

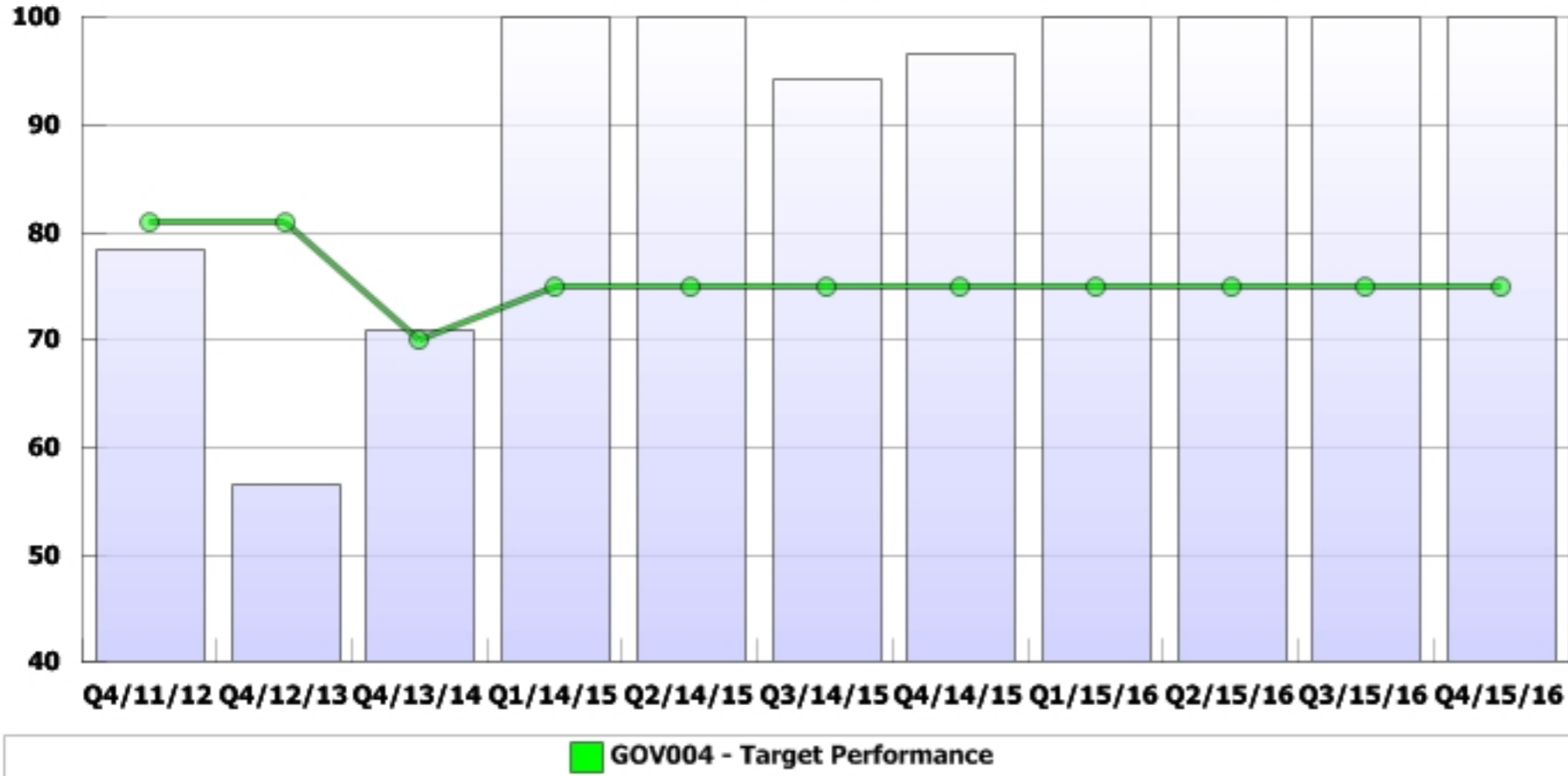
Quarterly Indicators		Quarter 1		Quarter 2		Quarter 3		Quarter 4		Is year-end target likely to be achieved?
		Tgt	Actual	Tgt	Actual	Tgt	Actual	Tgt	Actual	
Communities Quarterly KPIs										
COM001	(Housing rent) (%)	98.00%	100.87%	98.00%	100.11%	98.00%	99.55%	98.00%	100.90%	Yes
COM002	(Void re-lets) (days)	37	38	37	36	37	37	37	41	No
COM003	(Tenant satisfaction) (%)	98.00%	100.00%	98.00%	100.00%	98.00%	99.72%	98.00%	99.75%	Yes
COM004	(Temp. accommodation) (no.)	65	73	65	78	65	84	65	89	No
COM005	(Non-decent homes) (%)	0.0%	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	3,615	Yes
COM007	(Emergency repairs) (%)	99.00%	100.00%	99.00%	99.27%	99.00%	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	6.62	Yes
COM009	(Emergency repairs) (%)	98.00%	98.40%	98.00%	98.32%	98.00%	98.28%	98.00%	98.70%	Yes
COM010	(Calls to Careline) (%)	97.50%	99.91%	97.50%	99.89%	97.50%	99.87%	97.50%	99.87%	Yes
Governance Quarterly KPIs										
GOV004	(Major planning) (%)	75.00%	100.00%	75.00%	100.00%	75.00%	100.00%	75.00%	100.00%	Yes
GOV005	(Minor planning) (%)	90.00%	84.62%	90.00%	91.13%	90.00%	91.67%	90.00%	92.05%	Yes
GOV006	(Other planning) (%)	94.00%	93.96%	94.00%	94.72%	94.00%	95.20%	94.00%	95.17%	Yes
GOV007	(Appeals - officers) (%)	19.0%	0.0%	19.0%	31.8%	19.0%	33.3%	19.0%	30.6%	No
GOV008	(Appeals - members) (%)	50.0%	50.0%	50.0%	50.0%	50.0%	41.2%	50.0%	46.9%	Yes
Neighbourhoods Quarterly KPIs										
NEI001	(Non-recycled waste) (kg)	100	95	199	197	299	297	400	402	No
NEI002	(Household recycling) (%)	64.58%	61.00%	62.53%	60.30%	61.51%	57.90%	60.00%	57.57%	No
NEI003	(Litter) (%)	8%	11%	8%	8%	8%	8%	8%	10%	No
NEI004	(Detritus) (%)	10%	14%	10%	15%	10%	14%	10%	14%	No
NEI005	(Neighbourhood issues) (%)	95.00%	96.22%	95.00%	95.91%	95.00%	96.46%	95.00%	96.78%	Yes
NEI006	(Fly-tip investigations) (%)	90.00%	95.35%	90.00%	95.33%	90.00%	94.32%	90.00%	94.54%	Yes
NEI007	(Fly-tip: contract) (%)	90.00%	90.84%	90.00%	92.42%	90.00%	90.89%	90.00%	91.38%	Yes
NEI008	(Fly-tip: non-contract) (%)	90.00%	67.72%	90.00%	81.28%	90.00%	85.64%	90.00%	86.49%	No
NEI009	(Noise investigations) (%)	90.00%	87.80%	90.00%	91.63%	90.00%	90.52%	90.00%	91.56%	Yes
NEI010	(Increase in homes) (no.)	70	48	111	81	182	102	230	267	Yes
NEI011	(Commercial rent arrears) (%)	3.0%	5.2%	3.0%	4.7%	3.0%	2.6%	3.0%	2.4%	Yes
NEI012	(Commercial premises let) (%)	98.00%	98.98%	98.00%	99.32%	98.00%	98.89%	98.00%	98.89%	Yes
Resources Quarterly KPIs										
RES001	(Sickness absence) (days)	1.54	2.02	3.20	3.88	4.95	5.58	7.00	7.99	No
RES002	(Invoice payments) (%)	97%	95%	97%	96%	97%	96%	97%	97%	Yes
RES003	(Council Tax collection) (%)	27.10%	27.56%	51.98%	52.54%	77.00%	77.91%	96.50%	98.03%	Yes
RES004	(NNDR Collection) (%)	28.38%	28.52%	53.04%	53.54%	78.09%	78.78%	97.20%	97.84%	Yes
RES005	(New benefit claims) (days)	22.00	22.56	22.00	22.36	22.00	21.78	22.00	21.76	Yes
RES006	(Benefits changes) (days)	10.00	7.03	10.00	7.19	10.00	7.29	6.00	4.47	Yes
RES009	(Website Availability) (%)	99.60%	99.96%	99.60%	99.94%	99.60%	99.95%	99.60%	99.94%	Yes
RES010	(Website Broken Links) (%)	94.10%	95.50%	94.10%	100.00%	94.10%	100.00%	94.10%	100.00%	Yes
RES011	(Website Navigation) (%)	79.90%	81.97%	79.90%	81.57%	79.90%	81.04%	79.90%	80.66%	Yes

GOV004 What percentage of major planning applications were processed within 13 weeks or extension of time date?

Additional Information: This indicator ensures that local planning authorities determine major planning applications in a timely manner (within thirteen weeks).

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
Q4/15/16	75.00%	100.00%
Q3/15/16	75.00%	100.00%
Q2/15/16	75.00%	100.00%
Q1/15/16	75.00%	100.00%
Q4/14/15	75.00%	96.60%



Annual 2015/16 - 75.00%
Target: 2014/15 - 75.00%

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):

(Quarter 4 2015/16: cumulative) Excellent performance - All 36 applications for the year have been decided within agreed timescales.

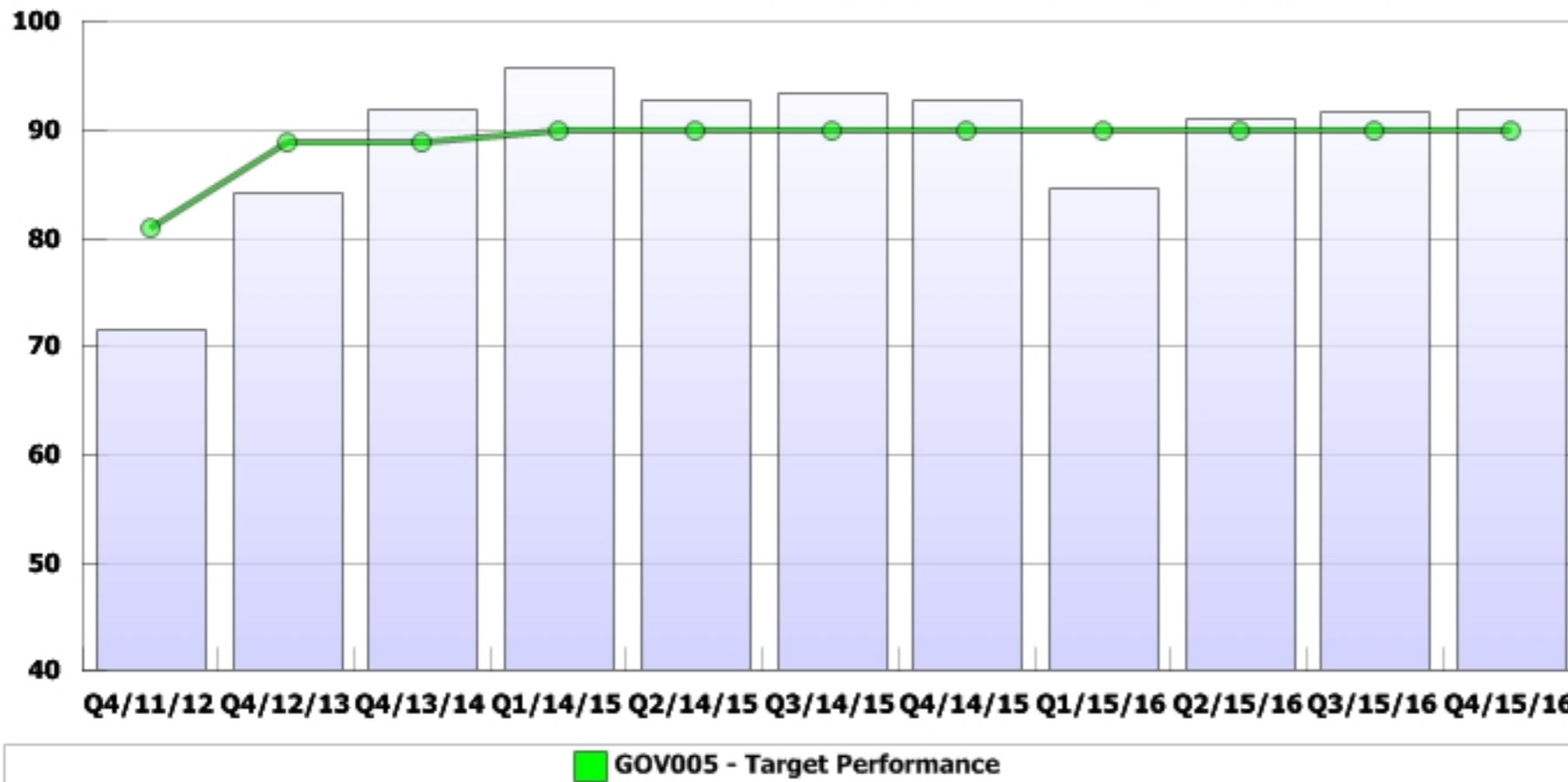
Corrective action proposed (if required):

GOV005 What percentage of minor planning applications were processed within 8 weeks or extension of time date?

Additional Information: This indicator ensures that local planning authorities determine 'minor' planning applications in a timely manner (within eight weeks).

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
Q4/15/16	90.00%	92.05%	✓
Q3/15/16	90.00%	91.67%	✓
Q2/15/16	90.00%	91.13%	✓
Q1/15/16	90.00%	84.62%	✗
Q4/14/15	90.00%	92.90%	✓

Annual 2015/16 - 90.00% (delegated)
 Target: 2014/15 - 90.00% (delegated)

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 2015-16) Q4 showed a further slight improvement in performance and in total up to Q4, 382 out of 415 applications were made in time, which is attributable to being fully staffed and partly to the use of Government-backed extension of times beyond 8 weeks, where necessary.

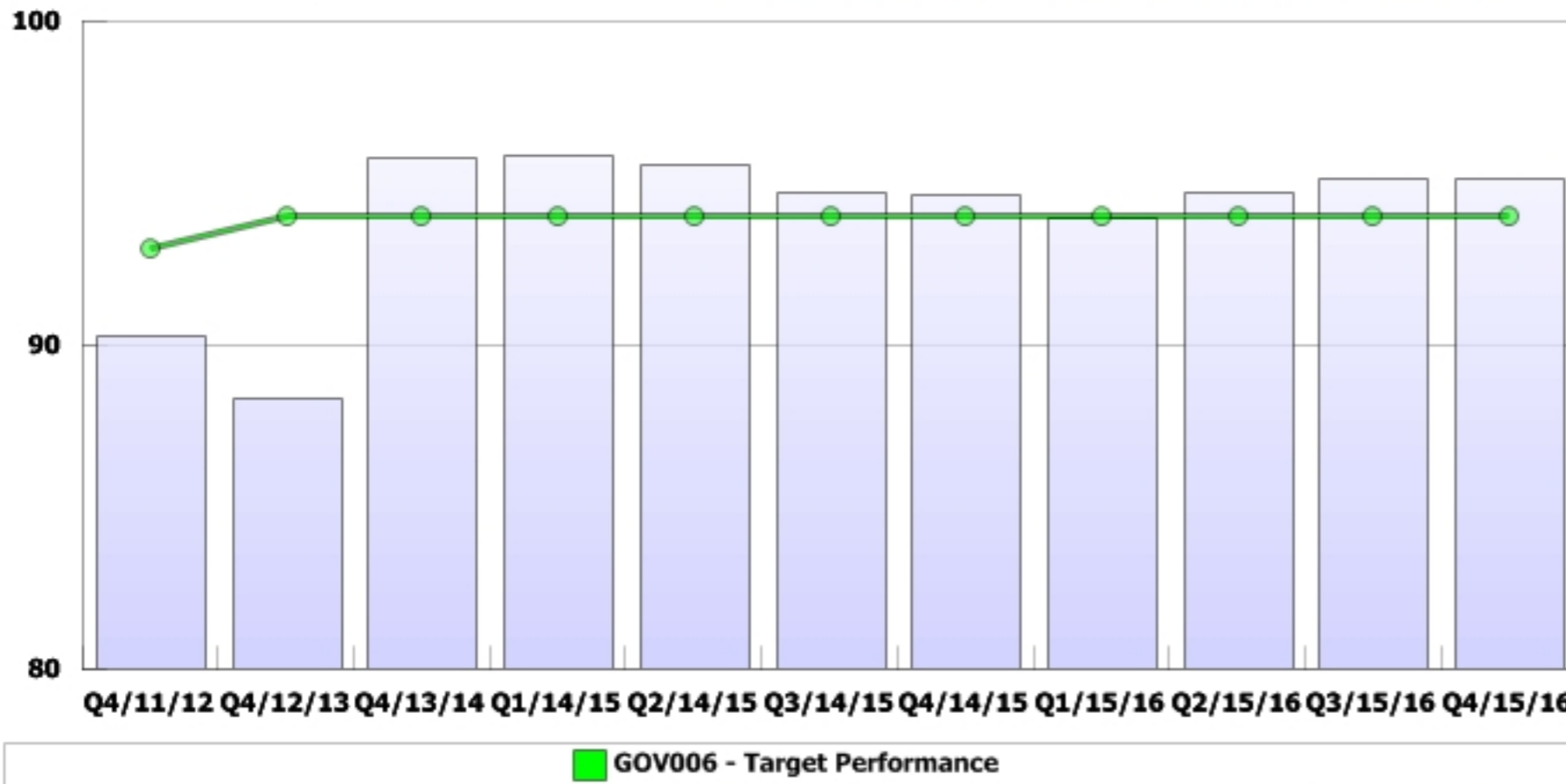
Corrective action proposed (if required):

GOV006 What percentage of other planning applications were processed within 8 weeks or extension of time date?

Additional Information: This indicator ensures that local planning authorities determine 'other' planning applications in a timely manner (within eight weeks).

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
Q4/15/16	94.00%	95.17%	✓
Q3/15/16	94.00%	95.20%	✓
Q2/15/16	94.00%	94.72%	✓
Q1/15/16	94.00%	93.96%	✗
Q4/14/15	94.00%	94.69%	✓

Annual 2015/16 - 94.00% (delegated)
 Target: 2014/15 - 94.00% (delegated)
 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):

(Quarter 4 2015-16) GOV006 represents the highest number out of all planning application types decided. Cumulatively, 1182 out of 1242 applications were decided in time, which is attributable to being fully staffed and partly to the use of Government-backed extension of times beyond 8 weeks, where necessary.

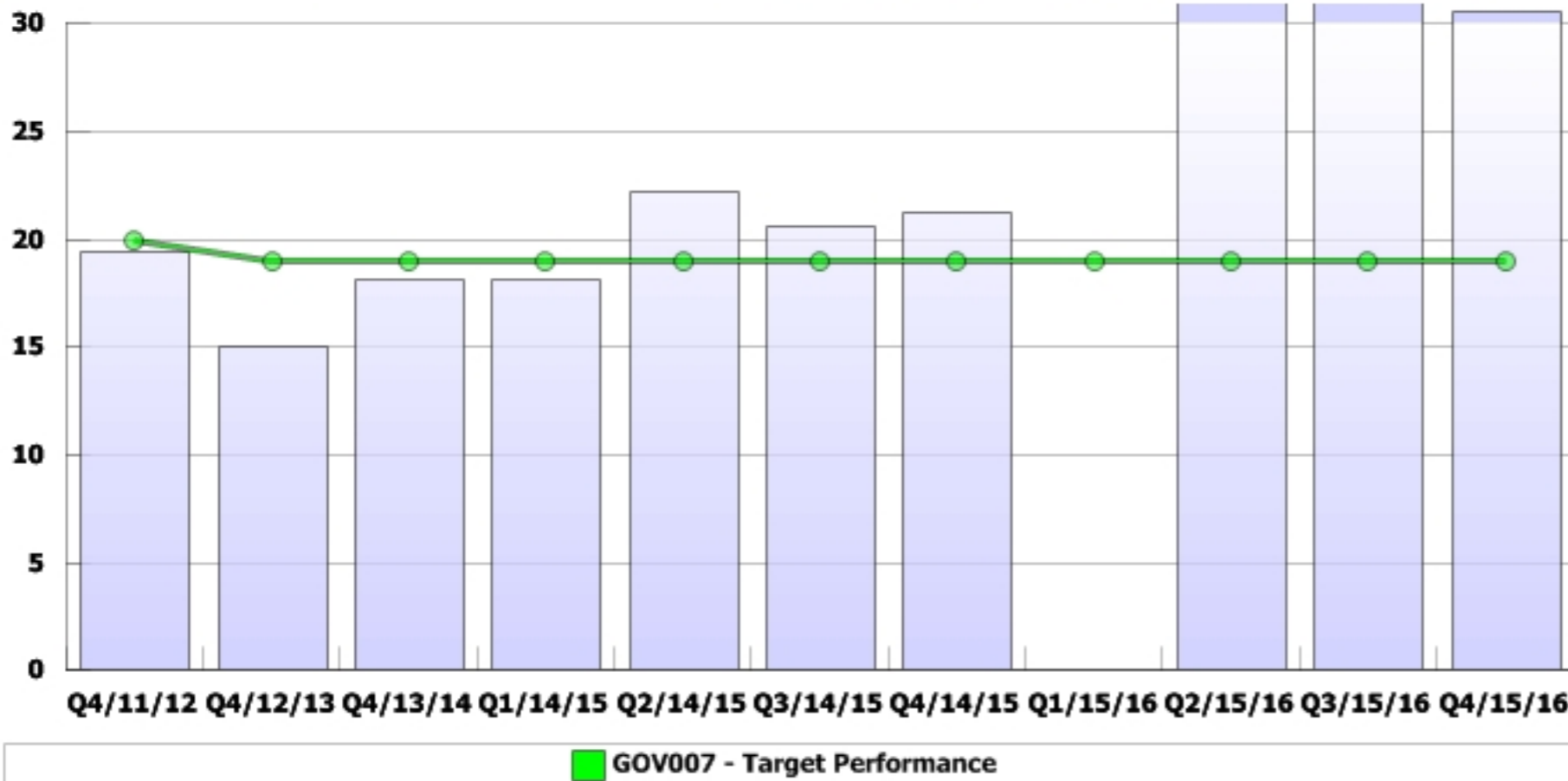
Corrective action proposed (if required):

GOV007 What percentage of planning applications recommended by planning officers for refusal were overturned and granted permission following an appeal?

Additional Information: This indicator is expressed as a percentage of the no. of appeals determined and seeks to assess the levels of applications that may be refused in order to meet development control performance targets. It measures the performance of only Officer Recommendations for refusal of planning permission

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
Q4/15/16	19.0%	30.6%	✗
Q3/15/16	19.0%	33.3%	✗
Q2/15/16	19.0%	31.8%	✗
Q1/15/16	19.0%	0.0%	✓
Q4/14/15	19.0%	21.3%	✗

Annual 2015/16 - 19.0%
 Target: 2014/15 - 19.0%
 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?
 No

Comment on current performance (including context):

(Q4 2015-16) Of the 49 appeal decisions resulting from officer recommendations to refuse planning permission up to and including Quarter 4, 15 have been allowed. Of the 5 allowed specifically in Q4, these were mainly on design matters and clearly the Planning Inspector did not consider the visual impact of the development to be so harmful.

Corrective action proposed (if required):

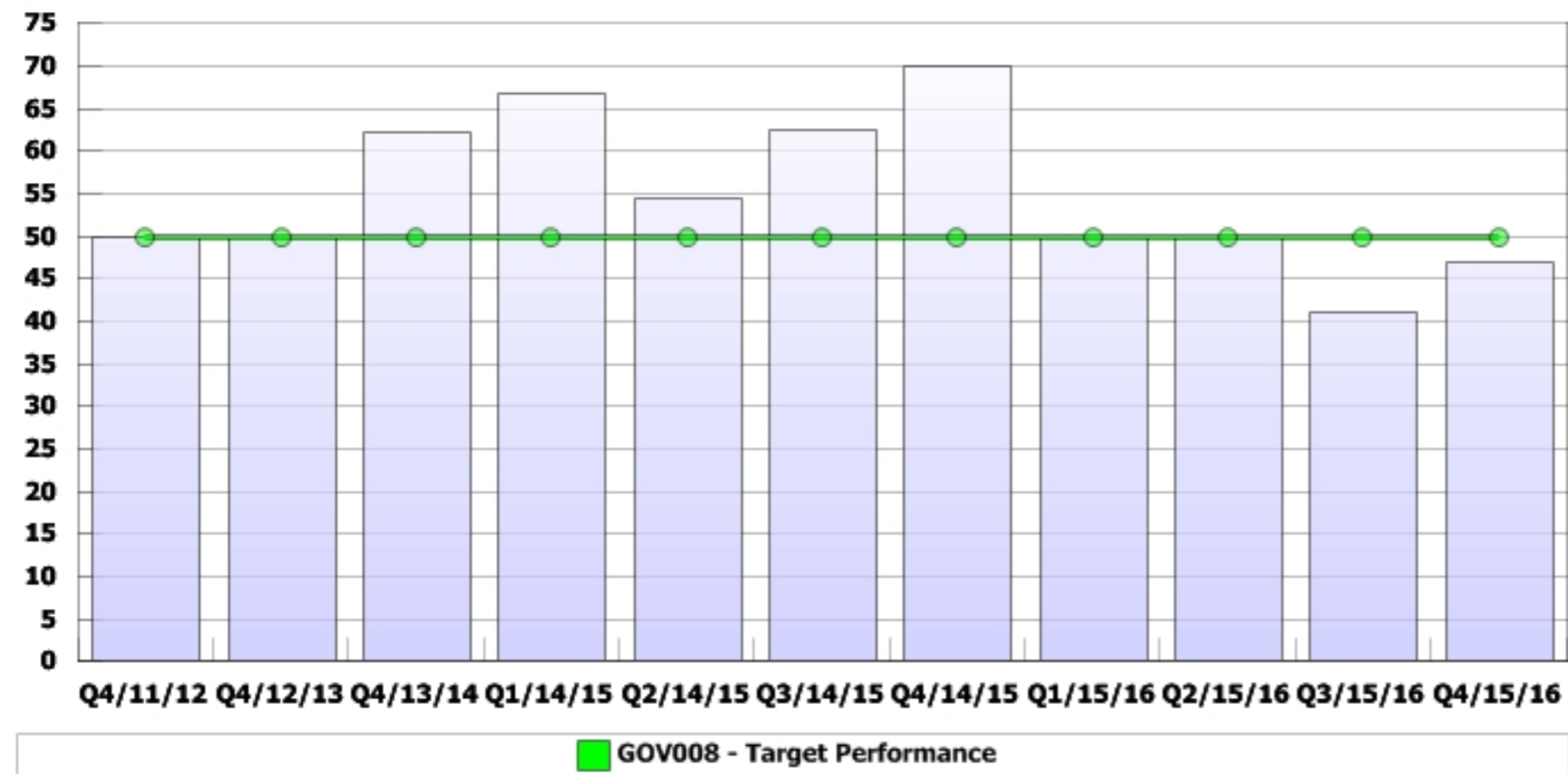
(Q4 2015/16) Governance Select Committee at their December 2015 meeting looked at some of these decisions to see what are the influencing factors in how these appeals have been lost and to improve appeal performance in the future. A further exercise will be on the work programme for the coming year.

GOV008 What percentage of planning applications refused by Council Members against the planning officer's recommendations were granted permission to appeal?

Additional Information: This indicator is expressed as a percentage of the no. of appeals determined and seeks to assess the levels of applications that may be refused in order to meet development control performance targets. It measures the performance of only Officer Recommendations for refusal of planning permission

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
Q4/15/16	50.0%	46.9%	✓
Q3/15/16	50.0%	41.2%	✓
Q2/15/16	50.0%	50.0%	✓
Q1/15/16	50.0%	50.0%	✓
Q4/14/15	50.0%	70.0%	✗

Annual Target: 2015/16 - 50.0%
 Target: 2014/15 - 50.0%
 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):

(Q4 2015-16) As at the end of Q4, Members decisions to refuse planning permission by reversing officer recommendations on planning applications were supported on appeal in 17 out of 32 cases, so that 46.88% (15) were allowed.

Corrective action proposed (if required):