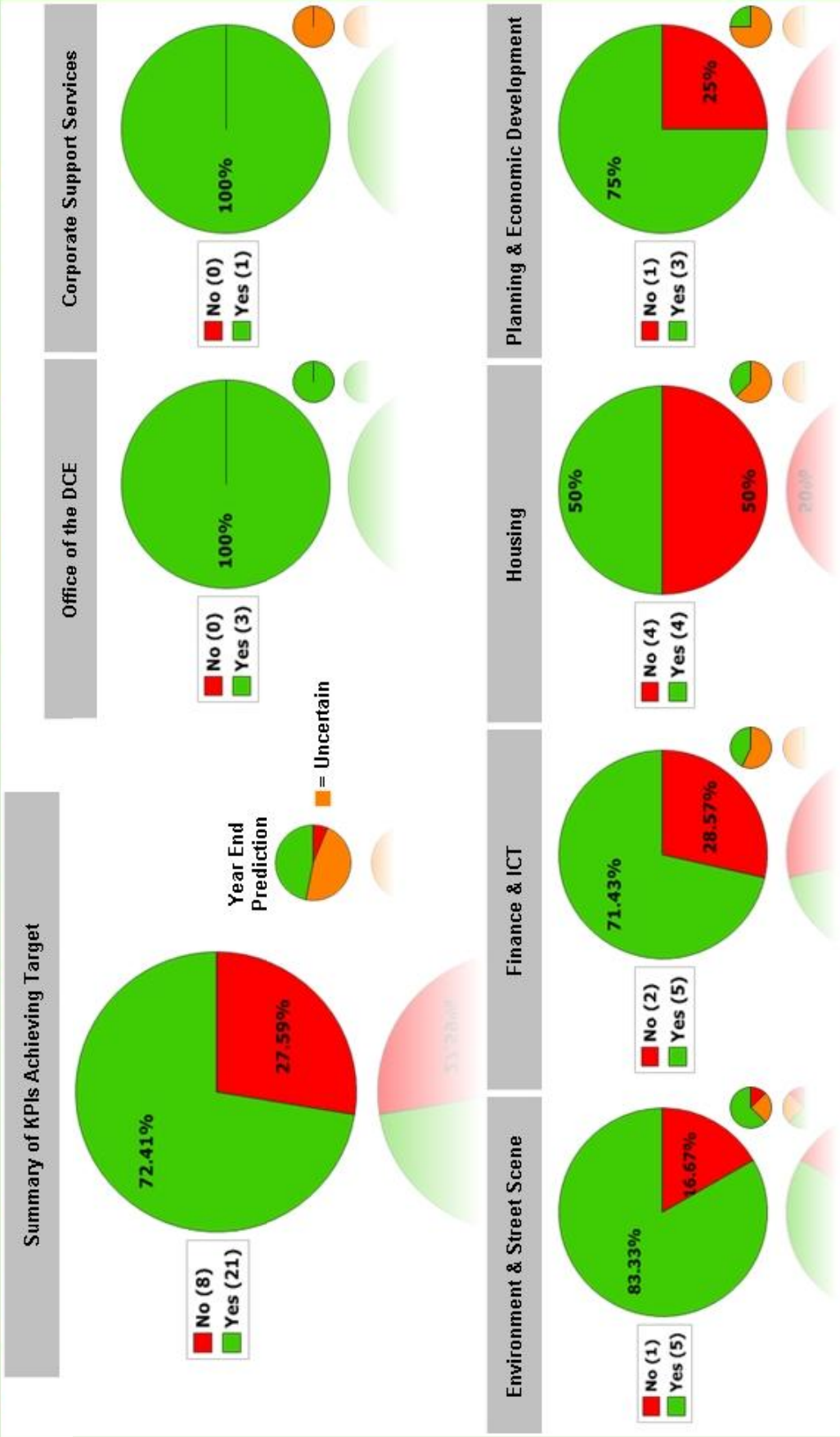


Epping Forest District Council Quarterly Key Performance Indicators 2010/11 - Summary Dashboard & Performance Report:



Indicator	Quarter 1		Quarter 2		Quarter 3		Quarter 4	
	Tgt	Actual	Tgt	Actual	Tgt	Actual	Tgt	Actual
Office of the DCE Quarterly KPIs								
LPI 24a	217,500	248,772	435,000	448,376	652,500		870,000	
	The number of visits to the Council's website							
LPI 50	3,500	4,141	3,500	3,851	3,500		3,500	
	The number of elderly people participating in physical activity programmes provided by the Council							
LPI NI 014	100%	100%	100%	100%	100%		100%	
	The Achievement of Milestones Towards Reducing Avoidable Contact							
Corporate Support Services Quarterly KPIs								
LPI 28	2.00	1.88	4.00	3.69	6.00		8.00	
	The number of working days lost due to sickness absence							
Environment & Street Scene Quarterly KPIs								
LPI 51	95.00%	94.70%	95.00%	96.20%	95.00%		95.00%	
	Environment and Neighbourhoods Team - Service Standards							
LPI 52a	95.00%	100.00%	95.00%	100.00%	95.00%		95.00%	
	Implementation of formal containerised recycling facilities in flats & communal buildings (% surveyed)							
LPI 52b	100.00%	100.00%	100.00%	100.00%	100.00%		100.00%	
	Implementation of formal containerised recycling facilities in flats & communal buildings (% implemented)							
NI191	125	99	250	195	375		500	
	Residual household waste per household							
NI192	58.00%	61.53%	58.00%	61.25%	58.00%		58.00%	
	Percentage of household waste sent for re-use, recycling and composting							
NI195a	10%	9%	10%		10%		10%	
	Improved street and environmental cleanliness (Litter)							
NI195b	13%	8%	13%		13%		13%	
	Improved street and environmental cleanliness (Detritus)							
NI196	2	3	2	3	2		2	
	Improved street and environmental cleanliness (Fly-Tipping)							

Indicator	Quarter 1		Quarter 2		Quarter 3		Quarter 4	
	Tgt	Actual	Tgt	Actual	Tgt	Actual	Tgt	Actual
Finance & ICT Quarterly KPIs								
LPI 13	Percentage of invoices paid within 30 days of receipt	98%	98%	98%	98%	98%	98%	98%
LPI 14	Percentage of Council Tax collected	24.45%	27.39%	48.90%	52.43%	73.35%	97.80%	
LPI 15	Percentage of National Non-Domestic Rates collected	24.50%	30.19%	49.00%	56.30%	73.50%	98.00%	
LPI 16	Average time for processing new benefit claims	25.00	29.45	25.00	24.95	25.00	25.00	
LPI 17	Average time for processing notification of changes of circumstance for benefit claims	8.00	10.67	8.00	9.39	8.00	8.00	
LPI 53	The number of completed fraud investigations carried out by the Benefits Investigation Team	125	48	250	117	375	500	
NH 81	The time taken to process Housing Benefit/Council Tax Benefit new claims and change events	13.00	14.86	13.00	12.64	13.00	13.00	

Indicator	Quarter 1		Quarter 2		Quarter 3		Quarter 4	
	Tgt	Actual	Tgt	Actual	Tgt	Actual	Tgt	Actual
Housing Quarterly KPIs								
LPI 04	97.00	98.71	97.00	98.14	97.00	97.00	97.00	97.00
Rent collected as a proportion of rents owed on Housing Revenue Account dwellings								
LPI 05	30	34	30	32	30	30	30	30
The average number of days taken to re-let Council dwellings								
LPI 07	99%	99%	99%	98%	99%	99%	99%	99%
Emergency repairs undertaken within target time								
LPI 08	95%	85%	95%	57%	95%	95%	95%	95%
Urgent repairs undertaken within target time								
LPI 09	95%	92%	95%	89%	95%	95%	95%	95%
Routine repairs undertaken within target time								
LPI 10	98.00%	99.60%	98.00%	99.00%	98.00%	98.00%	98.00%	98.00%
Satisfaction with repairs								
NI155	17	27	35	37	52	52	70	70
The number of affordable homes delivered (gross)								
NI156	60	52	60	56	60	60	60	60
The number of households living in temporary accommodation								
Planning & Economic Development Quarterly KPIs								
LPI 45	28.00%	36.40%	28.00%	28.10%	28.00%	28.00%	28.00%	28.00%
No. of appeals allowed against refusal of planning applications, as a % of the total no. of appeals made								
NI154	45	59	90	142	135	135	180	180
Net additional homes provided								
NI157a	81.00%	85.71%	81.00%	92.86%	81.00%	81.00%	81.00%	81.00%
Processing of planning applications - 'Major' application types								
NI157b	80.00%	76.04%	80.00%	83.33%	80.00%	80.00%	80.00%	80.00%
Processing of planning applications - 'Minor' application types								



2010 / 11 Key Performance Indicators

Office of the Deputy Chief Executive

NI

LPI

024(a)

050

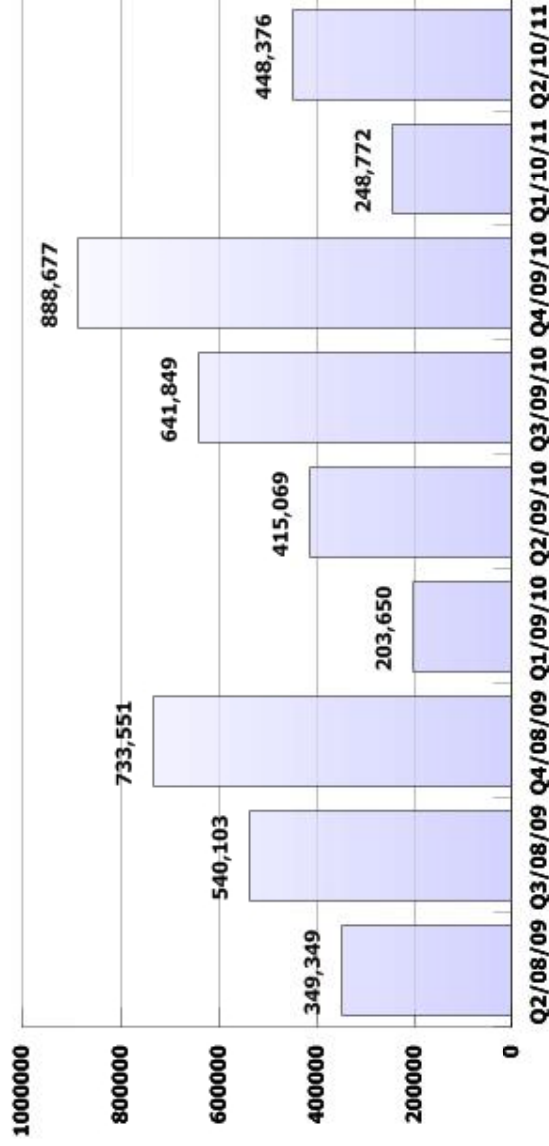
NI 14

LPI 24a The number of visits to the Council's website

Responsible officer: Derek Macnab

Additional Information: This indicator measures the number of visits to the Council's website. Quarterly targets and performance details for this indicator represent the cumulative total for the year to date.

Current and previous quarters performance



Quarter	Target	Actual
Q2/10/11	435,000	448,376
Q1/10/11	217,500	248,772
Q4/09/10	756,000	888,677
Q3/09/10	567,000	641,849
Q2/09/10	378,000	415,069

Annual 2010/11 - 870,000
Target: 2009/10 - 756,000

Indicator of good performance:
A higher number of visitors is good

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

Yes



Comment on current performance (including context):

(Quarter 2 2010/11) The target for the year is 870,000 and the number of actual recorded visits for the first half of the year is 448,376 (51.5% of the target), an increase of 7.4% on the same period last year.

Corrective action proposed (if required):

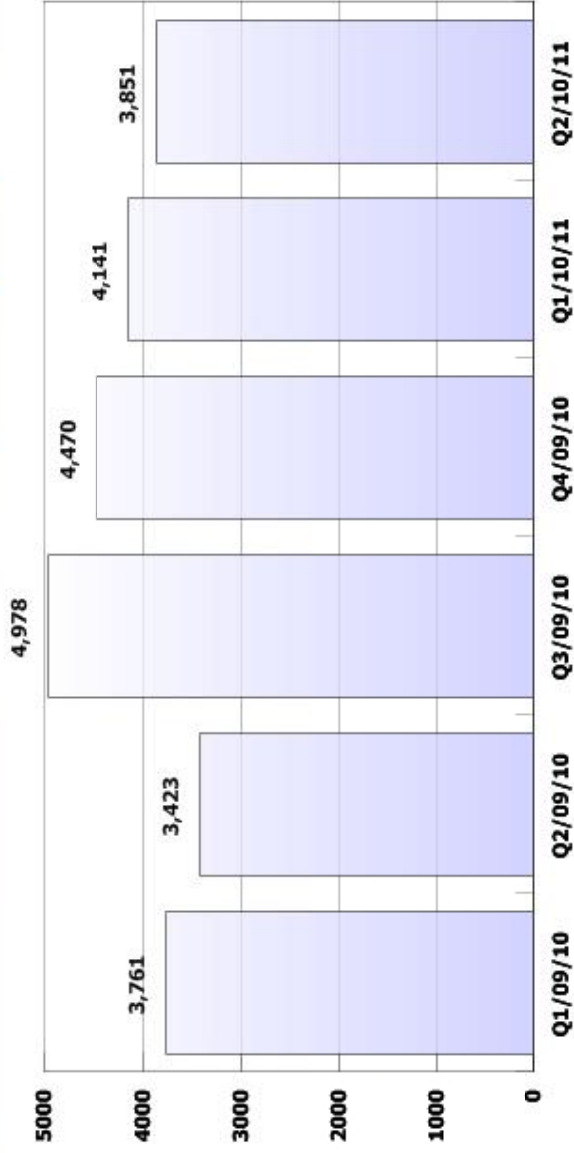
(Quarter 2 2010/11) The number of recorded visits for quarters 1 and 2 is 448,376. At this rate the total will exceed the target of 870,000 for the year. No corrective action currently required.

LPI 50 The number of elderly people participating in physical activity programmes provided by the Council

Responsible officer: Derek Macnab

Additional information: This indicator monitors the Council's contribution towards meeting the health and well-being needs of the ageing population. Quarterly targets and performance details for this indicator represent the cumulative total for the year to date.

Current and previous quarters performance



Quarter	Target	Actual
Q2/10/11	3,500	3,851
Q1/10/11	3,500	4,141
Q4/09/10	225	4,470
Q3/09/10	225	4,978
Q2/09/10	225	3,423

Annual 2010/11 - 14,000
Target: 2009/10 - 900

Indicator of good performance:
A higher number is good

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

Yes

Comment on current performance (including context):

(Quarter 2 2010/11) Performance for this quarter on target.
New Horizons = 1442
Lifewalks = 1251
Active Health = 1158

Corrective action proposed (if required):

(Quarter 2 2010/11) Target is anticipated to be met for the year. No corrective action currently proposed.







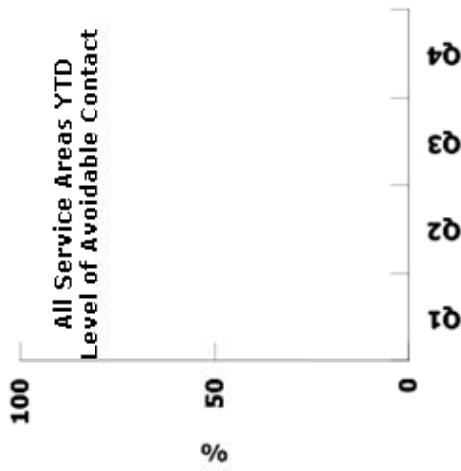
Responsible officer: Derek Macnab

Corporate lead officer: Robert Pavay

Additional Information: This indicator was previously National Indicator NI 14. As a local indicator the emphasis is more about the identification of effective improvement actions than achieving a particular 'level' or percentage of avoidable contact. Also, the scope of the exercise now it is a local indicator will be wider and will seek to identify instances and causes of avoidable contact across all service areas within the Council.

As there is no specific target for this indicator, successful performance will be measured through the achievement of milestones set throughout the year as well as the implementation of the improvement plan.

Milestone	Quarter	Description	Status
LPI NI 14.1 M1a	Q1	Production of improvement plan for 2010/11	Completed 
LPI NI 14.1 M2a	Q1	Production of timetable for current year's exercise	Completed 
LPI NI 14.2 M3a	Q2	Q2 update on progress against improvement plan	Completed 
LPI NI 14.2 M4a	Q2	Q2 report on this year's exercise	Completed 
LPI NI 14.3 M5a	Q3	Q3 update on progress against improvement plan	Pending
LPI NI 14.3 M6a	Q3	Q3 report on this year's exercise	Pending
LPI NI 14.4 M7a	Q4	Production of annual report summarising results, improvements and planned action	Pending



Comments on Indicator / Update on Improvement Plan Actions

(Quarter 2 2010/11)

A progress update on the improvement plan for 2010/11 is attached to this report and will continue to be updated and submitted to each future Finance & Performance Management Scrutiny Panel in this way.

This year's exercise will begin in Q3 with the Invoicing and Sundry Debtors sections of Finance undertaking the exercise for the first time. Benefits and Council Tax will also take part with Licensing moving to a later part of the year. Estates section will no longer take part in the exercise.

Timetable / Results of Current Year's Exercise

Q3:
Invoicing & Sundry Debtors Benefits
Council Tax

Result:

Timetable:
October
November
December

Q4:

Housing Management, Repairs & Options
Hemnal Street & Civic Offices Reception
Waltham Abbey Town Hall
Environment & Street Scene Contact Centre
Planning & Economic Development
Committee Section
Licensing

Timetable:

January
February
February
February
March
March
March

Result:

Key Performance Indicator Improvement Plan 2010/11

LPI NI 14 - The achievement of milestones towards the reduction of avoidable contact



Avoidable Contact Improvement Plan Corporate

Issue No.	Issue identified	Improvement Action(s)	Resource implications	Target Date	Progress	Responsible Officer
1	<p>Out of date contact information, hyperlinks, event notices etc. on the EFDC website.</p> <p>Out of contact information contained within EFDC literature, leaflets, pdfs, posters etc.</p>	<p>(a) Comprehensive and systematic review of all website pages. Leaflets available etc. to identify out of date details.</p> <p>System of review, identify, notify, action and follow-up to be put in place with senior management backing to ensure any errors are addressed and put right.</p> <p>Acceptable timetable for corrections to be established.</p>	<p>Initial stages of review to be undertaken within PIU. Guidance and advice will be sought from EFDC web team but responsibility for corrections should fall predominantly within directorates. Resources for all corrections to come from existing within directorate.</p>	<p>To be begun immediately & continued as an ongoing task throughout the year. Quarterly report on pages & literature checked / errors found to be made as part of Scrutiny Report</p>	<p>Survey is underway.</p> <p>282 website notices have been issued to date.</p> <p>135 have been fully actioned to date.</p> <p>All initial notices have been followed up with a reminder.</p> <p>Full findings will be reported to a future meeting of the Website Development Board.</p>	Mike Warr
2						
3	<p>Inconsistent approach to use of the EFDC switchboard number instead of direct dial numbers</p>	<p>(b) Feedback to be sought from directorate management teams on establishing a consistent corporate approach to the use of switchboard no. against direct dial nos.</p>	<p>PIU to investigate current situation at EFDC and compile report for Management Board consideration.</p>	<p>March 2011</p>		Mike Warr

Avoidable Contact Improvement Plan Directorate: Finance & ICT – Local Taxation

Issue No.	Issue identified	Improvement Action(s)	Resource implications	Target Date	Progress	Responsible Officer
1	Council Tax payers contacting the Council Tax office but require the Benefits Division instead	Improved display of Benefit contact details on notices sent out. Update Benefit contact details on Council Tax web pages	Within existing resources	September 2010	Still in progress. Full completion at annual billing. Web details complete.	Rob Pavay
2	People contacting the Local Taxation office when they want to make a payment.	Provide an option on the telephone system upon receipt of the call which transfers the caller to the automated telephone payment line	Within existing resources	October 2010	Deferred to November due to resource issues	Rob Pavay David Newton
3	People contacting the Local Taxation office to check details on their account	Channel migration of enquiries - The Capita system has the functionality to allow Council Tax payers and Business Rate payers to access and view their own accounts via a web-based module.	Software already part of current system. Requires resource internally and from Capita to implement the relevant module, the costs of which are to be determined.	Cost implications October 2010. Potential go-live summer 2011.	No further cost implications from supplier. Target date remains next summer.	Rob Pavay
4	An increasing number of enquiries are now coming via e-mail. A number of people contact the office to check the e-mail has been received.	Explore with ICT the provision of an automated response to confirm the e-mail has been received and response timescale.	Within existing resources	September 2010	With ICT awaiting implementation	Rob Pavay David Newton
5	Business Rate payers contacting the Business Rates section but instead need to speak to the Valuation Office Agency	Clearer signposting on notices and documents providing Valuation Office contact details.	Within existing resources	December 2010	In progress	Rob Pavay
6	Call transfers within Local Taxation between the Council Tax and Recovery sections	Review of payment arrangement documentation to provide better signposting for Council Tax payers	Within existing resources	Completed	Completed	Rob Pavay

Avoidable Contact Improvement Plan Directorate: Finance & ICT – Benefits Division

Issue No.	Issue identified	Improvement Action(s)	Resource implications	Target Date	Progress	Responsible Officer
1	Customers requesting further information about the Benefit schemes	<p>Promote the Benefits section on the website.</p> <p>Review the current range of leaflets available</p>	Within existing resources	August 2010	<p>The Benefits section of the website has been reviewed and updated as necessary. This will remain an ongoing process. A quick link to Benefits from the home page has been set up. Customers are encouraged to download forms and to make use of the benefit calculator link.</p> <p>The range of leaflets has been reviewed and orders placed as appropriate. Use is being made of the National Benefit Leaflet service provided by Dover Council.</p>	I Willis
2	Customers telephoning because they do not understand letters that have been sent to them due to the complexity of the scheme.	<p>Review documentation to ensure that plain English is used.</p> <p>Consider where appropriate to telephone customers to discuss a problem with their claim instead of just writing</p> <p>Promote the Benefits section of the website.</p>	Within existing resources	August 2010	<p>Documents have been reviewed for plain English.</p> <p>Assessment: staff have made more use of telephoning customers to resolve queries.</p> <p>On the EFDC website, a quick link to Benefits from the home page has been set up. Customers are encouraged to download forms and to make use of the benefit calculator link.</p>	J Lewis
3	Customers contacting the Division to query when payments of benefit would be made to them	<p>Payment schedule to be put on the Benefits section of the website to include changes to payment dates around bank holidays.</p> <p>Include information flyer on payment run prior to any potential disruption to normal payment schedule due to bank holidays.</p>	Within existing resources	August 2010	<p>Christmas payment schedule to be published in November 2010.</p> <p>Flyer to be sent with rent allowance payments in December.</p>	I Willis

4	Customers chasing progress of their claim	Minimise any backlog of work. Advertise expected average processing times	Should be within existing resources but additional resource may be required if contractors need to be employed.	August 2010	Average processing times have gradually decreased since April 2010. New claims are currently being processed in under 20 days and changes in 8 days. This has led to a reduction in calls chasing progress of a claim. Target processing times are advertised as they are KPI's. More prominence still to be given to advertising processing times on the Benefits section of the website.	J Lewis
5	People contacting the Benefits Division when they actually wanted a discount on their Council Tax	Promotion of what the Benefit service is responsible for and clearly indicate that discounts are not part of Benefits. Consult with Council Tax to minimise unnecessary calls to Benefits of this nature	Within existing resources	September 2010	Not achieved. Further consultation required with Council Tax to move this forward.	J Lewis
6	People contacting the Benefits Division when they actually wanted the Housing Service	Consult with Housing to minimise unnecessary calls to Benefits of this nature	Within existing resources	September 2010	Not achieved. Further consultation required with Housing to move this forward.	J Lewis
7	Out of date information displaying old telephone numbers for Benefits	Review all documentation and consult with other Service areas to update contact numbers Promote direct dial numbers to Benefits	Within existing resources	October 2010	In progress. Exercise not yet completed. Some old numbers are still being held by other services but if dialled will still be routed to the Benefits Division. Direct dial numbers are promoted on correspondence from the Benefits Division and on the website.	I Willis / J Lewis

Avoidable Contact Improvement Plan

Directorate: Environmental & Street Scene

Issue No.	Issue identified	Improvement Action(s)	Resource implications	Target Date	Progress	Responsible Officer
1	<p>Poor call transfer / poor signage That staff were not sure where a service sits following the Council's restructuring. This issue is further heightened by the mixture of the old names and new services/directorates which are used on the website and the intranet pages.</p> <p>That staff are not sure which staff covers which areas</p> <p>The forms from the Environmental Customer Services gave more detail to the separate issues and have been analysed. The Calls to other depts. emphasises the item with regards to the insufficient clarity of who does what .</p> <p>The post was sent to the wrong Directorate so again clarity is required</p>	<p>Within ESS we produced a Roles and Responsibilities list of Senior Officers, which was issued to all staff and the main telephonists so that it is clear what the Directorate is responsible for, and the names etc of the lead managers.</p> <p>Recommend that the Website and intranet pages reflect the present structure clearly- Website Manager to deal with Corporate issue the to be populated with Services information</p>	<p>None</p> <p>Corporate Issue</p>	<p>Completed</p> <p>Awaiting the new role out of the Council's systems which we hope will clarify matters</p>	<p>Completed</p> <p>Unknown</p>	<p>L MacNeill</p> <p>Issue for ICT and then Rob Purse for ESS</p>
2.	<p>Progress chasing</p> <p>There has been a lot of discussion with regards to what was an avoidable / unavoidable contact with regards to the Waste services and missed bins/recycling as to whether a missed bin/recycling was one not left out or whether the customer was genuinely missed. To understand the figure for Progress Chasing (PC.) The definition of Progress</p>	<p>It then seemed logical to see if there is big problem with our contractor and the percentage of bins missed. Statistics for the two week period were therefore analysed</p> <p>The figures show that there is not a problem with the contractor when looking at the overall number of bin collections compared with missed collections reported.</p>				

<p>Chasing was reviewed as there was concern that there was a problem with the service not answering queries put to either the contact centre or service officers. The definition given was 'a contact because of failure of a service'. It therefore transpires that all missed bin collections are put down as PC (progress chasing). A missed bin is caused by either the occupant not putting out the bin at the correct timeframe or it was genuinely missed by the contractor (Sita). Because of the limitations of the recording on the NI14 data it is not possible to differentiate what the split was between these reasons.</p> <p>Were enquiries being answered in a timely manner</p>	<p>One other item that could be investigated here is whether once a bin is reported as missed, is whether the actions taken by the Contact Centre are acceptable to our customers. This review will be incorporated into the Customer Satisfaction Survey that Julie Barnard is to undertake on the customers' view of how the Customer Contact Centre deals with enquiries.</p> <p>Letter/enquiry Monitoring. (Environmental services M3 system and Confirm system):- A computer-generated report gives details of the response period to letters. Officers are now notified of items that have not been logged back onto the system so that any letters that have gone unanswered can be highlighted at an early stage thus reducing the customers' need to chase items. All work is logged back on the system so if a customer calls when the stage the enquiry has reached is to hand</p> <p>A set of Customer standards to being written up to establish what work is undertaken with regards to enquiries. This is in work in progress stage.</p>	<p>Staff time to create the questionnaire</p> <p>None</p> <p>None</p>	<p>November 2010</p> <p>Completed</p> <p>Completed</p>	<p>Questionnaire ready to be issued</p> <p>Completed</p> <p>Completed</p>	<p>Julie Barnard</p> <p>Jo Ellis Julie Barnard</p> <p>Laura MacNeill</p> <p>Julie Barnard</p> <p>David Marsh</p>
<p>3. Unnecessary clarification This was very difficult to analyse due to the lack of specific information that the forms ask for</p> <p>The requests for Calendars</p>	<p>ESS will continue to review what and how it communicates its services with the public. Once the new Waste Roll was completed the Customer Services section began to create a customer response survey to see how it is communicating with customers as this is a major frontline service for ESS</p> <p>The issue re the calendars was caused by the lateness of the calendars being produced. This was a one off issue that the waste service has resolved and this should not occur again</p>	<p>Staff time to create the questionnaire</p> <p>None</p>	<p>November 2010</p> <p>Completed</p>	<p>Questionnaire ready to be issued</p> <p>Completed</p>	<p>Julie Barnard</p> <p>David Marsh</p>

4.	There was a variety of other small issues	<p>An analysis of the specific areas was completed. The post and call issues Admin will take up with CSS to see why these issues arise and if they or we need to do anything to improve matters.</p> <p>Service Managers were tasked with looking at specific items such as non-response to calls etc and to come back with specific actions. As no specific items were brought forward there are to be random checks undertaken on enquiries to get to the source issue and then to analyse</p>	Staff time	Completed	Completed	<p>Julie Barnard</p> <p>Julie Barnard and L MacNeill</p>
----	---	--	------------	-----------	-----------	--

Avoidable Contact Improvement Plan Directorate: Housing

Issue No.	Issue identified	Improvement Action(s)	Resource implications	Target Date	Progress	Responsible Officer
1	Some of the Council's telephone numbers are easily misdialled and customers can ring the wrong person by mistake	Arrange for some telephone extension numbers to be changed	Within existing resources	December 2010	The advantages of changing extension numbers across the Council needs to be considered against the disadvantages as many existing numbers are known by the public and may cause further avoidable calls. IC advise that they cannot make alternative arrangements as the Council has 800 direct dial numbers. Therefore, similar numbers have to occur frequently	Keith Gardner
2	A number of customers are contacting Housing Repairs for matters that concern either Housing Assets or other contractors	Publish an article in the tenants' magazine, "Housing News" giving contact information, and make leaflets more clearer.	Within existing resources	December 2010	Contact information was included in "Housing News" in the September 2010 issue. Information will be provided in an updated leaflet within the deadline. Also an item will be included in the Housing Directorate's staff magazine "In House", asking all staff to include clear contact numbers and e-mail addresses in prominent positions in all letters sent out.	Paul Pledger
3	Generally we need to check that all telephone numbers in all our leaflets are correct	All Managers will be asked to check all contact numbers in all of our leaflets	Within existing resources	October 2010	Leaflets have been found to be accurate and will be updated to reflect any future changes	All Managers
4	Telephone numbers publicised to the general public sometimes give the main switchboard number	All Managers will be asked to change the number to direct dial numbers wherever possible	Within existing resources	October 2010	In the next Housing Directorate's staff magazine "In House" all staff will be asked to provide direct dial numbers wherever possible.	All Managers

5	<p>Housing Applicants often ring the Housing Options Section asking information about their place on the list and how long they will need to wait.</p>	<p>Under the Government's new guidance on Allocations Schemes, the Council must make appropriate information about allocations widely available in a way that is easy to access and understand, including how long applicants are likely to have to wait and the general profile of the housing stock. This information will be published to all tenants and applicants in a future edition of the tenants' magazine, "Housing News"</p>	<p>Within existing resources</p>	<p>October 2010</p>	<p>Extensive information on the Allocations Scheme was included in the September 2010 edition of "Housing News" as part of the consultation exercise for the review of the Scheme which was agreed by Cabinet on 25 October 2010.</p>	<p>Roger Wilson</p>
---	--	--	----------------------------------	---------------------	---	---------------------

Avoidable Contact Improvement Plan Directorate: Planning

Issue No.	Issue identified	Improvement Action(s)	Resource implications	Target Date	Progress	Responsible Officer
1	Applicants/agents monitoring progress on their applications.	Improve Web Site. It has arranged for the 'view related documents' section to now read 'view plans and related documents' since how to view plans, probably the reasons for most customer hits, was poorly sign posted. Other improvements proposed are a) the need for a section 'to view decision notice' – currently this too is hidden in the 'view related documents' field b) the word 'old' decisions or similar should be inserted alongside 'view current applications' on the Planning page, c) One page still has contact Barry Land on it. d) use class information on applications eg what is included in the Class C3 is misleading. Other issues relate to customers difficulty with the 'pop up blocker' and should the web site wording be more helpful to customers trying to find info.	Within existing resources	December 2010	The issues identified have been resolved and a user group has been set up to improve the web site.	John Kershaw
2	Poor signposting, poor call transfer	The largest group of such calls were for Building Control, and secondly, for enforcement with calls going to others eg planning officers/planning duty officer. An improvement would be to make the contact details of planning officers more readily available on the Website and Intranet.	Within existing resources	December 2010	This has been actioned.	John Kershaw
3	Customer seeking unnecessary clarification	Calls related to the web site eg plans not on web site, customers unable to find what they needed etc. Web site review panel to be set up.	Within existing resources	December 2010	A user group has been set up to improve the web site.	John Kershaw
4	A number of calls for Planning were unanswered	The dedicated planning officer duty handset works well between 10.30 and 12. A similar dedicated handset line should be set up between 12 and 5pm to be answered by reception, customer contact team, planning applications processing, and possibly planning officers but not seniors/principals.	Within existing resources	December 2010	This has not been actioned.	John Kershaw
5	1000's of letters are sent out on planning applications are currently signed off by the stamp bearing John de Wilton Preston, Director of.....	The case officers name should be stamped or written instead. This would reduce calls going to John Preston.	Within existing resources	December 2010	This has been actioned.	John Kershaw

6	Poor signposting	Make the contact details of officers more readily available on the website, but also giving direct numbers instead of sending the customer through to the switchboard first, as is the case at present. It should also perhaps be made more clear on the website the times Officers are available to speak to the public. At present the website states that planning reception is open until 5:15 which whilst true, leads some people to believe that Officers are also available until this time, therefore making an avoidable contact as they come into reception in the afternoon to speak to an officer	Within existing resources	December 2010	This is being actioned.	John Kershaw
7	The numbers of requests that come through for applications that are on microfiche.	These take longer to deal with than requests for more recent applications so by providing the information on the website, it could reduce the time spent dealing with these requests	Within existing resources	December 2010	Scanning of Planning information is an ongoing task.	John Kershaw
8	Re-Checking of meetings	This happens on a very regular basis. To a certain extent this can be avoided if people/staff are aware that they can set up a meeting appointment on Groupwise e-mail and give more proxy access.	Within existing resources	December 2010	Proxy access has been improved and the Management Assistant now has access to all diaries.	John Kershaw
9	Enquiries being answered in a timely manner	Corporate Customer Standards being monitored	Within existing resources	December 2010	Corporate Customer Standards are constantly being monitored	John Kershaw
10	General	Generally we need to check that all telephone numbers on all our leaflets are correct Review documentation to ensure that plain English is used.	Within existing resources	December 2010	This is being actioned.	John Kershaw



2010 / 11 Key Performance Indicators

Corporate Support Services

NI

LPI

028

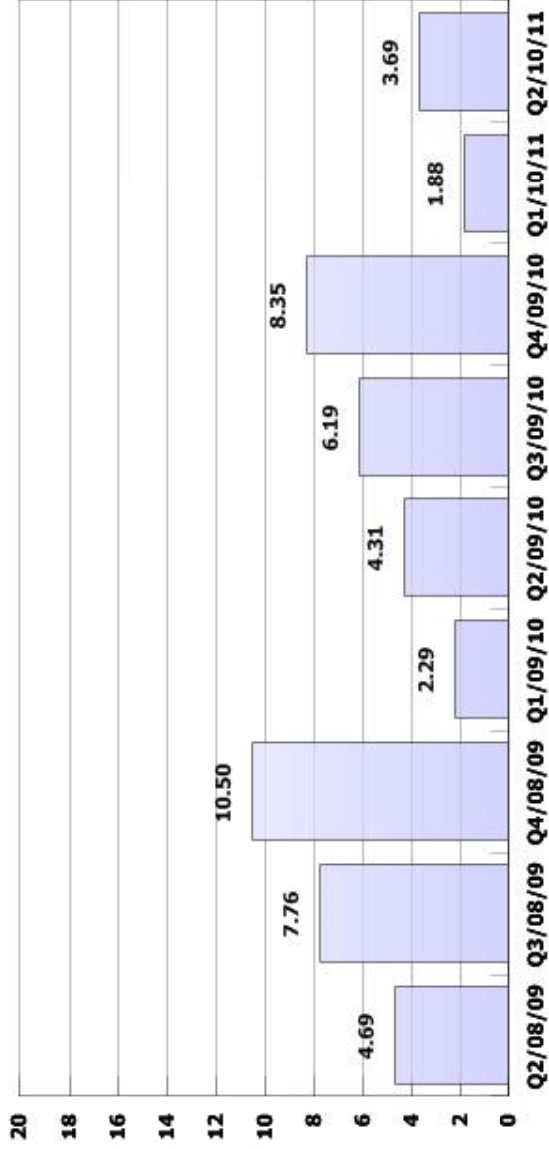
LPI 28 The number of working days lost due to sickness absence

Responsible officer: Colleen O'Boyle

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.

Current and previous quarters performance

Quarter	Target	Actual	
Q2/10/11	4.00	3.69	✓
Q1/10/11	2.00	1.88	✓
Q4/09/10	8.00	8.35	✗
Q3/09/10	6.00	6.19	✗
Q2/09/10	4.00	4.31	✗



Annual 2010/11 - 8.00 days
Target: 2009/10 - 8.00 days
Indicator of good performance:
A lower number of days is good

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

Comment on current performance (including context):

(Quarter 2 2010/11) Performance has improved on the first and second quarters of 2009/10 and is below the target of 2 days per quarter for 2010/11.

Corrective action proposed (if required):

(Quarter 2 2010/11) Director of Corporate Support Services to report as necessary

Environment & Street Scene

<u>NI</u>	<u>LPI</u>
191	051
192	052(a)
195(a)	052(b)
195(b)	
196	

NI191

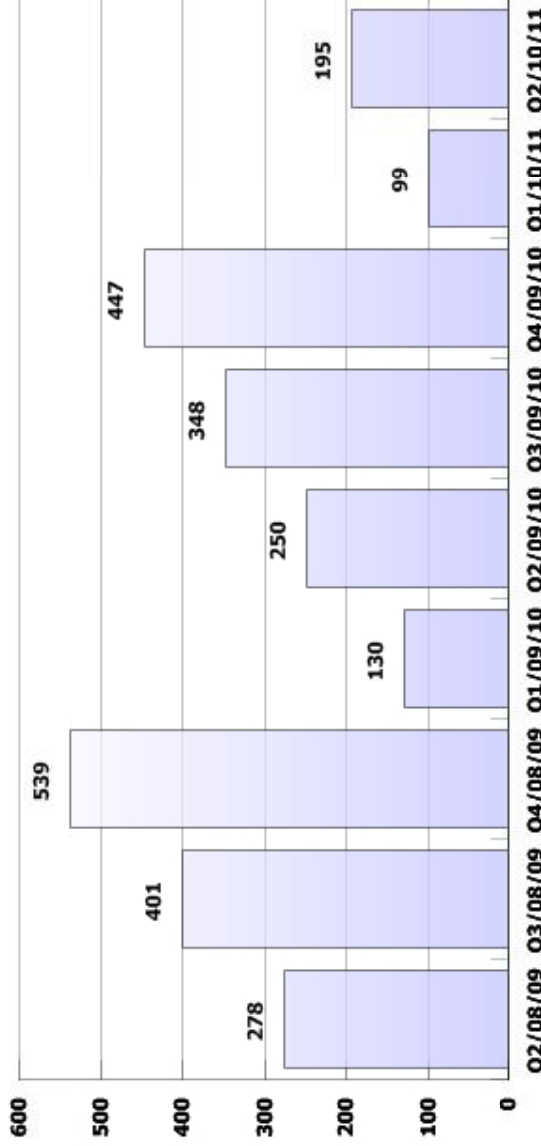
Residual household waste per household

Responsible officer: John Gilbert

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.

Current and previous quarters performance

Quarter	Target	Actual	
Q2/10/11	250	195	✓
Q1/10/11	125	99	✓
Q4/09/10	548	447	✓
Q3/09/10	411	348	✓
Q2/09/10	274	250	✓



Annual 2010/11 - 500 kg
Target: 2009/10 - 548 kg
Indicator of good performance:
A lower waste figure is good

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

Comment on current performance (including context):

(Quarter 2 2010/11) The significant reduction in residual household waste reflects the implementation of the revised Waste and Recycling Service in September 2009. The removal of food waste from the waste stream has had a positive impact on the residual waste stream. It should be noted that the data provided remains subject to verification by Essex County Council and may therefore change.

Corrective action proposed (if required):

(Quarter 2 2010/11) Director of Environment & Street Scene to report as necessary

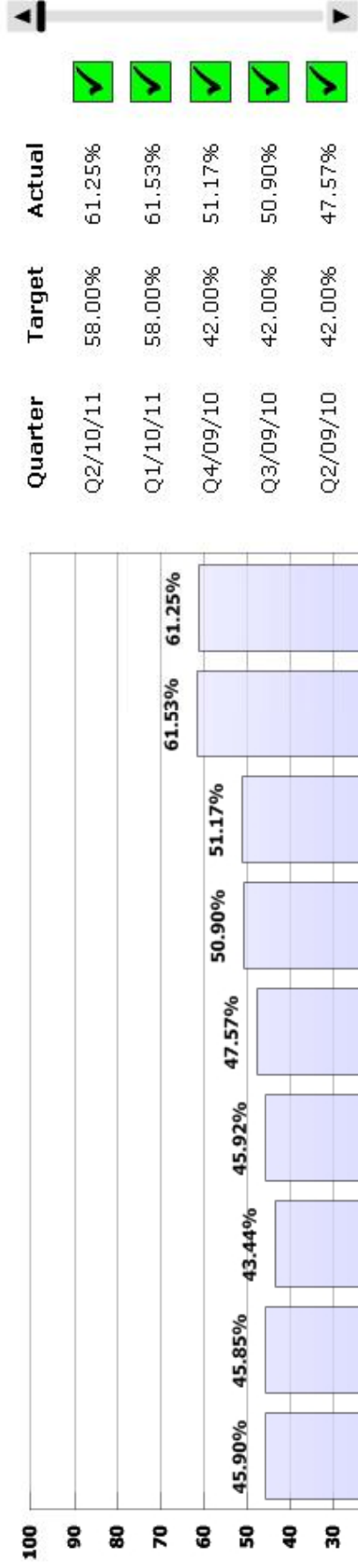
NI192

Percentage of household waste sent for re-use, recycling and composting

Responsible officer: John Gilbert

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.

Current and previous quarters performance



Annual 2010/11 - 58.00%
 Target: 2009/10 - 42.00%
 Indicator of good performance:
 A higher percentage recycled is good

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

Comment on current performance (including context):

(Quarter 2 2010/11) Target performance for quarter achieved

Corrective action proposed (if required):

(Quarter 2 2010/11) Director of Environment & Street Scene to report as necessary

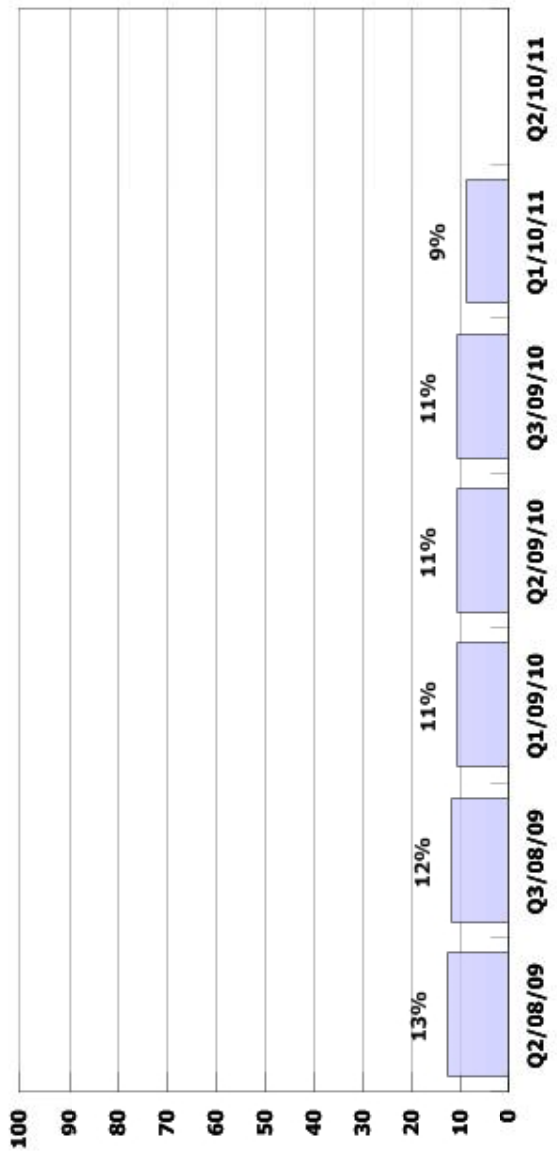
NI195a Improved street and environmental cleanliness (Litter)

Responsible officer: John Gilbert

Additional Information: This indicator seeks to reduce unacceptable levels of litter. Performance is based on surveys of prescribed sites carried out over three four-month periods (April-July, Aug-Nov, Dec-March) each year. % represents the percentage of relevant land with deposits of litter below an acceptable level.

Current and previous quarters performance

Quarter	Target	Actual
Q2/10/11	10%	
Q1/10/11	10%	9% ✔
Q3/09/10	10%	11% ✘
Q2/09/10	10%	11% ✘
Q1/09/10	10%	11% ✘



Annual 2010/11 - 10%
Target: 2009/10 - 10%
Indicator of good performance:
A lower percentage is good

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

Corrective action proposed (if required):

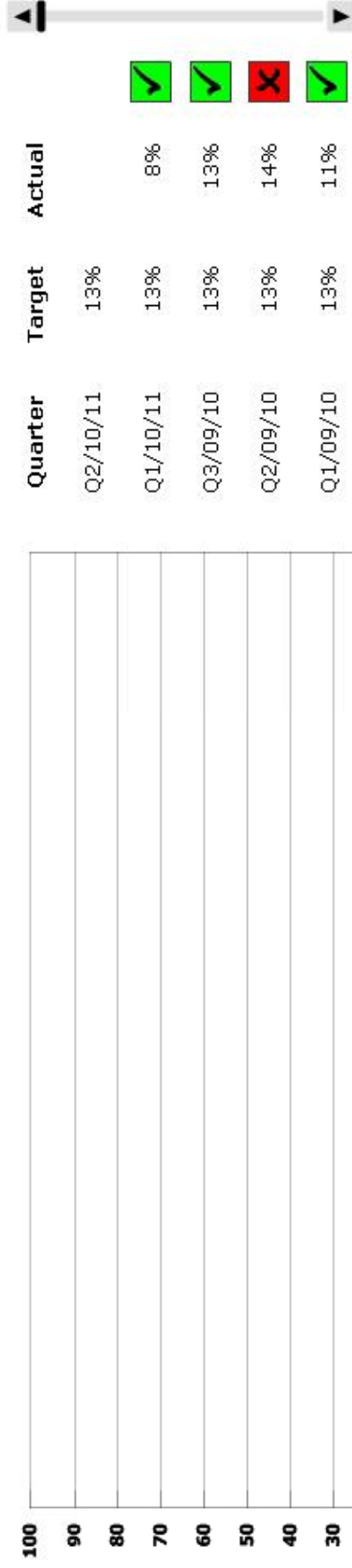
(Period 2 2010/11) Performance against this indicator is measured over the three four-month periods April - July, August - November and December - March. The first of these periods was reported under Q1 but the second period results are not ready at the time of preparing this report and will therefore be reported at the next scrutiny panel meeting

NI195b Improved street and environmental cleanliness (Detritus)

Responsible officer: John Gilbert

Additional Information: This indicator seeks to reduce unacceptable levels of detritus. Performance is based on surveys of prescribed sites carried out over three four-month periods (April~July, Aug~Nov, Dec~Mar) each year, and represents the percentage of relevant land with deposits of detritus below an acceptable level.

Current and previous quarters performance



Annual 2010/11 - 13%
Target: 2009/10 - 13%

Indicator of good performance:
A lower percentage is good

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

Comment on current performance (including context):

(Period 1 2010/11) Target performance for the first period has been achieved.

Corrective action proposed (if required):

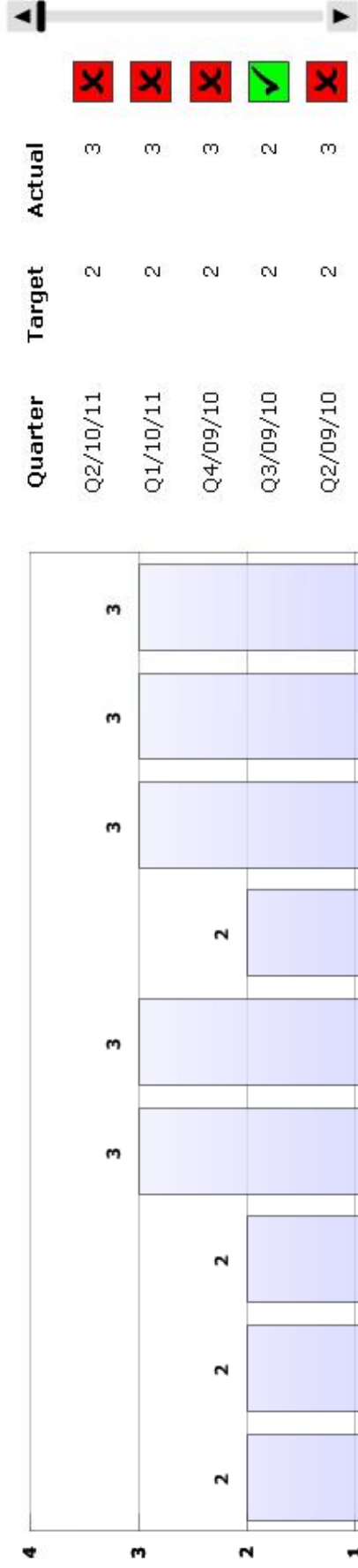
(Period 1 2010/11) Director of Environment & Street Scene to report as necessary

NI196 Improved street and environmental cleanliness (Fly-Tipping)

Responsible officer: John Gilbert

Additional Information: This indicator seeks to achieve reductions in the total number of incidents and an increase in enforcement action taken to deal with the illegal disposal of waste. Performance is represented by Grade 1 (Very Effective), Grade 2 (Effective), Grade 3 (Not Effective), or Grade 4 (Poor).

Current and previous quarters performance



Annual 2010/11 - Grade 2
 Target: 2009/10 - Grade 2
 Indicator of good performance: A lower grade is good
 Is it likely that the target will be met at the end of the year? No

Comment on current performance (including context):

(Quarter 2 2010/11) This indicator has been completely reassessed to ensure that the data required to report it is collected and presented correctly. This reassessment has shown that the data was not being properly handled and this has resulted in a drop in reported performance. Whilst disappointing, the data does now provide an accurate baseline position from which to go forward.

Corrective action proposed (if required):

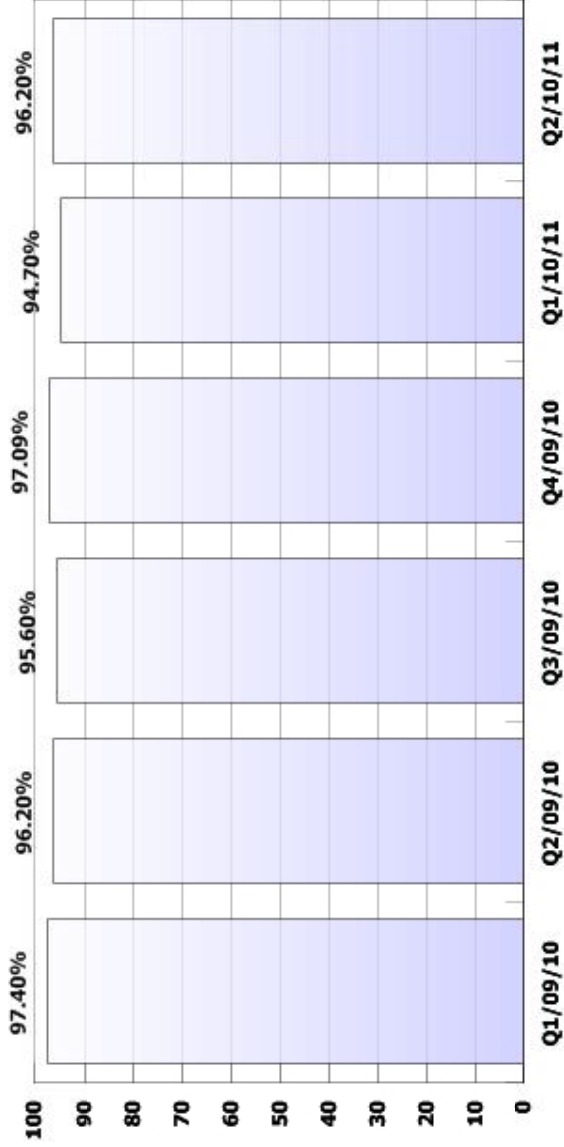
(Quarter 2 2010/11) Director of Environment & Street Scene to report as necessary

LPI 51 Environment and Neighbourhoods Team - Service Standards

Responsible officer: John Gilbert

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

Current and previous quarters performance



Quarter	Target	Actual
Q2/10/11	95.00%	96.20% <input checked="" type="checkbox"/>
Q1/10/11	95.00%	94.70% <input checked="" type="checkbox"/>
Q4/09/10	90.00%	97.09% <input checked="" type="checkbox"/>
Q3/09/10	90.00%	95.60% <input checked="" type="checkbox"/>
Q2/09/10	90.00%	96.20% <input checked="" type="checkbox"/>

Annual 2010/11 - 95.00%
Target: 2009/10 - 90.00%

Indicator of good performance:
A higher percentage is good

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

Yes



Corrective action proposed (if required):

(Quarter 2 2010/11)

Comment on current performance (including context):

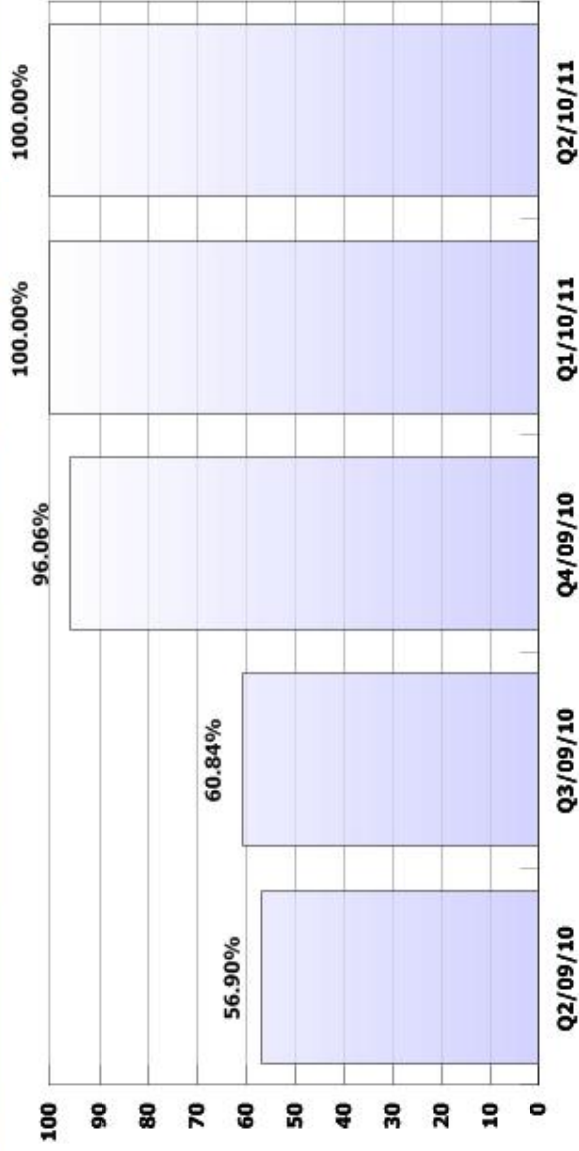
(Quarter 2 2010/11)

LPI 52a Implementation of formal containerised recycling facilities in flats & communal buildings (% surveyed)

Responsible officer: John Gilbert

Additional Information: Sack-based facilities have previously been provided for residents of flats and communal buildings to participate in recycling. This indicator reports the percentage of flats and communal buildings that have been surveyed for the provision of containerised recycling facilities for at least two recyclable materials.

Current and previous quarters performance



Quarter	Target	Actual
Q2/10/11	95.00%	100.00% <input checked="" type="checkbox"/>
Q1/10/11	95.00%	100.00% <input checked="" type="checkbox"/>
Q4/09/10	75.00%	96.06% <input checked="" type="checkbox"/>
Q3/09/10	50.00%	60.84% <input checked="" type="checkbox"/>
Q2/09/10	25.00%	56.90% <input checked="" type="checkbox"/>

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

Annual 2010/11 - 95.00%
Target: 2009/10 - 75.00%
Indicator of good performance: A higher percentage is good

Comment on current performance (including context):

(Quarter 2 2010/11) Target performance achieved

Corrective action proposed (if required):

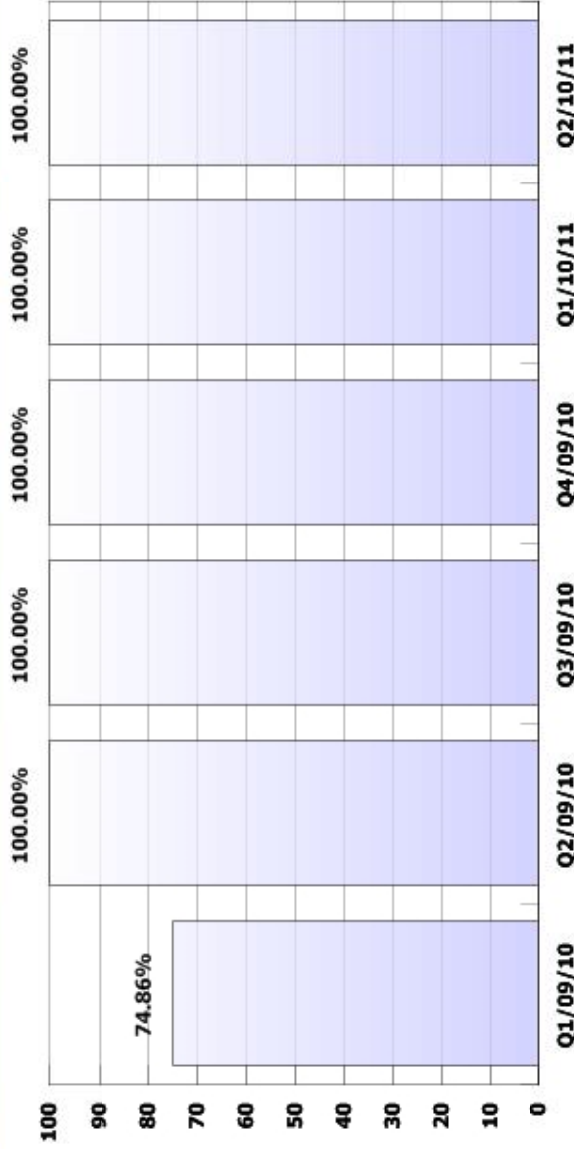
(Quarter 2 2010/11) Director of Environment & Street Scene to report as necessary

LPI 52b Implementation of formal containerised recycling facilities in flats & communal buildings (% implemented)

Responsible officer: John Gilbert

Additional Information: Sack-based facilities have previously been provided for residents of flats and communal buildings to participate in recycling. This indicator reports the percentage of flats and communal buildings where containerised recycling facilities for at least two recyclable materials have been implemented.

Current and previous quarters performance



Quarter	Target	Actual
Q2/10/11	100.00%	100.00%
Q1/10/11	100.00%	100.00%
Q4/09/10	85.00%	100.00%
Q3/09/10	63.75%	100.00%
Q2/09/10	42.50%	100.00%

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

Annual 2010/11 - 100.00%
Target: 2009/10 - 85.00%

Indicator of good performance:
A higher percentage is good

Comment on current performance (including context):

(Quarter 2 2010/11) All flats etc where facilities can be provided and where consent has been given, have been provided with recycling facilities

Corrective action proposed (if required):

(Quarter 2 2010/11) Director of Environment & Street Scene to report as necessary

Finance & ICT

NI
181

LPI
013

014

015

016

017

053

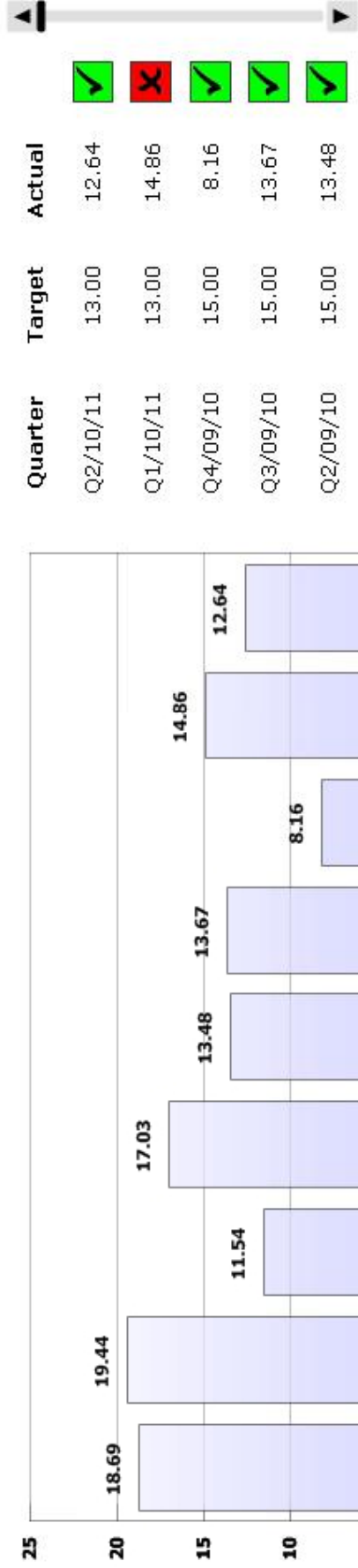
NI181

The time taken to process Housing Benefit/Council Tax Benefit new claims and change events

Responsible officer: Bob Palmer

Additional Information: This indicator measures Housing and Council Tax Benefit performance, as delays in the administration of benefits can impact on the most vulnerable people. Performance is represented as the average number of days taken to process new claims and change events.

Current and previous quarters performance



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

Annual 2010/11 - 13.00 days
 Target: 2009/10 - 15.00 days
 Indicator of good performance: A lower number of days is good

Comment on current performance (including context):

(Quarter 2 2010/11) Performance was affected by the number of changes that normally occur at the start of the new financial year and therefore April showed longer processing times. However, since May, performance has improved and is on target for the year.

Corrective action proposed (if required):

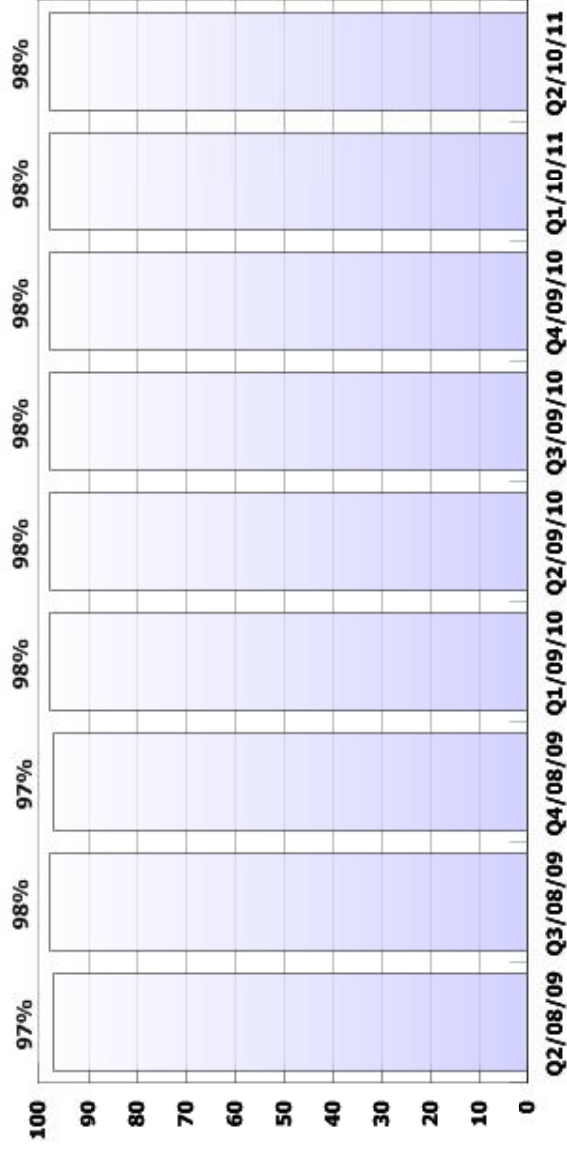
(Quarter 2 2010/11) Target achieved

LPI 13 Percentage of invoices paid within 30 days of receipt

Responsible officer: Bob Palmer

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

Current and previous quarters performance



Quarter	Target	Actual
Q2/10/11	98%	98%
Q1/10/11	98%	98%
Q4/09/10	97%	98%
Q3/09/10	97%	98%
Q2/09/10	97%	98%

Annual 2010/11 - 98.00%
Target: 2009/10 - 97.00%

Indicator of good performance:
A higher percentage is good

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

Comment on current performance (including context):

(Quarter 2 2010/11) Current performance against this indicator remains high and the target was achieved for the second quarter. The figure for the percentage of local suppliers paid within twenty days for the second quarter is 92%. This has fallen from 93% in quarter 1.

Corrective action proposed (if required):

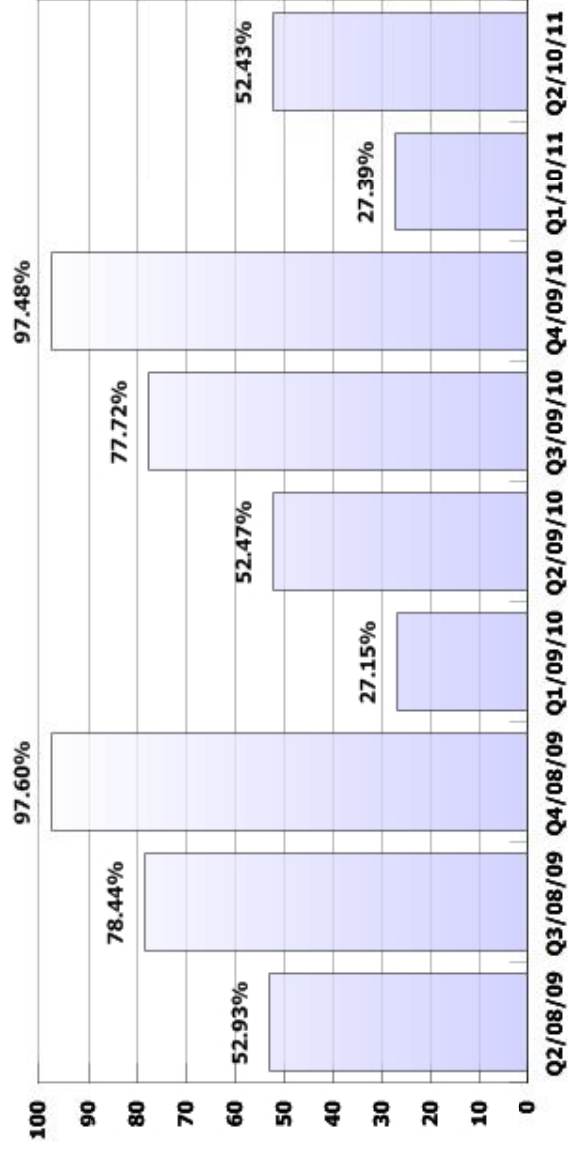
(Quarter 2 2010/11) The thirty-day target is being met. Officers calculate the indicator on a monthly basis and the invoice register report is reviewed weekly. Any areas of concern are highlighted and remedial action taken if necessary.

LPI 14 Percentage of Council Tax collected

Responsible officer: Bob Palmer

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.

Current and previous quarters performance



Quarter	Target	Actual
Q2/10/11	48.90%	52.43%
Q1/10/11	24.45%	27.39%
Q4/09/10	98.00%	97.48%
Q3/09/10	73.50%	77.72%
Q2/09/10	49.00%	52.47%

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

Uncertain

Annual 2010/11 - 97.80%
Target: 2009/10 - 98.00%

Indicator of good performance:
A higher percentage is good

Comment on current performance (including context):

(Quarter 2 2010/11) Council Tax collection, although 0.04% down, is broadly running at the same level as last year.

Corrective action proposed (if required):

(Quarter 2 2010/11) The current target requires a 0.3% improvement on last year and collection and recovery procedures are in place to collect any outstanding debts to endeavour to reach the target.

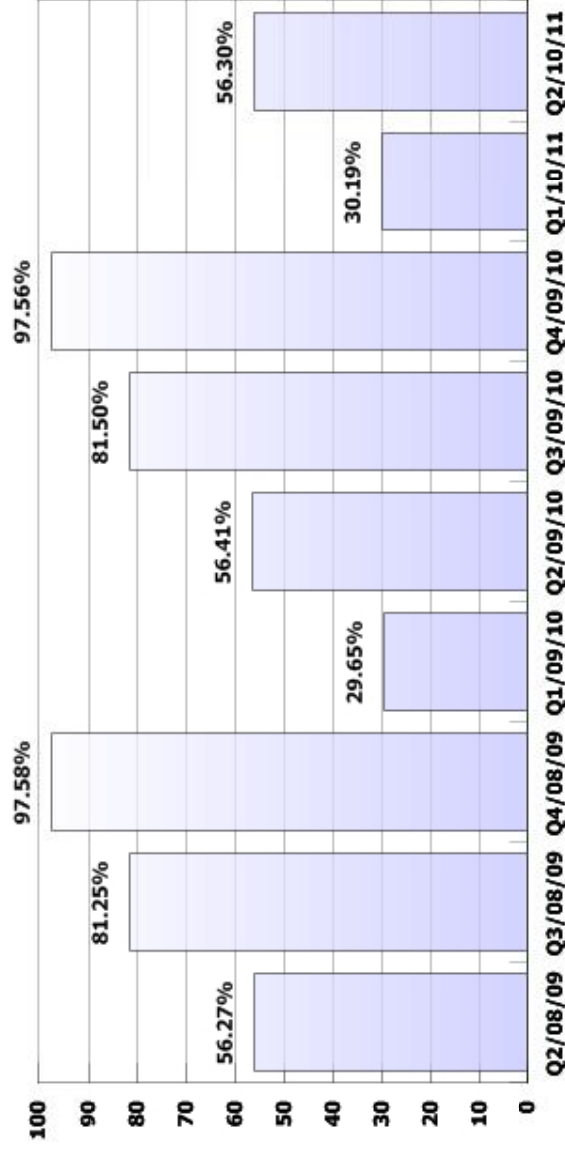


LPI 15 Percentage of National Non-Domestic Rates collected

Responsible officer: Bob Palmer

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.

Current and previous quarters performance



Quarter	Target	Actual
Q2/10/11	49.00%	56.30%
Q1/10/11	24.50%	30.19%
Q4/09/10	98.20%	97.56%
Q3/09/10	73.65%	81.50%
Q2/09/10	49.10%	56.41%

Annual 2010/11 - 98.00%
Target: 2009/10 - 98.20%

Indicator of good performance:
A higher percentage is good

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

Uncertain

Comment on current performance (including context):

(Quarter 2 2010/11) NNDR collection is 0.11% down on the same stage last year. There have been several new backdated assessments which have recently entered the valuation list and are yet to be collected.

Corrective action proposed (if required):

(Quarter 2 2010/11) This year's target requires a 0.44% increase in performance from last year. Billing and recovery procedures are in place to collect any outstanding debts.

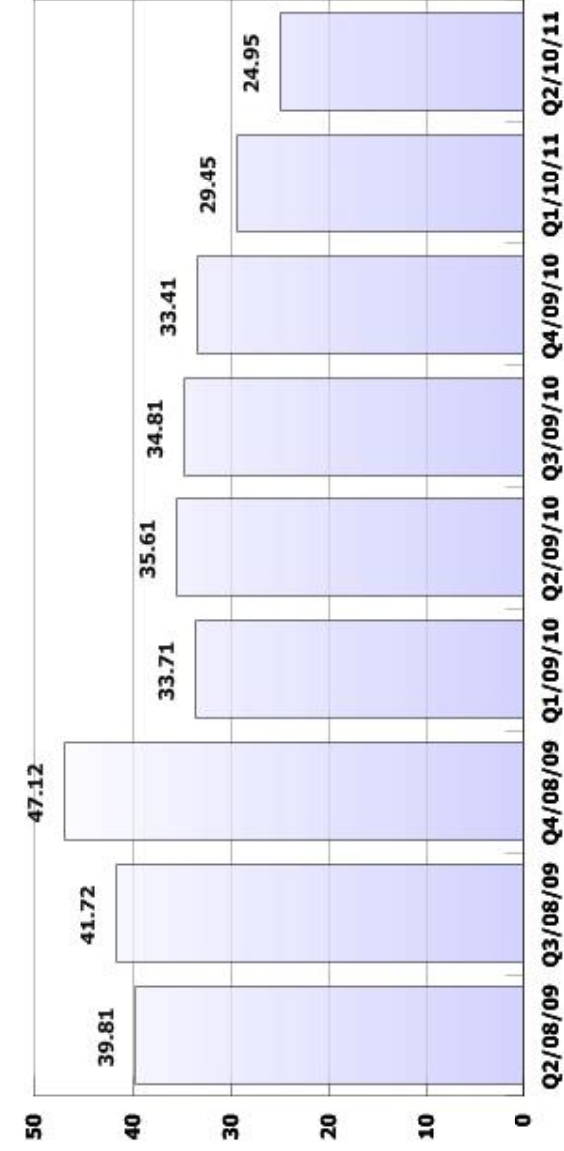


LPI 16 Average time for processing new benefit claims

Responsible officer: Bob Palmer

Additional information: This indicator monitors the administration of Housing and Council Tax Benefit. Targets and performance are measured in days.

Current and previous quarters performance



Quarter	Target	Actual
Q2/10/11	25.00	24.95
Q1/10/11	25.00	29.45
Q4/09/10	25.00	33.41
Q3/09/10	25.00	34.81
Q2/09/10	25.00	35.61

Annual 2010/11 - 25.00 days
Target: 2009/10 - 25.00 days

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

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

Comment on current performance (including context):

(Quarter 2 2010/11) Performance was affected by the number of changes that normally occur at the start of the new financial year and therefore April showed longer processing times. However, since May, performance has improved and is on target for the year. Performance for July to September averaged 19.94 days. The caseload has remained at just under 9400 for the second quarter which compares to a caseload of 8861 for the same period in 2009/10. The number of documents requiring processing also continues to increase at 23,710 for the quarter, compared to 17,769 for the same period last year.

Corrective action proposed (if required):

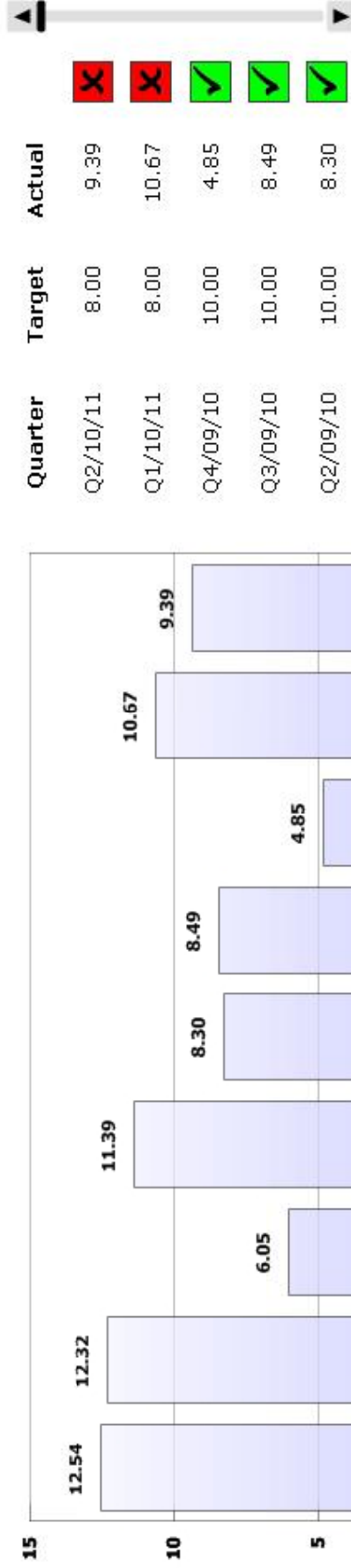
(Quarter 2 2010/11) Methods of speeding up the new claims processing continue to be explored. Following the inspection of the Benefits Service by the Audit Commission in 2009/10, an Action Plan was produced to assist in speeding up processing times and is being implemented.

LPI 17 Average time for processing notification of changes of circumstance for benefit claims

Responsible officer: Bob Palmer

Additional information: This indicator monitors the administration of Housing and Council Tax Benefit. Targets and performance are measured in days.

Current and previous quarters performance



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

Annual 2010/11 - 8.00 days
Target: 2009/10 - 10.00 days
Indicator of good performance:
A lower number of days is good

Corrective action proposed (if required):

(Quarter 2 2010/11) Performance was affected by the number of changes that normally occur at the start of the new financial year and therefore April showed longer processing times. However, since May, performance has improved and the target should be achieved for the year. Performance for July to September averaged 8.17 days.

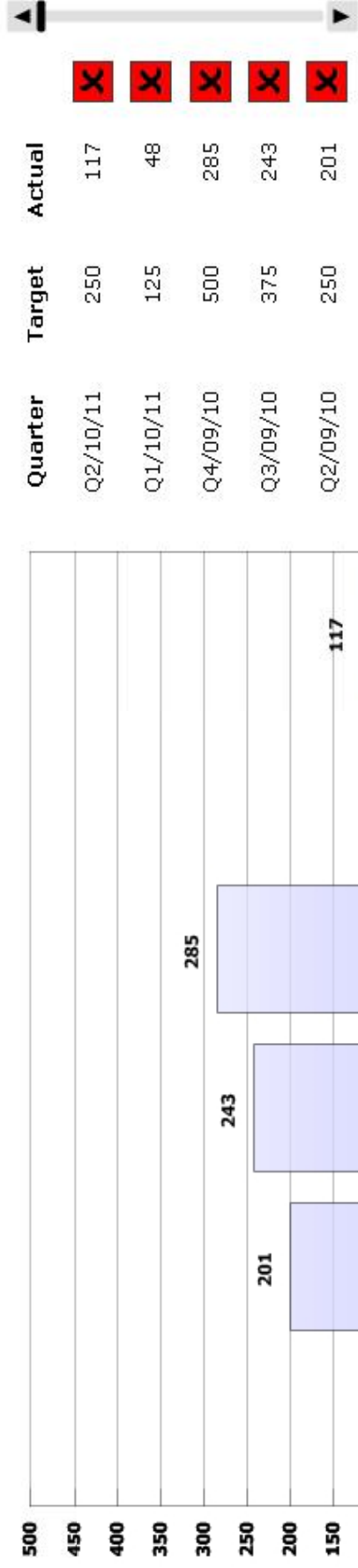
(Quarter 2 2010/11) Methods of speeding up processing times continue to be explored. Following the inspection of the Benefits Service by the Audit Commission, an Action Plan was produced to assist in speeding up processing times and is being implemented.

LPI 53 The number of completed fraud investigations carried out by the Benefits Investigation Team

Responsible officer: Bob Palmer

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

Current and previous quarters performance



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

Annual 2010/11 - 500
 Target: 2009/10 - 500
 Indicator of good performance:
 A higher number is good

Corrective action proposed (if required):

(Quarter 2 2010/11) The number of completed investigations for the first six months was low due to one vacant Investigation Officer post and the inexperience of the other two Officers. An experienced Officer joined the Authority in August and performance has improved since this time. The target has been reduced this year due to the staffing problems. The target should be achievable as it is based on individual targets for each Investigation Officer post but it does rely on a full and experienced establishment.

(Quarter 2 2010/11) An experienced Officer joined the Authority in August and the number of investigations is increasing. Training is continuing for the less experienced members of staff.



**Epping Forest
District Council**

2010 / 11 Key Performance Indicators

Housing

NI

155

156

LPI

004

005

007

008

009

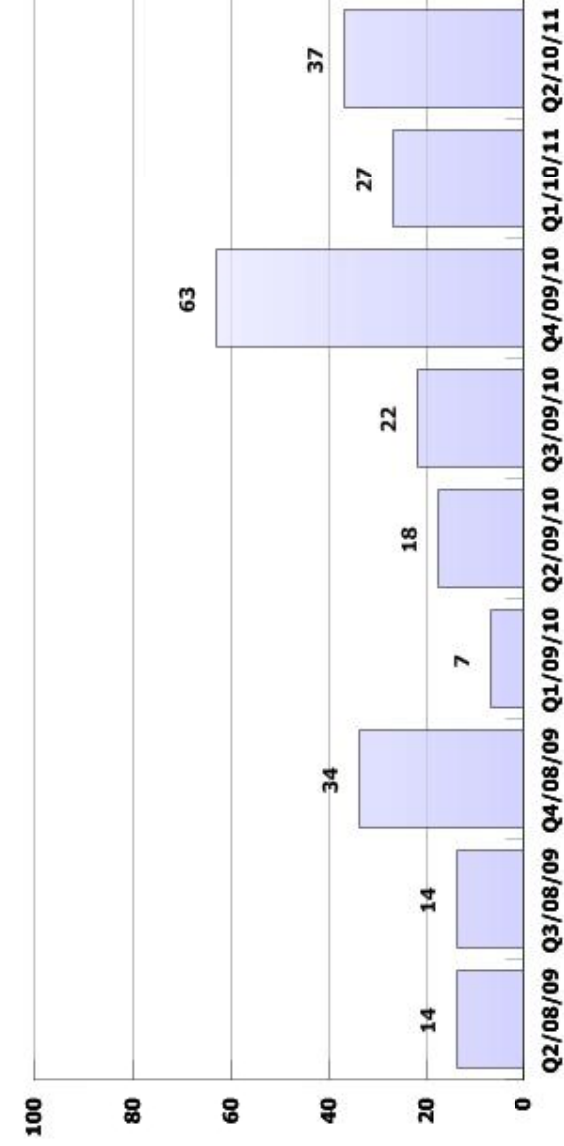
010

NI155 The number of affordable homes delivered (gross)

Responsible officer: Alan Hall

Additional information: This indicator promotes an increase in the supply of affordable housing through new-build completions, changes of use and conversions. Quarterly targets and performance details for this indicator represent the cumulative total for the year to date.

Current and previous quarters performance



Quarter	Target	Actual
Q2/10/11	35	37
Q1/10/11	17	27
Q4/09/10	57	63
Q3/09/10	42	22
Q2/09/10	28	18

Annual 2010/11 - 70
Target: 2009/10 - 57
Indicator of good performance:
A higher number is good

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



Comment on current performance (including context):

(Quarter 2 2010/11) The latest estimate out-turn for 2010/11 is 126 new affordable homes

Corrective action proposed (if required):

(Quarter 2 2010/11)

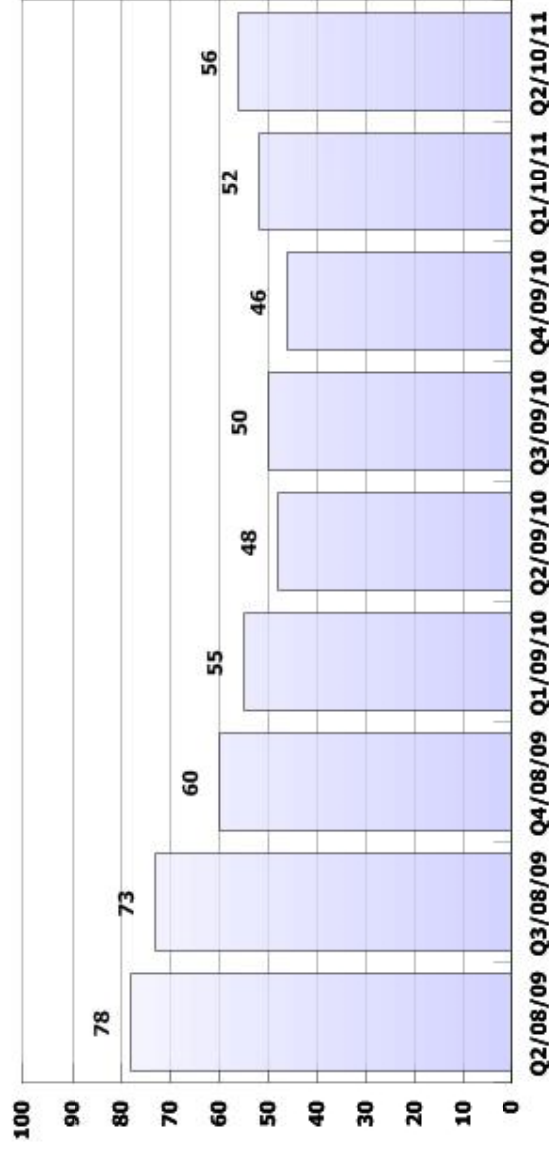
NI156

The number of households living in temporary accommodation

Responsible officer: Alan Hall

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 return for quarter 4.

Current and previous quarters performance



Quarter	Target	Actual
Q2/10/11	60	56
Q1/10/11	60	52
Q4/09/10	100	46
Q3/09/10	100	50
Q2/09/10	100	48

Annual 2010/11 - 60
Target: 2009/10 - 100

Indicator of good performance:
A lower number is good

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

Uncertain

Comment on current performance (including context):

(Quarter 2 2010/11) The number of households in temporary accommodation reduced from 201 as at 31 December 2004 to 50 on 31 December 2009. The number of households in temporary accommodation is likely to increase steadily in coming months and may rise above 60 by the end of the financial year due to the state of the economy.

Corrective action proposed (if required):

(Quarter 2 2010/11) Additional funding for Homelessness Prevention Schemes (i.e. Rental Loan Scheme and Epping Forest Housing Aid Scheme) would enable staff to limit the number of households placed in temporary accommodation. Uncertainty regarding a number of posts in the Prevention Team also affects the likelihood of meeting the target.



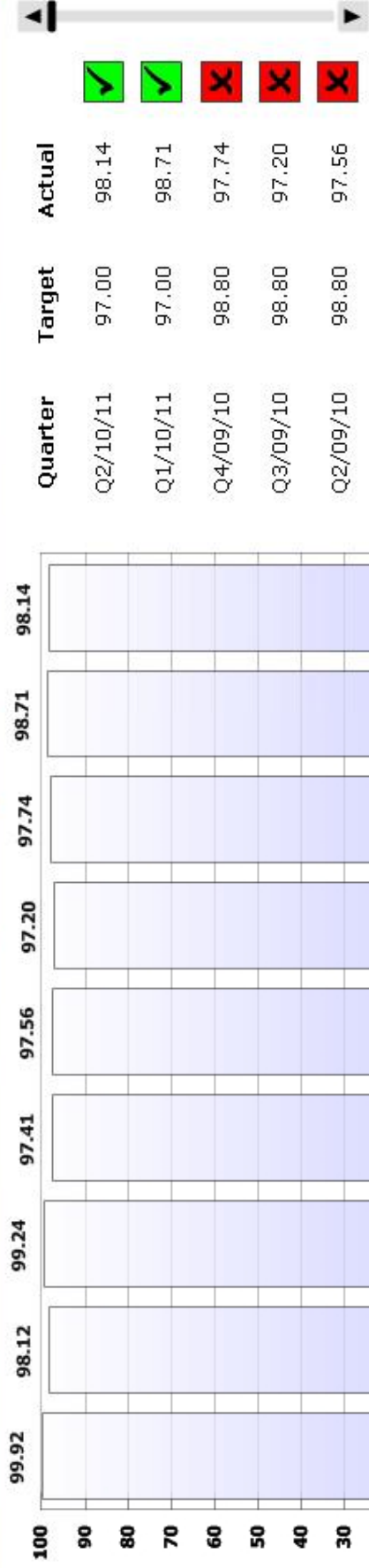
LPI04 Rent collected as a proportion of rents owed on Housing Revenue Account dwellings

Responsible officer: Alan Hall

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



Current and previous quarters performance



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

Annual 2010/11 - 97.00%
Target: 2009/10 - 98.80%
Indicator of good performance: A higher percentage is good

Corrective action proposed (if required):

(Quarter 2 2010/11) No corrective action currently required

Comment on current performance (including context):

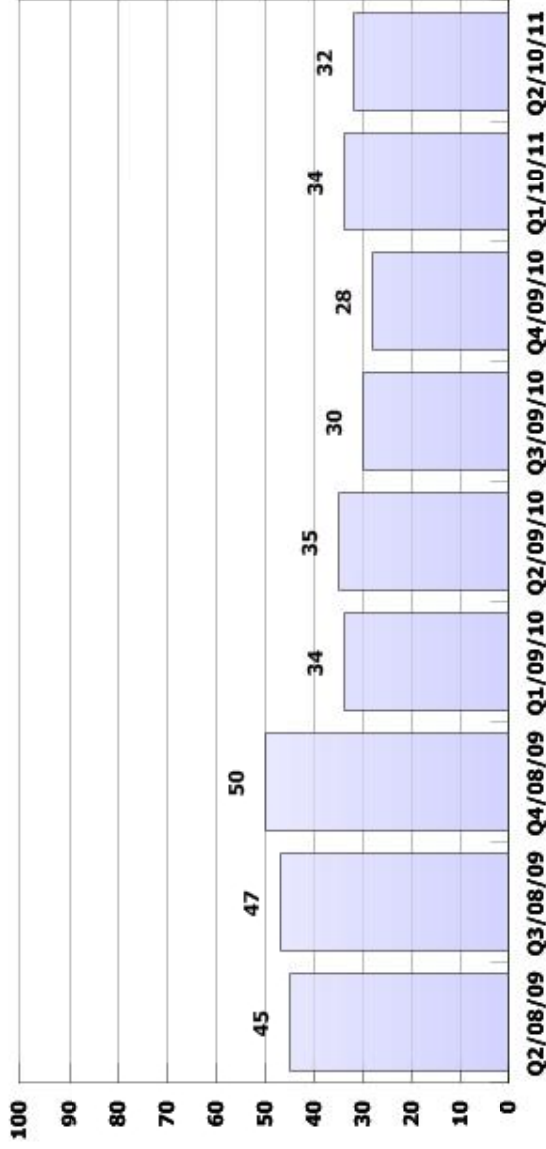
(Quarter 2 2010/11) Director of Housing to report as necessary

LPI 05 The average number of days taken to re-let Council dwellings

Responsible officer: Alan Hall

Additional Information: This indicator measures the Council's housing management performance, as it is important that property re-let times are kept to a minimum in view of current pressures on social housing

Current and previous quarters performance



Quarter	Target	Actual
Q2/10/11	30	32
Q1/10/11	30	34
Q4/09/10	40	28
Q3/09/10	40	30
Q2/09/10	40	35

Annual 2010/11 - 30.00 days
Target: 2009/10 - 40.00 days

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

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

Yes

Comment on current performance (including context):

(Quarter 2 2010/11) Director of Housing to report as necessary

Corrective action proposed (if required):

(Quarter 2 2010/11)

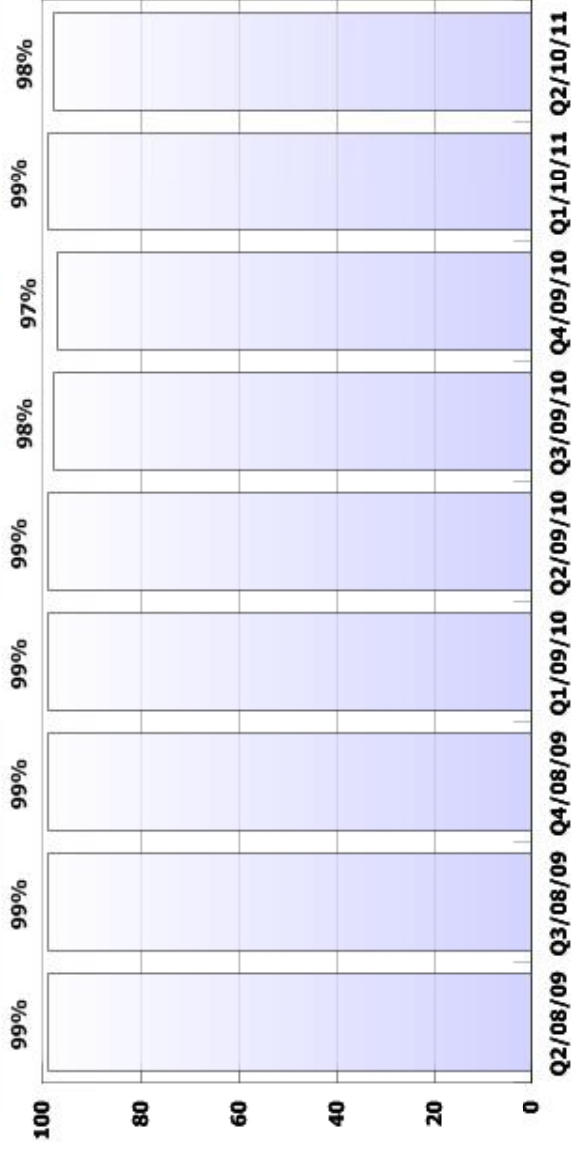


LPI07 Emergency repairs undertaken within target time

Responsible officer: Alan Hall

Additional information: This indicator is a measure of housing management performance, as it is incumbent upon the Council as landlord to ensure the upkeep of its dwellings and that repairs are completed on time. The target time for the completion of emergency repairs is twenty-four hours.

Current and previous quarters performance



Quarter	Target	Actual
Q2/10/11	99%	98%
Q1/10/11	99%	99%
Q4/09/10	99%	97%
Q3/09/10	99%	98%
Q2/09/10	99%	99%

Annual 2010/11 - 99%
Target: 2009/10 - 99%

Indicator of good performance:
A higher percentage is good

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

Uncertain

Comment on current performance (including context):

(Quarter 2 2010/11)

Corrective action proposed (if required):

(Quarter 2 2010/11) New managers in post to lead improved supervision. New monitoring reports to be produced by Housing IT team; again to assist supervision

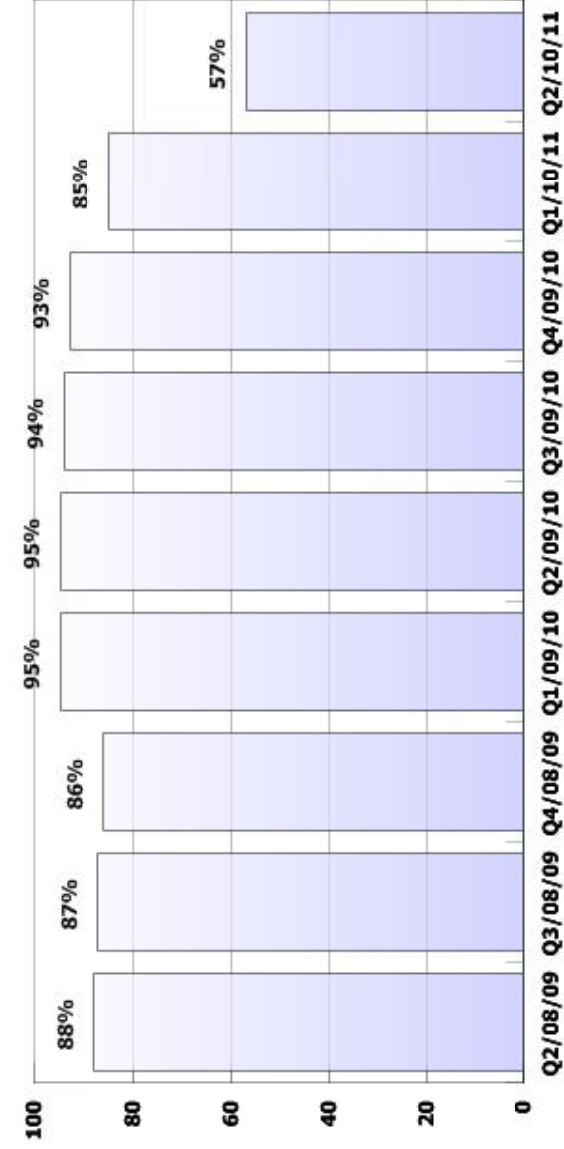


LPI08 Urgent repairs undertaken within target time

Responsible officer: Alan Hall

Additional information: This indicator is a measure of housing management performance, as it is incumbent upon the Council as landlord to ensure the upkeep of its dwellings and that repairs are completed on time. The target time for the completion of urgent repairs is five days.

Current and previous quarters performance



Quarter	Target	Actual
Q2/10/11	95%	57%
Q1/10/11	95%	85%
Q4/09/10	95%	93%
Q3/09/10	95%	94%
Q2/09/10	95%	95%

Annual 2010/11 - 95%
Target: 2009/10 - 95%

Indicator of good performance:
A higher percentage is good

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

Uncertain

Comment on current performance (including context):

(Quarter 2 2010/11) The number of Urgent jobs completed for quarter 2 is 720 and completed within the target time is 410, the percentage within target time is 56.94% for quarter 2.

Corrective action proposed (if required):

(Quarter 2 2010/11) New managers in post to lead improved supervision. New monitoring reports to be produced, again to improve supervision. No access jobs to be cancelled and reissued as appointments if customer responds to card left at dwelling.

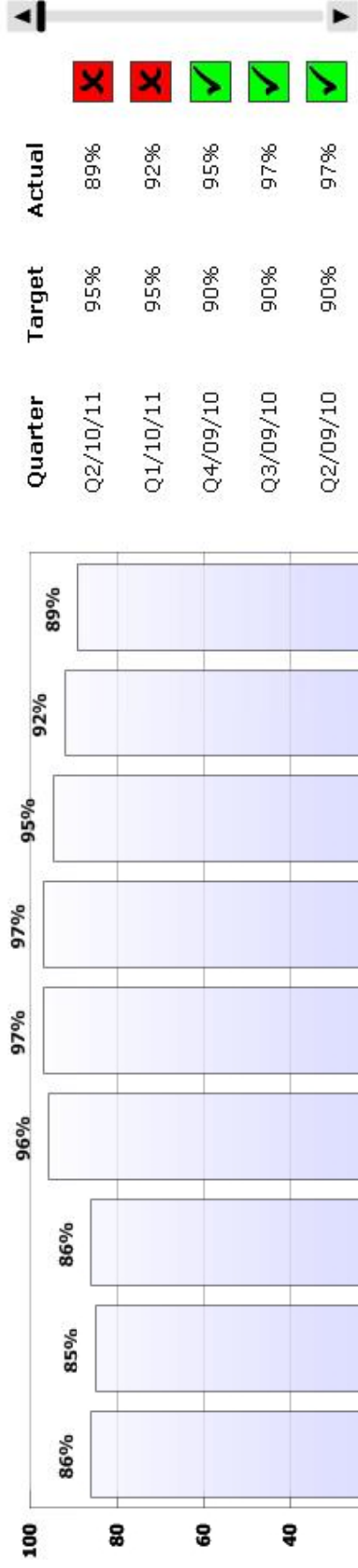


LPI 09 Routine repairs undertaken within target time

Responsible officer: Alan Hall

Additional information: This indicator is a measure of housing management performance, as it is incumbent upon the Council as landlord to ensure the upkeep of its dwellings and that repairs are completed on time. The target time for the completion of routine repairs is six weeks.

Current and previous quarters performance



Annual 2010/11 - 95%
Target: 2009/10 - 90%

Indicator of good performance:
A higher percentage is good

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

Uncertain

Comment on current performance (including context):

(Quarter 2 2010/11) The number of jobs completed for quarter 2 is 1740 and completed within the target time is 1541, the percentage within target time is 88.56% for quarter 2.

Corrective action proposed (if required):

(Quarter 2 2010/11) New managers in post to lead improved supervision. New monitoring reports to be produced, again to improve supervision. No access jobs to be cancelled and reissued as appointments if customer responds to card left at dwelling.

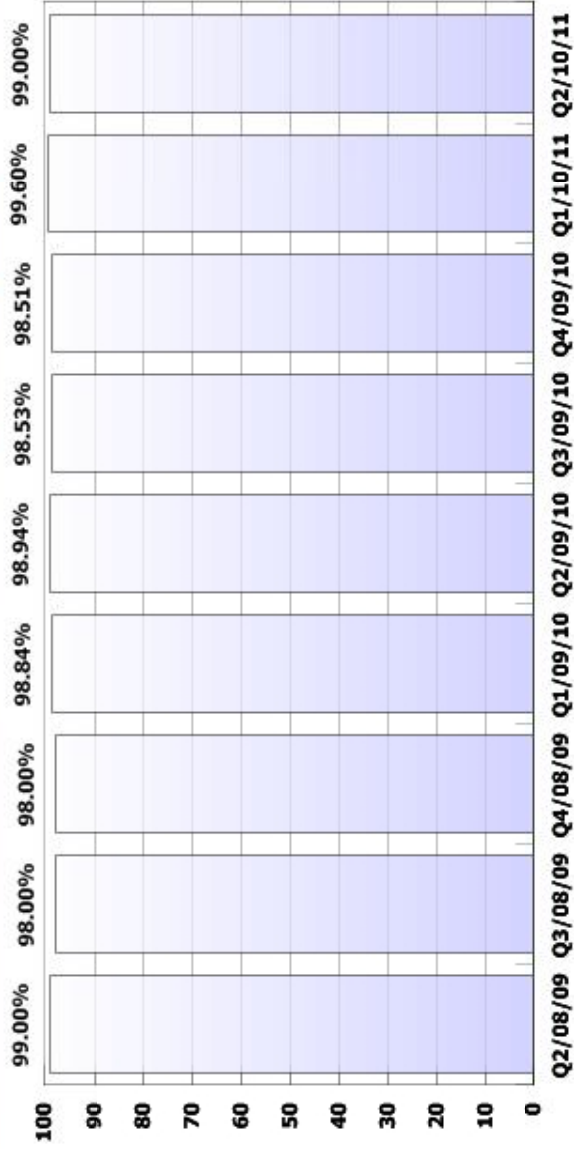


LPI 10 Satisfaction with repairs

Responsible officer: Alan Hall

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

Current and previous quarters performance



Quarter	Target	Actual
Q2/10/11	98.00%	99.00%
Q1/10/11	98.00%	99.60%
Q4/09/10	98.00%	98.51%
Q3/09/10	98.00%	98.53%
Q2/09/10	98.00%	98.94%

Annual 2010/11 - 98.00%
Target: 2009/10 - 98.00%

Indicator of good performance:
A higher percentage is good

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

Yes

Comment on current performance (including context):

The calculation is the number of good and satisfactory responses, expressed as a percentage of all responses. Satisfaction levels relating to repairs completed remain high.

Corrective action proposed (if required):



2010 / 11 Key Performance Indicators

Planning & Economic Development

NI

154

157 (a)

157 (b)

LPI

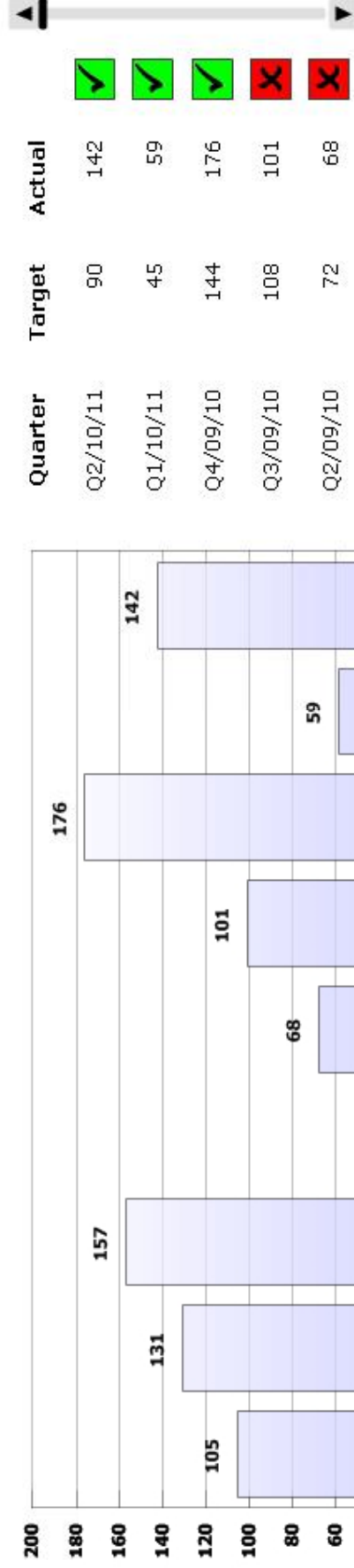
045

NI154 Net additional homes provided

Responsible officer: John Preston

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.

Current and previous quarters performance



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

Yes

Annual 2010/11 - 180
Target: 2009/10 - 144

Indicator of good performance:
A higher number is good

Comment on current performance (including context):

(Quarter 2 2010/11) 83 net new homes were completed in this quarter, resulting in a cumulative total of 142. This is a good performance against the target, and significantly higher than the second quarter for the last 2 years. Most of these units were completed on large sites, e.g. Epping Forest College, St Margaret's Hospital and the Parade Ground on North Weald Airfield.

Corrective action proposed (if required):

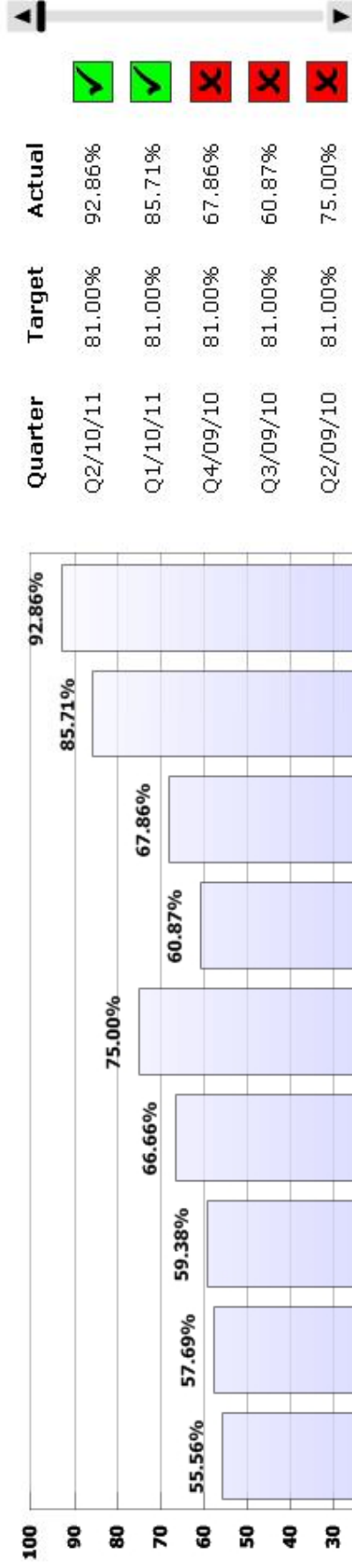
(Quarter 2 2010/11) No corrective action is proposed.

NI157a Processing of planning applications - 'Major' application types

Responsible officer: John Preston

Additional Information: This indicator ensures that local planning authorities determine major planning applications in a timely manner (within thirteen weeks).

Current and previous quarters performance



Annual 2010/11 - 81.00%
Target: 2009/10 - 81.00%

Indicator of good performance:
A higher percentage is good

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

Uncertain

Comment on current performance (including context):

(Quarter 2 2010/11) A low number of applications in this category, but target achieved (13 out of 14 applications for combined Q1 and Q2) because very few of them were subject to a legal agreement that otherwise inevitably delays the issue of the decision. Without legal agreements, the performance figures demonstrate that target can realistically be achieved, as borne out by 100% performance for this quarter (6 out of 6) for only the second time in recent years.

Corrective action proposed (if required):

(Quarter 2 2010/11) Target achieved. No corrective action planned at time of report

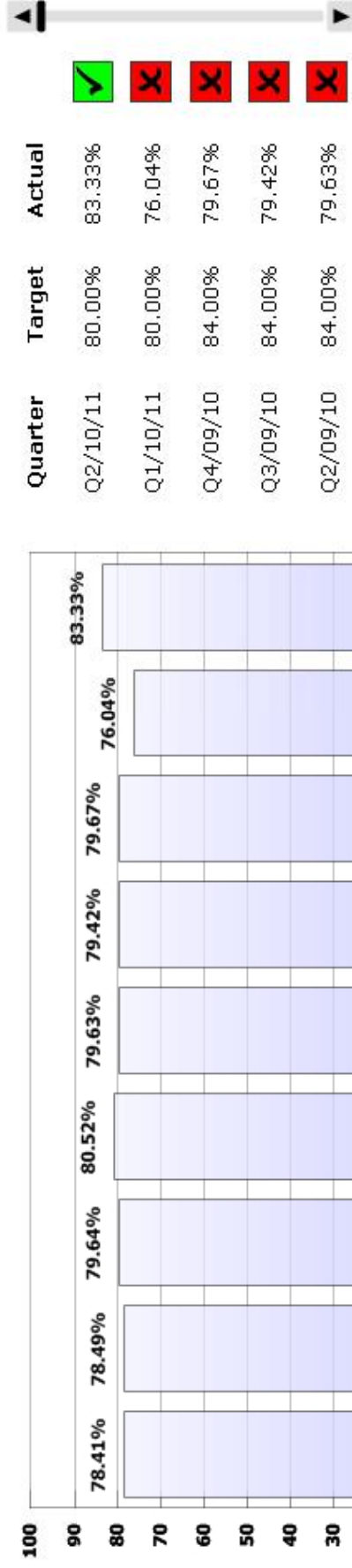


NI157b Processing of planning applications - 'Minor' application types

Responsible officer: John Preston

Additional Information: This indicator ensures that local planning authorities determine 'minor' planning applications in a timely manner (within eight weeks).

Current and previous quarters performance



Annual 2010/11 - 80.00%
Target: 2009/10 - 84.00%

Indicator of good performance:
A higher percentage is good

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

Uncertain

Comment on current performance (including context):

(Quarter 2 2010/11) Slight tweaking of delegated powers and only a low no. in this quarter going beyond 8 week decision has resulted in this quarters fine performance (155 out of 186 applications decided in time). Lower no. of applications decided at planning committee may also be contributing as well as considerable effort made being made by staff to hit the target.

Corrective action proposed (if required):

(Quarter 2 2010/11) Target achieved. No corrective action planned at time of report

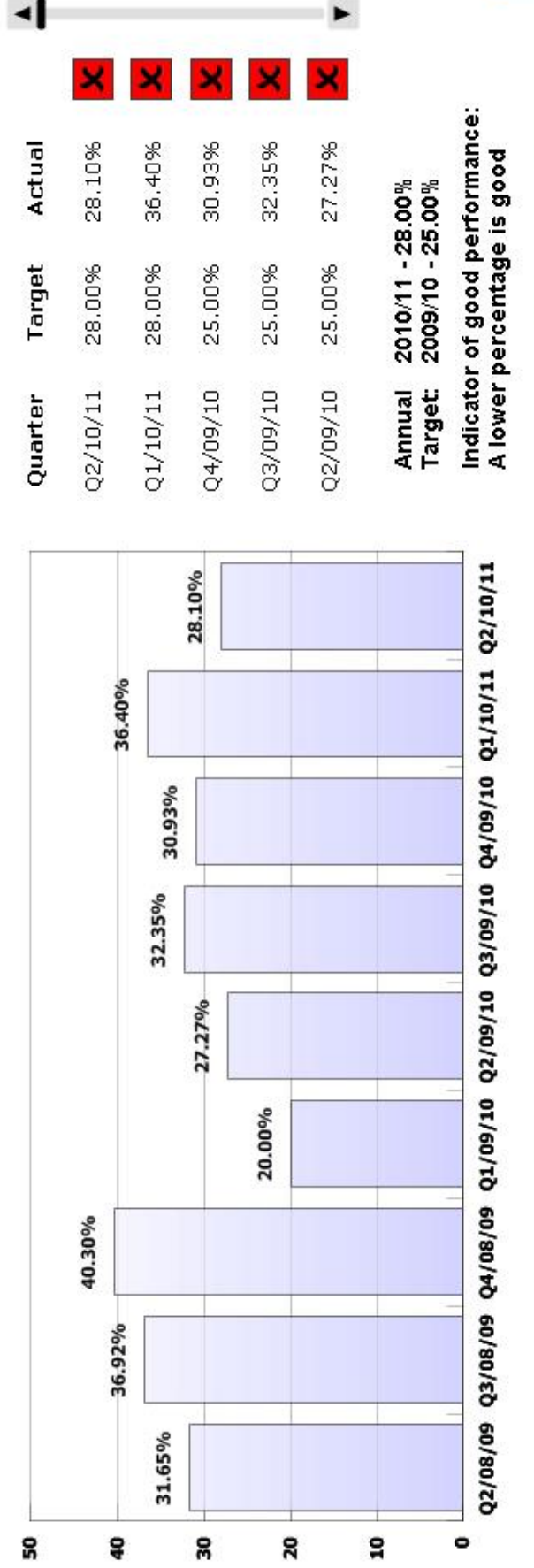


LPI 45 No. of appeals allowed against refusal of planning applications, as a % of the total no. of appeals made

Responsible officer: John Preston

Additional information: This indicator seeks to assess the levels of applications that may be refused in order to meet development control performance targets

Current and previous quarters performance



Comment on current performance (including context):

(Q2: 2010/11) Just outside the target, but an improved performance on the previous quarter, where so far for Q1 and Q2 together, only 9 out of 32 appeals have been allowed. Of the 5 allowed in Q2, 3 were Committee reversals (refusals) where Officers recommendation to Members was to grant planning permission.

Corrective action proposed (if required):