

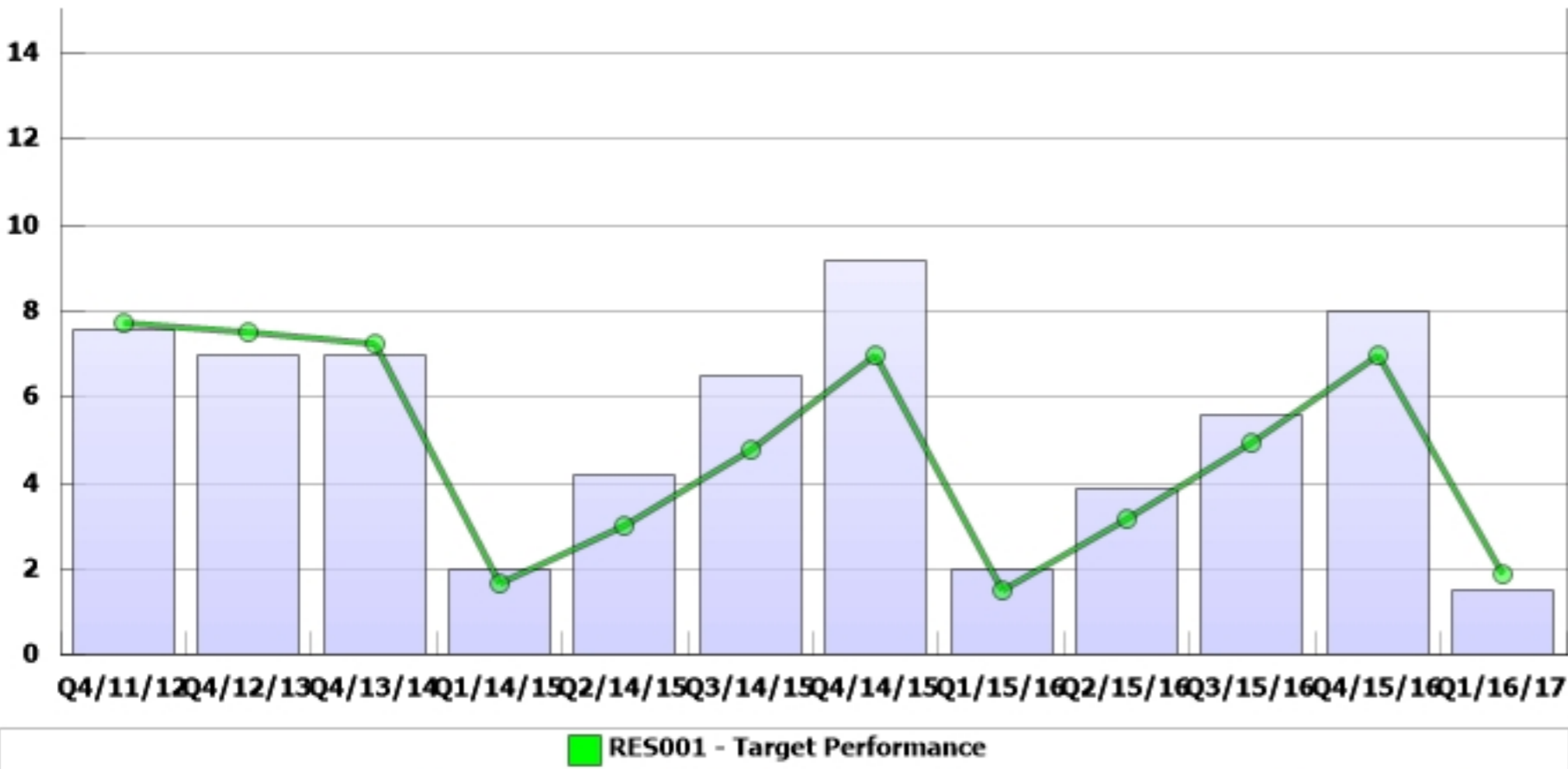
Quarterly Indicators		Quarter 1		Quarter 2		Quarter 3		Quarter 4		Is year-end target likely to be achieved?
		Tgt	Actual	Tgt	Actual	Tgt	Actual	Tgt	Actual	
<b>Resouces Quarterly KPIs</b>										
RES001	(Sickness absence) (days)	1.90	1.50	3.64		5.24		7.50		No
RES002	(Invoice payments) (%)	97%	98%	97%		97%		97%		Yes
RES003	(Council Tax collection) (%)	27.27%	27.61%	51.99%		77.09%		97.00%		Yes
RES004	(NNDR Collection) (%)	28.48%	28.83%	53.46%		78.67%		97.70%		Yes
RES005	(New benefit claims) (days)	22.00	21.28	22.00		22.00		22.00		Yes
RES006	(Benefits changes) (days)	6.00	6.91	6.00		6.00		6.00		Yes
RES009	(Website Availability) (%)	99.60%	99.82%	99.60%		99.60%		99.60%		Yes
RES010	(Website Broken Links) (%)	95.00%	99.89%	95.00%		95.00%		95.00%		Yes
RES011	(Website Navigation) (%)	79.90%	80.51%	79.90%		79.90%		79.90%		Yes

# RES001 How many working days did we lose due to sickness absence?

**Additional Information:** This indicator monitors the level of staff sickness absence across the authority, and supports the implementation of the Council's Managing Absence Policy. 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



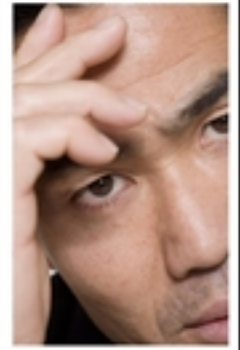
Quarter	Target	Actual	Status
Q1/16/17	1.90	1.50	✓
Q4/15/16	7.00	7.99	✗
Q3/15/16	4.95	5.58	✗
Q2/15/16	3.20	3.88	✗
Q1/15/16	1.54	2.02	✗

**Annual Target:** 2016/17 - 7.50 days  
 2015/16 - 7.00 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?**  
 No



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

(Q1 2016/17) -  
 The integrated attendance warning system is now fully implemented over the whole organisation and filters have recently been designed to ensure any notifications are only made where new, additional absence take place. We expect this to continue to drive improved attendance on the lead to the introduction of the new staff management system/database.

### Corrective action proposed (if required):

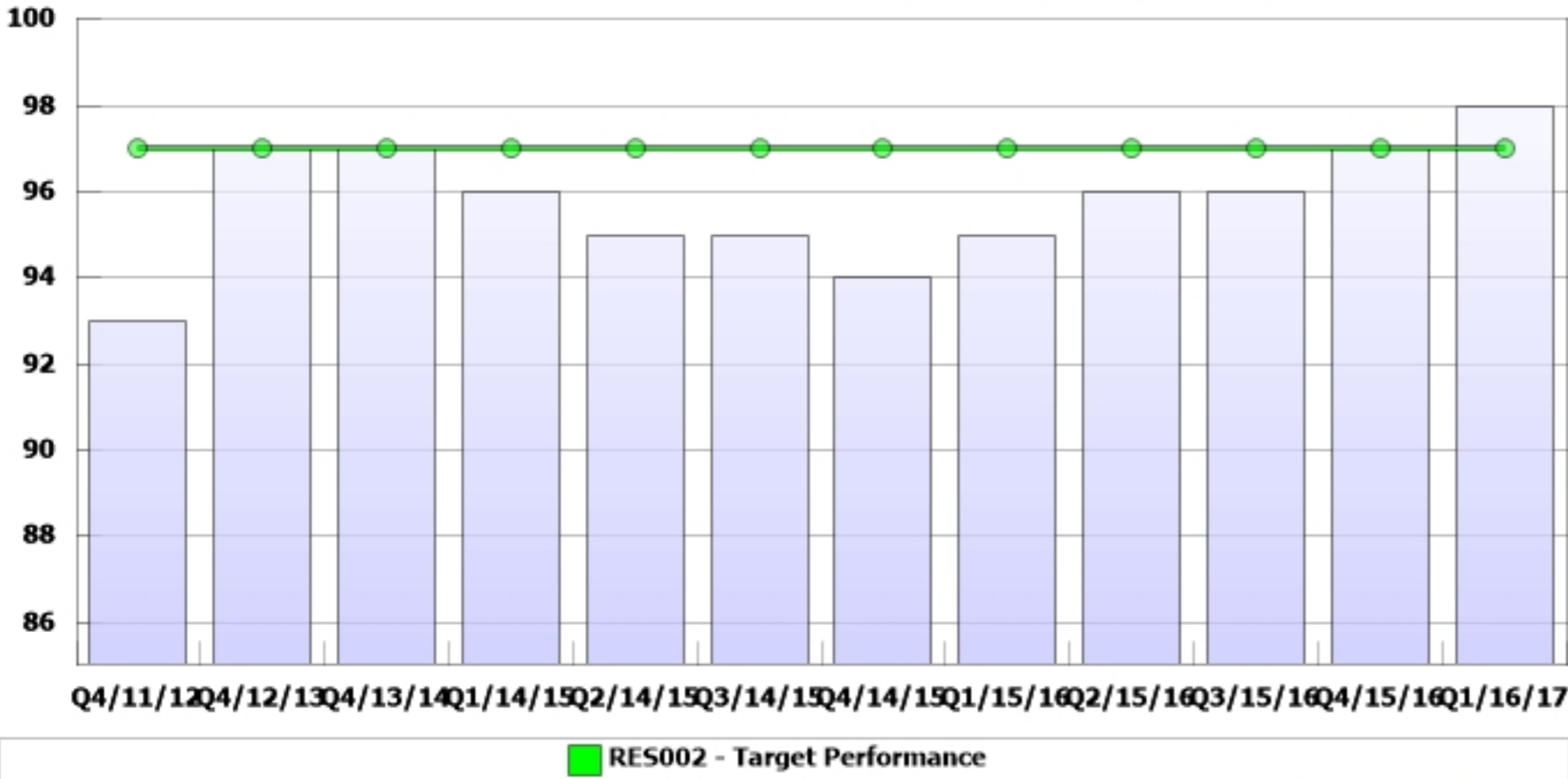
(Q1 2016/17) - non

# RES002 What percentage of the invoices we received were paid within 30 days?

Additional Information: This indicator encourages the prompt payment of undisputed invoices for commercial goods and services

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%	98%	✓
Q4/15/16	97%	97%	✓
Q3/15/16	97%	96%	✗
Q2/15/16	97%	96%	✗
Q1/15/16	97%	95%	✗

Annual Target: 2016/17 - 97.0%  
 Target: 2015/16 - 97.0%

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) - Good performance in Quarter 1 exceeding the target. Communities and Resources achieved 99%. 80% of Local suppliers were paid within 20 days which is a significant improvement on recent quarters.

### Corrective action proposed (if required):

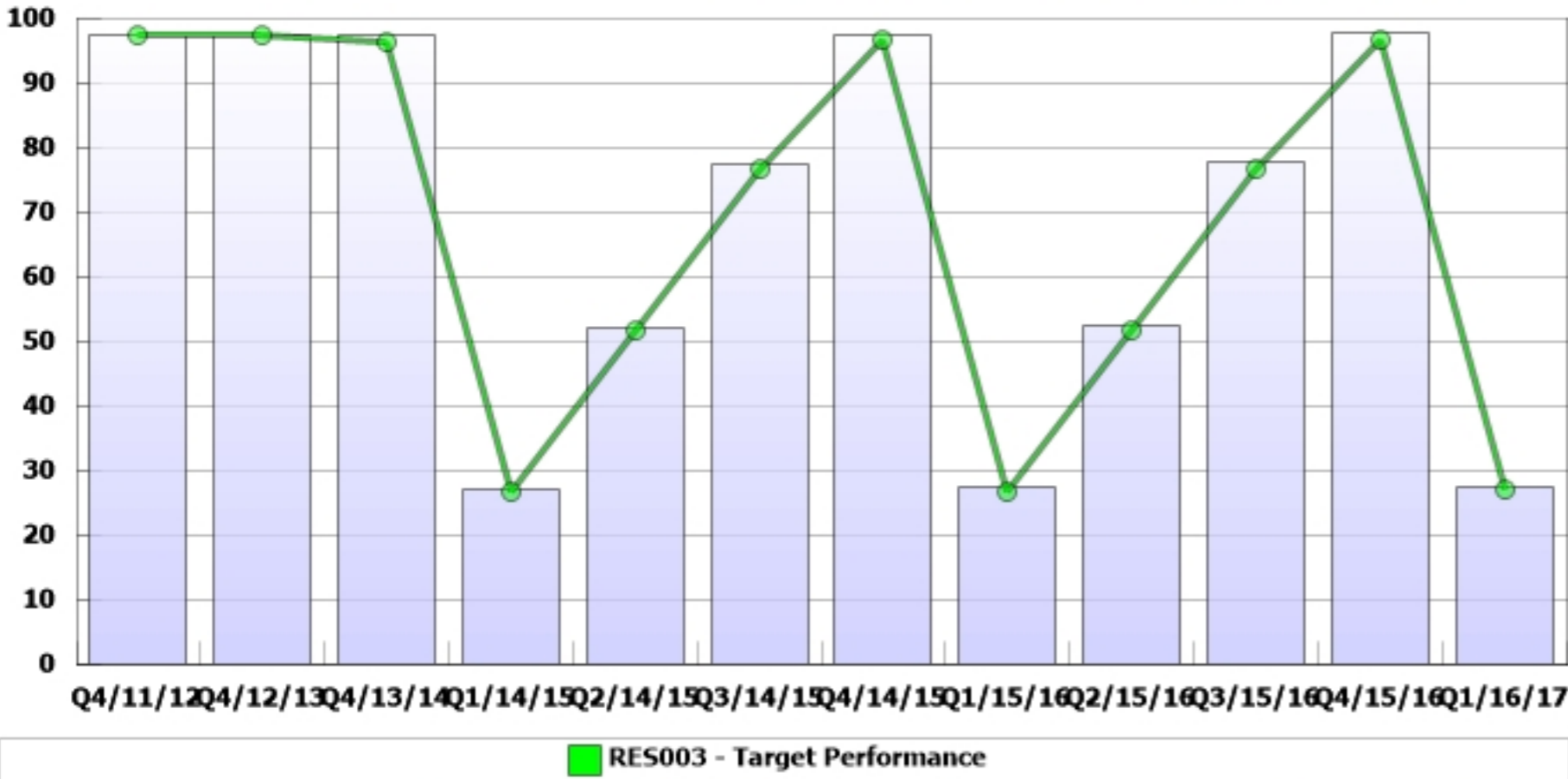
(Q1 2016/17) - none

# RES003 What percentage of the district's annual Council Tax was collected?

**Additional Information:** This indicator monitors the rate of collection of Council Tax. 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



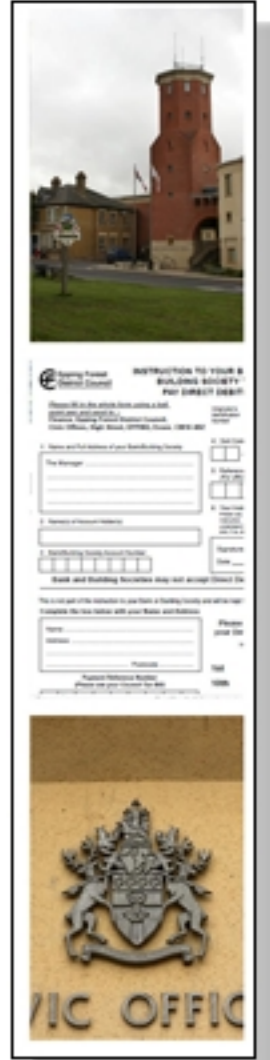
Quarter	Target	Actual	Status
Q1/16/17	27.27%	27.61%	✓
Q4/15/16	96.50%	98.03%	✓
Q3/15/16	77.00%	77.91%	✓
Q2/15/16	51.98%	52.54%	✓
Q1/15/16	27.10%	27.56%	✓

**Annual Target:** 2016/17 - 97.10%  
2015/16 - 97.00%

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) - the performance is 0.05% up on the same stage last year

### Corrective action proposed (if required):

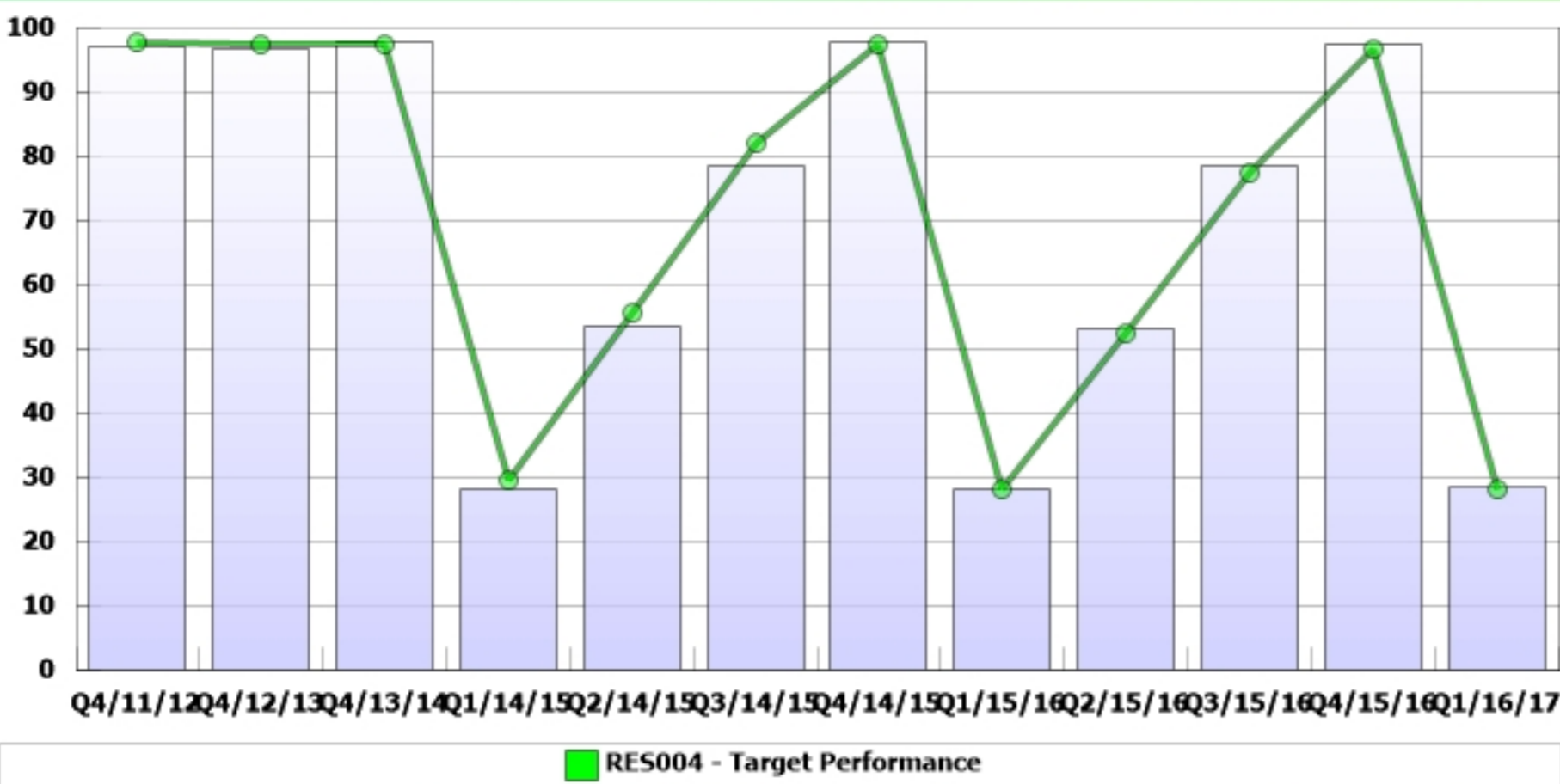
(Q1 2016/17) - the Council Tax team has a debt recovery timetable in place to collect any outstanding debt

**RES004 What percentage of the district's annual business rates was collected?**

**Additional Information:** This indicator monitors the rate of collection of National Non-Domestic rates. 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](mailto:performance@eppingforestdc.gov.uk) or by telephone on 01992 564042.

**Current and previous quarters performance**



Quarter	Target	Actual	Direction of Improvement
Q1/16/17	28.48%	28.83%	↑
Q4/15/16	97.20%	97.84%	↑
Q3/15/16	78.09%	78.78%	↑
Q2/15/16	53.04%	53.54%	↑
Q1/15/16	28.38%	28.52%	↑

**Annual Target:** 2016/17 - 97.80%  
2015/16 - 97.70%

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) - the performance is 0.31% up on the same stage last year

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

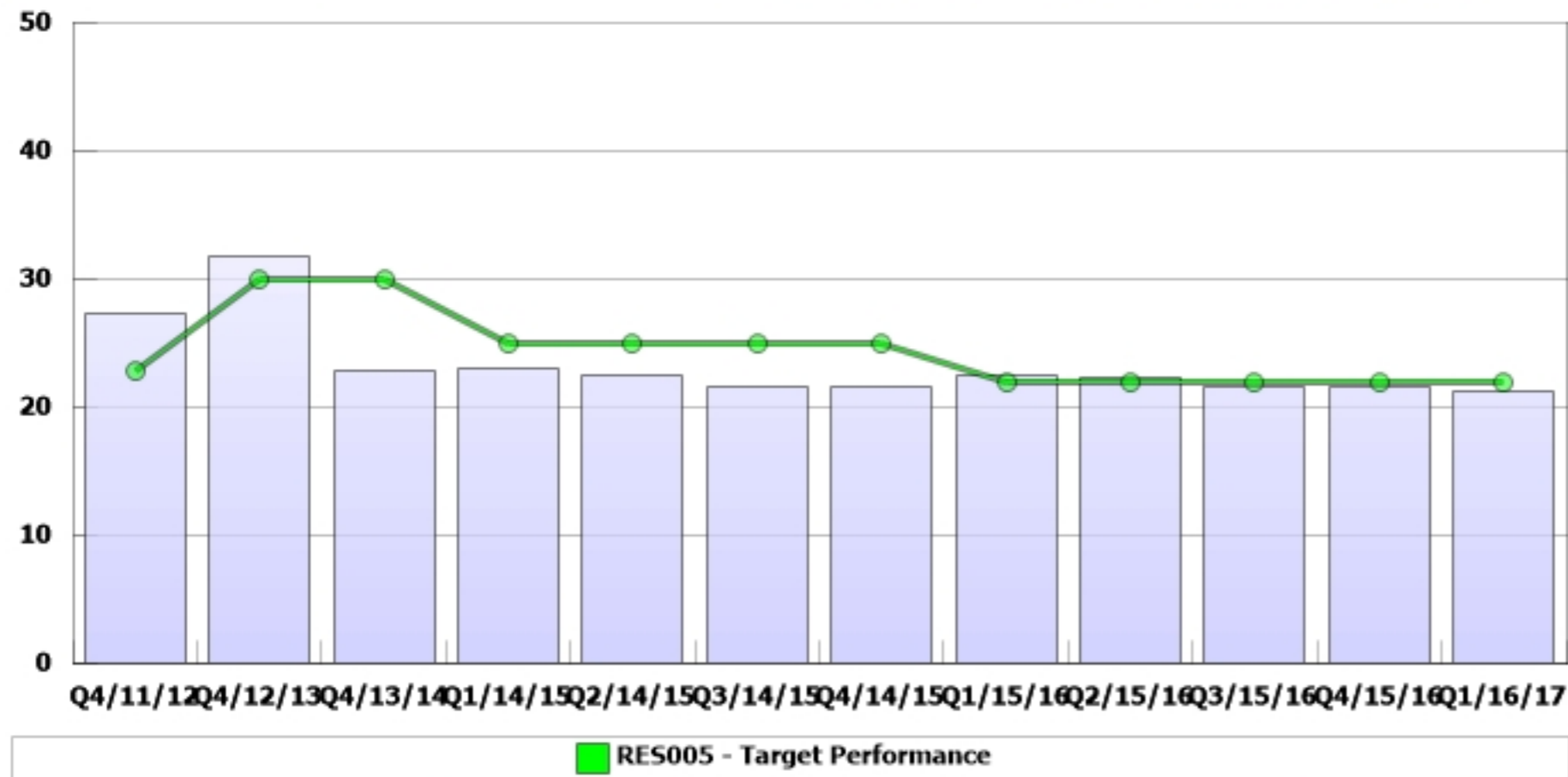
(Q1 2016/17) - the Business Rates team has a debt recovery timetable in place to collect any outstanding debts

**RES005 On average, how many days did it take us to process new benefit claims?**

**Additional Information:** This indicator monitors the administration of Housing and Council Tax Benefit. Targets and performance are measured in 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	Status
Q1/16/17	22.00	21.28	✓
Q4/15/16	22.00	21.76	✓
Q3/15/16	22.00	21.78	✓
Q2/15/16	22.00	22.36	✗
Q1/15/16	22.00	22.56	✗

Annual 2016/17 - 22.00 days  
 Target: 2015/16 - 22.00 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) - On Target for 2016/2017

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

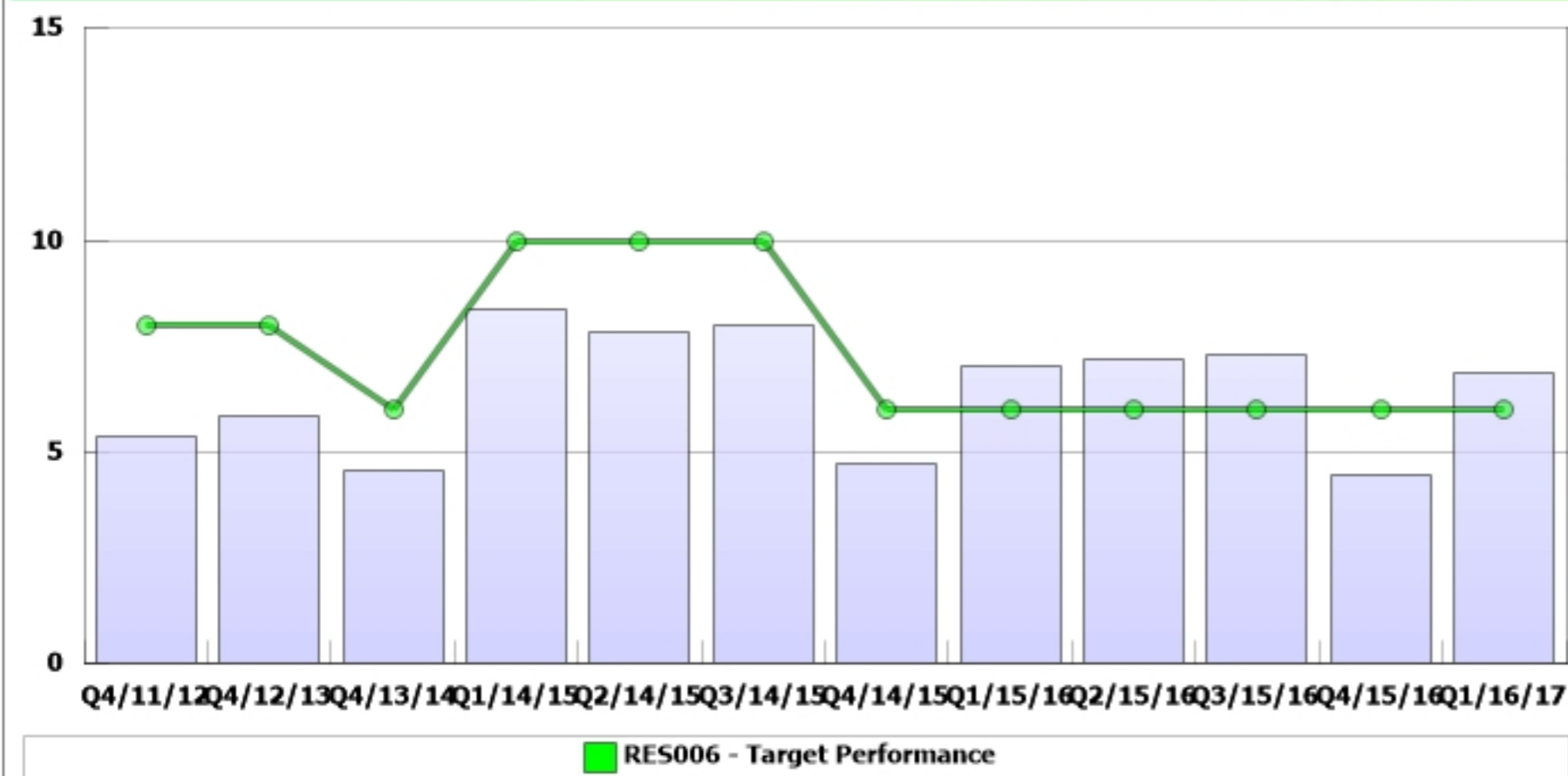
(Q1 2016/17) - Performance is continually monitored and adjustments on processes will be made as appropriate.

**RES006 On average, how many days did it take us to process notices of a change in a benefit claimant's circumstances?**

**Additional Information:** This indicator monitors the administration of Housing and Council Tax Benefit. Targets and performance are measured in 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	Status
Q1/16/17	6.00	6.91	X
Q4/15/16	6.00	4.47	✓
Q3/15/16	10.00	7.29	✓
Q2/15/16	10.00	7.19	✓
Q1/15/16	10.00	7.03	✓

Annual 2016/17 - 6.00 days  
 Target: 2015/16 - 6.00 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) - On Target for 2016/2017

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

(Q1 2016/17) - Performance is continually monitored and adjustments on processes will be made as appropriate

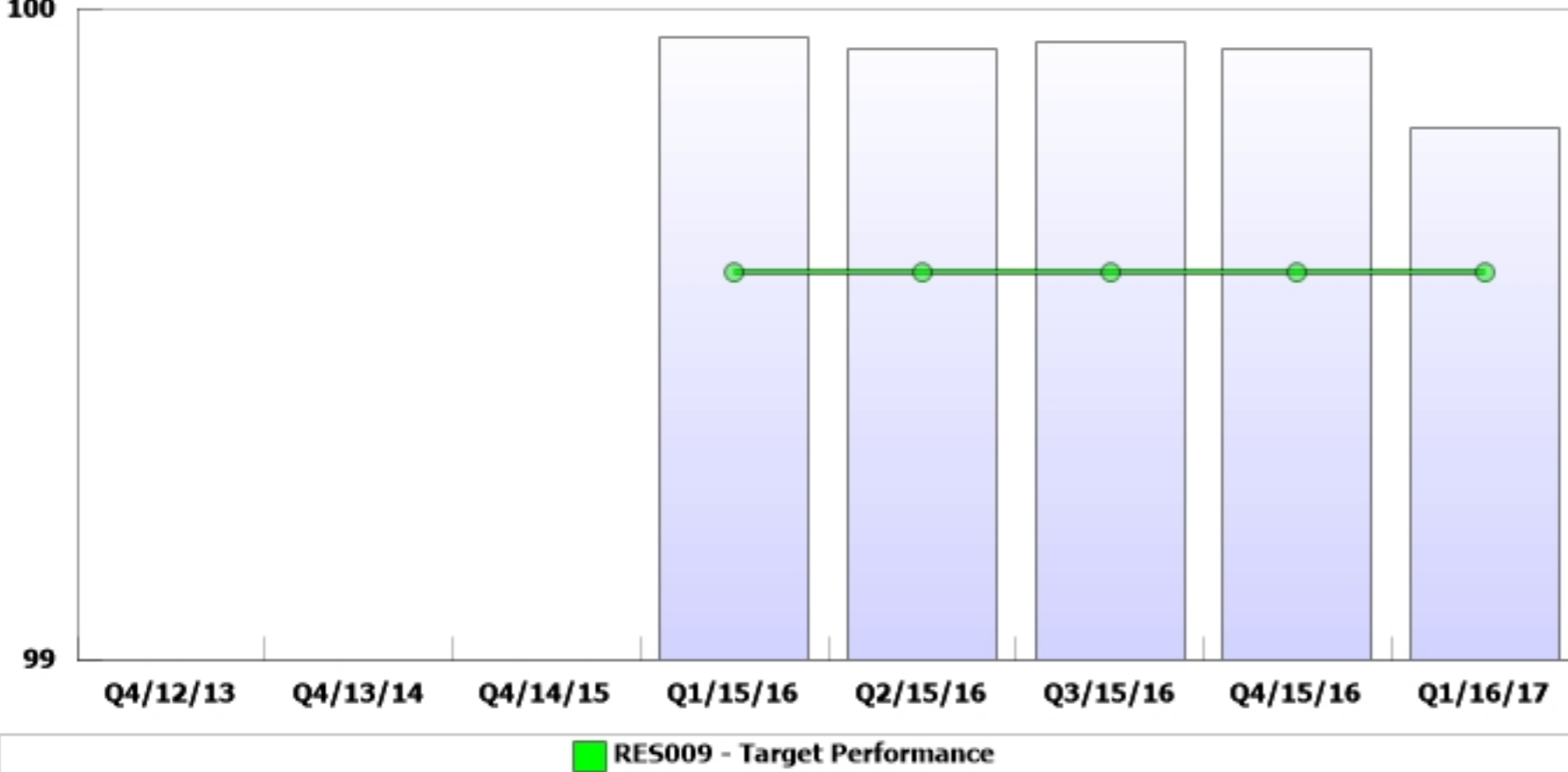
## RES009 Are customer needs being met by the Corporate Websites being available?

**Additional Information:** This measures aspects of website functionality which affect user experience. The amount of time the main sites (Joomla; Word Press; Planning Explorer; Info @t Work Public Access; and Modern.gov) are available impacts on the provision of Council information and together with RES010 and RES011, provides technical information against which customer satisfaction can be inferred.

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

100



Quarter	Target	Actual
Q1/16/17	99.60%	99.82%
Q4/15/16	99.60%	99.94%
Q3/15/16	99.60%	99.95%
Q2/15/16	99.60%	99.94%
Q1/15/16	99.60%	99.96%



Annual Target: 2016/17 - 99.60%  
2015/16 - 99.60%

Indicator of good performance:  
A higher number 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 target for website availability (uptime) is 99.60% - the actual uptime is 99.82%.

### Corrective action proposed (if required):

(Q1 2016/17) - No corrective action required.

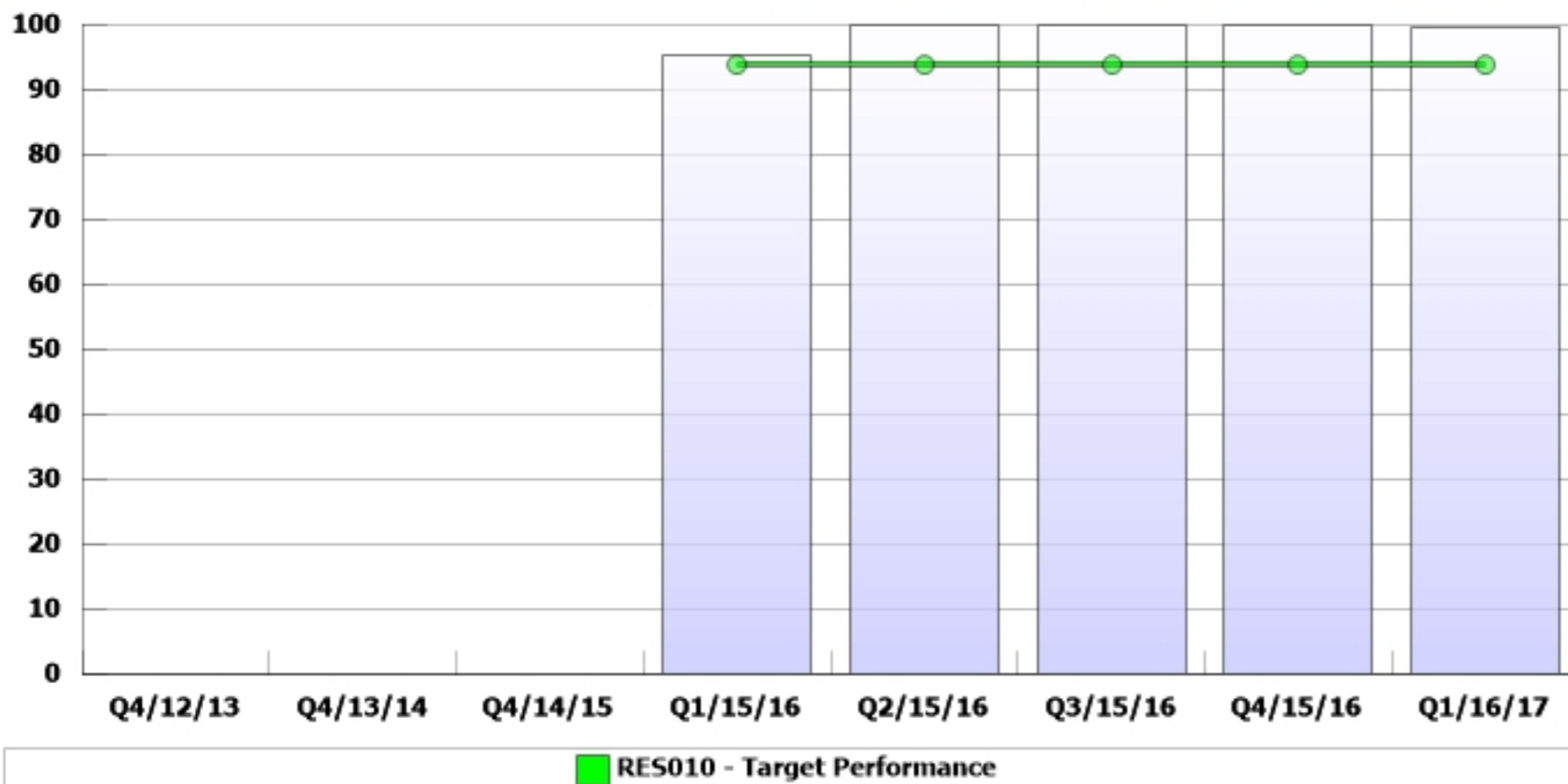


## RES010 Are customer needs being met by the main Corporate Websites not having broken links?

**Additional Information:** This indicator measures aspects of website functionality which will affect user experience. The absence of broken links on the main website (Joomla) impacts on the successful provision of Council information and a positive website user experience. Together with RES009 and RES011, this indicator provides technical information against which customer satisfaction can be inferred.

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	95.00%	99.89%
Q4/15/16	94.10%	100.00%
Q3/15/16	94.10%	100.00%
Q2/15/16	94.10%	100.00%
Q1/15/16	94.10%	95.50%

Annual Target: 2016/17 - 95.00%  
2015/16 - 94.10%

Indicator of good performance:  
A higher number 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 is 95%. Actual 1 broken link out of 899 pages on main website.

### Corrective action proposed (if required):

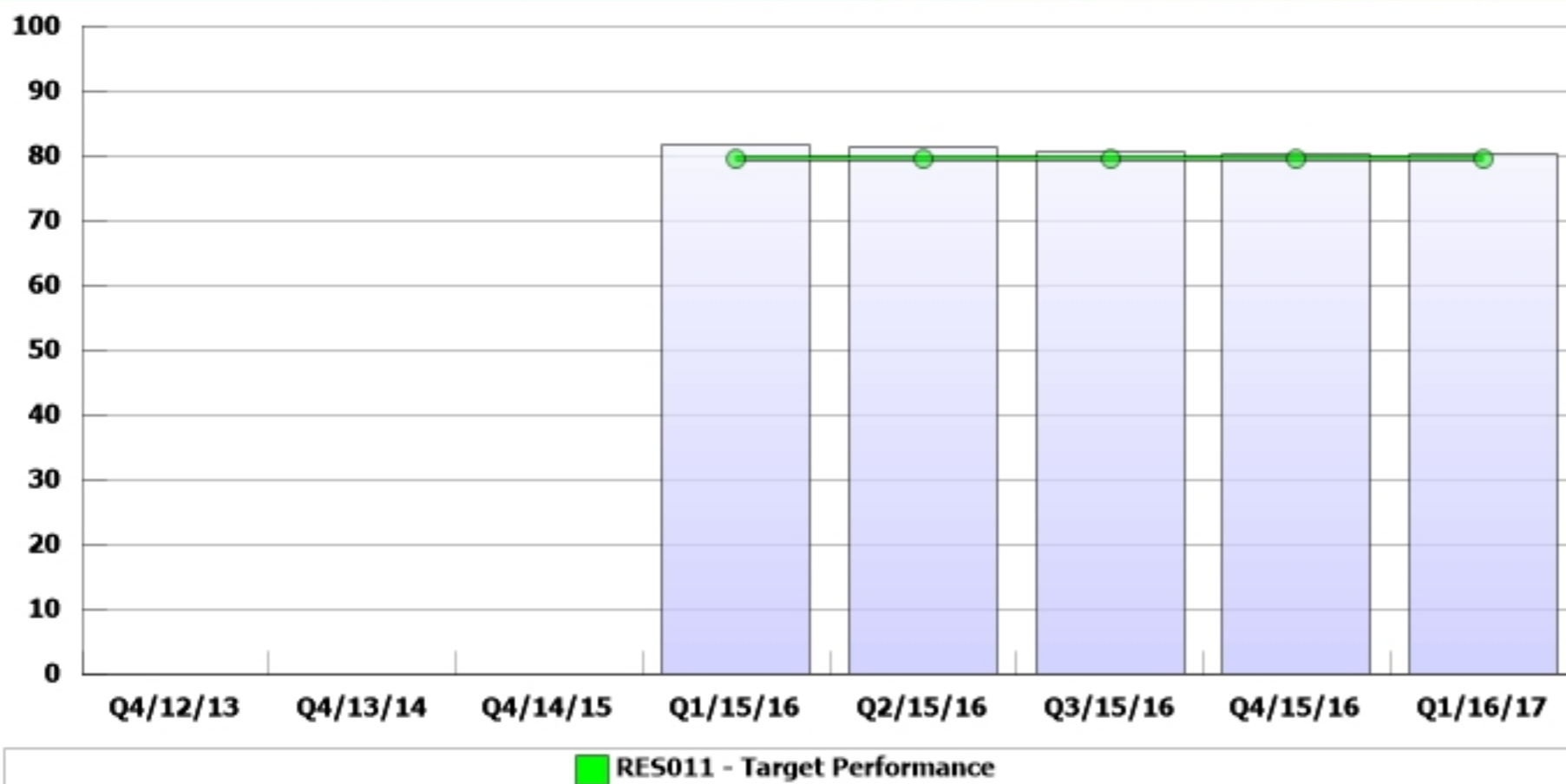
(Q1 2016/17) - None.

## RES011 Are customer needs being met by the main Corporate Website having effective navigation?

**Additional Information:** This indicator measures aspects of website functionality which will affect user experience. The ease of navigation impacts on the successful provision of Council information and a positive website user experience. Together with RES009 and RES010, this indicator provides technical information against which customer satisfaction can be inferred.

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
Q1/16/17	79.90%	80.51%
Q4/15/16	79.90%	80.66%
Q3/15/16	79.90%	81.04%
Q2/15/16	79.90%	81.57%
Q1/15/16	79.90%	81.97%

Annual Target: 2016/17 - 79.90%  
2015/16 - 79.90%

Indicator of good performance:  
A higher number 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 of 79.90% actual 80.51%.

### Corrective action proposed (if required):

(Q1 2016/17) - None.