Epping Forest District Council

Key Performance Indicator Improvement Plan 2015/16

NEI02 What percentage of all household waste was sent to be recycled, reused or composted?

Outturn			Target
2012/13	2013/14	2014/15	2015/16
59.14%	59.00%	58.53%	60.00%

Responsible Officer

Derek Macnab
Director of Neighbourhoods

Improvement Action	Target Dates	Key Measures / Milestones
Collection calendar to every household around publicity on recycling of textiles, batteries and small WEEE electrical items	October 2015	Delivery of new collection calendar
Review Policy options for dealing with situations when dry recycling (cans, paper, cardboard plastic containers and glass bottles) are presented in the residual waste stream (black lidded wheelie bin) and what actions could be taken to encourage residents to avail the recycling services offered at the door step	Policy review by Cabinet in December 2015	Policy agreed
Use of community events to publicize the materials and extent of recycling in the district	ongoing	Attendance at events

Please detail any budget or resource implications of the improvement actions you have listed overleaf. Please quantify any additional resources which will be required to implement the improvements and detail how the additional resources will be allocated.

At this stage no additional budget is envisaged however some reallocation of budgets within Waste Management Service may be required to rationalise expenditure, for example to carry out additional publicity

Please describe any contextual factors, internal or external, which may impact upon the ability to deliver the improvements listed.

Waste analyses have repeatedly shown that some residents do not make full use of the door step recycling services. Recycling performance has dipped in some other local Essex authorities.

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NEI04 What percentage of our district had unacceptable levels of detritus(dust, mud, stones, glass etc.)?

Outturn			Target
2012/13	2013/14	2014/15	2015/16
9%	9%	11%	10%

Responsible Officer

Derek Macnab
Director of Neighbourhoods

Improvement Action	Target Dates	Key Measures / Milestones
Joint inspections with Biffa will take place when assessing this KPI – regular monitoring of all zones after cleansing to ensure standards are reached subject to workload and collection problems	October 2015 January 2016	Reduction in detritus
Development of a computer App for monitoring streets	October 2015	Reduce double handing/input of data collected

Please detail any budget or resource implications of the improvement actions you have listed overleaf. Please quantify any additional resources which will be required to implement the improvements and detail how the additional resources will be allocated.

No impact envisaged

Please describe any contextual factors, internal or external, which may impact upon the ability to deliver the improvements listed.

Now that the refuse and recycling collection services are beginning to normalise it should be possible to refocus on this Indicator and increase the performance to meet and exceed the target.

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NEI08 What percentage of the recorded incidences of fly-tipping (variation order / non-contract) are removed within 10 working days of being recorded?

Outturn			Target
2012/13	2013/14	2014/15	2015/16
NEW KPI	96%	91%	90%

Responsible Officer

Derek Macnab
Director of Neighbourhoods

Improvement Action	Target Dates	Key Measures / Milestones
eg. Implement postal campaigns to encourage take up of direct debit council tax payments at end of Q1 & Q3	14th July 2015 and 14th January 2016	Increased rate of council tax collection at end of Q2 and Q4
Target achieved 2014/15. A new system of recording fly-tips and clearance data has been implemented to integrate with BIFFA. This has enabled a standard report to be produced that automatically identifies potential service failures or errors in data. We are hoping to implement officer mobile reporting, to further speed up the process of clearance immediately after an inspection for evidence has been completed.	Target monitored on a weekly basis and reported at each quarter	Target aimed to ensure that large or hazardous fly-tip deposits (that cannot be cleared under the waste contract) are quickly cleared and any delay identified and challenged.

Please detail any budget or resource implications of the improvement actions you have listed overleaf. Please quantify any additional resources which will be required to implement the improvements and detail how the additional resources will be allocated.

Please describe any contextual factors, internal or external, which may impact upon the ability to deliver the improvements listed.

Epping Forest District Council

NEI10 What was the net increase or decrease in the number of homes in the District?

Outturn			Target
2012/13	2013/14	2014/15	2015/16
115	299	229	230

Responsible Officer

Derek Macnab
Director of Neighbourhoods

Improvement Action	Target Dates	Key Measures / Milestones
There are no specific improvements planned, partly because performance in the 2014/15 year was only one unit short of the target, and partly because the Council does not have much control over the outcome of this indicator, as it does not have control over how many housing units are built in the district. Obviously 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	n/a	n/a

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.

Please detail any budget or resource implications of the improvement actions you have listed overleaf. Please quantify any additional resources which will be required to implement the improvements and detail how the additional resources will be allocated.

n/a

Please describe any contextual factors, internal or external, which may impact upon the ability to deliver the improvements listed.

n/a

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