











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

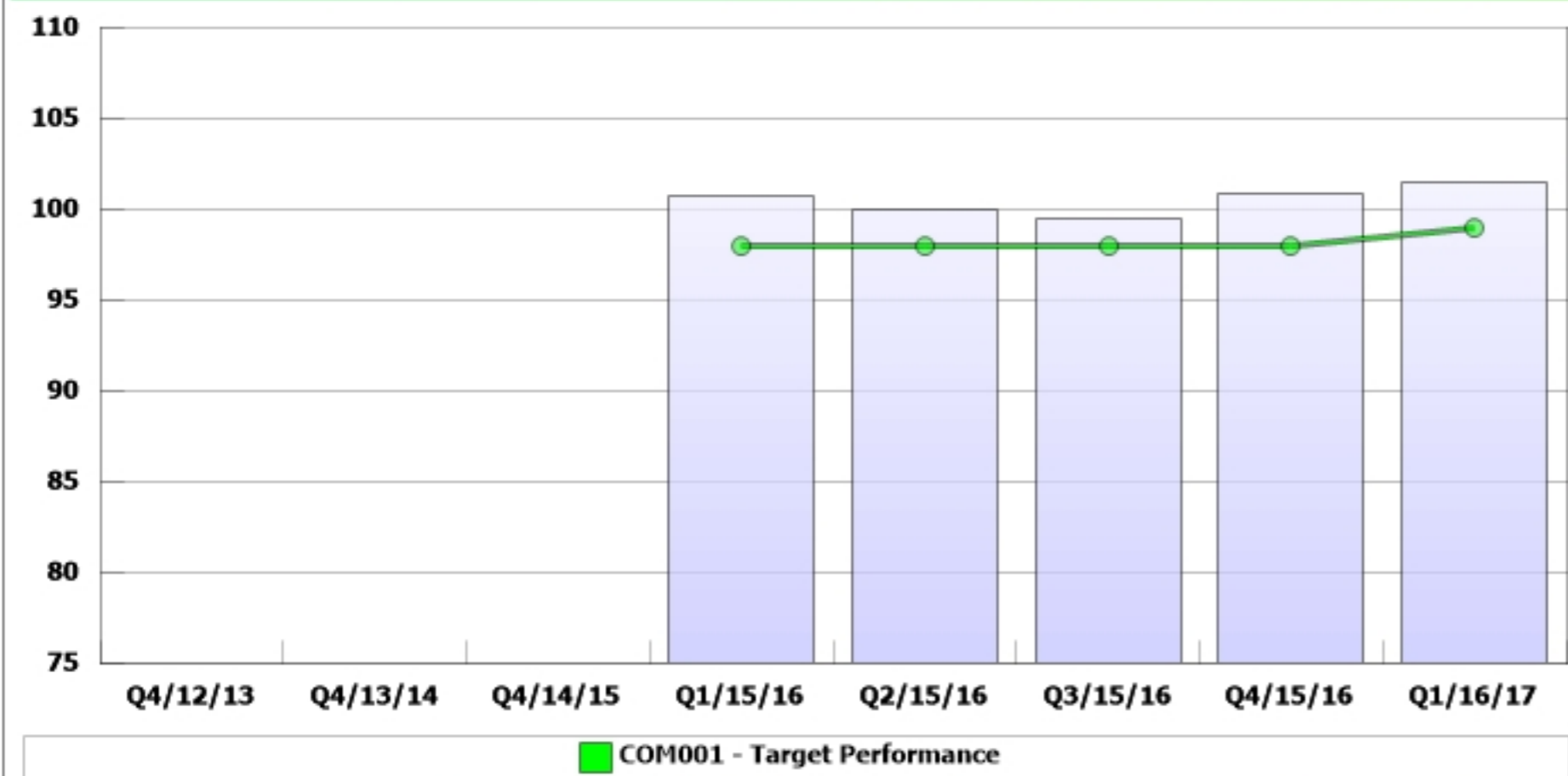
COM001	(Housing rent) (%)	99.00%	101.59%		99.00%		99.00%		99.00%	Yes
COM002	(Void re-lets) (days)	37	49		37		37		37	Uncertain
COM003	(Tenant satisfaction) (%)	98.00%	100.00%		98.00%		98.00%		98.00%	Yes
COM004	(Temp. accommodation) (no.)	140	103		140		140		140	No
COM005	(Non-decent homes) (%)	0.0%	0.0%		0.0%		0.0%		0.0%	Yes
COM006	(Modern Homes Std) (%)	825	587		1,650		2,475		3,300	Yes
COM007	(Emergency repairs) (%)	99.00%	99.15%		99.00%		99.00%		99.00%	Yes
COM008	(Responsive repairs) (days)	7.00	4.87		7.00		7.00		7.00	Yes
COM009	(Emergency repairs) (%)	98.00%	98.00%		98.00%		98.00%		98.00%	Yes
COM010	(Calls to Careline) (%)	97.50%	99.90%		97.50%		97.50%		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
Q1/16/17	99.00%	101.59%	✓
Q4/15/16	98.00%	100.90%	✓
Q3/15/16	98.00%	99.55%	✓
Q2/15/16	98.00%	100.11%	✓
Q1/15/16	98.00%	100.87%	✓

Annual Target: 2016/17 - 99.00%
 2015/16 - 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 2016/17) - This has been a disrupted quarter and had major patch changes between North and South. We are anticipating for this to take a couple of cycles to bed in properly. All those that have applied for universal credit are now in rent arrears due to the extended processing delays. A large housing benefit backlog has risen to 6wks, which will affect the rent arrears this quarter. Despite these factors Rent Arrears has reduced by 30k, between wk52 and wk13 of the current financial year.

Corrective action proposed (if required):

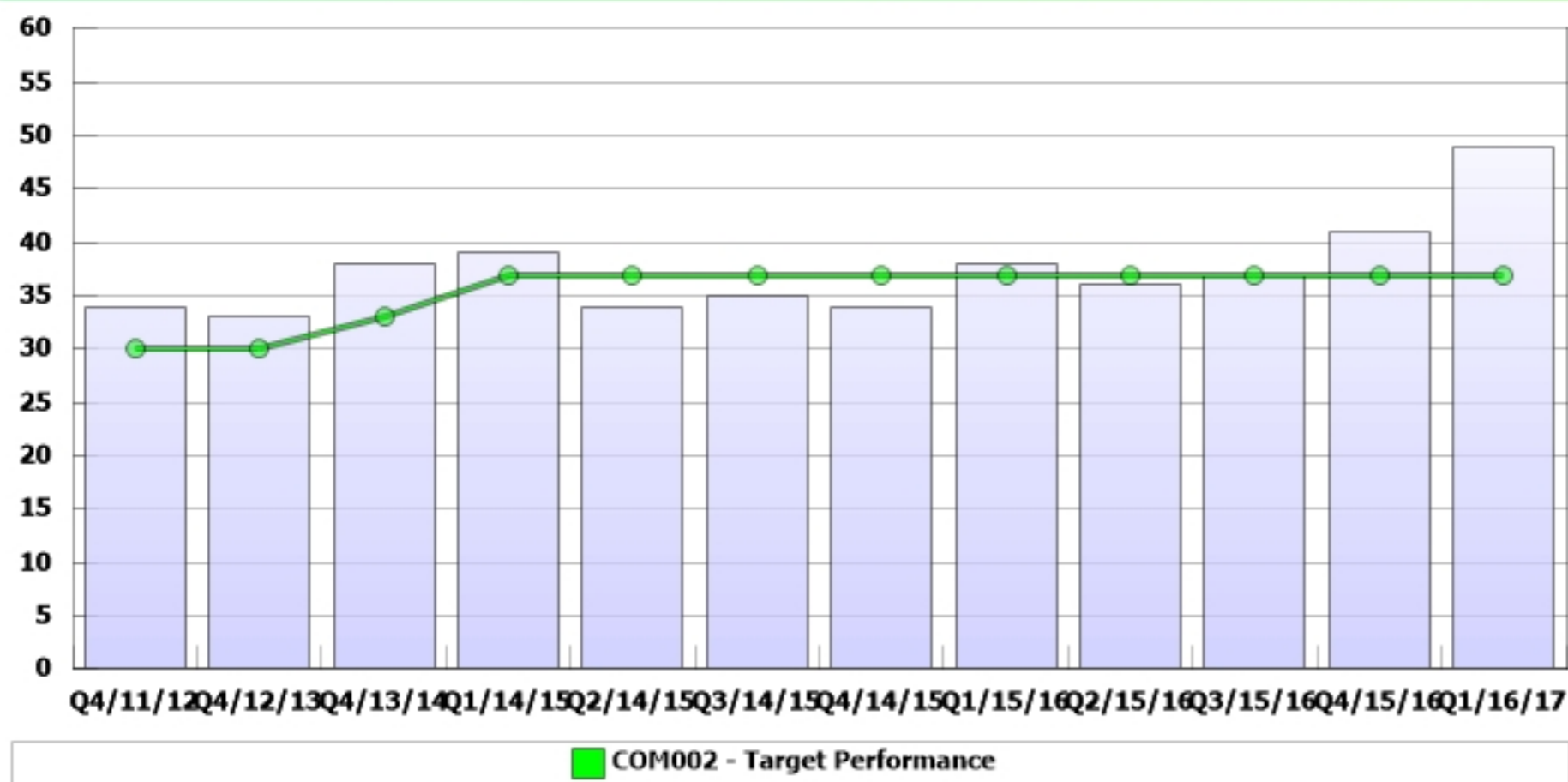
(Q1 2016/17) -

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
Q1/16/17	37	49	✗
Q4/15/16	37	41	✗
Q3/15/16	37	37	✓
Q2/15/16	37	36	✓
Q1/15/16	37	38	✗

Annual 2016/17 - 37 days
 Target: 2015/16 - 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?
 Uncertain



Comment on current performance (including context):

(Q1 2016/17) - New member of Allocations Team started beginning of April so effect of extra member of staff not yet showing any impact. Repairs have been short staffed due to sickness and this has had an impact on the time taken to inspect a property.

Corrective action proposed (if required):

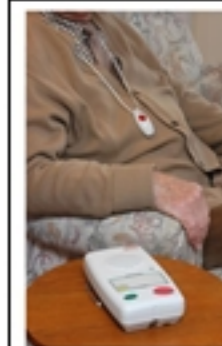
(Q1 2016/17) - Additional member of staff dealing with Allocations should improve amount of time ready properties are with Housing Options before they are let. New penalties for refused properties should start to have an impact and reduce refusals.

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

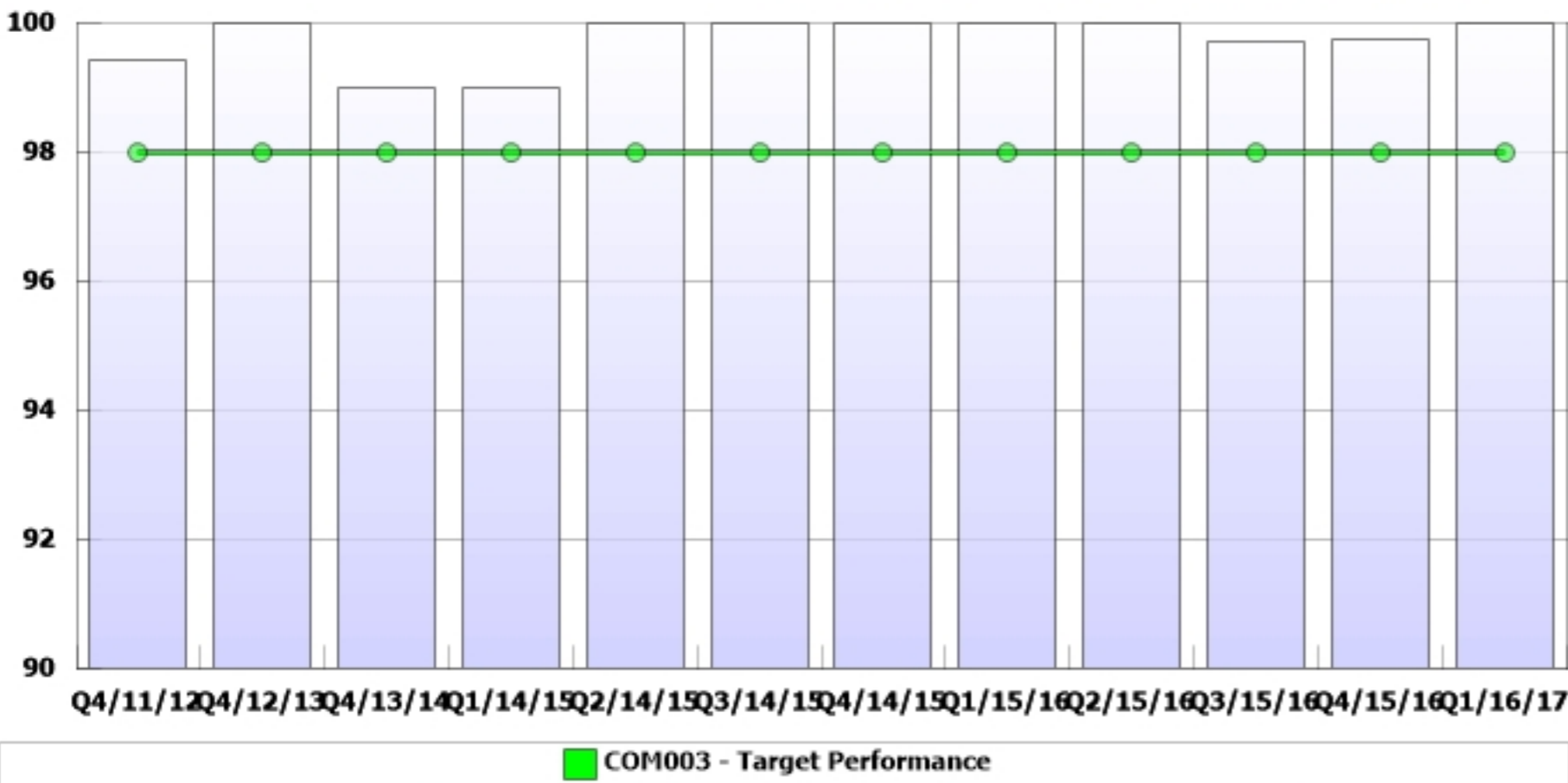
For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564042.

Current and previous quarters performance



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

Yes



Quarter	Target	Actual
Q1/16/17	98.00%	100.00%
Q4/15/16	98.00%	99.75%
Q3/15/16	98.00%	99.72%
Q2/15/16	98.00%	100.00%
Q1/15/16	98.00%	100.00%

Annual 2016/17 - 98.00%
 Target: 2015/16 - 98.00%
 Indicator of good performance:
 A higher percentage is good
 ↑ is the direction of improvement



Comment on current performance (including context):

(Q1 2016/17) - Performance Comments
 Performance continues to deliver high levels of satisfaction from our Housing Tenants

Corrective action proposed (if required):

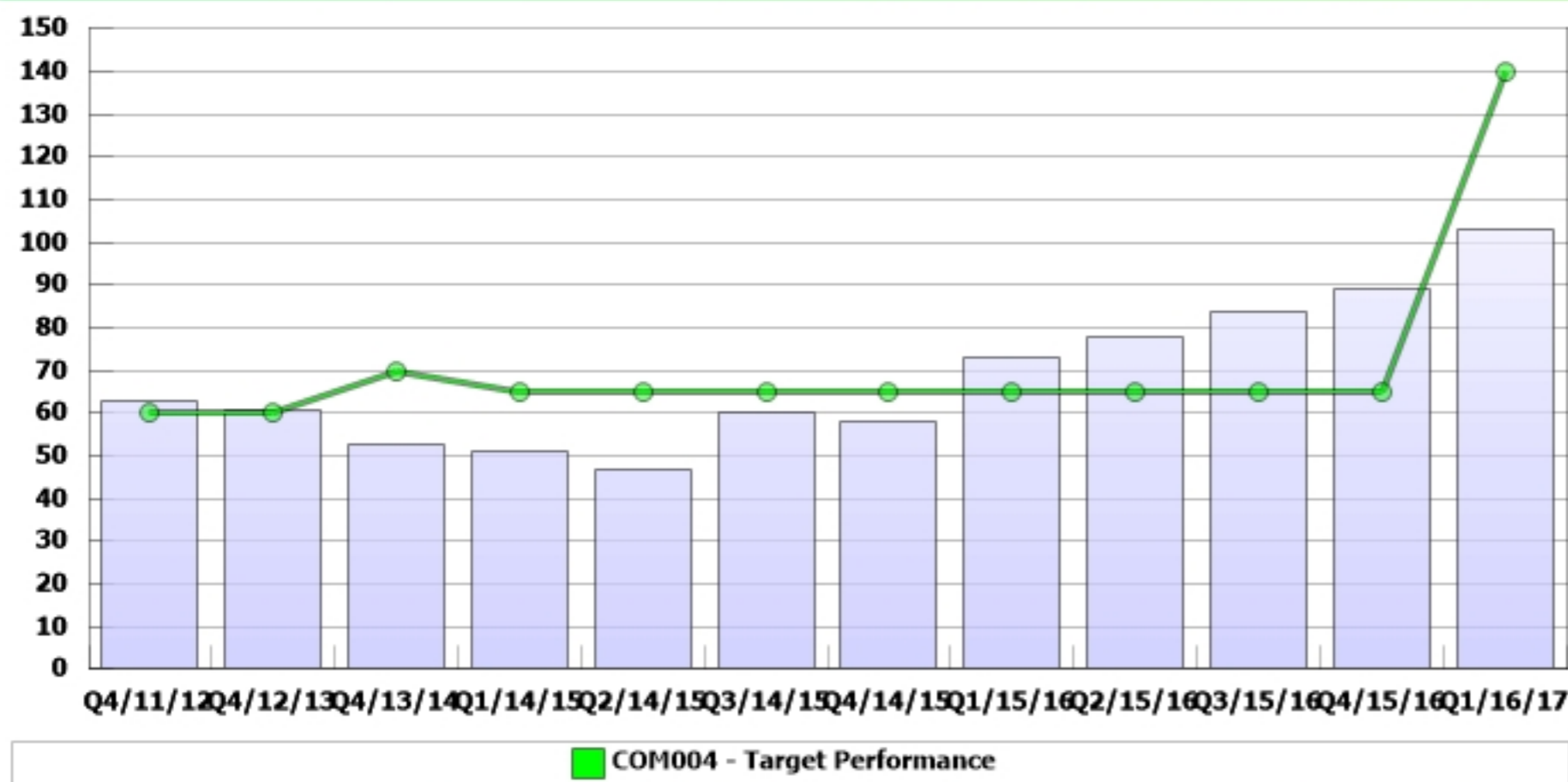
(Q1 2016/17) - Corrective Actions
 The number of completed surveys has dipped in the quarter as a result of new mobile devices being deployed. The number of completed surveys will increase in Q2

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 or by telephone on 01992 564042.

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/16/17	140	103	✓
Q4/15/16	65	89	✗
Q3/15/16	65	84	✗
Q2/15/16	65	78	✗
Q1/15/16	65	73	✗

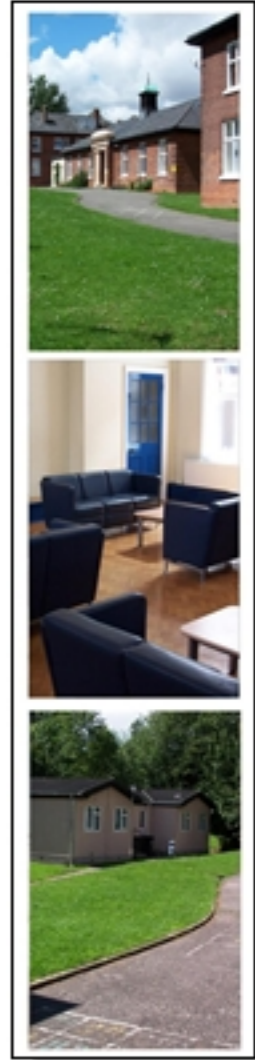
Annual 2016/17 - 140
Target: 2015/16 - 65

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):

(Q1 2016/17) - On target.

Corrective action proposed (if required):

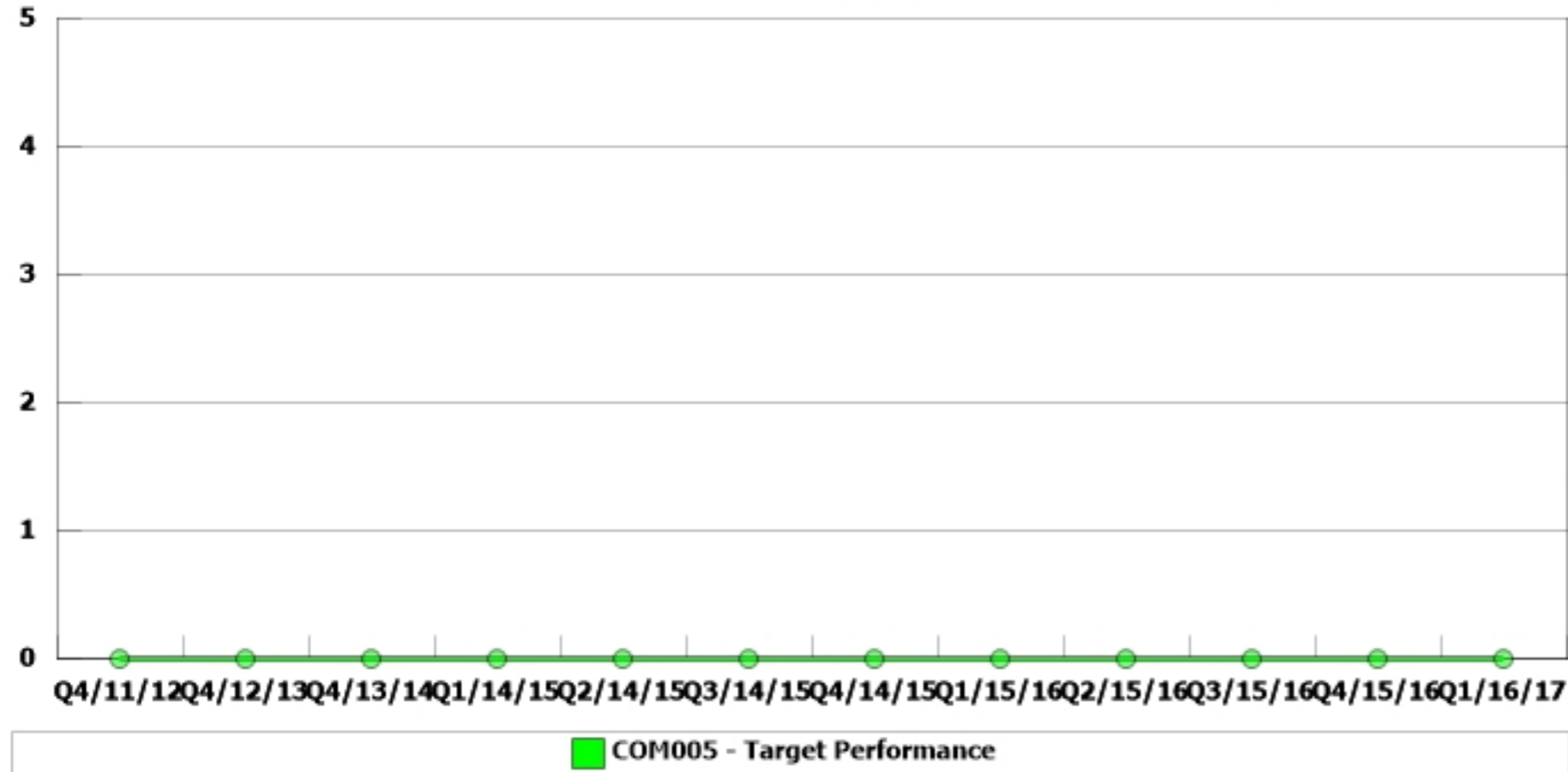
(Q1 2016/17) - N/A.

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 or by telephone on 01992 564042.

Current and previous quarters performance



Quarter	Target	Actual	Visual
Q1/16/17	0.0%	0.0%	✓
Q4/15/16	0.0%	0.0%	✓
Q3/15/16	0.0%	0.0%	✓
Q2/15/16	0.0%	0.0%	✓
Q1/15/16	0.0%	0.0%	✓

Annual 2016/17 - 0.00%
 Target: 2015/16 - 0.00%
 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?
 Yes

Comment on current performance (including context):

(Q1 2016/17) - Target met

Corrective action proposed (if required):

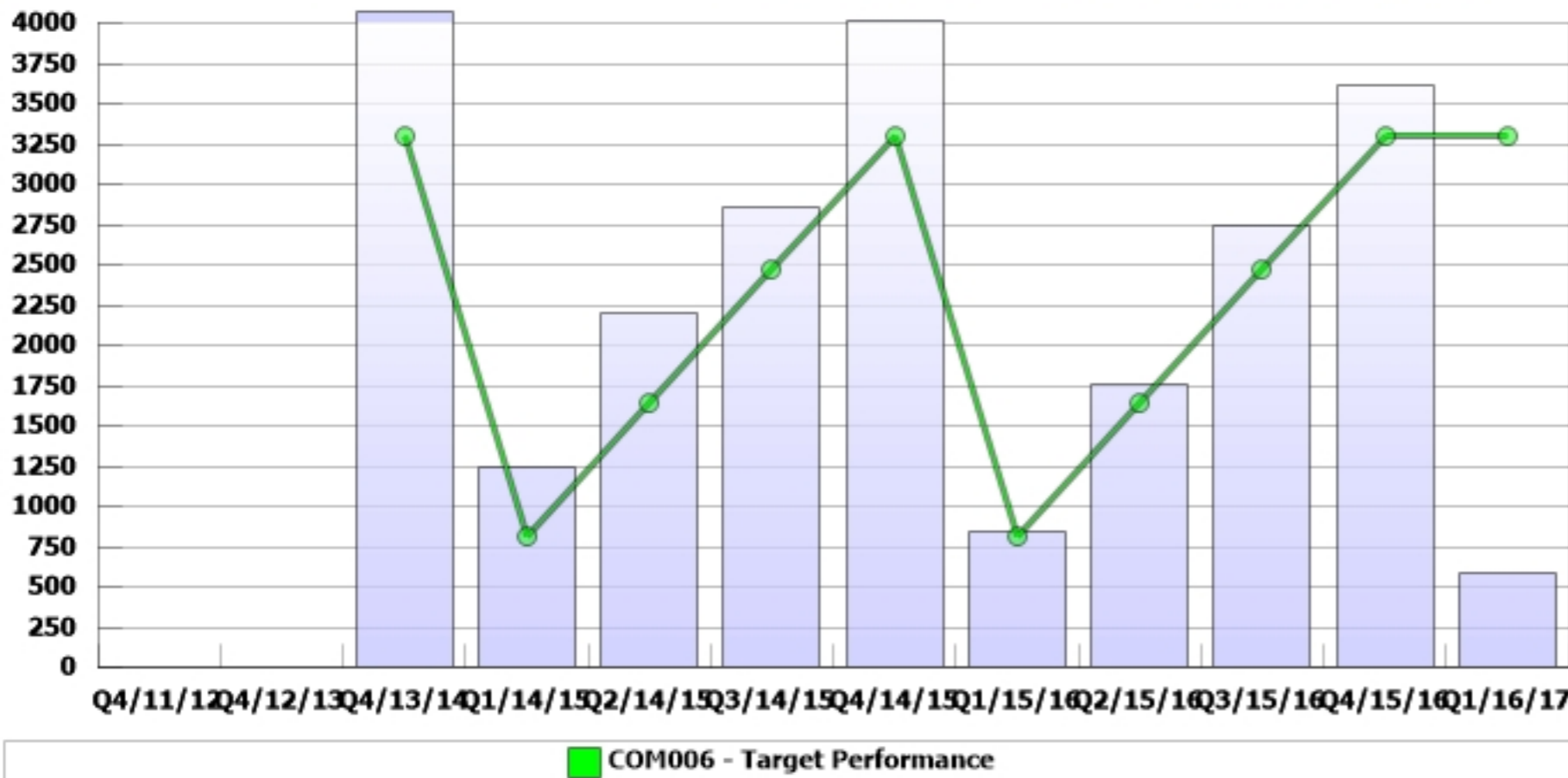
(Q1 2016/17) - n/a

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
Q1/16/17	825	587
Q4/15/16	3,300	3,615
Q3/15/16	2,475	2,752
Q2/15/16	1,650	1,767
Q1/15/16	825	844

Annual Target: 2016/17 - 3,300
2015/16 - 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):

(Q1 2016/17) - Although slightly under the quarterly target for Q1 - 2016-17 (Actual:587, Target: 825), cumulative figures since 2013 show a total of 12298 capital works installations have been completed to date, ahead of the projected planned total of 10725.

Corrective action proposed (if required):

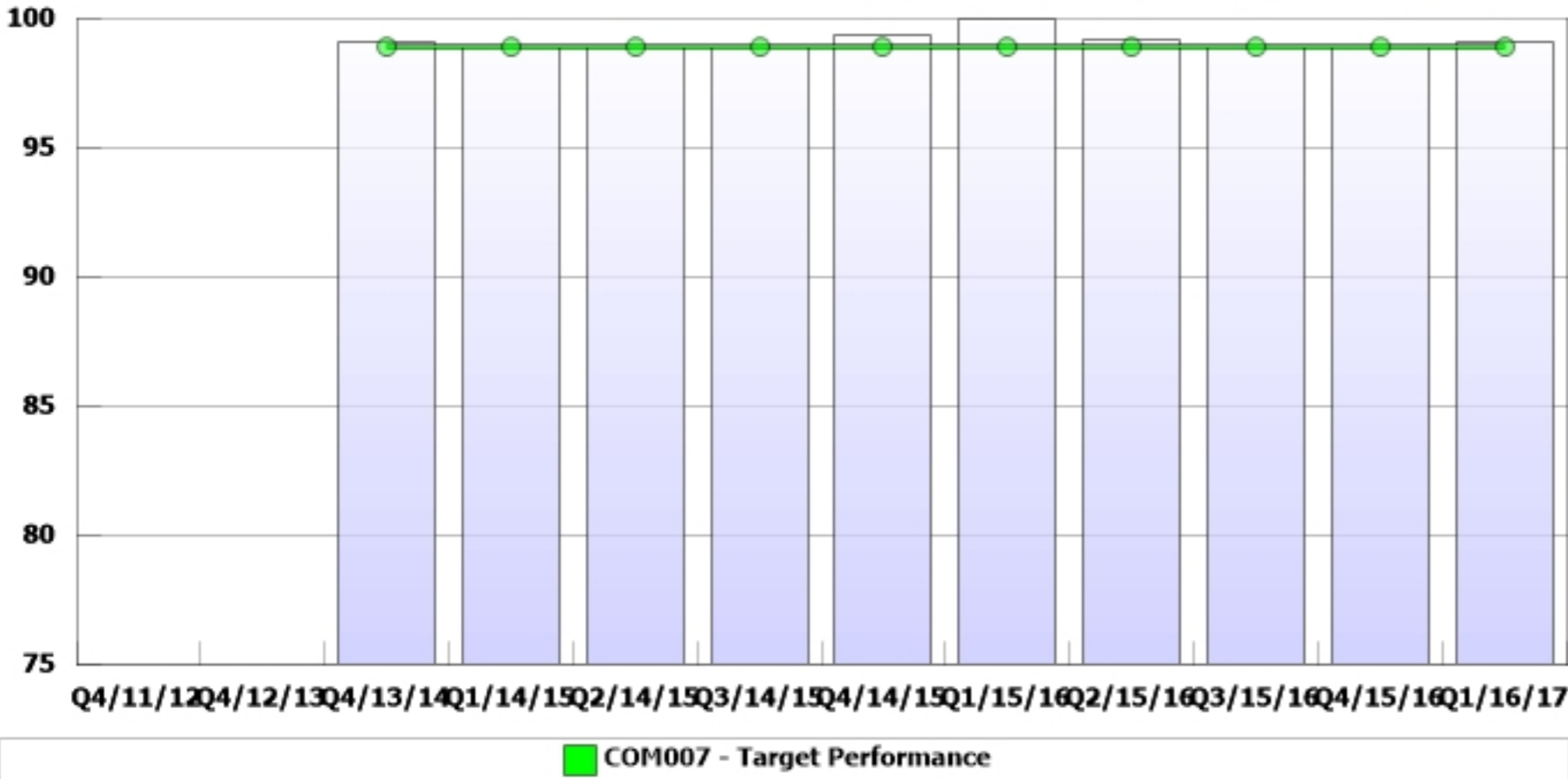
(Q1 2016/17) - For next quarter there is an expected rise in planned works as new contracts start. There are also scheduled major works for electrical upgrades to individual properties and blocks. All works are being reviewed on a regular basis

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	Visual
Q1/16/17	99.00%	99.15%	✓
Q4/15/16	99.00%	99.00%	✓
Q3/15/16	99.00%	99.00%	✓
Q2/15/16	99.00%	99.27%	✓
Q1/15/16	99.00%	100.00%	✓

Annual Target: 2016/17 - 99.00%
2015/16 - 99.00%

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 2016/17) - Performance Comments
The performance exceeds the target set.

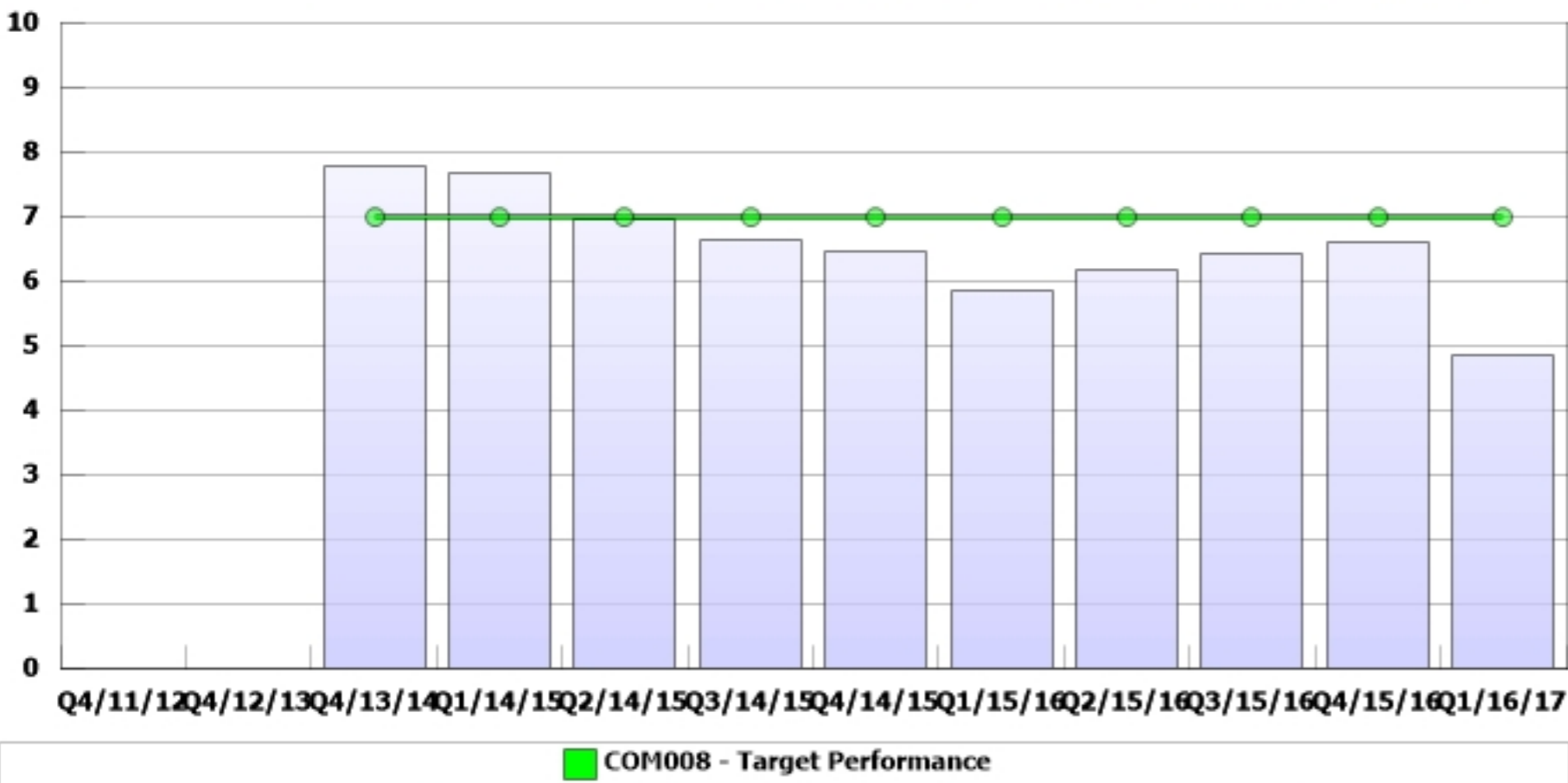
Corrective action proposed (if required):

(Q1 2016/17) -

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	Direction of Improvement
Q1/16/17	7.00	4.87	↓
Q4/15/16	7.00	6.62	↓
Q3/15/16	7.00	6.44	↓
Q2/15/16	7.00	6.18	↓
Q1/15/16	7.00	5.86	↓

Annual 2016/17 - 7.00 working days
 Target: 2015/16 - 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):

(Q1 2016/17) - The performance in this quarter exceeds the target by 2.13 working days. This reported figure is the best performance that the Housing Repairs Service has ever achieved since this indicator was created in 2012/13.

Corrective action proposed (if required):

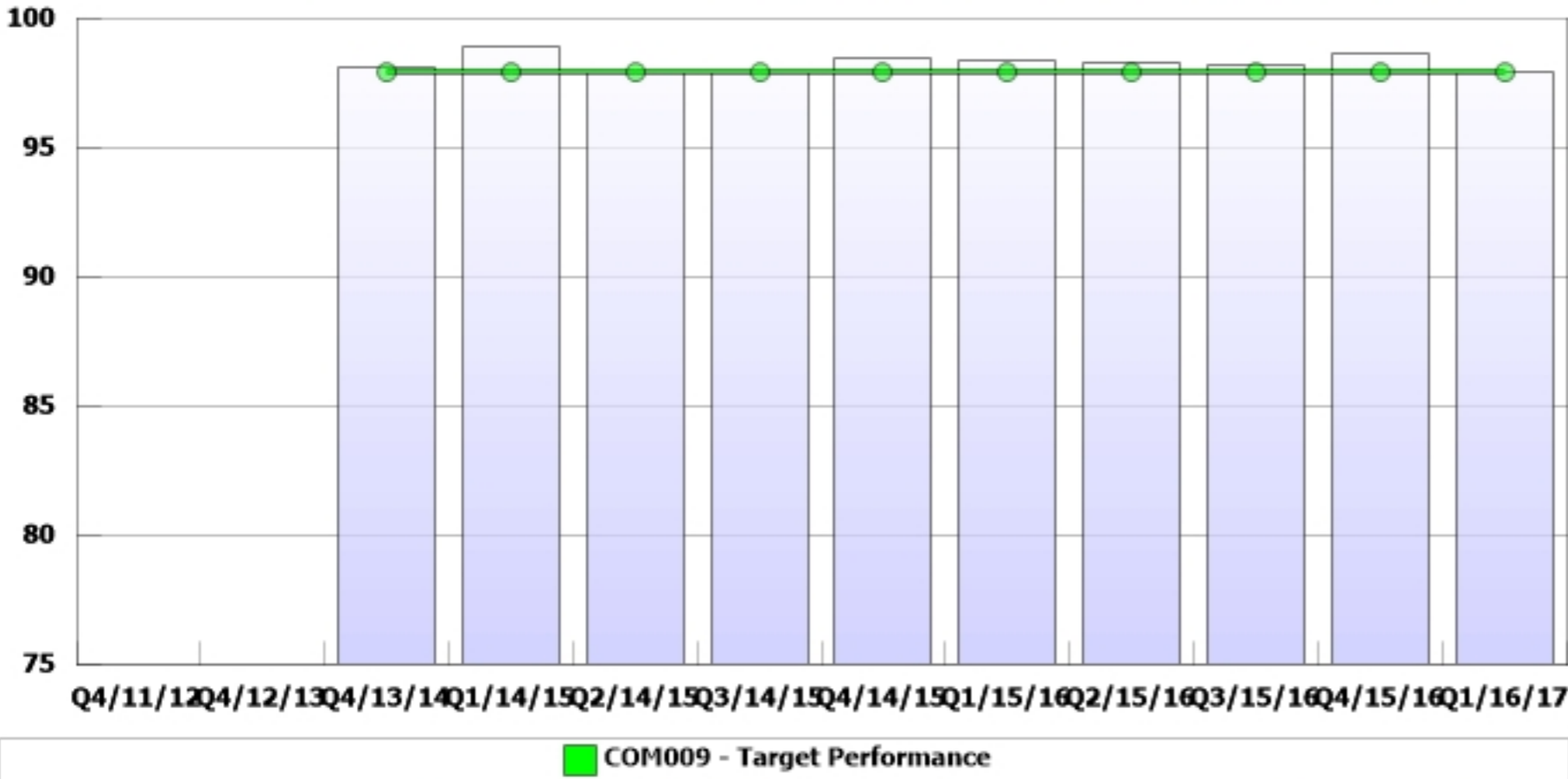
(Q1 2016/17) -

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
Q1/16/17	98.00%	98.00%	✓
Q4/15/16	98.00%	98.70%	✓
Q3/15/16	98.00%	98.28%	✓
Q2/15/16	98.00%	98.32%	✓
Q1/15/16	98.00%	98.40%	✓

Annual Target: 2016/17 - 98.00%
 2015/16 - 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 2016/17) - Performance achieved target for this quarter

Corrective action proposed (if required):

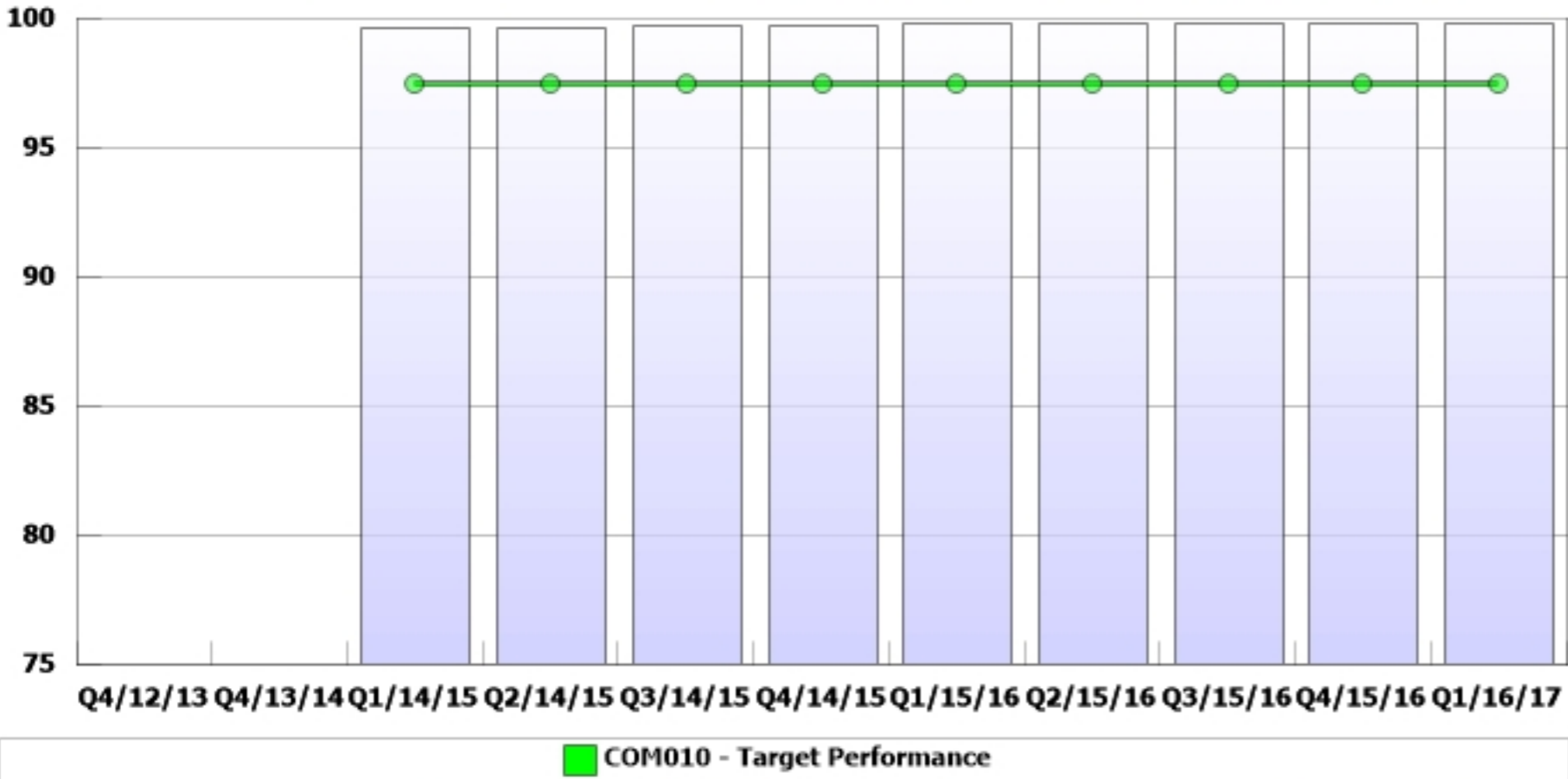
(Q1 2016/17) -

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
Q1/16/17	97.50%	99.90%	✓
Q4/15/16	97.50%	99.87%	✓
Q3/15/16	97.50%	99.87%	✓
Q2/15/16	97.50%	99.89%	✓
Q1/15/16	97.50%	99.91%	✓

Annual Target: 2016/17 - 97.50%
2015/16 - 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):

(Q1 2016/17) - Above target

Corrective action proposed (if required):

(Q1 2016/17) -