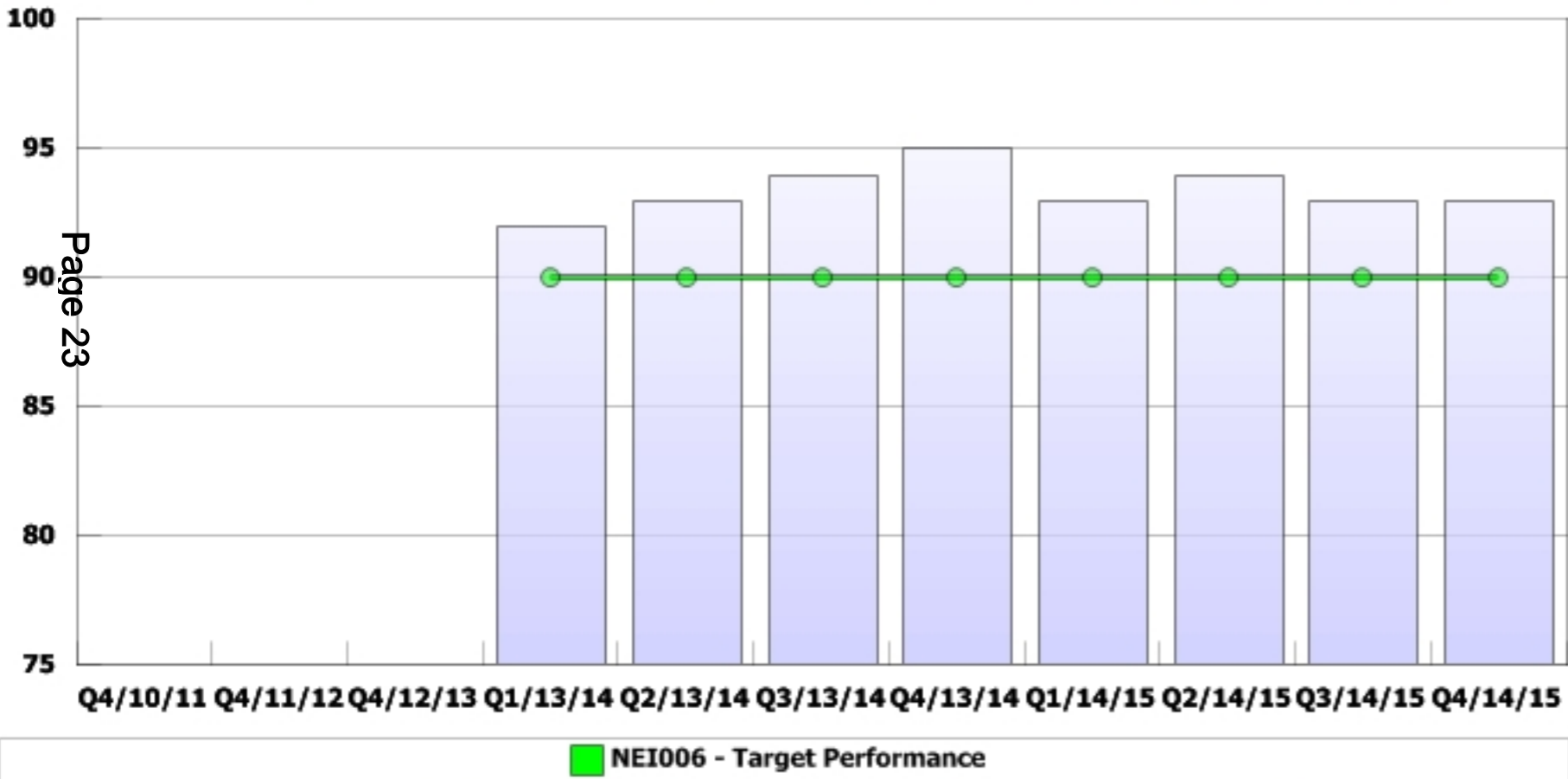
Corrective action proposed (if required):

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

Additional Information:

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual
Q4/14/15	90%	93%
Q3/14/15	90%	93%
Q2/14/15	90%	94%
Q1/14/15	90%	93%
Q4/13/14	90%	95%

Annual 2014/15 - 90%
 Target: 2013/14 - 90%
 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 2014/15) - Target achieved

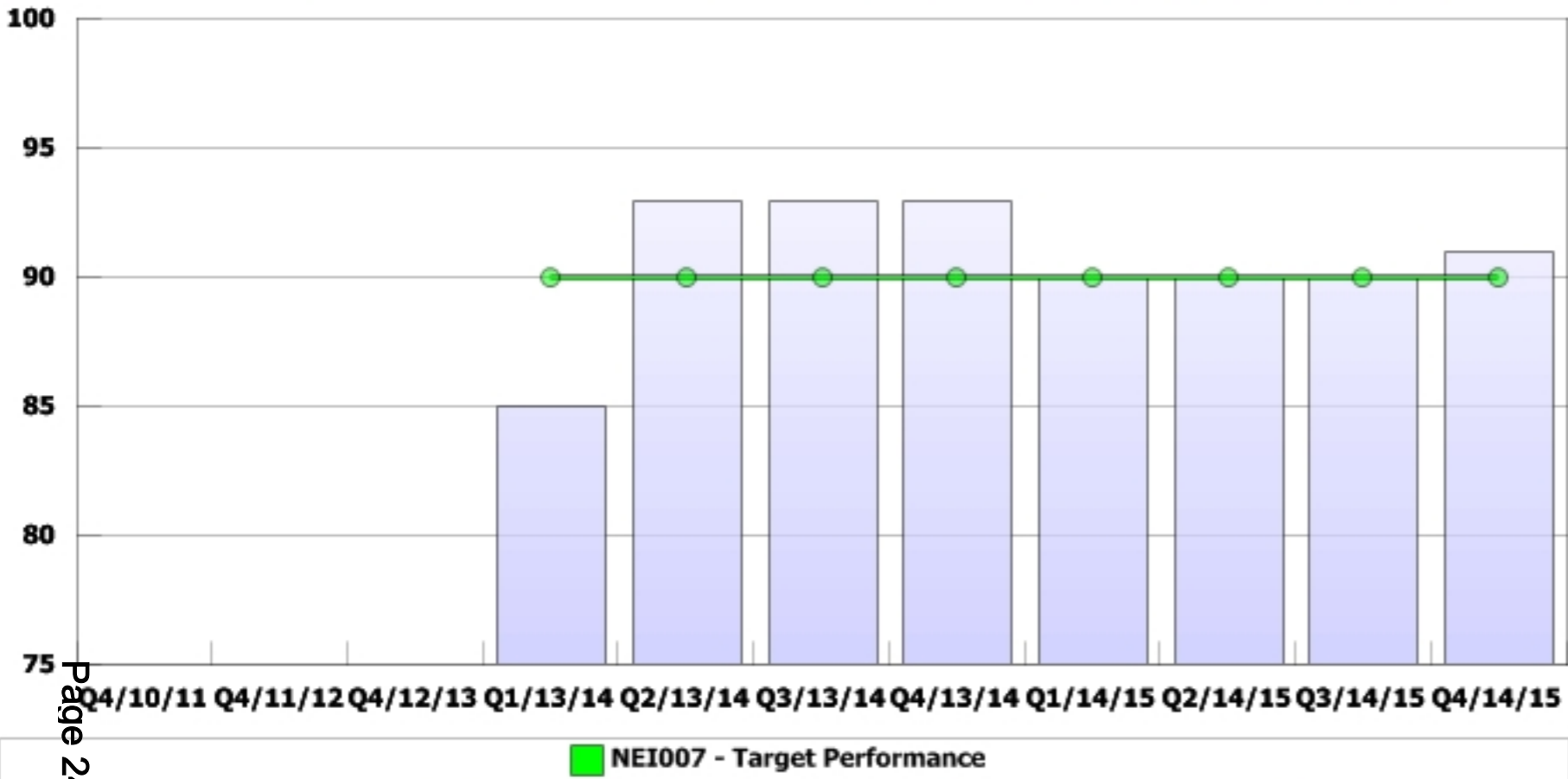
Corrective action proposed (if required):

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

Additional Information: 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.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual
Q4/14/15	90%	91%
Q3/14/15	90%	90%
Q2/14/15	90%	90%
Q1/14/15	90%	90%
Q4/13/14	90%	93%

Annual Target: 2014/15 - 90%
2013/14 - 90%

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 2014/15) Target achieved. 483 of 532 (90.79%) incidents were cleared under the waste contract within the target of 5 working days.

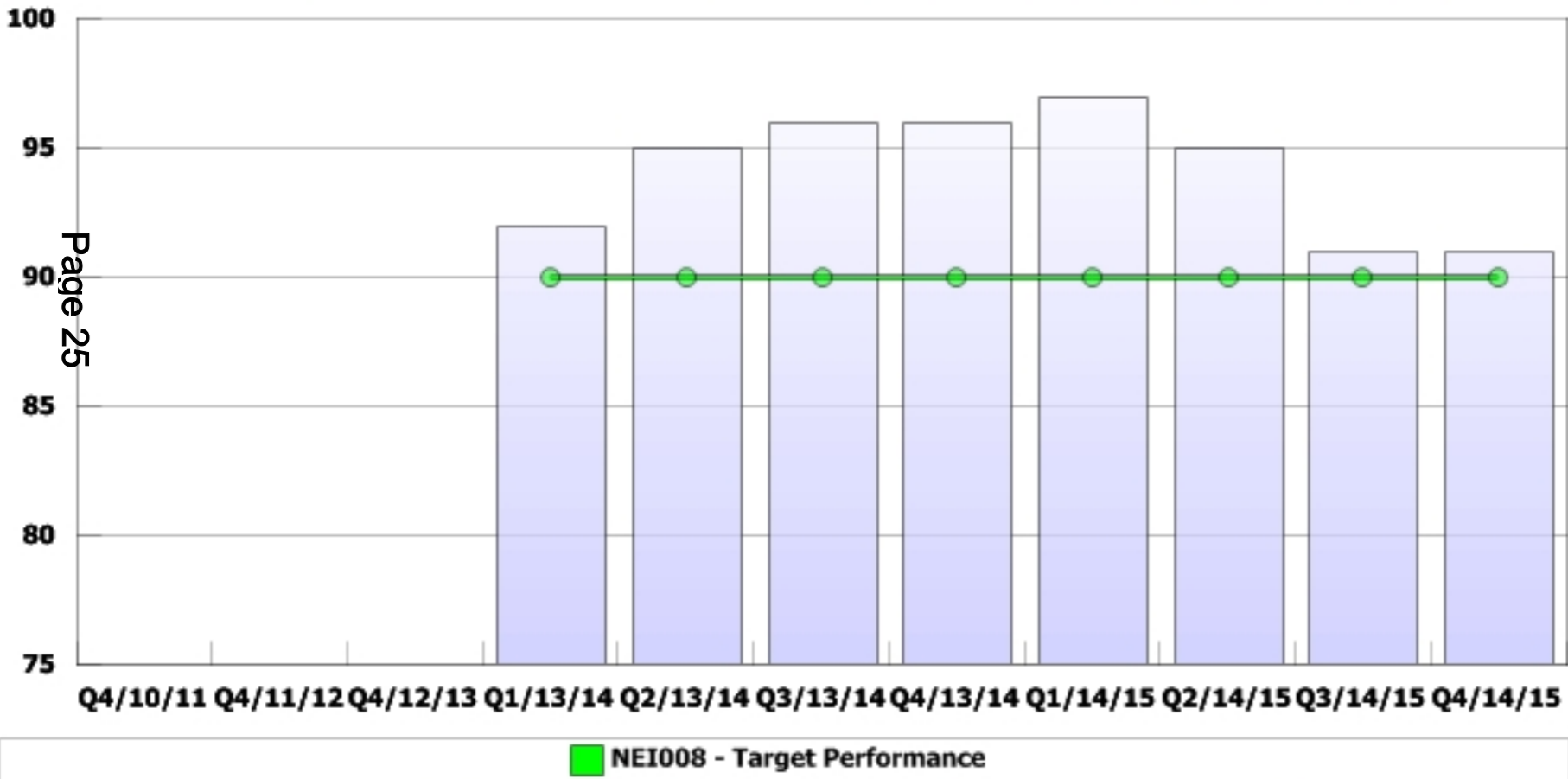
Corrective action proposed (if required):

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

Additional Information: 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.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual
Q4/14/15	90%	91%
Q3/14/15	90%	91%
Q2/14/15	90%	95%
Q1/14/15	90%	97%
Q4/13/14	90%	96%

Annual Target: 2014/15 - 90%
 2013/14 - 90%
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 2014/15) The target has been achieved. 755 incidents cleared in target, out of 831 incidents (90.85%).

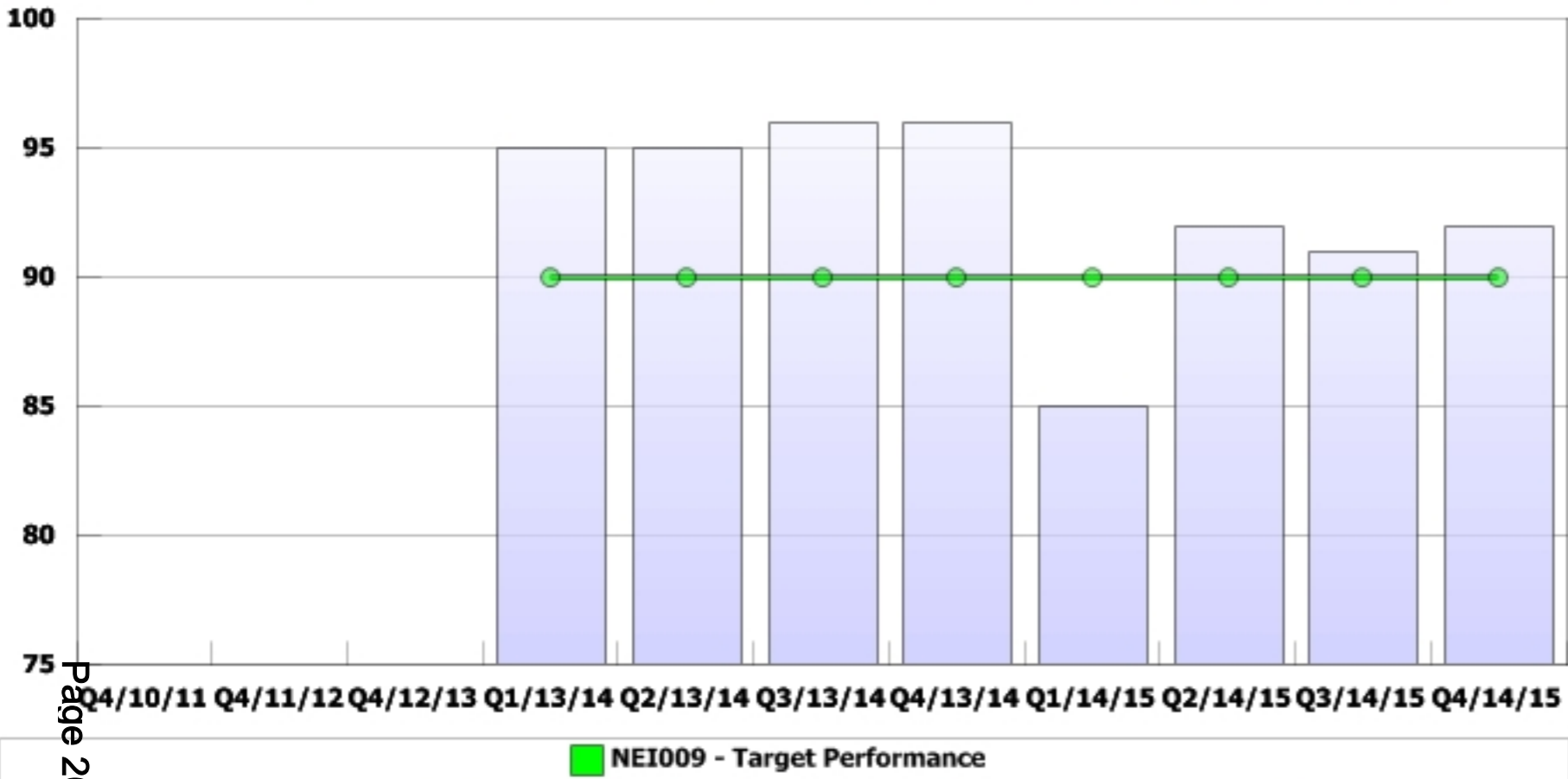
Corrective action proposed (if required):

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

Additional Information:

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual	Status
Q4/14/15	90%	92%	✓
Q3/14/15	90%	91%	✓
Q2/14/15	90%	92%	✓
Q1/14/15	90%	85%	✗
Q4/13/14	90%	96%	✓

Annual Target: 2014/15 - 90%
 2013/14 - 90%

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

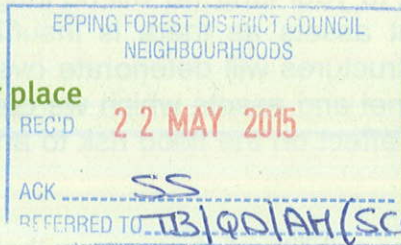


Comment on current performance (including context):

(Q4 2014/15) Target achieved. There are still are a number of issues that need to be improved regarding Mears initial call handling and the forwarding of complaints to the duty noise officer correctly, however, the duty noise officer has been able to obtain details quickly and in most cases contact the complainant within 15 minutes of being paged.

Corrective action proposed (if required):

creating a better place



Epping Forest District Council
Civic Offices
High Street
Epping
Essex
CM16 4BZ

Our ref Cease maintenance/Loughton
Brook

Date 20 May 2015

Dear Sir/Madam

Adoption of the River Roding Flood Risk Management Strategy

Referring to the following land parcels: Lyngwhite, High Road, Chigwell and land adjoining. Land at Grange Farm, High Road, Chigwell. Land and buildings on the south side of Langston Road, and land forming part of Chigwell Lane and Langston Road, Loughton. Land lying to the east of Hornbeam Road, Buckhurst Hill. Land and buildings on the west side of Chigwell Lane, Loughton. Land lying to the east of Hornbeam Road, Buckhurst Hill. Land lying to the west of Chigwell Lane, Loughton. Land on the south side of Oakwood Hill, Loughton. Land lying to the south east of Roding Road, Loughton, Land lying to the south east of Cranleigh Gardens, Loughton. Land at Roding Valley Recreation Ground, Roding Lane Chigwell/Buckhurst Hill. Land on the south side of Stondon Road, Ongar. Land on the North side of Roding Lane, Loughton. Land lying to the east of Hornbeam Road, Buckhurst Hill. 2-5 Birds Green, Willingale, Ongar (CM5 0PW). Land at Cascade Road, Buckhurst Hill.

The Environment Agency is responsible for the overview of flood risk management in England. We have been working on a flood risk management strategy for the River Roding and following consultation with the public, local government and other organisations, it was approved in July 2012.

The Roding Flood Risk Management Strategy identifies the best way to manage flood risk in the Roding Catchment over the next 100 years, with the aim of protecting as many properties as possible while carefully balancing the amount of public money we spend.

We are now beginning to implement the recommendations made in the strategy. As a landowner it is important that you are aware of how the changes may affect you. We have previously written to residents so you may have already received this letter.

Environment Agency

Apollo Court, 2 Bishops Square Business Park, St Albans Road West, Hatfield AL10 9EX
Tel: 03708 506 506
www.environment-agency.gov.uk

For the sections of River Roding nearest to your land we will no longer maintain the river channel or flood risk management assets as there is insufficient economic justification to continue this work. Any structures will deteriorate over time. We will, however, continue, to maintain the channel and assets which we currently do along the Loughton Brook and there will be no affect on the flood risk to any land you may own along this river.

River and asset maintenance is the responsibility of the person that owns the land immediately adjacent to the river, known as the 'riparian owner'. In some places we carry out maintenance using our permissive powers, but we have a limited budget for this work and must spend public money where it has the greatest benefit to people and property. The assets and channel which we will cease to maintain will therefore remain the responsibility of the riparian owner. Our booklet 'Living on the Edge' gives more information on riparian owners' responsibilities. This is available on our website at www.gov.uk/government/publications/riverside-ownership-rights-and-responsibilities or request a hard copy from us at the address below.

We will write to you again to give at least 12 months notice of when we intend to implement this change and to provide further information. Until this time we will continue with the work we currently do to maintain the River Roding.

We will also be investigating proposals for a flood storage area in the north of the catchment which will provide increased protection from flooding to over 1000 properties downstream. We will be contacting those affected shortly with further information on this proposal.

To find out more visit our website at www.gov.uk/government/publications/river-roding-flood-risk-management-scheme, contact us by email at RodingStrategy@environment-agency.gov.uk or call us on 01707 632468.

You can check your current flood risk via our website at www.gov.uk/prepare-for-a-flood or by calling Floodline on 0345 988 1188.

Yours sincerely



Caroline Douglass
Environment Agency
Hertfordshire and North London Area Manager