

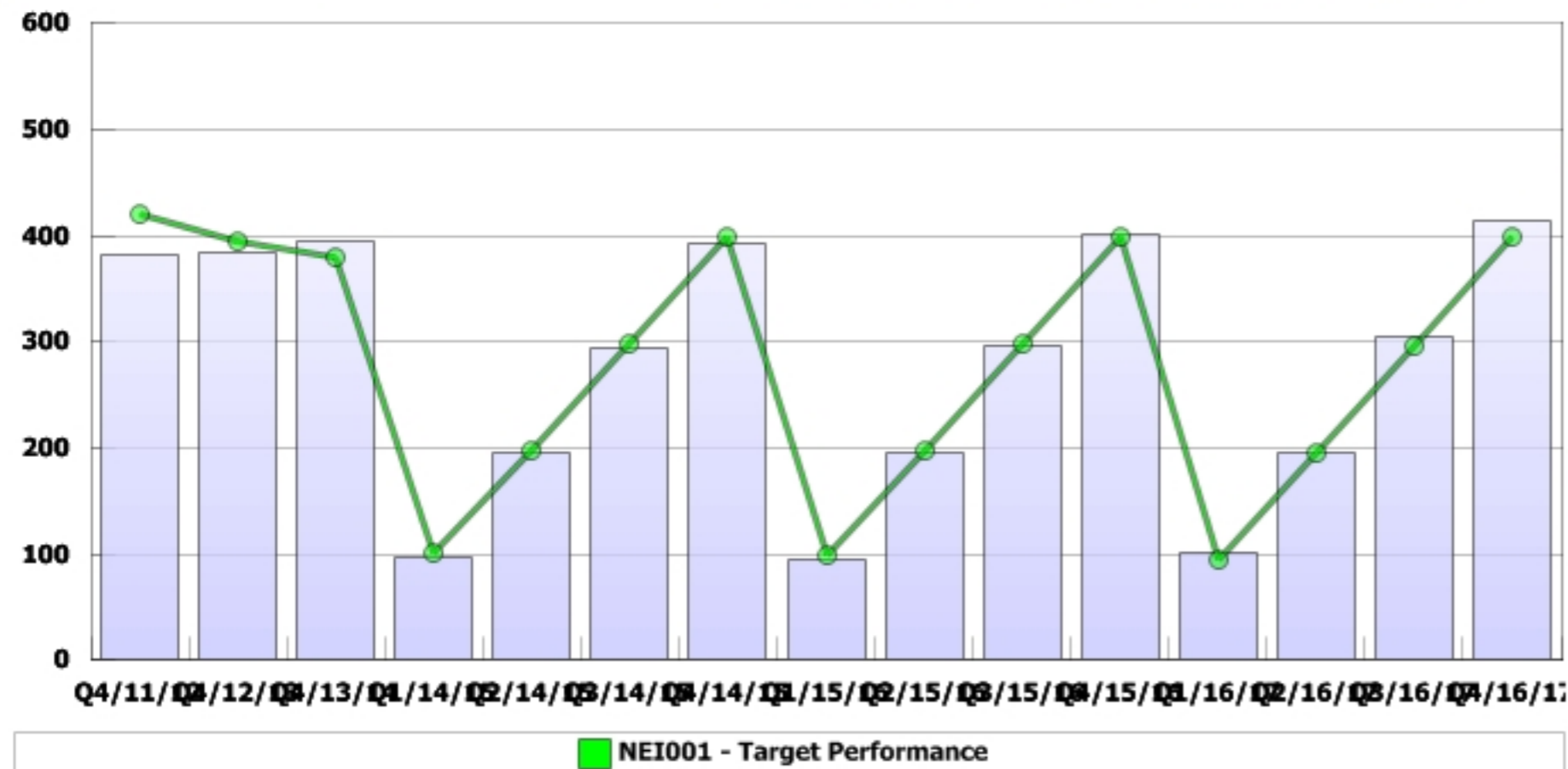
Quarterly Indicators		Quarter 1			Quarter 2			Quarter 3			Quarter 4			Is year-end target likely to be achieved?
		Tgt	Actual		Tgt	Actual		Tgt	Actual		Tgt	Actual		
Communities Quarterly KPIs														
COM001	(Housing rent) (%)	99.00%	101.59%	🟢	99.00%	100.13%	🟢	99.00%	100.07%	🟢	99.00%	100.3...	🟢	Yes
COM002	(Void re-lets) (days)	37	49	🔴	37	42	🔴	37	39	🔴	37	38	🟡	No
COM003	(Tenant satisfaction) (%)	98.00%	100.00%	🟢	98.00%	100.00%	🟢	98.00%	99.65%	🟢	98.00%	99.44%	🟢	Yes
COM004	(Temp. accommodation) (no.)	140	103	🟢	140	111	🟢	140	101	🟢	140	116	🟢	Yes
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	587	🔴	1,650	1,414	🔴	2,475	2,116	🔴	3,300	2,806	🔴	No
COM007	(Emergency repairs) (%)	99.00%	99.15%	🟢	99.00%	99.14%	🟢	99.00%	99.19%	🟢	99.00%	99.21%	🟢	Yes
COM008	(Responsive repairs) (days)	7.00	4.87	🟢	7.00	5.15	🟢	7.00	5.58	🟢	7.00	5.81	🟢	Yes
COM009	(Emergency repairs) (%)	98.00%	98.00%	🟢	98.00%	98.00%	🟢	98.00%	98.00%	🟢	98.00%	98.15%	🟢	Yes
COM010	(Calls to Careline) (%)	97.50%	99.90%	🟢	97.50%	99.80%	🟢	97.50%	99.80%	🟢	97.50%	99.86%	🟢	Yes
Governance Quarterly KPIs														
GOV004	(Major planning) (%)	90.00%	92.86%	🟢	90.00%	95.65%	🟢	90.00%	93.33%	🟢	90.00%	95.24%	🟢	Yes
GOV005	(Minor planning) (%)	90.00%	88.68%	🟡	90.00%	90.71%	🟢	90.00%	92.11%	🟢	90.00%	92.24%	🟢	Yes
GOV006	(Other planning) (%)	94.00%	94.69%	🟢	94.00%	95.85%	🟢	94.00%	95.43%	🟢	94.00%	94.84%	🟢	Yes
GOV007	(Appeals - officers) (%)	20.0%	21.4%	🟡	20.0%	25.0%	🔴	20.0%	27.1%	🔴	20.0%	22.2%	🔴	No
GOV008	(Appeals - members) (%)	50.0%	57.1%	🔴	50.0%	62.5%	🔴	50.0%	70.0%	🔴	50.0%	66.7%	🔴	No
Neighbourhoods Quarterly KPIs														
NEI001	(Non-recycled waste) (kg)	95	101	🔴	196	195	🟢	296	306	🟡	400	415	🟡	No
NEI003	(Litter) (%)	8%	8%	🟢	8%	8%	🟢	8%	9%	🟡	8%	6%	🟢	Yes
NEI004	(Detritus) (%)	10%	10%	🟢	10%	9%	🟢	10%	9%	🟢	10%	4%	🟢	Yes
NEI005	(Neighbourhood issues) (%)	95.50%	98.82%	🟢	95.50%	99.16%	🟢	95.50%	98.80%	🟢	95.50%	98.79%	🟢	Yes
NEI006	(Fly-tip investigations) (%)	92.00%	99.39%	🟢	92.00%	99.01%	🟢	92.00%	98.63%	🟢	92.00%	98.08%	🟢	Yes
NEI007	(Fly-tip: contract) (%)	90.00%	93.72%	🟢	90.00%	91.74%	🟢	90.00%	91.51%	🟢	90.00%	91.91%	🟢	Yes
NEI008	(Fly-tip: non-contract) (%)	90.00%	94.67%	🟢	90.00%	95.22%	🟢	90.00%	94.24%	🟢	90.00%	94.11%	🟢	Yes
NEI009	(Noise investigations) (%)	90.00%	88.76%	🔴	90.00%	90.95%	🟢	90.00%	92.38%	🟢	90.00%	92.22%	🟢	Yes
NEI010	(Increase in homes) (no.)	41	23	🔴	69	68	🟡	87	114	🟢	230	131	🔴	Yes
NEI011	(Commercial rent arrears) (%)	2.5%	2.0%	🟢	2.5%	2.0%	🟢	2.5%	1.8%	🟢	2.5%	1.8%	🟢	Yes
NEI012	(Commercial premises let) (%)	98.00%	98.89%	🟢	98.00%	98.15%	🟢	98.00%	97.42%	🟡	98.00%	97.79%	🟡	Yes
NEI013	(Waste recycled) (%)	30.00%	22.00%	🔴	30.00%	26.09%	🔴	30.00%	25.00%	🔴	30.00%	26.93%	🔴	No
NEI014	(Waste composted) (%)	30.00%	37.64%	🟢	30.00%	35.00%	🟢	30.00%	33.15%	🟢	30.00%	30.32%	🟢	Yes
Resources Quarterly KPIs														
RES001	(Sickness absence) (days)	1.90	1.50	🟢	3.64	2.98	🟢	5.24	5.03	🟢	7.50	6.71	🟢	Yes
RES002	(Invoice payments) (%)	97%	98%	🟢	97%	97%	🟢	97%	97%	🟢	97%	96%	🔴	No
RES003	(Council Tax collection) (%)	27.27%	27.61%	🟢	51.99%	52.65%	🟢	77.09%	78.00%	🟢	97.00%	98.00%	🟢	Yes
RES004	(NNDR Collection) (%)	28.48%	28.83%	🟢	53.46%	53.25%	🟡	78.67%	78.02%	🔴	97.70%	97.75%	🟢	Yes
RES005	(New benefit claims) (days)	22.00	21.28	🟢	22.00	22.72	🟡	22.00	21.98	🟢	22.00	21.83	🟢	Yes
RES006	(Benefits changes) (days)	6.00	6.91	🟡	6.00	7.62	🔴	6.00	7.69	🔴	6.00	4.77	🟢	Yes
RES009	(Website Availability) (%)	99.60%	99.82%	🟢	99.60%	99.89%	🟢	99.60%	99.73%	🟢	99.60%	99.79%	🟢	Yes
RES010	(Website Broken Links) (%)	95.00%	99.89%	🟢	95.00%	100.00%	🟢	95.00%	100.00%	🟢	95.00%	97.70%	🟢	Yes
RES011	(Website Navigation) (%)	79.90%	80.51%	🟢	79.90%	80.42%	🟢	79.90%	80.34%	🟢	79.90%	80.42%	🟢	Yes

NEI001 How much non-recycled waste was collected for every household in the district?

Additional Information: This indicator supports reductions in the amount of residual waste collected, through less overall waste and more reuse, recycling and composting. Quarterly targets and performance details for this indicator are measured in kilograms per household, and 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
Q4/16/17	400	415	✗
Q3/16/17	296	306	✗
Q2/16/17	196	195	✓
Q1/16/17	95	101	✗
Q4/15/16	400	402	✗

Annual Target: 2016/17 - 400kg
 Target: 2015/16 - 400kg
 Indicator of good performance: A lower waste figure 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 2016/17) - Going on the previous 2 years we may need to revise this figure upwards

Corrective action proposed (if required):

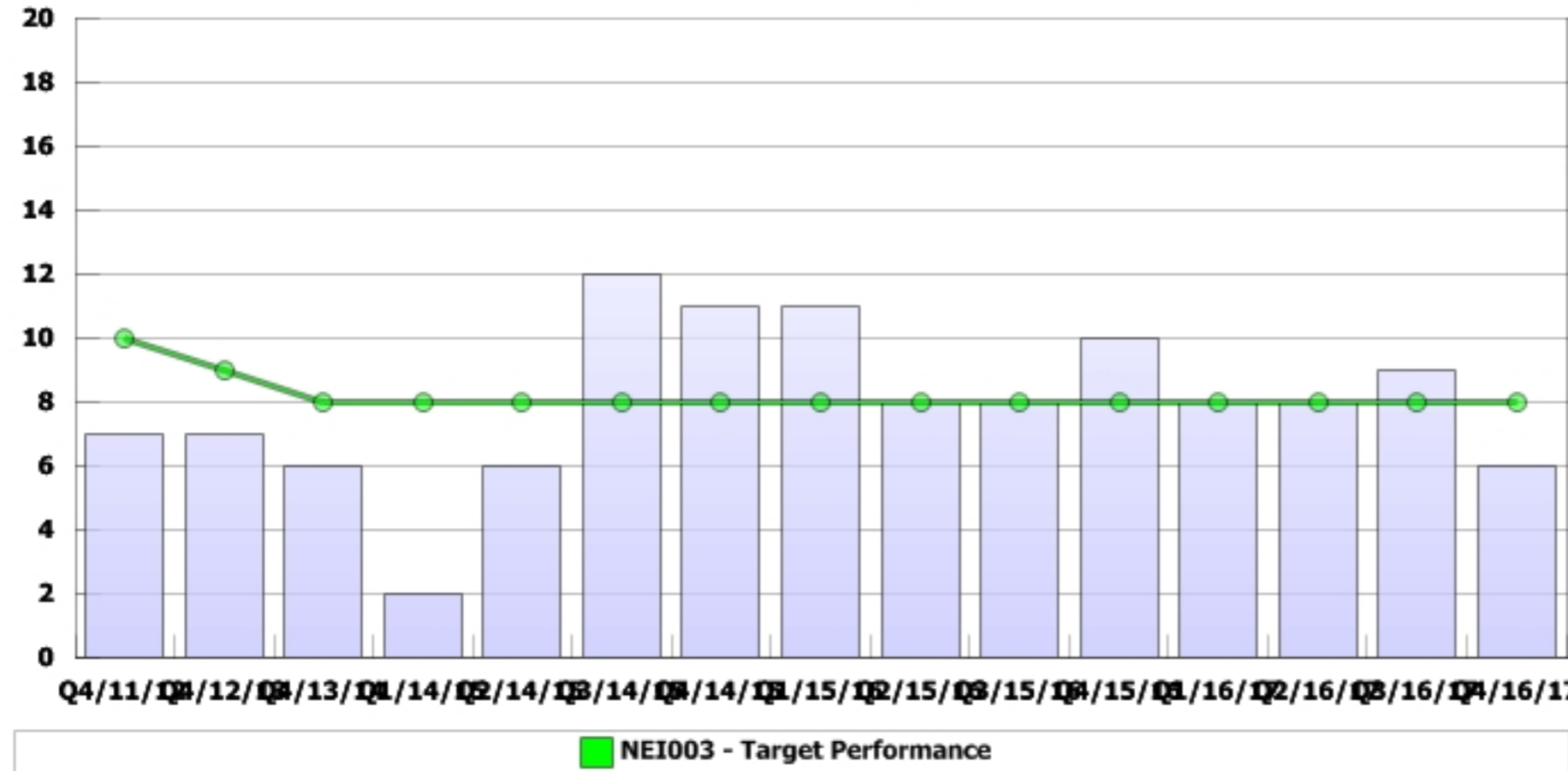
(Q4 2016/17) - There maybe nothing that can be done as residual tonnages are rising in the country despite high levels of recycling which are falling. The government maybe looking at changing national targets from from recycling to waste minimization.

NEI003 What percentage of our district had unacceptable levels of litter?

Additional Information: This indicator seeks to reduce unacceptable levels of litter. Performance is based on surveys of prescribed sites carried out over four quarterly periods each year, and represents the percentage of relevant land with deposits of litter which exceed the acceptable level.

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
Q4/16/17	8%	6%	✓
Q3/16/17	8%	9%	✗
Q2/16/17	8%	8%	✓
Q1/16/17	8%	8%	✓
Q4/15/16	8%	10%	✗

Annual 2016/17 - 8%
 Target: 2015/16 - 8%

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 2016/17) - We will need to see if this can be maintained into the future and keep within targets.

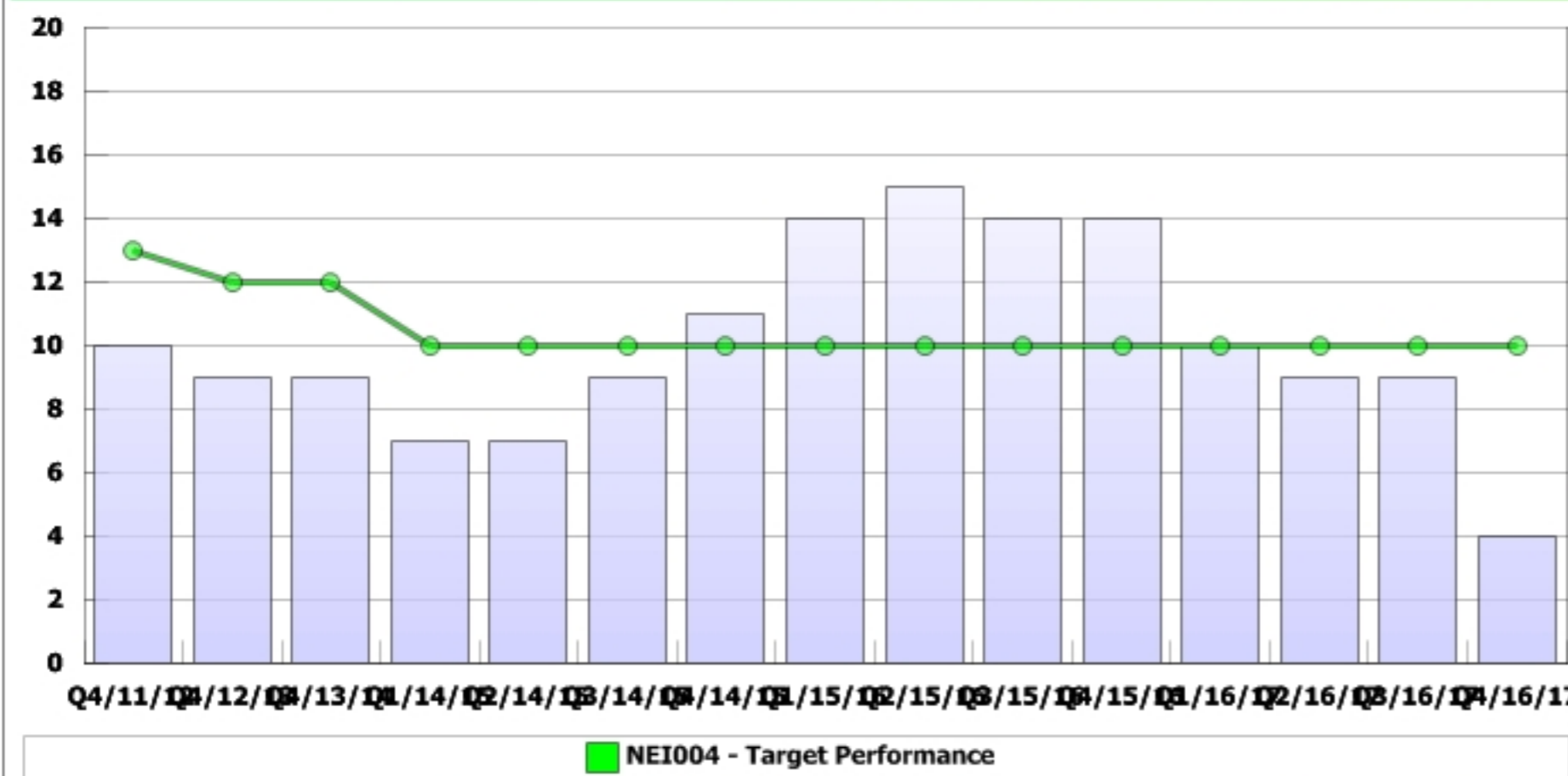
Corrective action proposed (if required):

NEI004 What percentage of our district had unacceptable levels of detritus (dust, mud, stones, rotted leaves, glass, plastic etc.)?

Additional Information: This indicator seeks to reduce unacceptable levels of detritus. Performance is based on surveys of prescribed sites carried out over the four quarterly periods each year, and represents the percentage of relevant land with deposits of detritus which exceed the acceptable level.

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
Q4/16/17	10%	4%	✓
Q3/16/17	10%	9%	✓
Q2/16/17	10%	9%	✓
Q1/16/17	10%	10%	✓
Q4/15/16	10%	14%	✗

Annual Target: 2016/17 - 10%
 Target: 2015/16 - 10%
 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 2016/17) - Performance is now becoming more consistent - further joint work is planned to consolidate performance

Corrective action proposed (if required):

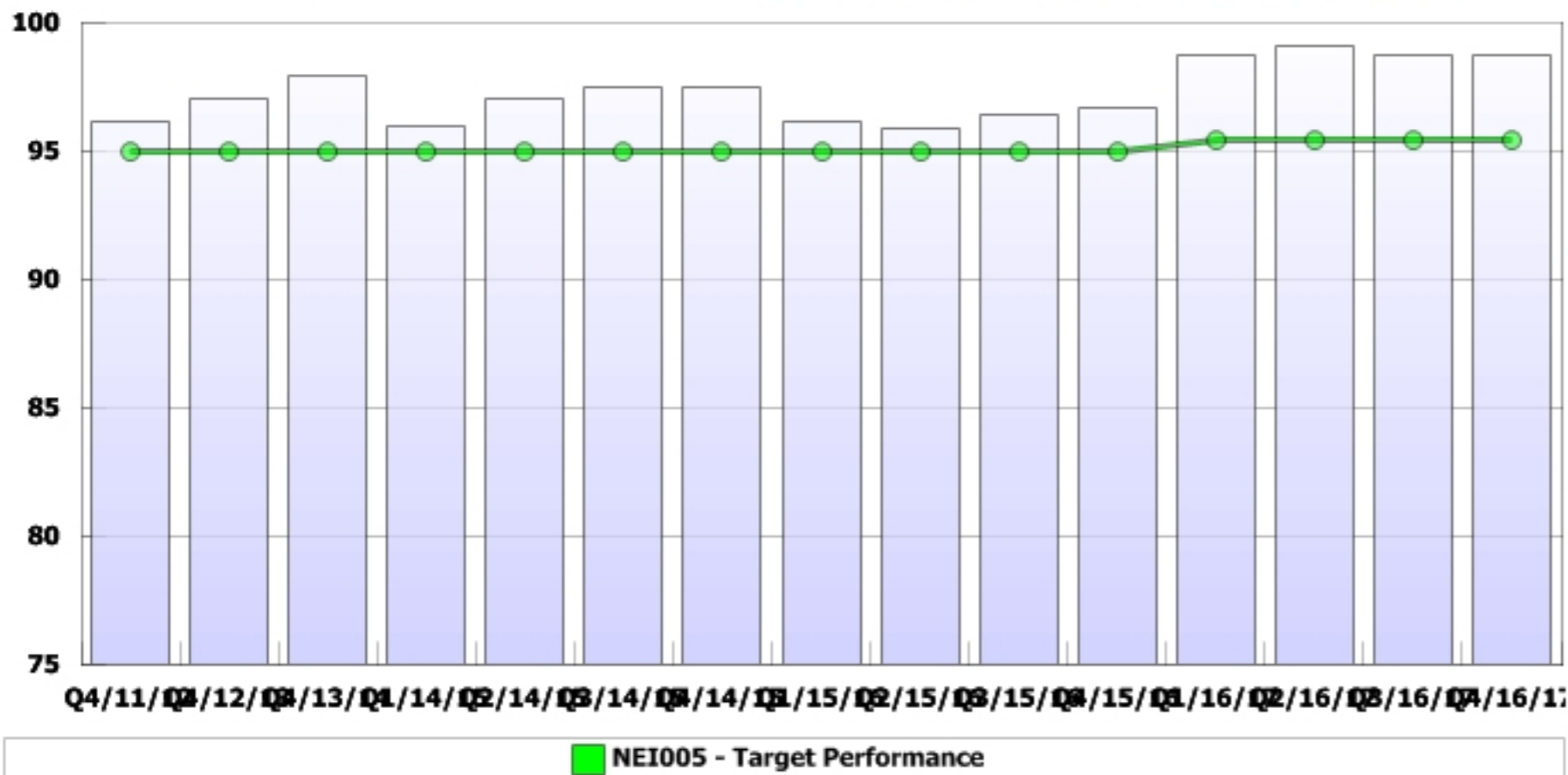
(Q4 2016/17) -

NEI005 What percentage of the issues and complaints received by the Environment & Neighbourhoods Team received an initial response within 3 days?

Additional Information: Dealing with 'enviro-crime' is a key element of the 'Safer, Cleaner, Greener' initiative, and this indicator measures the percentage of issues raised and complaints received by the Environment and Neighbourhoods Team that are responded to within three 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
Q4/16/17	95.50%	98.79%
Q3/16/17	95.50%	98.80%
Q2/16/17	95.50%	99.16%
Q1/16/17	95.50%	98.82%
Q4/15/16	95.00%	96.78%

Annual Target: 2016/17 - 95.50%
2015/16 - 95.00%

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):

(Q4 2016/17) Target achieved. 5403 out of 5469 issues and complaints received an initial response within 3 working days

Corrective action proposed (if required):

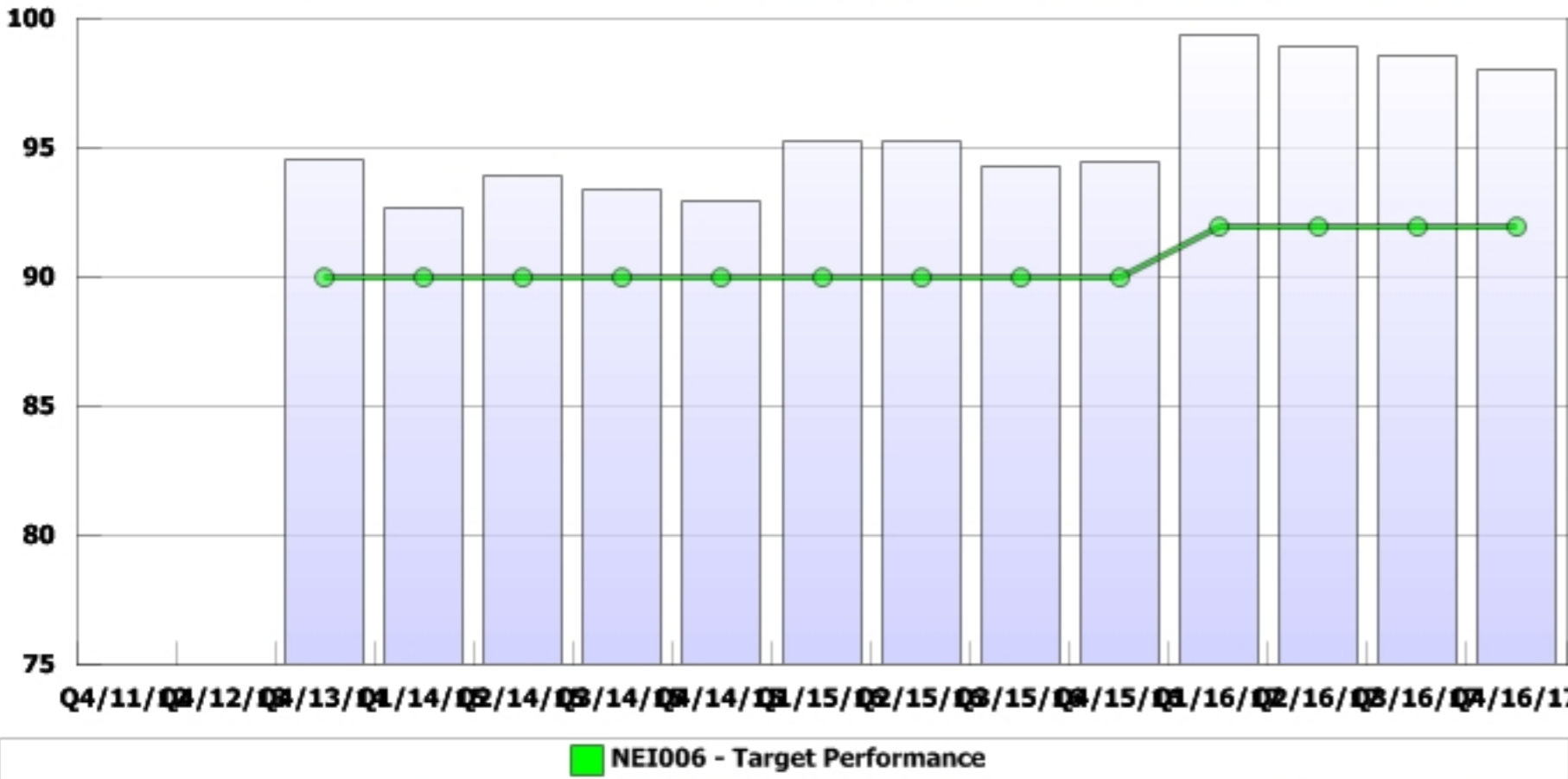
None

NEI006 What percentage of the recorded incidences of fly-tipping are investigated within 3 working days of being recorded?

Additional Information: The Team register all fly-tipping incidents reported or found on public and private land in the district. Incidents that may have evidence that can lead to the source of the waste are investigated, subject to resources and priorities at that time. Clearance is delayed until investigated (unless there are other factors that require the waste to be cleared immediately).

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
Q4/16/17	92.00%	98.08%	↑
Q3/16/17	92.00%	98.63%	↑
Q2/16/17	92.00%	99.01%	↑
Q1/16/17	92.00%	99.39%	↑
Q4/15/16	90.00%	94.54%	↑

Annual Target: 2016/17 - 92.00%
 Target: 2015/16 - 90.00%

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):

(Q4 2016/17) Target achieved 512 of 522 incidents of fly-tipping that were investigated in this period were within 3 working days of the fly-tip being recorded.

Corrective action proposed (if required):

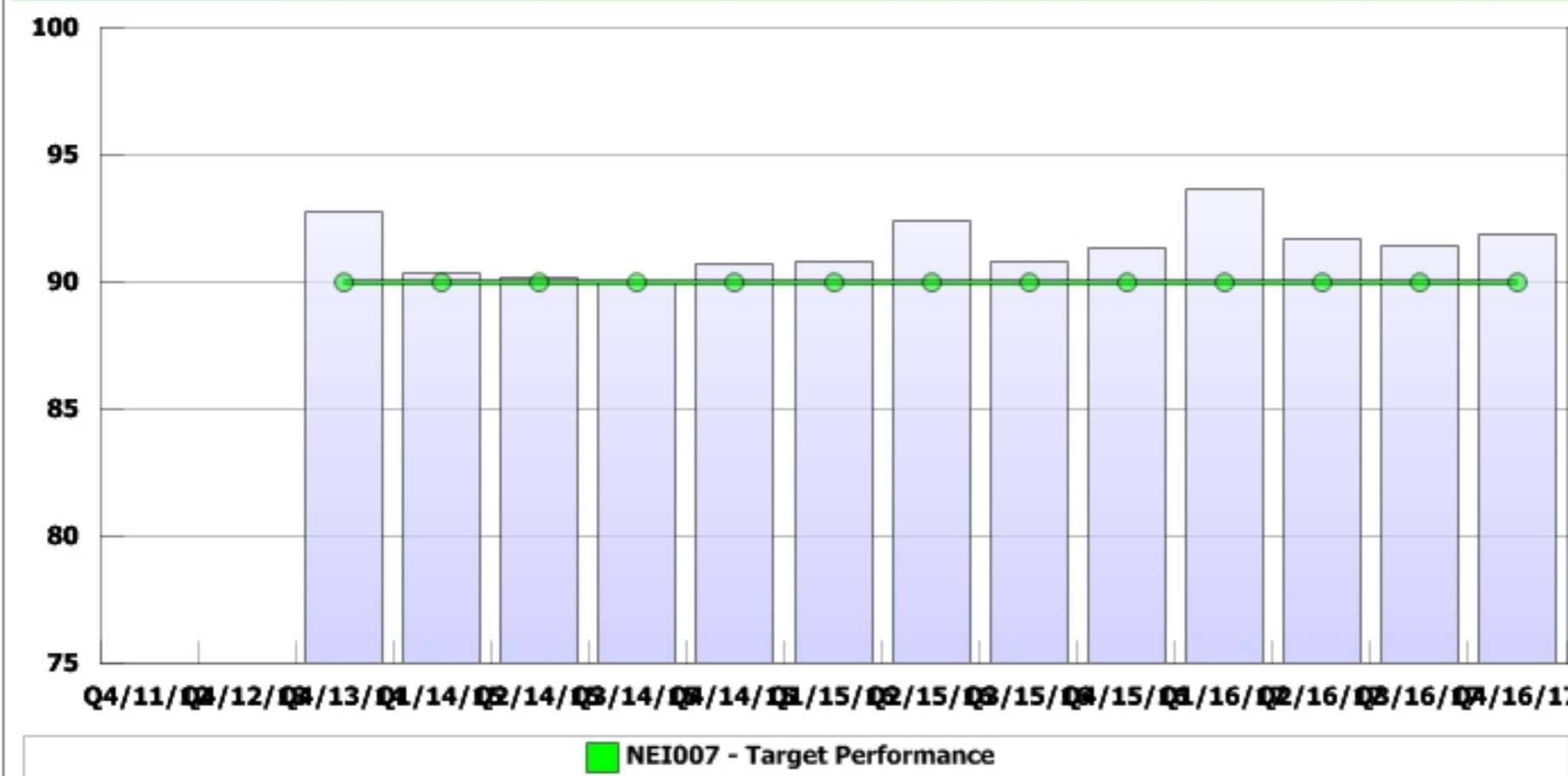
None

NEI007 What percentage of the recorded incidences of fly-tipping (contract cleared) are removed within 5 working days of being recorded?

Additional Information: This indicator specifically considers fly-tip incidents which occur on land which the council is responsible for clearing and which can be cleared under the existing waste contract.

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
Q4/16/17	90.00%	91.91%
Q3/16/17	90.00%	91.51%
Q2/16/17	90.00%	91.74%
Q1/16/17	90.00%	93.72%
Q4/15/16	90.00%	91.38%

Annual Target: 2016/17 - 90.00%
 Target: 2015/16 - 90.00%
 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):

(Q4 2016/17) Target achieved. 932 of 1014 (91.91%) incidents were cleared under the waste contract within the target of 5 working days.

Corrective action proposed (if required):

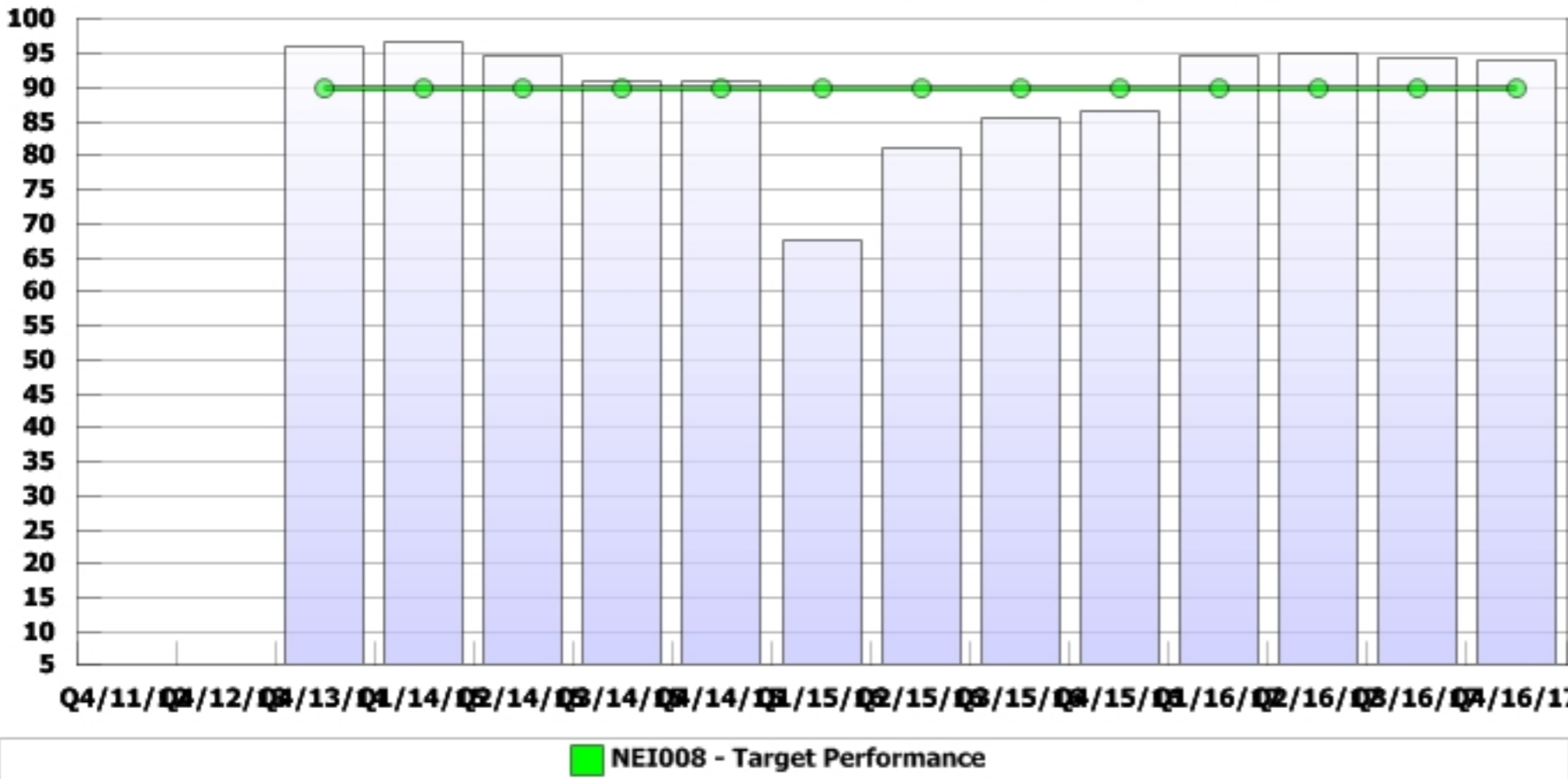
None

NEI008 What percentage of the recorded incidences of fly-tipping (variation order / non-contract) are removed within 10 working days of being recorded?

Additional Information: This indicator specifically considers fly-tip incidents which occur on land which the council is responsible for clearing and which require an additional variation order or other non-contract clearance.

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
Q4/16/17	90.00%	94.11%	✓
Q3/16/17	90.00%	94.24%	✓
Q2/16/17	90.00%	95.22%	✓
Q1/16/17	90.00%	94.67%	✓
Q4/15/16	90.00%	86.49%	✗

Annual Target: 2016/17 - 90.00%
 Target: 2015/16 - 90.00%

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):

(Q4 2016/17) The target has been achieved. 895 incidents were cleared within 10 working days, out of 951 incidents = 94.11%

Corrective action proposed (if required):

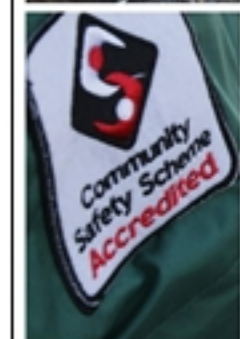
None

NEI009 What percentage of out of hours (OOH) noise complaints are responded to within 15 minutes?

Additional Information: The callout service for noise complaints is 24 hours (restricted emergency service after 00:00 and before 13:00 at the weekend). Calls are recorded by the Council's stand-by officer and passed to the duty noise officer who telephones the complainant. A response has been made when the duty noise officer has telephoned the complainant.

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?

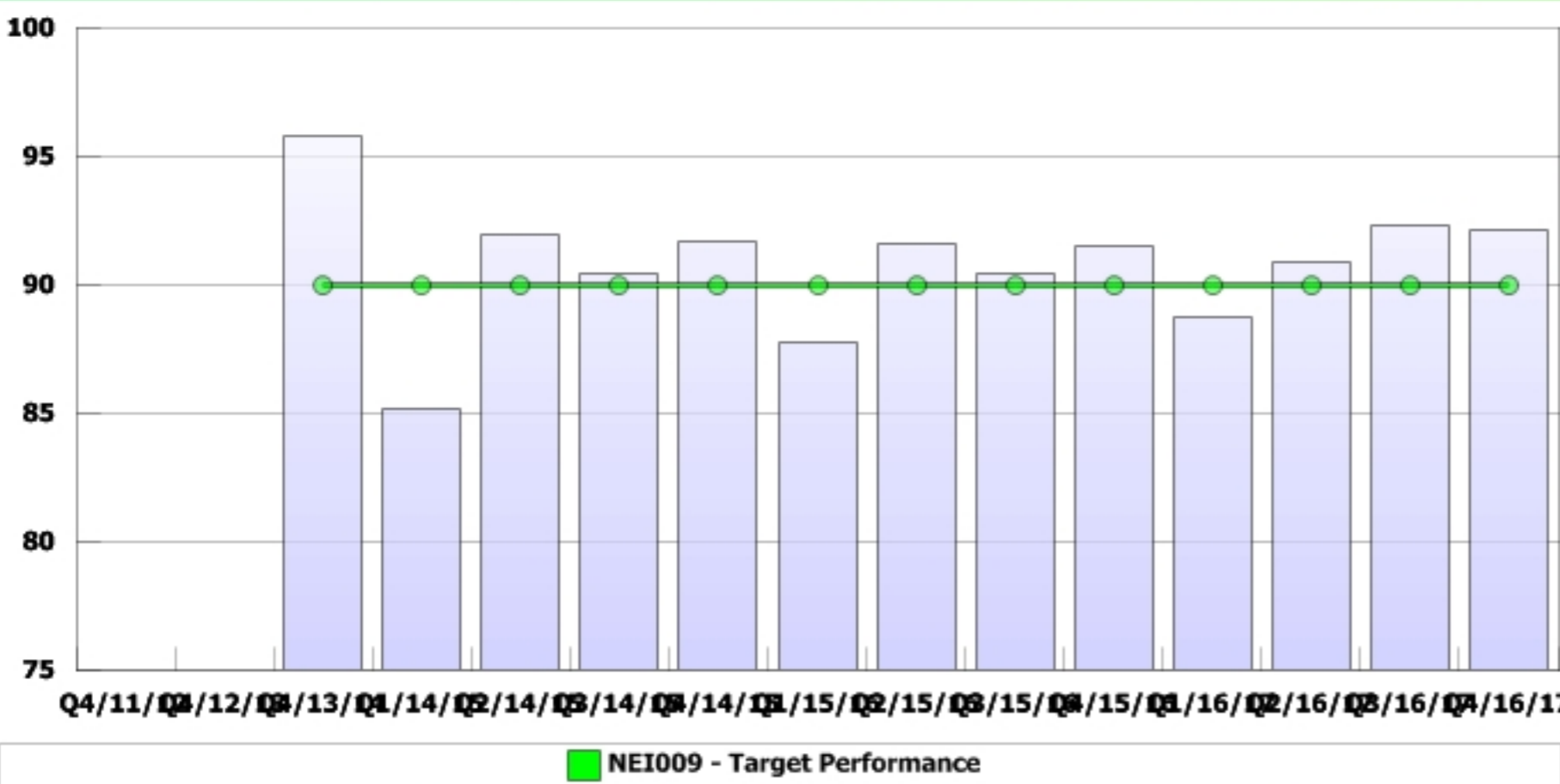
Yes

Quarter	Target	Actual	
Q4/16/17	90.00%	92.22%	<input checked="" type="checkbox"/>
Q3/16/17	90.00%	92.38%	<input checked="" type="checkbox"/>
Q2/16/17	90.00%	90.95%	<input checked="" type="checkbox"/>
Q1/16/17	90.00%	88.76%	<input checked="" type="checkbox"/>
Q4/15/16	90.00%	91.56%	<input checked="" type="checkbox"/>

Annual 2016/17 - 90.00%
Target: 2015/16 - 90.00%

Indicator of good performance:
A higher percentage is good

↑ is the direction of improvement



Comment on current performance (including context):

(Q4 2016/17) The target has been achieved.

308 of 334 calls achieved the target and received a call back within 15 minutes (92.22%).

Corrective action proposed (if required):

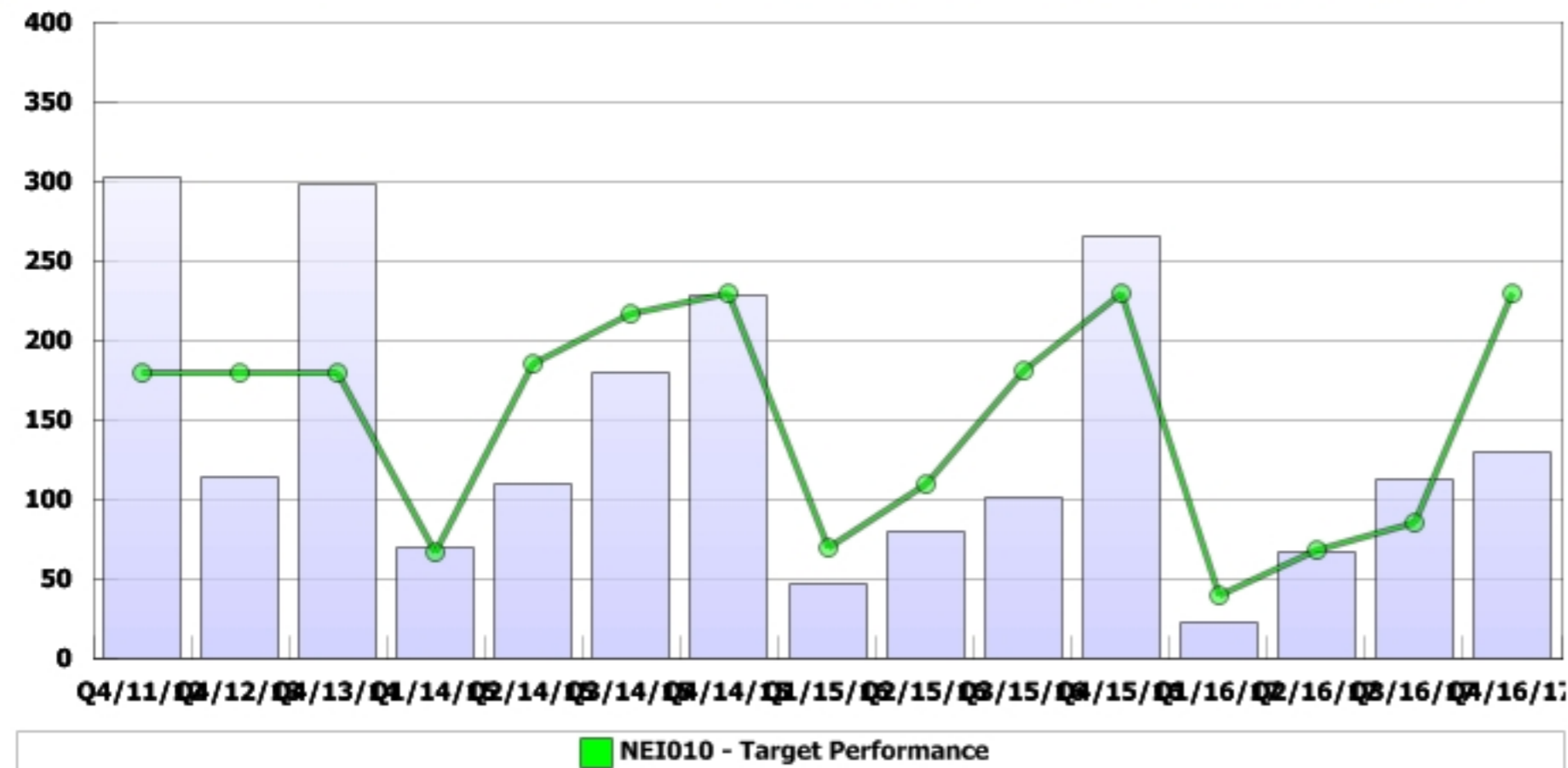
None

NEI010 What was the net increase or decrease in the number of homes in the district?

Additional Information: This indicator encourages a greater supply of new homes to address long-term housing affordability issues, and measures the net increase in dwelling stock over one year. 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
Q4/16/17	230	131
Q3/16/17	87	114
Q2/16/17	69	68
Q1/16/17	41	23
Q4/15/16	230	267

✘
✔
✘
✘
✔

Annual Target: 2016/17 - 230
 2015/16 - 230

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):

(Q4-2016/17) - As predicted the rate of housing completion at quarter 4 had not increased sufficiently to meet the annual target.

Corrective action proposed (if required):

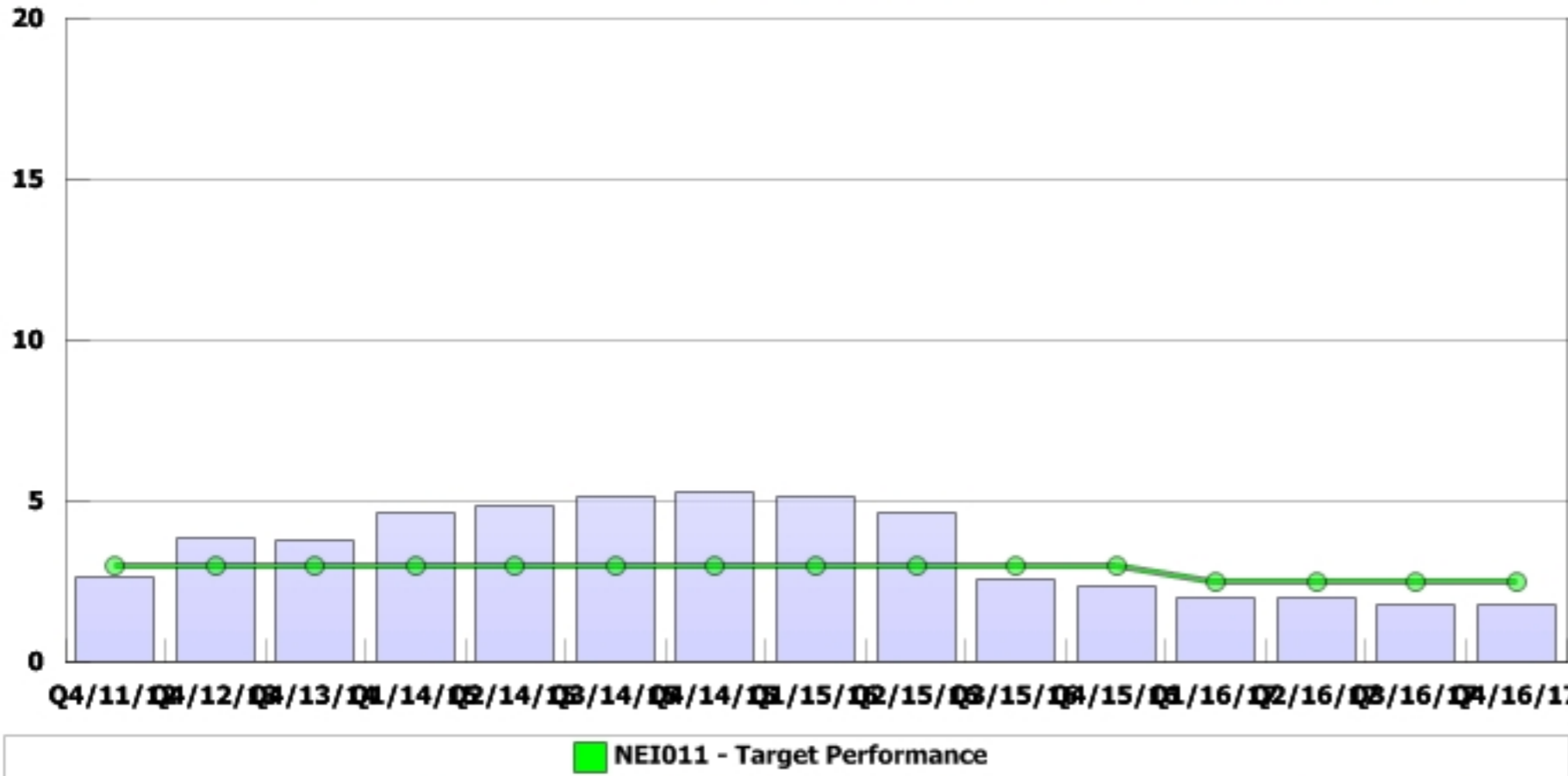
(Q4 2016/17) - None proposed at this time. It is important to note that the Council has a limited influence over housing completion figures meeting targets. Provision for future housing development made through new housing designations in the Draft Local Plan will further encourage housing completion rates in the future.

NEI011 What percentage of the rent we were due to be paid for our commercial premises was not paid?

Additional Information: This indicator is a measure of a local authority's rent collection and arrears recovery service for its property portfolio and assists in monitoring the collection of important income to the Council. Performance against this indicator is reported on a quarterly basis.

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
Q4/16/17	2.5%	1.8%	✓
Q3/16/17	2.5%	1.8%	✓
Q2/16/17	2.5%	2.0%	✓
Q1/16/17	2.5%	2.0%	✓
Q4/15/16	3.0%	2.4%	✓

Annual Target: 2016/17 - 2.5%
 Target: 2015/16 - 3.0%

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 2016/17) - target met (resulting from more proactive arrears management and legal action for persistent non-payers).

Corrective action proposed (if required):

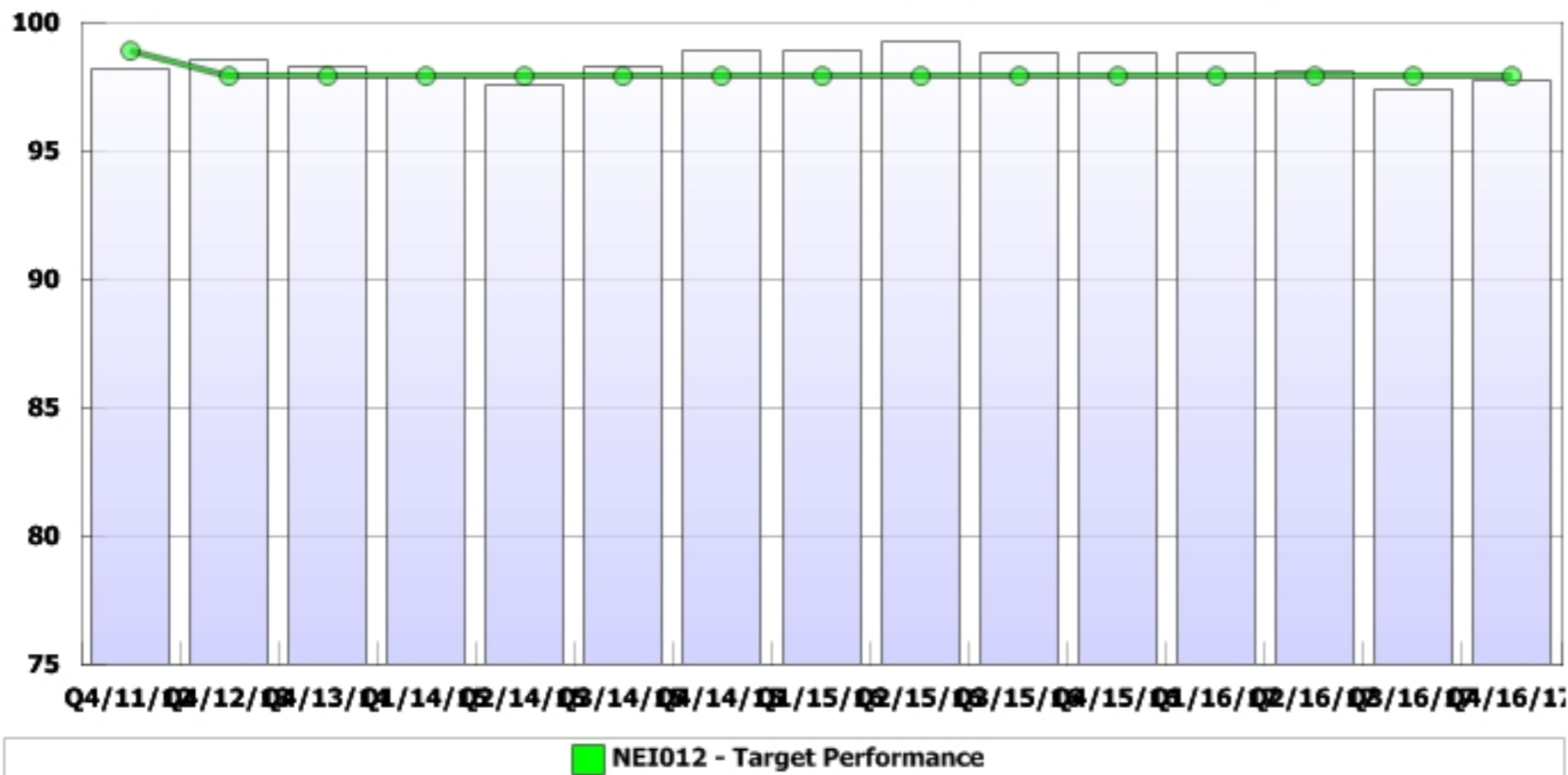
(Q4 2016/17) - continue with pro-active arrears management and timely issuing of invoices and reminders.

NEI012 What percentage of our commercial premises was let to tenants?

Additional Information: This indicator monitors the effectiveness of the local authority's asset management function and helps to monitor the vitality of the Council's commercial and industrial portfolio. Performance against this indicator is reported on a quarterly basis.

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
Q4/16/17	98.00%	97.79%	✗
Q3/16/17	98.00%	97.42%	✗
Q2/16/17	98.00%	98.15%	✓
Q1/16/17	98.00%	98.89%	✓
Q4/15/16	98.00%	98.89%	✓

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):

(Q4 2016/17) - Performance very slightly below target for this quarter. Mainly due to delay in completion of letting vacant units at The Broadway, Loughton as have required changes in planning use and also tenants vacating from 3 units in Waltham Abbey due to difficult trading conditions.

12 & 14 The Broadway, Debden, Loughton: Awaiting final drawings / spec from prospective tenant
21 The Broadway now let and trading). This was called in to Planning Committee and subject of formal process for objections.

65 The Broadway, Debden, Loughton: Santander vacated

7 & 12 Hillhouse Waltham Abbey - tenants vacated
15 Market Square Waltham Abbey - tenant vacated

Corrective action proposed (if required):

(Q4 2016/17) - Since above vacancies new terms agreed on 12-14 Broadway - currently going through planning process for change of use.

21 The Broadway, Debden, Loughton : Lease has commenced.

65 The Broadway - has been marketed and offers have come in. Currently evaluating strength of these and negotiating heads of terms.

7&12 Hillhouse Waltham Abbey - currently under offer and in legals

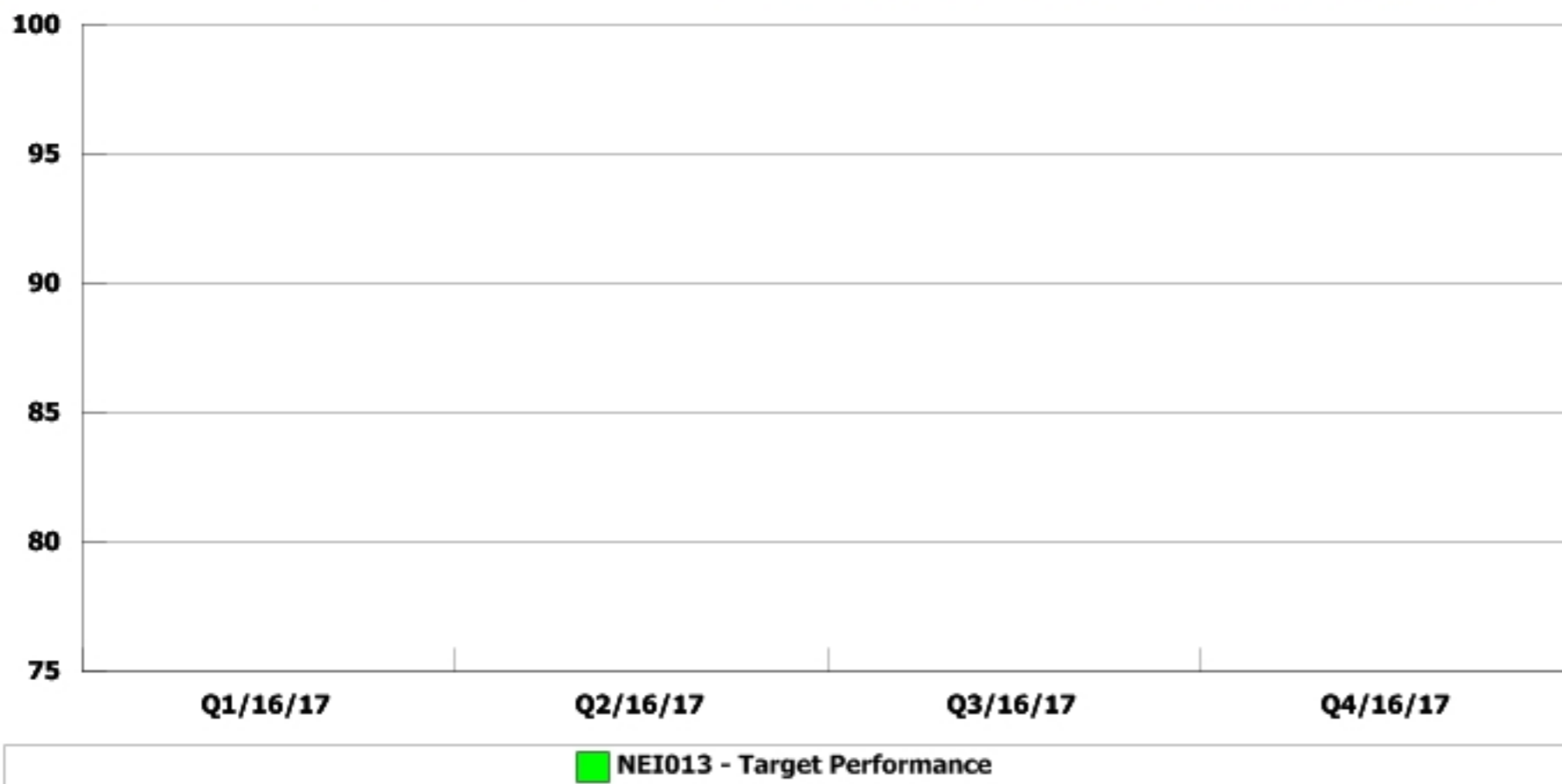
15 Market Square Waltham Abbey - currently under offer

NEI013 What percentage of all household waste was sent to be recycled or reuse?

Additional Information: This indicator supports year on year reductions in the amount of residual waste collected, and measures the percentage of household waste arisings sent for recycling or reuse.

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
Q4/16/17	30.00%	26.93%
Q3/16/17	30.00%	25.00%
Q2/16/17	30.00%	26.09%
Q1/16/17	30.00%	22.00%



Annual Target: 2016/17 - 30.0%
2015/16 - New Indicator

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?

No

Comment on current performance (including context):

(Q4 2016/17) - This is a new indicator to measure the dry recycling separately from that sent for composting or anaerobic digestion (NEI014). Targets will need to be re adjusted according to trends to get an accurate target however performance is moving in the right direction.

Corrective action proposed (if required):

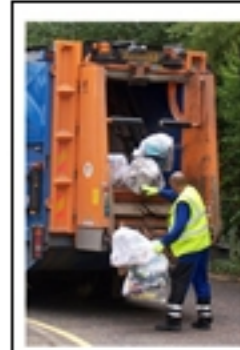
(Q4 2016/17) This is a new Indicator and is intended to focus on the dry recycling performance. It will be necessary to revise this target for next year

NEI014 What percentage of all household waste was sent to be composted or anaerobic digestion?

Additional Information: This indicator supports year on year reductions in the amount of residual waste collected, and measures the percentage of household waste arisings sent for composting or anaerobic digestion.

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

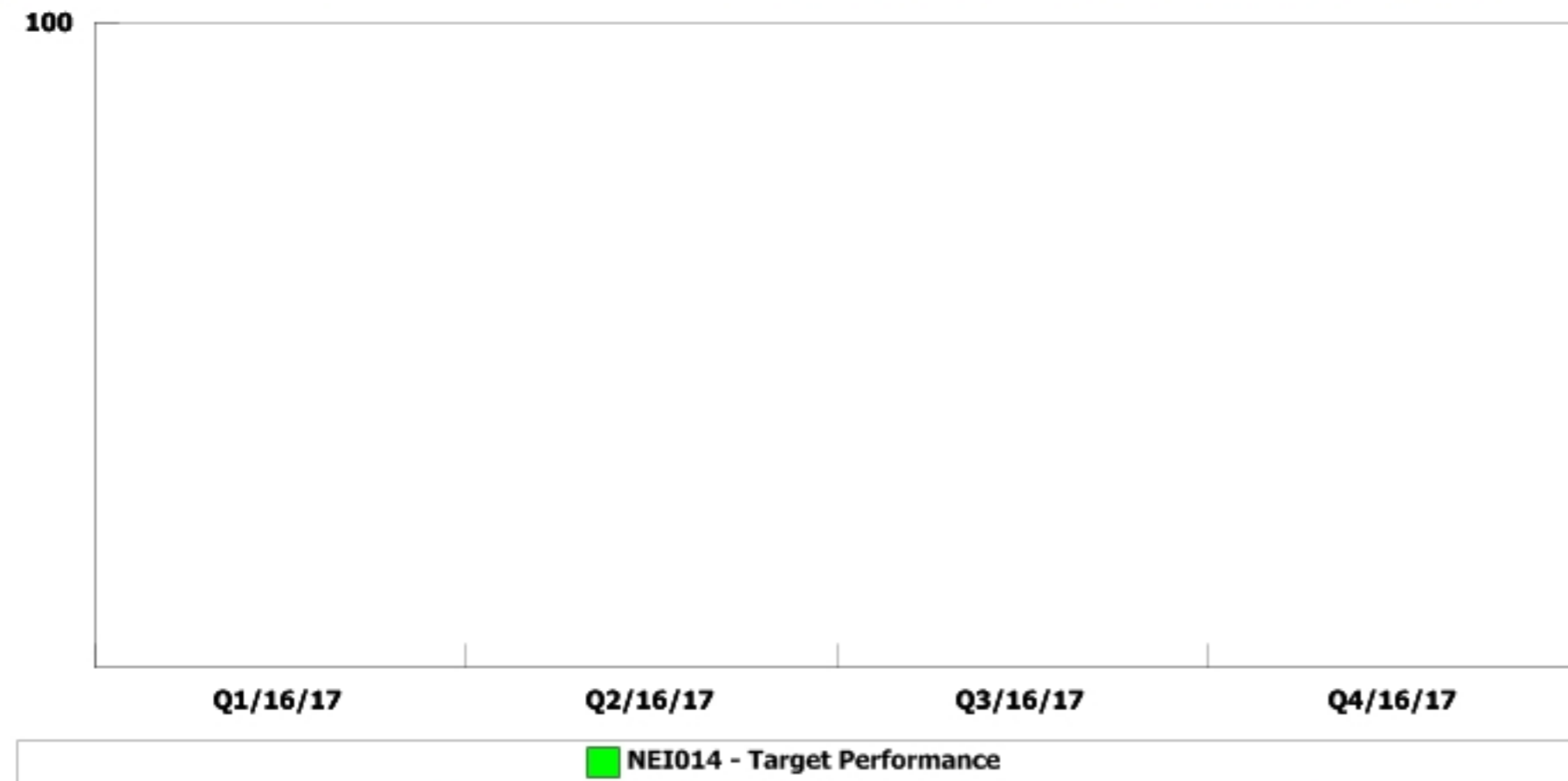


Is it likely that the target will be met at the end of the year?

Yes

Quarter	Target	Actual	
Q4/16/17	30.00%	30.32%	<input checked="" type="checkbox"/>
Q3/16/17	30.00%	33.15%	<input checked="" type="checkbox"/>
Q2/16/17	30.00%	35.00%	<input checked="" type="checkbox"/>
Q1/16/17	30.00%	37.64%	<input checked="" type="checkbox"/>

Annual 2016/17 - 30.0%
 Target: 2015/16 - New Indicator
 Indicator of good performance:
 A higher percentage is good
 ↓ is the direction of improvement



Comment on current performance (including context):

(Q4 2016/17) On projected target for time of year. The target will be revised for next year to still have a target of 60% overall but to decrease the target of NEI013 and increase NEI014

Corrective action proposed (if required):

(Q4 2016/17)
 This is a new Indicator, previously reported under the total recycling indicator, the intention is to keep track of food and garden waste recycling performance. The Indicator will vary during the course of the year depending on weather and grass growing conditions.