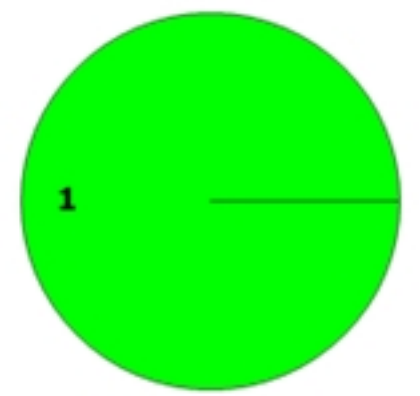
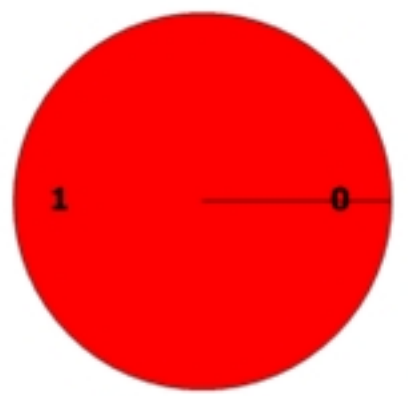
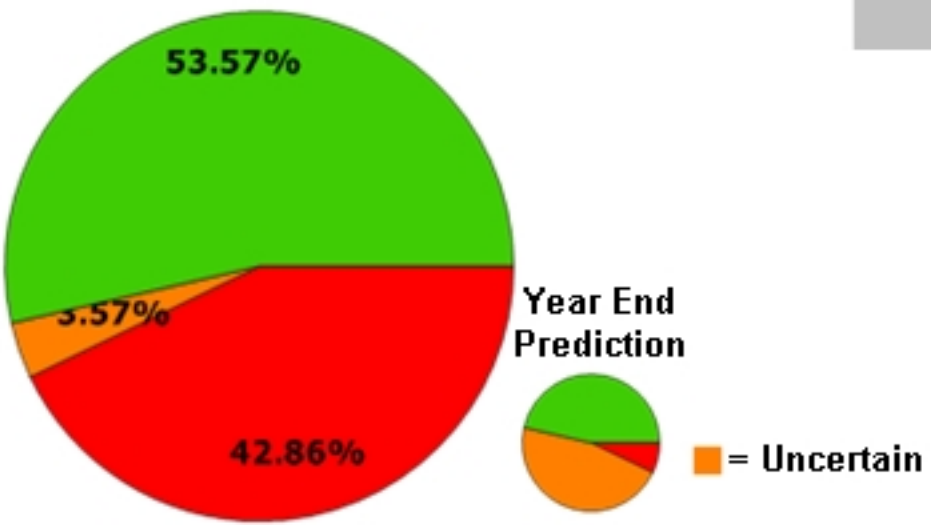


Summary of KPIs Achieving Target

Office of the DCE

Corporate Support Services

- No (12)
- Uncertain (1)
- Yes (15)

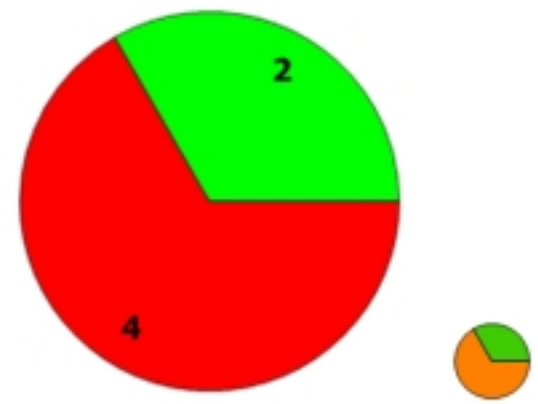


Environment & Street Scene

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									
KPI 02	The number of visits to the Council's website	255,473	150,946	✘	460,454		647,887		840,000
Corporate Support Services Quarterly KPIs									
KPI 10	The number of working days lost due to sickness absence	1.86	1.75	✔	3.64		5.77		7.75
Environment & Street Scene Quarterly KPIs									
KPI 20	Residual household waste per household	106	94	✔	209		311		420
KPI 21	Percentage of household waste sent for re-use, recycling and composting	60.34%	61.94%	✔	60.07%		59.34%		58.00%
KPI 22	Improved street and environmental cleanliness (Litter)	10%	9%	✔	10%				10%
KPI 23	Improved street and environmental cleanliness (Detritus)	13%	9%	✔	13%				13%
KPI 24	Improved street and environmental cleanliness (Fly-Tipping)	3	3	✔	3		3		3
KPI 25	Environment and Neighbourhoods Team - Service Standards	97.00%	95.30%	✘	97.00%		97.00%		97.00%

Quarterly Indicators (cont.)		Quarter 1		Quarter 2		Quarter 3		Quarter 4	
		Tgt	Actual	Tgt	Actual	Tgt	Actual	Tgt	Actual
Finance & ICT Quarterly KPIs									
KPI 30	Percentage of invoices paid within 30 days of receipt	97%	90%	✘	97%		97%		97%
KPI 31	Percentage of Council Tax collected	27.38%	27.50%	✔	52.40%		77.90%		97.80%
KPI 32	Percentage of National Non-Domestic Rates collected	30.35%	30.44%	✔	56.61%		82.08%		98.00%
KPI 33	Average time for processing new benefit claims	23.00	26.27	✘	23.00		23.00		23.00
KPI 34	Average time for processing notification of changes of circumstance for benefit claims	8.00	9.72	✘	8.00		8.00		8.00
KPI 35	The number of completed fraud investigations carried out by the Benefits Investigation Team	125	78	✘	250		375		500
Housing Quarterly KPIs									
KPI 41	The average number of days taken to re-let Council dwellings	30	30	✔	30		30		30
KPI 42	Emergency repairs undertaken within target time	99%	98%	✘	99%		99%		99%
KPI 43	Urgent repairs undertaken within target time	95%	75%	✘	95%		95%		95%
KPI 44	Routine repairs undertaken within target time	95%	96%	✔	95%		95%		95%
KPI 45	Satisfaction with repairs	98.00%			98.00%		98.00%		98.00%
KPI 46	The number of affordable homes delivered (gross)	0	0	✔	44		86		112
KPI 47	The number of households living in temporary accommodation	60	52	✔	60		60		60
KPI 48	Percentage of non-decent council homes	0.00%	0.00%	✔	0.00%		0.00%		0.00%

Quarterly Indicators (cont.)		Quarter 1		Quarter 2		Quarter 3		Quarter 4	
		Tgt	Actual	Tgt	Actual	Tgt	Actual	Tgt	Actual
Planning & Economic Development Quarterly KPIs									
KPI 50	Net additional homes provided	30	22		72		113		180
KPI 51	Processing of planning applications - 'Major' application types	81.00%	85.71%		81.00%		81.00%		81.00%
KPI 52	Processing of planning applications - 'Minor' application types	81.00%	76.54%		81.00%		81.00%		81.00%
KPI 53	Processing of planning applications - 'Other' application types	93.00%	92.67%		93.00%		93.00%		93.00%
KPI 54	No. of appeals allowed against refusal of planning applications (Officer Recommendation)	20.00%	22.20%		20.00%		20.00%		20.00%
KPI 55	No. of appeals allowed against refusal of planning applications (Member Reversal of Officer Decisions)	50.00%	50.00%		50.00%		50.00%		50.00%



2010 / 11 Key Performance Indicators

Office of the Deputy Chief Executive

KPI

02

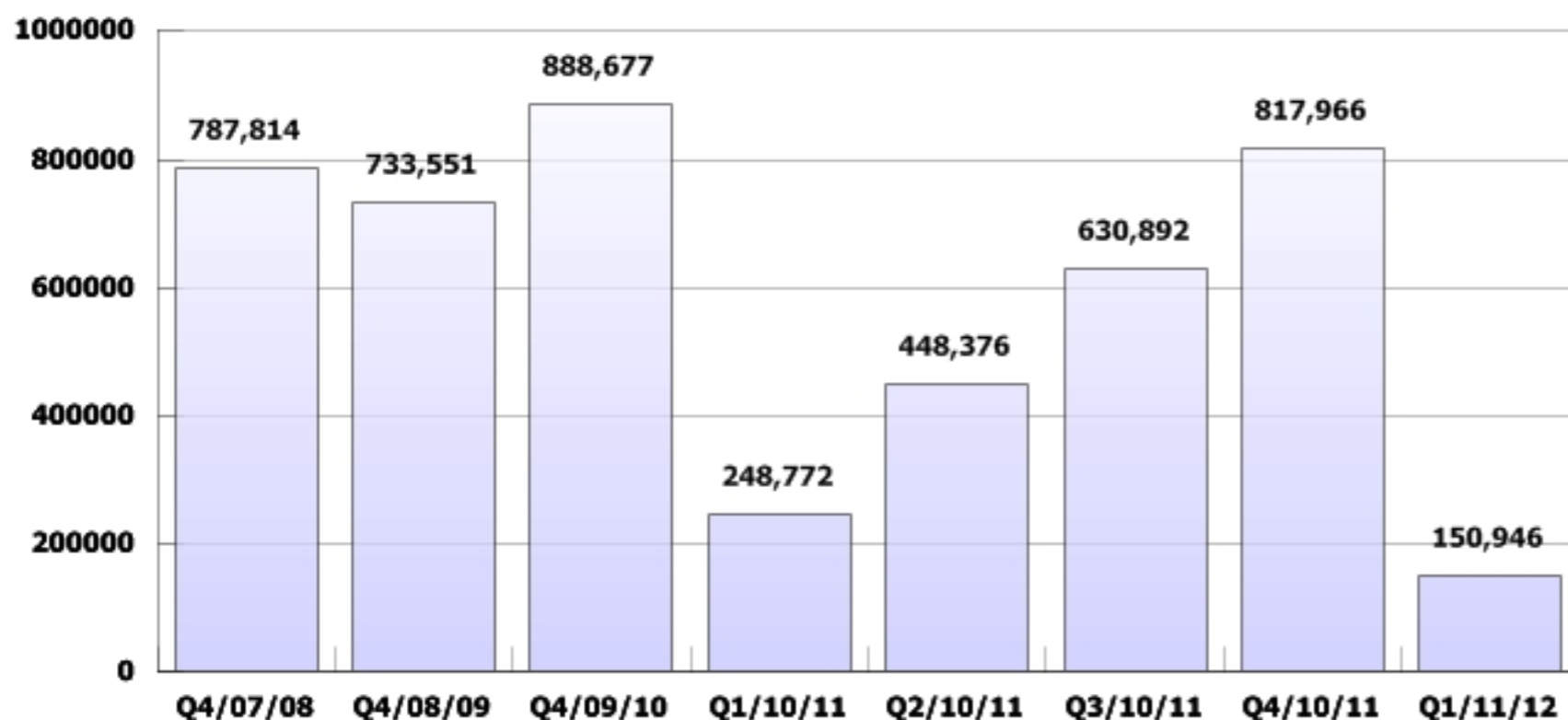
KPI 02 How many times was our council website visited?

Indicator previously known as: LPI 24 (a)

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.

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

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/11/12	255,473	150,946	✗
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	✓

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 1 2011/12) The target figure of 840,000 was calculated using Sitstat analytics software. This was replaced with the free Google Analytics software from 1 April 2011, a yearly saving of £3,000. Comparative tests between the 2 software showed the Sitestat figures to be inflated, this error was acknowledged by the company.

Corrective action proposed (if required):

(Quarter 1 2011/12) The divergence between the targeted number of visits and the actual visits recorded by Google analytics is currently being investigated and a report on this will be prepared for the November meeting of the scrutiny panel.



2010 / 11 Key Performance Indicators

Corporate Support Services

KPI

10

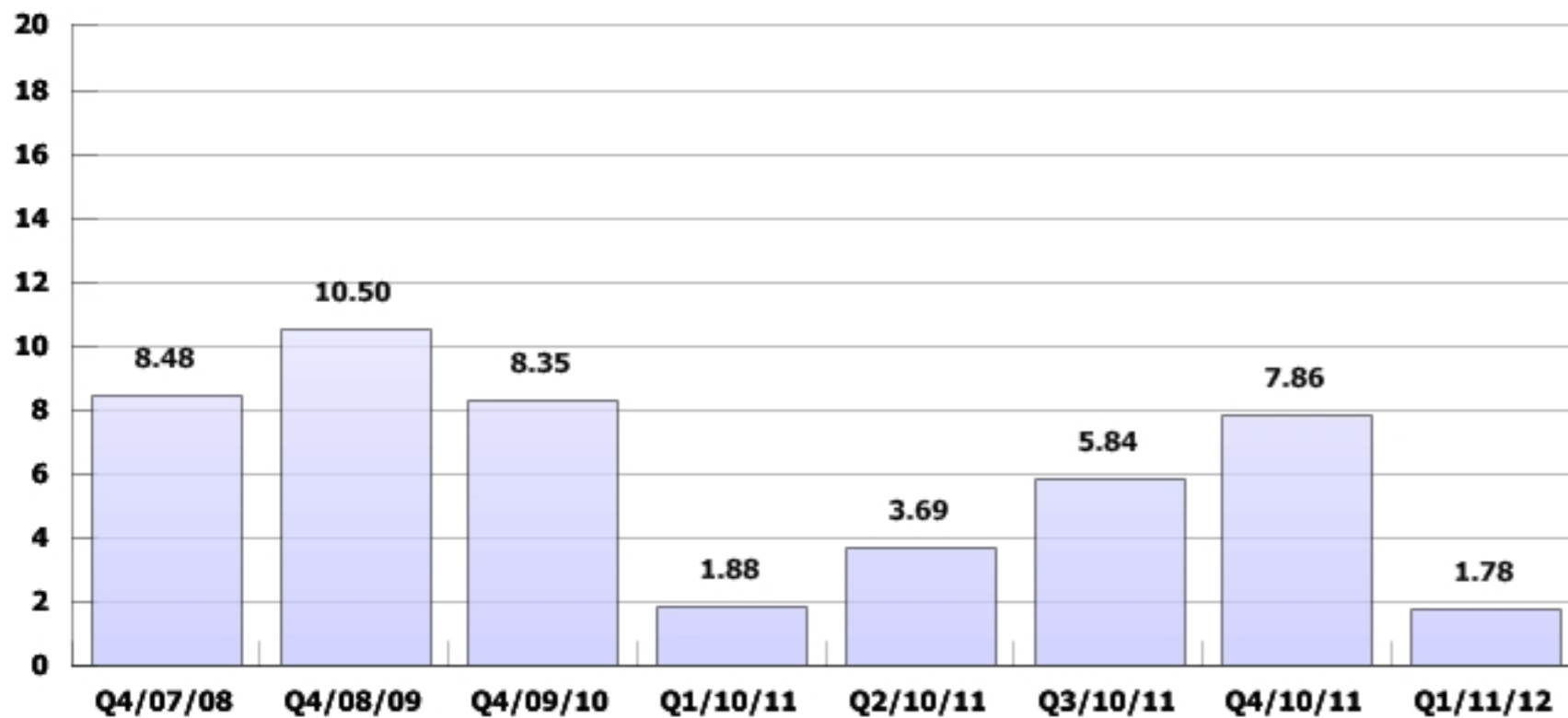
KPI 10 How many working days did we lose due to sickness absence?

Indicator previously known as: LPI 28

Additional Information: This indicator monitors the level of staff sickness absence across the authority, and supports the implementation of the Council's Managing Absence Policy. Quarterly targets and performance details for this indicator represent the cumulative total for the year to date.

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

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/11/12	1.86	1.78	✓
Q4/10/11	8.00	7.86	✓
Q3/10/11	6.00	5.84	✓
Q2/10/11	4.00	3.69	✓
Q1/10/11	2.00	1.88	✓

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 1 2011/12) The annual target has been reduced to an average of 7.75 days for 2011/2012. The figures for Q1 are under the new target.

Corrective action proposed (if required):

(Quarter 1 2011/12) None required at this time



2010 / 11 Key Performance Indicators

Environment & Street Scene

KPI

20

21

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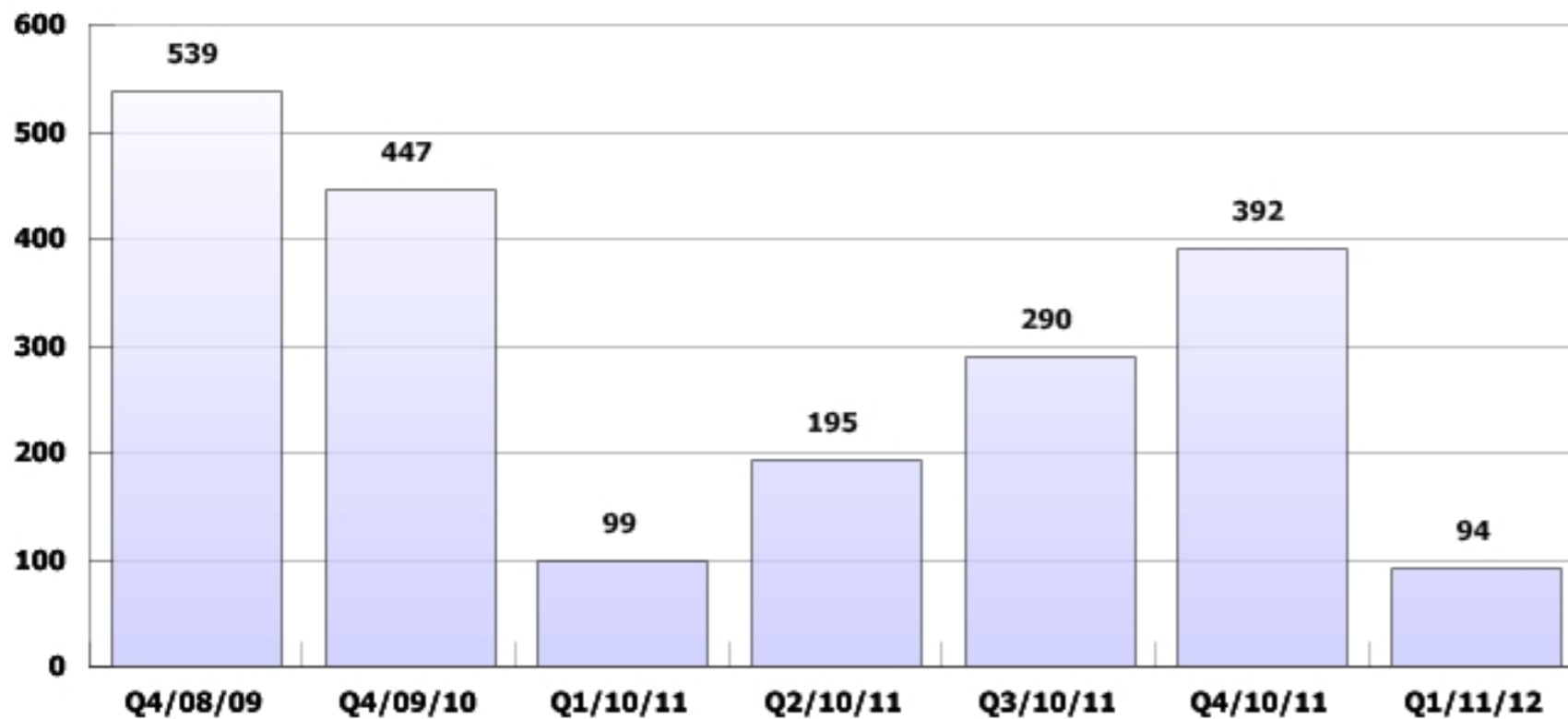
KPI 20 How much non-recycled waste was collected for every household in the district?

Indicator previously known as: NI 191

Additional Information: This indicator supports reductions in the amount of residual waste collected, through less overall waste and more reuse, recycling and composting. Quarterly targets and performance details for this indicator are measured in kilograms per household, and represent the cumulative total for the year to date.

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

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/11/12	106	94	✓
Q4/10/11	500	392	✓
Q3/10/11	375	290	✓
Q2/10/11	250	195	✓
Q1/10/11	125	99	✓

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 1 2011/12) This is a satisfactory outcome and is below the Q1 outturn for 2010/11. Last year saw an increase in the overall waste stream and it is important that this trend is carefully monitored and understood.

Corrective action proposed (if required):

(Quarter 1 2011/12) None required at this time

KPI 21 What percentage of all household waste was sent to be recycled, reused or composted?

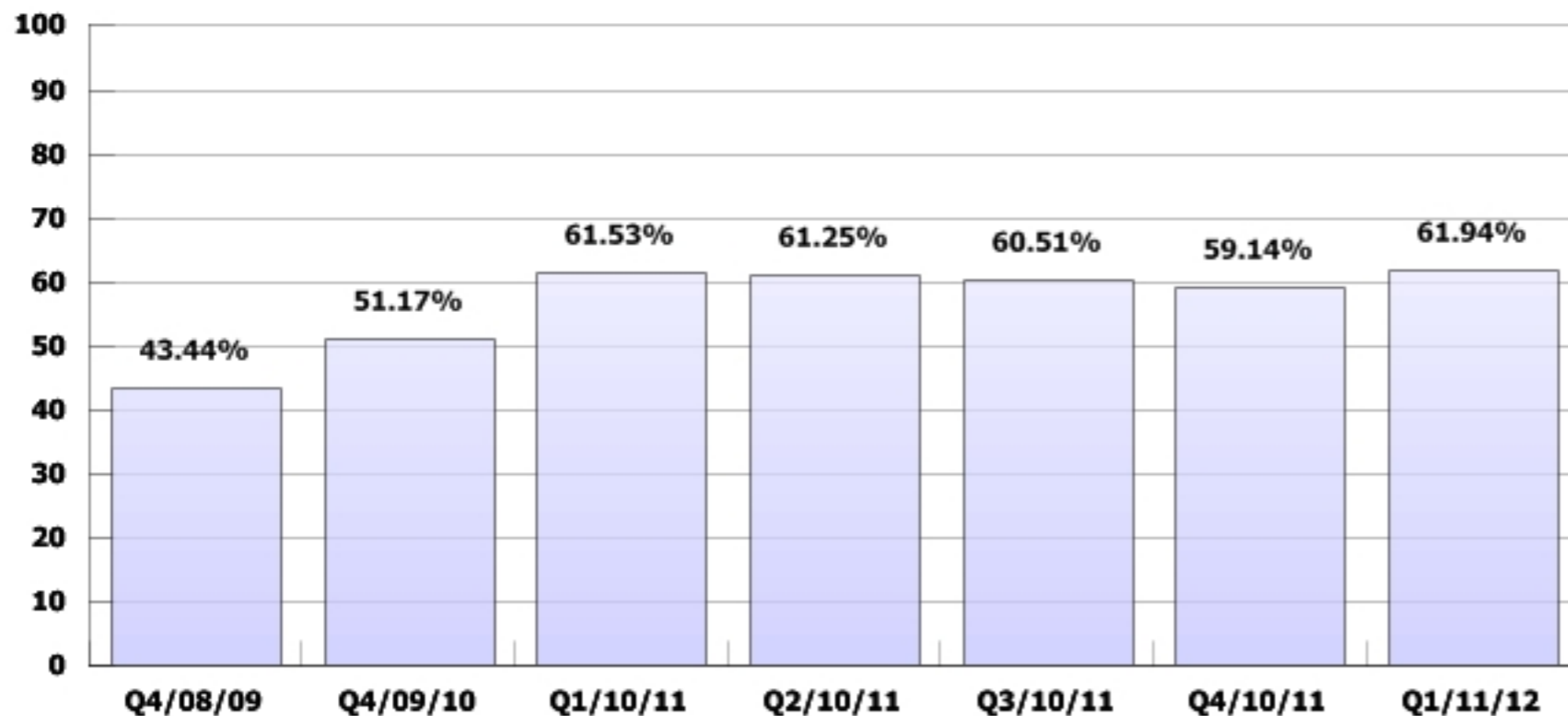
Indicator previously known as: NI 192

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

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



Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/11/12	60.34%	61.94%	✓
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%	✓

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 1 2011/12) This is an encouraging outturn mirroring the same period last year. This is not unexpected given that the systems haven't changed, but it does also show that residents are now familiar with what is required and are using the recycling facilities provided. We will need to maintain educational programs to try to ensure that this level of performance is replicated through the year.

Corrective action proposed (if required):

(Quarter 1 2011/12) None required at this time

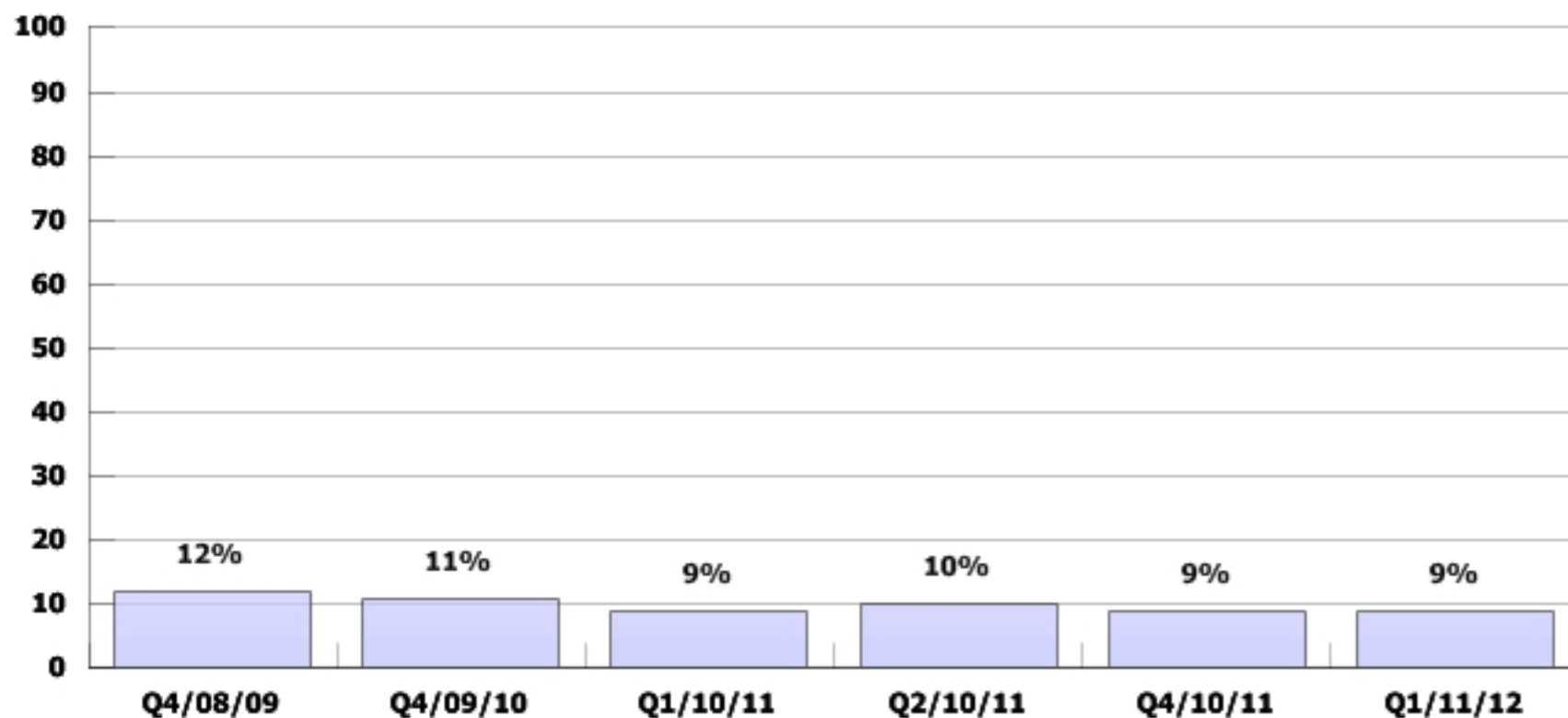
KPI 22 What percentage of our district had unacceptable levels of litter?

Indicator previously known as: NI 195(a)

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

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

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/11/12	10%	9%	✓
Q4/10/11	10%	9%	✓
Q2/10/11	10%	10%	✓
Q1/10/11	10%	9%	✓
Q4/09/10	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

Comment on current performance (including context):

(Period 1 2011/12) This outcome is satisfactory but in comparison with other equivalent authorities, the performance remains average.

Corrective action proposed (if required):

(Period 1 2011/12) Monitoring officers have been tasked with looking in more detail at the data to determine whether performance is at this level across the district or whether certain land types/areas should be targeted for improvement.

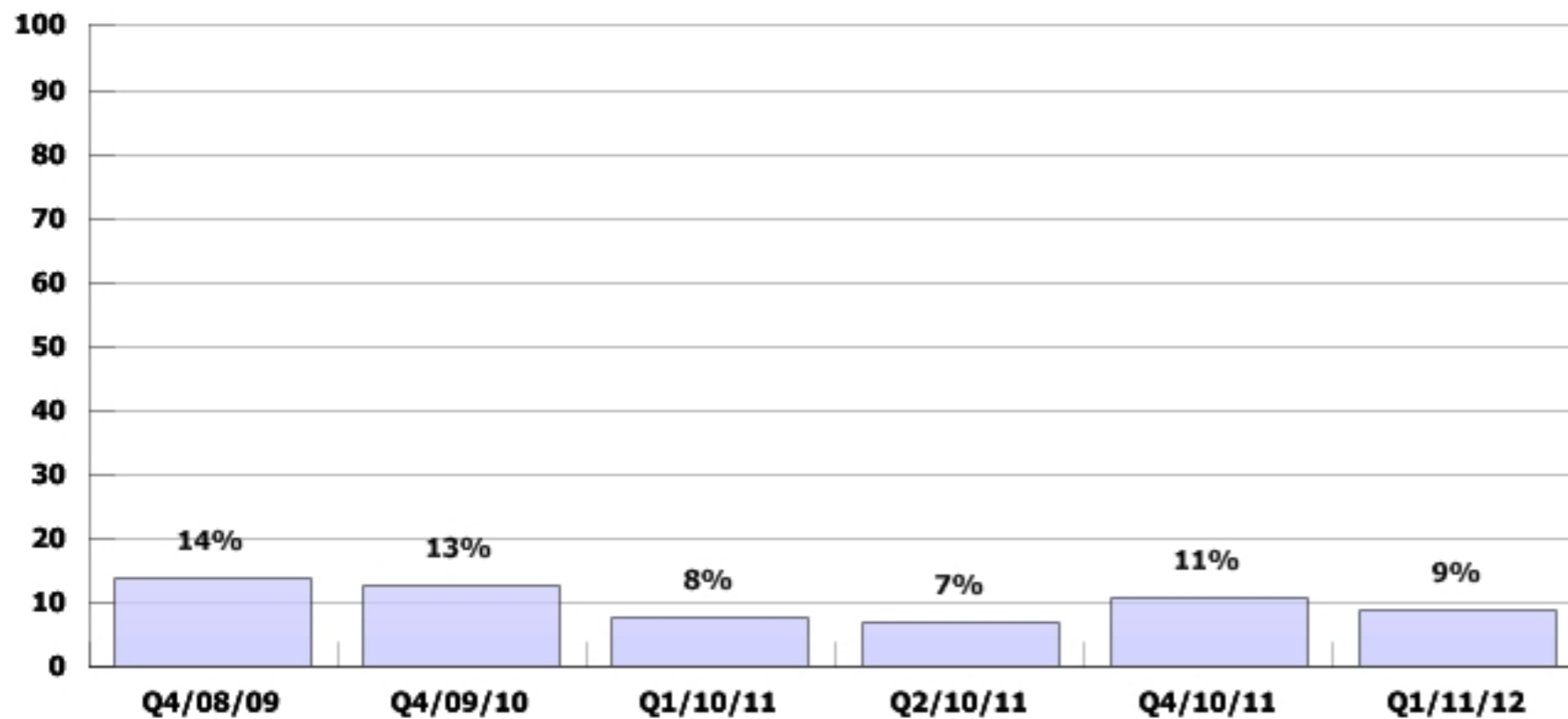
KPI 23 What percentage of our district had unacceptable levels of detritus (dust, mud, stones, rotted leaves, glass, plastic etc.)?

Indicator previously known as: NI 195(b)

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

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

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/11/12	13%	9%	✓
Q4/10/11	13%	11%	✓
Q2/10/11	13%	7%	✓
Q1/10/11	13%	8%	✓
Q4/09/10	13%	13%	✗

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 2011/12) This is a satisfactory outcome although the level is still higher than the same period in 2010/11. Monitoring officers will look to see why standards have not improved even though they remain above the target set. This study, as with litter, will look to see what land types have the greatest issue with detritus.

Corrective action proposed (if required):

(Period 1 2011/12) None at this time.

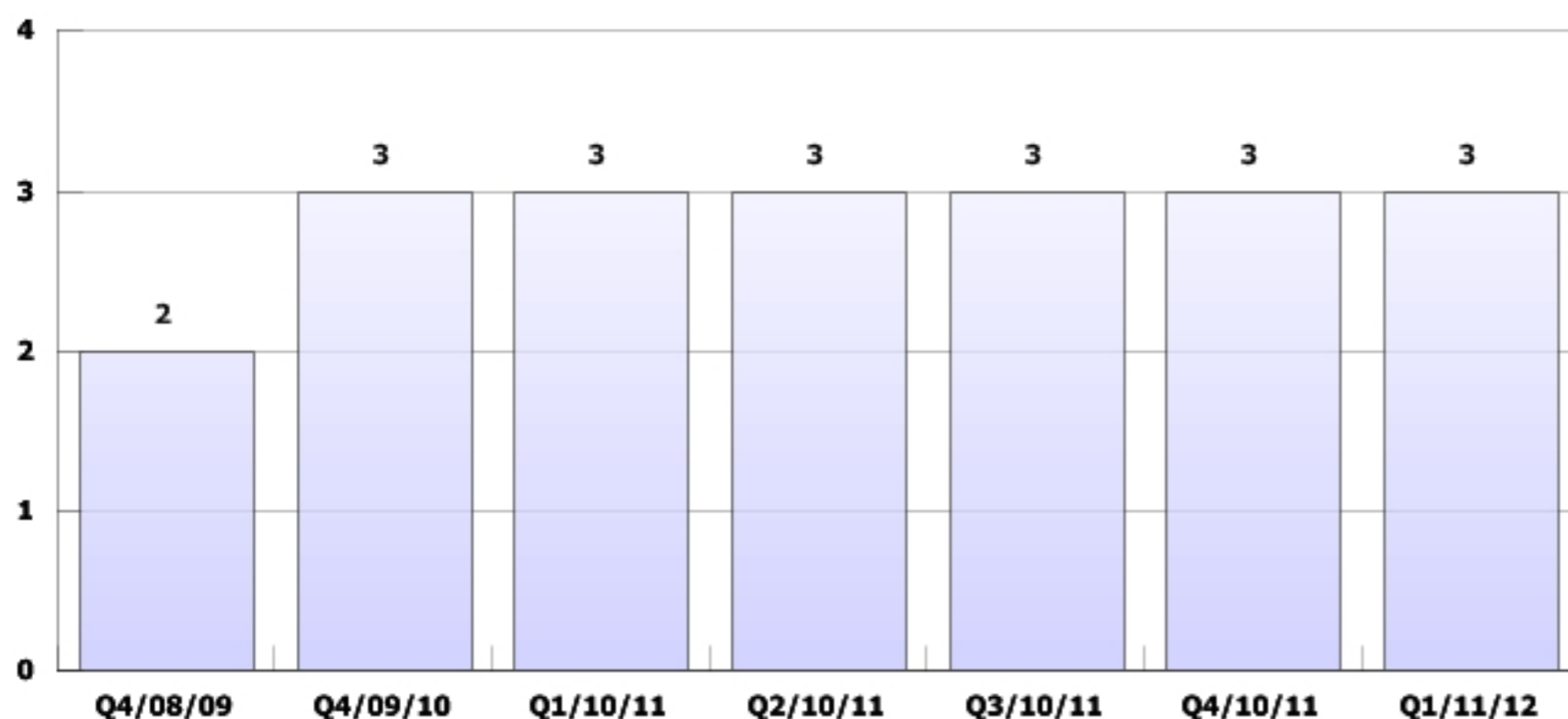
KPI 24 How well have we done in both reducing flytipping and taking action against those believed to be responsible?

Indicator previously known as: NI 196

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).

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

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/11/12	3	3	✓
Q4/10/11	2	3	✗
Q3/10/11	2	3	✗
Q2/10/11	2	3	✗
Q1/10/11	2	3	✗

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?

Yes

Comment on current performance (including context):

(Quarter 1 2011/12) Fly-tipping continues to be a difficulty with numbers of reported incidents remaining high. However, the amount of enforcement activity is also much higher although this has yet to result in an overall reduction in fly-tipping which is required to secure the higher grade 2 outcome.

Corrective action proposed (if required):

(Quarter 1 2011/12) No additional actions required at this time. Enforcement activity to be maintained at a high level with proecutions taken where there is sufficient evidence to produce a realistic likelihood of a conviction.

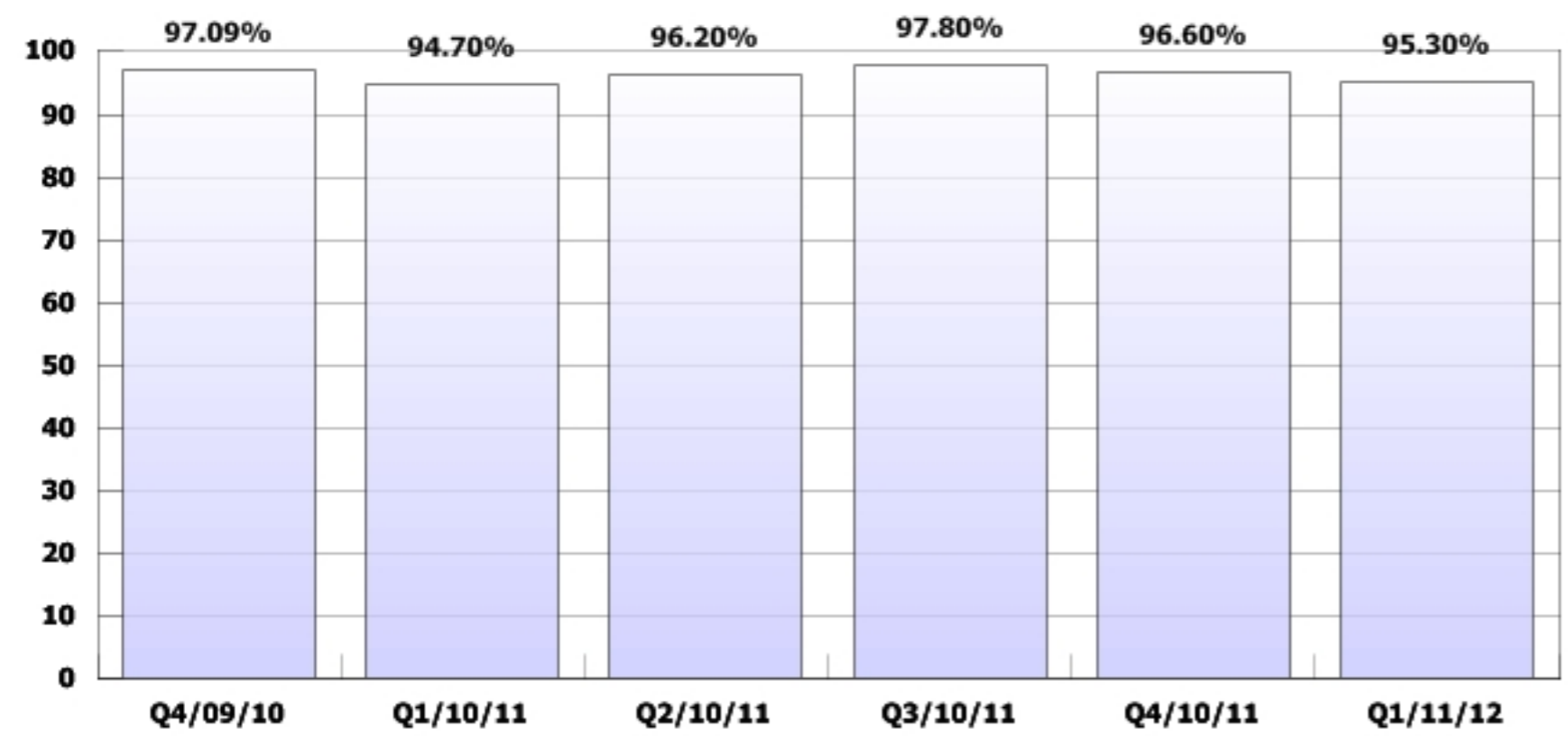
KPI 25 What percentage of the issues and complaints received by the Environment & Neighbourhoods Team received an initial response within 3 days?

Indicator previously known as: LPI 51

Additional Information: Dealing with 'enviro-crime' is a key element of the 'Safer, Cleaner, Greener' initiative, and this indicator measures the percentage of issues raised and complaints received by the Environment and Neighbourhoods Team that are responded to within three working days

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

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/11/12	97.00%	95.30%	✗
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%	✗

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?

No

Comment on current performance (including context):

Corrective action proposed (if required):

(Quarter 1 2011/12) The target of 97% is a particularly challenging one reflecting the importance placed upon the service by residents. However, for it to be consistently achieved there will need to be a full officer establishment available and changes to the priorities set for incoming complaints.

(Quarter 1 2011/12) There is real concern amongst the officers who deliver the service that in seeking to achieve this new higher target, their ability to properly prioritise incoming complaints will be compromised. A report has therefore been prepared to enable Members to consider whether the target of 97% should be reduced back to the previous level of 95%.



2010 / 11 Key Performance Indicators

Finance & ICT

KPI

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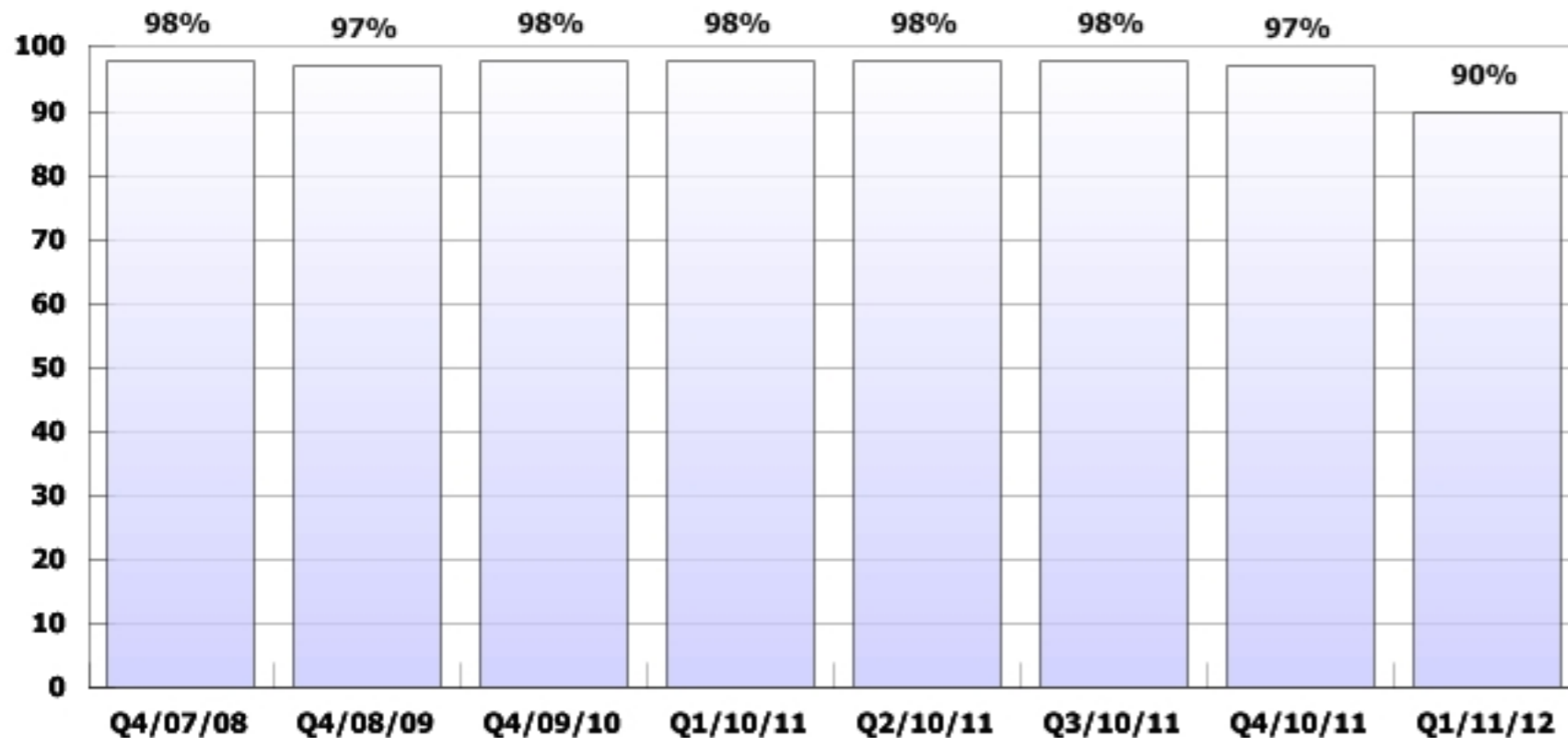
KPI 30 What percentage of the invoices we received were paid within 30 days?

Indicator previously known as: LPI 13

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

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

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/11/12	97%	90%	✗
Q4/10/11	98%	97%	✗
Q3/10/11	98%	98%	✓
Q2/10/11	98%	98%	✓
Q1/10/11	98%	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?

Uncertain



Comment on current performance (including context):

(Quarter 1 2011/12) Performance was down on previous quarters and indeed the outturn for 2010/11. There were particular problems experienced within the Housing Directorate with invoices not being passed for payment within the required timescales. The Local suppliers also suffered as a result with 77% being paid within the 20 days.

Corrective action proposed (if required):

(Quarter 1 2011/12) Large volumes of invoices are received by the Housing directorate. There were problems passing invoices in a timely fashion due to a number of experienced staff leaving and being replaced by new staff requiring training. Having said that the number of invoices passing through the Housing Repairs section in particular is very high and it is proposed that action be taken to reduce the quantity of invoices being raised by suppliers by tendering a contract for building supplies. This should mean one monthly invoice from the successful tenderer in place of many currently being processed. This should reduce the administrative burden significantly.

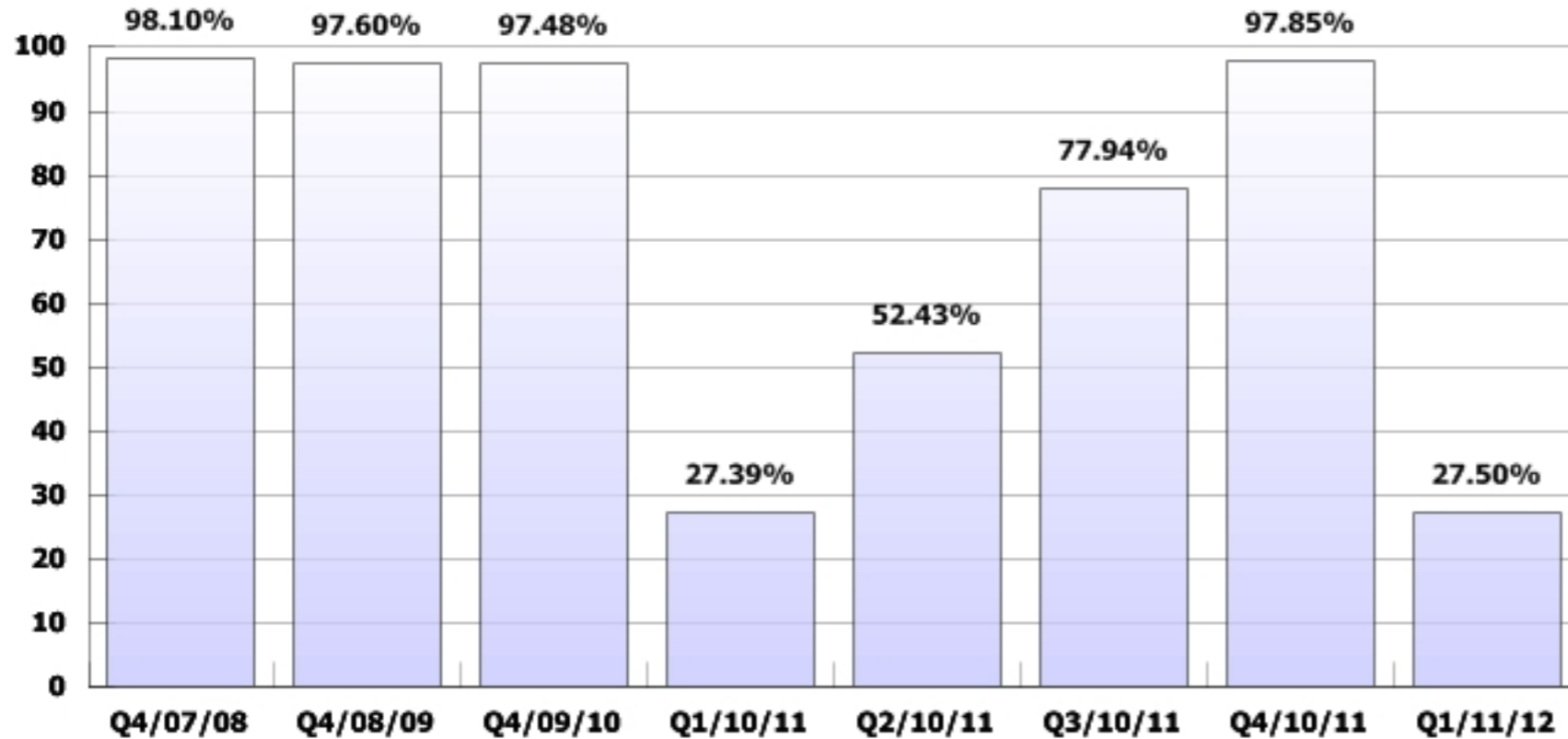
KPI 31 What percentage of the district's annual Council Tax was collected?

Indicator previously known as: LPI 14

Additional Information: This indicator monitors the rate of collection of Council Tax. Quarterly targets and performance details for this indicator represent the cumulative total for the year to date.

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

Current and previous quarters performance



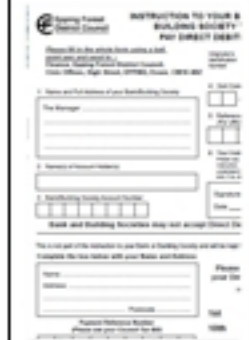
Quarter	Target	Actual	Status
Q1/11/12	27.38%	27.50%	✓
Q4/10/11	97.80%	97.85%	✓
Q3/10/11	73.35%	77.94%	✓
Q2/10/11	48.90%	52.43%	✓
Q1/10/11	24.45%	27.39%	✓

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?

Uncertain



Comment on current performance (including context):

(Quarter 1 2011/12) The current collection rate is 0.11% up on the same stage last year.

Corrective action proposed (if required):

(Quarter 1 2011/12) Full billing, collection and recovery processes will continue to collect outstanding amounts.

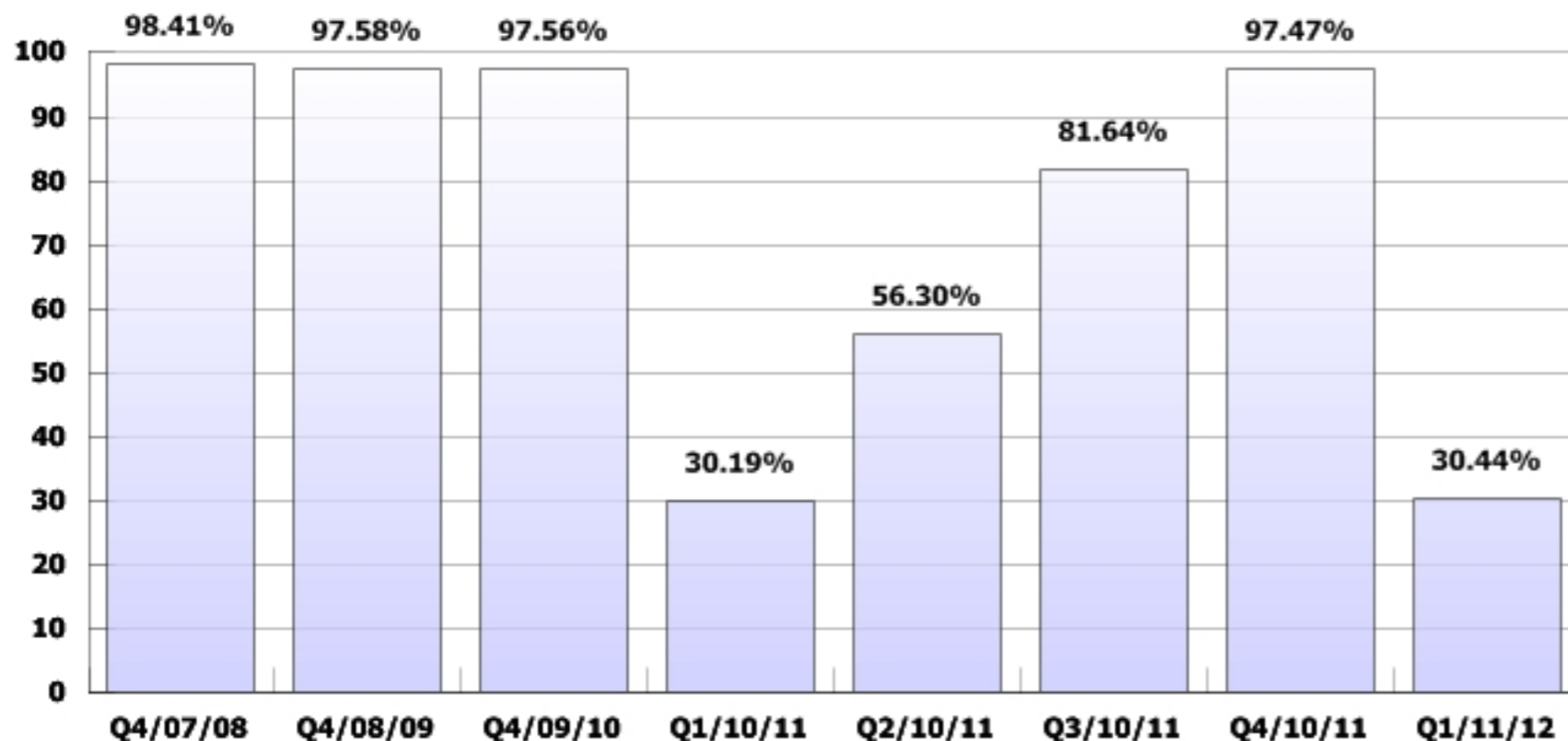
KPI 32 What percentage of the district's annual business rates was collected?

Indicator previously known as: LPI 15

Additional Information: This indicator monitors the rate of collection of National Non-Domestic rates. Quarterly targets and performance details for this indicator represent the cumulative total for the year to date.

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

Current and previous quarters performance



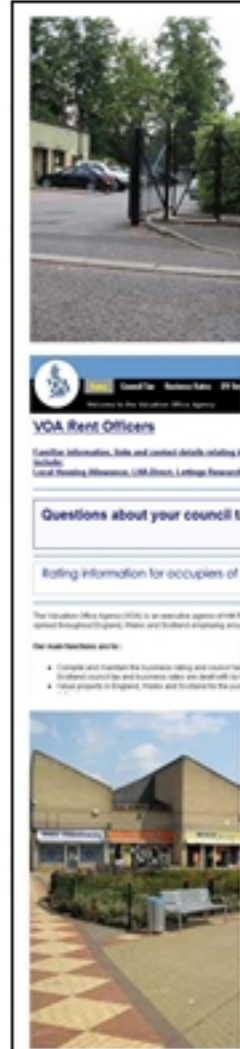
Quarter	Target	Actual	Status
Q1/11/12	30.35%	30.44%	✓
Q4/10/11	98.00%	97.47%	✗
Q3/10/11	73.50%	81.64%	✓
Q2/10/11	49.00%	56.30%	✓
Q1/10/11	24.50%	30.19%	✓

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 1 2011/12) Collection performance is 0.25% up on the same stage last year and just above the profiled target for this quarter.

Corrective action proposed (if required):

(Quarter 1 2011/12) The Section will continue to undertake all necessary billing, collection and recovery processes to collect the outstanding amounts.

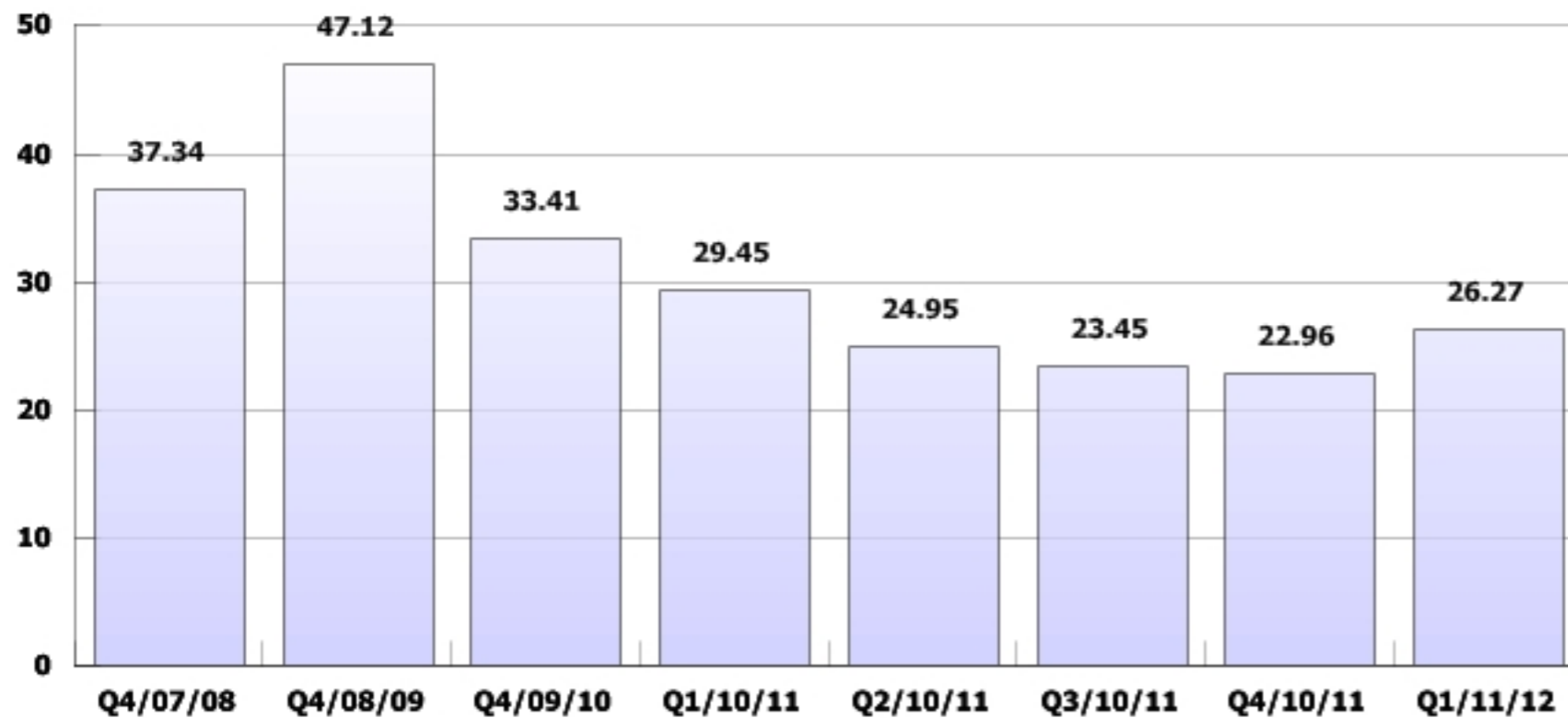
KPI 33 On average, how many days did it take us to process new benefit claims?

Indicator previously known as: LPI 16

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

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

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/11/12	23.00	26.27	✗
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	✗

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 1 2011/12)
Performance is monitored on a weekly basis and improvements to processes have been made when appropriate. Currently there are two vacant posts which is having an impact, but resources are being managed to target performance for the KPI's, whilst activities not relating to performance improvement are not being prioritised. Quarter 1 generally shows a slightly poorer performance than compared with the rest of the year as there is always an increase in work at the start of the new financial year.

Corrective action proposed (if required):

(Quarter 1 2011/12)
Performance should be on target to achieve an average over the year of 23 days but this is dependent upon the staffing level not deteriorating further.

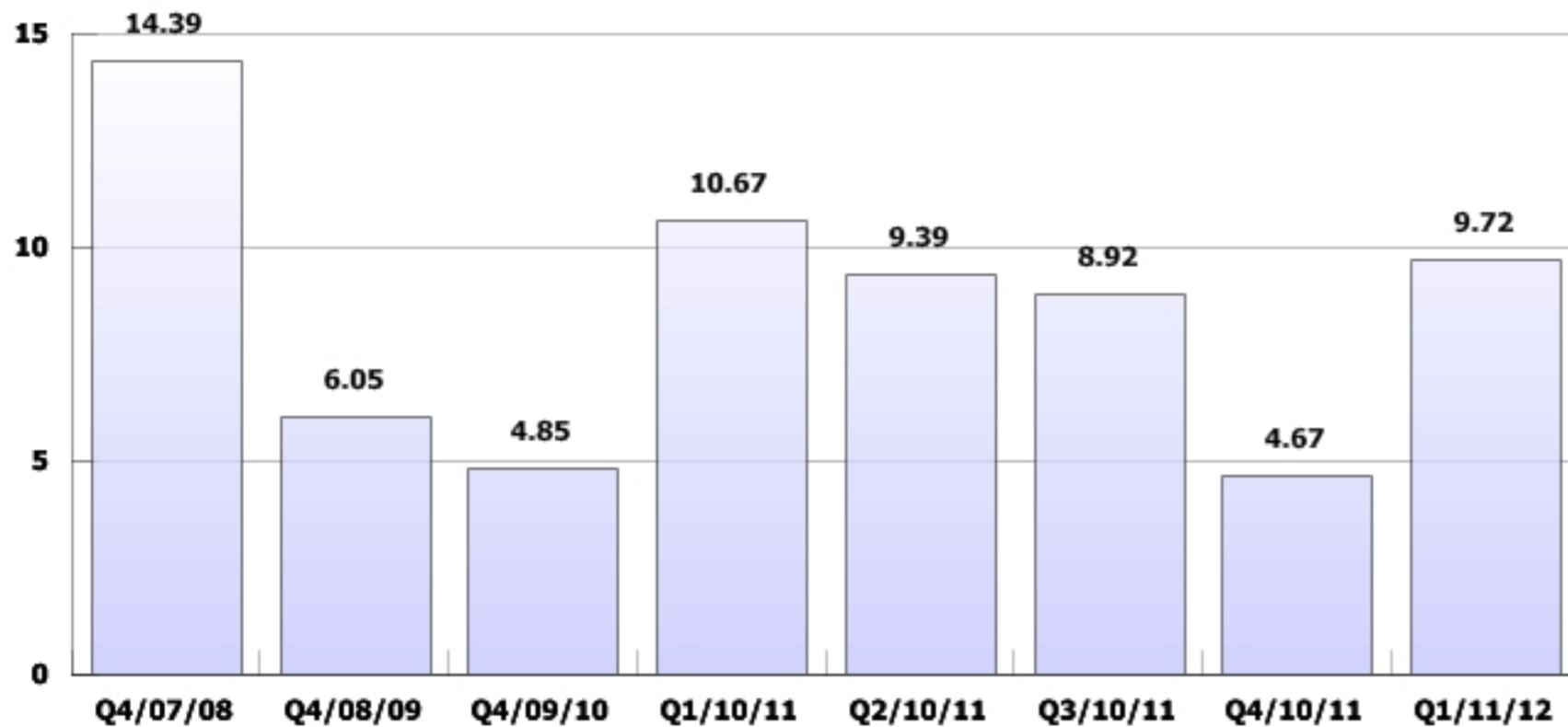
KPI 34 On average, how many days did it take us to process notices of a change in a benefit claimant's circumstances?

Indicator previously known as: LPI 17

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

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

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/11/12	8.00	9.72	✗
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	✗

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 1 2011/12)
 Performance is monitored on a weekly basis and improvements to processes have been made when appropriate. Currently there are two vacant posts which is having an impact but resources are being managed to target performance for the KPI's, whilst activities not relating to performance improvement are not being prioritised. Quarter 1 generally shows a slightly poorer performance than compared with the rest of the year as there is always an increase in work at the start of the new financial year.

Corrective action proposed (if required):

(Quarter 1 2011/12)
 Performance should be on target to achieve an average over the year of 8 days but this is dependent upon the staffing level not deteriorating further. In July 2011, the DWP commenced a new project called ATLAS (Automated Transfer to Local Authority Systems). This entails changes to Tax Credits by the HMRC being automatically loaded into the Academy system. Customers will not then have to report the changes themselves which should reduce overpayments and speed up processing times for these changes. This process should be extended to other state benefits later in the year.

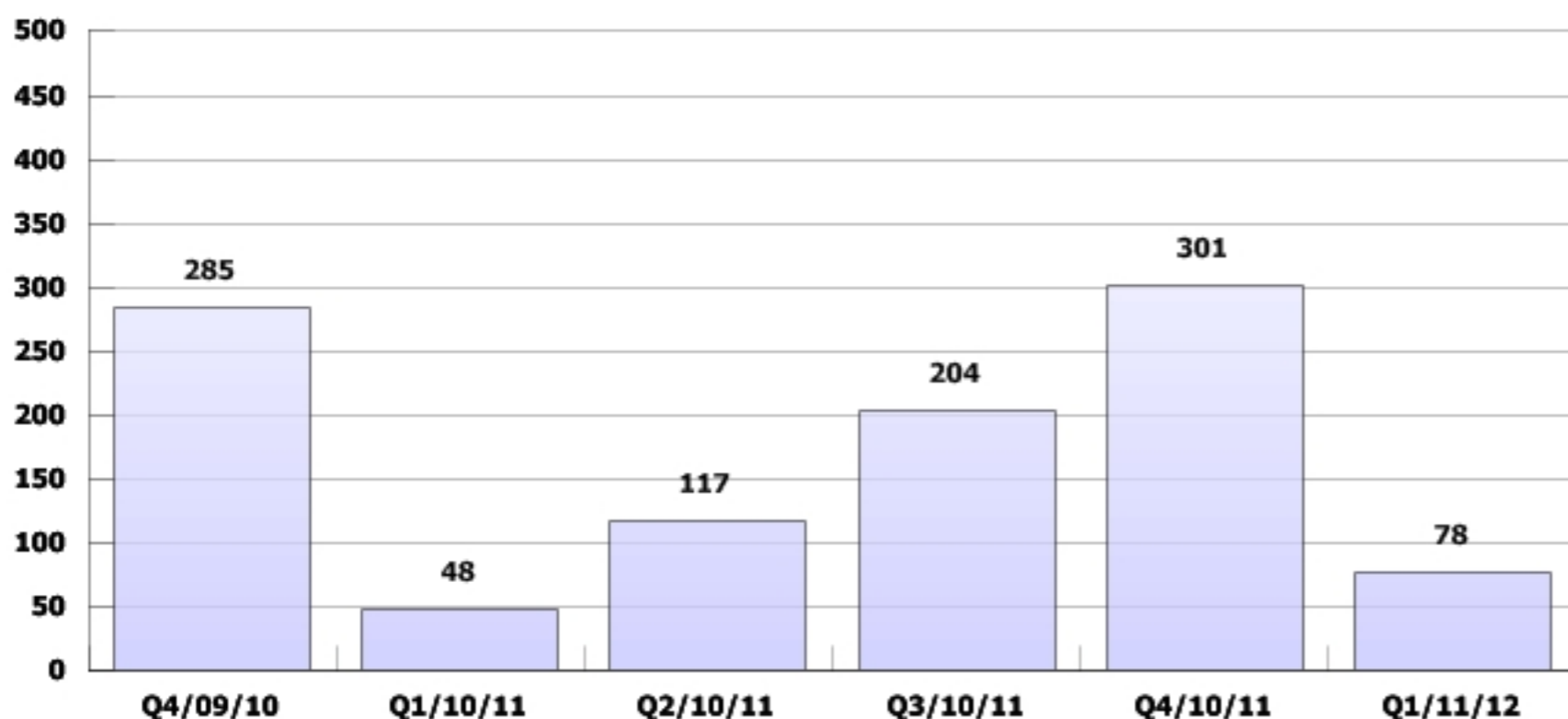
KPI 35 How many benefits fraud investigations were completed by the Council?

Indicator previously known as: LPI 53

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

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

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/11/12	125	78	✗
Q4/10/11	300	301	✓
Q3/10/11	225	204	✗
Q2/10/11	150	117	✗
Q1/10/11	125	48	✗

Annual 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?

Uncertain

Comment on current performance (including context):

(Quarter 1 2011/12)
The section needs to be fully staffed in order to achieve the KPI. Training is continuing but the lack of a Senior Officer in a vacant post means that some of the day to day management and supervision is lacking and the Officers are not receiving the level of guidance and support that we would like. Performance is however better than Q1 10/11.

Corrective action proposed (if required):

(Quarter 1 2011/12)
Due to the vacant post, resources are being directed towards completing investigations and stopping benefit, rather than undertaking sanction work (which includes prosecution work) which is very time consuming, resource intensive and costly. Training issues have been identified with the officers in post and are being addressed.



2010 / 11 Key Performance Indicators

Housing

KPI

41	45
42	46
43	47
44	48

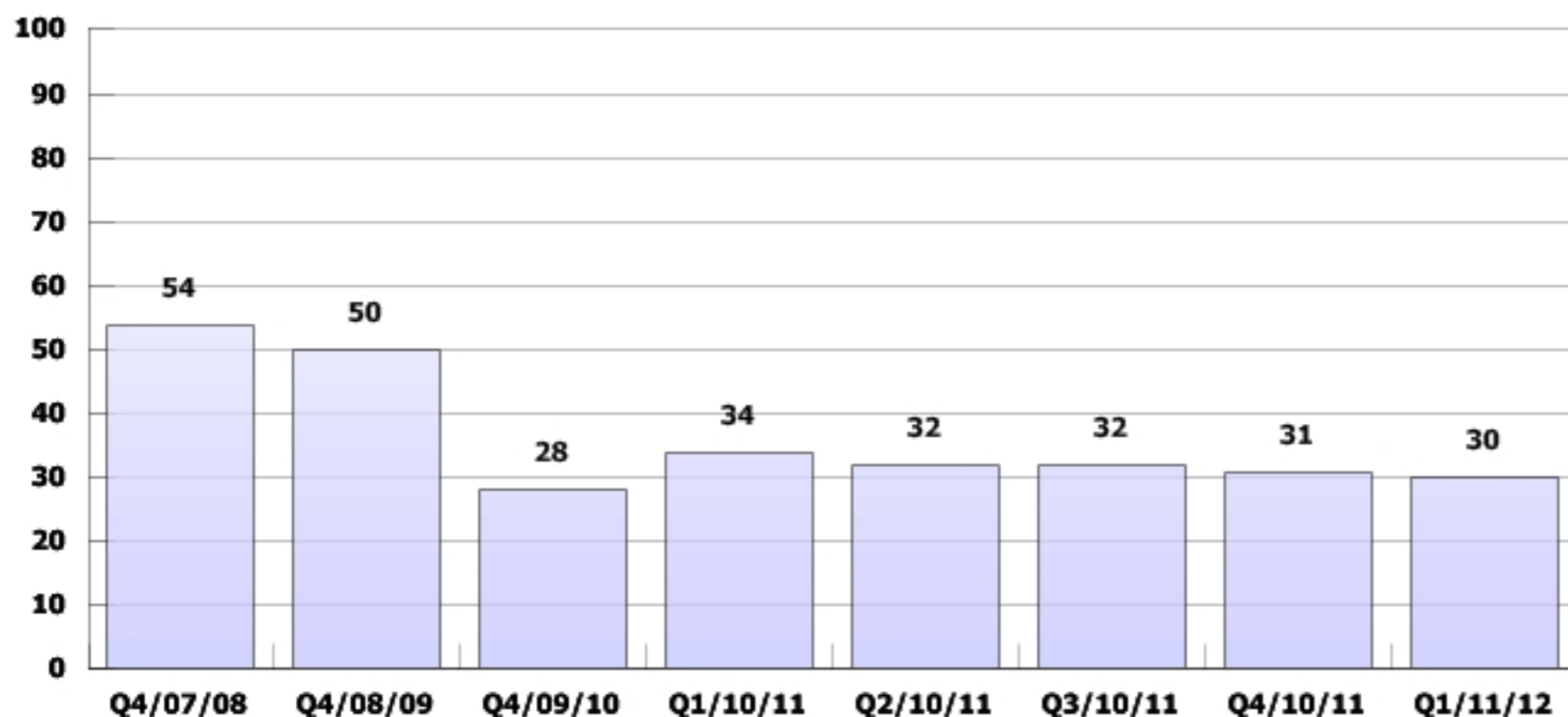
KPI 41 On average, how many days did it take us to re-let a Council property?

Indicator previously known as: LPI 05

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

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

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/11/12	30	30	✓
Q4/10/11	30	31	✗
Q3/10/11	30	32	✗
Q2/10/11	30	32	✗
Q1/10/11	30	34	✗

Annual 2010/11 - 30 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 1 2011/12) Target achieved in this quarter

Corrective action proposed (if required):

(Quarter 1 2011/12) None required at this time

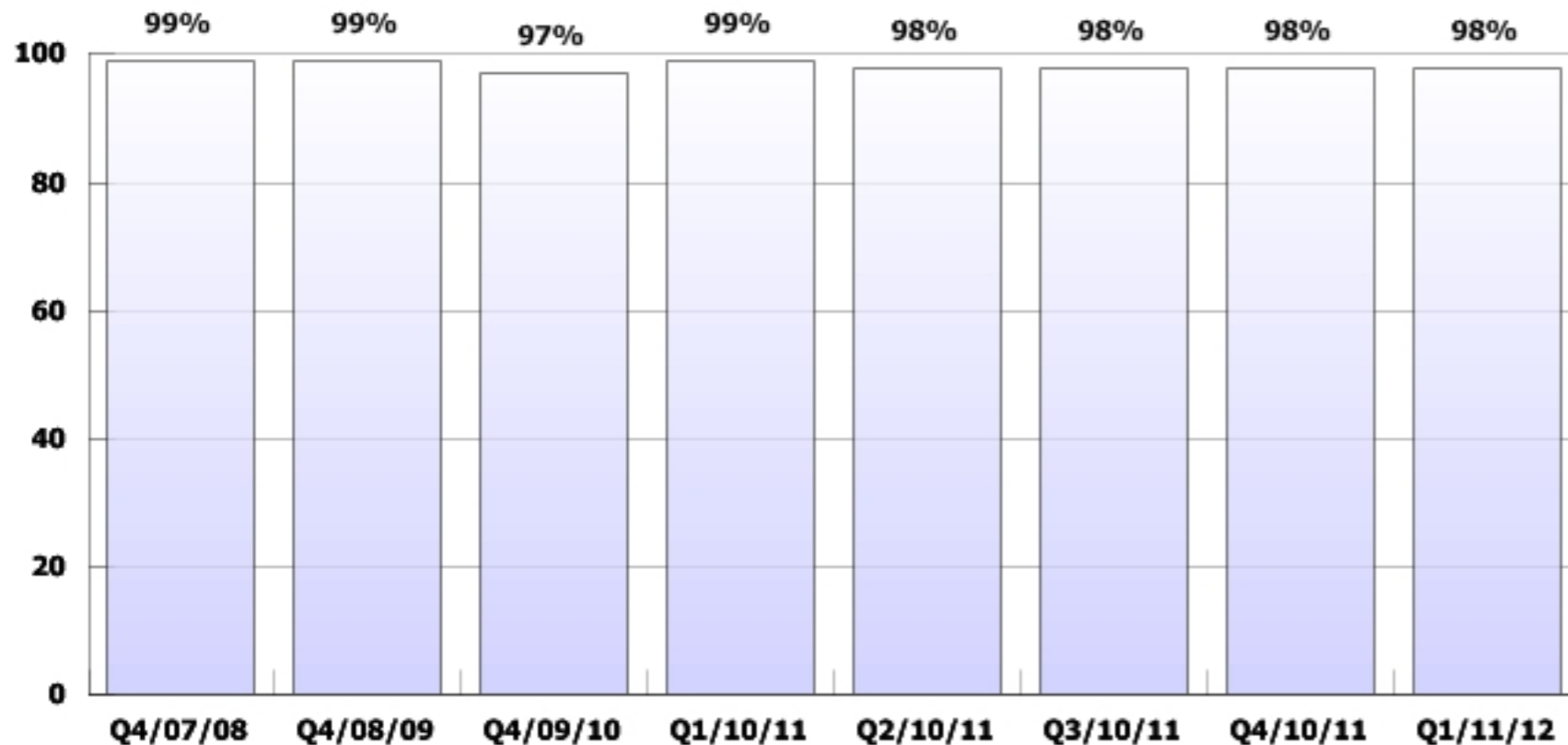
KPI 42 What percentage of emergency repairs to our council properties were completed within 24 hours?

Indicator previously known as: LPI 07

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.

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

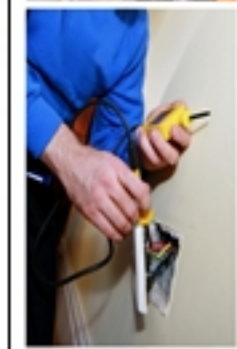
Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/11/12	99%	98%	✗
Q4/10/11	99%	98%	✗
Q3/10/11	99%	98%	✗
Q2/10/11	99%	98%	✗
Q1/10/11	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?

Yes

Comment on current performance (including context):

(Quarter 1 2011/12) The performance target was narrowly missed by 9 jobs to achieve the 99% target threshold. Although the target has not been met this quarter, with the appointment of Mears as the Repairs Management Contractor we are confident that the target over the whole year will be met.

Corrective action proposed (if required):

(Quarter 1 2011/12) Increased focus on ensuring that jobs raised are allocated to the correct priority and staff and operatives are reminded of the need to achieve Key Performance Targets.

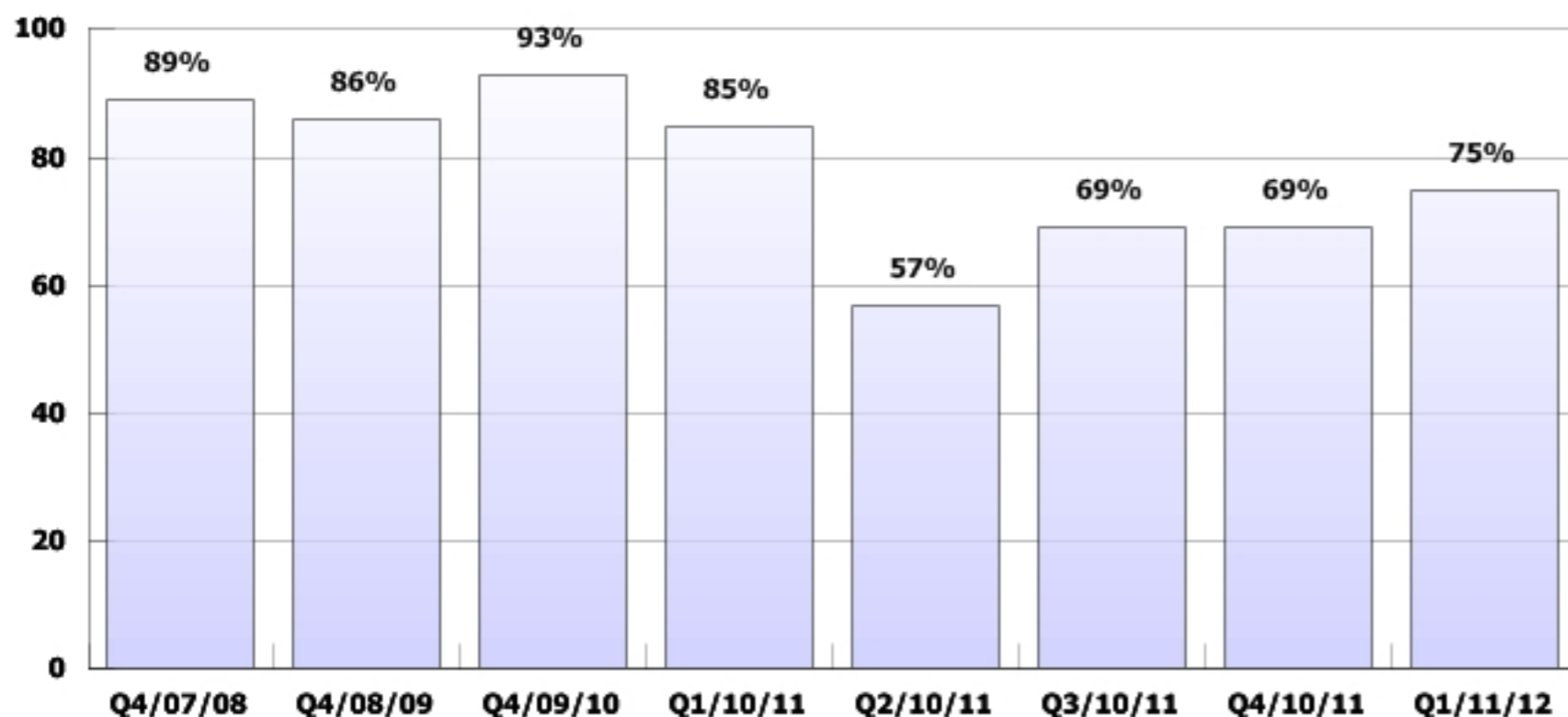
KPI 43 What percentage of urgent repairs to our council properties were completed within five working days?

Indicator previously known as: LPI 08

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.

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

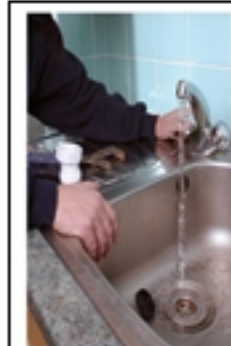
Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/11/12	95%	75%	X
Q4/10/11	95%	69%	X
Q3/10/11	95%	69%	X
Q2/10/11	95%	57%	X
Q1/10/11	95%	85%	X

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 1 2011/12)
 Although the target has not been met this quarter, with the appointment of Mears as the Repairs Management Contractor we are confident that the target over the whole year will be met.

Corrective action proposed (if required):

(Quarter 1 2011/12)
 Additional focus has been placed on achieving Urgent jobs within timescale.

- All jobs raised on the urgent priority will be reviewed to ensure that they are raised on the correct priority.
- Assistant Area Repairs Managers, will increase monitoring of Urgent works orders approaching due date.
- Trade operatives reminded about need to achieve completion on or before due date.

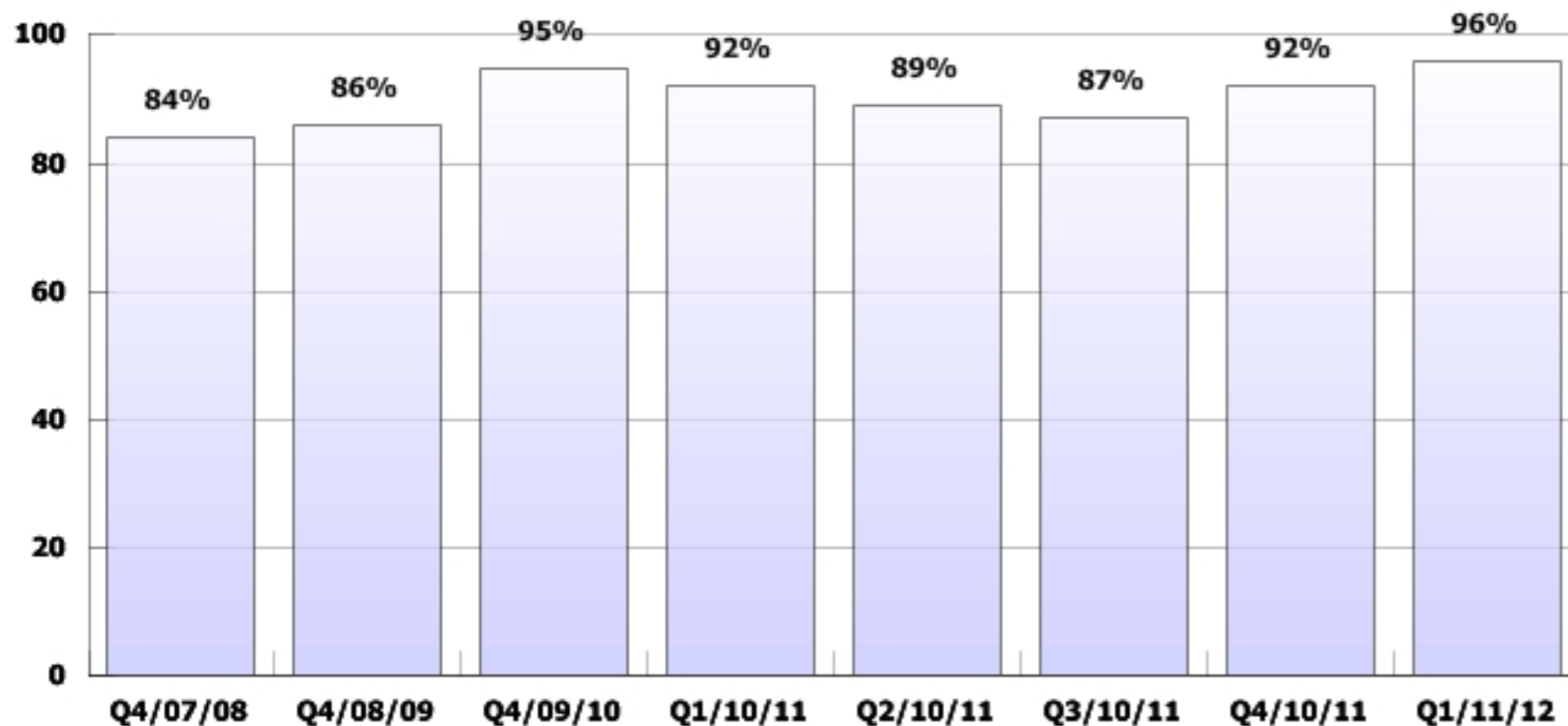
KPI 44 What percentage of routine repairs to our council properties were completed within six weeks?

Indicator previously known as: LPI 09

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.

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

Current and previous quarters performance



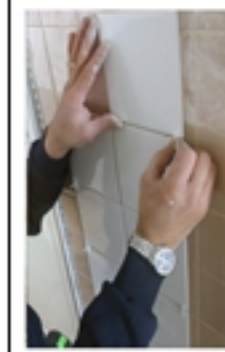
Quarter	Target	Actual	Status
Q1/11/12	95%	96%	✓
Q4/10/11	95%	92%	✗
Q3/10/11	95%	87%	✗
Q2/10/11	95%	89%	✗
Q1/10/11	95%	92%	✗

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?

Yes



Comment on current performance (including context):

(Quarter 1 2011/12) Target threshold achieved and the Housing Repairs Service continues to focus on achieving target and also reducing the average days taken to complete Routine repairs.

Corrective action proposed (if required):

(Quarter 1 2011/12) None required at this time

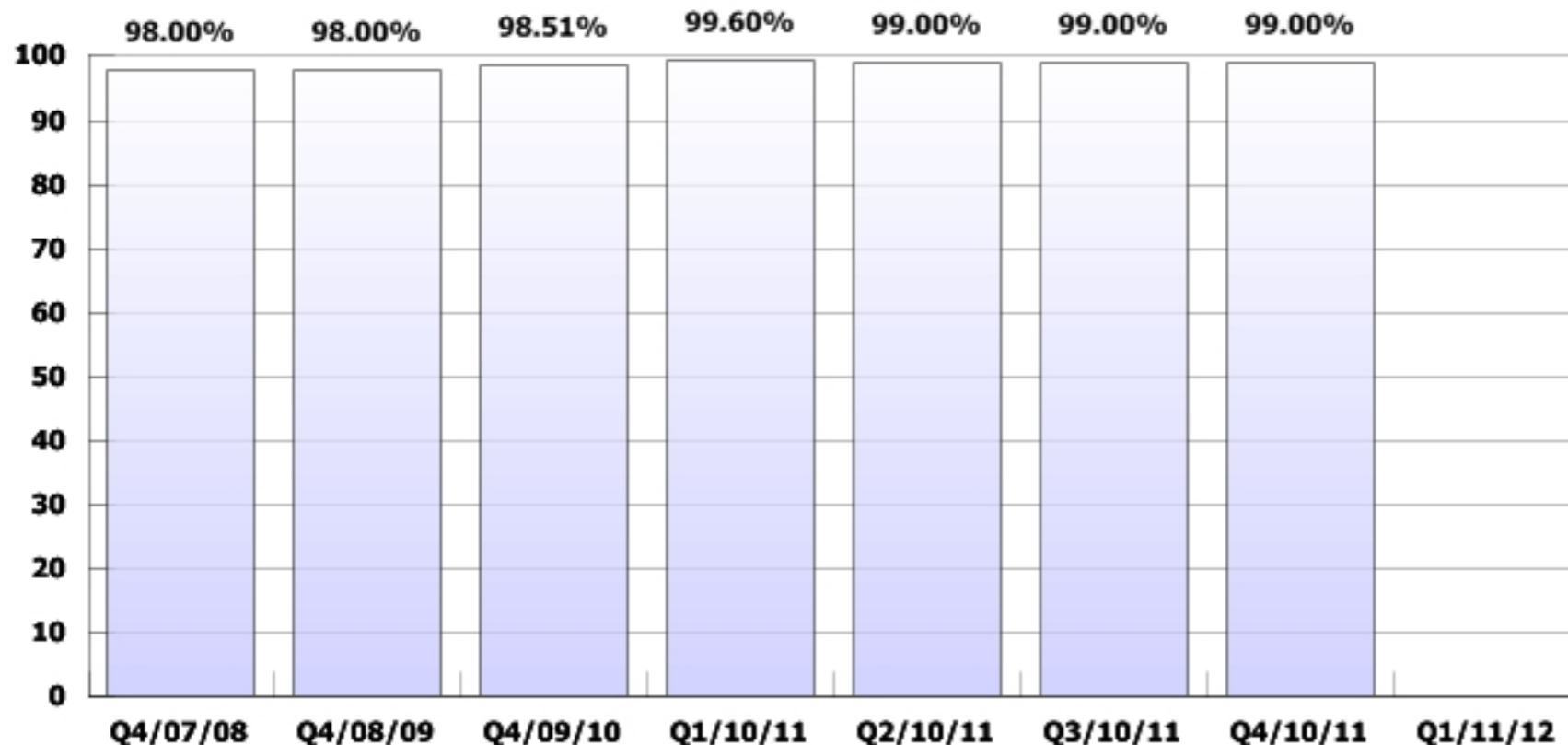
KPI 45 How satisfied were our tenants with the standard of the repairs service they received?

Indicator previously known as: LPI 10

Additional Information: This indicator is a measure of housing management performance, as it is incumbent upon the Council as landlord to ensure the upkeep of its dwellings and that repairs are completed on time and to the satisfaction of tenants

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

Current and previous quarters performance



Quarter	Target	Actual
Q1/11/12	98.00%	
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%

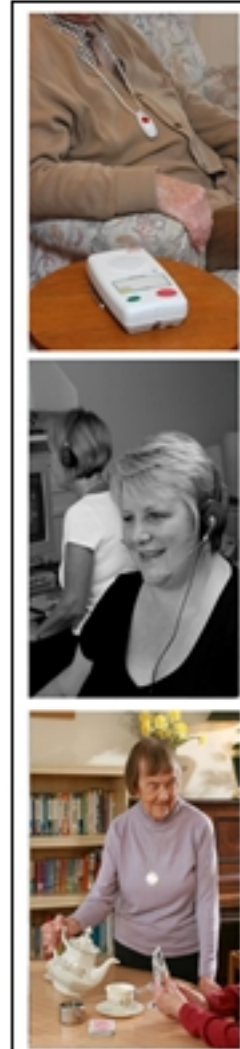


Annual 2010/11 - 98.00%
Target: 2009/10 - 98.00%

**Indicator of good performance:
 A higher percentage is good**

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

Uncertain



Comment on current performance (including context):

(Quarter 1 2011/12)
 We do not have any satisfaction data for Q1. However, we will have data for Q's 2, 3 and 4.

There was a need to re-print the specialist stationary, which confirms the repair and incorporates the satisfaction questionnaire. The corporate equality questions needed to be changed, and there was some delay in agreeing the questions. The specialist printers then set about designing the new forms. In the intervening period, the Housing Repairs Service had a number of staff changes, which meant there was only 1 part time member of staff (out of 3.5 fte) that didn't need to be trained to deal with repairs.

This meant priority was given to training on repair diagnosis over the phone followed by repair ordering on OHMS, as from a customer point of view that is the most important issue. The satisfaction questionnaires are now being used again, and the results for the remaining quarters will be reported in Q2, 3 & 4 as normal.

Corrective action proposed (if required):

(Quarter 1 2011/12)
 As the Repairs Refresh programme continues and the implementation of new systems there is the potential that this indicator will dip in performance for the cumulative end of year position. The staff within the Housing Repairs Service and new Housing Repairs Manager (Mike Gammack, Mears) will be working to introduce revised working procedures which until settled down may impact on this key indicator.

The recent implementation of the new fixed charges for rechargeable works may also impact on the full year position.

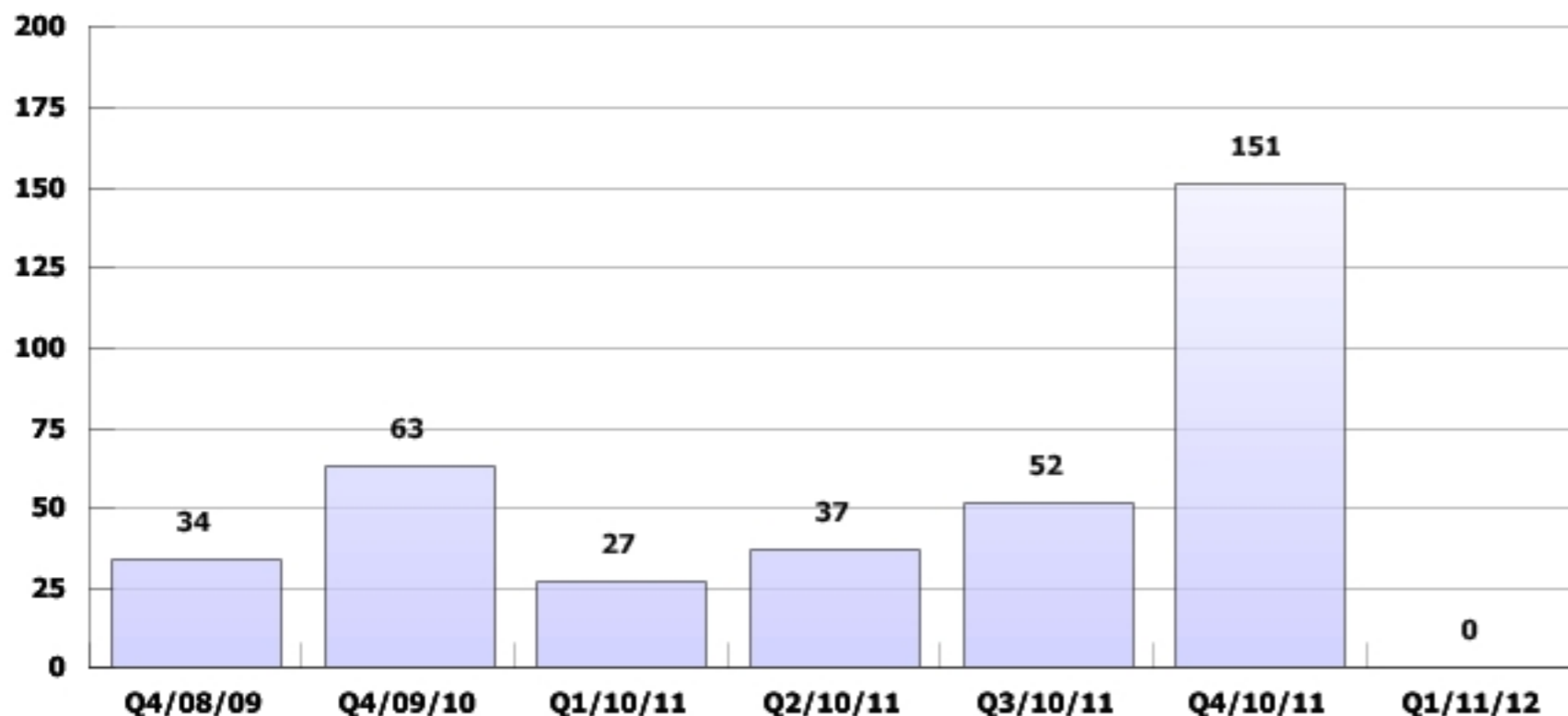
KPI 46 How many affordable homes were built in the District?

Indicator previously known as: NI 155

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.

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

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/11/12	0	0	✓
Q4/10/11	70	151	✓
Q3/10/11	52	52	✓
Q2/10/11	35	37	✓
Q1/10/11	17	27	✓

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 1 2011/12) The quarterly targets have been profiled to reflect the anticipated pattern of property completions throughout the year. Therefore a target of zero has been set for Q1.

No completions of affordable properties were anticipated for Quarter 1. However, a number are expected in Quarters 2-4 and the target is expected to be achieved.

Corrective action proposed (if required):

(Quarter 1 2011/12) None required at this time

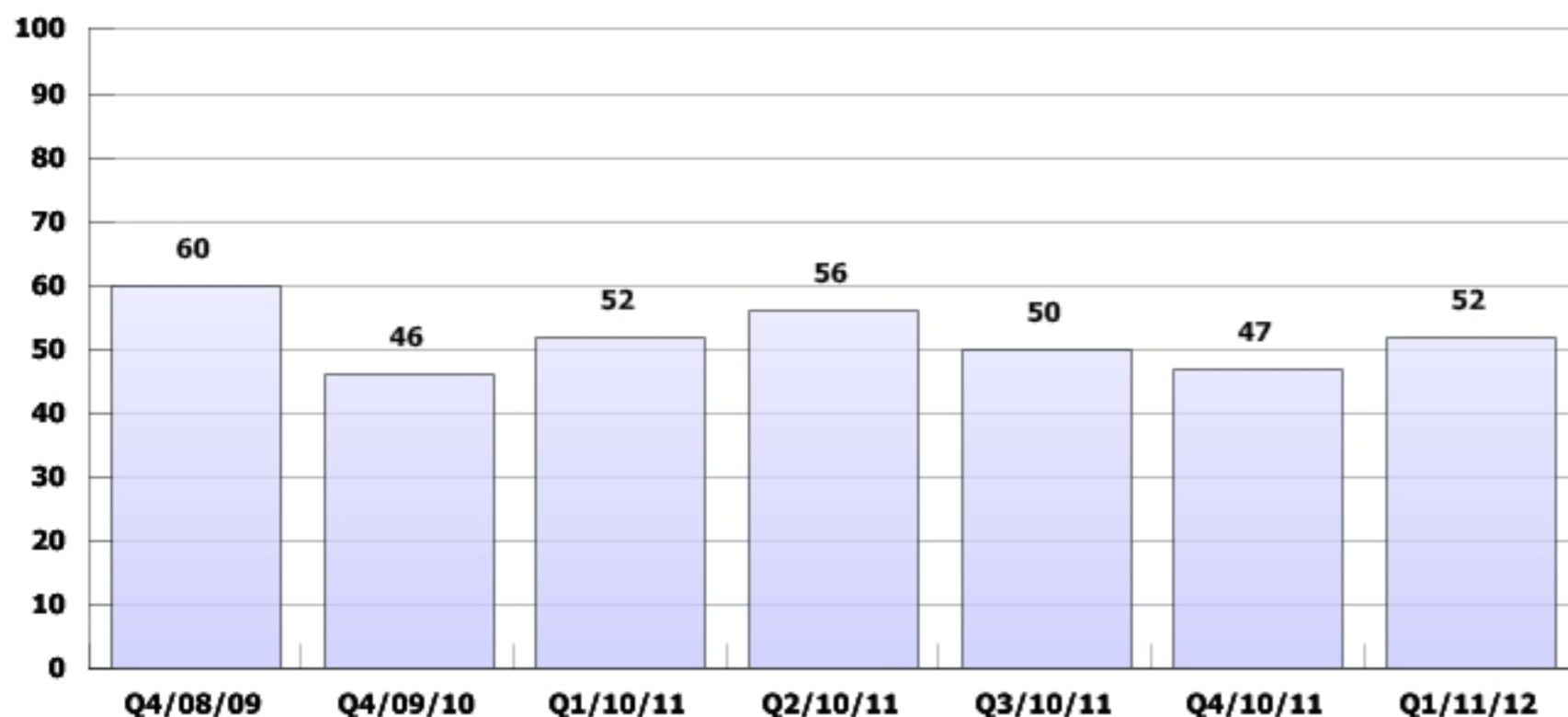
KPI 47 How many households were housed in temporary accommodation?

Indicator previously known as: NI 156

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.

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

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/11/12	60	52	✓
Q4/10/11	60	47	✓
Q3/10/11	60	50	✓
Q2/10/11	60	56	✓
Q1/10/11	60	52	✓

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 1 2011/12)
 The latest (*) National Statistics on statutory homelessness reported a 15% increase in the number of households owed a main homelessness duty compared to the same quarter in the previous year. It is expected that homelessness acceptances and temporary accommodation usage will continue to increase in the forthcoming year.

(* Statutory Homelessness 4th quarter (October to December) 2010, England, published 10 March 2011.

Corrective action proposed (if required):

(Quarter 1 2011/12) None required at this time

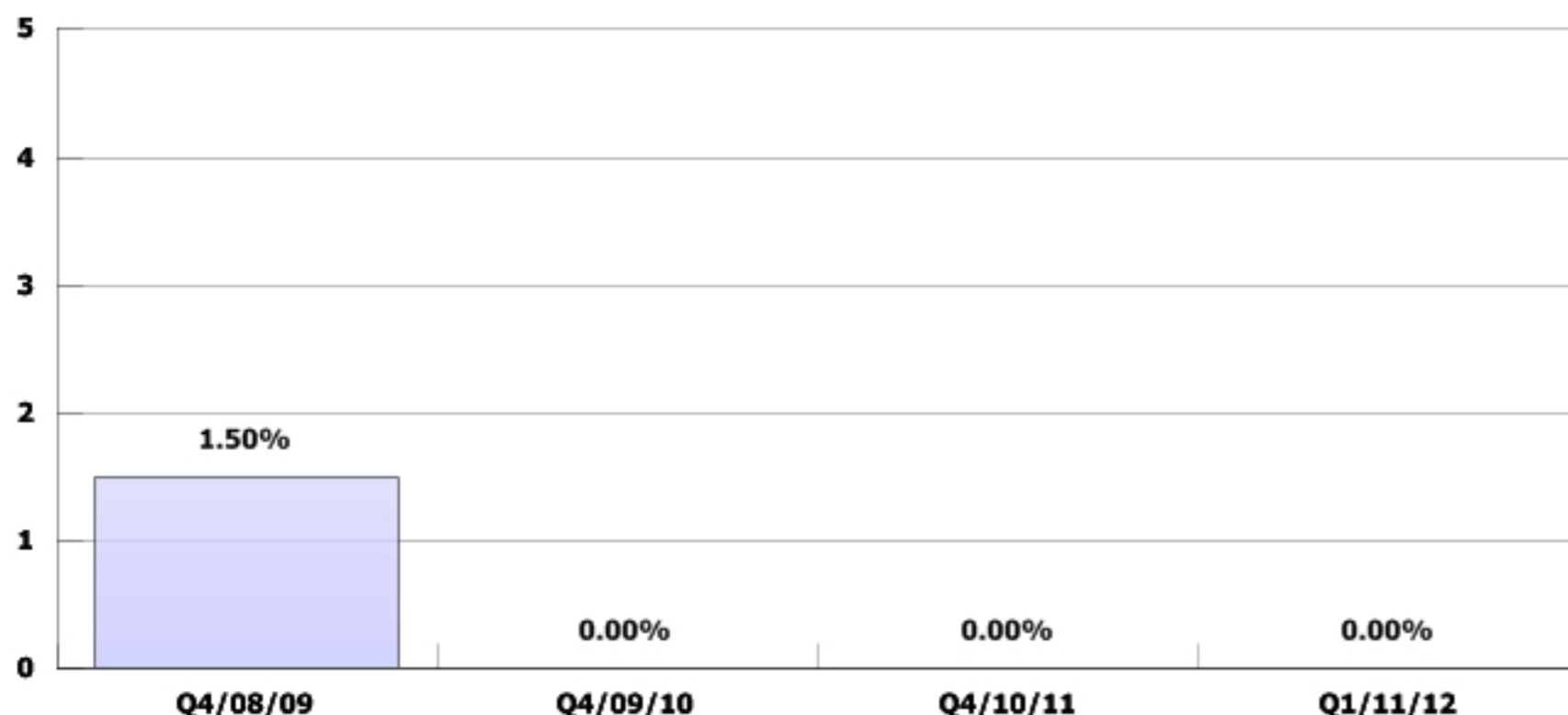
KPI 48 What percentage of our council homes were not in a decent condition?

Indicator previously known as: NI 158

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.

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

Current and previous quarters performance



Quarter	Target	Actual	
Q1/11/12	0.00%	0.00%	✓
Q4/10/11	0.00%	0.00%	✓
Q4/09/10	0.00%	0.00%	✓
Q4/08/09	1.50%	1.50%	✓

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):

(Quarter 1 2011/12) This indicator has previously been reported annually. This is the first quarter in which this indicator has been reported quarterly and all previous performance figures represent end of year outturns.

Potential Non-Decent failures have been identified on the Stock Condition Survey 2012-13 and appropriate Capital and Revenue works programmes have commenced to prevent these properties falling into the Non-Decent category.

Z Drive/Stock Condition Survey 2012-13 shows:-

- Criteria 'A' Minimum Standard 0-properties
- Criteria 'B' Reasonable State of Repair
 - Gas central heating 513
 - Electrical Testing 1,168
 - Roof covering 342
- Criteria 'C' Reasonable Modern Facilities

Corrective action proposed (if required):

(Quarter 1 2011/12) None required at this time



2010 / 11 Key Performance Indicators

Planning & Economic Development

KPI

50	53
51	54
52	55

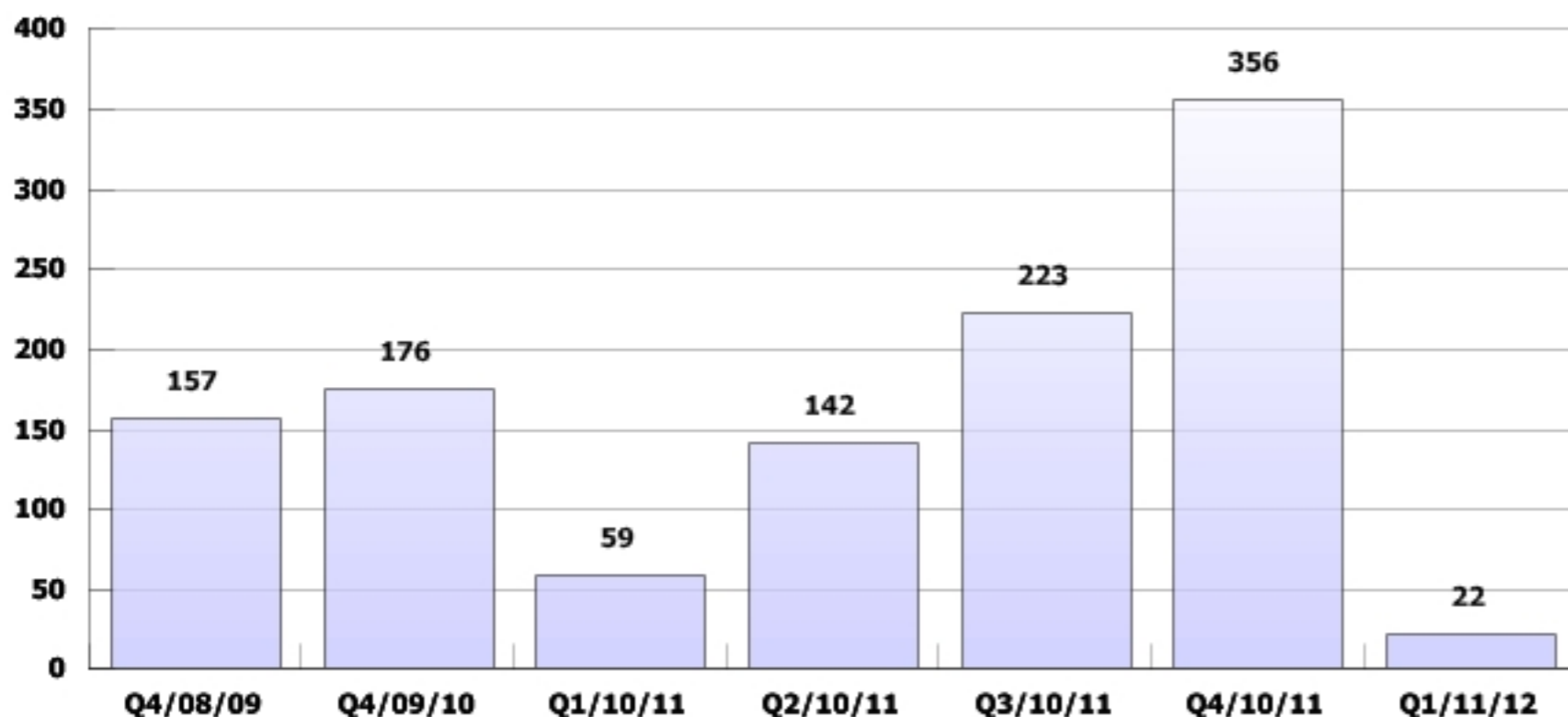
KPI 50 What was the net increase or decrease in the number of homes in the district?

Indicator previously known as: NI 154

Additional Information: This indicator encourages a greater supply of new homes to address long-term housing affordability issues, and measures the net increase in dwelling stock over one year. Quarterly targets and performance details for this indicator represent the cumulative total for the year to date.

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

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/11/12	30	22	✗
Q4/10/11	180	356	✓
Q3/10/11	135	223	✓
Q2/10/11	90	142	✓
Q1/10/11	45	59	✓

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 1 2011/12) Performance has not reached the target for this quarter. Historically, the number of net new dwellings built in the first quarter of each financial year is fairly low. This is probably because the most net new homes built within any year are generally built within towards the end of the year, i.e. within quarters 3 and particularly 4, when housebuilders are more likely to try to finish homes before the end of the financial year. As a result, there is a lull in the first quarter of each year.

Corrective action proposed (if required):

(Quarter 1 2011/12) No corrective action is proposed, as although the target has not been reached for this quarter, the number of net new homes is commonly rather low at this point. It is still very likely that the overall annual target will be met, as many housebuilders tend to concentrate completion of their housing units towards the end of the financial year.

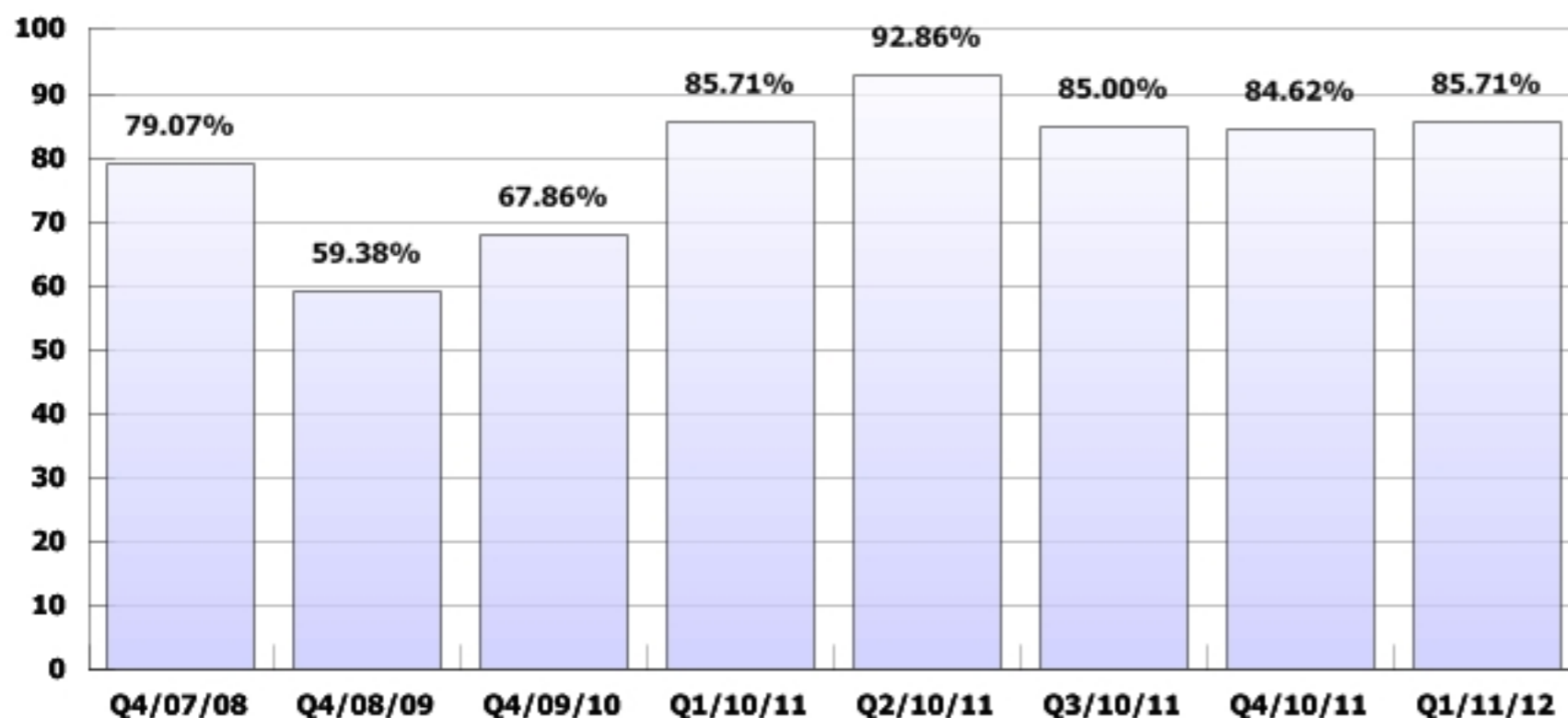
KPI 51 What percentage of major planning applications were processed within 13 weeks?

Indicator previously known as: NI 157(a)

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

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

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/11/12	81.00%	85.71%	✓
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%	✓

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 1 2011/12)
 Being predominantly a Green Belt planning authority, Major type represent only a small percentage of all overall planning applications received, but they are more complex and resource demanding. It is too early to ascertain whether the target will be achieved at year end because of the low number of cases, so therefore the percentage figure will be volatile depending on whether planning applications are decided (or recommended subject to a legal agreement) outside of the 13 week target period. Target at this stage is on course to be achieved.

Corrective action proposed (if required):

(Quarter 1 2011/12)
 None required at this stage.

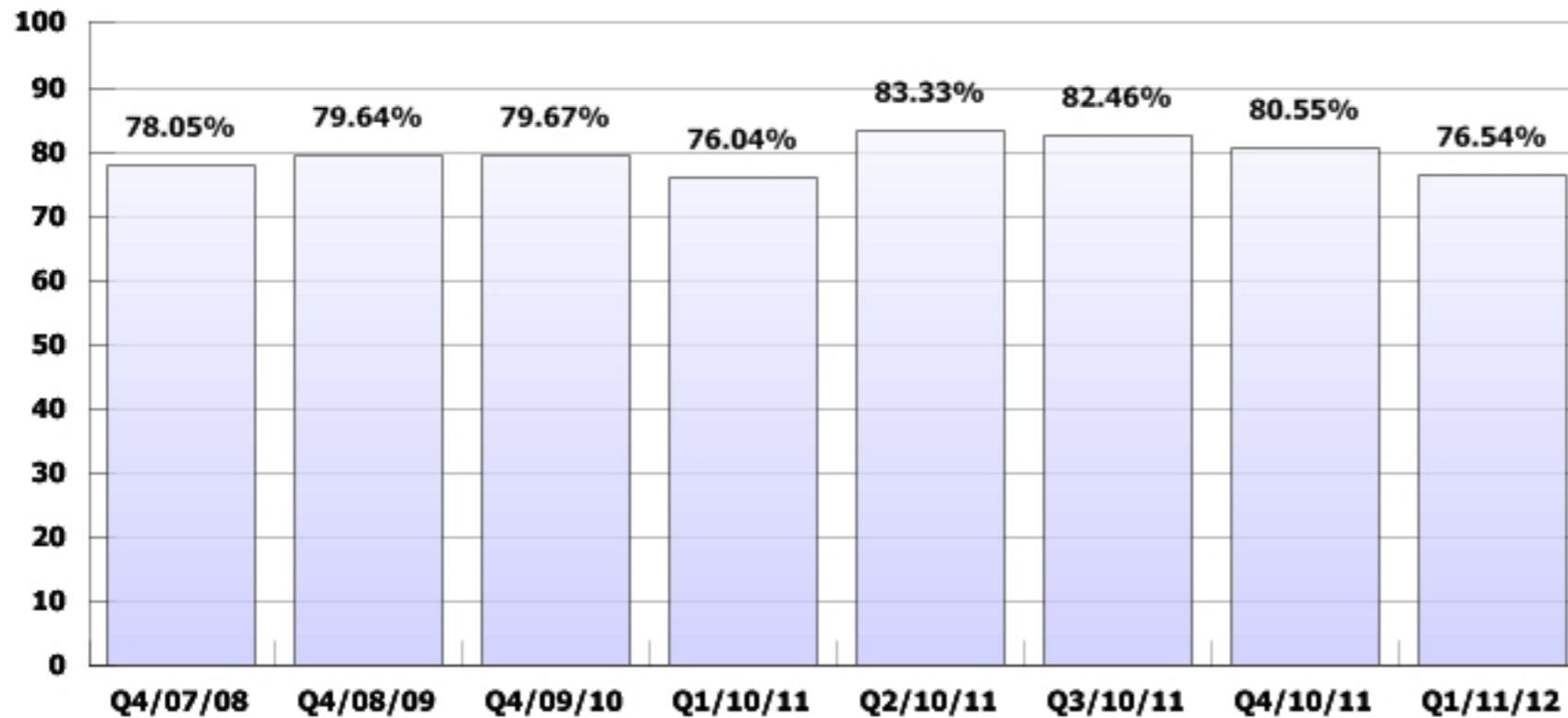
KPI 52 What percentage of minor planning applications were processed within 8 weeks?

Indicator previously known as: NI 157(b)

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

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

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/11/12	81.00%	76.54%	✗
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%	✗

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 1 2011/12) Planning applications that include 1 to 9 dwellings/ pitches per application as well as offices, light industry, general industry, storage, warehousing or retail floorspace under 10,000sq m or 1 hectare and other minor developments. Area planning committees now meeting on a 4 week cycle, rather than previous 3 week, as from 2011-12, which is likely to impact on 8 week performance decision target. However, performance at this stage last year, was the same.

Corrective action proposed (if required):

(Quarter 1 2011/12)
Tighten up on monitoring and validation of planning applications by senior officers. Closer scrutiny when committee deadline is due and try to target the earliest committee in time. Refrain from negotiation with the applicant during the course of planning applications but this could be deemed to be at the expense of good customer service. Members to be reminded not to defer items at Committees when advice can be sought beforehand from the relevant case officer whose details are at the end of each item.

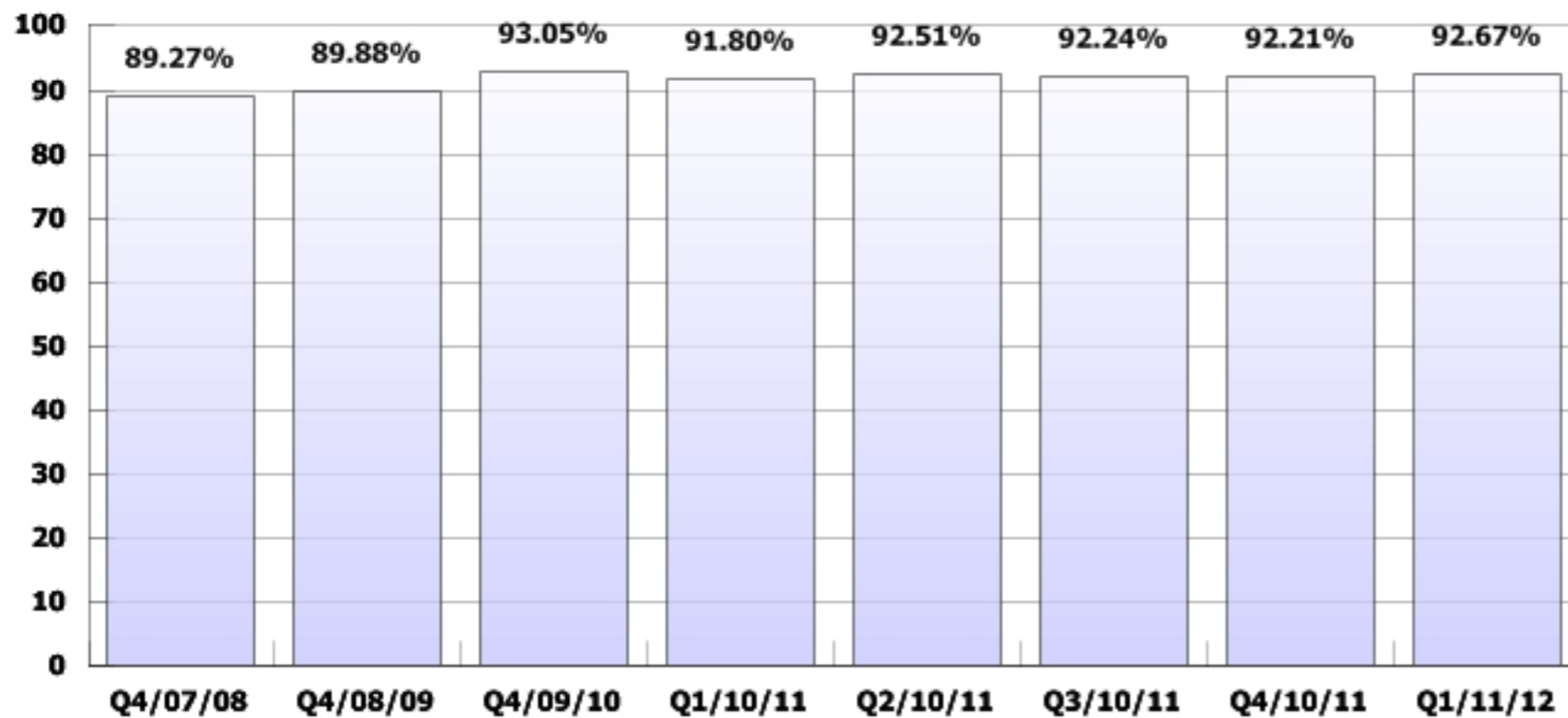
KPI 53 What percentage of other planning applications were processed within 8 weeks?

Indicator previously known as: NI 157(c)

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

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

Current and previous quarters performance



Quarter	Target	Actual
Q1/11/12	93.00%	92.67%
Q4/10/11		92.21%
Q3/10/11		92.24%
Q2/10/11		92.51%
Q1/10/11		91.80%

Annual 2010/11 - N/A

Target: 2009/10 - 93.00%

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 1 2011/12)
Slightly under on this first quarter, but this represents the highest proportion (354 out of 382) of all planning application types decided of which, house extension permissions account for 271 in this "Other" category. The change from 3 to 4 week Area Plans committee cycle is likely to have a negative effect on performance.

Corrective action proposed (if required):

(Quarter 1 2011/12)
Tighten up on monitoring and validation of planning applications by senior officers. Closer scrutiny when committee deadline is due and try to target the earliest committee in time. Refrain from negotiation with the applicant during the course of planning applications but this could be deemed to be at the expense of good customer service. Members to be reminded not to defer items at Committees when advice can be sought beforehand from the relevant case officer whose details are at the end of each item.

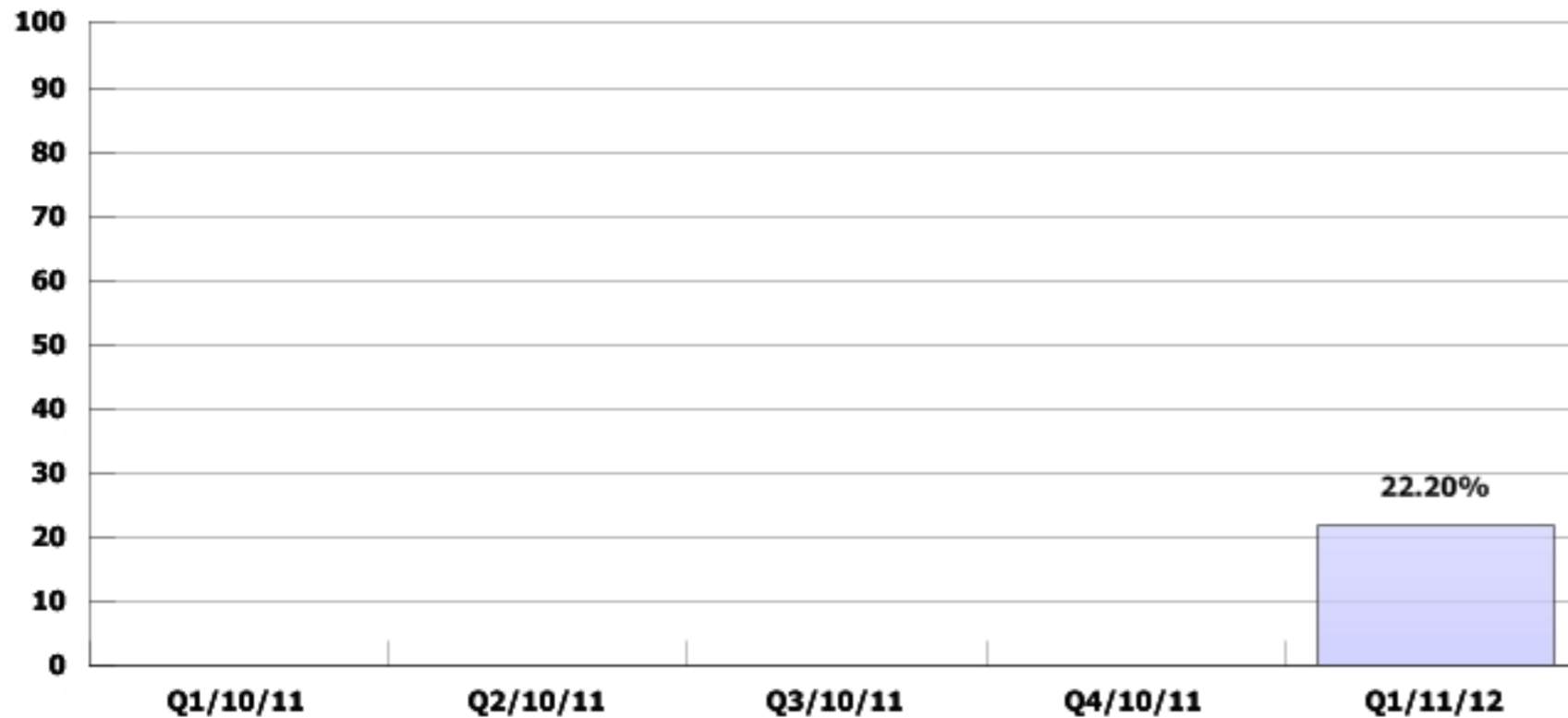
KPI 54 What percentage of planning applications recommended by planning officers for refusal were overturned and granted permission following an appeal?

Indicator previously known as: (new)

Additional Information: This indicator seeks to assess the levels of applications that may be refused in order to meet development control performance targets. It measures the performance of only Officer Recommendations for refusal of planning permission

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

Current and previous quarters performance



Quarter	Target	Actual	
Q1/11/12	20.00%	22.20%	X
Q4/10/11	-	-	
Q3/10/11	-	-	
Q2/10/11	-	-	
Q1/10/11	-	-	

Annual 2010/11 - N/A
Target: 2009/10 -

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

Comment on current performance (including context):

(Quarter 1 2011/12)
Lower number of appeals, but as a result the two allowed out of nine means the percentage figure is volatile. One of the two appeals allowed, was to allow a variation on the time permission of a decision, rather than a refusal of planning permission. However, it shows that planning policy and local decision making is generally being supported.

Corrective action proposed (if required):

(Quarter 1 2011/12)
Scrutinising appeal decisions to learn why planning inspectors come to the conclusion to allow and grant planning permission. Officers to prepare reports earlier in the application process and not be swayed by level and degree of objections unless backed up by relevant planning policy. If refused, provide advice to the applicant if there appears to be a way forward on resubmission of the planning application so that the likelihood of an appeal being submitted is reduced.

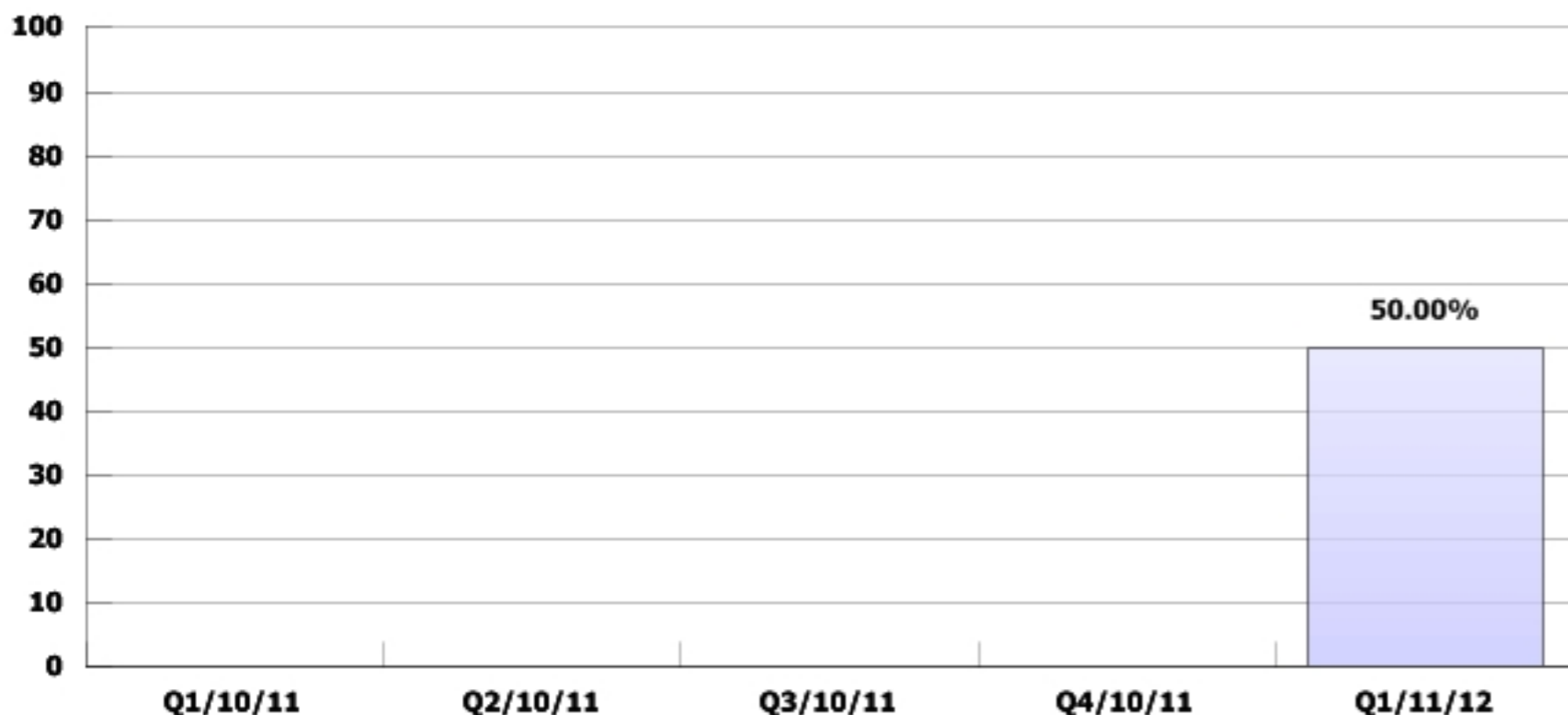
KPI 55 What percentage of planning applications, refused by Council Members against the planning officer's recommendation, were granted permission on appeal?

Indicator previously known as: (new)

Additional Information: This indicator seeks to assess the levels of applications that may be refused in order to meet development control performance targets. It measures the performance of only Officer Recommendations for refusal of planning permission

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

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/11/12	50.00%	50.00%	✓
Q4/10/11			
Q3/10/11			
Q2/10/11			
Q1/10/11			

Annual 2010/11 - N/A
Target: 2009/10 -

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

Comment on current performance (including context):

(Quarter 1 2011/12)
Members decisions to reverse officer recommendations on planning applications reported to planning committees supported in 50% of cases and therefore achieves target set at this stage.

Corrective action proposed (if required):

(Quarter 1 2011/12) None required at this time