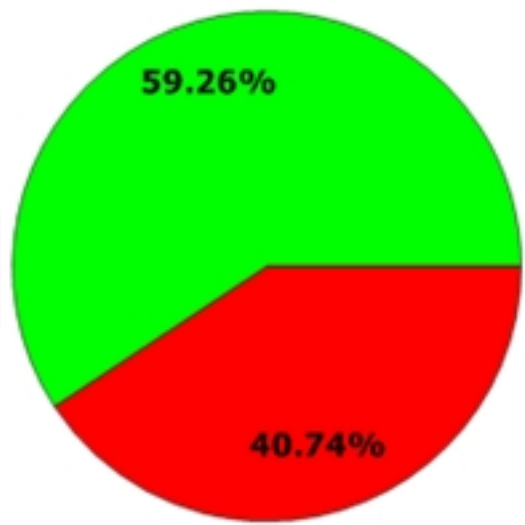


Summary of KPIs Achieving Target

No (11)
Yes (16)

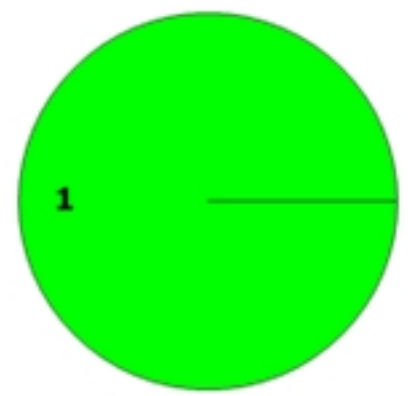


Year End Prediction

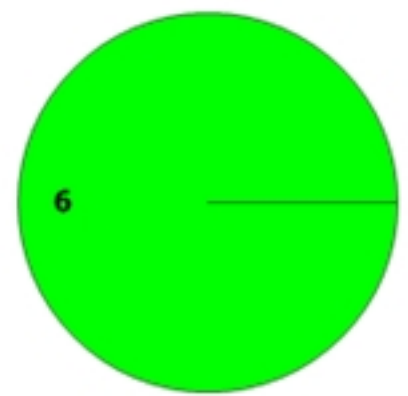


= Uncertain

Corporate Support Services



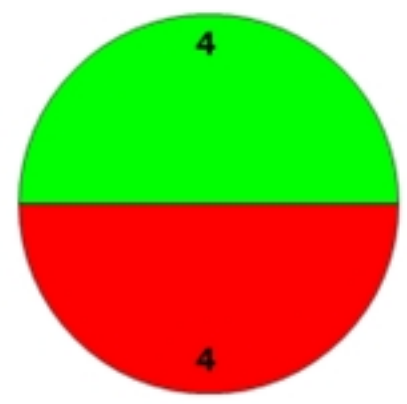
Environment & Street Scene



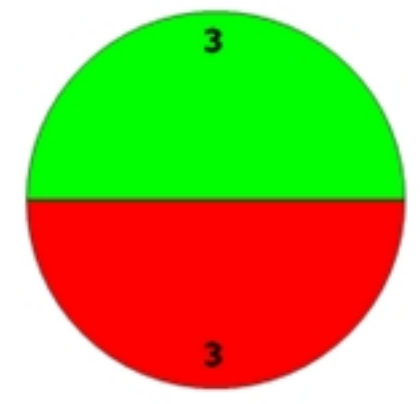
Finance & ICT



Housing



Planning & Economic Development



Quarterly Indicators		Quarter 1		Quarter 2		Quarter 3		Quarter 4			
		Tgt	Actual	Tgt	Actual	Tgt	Actual	Tgt	Actual		
Corporate Support Services Quarterly KPIs											
KPI 10	How many working days did we lose due to sickness absence?	1.86	1.86	✓	3.64	3.50	✓	5.77	5.37	✓	7.75
Environment & Street Scene Quarterly KPIs											
KPI 20	How much non-recycled waste was collected for every household in the district?	106	94	✓	209	190	✓	311	287	✓	420
KPI 21	What percentage of all household waste was sent to be recycled, reused or composted?	60.34%	61.94%	✓	60.07%	62.16%	✓	59.34%	60.79%	✓	58.00%
KPI 22	What percentage of our district had unacceptable levels of litter?	10%	9%	✓	10%	6%	✓	10%	7%	✓	10%
KPI 23	What percentage of our district had unacceptable levels of detritus (dust, mud, stones, rotted leaves, glass, plastic etc.)?	13%	9%	✓	13%	6%	✓	13%	5%	✓	13%
KPI 24	How well have we done in both reducing flytipping and taking action against those believed to be responsible?	3	3	✓	3	3	✓	3	1	✓	3
KPI 25	What percentage of the issues and complaints received by the Environment & Neighbourhoods Team received an initial response within 3 days?	97.00%	95.30%	✗	95.00%	96.20%	✓	95.00%	97.80%	✓	95.00%

Quarterly Indicators (cont.)		Quarter 1			Quarter 2			Quarter 3			Quarter 4	
Finance & ICT Quarterly KPIs		Tgt	Actual		Tgt	Actual		Tgt	Actual		Tgt	Actual
KPI 30	What percentage of the invoices we received were paid within 30 days?	97%	90%	✗	97%	91%	✗	97%	92%	✗	97%	
KPI 31	What percentage of the district's annual Council Tax was collected?	27.38%	27.50%	✓	52.40%	52.70%	✓	77.90%	78.03%	✓	97.80%	
KPI 32	What percentage of the district's annual business rates was collected?	30.35%	30.44%	✓	56.61%	56.18%	✗	82.08%	81.07%	✗	98.00%	
KPI 33	On average, how many days did it take us to process new benefit claims?	23.00	26.27	✗	23.00	26.68	✗	23.00	26.88	✗	23.00	
KPI 34	On average, how many days did it take us to process notices of a change in a benefit claimant's circumstances?	8.00	9.72	✗	8.00	8.73	✗	8.00	8.93	✗	8.00	
KPI 35	How many benefits fraud investigations were completed by the Council?	125	78	✗	250	231	✗	375	384	✓	500	
Housing Quarterly KPIs												
KPI 41	On average, how many days did it take us to re-let a Council property?	30	30	✓	30	34	✗	30	32	✗	30	
KPI 42	What percentage of emergency repairs to our council properties were completed within 24 hours?	99%	98%	✗	99%	98%	✗	99%	98%	✗	99%	
KPI 43	What percentage of urgent repairs to our council properties were completed within five working days?	95%	75%	✗	95%	91%	✗	95%	86%	✗	95%	
KPI 44	What percentage of routine repairs to our council properties were completed within six weeks?	95%	96%	✓	95%	96%	✓	95%	96%	✓	95%	
KPI 45	How satisfied were our tenants with the standard of the repairs service they received?	98.00%			98.00%	100.00%	✓	98.00%	99.00%	✓	98.00%	
KPI 46	How many affordable homes were built in the District?	0	0	✓	44	15	✗	86	15	✗	112	
KPI 47	How many households were housed in temporary accommodation?	60	52	✓	60	61	✗	60	57	✓	60	
KPI 48	What percentage of our council homes were not in a decent condition?	0.00%	0.00%	✓	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	What was the net increase or decrease in the number of homes in the district?	30	22	✗	72	140	✓	113	223	✓	180
KPI 51	What percentage of major planning applications were processed within 13 weeks?	81.00%	85.71%	✓	81.00%	86.96%	✓	81.00%	82.76%	✓	81.00%
KPI 52	What percentage of minor planning applications were processed within 8 weeks?	81.00%	76.54%	✗	81.00%	77.25%	✗	81.00%	74.22%	✗	81.00%
KPI 53	What percentage of other planning applications were processed within 8 weeks?	93.00%	92.67%	✗	93.00%	92.77%	✗	93.00%	91.82%	✗	93.00%
KPI 54	What percentage of planning applications recommended by planning officers for refusal were overturned and granted permission following an appeal?	20.00%	22.20%	✗	20.00%	22.22%	✗	20.00%	18.18%	✓	20.00%
KPI 55	What percentage of planning applications, refused by Council Members against the planning officer's recommendation, were granted permission on appeal?	50.00%	50.00%	✓	50.00%	46.15%	✓	50.00%	56.25%	✗	50.00%



2010 / 11 Key Performance Indicators

Corporate Support Services

KPI

10

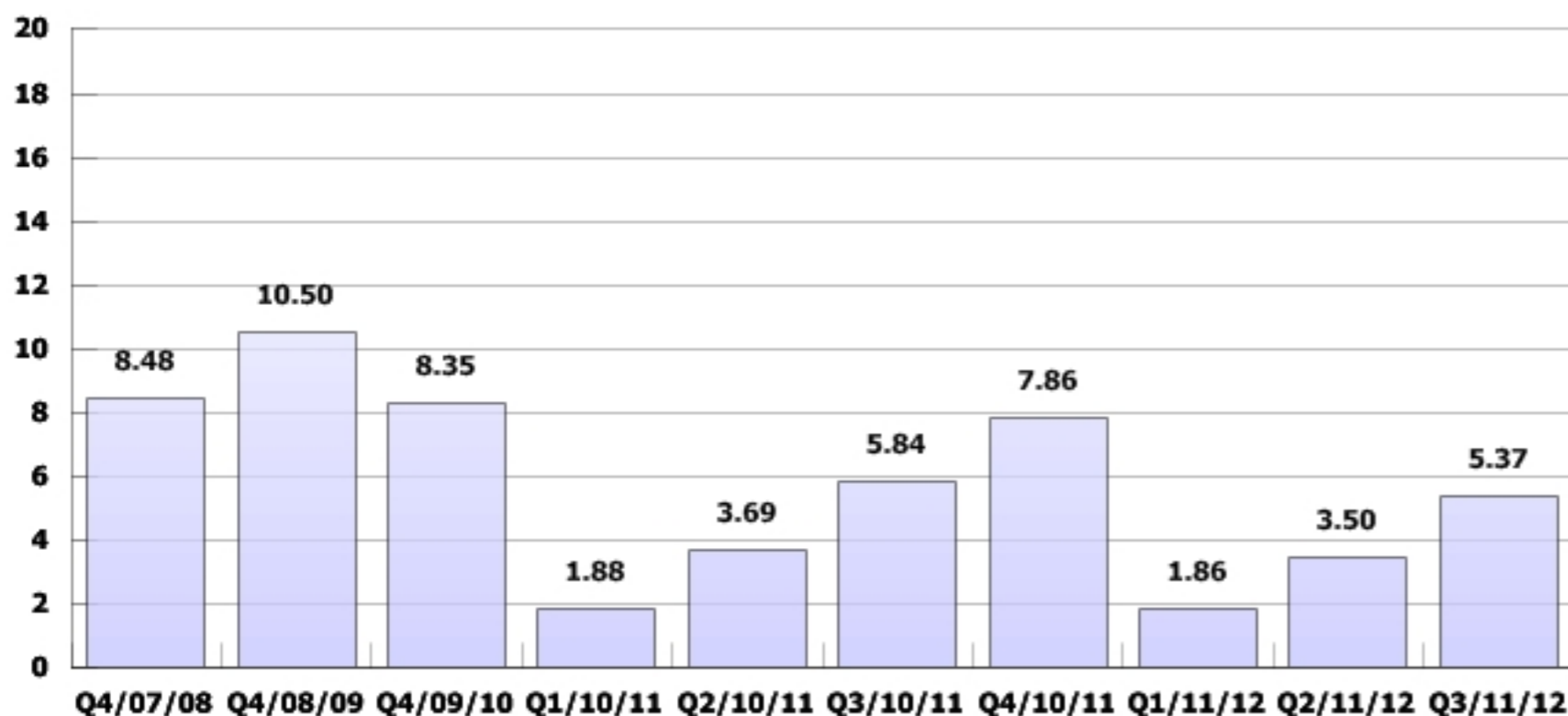
KPI 10 How many working days did we lose due to sickness absence?

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

Current and previous quarters performance



Quarter	Target	Actual	Status
Q3/11/12	5.77	5.37	✓
Q2/11/12	3.64	3.50	✓
Q1/11/12	1.86	1.86	✓
Q4/10/11	8.00	7.86	✓
Q3/10/11	6.00	5.84	✓

Annual 2011/12 - 7.75 days
 Target: 2010/11 - 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 3 2011/12) The annual target has been reduced to an average of 7.75 days for 2011/2012. The outturn for Qs1-3 is under the new target.

The calculation for KPI 10 has been amended slightly in that the Full Time Equivalent (FTE) figure is calculated as an average of the opening FTE for the quarter and the closing FTE for the quarter.

Corrective action proposed (if required):

(Quarter 3 2011/12) None required at this time



2010 / 11 Key Performance Indicators

Environment & Street Scene

KPI

20

21

22

23

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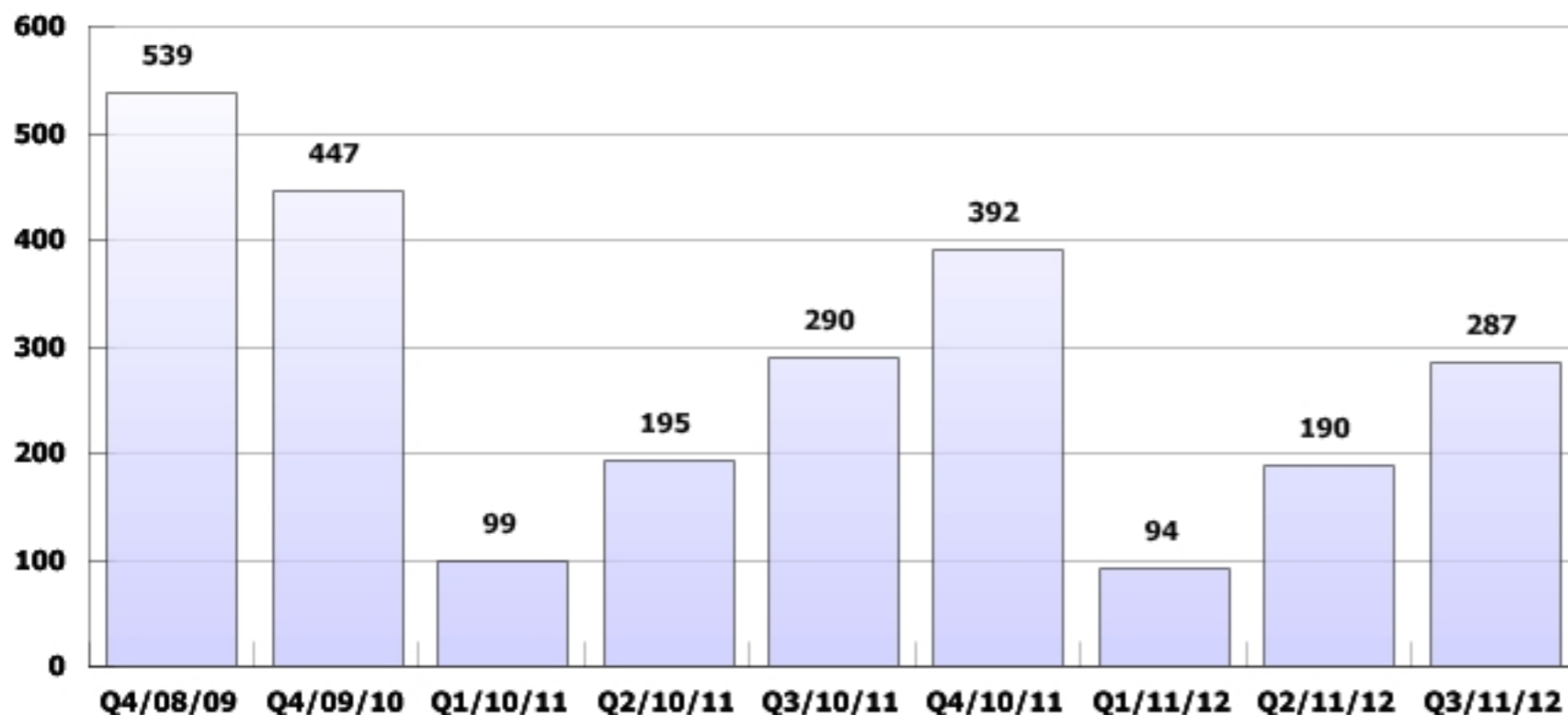
KPI 20 How much non-recycled waste was collected for every household in the district?

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

Current and previous quarters performance



Quarter	Target	Actual	Status
Q3/11/12	311	287	✓
Q2/11/12	209	190	✓
Q1/11/12	106	94	✓
Q4/10/11	500	392	✓
Q3/10/11	375	290	✓

Annual 2011/12 - 420 kg
Target: 2010/11 - 500 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 3 2011/12) This is a satisfactory outcome and is marginally below the Q3 outturn for 2010/11. Although more waste is generated in Q4 through the Christmas holiday period, the absence of adverse weather to date should ensure that Q4 doesn't rise and that the target of 420kg is bettered at year end.

Corrective action proposed (if required):

(Quarter 3 2011/12) None required at this time

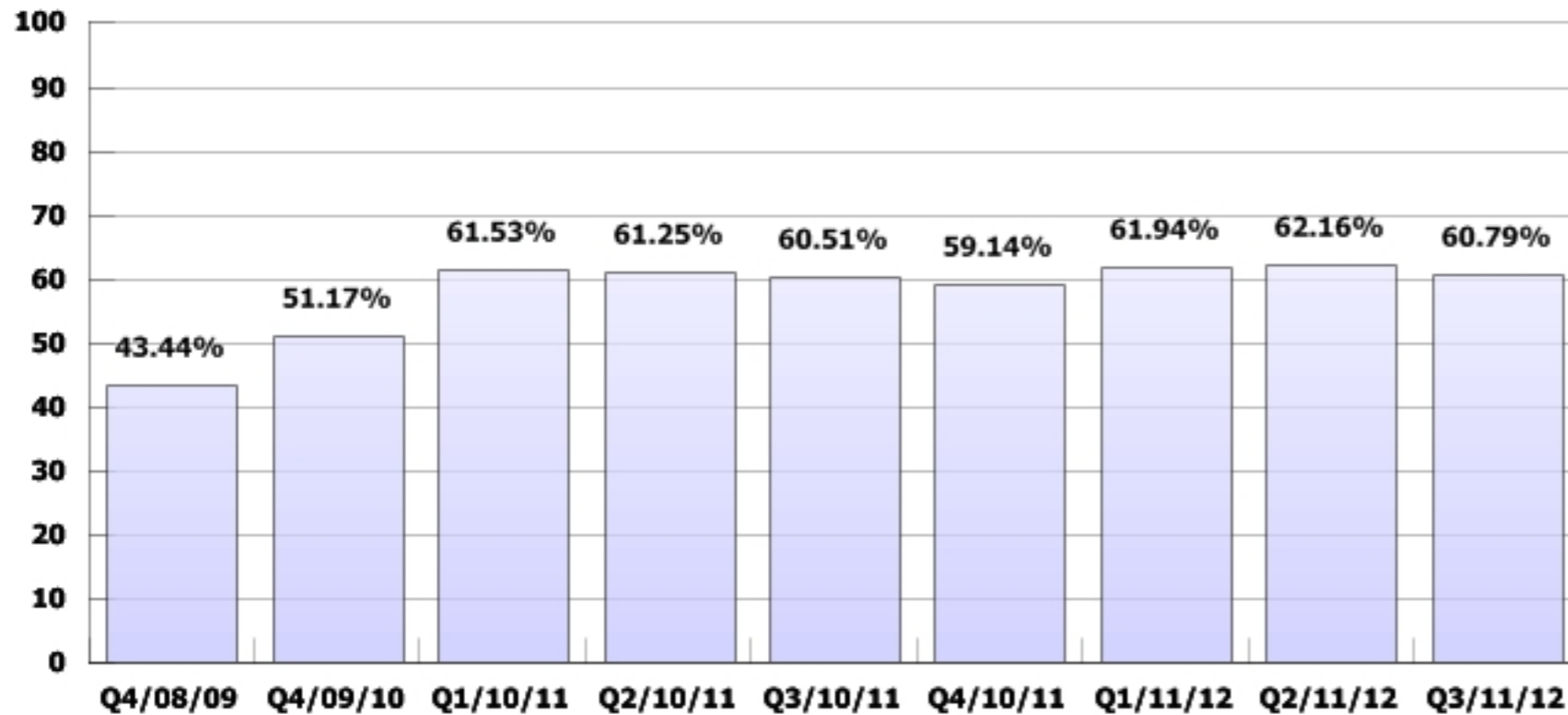
KPI 21 What percentage of all household waste was sent to be recycled, reused or composted?

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

Current and previous quarters performance



Quarter	Target	Actual	
Q3/11/12	59.34%	60.79%	✓
Q2/11/12	60.07%	62.16%	✓
Q1/11/12	60.34%	61.94%	✓
Q4/10/11	58.00%	59.14%	✓
Q3/10/11	58.00%	60.51%	✓

Annual 2011/12 - 58.00%

Target: 2010/11 - 58.00%

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 3 2011/12) This is an encouraging result showing a very slight improvement on the same period last year. Given that no further major changes to systems are anticipated, we will need to maintain educational programs plus introducing more recycling systems into multi-occupied dwellings to try to ensure that this level of performance is maintained, and if possible improved further.

Corrective action proposed (if required):

(Quarter 3 2011/12) None required at this time

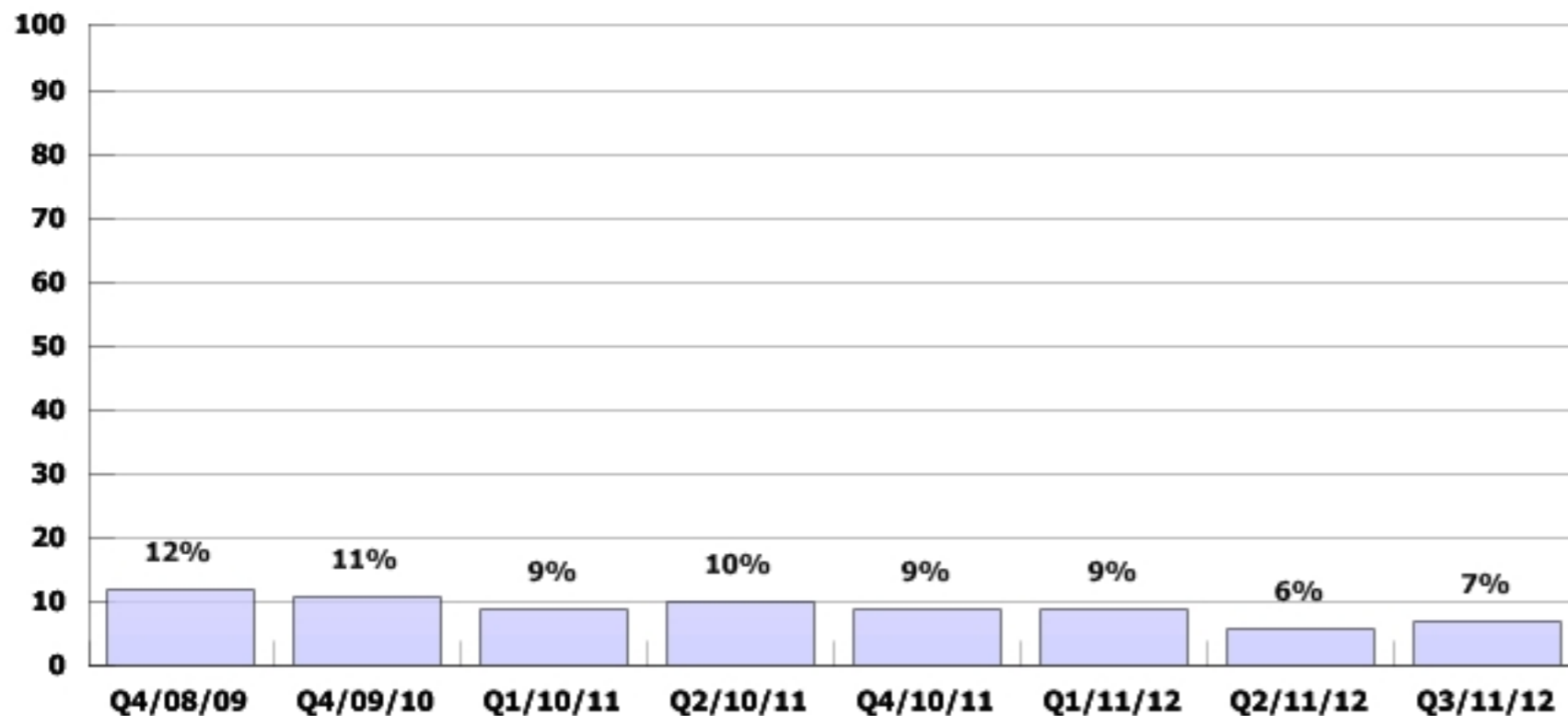
KPI 22 What percentage of our district had unacceptable levels of litter?

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

Current and previous quarters performance



Quarter	Target	Actual	
Q3/11/12	10%	7%	✓
Q2/11/12	10%	6%	✓
Q1/11/12	10%	9%	✓
Q4/10/11	10%	9%	✓
Q2/10/11	10%	10%	✓

Annual 2011/12 - 10%
Target: 2010/11 - 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 3 2011/12) It was suggested in reporting at Q2 that the result may 'slip' a little as we entered the winter months. This has proven to be the case and it would not be surprising to see that trend continue into Q4. That said we remain hopeful that the target of 10% will be achieved for 2011/12

Corrective action proposed (if required):

(Period 3 2011/12) No corrective action as such, but monitoring pressure will be maintained on the contractor to achieve high standards.

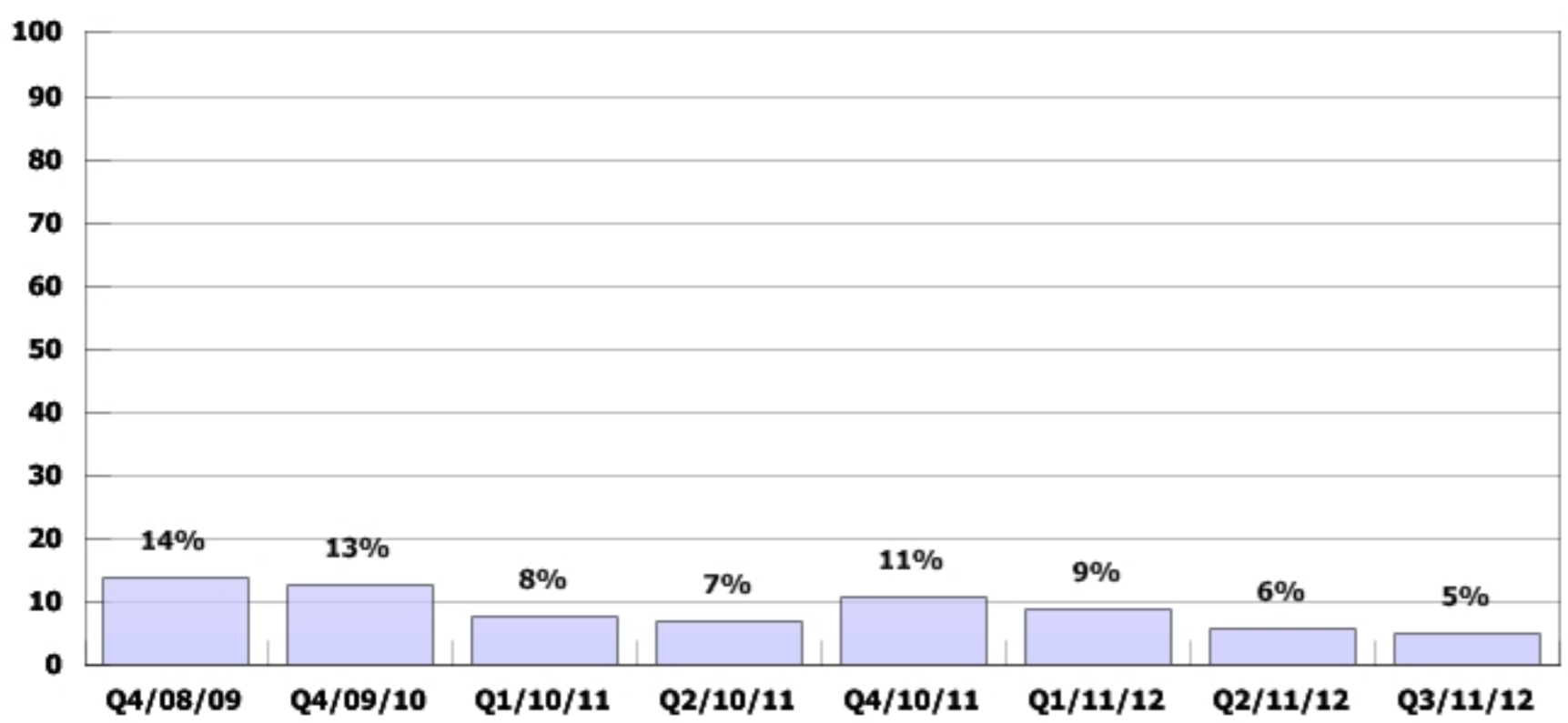
KPI 23 What percentage of our district had unacceptable levels of detritus (dust, mud, stones, rotted leaves, glass, plastic etc.)?

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

Current and previous quarters performance



Quarter	Target	Actual	Status
Q3/11/12	13%	5%	✓
Q2/11/12	13%	6%	✓
Q1/11/12	13%	9%	✓
Q4/10/11	13%	11%	✓
Q2/10/11	13%	7%	✓

Annual 2011/12 - 13%
Target: 2010/11 - 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):

Corrective action proposed (if required):

(Period 3 2011/12) As encouraging as this outturn appears, it is slightly false in that the current transects used for monitoring are perhaps not quite as representative of the district as a whole as are some others. Therefore, the 5% is unlikely to be maintained going forwards into Q4 or into 2012/13. We still however anticipate bettering the target of 13% for 2011/12 and should be in a position to confidently reduce that target for 2012/13.

(Period 3 2011/12) As with litter, no corrective action is required but pressure will be maintained on the contractor to achieve the highest possible standards.

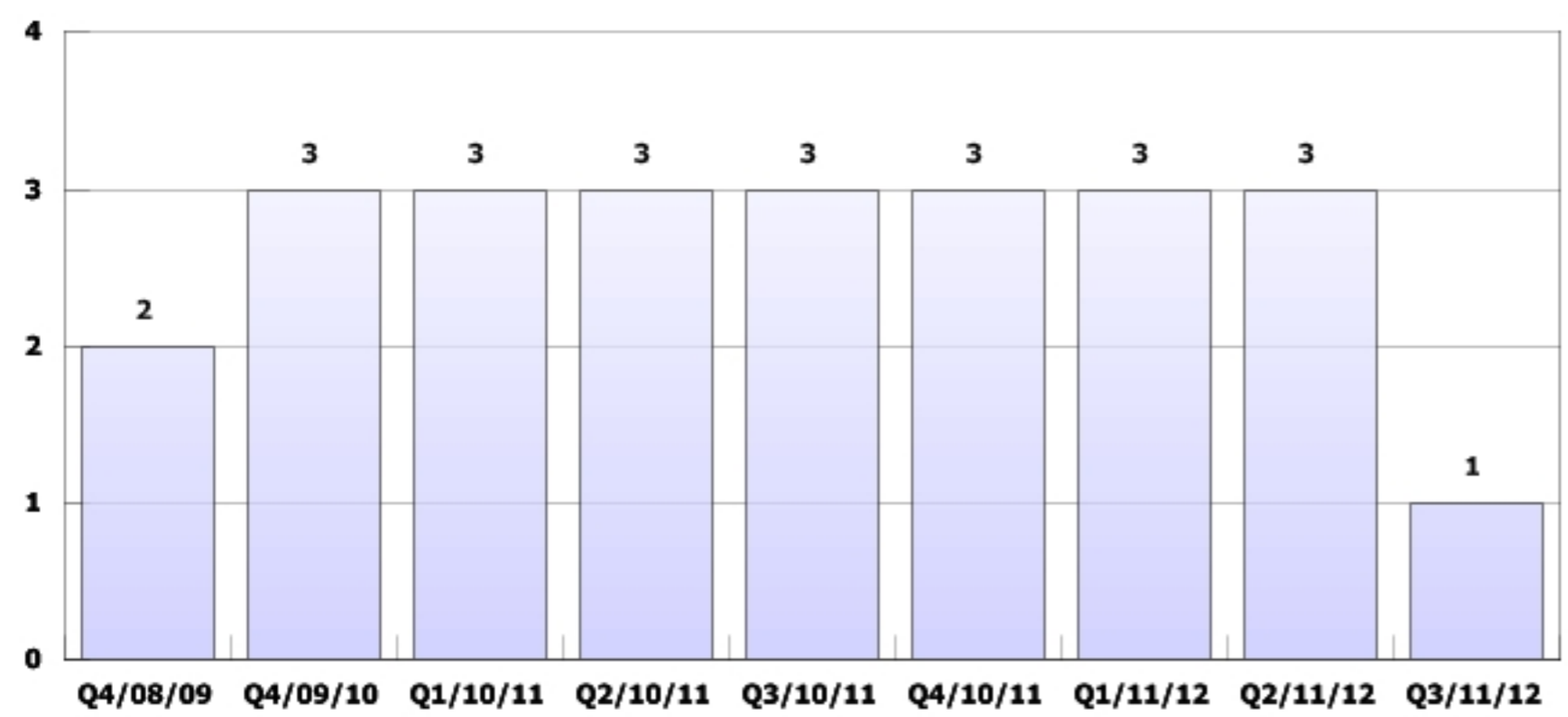
KPI 24 How well have we done in both reducing flytipping and taking action against those believed to be responsible?

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

Current and previous quarters performance



Quarter	Target	Actual	Status
Q3/11/12	3	1	✓
Q2/11/12	3	3	✓
Q1/11/12	3	3	✓
Q4/10/11	2	3	✗
Q3/10/11	2	3	✗

Annual 2011/12 - Grade 3
Target: 2010/11 - 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 3 2011/12) This is a complex KPI to monitor and report, but we have now reached a position where the changes to data collection made over recent years enable us to report back with greater confidence. Q3 has produced the first Grade 1 outcome, reflecting a high level of enforcement activity and a reduction in fly tipping overall. This will be difficult if not impossible to sustain because of the nature of the issue and the measurement process. However, we remain confident about achieving the target of level 3 and we may be in a position to recommend Grade 2 as the target for 2012/13.

Corrective action proposed (if required):

(Quarter 3 2011/12) No additional actions required at this time. Enforcement activity to be maintained at a high level with prosecutions taken where there is sufficient evidence to produce a realistic likelihood of a conviction.

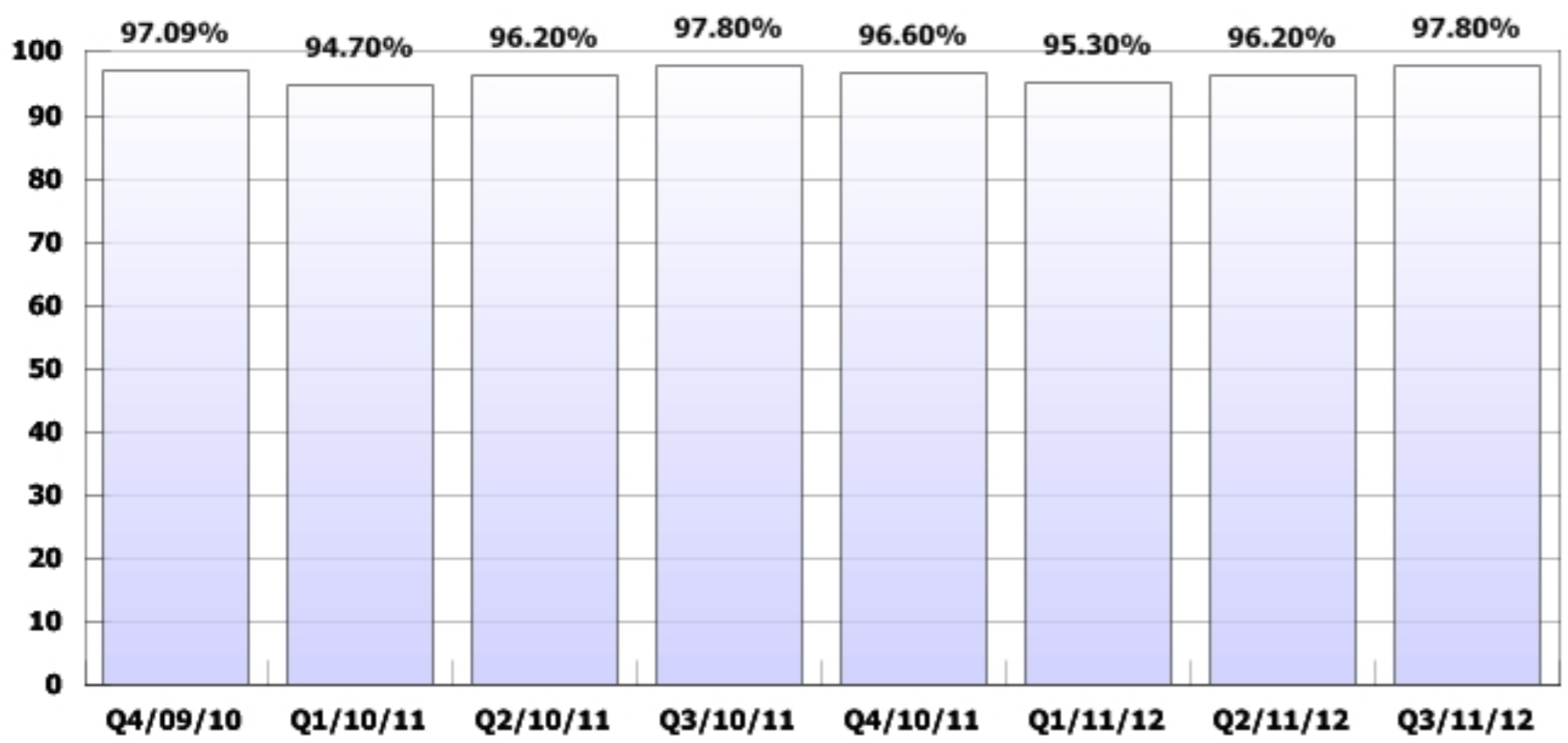
KPI 25 What percentage of the issues and complaints received by the Environment & Neighbourhoods Team received an initial response within 3 days?

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

Current and previous quarters performance



Quarter	Target	Actual	Status
Q3/11/12	95.00%	97.80%	✓
Q2/11/12	95.00%	96.20%	✓
Q1/11/12	97.00%	95.30%	✗
Q4/10/11	95.00%	96.60%	✓
Q3/10/11	95.00%	97.80%	✓

Annual 2011/12 - 97.00%
Target: 2010/11 - 95.00%

**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 3 2011/12) The original target of 97% was scaled back to 95% on the basis that whilst achievable it would cause a skewing of priorities. Although 97% has been achieved in Q3 the overall Q4 outturn is anticipated to be between 95% and 97% and therefore no changes to targets for 2012/13 are recommended.

Corrective action proposed (if required):

(Quarter 3 2011/12) None required



2010 / 11 Key Performance Indicators

Finance & ICT

KPI

30

31

32

33

34

35

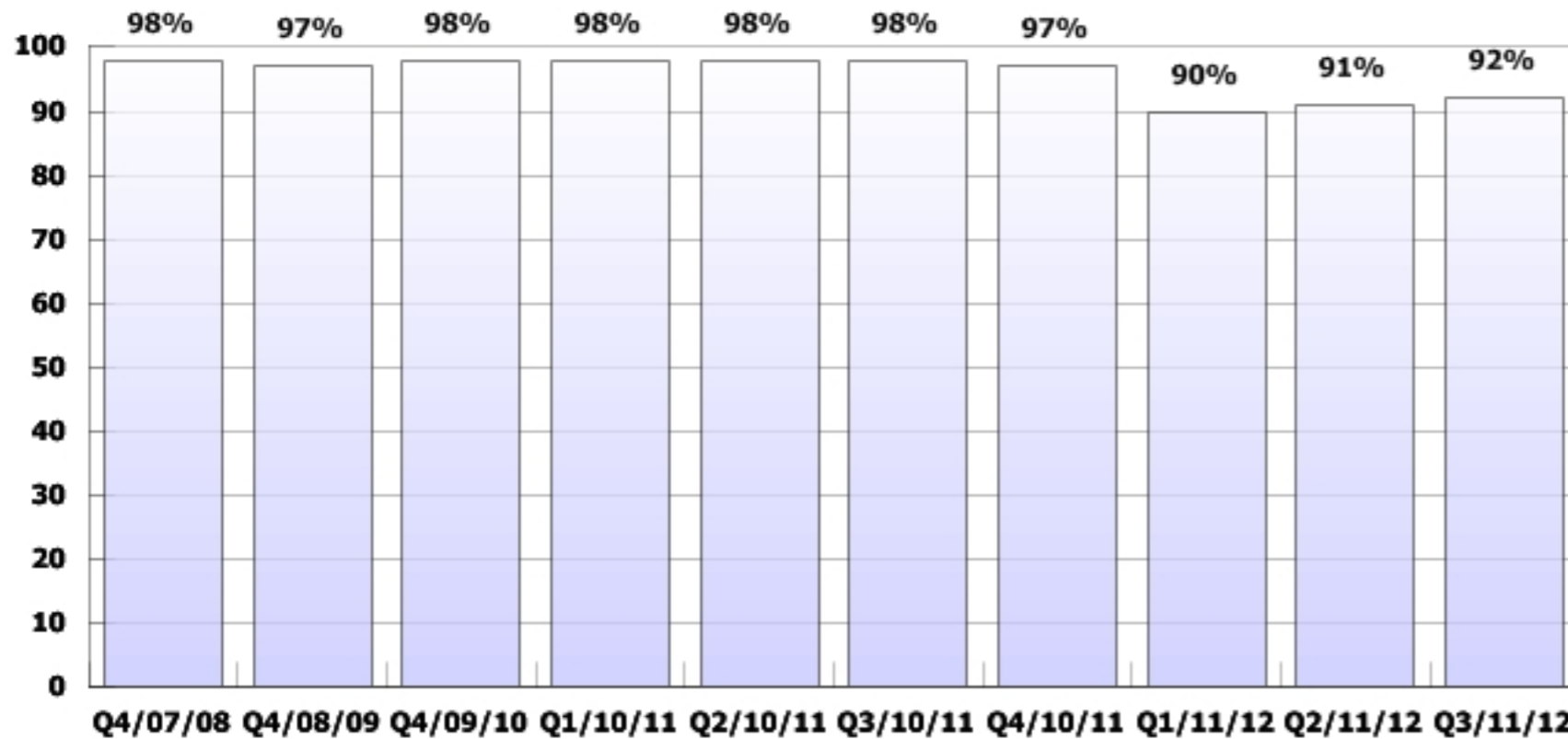
KPI 30 What percentage of the invoices we received were paid within 30 days?

Indicator previously known as: LPI 13

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

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

Current and previous quarters performance



Quarter	Target	Actual	Status
Q3/11/12	97%	92%	✗
Q2/11/12	97%	91%	✗
Q1/11/12	97%	90%	✗
Q4/10/11	98%	97%	✗
Q3/10/11	98%	98%	✓

Annual 2011/12 - 97.00%
Target: 2010/11 - 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?

No

Comment on current performance (including context):

(Quarter 3 2011/12) Performance has recovered from Quarter 1 up from 90% to 92%. The actual monthly performance for December was 96%. There tends to be more invoices processed in the final quarter so the outturn might reach 94% but the target of 97% will be not met. Housing Services performance in December is now up to 96% which is in line with the total for that month. Currently 79% of local suppliers have been paid within 20 Days, this is up from 75% at quarter 2. Actual performance for December is at 93% which is higher than last year actual.

Corrective action proposed (if required):

(Quarter 3 2011/12) The proposal to reduce the quantity of invoices processed for building supplies is going ahead in the form of a specific contract for this. The administrative burden will be significantly reduced though the impact on the figures for this financial year is likely to be minimal.

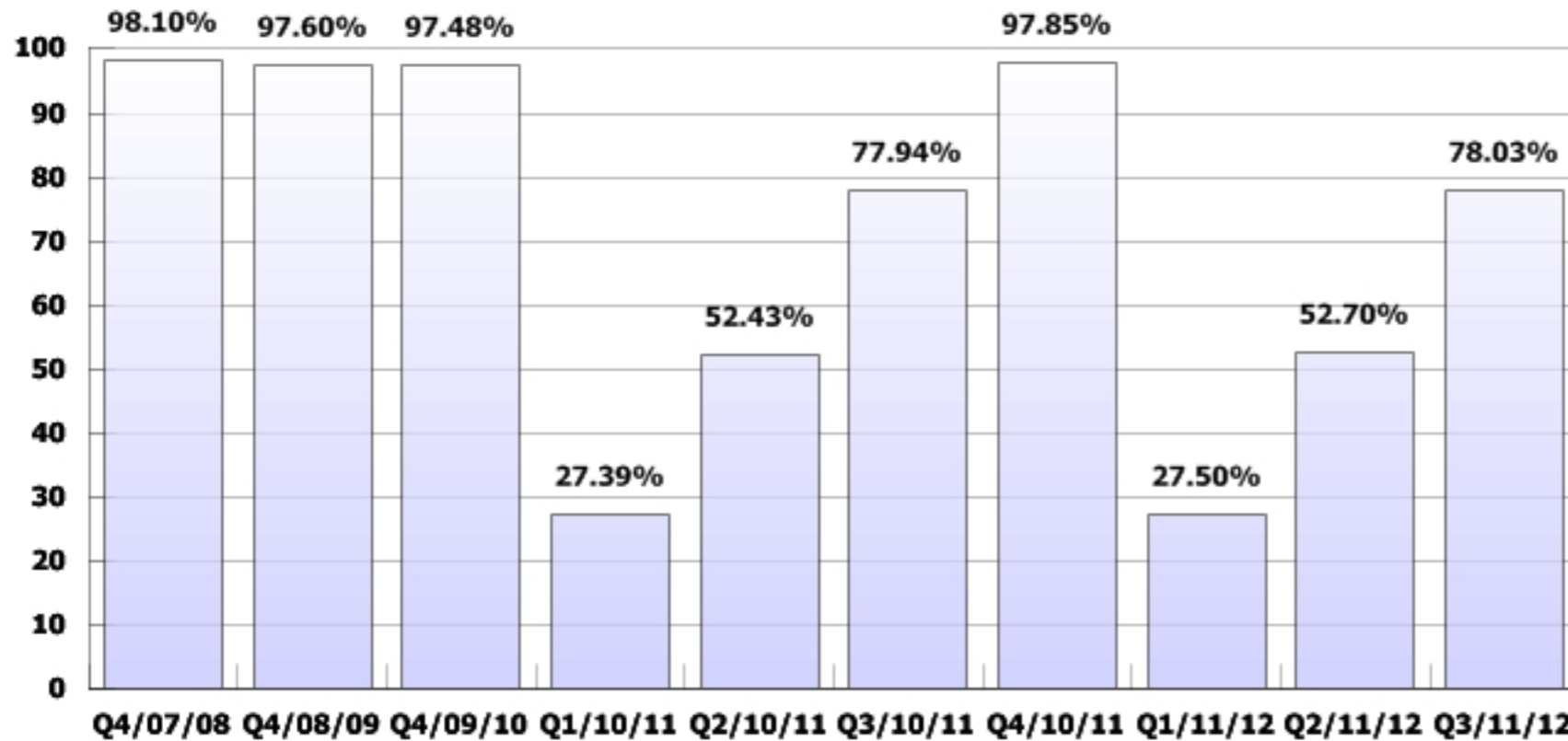
KPI 31 What percentage of the district's annual Council Tax was collected?

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

Current and previous quarters performance



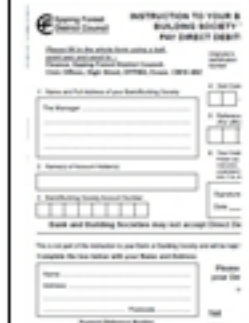
Quarter	Target	Actual	Status
Q3/11/12	77.90%	78.03%	✓
Q2/11/12	52.40%	52.70%	✓
Q1/11/12	27.38%	27.50%	✓
Q4/10/11	97.80%	97.85%	✓
Q3/10/11	73.35%	77.94%	✓

Annual 2011/12 - 97.80%
Target: 2010/11 - 97.80%

Indicator of good performance:
A higher percentage is good

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

Uncertain



Comment on current performance (including context):

(Quarter 3 2011/12) The current collection rate is 0.09% up on the same stage last year and 0.13% up on the the profiled target for this quarter.

Corrective action proposed (if required):

(Quarter 3 2011/12) Full billing, collection and recovery processes will continue to collect outstanding amounts.

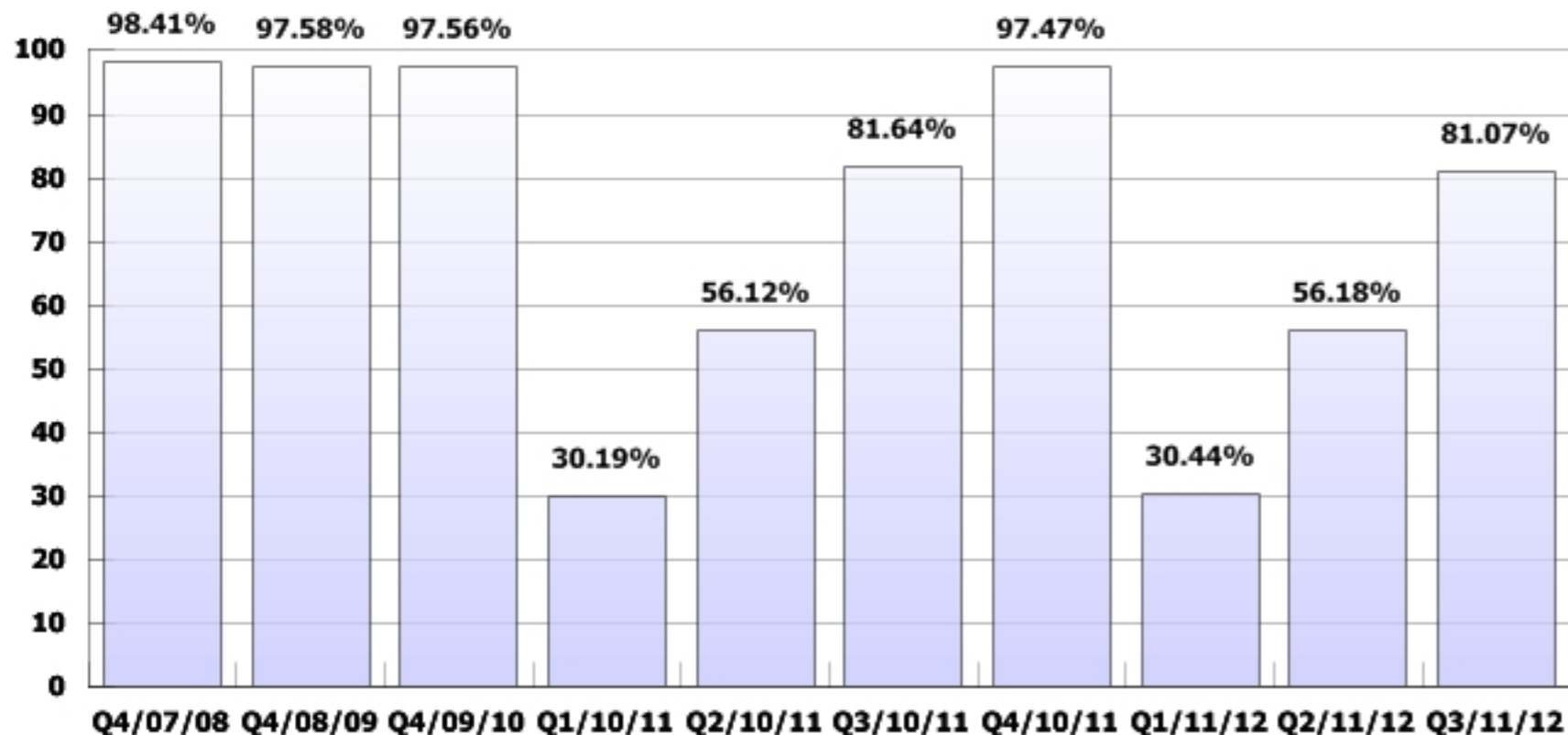
KPI 32 What percentage of the district's annual business rates was collected?

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

Current and previous quarters performance



Quarter	Target	Actual
Q3/11/12	82.08%	81.07%
Q2/11/12	56.61%	56.18%
Q1/11/12	30.35%	30.44%
Q4/10/11	98.00%	97.47%
Q3/10/11	73.50%	81.64%



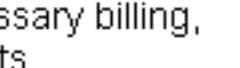
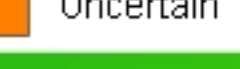
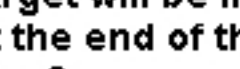
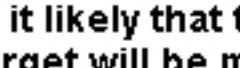
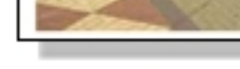
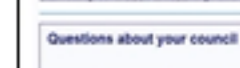
Annual 2011/12 - 98.00%

Target: 2010/11 - 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 3 2011/12) Collection performance is 0.57 down on the same stage last year and 1.01% down on the profiled target. Of concern is that defaults in rates payments have increased during the year which has seen the collection performance worsen, particularly in assessments dependent on discretionary spend by customers such as restaurants and pubs. This situation consequently mirrors the on-going economic problems. In addition, there are some substantial accounts awaiting action by the Valuation Office Agency and officers are attempting to get these moved along.

Corrective action proposed (if required):

(Quarter 3 2011/12) The section will continue to undertake all necessary billing, collection and recovery processes to collect the outstanding amounts.

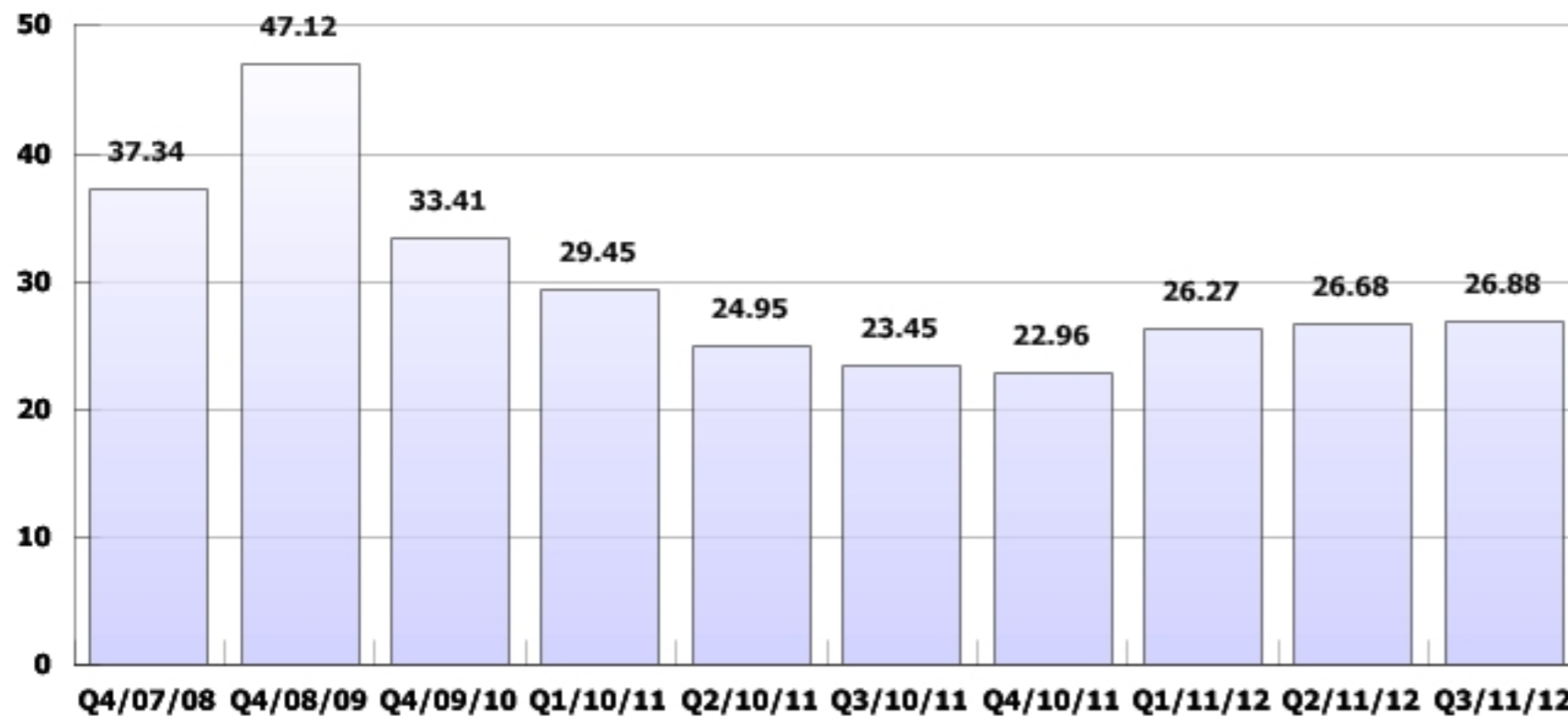
KPI 33 On average, how many days did it take us to process new benefit claims?

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

Current and previous quarters performance



Quarter	Target	Actual	Status
Q3/11/12	23.00	26.88	✗
Q2/11/12	23.00	26.68	✗
Q1/11/12	23.00	26.27	✗
Q4/10/11	25.00	22.96	✓
Q3/10/11	25.00	23.45	✓

Annual 2011/12 - 23.00 Days

Target: 2010/11 - 25.00 days

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

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

Uncertain

Comment on current performance (including context):

(Quarter 3 2011/12) Performance is monitored on a weekly basis and improvements to processes are made when appropriate. Currently there are four vacant posts plus an Officer on maternity leave. These vacancies are 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. Additional queries have been created by the recent and proposed changes to the welfare system.

Corrective action proposed (if required):

(Quarter 3 2011/12) Due to the current staffing situation, it is unlikely that the target of 23 days will be achieved but it is hoped that performance can at least be maintained at the current level. This will however be dependent upon the staffing level not deteriorating further. Recruitment had been delayed pending further information on the precise impact of Welfare Reforms.

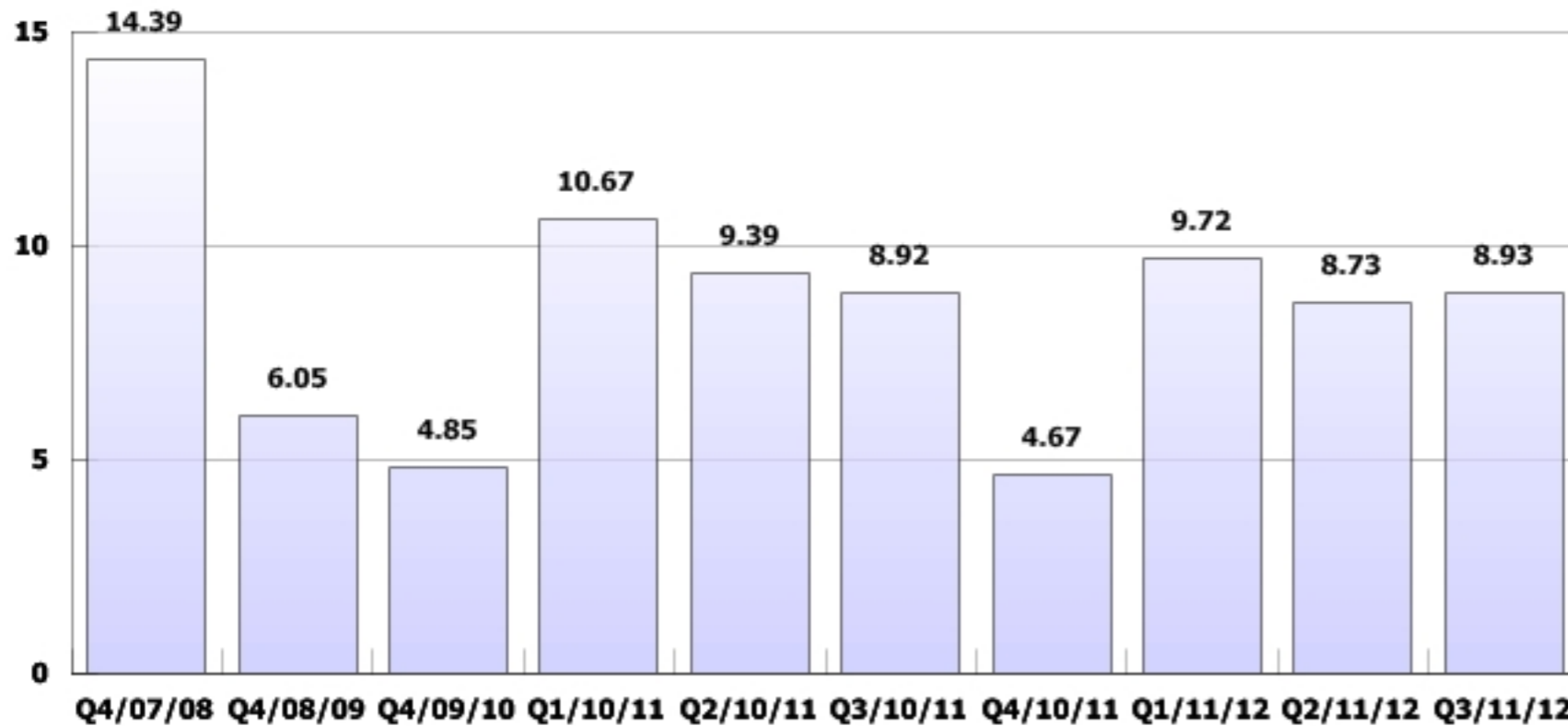
KPI 34 On average, how many days did it take us to process notices of a change in a benefit claimant's circumstances?

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

Current and previous quarters performance



Quarter	Target	Actual	Status
Q3/11/12	8.00	8.93	✗
Q2/11/12	8.00	8.73	✗
Q1/11/12	8.00	9.72	✗
Q4/10/11	8.00	4.67	✓
Q3/10/11	8.00	8.92	✗

Annual 2011/12 - 8.00 days
Target: 2010/11 - 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 3 2011/12) Performance is monitored on a weekly basis and improvements to processes are made when appropriate. Currently there are four vacant posts plus an Officer on maternity leave. These vacancies are 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.

Corrective action proposed (if required):

(Quarter 3 2011/12) The Processing of claims in February in preparation for the new financial year, always results in good processing times. Performance should therefore be on target to achieve an average of 8 days over the year, dependent upon the staffing level not deteriorating further.

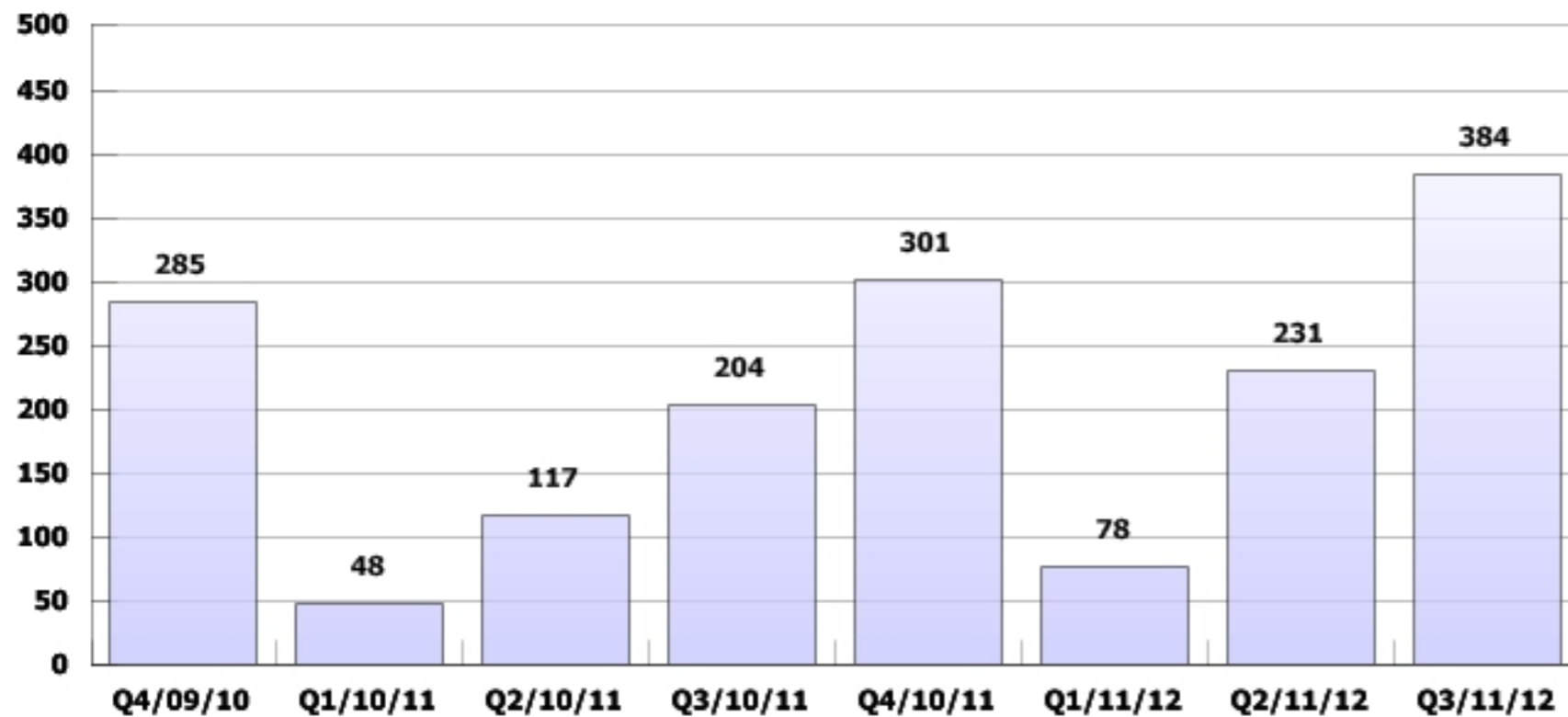
KPI 35 How many benefits fraud investigations were completed by the Council?

Indicator previously known as: LPI 53

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

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

Current and previous quarters performance



Quarter	Target	Actual	Status
Q3/11/12	375	384	✓
Q2/11/12	250	231	✗
Q1/11/12	125	78	✗
Q4/10/11	300	301	✓
Q3/10/11	225	204	✗

Annual 2011/12 - 500
Target: 2010/11 - 300

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 3 2011/12) Individual targets for the Investigation Officers have all been met in both Quarter 2 and Quarter 3. However, the lack of a Senior Officer in a vacant post means that some of the day to day management and supervision has been lacking and the Officers have not always received the level of guidance and support that we would like. In addition to the existing vacancy, one of the Investigation Officers left at the end of November creating a further vacancy on the section.

Corrective action proposed (if required):

(Quarter 3 2011/12) The Investigation Officers in post did all achieve their personal targets for quarters 2 and 3 and have made up some of the shortfall from quarter 1. A planned exercise for checking the residency of claimants should help with the performance figures in quarter 4. The additional vacancy on the section now raises uncertainty as to whether the target will be achieved.



2010 / 11 Key Performance Indicators

Housing

KPI

41	45
42	46
43	47
44	48

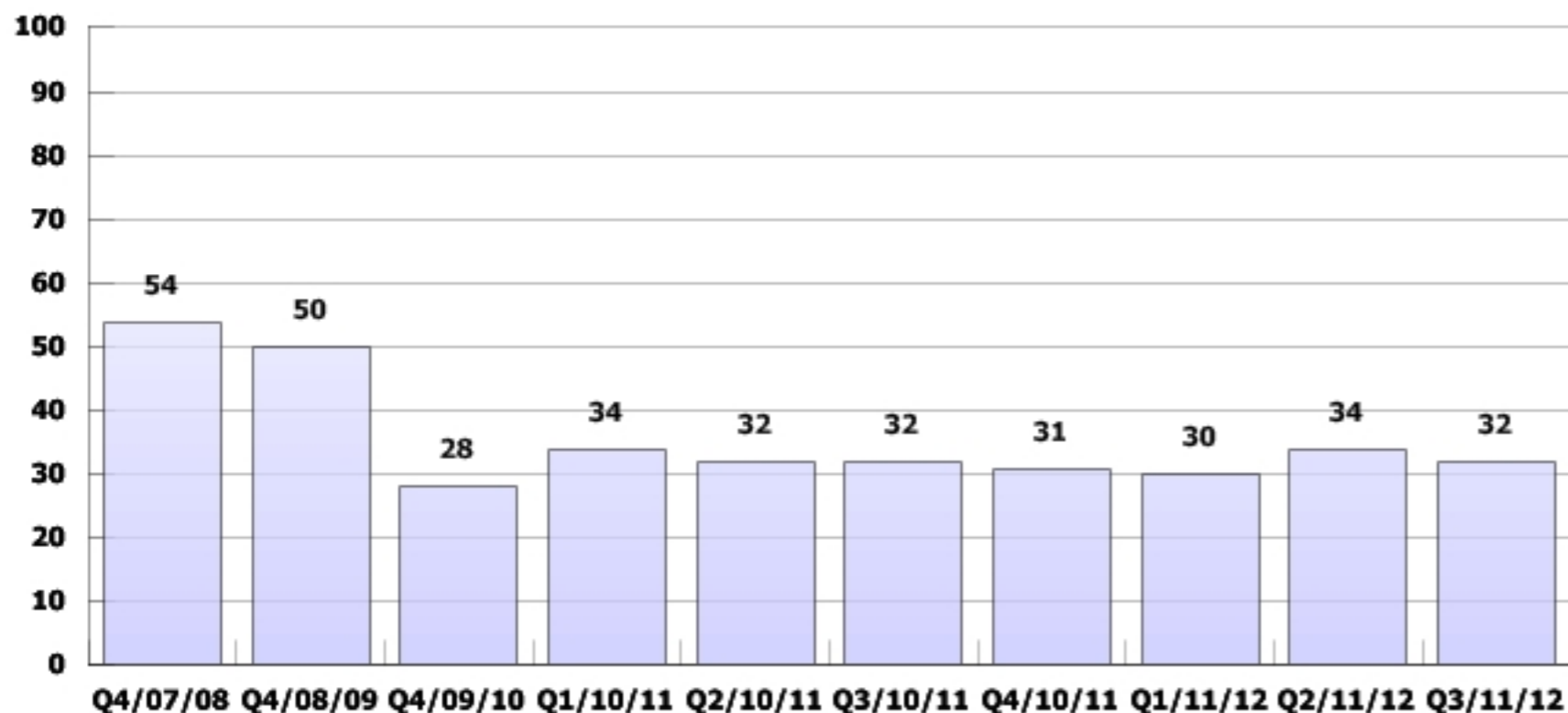
KPI 41 On average, how many days did it take us to re-let a Council property?

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

Current and previous quarters performance



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

Annual 2011/12 - 30 days
Target: 2010/11 - 30 days

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

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

Uncertain



Comment on current performance (including context):

(Quarter 3 2011/12)
Although performance is almost on target, the following actions will be undertaken to improve:
Continuation of the Voids Working Party
Completion of new void standard
Performance output specification being piloted where contractor undertakes entire repairs process, saving time and removing the need for officer inspections
Consider weekly property lists for CBL
Advertise difficult to let properties in local press

Corrective action proposed (if required):

(Quarter 3 2011/12) Please see previous comments

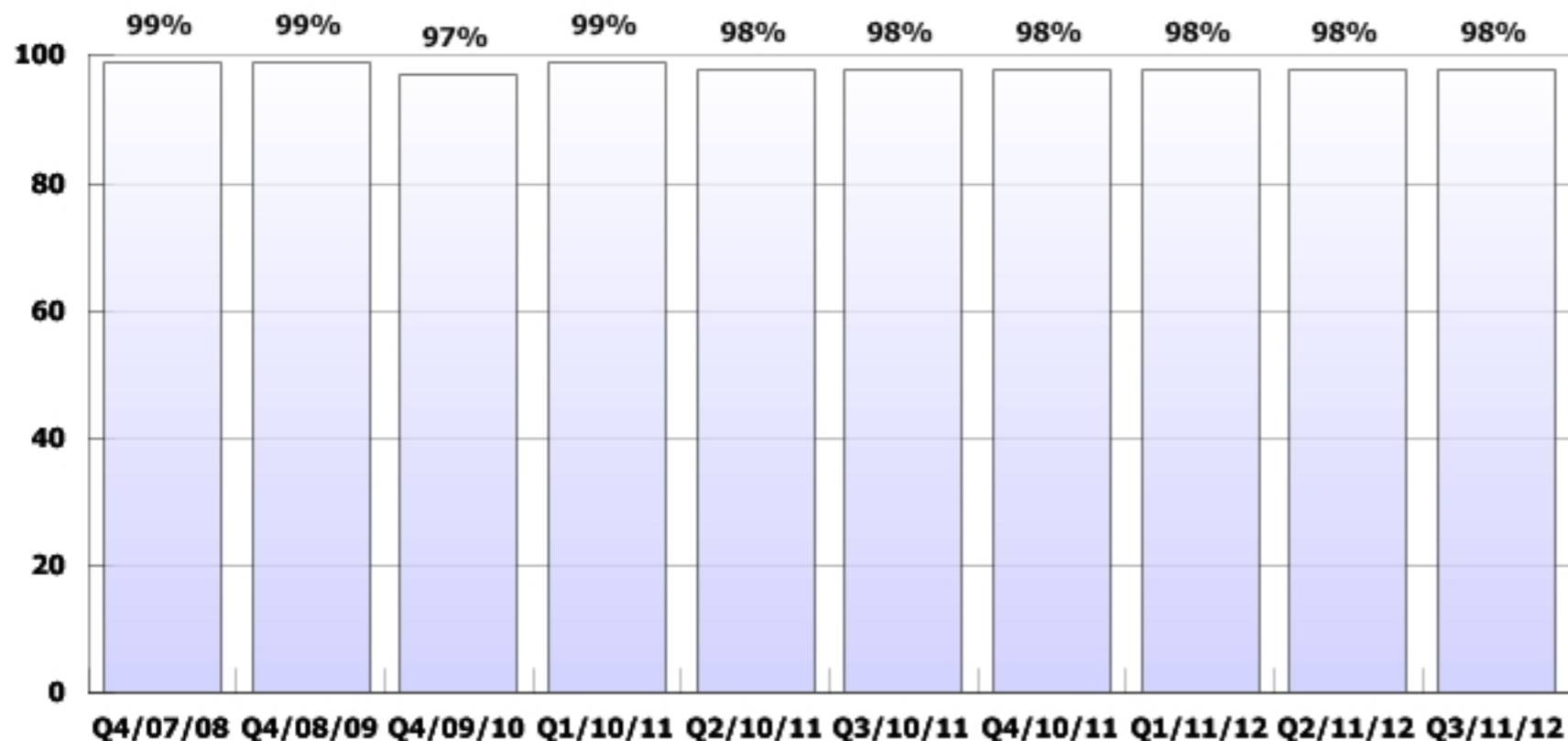
KPI 42 What percentage of emergency repairs to our council properties were completed within 24 hours?

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

Current and previous quarters performance



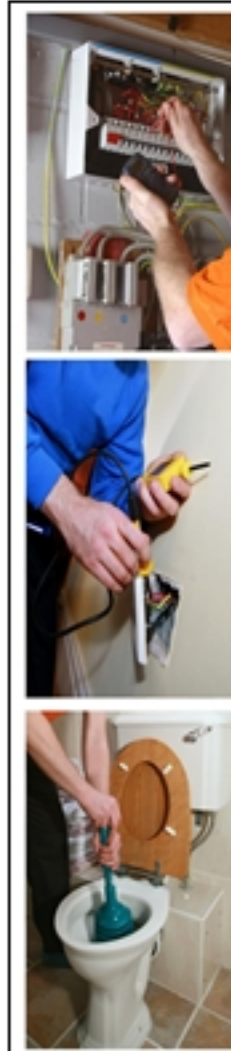
Quarter	Target	Actual	Status
Q3/11/12	99%	98%	X
Q2/11/12	99%	98%	X
Q1/11/12	99%	98%	X
Q4/10/11	99%	98%	X
Q3/10/11	99%	98%	X

Annual 2011/12 - 99%
Target: 2010/11 - 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 3 2011/12) In January 2012 the Mears IT system was implemented within the Housing Repairs Service which, once fully established, is expected to significantly improve performance - particularly from April 2012.

Corrective action proposed (if required):

(Quarter 3 2011/12) Performance below target and continued focus within Housing Repairs Service to improve performance of this indicator.

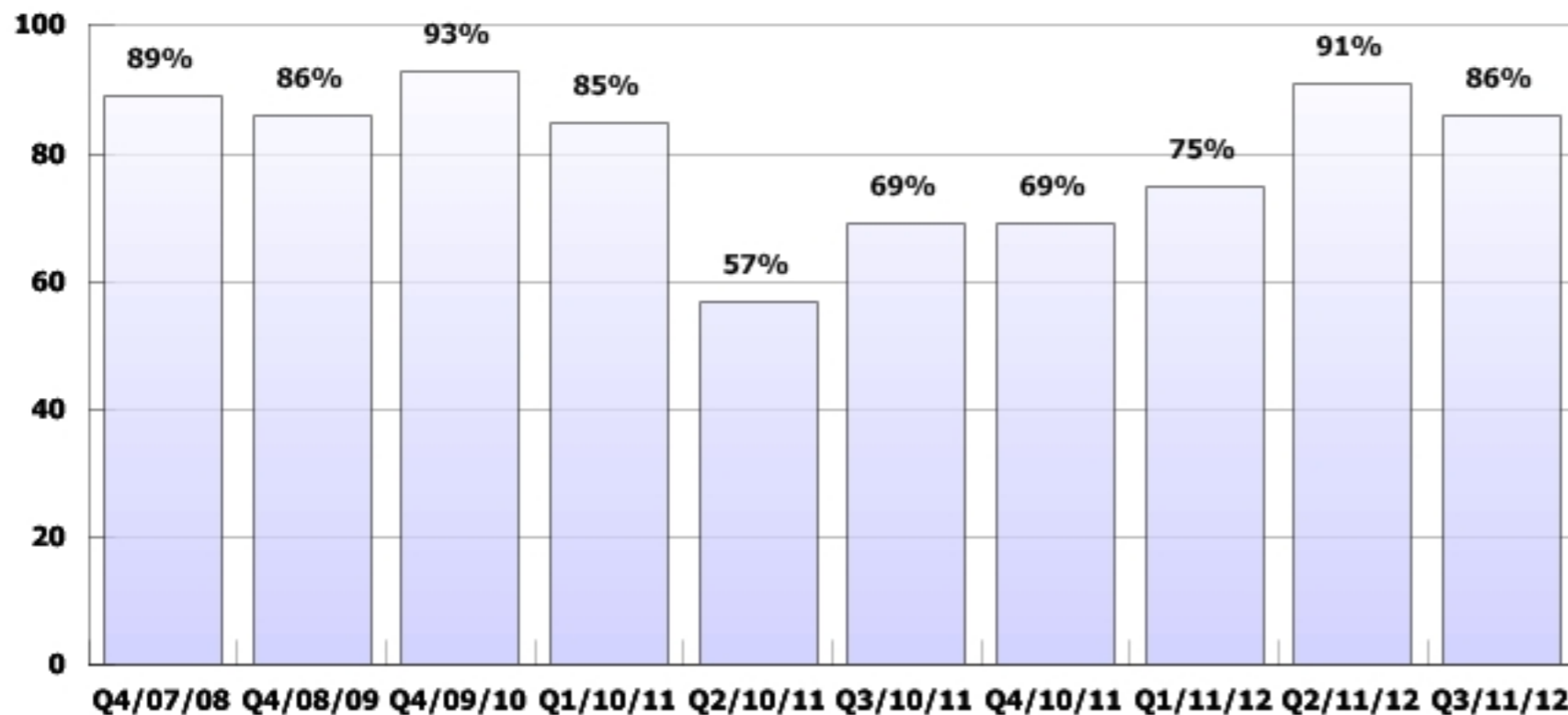
KPI 43 What percentage of urgent repairs to our council properties were completed within five working days?

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

Current and previous quarters performance



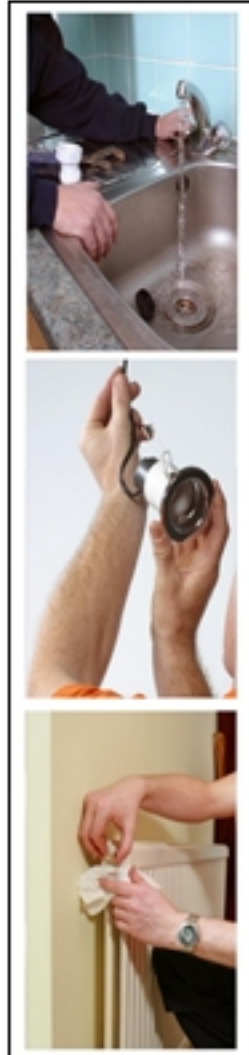
Quarter	Target	Actual	Status
Q3/11/12	95%	86%	X
Q2/11/12	95%	91%	X
Q1/11/12	95%	75%	X
Q4/10/11	95%	69%	X
Q3/10/11	95%	69%	X

Annual 2011/12 - 95%
Target: 2010/11 - 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 3 2011/12) In January 2012 the Mears IT system was implemented within the Housing Repairs Service which, once fully established, is expected to significantly improve performance - particularly from April 2012.

Performance has still failed to achieve target of 95%. This quarter has seen a significant increase in the numbers of jobs reported on this indicator.
 Number of jobs previously reported: Q1 165, Q2 270, Q3 570.

Corrective action proposed (if required):

(Quarter 3 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.

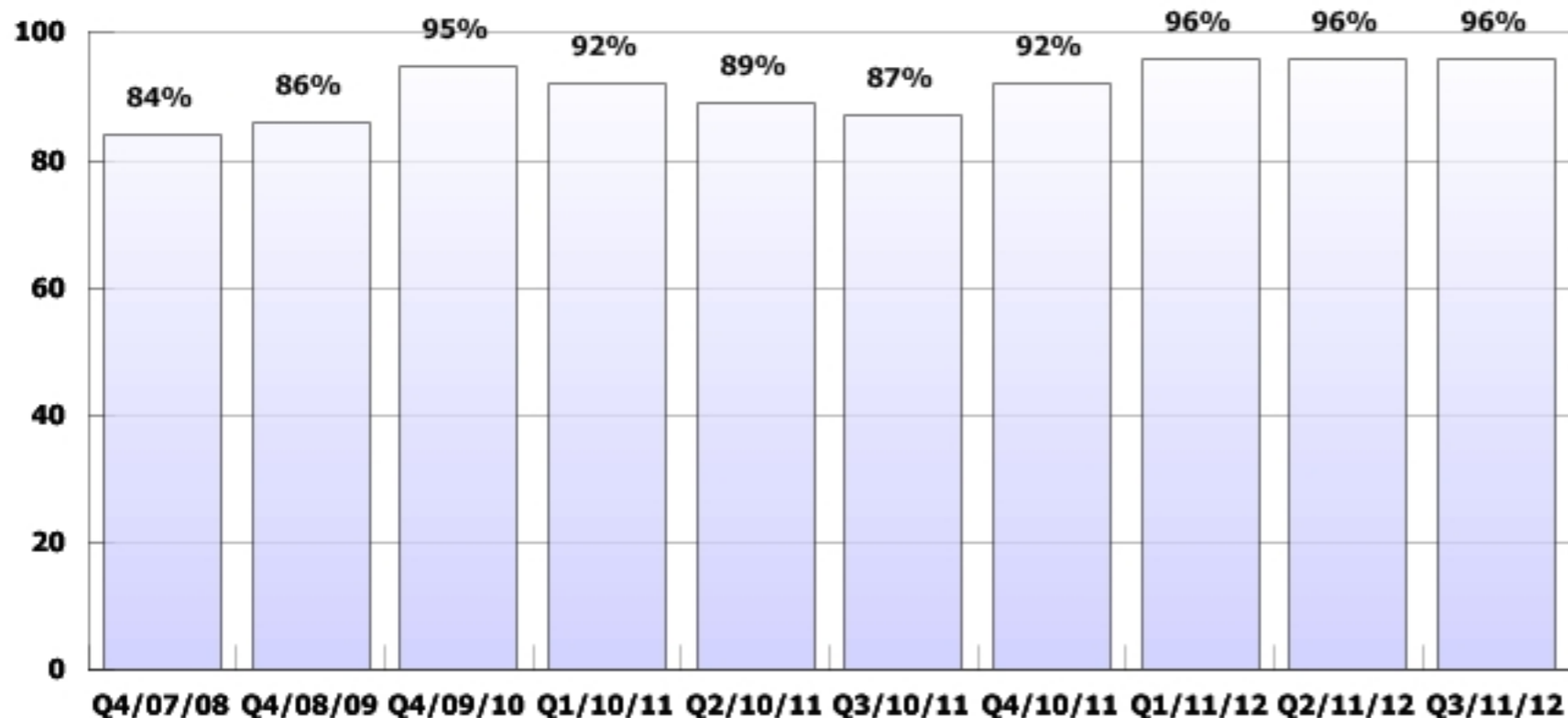
KPI 44 What percentage of routine repairs to our council properties were completed within six weeks?

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

Current and previous quarters performance



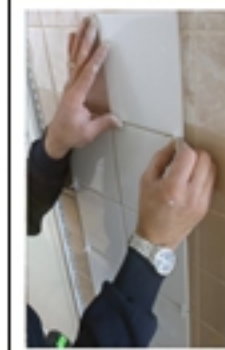
Quarter	Target	Actual	Status
Q3/11/12	95%	96%	✓
Q2/11/12	95%	96%	✓
Q1/11/12	95%	96%	✓
Q4/10/11	95%	92%	✗
Q3/10/11	95%	87%	✗

Annual 2011/12 - 95%
Target: 2010/11 - 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?

Yes



Comment on current performance (including context):

(Quarter 3 2011/12) Performance above target.

Corrective action proposed (if required):

(Quarter 3 2011/12) None required at this time.

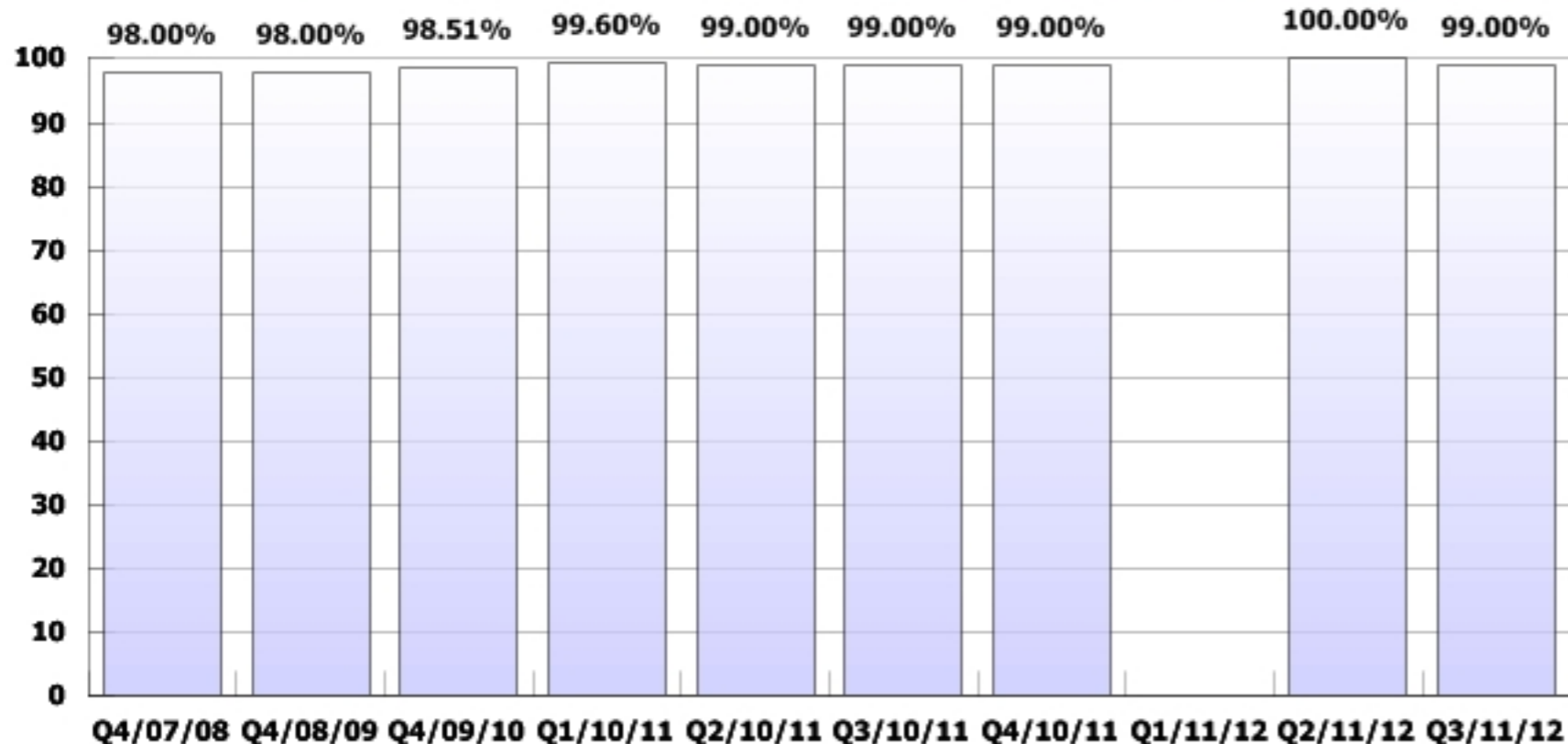
KPI 45 How satisfied were our tenants with the standard of the repairs service they received?

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

Current and previous quarters performance



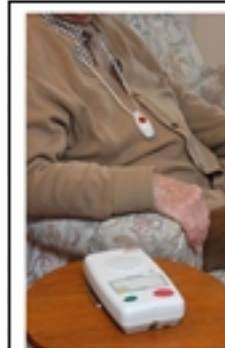
Quarter	Target	Actual	Status
Q3/11/12	98.00%	99.00%	✓
Q2/11/12	98.00%	100.00%	✓
Q1/11/12	98.00%		
Q4/10/11	98.00%	99.00%	✓
Q3/10/11	98.00%	99.00%	✓

Annual 2011/12 - 98.00%
Target: 2010/11 - 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 3 2011/12)
Performance above target.

Corrective action proposed (if required):

(Quarter 3 2011/12)

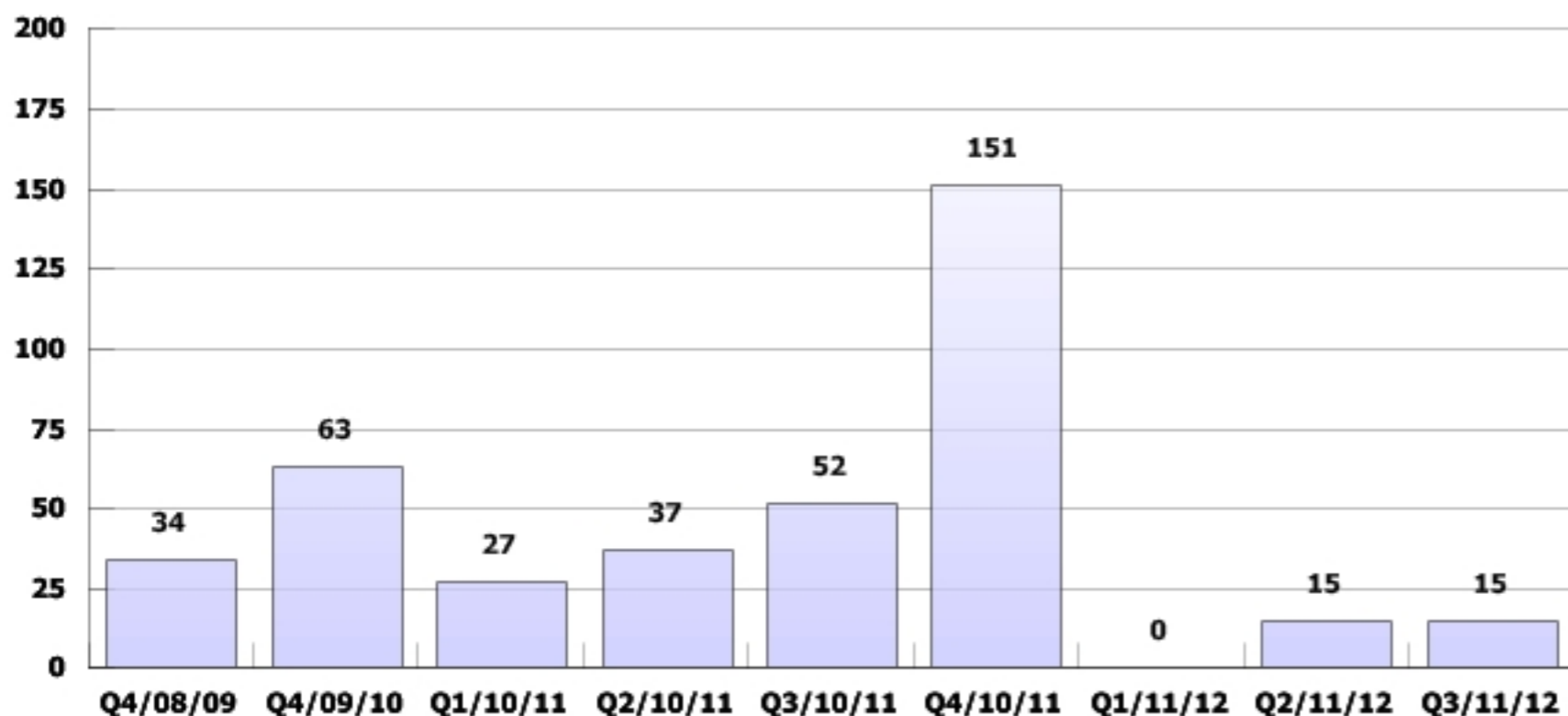
KPI 46 How many affordable homes were built in the District?

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

Current and previous quarters performance



Quarter	Target	Actual	Status
Q3/11/12	86	15	✗
Q2/11/12	44	15	✗
Q1/11/12	0	0	✓
Q4/10/11	70	151	✓
Q3/10/11	52	52	✓

Annual 2011/12 - 112
Target: 2010/11 - 70

Indicator of good performance:
A higher number 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 3 2011/12) The no. of completions up to Quarter 3 is lower than originally anticipated at the beginning of the year, due to significant delays on site at the large White Lodge development, Sewardstone Road, Waltham Abbey. 50 new affordable homes were expected to be completed in Quarters 2 and 3, but will not now be completed until at least Quarter 4. A further 16 affordable homes are also expected for Quarter 4.
It is unlikely that the target will be met for 2011/12. However, delayed completions will be carried forward to 2011/12.

Corrective action proposed (if required):

(Quarter 3 2011/12) Due to the long lead-in time to housing developments, it is not possible to correct the shortfall in 2011/12. However, the shortfall in numbers is not due to non-completions, it is due to some completion dates now falling into 2012/13, instead of 2011/12.

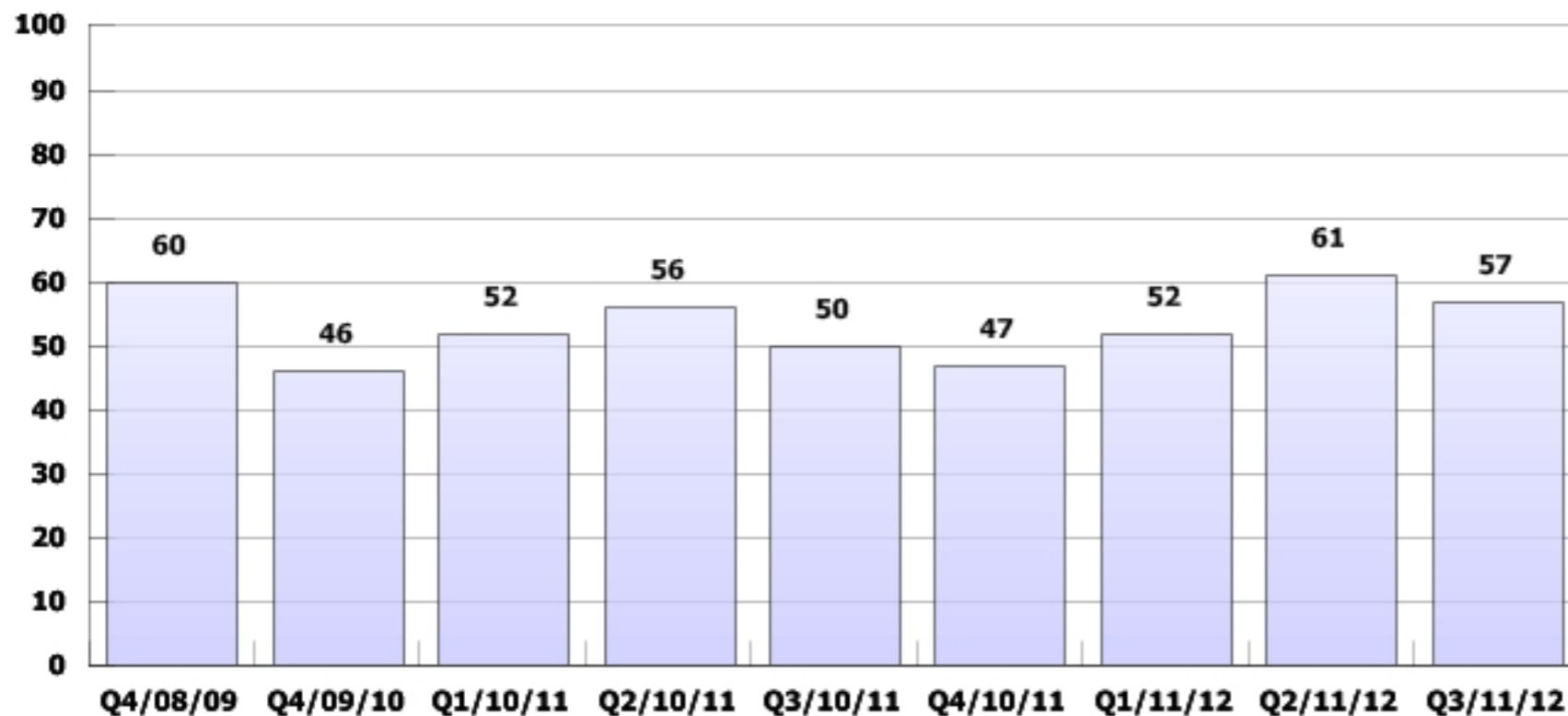
KPI 47 How many households were housed in temporary accommodation?

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

Current and previous quarters performance



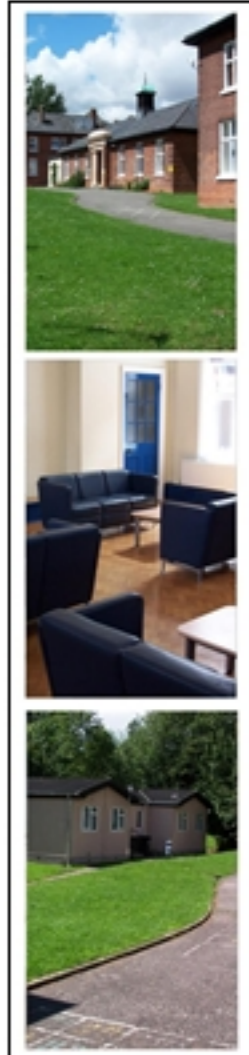
Quarter	Target	Actual	Status
Q3/11/12	60	57	✓
Q2/11/12	60	61	✗
Q1/11/12	60	52	✓
Q4/10/11	60	47	✓
Q3/10/11	60	50	✓

Annual 2011/12 - 60
Target: 2010/11 - 60

Indicator of good performance:
A lower number is good

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

Uncertain



Comment on current performance (including context):

(Quarter 3 2011/12) Performance above target.

Corrective action proposed (if required):

(Quarter 3 2011/12)

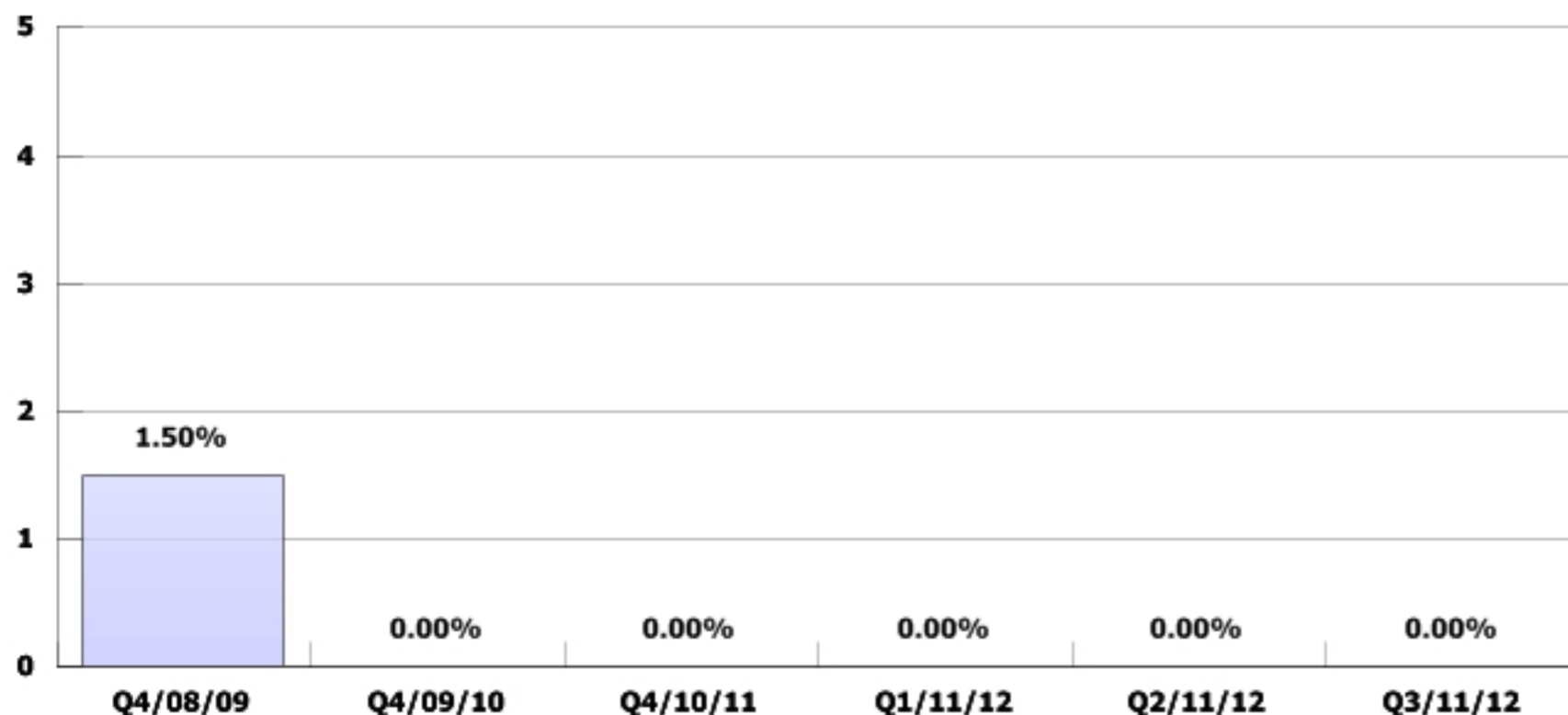
KPI 48 What percentage of our council homes were not in a decent condition?

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

Current and previous quarters performance



Quarter	Target	Actual
Q3/11/12	0.00%	0.00%
Q2/11/12	0.00%	0.00%
Q1/11/12	0.00%	0.00%
Q4/10/11	0.00%	0.00%
Q4/09/10	0.00%	0.00%



Annual 2011/12 - 0.00%
Target: 2010/11 - 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 3 2011/12) Potential Non-Decent failures have been identified on the Stock Condition Survey for 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

□ Kitchen and Bathroom combined failures 0 properties

It is anticipated that all the potential Non-Decent properties will be completed as part of the planned Capital and Revenue works programmes for 2011-12.

Corrective action proposed (if required):

(Quarter 3 2011/12) None required at this time



2010 / 11 Key Performance Indicators

Planning & Economic Development

KPI

50	53
51	54
52	55

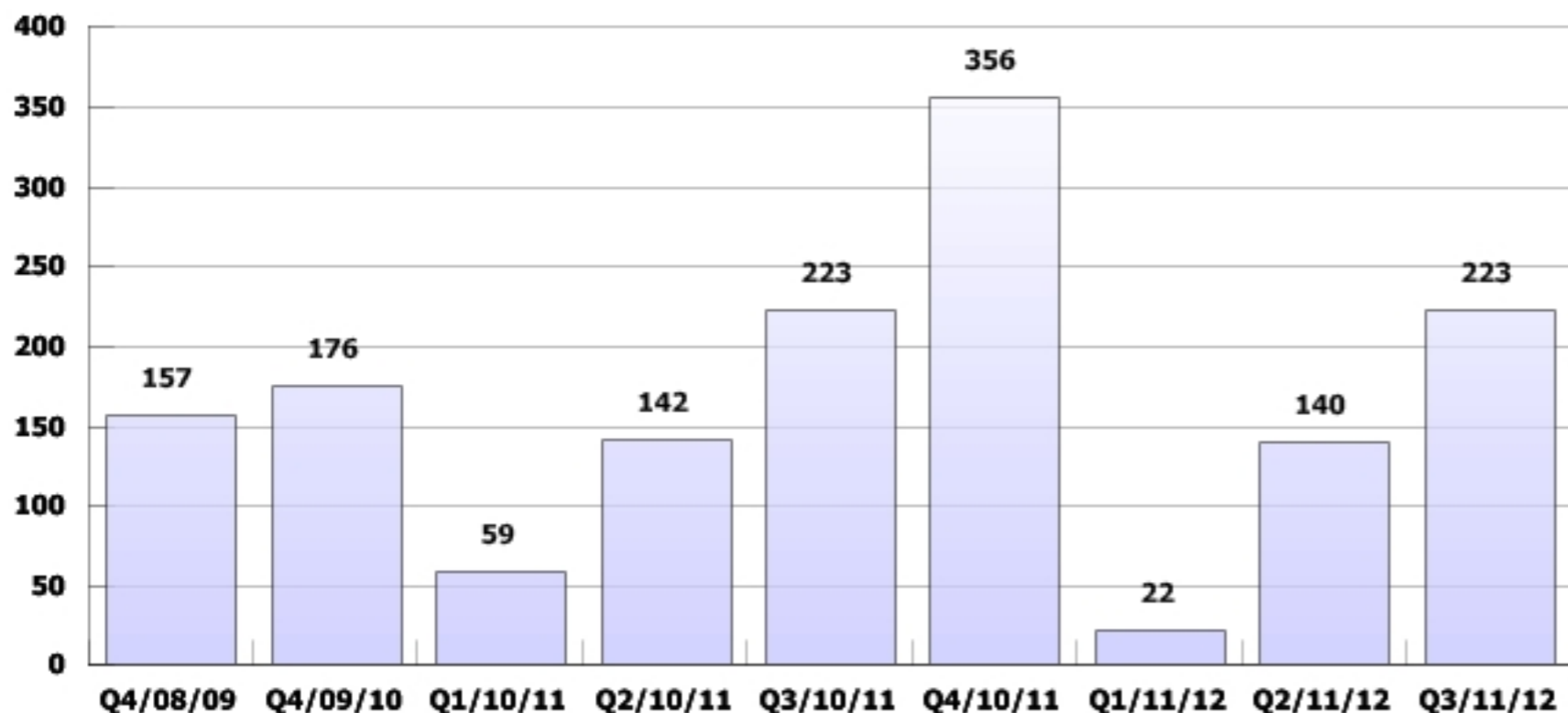
KPI 50 What was the net increase or decrease in the number of homes in the district?

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

Current and previous quarters performance



Quarter	Target	Actual	Status
Q3/11/12	113	223	✓
Q2/11/12	72	140	✓
Q1/11/12	30	22	✗
Q4/10/11	180	356	✓
Q3/10/11	135	223	✓

Annual 2011/12 - 180
Target: 2010/11 - 180

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 3 2011/12) Performance has reached and exceeded the target for this quarter.

Corrective action proposed (if required):

(Quarter 3 2011/12) No corrective action is proposed, as performance has reached and exceeded the target.

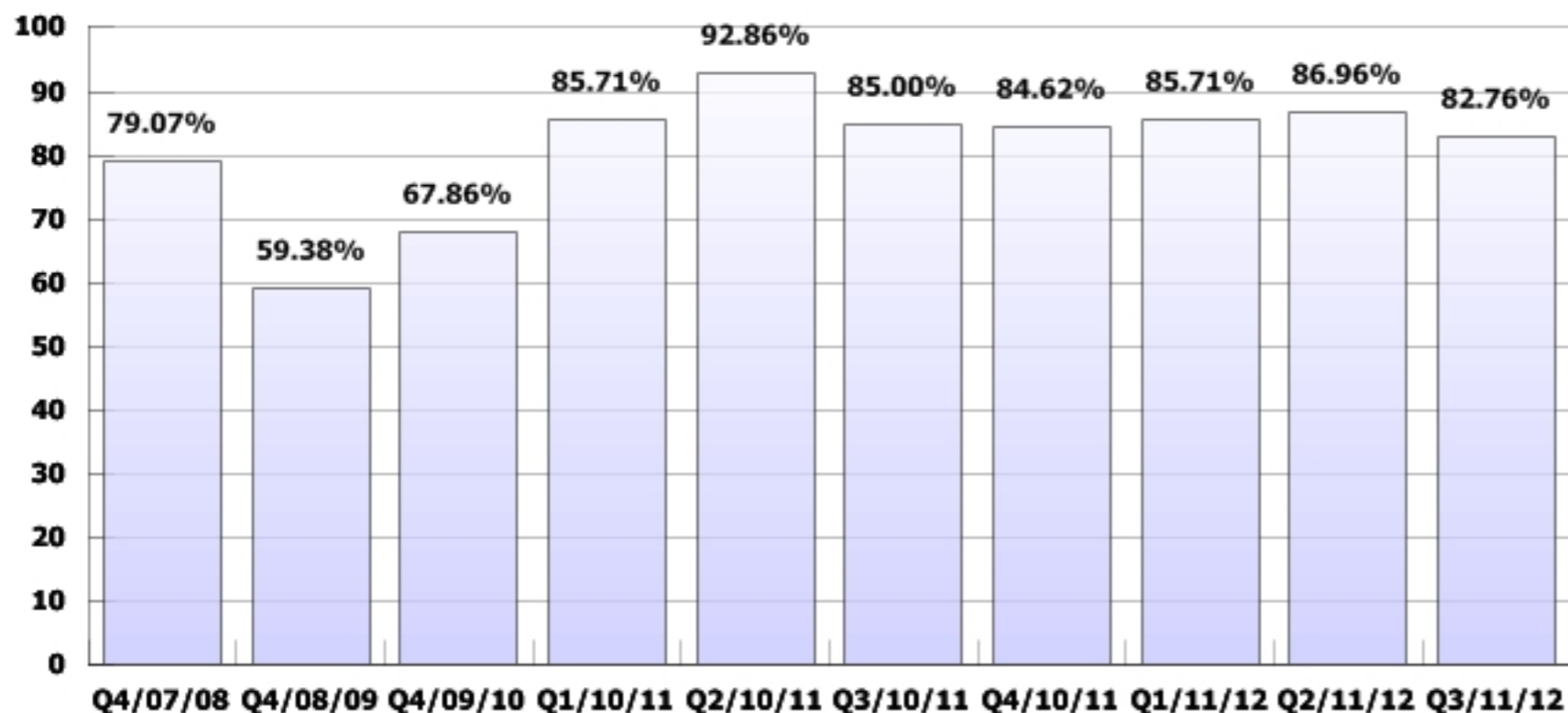
KPI 51 What percentage of major planning applications were processed within 13 weeks?

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

Current and previous quarters performance



Quarter	Target	Actual	Status
Q3/11/12	81.00%	82.76%	✓
Q2/11/12	81.00%	86.96%	✓
Q1/11/12	81.00%	85.71%	✓
Q4/10/11	81.00%	84.62%	✓
Q3/10/11	81.00%	85.00%	✓

Annual 2011/12 - 81.00%
Target: 2010/11 - 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 3) 24 out of 29 applications meet target requirement. Still some uncertainty on whether target will be achieved as figure is volatile and vulnerable to change due to the low number of applications in this category.

Corrective action proposed (if required):

Empty box for corrective action proposed.

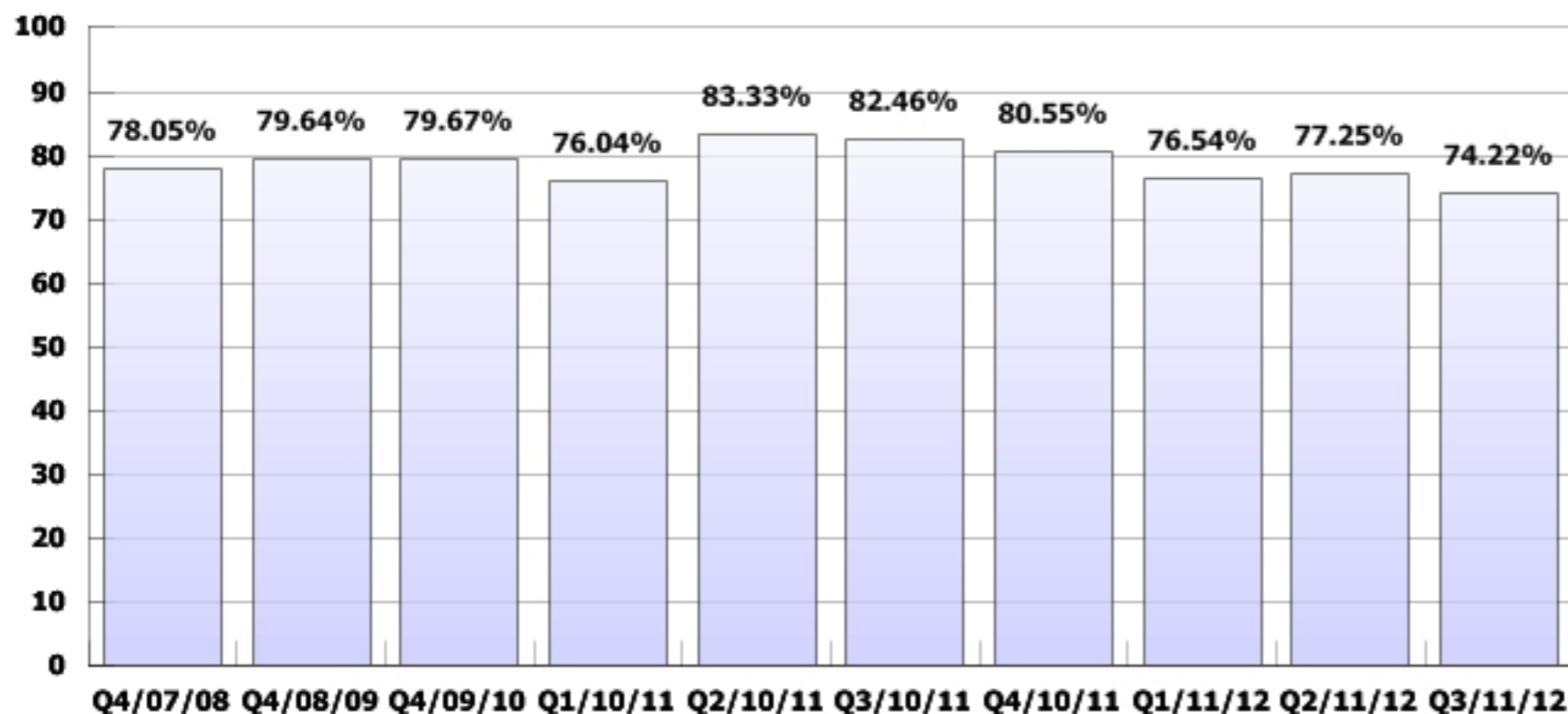
KPI 52 What percentage of minor planning applications were processed within 8 weeks?

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

Current and previous quarters performance



Quarter	Target	Actual	Status
Q3/11/12	81.00%	74.22%	✗
Q2/11/12	81.00%	77.25%	✗
Q1/11/12	81.00%	76.54%	✗
Q4/10/11	80.00%	80.55%	✓
Q3/10/11	80.00%	82.46%	✓

Annual 2011/12 - 81.00%
Target: 2010/11 - 80.00%

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 3) 190 out of 256 applications in this category decided within target time for first half of the year that includes applications for 1 to 9 dwellings/ pitches. Target proving tougher than previous year to achieve with committees now meeting on 4 week cycle and section being a professional officer down due to recruitment restriction.

Corrective action proposed (if required):

(Quarter 3 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.

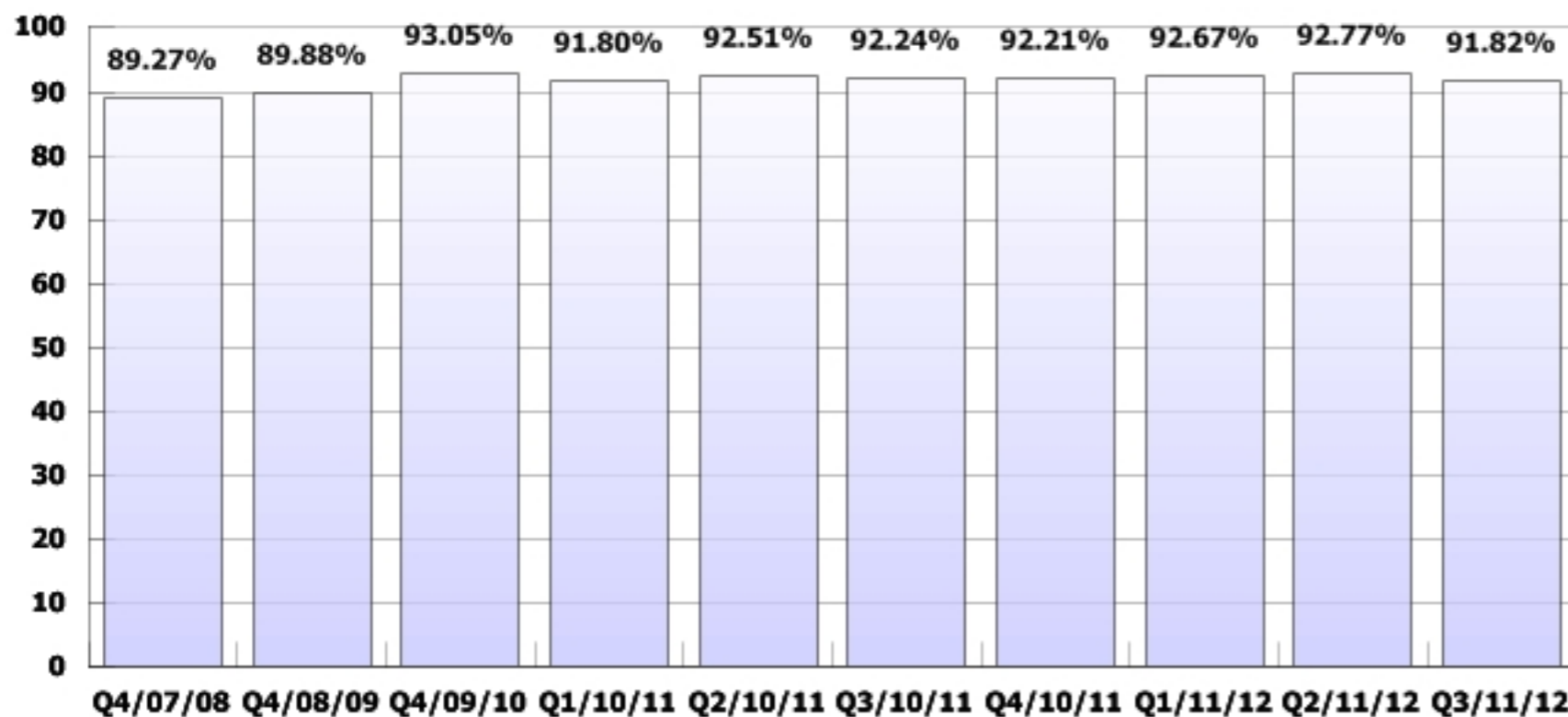
KPI 53 What percentage of other planning applications were processed within 8 weeks?

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

Current and previous quarters performance



Quarter	Target	Actual
Q3/11/12	93.00%	91.82%
Q2/11/12	93.00%	92.77%
Q1/11/12	93.00%	92.67%
Q4/10/11		92.21%
Q3/10/11		92.24%

Annual 2011/12 - 93.00%

Target: 2010/11 - N/A

**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 3) A percentage fall in this quarter, likely to be attributable to being one officer down for the whole of this quarter, but this represents the highest proportion (965 out of 1051 in this category) out of all planning application types decided, most of which are delegated decisions dealt within time.

Corrective action proposed (if required):

(Quarter3 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.

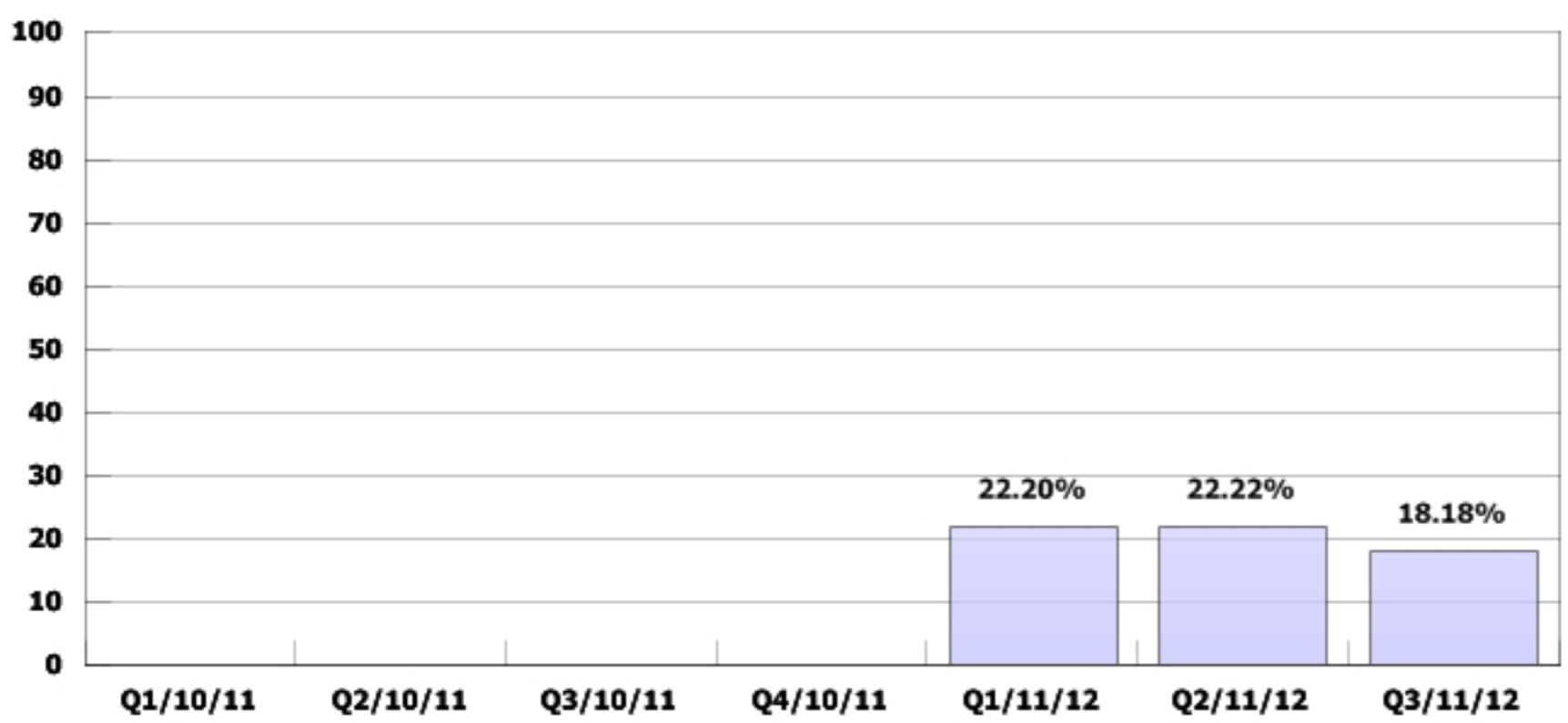
KPI 54 What percentage of planning applications recommended by planning officers for refusal were overturned and granted permission following an appeal?

Indicator previously known as: (new)

Additional Information: This indicator is expressed as a percentage of the no. of appeals lodged and seeks to assess the levels of applications that may be refused in order to meet development control performance targets. It measures the performance of only Officer Recommendations for refusal of planning permission

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

Current and previous quarters performance



Quarter	Target	Actual	Status
Q3/11/12	20.00%	18.18%	✓
Q2/11/12	20.00%	22.22%	✗
Q1/11/12	20.00%	22.20%	✗
Q4/10/11			
Q3/10/11			

Annual 2011/12 - 20.00%
 Target: 2010/11 - N/A
 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):

Corrective action proposed (if required):

(Quarter 3) Only 8 out of 44 officer recommendation/decision appeals allowed. Target being achieved.

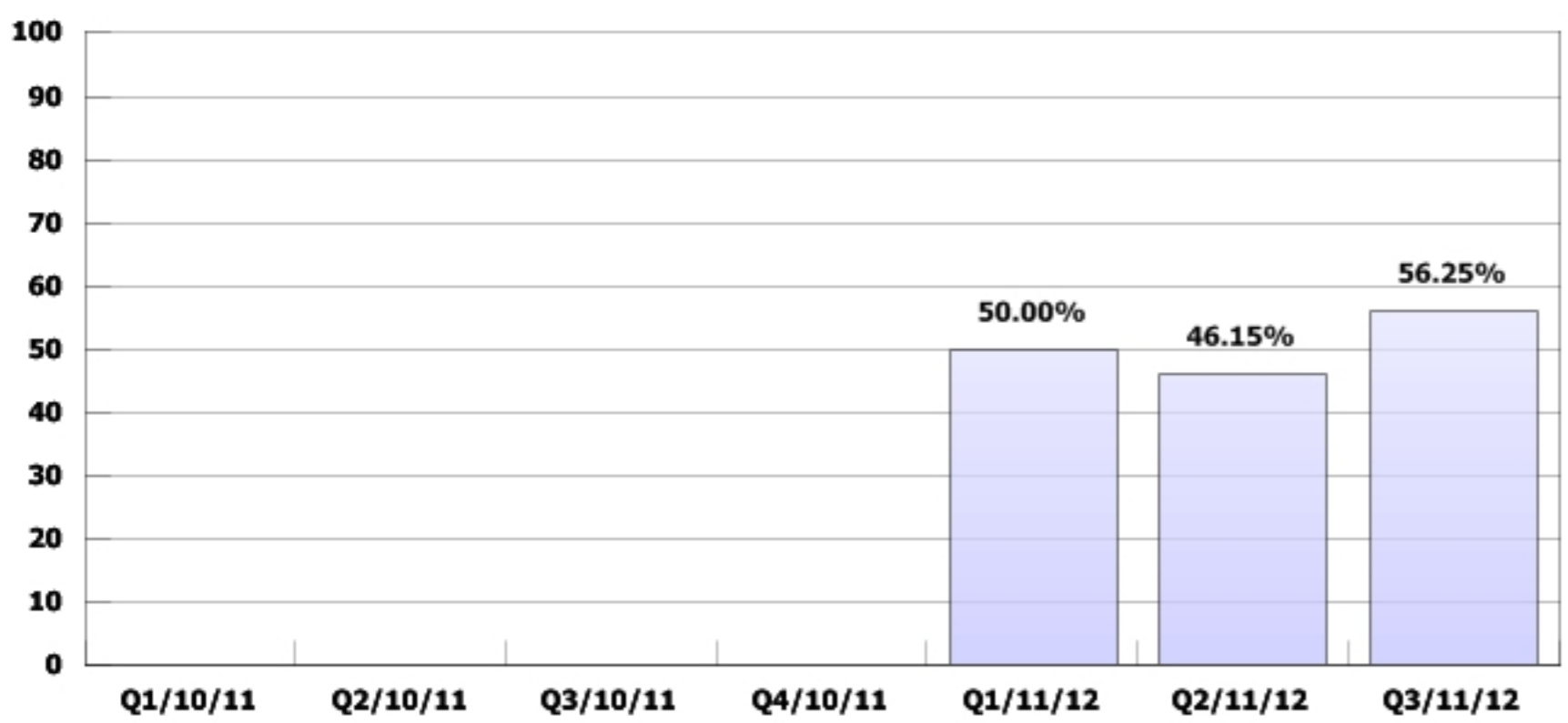
KPI 55 What percentage of planning applications, refused by Council Members against the planning officer's recommendation, were granted permission on appeal?

Indicator previously known as: (new)

Additional Information: This indicator is expressed as a percentage of the no. of appeals lodged and seeks to assess the levels of applications that may be refused in order to meet development control performance targets. It measures the performance of only Officer Recommendations for refusal of planning permission

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

Current and previous quarters performance



Quarter	Target	Actual	Status
Q3/11/12	50.00%	56.25%	✗
Q2/11/12	50.00%	46.15%	✓
Q1/11/12	50.00%	50.00%	✓
Q4/10/11			
Q3/10/11			

Annual 2011/12 - 50.00%
Target: 2010/11 - N/A
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 3) Members decisions to reverse officer recommendations on planning applications reported to planning committees were supported by the Planning Inspector in 7 out of 16 cases. This falls just outside of the target, where half of the appeal decisions are required to be supported.

Corrective action proposed (if required):

(Quarter 3) Up to this quarter the target was being met. Members are reminded that they should consider very carefully that when overturning officers recommendations at planning committees, they do so with reasonable confidence that the application will be dismissed on appeal.