

Scrutiny Panel Agenda



Planning Services Scrutiny Panel Tuesday, 2nd September, 2014

You are invited to attend the next meeting of **Planning Services Scrutiny Panel**, which will be held at:

**Committee Room 1, Civic Offices, High Street, Epping
on Tuesday, 2nd September, 2014
at 7.30 pm .**

**Glen Chipp
Chief Executive**

**Democratic Services
Officer**

Mark Jenkins - Directorate of Governance
Email democraticservices@eppingforestdc.gov.uk Tel: 01992
564607

Members:

Councillors G Chambers (Chairman), Ms Y Knight (Vice-Chairman), D Dorrell, H Kauffman, Mrs M McEwen, B Sandler, Ms G Shiell, B Surtees, A Watts and D Wixley

SUBSTITUTE NOMINATION DEADLINE:

18:30

1. APOLOGIES FOR ABSENCE

2. SUBSTITUTE MEMBERS

(Assistant to the Chief Executive). To report the appointment of any substitute members for the meeting.

3. DECLARATIONS OF INTEREST

(Assistant to the Chief Executive). To declare interests in any items of the agenda.

In considering whether to declare a personal or a prejudicial interest under the Code of Conduct, Overview and Scrutiny members are asked to pay particular attention to paragraph 11 of the Code in addition to the more familiar requirements.

This requires the declaration of a personal and prejudicial interest in any matter before an Overview and Scrutiny Committee which relates to a decision of or action by another Committee or Sub-Committee of the Council, a Joint Committee or Joint Sub-

Committee in which the Council is involved and of which the Councillor is also a member.

Paragraph 11 does not refer to Cabinet decisions or attendance at an Overview and Scrutiny meeting purely for the purpose of answering questions or providing information on such a matter.

4. NOTES FROM THE LAST MEETING (Pages 3 - 10)

To agree the notes of the last meeting held on 8 July 2014 (attached).

5. TERMS OF REFERENCE (Pages 11 - 14)

At the last panel meeting on 8 July, Members requested amendments to their existing Terms of Reference (TOR). Attached are the current TOR and the revised version for Members approval. Any changes to the TOR will need confirmation at the Overview and Scrutiny Committee on 16 September 2014.

6. WORK PROGRAMME (Pages 15 - 18)

At the last Panel meeting on 8 July, members requested amendments to their existing Work Programme (WP). Attached are the current WP and the revised version for Members approval.

7. LOCAL PLAN - PROGRESS REPORT (Pages 19 - 22)

(Director of Neighbourhoods) To consider the attached report.

8. THE LONDON INFRASTRUCTURE DELIVERY PLAN (Pages 23 - 26)

(Director of Neighbourhoods) To consider the attached report.

9. PROGRESS REPORT ELECTRONIC INFORMATION SYSTEMS FOR DEVELOPMENT MANAGEMENT - GOVERNANCE DIRECTORATE 2014-15 (Pages 27 - 32)

(Director of Governance) To consider the attached report and appendix.

10. KEY PERFORMANCE INDICATORS 2014/15 - QUARTER 1 PERFORMANCE (Pages 33 - 74)

(Director of Governance) To consider the attached report and appendix.

11. ANY OTHER BUSINESS

12. DATES OF FUTURE MEETINGS

The next programmed meeting of the panel is on Tuesday 9 December 2014 at 7.30p.m. in Committee Room 1 and thereafter on:

- Tuesday 14 April 2015

**EPPING FOREST DISTRICT COUNCIL
NOTES OF A MEETING OF PLANNING SERVICES SCRUTINY PANEL
HELD ON TUESDAY, 8 JULY 2014
IN COMMITTEE ROOM 1, CIVIC OFFICES, HIGH STREET, EPPING
AT 7.32 - 8.45 PM**

Members Present: G Chambers (Chairman), Ms Y Knight (Vice-Chairman), K Chana, D Dorrell, B Sandler, Ms G Shiell, B Surtees, A Watts and D Wixley

Other members present: R Bassett, J Philip and G Waller

Apologies for Absence: Ms S Watson

Officers Present D Macnab (Director of Neighbourhoods), N Richardson (Assistant Director (Development Management)) and M Jenkins (Democratic Services Assistant)

1. SUBSTITUTE MEMBERS

It was noted that Councillor K Chana was substituting for Councillor S Watson.

2. DECLARATIONS OF INTEREST

There were no declarations of interest made pursuant to the Council's Code of Conduct.

3. COUNCILLOR J WYATT - FORMER PLANNING SERVICES SCRUTINY PANEL CHAIRMAN

The Chairman paid tribute to the work of the former Chairman of this Panel, Councillor J Wyatt, who had not sought re-election for his seat in the May elections.

4. NOTES FROM THE LAST MEETING

RESOLVED:

That the notes of the last Panel meeting, held on 10 September 2013, be agreed.

5. TERMS OF REFERENCE

The Panel supported amending its Terms of Reference. It was suggested that the following should be recommended to the Overview and Scrutiny Committee:

Item (1) (a) Reviewing measures taken to improve performance standards and monitoring

The panel recommended retaining this item.

(b) Benchmarking of Services

Members recommended removing this item as it referred to an earlier period in the Panel's history.

(c) Other reviews

This item should be retained.

Item (2) The consideration and review of Business Processes, Value for Money and Staffing

This item should be deleted with a proviso that Value for Money could be discussed.

Item (3) Monitoring the delivery of the Local Plan

This item should be retained.

Item (4) Monitoring the Electronic Document Management System

This item should be retained and amended to electronic information system.

Item (5) Resource implications arising out of the topics under review and advise the Cabinet for inclusion in the budget process

This item should be retained.

Item (6) Reporting to the Overview and Scrutiny Committee at appropriate intervals on the above, and reporting to the Overview and Scrutiny Committee, Cabinet and the Council with recommendations on matters allocated to the Panel as appropriate

This item should be retained.

Members requested that two extra items would be needed under Terms of Reference regarding responding to planning consultations and receiving feedback from the Chair and Vice Chair of Development Control meetings.

The Panel also requested an item to cover review of the Business Plans for Development Control within the Directorate of Governance and Forward Planning within the Directorate of Neighbourhoods.

Officers advised that the Terms of Reference needed referral to the Overview and Scrutiny Committee for approval.

RECOMMENDED:

That the suggested amendments to the Panel's Terms of Reference be recommended to the Overview and Scrutiny Committee.

6. WORK PROGRAMME

The Panel considered their Work Programme as follows:

(a) Item 1 Consider and Review Measures taken to Improve Performance within Development Management.

The Panel would review five Key Performance Indicators.

(b) Item 2 Consider and review Value for Money and any resource implications.

The Panel recommended removing this item.

(c) Item 3 Monitor and receive reports/updates on the delivery of the Local Plan.

This item would be retained.

(d) Item 4 Monitor and receive reports/updates on the Planning Electronic Document Management System.

A report would be submitted to the September/April meetings.

(e) Item 5 Establish whether there are any resource implications arising out of the topics under review and advise Cabinet for inclusion in the budget process each year.

Report required for December 2014.

(f) Item 6 Report to the Overview and Scrutiny Committee at appropriate intervals on the above.

The Panel recommended removal to the Panel's Terms of Reference.

(g) Item 7 Any recent meeting of the Chairman and Vice-Chairman of the Area and District Committees Invitation Panel.

The last such meeting took place in February 2013. Attempts were being made to schedule a meeting. It was felt that one should be scheduled prior to December 2014.

(h) Item 8 Receive urgent or other consultations and consider what response to give on behalf of the Council.

The Panel supported retention of this item.

(i) Item 9 S106 Agreements Monitoring Report (Annually).

The Panel received a report on this item at the meeting.

(j) Item 10 Community Infrastructure Levy (CIL)

The Panel requested that an extra item be placed on their Work Programme regarding the Community Infrastructure Levy (CIL). Following approval at the Overview and Scrutiny Committee this would be scheduled for the December 2014 Panel meeting.

These suggested amendments would require approval at the Overview and Scrutiny Committee.

The Portfolio Holder for Planning Policy advised that there would be training about the implementation of the Community Infrastructure Levy (CIL) on the evening of 31 July. At the training session, attendees would also receive an update on the Local Plan from the Council's barrister.

RECOMMENDED:

That the suggested amendments to the Panel's Work Programme be recommended to the Overview and Scrutiny Committee for approval.

7. UPDATE ON LOCAL DEVELOPMENT SCHEME

The Panel received a report from the Deputy Chief Executive regarding an Update on the Local Development Scheme.

The Localism Act 2011 made a requirement that local authorities must prepare and maintain a Local Development Scheme specifying the local development documents. The last scheme, formerly adopted by the Council in July 2013, set out the proposed programme for the preparation of the Epping Forest Local Plan. Members noted that the Council had made good progress in developing the evidence base.

Progress Made

(a) Green Belt Review

A proposed initial methodology for the Green Belt Review in the district was reported and approved by a Cabinet Committee in September 2012. Recently the inspector expected a comprehensive review of the Green Belt to be undertaken prior to any release of Green Belt land. Officers had updated the methodology extending the work already undertaken beyond the existing settlement boundaries.

(b) Other Authorities Consultation

Responses had been prepared for the recent publication of the Pre-Submission Local Plan for Uttlesford and to the Harlow Emerging Strategy and Further Options consultation.

(c) Duty to Co-operate

The Duty to Co-Operate was a key consideration of the NPPF in relation to meeting Objectively Assessed Housing Need across any Strategic Housing Market Area (SHMA). A SHMA Duty to Co-Operate Group had been established with neighbouring authorities and had widened its brief to include other cross boundary issues.

(d) Options for Growth – Transport Testing

Following a briefing with Members on using sustainability appraisal to support the development of reasonable alternative options in February 2014, officers had worked with the retained consultants to progress the development of potential options so that initial transport testing could be progressed. Officers had provided Essex County Council with the information to test three hypothetical growth options based on population projection work undertaken in July 2013.

(e) North Weald Bassett Masterplanning Exercise

The Council's Masterplanning consultants had developed a range of options for the improvement of community infrastructure in North Weald, along with the necessary growth scenarios in terms of houses and employment to deliver. Feedback from an exhibition held in North Weald in June would be fed into the final report.

(f) Economic and Employment Study

Specialist consultants had been commissioned to undertake further work on economic and employment evidence to support both the Local Plan and Economic Development Strategy.

(g) Developer Briefings

In conjunction with Harlow and East Herts Councils, Developers Briefings were held in April and May 2014, to allow those who have put forward large SLAA sites on the edge of Harlow, to set out their current thinking on their proposals. EFDC and Harlow have made a formal approach to the Advisory Team for Large Applications requesting their support in handling proposals for major sites, as part of the large Sites Infrastructure programme.

(h) Neighbourhood Plans

Moreton, Bobbingworth and the Lavers have recently consulted on their draft Neighbourhood Plan, Theydon Bois Parish had applied to be designated as a Neighbourhood Area in order to progress with a Neighbourhood Plan.

(i) Risk Register

The Risk Register for the plan had been updated as follows:

(i) Risk 1 Staff vacancies caused by resignation/long term sick/maternity leave

Staffing remained a high risk until a new structure was in place, the team were currently carrying vacancies for two planning officers, and there was a shortfall in senior officer capacity in the team. A senior planning officer departed in mid-July.

(ii) Risk 2 Compliance with changes to national policy in respect of new gypsy/traveller provision and 5 year land supply

This remained a high risk given early indication that EFDC may potentially be required to provide a number of new pitches, for Gypsies and Travellers.

(iii) Risk 3 Lack of consensus to endorse the plan so that timely decisions were made on the quantum of growth and timetable for preparation of the Local Plan

This risk had increased due to the likelihood that limited progress would be made as a result of the pre-election period.

(iv) Risk 4 Provision of evidence to show compliance with the duty to cooperate set out in the Localism Act 2011 with adjoining authorities

This risk had remained high although good progress had recently been made with Harlow and the SHMA authorities.

(v) Risk 5 Inadequate time allowed in the programme to undertake the evidence gathering on transport and flooding issues

This risk had reduced with the completion of the development of the transport model.

(vi) Risk 6 Taking all reports through the democratic process and committee cycle rather than a fast track Portfolio Holder sign off

Workshops would continue to be held for Members on contentious areas to avoid call-ins following Portfolio Holder/Cabinet decisions.

(vii) Risk 7 Inadequate budget resources for preparation of plan and commissioning of additional support

A revised budget report would be submitted to the Cabinet in July and be regularly monitored.

The Chairman asked that the timeline of the Local Plan should be communicated at every opportunity to all stake holders and confirmation was given that this would be the case.

RESOLVED:

That the report on the Update on Local Development Scheme be noted.

8. SECTION 106 ANNUAL REPORT

The Panel received a report from the Assistant Director of Governance (Development Control) regarding the Section 106 Agreement Annual Report.

Section 106 of the Town and Country Planning Act 1990 allowed a local planning authority to enter into a legally-binding agreement or planning obligation with a land owner/developer over a related issue.

Section 106 Agreements could act as a main instrument for placing restrictions on developers, requiring them to mitigate on-site and site specific impacts. Such agreements could be sought when planning conditions were inappropriate to ensure and enhance the quality of development and enable proposals that might otherwise have been refused to go ahead in a sustainable manner. Contributions may be secured by:

- (a) Work in-kind provided or constructed by the developer;
- (b) A financial payment (which may be decided using a formula); and
- (c) Transfer of land for a facility.

Performance for the Year 2013/14

Benefits negotiated through the year would provide a total of £729,218 received into the public purse. Benefits actually realised through the year had provided a total of £725,711 received into the public purse, Highway improvements at the developer's expense and funding of a fixed 1 year term Conservation Technical Officer post.

The Future

The use of S106 Agreements attached to planning permissions granted after April 2015 were to be restricted, as they were being replaced by the Community Infrastructure Levy (CIL). The adoption of the CIL required an up to date development plan and adoption after consultation and examination, before such a levy could be adopted and payment received. Monies raised under CIL could only be spent on infrastructure which included roads and other transport facilities, flood defences, schools and other education facilities, medical facilities and sporting and recreational facilities. From 6 April 2015, it would not be possible to use S106 Agreement delivery of such infrastructure items, unless it was site specific and no more than 5 S106 obligations could be pooled together for that one delivery requirement.

As part of the Local Plan the Council must consider the infrastructure necessary to accompany development. In the Local Plan this assessment of infrastructure would form the Information Delivery Plan (IDP). Once all infrastructure needed was identified, all of the existing revenue streams would then be reviewed. Once the assessment of infrastructure expenditure was carried out, the gap between the cost of future development infrastructure needed and what was currently being provided could be identified.

RESOLVED:

That the Section 106 Annual Report be noted.

9. ANY OTHER BUSINESS

The following was noted:

- (a) Members suggested that a report regarding changes to Permitted Development rights should be submitted to the Area Planning Sub-Committees; and
- (b) The Planning Policy Portfolio Holder advised that he was writing a response to the London Borough of Enfield consultation on the North East Enfield Area Action Plan – Proposed Submission Stage. Members' responses should be directed to I White, Forward Planning by 18 July.

10. DATES OF FUTURE MEETINGS

The next scheduled meetings of the Panel would be in Committee Room 1 at 7.30p.m. on 2 September 2014 and then on:

- (a) 9 December at 7.30p.m.; and
- (b) 14 April 2015 at 7.30p.m.

The Chairman advised that he would like to arrange a new Panel meeting for February 2015. Officers would schedule suggested meeting dates.

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TERMS OF REFERENCE - STANDING PANEL

Title: Planning Services

Status: Standing Panel

Terms of Reference:

1. To consider and review Measures taken to Improve Performance within the Directorate concerning;
 - a) Performance standards and monitoring,
 - b) ~~Benchmarking of Services~~
 - c) Other Reviews
2. ~~To consider and review Business Processes, Value for Money and Staffing arrangements for the Directorate focusing on;~~
 - a) ~~Development Control, Appeals and Enforcement.~~
 - b) ~~Forward Planning, Economic Development, Conservation and Trees and Landscape~~
 - c) ~~Building Control and the Planning Support Team~~
3. To monitor and receive reports/updates on the delivery of the Local Plan
4. To monitor and receive reports/updates on the Planning Electronic Document Management Information System. To provide information regarding the progress and availability of planning information held on i-Plan.
5. To establish whether there are any resource implications arising out of the topics under review and advise Cabinet for inclusion in the Budget Process each year;
6. To report to the Overview and Scrutiny Committee at appropriate intervals on the above. To report to the Overview and Scrutiny Committee, the Council and the Cabinet with recommendations on matters allocated to the Panel as appropriate.
7. Response to Planning Consultations.
8. Receiving feedback from Chair and Vice Chair of Development Control meetings.
9. Business Plans Review Development Control – Governance and Forward Planning – Neighbourhoods.

Chairman: Councillor G Chambers

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6. Response to Planning Consultations;
7. Receiving feedback from Chair and Vice Chair of Development Control meetings; and
8. Business Plans Review Development Control – Governance and Forward Planning - Neighbourhoods

Chairman: Councillor G Chambers

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Planning Scrutiny Panel (Chairman – Cllr G Chambers)			
Item	Report Deadline / Priority	Progress / Comments	Programme of Future Meetings
1. To consider and Review Measures taken to Improve Performance within Development Management	To be confirmed	The Panel would review 5 Key Performance Indicators	8 July 2014 2 September 2014 9 December 2014 14 April 2015
2. To consider and review Value for Money and any resource implications.	To be confirmed		
3. To monitor and receive reports/updates on the delivery of the Local Plan: a. To report on the progress of the Local Plan b. To provide further updates on the Local Plan	Each meeting	It is felt that points a. and b. duplicate the wording above.	
4. To monitor and receive reports/updates on the Planning Electronic Document Management System	2 September 2014/14 April 2015	Received update on Electronic Records Document Management Systems at the 2 September 2014 meeting	

5. To establish whether there are any resource implications arising out of the topics under review and advise Cabinet for inclusion in the Budget Process each year. To provide reports/updates as and when required.	9 December 2014 To be confirmed		
6. To report to the Overview and Scrutiny Committee at appropriate intervals on the above.	To consider at each meeting.	Suggested switching to the Terms of Reference	
7. Any recent meeting of the Chairman and Vice Chairman of the Area and District Committees Invitation Panel	To be confirmed prior to December 2014 Panel meeting	Any recent meeting of the Chairman and Vice Chairman of the Area and District Committees Invitation Panel	
8. To receive urgent or other consultations and consider what response to give on behalf of the Council.	As and when required to meet consultation deadline		
9. S106 Agreements Monitoring Report (Annually)	8 July 2014	COMPLETED	
10. Community Infrastructure Levy	9 December 2014	It is suggested that this item could be put under 3 above as the levy cannot function without an agreed Local Plan.	

Planning Scrutiny Panel (Chairman – Cllr G Chambers)			
Item	Report Deadline / Priority	Progress / Comments	Programme of Future Meetings
1. To consider and Review Measures taken to Improve Performance within Development Management	To be confirmed	The Panel would review 5 Key Performance Indicators	8 July 2014; 2 September 2014; 9 December 2014; and 14 April 2015
2. To monitor and receive reports/updates on the delivery of the Local Plan: a. To report on the progress of the Local Plan b. To provide further updates on the Local Plan	Each meeting		
4. To monitor and receive reports/updates on the Planning Electronic Document Management System	2 September 2014/14 April 2015	Received update on Electronic Records Document Management Systems at the 2 September 2014 meeting	
5. To establish whether there are any resource implications arising out of the topics under review and advise Cabinet for inclusion in the Budget Process each year. To provide reports/updates as and when required.	9 December 2014		
6. Any recent meeting of the Chairman and Vice Chairman of the Area and District Committees Invitation Panel	To be discussed prior to December 2014 Panel	Any recent meeting of the Chairman and Vice Chairman of the Area and District Committees Invitation Panel	

7. To receive urgent or other consultations and consider what response to give on behalf of the Council.	As and when required to meet consultation deadline		
8. S106 Agreements Monitoring Report (Annually)	8 July 2014	COMPLETED	
9. Community Infrastructure Levy	9 December 2014		



Report to Planning Scrutiny Panel

Date of meeting: 2 September 2014

Portfolio: Planning

Subject: Local Plan – progress report

Officer contact for further information: Anna Cronin (4119)

Committee Secretary: Mark Jenkins (4607)

SCRUTINY



Epping Forest District Council

Recommendations/Decisions Required: That the Local Plan progress report be noted.

Report:

Project Management/Local Plan timetable

1. A revised Local Development Scheme was agreed by the Cabinet at its July meeting. The timetable is on the Council's website and proposes the next stage of consultation on the draft plan/preferred option to run between May and July 2015. This would be followed by analysis of the responses and the preparation of a pre-submission plan for publication in early 2016.
2. **Options for Growth:** In accordance with the guidance and advice in the National Planning Policy Framework and Planning Practice Guidance officers have been using sustainability appraisal to support the development of reasonable alternative options, and have worked with the Council's retained consultants to progress the development of options so that initial transport testing can be progressed. We have had some initial results back but further work is required. The Council will use this evidence, together with other evidence already available or in hand, to consider what other options should be tested.

Update on Evidence

3. **Strategic Housing Market Assessment update:** One of the key pieces of work that is underway is an update of our Strategic Housing Market Assessment (SHMA) in conjunction with the other authorities within our Housing Market Area: East Herts, Harlow and Uttlesford. This work has been commissioned and the inception meeting held. We are anticipating a draft report will be available at the end of October. This will help to identify the Districts' Objectively Assessed Housing Need and what would constitute a sensible range for future housing provision. A report is scheduled to go to Cabinet in December 2014.
4. **North Weald Airfield and Village Masterplan:** Progress has been made on the masterplanning work commissioned from AMUP for North Weald Bassett to consider the way the Airfield relates to the wider village and ensure that the implications of the Airfield 'mixed use' option for North Weald Bassett settlement as a whole are considered. A draft report on the second phase of the work and the development of options for the settlement has been received following the exhibition on Saturday 28 June 2014. The final report will go to Cabinet in October for acceptance into the evidence base.
5. **Plan viability:** The contract for the work on plan viability being undertaken by Dixon Searle Partnership, which will also inform policy choices on CIL/S106, is well underway.

The programme is on course to meet the timetable.

6. **Economic and employment evidence:** We have engaged consultants Hardisty Jones to undertake further work on economic and employment evidence to support both the Local Plan and Council's overall Economic Development Strategy.
7. **Gypsy and Traveller Accommodation Assessment:** The joint Essex-wide Gypsy and Traveller Accommodation Assessment has been completed with officer and member briefings provided by the consultants in July 2014. September Cabinet will be asked to note this evidence and accept it into the evidence base.
8. **Green Belt Review:** A draft methodology for a comprehensive Green Belt Review in the District was reported to and approved by the June Cabinet, outlining the further work which is now being undertaken in the light of experience in recent examinations and in particular the Dacorum Core Strategy examination. The main purpose of the work is to undertake a comprehensive high-level review of all Green Belt land across the District to identify its contribution to the Green Belt, as stipulated in the NPPF. It will identify both the primary functions of the Green Belt, which deliver the national purposes, and identify whether there are areas of the Green Belt land which no longer contribute towards the national purposes or contribute the least to these. The site survey work for the high level review of the land parcels is currently underway and is due to be completed by the end of September. It is proposed to share the findings of this with the Town and Parish Councils in accordance with the Cabinet's decision, before undertaking more detailed work.

Other Matters

9. **Developer briefings:** In conjunction with Harlow and East Herts Councils, Developers Briefings have been held to allow those who have put forward large SLAA sites on the edge of Harlow to set out their current thinking on their proposals for the development of these sites. This will assist officers in assessing which sites are deliverable (an important test at examination), the timing of delivery, any infrastructure requirements, and thus provide supporting evidence not only for Epping Forest's plan, but also for East Herts' plan. Further developer briefings are proposed for the other key settlements in the District – the team have been identifying the strategic sites outside the Harlow and North Weald areas where this might be appropriate. Harlow and Epping Forest have made a formal approach to ATLAS (Advisory Team for Large Applications which is part of the HCA) requesting their support in considering the delivery of major sites and an initial meeting was held on 20 August 2014.
10. **Other Councils' Plans:** Responses have been prepared to the publication of the Pre-Submission Local Plan for Uttlesford, which has now been submitted to the Planning Inspectorate for examination, and to the Harlow Emerging Strategy and Further Options consultation. The Council is a signatory to a letter sent from local authorities in the South East to the Greater London Authority in response to the consultation on the draft Further Alterations to the London Plan, expressing concern that it potentially undershoots the provision of future homes that London needs by a considerable margin and fails to adequately plan for the interim level of need identified in the FALP of 49,000 dwellings per annum because only 42,000 are specifically allocated to London boroughs. These matters will be considered at the Examination scheduled to commence in September 2014.
11. **Duty to cooperate:** Officers have been meeting regularly with the appropriate authorities to consider cross boundary issues including the update to the Strategic Housing Market Assessment and identifying the objectively assessed housing need, the approach to Green Belt reviews being carried out by several authorities, and, identifying the functional economic area. These meetings are being used as a mechanism for

sharing methodologies for undertaking these pieces of work. As such it is providing at officer level a very useful forum for dealing with duty to cooperate matters in a positive manner. A meeting is scheduled to discuss governance arrangements for members to mirror the officer group on 15 September 2014.

12. **Neighbourhood Plans:** Moreton Bobbingworth and the Lavers have consulted on their draft Neighbourhood Plan, and have used the “critical friend” service provided by the NPIERS panel of neighbourhood plan examiners to review the draft Plan. Comments have been received and consideration is being given to them by the Parish before submitting the Plan for examination. The Theydon Bois Parish applied to be designated as a Neighbourhood Area in order to progress with a Neighbourhood Plan and following publication of the proposed area this was agreed at the July Cabinet. Epping Town Council has also requested the designation of their parish as a Neighbourhood Area and the Council is currently consulting on this from 11 August 2014 until 19 September 2014. A report on designation will be taken to Cabinet in October 2014.

Reason for decision: The Panel has requested regular updates on the progress of the Local Plan

Options considered and rejected: None

Consultation undertaken: The Cabinet considered an updated timetable for the Local Plan in July 2014.

The Management Board receive regular updates on the progress of the Local Plan

Resource implications: The resource implications of the revised Local Plan timetable were set out in the report to Cabinet on the Local Development Scheme in July 2014.

Background papers: Cabinet agendas and minutes for June, July 2014

Cabinet key decisions list (forward plan)

Local Plan evidence on Epping Forest District Council website

Environmental/Human Rights Act/Crime and Disorder Act Implications: None specific

Key Decision reference: (if required) N/A

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Report to Planning Scrutiny Panel

Date of meeting: 2 September 2014

Portfolio: Planning

Subject: The London Infrastructure Delivery Plan

Officer contact for further information: Anna Cronin (Ext 4119)

Committee Secretary: Mark Jenkins (Ext 4607)

SCRUTINY



Epping Forest District Council

Recommendations/Decisions Required:

- (i) That a response to the London Infrastructure Delivery Plan consultation be recommended to the Overview and Scrutiny Committee for the District Council's response before the deadline of 31 October 2014.

Report:

1. The London Infrastructure Delivery Plan (IDP) has been published by the Mayor of London for consultation and makes the case for better infrastructure provision in London and should be considered alongside the level of growth envisaged in the Further Alterations to the London Plan (FALP) to reflect the need to plan for housing and economic capacity in response to the Census 2011. This IDP seeks to invest in London's infrastructure and support its growth and is seen as a major milestone for London in reaching agreement about what infrastructure is needed, how much it will cost and how it can be funded and delivered. The consultation document can be accessed here:
<https://www.london.gov.uk/sites/default/files/London%20Infrastructure%20Plan%202050%20%E2%80%93%20consultation%20document.pdf>
2. The Mayor of London has published a number of key policy reports which make the case for better infrastructure provision, in London, as follows:
 - (i) The Independent London Finance Commission Report argues for the full devolution of property taxes to London government with associated increases in borrowing levels to enable London government to increase investment in its own infrastructure, which is identified as a priority for the future success of the City.
 - (ii) The Mayors 2020 Vision document identifies world class infrastructure provision that meets the city's needs as a critical element of the vision.
 - (iii) The Further Alterations to the London Plan (FALP) document sets out the scale of the housing challenge to 2036 and recommends planning policies to address it, including identified housing capacity to 2025 and a range of other proposals about infrastructure and the environment, to ensure good quality sustainable development.
 - (iv) The London First Infrastructure Commission examines the challenges the capital faces because of a growing population and workforce, ageing infrastructure and demanding fiscal context, and looks at all solutions to planning, delivery and financing for the future. It specifically calls for stronger city-wide strategic infrastructure planning for London with greater coordination across sectors.

3. The London Infrastructure Development Plan, 2050 is a high level report to examine London's infrastructure over the next 50 years and identifies shortfalls and opportunities. This Plan sets out a mechanism to deliver key projects outlined within the FALP such as the transport schemes relevant to Epping Forest District Council. However the Committee should be aware that the London Infrastructure Delivery Plan does not set out how policies will be delivered, implemented and monitored. Instead this is a business case for London to have control of its own finances through fiscal devolution. The Consultation is open for a 3 month period and will close on the 31 October 2014. The consultation is structured around 24 consultation questions.
4. EFDC supports the prioritization of transport schemes such as the four-tracking of the West Anglia lines along the whole of the Upper Lee Valley and the Central Line because of (i) predicted job growth in Central London, (ii) the importance of the Central Line in terms of delivering commuters to this area and (iii) its particular importance to the lower end of the London-Stansted-Cambridge Corridor.
5. In addition, EFDC continues to support the Mayors approach to London's growth i.e., that it should take place within its current boundaries without encroaching on the Green Belt or protected open spaces up to 2025, when a full London Plan Review will be undertaken. However, opportunities identified in the IDP also include increasing densities in South East London in meeting housing and transport requirements. It is therefore important that the Mayor of London engages fully and effectively with cross boundary partnerships in the medium and longer term, since any longer term trends for high population growth, and particularly growth beyond London's administrative boundaries, are likely to be seen in the context of improving accessibility by public transport. These points are proposed to be made in response to the Consultation.
6. Members should be aware that this Consultation refers to the Further Alterations to the London Plan (FALP). The Council has made a formal response to the FALP, although this was not considered by the Overview and Scrutiny Committee as timings for the consultation did not fit the schedule for the Overview and Scrutiny Committee.

Reason for decision:

To endorse the Councils response to the London Infrastructure Delivery Plan in support of the draft Further Alterations to the London Plan, timetabled for Examination in Public from 1 September to 18 September 2015.

Options considered and rejected:

Not to approve the Councils response to the London Infrastructure Delivery Plan. This would mean that the opportunity of influencing the delivery of key transport projects outlined in the FALP and relevant to Epping Forest District Council and its forthcoming Preferred Options Local Plan would be lost.

Consultation undertaken:

N/A

Resource implications:

Budget provision: N/A

Personnel: N/A

Land: N/A

Community Plan/BVPP reference:

Relevant statutory powers:

Background papers:

Further Alterations to the London Plan, 2013
Formal EFDC Response attached

Environmental/Human Rights Act/Crime and Disorder Act Implications:
N/A

Key Decision reference: (if required)

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Report to Planning Scrutiny Panel

Date of meeting: 2 September 2014

Subject: Progress Report Electronic Information Systems Development Management

Officer contact for further information: Peter Millward (Ext4338)

Committee Secretary: Mark Jenkins (Ext 4607)

To consider and note a report on Electronic Information Systems for Development Management – Governance Directorate 2014 - 2015

Summary

- (1) The following report outlines the Improvement Plan Electronic Information Systems - Development Management 2014 – 2015 as shown on Appendix One. This Improvement Plan details the different actions required to promote better access to electronic records and reduce Development Managements dependency on manual paper and microfiche records. Each paragraph in the report corresponds with the number sequence of Appendix A.
- (2) Significant progress has already been made with Parish Councils for them to access and present electronic planning applications at meetings. Development Management has been able to provide a limited amount of funding to allocate electronic projectors to Parish Councils to assist them with the electronic presentation of plans at their Parish/Town Council planning meetings. To date twelve Parish Councils have applied for grant funding for this from Epping Forest District Council.
- (3) Progress has been made in taking steps towards reducing Development Managements dependence on manual records with the last phase of microfiche scanning for Development Control due to commence and this will speed up business process access to these important historical microfiche records. Work is expected to continue in 'backscanning' paper Large Site, Contaminated Land and Building Control records as current storage space has almost reached the 'overflowing' stage.
- (4) Encouraging progress is also being made in rolling out of portable tablets and other equipment to promote flexible and mobile working. However it is accepted that this is the very first steps in this regard with significant work required to move this from the 'testing' stage to the actual implementation and rollout of mobile/flexible working.

Report:

1. Development Management are heavily dependent on the smooth operation of its primary planning database for both Development Control (DC) and Building Control (BC). Linked to this is Information@work, the information management software where all plans, maps, photographs and documents are stored. There is an urgent need to engage a full time permanent Systems Administration Officer to co-ordinate and manage Northgate M3 and Information@work both for Planning/Building Control and iPlan on the EFDC Website. This post has previously been covered by a Trainee Technical Officer from 2010 to 2013. A temporary arrangement the trainee technical officer was put in place pending the outcome of the Corporate Restructuring process. A Business Case to create one post of Technical Officer Systems Administration has now been submitted as part of Development Management restructuring proposals in September 2014.

2. Work continues to take place to improve the electronic access to planning information by Parish and Town Councils. There are significant benefits in reducing the use of paper both in the short term and long term. Epping Forest District Council is no longer able to sustain the printing of plans and other documentation that have been received electronically to circulate to Parish/Town Councils. One of the key elements of reducing paper usage is to channel shift resources towards providing better quality online access to planning information which links in with items 5, 6, 8 and 9 of the Improvement Plan – Appendix A. Improved access to iPlan and other electronic Information will create cost savings and support 'back office' support for iPlan. However while no Parish Council has indicated that there is no internet access at all within their Parish's, it is accepted that Internet access in some areas is limited and many Parish Councils also have limited access to suitable computer equipment that is required to support this. Progress has been made with many Parish Councils now able to access and present electronic planning applications at meetings. Limited funding for electronic projectors has been made available to Parish Councils to support the electronic presentation of plans, with twelve Parish Councils as at late August 2014 making application for this grant funding.
3. The development of Crystal Reports has helped to aid faster business processes and availability of Performance Management information. Further development in improving Building Control Performance monitoring information and the production of a Weekly List for Enforcement to replace the current manually prepared list will further aid business process improvement. This will be a key role for new post of Systems Admin and Technical Officer as a User Expert to further develop this as an essential element of business process improvement.
4. One of the barriers to the provision of quality Planning and Building Control services is our inability to accept payments online by card for both DC and BC. We currently have this facility available as part of the electronic planning portal process where 46% of all planning applications are processed. However Building Control at this time do not have this facility and currently rely on the limited Submit a Plan process which does not include the acceptance of electronic payments.. An integrated payment solution for BC may be resolved once Northgate rollout online BC applications and/or if the Planning Portal provides a BC application service.
5. There is a need to support visible improvements to both i-Plan and other Planning/Building Control electronic records on EFDC Website. The iPlan User Group has met regularly and provide very good examples of feedback to assist in improving the quality of iPlan and planning information on the EFDC Website. The introduction of Web Mapping linked to planning and building control information is scheduled to be rolled out in late 2014 and it is hoped to be available on the EFDC Website in 2015.
6. Significant progress has been made in scanning large site files, however, in particular, four key sets of very large site files, the Gunpowder Mills and Royal Ordinance Site in Waltham Abbey, North Weald Airfield and Ninefields Estate remain to be indexed and scanned as well as the Contaminated Land Files. There is a high level of public interest in these files and once completed this information will be available to all officers across the council who in turn will be able to make this information more readily available to members of the public.
7. There is a significant number of planning history address anomalies that need correcting. An initial scoping exercise has been carried out identifying historical timescales with the largest percentage of errors. Initial indications are that to fully resolve this will take one admin resource between 12 – 18 months to fully investigate, identify and correct the majority of address errors.
With the transfer of the Local Land and Property Gazetteer Address Management Officer to ICT the responsibility for planning history accuracies remains within Development Management. A large amount of historical address inaccuracies need to be corrected. This will lead to better informed planning decisions and accuracy in terms of information provided to solicitors and agents regarding properties by the Local Land

Charges section. In addition it will help to promote greater LLPG Address accuracy which is an important council priority.

8. A project to convert microfiche records to electronic format is due to begin in November/December 2014. The aim is convert the 71 000 historic Development Control microfiche jackets (4 million images) to electronic format during the course of the next twelve months. This is required because the existing microfiche records are over thirty years old and are deteriorating due to exposure to light and frequent handling.
9. There is a need to reduce Building Control's dependence on paper records as existing storage space has reached maximum capacity. The conversion of Building Control Paper Records to electronic format is part of the modernisation of Building Control who are not as well advanced in terms of electronic working as Development Control is. This will also support flexible mobile working and help BC business continuity with electronic back up files available 24/7 at any location. Some progress has already been made with a large batch of BC files that have been scanned and quality checked as part of the secure destruction of these files in February to March 2014. Further work is planned to build on this progress to scan another large segment of archived Building Control files from January to March 2015. However this will be subject to the availability of resources and funding to carry this out.
10. ICT are leading on this. Development Control including Enforcement is currently in progress using Surface 2 Network devices. The Building Control trial using Android devices commences August/September 2014. The rollout for Trees and Landscape is currently on hold pending Building Control trial feedback. The roll out of Tablets for flexible working for DC, BC, Trees and Landscape will assist in mobile and flexible working. It will also aid business continuity and remove barriers to future 'paperless' working.

Reason for recommendation/decision:

This progress report is a key element of the Work Programme to Planning Scrutiny Panel for 2nd September 2014. It is proposed that Appendix One will form the basis of the Electronic Information Systems Improvement for Development Management 2014/15.

Consultation undertaken:

ICT (SB)

Resource implications:

Resource requirements for some actions to achieve specific key objectives for 2014/15 are still to be agreed by Finance as part of the budget process.

Background papers:

Appendix A -Updated Improvement Plan Electronic Information Systems - Development Management 2014 – 2015

Environmental/Human Rights Act/Crime and Disorder Act Implications:

There are no specific implication implications arising from the recommendations of this report. However steps are being taken as part of the Improvement Plan Electronic Information Systems for Development Management to decrease paper usage and to encourage Epping Forest residents to make use of iPlan and associated website information are climate and environmentally friendly measures in line with the carbon reduction objectives of the council.

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APPENDIX A IMPROVEMENT PLAN ELECTRONIC INFORMATION SYSTEMS - DEVELOPMENT MANAGEMENT 2014 – 2015

(Updated and amended from Appendix One Governance Business Plan 21st August 2014)

PHASE	ACTION FOR IMPROVEMENT	SERVICE AREA	BENEFITS	LIMITATIONS	STATUS & TIMESCALE
1	Engage full time permanent Directorate ICT Systems Support Officer to co-ordinate and manage systems and electronic records document management (ERDMS) for Northgate MVM M3, Information@work, iPlan & MS Office Applications.	SCANNING AND RECORDS PST/ALL	To manage/co-ordinate the use of complex DC/BC database MVM M3 and document imaging software. Required to take ERDMS and i-Plan to a higher level in terms of quality, resilience and website development	This post does not currently exist & temporary staff member leaving 31/08/2014	Business Case to create one post of Technical Officer Systems Administration in progress due to be submitted to Senior Management as part of Development Management restructuring proposals September 2014.
2	Work continues to improve electronic access to planning information by Parish/Town Councils to reduce & eliminate the use of manual paper files.	Epping District all	Carbon friendly paper reduction creates costs savings & in turn supports 'back office' support for iPlan. Improvements to iPlan will benefit all residents across Epping District. Will promote greater PC & EFDC communication.	Internet access is some areas is limited PC/TC's require additional PC's	Progress has been made with Parish Councils for them to access and present electronic planning applications at meetings. Limited funding for electronic projectors has been made available to Parish Councils to support the electronic presentation of plans. Twelve Parish Councils have applied for this grant funding.
3	Further promote Crystal Reports and Northgate Development to aid faster business processes and availability of information such as Performance Management and publication of better quality planning information	DEVELOPMENT MANAGEMENT	Improved access to information for Councillors and Parish Councils. Greater transparency of Planning Information particularly Enforcement. Will provide detailed performance reports to improve business processes.	Enhanced software requires both staff resources & training to implement.	Significant development and training already undertaken. Key role for Systems Admin and Technical Officer (User Expert) in 2014/15.
4	Implement facility to accept payments online by card for both DC and BC. Facilitate other improvements to manage DC/BC income.	DEVELOPMENT MANAGEMENT	BC and DC require this to take place as early as possible as part of its modernisation programme. Ensure Audit compliant management of DC/BC applications & income	Currently telephone payments and limited payments through Planning Portal.	Online Payments currently available for DC via the Planning Portal. An integrated payment solution for BC may be resolved once Northgate rollout online BC applications and/or if the Planning Portal provides a BC application service.
Page 31	Support visible improvements to both i-Plan and other Planning/Building Control electronic records on EFDC Website. For example Web Mapping System for Planning Information & document/plans quality improvements.	EFDC WEBSITE DEV. BOARD & DEVELOPMENT MANAGEMENT	Improved access by members of the public for all aspects of Planning Records. Mapping information will greatly assist in promoting ease of access to DC/BC information	Subject to wider Council resource limitations & priorities	Improved Website quality. iPlan User Group to promote better access & quality of planning information. Web Mapping will be developed towards the end of 2015 after the rollout of the pro-printer replacement. VPN trial is in progress for PC/TC access. I@W web interface upgrade due shortly from Northgate.
	Back scan Large Site Files, Conservation Files, Contaminated Land and remaining Trees/Landscape & Conservation Files.	DC TEAM & POLICY AND CONS.	High level of interest in these records by members of the public/professionals within the District. Will reduce number of Freedom of Information requests	Bulky paper files containing detailed commercial and contaminated land information.	Significant progress made however, in particular, four key sets of very large site files, the Gunpowder Mills and Royal Ordinance Survey in Waltham Abbey, North Weald Airfield and Ninefields Estate remain to be indexed and scanned as well as the Contaminated Land Files.
7	Audit Planning history to correct historical planning address anomalies. With the transfer of the LLPG Address Management Officer to ICT, responsibility for Planning history accuracies is with Development Management.	DEVELOPMENT MANAGEMENT	Large quantity of historical addresses needs correcting. This will lead to better informed planning decisions & accuracy in terms of information provided to solicitors and agents regarding properties by the Local Land Charges section.	Ongoing issue for many years and due to resource limitations has not been resolved.	A scoping exercise has been carried out identifying historical timescales with the largest percentage of errors. Initial indications are that to accurately resolve this will take one admin resource between 12 – 18 months to fully investigate, identify and correct the majority of address / file number errors.
8	Last phase of historical DC Microfiche records (71 000 fiche jackets (4 million images) over two-three years due to high costs involved approximately £75K. These records are over 30 years old and need to be converted to electronic format.	DC HISTORICAL PLANNING RECORDS	Action to convert historically important records to electronic format & avoid loss. Will also aid business processes as quicker and easier access will become available.	Records over 30 years & are deteriorating. Large amount of records to be converted.	This project will be carried out in house. Specialist equipment ordered Aug 2014 Interviews for Admin Assistants to set up and operate equipment 10 th /11 th September 2014 Business Apprentices to work on this project subject to negotiation with Epping Forest College for them to start early October 2014
9	Project to 'backscan' paper copies of Building Control Paper Records.	BUILDING CONTROL	Reduced paper records provide flexible mobile working and help BC business continuity with electronic back up files available 24/7 at any location.	Large quantity of paper and microfiche files.	A large batch of BC files have been scanned and quality checked as part of the secure destruction of these files in Feb – March 2014. Further large batches of archived files require scanning Jan – March 2015 subject to the provision of funding for this.
10	Roll out Tablets for flexible working for DC, BC, Trees and Landscape.	DEVELOPMENT MANAGEMENT	Will assist in mobile and flexible working. Will aid business continuity and remove barriers to future 'paperless' working.	Lack of resource availability	ICT are leading on this. DC tablet rollout August/September (Including Enforcement) using Surface 2 Network devices. BC trial using Android devices commences Aug/Sept 2014.

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SCRUTINY



Epping Forest District Council

Report to: Planning Services Scrutiny Panel 2 September 2014

Portfolio: All Portfolios (Cabinet)

Subject: Key Performance Indicators 2014/15 - Quarter 1 Performance

Officer contact for further information: S. Tautz (01992 564180)

Democratic Services Officer: A. Hendry (01992 564246)
M. Jenkins (01992 564607)

Recommendations/Decisions Required:

That the Scrutiny Panel review performance in relation to the key performance indicators within its areas of responsibility, for the first quarter of the year.

Executive Summary:

1. Pursuant to the Local Government Act 1999, the Council is required to make arrangements to secure continuous improvement in the way in which its functions and services are exercised, having regard to a combination of economy, efficiency and effectiveness.
2. As part of the duty to secure continuous improvement, a range of Key Performance Indicators (KPI) relevant to the Council's services and key objectives, are adopted each year. Performance against the majority of KPIs is monitored on a quarterly basis, and has previously been a focus of inspection in external assessments and judgements of the overall progress of the authority.

Reasons for Proposed Decision:

3. The KPIs provide an opportunity for the Council to focus attention on how specific areas for improvement will be addressed, and how opportunities will be exploited and better outcomes delivered.
4. A number of KPIs are used as performance measures for the Council's key objectives for each year. It is important that relevant performance management processes are in place to review and monitor performance against the key objectives, to ensure their continued achievability and relevance, and to identify proposals for appropriate corrective action in areas of slippage or under performance.

Other Options for Action:

5. No other options are appropriate in this respect. Failure to monitor and review KPI performance and to consider corrective action where necessary could have negative implications for judgements made about the Council's progress, and might mean that opportunities for improvement are lost. The Council has agreed new arrangements for the member review of performance against the KPIs from the 2014/15 municipal year.

Report:

6. A range of thirty-six Key Performance Indicators (KPI) for 2014/15 was adopted by the Finance and Performance Management Cabinet Committee in March 2014. The KPIs are important to the improvement of the Council's services and the achievement of its key objectives, and comprise a combination of some former statutory indicators and locally determined performance measures. The aim of the KPIs is to direct improvement effort towards services and the national priorities and local challenges arising from the social, economic and environmental context of the district, that are the focus of the key objectives.
7. Progress in respect of each of the KPIs is reviewed by the relevant Portfolio Holder, Management Board, and overview and scrutiny at the conclusion of each quarter. In order to enhance the value of the on-going review of KPI performance throughout each year, no indicators are subject to scrutiny or performance reporting at year-end only.
8. Improvement plans are produced for all of the KPIs each year, setting out actions to be implemented in order to achieve target performance, and to reflect changes in service delivery. In view of the corporate importance attached to the KPIs, the improvement plans are agreed by Management Board and are also subject to ongoing review between the relevant service director and Portfolio Holder over the course of the year.
9. As part of the overview and scrutiny review undertaken in 2013/14, changes have been made to arrangements for the quarterly review of KPI performance with effect from the current municipal year. From this first quarter of the year, the existing scrutiny panels (Finance and Performance Management, Housing, Planning Services, Safer, Greener, Cleaner) are now each responsible for the review of quarterly performance against specific KPIs within their areas of responsibility, rather than all indicators being considered by the Finance and Performance Management Scrutiny Panel as previously.

Key Performance Indicators 2014/15 - Quarter 1 Performance

10. The overall position with regard to the achievement of target performance for all of the KPIs at the end of the first quarter (1 April to 30 June 2014) of the year, was as follows:
 - (a) 22 (60%) indicators achieved the cumulative third-quarter target; and
 - (b) 14 (39%) indicators did not achieve the cumulative third-quarter target, although 4 (11%) of these KPI performed within the agreed tolerance for the indicator.
11. A headline third-quarter performance summary in respect of each of the KPIs for 2014/15 is attached as Appendix 1 to this agenda together with details of the specific three-month performance for each indicator.
12. The 'amber' performance status used in the KPI report identifies indicators that have missed the agreed target for the quarter, but where performance is within an agreed tolerance or range. The KPI tolerances were agreed by Management Board when targets for the KPIs were set in February 2014, or were subsequently determined by the appropriate service directors. Of the thirty-six KPI, 80% indicators are currently anticipated to achieve the cumulative year-end target.
13. In order to avoid the generation of multiple reports, the new arrangements for the quarterly review of KPI performance are intended to be achieved through the production of a single quarterly report for consideration by each of the scrutiny panels. The designated lead officer for each panel will focus member attention on relevant indicators from the report at the respective meetings, as follows:

KPI	Description	Scrutiny Panel
GOV001	Website satisfaction	Finance & Performance Management
GOV002	Commercial premises (Rent)	Finance & Performance Management

GOV003	Commercial premises (Occupancy)	Finance & Performance Management
RES001	Sickness absence	Finance & Performance Management
RES002	Invoices paid	Finance & Performance Management
RES003	Council Tax collection	Finance & Performance Management
RES004	NNDR collection	Finance & Performance Management
RES005	New benefit claims	Finance & Performance Management
RES006	Changes of circumstance	Finance & Performance Management
RES007	Fraud (Investigations)	Finance & Performance Management
RES008	Fraud (Proven)	Finance & Performance Management
COM001	Percentage of rent paid	Housing
COM002	Re-letting of Council properties	Housing
COM003	Tenant satisfaction	Housing
COM004	Temporary accommodation	Housing
COM005	Homes in decent condition	Housing
COM006	Modern Homes Standard	Housing
COM007	Emergency repairs	Housing
COM008	Responsive repairs	Housing
COM009	Repairs appointments	Housing
COM010	Call response (Careline)	Housing
NEI010	Increase in homes	Planning Services
GOV004	Major planning applications	Planning Services
GOV005	Minor planning applications	Planning Services
GOV006	Other planning applications	Planning Services
GOV007	Planning appeals	Planning Services
GOV008	Planning appeals (Members)	Planning Services
NEI001	Non-recycled waste (kg)	Safer, Greener, Cleaner
NEI002	Non-recycled waste (%)	Safer, Greener, Cleaner
NEI003	Litter	Safer, Greener, Cleaner
NEI004	Detritus	Safer, Greener, Cleaner
NEI005	Neighbourhood complaints	Safer, Greener, Cleaner
NEI006	Fly-tipping (Investigations)	Safer, Greener, Cleaner
NEI007	Fly-tipping (Contract)	Safer, Greener, Cleaner
NEI008	Fly-tipping (Non-contract)	Safer, Greener, Cleaner
NEI009	Noise complaints	Safer, Greener, Cleaner

14. Appropriate officers will be available to address concerns or questions in respect of current performance in areas within the responsibility of the panel. The success of this arrangement will be reviewed at year-end.
15. The Scrutiny Panel is requested to review three-month performance in relation to the KPIs for 2014/15 within its areas of responsibility.

Resource Implications:

Resource requirements for actions to achieve specific KPI performance for 2014/15 will have been identified by the responsible service director/chief officer and reflected in the budget for the year.

Legal and Governance Implications:

There are no legal or governance implications arising from the recommendations of this report. Relevant implications arising from actions to achieve specific KPI performance for 2014/15 will have been identified by the responsible service director/chief officer.

Safer, Cleaner, Greener Implications:

There are no implications arising from the recommendations of this report in respect of the Council's commitment to the Climate Local Agreement, the corporate Safer, Cleaner, Greener initiative, or any crime and disorder issues within the district. Relevant implications arising from actions to achieve specific KPI performance for 2014/15 will have been identified by the responsible service director/chief officer.

Consultation Undertaken:

The performance information and targets set out in this report have been submitted by each appropriate service director and have been reviewed by Management Board. The individual KPI improvement plans for 2014/15 will be agreed by the Board.

Background Papers:

First-quarter KPI submissions held by the Performance Improvement Unit. KPI calculations and supporting documentation held by respective service directorates

Impact Assessments:

Risk Management

There are no risk management issues arising from the recommendations of this report. Relevant issues arising from actions to achieve specific KPI performance for 2014/15 will have been identified by the responsible service director/chief officer.

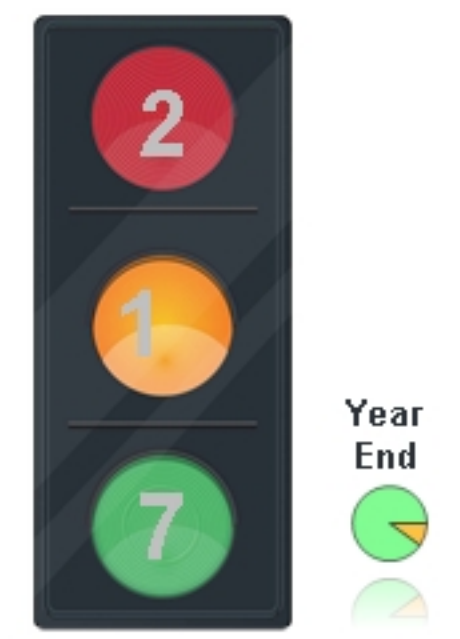
Equality:

There are no equality implications arising from the recommendations of this report. Relevant implications arising from actions to achieve specific KPI performance for 2014/15 will have been identified by the responsible service director/chief officer.

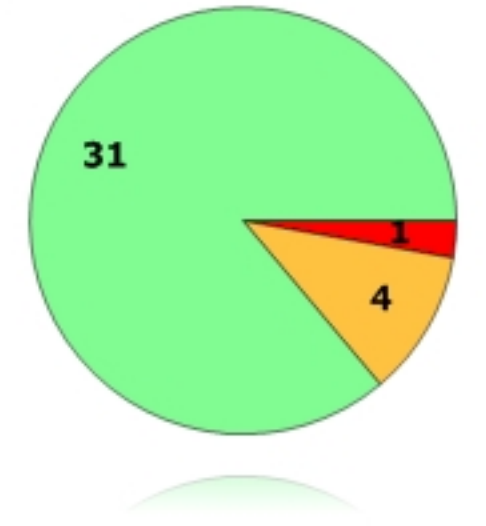
Overall summary of KPIs achieving target



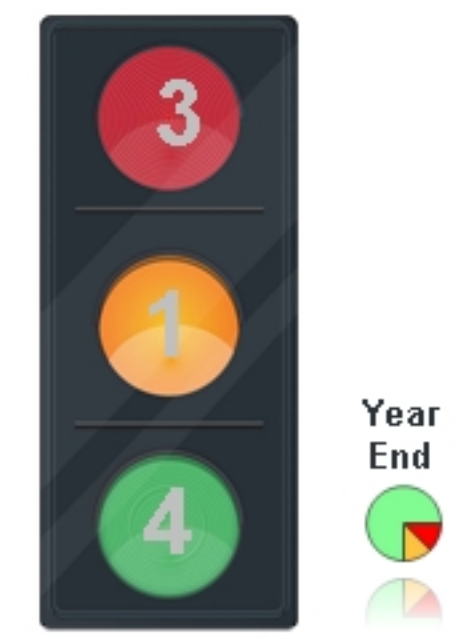
Communities Directorate



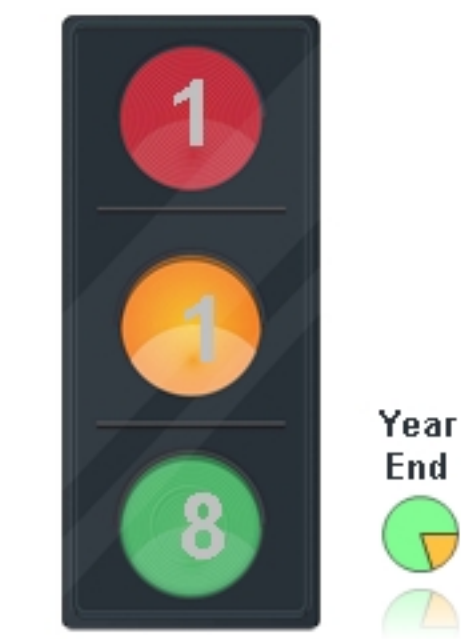
Predicted Level of Year End Target Achievement (All KPIs)



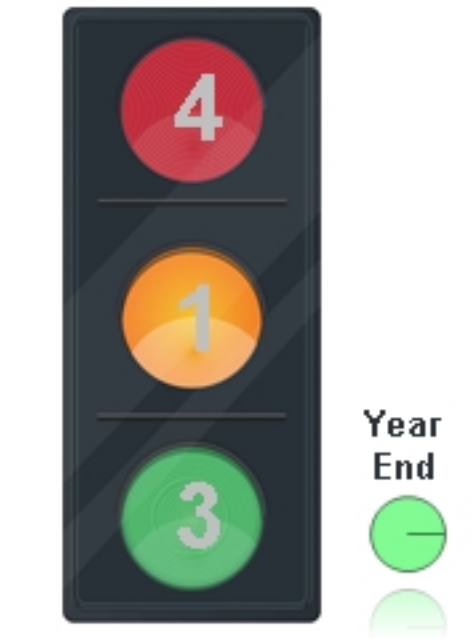
Governance Directorate



Neighbourhoods Directorate



Resources Directorate



Headlines - Reflecting on our performance

Q1 2014/15
 22 out of 36 Key Performance Indicators have achieved target in Q1, representing 61% of the full set.

Of the 14 KPIs missing their target 4 missed within their tolerated amber margin.

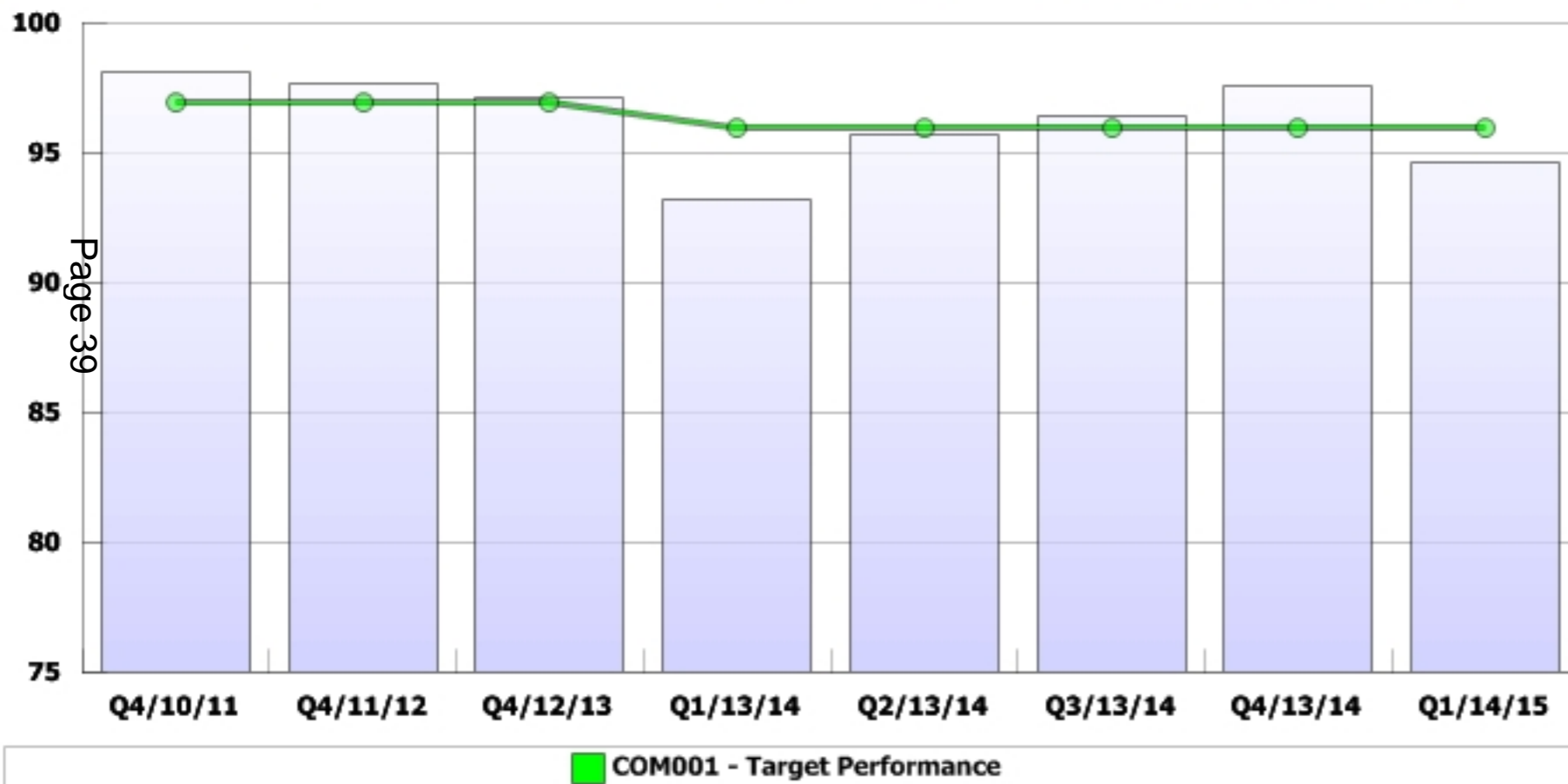
Quarterly Indicators		Quarter 1		Quarter 2		Quarter 3		Quarter 4		Is year-end target likely to be achieved?
		Tgt	Actual	Tgt	Actual	Tgt	Actual	Tgt	Actual	
Communities Quarterly KPIs										
COM001	(Housing rent) (%)	96.00%	94.66%		96.00%		96.00%		96.00%	Yes
COM002	(Void re-lets) (days)	37.0	39.0		37.0		37.0		37.0	Uncertain
COM003	(Tenant satisfaction) (%)	98.00%	99.00%		98.00%		98.00%		98.00%	Yes
COM004	(Temp. accommodation) (no.)	65	51		65		65		65	Yes
COM005	(Non-decent homes) (%)	0.00%	0.00%		0.00%		0.00%		0.00%	Yes
COM006	(Modern Homes Std) (%)	825	1,244		1,650		2,475		3,300	Yes
COM007	(Emergency repairs) (%)	99%	99%		99%		99%		99%	Yes
COM008	(Responsive repairs) (days)	7.0	7.7		7.0		7.0		7.0	Yes
COM009	(Emergency repairs) (%)	98%	99%		98%		98%		98%	Yes
COM010	(Calls to Careline) (%)	97.5%	99.7%		97.5%		97.5%		97.5%	Yes
Governance Quarterly KPIs										
GOV001	(Website Satisfaction) (Stars)	3.0	2.7		3.0		3.0		30.0	Yes
GOV002	(Commercial rent arrears) (%)	3.00%	4.73%		3.00%		3.00%		3.00%	No
GOV003	(Commercial premises let) (%)	98.00%	97.97%		98.00%		98.00%		98.00%	Yes
GOV004	(Major planning) (%)	75.00%	100.00%		75.00%		75.00%		75.00%	Yes
GOV005	(Minor planning) (%)	90.00%	95.83%		90.00%		90.00%		90.00%	Yes
GOV006	(Other planning) (%)	94.00%	95.90%		94.00%		94.00%		94.00%	Yes
GOV007	(Appeals - officers) (%)	19.00%	18.20%		19.00%		19.00%		19.00%	Yes
GOV008	(Appeals - members) (%)	50.00%	66.67%		50.00%		50.00%		50.00%	Uncertain
Neighbourhoods Quarterly KPIs										
NEI001	(Non-recycled waste) (kg)	101	98		199		298		400	Uncertain
NEI002	(Household recycling) (%)	60.95%	63.00%		62.03%		61.02%		60.00%	Uncertain
NEI003	(Litter) (%)	8%	2%		8%		8%		8%	Yes
NEI004	(Detritus) (%)	10%	7%		10%		10%		10%	Yes
NEI005	(Neighbourhood issues) (%)	95.00%	96.03%		95.00%		95.00%		95.00%	Yes
NEI006	(Fly-tip investigations) (%)	90%	93%		90%		90%		90%	Yes
NEI007	(Fly-tip: contract) (%)	90%	90%		90%		90%		90%	Yes
NEI008	(Fly-tip: non-contract) (%)	90%	97%		90%		90%		90%	Yes
NEI009	(Noise investigations) (%)	90%	85%		90%		90%		90%	Yes
NEI010	(Increase in homes) (no.)	68	65		187		218		230	Yes
Resources Quarterly KPIs										
RES001	(Sickness absence) (days)	1.69	2.03		3.05		4.82		7.00	Yes
RES002	(Invoice payments) (%)	97%	96%		97%		97%		97%	Yes
RES003	(Council Tax collection) (%)	27.03%	27.32%		51.94%		77.56%		97.00%	Yes
RES004	(NNDR Collection) (%)	29.68%	28.43%		55.97%		82.33%		97.70%	Yes
RES005	(New benefit claims) (days)	25.00	23.06		25.00		25.00		25.00	Yes
RES006	(Benefits changes) (days)	10.00	8.36		10.00		10.00		6.00	Yes
RES007	(Benefit fraud) (no.)	47	32		125		169		250	Yes
RES008	(Proven fraud) (%)	35%	28%		35%		35%		35%	Yes

COM001 What percentage of the rent due from our council home tenants was paid?

Additional Information: This indicator is a measure of a local authority's rent collection and arrears recovery service

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/14/15	96.00%	94.66%	✗
Q4/13/14	96.00%	97.60%	✓
Q3/13/14	96.00%	96.45%	✓
Q2/13/14	96.00%	95.77%	✗
Q1/13/14	96.00%	93.27%	✗

Annual Target: 2014/15 - 96.00%
2013/14 - 96.00%

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 2014/15) - Although the target has not been met in Q1, it is expected that it will be met by the end of Q4, as the end of year figure is always the highest by far.

As in previous years, it has proved difficult to measure performance on a quarterly basis due to the complicated calculation. This is because at the end of each quarter rent paid by direct debit is not always able to be included, especially now there are so many payment dates available to customers. Furthermore, amounts paid by tenants at the cash desk by cheque may not have reached their accounts.

Corrective action proposed (if required):

(Q1 2014/15) - A project is underway, in conjunction with Finance and Audit, to carry out monthly reconciliations of the rent accounts. One of the purposes of this project is to improve the performance figure on a quarterly basis.

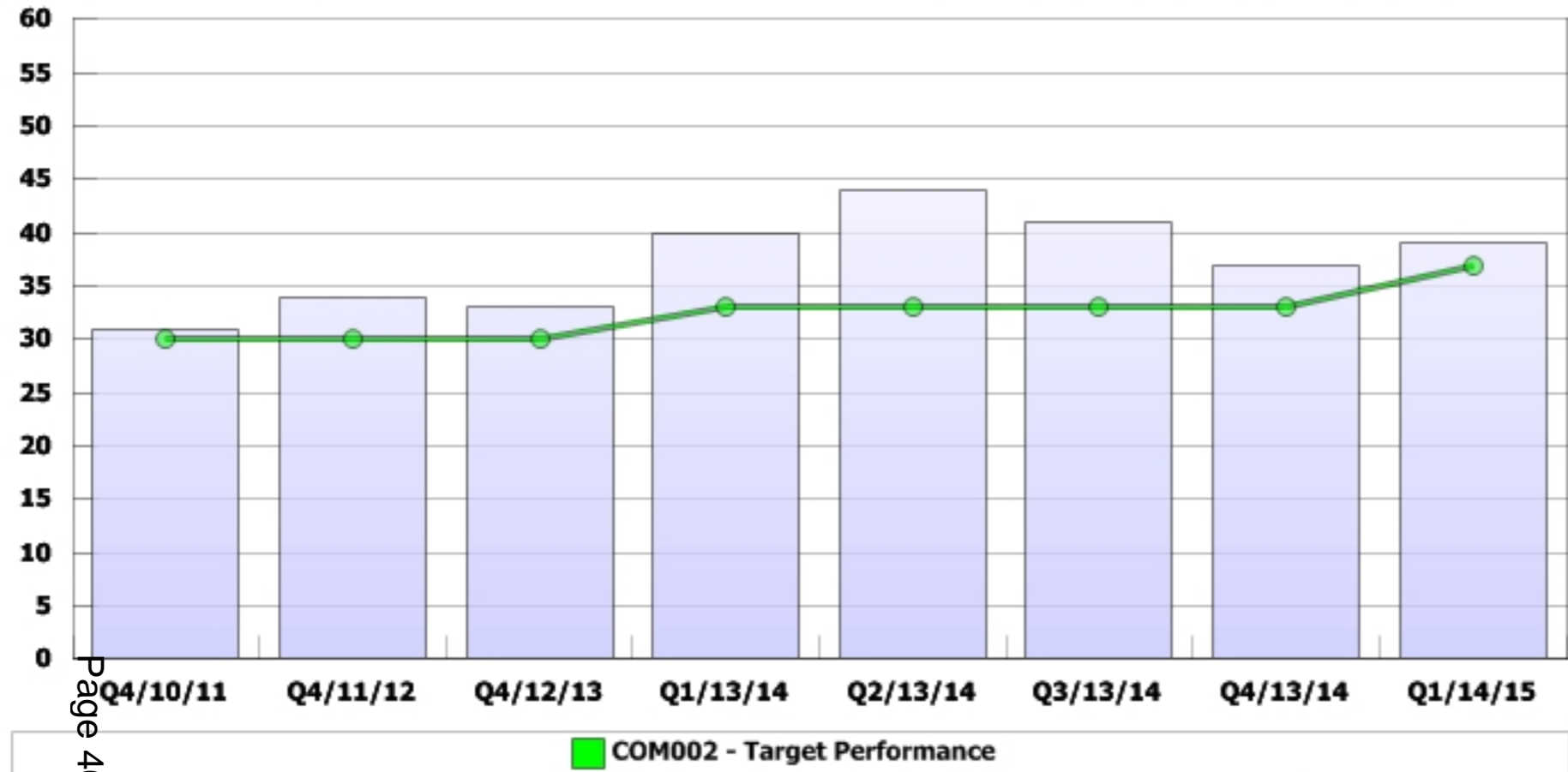
COM002 On average, how many days did it take us to re-let a Council property?

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 564472



Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/14/15	37.0	39.0	✗
Q4/13/14	33.0	37.0	✗
Q3/13/14	33.0	41.0	✗
Q2/13/14	33.0	44.0	✗
Q1/13/14	33.0	40.0	✗

Annual 2014/15 - 37 days
Target: 2013/14 - 33 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 2014/15) - The Housing Allocation Team have begun undertaking pre-verification checks on bidders to reduce time at point of allocation. In addition, it is planned to undertake a detailed void study to identify ways of improving performance.

Corrective action proposed (if required):

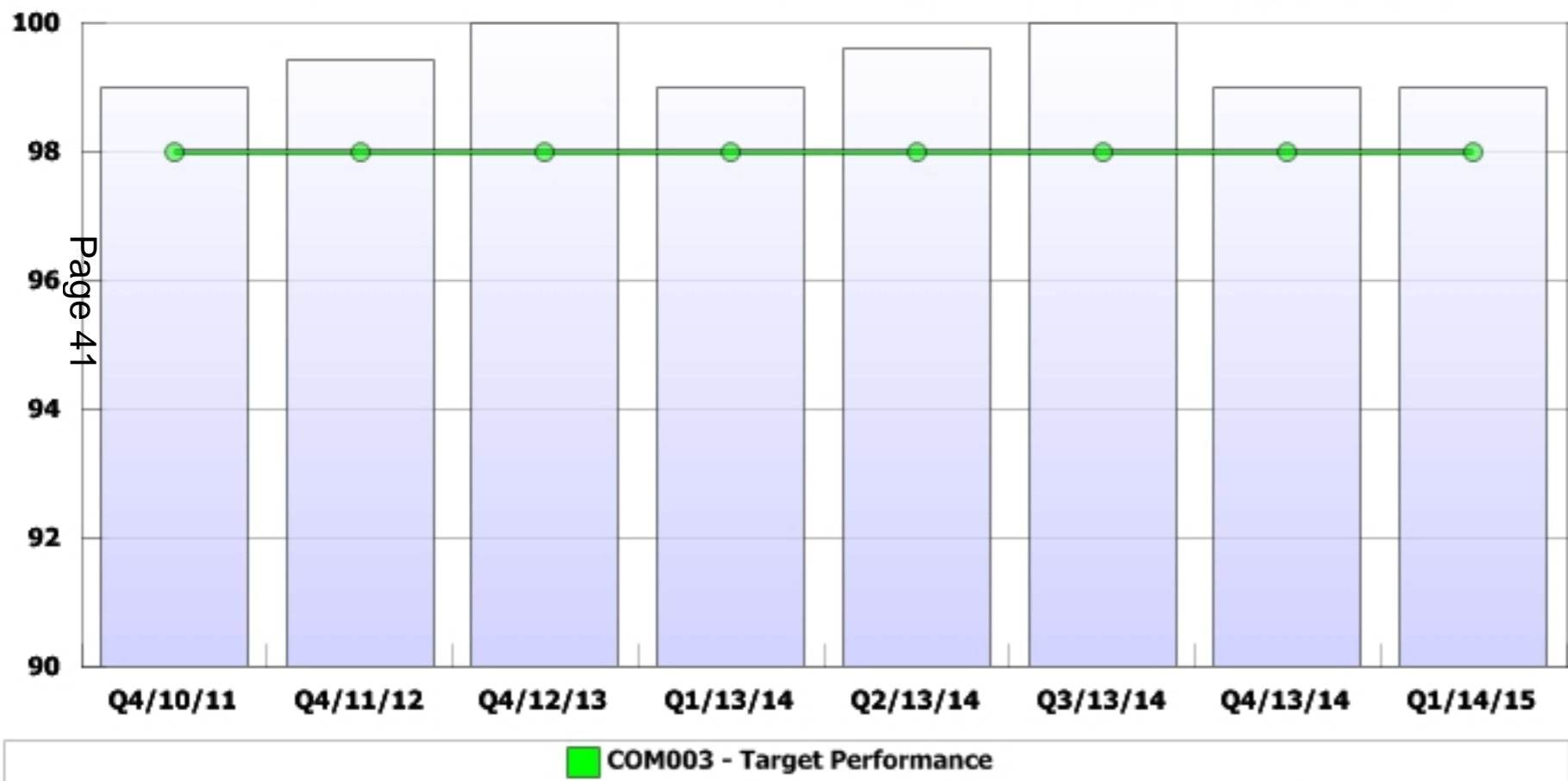
(Q1 2014/15) - The following corrective actions are being considered as part of the ongoing process of improving relet times:
 - Possible re-introduction of pre-inspections prior to tenants transferring. Permissions will be withheld where properties are in a poor state of repair. This will avoid undertaking extensive works following vacation thereby extending the void period.
 - Reducing bidding cycles from fortnightly to weekly to reduce the period between the keys being returned to Housing Options and the property being let.
 - Introducing multiple viewings for general needs difficult to let properties which should reduce the time between offers.

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 564472

Current and previous quarters performance



Quarter	Target	Actual
Q1/14/15	98.00%	99.00%
Q4/13/14	98.00%	99.00%
Q3/13/14	98.00%	100.00%
Q2/13/14	98.00%	99.61%
Q1/13/14	98.00%	99.00%



Annual 2014/15 - 98.00%
 Target: 2013/14 - 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 2014/15) - Satisfaction continues to achieve target.

Corrective action proposed (if required):

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 564472

Current and previous quarters performance



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

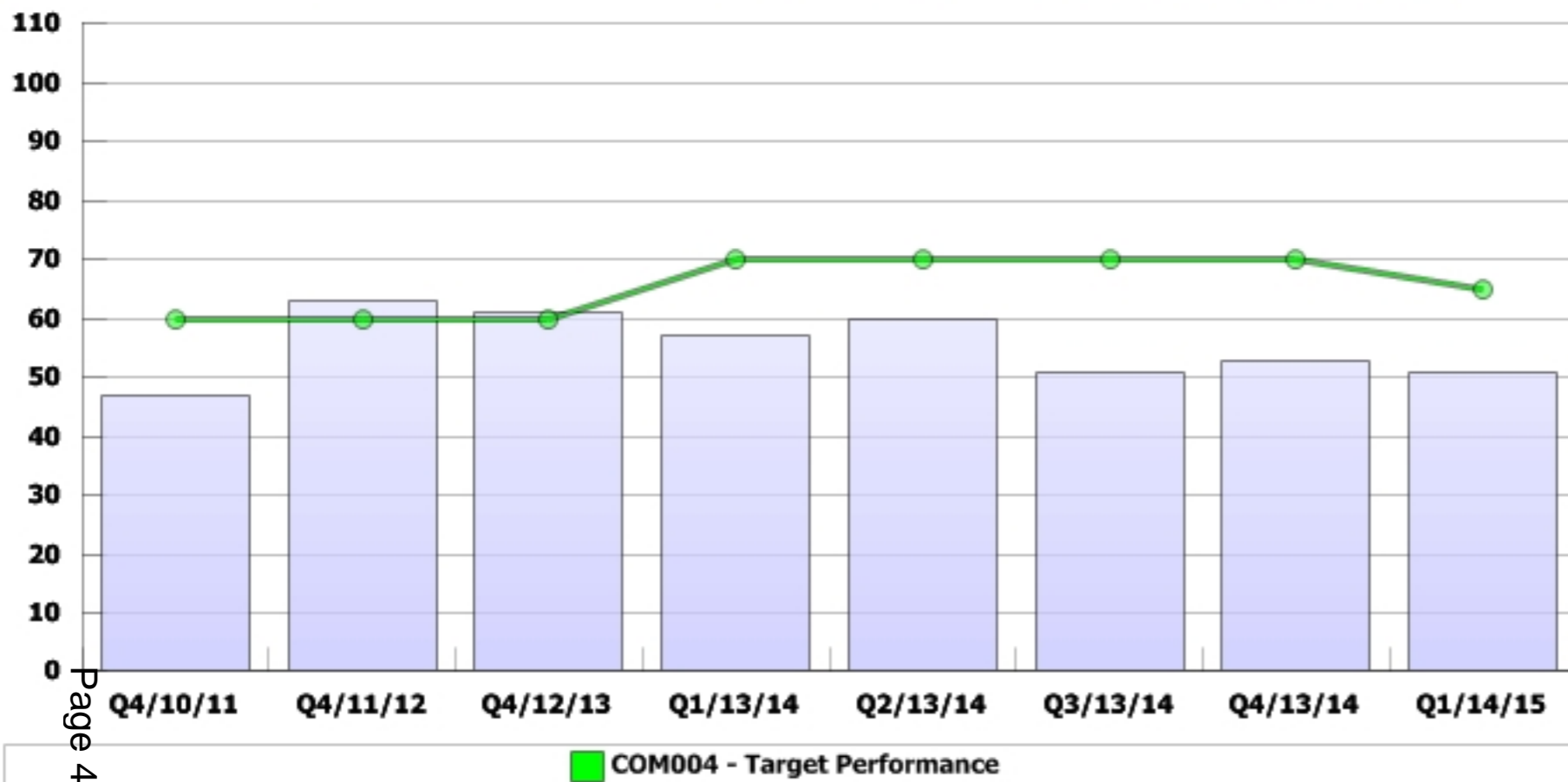
Yes

Quarter	Target	Actual
Q1/14/15	65	51
Q4/13/14	70	53
Q3/13/14	70	51
Q2/13/14	70	60
Q1/13/14	70	57

Annual 2014/15 - 65
Target: 2013/14 - 70

Indicator of good performance:
A lower number is good

↓ is the direction of improvement



Comment on current performance (including context):

(Q1 2014/15) - The target has been achieved.

Corrective action proposed (if required):

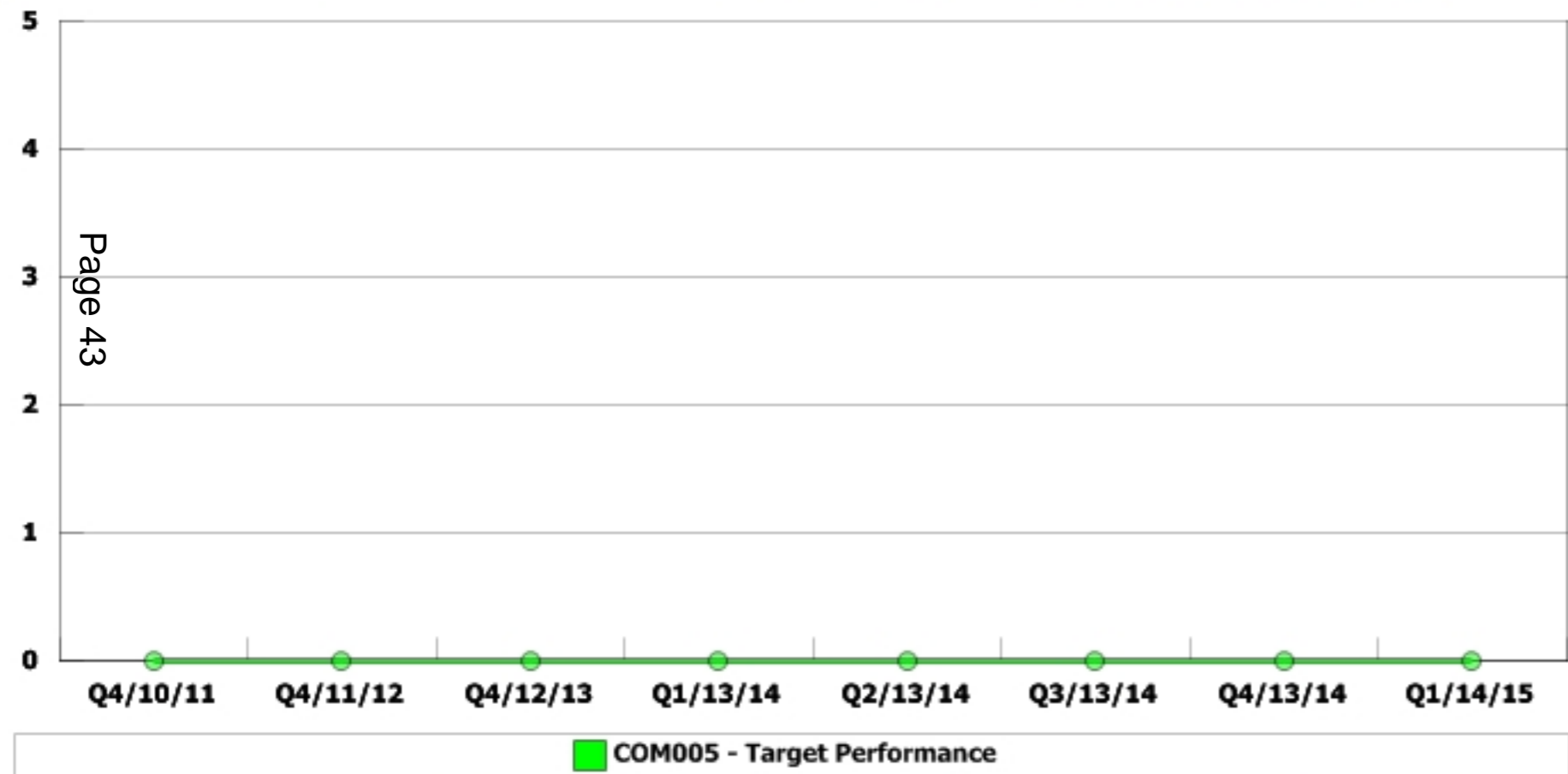
Empty box for corrective action proposed.

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 564472

Current and previous quarters performance



Quarter	Target	Actual
Q1/14/15	0.00%	0.00%
Q4/13/14	0.00%	0.00%
Q3/13/14	0.00%	0.00%
Q2/13/14	0.00%	0.00%
Q1/13/14	0.00%	0.00%



Annual Target: 2014/15 - 0.00%
 2013/14 - 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 2014/15) - Potential building element failures have been identified from Stock Condition Survey Address List and appropriate Capital and Revenue works programmes have commenced to prevent these properties falling into Non-Decent category.

During 2013-14 over 998 Stock Condition Surveys were completed and during 2014-15 the same number of surveys are planned to ensure no properties fall into the Non-Decent category.

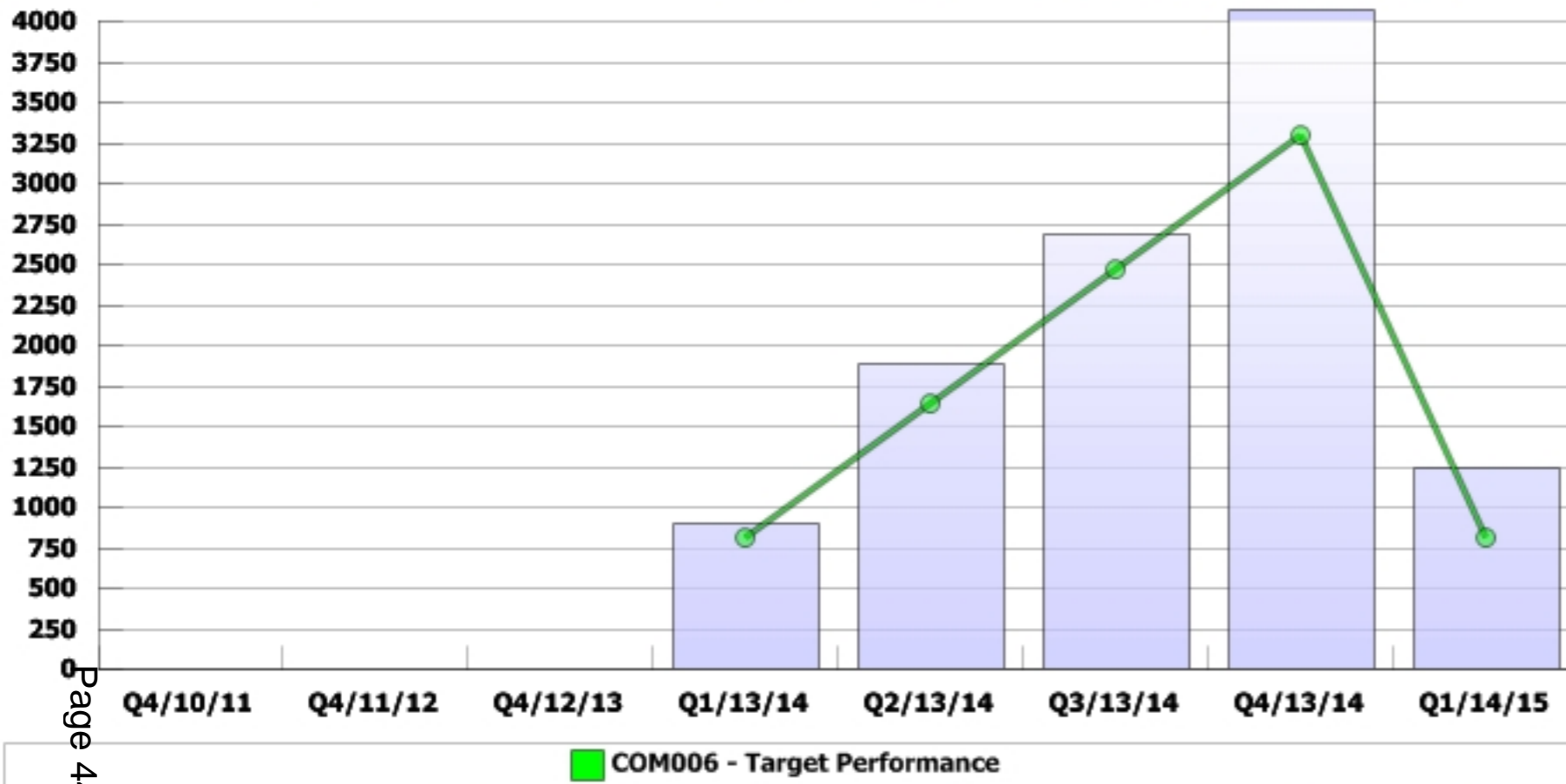
Corrective action proposed (if required):

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 564472

Current and previous quarters performance



Quarter	Target	Actual
Q1/14/15	825	1,244
Q4/13/14	3,300	4,076
Q3/13/14	2,475	2,689
Q2/13/14	1,650	1,898
Q1/13/14	825	905



Annual Target: 2014/15 - 3,300
2013/14 - 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 2014/15) - Potential building element failures have been identified from Stock Condition Survey Address List and appropriate Capital and Revenue works programmes have commenced to prevent these properties falling into the Non-Decent category.

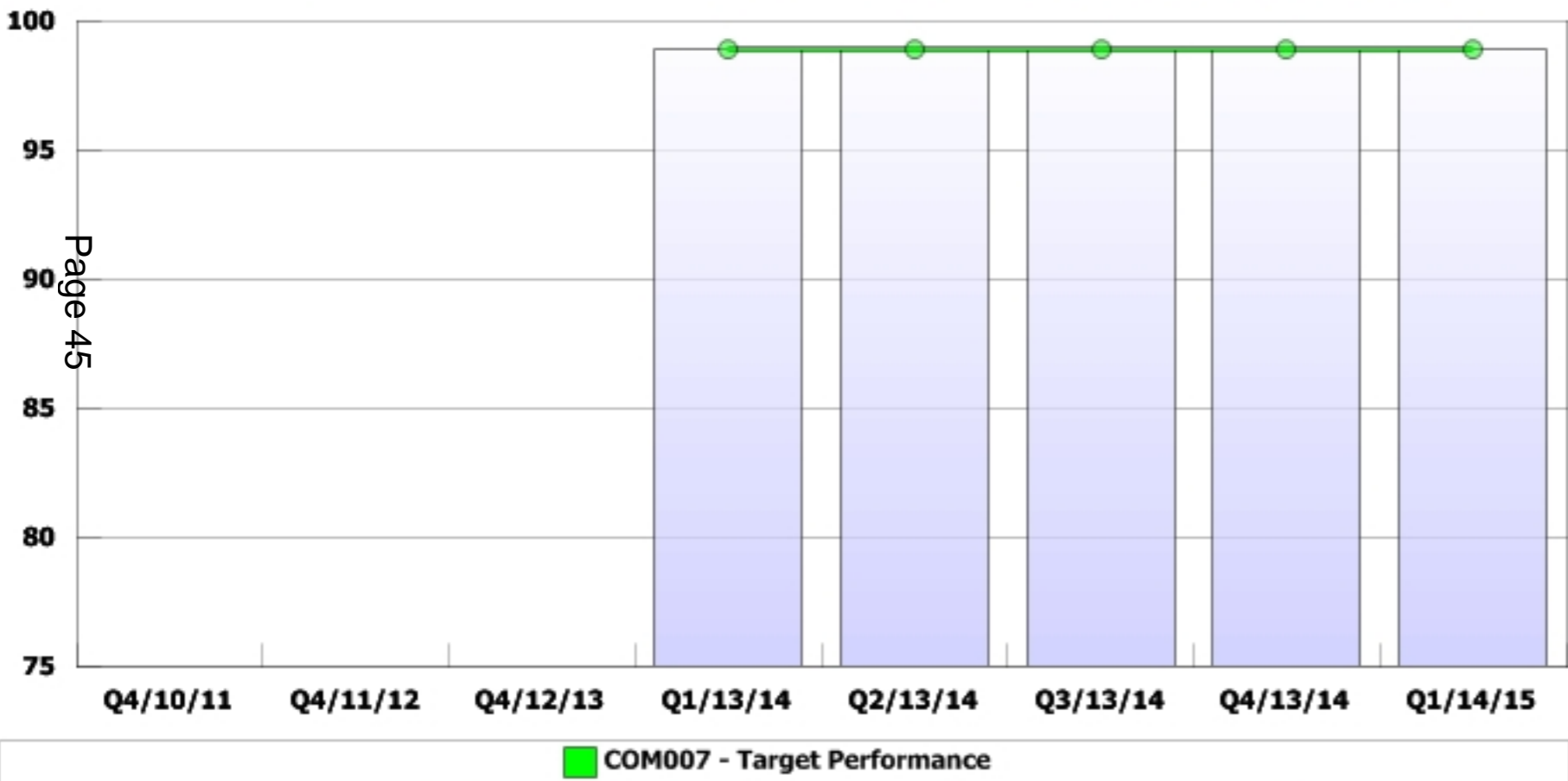
Corrective action proposed (if required):

COM007 What percentage of all emergency repairs are attended to within 4 working hours?

Additional Information:

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual
Q1/14/15	99%	99%
Q4/13/14	99%	99%
Q3/13/14	99%	99%
Q2/13/14	99%	99%
Q1/13/14	99%	99%

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

Annual 2014/15 - 99%
 Target: 2013/14 - 99%

Indicator of good performance:
 A higher percentage is good

↑ is the direction of improvement

Comment on current performance (including context):

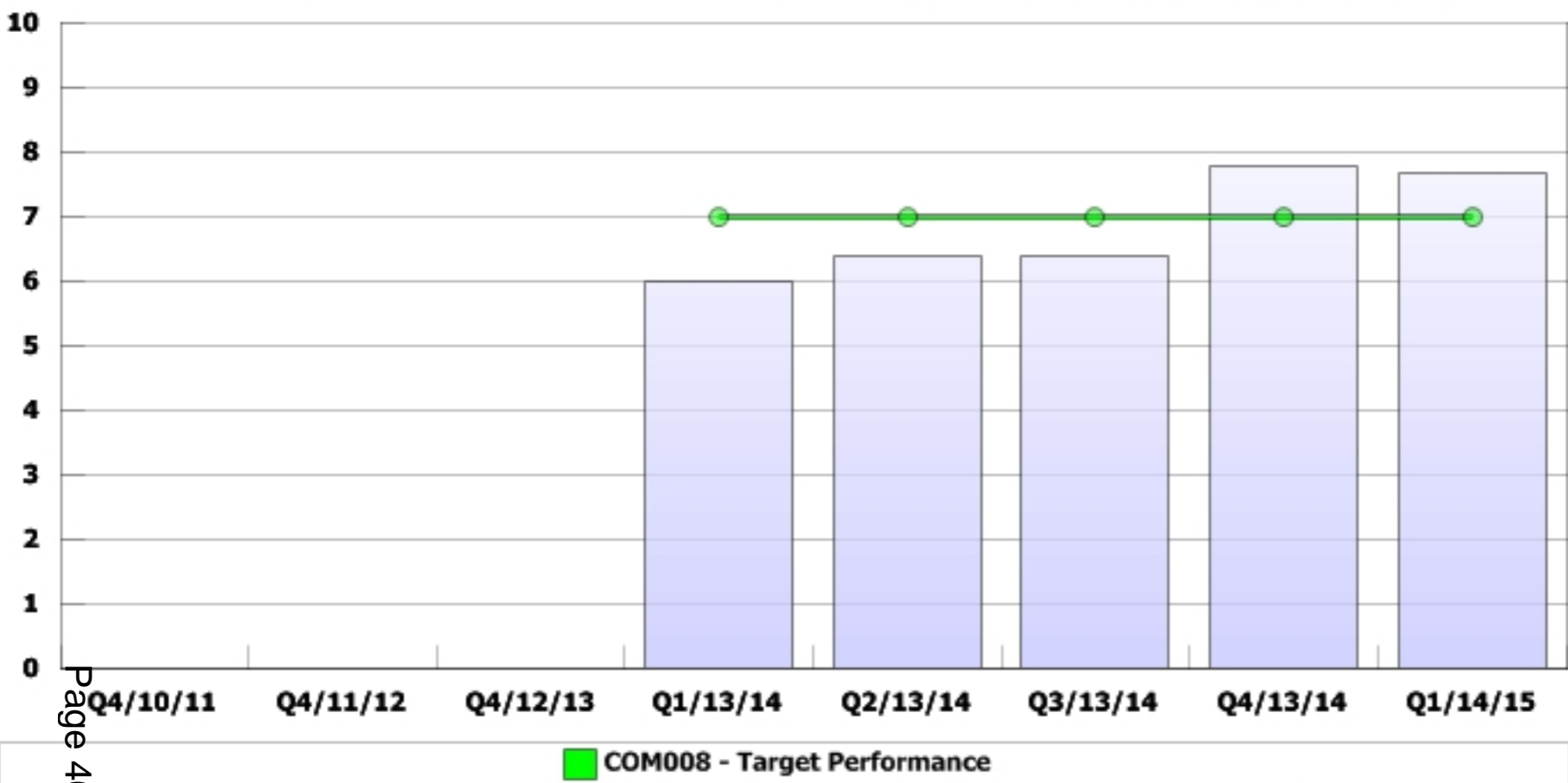
(Q1 2014/15) - Performance target achieved, average attendance performance is 1 hour 37 minutes.

Corrective action proposed (if required):

Additional Information:

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/14/15	7.0	7.7	✗
Q4/13/14	7.0	7.8	✗
Q3/13/14	7.0	6.4	✓
Q2/13/14	7.0	6.4	✓
Q1/13/14	7.0	6.0	✓

Annual 2014/15 - 7 working days
Target: 2013/14 - 7 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

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Comment on current performance (including context):

(Q1 2014/15) - Performance has failed to achieve target for Q1. This indicator has been affected by the number of fencing jobs reported following the storms in the earlier part of the year. This was further impacted by a national shortage of fencing timber to complete these repairs. Current performance for jobs reported since 1 April 2014 to date has this performance at 5.91 working days.

Corrective action proposed (if required):

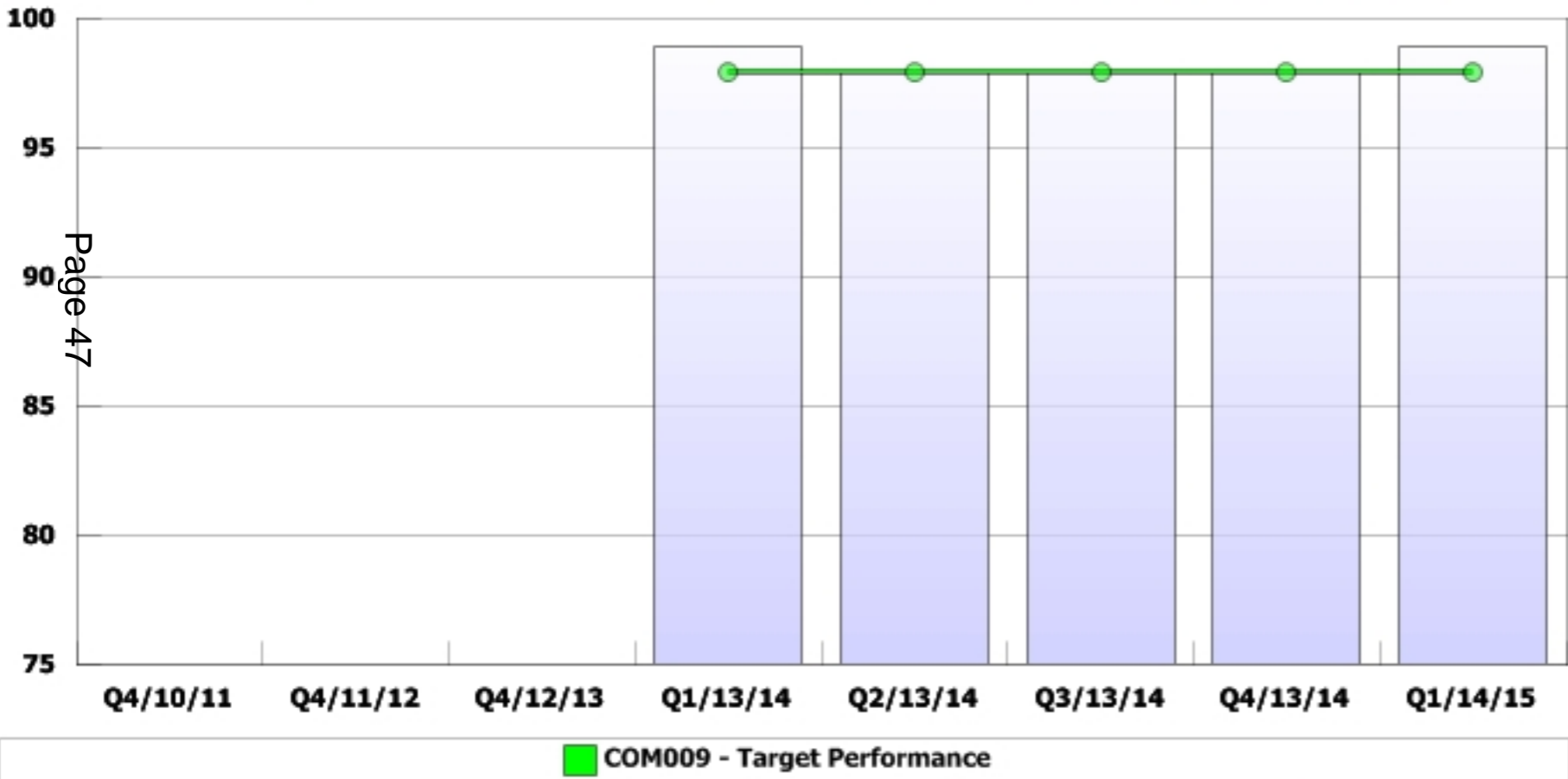
(Q1 2014/15) - The Housing Repairs Service will drive performance in Q2 through to Q4 to reduce the full year performance back down to 7 working days by the end of March 2015. By keeping performance under 6 working days this should have the effect of reducing the 0.71 working day average increase over the full year.

COM009 What percentage of appointments for repairs are both made and kept?

Additional Information:

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual
Q1/14/15	98%	99%
Q4/13/14	98%	98%
Q3/13/14	98%	98%
Q2/13/14	98%	98%
Q1/13/14	98%	99%

Annual Target: 2014/15 - 98%
 2013/14 - 98%
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 2014/15) - Performance has achieved target.

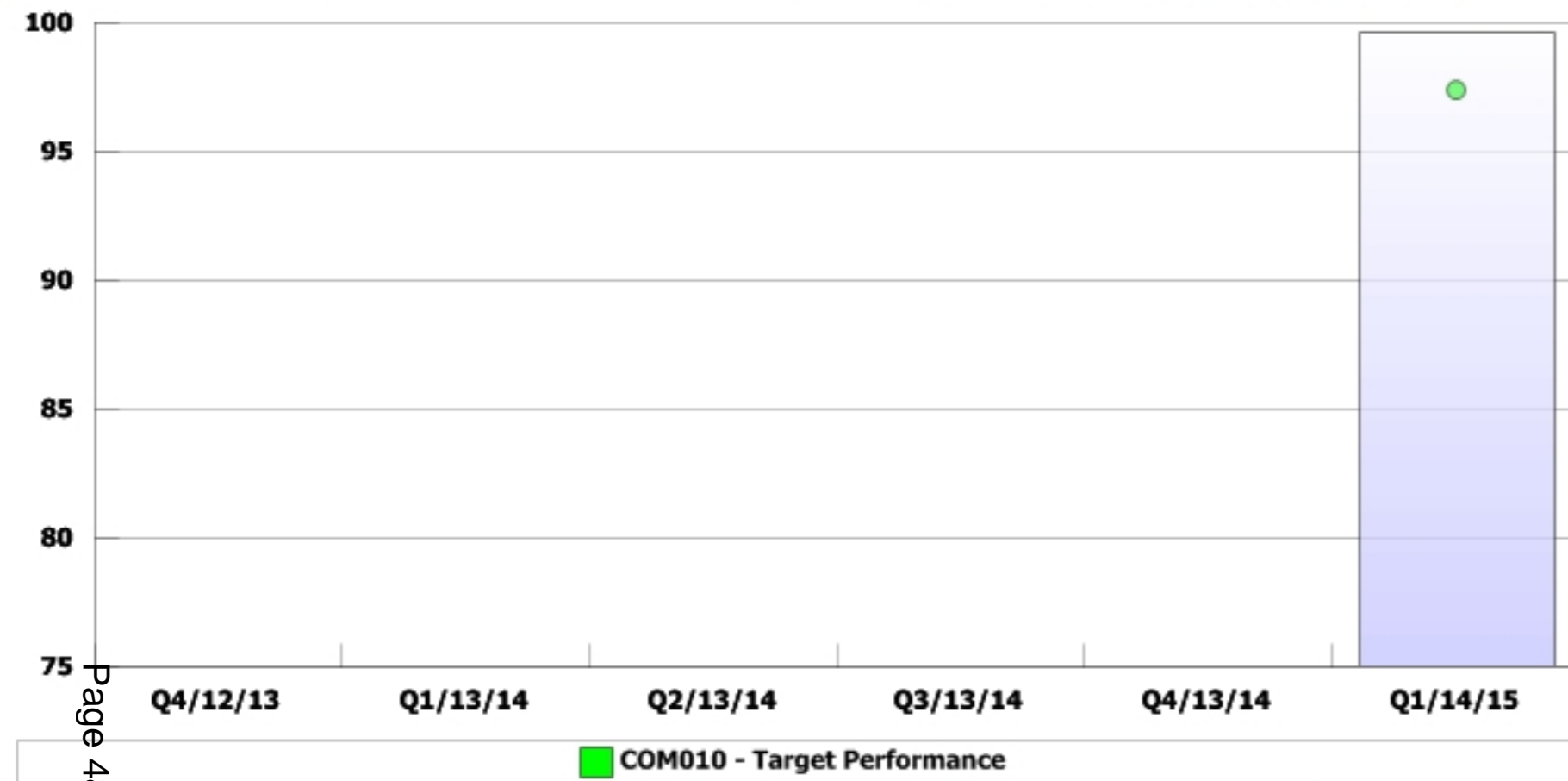
Corrective action proposed (if required):

COM010 What percentage of calls to the council's Careline service are answered within 60 seconds?

Additional Information:

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual
Q1/14/15	97.5%	99.7%
Q4/13/14		0.0%
Q3/13/14		0.0%
Q2/13/14		0.0%
Q1/13/14		0.0%



Annual Target: 2014/15 - 97.50%
 2013/14 - N/A
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):

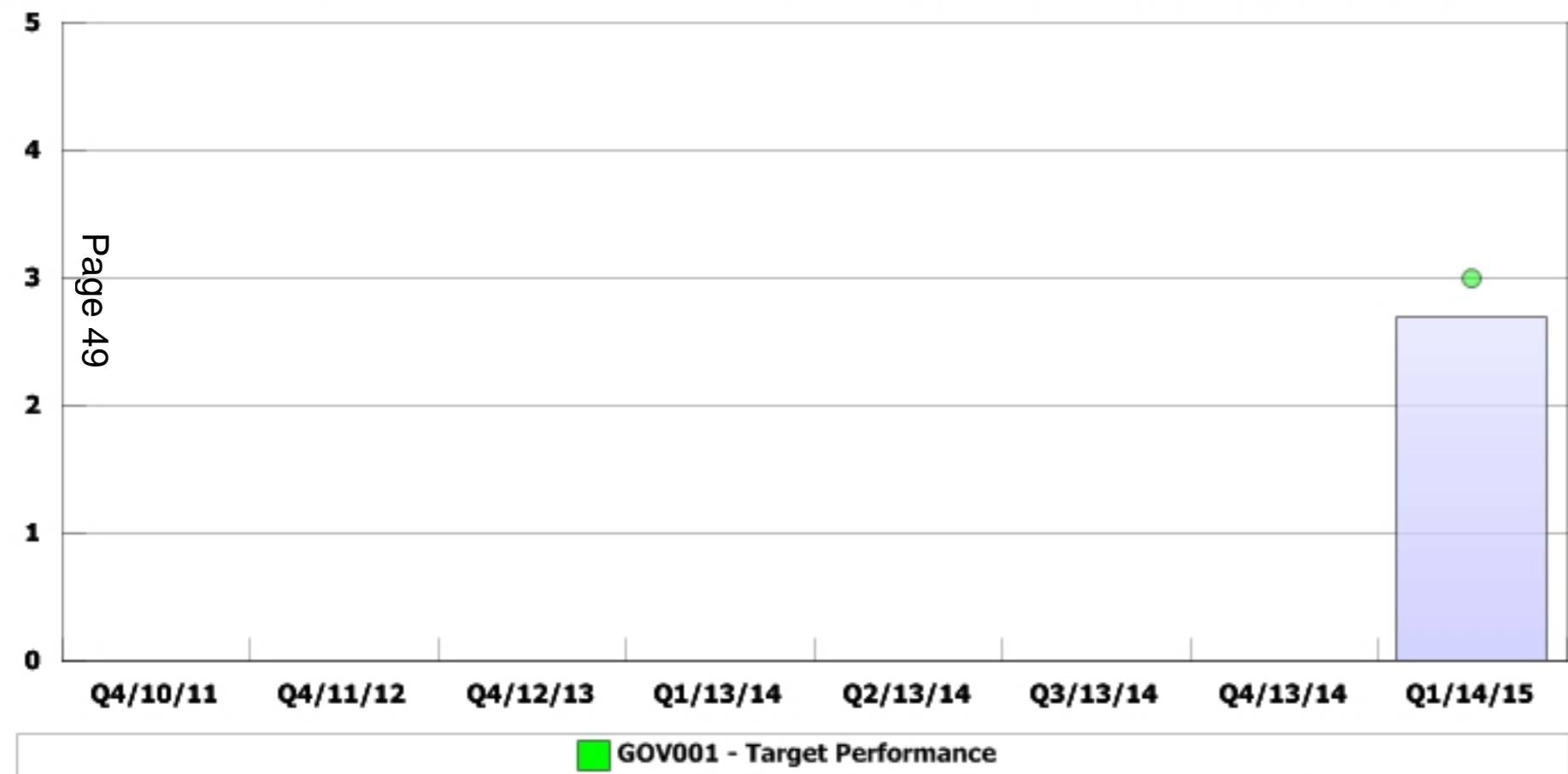
(Q1 2014/15) - The target has been achieved.

Corrective action proposed (if required):

Additional Information:

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual
Q1/14/15	3.0	2.7
Q4/13/14		0.0
Q3/13/14		0.0
Q2/13/14		0.0
Q1/13/14		0.0

Annual Target: 2014/15 - 3 Stars
 2013/14 - N/A
 Indicator of good performance:
 A higher level 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 2014/15) - The new user feedback tool was implemented in April 2014. The user can select a happy, neutral or sad face and leave comments which are linked to the page. There were 23 replies in the first 3 months consisting of 7 happy, 6 neutral and 10 sad giving an average of 2.7.

Corrective action proposed (if required):

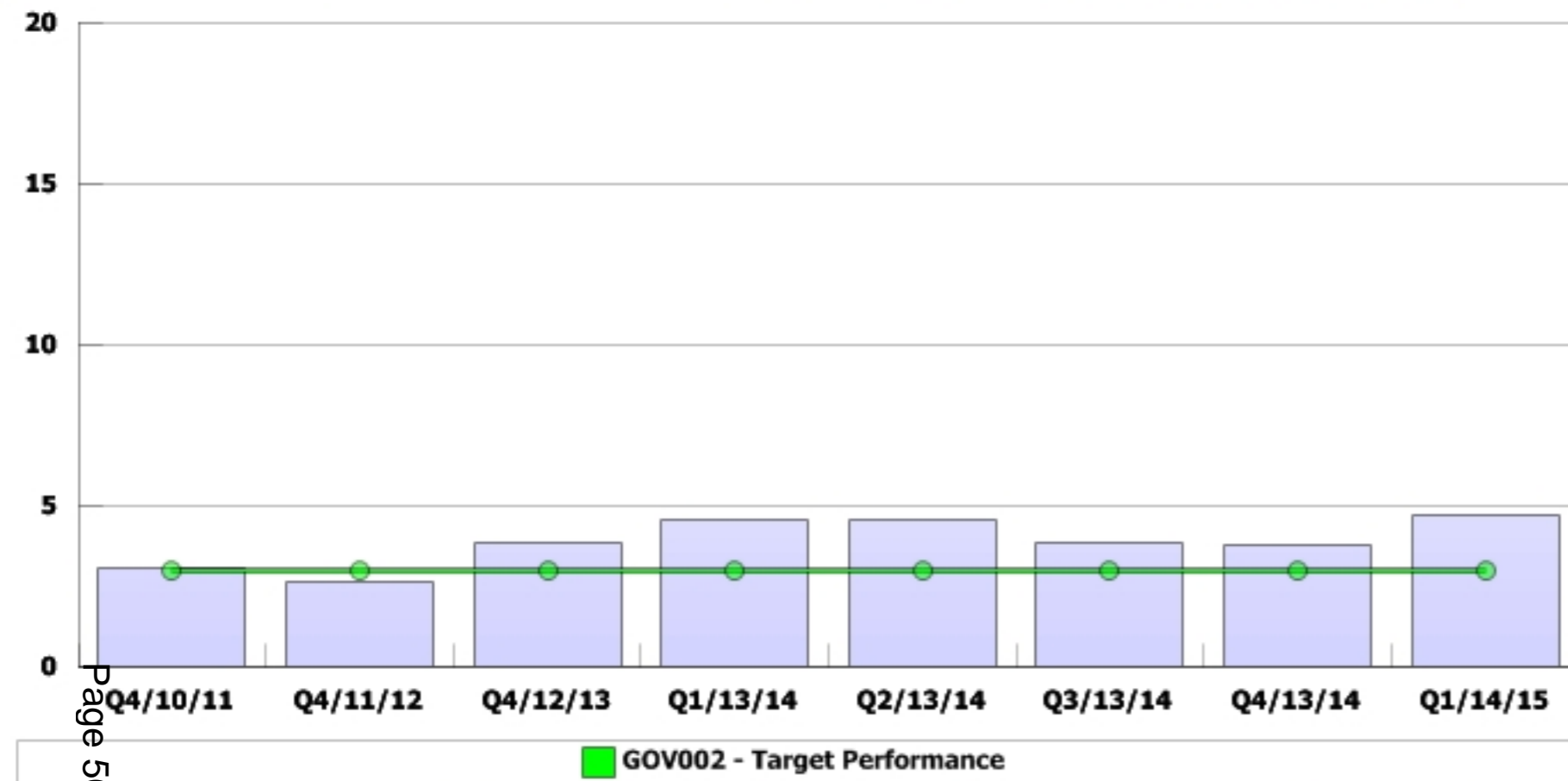
(Q1 2014/15) - The comments have enabled us to make specific changes to benefit users which cannot be gained from statistics alone.

GOV002 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 564472

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/14/15	3.00%	4.73%	✗
Q4/13/14	3.00%	3.80%	✗
Q3/13/14	3.00%	3.90%	✗
Q2/13/14	3.00%	4.60%	✗
Q1/13/14	3.00%	4.60%	✗

Annual Target: 2014/15 - 3.00%
 2013/14 - 3.00%

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?

No

Comment on current performance (including context):

(Q1 2014/15) Arrears are slightly higher than the target but still quite low in the present economic climate.

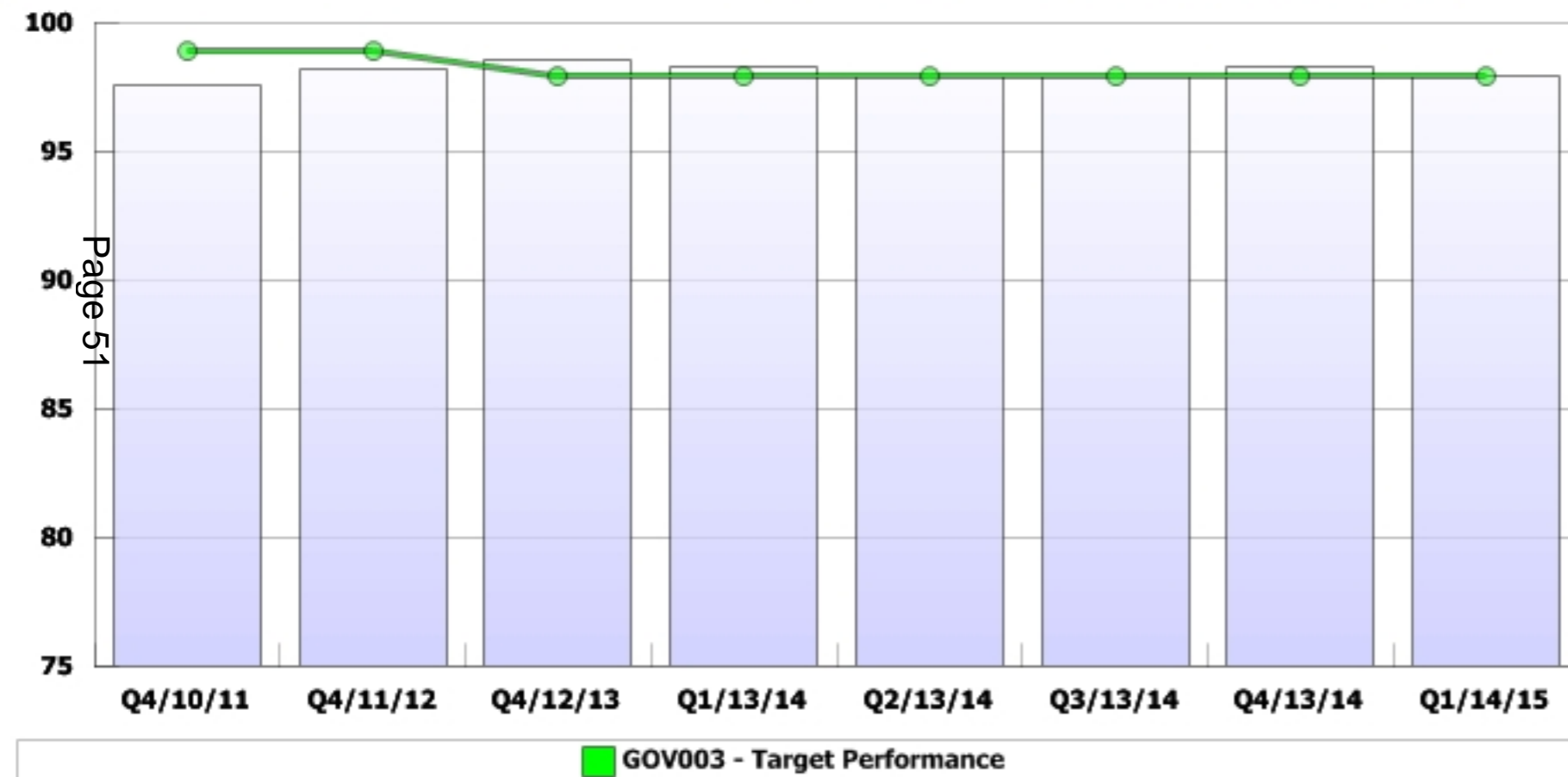
Corrective action proposed (if required):

(Q1 2014/15) It is hoped to start arrears meetings with Finance and Legal Services again in the near future.

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 564472

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/14/15	98.00%	97.97%	✗
Q4/13/14	98.00%	98.31%	✓
Q3/13/14	98.00%	97.97%	✗
Q2/13/14	98.00%	97.97%	✗
Q1/13/14	98.00%	98.31%	✓

Annual 2014/15 - 98.00%
 Target: 2013/14 - 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 2014/15) The target was almost met.

Corrective action proposed (if required):

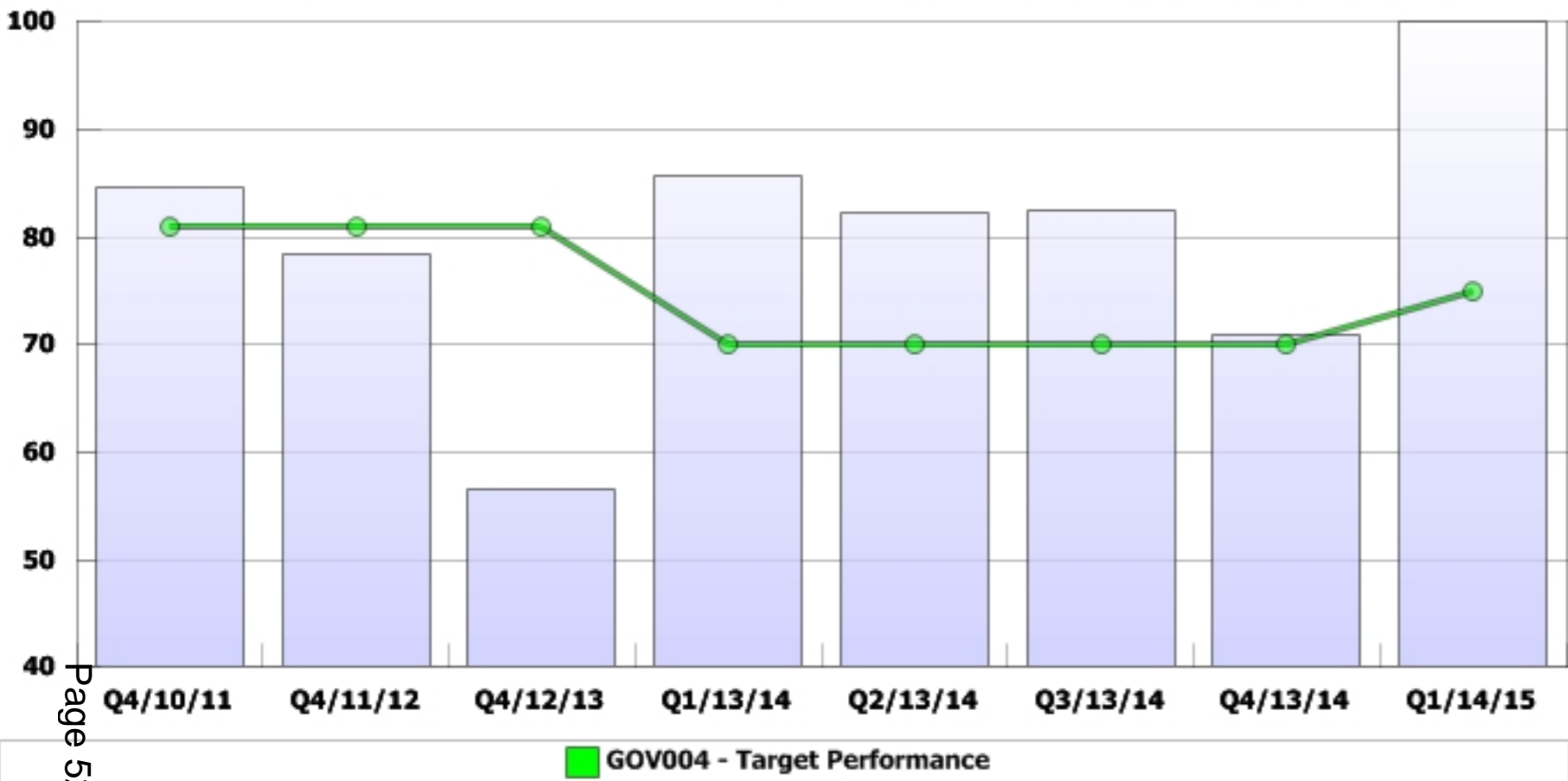
Empty box for corrective action proposed.

GOV004 What percentage of major planning applications were processed within 13 weeks?

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 564472

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/14/15	75.00%	100.00%	✓
Q4/13/14	70.00%	70.97%	✓
Q3/13/14	70.00%	82.61%	✓
Q2/13/14	70.00%	82.35%	✓
Q1/13/14	70.00%	85.71%	✓

Annual Target: 2014/15 - 75.00%
Target: 2013/14 - 70.00%

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):

Corrective action proposed (if required):

(Q1 2014/15) - Major type applications represent only a small number of the overall number of planning applications received, but they are more complex and generally are reported to planning committees, so deadlines for decisions are tight. Because of this, the performance can be volatile, but with 6 out of 6 decided in time, the target has been achieved.

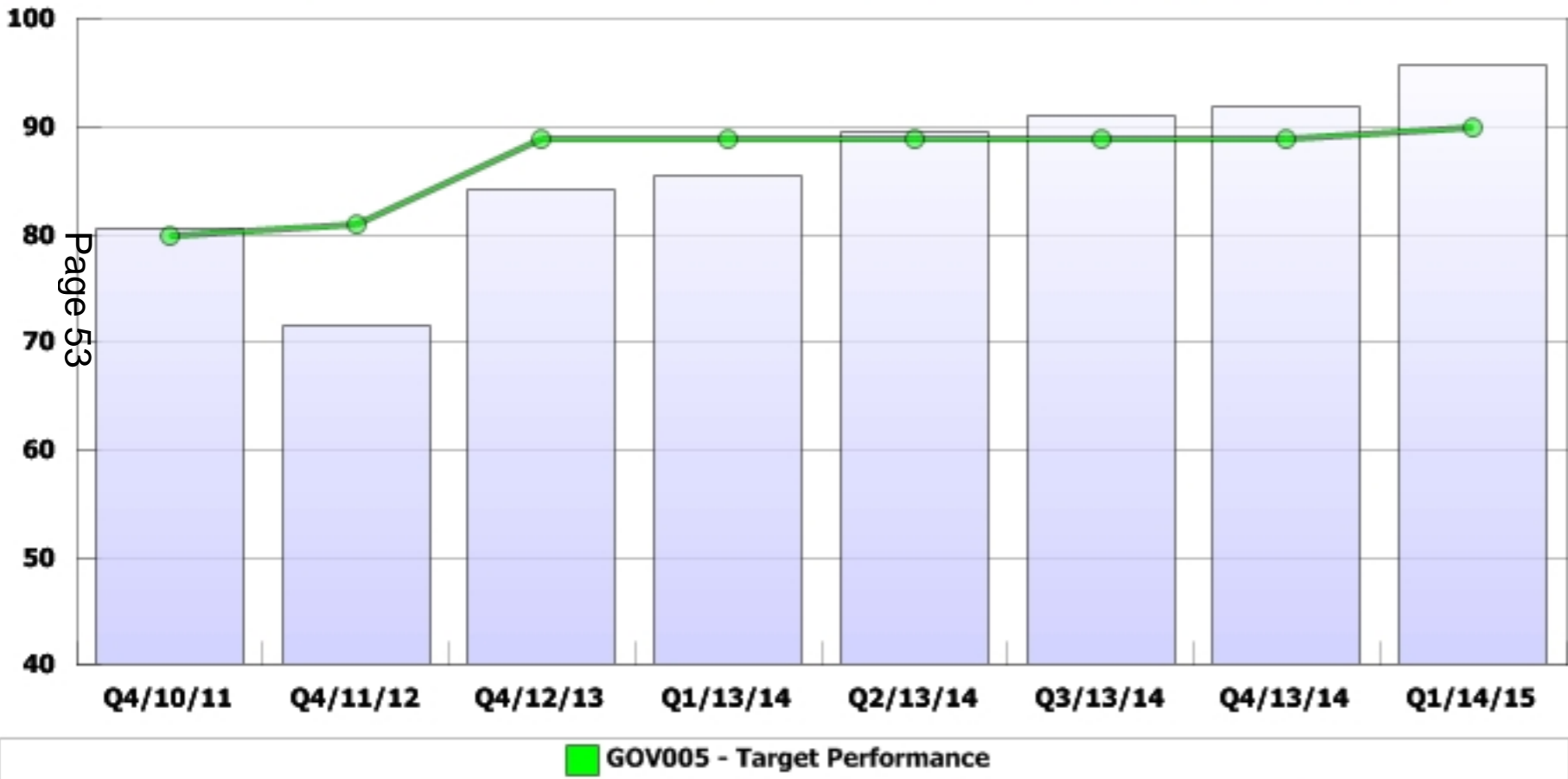
GOV005 What percentage of minor planning applications were processed within 8 weeks (Delegated decisions only from 2012/13)?

Additional Information: This indicator ensures that local planning authorities determine 'minor' planning applications in a timely manner (within eight weeks). With effect from Q1 2012/13 this indicator will measure performance on delegated decisions only. Historical performance figures will remain unchanged.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472



Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/14/15	90.00%	95.83%	✓
Q4/13/14	89.00%	91.97%	✓
Q3/13/14	89.00%	91.04%	✓
Q2/13/14	89.00%	89.66%	✓
Q1/13/14	89.00%	85.51%	✗

Annual 2014/15 - 90.00% (delegated)
 Target: 2013/14 - 89.00% (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):

(Q1 2014/15) - This covers planning applications that include 1 to 9 dwellings/ pitches per application as well as offices, light industry, general industry, storage, warehousing or retail floorspace under 10,000sq m or 1 hectare and other minor developments. Only 4 out of 96 applications in this category were outside the target time, which shows continued performance improvement on previous years, primarily because the Development Control team has been fully staffed and officers are making a concerted effort to hit the target.

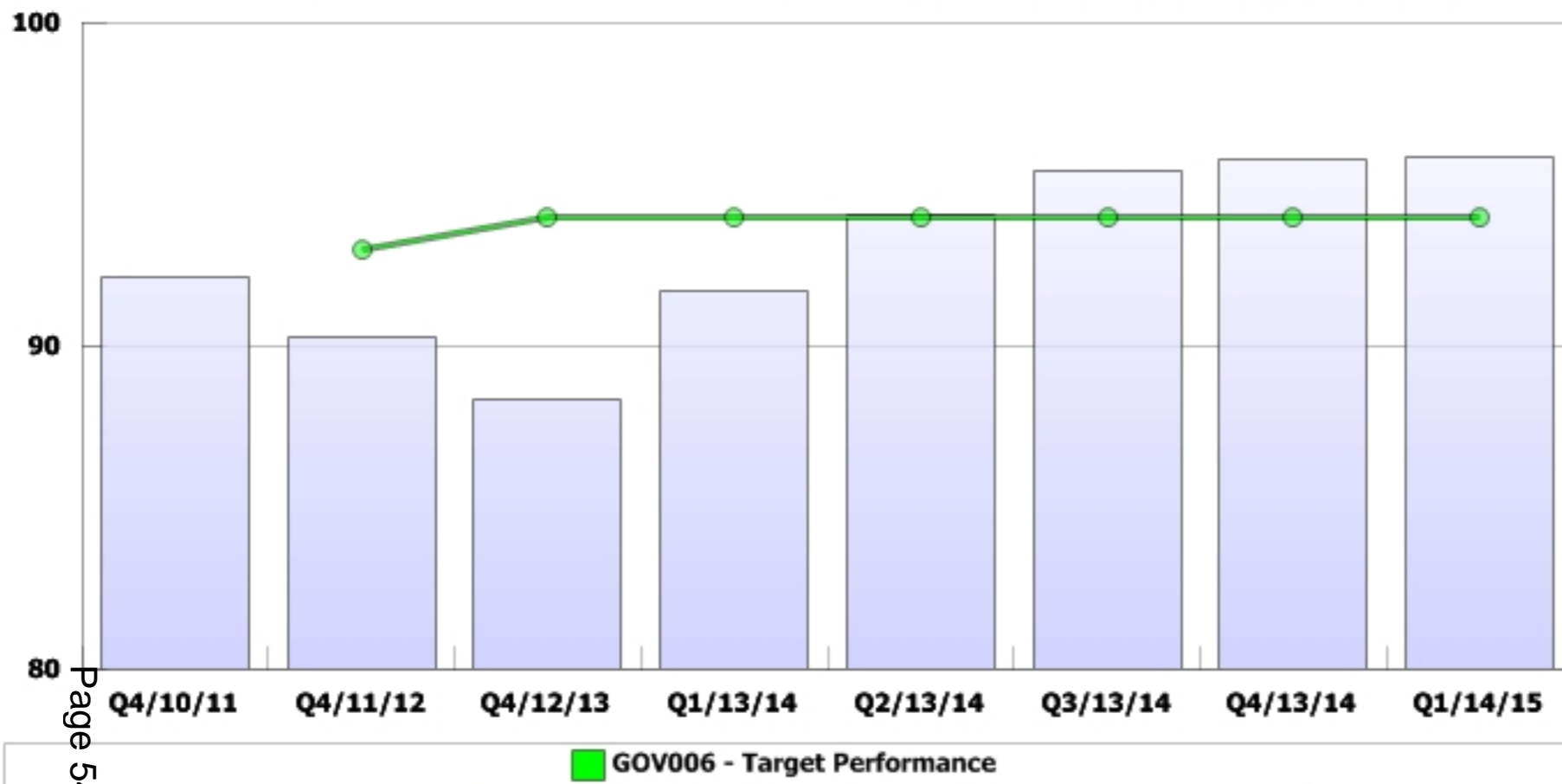
Corrective action proposed (if required):

GOV006 What percentage of other planning applications were processed within 8 weeks (Delegated decisions only from 2012/13)?

Additional Information: This indicator ensures that local planning authorities determine 'other' planning applications in a timely manner (within eight weeks). With effect from Q1 2012/13 this indicator will measure performance on delegated decisions only. Historical performance figures will remain unchanged.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/14/15	94.00%	95.90%	✓
Q4/13/14	94.00%	95.84%	✓
Q3/13/14	94.00%	95.44%	✓
Q2/13/14	94.00%	94.12%	✓
Q1/13/14	94.00%	91.74%	✗

Annual Target: 2014/15 - 94.00% (delegated)
 2013/14 - 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):

(Q1 2014/15) - Other Applications represents the highest number out of all planning application types decided under delegated powers. 281 out of 293 applications were decided in time in this category. Full complement of staff together with regular managing of workload has achieved this good performance.

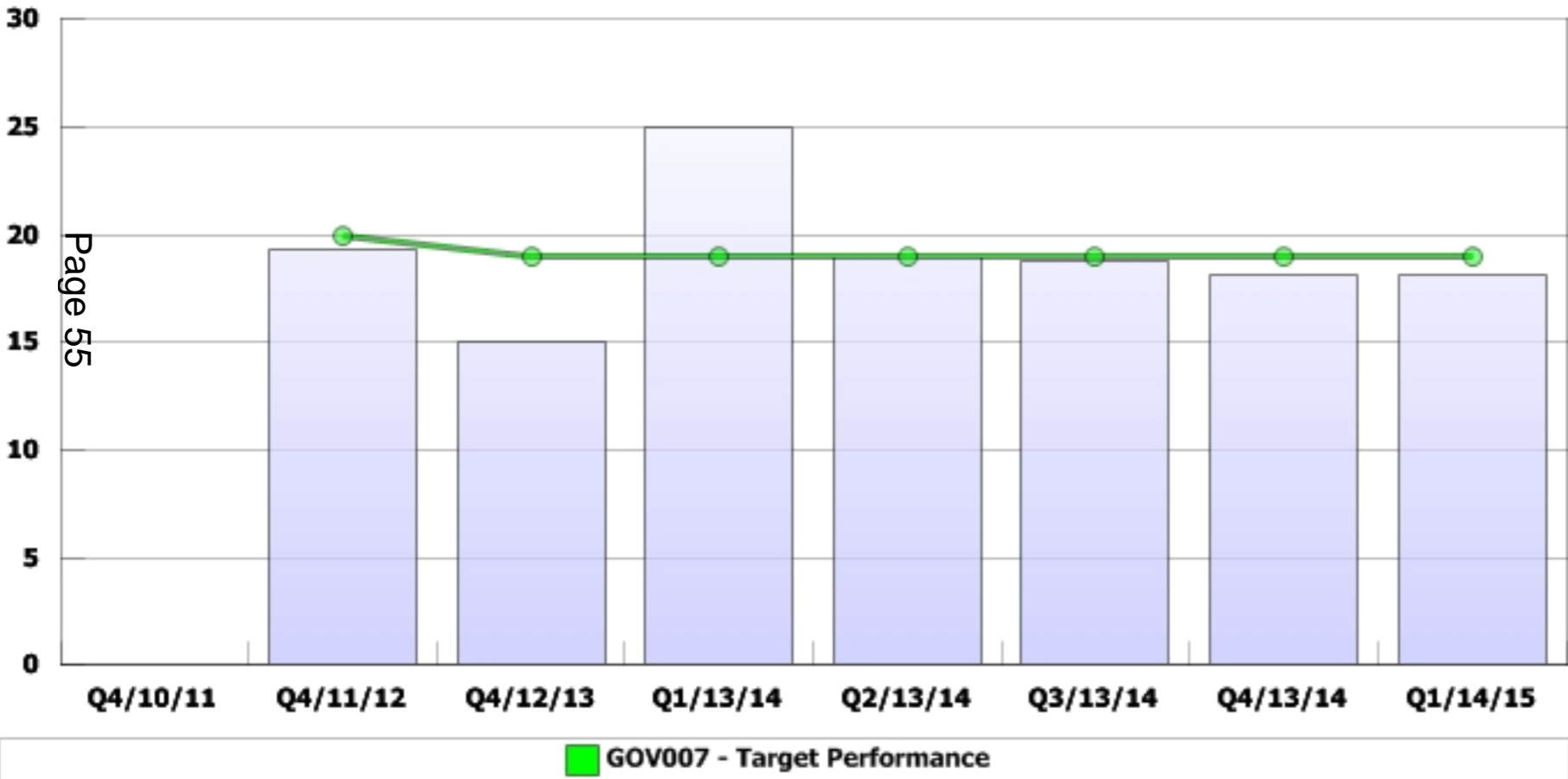
Corrective action proposed (if required):

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 564472

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/14/15	19.00%	18.20%	✓
Q4/13/14	19.00%	18.18%	✓
Q3/13/14	19.00%	18.75%	✓
Q2/13/14	19.00%	19.05%	✗
Q1/13/14	19.00%	25.00%	✗

Annual Target: 2014/15 - 19.00%
 Target: 2013/14 - 19.00%

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 2014/15) - Of the 11 appeal decisions, resulting from officer delegated refusals, received in total, only 2 have been allowed. The target of 19% is currently being achieved, implying that Officers professional judgement on planning application is generally in line with national planning guidance.

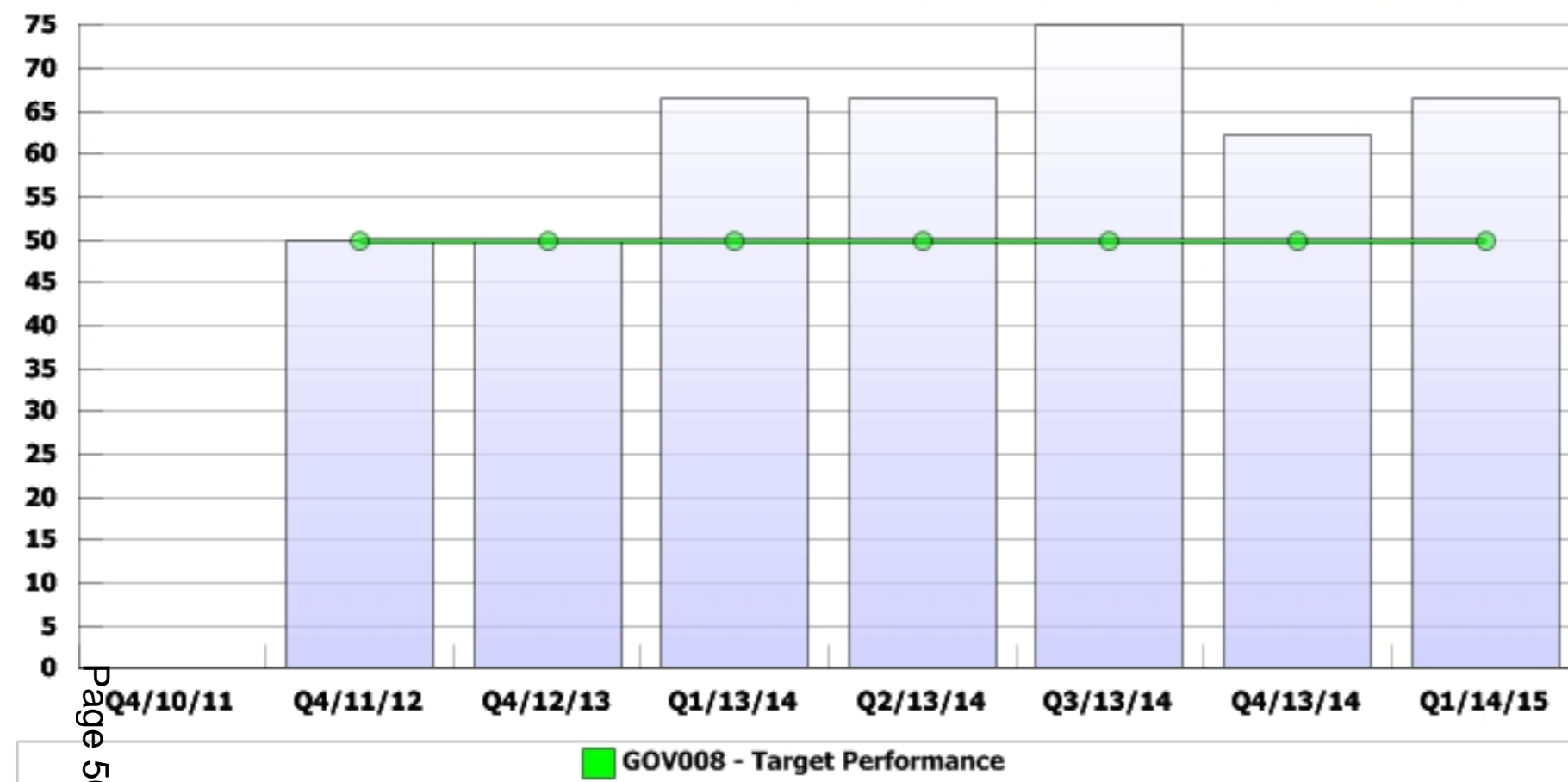
Corrective action proposed (if required):

GOV008 What percentage of planning applications, refused by Council Members against the planning officer's recommendation, were granted permission on 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 564472

Current and previous quarters performance



Quarter	Target	Actual
Q1/14/15	50.00%	66.67%
Q4/13/14	50.00%	62.20%
Q3/13/14	50.00%	75.00%
Q2/13/14	50.00%	66.67%
Q1/13/14	50.00%	66.67%

is the direction of improvement
 Is it likely that the target will be met at the end of the year?
 Uncertain

Annual Target: 2014/15 - 50.00%
Target: 2013/14 - 50.00%
Indicator of good performance: A lower percentage is good
 ↓ is the direction of improvement

Comment on current performance (including context):

(Q1 2014/15) - Members decisions to refuse planning permission by reversing officer recommendations on planning applications were supported on appeal in 1 out of 3 cases, so that 66.67% (2) were allowed. However, this is a small number of appeal cases, so the performance swing is going to be very volatile.

Corrective action proposed (if required):

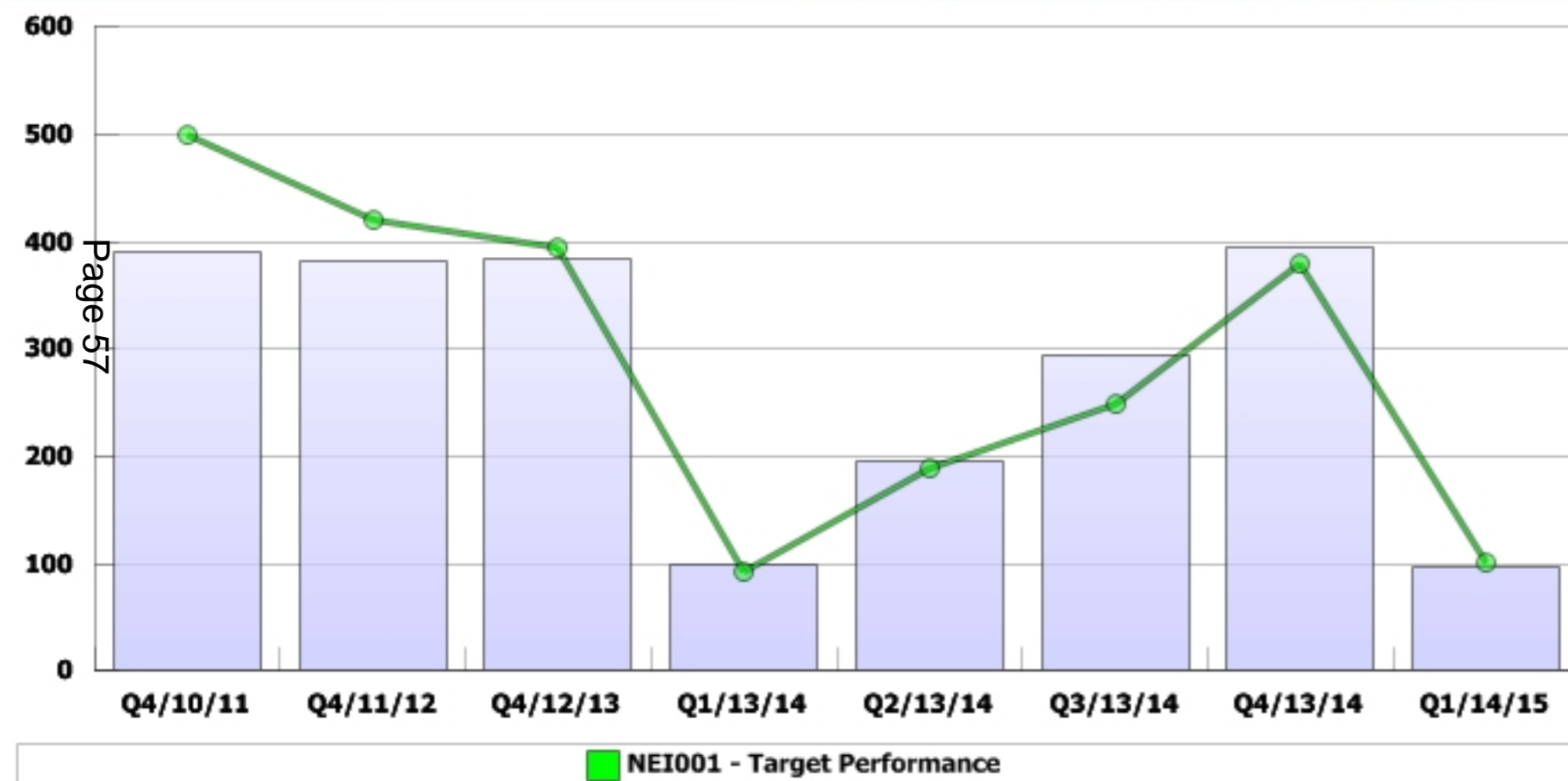
(Q1 2014/15) - Training has taken place recently for new Members so this needs time to bed in and will not affect the next couple of quarters performance. iOf the two appeals allowed, one was a parking refusal, which is notoriously difficult to persuade the Planning Inspectorate to support the Council's refusal. Members need to take this on board when deciding other similar type of applications.

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 564472

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/14/15	101	98	✓
Q4/13/14	380	396	✗
Q3/13/14	249	295	✗
Q2/13/14	190	197	✗
Q1/13/14	94	100	✗

Annual Target: 2014/15 - 400 kg
 Target: 2013/14 - 380 kg

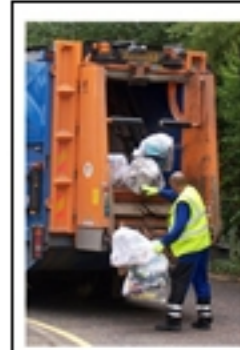
Indicator of good performance:
 A lower waste figure is good

↓ is the direction of improvement



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

Uncertain



Comment on current performance (including context):

(Q1 2014/15) - 1st quarter target achieved - trends for the remaining quarters to be monitored

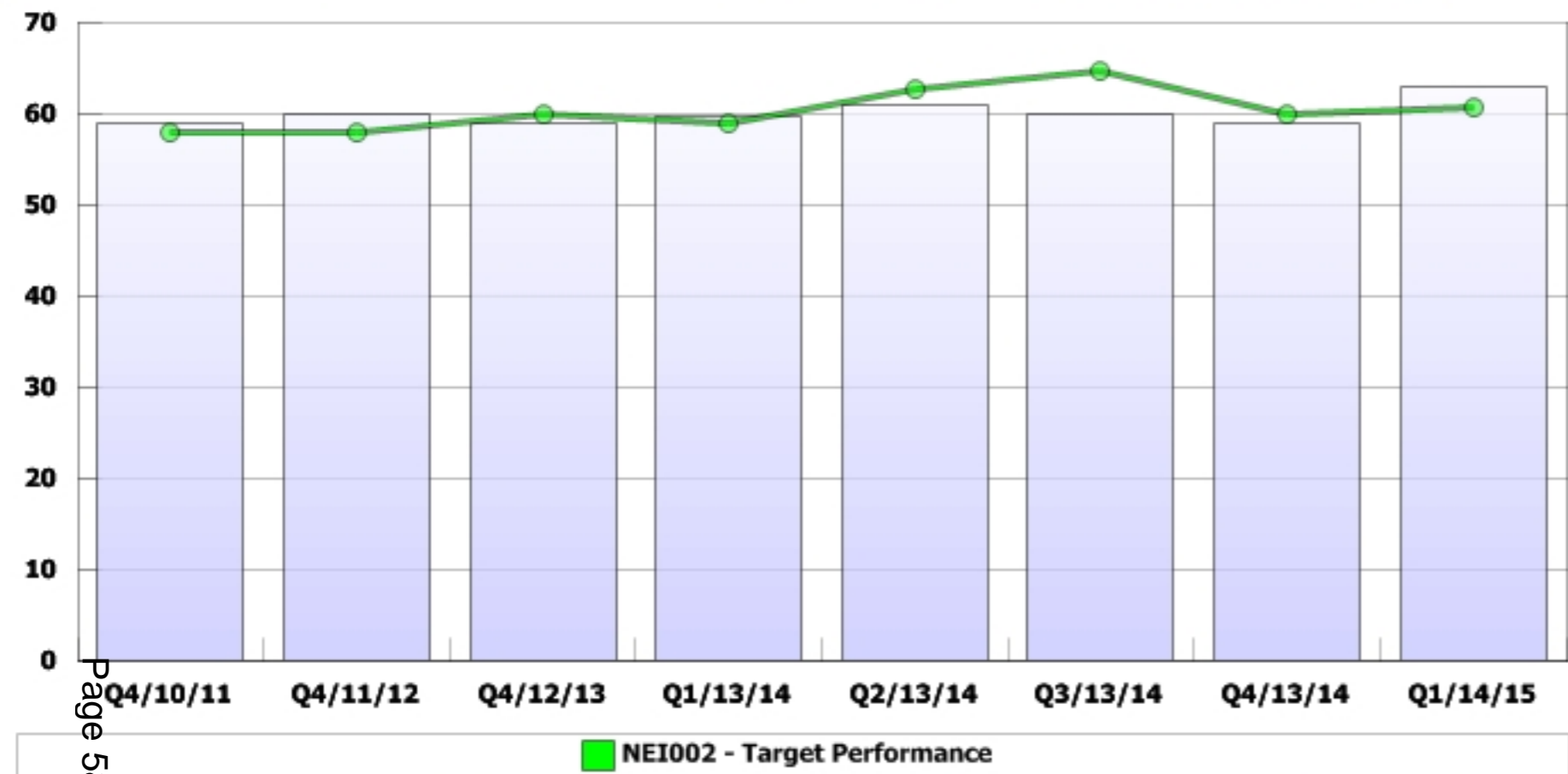
Corrective action proposed (if required):

NEI002 What percentage of all household waste was sent to be recycled, reused or composted?

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 reuse, recycling, 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 564472

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/14/15	60.95%	63.00%	✓
Q4/13/14	60.00%	59.00%	✗
Q3/13/14	64.80%	60.00%	✗
Q2/13/14	62.90%	61.00%	✗
Q1/13/14	59.01%	59.93%	✓

Annual Target: 2014/15 - 60.00%
 2013/14 - 60.00%

Indicator of good performance:
 A higher percentage recycled 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 2014/15) - The performance for this quarter is as expected due to the high volumes of green waste put out for collection during this growing season.

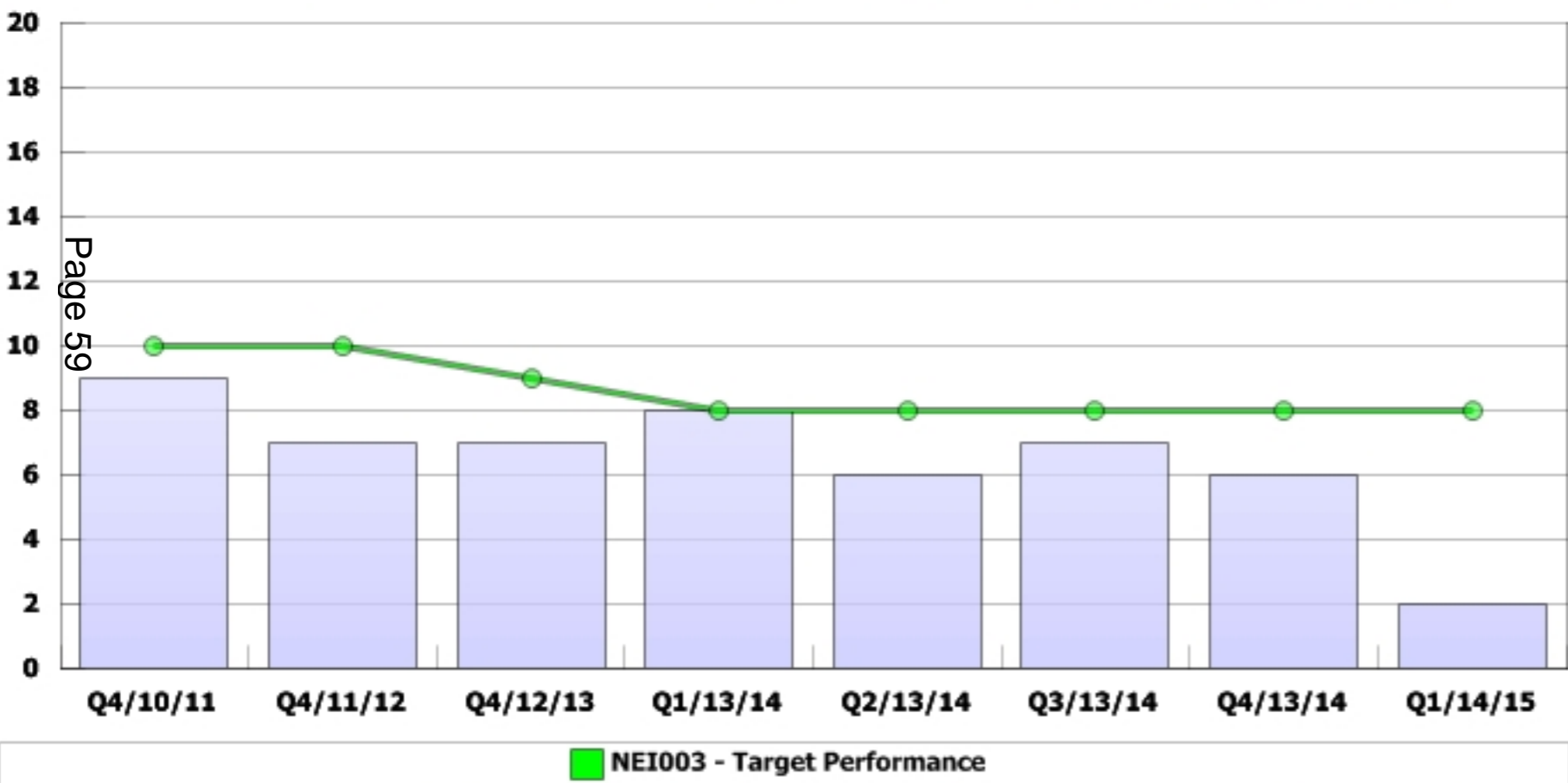
Corrective action proposed (if required):

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 564472

Current and previous quarters performance



Quarter	Target	Actual
Q1/14/15	8%	2%
Q4/13/14	8%	6%
Q3/13/14	8%	7%
Q2/13/14	8%	6%
Q1/13/14	8%	8%



Annual Target: 2014/15 - 8%
2013/14 - 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):

(Q1 2014/15) - Current performance for this quarter was very good, this was due to a number of reasons including the areas surveyed. This is an unrealistic level for the standard to be constantly maintained and expect it to be closer to 6% in the future.

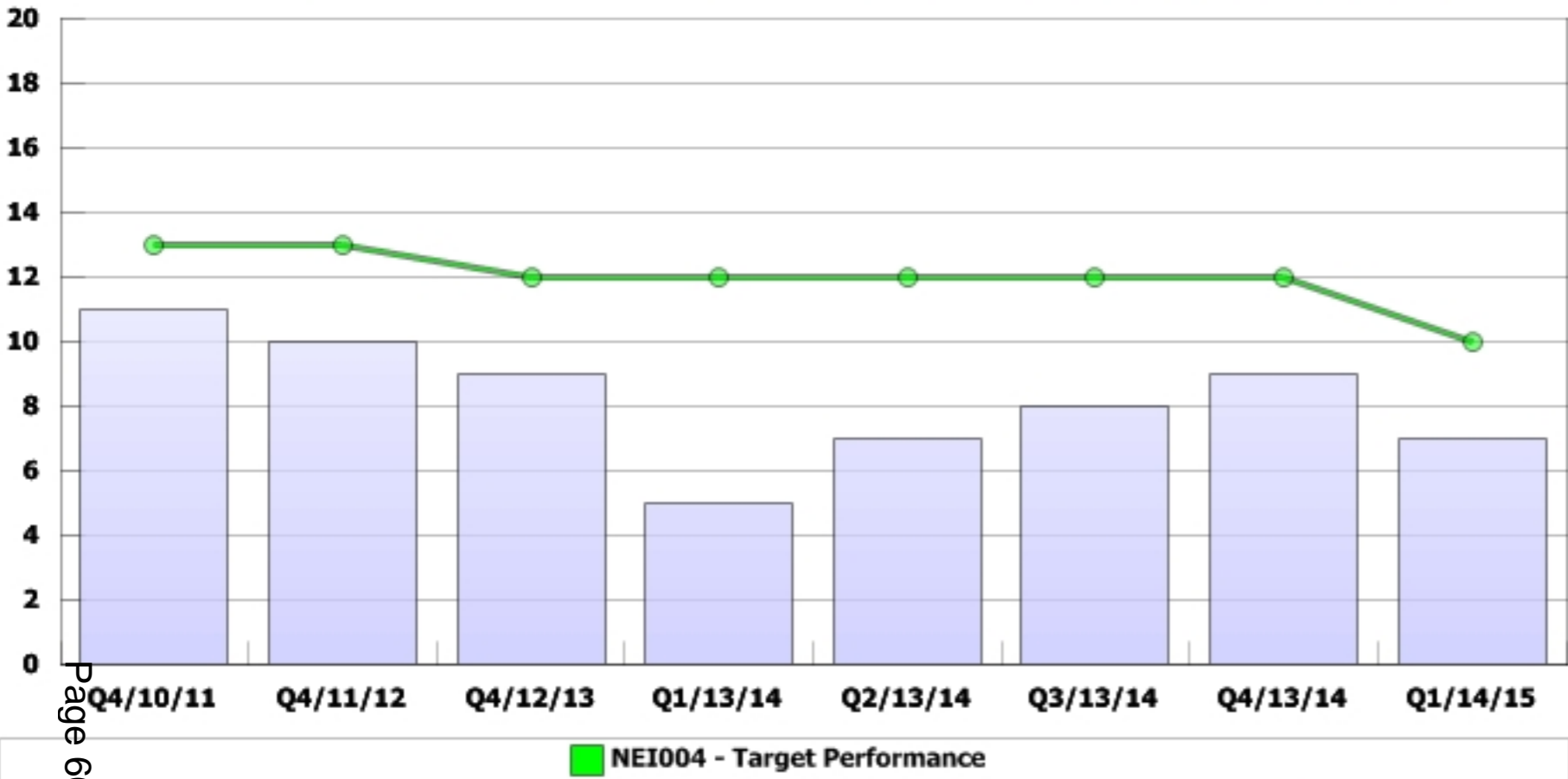
Corrective action proposed (if required):

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 564472

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/14/15	10%	7%	✓
Q4/13/14	12%	9%	✓
Q3/13/14	12%	8%	✓
Q2/13/14	12%	7%	✓
Q1/13/14	12%	5%	✓

Annual Target: 2014/15 - 10%
 2013/14 - 12%

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 2014/15) - This result was acceptable and some of the previous problems on detritus have been resolved.

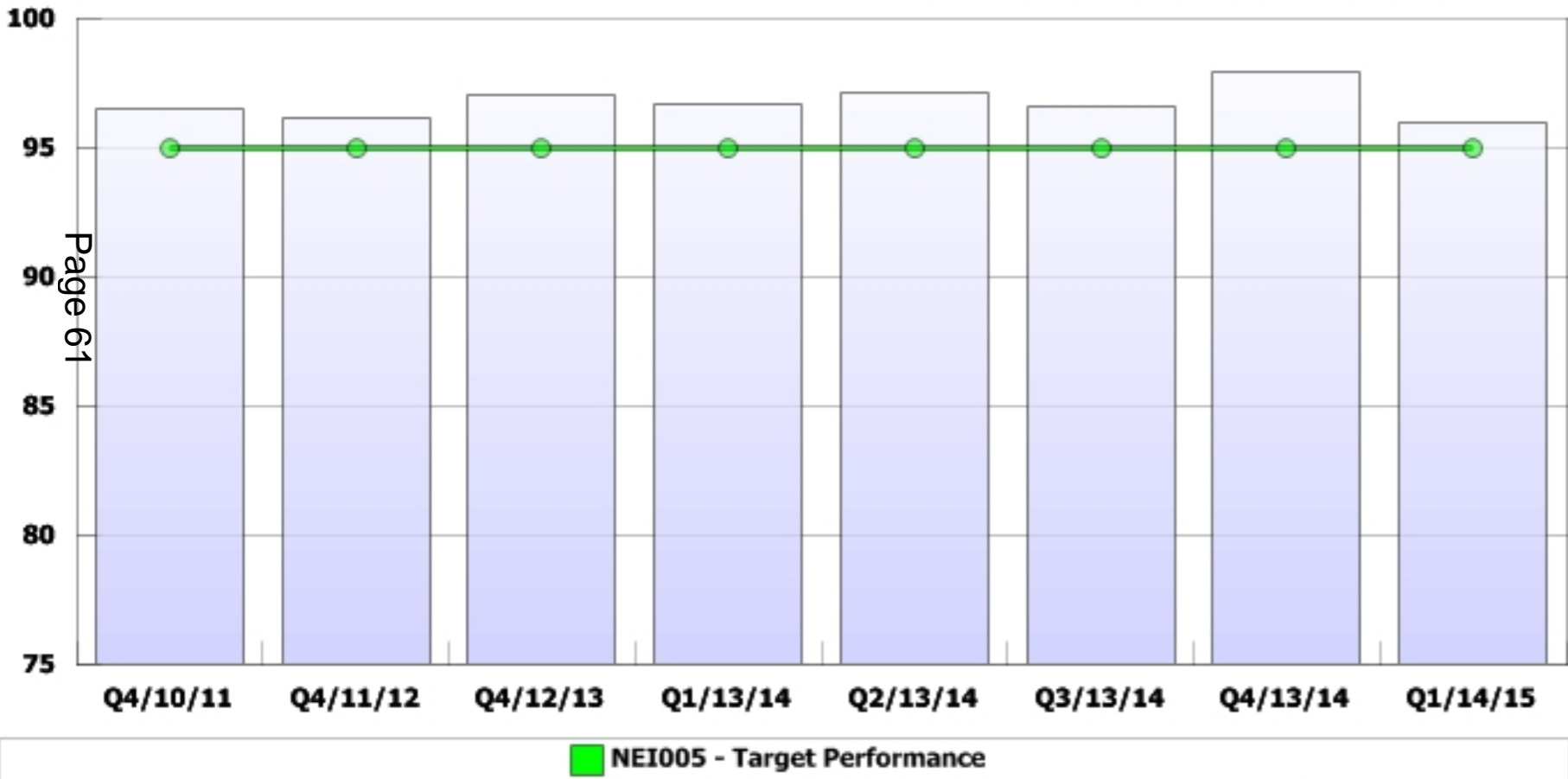
Corrective action proposed (if required):

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 564472

Current and previous quarters performance



Quarter	Target	Actual	Direction of Improvement
Q1/14/15	95.00%	96.03%	↑
Q4/13/14	95.00%	98.00%	↑
Q3/13/14	95.00%	96.66%	↑
Q2/13/14	95.00%	97.23%	↑
Q1/13/14	95.00%	96.76%	↑

Annual Target: 2014/15 - 95.00%
Target: 2013/14 - 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):

(Q1 2014/15) - Target achieved.

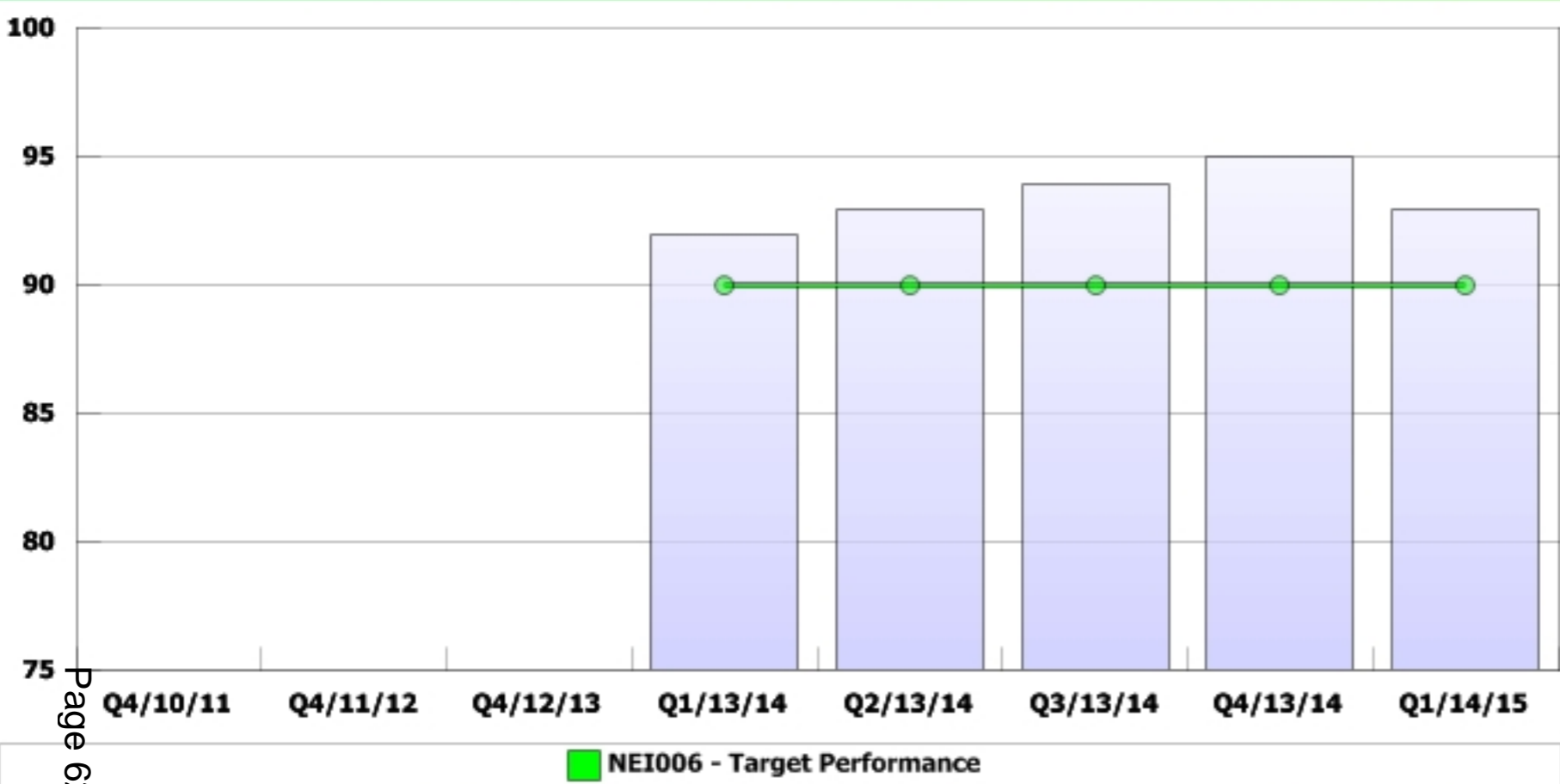
Corrective action proposed (if required):

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

Additional Information:

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual
Q1/14/15	90%	93%
Q4/13/14	90%	95%
Q3/13/14	90%	94%
Q2/13/14	90%	93%
Q1/13/14	90%	92%

Annual Target: 2014/15 - 90%
 Target: 2013/14 - 90%

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 2014/15) - Target achieved

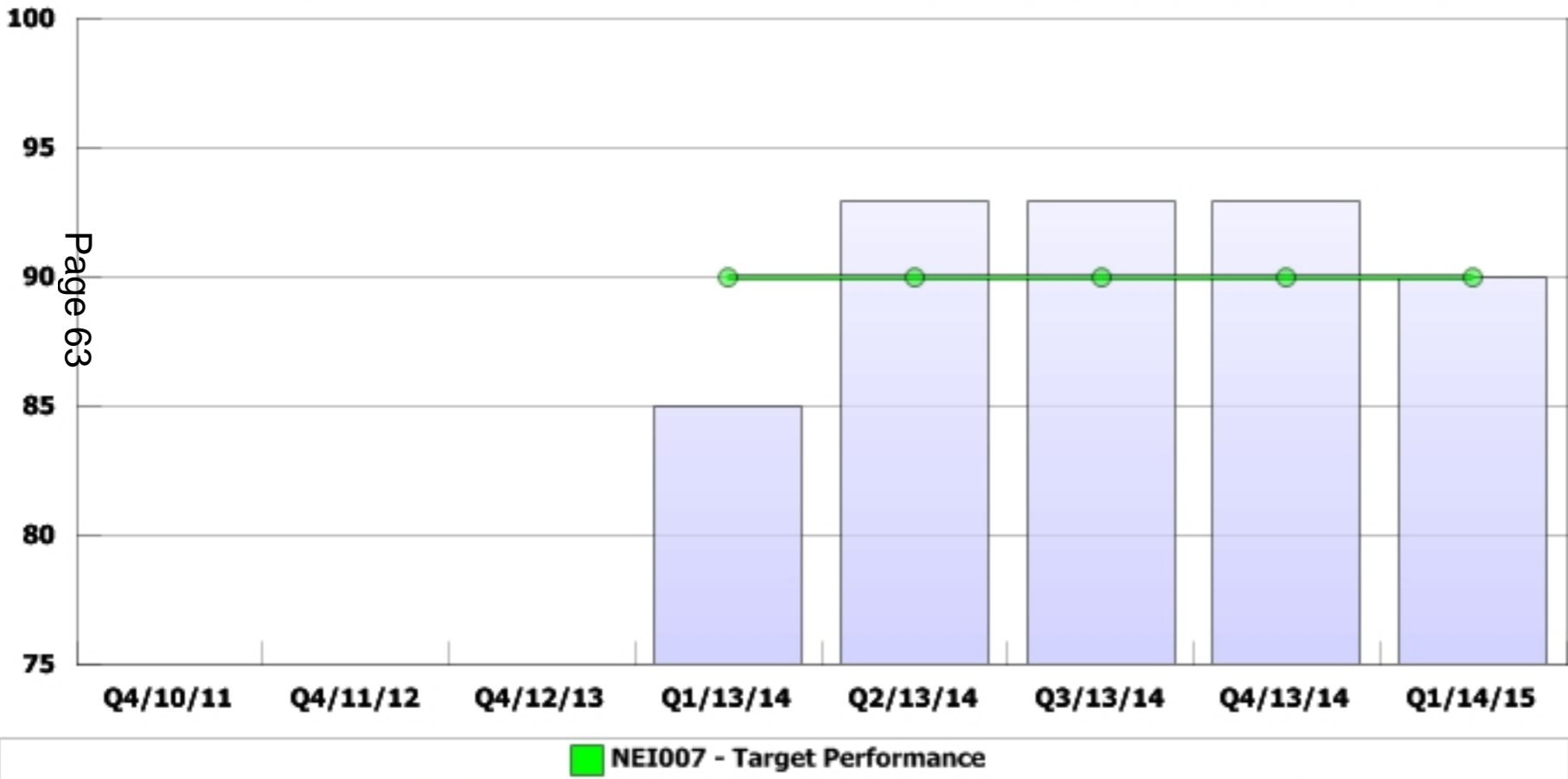
Corrective action proposed (if required):

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 564472

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/14/15	90%	90%	✓
Q4/13/14	90%	93%	✓
Q3/13/14	90%	93%	✓
Q2/13/14	90%	93%	✓
Q1/13/14	90%	85%	✗

Annual Target: 2014/15 - 90%
Target: 2013/14 - 90%
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 2014/15) - Target achieved. An analysis of the incidents that have failed to meet the criteria has established that there are legitimate reasons for the delayed clearance in some of the cases. For example, clearance has been delayed in one case whilst the alleged perpetrator was persuaded to remove the waste. In some other cases, clearance has taken longer than expected due to difficulties establishing the landowner and/or whether or not a variation order is required. It is envisaged that the target will be met in the next quarter, but it is difficult to predict if the change to a new contractor will affect performance, as we reach the end of the contract with SITA.

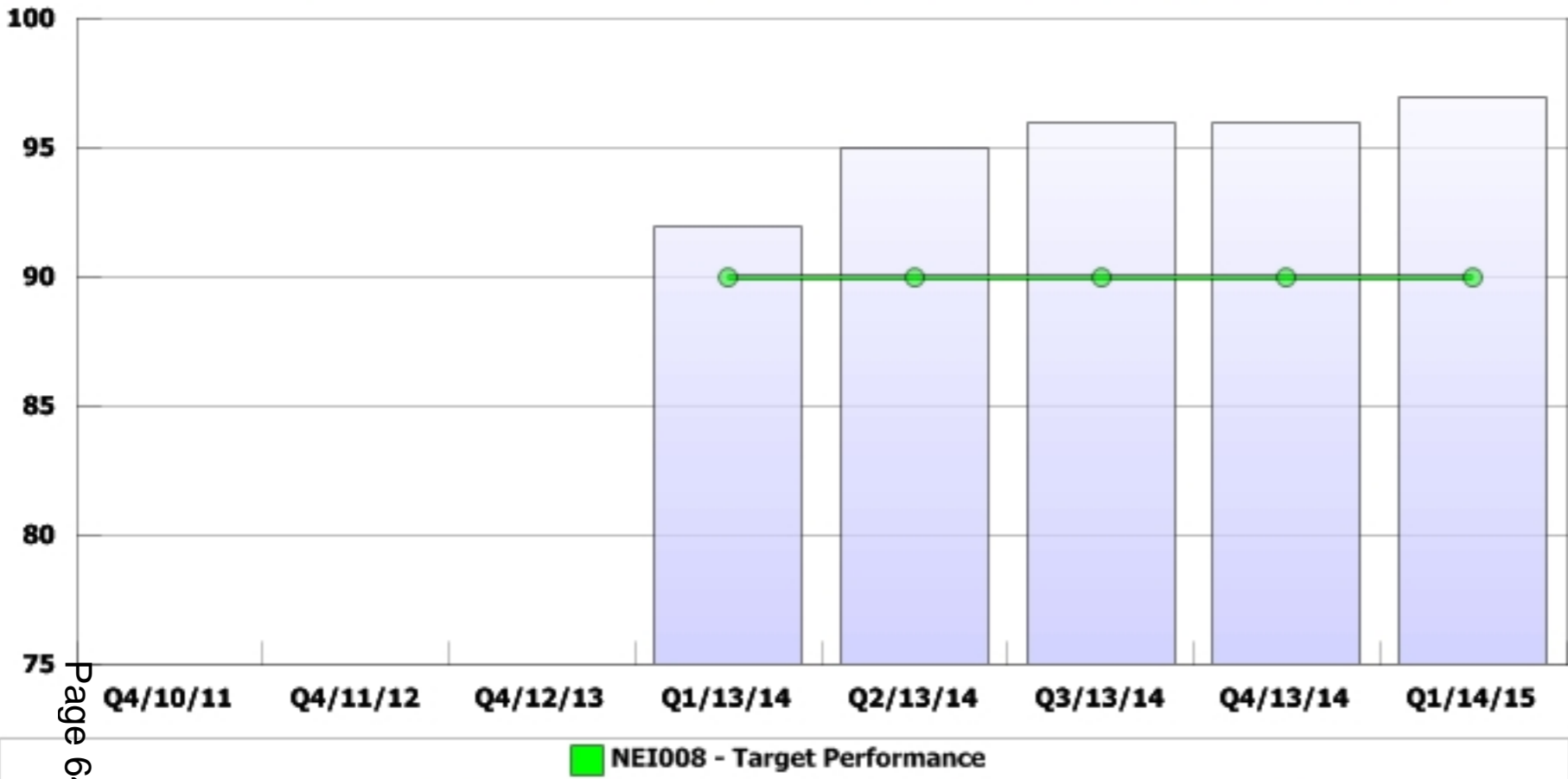
Corrective action proposed (if required):

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 564472

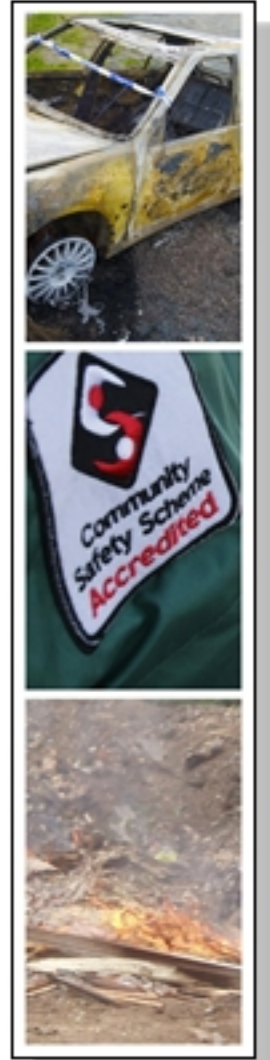
Current and previous quarters performance



Quarter	Target	Actual
Q1/14/15	90%	97%
Q4/13/14	90%	96%
Q3/13/14	90%	96%
Q2/13/14	90%	95%
Q1/13/14	90%	92%

Annual Target: 2014/15 - 90%
 Target: 2013/14 - 90%
 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):

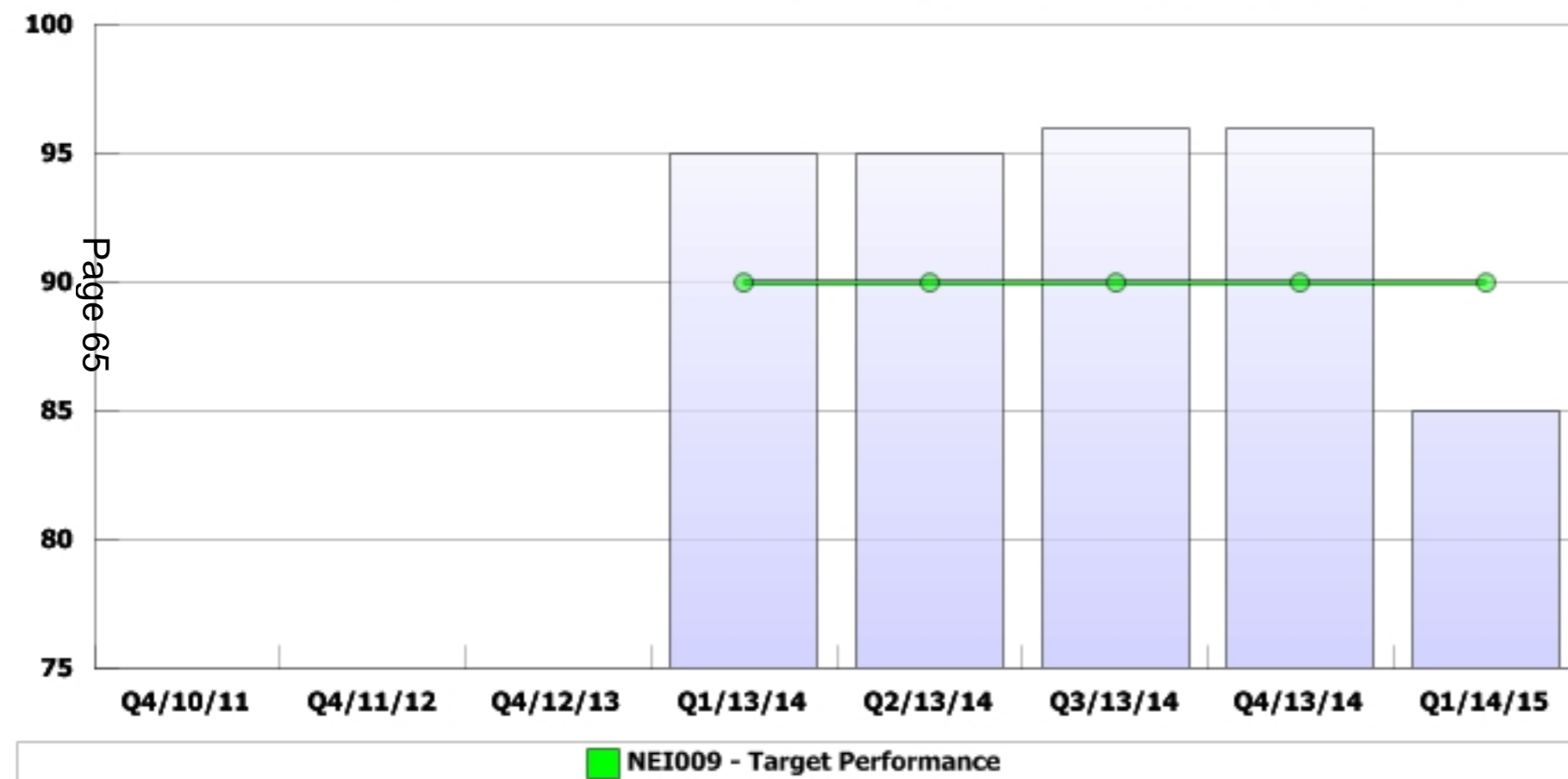
(Q1 2014/15) - Target achieved, no further action planned.

Corrective action proposed (if required):

Additional Information:

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual
Q1/14/15	90%	85%
Q4/13/14	90%	96%
Q3/13/14	90%	96%
Q2/13/14	90%	95%
Q1/13/14	90%	95%

Annual Target: 2014/15 - 90%
 Target: 2013/14 - 90%

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 2014/15) - This was a new performance indicator in 2013/14, which was achieved throughout that year. The responsibility for recording and passing the details of complaints to the duty noise officer changed to a contractor Mears at the start of this quarter. The duty noise officers initially experienced some delays in obtaining the details of the complainant from Mears. This has been reflected in the number of responses that have failed to meet the target. Officers have met with Mears and steps have been taken to clarify and speed up the process. It is envisaged that the target will be achieved in the next quarter.

Corrective action proposed (if required):

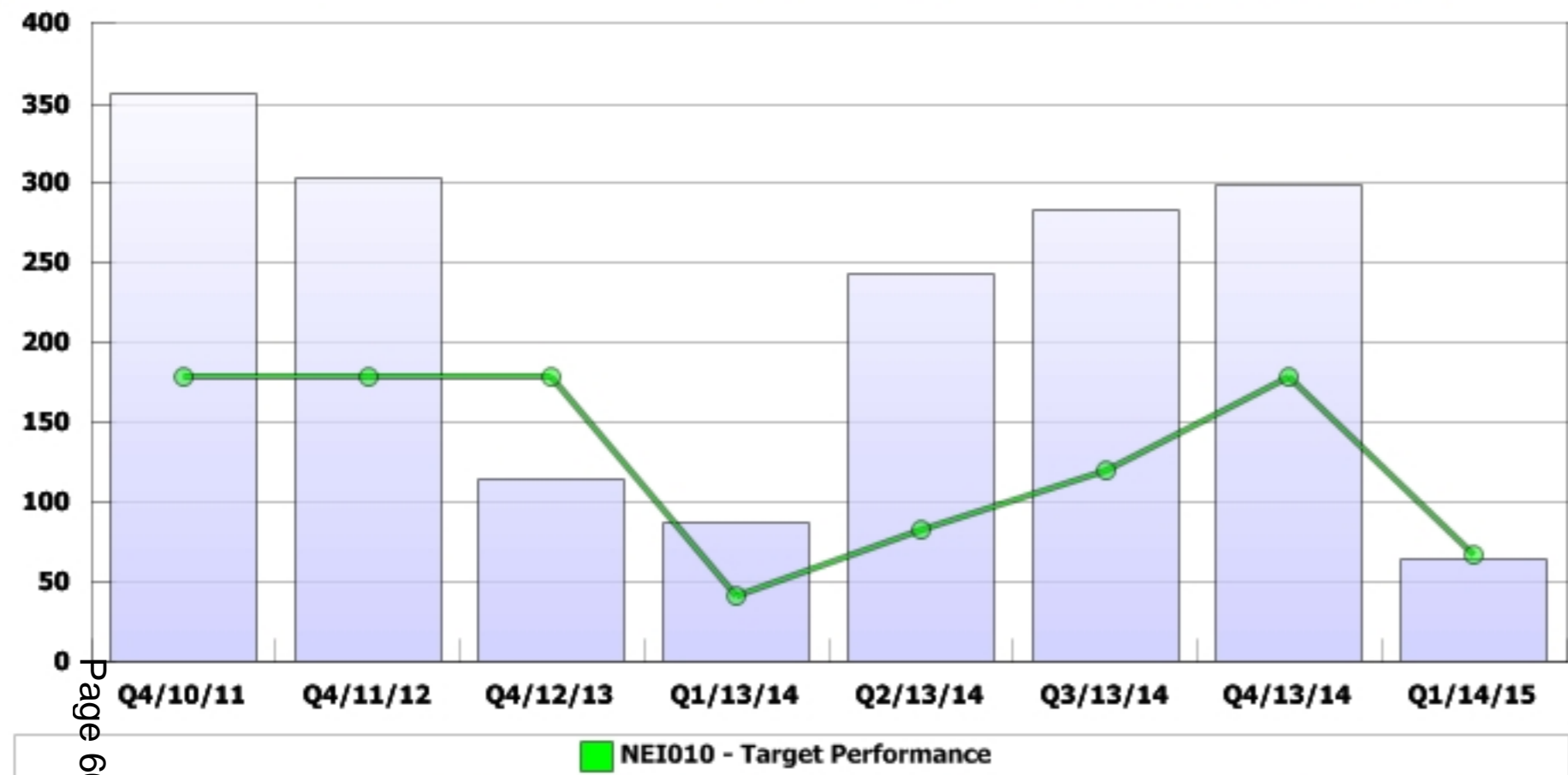
(Q1 2014/15) - Officers have met with Mears and steps have been taken to clarify and speed up the process at the Mears operating centre.

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 564472

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/14/15	68	65	X
Q4/13/14	180	299	✓
Q3/13/14	121	284	✓
Q2/13/14	83	243	✓
Q1/13/14	42	88	✓

Annual Target: 2014/15 - 230
2013/14 - 180

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 2014/15) - The quarterly target figure is 68 and our Q1 figure of 65 is slightly below it. However, our Q1 figure is very close (within Amber tolerances) Therefore at this stage, it is most likely that the annual Housing Completions target for 2014-15 will be met. Provision for future housing development will be made through new housing designations in the emerging Local Plan.

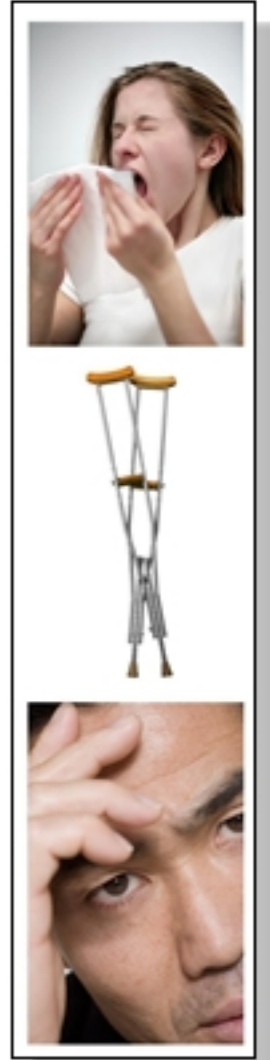
Corrective action proposed (if required):

(Q1 2014/15) - None proposed at this time

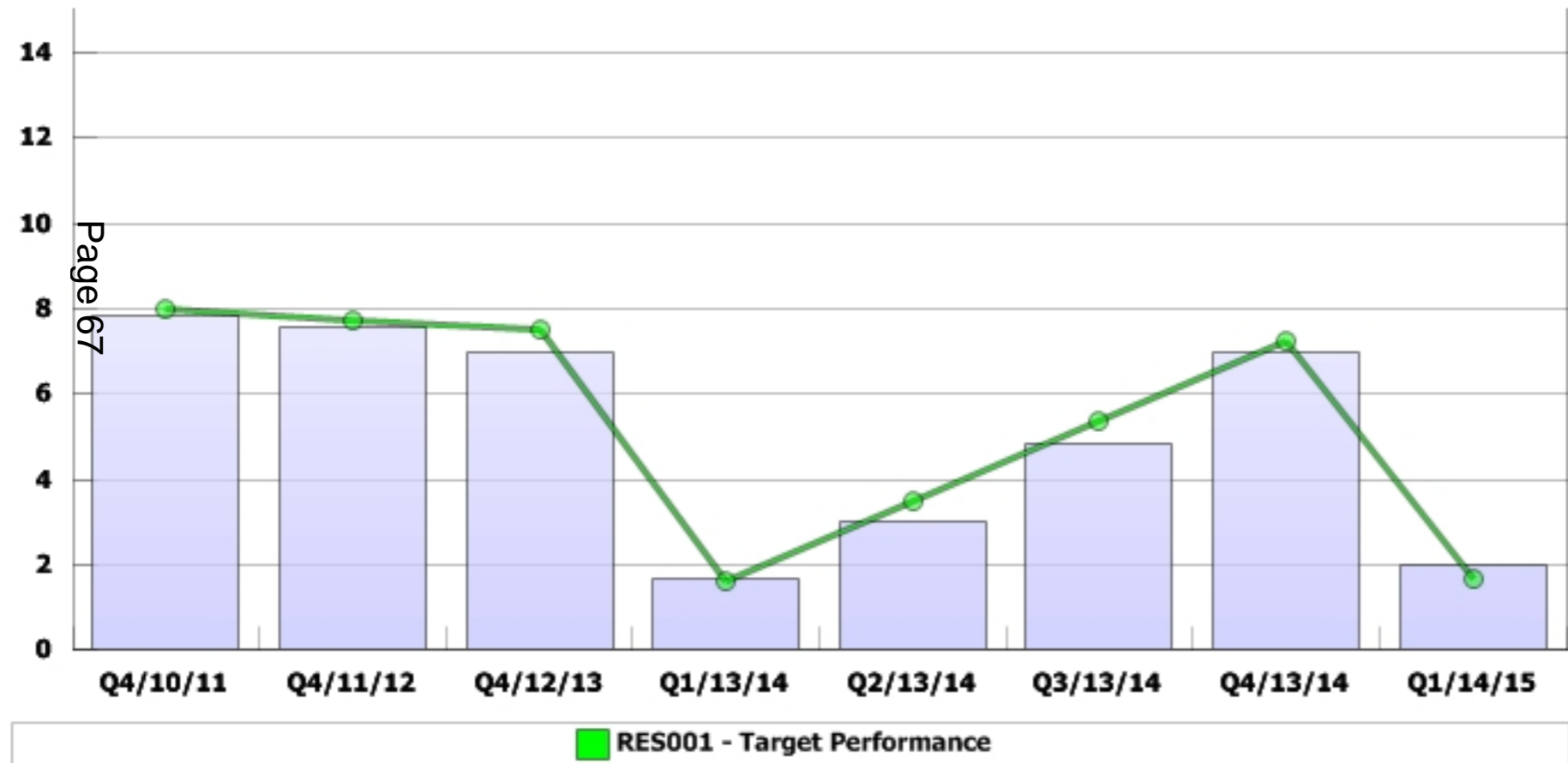
RES001 How many working days did we lose due to sickness absence?

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 564472



Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/14/15	1.69	2.03	✗
Q4/13/14	7.25	7.01	✓
Q3/13/14	5.40	4.83	✓
Q2/13/14	3.51	3.05	✓
Q1/13/14	1.66	1.69	✗

Annual Target: 2014/15 - 7.00 days
 2013/14 - 7.25 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 2014/15) - The figure is above the target for this quarter (0.34 days).

Corrective action proposed (if required):

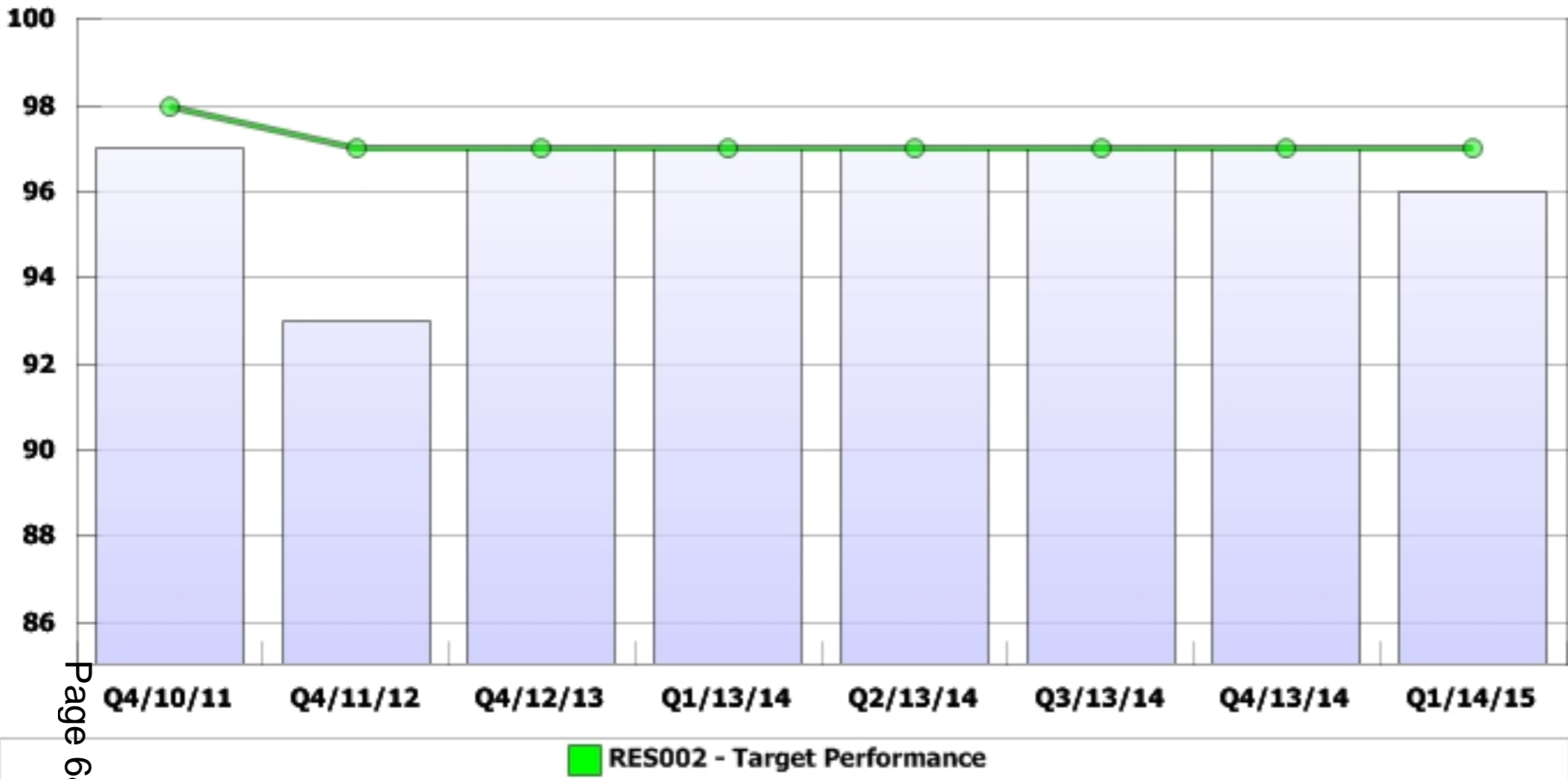
(Q1 2014/15) - HR will be analysing sickness absence on a monthly basis to ensure that those who meet the trigger levels are evaluated and appropriately managed as soon as possible. HR will also be working with managers to deal with long term absences in a timely but sensitive way.

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 564472

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/14/15	97%	96%	✗
Q4/13/14	97%	97%	✓
Q3/13/14	97%	97%	✓
Q2/13/14	97%	97%	✓
Q1/13/14	97%	97%	✓

Annual Target: 2014/15 - 97.00%
Target: 2013/14 - 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 2014/15) - Performance for quarter 1 has dipped below the target with Communities showing 94%. Because over half of the total invoices processed relate to communities any under performance there tends to translate to an overall under performance

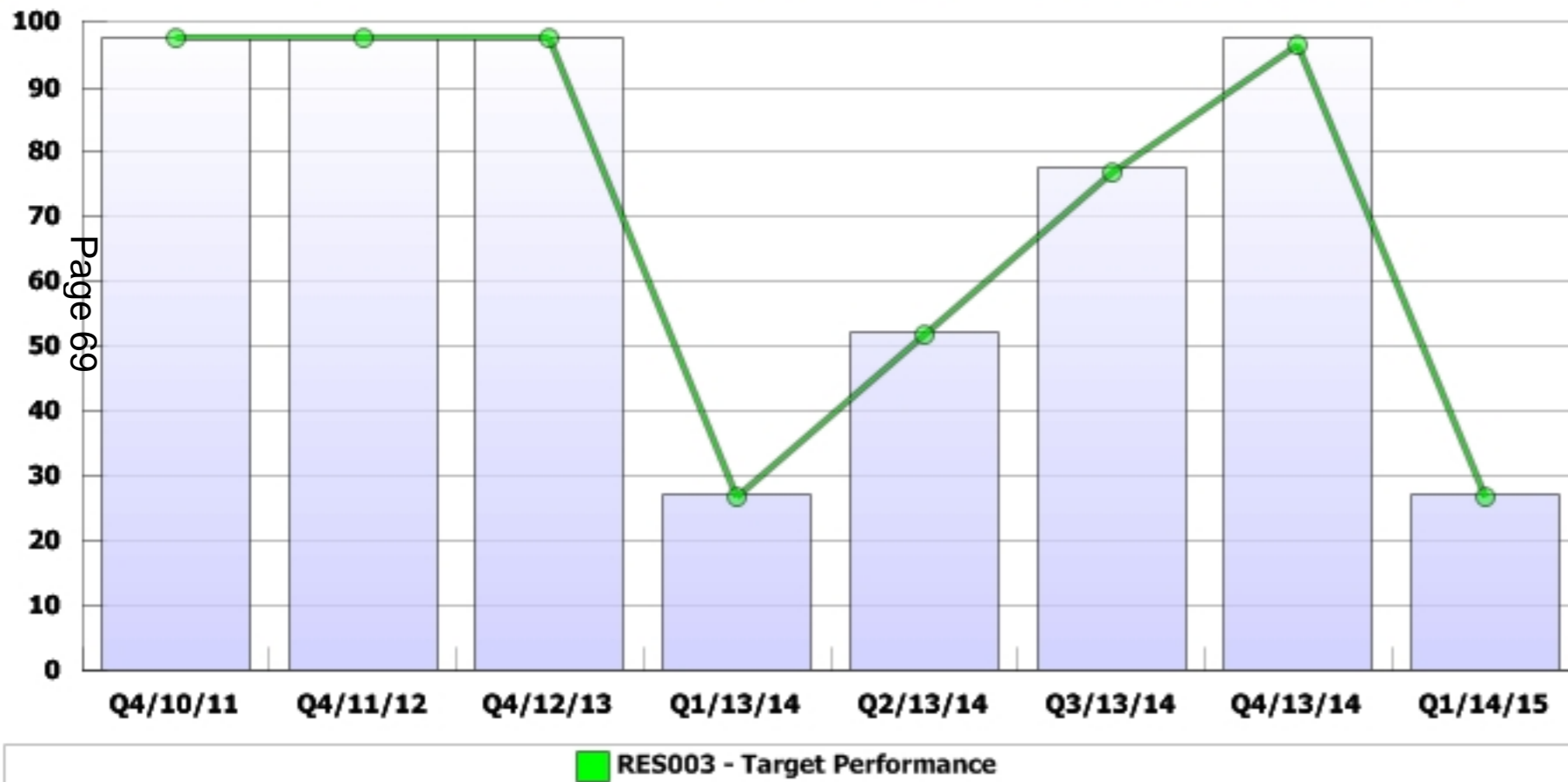
Corrective action proposed (if required):

(Q1 2014/15) - Additional monitoring can be introduced but the key is really ensuring all disputed invoices are registered as such and encouraging service areas to pass invoices in a timely fashion.

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 564472

Current and previous quarters performance



Quarter	Target	Actual
Q1/14/15	27.03%	27.32%
Q4/13/14	96.60%	97.62%
Q3/13/14	76.90%	77.55%
Q2/13/14	51.87%	52.27%
Q1/13/14	27.06%	27.20%



Annual 2014/15 - 97.00%
 Target: 2013/14 - 96.60%

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 2014/15) The collection performance is 0.12% up on the same stage last year

Corrective action proposed (if required):

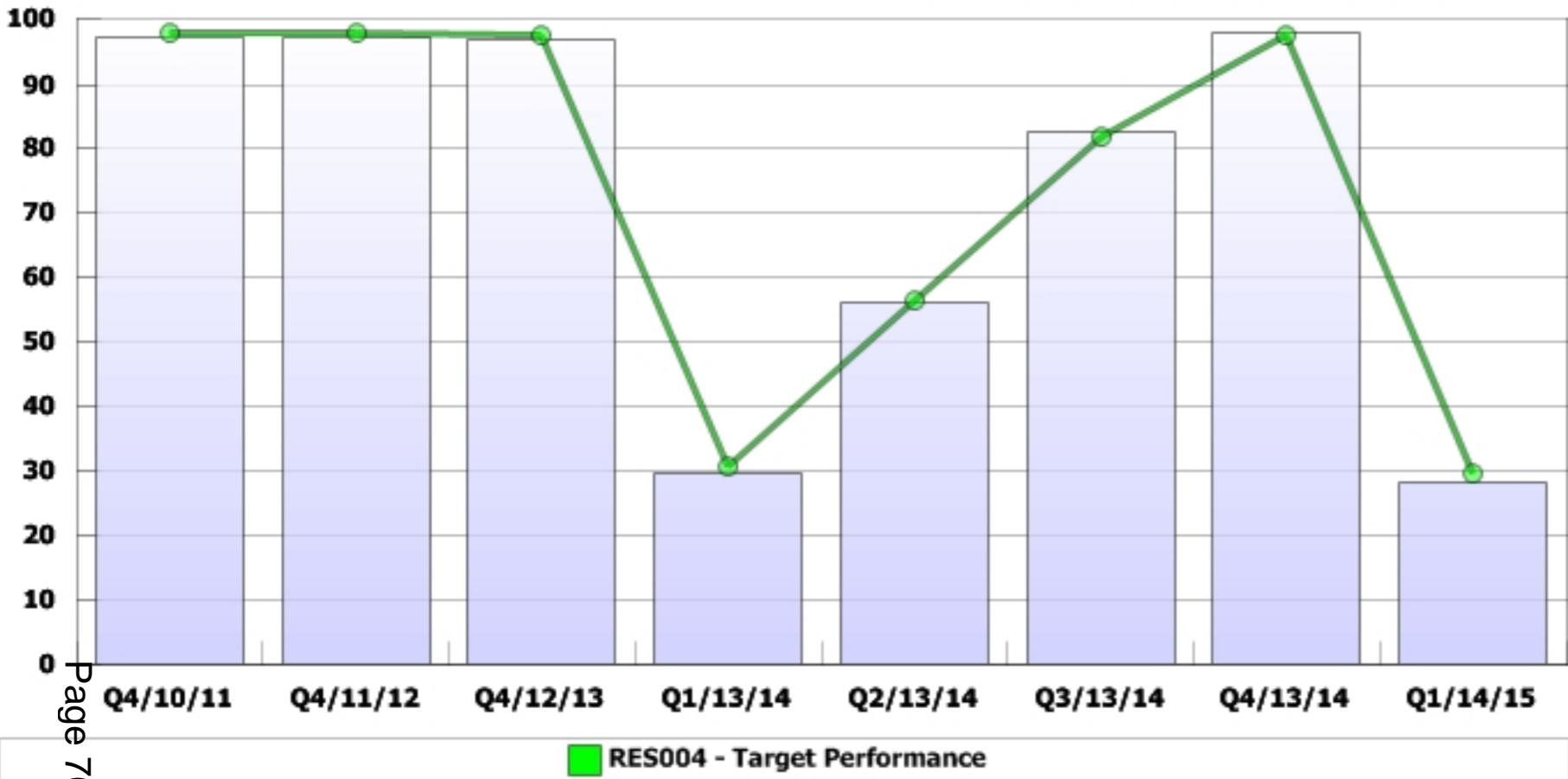
(Q1 2014/15) Collection and recovery procedures are in place for outstanding debts.

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 or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/14/15	29.68%	28.43%	✗
Q4/13/14	97.50%	98.09%	✓
Q3/13/14	81.88%	82.66%	✓
Q2/13/14	56.70%	56.19%	✗
Q1/13/14	31.04%	29.80%	✗

Annual Target: 2014/15 - 97.70%
2013/14 - 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 2014/15) The collection performance is 1.37% down on the same stage last year. With effect from 2014/15 all ratepayers have the option to spread their instalments over the 12 months of the year (April to March), rather than the statutory 10 instalments in previous years (April to January). Most of the Council's principal ratepayers have taken up this option and an analysis of the effect of these changes has shown this to be the reason for the current lower rate. The reduction is therefore a change in the instalment profiles rather than non-collection.

Corrective action proposed (if required):

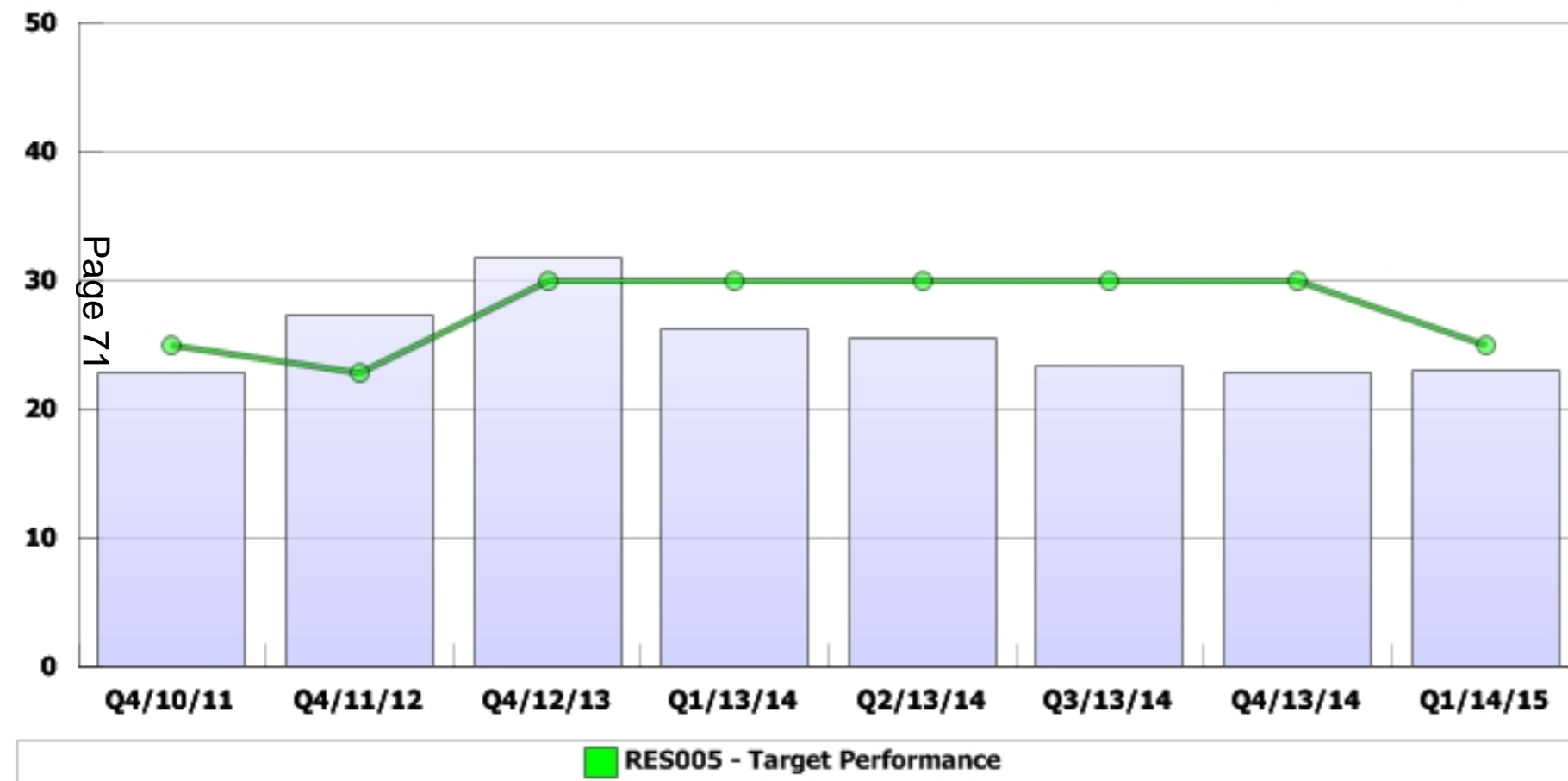
(Q1 2014/15) The Council is taking recovery action to collect the outstanding debts and the position is being closely monitored.

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 564472

Current and previous quarters performance



Quarter	Target	Actual
Q1/14/15	25.00	23.06
Q4/13/14	30.00	23.00
Q3/13/14	30.00	23.44
Q2/13/14	30.00	25.59
Q1/13/14	30.00	26.42



Annual Target: 2014/15 - 25.00 days
Target: 2013/14 - 30.00 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 2014/15) - Performance is on course to achieve the target. The first quarter generally has longer processing times due to the large number of changes of circumstances that occur in March and April. However, performance has improved on the quarter 1 performance in 2013/14 of 26.42 days.

Corrective action proposed (if required):

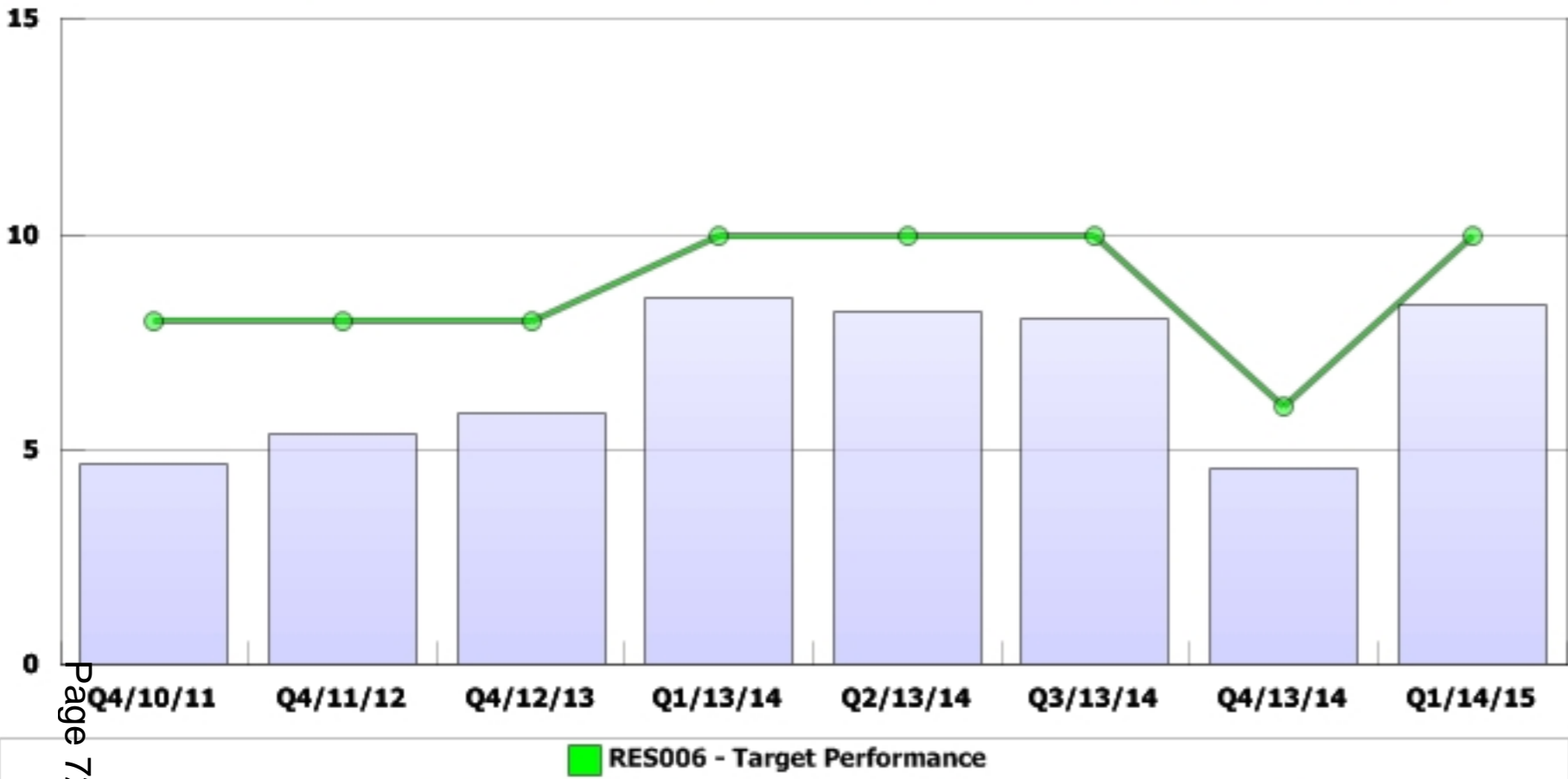
(Q1 2014/15) - Performance is monitored on a weekly basis and improvements to processes are made when appropriate.

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 564472

Current and previous quarters performance



Quarter	Target	Actual
Q1/14/15	10.00	8.36
Q4/13/14	6.00	4.58
Q3/13/14	10.00	8.07
Q2/13/14	10.00	8.23
Q1/13/14	10.00	8.53

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

Annual 2014/15 - 6.00 days
 Target: 2013/14 - 6.00 days
 Indicator of good performance: A lower number of days is good
 ↓ is the direction of improvement

Comment on current performance (including context):

(Q1 2014/15) - Performance is on course to achieve the target. The first quarter generally has longer processing times due to the large number of changes of circumstances that occur in March and April. However, performance has improved on the quarter 1 performance in 2013/14 of 8.53 days.

Corrective action proposed (if required):

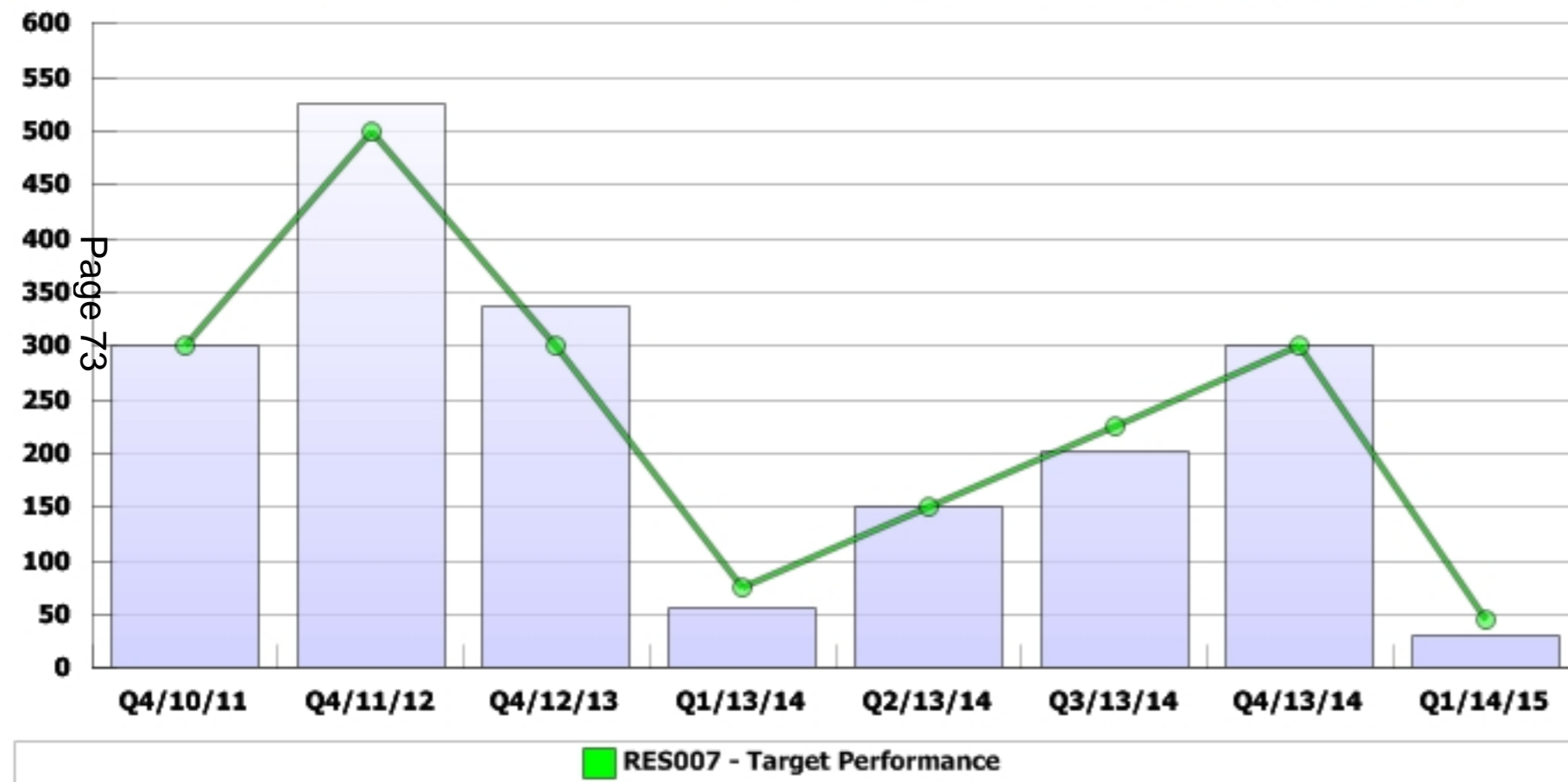
(Q1 2014/15) - Performance is monitored on a weekly basis and improvements to processes are made when appropriate.

RES007 How many benefits fraud investigations were completed by the Council?

Additional Information: This indicator monitors the effectiveness of the Benefit Fraud Team

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/14/15	47	32	✗
Q4/13/14	300	301	✓
Q3/13/14	225	203	✗
Q2/13/14	150	151	✓
Q1/13/14	75	56	✗

Annual Target: 2014/15 - 250
 2013/14 - 300
 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 2014/15) - The target for quarter 1 of 47 has not been met, primarily due to long term sickness absence of one Investigator and the other Investigation Officers concentrating on cases that have been very time consuming. There is also the uncertainty of the future as the Investigation Officers do not know whether they will move to a Corporate Fraud team or whether they will be transferred to the Department of Work and Pensions next year as part of the Single Fraud Investigation Service.

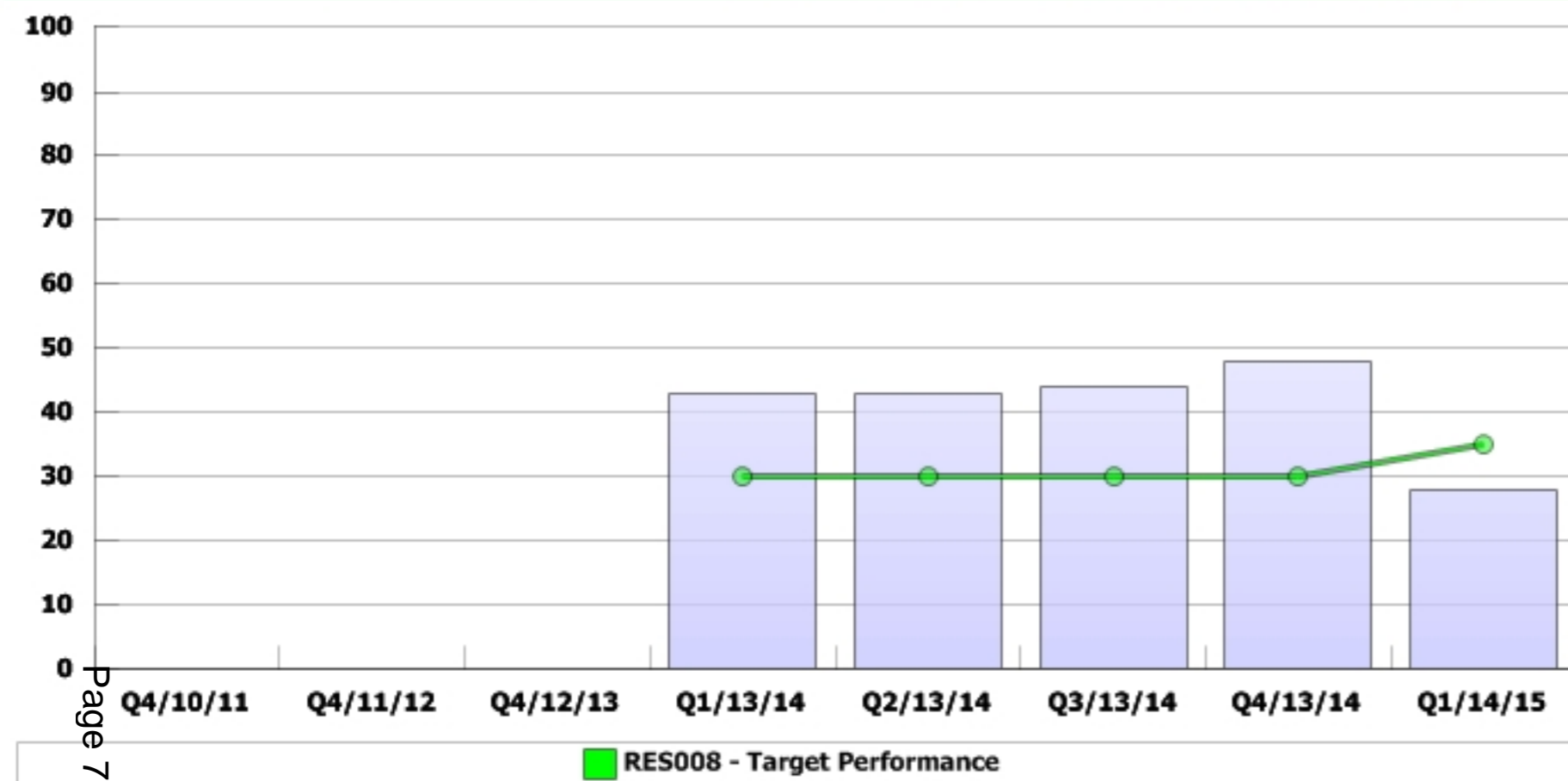
Corrective action proposed (if required):

(Q1 2014/15) - The risk assessment criteria for fraud referrals has been changed and it is planned to make up the shortfall in quarter 2 by carrying out some types of investigations that are generally quick to finalise.

Additional Information: This indicator monitors the effectiveness of the Benefit Fraud Team

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual
Q1/14/15	35%	28%
Q4/13/14	30%	48%
Q3/13/14	30%	44%
Q2/13/14	30%	43%
Q1/13/14	30%	43%

Annual Target: 2014/15 - 35%
2013/14 - 30%

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 2014/15) - The target for quarter 1 has not been met, primarily due to the Investigation Officers concentrating on a few cases that have been very time consuming and not very productive in establishing fraud. There is also the uncertainty of the future as the Investigation Officers do not know whether they will move to a Corporate Fraud team or whether they will be transferred to the Department of Work and Pensions next year as part of the Single Fraud Investigation Service. This uncertainty means that morale is low.

Corrective action proposed (if required):

(Q1 2014/15) - The risk assessment criteria for fraud referrals has been changed and it is planned to make an improvement in performance in quarter 2.