

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	197	299	297	400		Yes
NEI002 (Household recycling) (%)	64.58%	61.00%	62.53%	60.30%	61.51%	57.90%	60.00%		No
NEI003 (Litter) (%)	8%	11%	8%	8%	8%	8%	8%		Yes
NEI004 (Detritus) (%)	10%	14%	10%	15%	10%	14%	10%		No
NEI005 (Neighbourhood issues) (%)	95.00%	96.22%	95.00%	95.91%	95.00%	96.46%	95.00%		Yes
NEI006 (Fly-tip investigations) (%)	90.00%	95.35%	90.00%	95.33%	90.00%	94.32%	90.00%		Yes
NEI007 (Fly-tip: contract) (%)	90.00%	90.84%	90.00%	92.42%	90.00%	90.89%	90.00%		Yes
NEI008 (Fly-tip: non-contract) (%)	90.00%	67.72%	90.00%	81.28%	90.00%	85.64%	90.00%		Uncertain
NEI009 (Noise investigations) (%)	90.00%	87.80%	90.00%	91.63%	90.00%	90.52%	90.00%		Yes
NEI010 (Increase in homes) (no.)	70	48	111	80	182	101	230		No
NEI011 (Commercial rent arrears) (%)	3.0%	5.2%	3.0%	4.7%	3.0%	2.6%	3.0%		Yes
NEI012 (Commercial premises let) (%)	98.00%	98.98%	98.00%	99.32%	98.00%	98.89%	98.00%		Yes

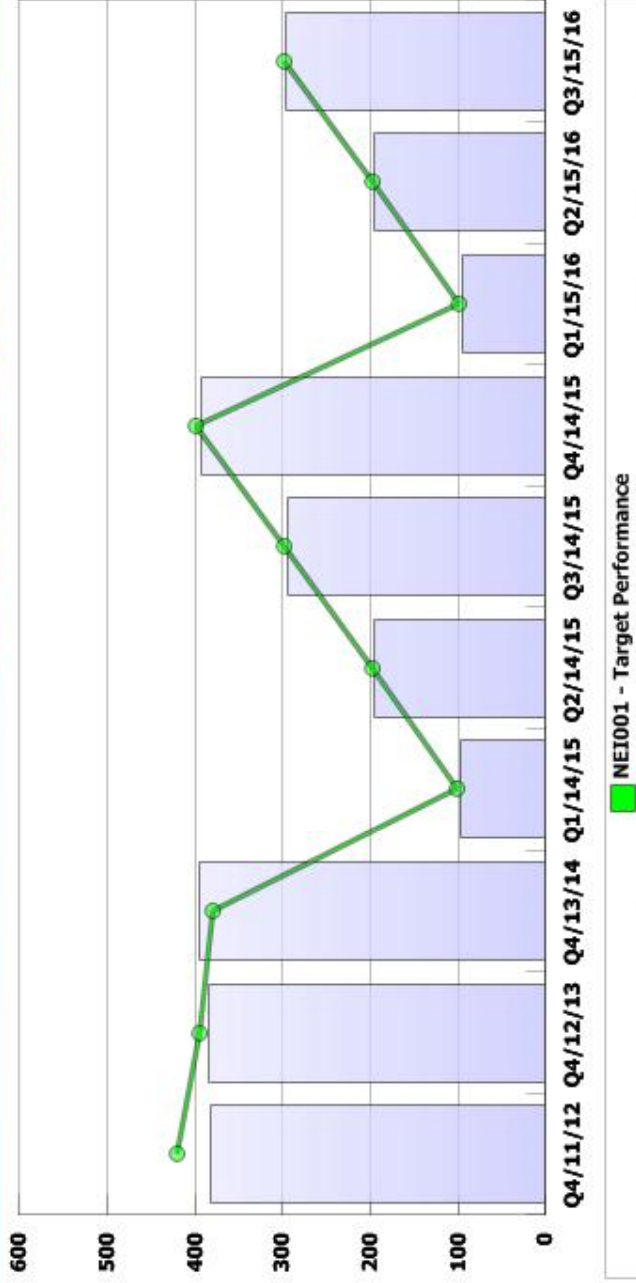
NEI001

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



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

Annual Target: 2015/16 - 400kg
 2014/15 - 400 kg
 Indicator of good performance: A lower waste figure is good

is the direction of improvement

Corrective action proposed (if required):

(Q3 2015/16)
 This indicator relates to the non recycling waste. There is an industry wide trend of increasing tonnage of non recycling waste. It is encouraging that the Council is on track to meet the year end target. However it is recognised that there are recycling materials in the non recycling waste stream which should be diverted. New initiatives are required to encourage residents to take full advantage of the wide range of door step recycling services offered by the Council.

(Q3 2015/16)
 The trend of tonnage collected is on track to meet the year end target. However the final tonnage figures for this quarter are not available yet so the final figure may change.

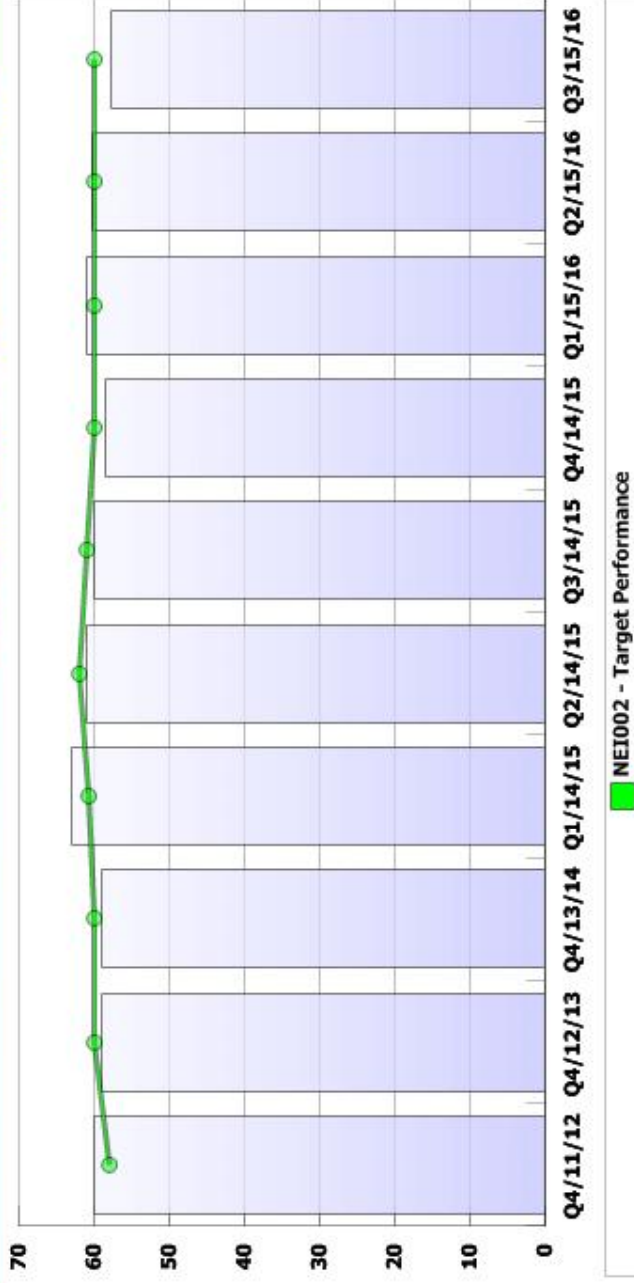
NEI002

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



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

No

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

Indicator of good performance:
A higher percentage recycled is good

↑ is the direction of improvement

Comment on current performance (including context):

(Q3 2015/16)

The year end target is 60%, however the quarterly targets are variable, to cater for this seasonal nature of this indicator. This quarter's target has been missed. It is too early to report with certainty the causes for the below target performance. However it is recognised across the waste industry that the weight of materials that can be recycled are decreasing.

Corrective action proposed (if required):

(Q3 2015/16)

A wide range of recyclables are being collected on the kerbside. Food waste collections from schools is being planned. New recycling facilities will be introduced in blocks of flats to make it easier for residents to recycle more materials. Strategies are being considered to address the issue of contamination of communal bins. There remain significant levels of food waste in the residual waste stream. More needs to be done to shift this to the food and garden waste stream.



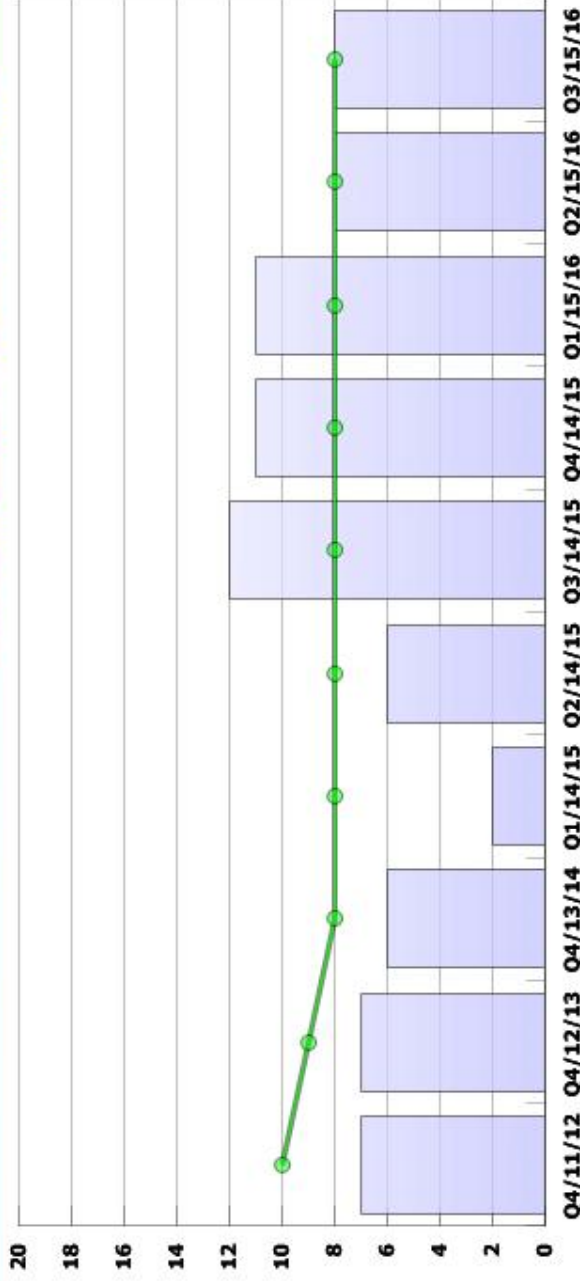
NEI003

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
Q3/15/16	8%	8%
Q2/15/16	8%	8%
Q1/15/16	8%	11%
Q4/14/15	8%	11%
Q3/14/15	8%	12%

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

Annual Target: 2015/16 - 8%
2014/15 - 8%
Indicator of good performance: A lower percentage is good

is the direction of improvement

Corrective action proposed (if required):

(Q3 2015/16) The strategies put in place to reduce litter have made significant improvement. It is anticipated this will continue for the rest of the year.

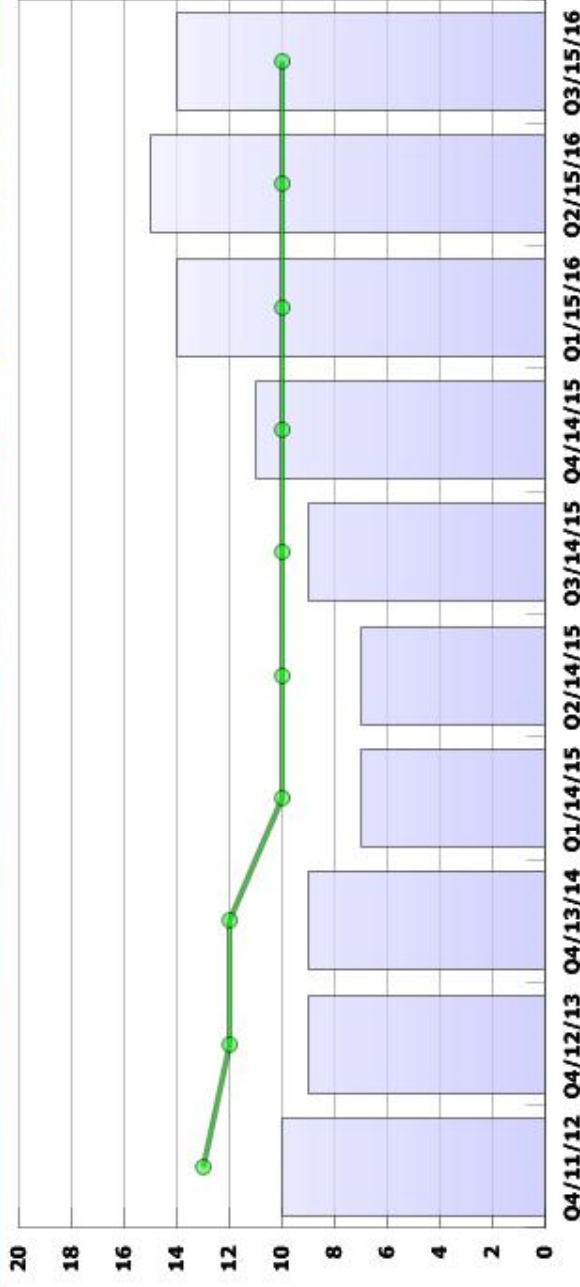
(Q3 2015/16) The new strategies have made an impact and the performance in this quarter has improved significantly. There has been a change in machinery to allow greater capacity on mechanical sweeping which has freed up resources for more intensive litter clearing

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



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

Annual Target: 2015/16 - 10%
 Indicator of good performance: A lower percentage is good

is the direction of improvement

Corrective action proposed (if required):

(Q3 2015/16) This target is linked to NEI 003 and covers the level of detritus in the District. Like NEI003 performance is measured by carrying out around 900 individual inspections over the course of a year. Improvements have started to be seen but will need more time to be realised

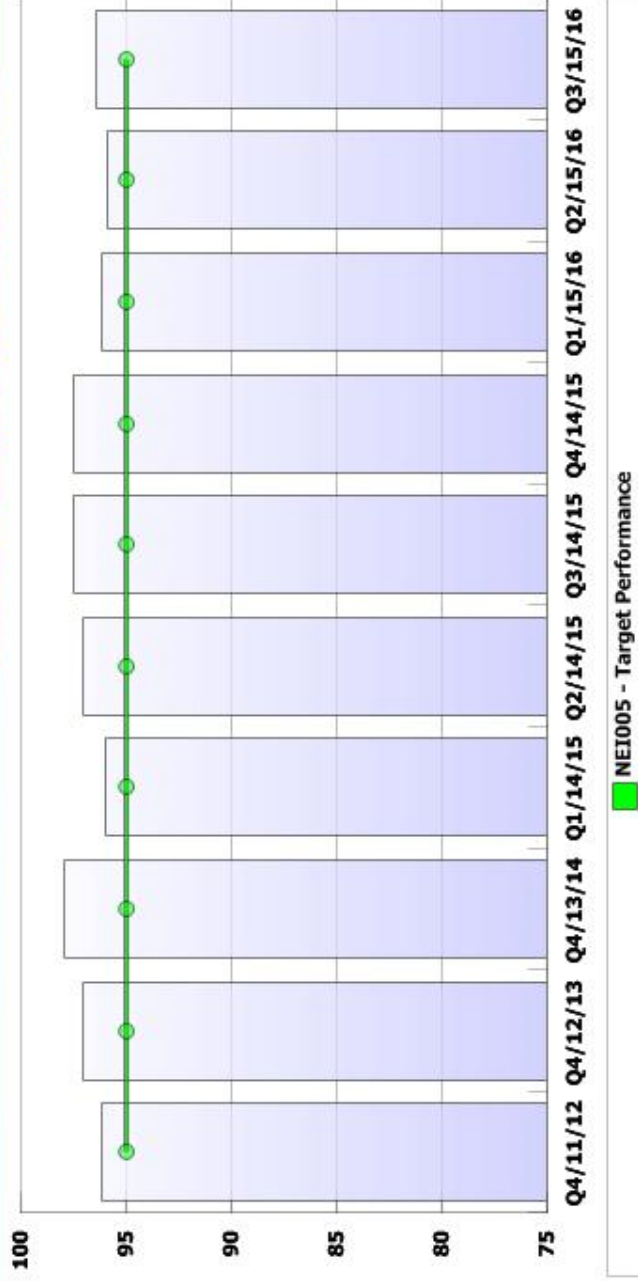
(Q3 2015/16) Officers continue to work with Biffa to ensure continuity in staff. Increased contract monitoring by Council officers to identify areas for improvement. There has been a change in mechanical brooms which has had an impact and we should see this over the next few months

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



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

Annual Target: 2015/16 - 95.00%
 2014/15 - 95.00%
 Indicator of good performance: A higher percentage is good

↑ is the direction of improvement

Corrective action proposed (if required):

Comment on current performance (including context):

(Q3 2015/16) Target achieved. 3293 out of 3414 issues and complaints received an initial response within 3 working days

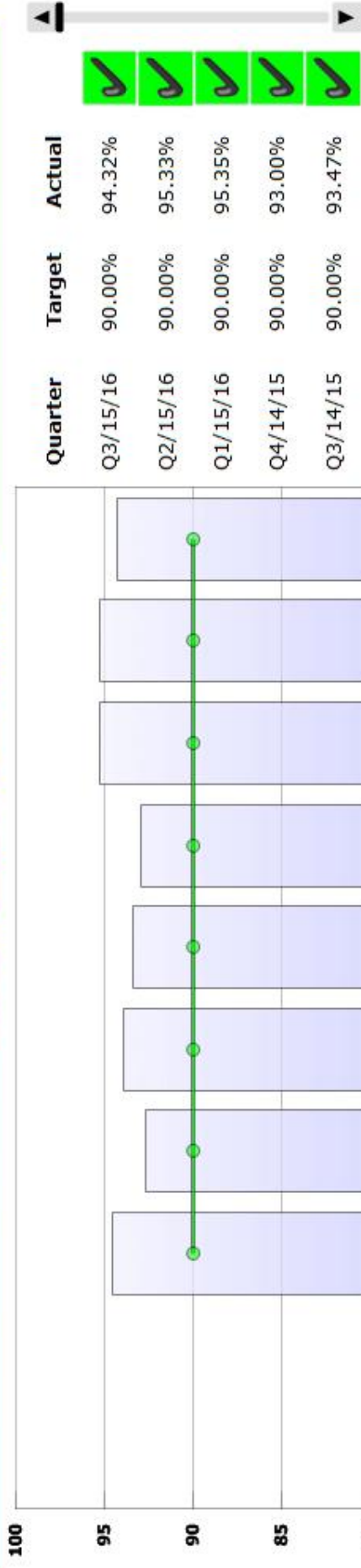


NEI006 What percentage of the recorded incidences of fly-tipping are investigated within 3 working days of being recorded?

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@ppingforestdc.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

Annual Target: 2015/16 - 90.00%
 2014/15 - 90.00%
 Indicator of good performance: A higher percentage is good

↑ is the direction of improvement

Corrective action proposed (if required):

Comment on current performance (including context):

(Q3 2015/16) Target achieved 349 of 370 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.

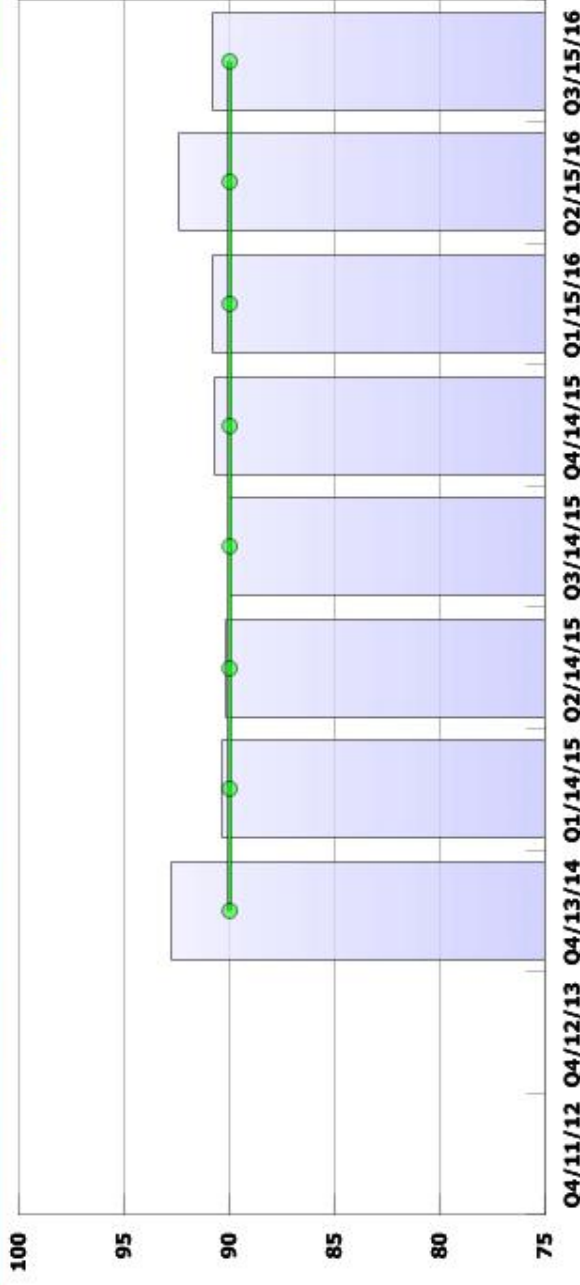


NEI007 What percentage of the recorded incidences of fly-tipping (contract cleared) are removed within 5 working days of being recorded?

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



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

Annual Target: 2015/16 - 90.00%
 2014/15 - 90.00%
 Indicator of good performance: A higher percentage is good

↑ is the direction of improvement

Corrective action proposed (if required):

Comment on current performance (including context):

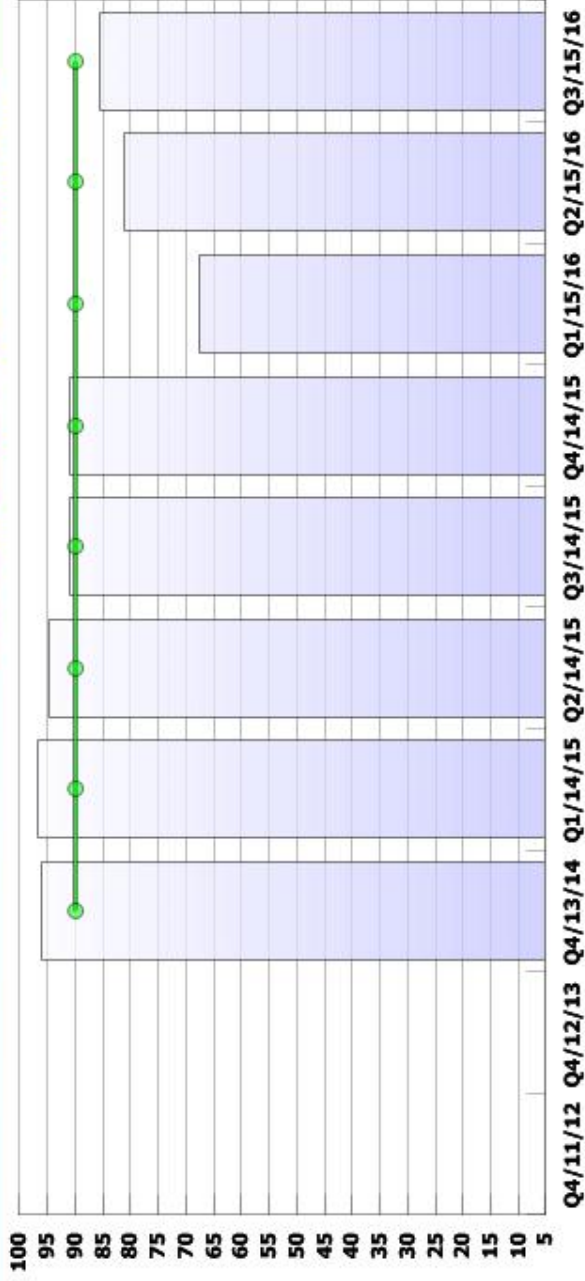
(Q3 2015/16) Target achieved. 409 of 450 (90.89%) incidents were cleared under the waste contract within the target of 5 working days.

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

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



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

Annual Target: 2015/16 - 90.00%
 2014/15 - 90.00%
 Indicator of good performance: A higher percentage is good

↑ is the direction of improvement

Corrective action proposed (if required):

(Q3 2015/16) The target has not been achieved. 519 incidents were cleared within 10 working days, out of 606 incidents (85.64%). However, data for Q3 is a cumulative figure including the data for Q1 and Q2. In Q1 we experienced considerable difficulties with BIFFA and the change in some household waste collection days/routes. This resulted in 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 which meant some clearance requests were not being picked up automatically when BIFFA's system integrated with the Council's software.

As expected quarter 3 (alone) achieved the target, but overall the cumulative total is still below the 90% target due to the under achievement in Q1. No further corrective action is planned at this time.

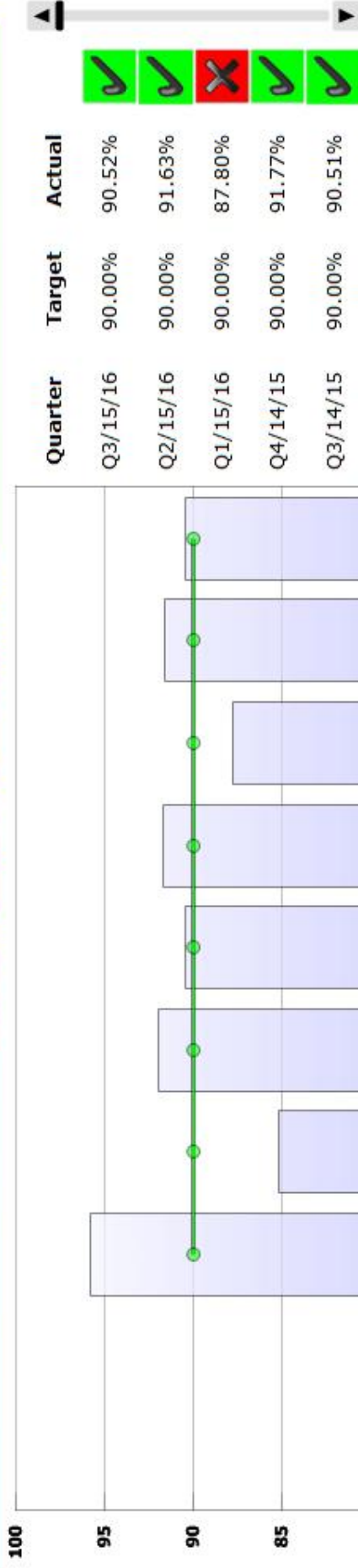
These issues were rectified in Q2. The figures for the second part of the period, Q2 alone – 01/07/15 to 30/9/15, achieved the target (90.95% compared with 67.72% in Q1). The figures for Q3 alone 01/10/15 to 31/12/15 show a similar improvement, 176 incidents out of 183 were cleared within the target (96.17%).

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

Annual Target: 2015/16 - 90.00%

Annual Target: 2014/15 - 90.00%

Indicator of good performance: A higher percentage is good

↑ is the direction of improvement

Comment on current performance (including context):

(Q3 2015/16) The target has been achieved.

296 of 327 calls achieved the target and received a call back within 15 minutes (90.52%).

Corrective action proposed (if required):

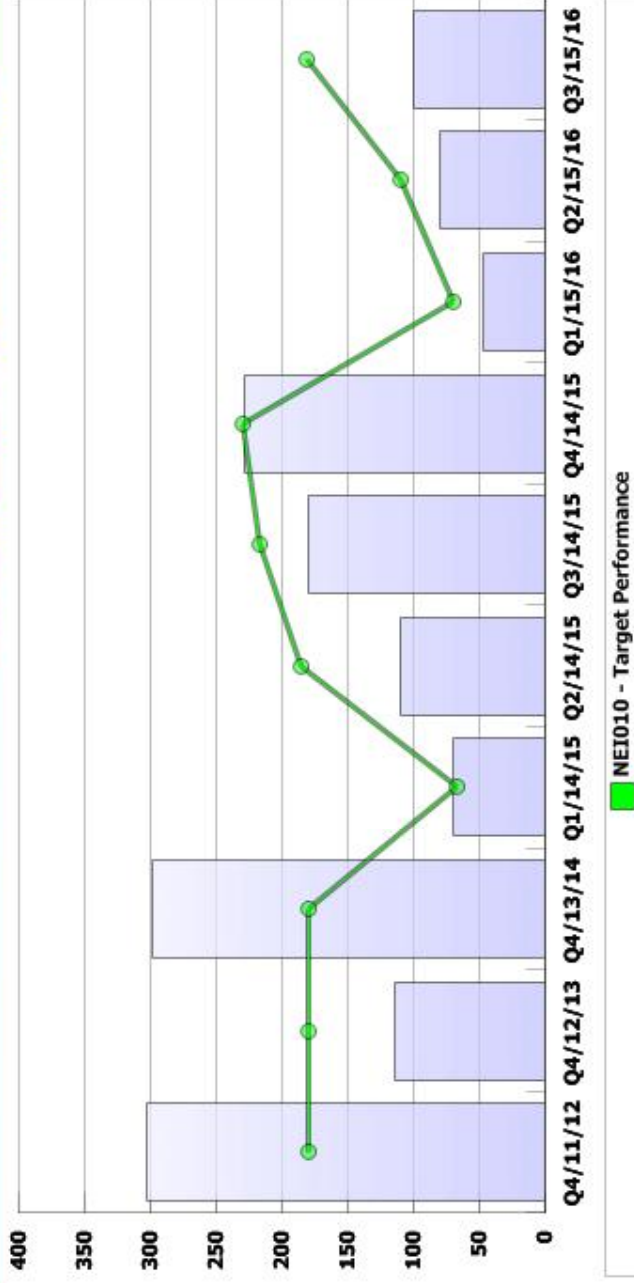
NEI010

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



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

Annual Target: 2015/16 - 230
 2014/15 - 230
 Indicator of good performance: A higher number is good

↑ is the direction of improvement

Comment on current performance (including context):

(Q3 2015/16) – Our Quarter 3 KPI figure is 21, and our quarterly cumulative figure is 101. Our Q3 figure is a decrease from Q2, and it indicates that we are unlikely to meet our Annual Target for 2015/16 Housing Completions of 230 additional units.

Provision for future housing development will be made through new housing designations in the emerging Local Plan.

Corrective action proposed (if required):

(Q3 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 projects may not commence as developers may wait and try to take advantage of rising property prices. This means that even if the Council grants sufficient permissions, it cannot guarantee a completion rate.

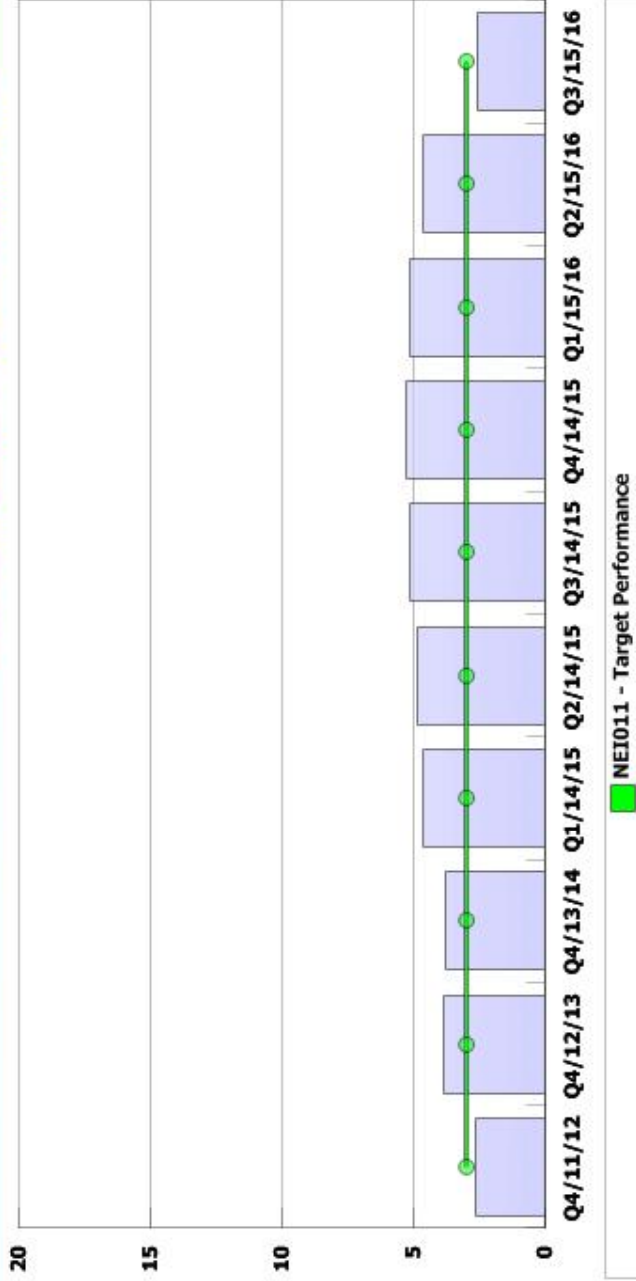
NEI011

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



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

Annual Target: 2015/16 - 3.0%
2014/15 - 3.0%

Indicator of good performance: A lower percentage is good

↓ is the direction of improvement

Corrective action proposed (if required):

(Q3 2015/16) The debt has reduced by approximately 44% partly as a result of regular arrears meetings and greater tenant liaison. We also amended one particularly large arrear which had been incorrectly invoiced.

(Q3 2015/16) Currently awaiting outcome of review of debtors policy and working with finance and legal on strategy for larger debts.

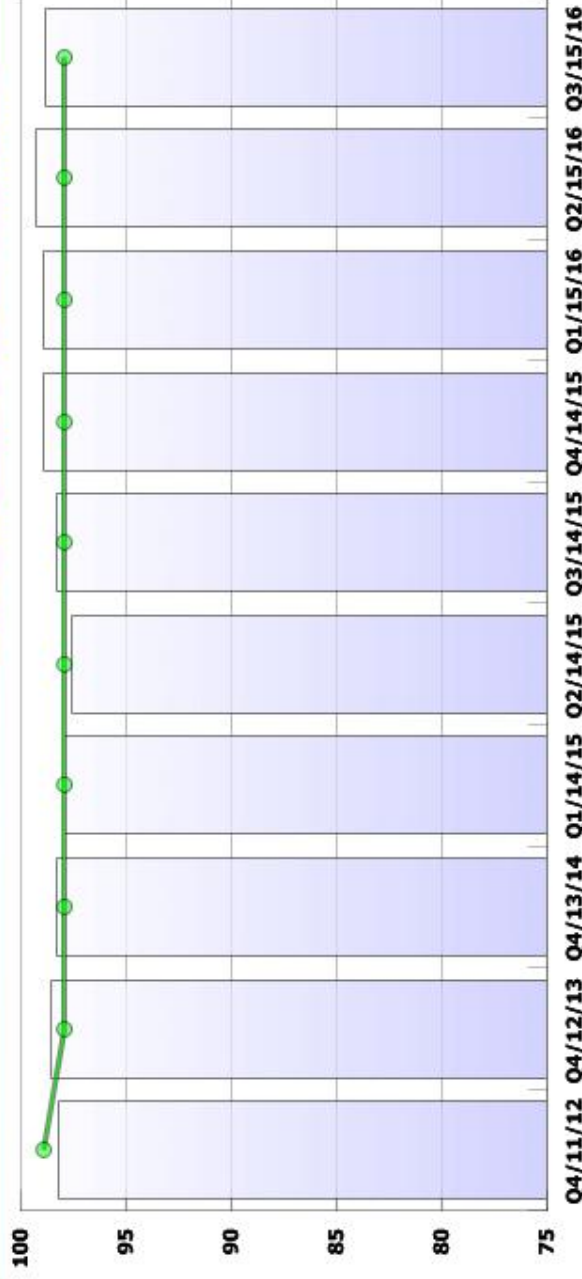
NEI012

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
Q3/15/16	98.00%	98.89%
Q2/15/16	98.00%	99.32%
Q1/15/16	98.00%	98.98%
Q4/14/15	98.00%	98.98%
Q3/14/15	98.00%	98.31%

Annual Target: 2015/16 - 98.00%

Indicator of good performance: A higher percentage is good

is the direction of improvement

Yes

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



Comment on current performance (including context):

(Q3 2015/16) 3 vacant properties. However, overall vacancy rate has reduced due to data being amended to remove properties no longer in EFDC's ownership.

Corrective action proposed (if required):

(Q3 2015/16) Progress with lettings at 12-14 The Broadway, Oakwood Hill and Hillhouse Waltham Abbey. Agents now appointed on former and in process of being appointed on latter.