













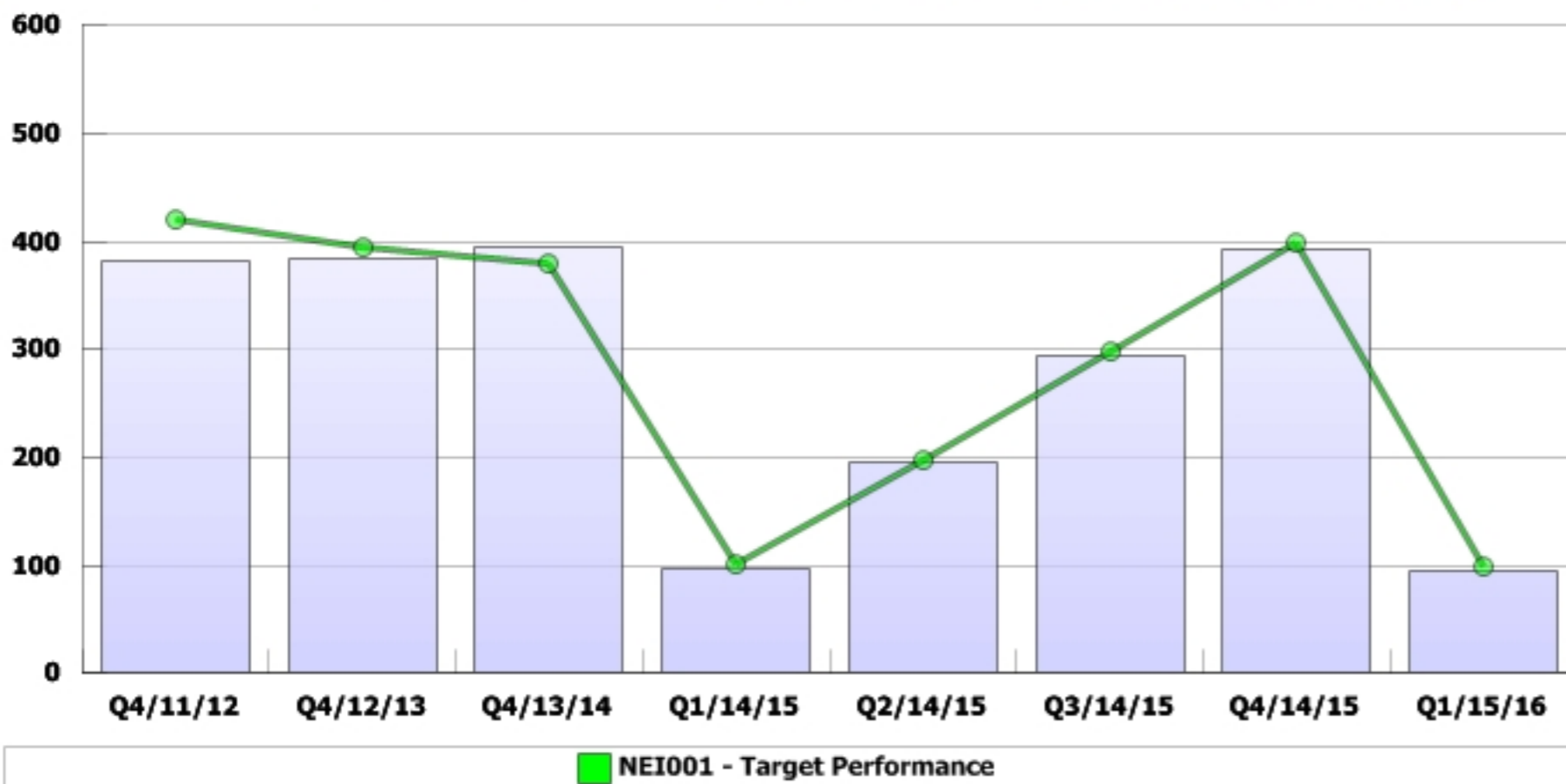
Quarterly Indicators		Quarter 1		Quarter 2		Quarter 3		Quarter 4		Is year-end target likely to be achieved?
		Tgt	Actual	Tgt	Actual	Tgt	Actual	Tgt	Actual	
Neighbourhoods Quarterly KPIs										
NEI001	(Non-recycled waste) (kg)	100	95		199		299		400	Yes
NEI002	(Household recycling) (%)	64.58%	61.00%		62.53%		61.51%		60.00%	No
NEI003	(Litter) (%)	8%	11%		8%		8%		8%	No
NEI004	(Detritus) (%)	10%	14%		10%		10%		10%	No
NEI005	(Neighbourhood issues) (%)	95.00%	96.22%		95.00%		95.00%		95.00%	Yes
NEI006	(Fly-tip investigations) (%)	90%	95%		90%		90%		90%	Yes
NEI007	(Fly-tip: contract) (%)	90%	91%		90%		90%		90%	Yes
NEI008	(Fly-tip: non-contract) (%)	90%	68%		90%		90%		90%	Uncertain
NEI009	(Noise investigations) (%)	90%	88%		90%		90%		90%	Yes
NEI010	(Increase in homes) (no.)	70	43		111		182		230	Yes
NEI011	(Commercial rent arrears) (%)	3.00%	5.19%		3.00%		3.00%		3.00%	No
NEI012	(Commercial premises let) (%)	98.00%	98.98%		98.00%		98.00%		98.00%	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 564042.

Current and previous quarters performance



Quarter	Target	Actual
Q1/15/16	100	95
Q4/14/15	400	393
Q3/14/15	298	294
Q2/14/15	199	196
Q1/14/15	101	98



Annual Target: 2015/16 - 400kg
2014/15 - 400 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):

(Q1 2015/16) The trend of tonnage collected is on track to meet the year end target.

There is evidence that recycling materials are being presented in the non-recycling/residual wheelie bin. Efforts will continue to divert more recyclables from the residual wheelie bin.

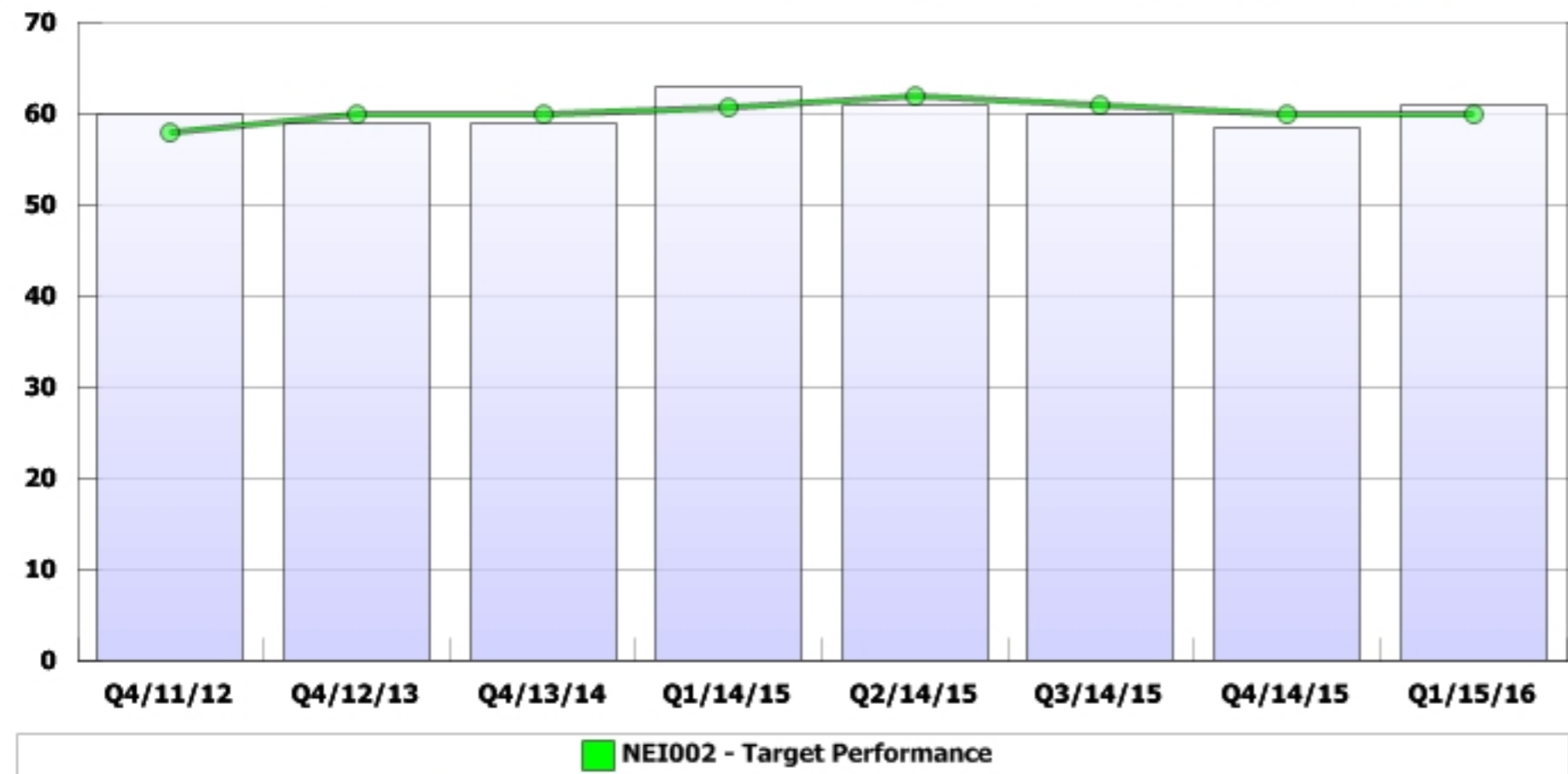
Corrective action proposed (if required):

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 564042.

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/15/16	64.58%	61.00%	✗
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%	✓

Annual Target: 2015/16 - 60.00%
Annual Target: 2014/15 - 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):

(Q1 2015/16) The performance is below the quarterly target. This can, to some extent, be related to the collection issues faced by Biffa following the service changes on 12 May 2015, even though Biffa collected all the materials that were presented albeit not on the same day.

The commencement of new collections: small electrical items, textiles and batteries should, in time, help with recycling performance.

Corrective action proposed (if required):

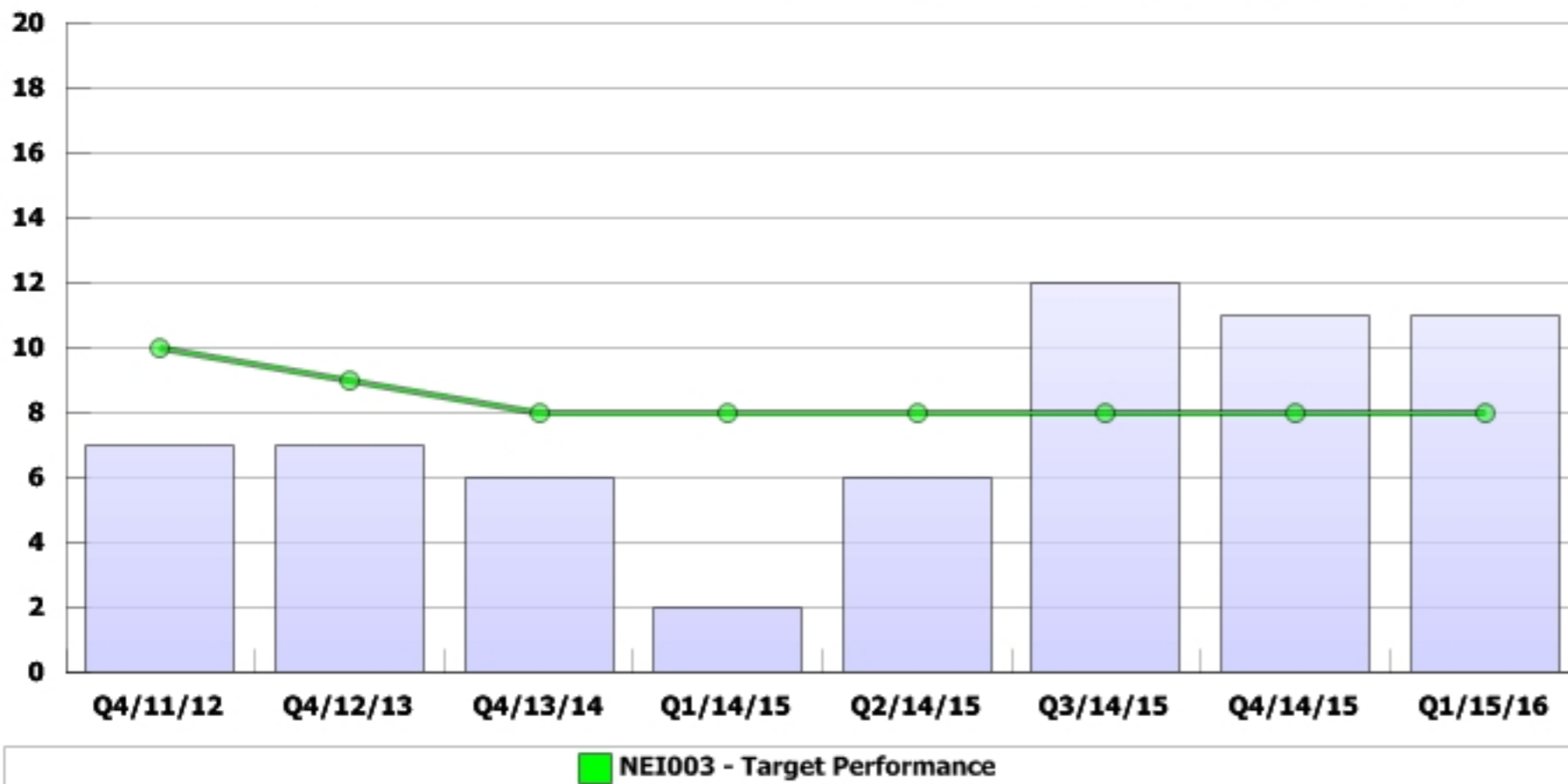
(Q1 2015/16) As part of the new 4 Day collection services more materials will be collected for reuse and recycling. New plans will be introduced to carry out recycling of weekly food waste from schools. Additionally some blocks of flats will receive new recycling facilities. At the same time new strategies are being developed to reduce contamination in communal bins, which is one of the problem areas across all multi occupancy dwellings.

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 564042.

Current and previous quarters performance



Quarter	Target	Actual
Q1/15/16	8%	11%
Q4/14/15	8%	11%
Q3/14/15	8%	12%
Q2/14/15	8%	6%
Q1/14/15	8%	2%



Annual Target: 2015/16 - 8%
2014/15 - 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):

(Q1 2015/16) The relocation from Langston Road Depot and the resulting changes to collection arrangements have placed a strain on street cleansing operations including the loss of staff. Biffa have also had to reallocate some of the more experienced street cleansing staff to the collection operations. Council officers are working with Biffa to ensure provision of non-agency/permanent staff for street cleansing operations.

Corrective action proposed (if required):

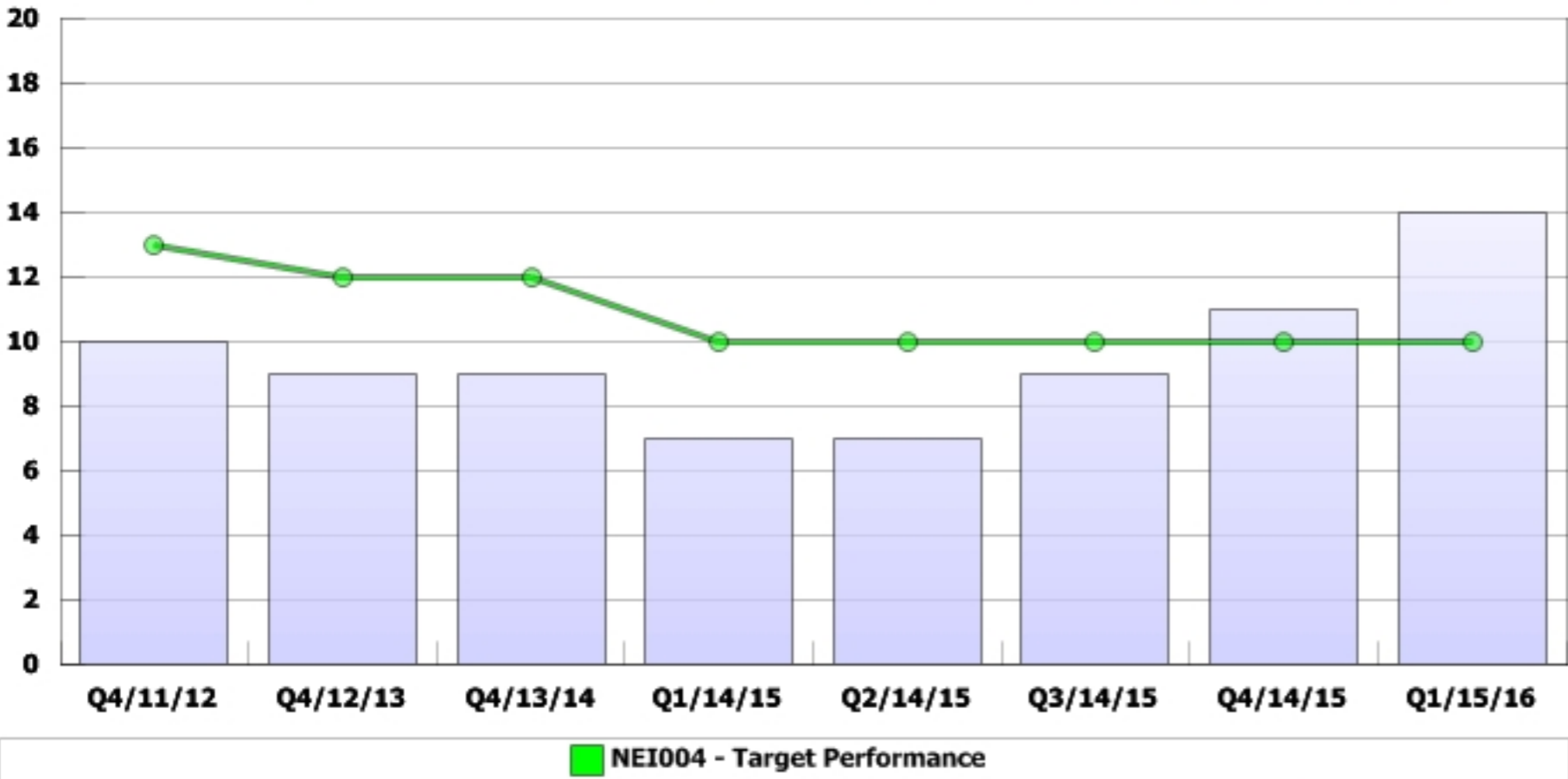
(Q1 2015/16) New strategies are being put in place to see a rapid recovery in the street cleansing standards, these include: increased contract monitoring by Council officers and joint inspections with Biffa supervisors to agree corrective actions.

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 564042.

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/15/16	10%	14%	✗
Q4/14/15	10%	11%	✗
Q3/14/15	10%	9%	✓
Q2/14/15	10%	7%	✓
Q1/14/15	10%	7%	✓

Annual Target: 2015/16 - 10%
 2014/15 - 10%

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):

(Q1 2015/16) The target has not been achieved. This indicator is linked to NEI003 and the reasons for failure are the same, namely: changes in depot and waste and recycling collection arrangements placing a strain on street cleansing including the loss of staff.

Corrective action proposed (if required):

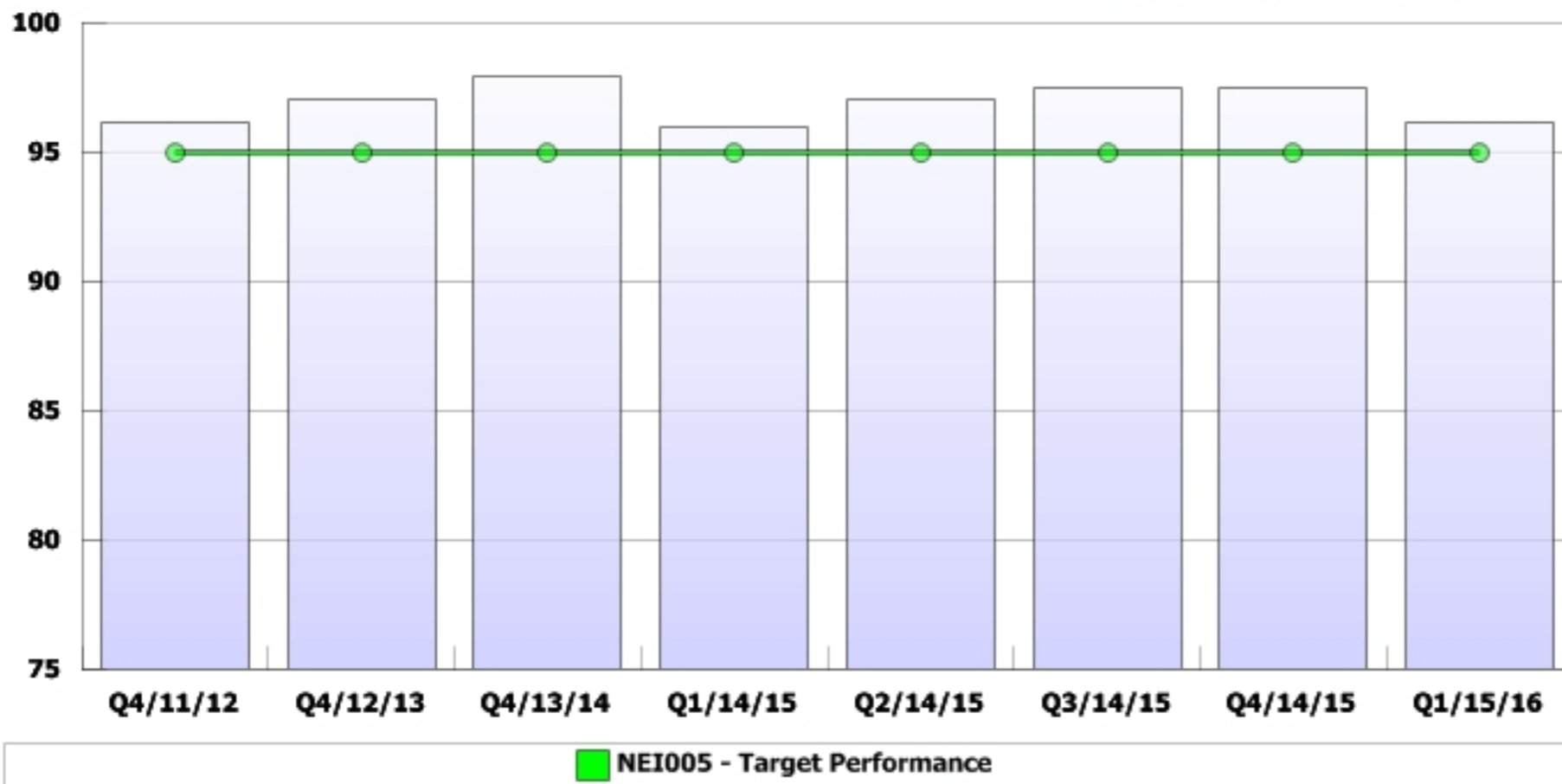
(Q1 2015/16) Officers are working with Biffa to ensure there is continuity in staff, increased contract monitoring with joint inspections with the contractor to identify areas for improvement and provide adequate training for staff.

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 564042.

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/15/16	95.00%	96.22%	✓
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%	✓

Annual Target: 2015/16 - 95.00%
Target: 2014/15 - 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):

(Q1 2015/16) Target achieved. 739 out of 768 issues and complaints received an initial response within 3 working days

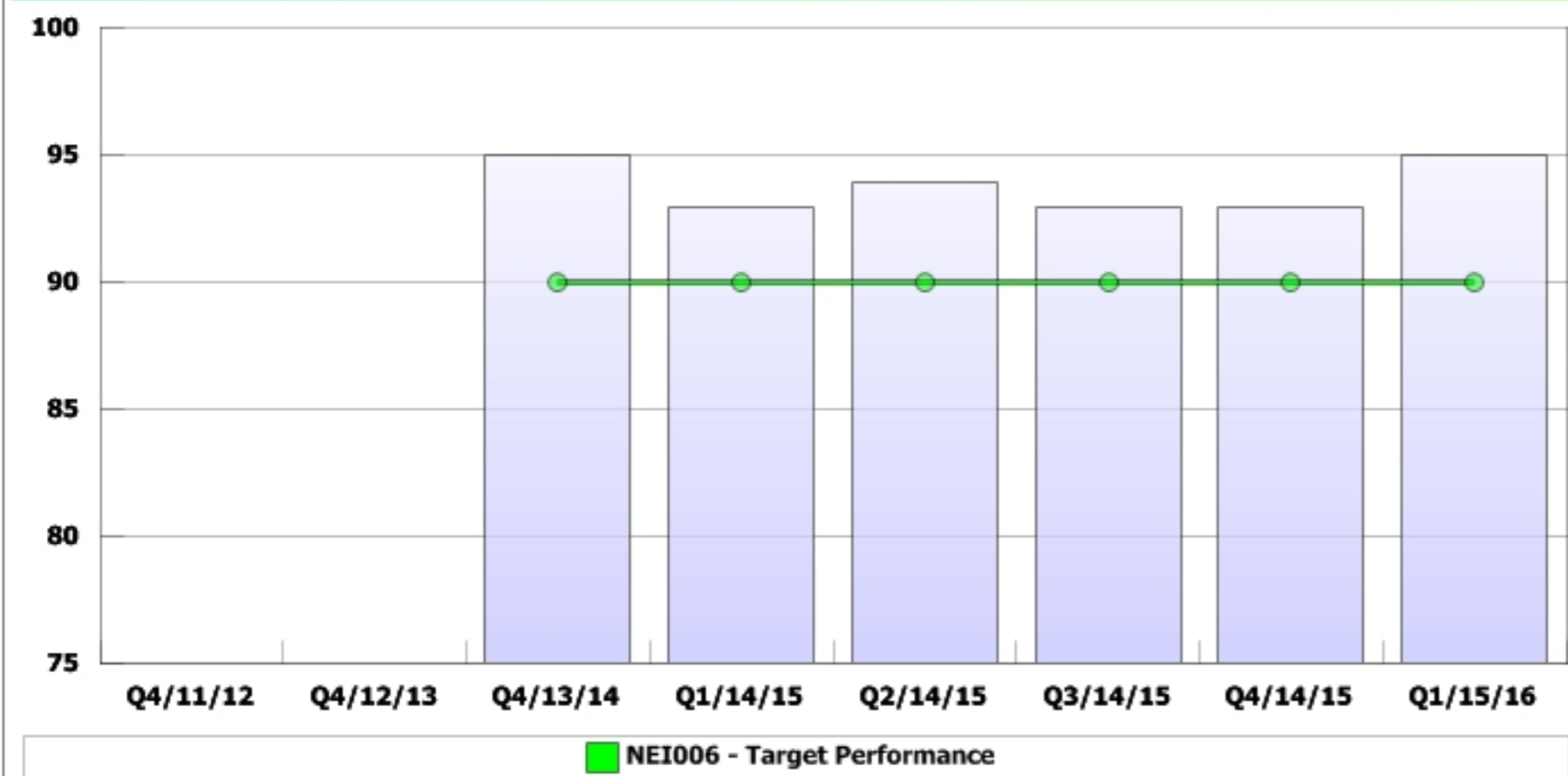
Corrective action proposed (if required):

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

Additional Information: 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).

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
Q1/15/16	90%	95%
Q4/14/15	90%	93%
Q3/14/15	90%	93%
Q2/14/15	90%	94%
Q1/14/15	90%	93%

Annual 2015/16 - 90 %
 Target: 2014/15 - 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):

(Q1 2015/16) Target achieved 123 of 129 incidents of fly-tipping that were investigated in this period were within 3 working days of the fly-tip being recorded.
 N.B. A working day is any one of Monday to Friday inclusive. Bank Holidays are not a working day. The three working day period shall commence the next working day after the incident has been reported to the Council.

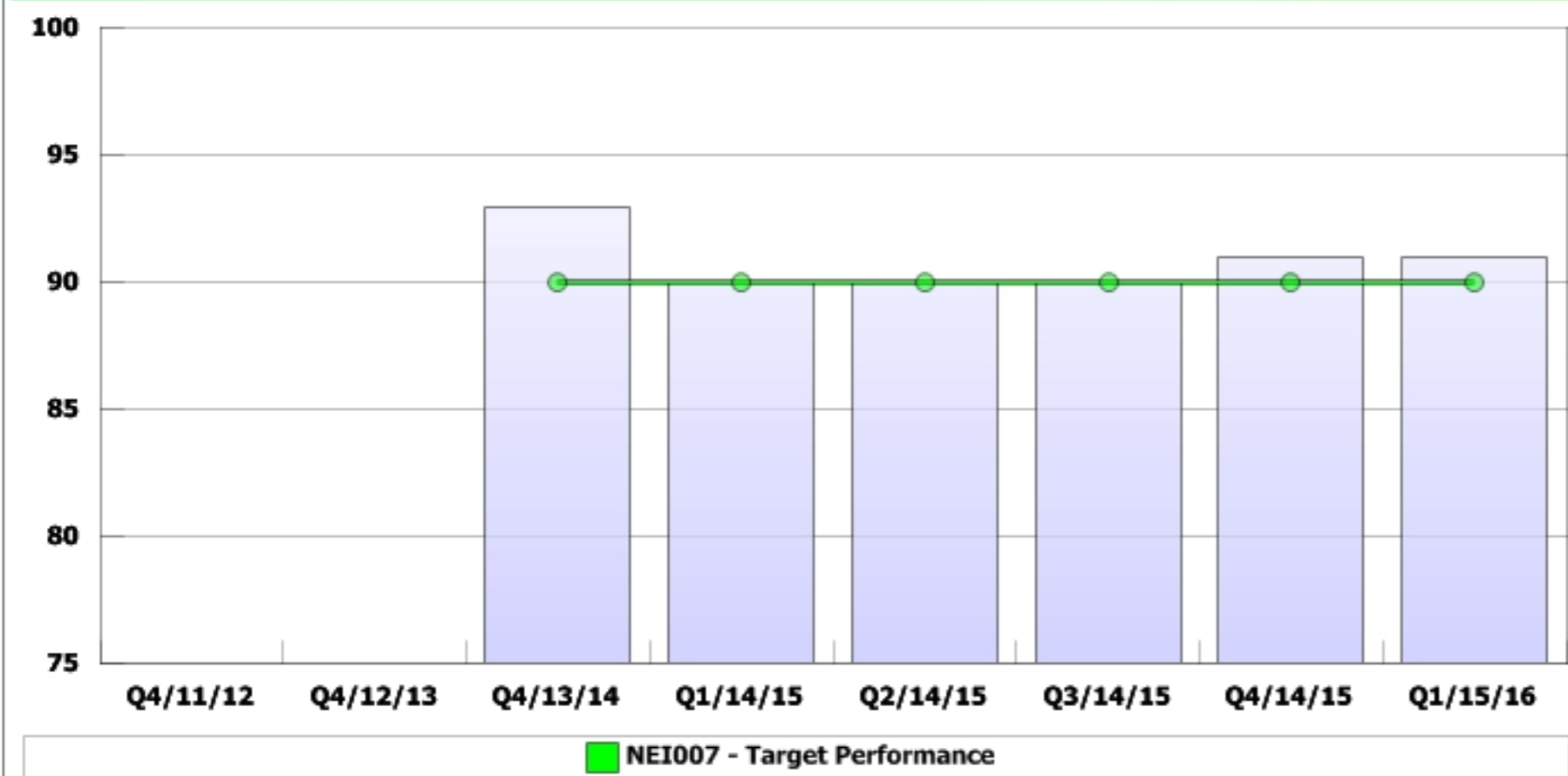
Corrective action proposed (if required):

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 564042.

Current and previous quarters performance



Quarter	Target	Actual
Q1/15/16	90%	91%
Q4/14/15	90%	91%
Q3/14/15	90%	90%
Q2/14/15	90%	90%
Q1/14/15	90%	90%

Annual 2015/16 - 90%
 Target: 2014/15 - 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):

(Q1 2015/16) Target achieved. 119 of 131 (90.84%) incidents were cleared under the waste contract within the target of 5 working days.

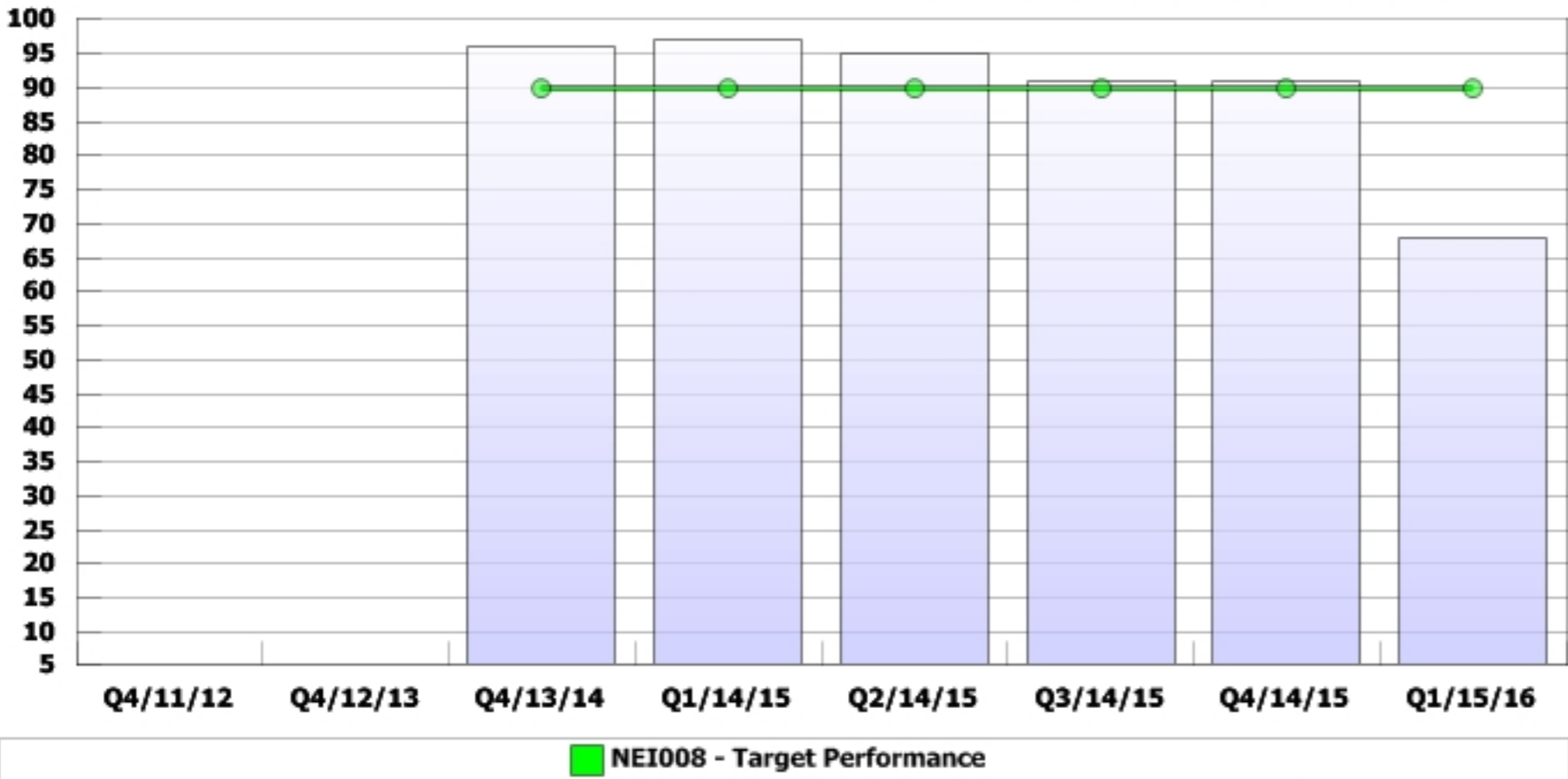
Corrective action proposed (if required):

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 564042.

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/15/16	90%	68%	✗
Q4/14/15	90%	91%	✓
Q3/14/15	90%	91%	✓
Q2/14/15	90%	95%	✓
Q1/14/15	90%	97%	✓

Annual Target: 2015/16 - 90%
Target: 2014/15 - 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?
 Uncertain



Comment on current performance (including context):

(Q1 2015/16) The target has not been achieved. 128 incidents were cleared within 10 working days, out of 189 incidents (67.72%)

In this quarter we experienced considerable difficulties with BIFFA and the change in some household waste collection days and routes. This produced an unprecedented number of telephone calls from residents and a backlog in passing on and inspecting some fly-tips that require an additional quote before clearance work can commence.

We also identified a technical problem with passing on some reports for clearance, which meant some clearance requests were not being picked up automatically when BIFFA's system integrated with the Council's software. This has now been rectified. Complaints from residents have also now significantly reduced.

Corrective action proposed (if required):

(Q1 2015/16) The workload pressure due to issues around the change in household waste collection has now been resolved, so we are hopeful that officers will have more time to investigate and arrange clearance quickly, in line with the 10 working day target. With the new recording system we are now more able to identify errors, monitor performance automatically and respond more quickly to issues that arise. We will be monitoring performance closely throughout quarter 2. We are investigating whether we can provide an automatic report that sends an early warning regarding potential service failures.

Technical issues with integrating software have now been resolved.

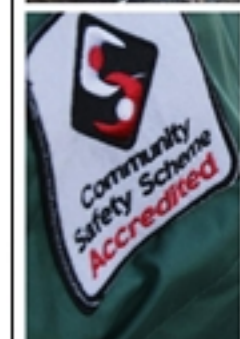
We expect quarter 2 to achieve the target, but overall the running total is still likely to be below the 90% target due to the under achievement in Q1.

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

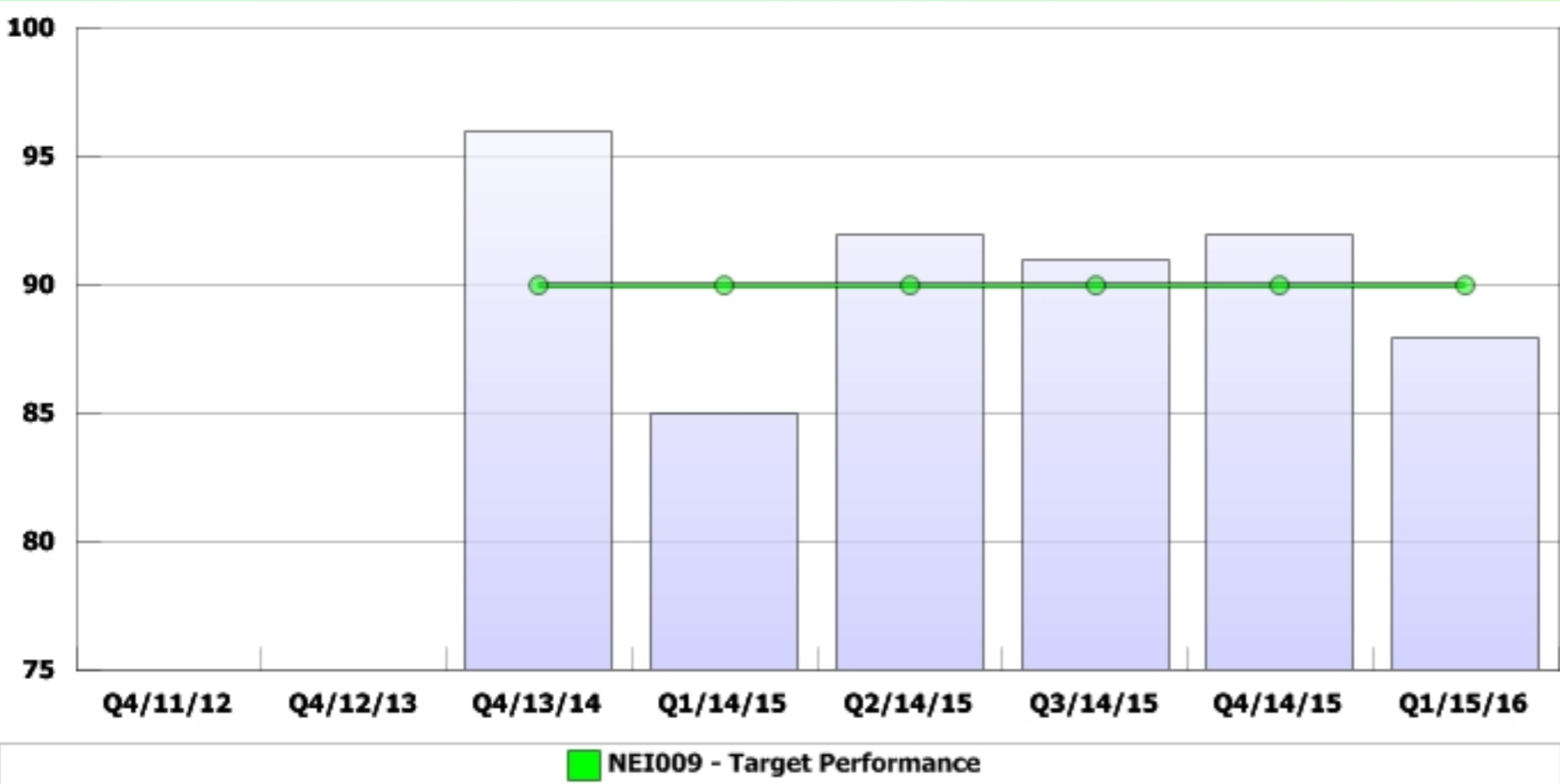
Additional Information: The callout service for noise complaints is 24 hours (restricted emergency service after 00:00 and before 13:00 at the weekend). Calls are recorded by the Council's stand-by officer and passed to the duty noise officer who telephones the complainant. A response has been made when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

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



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



Quarter	Target	Actual	Status
Q1/15/16	90%	88%	✗
Q4/14/15	90%	92%	✓
Q3/14/15	90%	91%	✓
Q2/14/15	90%	92%	✓
Q1/14/15	90%	85%	✗

Annual Target: 2015/16 - 90%
 2014/15 - 90%

Indicator of good performance:
 A higher percentage is good

↑ is the direction of improvement

Comment on current performance (including context):

(Q1 2015/16) The target has not been achieved. 108 of 123 calls achieved the target and received a call back within 15 minutes (87.80%).

An analysis of the 15 incidents that have not achieved the 15 minute call back target identified that 4 calls were delayed by the Council's contractor Mears when the duty noise officer was picking up the details of the call. Reducing this delay has been raised with Mears. Responses to 3 other calls were unavoidably delayed because the duty noise officer was already attending to other calls. 2 calls failed because the duty noise officer did not hear the pager. We expect the target to be achieved in the next quarter.

Corrective action proposed (if required):

(Q1 2015/16) Officers on the call out rota have been reminded about the 15 minute call back target.

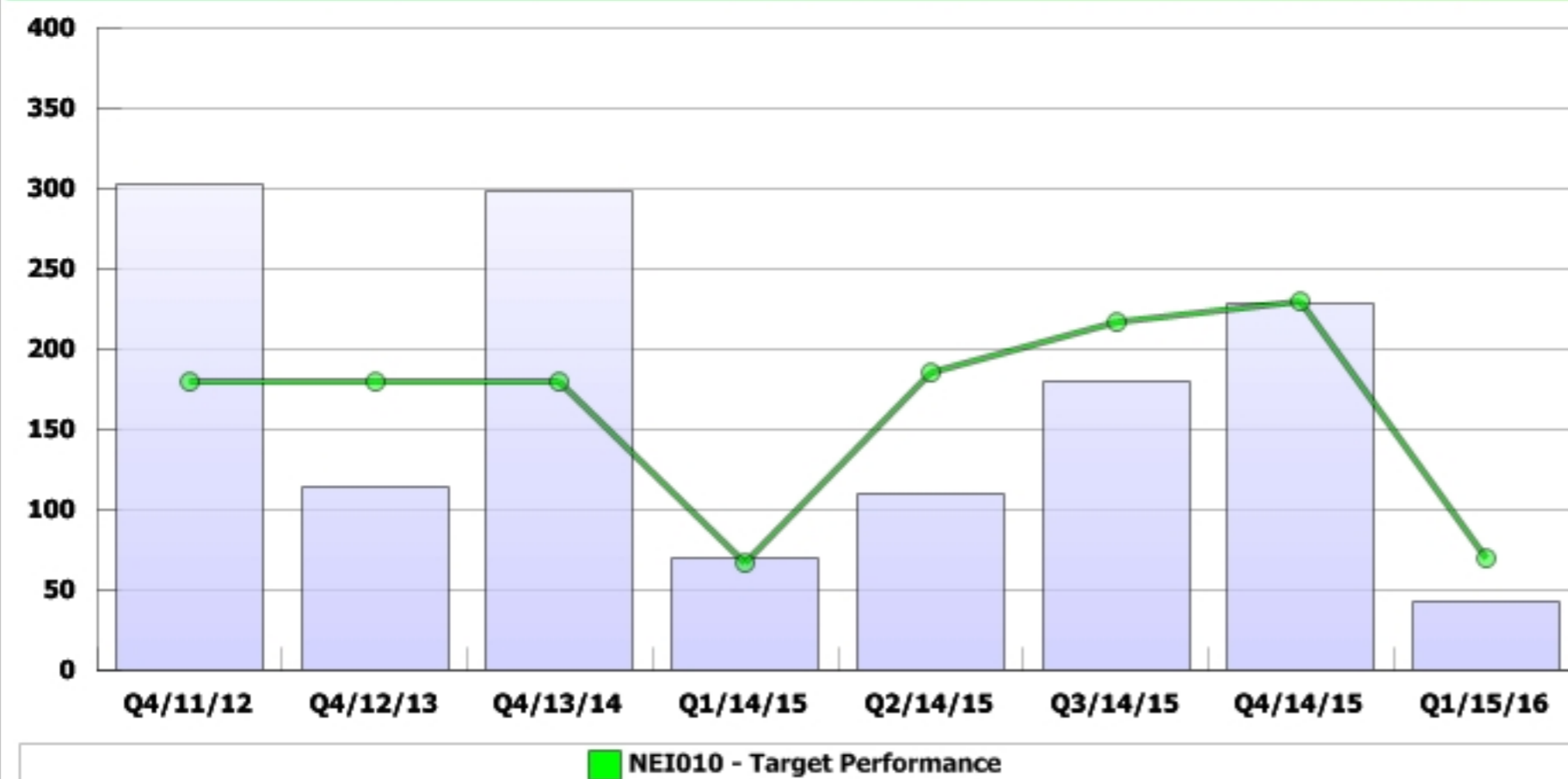
The delay caused by Mears when officers have tried to pick up the details of calls has been raised with Mears. We are investigating introducing a new pager system that may be able to speed up this part of the process.

NEI010 What was the net increase or decrease in the number of homes in the district?

Additional Information: This indicator encourages a greater supply of new homes to address long-term housing affordability issues, and measures the net increase in dwelling stock over one year. 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
Q1/15/16	70	43
Q4/14/15	230	229
Q3/14/15	209	181
Q2/14/15	187	111
Q1/14/15	68	70



Annual Target: 2015/16 - 230
2014/15 - 230

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):

(Q1 2015/16) – Our Quarter 1 KPI figure is 43. If this rate of housing completions were to continue it would mean that we would fail to meet our Annual Target for 2015/16 Housing Completions of 230 additional units. It is however envisaged that completion figures should increase throughout the remainder of the monitoring year. Provision for future housing development will be made through new housing designations in the emerging Local Plan.

Corrective action proposed (if required):

(Q1 2015/16) - None proposed at this time.

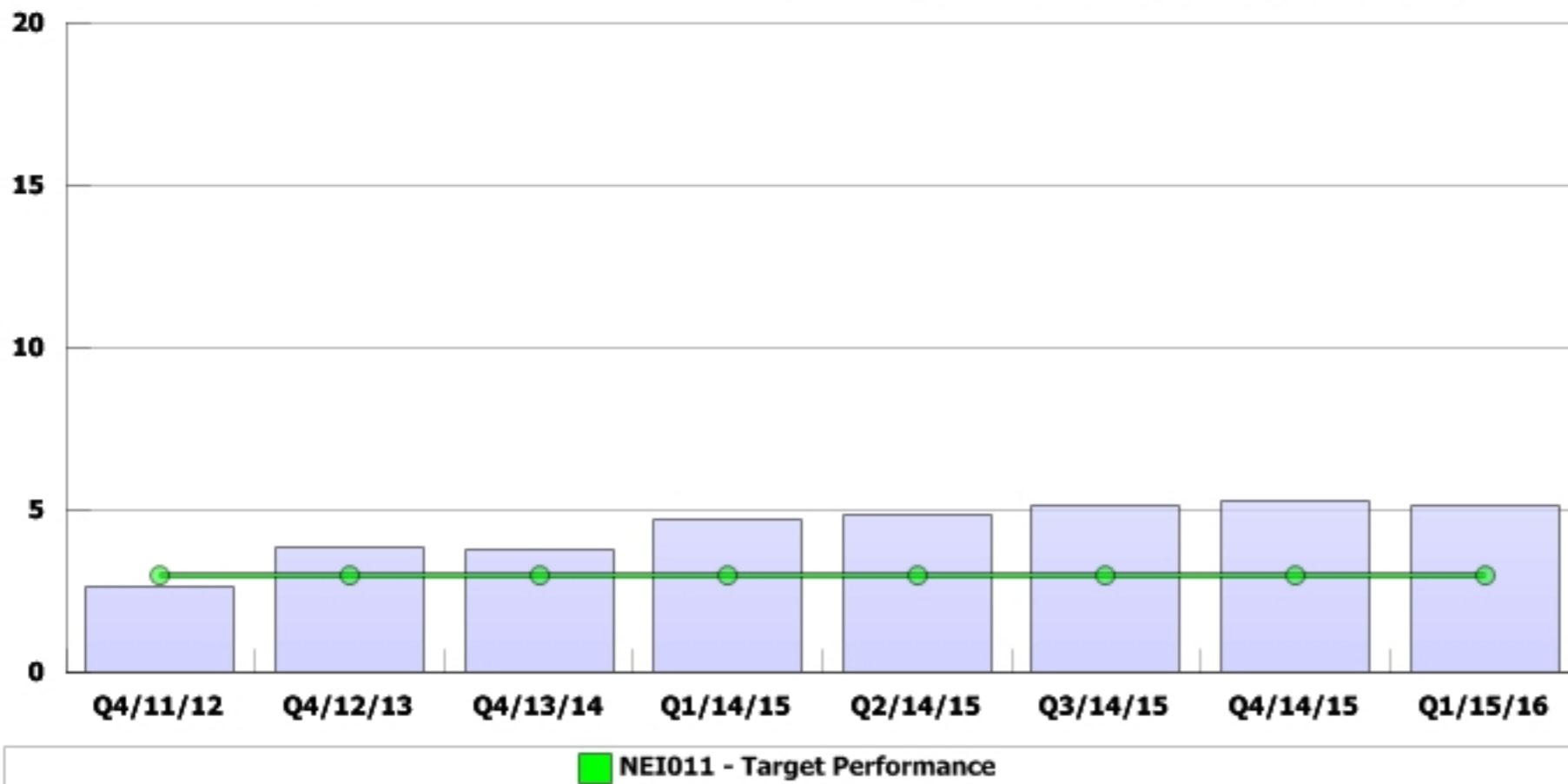
It is important to note that the Council has a limited influence over housing completion figures meeting targets. The Council can encourage more building of dwellings by granting planning permission, making strategic housing site allocations through the Local Plan etc., but it does not actually build the vast majority of the dwellings, so it cannot control if and when they are completed. Even if a site is given planning permission, the state of the housing market can mean that at times, housebuilders will not complete units they have permission to build, if it is felt that they will not be sold. This means that even if the Council grants sufficient permissions, it cannot guarantee a completion rate.

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

Additional Information: 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.

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
Q1/15/16	3.00%	5.19%
Q4/14/15	3.00%	5.33%
Q3/14/15	3.00%	5.17%
Q2/14/15	3.00%	4.86%
Q1/14/15	3.00%	4.73%



Annual Target: 2015/16 - 3.00%
2014/15 - 3.00%

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):

(Q1 2015/16) The debt has reduced slightly as a result of closer monitoring of specific debtors and regular arrears meetings.

Corrective action proposed (if required):

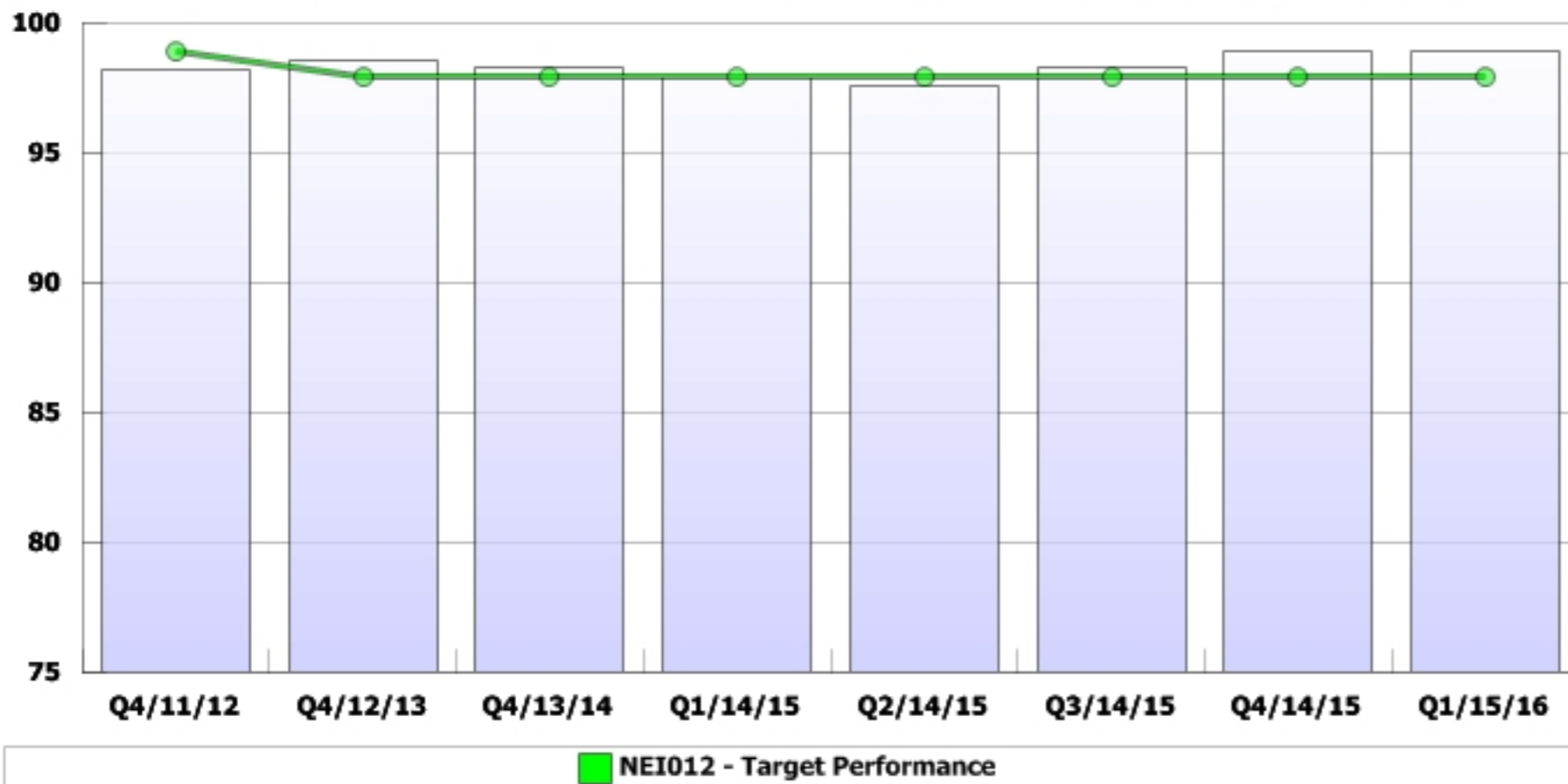
(Q1 2015/16) Currently reviewing debtors policy and working with finance and legal on strategy for larger debts.

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

Additional Information: 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.

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
Q1/15/16	98.00%	98.98%
Q4/14/15	98.00%	98.98%
Q3/14/15	98.00%	98.31%
Q2/14/15	98.00%	97.63%
Q1/14/15	98.00%	97.97%



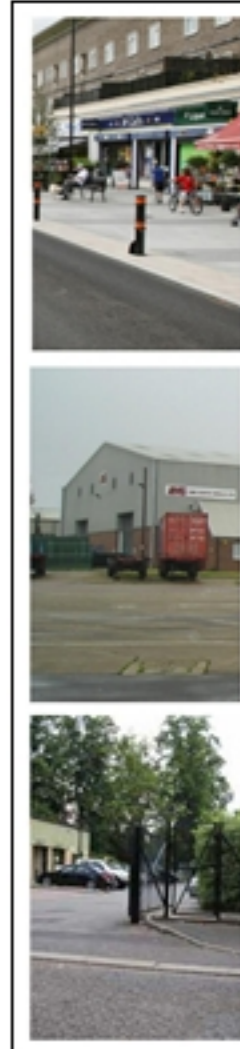
Annual Target: 2015/16 - 98.00%
2014/15 - 98.00%

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):

(Q1 2015/16) Vacancy rate has not changed. All 3 vacant properties currently under offer awaiting works or planning.

Corrective action proposed (if required):

(Q1 2015/16) Nothing further to be done.