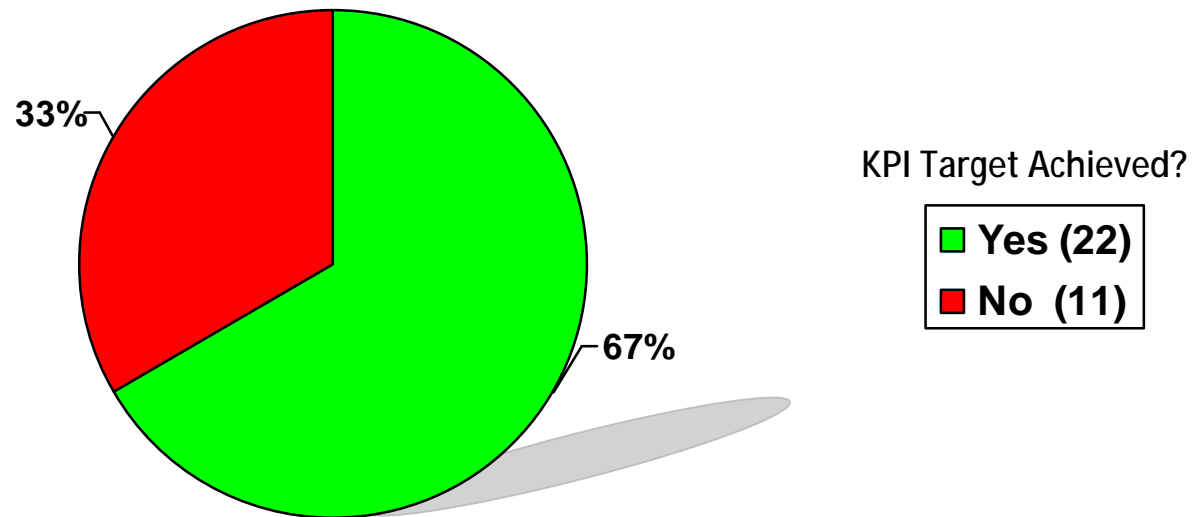


Key Performance Indicators 2011/12 Outturn



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	7.58
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	383
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%	60.03%
KPI 22	What percentage of our district had unacceptable levels of litter?	10%	9%	10%	6%	10%	7%	10%	7%
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%	10%
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	1
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%	95.30%	95.00%	96.00%	95.00%	96.20%

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	What percentage of the invoices we received were paid within 30 days?	97%	90%	97%	91%	97%	92%	97%	93%
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%	97.81%
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%	97.26%
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	27.45
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	5.37
KPI 35	How many benefits fraud investigations were completed by the Council?	125	78	250	231	375	384	500	525
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	33	30	34
KPI 42	What percentage of emergency repairs to our council properties were completed within 24 hours?	99%	98%	99%	98%	99%	98%	99%	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%	90%
KPI 44	What percentage of routine repairs to our council properties were completed within six weeks?	95%	96%	95%	96%	95%	96%	95%	96%
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%	99.45%
KPI 46	How many affordable homes were built in the District?	0	0	44	15	86	15	112	43
KPI 47	How many households were housed in temporary accommodation?	60	52	60	61	60	57	60	63
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%	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	211	180	304
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%	78.38%
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%	71.68%
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%	90.30%
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%	19.35%
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%	50.00%

Annual Indicators**2011/12 Outturn Performance****Office of the DCE Annual KPIs**

		Annual Target	Actual	
KPI 01	KPI 01 - What progress did we make with our work on equality and diversity? How well did the Council comply with the Equality Framework for Local Government? (Annual)	2	2	✓
KPI 04	KPI 04 - What percentage of visitors to the council website were satisfied with their experience? (Annual)	70.0%	82.0%	✓

Corporate Support Services Annual KPIs

KPI 11	KPI 11 - What percentage of the rent we were due to be paid for our commercial premises was not paid? (Annual)	3.00%	2.66%	✓
KPI 12	KPI 12 - What percentage of our commercial premises was let to tenants? (Annual)	99.00%	98.30%	✗

Housing Annual KPIs

KPI 40	KPI 40 - What percentage of the rent due from our council home tenants was paid? (Annual)	97.00%	97.68%	✓
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Planning & Economic Development Annual KPIs

KPI 56	KPI 56 - How much of the land required to meet our house building needs over the next five years was available to be delivered over the next five years? (Annual)	100.00%	136.01%	✓
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2011 / 12 Key Performance Indicators

Office of the Deputy Chief Executive

KPI

01

04

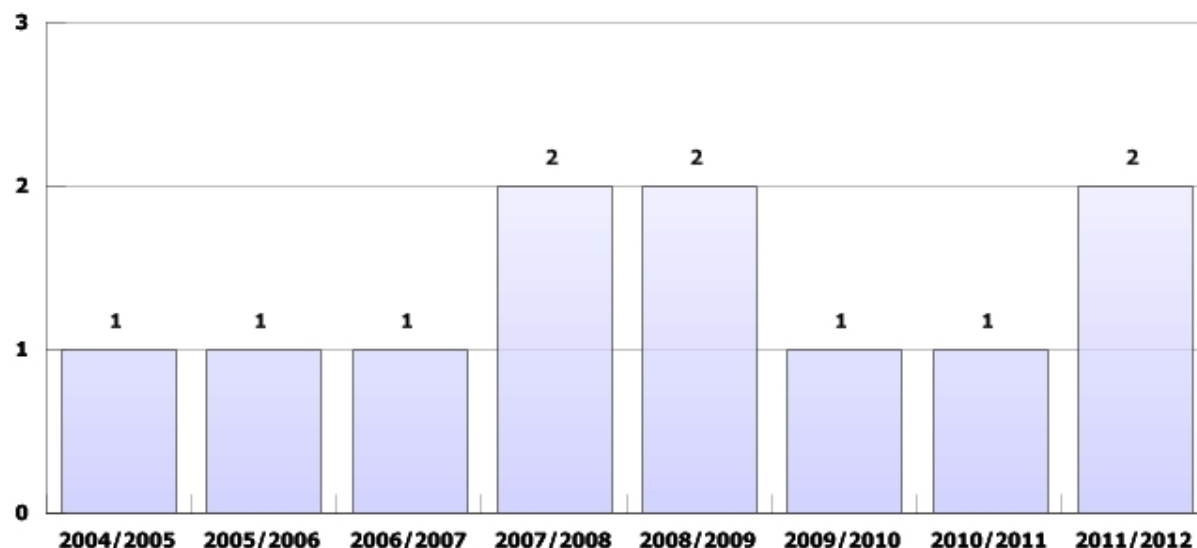
KPI 01 What progress did we make with our work on equality and diversity? How well did the Council comply with the Equality Framework for Local Government? (Annual)

Indicator previously known as: LPI 01

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

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



Year	Target	Actual	
2011/2012	2	2	✓
2010/2011	2	1	✗
2009/2010	2	1	✗
2008/2009	2	2	✓
2007/2008	2	2	✓

**Annual 2011/12 - Level 2
Target: 2010/11 - Level 2**

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

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

Yes

Comment on current performance (including context):

(Outturn 2011/12) The Equality Framework for Local Government (EFLG) was introduced in April 2009, to replace the previous Equality Standard for Local Government. The EFLG provides an improved framework for delivering continuous improvement in relation to fair employment outcomes and equal access to services, and assesses equality performance at three levels, where Level 3 represents best performance (Level 1 – 'Developing'; Level 2 – 'Achieving'; and Level 3 – 'Excellent'). The Council's performance against the previous Equality Standard contributed towards the achievement of specific levels of the Equality Framework, and placed the authority at Level 1, which has supported an ongoing Level 2 target. It is informally anticipated that the Council has now achieved Level 2 of the EFLG, although this cannot be confirmed.

Corrective action proposed (if required):

(Outturn 2011/12) EFLG performance is a self-assessment measure validated by a formal external peer challenge process. The Council undertook an informal external evaluation of its performance against the EFLG in March 2010, which identified that it would be in a position to seek accreditation to Level 2, and the recommendations of the assessment have since been progressed by the Corporate Equality Working Group. The cost of the Peer Challenge for Level 2 of the EFLG has been considered an unacceptable expense, for which no specific budget currently exists. Although options have been investigated for alternative informal peer accreditation or 'critical friend' assessment approaches to determine improvement against the EFLG, these have not come to fruition. The Council has recently adopted a range of equality objectives for 2012/13 to 2015/16 and, in light of the inability to formally confirm progress against the EFLG, it is intended that that future equality performance reporting will be focussed on the achievement of the equality objectives.

KPI 04 What percentage of visitors to the council website were satisfied with their experience? (Annual)

Indicator previously known as: (new)

Additional Information:

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

Current and previous quarters performance



Year	Target	Actual	
2011/2012	70.0%	82.0%	<input checked="" type="checkbox"/>

Annual 2011/12 - 70%
 Target: 2010/11 - n/a - new indicator
 Indicator of good performance:
 A higher level is good

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

Comment on current performance (including context):

(Outturn 2011/12) Satisfaction level of 82% compared to National average of 79.5%.

Corrective action proposed (if required):

(Outturn 2011/12) First year reporting will be 2012/2013.



2011 / 12 Key Performance Indicators

Corporate Support Services

KPI

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11

12

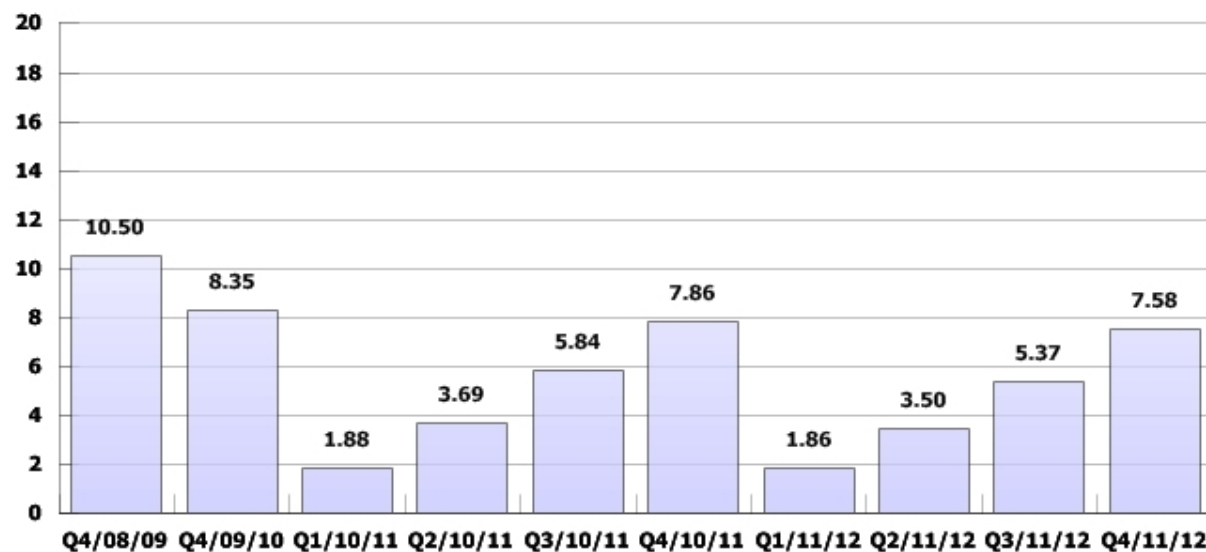
KPI 10 How many working days did we lose due to sickness absence?

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	
Q4/11/12	7.75	7.58	✓
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	✓

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 4 2011/12) The annual target has been reduced to an average of 7.75 days for 2011/2012. The outturn for 2011/12 has achieved 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 4 2011/12) None required at this time

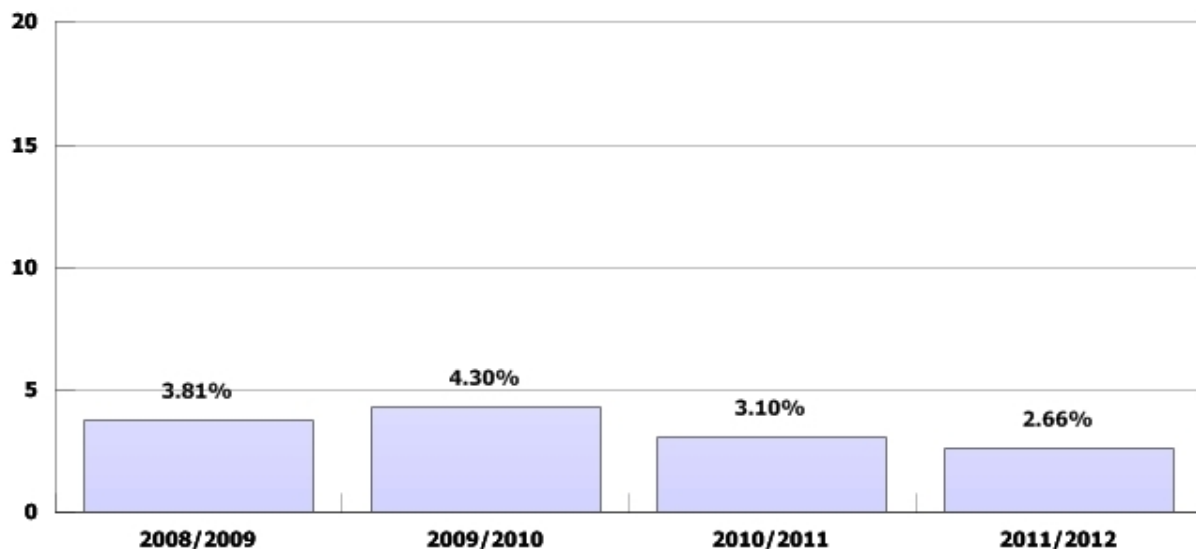
KPI 11 What percentage of the rent we were due to be paid for our commercial premises was not paid? (Annual)

Indicator previously known as: LPI 39

Additional Information: This indicator is a measure of a local authority's rent collection and arrears recovery service for its property portfolio and assists in monitoring the collection of important income to the Council. Performance against this indicator is reported at year-end only.

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



Year	Target	Actual	
2011/2012	3.00%	2.66%	✓
2010/2011	3.00%	3.10%	✗
2009/2010	3.00%	4.30%	✗
2008/2009	3.50%	3.81%	✗

Annual 2011/12 - 3.00%
Target: 2010/11 - 3.00%

Indicator of good performance:
A lower percentage is good

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

Comment on current performance (including context):

(Outturn 2011/12) There has been a consistent improvement in reducing the amount of rent arrears over the last three financial years. The controls as outlined in the Improvement Plan for managing arrears appear to be working well.

The average level of arrears over the last three financial years was 3.3%. Retaining the target at 3% for 2012/13 would therefore seem appropriate given the current economic climate.

Corrective action proposed (if required):

KPI 12 What percentage of our commercial premises was let to tenants? (Annual)

Indicator previously known as: LPI 40

Additional Information: This indicator monitors the effectiveness of the local authority's asset management function and helps to monitor the vitality of the Council's commercial and industrial portfolio. Performance against this indicator is reported at year-end only.

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



Year	Target	Actual	Status
2011/2012	99.00%	98.30%	✗
2010/2011	99.00%	97.63%	✗
2009/2010	99.00%	97.63%	✗
2008/2009	97.00%	98.64%	✓

Annual 2011/12 - 99.00%
Target: 2010/11 - 99.00%

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

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

No

Comment on current performance (including context):

(Outturn 2011/12) Although the performance outturn for 2011/12 fell short of the target by 0.7%, the year end outturn did represent an improvement over the previous 2 years performance. The last 4 years performance has hovered around the 97 to 98% mark. Therefore perhaps a target figure of 99% occupancy in the current economic climate is overly optimistic. This has been reflected in setting the target for 2012/13.

Corrective action proposed (if required):



2011 / 12 Key Performance Indicators

Environment & Street Scene

KPI

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23

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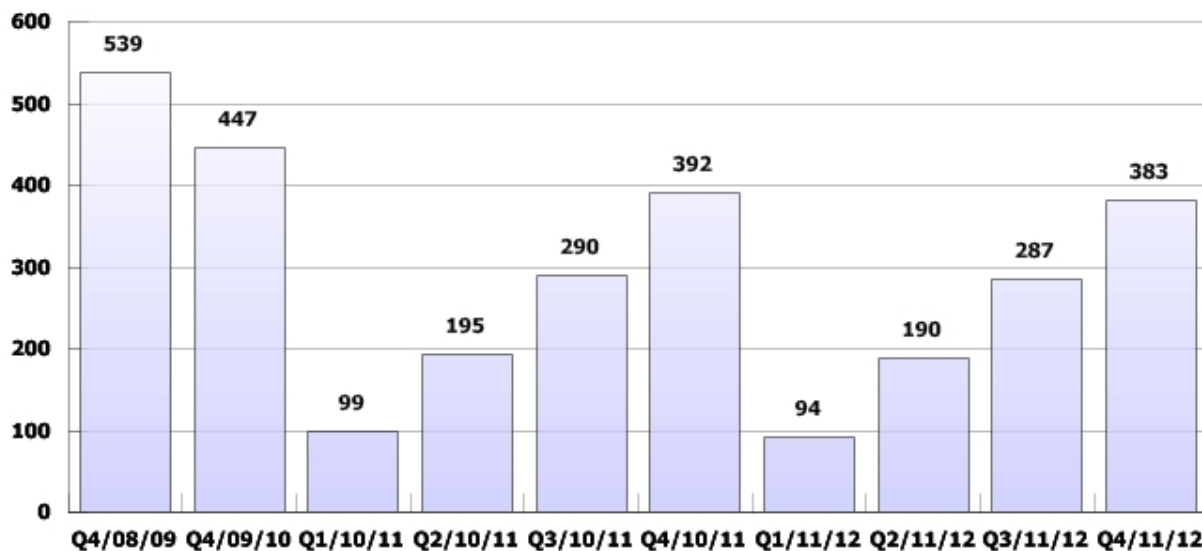
KPI 20 How much non-recycled waste was collected for every household in the district?

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

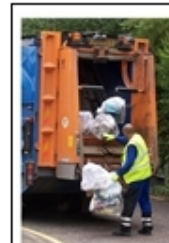
Current and previous quarters performance



Quarter	Target	Actual	Status
Q4/11/12	420	383	✓
Q3/11/12	311	287	✓
Q2/11/12	209	190	✓
Q1/11/12	106	94	✓
Q4/10/11	500	392	✓

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 4 2011/12) This is an excellent outcome and is significantly below the target weight of 420kg and below the 2010/11 outturn of 392kg. The target for 2012/13 has been set for 400kg allowing for some flexibility and the fact that overall tonnages can be affected by the amount of street cleansing arisings collected (arisings are defined as household waste)

Corrective action proposed (if required):

(Quarter 4 2011/12) None required.

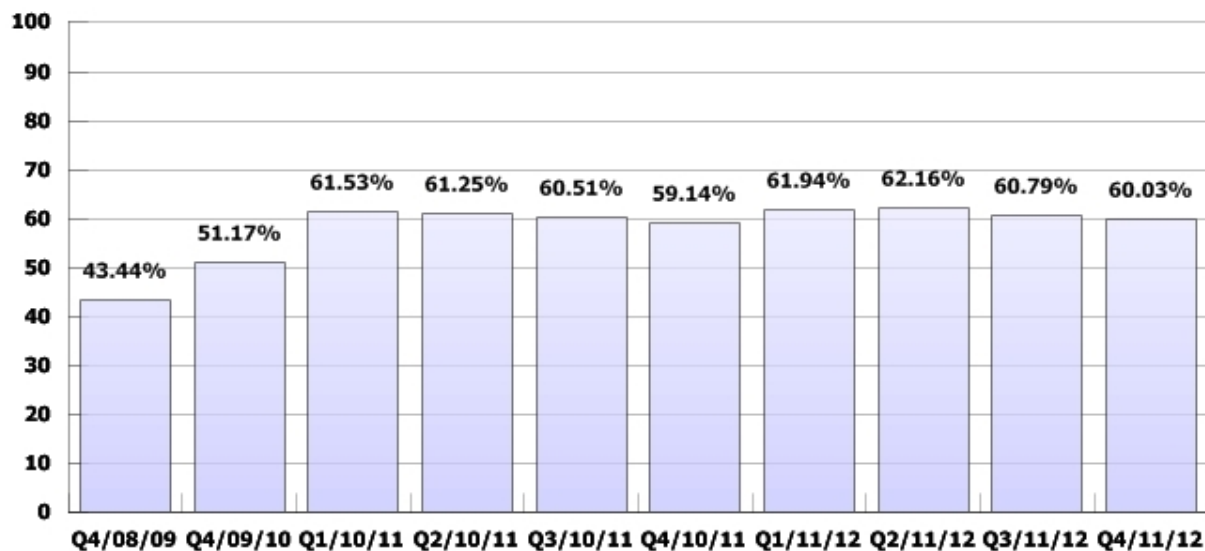
KPI 21 What percentage of all household waste was sent to be recycled, reused or composted?

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	
Q4/11/12	58.00%	60.03%	✓
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%	✓

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 4 2011/12) The year end outcome of just over 60% exceeds the target set of 58%. However, throughout the year there are variances with the single Q4 performance being 57.66% reflecting, in the main, the reduction of garden waste collected through the early part of the year. It also confirms how difficult it is to continue to drive performance up once levels of recycling of around 60% are attained. However, the overall outturn remains encouraging and the target set for 2011/12 is 60%.

Corrective action proposed (if required):

(Quarter 4 2011/12) None required.

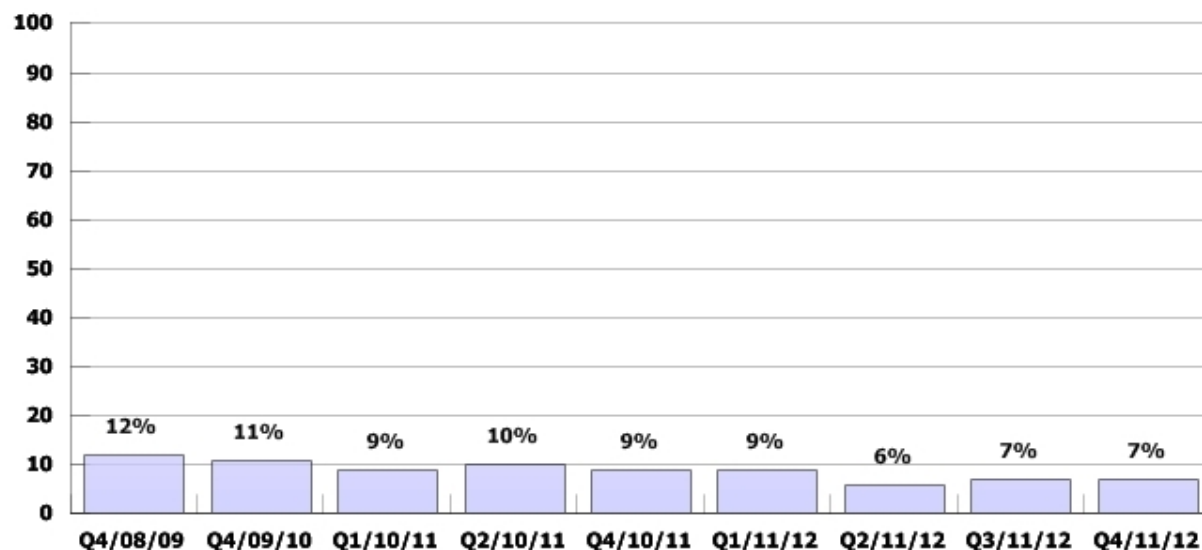
KPI 22 What percentage of our district had unacceptable levels of litter?

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

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?

Yes

Comment on current performance (including context):

(Period 4 2011/12) Despite earlier concerns that the target would not be achieved, it has, with a consistent set of scores throughout the year. This reflects well on the Sita and the waste team who supervise them. However, there are no proposed changes to systems and therefore continued improvements in to 2012/12 may be difficult. However, the target has been increased for 2012/13 from 10% to 8%

Corrective action proposed (if required):

(Period 4 2011/12) No corrective action.

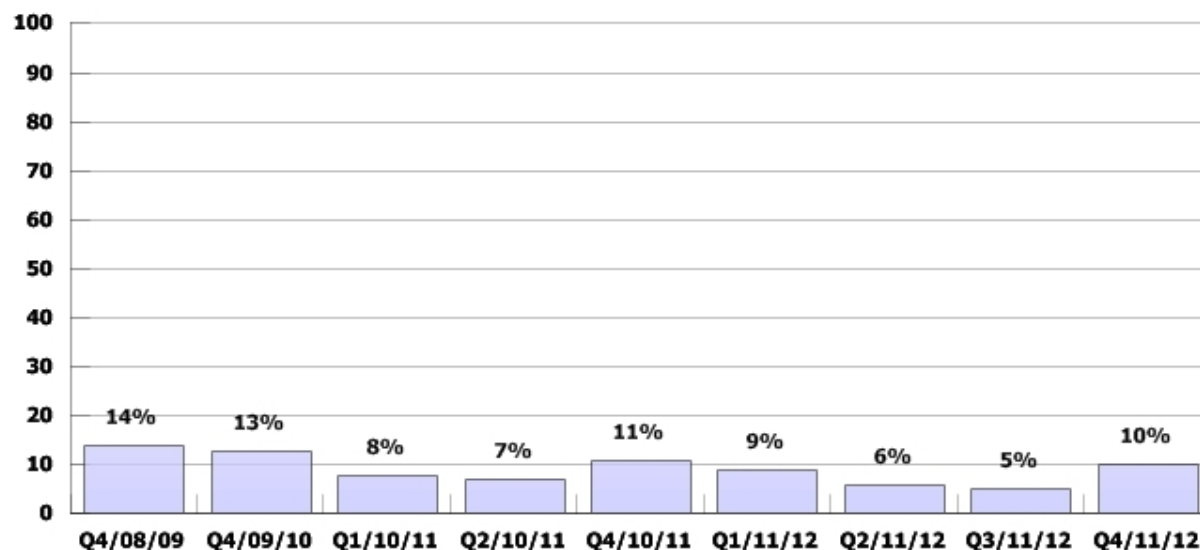
KPI 23 What percentage of our district had unacceptable levels of detritus (dust, mud, stones, rotted leaves, glass, plastic etc.)?

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	
Q4/11/12	13%	10%	✓
Q3/11/12	13%	5%	✓
Q2/11/12	13%	6%	✓
Q1/11/12	13%	9%	✓
Q4/10/11	13%	11%	✓

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):

(Period 4 2011/12) A good outcome against the 2011/12 target of 13%. However, difficulties still arise on the methodology for measuring detritus which need to be dealt with by amending the inspection approach. Hence a target of 10% has been set for 2012/13 to maintain current performance but allow the inspection processes to be evaluated and modified.

Corrective action proposed (if required):

(Period 4 2011/12) No corrective action is required.

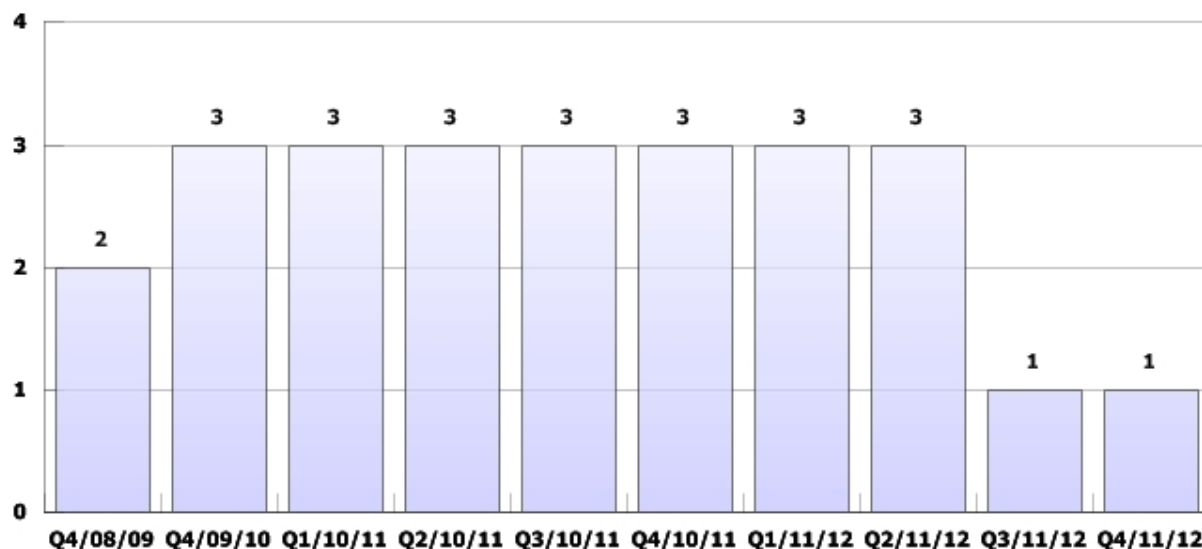
KPI 24 How well have we done in both reducing flytipping and taking action against those believed to be responsible?

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	
Q4/11/12	3	1	✓
Q3/11/12	3	1	✓
Q2/11/12	3	3	✓
Q1/11/12	3	3	✓
Q4/10/11	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 4 2011/12) Given previous comments throughout the year, this is in many ways a surprising, but encouraging outcome. Grade 1 means that we are continuing to reduce fly-tipping overall, an excellent outcome in troubled economic times. However, grade 1 can only be maintained if fly-tipping overall continues to decline. Given current circumstances this is probably unlikely and therefore the target for the end of 2012/13 has been retained at Grade 2.

It should also be noted that the data is based on a rolling 12 month period. Therefore, this year's quarter 4 is a comparison to the position at last year's quarter 4.

Corrective action proposed (if required):

(Quarter 4 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.

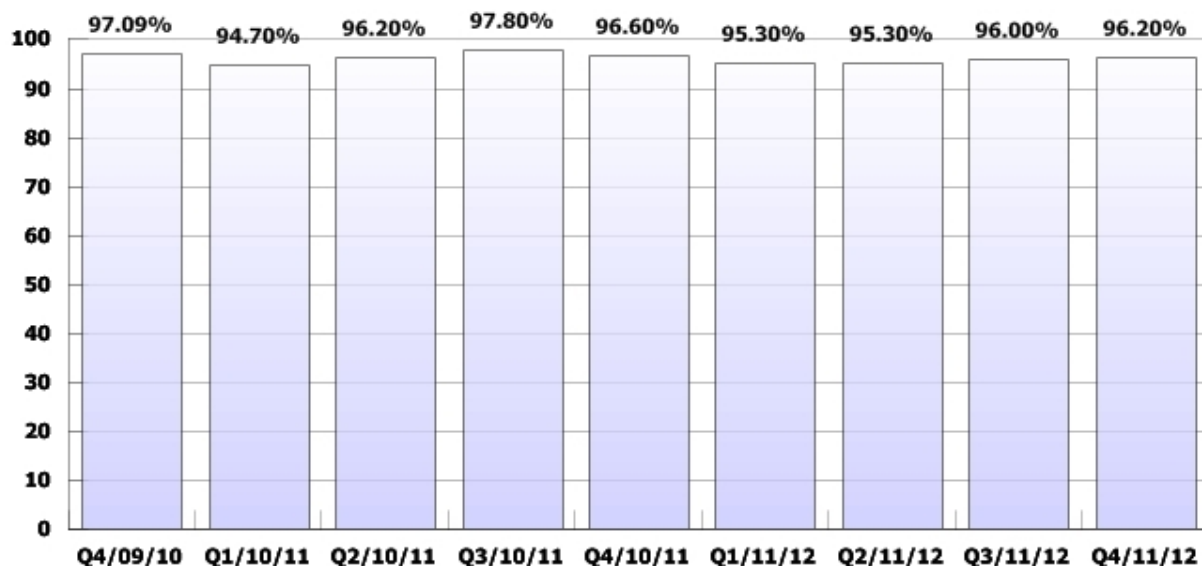
KPI 25 What percentage of the issues and complaints received by the Environment & Neighbourhoods Team received an initial response within 3 days?

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	
Q4/11/12	95.00%	96.20%	✓
Q3/11/12	95.00%	96.00%	✓
Q2/11/12	95.00%	95.30%	✓
Q1/11/12	97.00%	95.30%	✗
Q4/10/11	95.00%	96.60%	✓

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 4 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 nearly 97% has been achieved in Q4, as an individual quarter's performance, increasing the target still carries with it the risk of skewing priorities. The target for 2012/12 has therefore been retained at 95%

Corrective action proposed (if required):

(Quarter 4 2011/12) None required



2011 / 12 Key Performance Indicators

Finance & ICT

KPI

30

31

32

33

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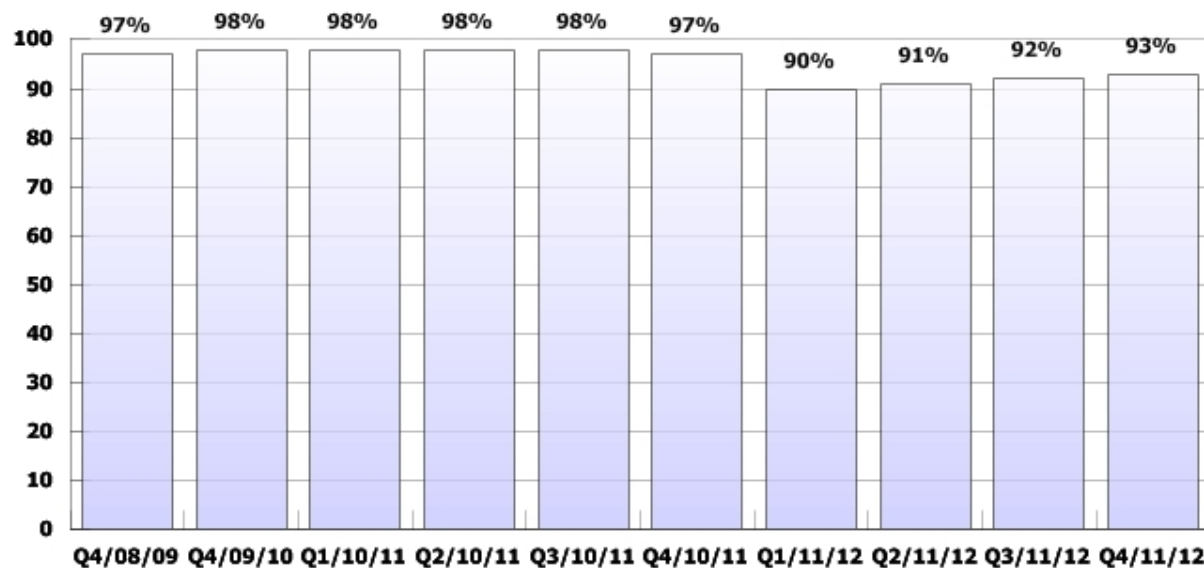
KPI 30 What percentage of the invoices we received were paid within 30 days?

Indicator previously known as: LPI 13

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

For 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
Q4/11/12	97%	93%
Q3/11/12	97%	92%
Q2/11/12	97%	91%
Q1/11/12	97%	90%
Q4/10/11	98%	97%



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 4 2011/12) Performance has recovered by a single percentage point each quarter since Quarter 1 up from 90% to 93%. The actual monthly performance for March was 97%. This level of performance needs to be maintained into 2012/13 to ensure the target is met. Currently 79% of local suppliers have been paid within 20 Days, this is in line with quarter 3. Actual performance for March is at 90%.

Corrective action proposed (if required):

Empty box for corrective action proposed.

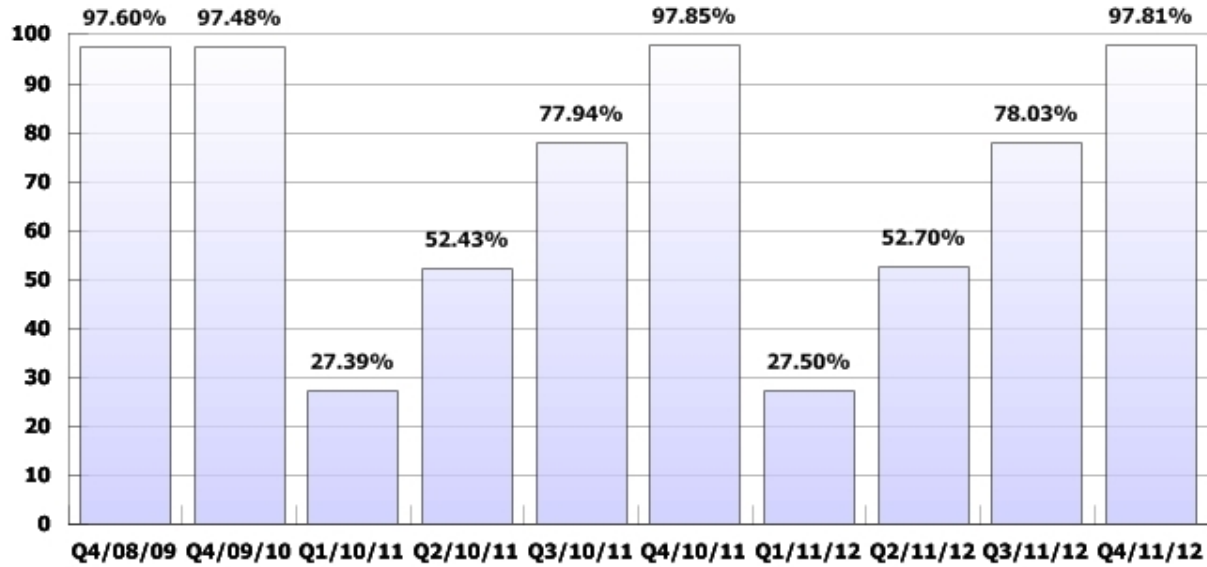
KPI 31 What percentage of the district's annual Council Tax was collected?

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
Q4/11/12	97.80%	97.81%	✓
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%	✓

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?

Yes

Comment on current performance (including context):

(Quarter 4 2011/12) The annual target was achieved

Corrective action proposed (if required):

(Quarter 4 2011/12)

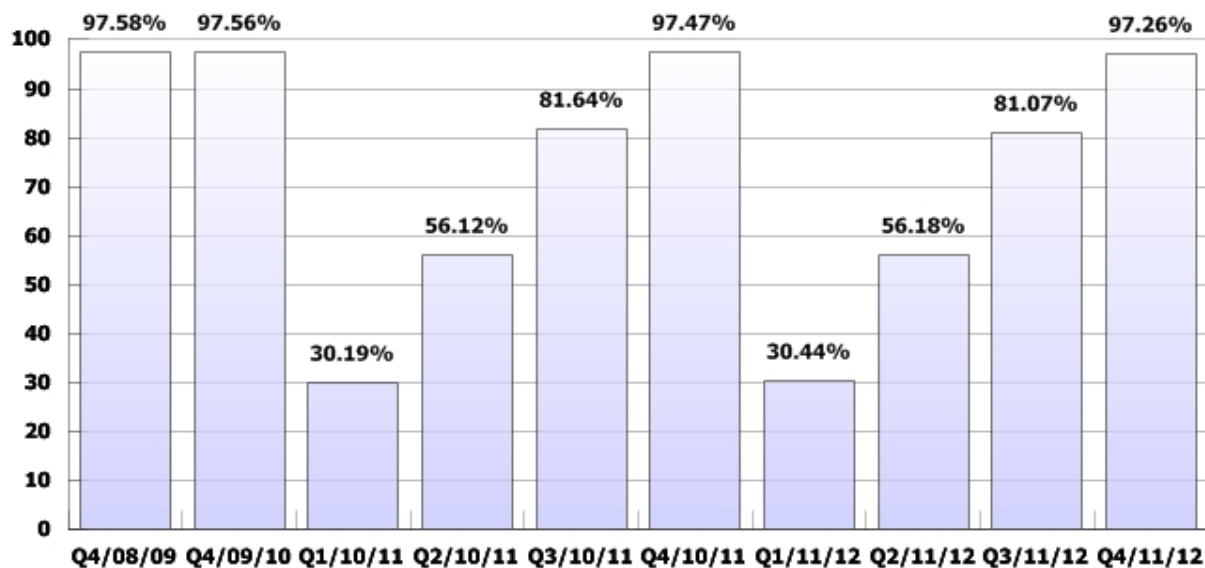
KPI 32 What percentage of the district's annual business rates was collected?

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

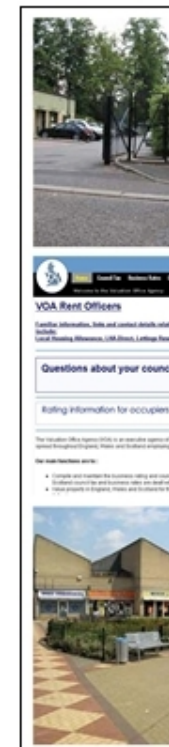
Current and previous quarters performance



Quarter	Target	Actual	Status
Q4/11/12	98.00%	97.26%	✗
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%	✗

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?

No

Comment on current performance (including context):

(Quarter 4 2011/12) The in-year collection rate achieved of 97.26% fell just short of the target of 98%. The ongoing economic difficulties are making it increasingly hard for businesses to pay their rates, this is particularly evident amongst businesses such as restaurants and public houses that rely on discretionary spending.

Corrective action proposed (if required):

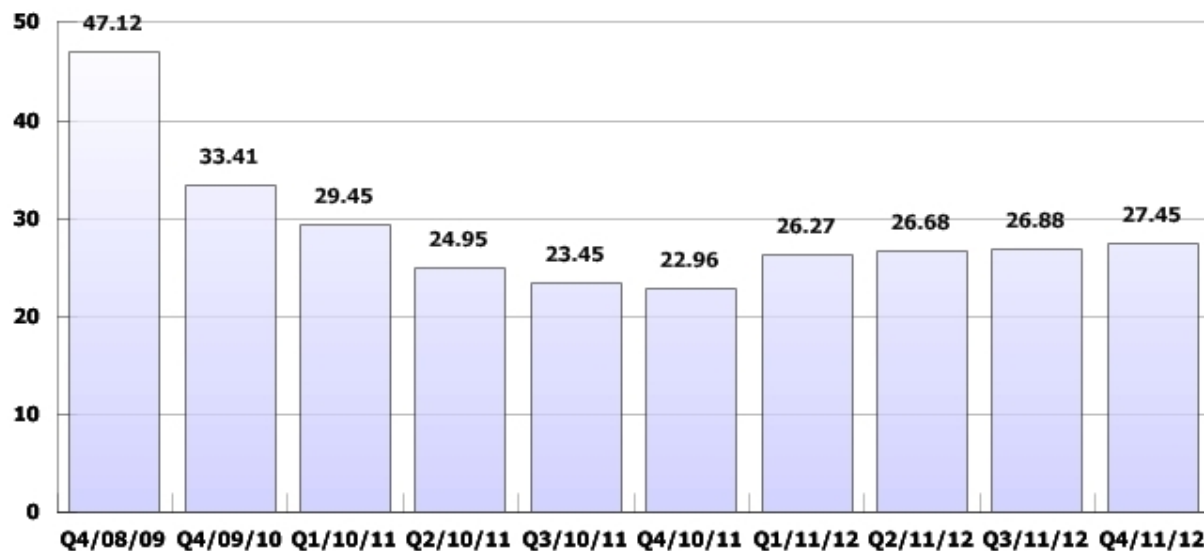
KPI 33 On average, how many days did it take us to process new benefit claims?

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	Performance
Q4/11/12	23.00	27.45	X
Q3/11/12	23.00	26.88	X
Q2/11/12	23.00	26.68	X
Q1/11/12	23.00	26.27	X
Q4/10/11	25.00	22.96	✓

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?

No

Comment on current performance (including context):

(Quarter 4 2011/12) Performance is monitored on a weekly basis and improvements to processes are made when appropriate. Throughout the year there have been vacant posts and 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 4 2011/12) Due to the current staffing situation, the target of 23 days could not be achieved but it is hoped that performance can at least be maintained at the current level for next year. This will however be dependent upon the staffing level not deteriorating further which is a possibility with 3 Officers due to be on maternity leave in the first quarter. Recruitment had been delayed pending further information on the precise impact of Welfare Reforms.

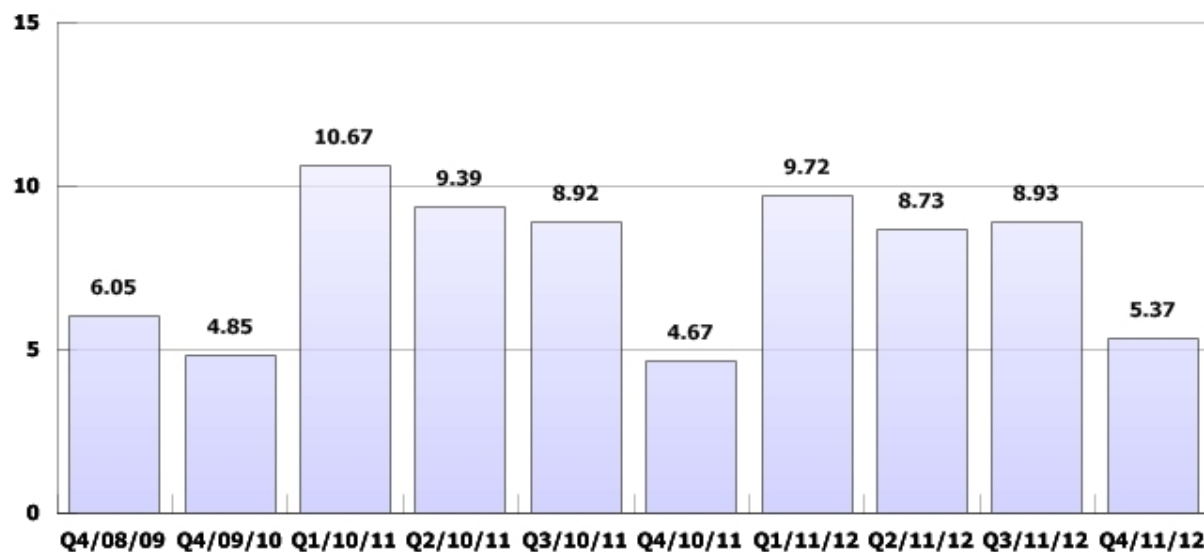
KPI 34 On average, how many days did it take us to process notices of a change in a benefit claimant's circumstances?

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
Q4/11/12	8.00	5.37	✓
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	✓

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 4 2011/12) Performance is monitored on a weekly basis and improvements to processes are made when appropriate. Throughout the year there have been vacant posts and 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. This has helped to achieve the target.

Corrective action proposed (if required):

(Quarter 4 2011/12)

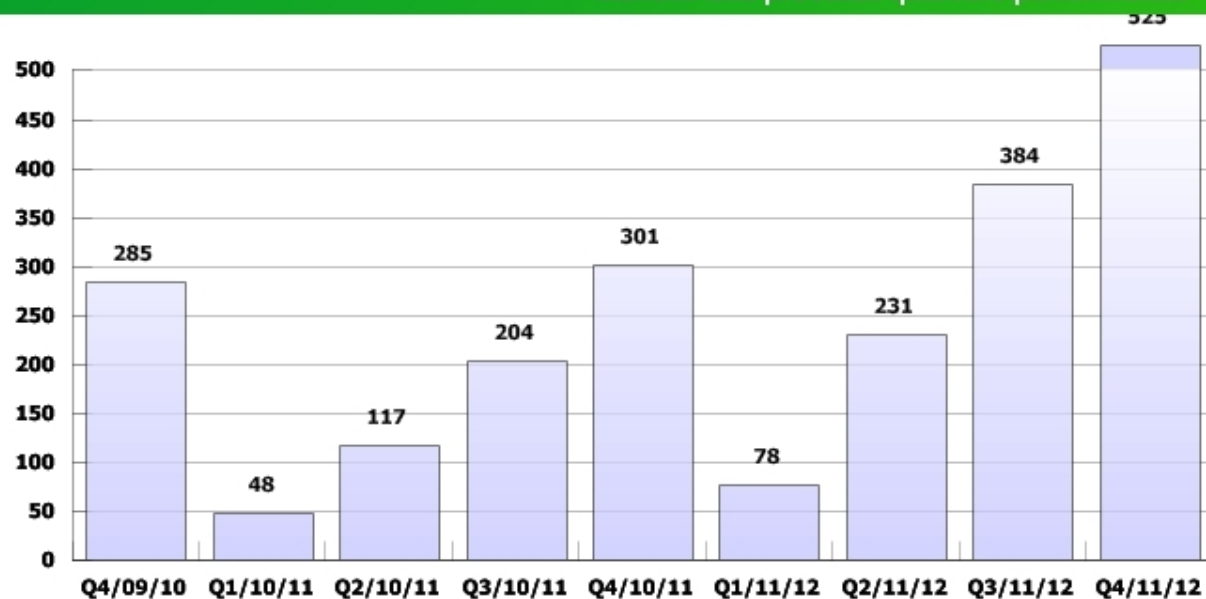
KPI 35 How many benefits fraud investigations were completed by the Council?

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	
Q4/11/12	500	525	✓
Q3/11/12	375	384	✓
Q2/11/12	250	231	✗
Q1/11/12	125	78	✗
Q4/10/11	300	301	✓

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?

Yes

Comment on current performance (including context):

(Quarter 4 2011/12) There are currently two vacancies on the team, one Senior Officer and one Investigation Officer. 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. However, Individual targets for the remaining Investigation Officers have been met in quarter 4 and the quarter 3 performance exceeded targets and this has resulted in the overall target being achieved.

Corrective action proposed (if required):

(Quarter 4 2011/12)



2011 / 12 Key Performance Indicators

Housing

KPI

40	45
41	46
42	47
43	48
44	

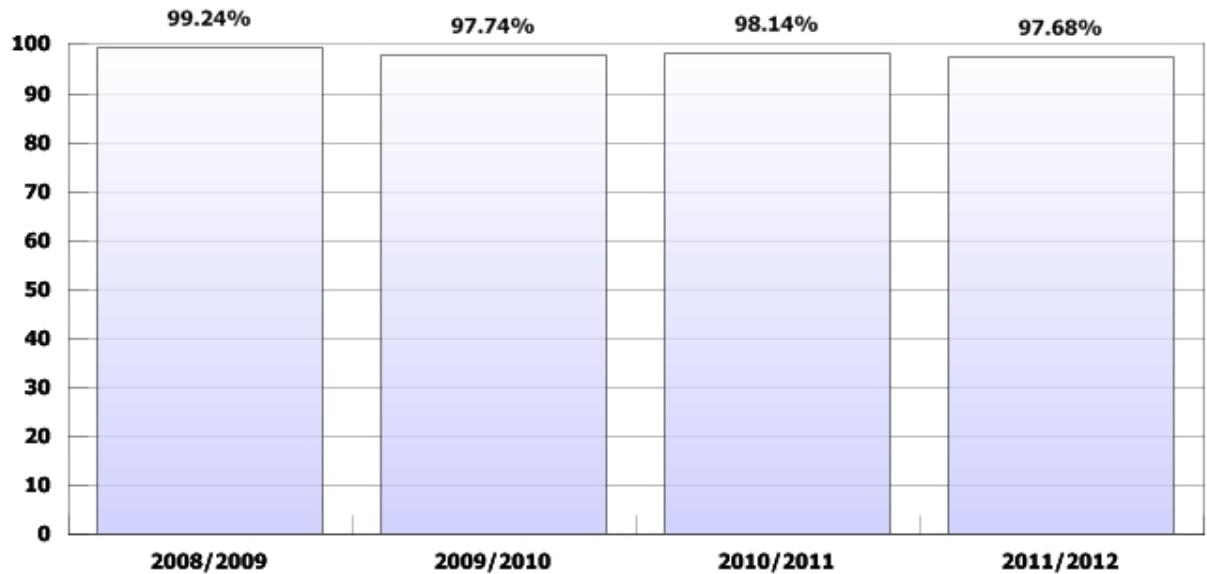
KPI 40 What percentage of the rent due from our council home tenants was paid? (Annual)

Indicator previously known as: LPI 04

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

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

Current and previous quarters performance



Year	Target	Actual	Status
2011/2012	97.00%	97.68%	✓
2010/2011	97.00%	98.14%	✓
2009/2010	98.80%	97.74%	✗
2008/2009	98.81%	99.24%	✓

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

Comment on current performance (including context):

Corrective action proposed (if required):

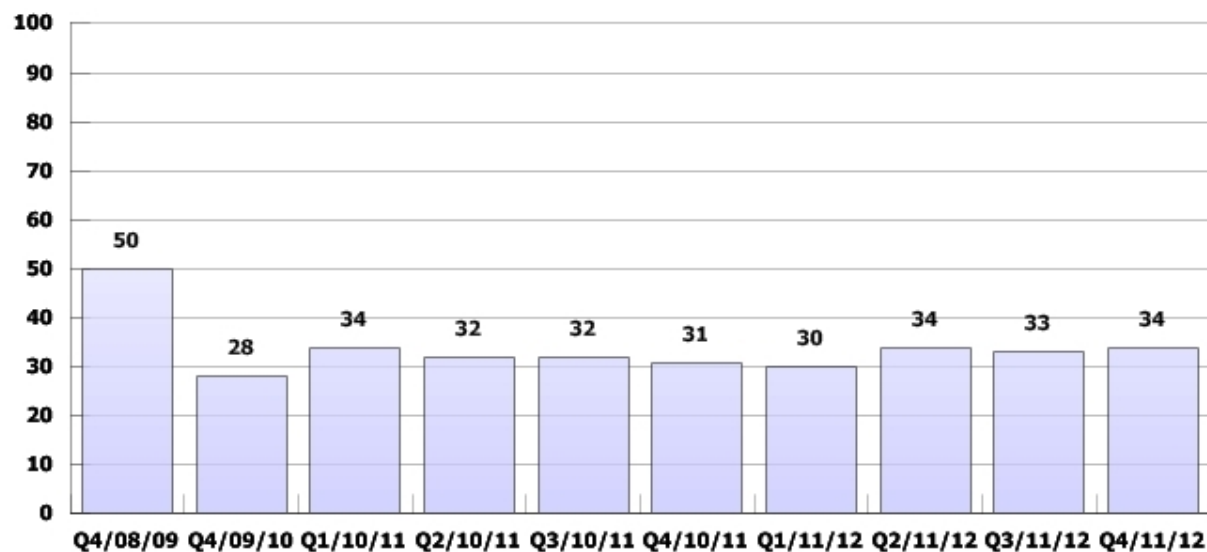
KPI 41 On average, how many days did it take us to re-let a Council property?

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	
Q4/11/12	30	34	✗
Q3/11/12	30	33	✗
Q2/11/12	30	34	✗
Q1/11/12	30	30	✓
Q4/10/11	30	31	✗

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?

No



Comment on current performance (including context):

(Quarter 4 2011/12)
Although target has not been met, the following actions are still being 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 4 2011/12) Please see previous comments

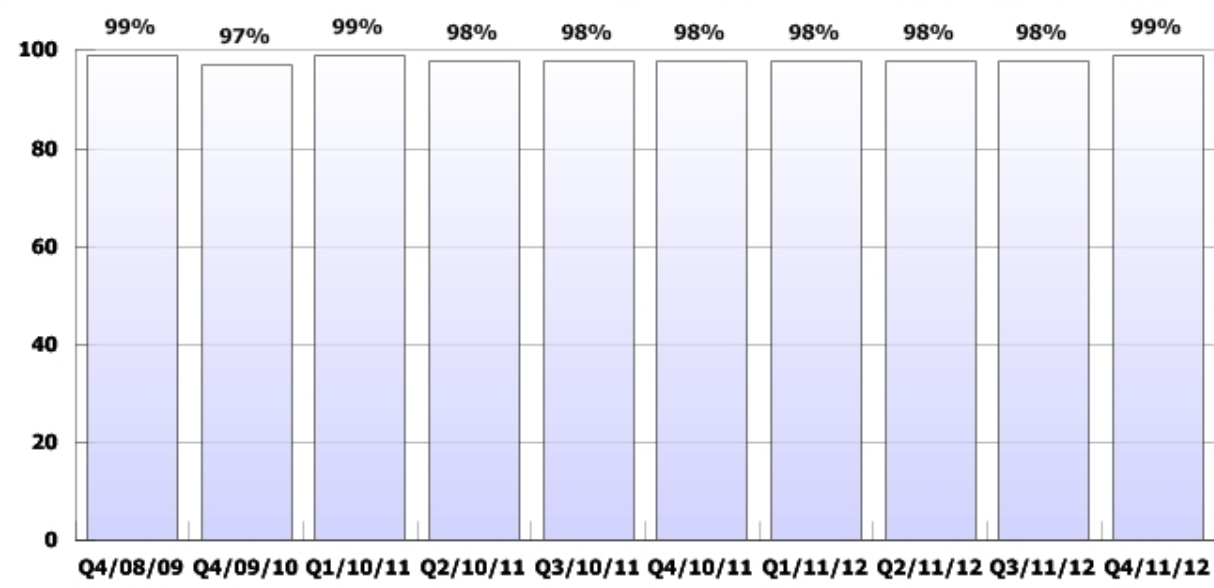
KPI 42 What percentage of emergency repairs to our council properties were completed within 24 hours?

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

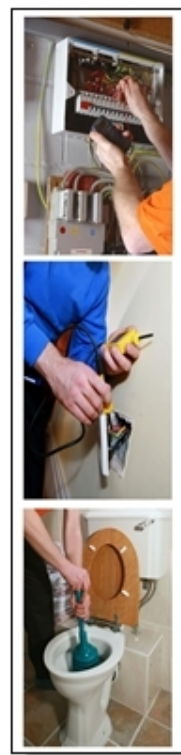
Current and previous quarters performance



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

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 4 2011/12) Target achieved.

With the introduction of Mears' (the Council's private repairs management contractor's) new ICT system, response times will be better (real-time) recorded from April 2012 - which the Council's IT system was unable to do. We are confident, therefore, that at least 99% of emergency repairs will be responded to within the target time given to Mears of 4 hours.

Corrective action proposed (if required):

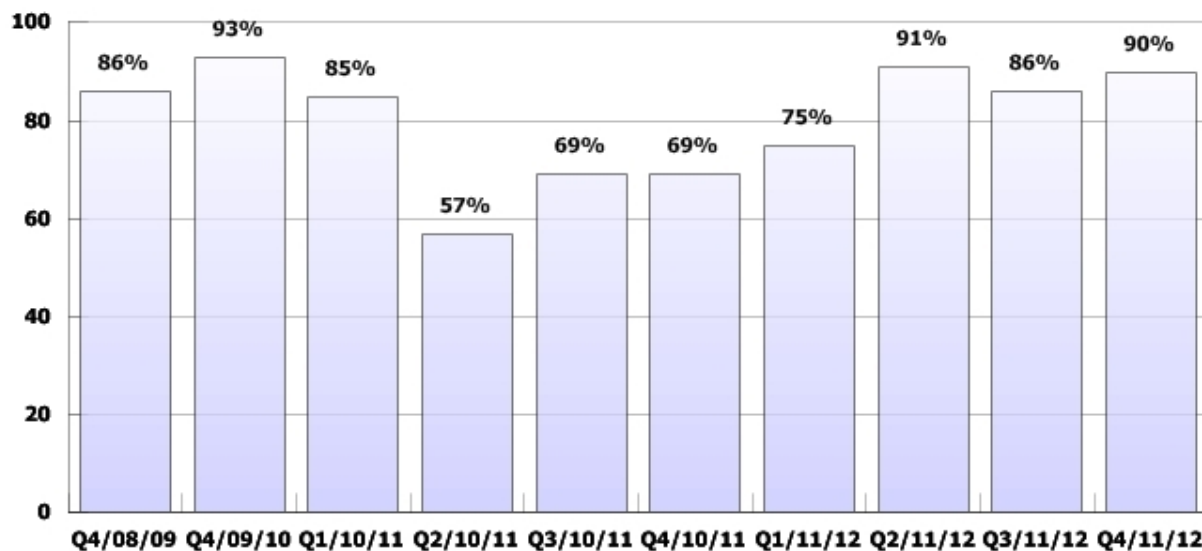
KPI 43 What percentage of urgent repairs to our council properties were completed within five working days?

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	
Q4/11/12	95%	90%	X
Q3/11/12	95%	86%	X
Q2/11/12	95%	91%	X
Q1/11/12	95%	75%	X
Q4/10/11	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?

No

Comment on current performance (including context):

(Quarter 4 2011/12) Performance on this indicator has been 100% completed within target from when MCM was implemented on 9 January 2012. The lower than target performance is a result of pre December work tickets being closed down / invoiced in the last quarter of the year. Performance from 9 January 2012 to 31 March 2012 is at 100%.

Corrective action proposed (if required):

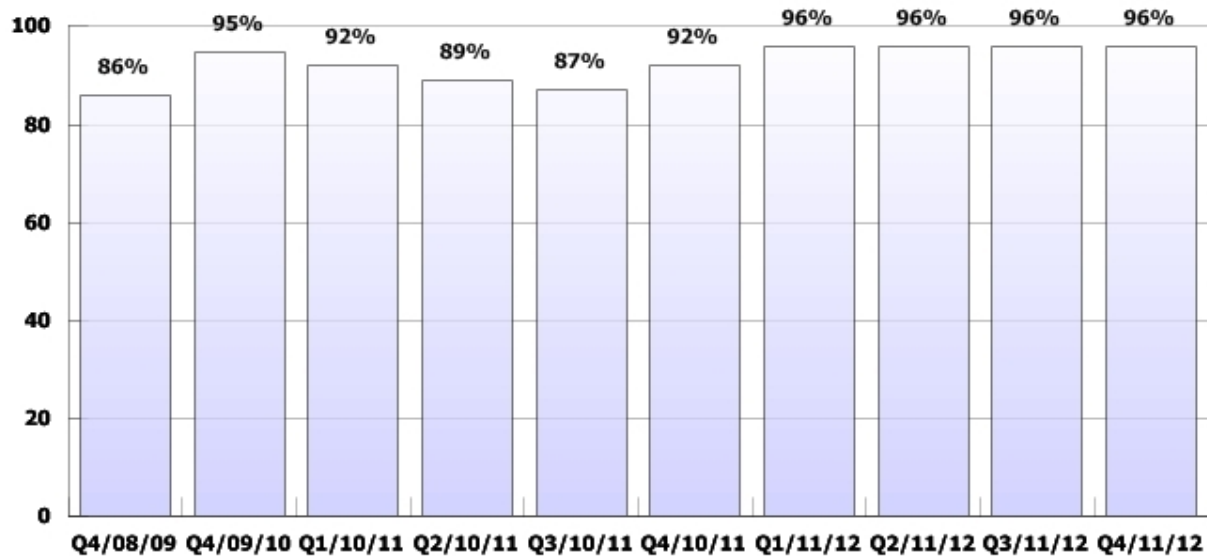
KPI 44 What percentage of routine repairs to our council properties were completed within six weeks?

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
Q4/11/12	95%	96%	✓
Q3/11/12	95%	96%	✓
Q2/11/12	95%	96%	✓
Q1/11/12	95%	96%	✓
Q4/10/11	95%	92%	✗

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 4 2011/12) Performance above target.

Corrective action proposed (if required):

(Quarter 4 2011/12) None required at this time.

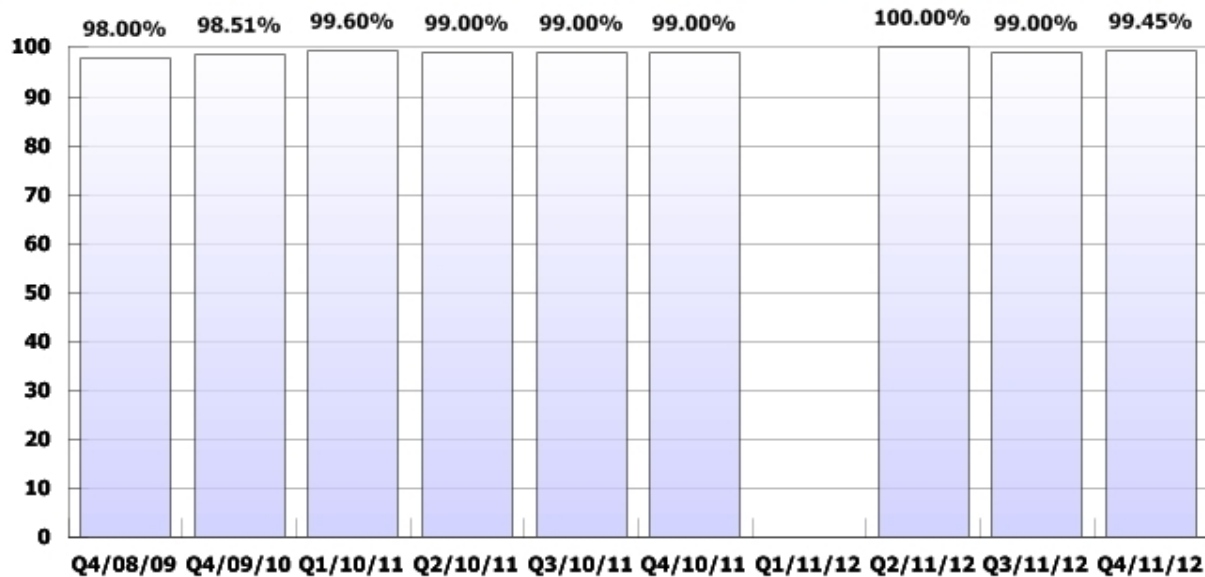
KPI 45 How satisfied were our tenants with the standard of the repairs service they received?

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

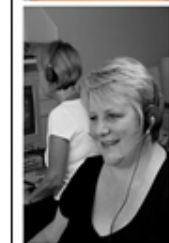
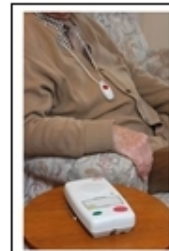
Current and previous quarters performance



Quarter	Target	Actual	
Q4/11/12	98.00%	99.45%	✓
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%	✓

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 4 2011/12)
 Performance above target.

Corrective action proposed (if required):

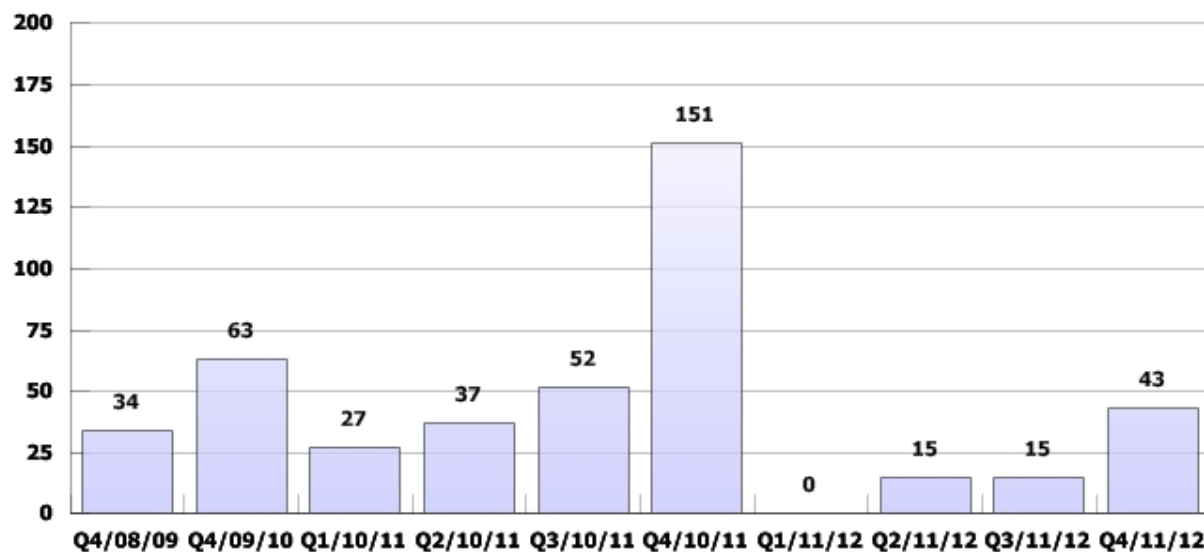
KPI 46 How many affordable homes were built in the District?

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
Q4/11/12	112	43	✗
Q3/11/12	86	15	✗
Q2/11/12	44	15	✗
Q1/11/12	0	0	✓
Q4/10/11	70	151	✓

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 4 2011/12) The target was not achieved due to slippage with the large development at White Lodge, Sewardstone Rd, Waltham Abbey. However, all homes at this development are now due for completion by June 2012.

Corrective action proposed (if required):

(Quarter 4 2011/12)

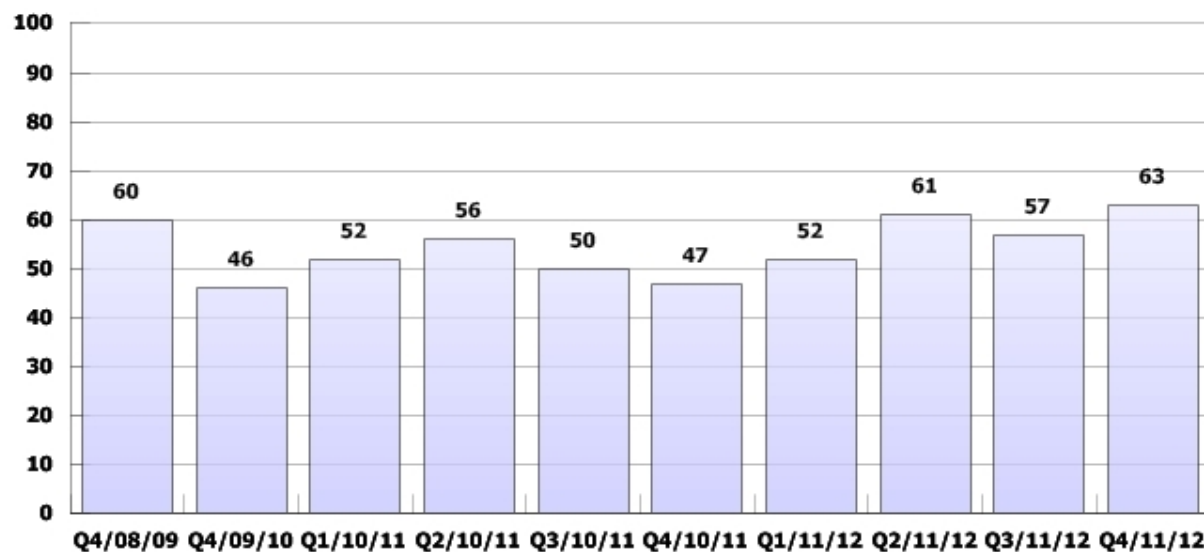
KPI 47 How many households were housed in temporary accommodation?

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	
Q4/11/12	60	63	✗
Q3/11/12	60	57	✓
Q2/11/12	60	61	✗
Q1/11/12	60	52	✓
Q4/10/11	60	47	✓

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?

No



Comment on current performance (including context):

(Quarter 4 2011/12) Nationally, homelessness and temporary accommodation usage is increasing. The latest National Statistics on Statutory Homelessness (released 8 March 2012 for period 1 October 2011 and 31 December 2011) show an 18% increase in homelessness acceptances and a 2% increase in temporary accommodation compared with the same period in 2010.

Corrective action proposed (if required):

(Quarter 4 2011/12) Increasing the availability of private rented accommodation is the single most effective way of reducing temporary accommodation usage. The Housing Options Section is working in partnership with two Housing Associations to provide private rented properties for homeless applicants through Housing Association Leasing Direct schemes (HALD).

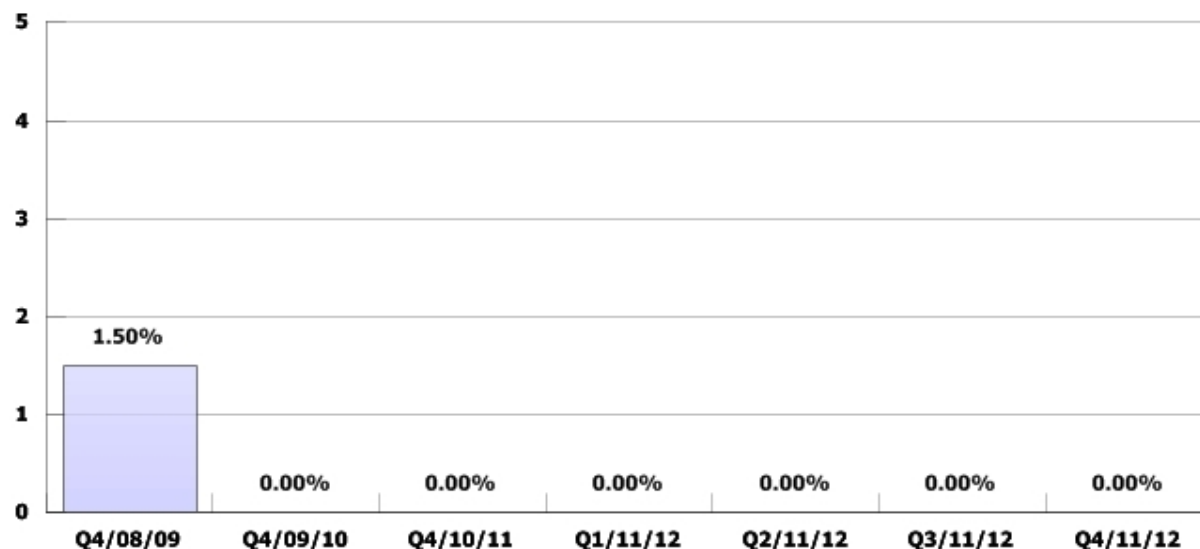
KPI 48 What percentage of our council homes were not in a decent condition?

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.

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	
Q4/11/12	0.00%	0.00%	✓
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%	✓

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 4 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 275
 Electric heating 24 properties
□ Electrical Testing and Upgrades 837 properties
□ Roof covering 259
Criteria 'C' Reasonable Modern Facilities
□ Kitchen replacements 228 properties
 Bathroom replacements 70 properties

Corrective action proposed (if required):

(Quarter 4 2011/12) None required at this time



2011 / 12 Key Performance Indicators

Planning & Economic Development

KPI

50	54
51	55
52	56
53	

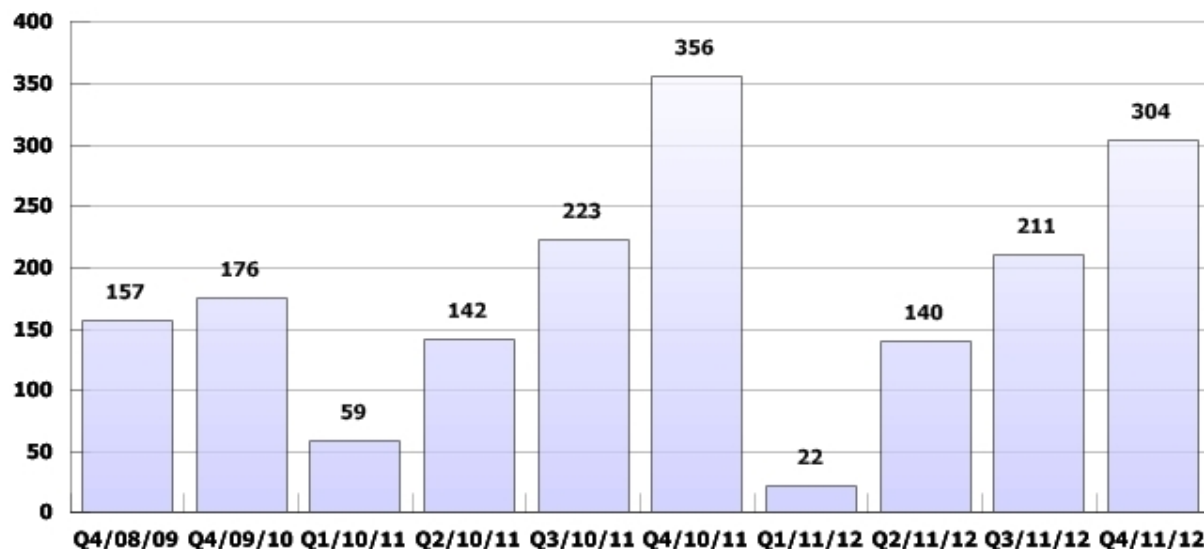
KPI 50 What was the net increase or decrease in the number of homes in the district?

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	
Q4/11/12	180	304	✓
Q3/11/12	113	211	✓
Q2/11/12	72	140	✓
Q1/11/12	30	22	✗
Q4/10/11	180	356	✓

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 4 2011/12) Performance for this quarter and this financial year has reached and exceeded the target.

(Quarter 3 2011/12) Due to an error in calculation this cumulative figure was previously reported as 223 with the pure quarter three figure as 83. This has now been amended using the correct cumulative figure of 211 and the correct pure Q3 figure as 71.

Please note that the target has still been met.

Corrective action proposed (if required):

(Quarter 4 2011/12) No corrective action is proposed, as performance has reached and exceeded the target.

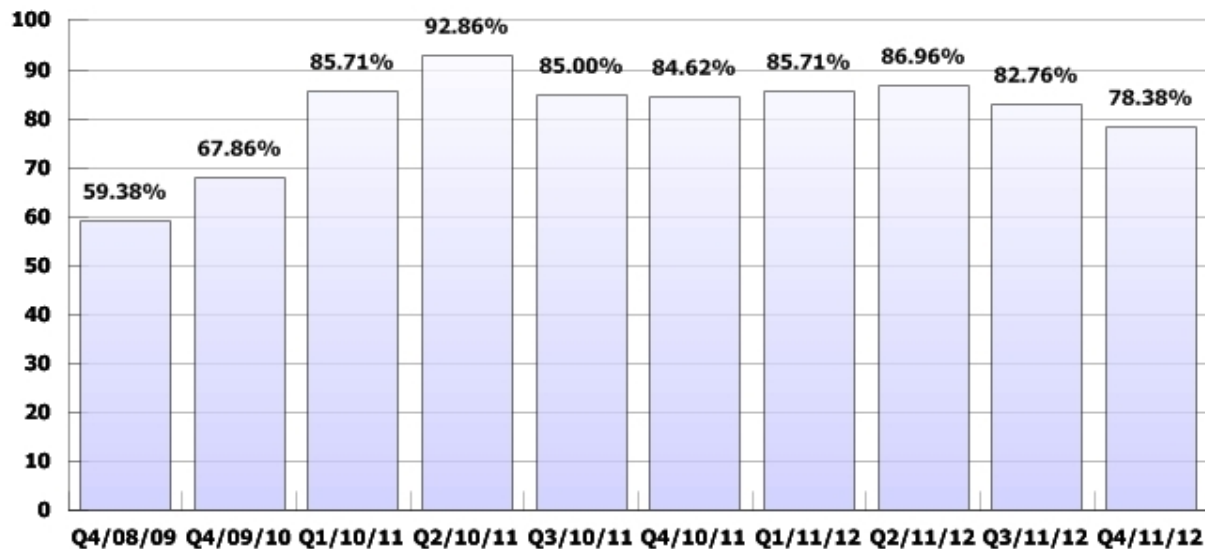
KPI 51 What percentage of major planning applications were processed within 13 weeks?

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
Q4/11/12	81.00%	78.38%	✘
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%	✔

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?

No

Comment on current performance (including context):

(Quarter 4 2011/12) 29 out of 37 applications meet target requirement. Volatility of this target, due to the low number of applications in this category, borne out by long delay in reporting the Langston Road Retail Park planning application, which contributed to this target just being missed.

Corrective action proposed (if required):

(Quarter 4 2011/12) Most major planning applications are contentious and despite in some cases pre-application discussion taking place, there is still uncertainty over the final decision and delays when third party comments become known, not helped by the 4 week gap between planning committees. More frequent committee meetings would help to improve performance, but this is very unlikely. Engaging relevant Ward/committee members and local council at pre-application stage would go some way to overcome the uncertainty and delays in decision making.

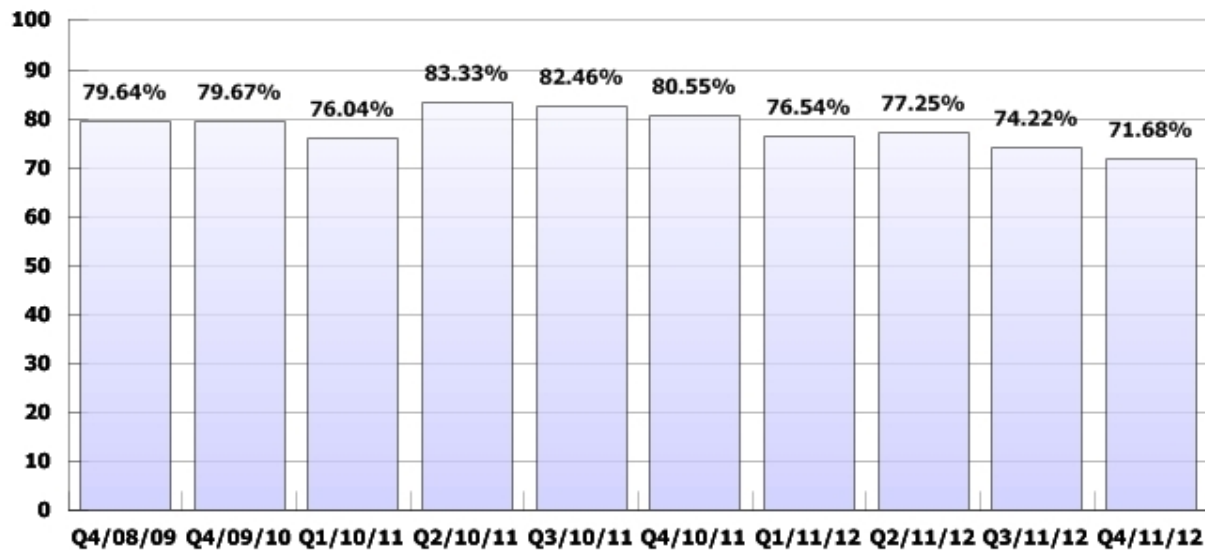
KPI 52 What percentage of minor planning applications were processed within 8 weeks?

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
Q4/11/12	81.00%	71.68%	X
Q3/11/12	81.00%	74.22%	X
Q2/11/12	81.00%	77.25%	X
Q1/11/12	81.00%	76.54%	X
Q4/10/11	80.00%	80.55%	✓

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 4 2011/12) 248 out of 346 applications in this category decided within target time that includes applications for 1 to 9 dwellings/ pitches. Target has proved tougher than previous year to achieve with committees now meeting on 4 week cycle and section being a planning officer down due to the recruitment restriction.

Corrective action proposed (if required):

(Quarter 4 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.

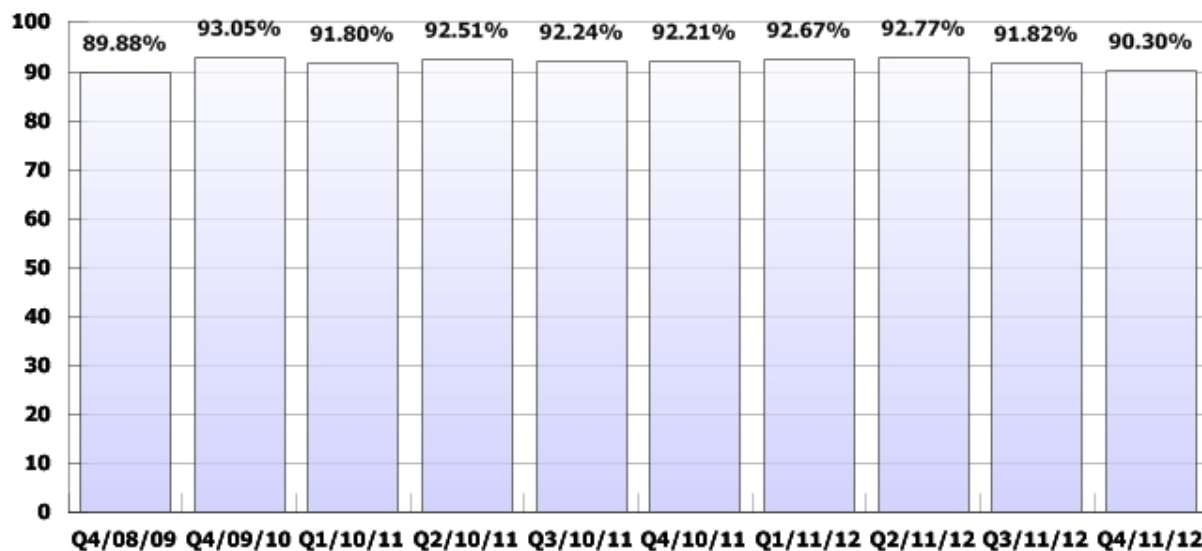
KPI 53 What percentage of other planning applications were processed within 8 weeks?

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
Q4/11/12	93.00%	90.30%
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%



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?

No

Comment on current performance (including context):

(Quarter 4 2011/12) Target not achieved, attributable to being one planning officer down since September 2011 and partly because of 4 week committee cycle, but this represents the highest proportion (1192 out of 1320 in this category) out of all planning application types decided, most of which are delegated decisions.

Corrective action proposed (if required):

(Quarter 4 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.

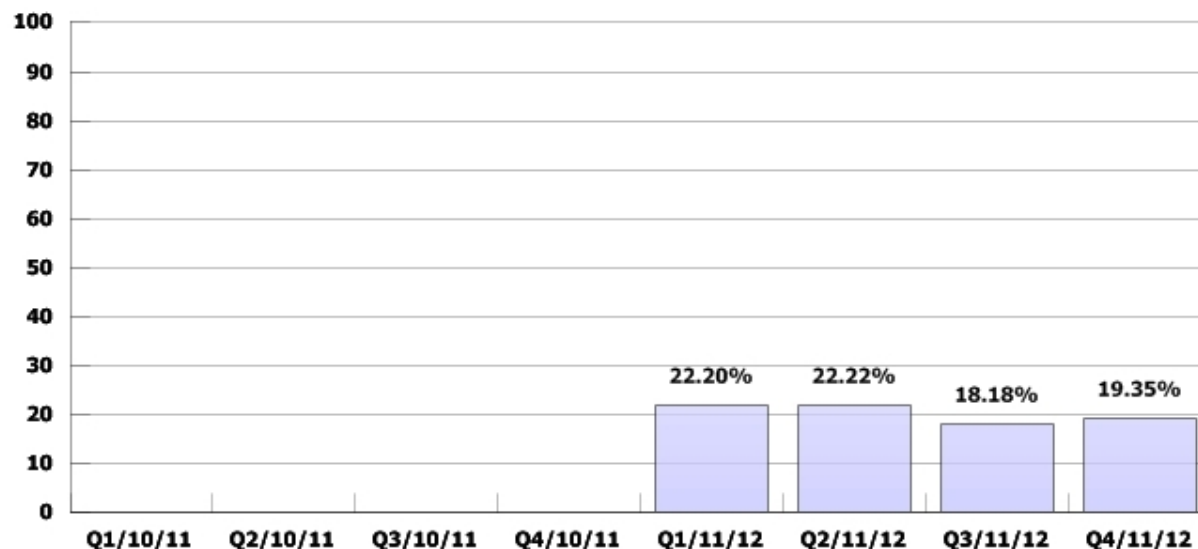
KPI 54 What percentage of planning applications recommended by planning officers for refusal were overturned and granted permission following an appeal?

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
Q4/11/12	20.00%	19.35%	✓
Q3/11/12	20.00%	18.18%	✓
Q2/11/12	20.00%	22.22%	✗
Q1/11/12	20.00%	22.20%	✗
Q4/10/11			

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?

Yes

Comment on current performance (including context):

(Quarter 4 2011/12) Only 12 out of 62 officer recommendation/decision appeals allowed. Target achieved.

Corrective action proposed (if required):

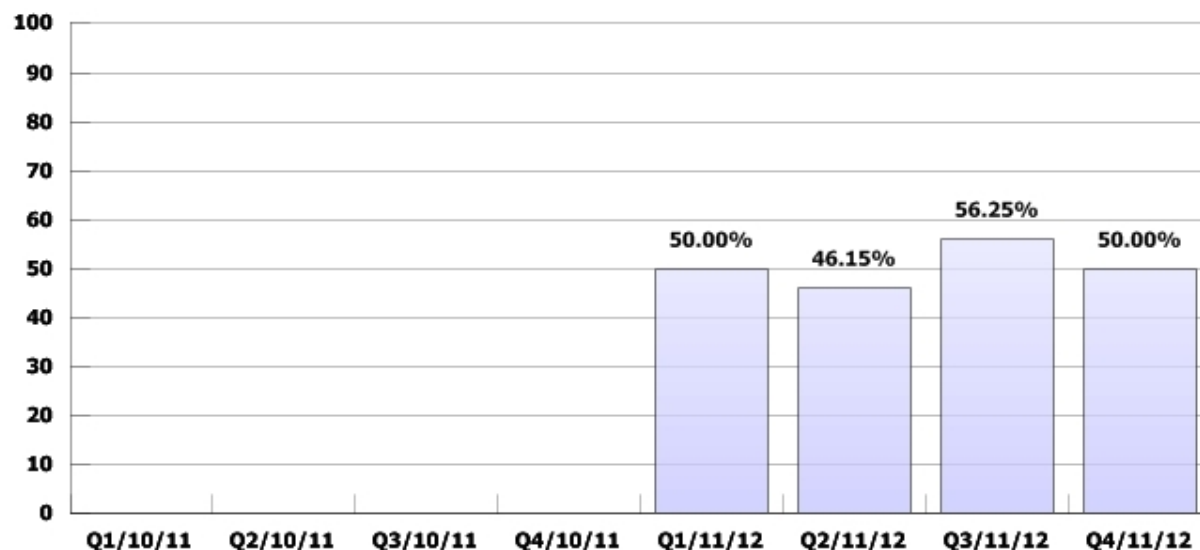
KPI 55 What percentage of planning applications, refused by Council Members against the planning officer's recommendation, were granted permission on appeal?

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
Q4/11/12	50.00%	50.00%	✓
Q3/11/12	50.00%	56.25%	✗
Q2/11/12	50.00%	46.15%	✓
Q1/11/12	50.00%	50.00%	✓
Q4/10/11			

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?

Yes

Comment on current performance (including context):

(Quarter 4 2011/12) Members decisions to reverse officer recommendations on planning applications reported to planning committees were supported by the Planning Inspector in 11 out of 22 cases. Target achieved.

Corrective action proposed (if required):

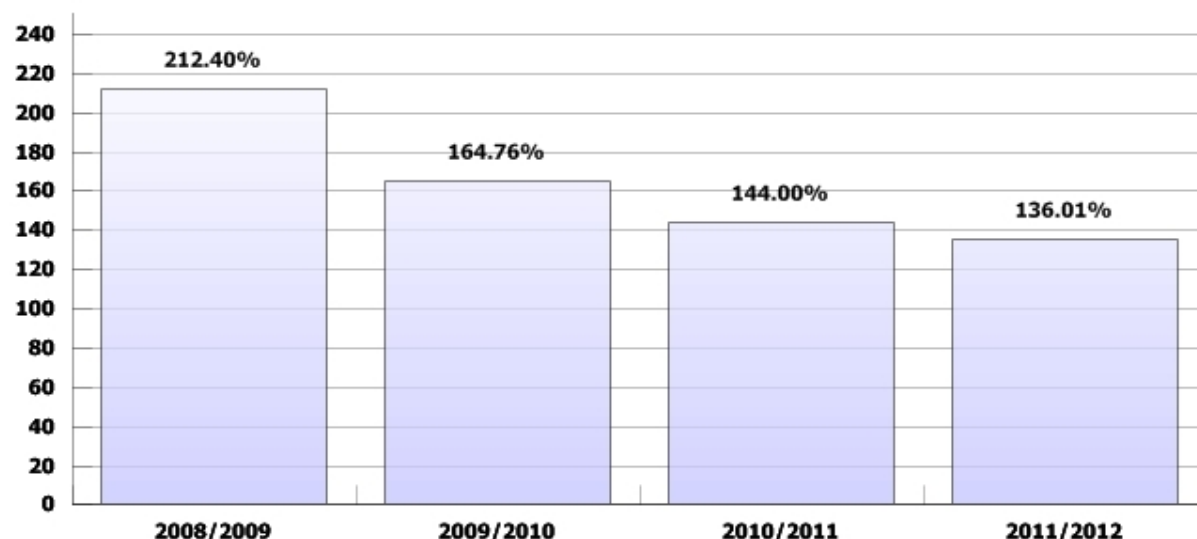
KPI 56 How much of the land required to meet our house building needs over the next five years was available to be delivered over the next five years? (Annual)

Indicator previously known as: NI 159

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

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



Year	Target	Actual	
2011/2012	100.0...	136.0...	✓
2010/2011	100.0...	144.0...	✓
2009/2010	100.0...	164.7...	✓
2008/2009	100.0...	212.4...	✓

Annual 2011/12 - 100.00%
Target: 2010/11 - 100.00%

Indicator of good performance:
A higher percentage is good

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

Yes

Comment on current performance (including context):

(Outturn 2011/12) This is a yearly figure calculated from the five-year assessment of land supply in November/December each year. Good performance is represented by a 100.00% or higher outturn. The Council's performance for 2011/12 was 136.01%, meeting and exceeding the target. It is slightly lower than last year's figure. This is partly because many of the larger residential developments that have been permitted in recent years, such as on St Margaret's Hospital and Epping Forest College, are nearing the final stages of completion, and so will no longer contribute to future housing figures. However, performance is still very good.

Corrective action proposed (if required):

(Outturn 2011/12) No corrective action is proposed, as the target has been met and exceeded.