




























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>Resources</b>												
RES001	(Sickness absence) (days)	1.90	1.50		3.64	2.98		5.24	5.03		7.50	Uncertain
RES002	(Invoice payments) (%)	97%	98%		97%	97%		97%	97%		97%	Yes
RES003	(Council Tax collection) (%)	27.27%	27.61%		51.99%	52.65%		77.09%	78.00%		97.00%	Yes
RES004	(NNDR Collection) (%)	28.48%	28.83%		53.46%	53.25%		78.67%	78.02%		97.70%	Yes
RES005	(New benefit claims) (days)	22.00	21.28		22.00	22.72		22.00	21.98		22.00	Yes
RES006	(Benefits changes) (days)	6.00	6.91		6.00	7.62		6.00	7.69		6.00	Yes
RES009	(Website Availability) (%)	99.60%	99.82%		99.60%	99.89%		99.60%	99.73%		99.60%	Yes
RES010	(Website Broken Links) (%)	95.00%	99.89%		95.00%	100.00%		95.00%	100.00%		95.00%	Yes
RES011	(Website Navigation) (%)	79.90%	80.51%		79.90%	80.42%		79.90%	80.34%		79.90%	Yes

**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



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

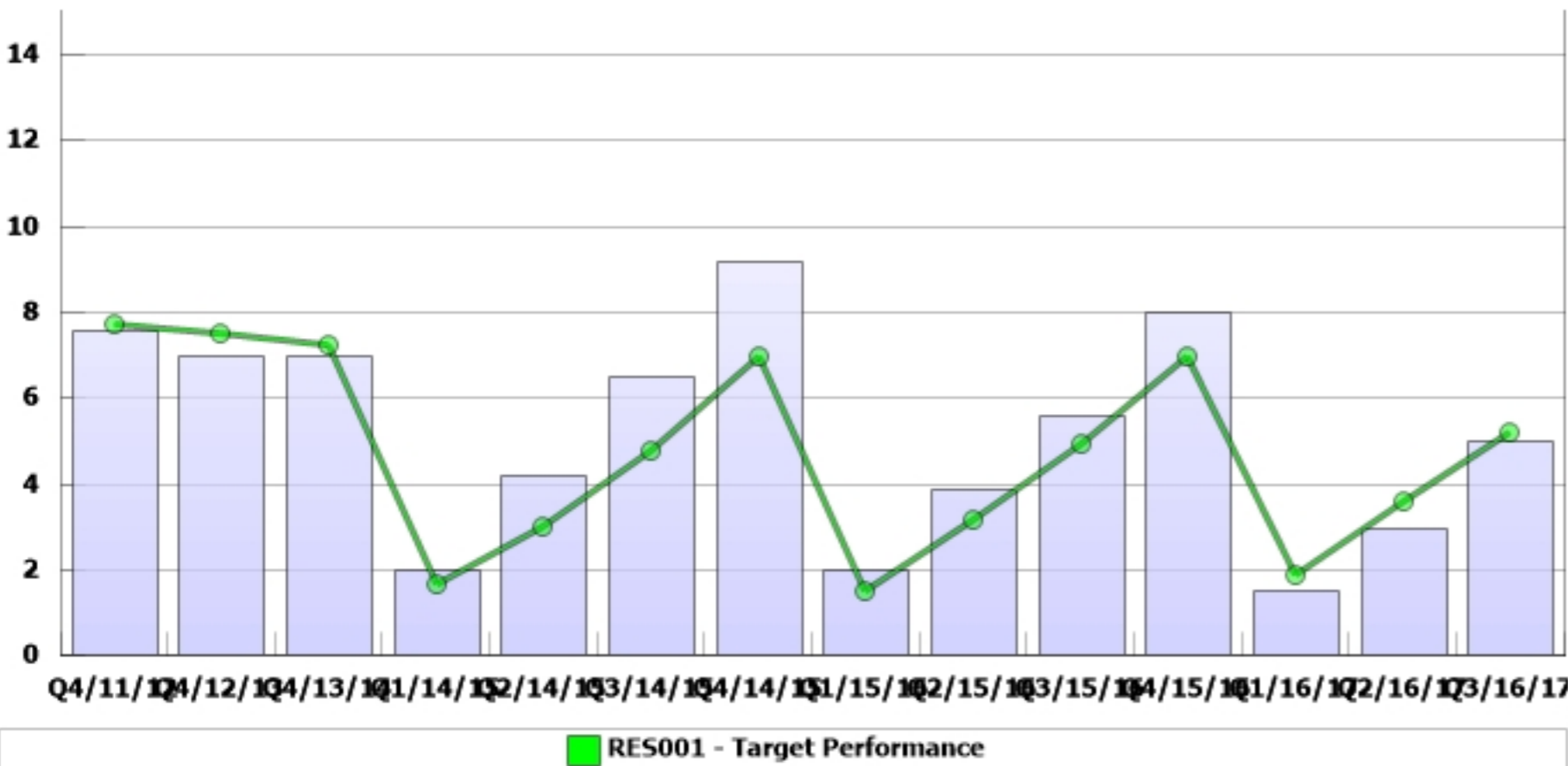
Uncertain

Quarter	Target	Actual	
Q3/16/17	5.24	5.03	✓
Q2/16/17	3.64	2.98	✓
Q1/16/17	1.90	1.50	✓
Q4/15/16	7.00	7.99	✗
Q3/15/16	4.95	5.58	✗

Annual 2016/17 - 7.50 days  
 Target: 2015/16 - 7.00 days

Indicator of good performance:  
 A lower number of days is good

↓ is the direction of improvement



Comment on current performance (including context):

(Q3 2016/17)  
 Q1, Q2 and Q3 outturn figures are below target and are an improvement on the same quarters in 2015/2016. There has been an improvement of an average of 0.55 days between FY 2015/16 and FY 2016/17.

Figures are within target to date and if all else remains equal on the face of it look set to remain so - However caution suggests it may still be uncertain the target will be met as both Q3 and Q4 have historically shown an increase in the number of days taken as sickness absence and this may yet prevent the target being met.

Corrective action proposed (if required):

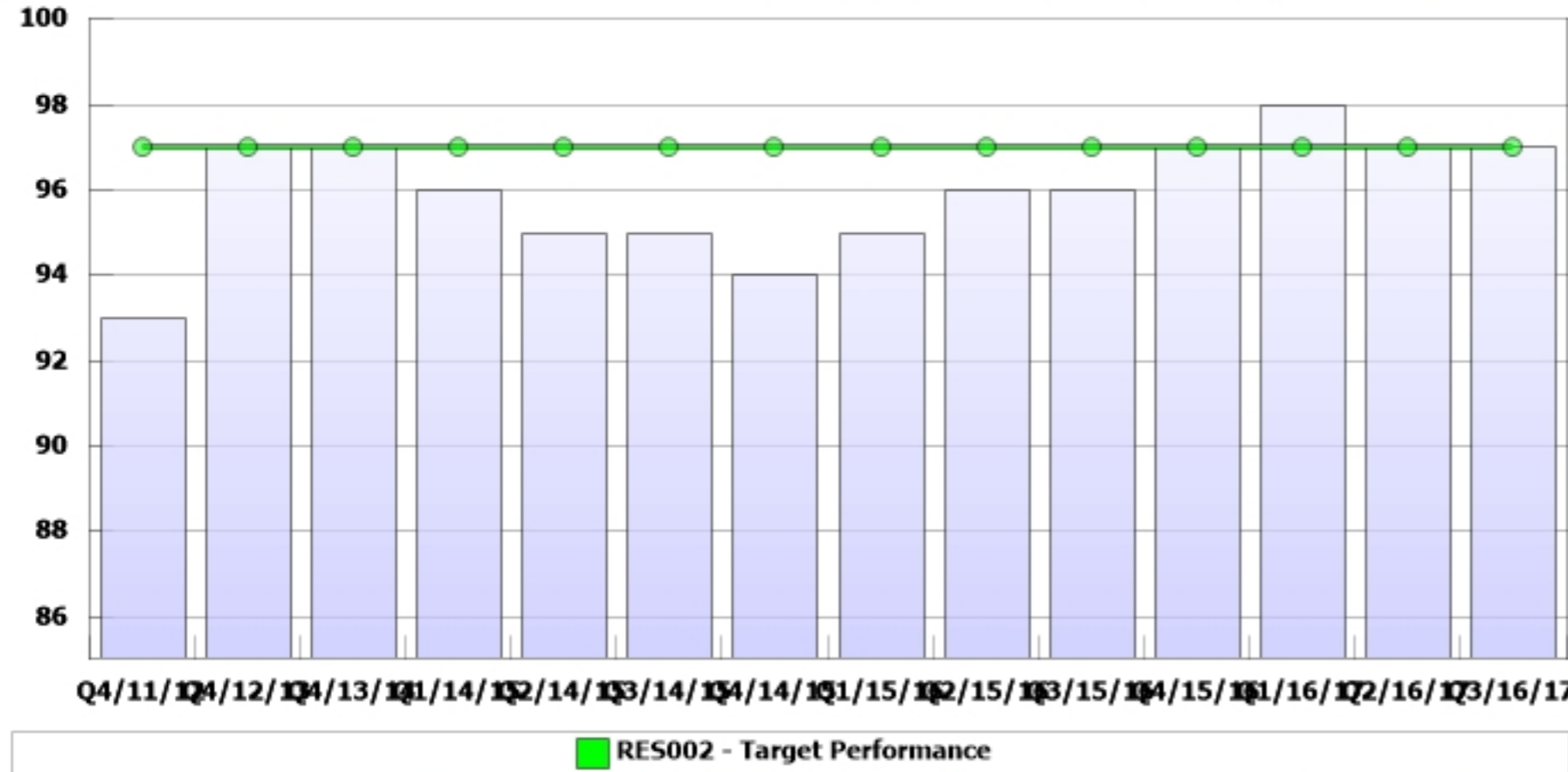
(Q3 2016/17) - No corrective action required at this stage.

**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
Q3/16/17	97%	97%	✓
Q2/16/17	97%	97%	✓
Q1/16/17	97%	98%	✓
Q4/15/16	97%	97%	✓
Q3/15/16	97%	96%	✗

**Annual Target:** 2016/17 - 97.0%  
 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):**

(Q3 2016/17) - Good performance in Quarter 3 met the target and in line with quarter 2. In December Governance achieved 100%, Communities and Resources 99%. 84% of Local suppliers were paid within 20 days a 3% improvement on quarter2.

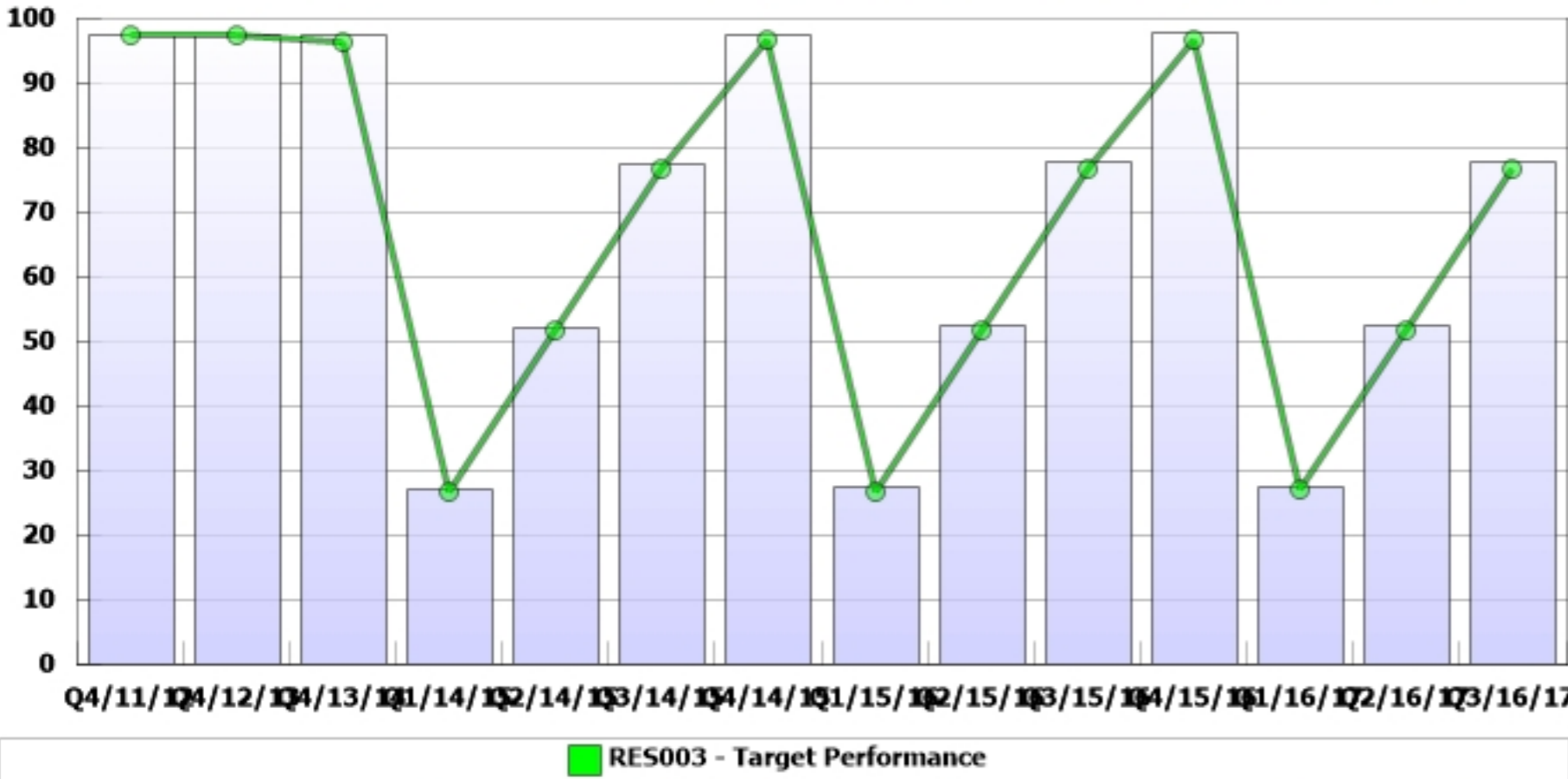
**Corrective action proposed (if required):**

# 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



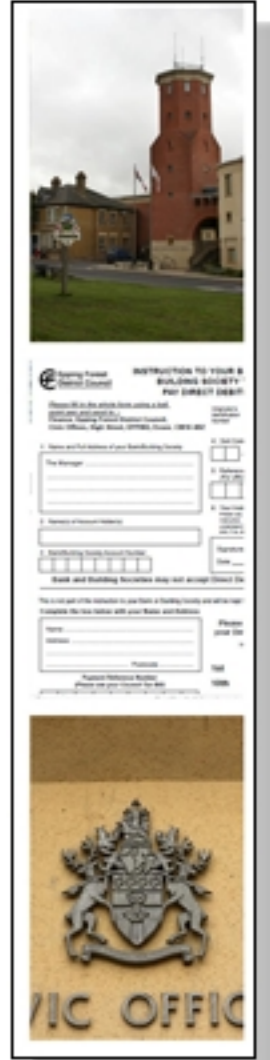
Quarter	Target	Actual	Status
Q3/16/17	77.09%	78.00%	✓
Q2/16/17	51.99%	52.65%	✓
Q1/16/17	27.27%	27.61%	✓
Q4/15/16	96.50%	98.03%	✓
Q3/15/16	77.00%	77.91%	✓

**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):

(Q3 2016/17) - the performance is 0.09% up on the same stage last year

### Corrective action proposed (if required):

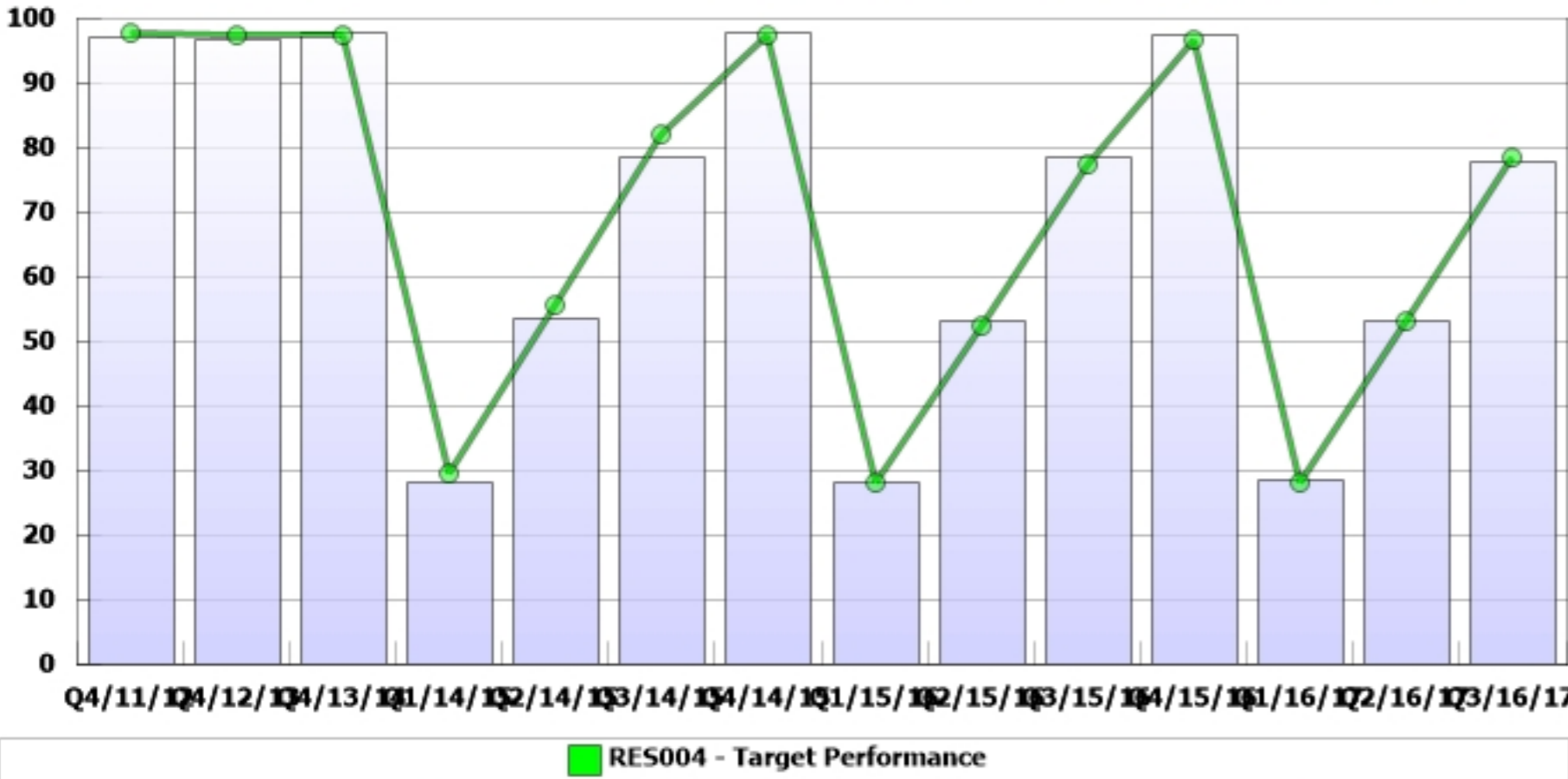
(Q3 2016/17) - the Council Tax team has a debt recovery timetable in place to collect any outstanding debt

# 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	Status
Q3/16/17	78.67%	78.02%	✘
Q2/16/17	53.46%	53.25%	✘
Q1/16/17	28.48%	28.83%	✔
Q4/15/16	97.20%	97.84%	✔
Q3/15/16	78.09%	78.78%	✔

**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):

(Q3 2016/17) - the performance is 0.7% down on the same stage last year. This has been identified as largely due to the change in the NHS rating assessments across the district moving from a 10 month to 12 month annual payment profile. This will therefore delay payment of a proportion of the debt to February and March. There is also a relatively large ratepayer which is currently unpaid but is a national company and there is a high degree of confidence it will be paid.

### Corrective action proposed (if required):

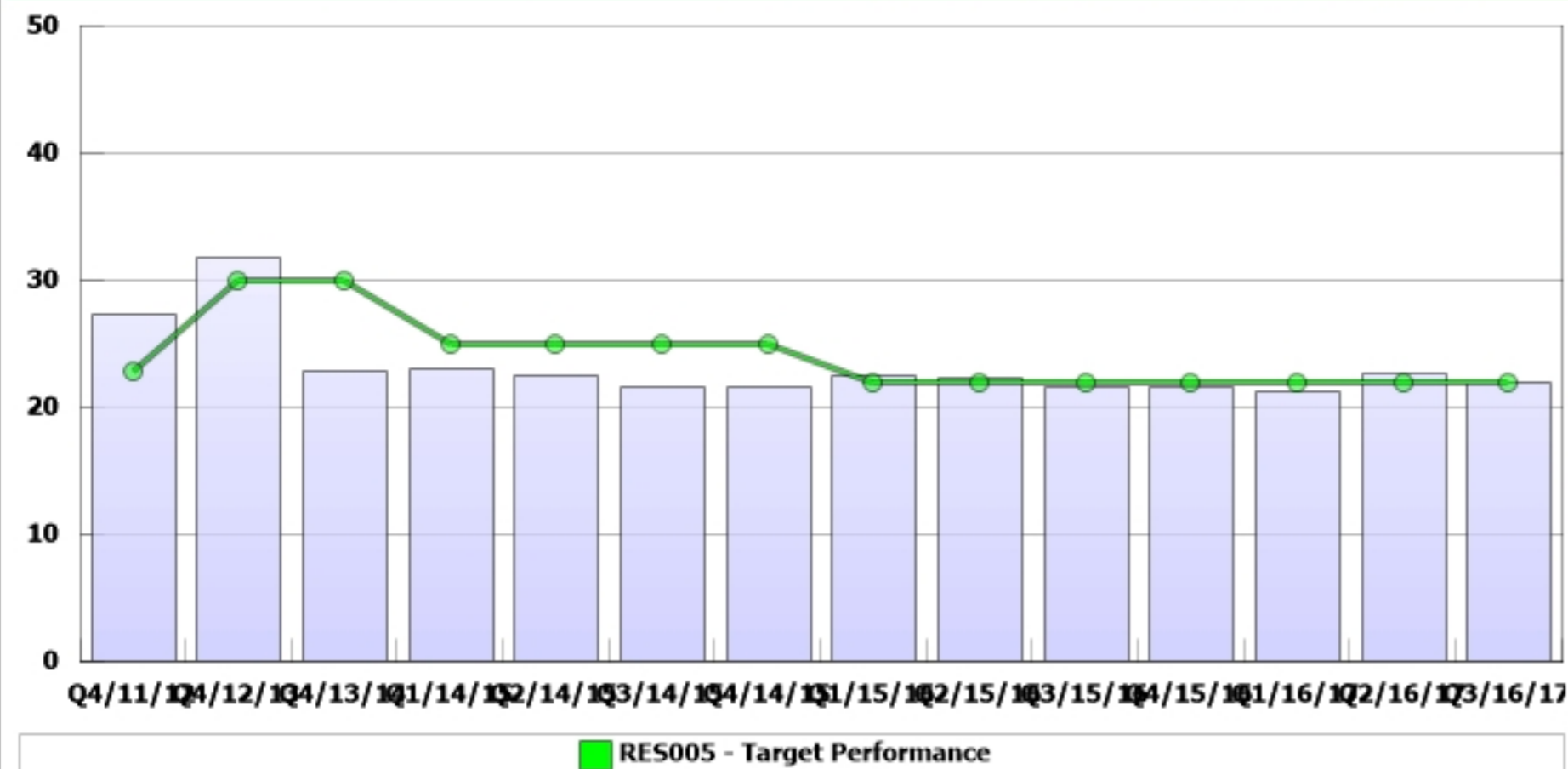
(Q3 2016/17) - the Business Rates team has a debt recovery timetable in place to collect any outstanding debts.

## 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](mailto:performance@eppingforestdc.gov.uk) or by telephone on 01992 564042.

### Current and previous quarters performance



Quarter	Target	Actual
Q3/16/17	22.00	21.98
Q2/16/17	22.00	22.72
Q1/16/17	22.00	21.28
Q4/15/16	22.00	21.76
Q3/15/16	22.00	21.78

Annual Target: 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):

(Q3 2016/17) - On Target for 2016/2017

### Corrective action proposed (if required):

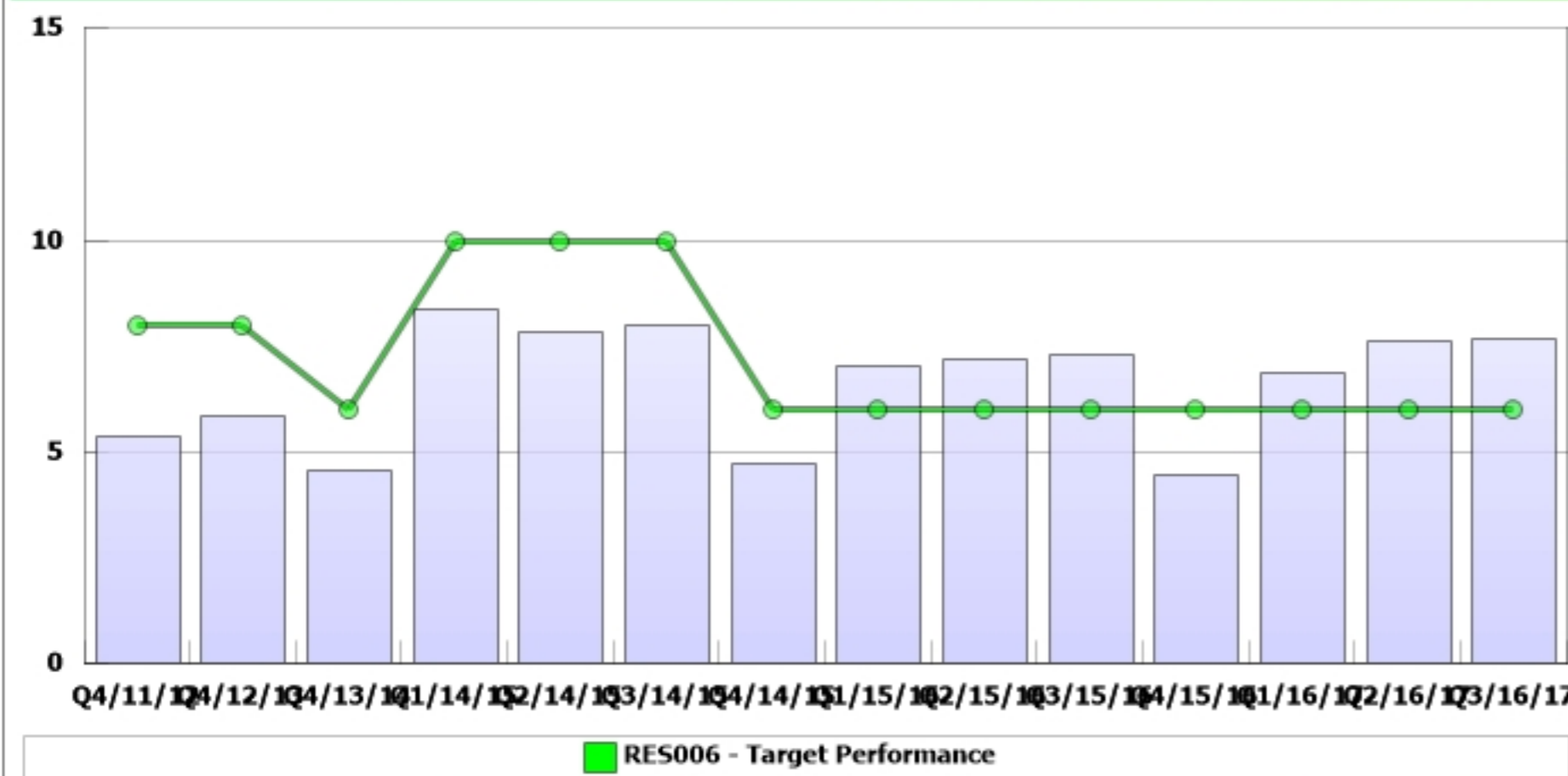
(Q3 2016/17) - Performance is continually monitored and adjustments on processes will be made as appropriate.

**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
Q3/16/17	6.00	7.69	✘
Q2/16/17	6.00	7.62	✘
Q1/16/17	6.00	6.91	✘
Q4/15/16	6.00	4.47	✔
Q3/15/16	10.00	7.29	✔

Annual Target: 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):**

(Q3 2016/17) - On Target for 2016/2017 as quarter 4 is likely to bring the total back within target.

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

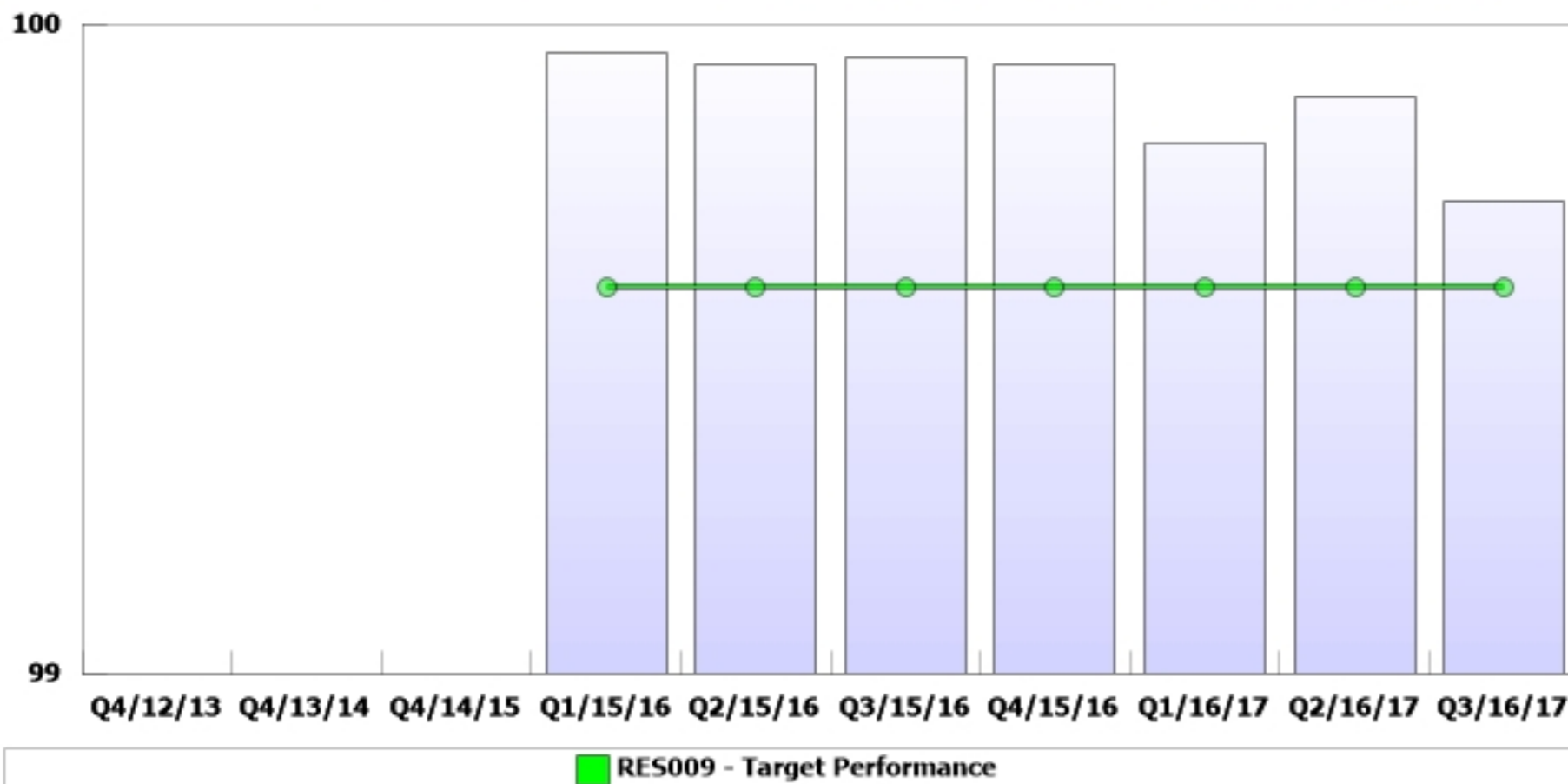
(Q3 2016/17) - Performance is continually monitored and adjustments on processes will be made as appropriate, we are confident that the yearly target will be met.

## 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



Quarter	Target	Actual
Q3/16/17	99.60%	99.73%
Q2/16/17	99.60%	99.89%
Q1/16/17	99.60%	99.82%
Q4/15/16	99.60%	99.94%
Q3/15/16	99.60%	99.95%



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):

(Q3 2016/17) - the target for website availability (uptime) is 99.60% - the actual uptime is 99.73%.

### Corrective action proposed (if required):

None.

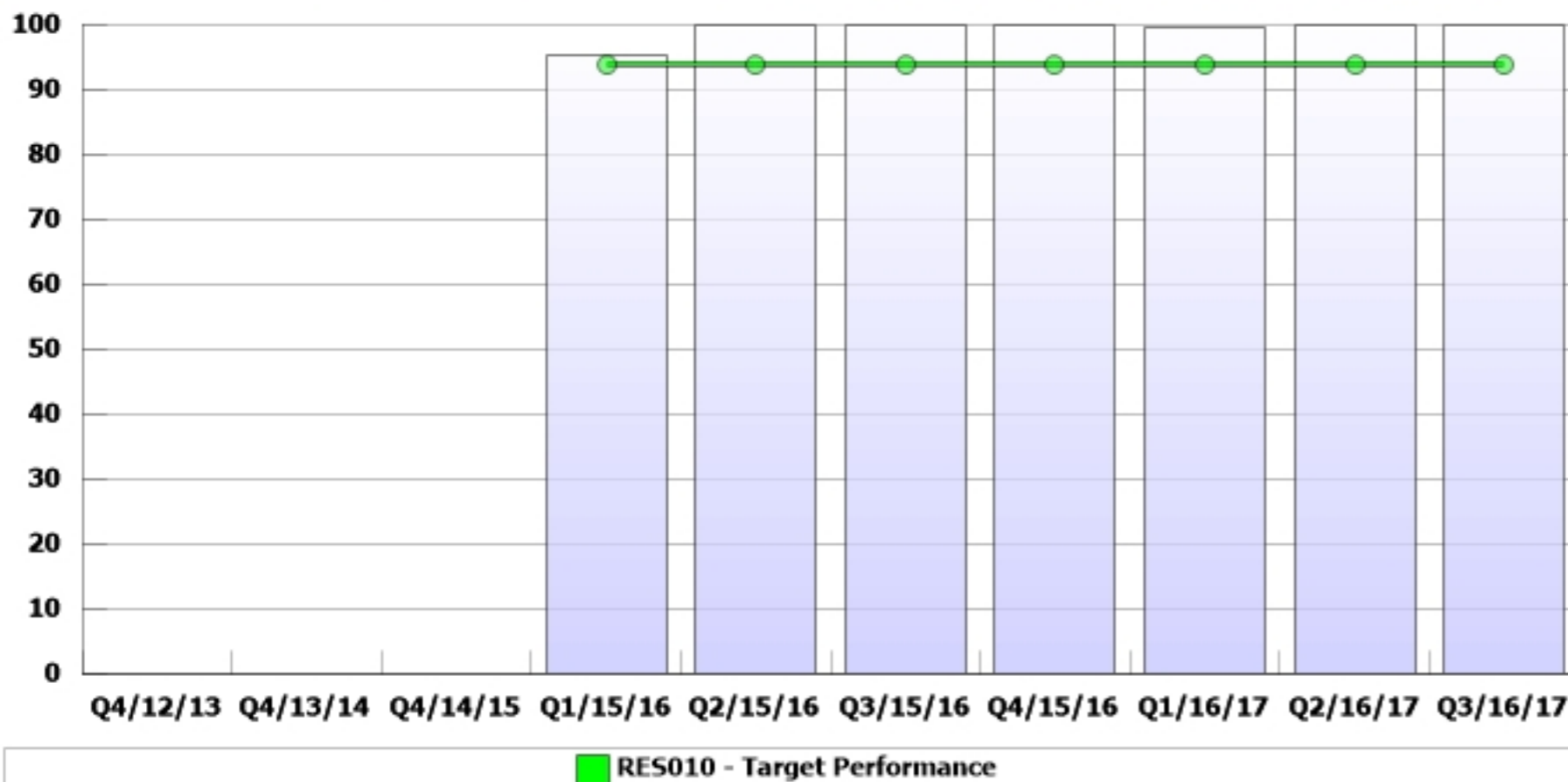


## RES010 Are customer needs being met by the main Corporate Websites not having broken links?

**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](mailto:performance@eppingforestdc.gov.uk) or by telephone on 01992 564042.

### Current and previous quarters performance



Quarter	Target	Actual
Q3/16/17	95.00%	100.00%
Q2/16/17	95.00%	100.00%
Q1/16/17	95.00%	99.89%
Q4/15/16	94.10%	100.00%
Q3/15/16	94.10%	100.00%

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):

(Q3 2016/17) - target is 95%. Actual is 100%, there were no broken links on 892 pages on main website.

### Corrective action proposed (if required):

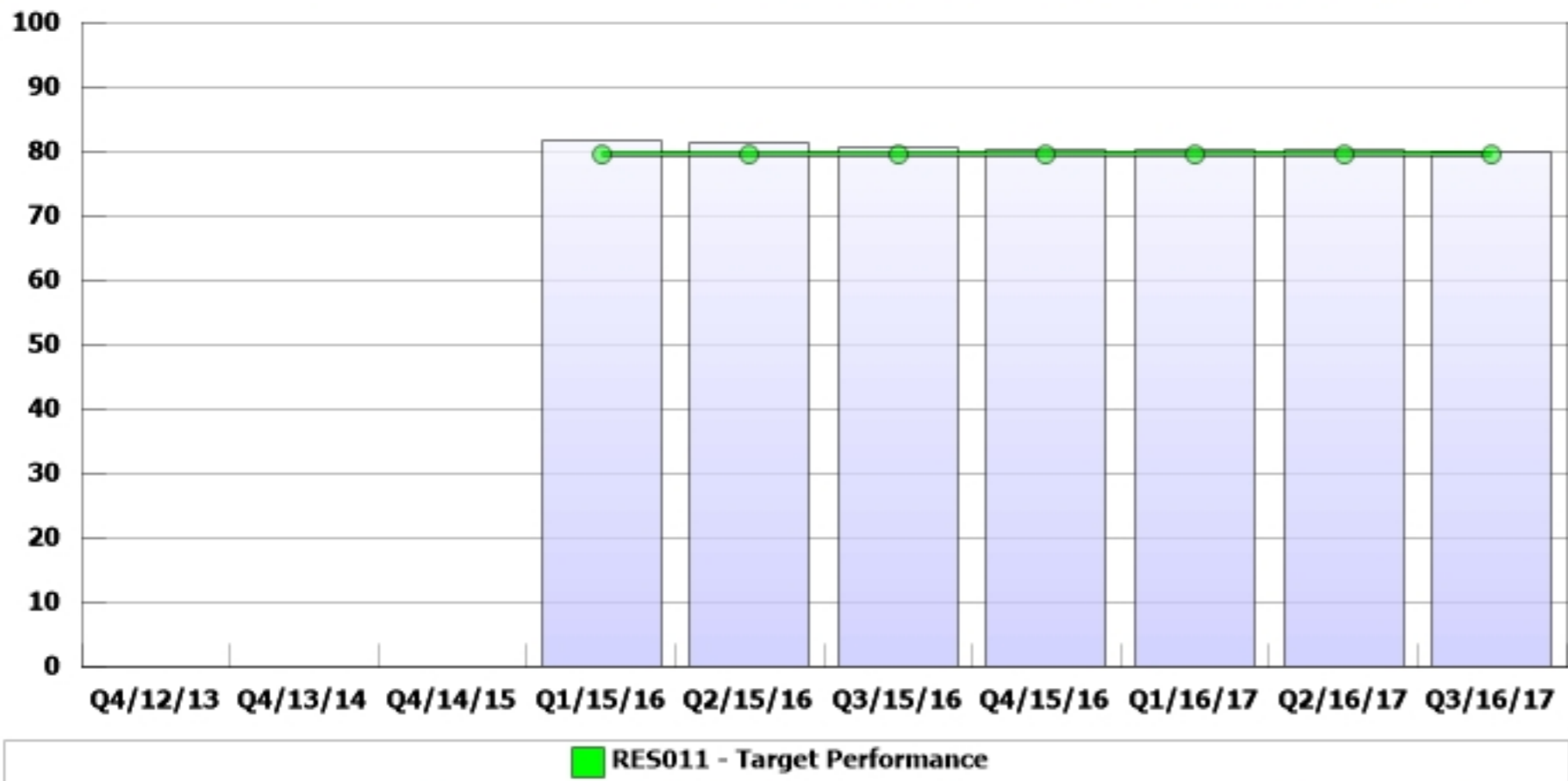
None.

# 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	Status
Q3/16/17	79.90%	80.34%	✓
Q2/16/17	79.90%	80.42%	✓
Q1/16/17	79.90%	80.51%	✓
Q4/15/16	79.90%	80.66%	✓
Q3/15/16	79.90%	81.04%	✓

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):

(Q3 2016/17) - target of 79.90% actual 80.34%.

### Corrective action proposed (if required):

None.