

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>Safer, Cleaner, Greener Scrutiny Panel</b>														
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.

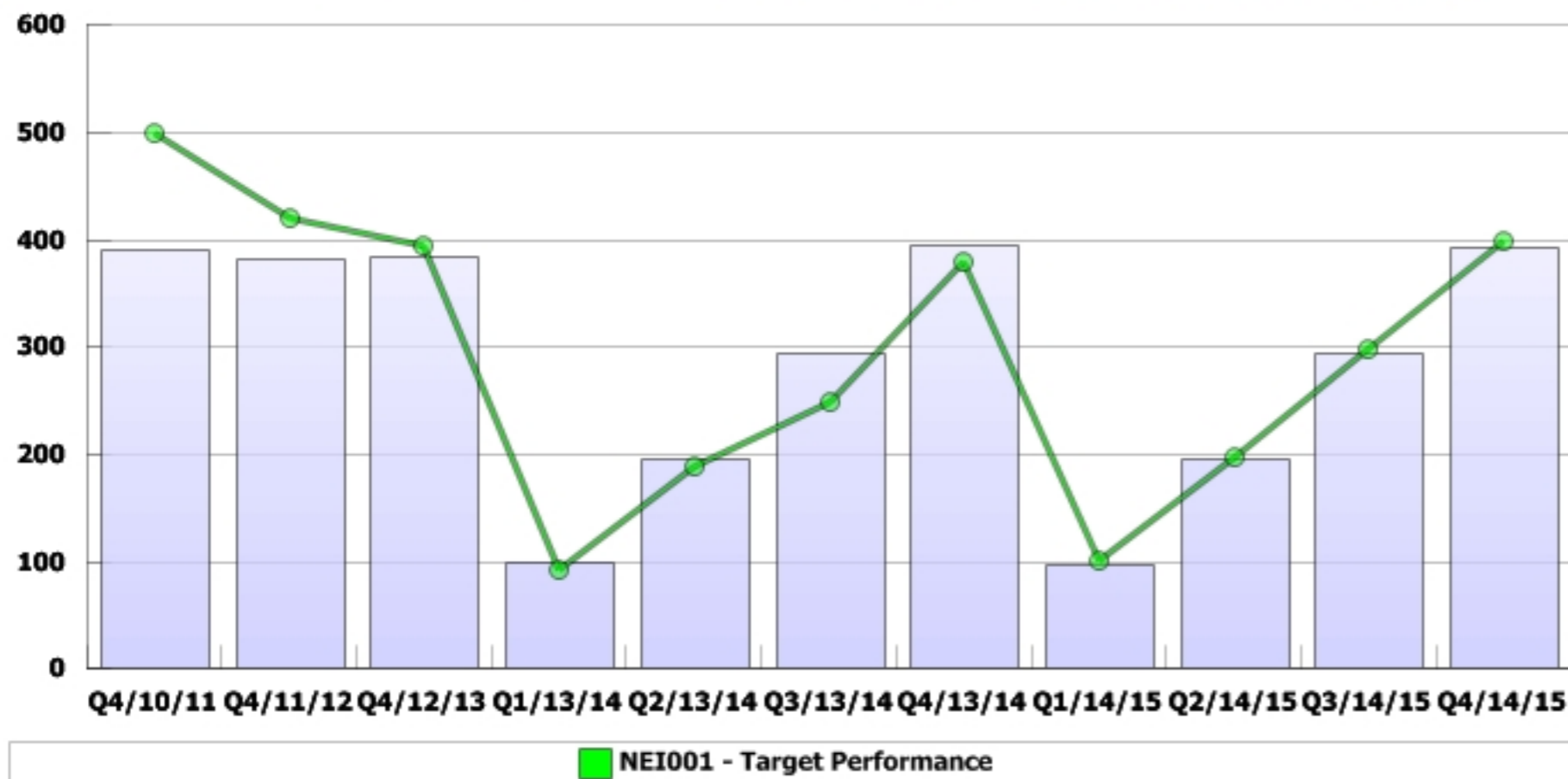
For enquiries regarding this indicator contact the Performance Improvement Unit by email on [performance@eppingforestdc.gov.uk](mailto:performance@eppingforestdc.gov.uk) or by telephone on 01992 564472

## Current and previous quarters performance



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

Yes



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

### 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?

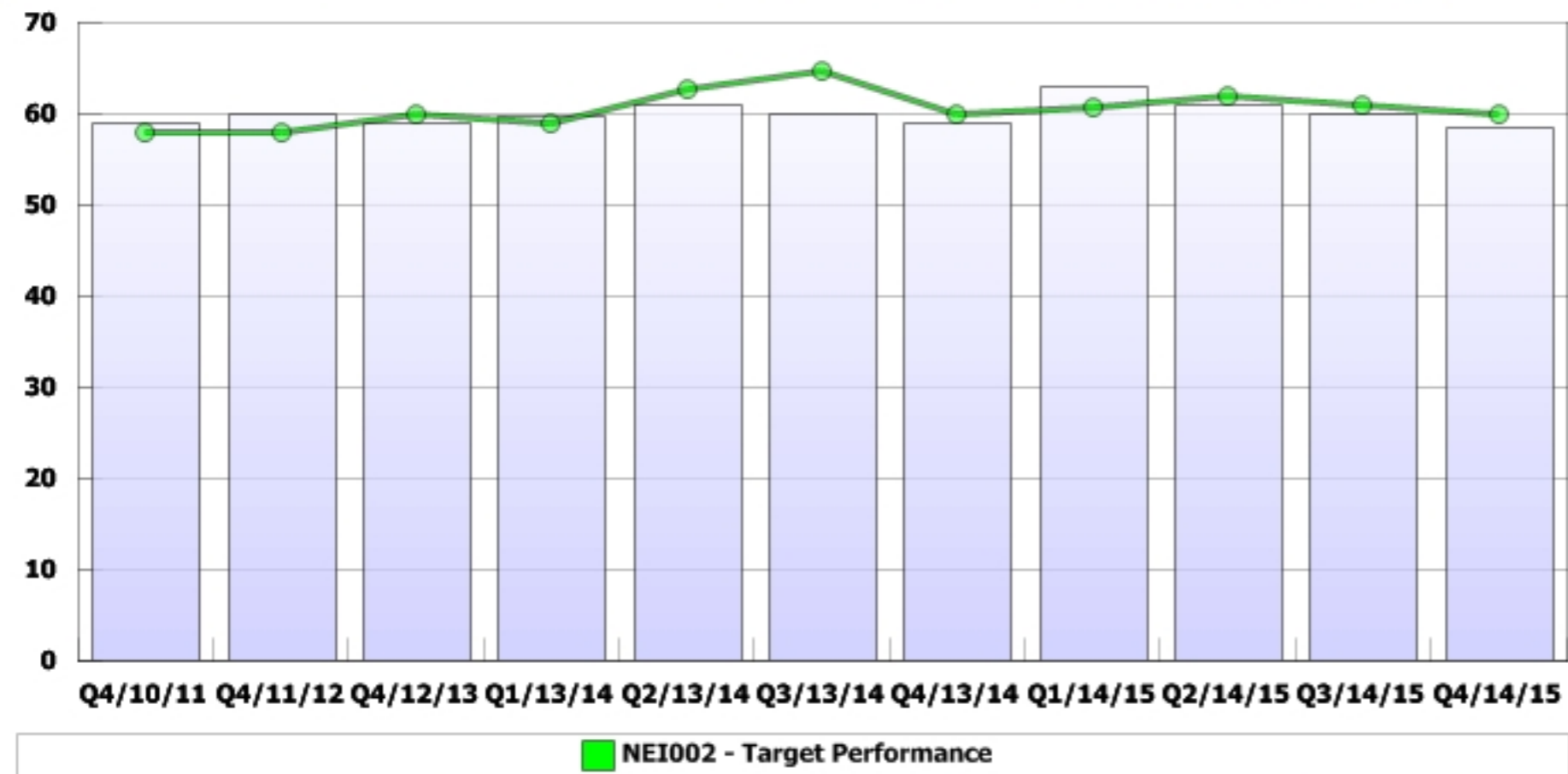
**Additional Information:** This indicator supports year on year reductions in the amount of residual waste collected, and measures the percentage of household waste arisings sent for reuse, recycling, composting or anaerobic digestion.

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## Current and previous quarters performance



Is it likely that the target will be met at the end of the year?  
 No



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

### 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.

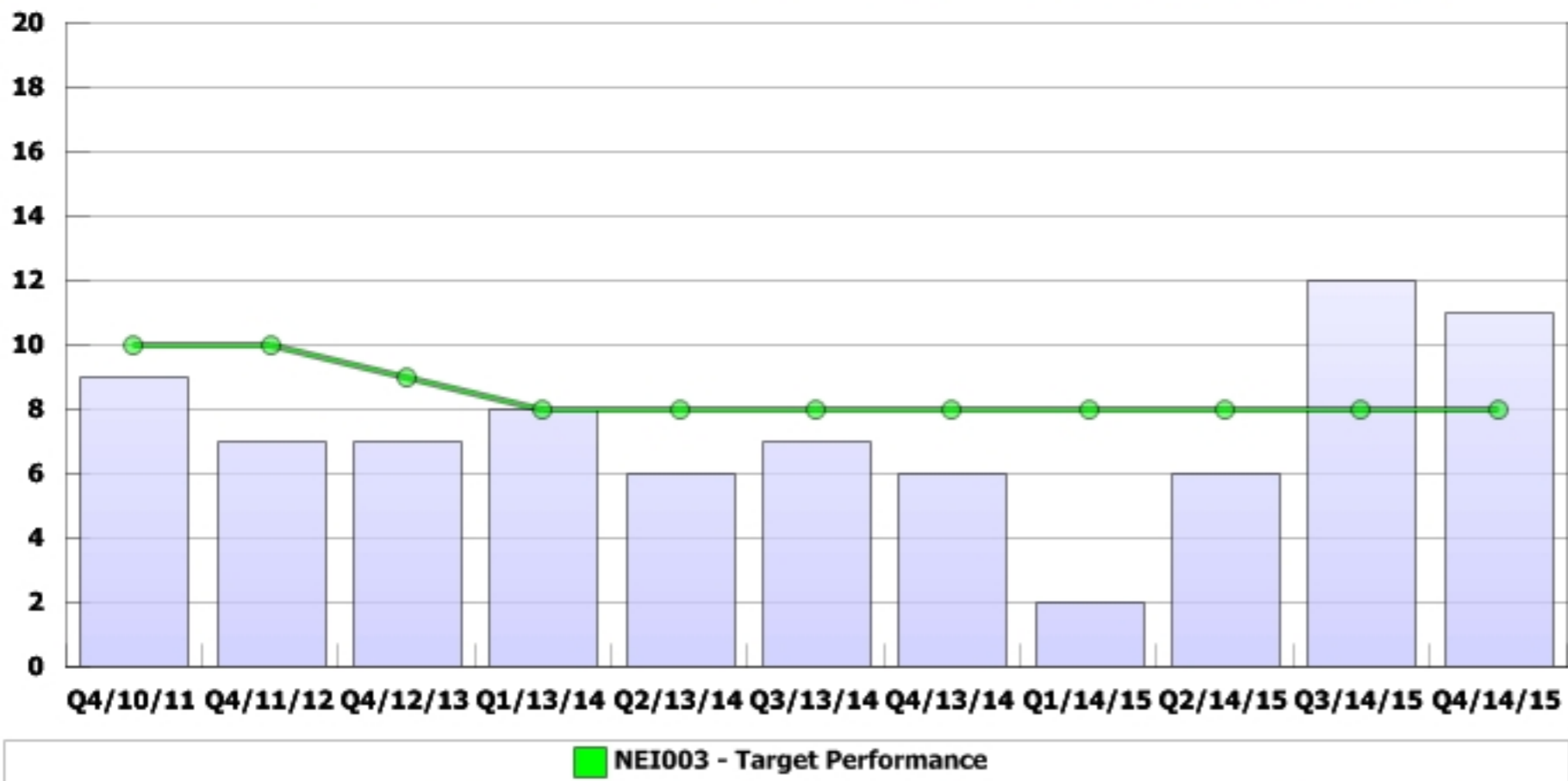


# NEI003 What percentage of our district had unacceptable levels of litter?

**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](mailto:performance@eppingforestdc.gov.uk) or by telephone on 01992 564472

## Current and previous quarters performance



Quarter	Target	Actual	Status
Q4/14/15	8%	11%	✗
Q3/14/15	8%	12%	✗
Q2/14/15	8%	6%	✓
Q1/14/15	8%	2%	✓
Q4/13/14	8%	6%	✓

**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):

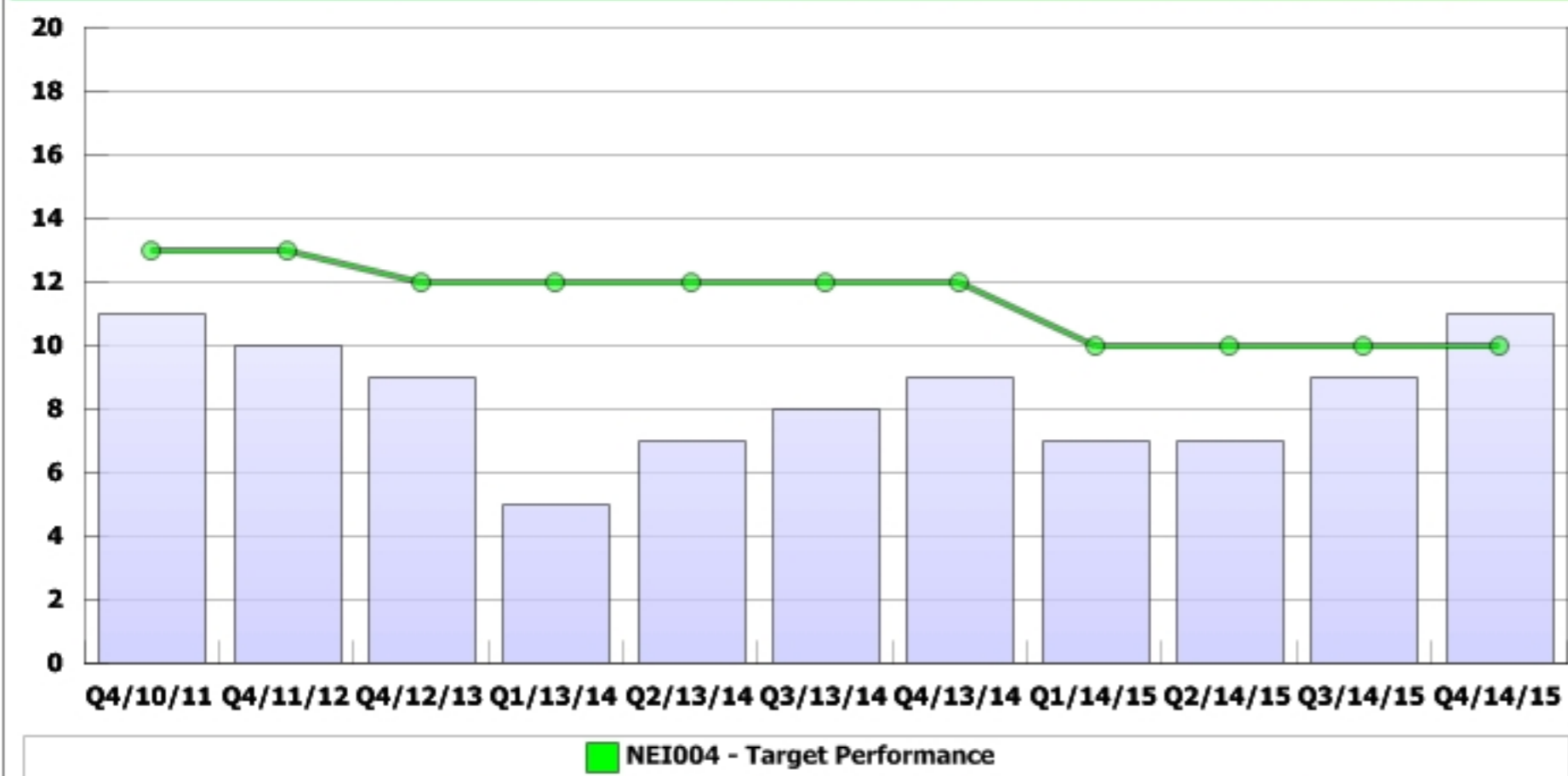
(Q4 2014/15) A new street cleansing schedule has been put in place along with a new management structure and there is a stable workforce. This alongside closer client officer monitoring of the Biffa contract should result in better performance.

**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.

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**Current and previous quarters performance**



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

**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.

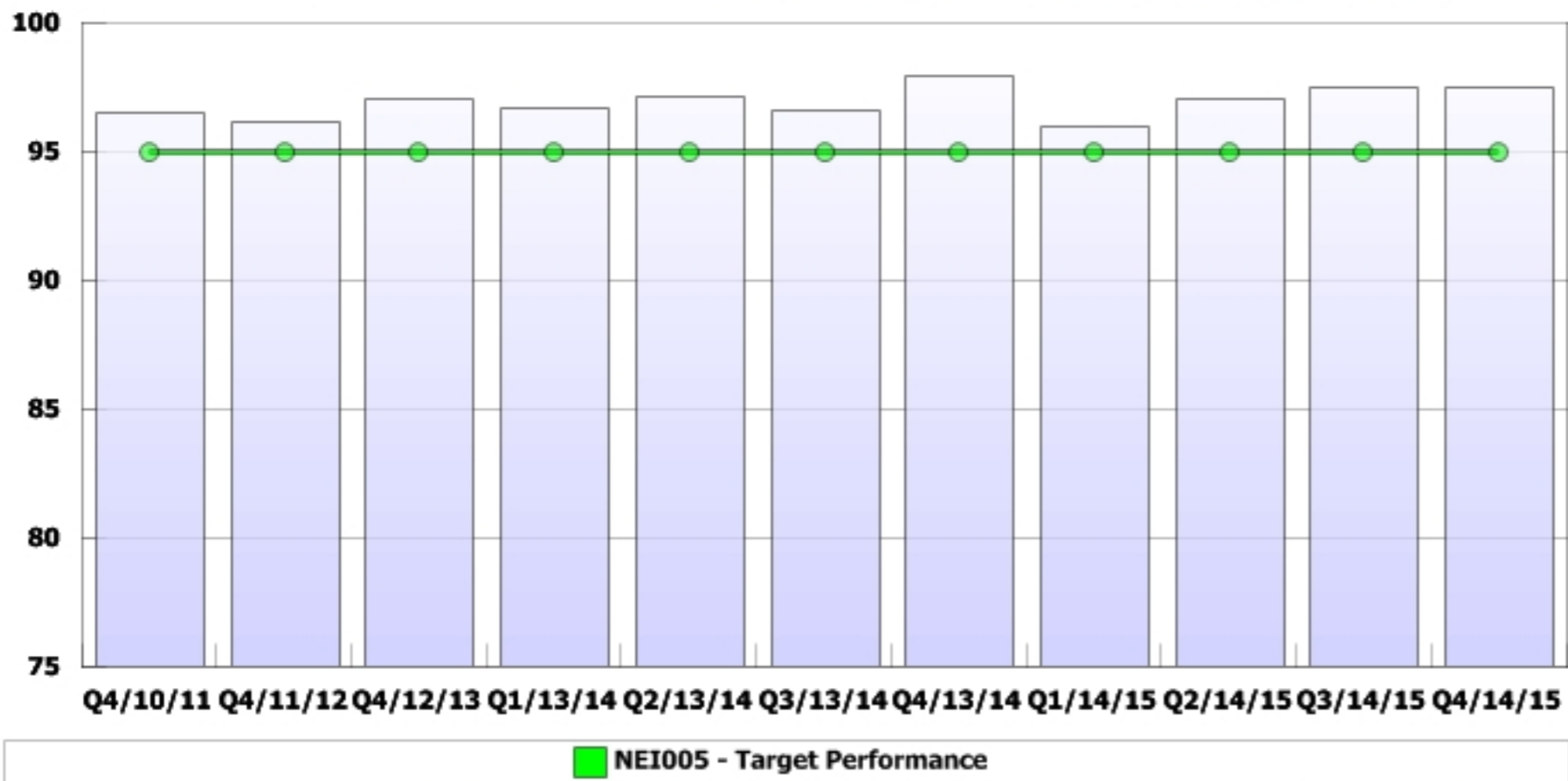
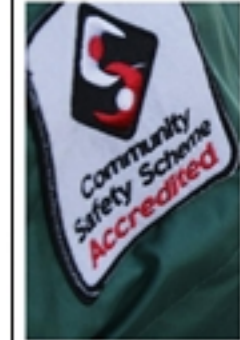
Increased client officer monitoring will be carried out to achieve an improvement.

**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**

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**Current and previous quarters performance**



Quarter	Target	Actual	Status
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):**

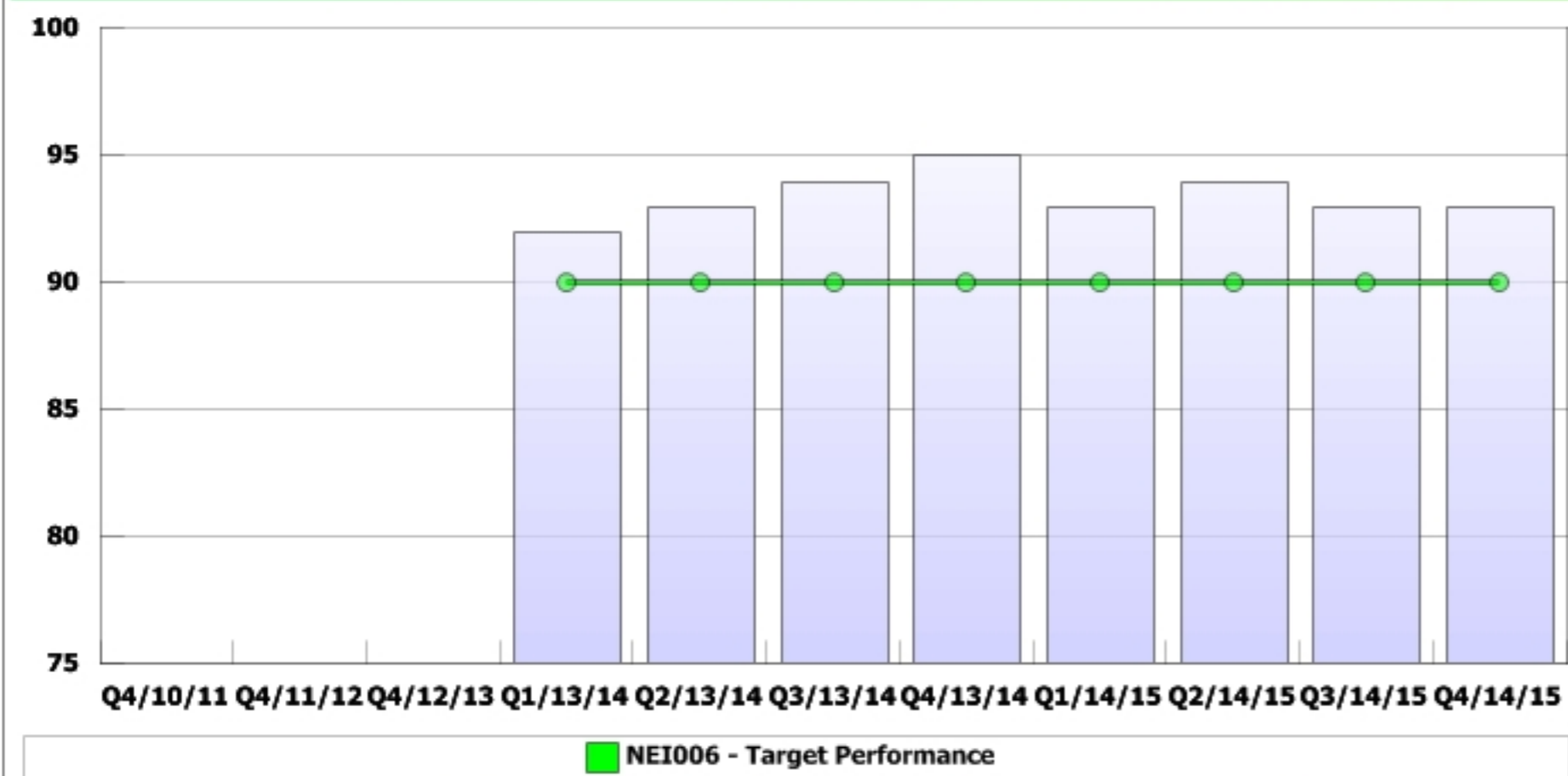


**NEI006 What percentage of the recorded incidences of fly-tipping are investigated within 3 working days of being recorded?**

**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 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

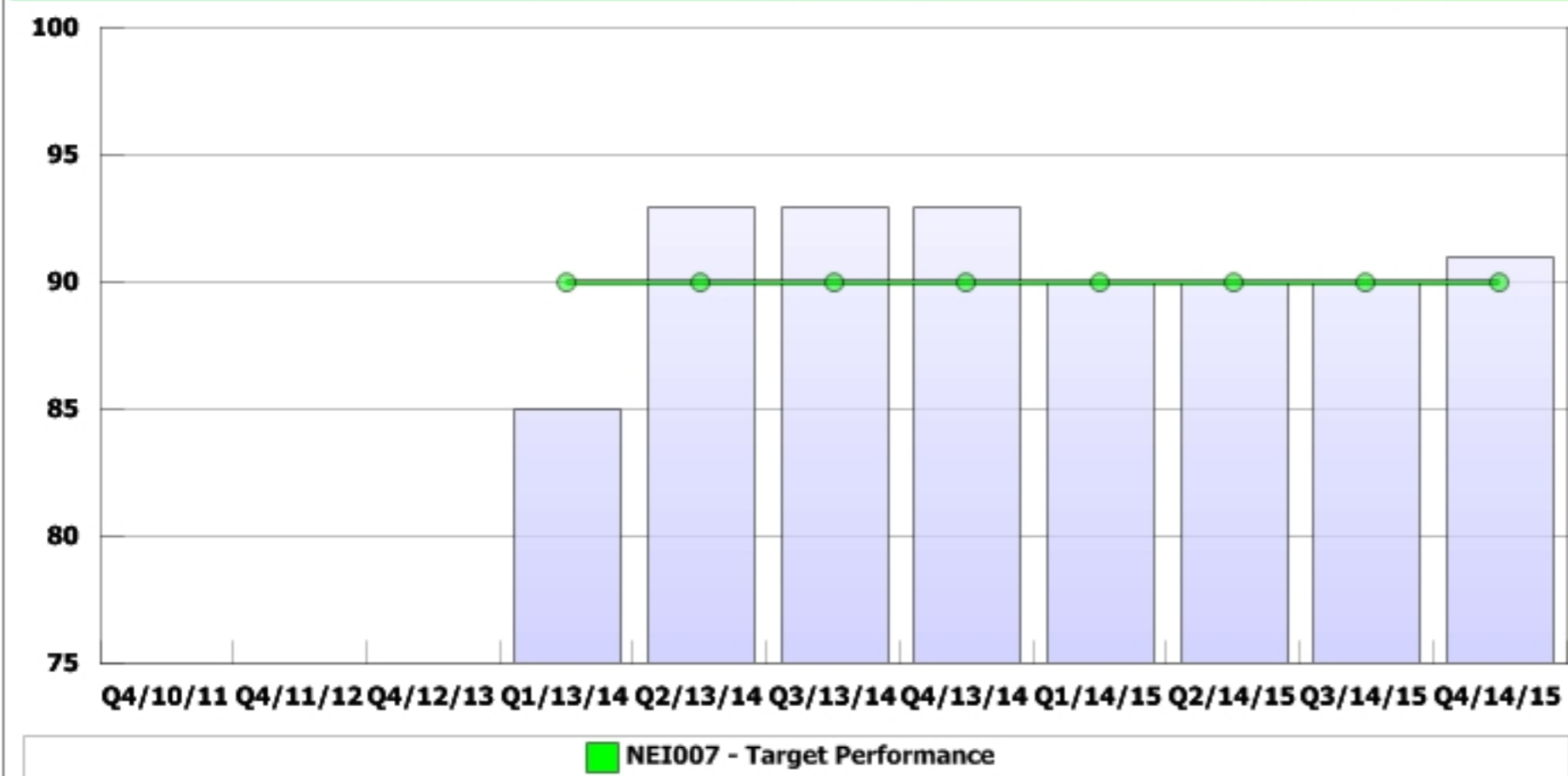
**Corrective action proposed (if required):**

**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.

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**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 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. 483 of 532 (90.79%) incidents were cleared under the waste contract within the target of 5 working days.

**Corrective action proposed (if required):**

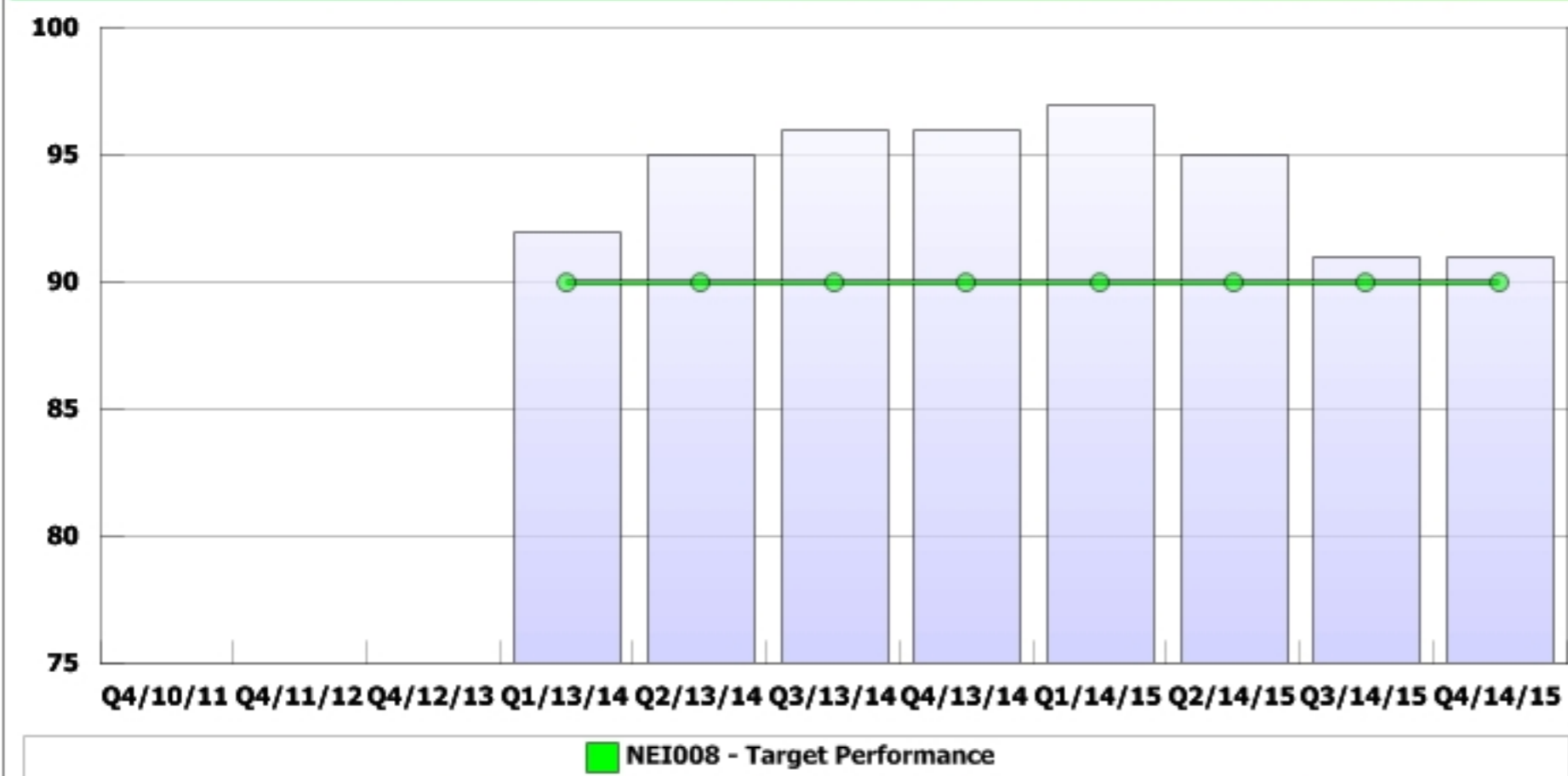


**NEI008 What percentage of the recorded incidences of fly-tipping (variation order / non-contract) are removed within 10 working days of being recorded?**

**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.

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**Current and previous quarters performance**



Quarter	Target	Actual	Status
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%).

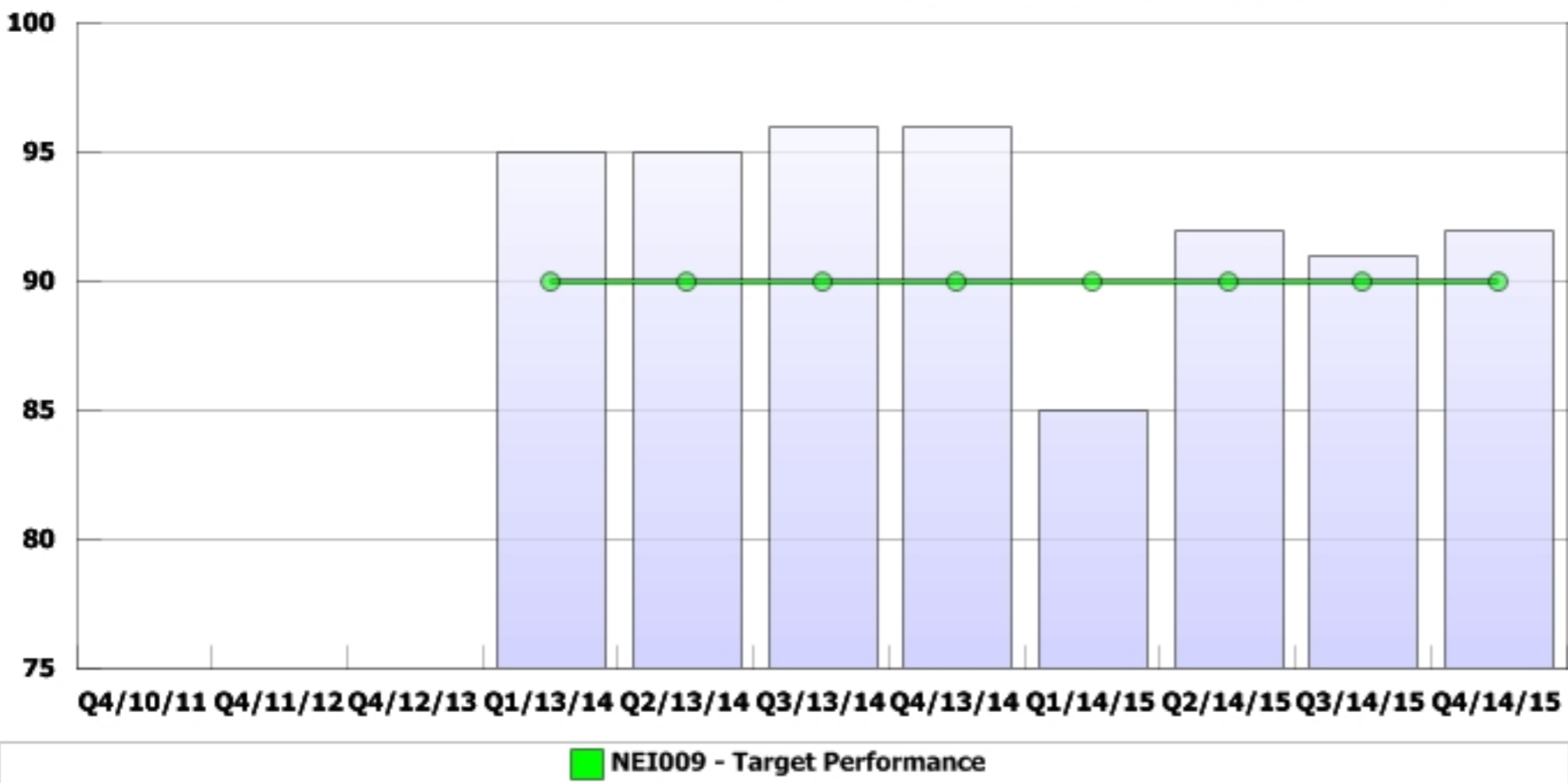
**Corrective action proposed (if required):**

**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):**