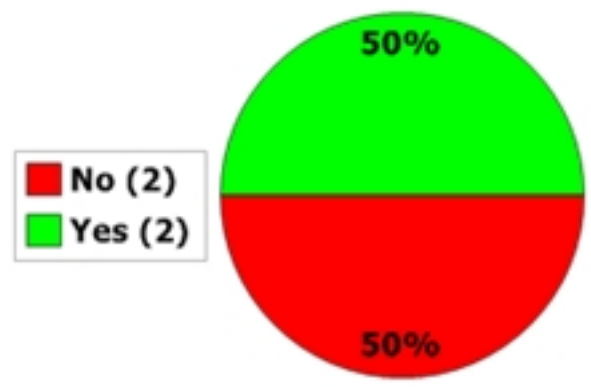
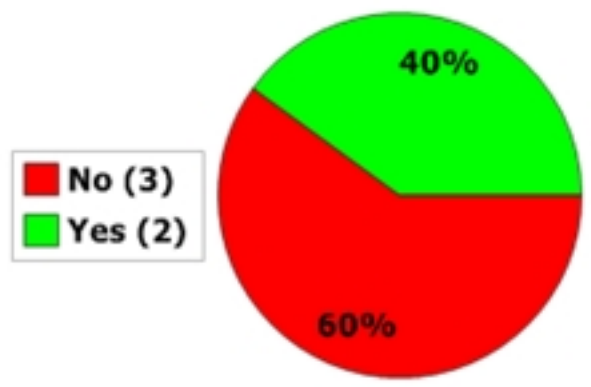
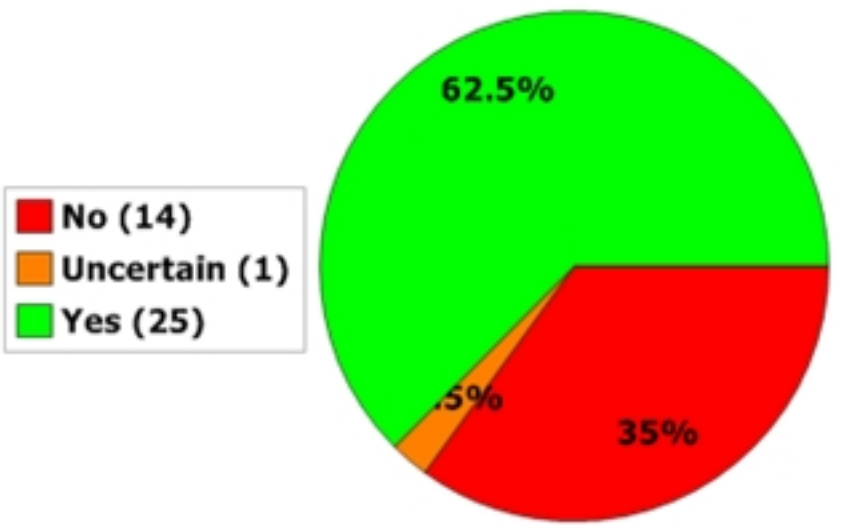


Summary of KPIs Achieving Target

Office of the DCE

Corporate Support Services

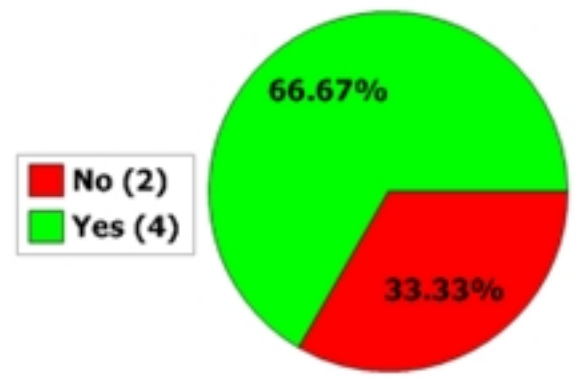
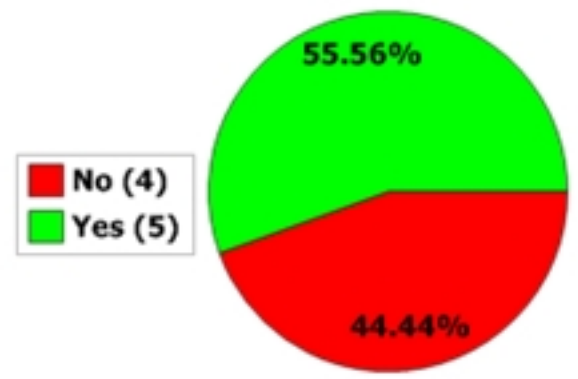
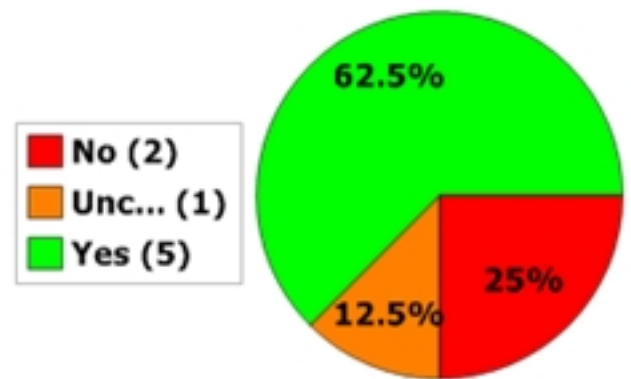
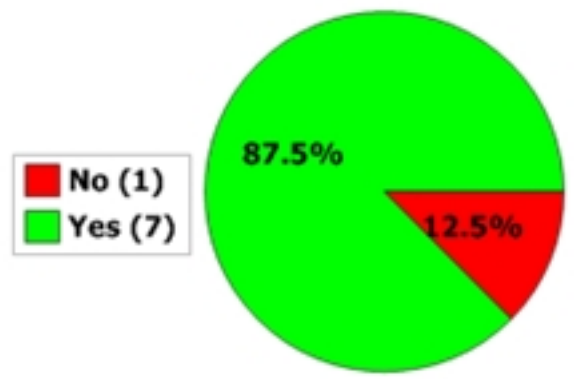


Environment & Street Scene

Finance & ICT

Housing

Planning & Economic Development



| Quarterly Indicators | Quarter 1 | | Quarter 2 | | Quarter 3 | | Quarter 4 | |
|----------------------|-----------|--------|-----------|--------|-----------|--------|-----------|--------|
| | Tgt | Actual | Tgt | Actual | Tgt | Actual | Tgt | Actual |

Office of the DCE Quarterly KPIs

| | | | | | | | | | | | | | |
|------------|----------------------------------------------------------------------------------------------------|---------|---------|---|---------|---------|---|---------|---------|---|---------|---------|---|
| LPI 24a | The number of visits to the Council's website | 217,500 | 248,772 | ✓ | 435,000 | 448,376 | ✓ | 652,500 | 630,892 | ✗ | 870,000 | 817,966 | ✗ |
| LPI 50 | The number of elderly people participating in physical activity programmes provided by the Council | 3,500 | 4,141 | ✓ | 3,500 | 3,851 | ✓ | 3,500 | 3,521 | ✓ | 3,500 | 4,080 | ✓ |
| LPI NI 014 | The Achievement of Milestones Towards Reducing Avoidable Contact | | | | | | | 9.3% | 9.3% | ✓ | 23.7% | 23.8% | ✓ |

Corporate Support Services Quarterly KPIs

| | | | | | | | | | | | | | |
|--------|---------------------------------------------------------|------|------|---|------|------|---|------|------|---|------|------|---|
| LPI 28 | The number of working days lost due to sickness absence | 2.00 | 1.88 | ✓ | 4.00 | 3.69 | ✓ | 6.00 | 5.84 | ✓ | 8.00 | 7.85 | ✓ |
|--------|---------------------------------------------------------|------|------|---|------|------|---|------|------|---|------|------|---|

Environment & Street Scene Quarterly KPIs

| | | | | | | | | | | | | | |
|---------|-----------------------------------------------------------------------------------------------------------|---------|---------|---|---------|---------|---|---------|---------|---|---------|---------|---|
| LPI 51 | Environment and Neighbourhoods Team - Service Standards | 95.00% | 94.70% | ✗ | 95.00% | 96.20% | ✓ | 95.00% | 97.80% | ✓ | 95.00% | 96.60% | ✓ |
| LPI 52a | Implementation of formal containerised recycling facilities in flats & communal buildings (% surveyed) | 95.00% | 100.00% | ✓ | 95.00% | 100.00% | ✓ | 95.00% | 100.00% | ✓ | 95.00% | 100.00% | ✓ |
| LPI 52b | Implementation of formal containerised recycling facilities in flats & communal buildings (% implemented) | 100.00% | 100.00% | ✓ | 100.00% | 100.00% | ✓ | 100.00% | 100.00% | ✓ | 100.00% | 100.00% | ✓ |
| NI191 | Residual household waste per household | 125 | 99 | ✓ | 250 | 195 | ✓ | 375 | 290 | ✓ | 500 | 392 | ✓ |
| NI192 | Percentage of household waste sent for re-use, recycling and composting | 58.00% | 61.53% | ✓ | 58.00% | 61.25% | ✓ | 58.00% | 60.51% | ✓ | 58.00% | 59.14% | ✓ |
| NI195a | Improved street and environmental cleanliness (Litter) | 10% | 9% | ✓ | 10% | 10% | ✓ | 10% | 9% | ✓ | | | |
| NI195b | Improved street and environmental cleanliness (Detritus) | 13% | 8% | ✓ | 13% | 7% | ✓ | 13% | 11% | ✓ | | | |
| NI196 | Improved street and environmental cleanliness (Fly-Tipping) | 2 | 3 | ✗ | 2 | 3 | ✗ | 2 | 3 | ✗ | 2 | 3 | ✗ |

| Quarterly Indicators (cont.) | | | 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% | 97% | ✗ |
| LPI 14 | Percentage of Council Tax collected | 24.45% | 27.39% | ✓ | 48.90% | 52.43% | ✓ | 73.35% | 77.94% | ✓ | 97.80% | 97.85% | ✓ |
| LPI 15 | Percentage of National Non-Domestic Rates collected | 24.50% | 30.19% | ✓ | 49.00% | 56.30% | ✓ | 73.50% | 81.64% | ✓ | 98.00% | 97.47% | ✗ |
| LPI 16 | Average time for processing new benefit claims | 25.00 | 29.45 | ✗ | 25.00 | 24.95 | ✓ | 25.00 | 23.45 | ✓ | 25.00 | 22.96 | ✓ |
| LPI 17 | Average time for processing notification of changes of circumstance for benefit claims | 8.00 | 10.67 | ✗ | 8.00 | 9.39 | ✗ | 8.00 | 8.92 | ✗ | 8.00 | 4.67 | ✓ |
| LPI 53 | The number of completed fraud investigations carried out by the Benefits Investigation Team | 125 | 48 | ✗ | 150 | 117 | ✗ | 225 | 204 | ✗ | 300 | 301 | ✓ |
| NI181 | 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 | 11.88 | ✓ | 13.00 | 6.56 | ✓ |

| Quarterly Indicators (cont.) | | Quarter 1 | | | Quarter 2 | | | Quarter 3 | | | Quarter 4 | | |
|-----------------------------------------------------------|----------------------------------------------------------------------------------------------------------|-----------|--------|---|-----------|--------|---|-----------|--------|---|-----------|--------|---|
| Housing Quarterly KPIs | | Tgt | Actual | | Tgt | Actual | | Tgt | Actual | | Tgt | Actual | |
| LPI 04 | Rent collected as a proportion of rents owed on Housing Revenue Account dwellings | 97.00 | 98.71 | ✓ | 97.00 | 98.14 | ✓ | 97.00 | 97.60 | ✓ | 97.00 | 98.14 | ✓ |
| LPI 05 | The average number of days taken to re-let Council dwellings | 30 | 34 | ✗ | 30 | 32 | ✗ | 30 | 32 | ✗ | 30 | 31 | ✗ |
| LPI 07 | Emergency repairs undertaken within target time | 99% | 99% | ✓ | 99% | 98% | ✗ | 99% | 98% | ✗ | 99% | 98% | ✗ |
| LPI 08 | Urgent repairs undertaken within target time | 95% | 85% | ✗ | 95% | 57% | ✗ | 95% | 69% | ✗ | 95% | 69% | ✗ |
| LPI 09 | Routine repairs undertaken within target time | 95% | 92% | ✗ | 95% | 89% | ✗ | 95% | 87% | ✗ | 95% | 92% | ✗ |
| LPI 10 | Satisfaction with repairs | 98.00% | 99.60% | ✓ | 98.00% | 99.00% | ✓ | 98.00% | 99.00% | ✓ | 98.00% | 99.00% | ✓ |
| NI155 | The number of affordable homes delivered (gross) | 17 | 27 | ✓ | 35 | 37 | ✓ | 52 | 52 | ✓ | 70 | 151 | ✓ |
| NI156 | The number of households living in temporary accommodation | 60 | 52 | ✓ | 60 | 56 | ✓ | 60 | 50 | ✓ | 60 | 47 | ✓ |
| Planning & Economic Development Quarterly KPIs | | | | | | | | | | | | | |
| LPI 45 | No. of appeals allowed against refusal of planning applications, as a % of the total no. of appeals made | 28.00% | 36.40% | ✗ | 28.00% | 28.10% | ✗ | 28.00% | 34.60% | ✗ | 28.00% | 35.80% | ✗ |
| NI154 | Net additional homes provided | 45 | 59 | ✓ | 90 | 142 | ✓ | 135 | 223 | ✓ | 180 | 356 | ✓ |
| NI157a | Processing of planning applications - 'Major' application types | 81.00% | 85.71% | ✓ | 81.00% | 92.86% | ✓ | 81.00% | 85.00% | ✓ | 81.00% | 84.62% | ✓ |
| NI157b | Processing of planning applications - 'Minor' application types | 80.00% | 76.04% | ✗ | 80.00% | 83.33% | ✓ | 80.00% | 82.46% | ✓ | 80.00% | 80.55% | ✓ |

Annual Indicators

2010/11 Outturn Performance

Office of the DCE Annual KPIs

Annual Target

Actual

LPI 01 LPI 01 - The level of the Equality Framework for Local Government to which the Council conforms

2

1



LPI 24b LPI 24b - The quality of the Council's website

3

1



Corporate Support Services Annual KPIs

LPI 39 LPI 39 - Rent arrears as a percentage of rental income (excluding housing property)

3.00%

3.10%



LPI 40 LPI 40 - Occupation rate of commercial and industrial property

99.00%

97.63%



LPI 41 LPI 41 - Rental value as a percentage yield of the commercial and industrial portfolio asset value

9.00%

10.64%



Finance & ICT Annual KPIs

LPI 23 LPI 23 - Capital Projects 'Cost'

90.00%

Housing Annual KPIs

NI158 NI158 - Percentage of non-decent council homes

0.00%

0.00%



Planning & Economic Development Annual KPIs

LPI 44 LPI 44 - The achievement of milestones within the Local Development Scheme

1

0



NI159 NI159 - Supply of ready to develop housing sites

100.00%

144.00%





2010 / 11 Key Performance Indicators

Office of the Deputy Chief Executive

NI

LPI

001

024(a)

024(b)

050

LPI NI 14

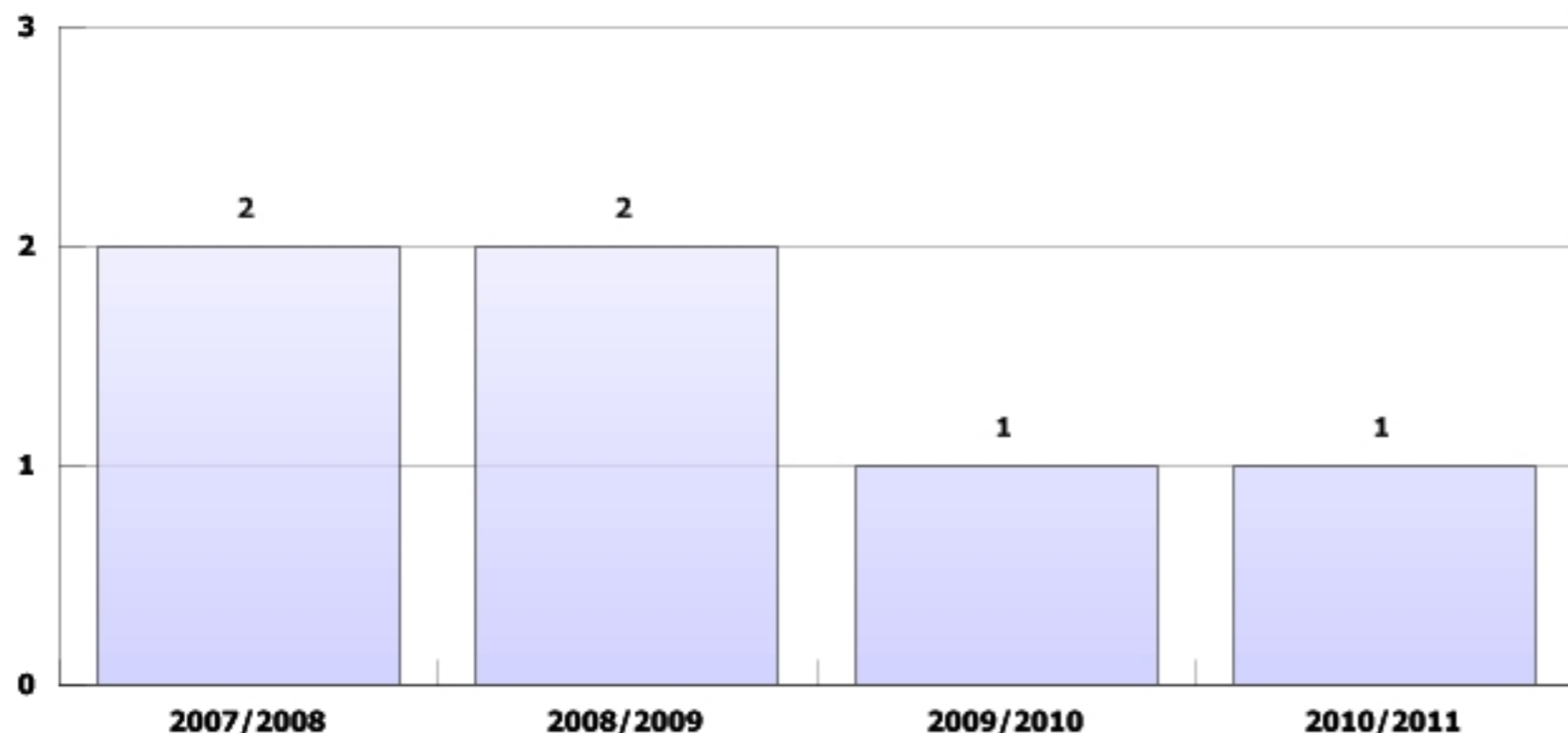
LPI 01 The level of the Equality Framework for Local Government to which the Council conforms

Responsible officer:

Indicator previously known as: (BVPI2a)

Additional Information: The Equality Framework for Local Government provides a framework for delivering continuous improvement in relation to fair employment outcomes and equal access to services. Performance is measured on a three-point scale (1-3) where Level 3 represents best performance

Current and previous quarters performance



| Year | Target | Level |
|-----------|--------|-------|
| 2010/2011 | 2 | 1 |
| 2009/2010 | 2 | 1 |
| 2008/2009 | 2 | 2 |
| 2007/2008 | 2 | 2 |
| 2006/2007 | 2 | 1 |

Annual 2010/11 - Level 2
Target: 2009/10 - Level 2

Indicator of good performance:
A higher level is good

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

No

Comment on current performance (including context):

(Outturn 2010/11) The Equality Framework for Local Government (EFLG) was introduced from 1 April 2009, replacing the previous Equality Standard for Local Government, and provides an improved framework for delivering continuous improvement in relation to fair employment outcomes and equal access to services. The EFLG assesses local authority performance at three levels, where Level 3 represents best performance (Level 1 – 'Developing'; Level 2 – 'Achieving'; and Level 3 – 'Excellent'). The Council's performance against the previous Equality Standard contributed towards the achievement of specific levels of the new Equality Framework, and placed the authority at Level 1, which supported the Level 2 target for 2010/11.

Corrective action proposed (if required):

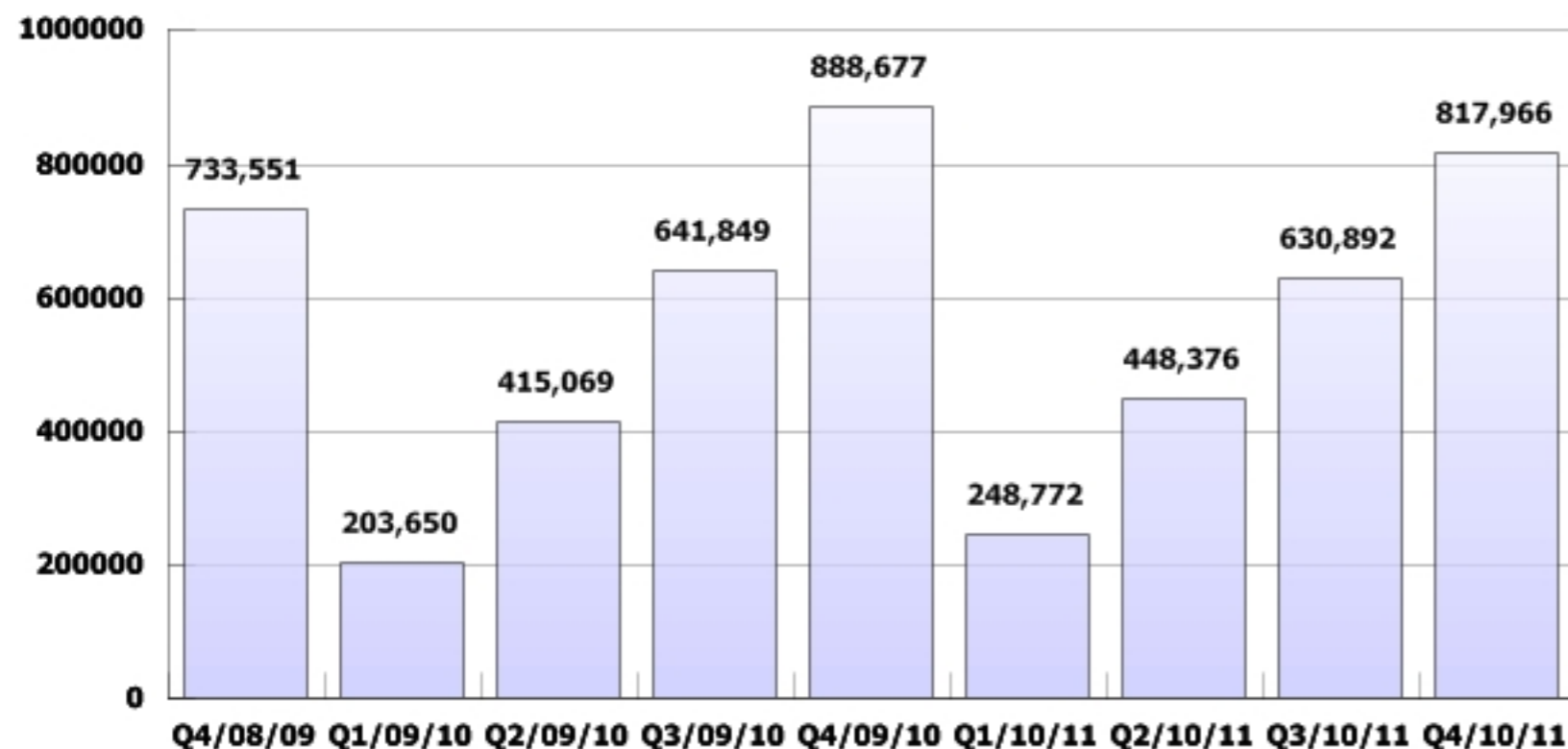
(Outturn 2010/11) Performance against the EFLG is a self-assessment measure. However, self-assessment at the 'Achieving' and 'Excellent' levels is required to be validated by a formal peer challenge process managed by Local Government Improvement and Development. The Council undertook an informal external evaluation of its performance against the EFLG in March 2010, which identified that the authority would be in a position to seek accreditation to Level 2 towards the end of 2010/11, and the recommendations of the external assessment are being progressed by the Corporate Equality Working Group. The current cost of the Peer Challenge for Level 2 of the EFLG (£4,300), has been considered an unacceptable expense, for which no specific budget currently exists. Although options are being investigated for alternative peer accreditation or 'critical friend' assessment approaches to determine improvement against the EFLG, these are unlikely to come to fruition in the short-term. As the Council cannot formally confirm its performance against the EFLG, it is recommended that this KPI now be deleted for 2011/12.

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

Responsible officer:

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 | Status |
|----------|---------|---------|--------|
| Q4/10/11 | 870,000 | 817,966 | ✗ |
| Q3/10/11 | 652,500 | 630,892 | ✗ |
| Q2/10/11 | 435,000 | 448,376 | ✓ |
| Q1/10/11 | 217,500 | 248,772 | ✓ |
| Q4/09/10 | 756,000 | 888,677 | ✓ |

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?

No



Comment on current performance (including context):

(Quarter 4 2010/11) The number of actual recorded visits to the Council's website to the end of Quarter 4 is 817,996 (94% of the target).

There has been a drop in monthly visits since August 2010 following the discovery of additional measurements due to the incorrect implementation of the analytics code on the website by Nedstat (owners of Sitestat). The target for this year was based on these overstated amounts.

Corrective action proposed (if required):

(Quarter 4 2010/11) Sitestat is being replaced with free Google Analytics software during 2011/12. The Google Analytics code has been implemented on the website from April 2010 and the number of visits being recorded is similar to those now being reported by Sitestat.

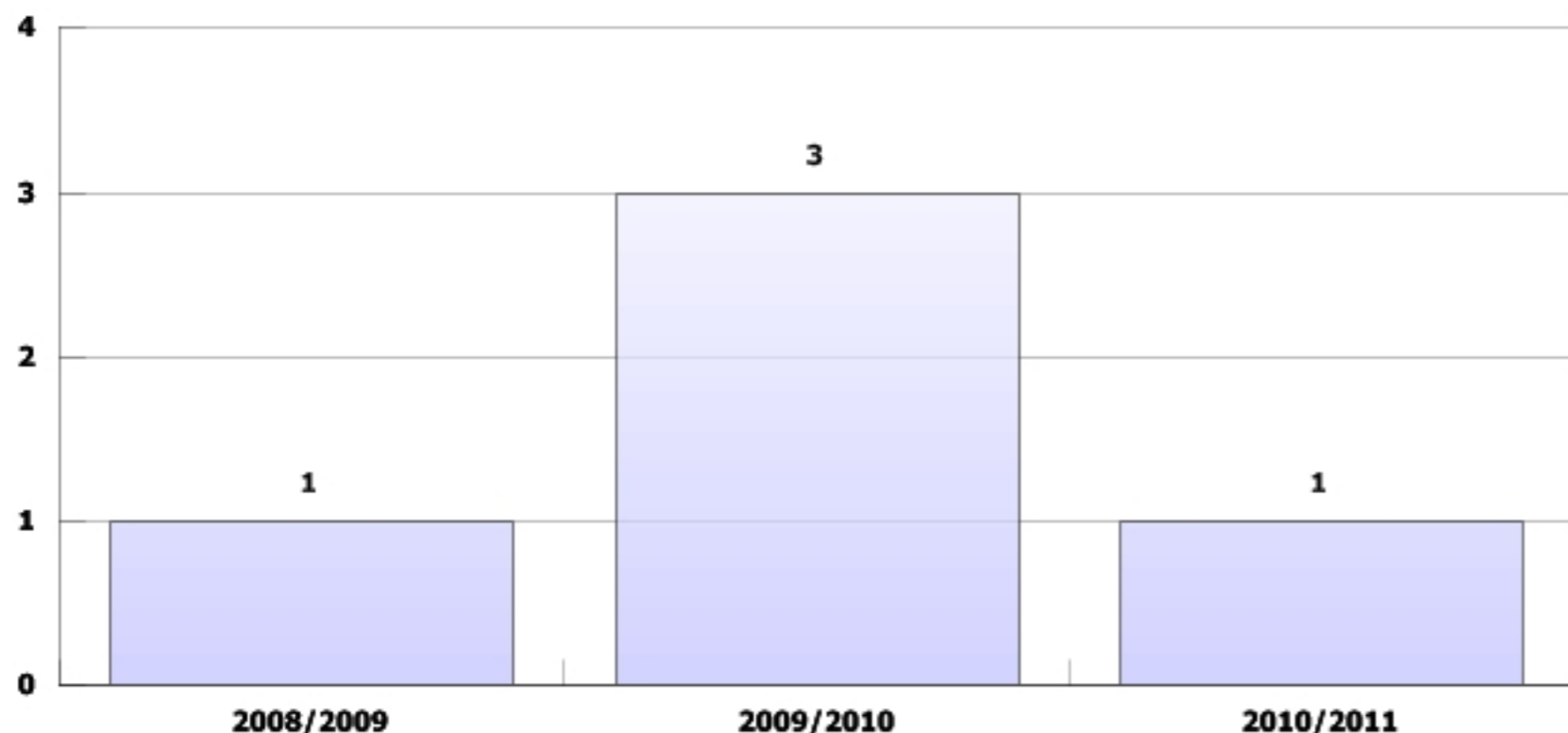
LPI 24b The quality of the Council's website

Responsible officer:

Indicator previously known as:

Additional Information: This indicator assesses the quality of the Council's website, using a national standard developed by the Society of Information Technology Management.

Current and previous quarters performance



| Year | Target | Level |
|-----------|--------|-------|
| 2010/2011 | 3 | 1 |
| 2009/2010 | 2 | 3 |
| 2008/2009 | | 1 |

Annual 2010/11 - Level 3
Target: 2009/10 - Level 2

Indicator of good performance:
A higher level is good

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

Yes

Comment on current performance (including context):

(Outturn 2010/11) Socitm (Society of Information Technology Management) publishes an annual survey of all local authority websites called Better Connected. A star ranking system is used, grading from one star (poor) to four stars (excellent). For 2010 / 2011 the Epping Forest District Council website was classified as a 1 out 4 star website.

Corrective action proposed (if required):

(Outturn 2010/11) There were no specific references to EFDC in the document. The final appraisal said: "This site feels as though it was set up a considerable time ago and has very little effort spent on it now. There is some superficial attempt to keep it current by loading news to the home page and setting up social media groups / accounts. But a fundamental redesign and build is required to bring this site up to standard expected now to encourage channel shift."

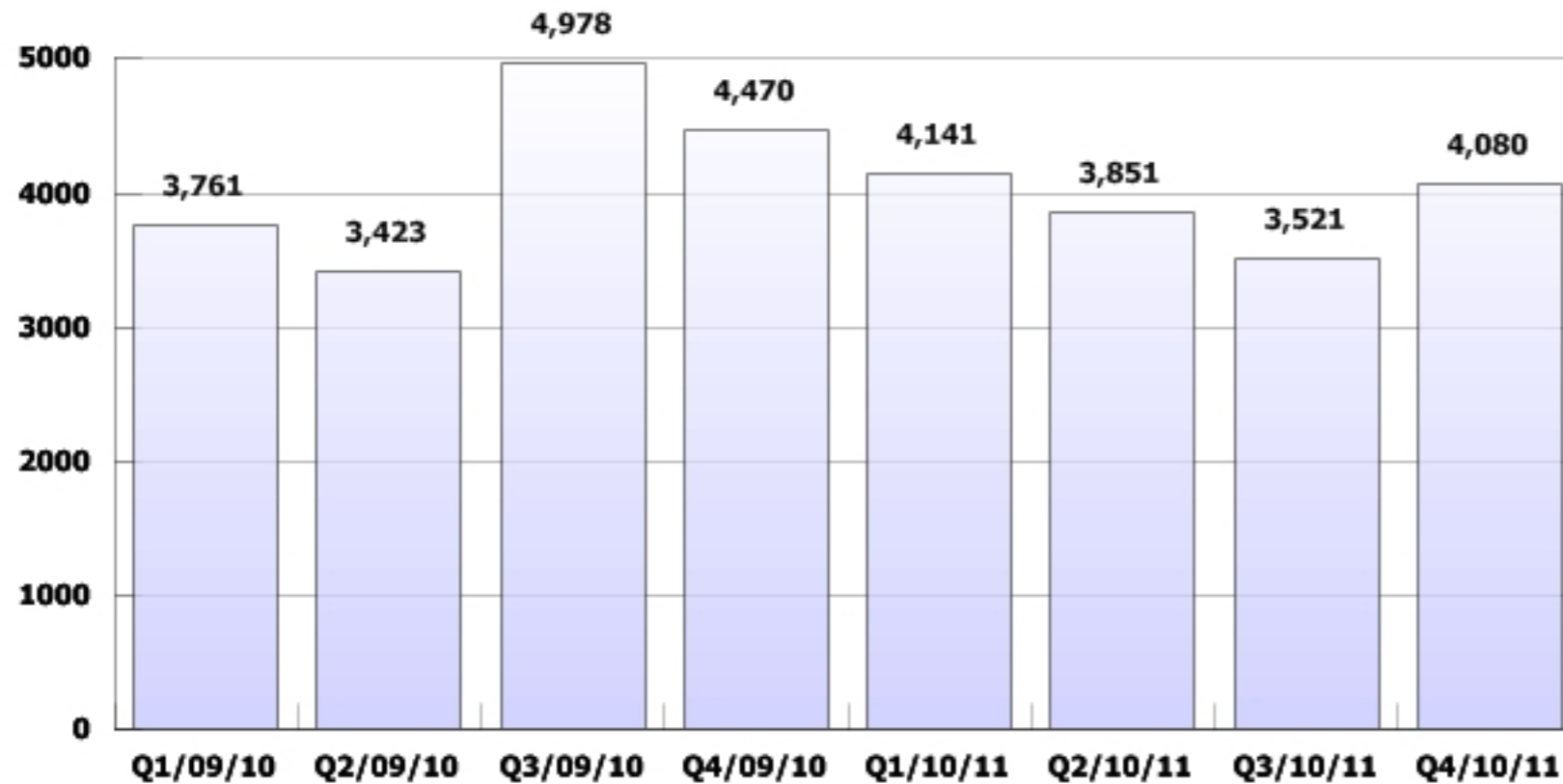
LPI 50 The number of elderly people participating in physical activity programmes provided by the Council

Responsible officer:

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 | Status |
|----------|--------|--------|--------|
| Q4/10/11 | 3,500 | 4,080 | ✓ |
| Q3/10/11 | 3,500 | 3,521 | ✓ |
| Q2/10/11 | 3,500 | 3,851 | ✓ |
| Q1/10/11 | 3,500 | 4,141 | ✓ |
| Q4/09/10 | 225 | 4,470 | ✓ |

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):

Corrective action proposed (if required):

(Quarter 4 2010/11) Performance for Quarter 4 exceeded the target for the year (New Horizons - 2415, Lifewalks - 1406, Active Health - 259).

(Quarter 4 2010/11) The target is exceeded for the year, and no corrective action was required. This indicator has been deleted as a KPI for 2011/12.

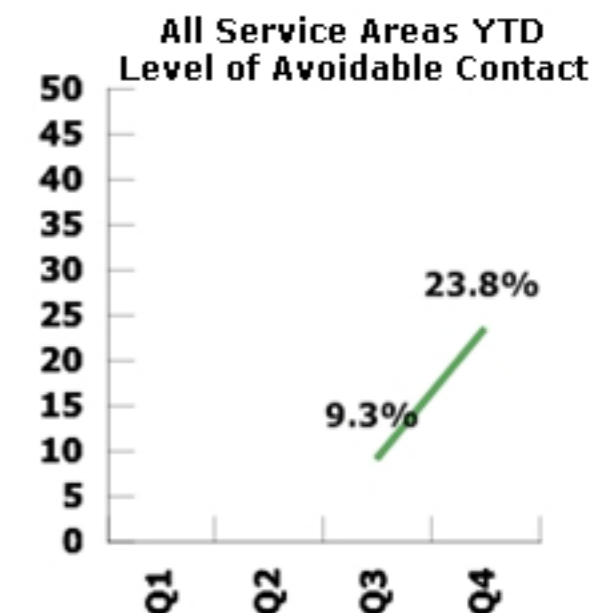
Responsible officer:

Corporate lead officer:

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 | Completed |
| LPI NI 14.3 M6a | Q3 | Q3 report on this year's exercise | Completed |
| LPI NI 14.4 M7a | Q4 | Production of annual report summarising results, improvements and planned action | Completed |



Comments on Indicator / Update on Improvement Plan Actions

(Quarter 4 2010/11): An end of year update on the improvement plan for 2010/11 is attached to this report. In addition, the concluding report of the Avoidable Contact Working Group is attached, outlining some initial findings of this year's exercise and the proposed future approach.

This year's data collection exercise was completed with in excess of 19,000 contacts recorded across the council. Results for all service areas are shown below, with the quarterly totals for the services shown in the graph above. Avoidable contact for the whole exercise totalled 20.5% representing 4003 avoidable contacts.

Timetable / Results of Current Year's Exercise

| Q3: | Timetable: | Result: | Q4: | Timetable: | Result: |
|-----------------|--------------------------------|---------|---------------------------------------------------------------------------------------|-------------|-----------------------------------------------------------------------|
| Invoicing: | October | 3.0% | Housing Management: | Jan / Feb | 27.5% |
| Sundry Debtors: | October | 13.2% | Housing Repairs: | Jan / Feb | 21.1% |
| Benefits: | November | 30.6% | Housing Options: | Jan / Feb | 43.4% |
| Council Tax: | December (moved to January Q4) | 14.0% | Information Desks - Civic Offices, Waltham Abbey & Loughton: | Jan / Feb | (Civic 4.6%, W/Abbey 34.9%, Loughton 40.4%) Total 22.8% |
| | | | Community Services & Relations (Community, Arts and Sports) and Epping Forest Museum: | Jan / Feb | (Community 12.1%, Arts 23.4%, Sports 14.4%, Museum 22.9%) Total 16.4% |
| | | | Public Relations: | Jan / Feb | 65.2% |
| | | | Environment & Street Scene Contact Centre: | Feb / March | 27.6% |
| | | | Planning & Economic Development (exc. Forward Planning): | March | 17.7% |
| | | | Forward Planning: | March | 15.9% |
| | | | Democratic Services: | Feb / March | 15.5% |
| | | | Licensing: | March | 21.1% |



2010 / 11 Key Performance Indicators

Corporate Support Services

NI

LPI

028

039

040

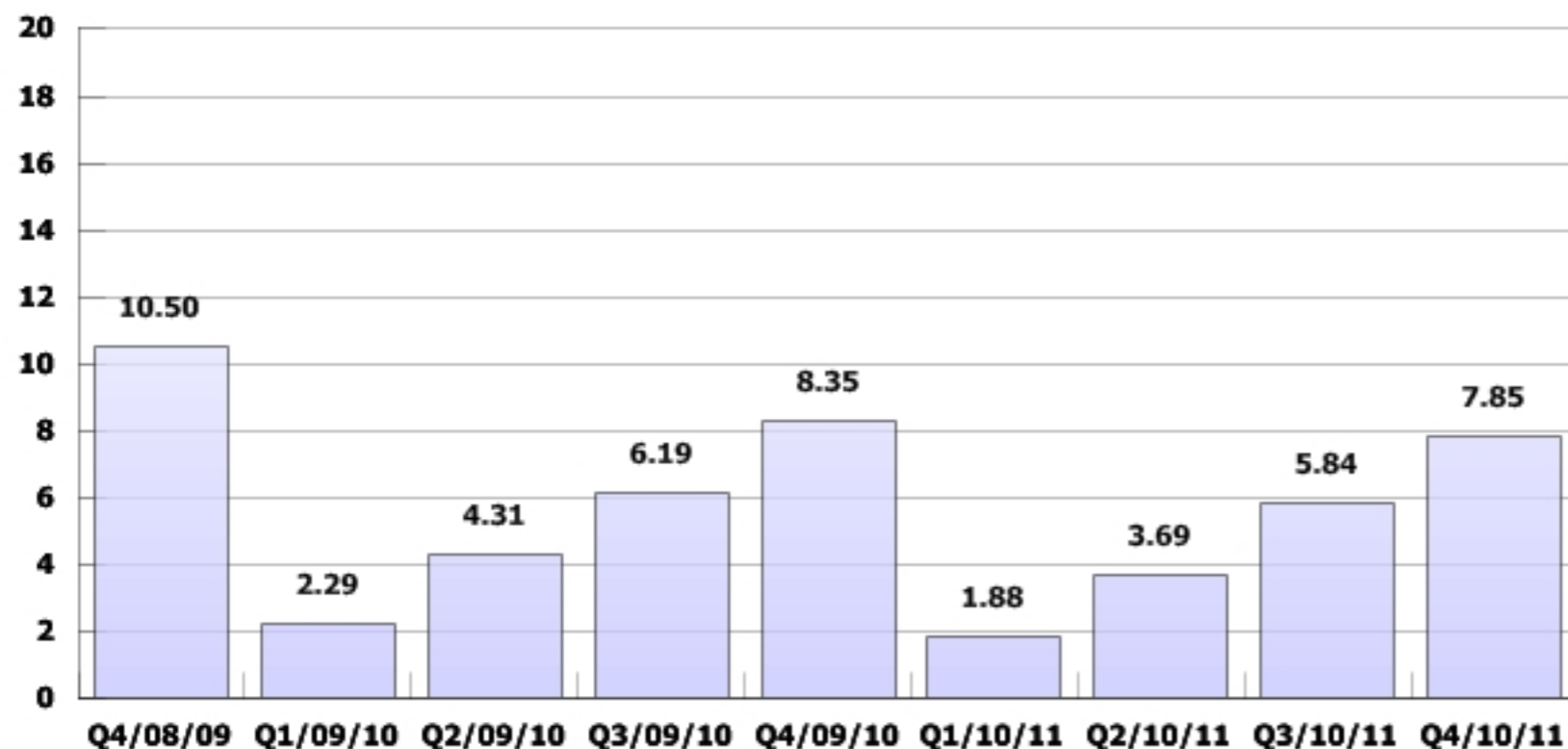
041

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

Responsible officer:

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 | Status |
|----------|--------|--------|--------|
| Q4/10/11 | 8.00 | 7.85 | ✓ |
| Q3/10/11 | 6.00 | 5.84 | ✓ |
| Q2/10/11 | 4.00 | 3.69 | ✓ |
| Q1/10/11 | 2.00 | 1.88 | ✓ |
| Q4/09/10 | 8.00 | 8.35 | ✗ |

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?
 Yes

Comment on current performance (including context):

(Quarter 4 2010/11) The cumulative performance for 2010/2011 is below the target of an average of two days sickness absence per employee.

Corrective action proposed (if required):

(Quarter 4 2010/11) Director of Corporate Support Services to report.

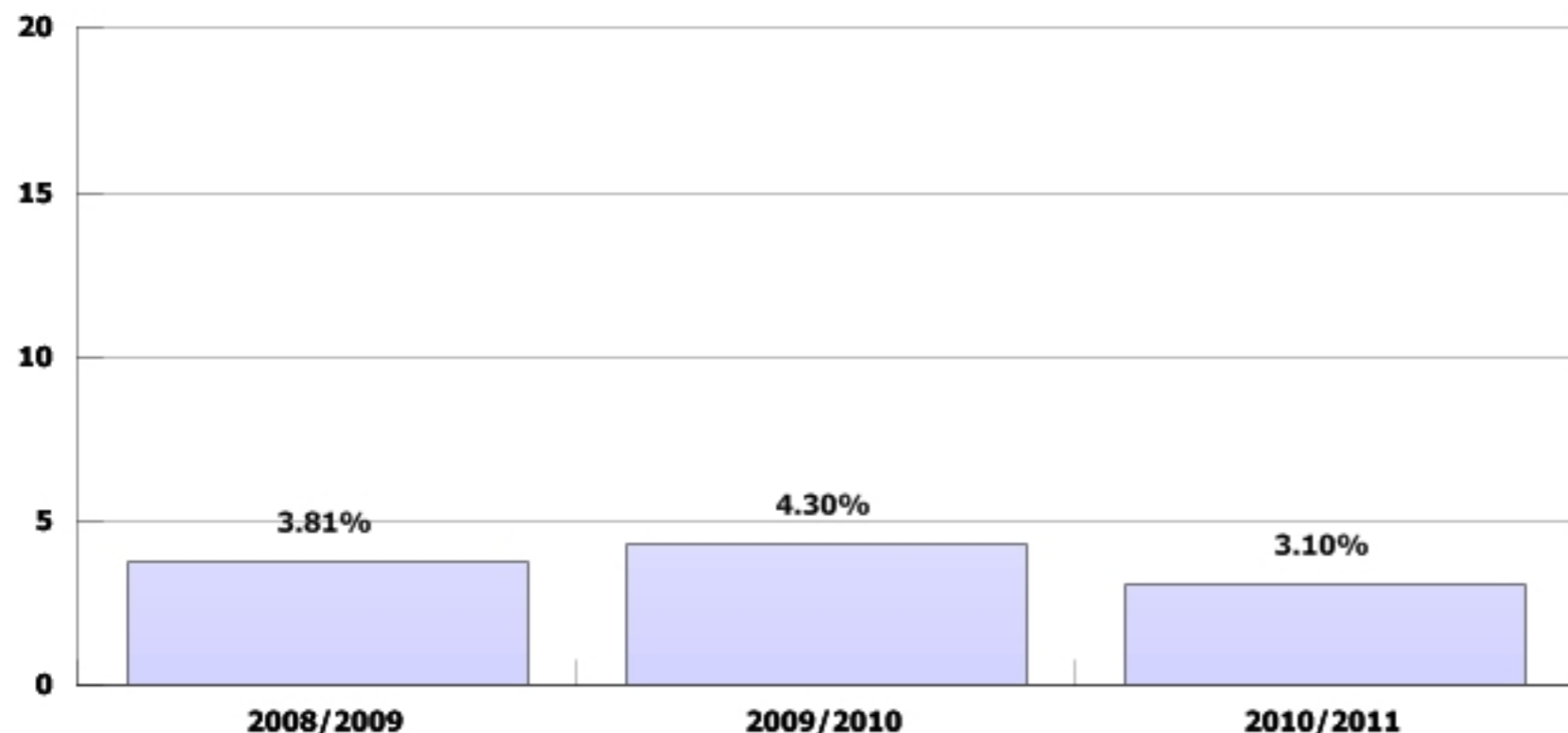
LPI 39 Rent arrears as a percentage of rental income (excluding housing property)

Responsible officer:

Indicator previously known as:

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 at year-end only.

Current and previous quarters performance



| Year | Target | Level |
|-----------|--------|-------|
| 2010/2011 | 3.00% | 3.10% |
| 2009/2010 | 3.00% | 4.30% |
| 2008/2009 | 3.50% | 3.81% |

Annual Target: 2010/11 - 3.00%
2009/10 - 3.00%

Indicator of good performance:
A lower percentage is good

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

No

Comment on current performance (including context):

(Outturn 2010/11) Director of Corporate Support Services to report.

Corrective action proposed (if required):

(Outturn 2010/11) Director of Corporate Support Services to report.

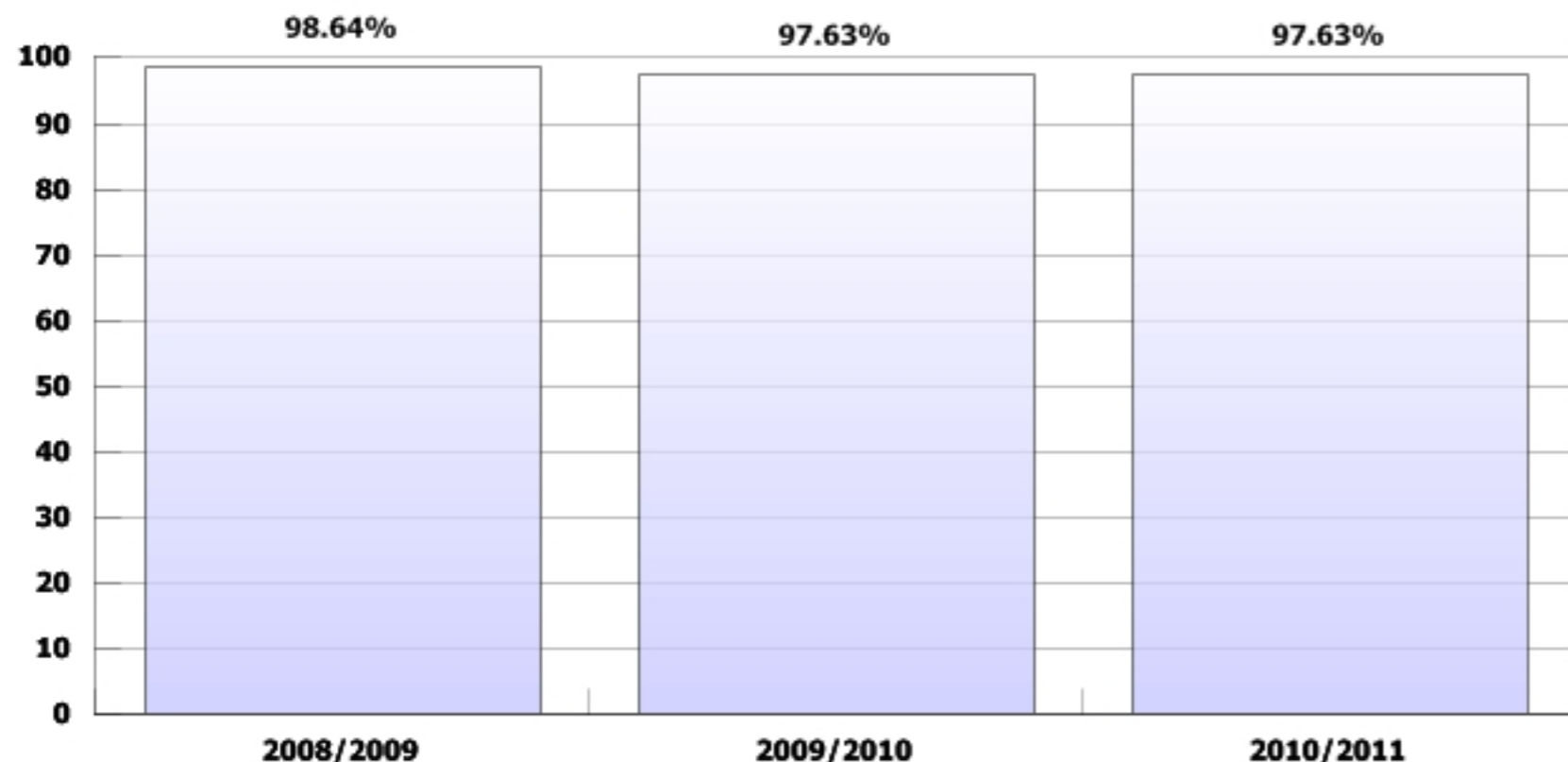
LPI 40 Occupation rate of commercial and industrial property

Responsible officer:

Indicator previously known as:

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 at year-end only.

Current and previous quarters performance



| Year | Target | Level |
|-----------|--------|--------|
| 2010/2011 | 99.00% | 97.63% |
| 2009/2010 | 99.00% | 97.63% |
| 2008/2009 | 97.00% | 98.64% |

Annual Target: 2010/11 - 99.00%
2009/10 - 99.00%

Indicator of good performance:
A higher percentage is good

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

No

Comment on current performance (including context):

(Outturn 2010/11) Director of Corporate Support Services to report.

Corrective action proposed (if required):

(Outturn 2010/11) Director of Corporate Support Services to report.

LPI 41 Rental value as a percentage yield of the commercial and industrial portfolio asset value

Responsible officer:

Indicator previously known as:

Additional Information: This indicator monitors the effectiveness of a local authority's asset management function and provides a measure of the Council's ability to generate income from its commercial and industrial portfolio. Performance against this indicator is reported at year-end only.

Current and previous quarters performance



| Year | Target | Level |
|-----------|--------|--------|
| 2010/2011 | 9.00% | 10.64% |
| 2009/2010 | 8.00% | 9.90% |
| 2008/2009 | 9.50% | 7.70% |

Annual Target: 2010/11 - 9.00%
2009/10 - 8.00%

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):

(Outturn 2010/11) Director of Corporate Support Services to report.

Corrective action proposed (if required):

(Outturn 2010/11) Director of Corporate Support Services to report.



2010 / 11 Key Performance Indicators

Environment & Street Scene

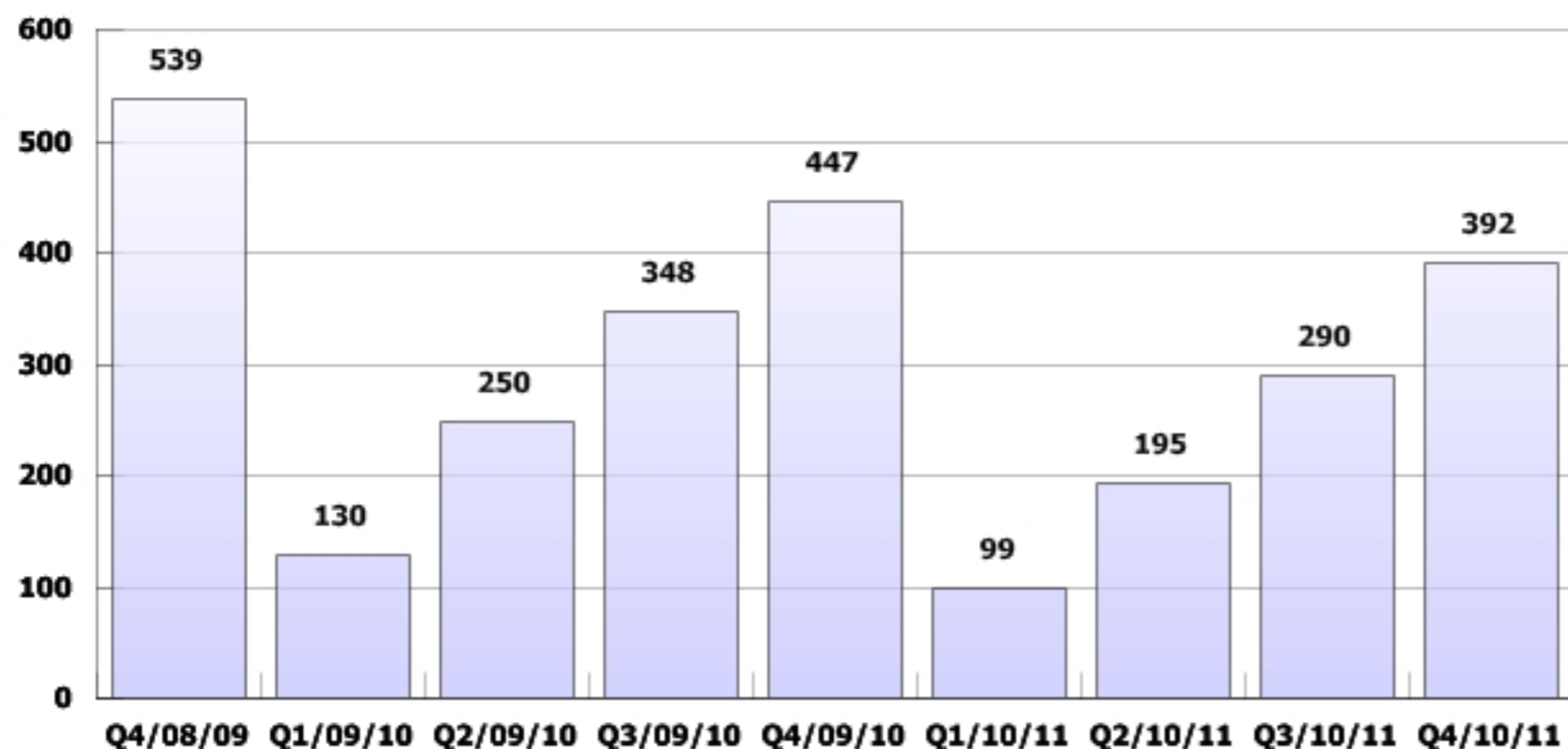
| <u>NI</u> | <u>LPI</u> |
|-----------|------------|
| 191 | 051 |
| 192 | 052(a) |
| 195(a) | 052(b) |
| 195(b) | |
| 196 | |

NI191 Residual household waste per household

Responsible officer:

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 | |
|----------|--------|--------|---|
| Q4/10/11 | 500 | 392 | ✓ |
| Q3/10/11 | 375 | 290 | ✓ |
| Q2/10/11 | 250 | 195 | ✓ |
| Q1/10/11 | 125 | 99 | ✓ |
| Q4/09/10 | 548 | 447 | ✓ |

Annual Target: 2010/11 - 500 kg
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 4 2010/11) The low level of residual waste per household demonstrates the success of the current recycling services. The outturn of 392kg far exceeds the target of 500kg, which was set before the outturn for 2009/10 was known. An interim target of 450kg was adopted, which has also been exceeded. It will however be necessary to maintain public information and education around the need to recycle as much as possible, in order to keep residual waste at this low level

Corrective action proposed (if required):

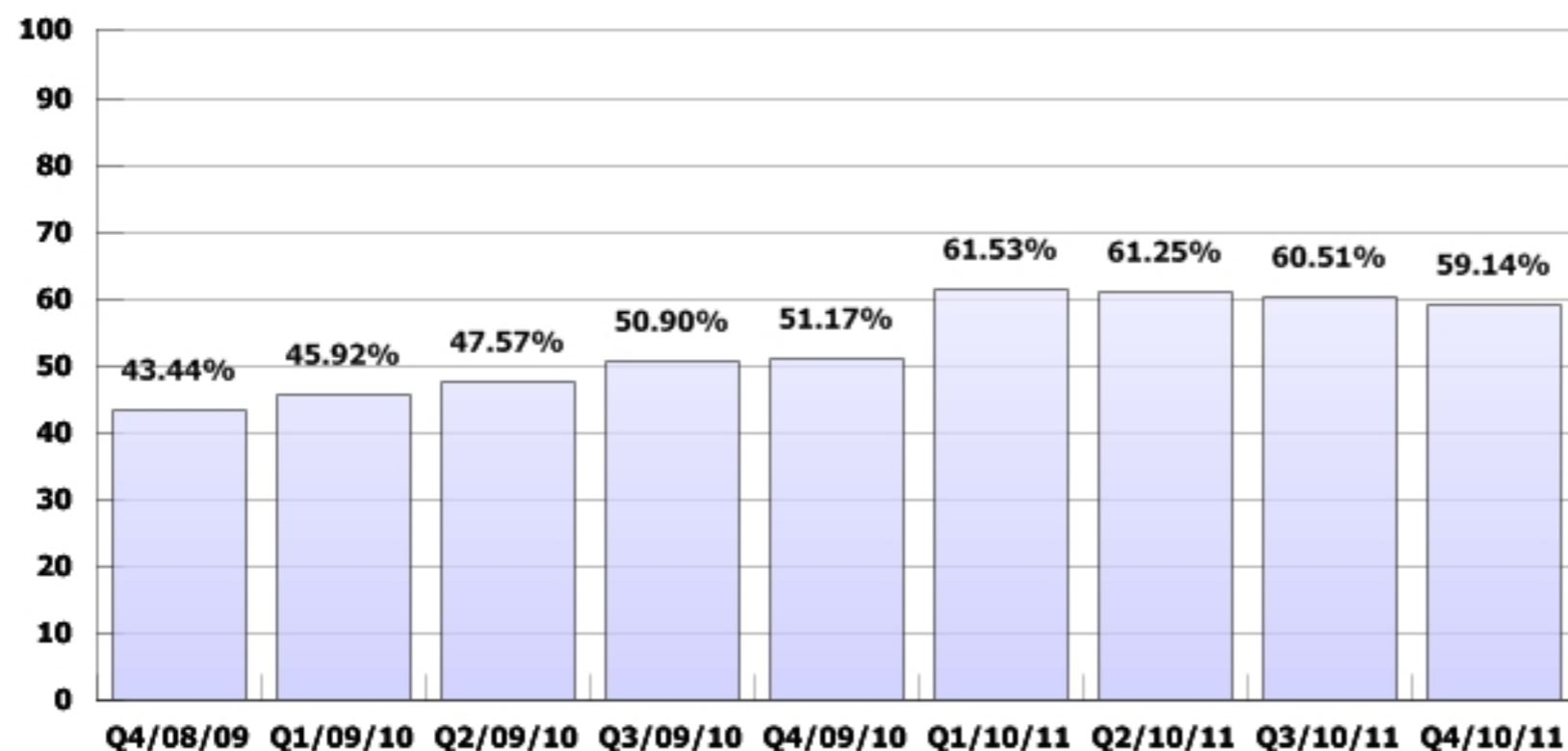
(Quarter 4 2010/11) No corrective action required.

NI192 Percentage of household waste sent for re-use, recycling and composting

Responsible officer:

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



| Quarter | Target | Actual | |
|----------|--------|--------|---|
| Q4/10/11 | 58.00% | 59.14% | ✓ |
| Q3/10/11 | 58.00% | 60.51% | ✓ |
| Q2/10/11 | 58.00% | 61.25% | ✓ |
| Q1/10/11 | 58.00% | 61.53% | ✓ |
| Q4/09/10 | 42.00% | 51.17% | ✓ |

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 4 2010/11) The overall recycling performance of 59.14% exceeds the annual target of 58%. The final quarter of the year was disappointing, with recycling down to around 55%, which reduced the overall performance. However, this period was adversely affected by the long 2010/11 Christmas and New Year break, and the adverse weather during that period. The 59% outturn makes the Council the second highest performer in Essex, behind Rochford District Council. As with residual waste (NI 191 - a linked indicator), it will be necessary to maintain and reinforce the recycling message to ensure the maintenance of this high level of performance.

Corrective action proposed (if required):

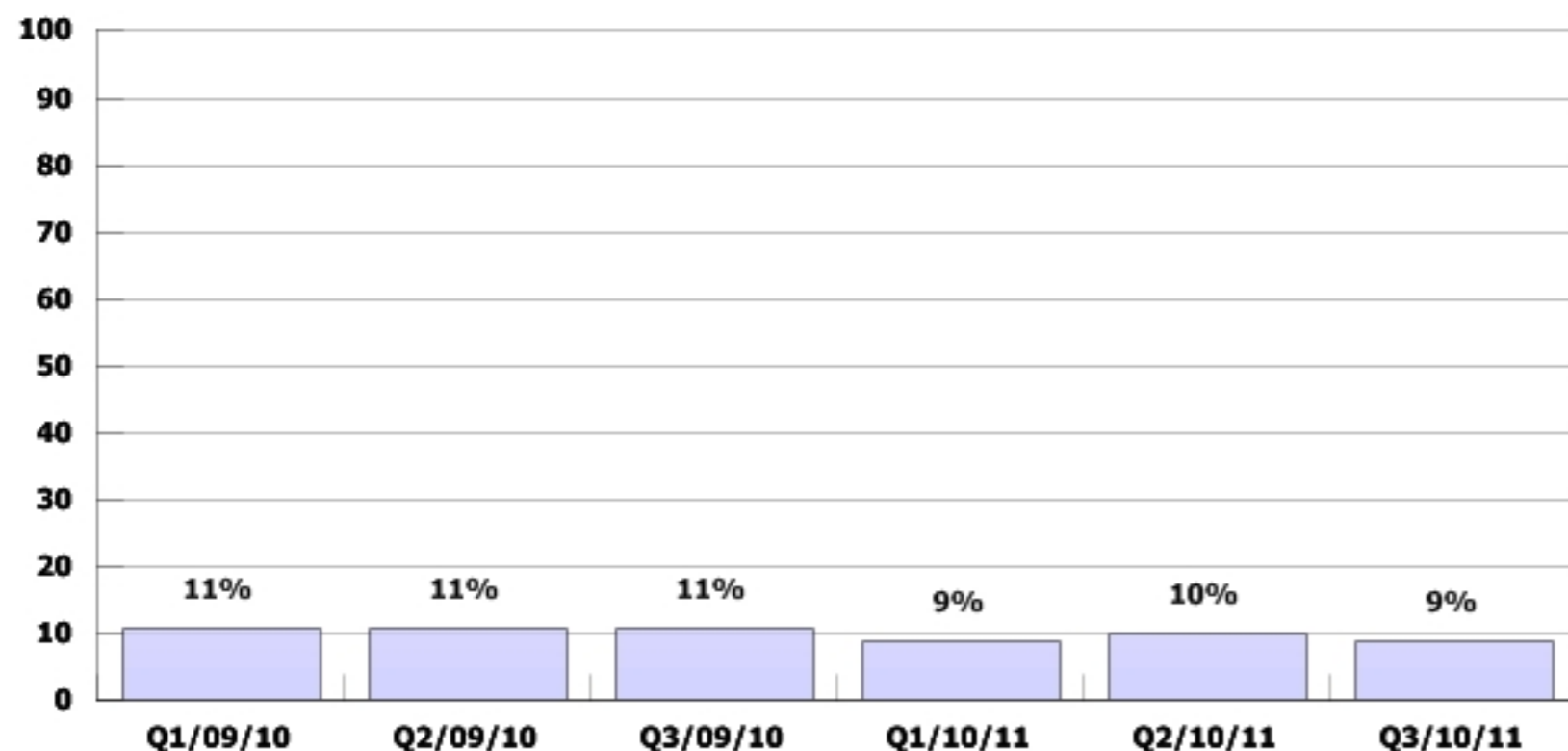
(Quarter 4 2010/11) No corrective action required.

NI195a Improved street and environmental cleanliness (Litter)

Responsible officer:

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 | |
|----------|--------|--------|---|
| Q3/10/11 | 10% | 9% | ✓ |
| Q2/10/11 | 10% | 10% | ✓ |
| Q1/10/11 | 10% | 9% | ✓ |
| Q3/09/10 | 10% | 11% | ✗ |
| Q2/09/10 | 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?

Yes

Comment on current performance (including context):

(Period 3 2010/11) The target of 11% has been exceeded. This is an encouraging improvement in street cleanliness and demonstrates commitment on behalf of the contractor and the monitoring client team. The target for 2011/12 has been increased a little further in order to ensure the momentum of improved standards is continued.

Corrective action proposed (if required):

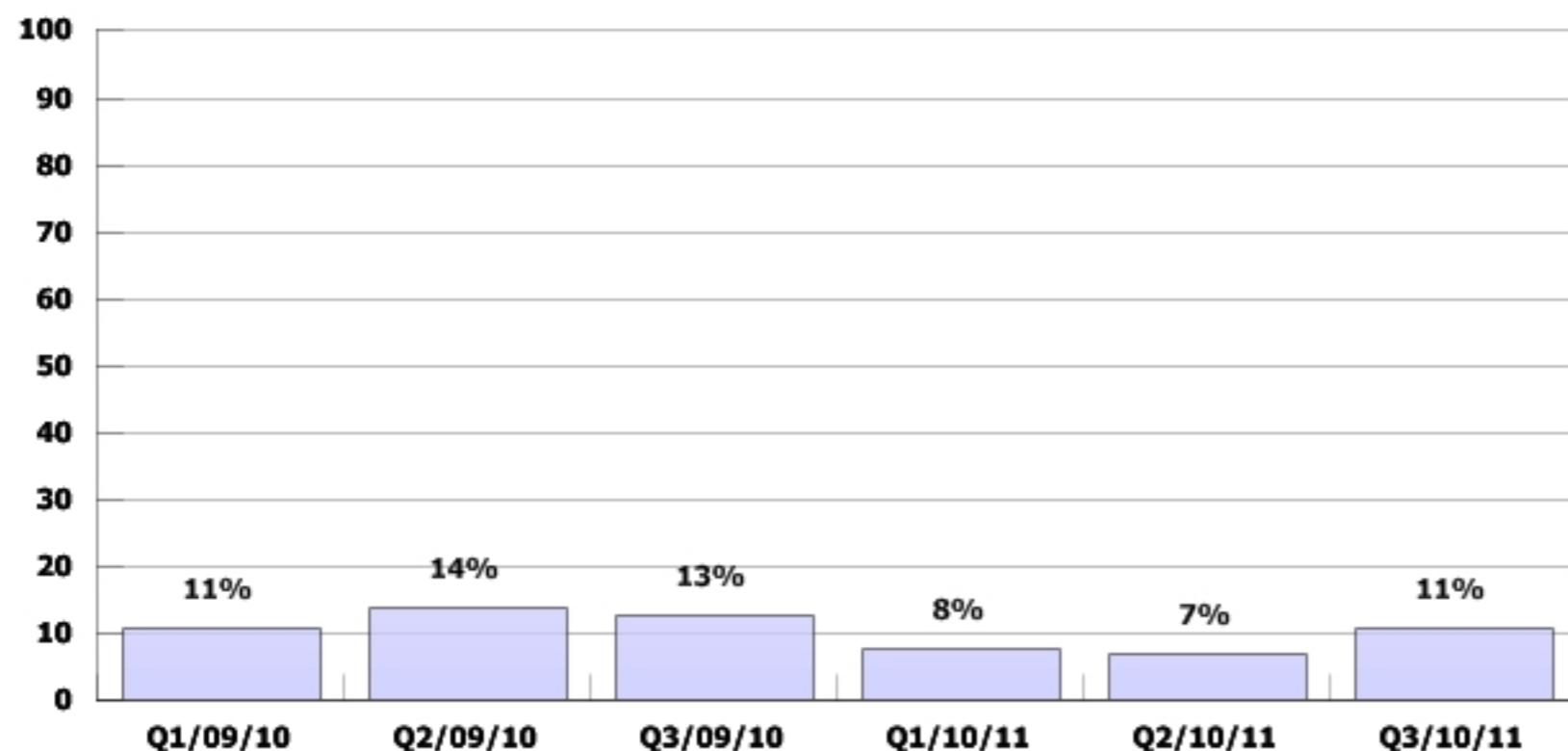
(Period 3 2010/11) No corrective action required.

NI195b Improved street and environmental cleanliness (Detritus)

Responsible officer:

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



| Quarter | Target | Actual | Status |
|----------|--------|--------|--------|
| Q3/10/11 | 13% | 11% | ✓ |
| Q2/10/11 | 13% | 7% | ✓ |
| Q1/10/11 | 13% | 8% | ✓ |
| Q3/09/10 | 13% | 13% | ✓ |
| Q2/09/10 | 13% | 14% | ✗ |

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?

Yes

Comment on current performance (including context):

(Period 3 2010/11) The target of 13% has been bettered. This is an excellent outcome given the condition of the highways within the district and the significant amount of rural roads which ajoin open land (i.e no kerbs). The target for 2011/12 has been moved a little higher to maintain this momentum.

Corrective action proposed (if required):

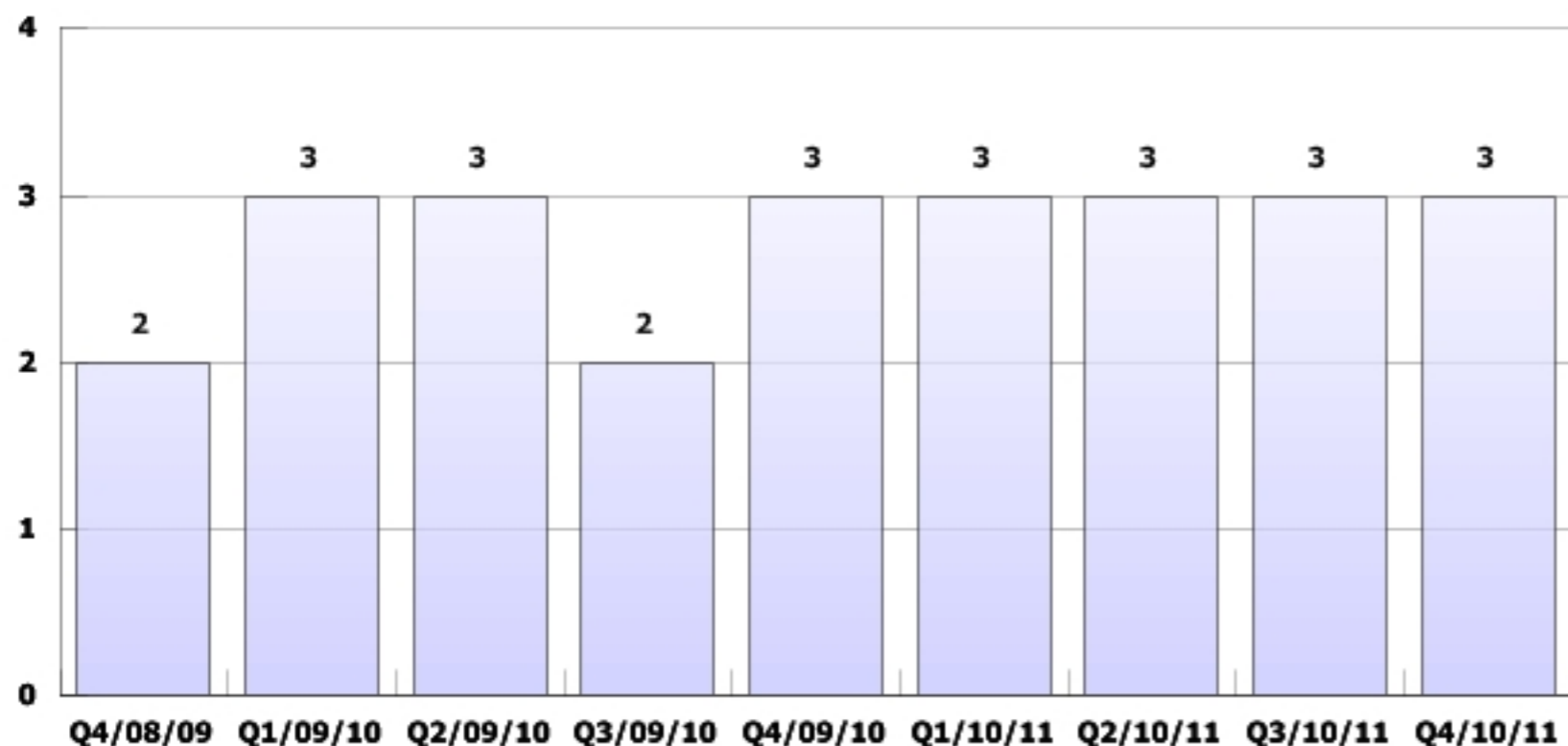
(Period 3 2010/11) No corrective action required.

NI196 Improved street and environmental cleanliness (Fly-Tipping)

Responsible officer:

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



| Quarter | Target | Actual | Target Met |
|----------|--------|--------|------------|
| Q4/10/11 | 2 | 3 | X |
| Q3/10/11 | 2 | 3 | X |
| Q2/10/11 | 2 | 3 | X |
| Q1/10/11 | 2 | 3 | X |
| Q4/09/10 | 2 | 3 | X |

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 4 2010/11) As can be seen, the target has been consistently missed throughout the year. This is because in order to attain Level 2, there has to be an overall reduction in the amount of flytipping in the district and, despite additional investigations (including joint operations with the Police) and successful prosecutions, this position has yet to be achieved. It is proposed however to maintain the target at Level 2 for 2011/12.

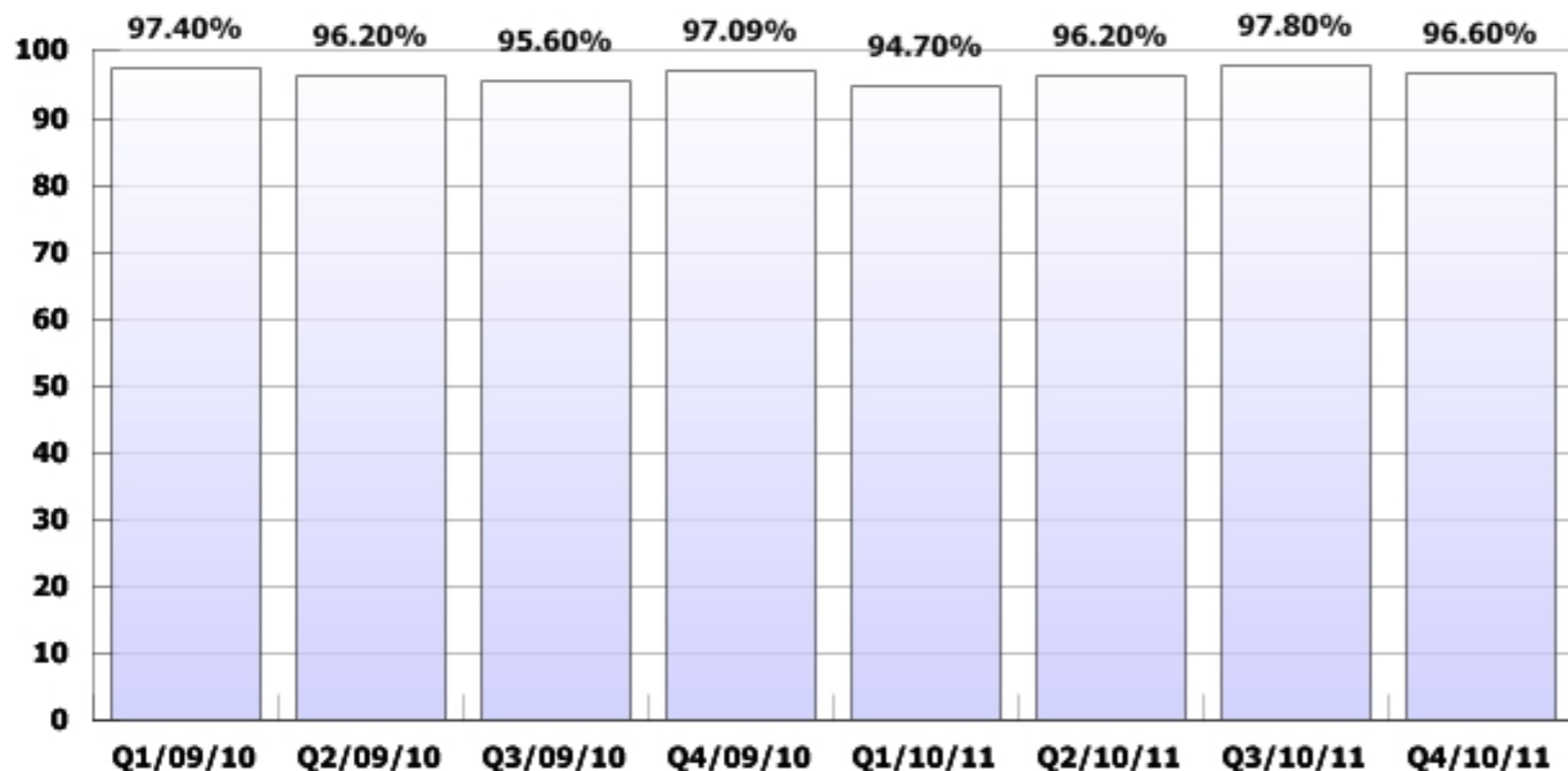
Corrective action proposed (if required):

(Quarter 4 2010/11) No corrective action required at this time, although resources will continue to be applied to investigating incidents of flytipping and mounting prosecutions where sufficient evidence exists.

Responsible officer:

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 | Status |
|----------|--------|--------|--------|
| Q4/10/11 | 95.00% | 96.60% | ✓ |
| Q3/10/11 | 95.00% | 97.80% | ✓ |
| Q2/10/11 | 95.00% | 96.20% | ✓ |
| Q1/10/11 | 95.00% | 94.70% | ✗ |
| Q4/09/10 | 90.00% | 97.09% | ✓ |

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



Comment on current performance (including context):

(Quarter 4 2010/11) The target of 95% has been exceeded, although there was a slight reduction in the first quarter of the year. This demonstrates a high level of service to the community by the Neighbourhoods Team.

Corrective action proposed (if required):

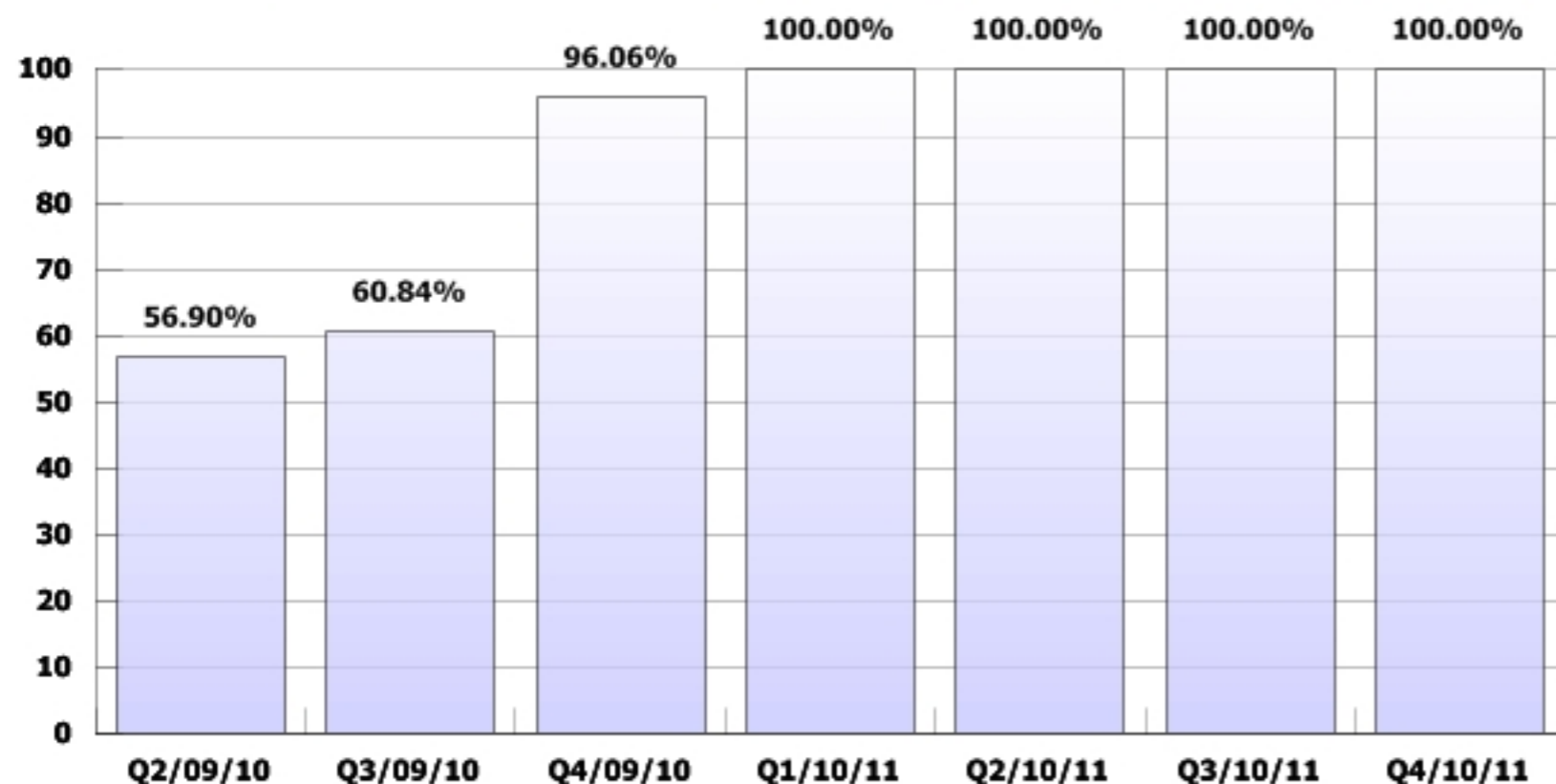
(Quarter 4 2010/11) No corrective action required.

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

Responsible officer:

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 | Status |
|----------|--------|---------|--------|
| Q4/10/11 | 95.00% | 100.00% | ✓ |
| Q3/10/11 | 95.00% | 100.00% | ✓ |
| Q2/10/11 | 95.00% | 100.00% | ✓ |
| Q1/10/11 | 95.00% | 100.00% | ✓ |
| Q4/09/10 | 75.00% | 96.06% | ✓ |

Annual 2010/11 - 95.00%
Target: 2009/10 - 75.00%

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 4 2010/11) All flats and communal buildings have been surveyed to determine whether they are capable of housing containerised recycling facilities. New buildings should be picked up through normal planning/building control consultation processes.

Corrective action proposed (if required):

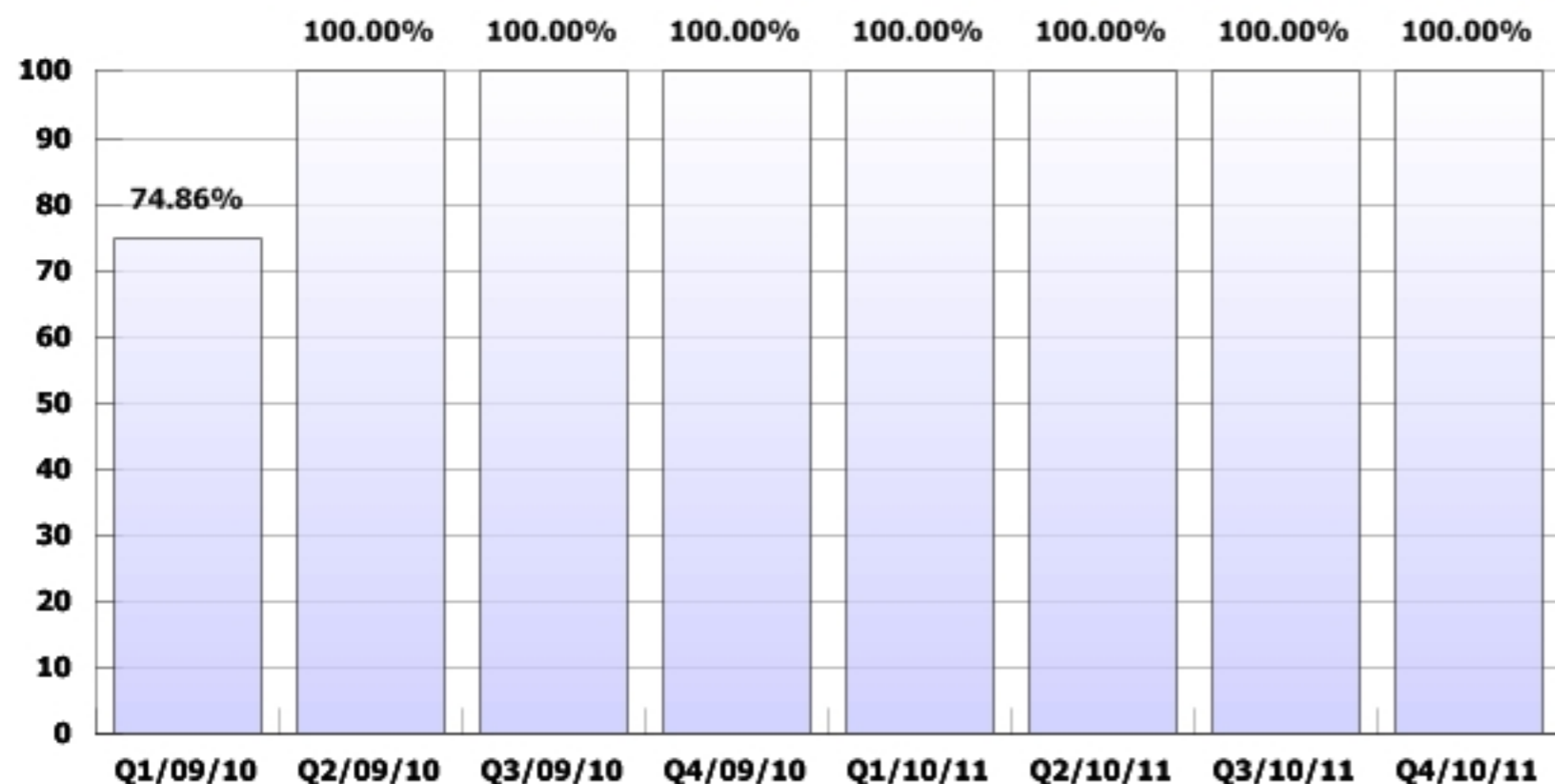
(Quarter 4 2010/11) No corrective action required.

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

Responsible officer:

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 | Status |
|----------|---------|---------|--------|
| Q4/10/11 | 100.00% | 100.00% | ✓ |
| Q3/10/11 | 100.00% | 100.00% | ✓ |
| Q2/10/11 | 100.00% | 100.00% | ✓ |
| Q1/10/11 | 100.00% | 100.00% | ✓ |
| Q4/09/10 | 85.00% | 100.00% | ✓ |

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

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 4 2010/11) All flats etc where facilities can be technically provided and where consent has been given, have been provided with recycling facilities. Where buildings are unable to support containerised facilities or where owners/managements will not allow them, residents can, on an individual basis, still use the normal clear plastic sacks which will be collected on the relevant day.

Corrective action proposed (if required):

(Quarter 4 2010/11) No corrective action required.



2010 / 11 Key Performance Indicators

Finance & ICT

NI
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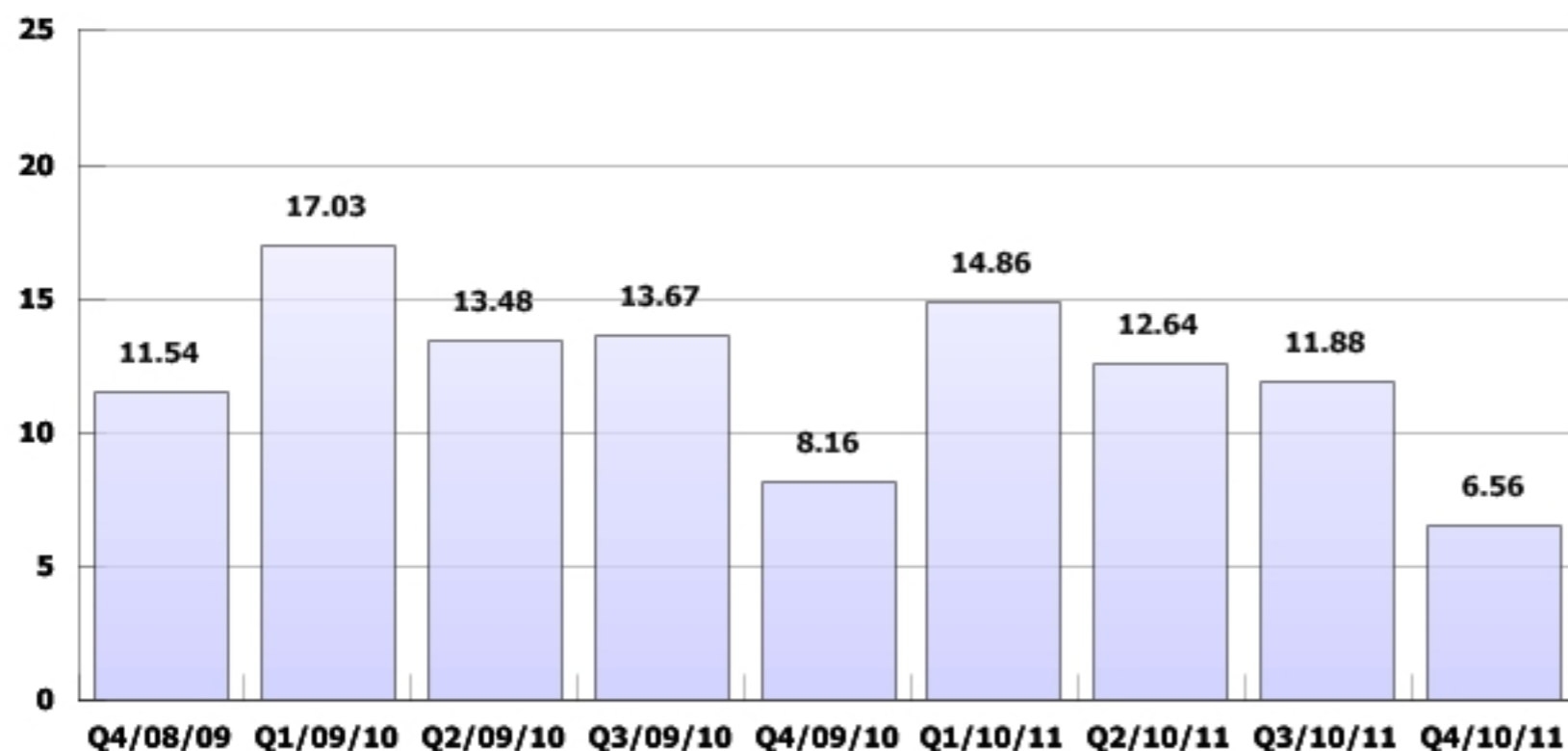
LPI
013
014
015
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023
053

NI181 The time taken to process Housing Benefit/Council Tax Benefit new claims and change events

Responsible officer:

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



| Quarter | Target | Actual | Status |
|----------|--------|--------|--------|
| Q4/10/11 | 13.00 | 6.56 | ✓ |
| Q3/10/11 | 13.00 | 11.88 | ✓ |
| Q2/10/11 | 13.00 | 12.64 | ✓ |
| Q1/10/11 | 13.00 | 14.86 | ✗ |
| Q4/09/10 | 15.00 | 8.16 | ✓ |

Annual 2010/11 - 13.00 days
Target: 2009/10 - 15.00 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 4 2010/11) Performance steadily improved throughout the year and the target has been met. The caseload has continued to increase to a high of 9477 in February 2011, which compares to a caseload of 9249 in March 2010. The number of documents requiring processing in the year was 93,429, compared to 79,713 in 2009/10.

Corrective action proposed (if required):

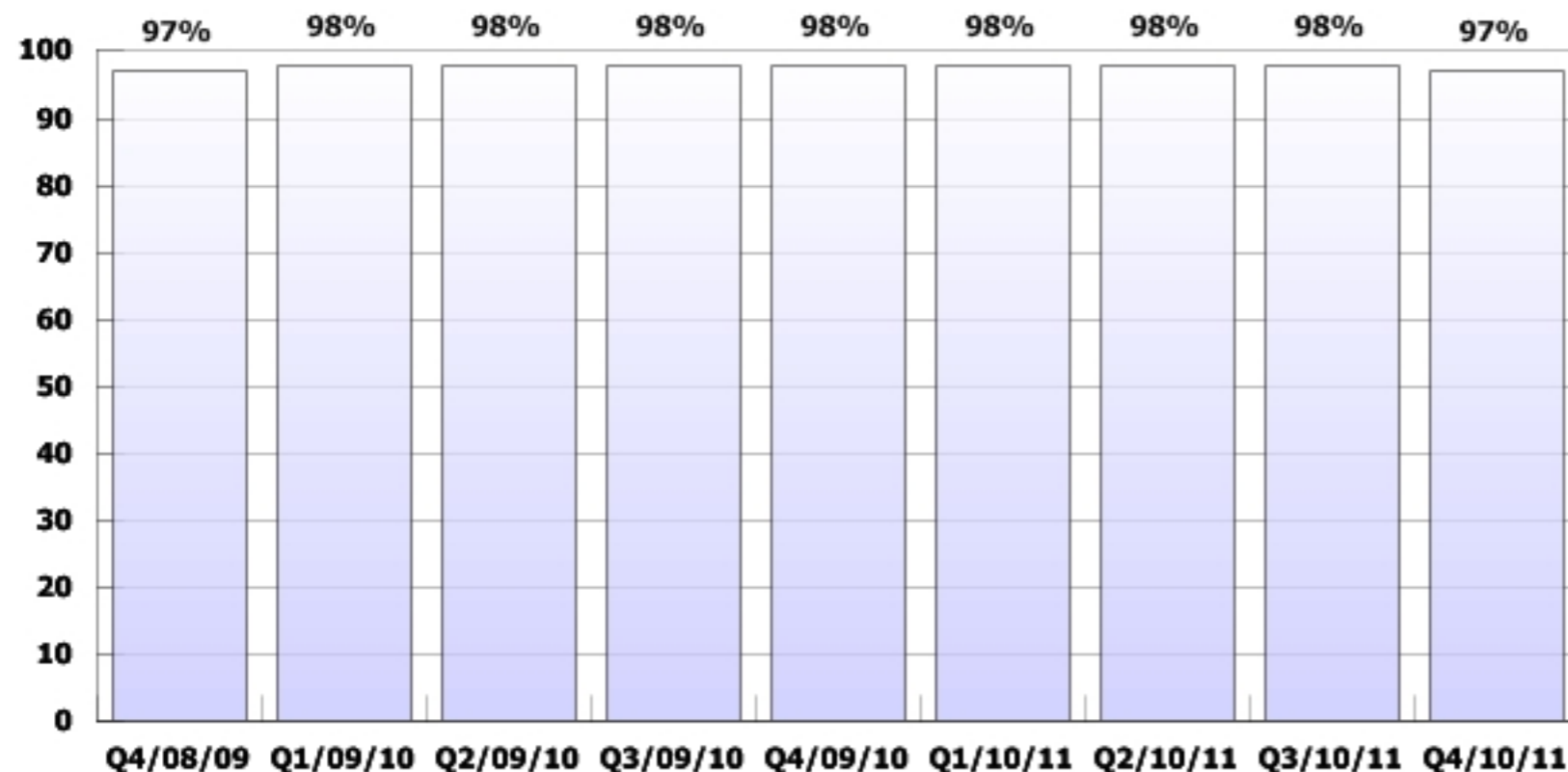
(Quarter 4 2010/11) Director of Finance & ICT to report

LPI 13 Percentage of invoices paid within 30 days of receipt

Responsible officer:

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

Current and previous quarters performance



| Quarter | Target | Actual | Status |
|----------|--------|--------|--------|
| Q4/10/11 | 98% | 97% | ✗ |
| Q3/10/11 | 98% | 98% | ✓ |
| Q2/10/11 | 98% | 98% | ✓ |
| Q1/10/11 | 98% | 98% | ✓ |
| Q4/09/10 | 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?

No

Comment on current performance (including context):

(Quarter 4 2010/11) Performance against this indicator dropped below the target for the quarter 4. A number of directorates have fallen below the 98% target in the last quarter. The figure for the percentage of local suppliers paid within twenty days for the fourth quarter is 91%. This is slightly down on previous quarters.

Corrective action proposed (if required):

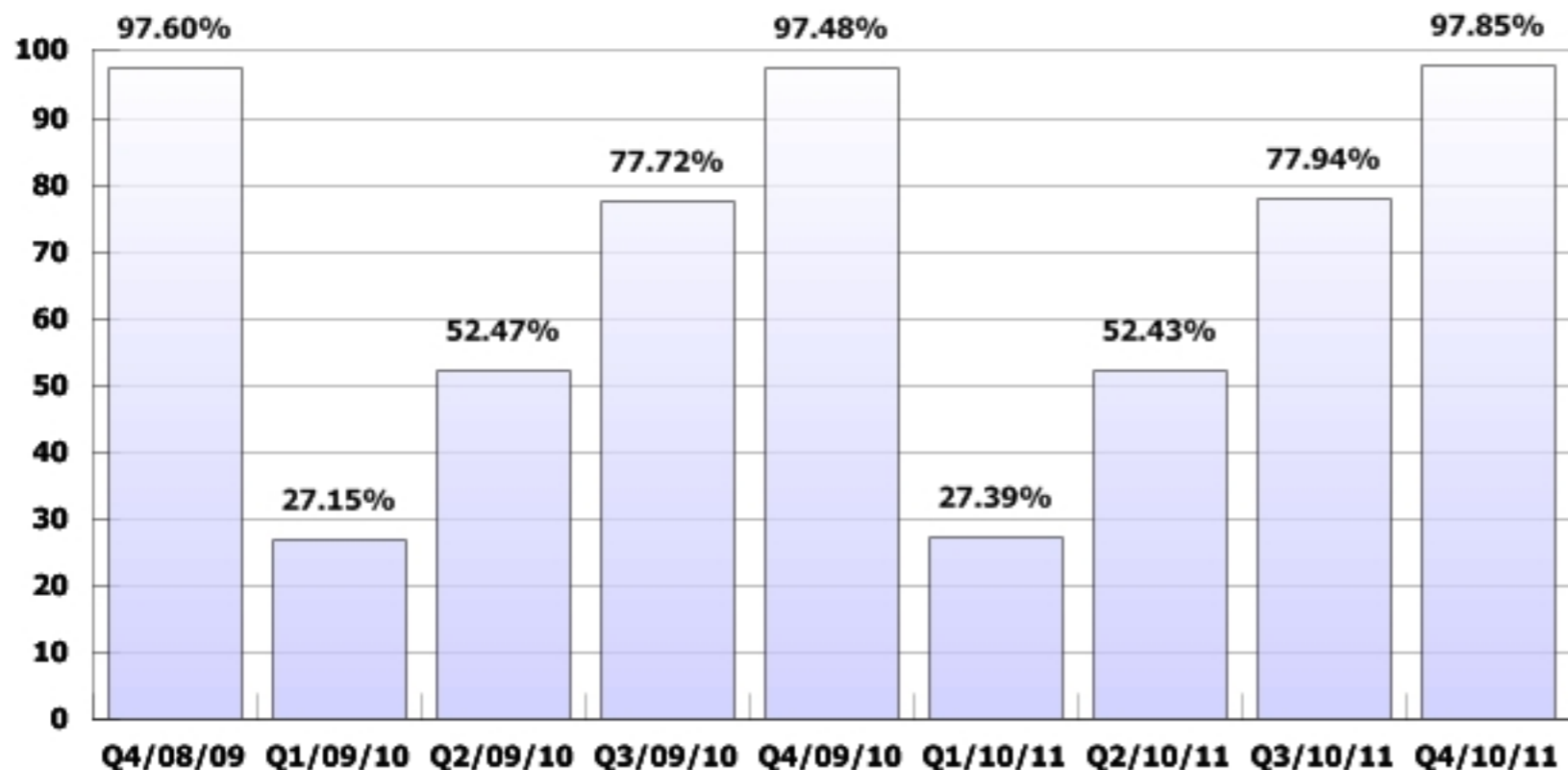
(Quarter 4 2010/11) The thirty-day figure is below the target by 0.16%. Officers calculate the indicator on a monthly basis and the last three months figures have been around 97%. Further work can be done on chasing invoices listed as due on the invoice register report but this will mean resources switching from other work. The target has been reduced to 97% for 2011/12.

LPI 14 Percentage of Council Tax collected

Responsible officer:

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



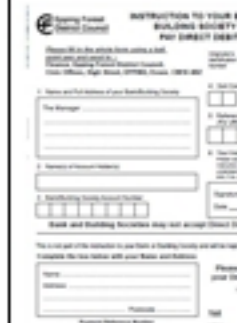
| Quarter | Target | Actual | Status |
|----------|--------|--------|--------|
| Q4/10/11 | 97.80% | 97.85% | ✓ |
| Q3/10/11 | 73.35% | 77.94% | ✓ |
| Q2/10/11 | 48.90% | 52.43% | ✓ |
| Q1/10/11 | 24.45% | 27.39% | ✓ |
| Q4/09/10 | 98.00% | 97.48% | ✗ |

Annual 2010/11 - 97.80%
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):

(Quarter 4 2010/11) The target was achieved and represents a 0.37% increase on last year's performance.

Corrective action proposed (if required):

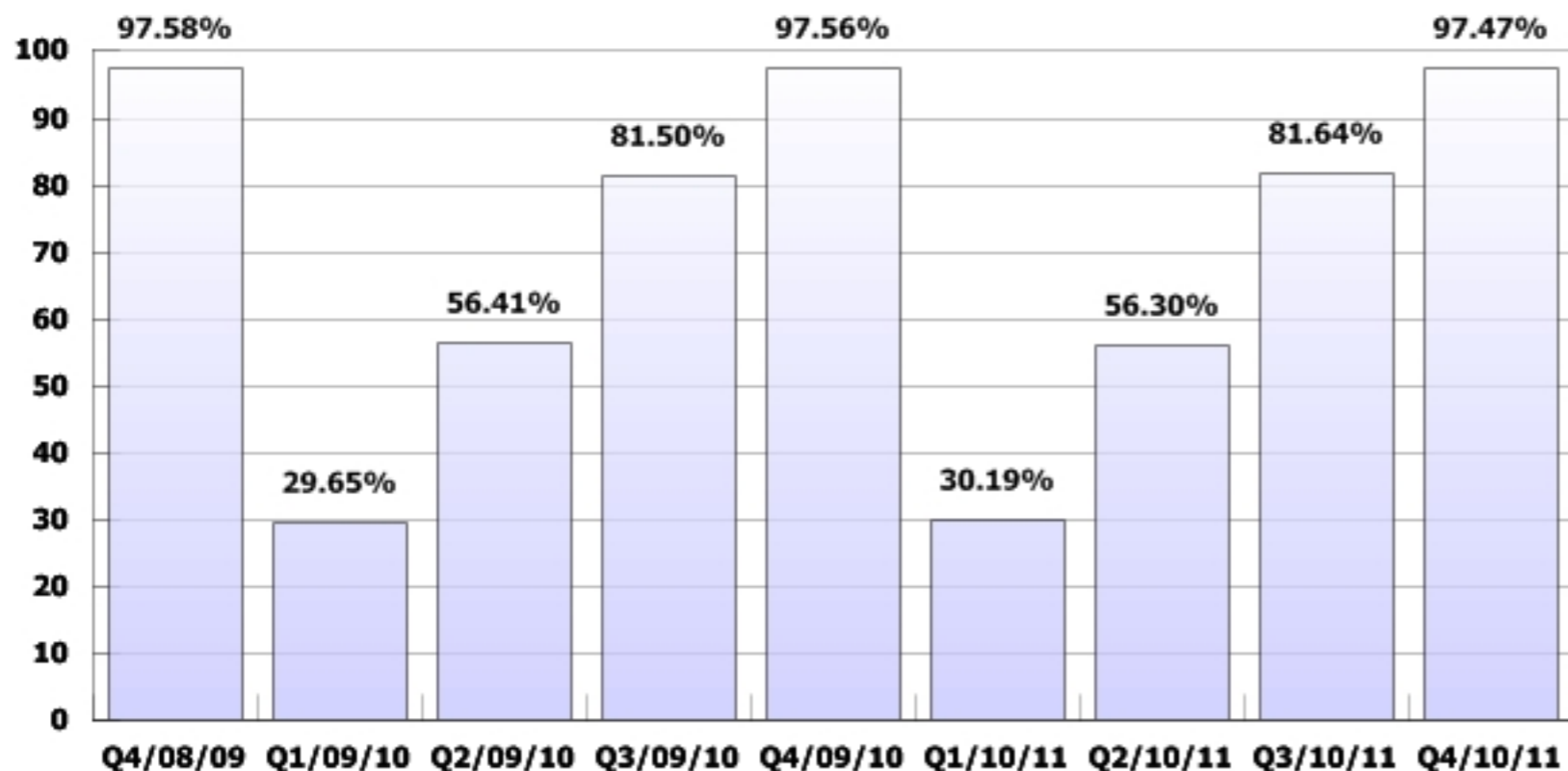
(Quarter 4 2010/11 Director of Finance & ICT to report

LPI 15 Percentage of National Non-Domestic Rates collected

Responsible officer:

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



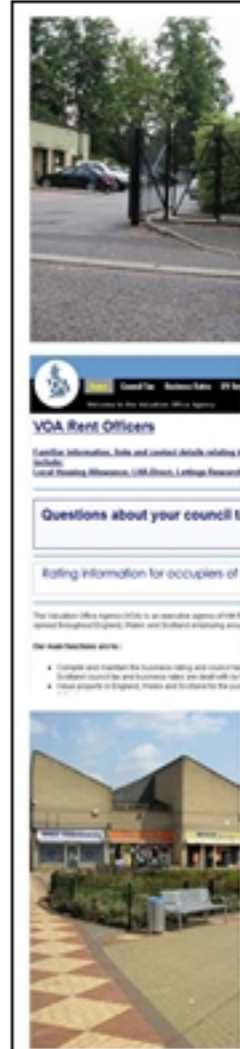
| Quarter | Target | Actual | Status |
|----------|--------|--------|--------|
| Q4/10/11 | 98.00% | 97.47% | ✗ |
| Q3/10/11 | 73.50% | 81.64% | ✓ |
| Q2/10/11 | 49.00% | 56.30% | ✓ |
| Q1/10/11 | 24.50% | 30.19% | ✓ |
| Q4/09/10 | 98.20% | 97.56% | ✗ |

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?

No



Comment on current performance (including context):

(Quarter 4 2010/11) The 2010/11 target represented a 0.44% increase in performance on 2009/10. However collection remained difficult with businesses still feeling the effects of the general economic situation such that the performance in 2010/11 showed a reduction in collection of 0.09%.

Corrective action proposed (if required):

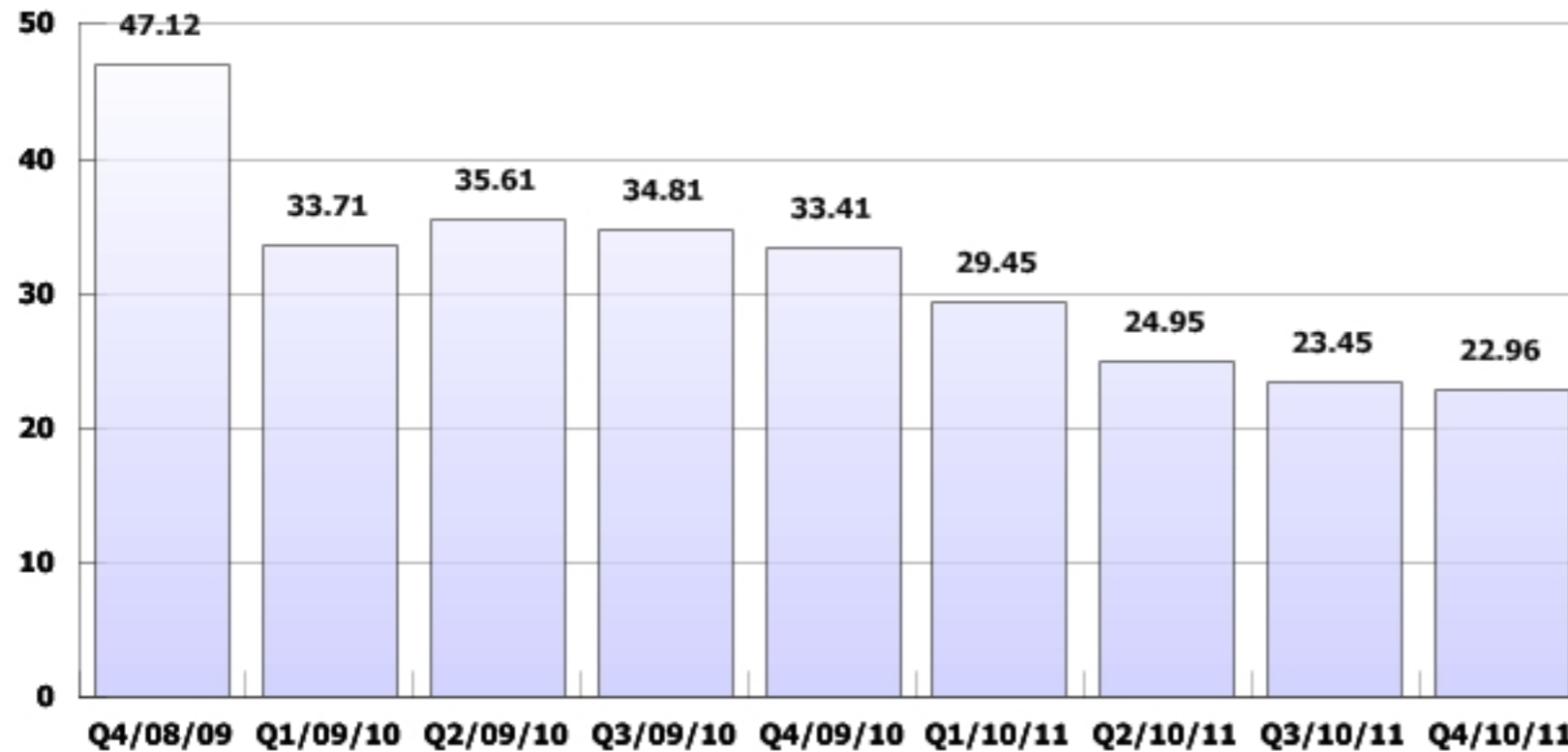
(Quarter 4 2010/11) Billing and recovery procedures are in place to collect any outstanding debts.

LPI 16 Average time for processing new benefit claims

Responsible officer:

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 | Status |
|----------|--------|--------|--------|
| Q4/10/11 | 25.00 | 22.96 | ✓ |
| Q3/10/11 | 25.00 | 23.45 | ✓ |
| Q2/10/11 | 25.00 | 24.95 | ✓ |
| Q1/10/11 | 25.00 | 29.45 | ✗ |
| Q4/09/10 | 25.00 | 33.41 | ✗ |

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?
 Yes

Comment on current performance (including context):

(Quarter 4 2010/11) Performance steadily improved throughout the year and the target has been met. The caseload has continued to increase to a high of 9477 in February 2011, which compares to a caseload of 9249 in March 2010. The number of documents requiring processing in the year was 93,429, compared to 79,713 in 2009/10.

Corrective action proposed (if required):

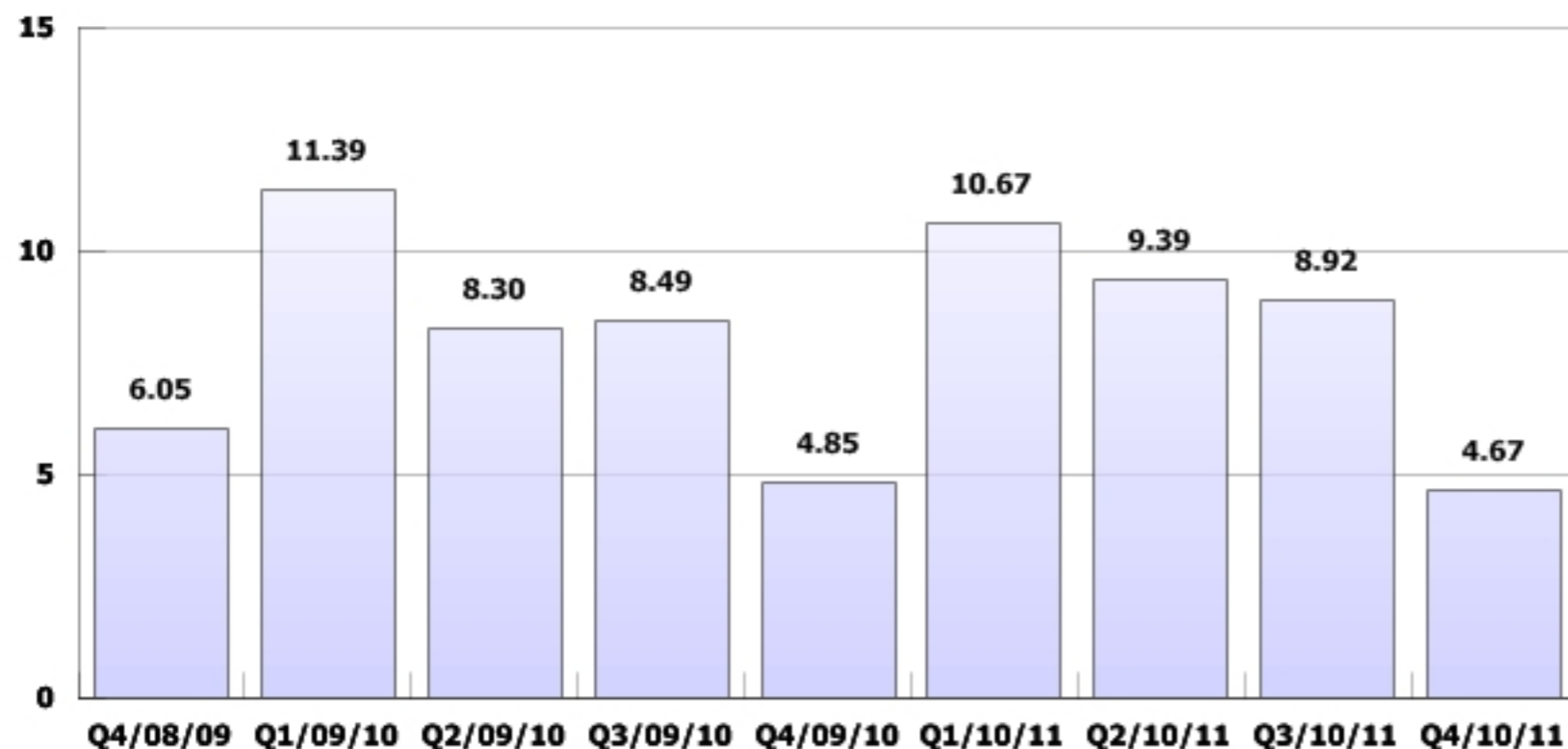
(Quarter 4 2010/11 Director of Finance & ICT to report

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

Responsible officer:

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 | Status |
|----------|--------|--------|--------|
| Q4/10/11 | 8.00 | 4.67 | ✓ |
| Q3/10/11 | 8.00 | 8.92 | ✗ |
| Q2/10/11 | 8.00 | 9.39 | ✗ |
| Q1/10/11 | 8.00 | 10.67 | ✗ |
| Q4/09/10 | 10.00 | 4.85 | ✓ |

Annual 2010/11 - 8.00 days
Target: 2009/10 - 10.00 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 4 2010/11) Performance steadily improved throughout the year and the target has been met.

Corrective action proposed (if required):

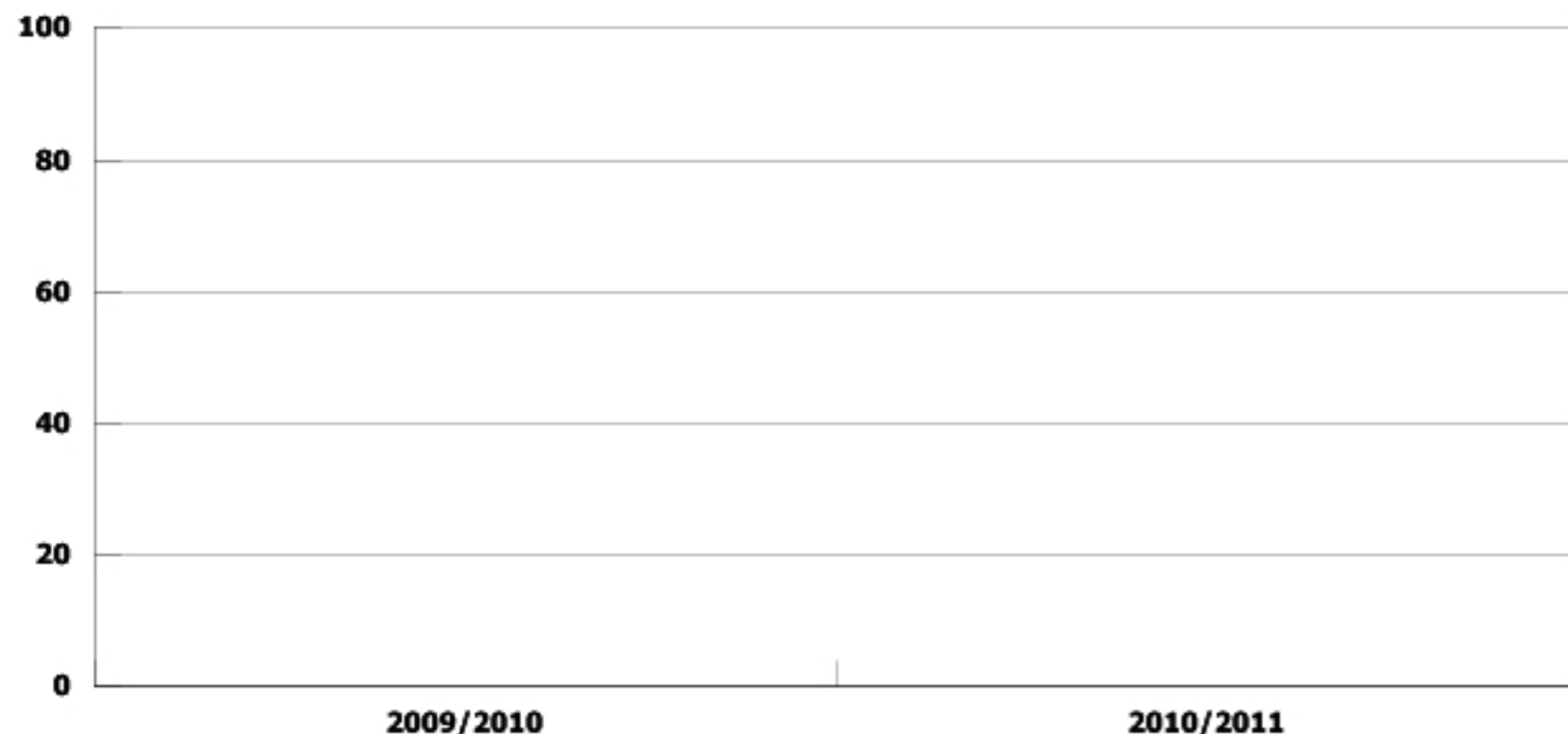
(Quarter 4 2010/11 Director of Finance & ICT to report

Responsible officer:

Indicator previously known as:

Additional Information: This indicator measures the delivery of capital projects. Performance against this indicator is reported at year-end only.

Current and previous quarters performance



| Year | Target | Level |
|-----------|--------|-------|
| 2010/2011 | 90.00% | |
| 2009/2010 | | |

Annual 2010/11 -
Target: 2009/10 - Not set

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):

Corrective action proposed (if required):

(Outturn 2010/11)

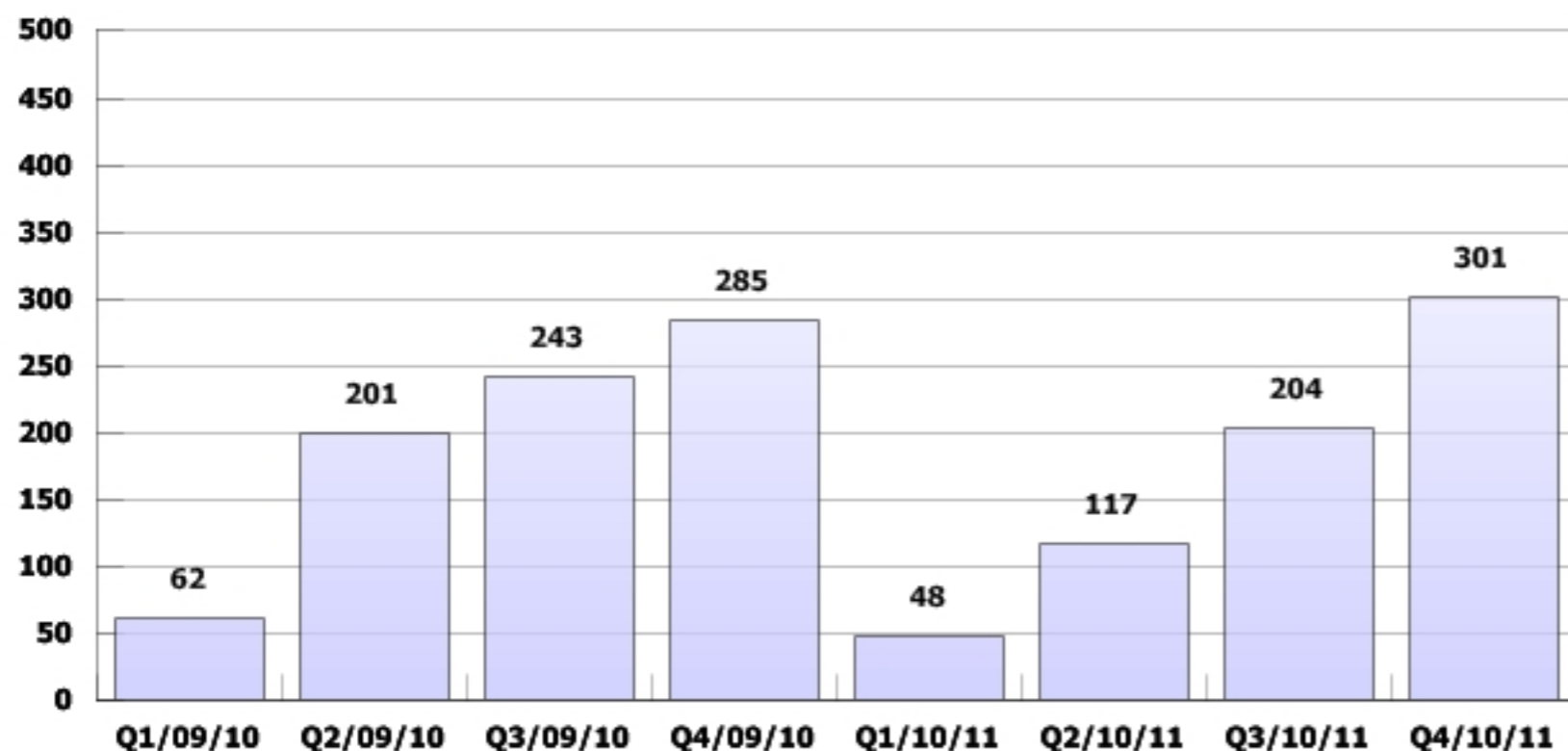
(Outturn 2010/11) Director of Finance & ICT to report

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

Responsible officer:

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

Current and previous quarters performance



| Quarter | Target | Actual | Status |
|----------|--------|--------|--------|
| Q4/10/11 | 300 | 301 | ✓ |
| Q3/10/11 | 225 | 204 | ✗ |
| Q2/10/11 | 150 | 117 | ✗ |
| Q1/10/11 | 125 | 48 | ✗ |
| Q4/09/10 | 500 | 285 | ✗ |

Annual Target: 2010/11 - 300
Target: 2009/10 - 500

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 4 2010/11) The target was reduced from 500 to 300 for 2010/11 due to staffing problems in the Investigation team. The revised target has been met.

Corrective action proposed (if required):

(Quarter 4 2010/11) Director of Finance & ICT to report



**Epping Forest
District Council**

2010 / 11 Key Performance Indicators

Housing

NI

155

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LPI

004

005

007

008

009

010

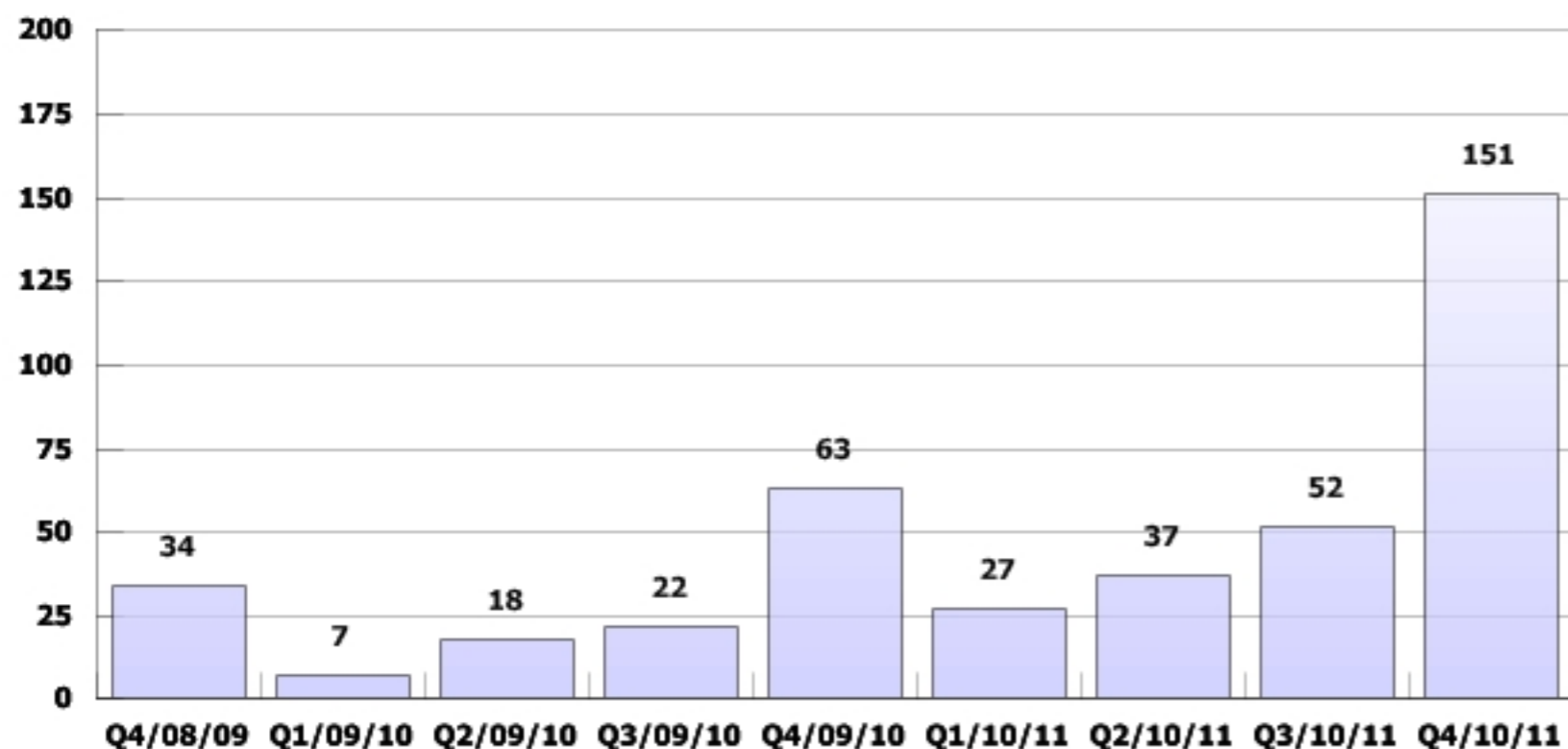
NI155 The number of affordable homes delivered (gross)

Responsible officer:

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 | Status |
|----------|--------|--------|--------|
| Q4/10/11 | 70 | 151 | ✓ |
| Q3/10/11 | 52 | 52 | ✓ |
| Q2/10/11 | 35 | 37 | ✓ |
| Q1/10/11 | 17 | 27 | ✓ |
| Q4/09/10 | 57 | 63 | ✓ |

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 4 2010/11) The target has been exceeded by 115%

Corrective action proposed (if required):

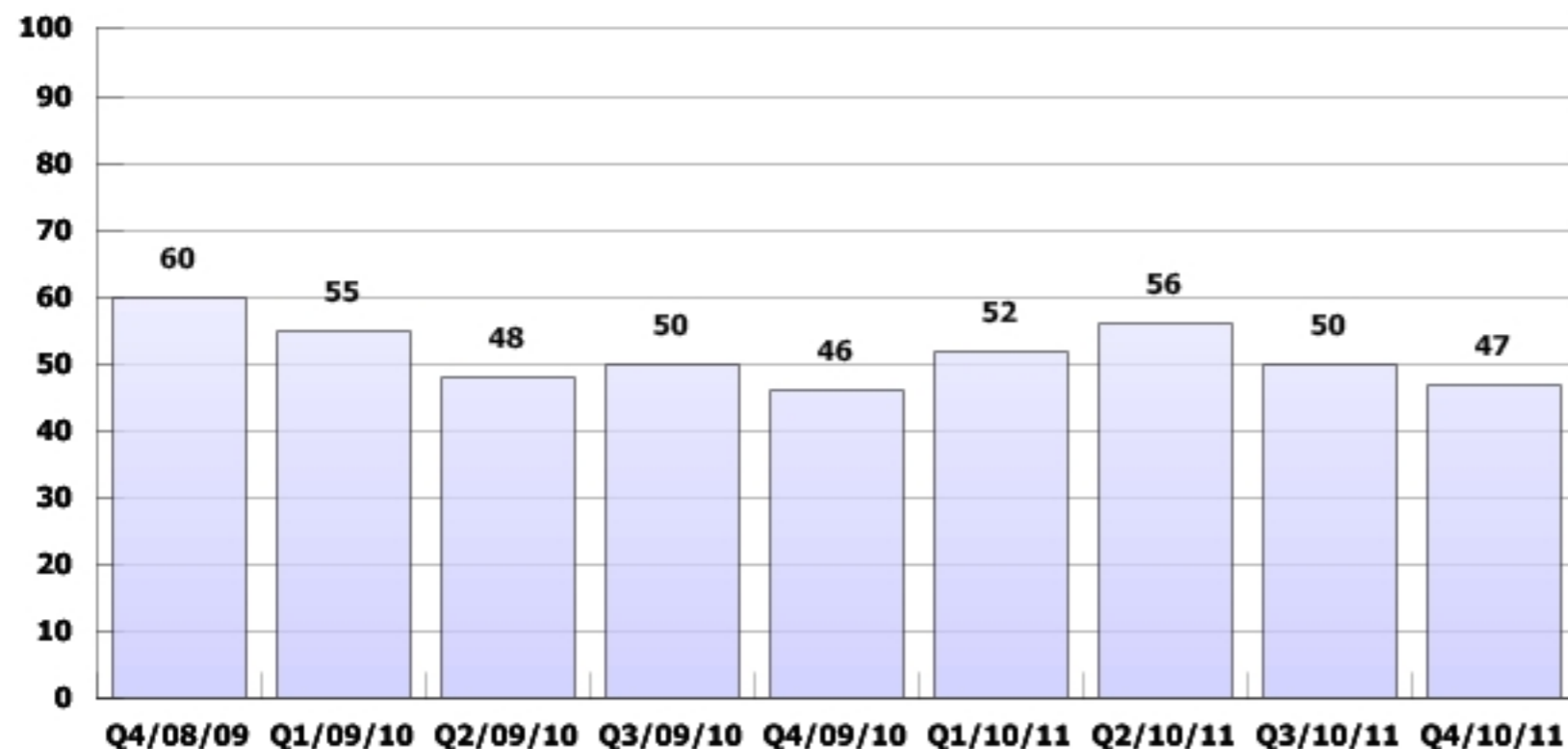
(Quarter 4 2010/11) Director of Housing to report

NI156 The number of households living in temporary accommodation

Responsible officer:

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



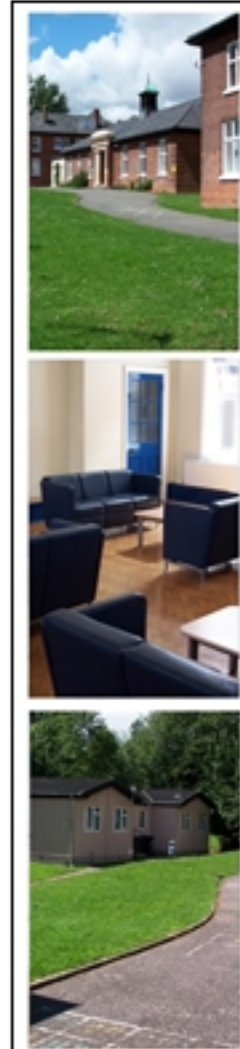
| Quarter | Target | Actual | Status |
|----------|--------|--------|--------|
| Q4/10/11 | 60 | 47 | ✓ |
| Q3/10/11 | 60 | 50 | ✓ |
| Q2/10/11 | 60 | 56 | ✓ |
| Q1/10/11 | 60 | 52 | ✓ |
| Q4/09/10 | 100 | 46 | ✓ |

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?

Yes



Comment on current performance (including context):

(Quarter 4 2010/11)

Corrective action proposed (if required):

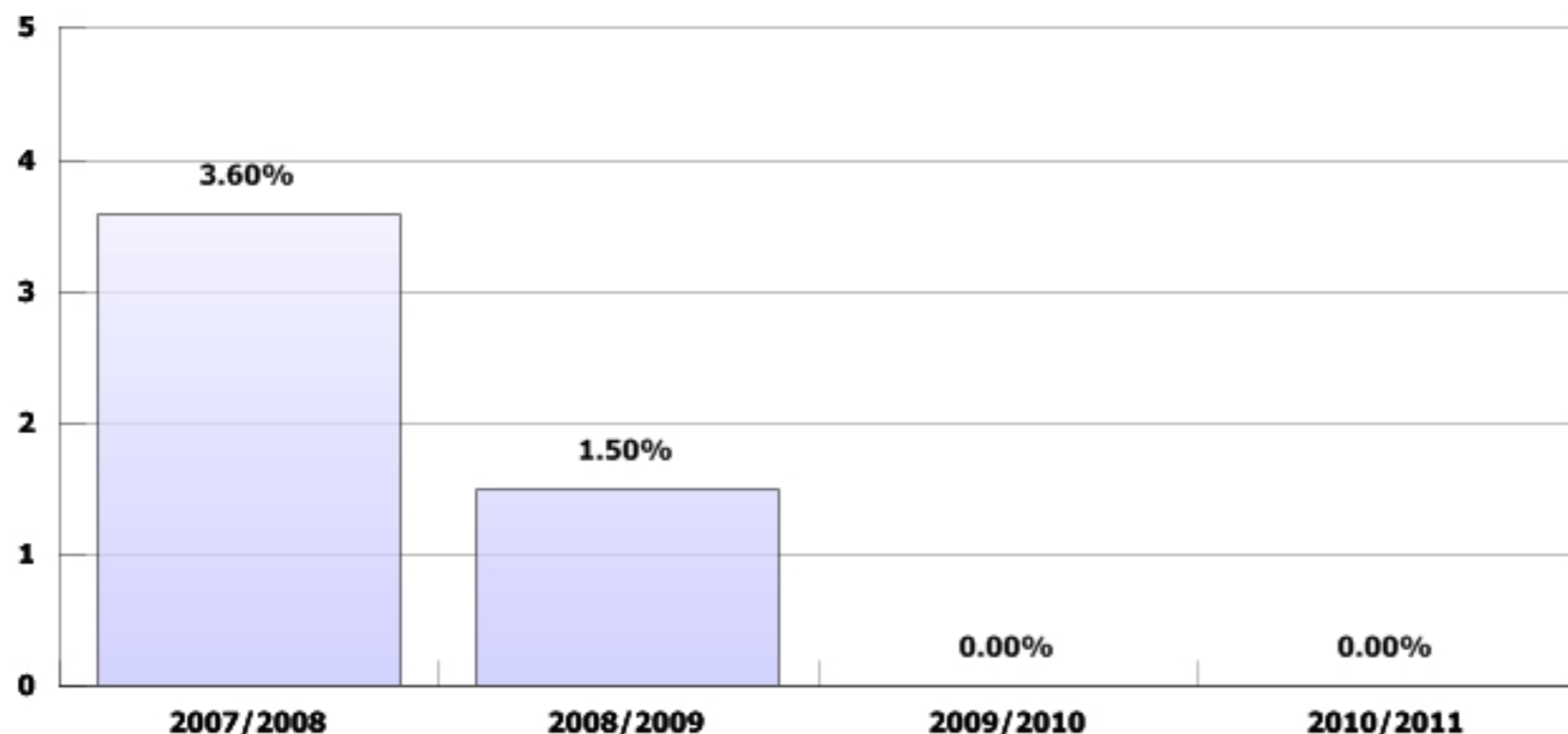
(Quarter 4 2010/11) Director of Housing to report

Responsible officer:

Indicator previously known as:

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. Performance against this indicator is reported at year-end only.

Current and previous quarters performance



| Year | Target | Level |
|-----------|--------|-------|
| 2010/2011 | 0.00% | 0.00% |
| 2009/2010 | 0.00% | 0.00% |
| 2008/2009 | 1.50% | 1.50% |
| 2007/2008 | 5.00% | 3.60% |

Annual 2010/11 - 0.00%
 Target: 2009/10 - 0.00%

Indicator of good performance:
 A lower 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):

(Outturn 2010/11) With the implementation of Stock Condition Surveys which are due to be carried out on Council owned properties the capturing of the current life expectancies of building elements is recorded and all future Potential Non-Decent Failures are being identified.

As soon as future Potential Non-Decent Failures are identified an appropriate Capital works programme can be planned and completed to ensure properties do not fall into the Non-Decent category.

Corrective action proposed (if required):

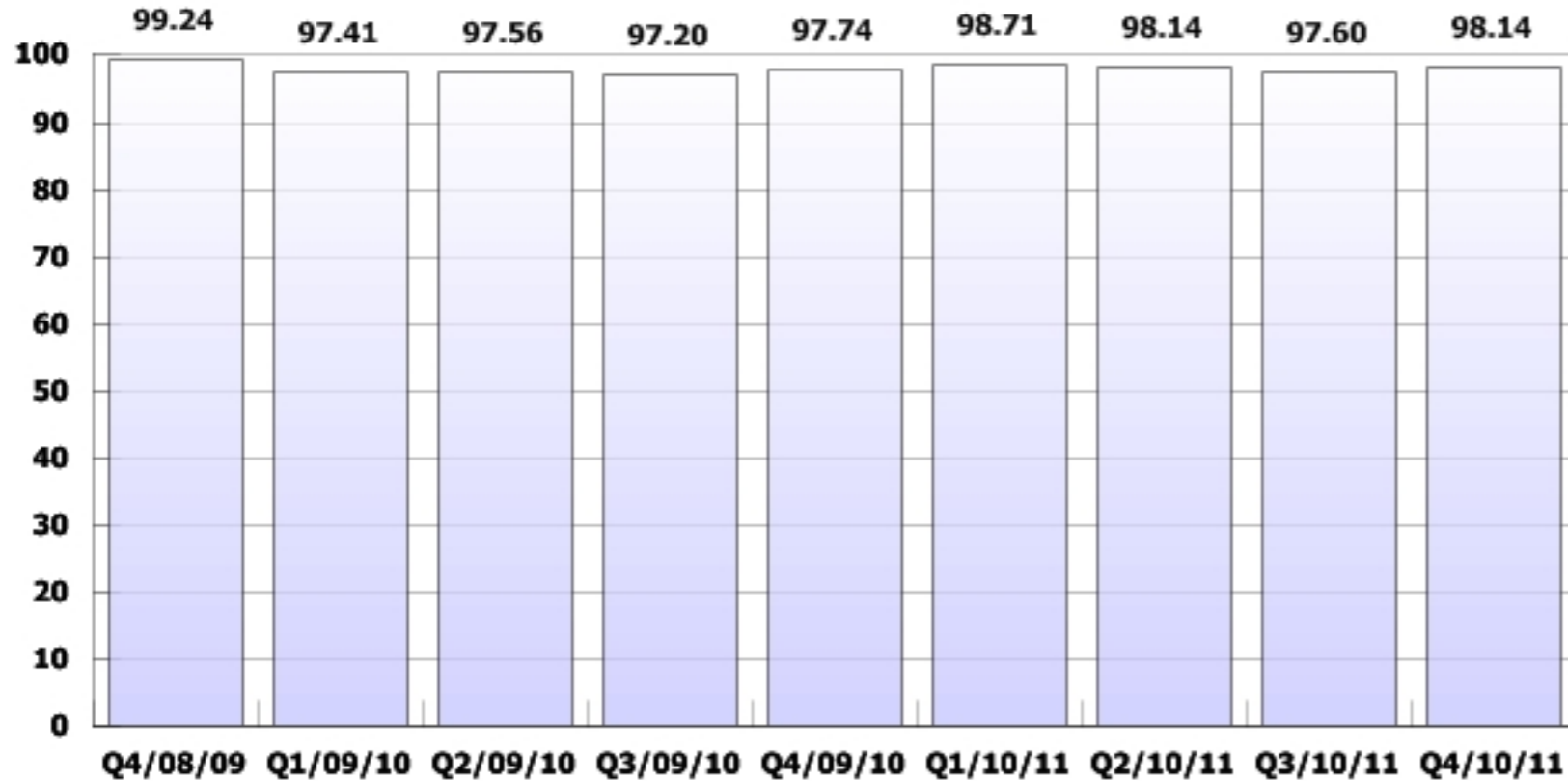
(Outturn 2010/11) Director of Housing to report

LPI 04 Rent collected as a proportion of rents owed on Housing Revenue Account dwellings

Responsible officer:

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

Current and previous quarters performance



| Quarter | Target | Actual | Status |
|----------|--------|--------|--------|
| Q4/10/11 | 97.00 | 98.14 | ✓ |
| Q3/10/11 | 97.00 | 97.60 | ✓ |
| Q2/10/11 | 97.00 | 98.14 | ✓ |
| Q1/10/11 | 97.00 | 98.71 | ✓ |
| Q4/09/10 | 98.80 | 97.74 | ✗ |

Annual 2010/11 - 97.00%
 Target: 2009/10 - 98.80%

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 4 2010/11)

Corrective action proposed (if required):

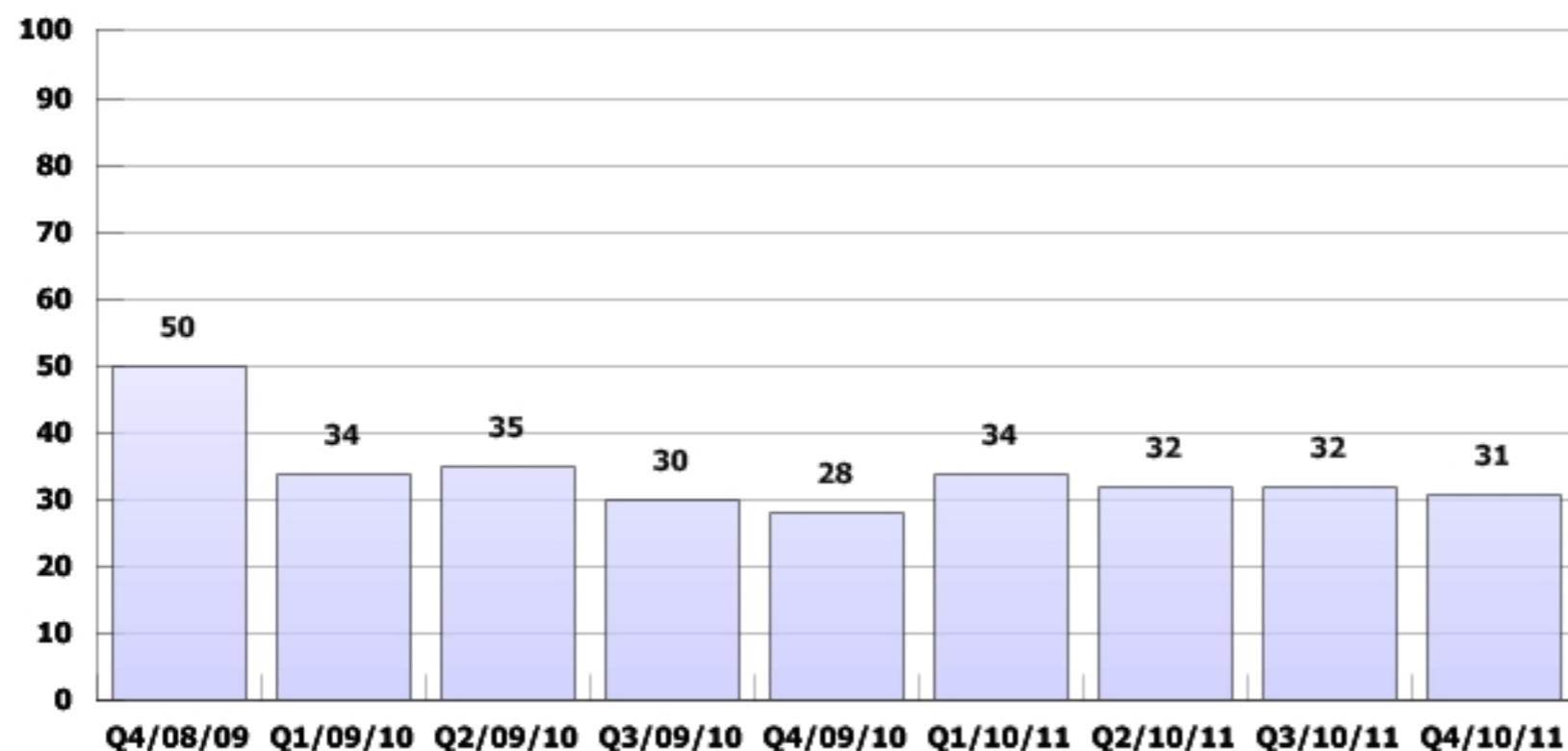
(Quarter 4 2010/11) Director of Housing to report

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

Responsible officer:

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 | Status |
|----------|--------|--------|--------|
| Q4/10/11 | 30 | 31 | ✗ |
| Q3/10/11 | 30 | 32 | ✗ |
| Q2/10/11 | 30 | 32 | ✗ |
| Q1/10/11 | 30 | 34 | ✗ |
| Q4/09/10 | 40 | 28 | ✓ |

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?

No



Comment on current performance (including context):

(Quarter 4 2010/11)

Corrective action proposed (if required):

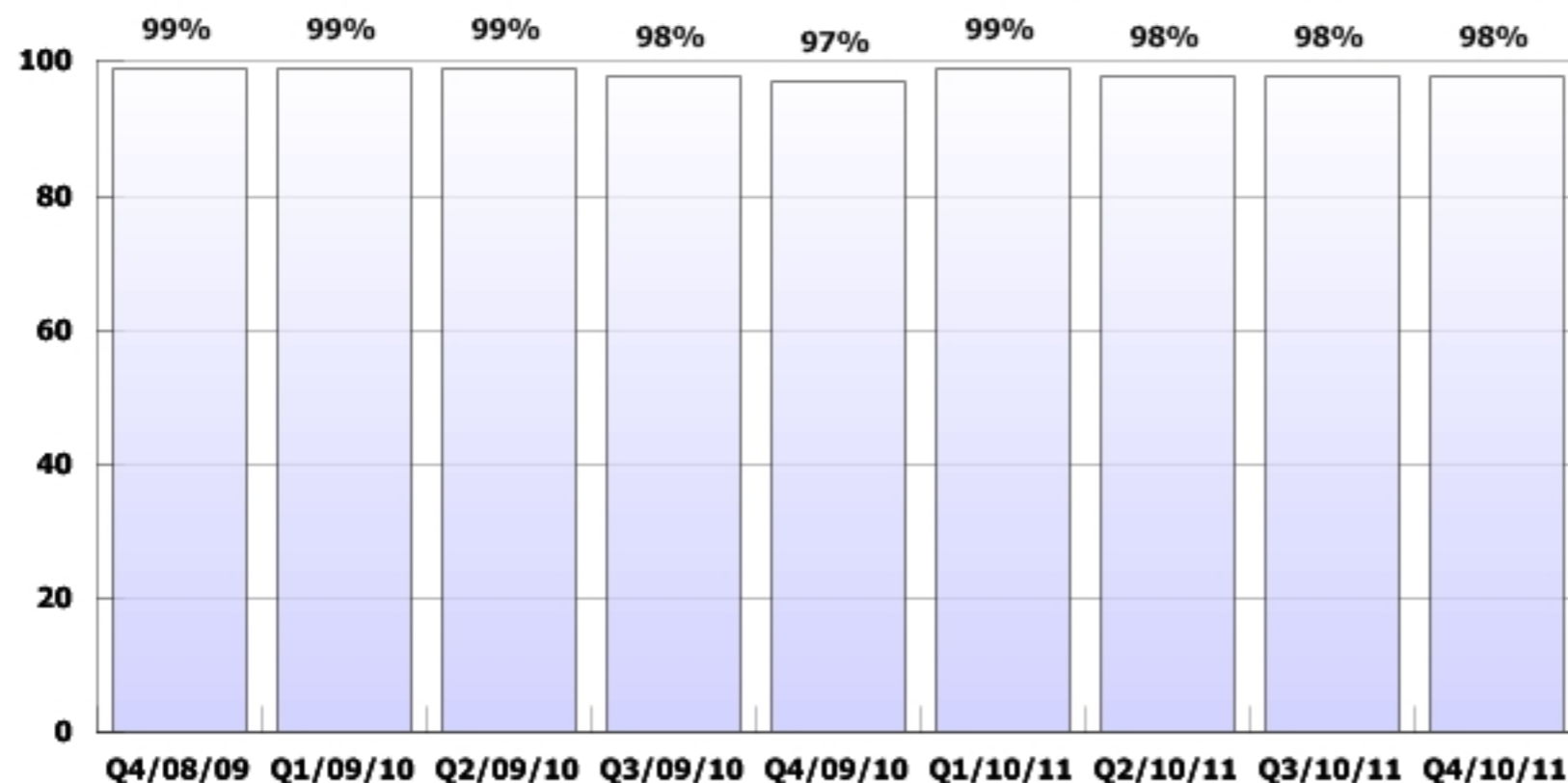
(Quarter 4 2010/11) Change to Allocation Scheme to include penalties for those refusing offers may assist in reducing the void time. In addition a new repairs management contractor has been appointed to review DLO's operations including improvement of void inspections and repairs turnover times.

LPI 07 Emergency repairs undertaken within target time

Responsible officer:

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



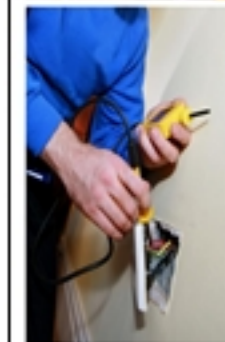
| Quarter | Target | Actual | Status |
|----------|--------|--------|--------|
| Q4/10/11 | 99% | 98% | ✗ |
| Q3/10/11 | 99% | 98% | ✗ |
| Q2/10/11 | 99% | 98% | ✗ |
| Q1/10/11 | 99% | 99% | ✓ |
| Q4/09/10 | 99% | 97% | ✗ |

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?

No



Comment on current performance (including context):

(Quarter 4 2010/11) The target was only just not achieved. The new IT systems to be installed by the new private repairs management contractor during 2011/12 should ensure that the target is consistently achieved in future.

Corrective action proposed (if required):

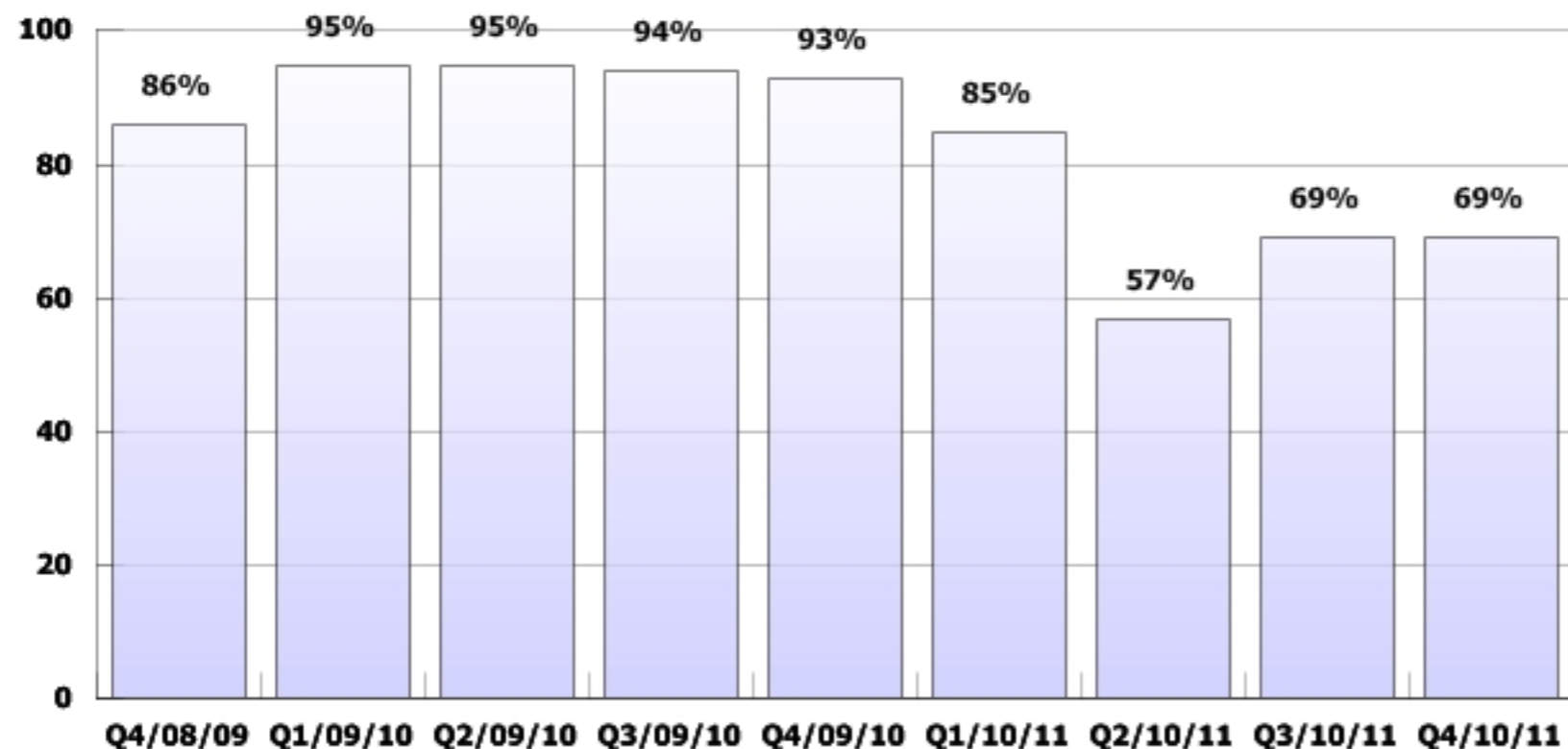
(Quarter 4 2010/11) Target achieved during final quarter and it is unlikely that performance will now decline.

LPI 08 Urgent repairs undertaken within target time

Responsible officer:

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.

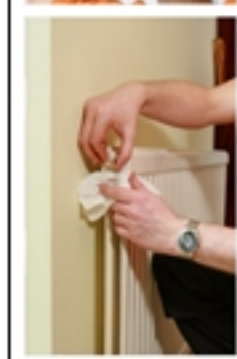
Current and previous quarters performance



| Quarter | Target | Actual |
|----------|--------|--------|
| Q4/10/11 | 95% | 69% |
| Q3/10/11 | 95% | 69% |
| Q2/10/11 | 95% | 57% |
| Q1/10/11 | 95% | 85% |
| Q4/09/10 | 95% | 93% |

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?

No

Comment on current performance (including context):

(Quarter 4 2010/11) Performance has improved with every quarter.

Corrective action proposed (if required):

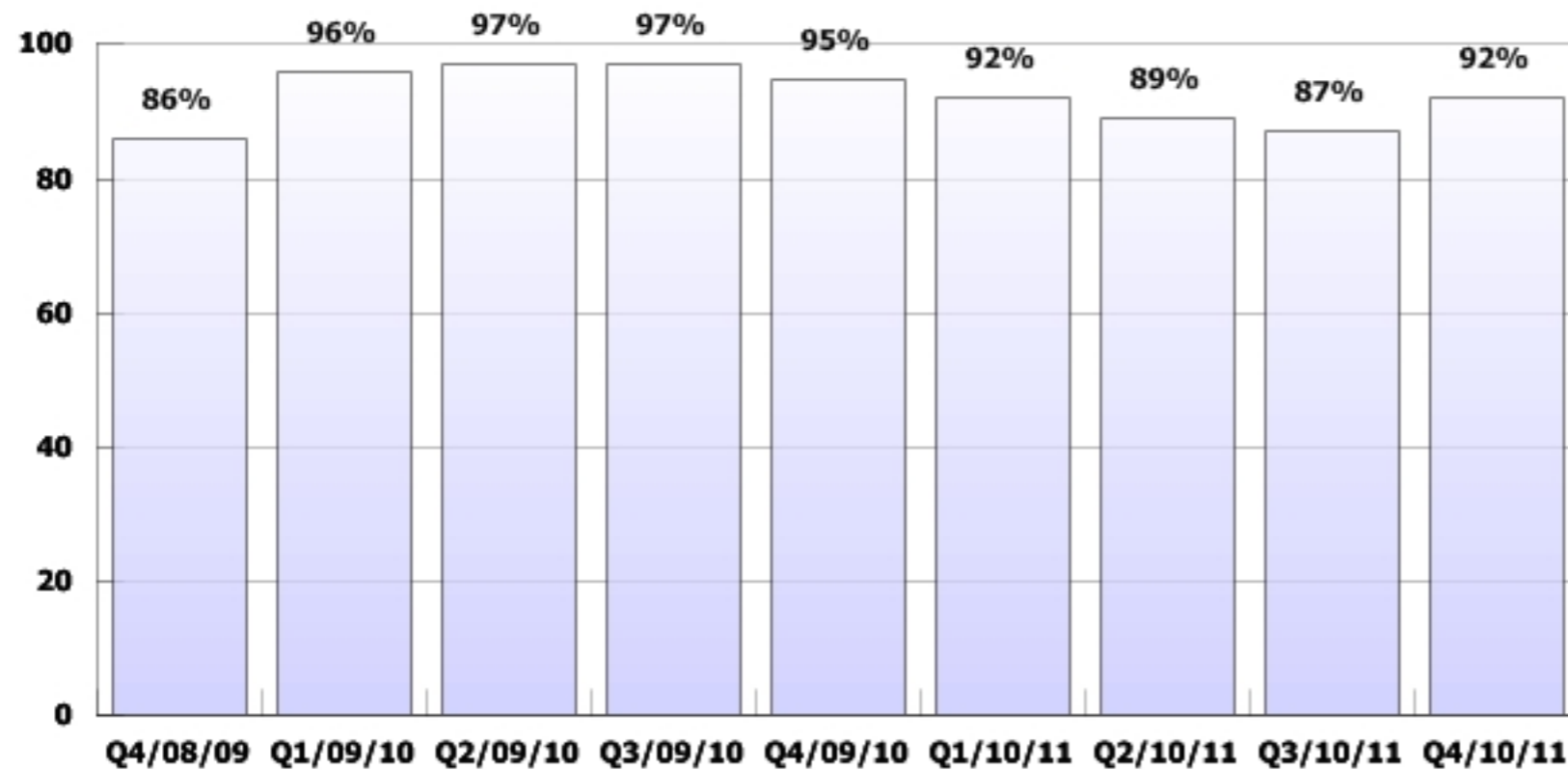
(Quarter 4 2010/11) Re-examine type of work categorised as urgent to ensure only appropriate work is classified as urgent. Continue to raise awareness with tradesmen and supervisory staff.

LPI 09 Routine repairs undertaken within target time

Responsible officer:

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



| Quarter | Target | Actual | Status |
|----------|--------|--------|--------|
| Q4/10/11 | 95% | 92% | ✗ |
| Q3/10/11 | 95% | 87% | ✗ |
| Q2/10/11 | 95% | 89% | ✗ |
| Q1/10/11 | 95% | 92% | ✗ |
| Q4/09/10 | 90% | 95% | ✓ |

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?

No



Comment on current performance (including context):

(Quarter 4 2010/11) Performance trend is upwards and, if the private contractor introduces "hand held" technology, the target should be achieved over the coming 6 months.

Corrective action proposed (if required):

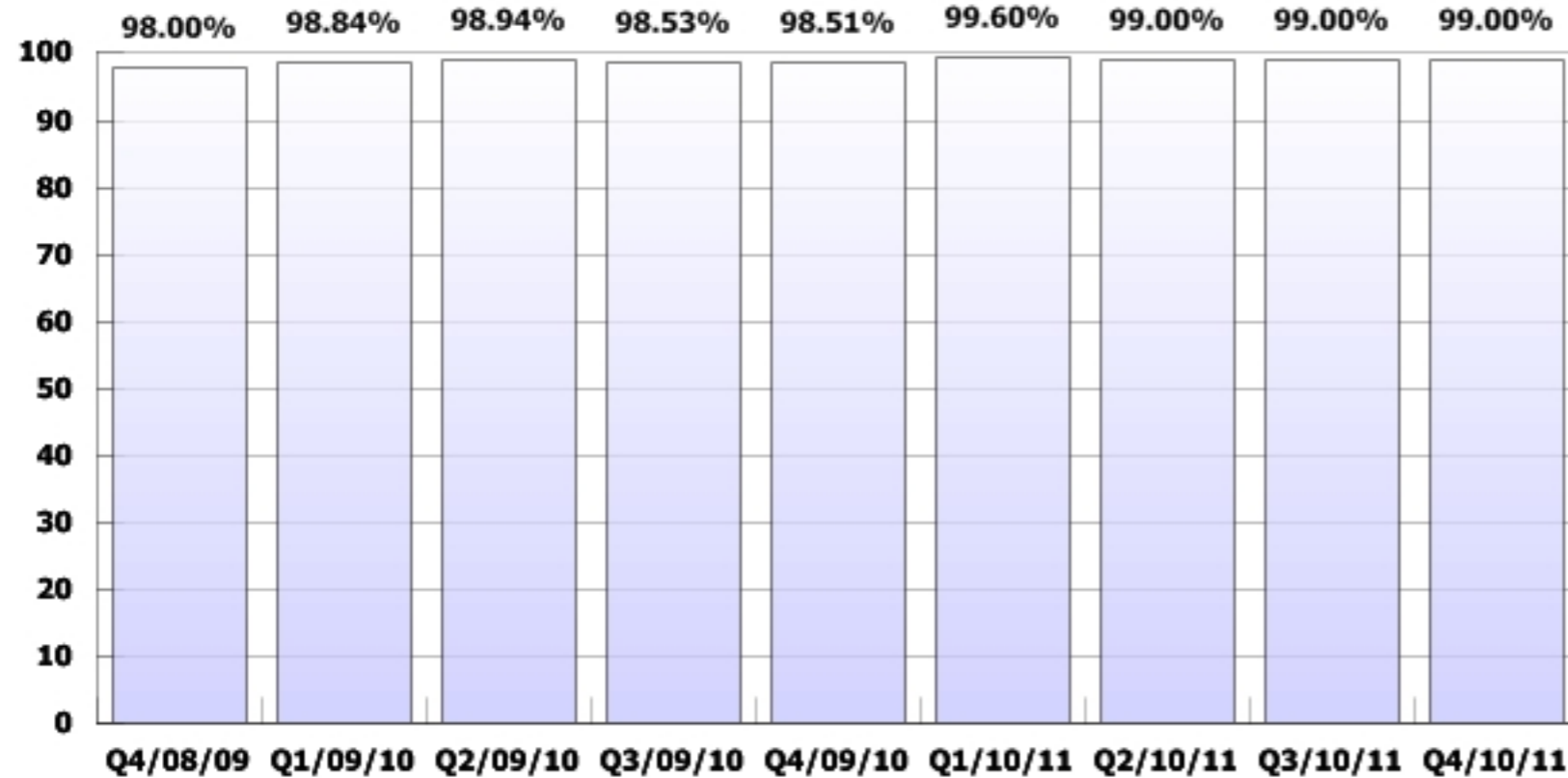
(Quarter 4 2010/11) Target achieved during last quarter.

LPI 10 Satisfaction with repairs

Responsible officer:

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 | |
|----------|--------|--------|---|
| Q4/10/11 | 98.00% | 99.00% | ✓ |
| Q3/10/11 | 98.00% | 99.00% | ✓ |
| Q2/10/11 | 98.00% | 99.00% | ✓ |
| Q1/10/11 | 98.00% | 99.60% | ✓ |
| Q4/09/10 | 98.00% | 98.51% | ✓ |

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):

(Quarter 4 2010/11) Satisfaction levels continue to be achieved.

Corrective action proposed (if required):

(Quarter 4 2010/11) Director of Housing to report



2010 / 11 Key Performance Indicators

Planning & Economic Development

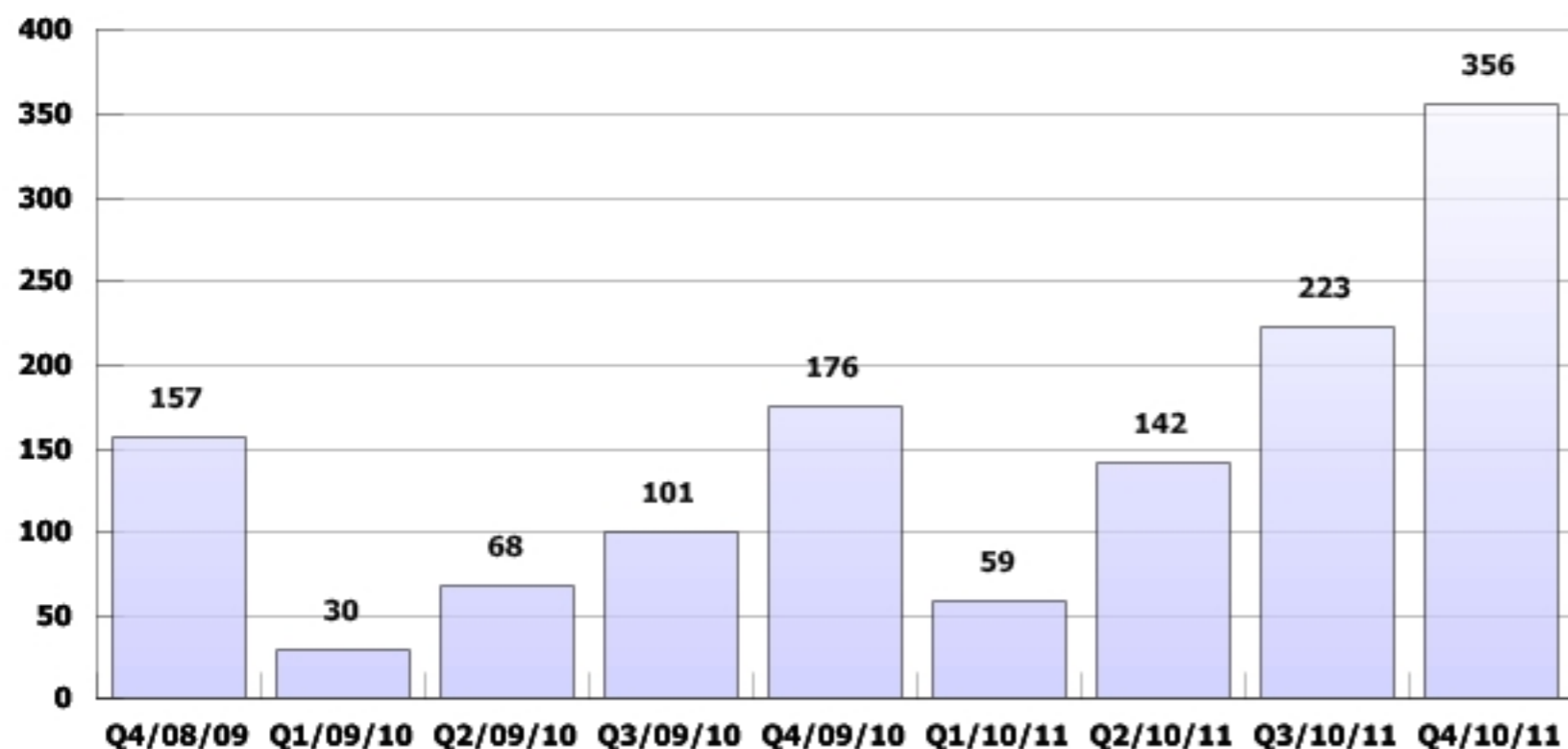
| <u>NI</u> | <u>LPI</u> |
|-------------|------------|
| 154 | 044 |
| 157 (a & b) | 045 |
| 159 | |

NI154 Net additional homes provided

Responsible officer:

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



| Quarter | Target | Actual |
|----------|--------|--------|
| Q4/10/11 | 180 | 356 |
| Q3/10/11 | 135 | 223 |
| Q2/10/11 | 90 | 142 |
| Q1/10/11 | 45 | 59 |
| Q4/09/10 | 144 | 176 |

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

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 4 2010/11) 133 net new homes were completed in Quarter 4, resulting in a cumulative annual total of 356. This is very good performance against the target, and more than double the annual outturn for the last two years. Most of these units were completed on large sites, and represent the building out of a large proportion of these sites.

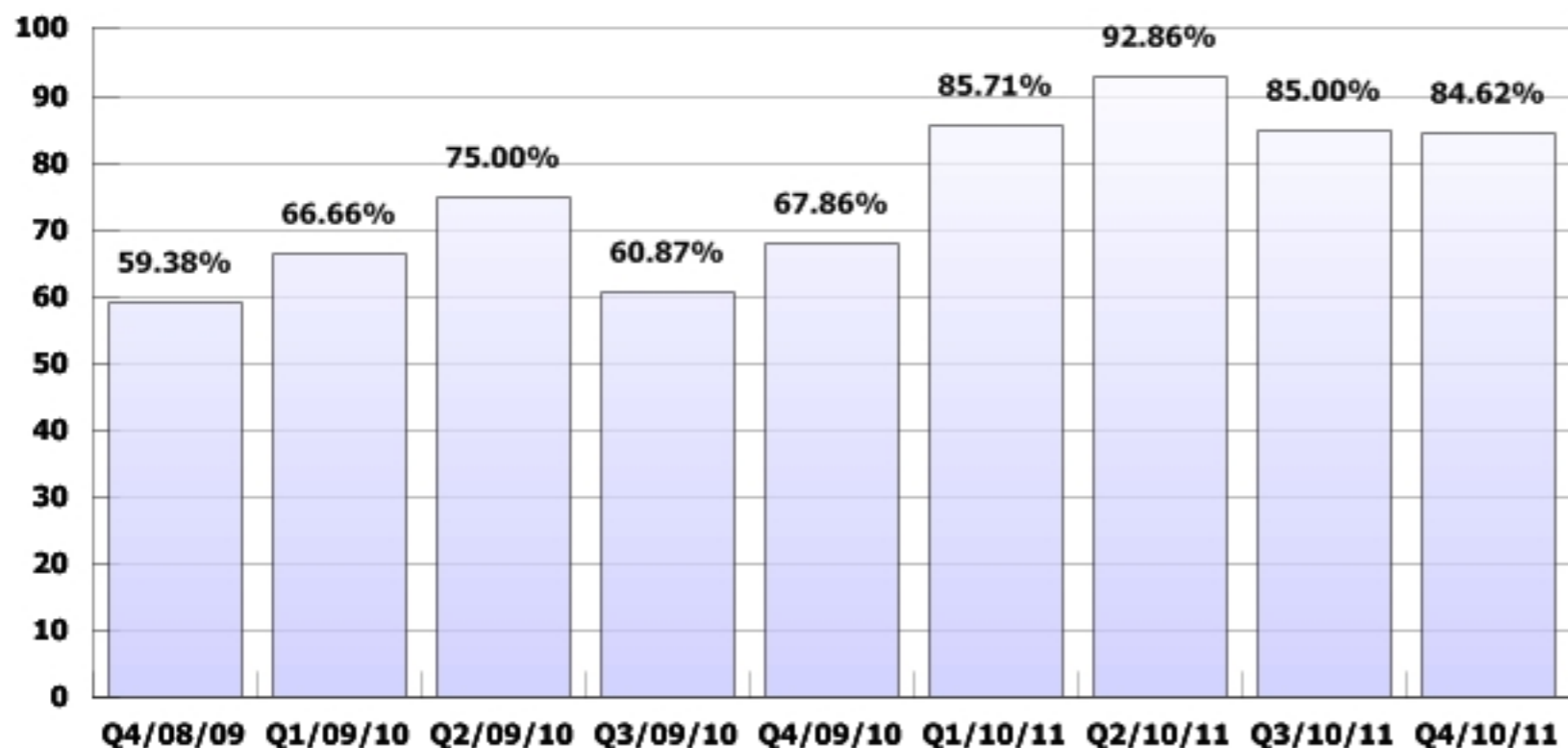
Corrective action proposed (if required):

(Quarter 4 2010/11) Performance is on-target and no corrective action is currently proposed.

Responsible officer:

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



| Quarter | Target | Actual | Status |
|----------|--------|--------|--------|
| Q4/10/11 | 81.00% | 84.62% | ✓ |
| Q3/10/11 | 81.00% | 85.00% | ✓ |
| Q2/10/11 | 81.00% | 92.86% | ✓ |
| Q1/10/11 | 81.00% | 85.71% | ✓ |
| Q4/09/10 | 81.00% | 67.86% | ✗ |

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?
 Yes



Comment on current performance (including context):

(Quarter 4 2010/11) A low number of applications in this category, but target achieved. Outstanding S.106 planning agreement will inevitably delay the issue of the decision, some of which are still awaiting completion in the forthcoming financial year. However, for this year, 22 out of 26 decisions made in time still represents a very good performance and our best ever end of year performance.

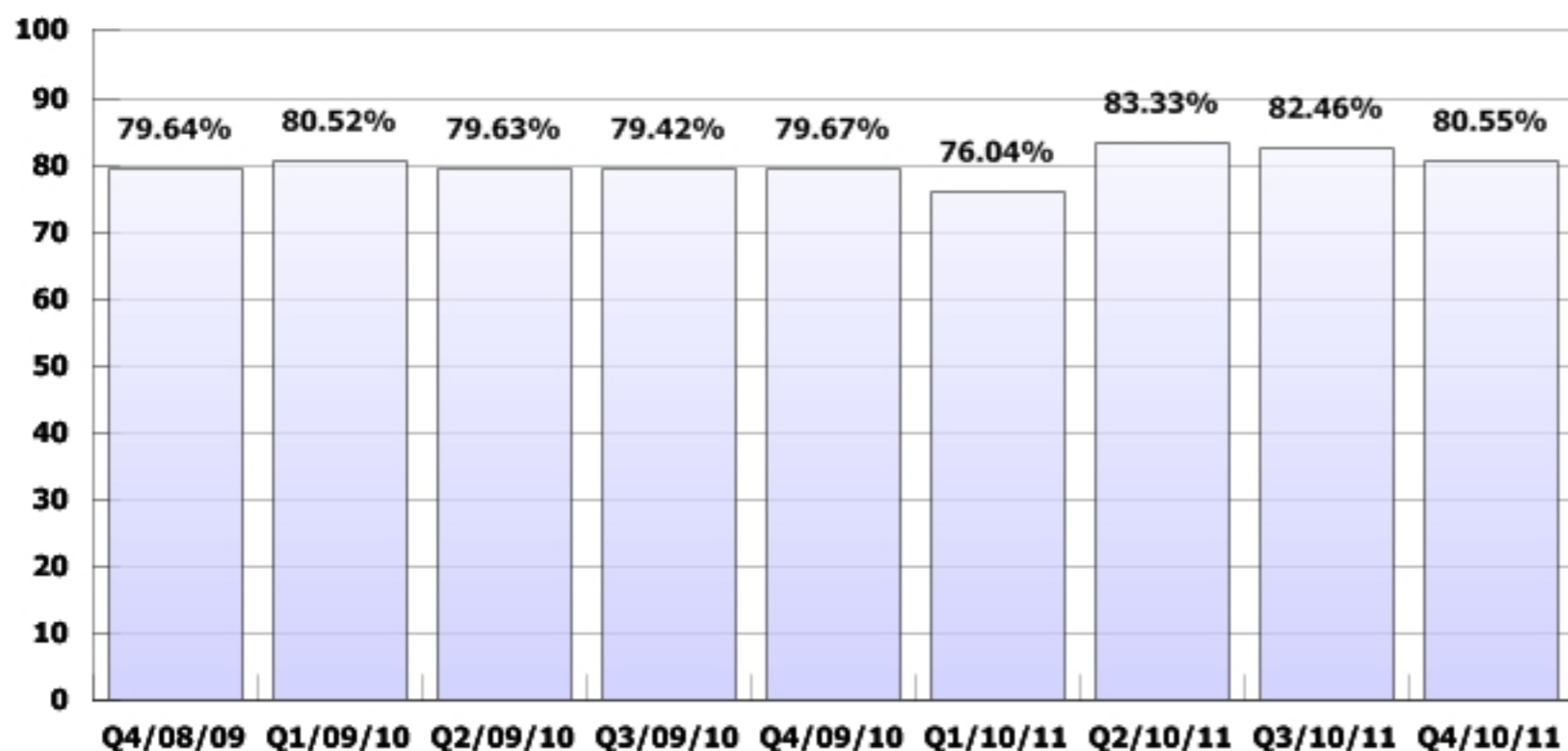
Corrective action proposed (if required):

(Quarter 4 2010/11) Target achieved for Quarter 4 and no corrective action currently planned.

Responsible officer:

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



| Quarter | Target | Actual | Status |
|----------|--------|--------|--------|
| Q4/10/11 | 80.00% | 80.55% | ✓ |
| Q3/10/11 | 80.00% | 82.46% | ✓ |
| Q2/10/11 | 80.00% | 83.33% | ✓ |
| Q1/10/11 | 80.00% | 76.04% | ✗ |
| Q4/09/10 | 84.00% | 79.67% | ✗ |

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?
 Yes



Comment on current performance (including context):

(Quarter 4 2010/11) Performance just upheld at Q4, with 294 out of 365 applications in this category decided in time. Final performance achieved is the best ever, mainly due to improved delegated powers and delegated turnaround, though applications decided at committee, due to 3 week cycle, still holding back a more considerable improvement.

Corrective action proposed (if required):

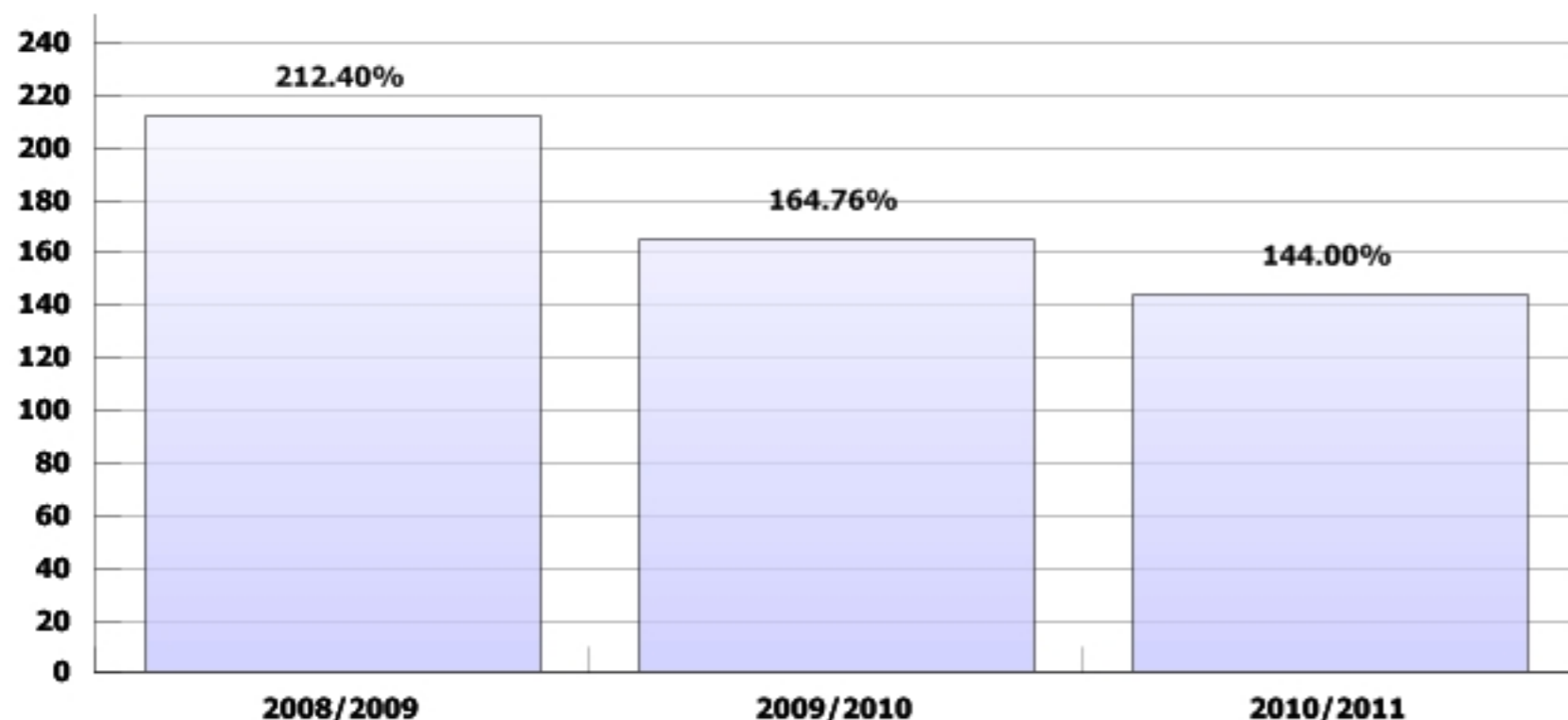
(Quarter 4 2010/11) Target achieved for Quarter 4 and no corrective action currently planned.

Responsible officer:

Indicator previously known as:

Additional Information: This indicator measures the ability of local planning authorities to maintain a five-year supply of deliverable sites for housing through the Local Development Framework, and is the total number of net additional dwellings that are deliverable as a percentage of the planned housing provision (in net additional dwellings) for the five year period.

Current and previous quarters performance



| Year | Target | Level |
|-----------|---------|----------|
| 2010/2011 | 100.00% | 144.0... |
| 2009/2010 | 100.00% | 164.7... |
| 2008/2009 | 100.00% | 212.4... |

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

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):

(Outturn 2010/11) This is a yearly figure calculated from the five-year assessment of land supply in November/December each year. Good performance is represented by a 100.00% or higher outturn. The Council's performance for 2010/11 was 144.00%, meeting and exceeding the target. It is slightly lower than last year's figure. This partly because many of the larger residential developments that have been permitted in recent years, such as on St Margaret's Hospital and Epping Forest College, are nearing the final stages of completion, and so will no longer contribute to future housing figures. However, performance is still very good.

Corrective action proposed (if required):

(Outturn 2010/11) No corrective action is proposed, as the target has been met and exceeded.

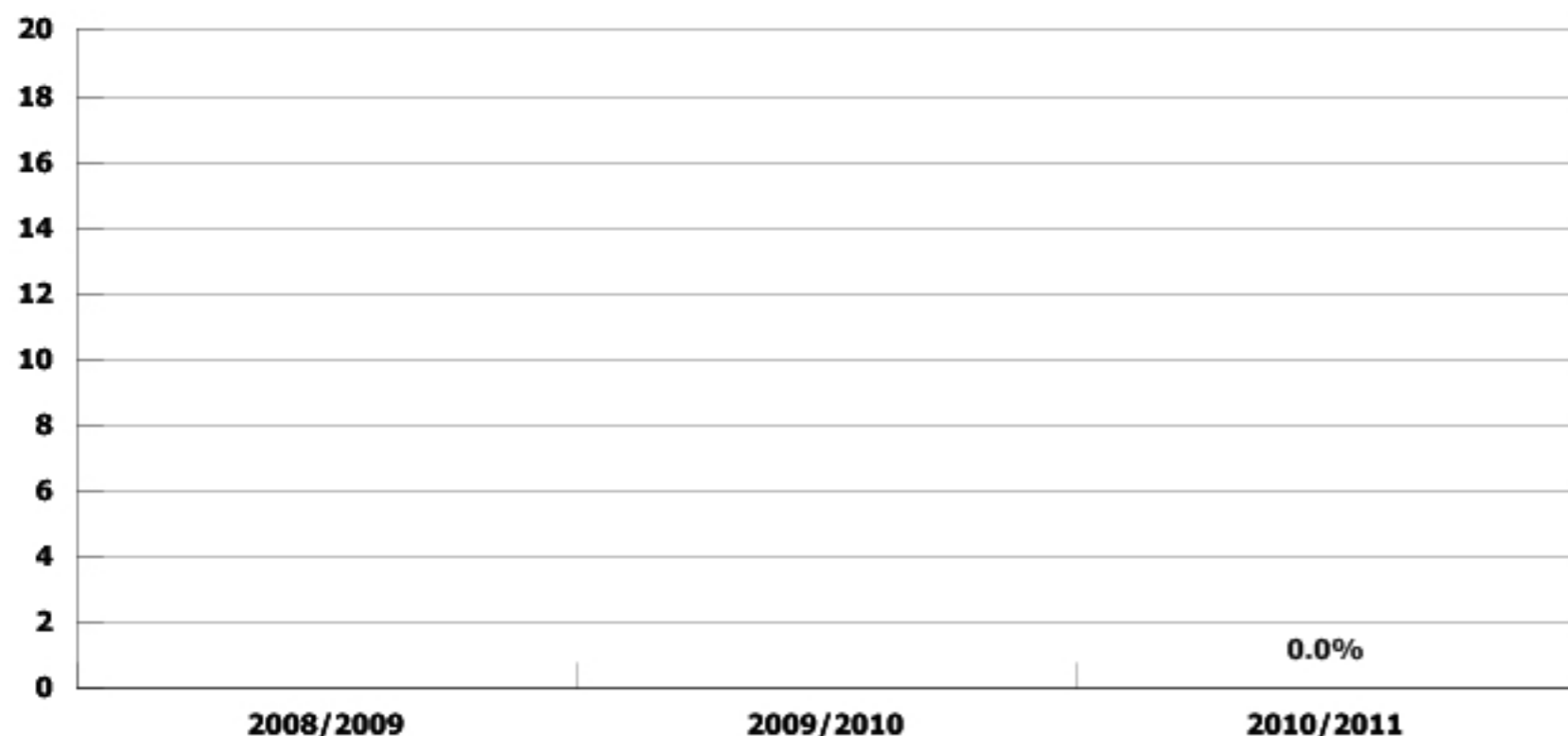
NI185 The proportion of CO2 reduction from local authority operations

Responsible officer:

Indicator previously known as:

Additional Information: This indicator supports the achievement of the Government's climate change objectives, as the public sector is in a key position to lead on carbon emissions by setting a behavioural and strategic example. The indicator reports the annual proportion of CO2 reduction measured against the previous year.

Current and previous quarters performance



| Year | Target | Level |
|-----------|--------|-------|
| 2010/2011 | 10.0% | 0.0% |
| 2009/2010 | | |
| 2008/2009 | | |

Annual 2010/11 - 10.00%
Target: 2009/10 - Not set

Indicator of good performance:
A higher percentage is good

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

N/A

Comment on current performance (including context):

The requirement for the Council to collect and report data against this indicator was removed as a result of the cessation of the National Indicator set in October 2010. The Department of Energy and Climate Change has announced that NI 185 has been replaced with a new, voluntary reporting mechanism, through which Councils are now asked to publish information on their annual emissions via their own websites. The deadline for the new report to be published is July 2011.

Corrective action proposed (if required):

Director of Planning and Economic Development to report.

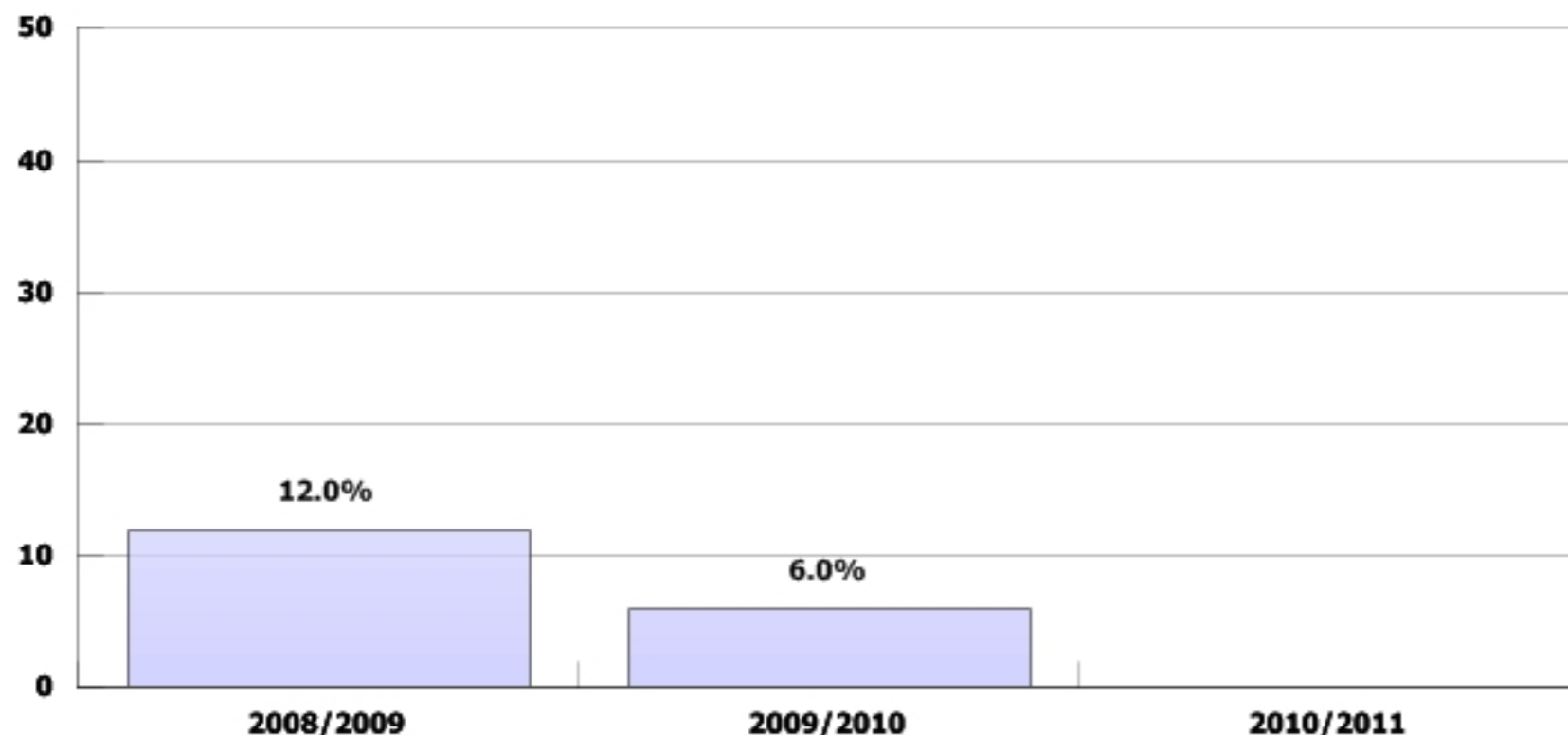
NI187 Tackling fuel poverty - The percentage of people receiving income based benefits living in homes with a low energy efficiency rating

Responsible officer:

Indicator previously known as:

Additional Information: This indicator assesses levels of fuel poverty through an annual survey of people receiving income based benefits living in homes with low energy efficiency ratings.

Current and previous quarters performance



| Year | Target | Level |
|-----------|--------|-------|
| 2010/2011 | 9.9% | |
| 2009/2010 | 11.5% | 6.0% |
| 2008/2009 | | 12.0% |

Annual Target: 2010/11 - TBC
2009/10 - 11.5%

Indicator of good performance:
A lower percentage is good

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

N/A

Comment on current performance (including context):

(Outturn 2010/11) In October 2010, the Department of Energy and Climate Change announced that NI 187 was no longer mandatory for local authorities. Although the Council went ahead with plans to collect data for the indicator anyway, this has not been possible due to the collapse of the organisation that was to carry out the work on the Council's behalf.

Corrective action proposed (if required):

The Finance and Performance Management Cabinet Committee and Scrutiny Panel have previously agreed the retention of a 'Fuel Poverty' KPI for 2011/12, and it will therefore be necessary to agree a new purpose and definition for the indicator.

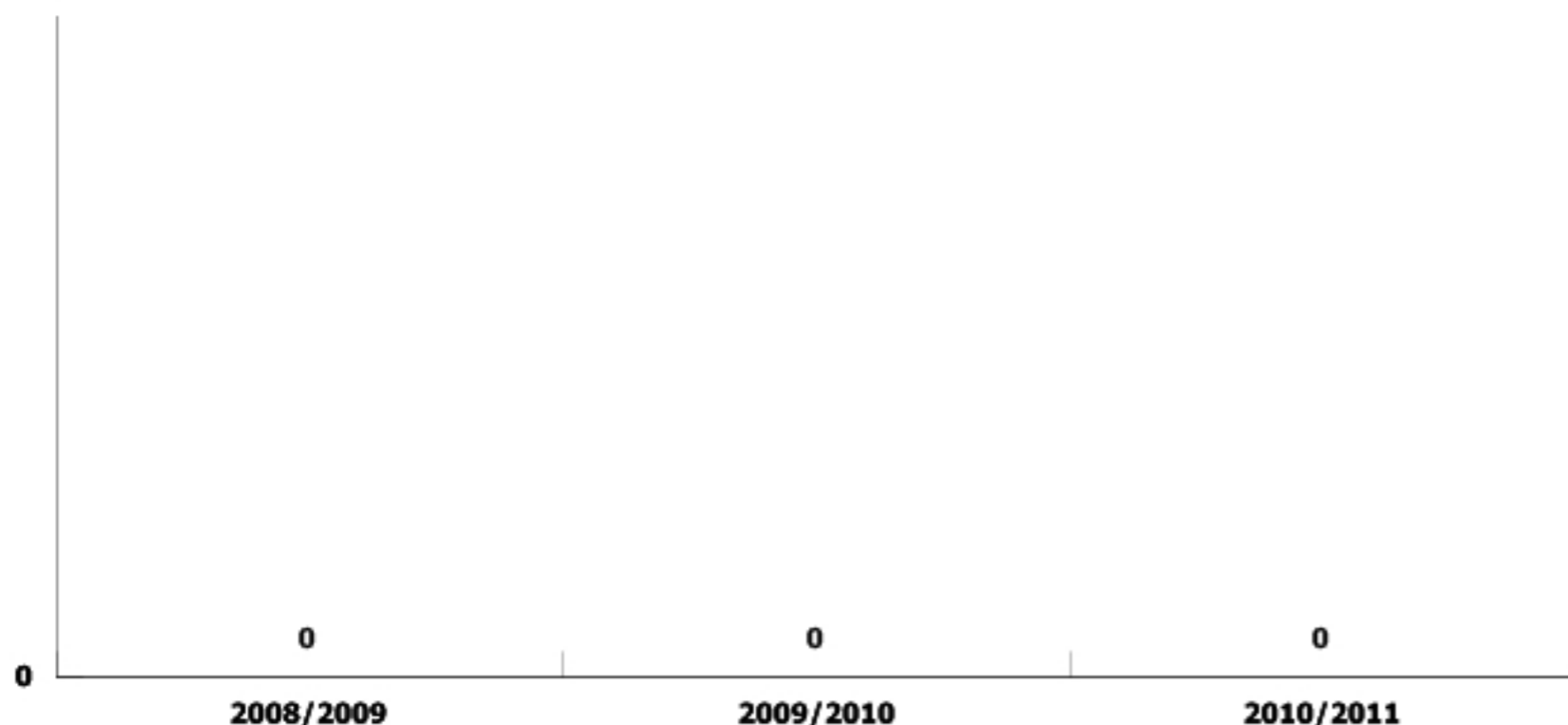
LPI 44 The achievement of milestones within the Local Development Scheme

Responsible officer:

Indicator previously known as:

Additional Information: This indicator ensures that local planning authorities plan effectively for their areas. Performance is represented by a 'Yes' (1) or 'No' (0) response to whether milestones within the Local Development Scheme have been achieved.

Current and previous quarters performance



| Year | Target | Level |
|-----------|--------|-------|
| 2010/2011 | 1 | 0 |
| 2009/2010 | 1 | 0 |
| 2008/2009 | 1 | 0 |

Annual 2010/11 - Yes (1)
Target: 2009/10 - Yes (1)

Indicator of good performance:
Level 1 (Yes) is good

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

No

Comment on current performance (including context):

(Outturn 2010/11) It had been intended that the Local Development Framework (LDF) would be in place by the middle of 2010/11, when appropriate milestones would be developed. The principles of the LDF were agreed by the Cabinet Committee in March 2011, with the draft final version due to be considered in June 2011. However, in terms of a revised timetable, this may not now be achievable.

Corrective action proposed (if required):

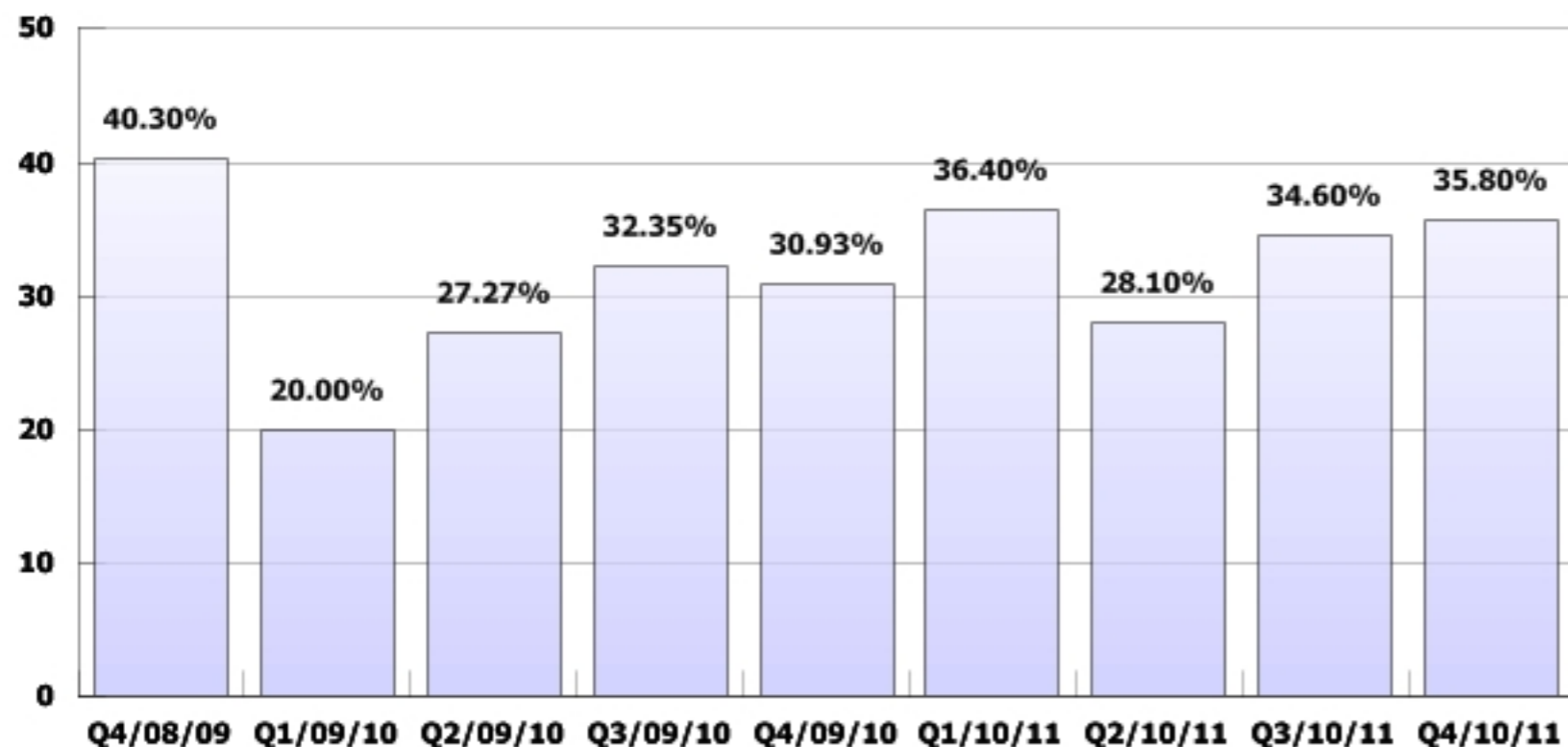
(Outturn 2010/11) Director of Planning and Economic Development to report.

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

Responsible officer:

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



| Quarter | Target | Actual | |
|----------|--------|--------|---|
| Q4/10/11 | 28.00% | 35.80% | X |
| Q3/10/11 | 28.00% | 34.60% | X |
| Q2/10/11 | 28.00% | 28.10% | X |
| Q1/10/11 | 28.00% | 36.40% | X |
| Q4/09/10 | 25.00% | 30.93% | X |

Annual 2010/11 - 28.00%
Target: 2009/10 - 25.00%

Indicator of good performance:
A lower percentage 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 4 2010/11) Performance strongly affected by officer recommendation to grant planning permission being overturned at Planning Committees but being allowed on appeal. Out of 26 committee reversals, 18 (69%) were allowed. Of 55 officers delegated decisions, 11 (20%) were allowed.

Corrective action proposed (if required):

(Quarter 4 2010/11) Less committee reversals would see an improvement in performance. Recommendation has been put forward to have two separate categories to concentrate improvements in performance: 1, committee reversals and 2, officer recommendations.