































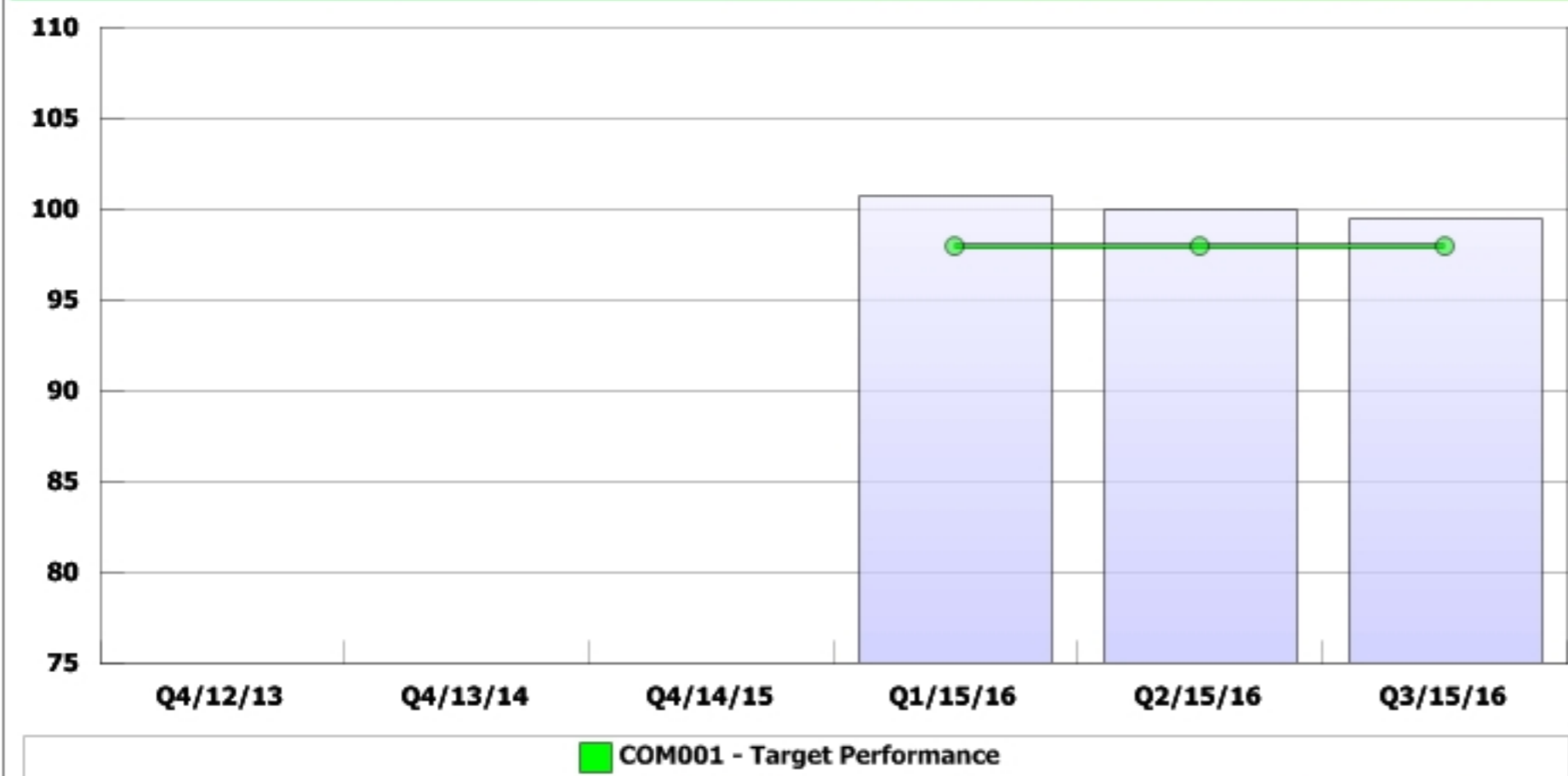
Quarterly Indicators		Quarter 1		Quarter 2		Quarter 3		Quarter 4		Is year-end target likely to be achieved?		
		Tgt	Actual	Tgt	Actual	Tgt	Actual	Tgt	Actual			
<b>Housing</b>												
COM001	(Housing rent) (%)	98.00%	100.87%		98.00%	100.11%		98.00%	99.55%		98.00%	Yes
COM002	(Void re-lets) (days)	37	38		37	36		37	37		37	Yes
COM003	(Tenant satisfaction) (%)	98.00%	100.00%		98.00%	100.00%		98.00%	99.72%		98.00%	Yes
COM004	(Temp. accommodation) (no.)	65	73		65	83		65	95		65	No
COM005	(Non-decent homes) (%)	0.0%	0.0%		0.0%	0.0%		0.0%	0.0%		0.0%	Yes
COM006	(Modern Homes Std) (%)	825	844		1,650	1,767		2,475	2,752		3,300	Yes
COM007	(Emergency repairs) (%)	99.00%	100.00%		99.00%	99.27%		99.00%	99.00%		99.00%	Yes
COM008	(Responsive repairs) (days)	7.00	5.86		7.00	6.18		7.00	6.44		7.00	Yes
COM009	(Emergency repairs) (%)	98.00%	98.40%		98.00%	98.32%		98.00%	98.28%		98.00%	Yes
COM010	(Calls to Careline) (%)	97.50%	99.91%		97.50%	99.89%		97.50%	99.87%		97.50%	Yes

**COM001 Rent collected from current and former tenants as a % of rent due (excluding arrears brought forward).**

**Additional Information:** An efficient rent collection service is important so that as much of the rent due, and therefore potential income to the Council as landlord, is collected. This indicator measures the rent collected in the year-to-date regardless of when the rent charge was raised, as a percentage of the rent charges raised in the year-to-date, for all current General Needs and Housing for Older People.

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
Q3/15/16	98.00%	99.55%	✓
Q2/15/16	98.00%	100.11%	✓
Q1/15/16	98.00%	100.87%	✓
Q4/14/15	-	-	-
Q4/13/14	-	-	-

Annual Target: 2015/16 - 98.00%  
 Target: 2014/15 - N/A  
 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):**

(Q3 2015/16) -  
 Although this KPI has been in place for a number of years, members have agreed a change in the definition from 2015/16 to use the same definition as used by other councils and housing associations and to enable the Council's performance to be properly benchmarked with other social landlords.  
 The performance indicator now measures:  
 The percentage of rent collected from current and former tenants as a percentage of rent due. It does not take into account any outstanding arrears at the start of the financial year.  
 Because of the change in definition, it is inappropriate to provide the comparative performance for previous years.

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

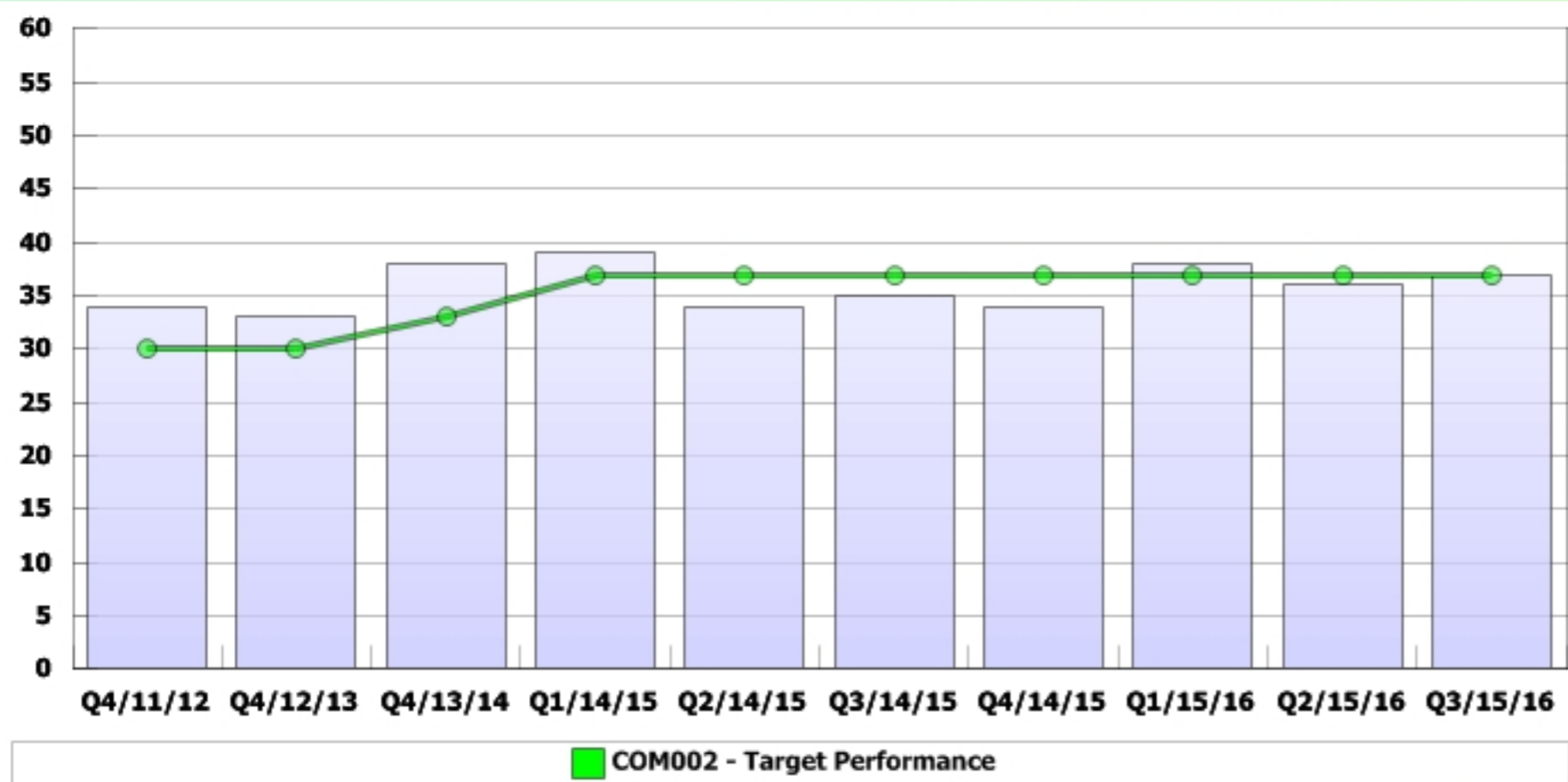


# COM002 On average, how many days did it take us to re-let a Council property?

**Additional Information:** The calculation excludes those properties which are 'difficult to let' (offered to and refused by at least two applicants) or 'major works' (works over 6 weeks AND over £1500 in cost terms). In addition it also excludes 'properties let through mutual exchanges', 'very sheltered accommodation' and 'properties the council intends to sell or demolish'.

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
Q3/15/16	37	37	✓
Q2/15/16	37	36	✓
Q1/15/16	37	38	✗
Q4/14/15	37	34	✓
Q3/14/15	37	35	✓

Annual 2015/16 - 37 days  
 Target: 2014/15 - 37 days  
 Indicator of good performance:  
 A lower number of days 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):

(Q3 2015/16) - Target has been achieved.

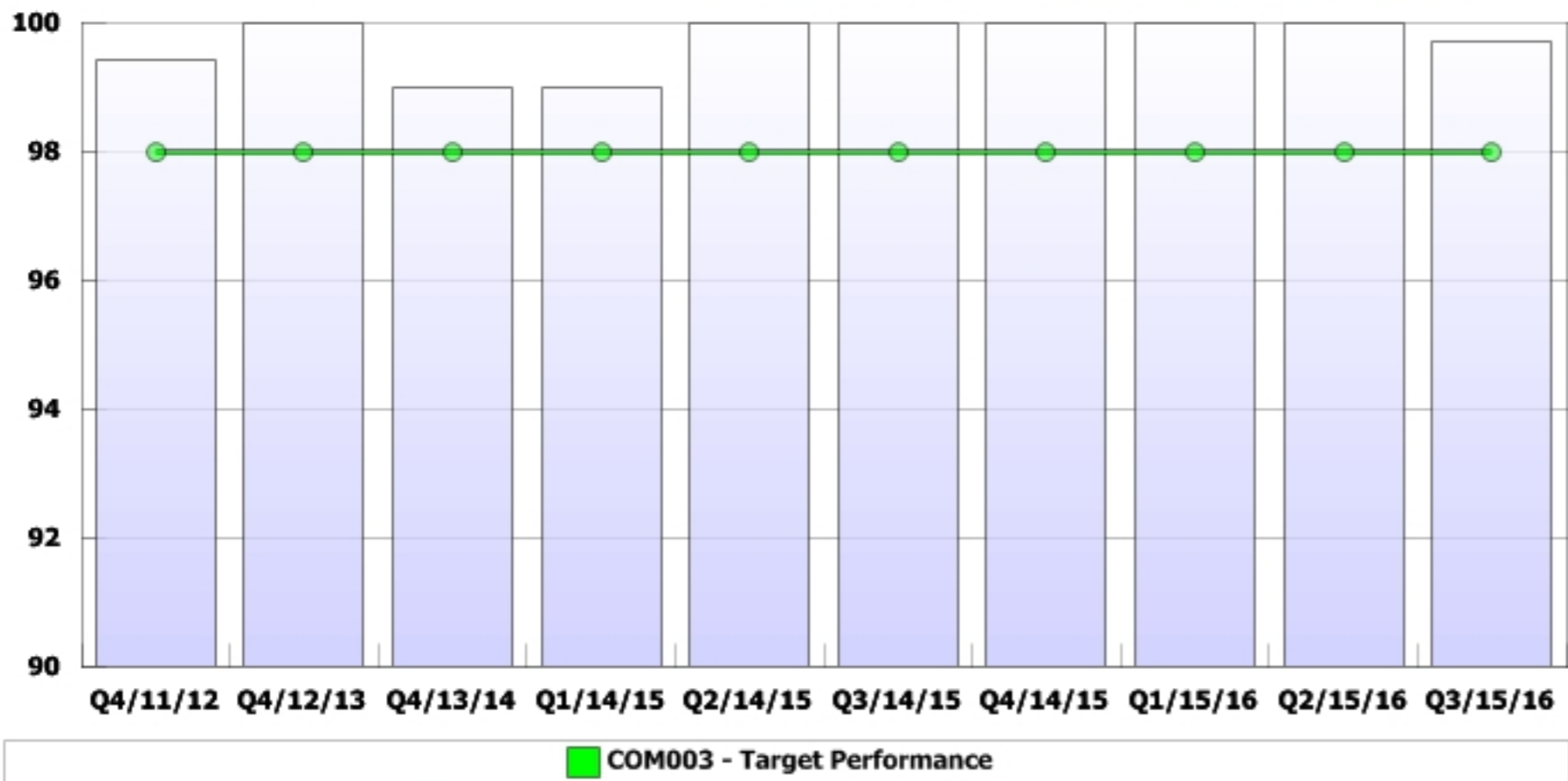
### Corrective action proposed (if required):

# COM003 How satisfied were our tenants with the standard of the repairs service they received?

**Additional Information:** This indicator is a measure of housing management performance, as it is incumbent upon the Council as landlord to ensure the upkeep of its dwellings and that repairs are completed on time and to the satisfaction of tenants

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 564042.

## Current and previous quarters performance



Quarter	Target	Actual	Visual
Q3/15/16	98.00%	99.72%	✓
Q2/15/16	98.00%	100.00%	✓
Q1/15/16	98.00%	100.00%	✓
Q4/14/15	98.00%	100.00%	✓
Q3/14/15	98.00%	100.00%	✓

Annual 2015/16 - 98.00%  
 Target: 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):

(Q3 2015/16) - Residents continue to demonstrate high levels of satisfaction regarding work completed in their homes by the Council's Repair's Service.

### Corrective action proposed (if required):

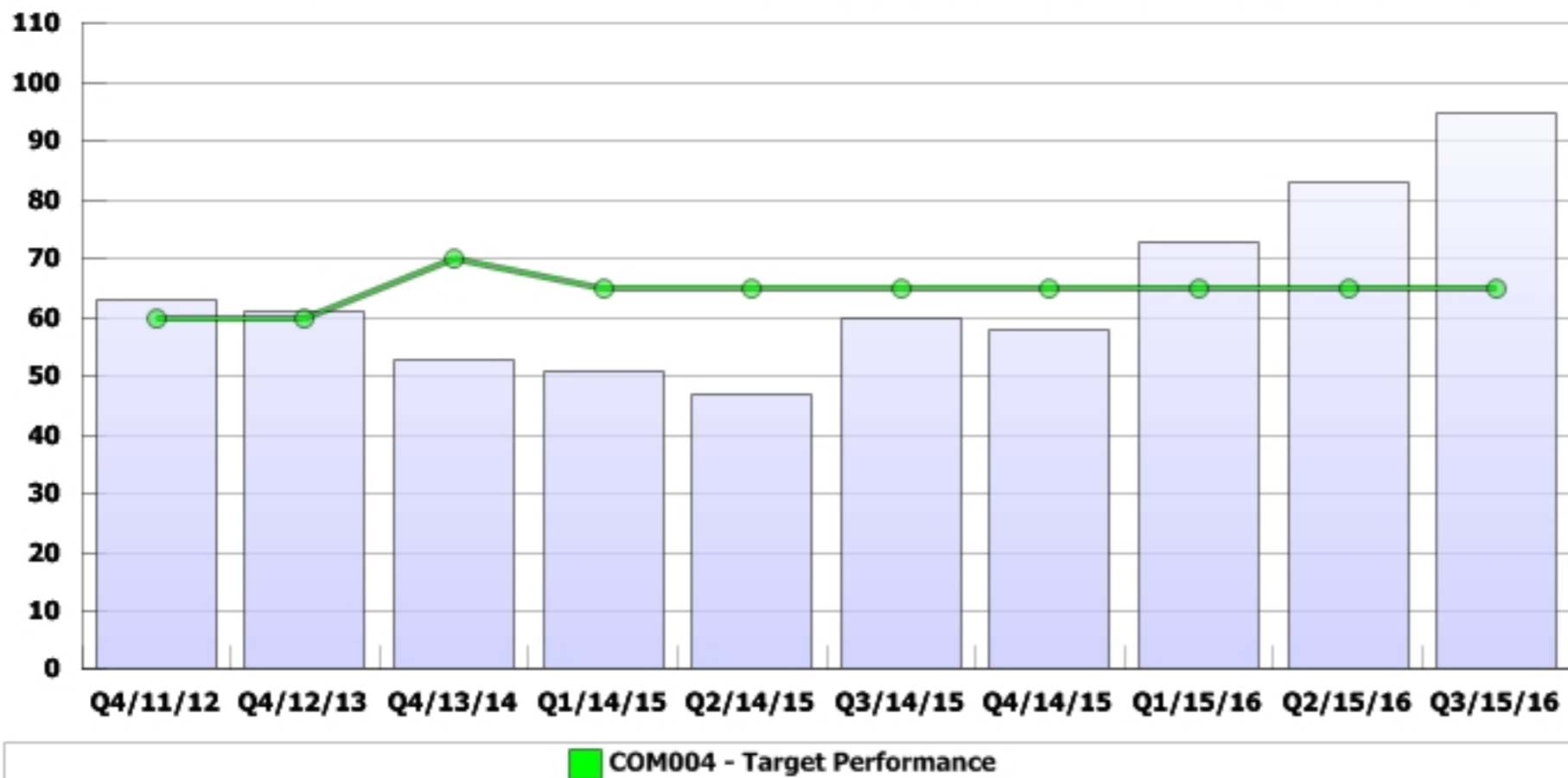


## COM004 How many households were housed in temporary accommodation?

**Additional Information:** This indicator monitors progress towards reducing the number of households in temporary accommodation provided under homelessness legislation. Annual performance is judged on the average of all four quarters performances.

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 564042.

### Current and previous quarters performance



Quarter	Target	Actual
Q3/15/16	65	95
Q2/15/16	65	83
Q1/15/16	65	73
Q4/14/15	65	58
Q3/14/15	65	60

Annual Target: 2015/16 - 65  
2014/15 - 65

Indicator of good performance:  
A lower number 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):

(Q3 2015/16) - The target has not been met due to an increase in the number of people being accepted as homeless (and consequently requiring temporary accommodation) and a steady fall in the number of social housing lets which enable these households to "move on".

### Corrective action proposed (if required):

(Q3 2015/16) - Officers are in the final stages of obtaining Member approval for an increase in funding to the Rental Loan Scheme. This scheme enables homeless households to move into the private rented sector by paying the first months rent in advance. This payment is in the form of a loan which the tenant pays back to the Council over two years. Increased funding for this scheme should enable more homeless households to take up private rented housing rather than being placed in temporary accommodation.

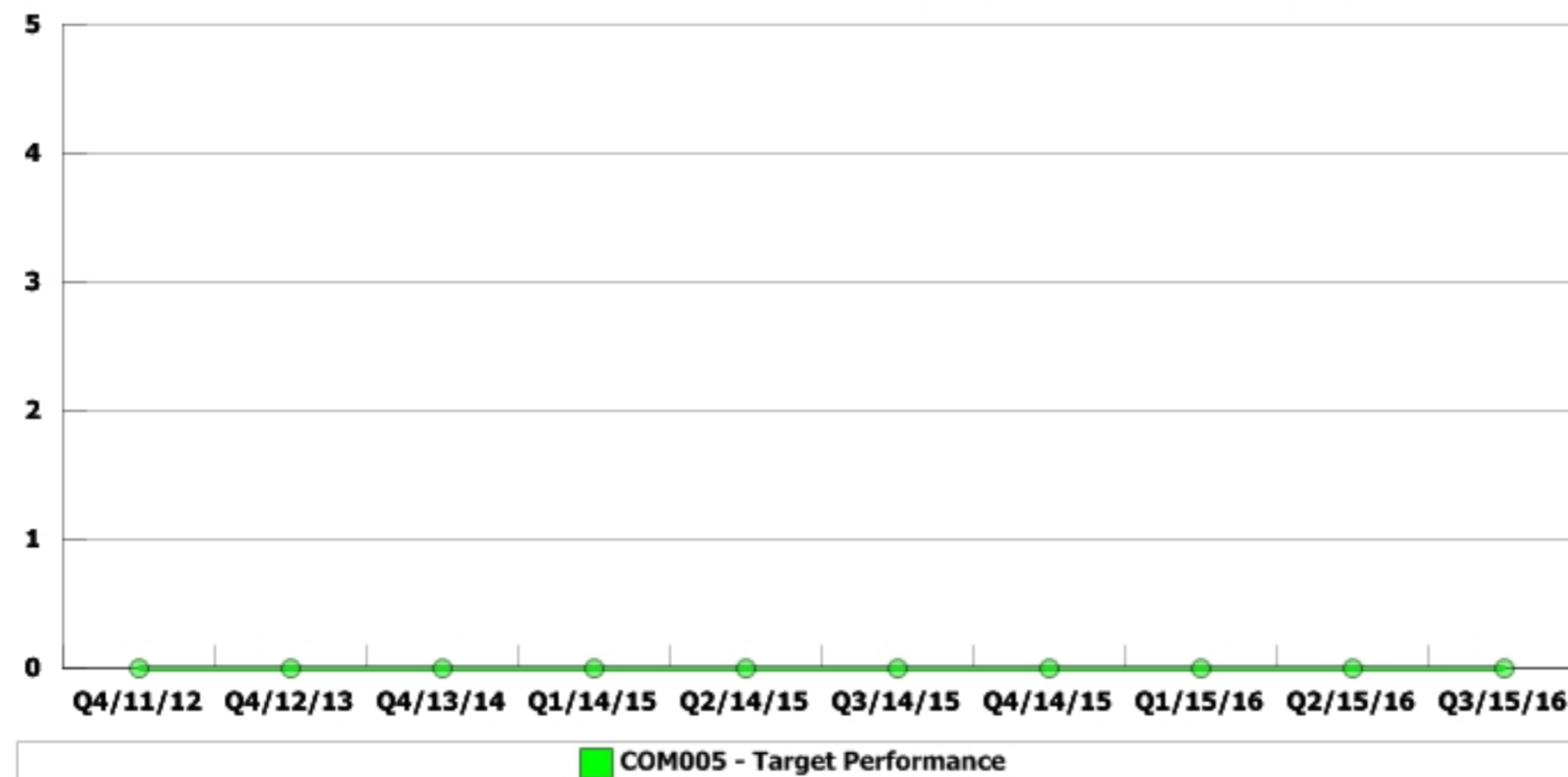
To make greater use of the private rented sector, Epping Forest Housing Aid (a local charity that provides deposit guarantees to help local homeless households move into private lets) have recently agreed to help people move into neighbouring boroughs where accommodation may be more affordable and accessible.

## COM005 What percentage of our council homes were not in a decent condition?

**Additional Information:** This indicator measures the number of non-decent council homes and the proportion this represents of the total council housing stock, in order to demonstrate progress towards making all council housing decent.

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 564042.

### Current and previous quarters performance



Quarter	Target	Actual
Q3/15/16	0.0%	0.0%
Q2/15/16	0.0%	0.0%
Q1/15/16	0.0%	0.0%
Q4/14/15	0.0%	0.0%
Q3/14/15	0.0%	0.0%

Annual 2015/16 - 0.0%  
Target: 2014/15 - 0.0%

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?

Yes

### Comment on current performance (including context):

(Q3 2015/16) - Target achieved.

Potential building element failures have been identified from the Stock Condition Survey Address List and appropriate Capital and Revenue works programmes have commenced to prevent these properties falling into the Non-Decent category.

During 2014-15 over 800 Stock Condition Surveys were completed and during 2015-16 the same number of surveys are planned to ensure no properties fall into the Non-Decent category.

### Corrective action proposed (if required):

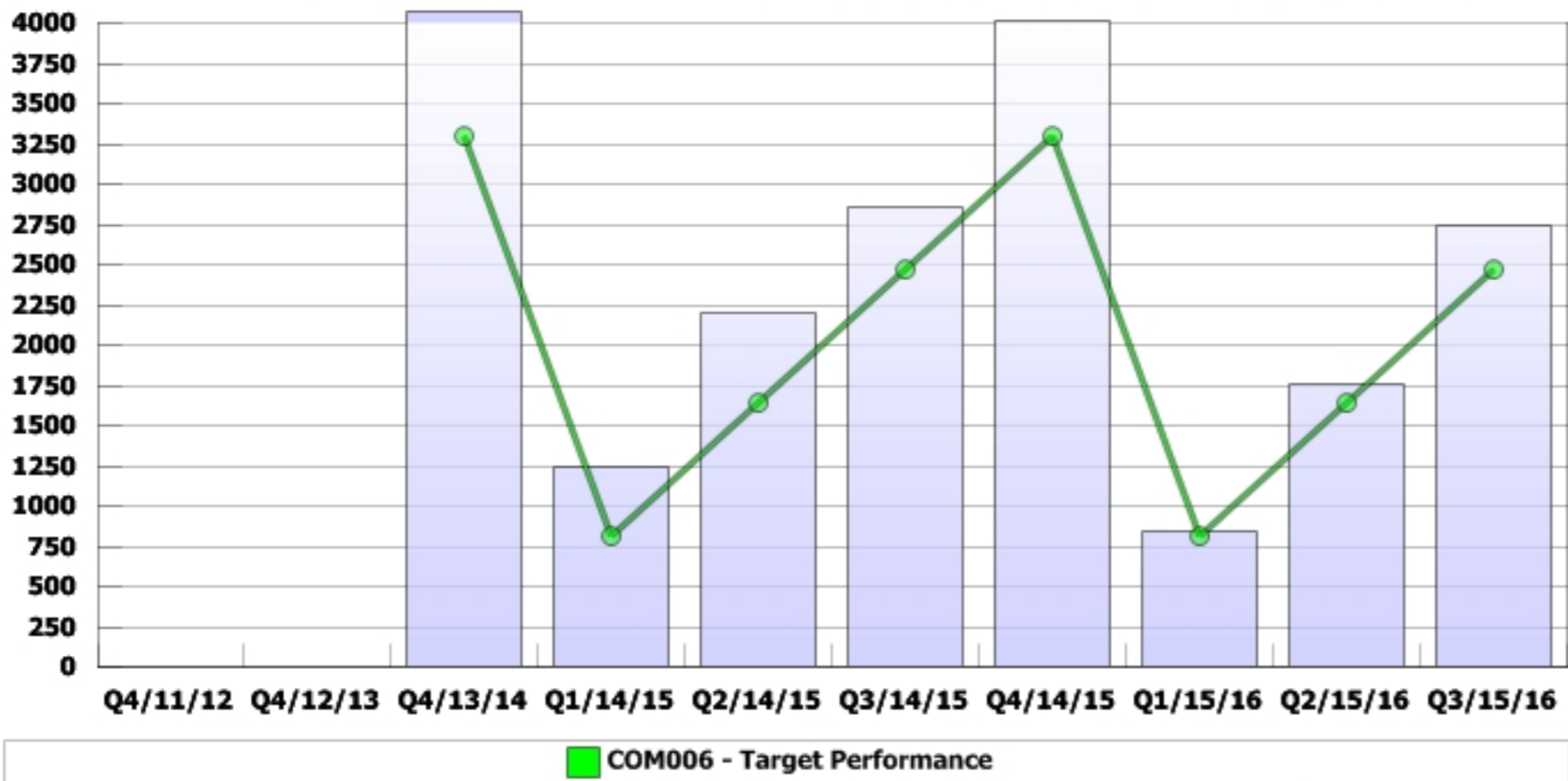


**COM006 How many of the key building components required to achieve the Modern Homes Standard were renewed?**

**Additional Information:** We are not currently at the Modern Homes Standard. If we were, we would still anticipate having to replace in excess of 2750 components per year to maintain that standard. Therefore, in order to address the backlog over time we will aim to replace in excess of this annual requirement each year, until we reach the Modern Homes Standard across our housing stock.

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
Q3/15/16	2,475	2,752	✓
Q2/15/16	1,650	1,767	✓
Q1/15/16	825	844	✓
Q4/14/15	3,300	4,020	✓
Q3/14/15	2,475	2,861	✓

Annual Target: 2015/16 - 3,300  
 2014/15 - 3,300  
 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):**

(Q3 - 2015/16) - Target achieved - The majority of building component renewals are on target with the exception of flat and tiled roof coverings which are slightly behind schedule.

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

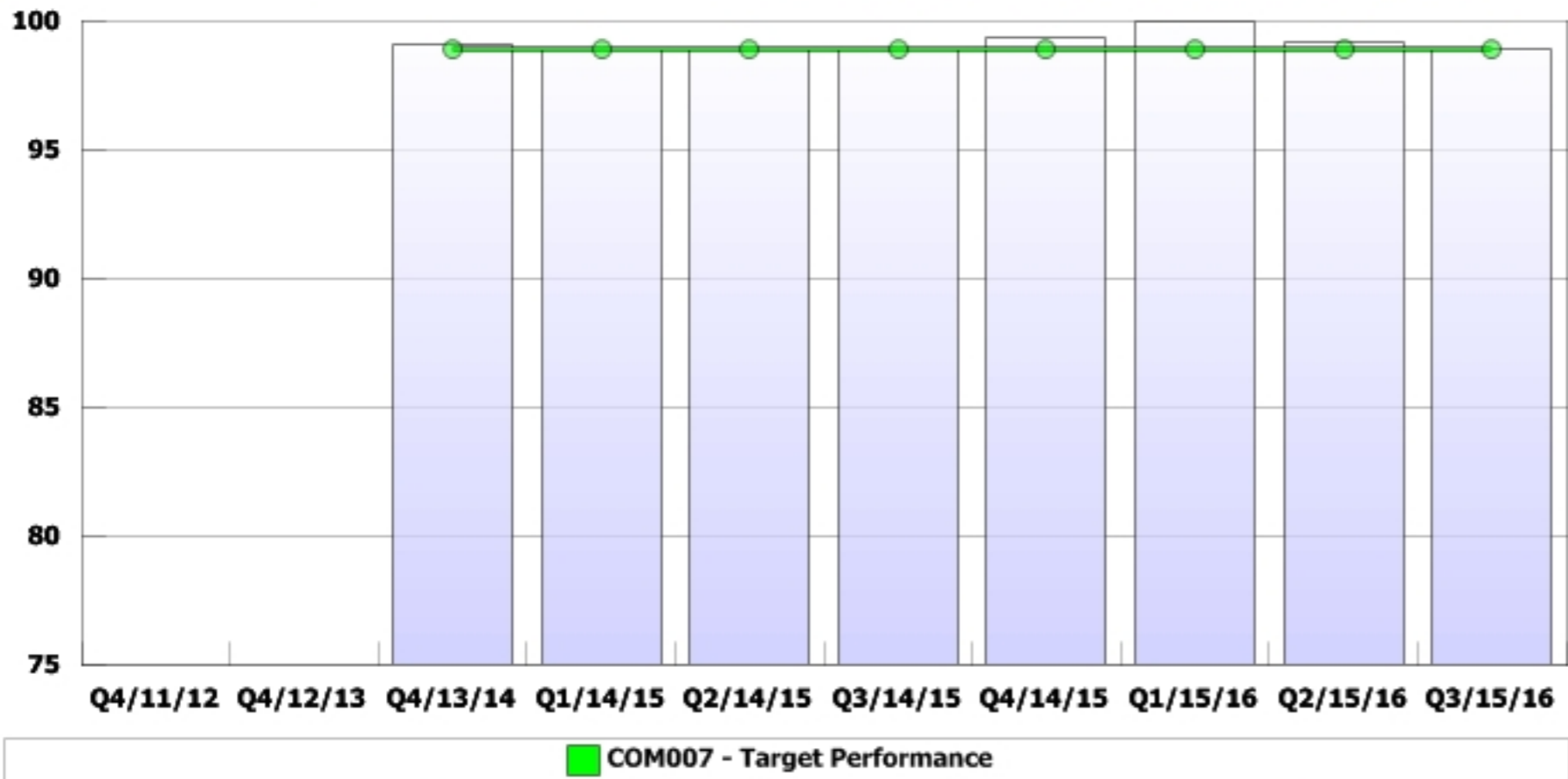
(Q3 - 2015/16) - An increase in the roofing programme is planned however, KPI is still on-target.

**COM007 What percentage of all emergency repairs are attended to within 4 working hours?**

**Additional Information:** This indicator is a measure of housing management performance, as it is incumbent upon the Council as landlord to ensure the upkeep of its dwellings and that repairs are completed on time. The target time for the completion of emergency repairs is 4 hours.

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
Q3/15/16	99.00%	99.00%
Q2/15/16	99.00%	99.27%
Q1/15/16	99.00%	100.00%
Q4/14/15	99.00%	99.40%
Q3/14/15	99.00%	99.00%

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

↑ is the direction of improvement

**Annual Target:** 2015/16 - 99.00%  
 2014/15 - 99.00%  
**Indicator of good performance:**  
 A higher percentage is good

**Comment on current performance (including context):**

(Q3 2015/16) - Target continues to be met

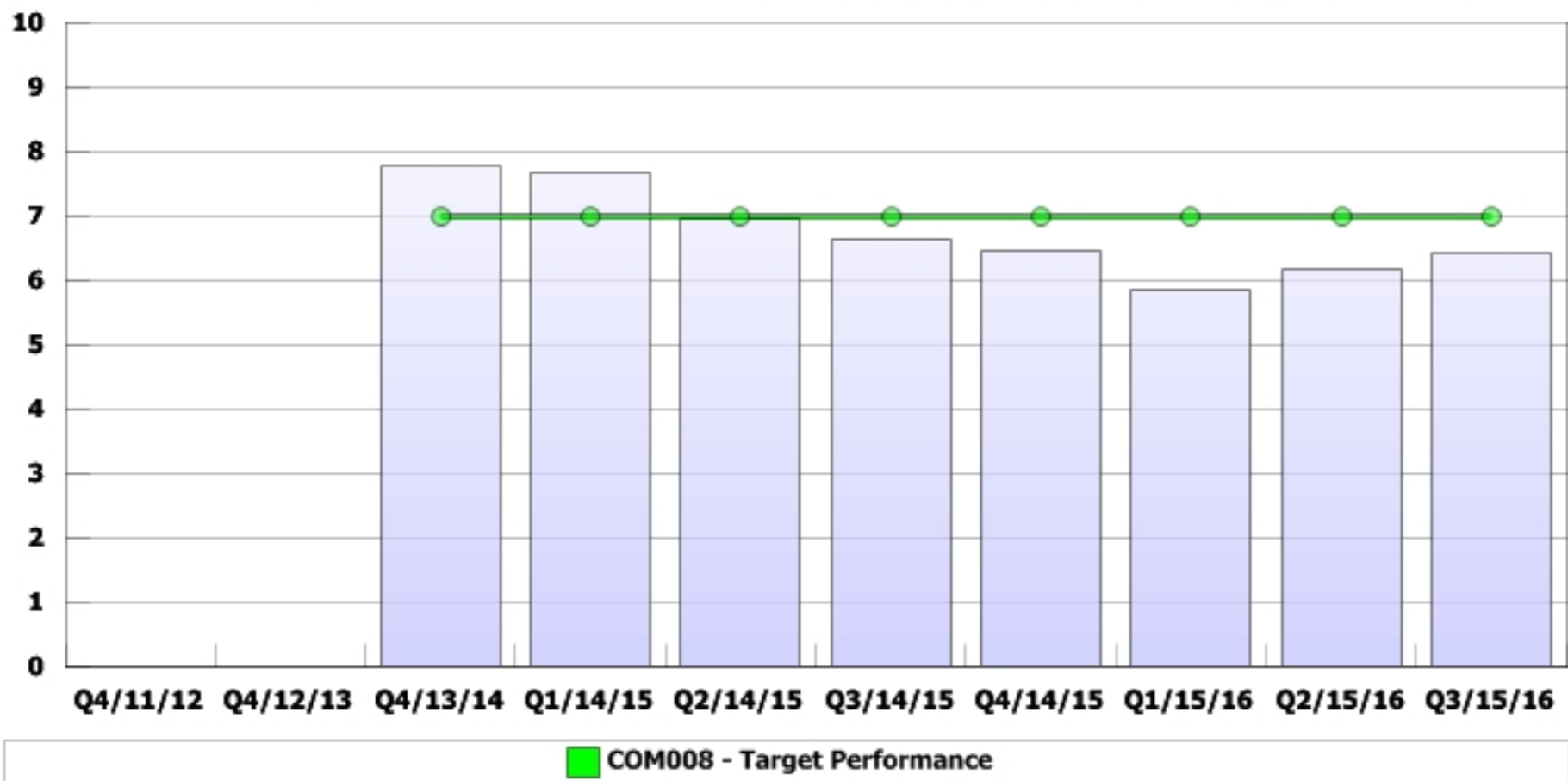
**Corrective action proposed (if required):**



**Additional Information:** This indicator is a measure of housing management performance, as it is incumbent upon the Council as landlord to ensure the upkeep of its dwellings and that repairs are completed on time. The target time for the average overall completion of responsive repairs is 7 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	Performance Status
Q3/15/16	7.00	6.44	✓
Q2/15/16	7.00	6.18	✓
Q1/15/16	7.00	5.86	✓
Q4/14/15	7.00	6.48	✓
Q3/14/15	7.00	6.67	✓

Annual 2015/16 - 7.00 working days  
 Target: 2014/15 - 7.00 working days  
 Indicator of good performance:  
 A lower number of days 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):**

(Q3 2015/16) - Performance continues to achieve target threshold. This indicator can be affected by additional volume of repairs being reported through adverse weather. Currently we still believe that this indicator will meet it's full year target of being less than 7 working days.

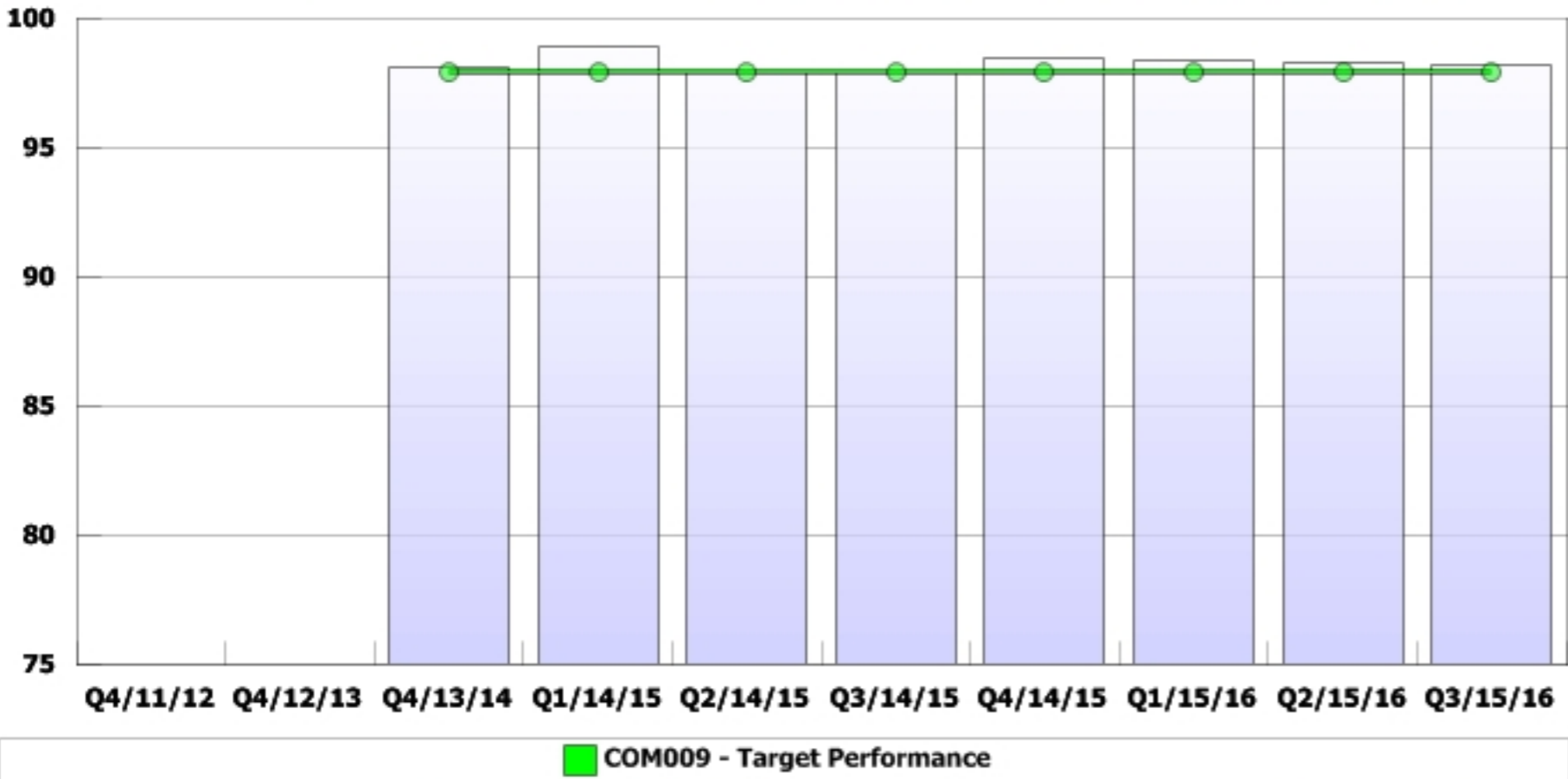
**Corrective action proposed (if required):**

**COM009 What percentage of appointments for repairs are both made and kept?**

**Additional Information:** This indicator is a measure of housing management performance, as it is incumbent upon the Council as landlord to ensure the upkeep of its dwellings and that repairs are completed on time. The target for the percentage of appointments both made and kept is 98%.

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
Q3/15/16	98.00%	98.28%	✓
Q2/15/16	98.00%	98.32%	✓
Q1/15/16	98.00%	98.40%	✓
Q4/14/15	98.00%	98.50%	✓
Q3/14/15	98.00%	98.00%	✓

Annual Target: 2015/16 - 98.00%  
 Target: 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):**

(Q3 2015/16) - Target continues to be met.

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

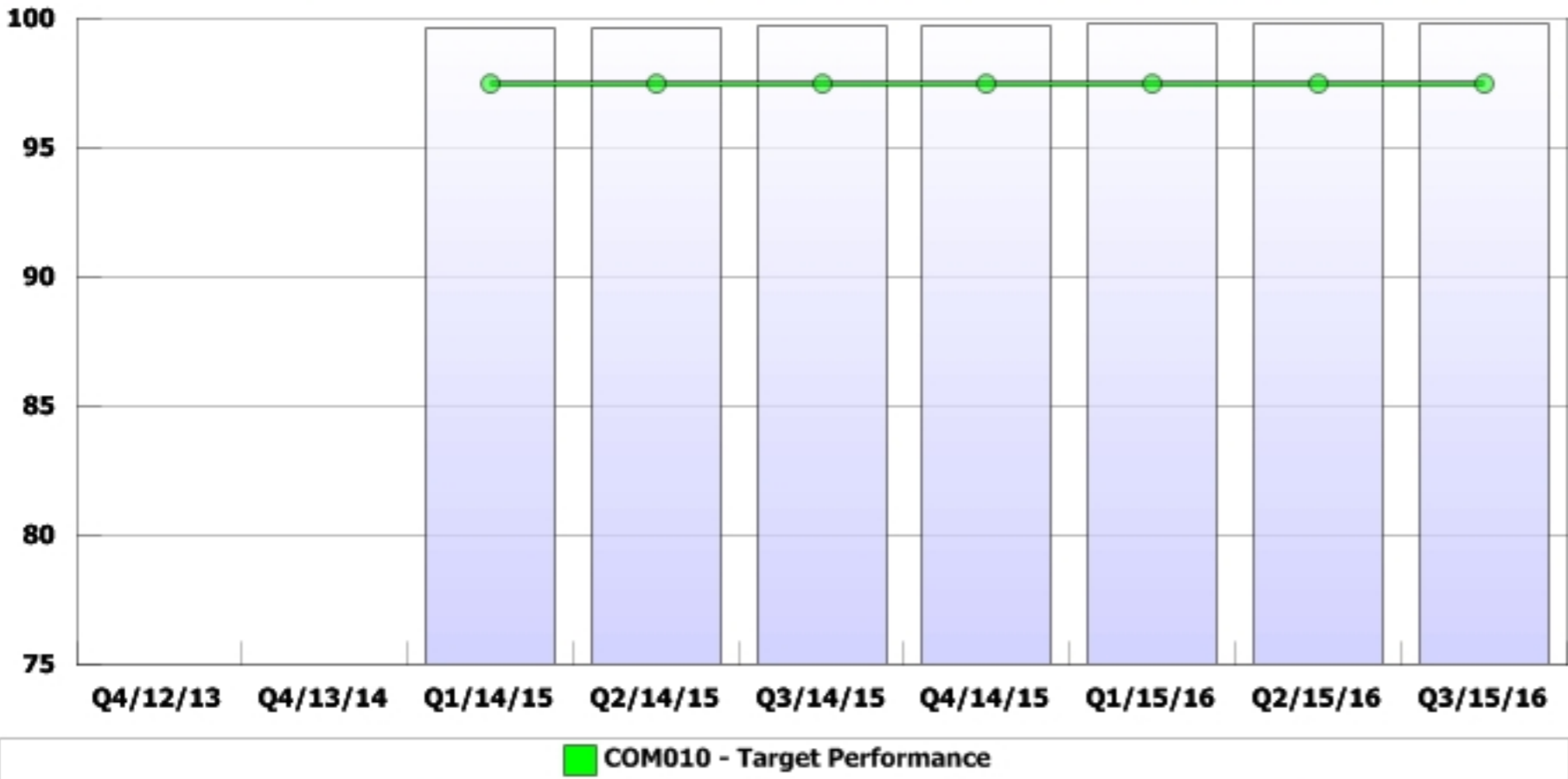


**COM010 What percentage of calls to the council's Careline service are answered within 60 seconds?**

**Additional Information: Percentage of applicable calls received at the Careline Control Centre from users (i.e. excluding door entry, test calls and calls from Scheme Managers on/off duty) that are answered by a controller within 60 seconds of the call being received at the Control Centre.**

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
Q3/15/16	97.50%	99.87%	✓
Q2/15/16	97.50%	99.89%	✓
Q1/15/16	97.50%	99.91%	✓
Q4/14/15	97.50%	99.80%	✓
Q3/14/15	97.50%	99.78%	✓

Annual Target: 2015/16 - 97.50%  
 Target: 2014/15 - 97.50%

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):**

(Q3 2015/16) - The target has been exceeded.

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