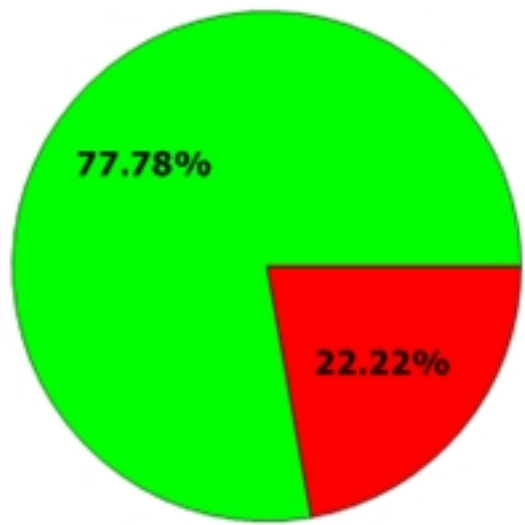


Summary of KPIs Achieving Target

**No (6)**  
**Yes (21)**

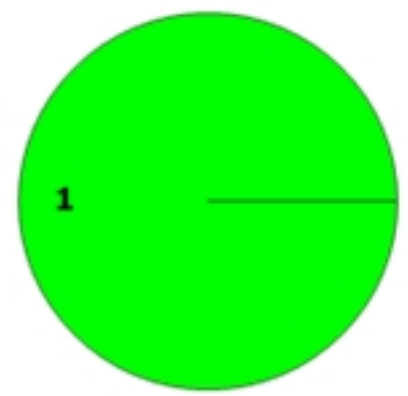


Year End Prediction



**= Uncertain**

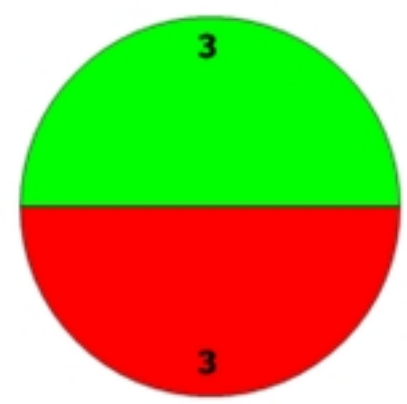
Corporate Support Services



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?	1.84	1.60		3.46	5.31	7.50
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#### Environment & Street Scene Quarterly KPIs

KPI 20	How much non-recycled waste was collected for every household in the district?	97	95		196	296	395
KPI 21	What percentage of all household waste was sent to be recycled, reused or composted?	61.91%	58.16%		62.13%	60.76%	60.00%
KPI 22	What percentage of our district had unacceptable levels of litter?	9%	8%		9%	9%	9%
KPI 23	What percentage of our district had unacceptable levels of detritus (dust, mud, stones, rotted leaves, glass, plastic etc.)?	12%	9%		12%	12%	12%
KPI 24	How well have we done in both reducing flytipping and taking action against those believed to be responsible?	2	1		2	2	2
KPI 25	What percentage of the issues and complaints received by the Environment & Neighbourhoods Team received an initial response within 3 days?	95.00%	96.00%		95.00%	95.00%	95.00%

Quarterly Indicators (cont.)		Quarter 1		Quarter 2		Quarter 3		Quarter 4	
		Tgt	Actual	Tgt	Actual	Tgt	Actual	Tgt	Actual
<b>Finance &amp; ICT Quarterly KPIs</b>									
KPI 30	KPI 30 - What percentage of the invoices we received were paid within 30 days?	97%	97%		97%	97%	97%	97%	
KPI 31	KPI 31 - What percentage of the district's annual Council Tax was collected?	27.50%	27.40%		52.69%	78.02%	97.80%		
KPI 32	KPI 32 - What percentage of the district's annual business rates was collected?	30.52%	30.83%		56.32%	81.27%	97.50%		
KPI 33	KPI 33 - On average, how many days did it take us to process new benefit claims?	30.00	33.37		30.00	30.00	30.00		
KPI 34	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	10.94		8.00	8.00	8.00		
KPI 35	KPI 35 - How many benefits fraud investigations were completed by the Council?	37	117		150	225	300		
<b>Housing Quarterly KPIs</b>									
KPI 41	KPI 41 - On average, how many days did it take us to re-let a Council property?	30	24		30	30	30		
KPI 42	KPI 42 - What percentage of emergency repairs to our council properties were completed within 24 hours?	99%	100%		99%	99%	99%		
KPI 43	KPI 43 - What percentage of urgent repairs to our council properties were completed within five working days?	95%	99%		95%	95%	95%		
KPI 44	KPI 44 - What percentage of routine repairs to our council properties were completed within six weeks?	95%	99%		95%	95%	95%		
KPI 45	KPI 45 - How satisfied were our tenants with the standard of the repairs service they received?	98.00%	100.0...		98.00%	98.00%	98.00%		
KPI 46	KPI 46 - How many affordable homes were built in the District?	38	38		67	72	72		
KPI 47	KPI 47 - How many households were housed in temporary accommodation?	60	63		60	60	60		
KPI 48	KPI 48 - What percentage of our council homes were not in a decent condition?	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	
<b>Planning &amp; Economic Development Quarterly KPIs</b>										
KPI 50	KPI 50 - What was the net increase or decrease in the number of homes in the district?	13	27			83		125		180
KPI 51	KPI 51 - What percentage of major planning applications were processed within 13 weeks?	81.00%	85.71%			81.00%		81.00%		81.00%
KPI 52	KPI 52 - What percentage of minor planning applications were processed within 8 weeks (Delegated decisions only from 2012/13)?	89.00%	89.13%			89.00%		89.00%		89.00%
KPI 53	KPI 53 - What percentage of other planning applications were processed within 8 weeks (Delegated decisions only from 2012/13)?	94.00%	87.65%			94.00%		94.00%		94.00%
KPI 54	KPI 54 - What percentage of planning applications recommended by planning officers for refusal were overturned and granted permission following an appeal?	19.00%	13.33%			19.00%		19.00%		19.00%
KPI 55	KPI 55 - What percentage of planning applications, refused by Council Members against the planning officer's recommendation, were granted permission on appeal?	50.00%	25.00%			50.00%		50.00%		50.00%

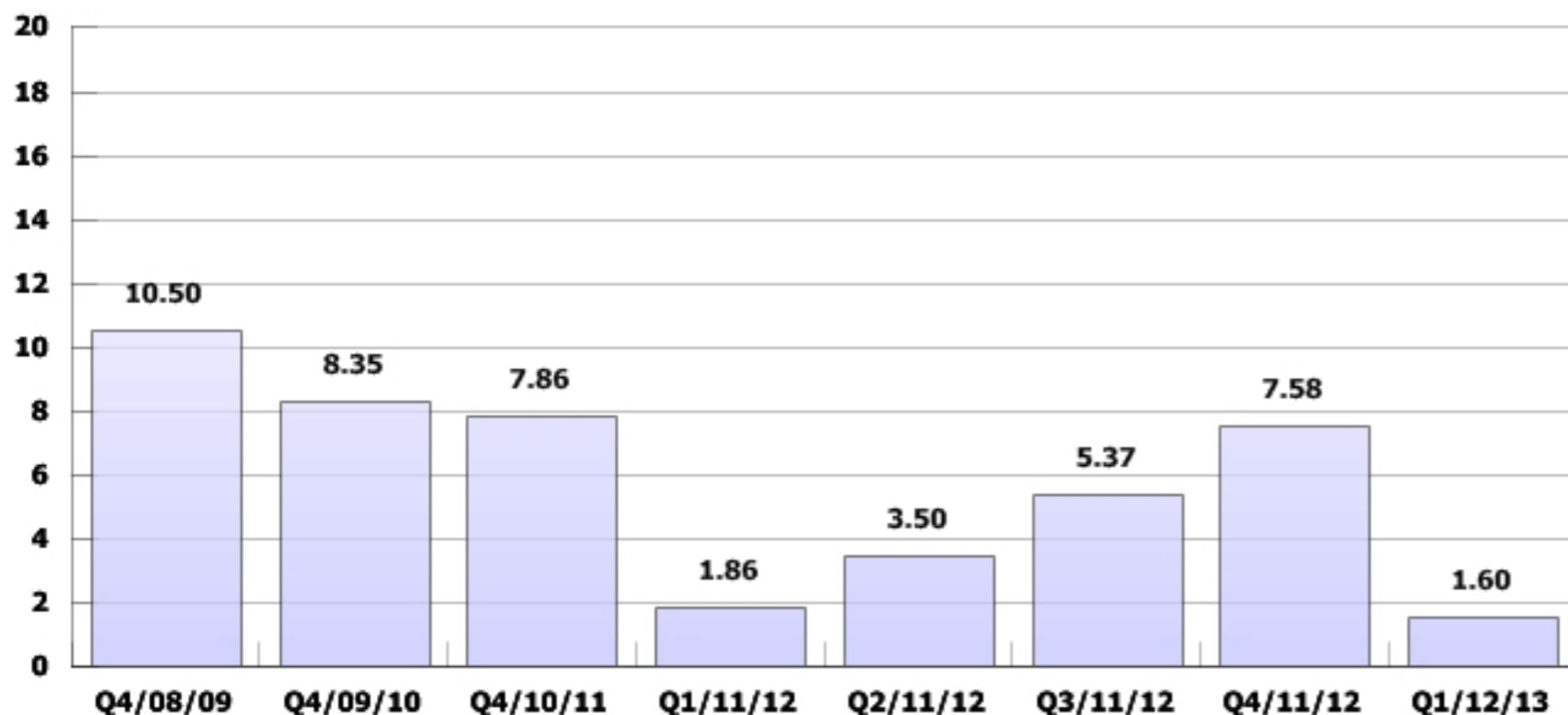
# KPI 10 How many working days did we lose due to sickness absence?

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
Q1/12/13	1.84	1.60	✓
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	✓

Annual Target: 2012/13 - 7.50 days  
 2011/12 - 7.75 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):

### Corrective action proposed (if required):

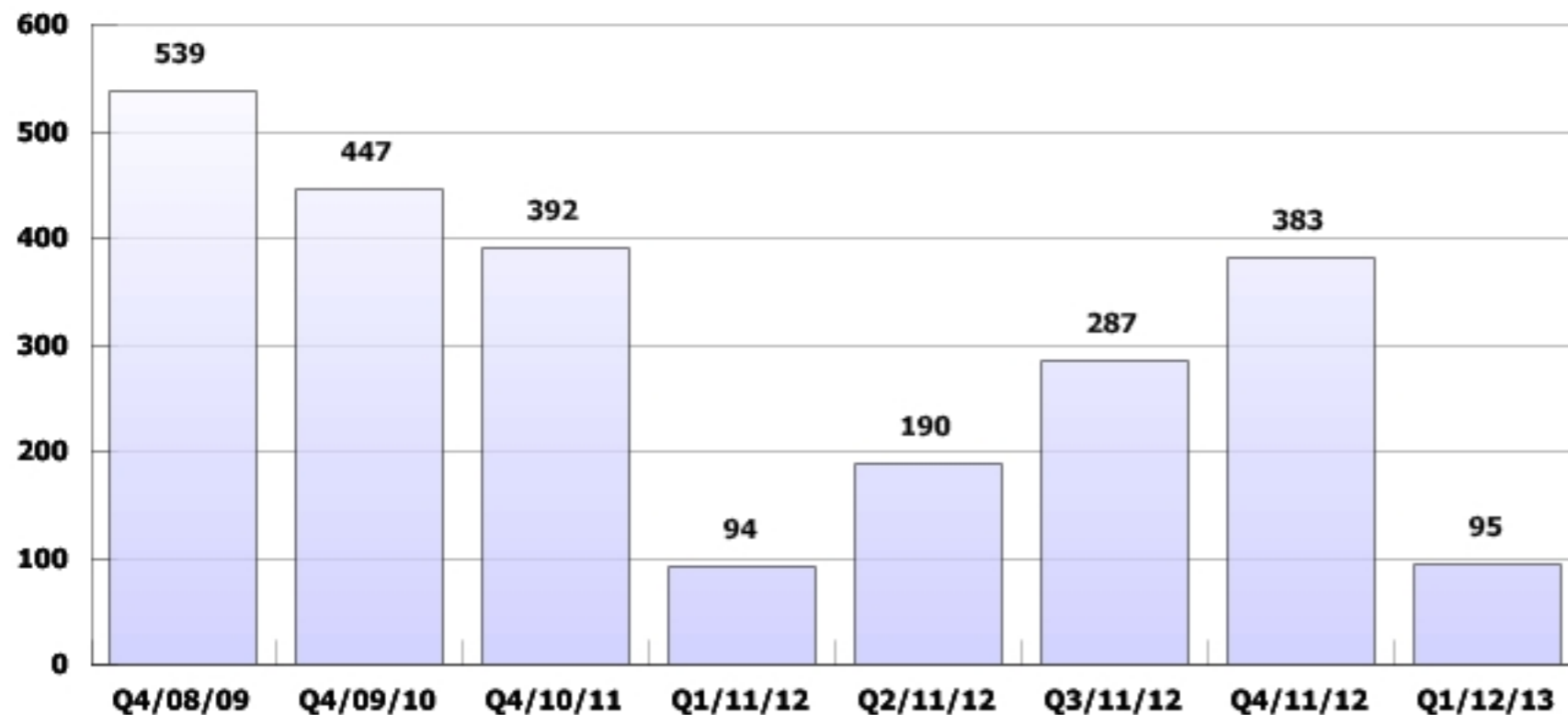
# KPI 20 How much non-recycled waste was collected for every household in the district?

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](mailto:performance@eppingforestdc.gov.uk) or by telephone on 01992 564472

## Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/12/13	97	95	✓
Q4/11/12	420	383	✓
Q3/11/12	311	287	✓
Q2/11/12	209	190	✓
Q1/11/12	106	94	✓

**Annual Target:** 2012/13 - 395 kg  
2011/12 - 420 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):

(Q1 2012/13) This is broadly on a par with Q1 last year, but is still a little higher than we would like.

### Corrective action proposed (if required):

(Q1 2012/13) None at this stage, but monitor as we look to introduce further educational awareness for residents on waste and recycling matters

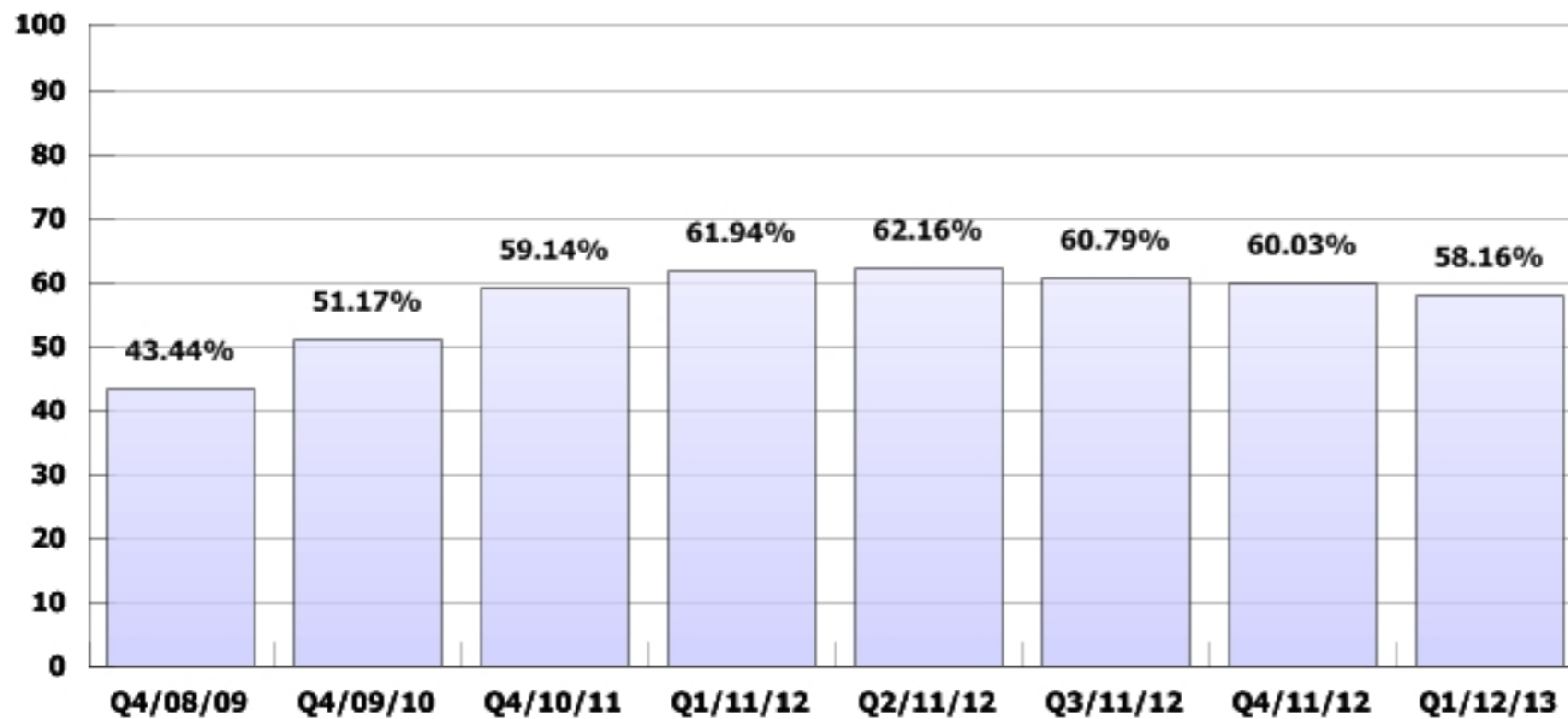
# KPI 21 What percentage of all household waste was sent to be recycled, reused or composted?

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](mailto:performance@eppingforestdc.gov.uk) or by telephone on 01992 564472

## Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/12/13	61.91%	58.16%	✗
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%	✓

**Annual Target:** 2012/13 - 60.00%  
2011/12 - 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?

Uncertain



### Comment on current performance (including context):

(Q1 2012/13) The minor uplift from 58% to 60% in the target was considered to present a challenge, and this Q1 result proves that to be the position. It may be that the recent adverse weather has depressed levels of garden waste put out for recycling and that a return to a more normal summer may see performance increase.

### Corrective action proposed (if required):

(Q1 2012/13) Further educational work alongside the introduction of additional recycling in flats to seek to maintain and boost previous performance.

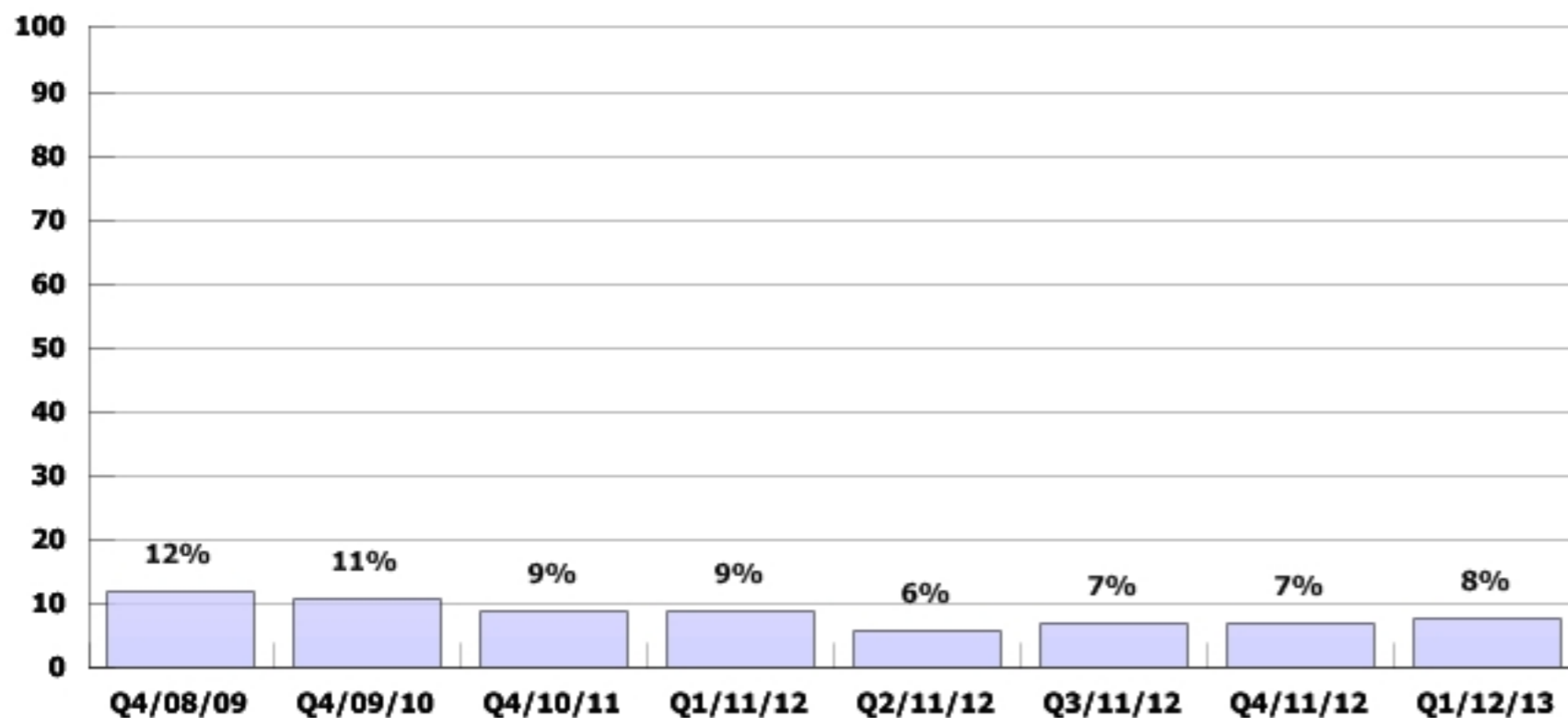
## KPI 22 What percentage of our district had unacceptable levels of litter?

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](mailto:performance@eppingforestdc.gov.uk) or by telephone on 01992 564472

### Current and previous quarters performance



Quarter	Target	Actual	
Q1/12/13	9%	8%	✓
Q4/11/12	10%	7%	✓
Q3/11/12	10%	7%	✓
Q2/11/12	10%	6%	✓
Q1/11/12	10%	9%	✓

**Annual Target:** 2012/13 - 9%  
2011/12 - 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):

(Q1 2012/13) A good initial quarter against a more challenging target.

### Corrective action proposed (if required):

(Q1 2012/13) None at this time.



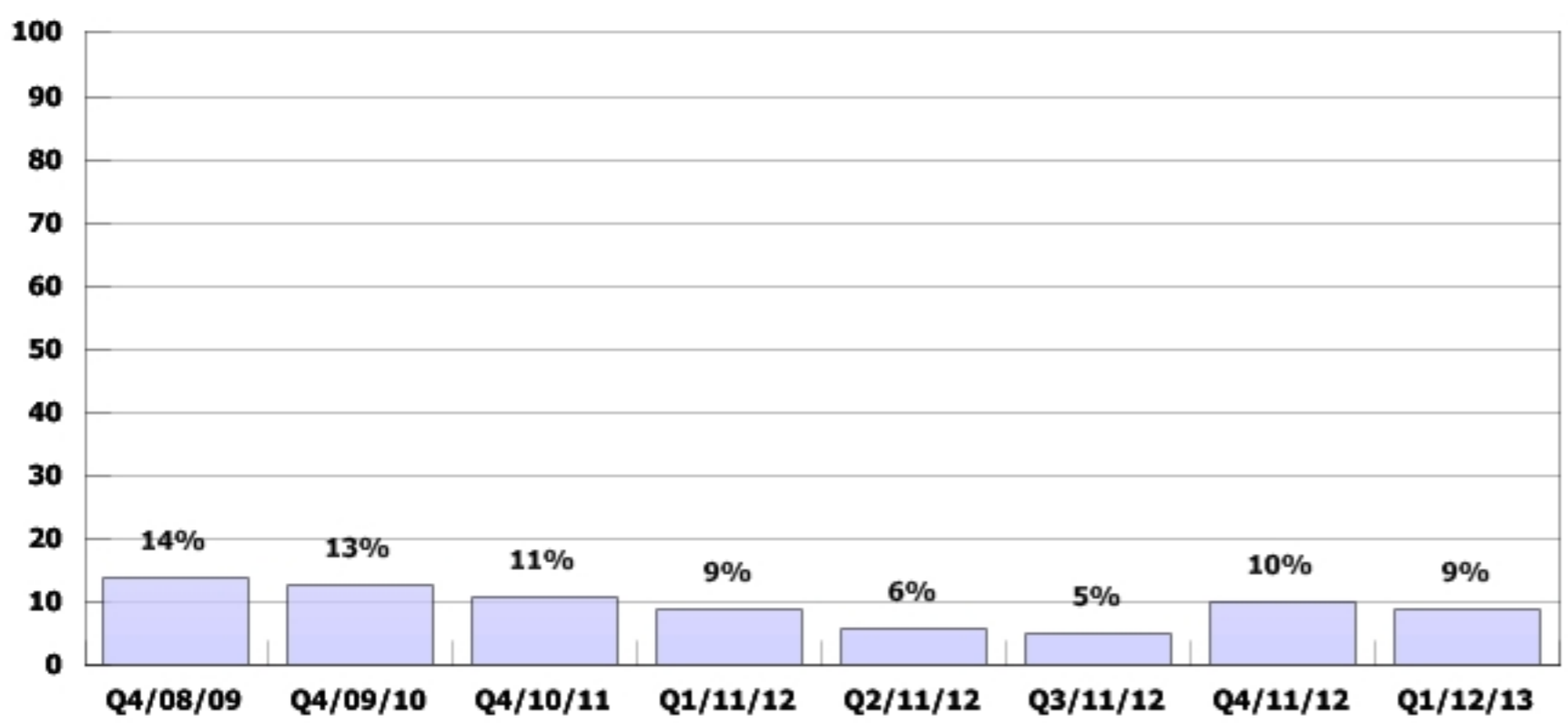
**KPI 23 What percentage of our district had unacceptable levels of detritus (dust, mud, stones, rotted leaves, glass, plastic etc.)?**

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

**Annual Target: 2012/13 - 12%**  
**2011/12 - 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):**

(Q1 2012/13) Good initial performance against a more challenging target.

(Q1 2012/13) None at this time.

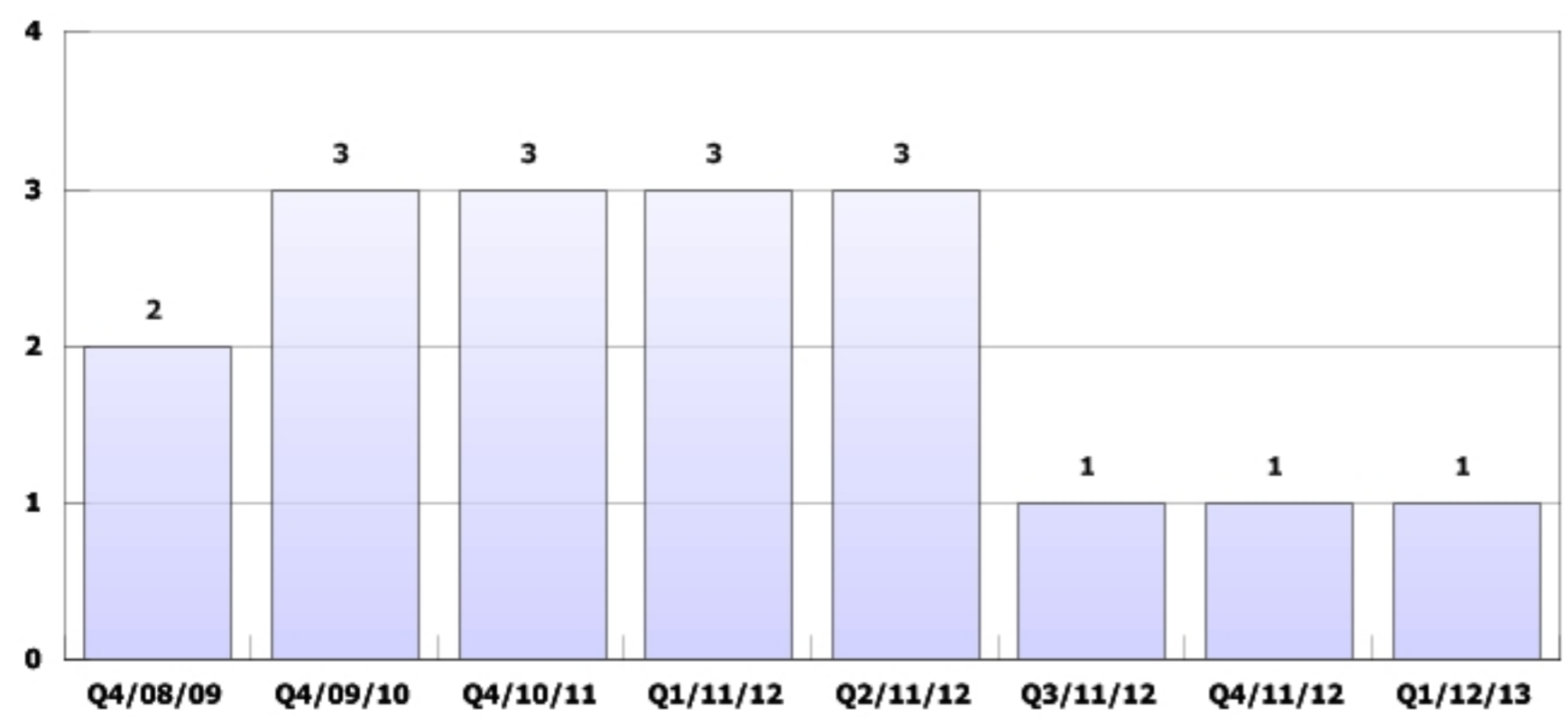
**KPI 24 How well have we done in both reducing flytipping and taking action against those believed to be responsible?**

**Indicator previously known as: NI 196**

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

For 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
Q1/12/13	2	1	✓
Q4/11/12	3	1	✓
Q3/11/12	3	1	✓
Q2/11/12	3	3	✓
Q1/11/12	3	3	✓

**Annual Target:** 2012/13 - Grade 2  
2011/12 - Grade 3  
**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):**

**Corrective action proposed (if required):**

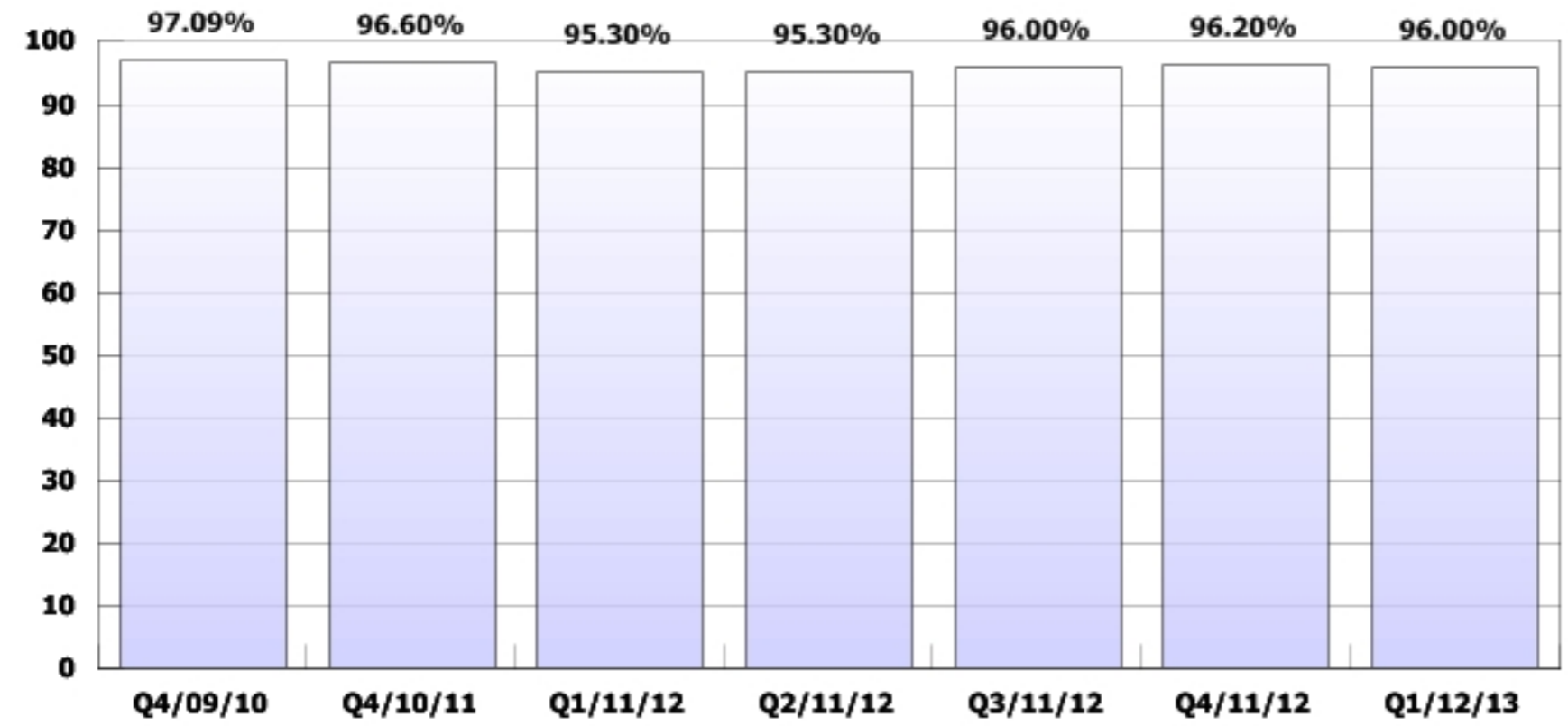
**KPI 25 What percentage of the issues and complaints received by the Environment & Neighbourhoods Team received an initial response within 3 days?**

**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
Q1/12/13	95.00%	96.00%	✓
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%	✗

**Annual Target: 2012/13 - 2011/12 - 97.00%**  
**Indicator of good performance: A higher percentage is good**



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

**Comment on current performance (including context):**

**Corrective action proposed (if required):**

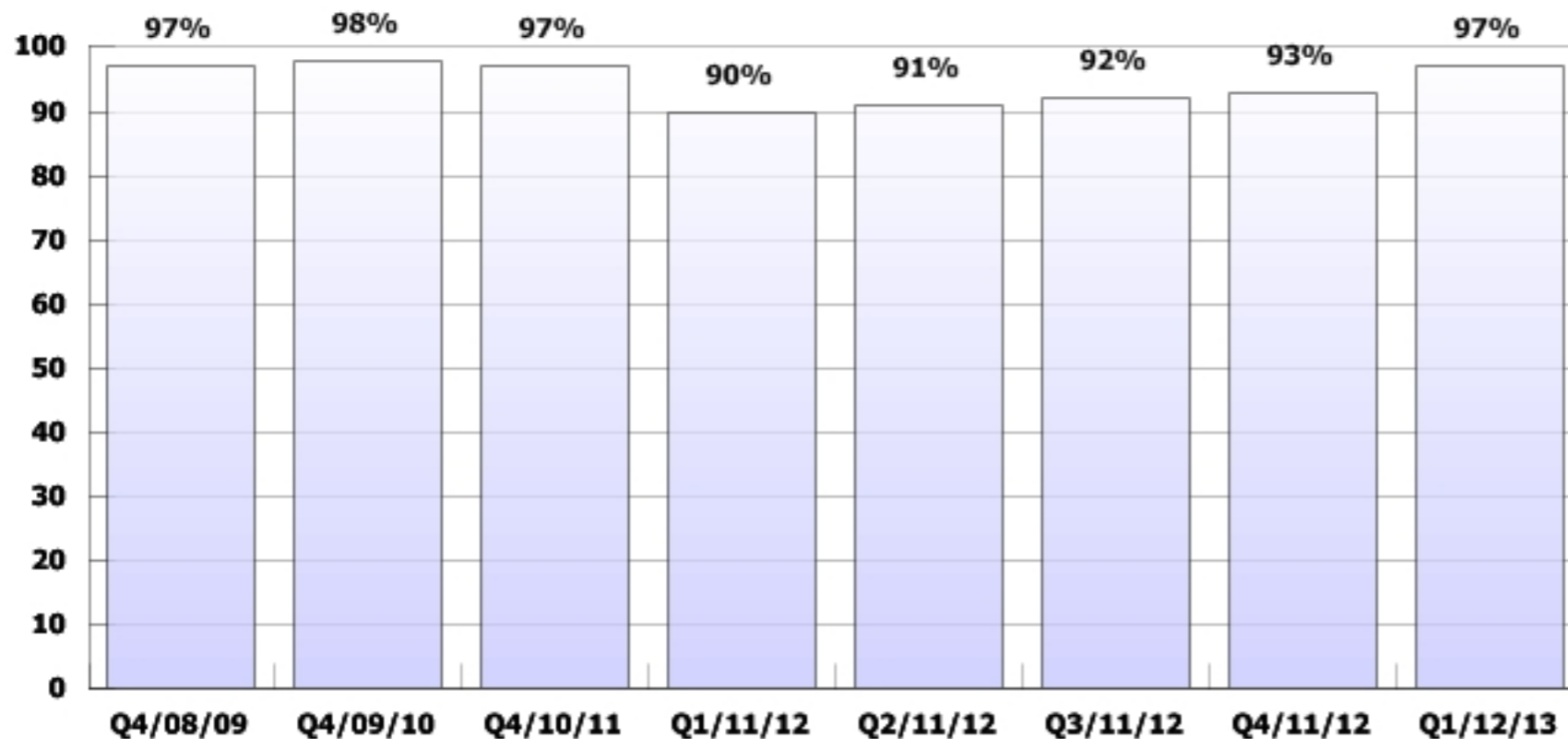
# KPI 30 What percentage of the invoices we received were paid within 30 days?

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](mailto:performance@eppingforestdc.gov.uk) or by telephone on 01992 564472

## Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/12/13	97%	97%	✓
Q4/11/12	97%	93%	✗
Q3/11/12	97%	92%	✗
Q2/11/12	97%	91%	✗
Q1/11/12	97%	90%	✗

**Annual Target:** 2012/13 - 97.00%  
2011/12 - 97.00%

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

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

Uncertain

### Comment on current performance (including context):

(Q1 2012/13) The figure at the end of June was in line with the target. Monthly performance in April and May was above target, June was below. Monthly monitoring enables adverse trends to be picked up early and corrective action taken. Currently 89% of local suppliers are being paid within 20 days, this is an improvement on the 2011/12 final figure of 79%.

### Corrective action proposed (if required):

(Q1 2012/13) Invoices appearing as outstanding on the invoice register can be followed up and passing for payment in a timely manner can be encouraged. Also any invoices genuinely in dispute can be registered as such and removed from the figures.

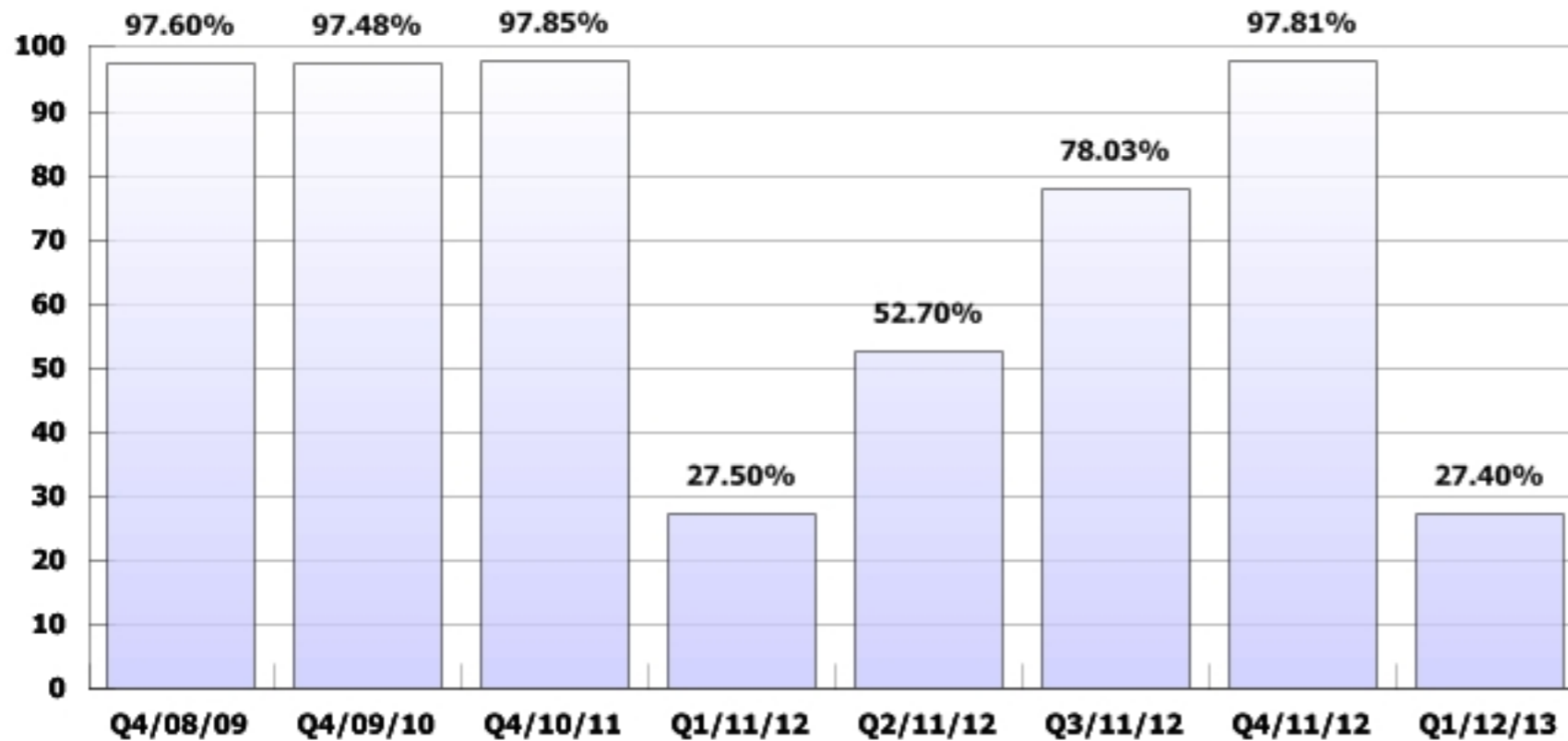
# KPI 31 What percentage of the district's annual Council Tax was collected?

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](mailto:performance@eppingforestdc.gov.uk) or by telephone on 01992 564472

## Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/12/13	27.50%	27.40%	✗
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%	✓

**Annual Target:** 2012/13 - 97.80%  
2011/12 - 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):

(Q1 2012/13) Performance is 0.1% down on the same stage last year, equivalent to a monetary value of £74212.

### Corrective action proposed (if required):

(Q1 2012/13) All billing, collection and recovery processes will be undertaken to collect any outstanding debts.

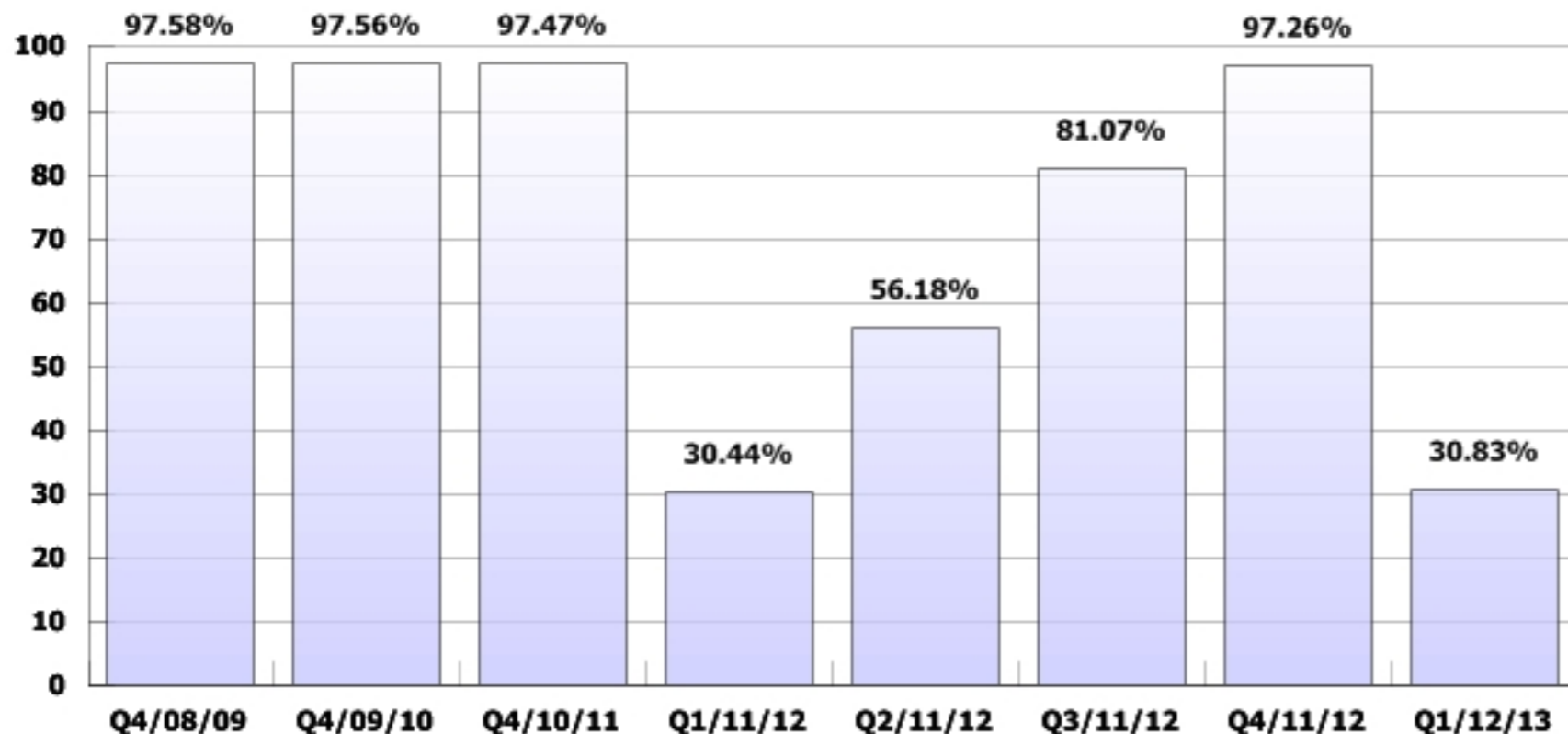
## KPI 32 What percentage of the district's annual business rates was collected?

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](mailto:performance@eppingforestdc.gov.uk) or by telephone on 01992 564472

### Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/12/13	30.52%	30.83%	✓
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%	✓

**Annual Target:** 2012/13 - 97.50%  
2011/12 - 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



VOA Rent Officers

Local Planning Officers, Local Planning Officers, Local Planning Officers

Questions about your council's

Rating information for occupiers of

The Council offers a range of services to help you understand and improve your business rates.

For more information visit:

• Council and business rates website  
• Council website and business rates and small business  
• Local planning officers website and business rates

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### Comment on current performance (including context):

(Q1 2012/13) Collection is 0.39% up on the same stage last year, equivalent to a monetary value of £134,824. Whilst collection rates are shown as being higher this year, this is distorted by the fact that the rates for the parts of the Olympic site within our district have been paid in full. Once the site has been closed a proportion of these rates for the remainder of the year will need to be refunded.

### Corrective action proposed (if required):

(Q1 2012/13) All billing, collection and recovery processes will be undertaken to collect any outstanding debts. However, due to the current economic climate, more firms are having difficulty in meeting their non-domestic rate liability. Therefore, despite efforts to recover the charge, it is likely that a small reduction in the percentage recovered this year will occur.

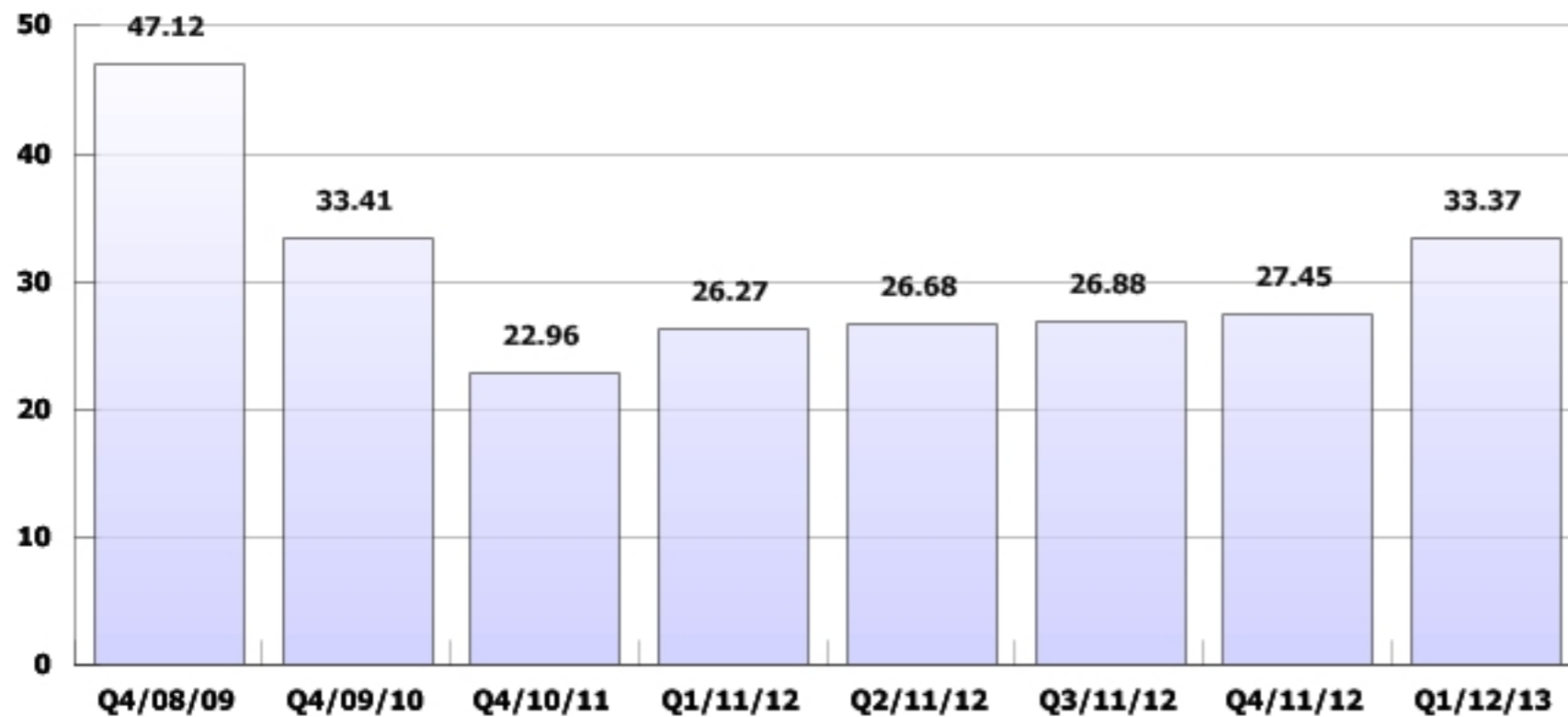
## KPI 33 On average, how many days did it take us to process new benefit claims?

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](mailto:performance@eppingforestdc.gov.uk) or by telephone on 01992 564472

### Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/12/13	30.00	33.37	X
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

Annual Target: 2012/13 - 30.00 days  
2011/12 - 23.00 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):

Performance is monitored on a weekly basis and improvements to processes are made when appropriate. Due to recruitment restrictions during the last two years there have been vacancies in the Benefits Division, and, in addition, there are currently four Officers on maternity leave. The lack of staff has led to increased benefit processing times which in turn has led to more customer enquiries.

### Corrective action proposed (if required):

Permission was recently given to fill the vacant posts and employ temporary staff and agency staff to cover the maternity leave. Once these staff are actually in post, these measures should help to reduce benefit processing times in future quarters. Resources have been managed to target performance for the KPI's, whilst activities not relating to performance improvement have not been prioritised. However, with major welfare reforms occurring from April 2013, resources will be required to implement some of these changes and this may impact on performance improvement.

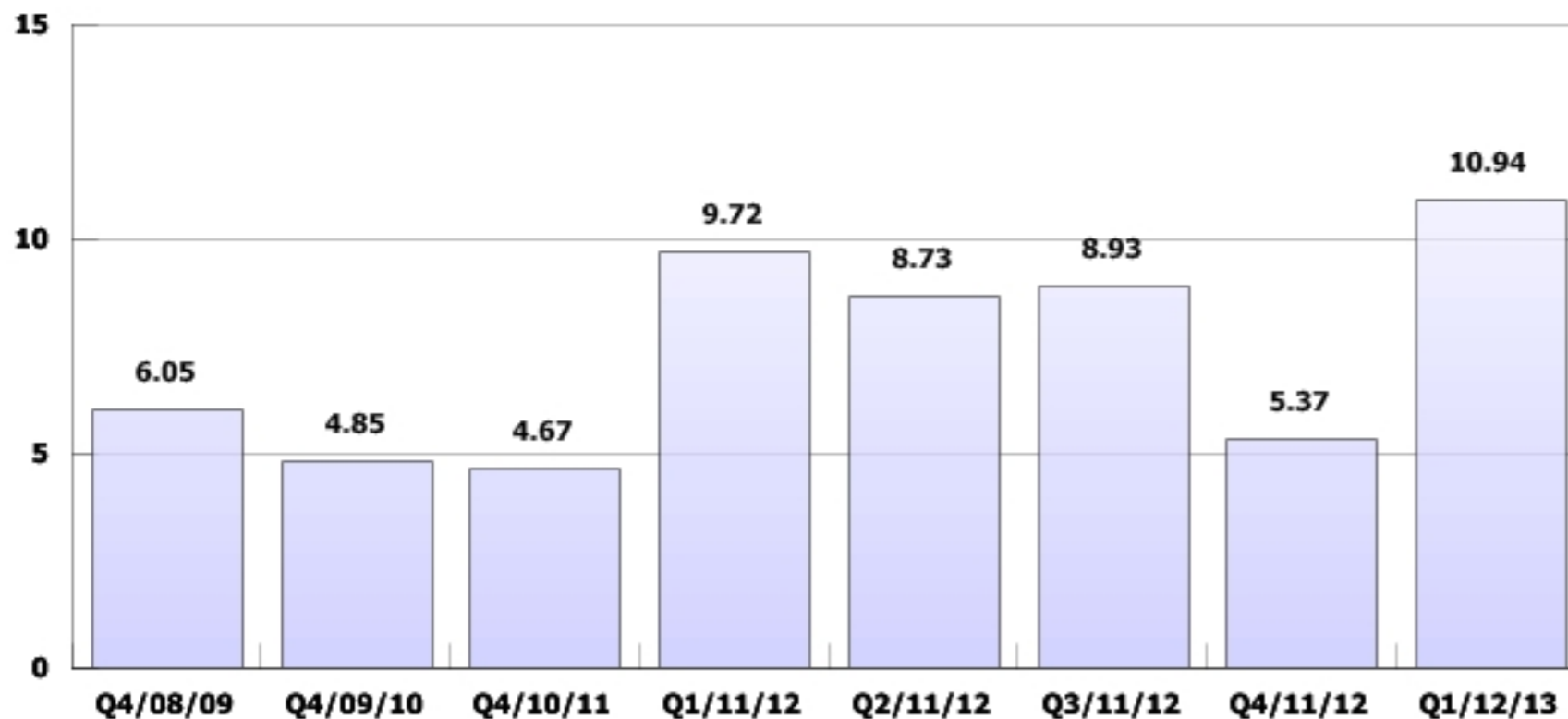
**KPI 34 On average, how many days did it take us to process notices of a change in a benefit claimant's circumstances?**

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
Q1/12/13	8.00	10.94	✗
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	✗

**Annual Target:** 2012/13 - 8.00 days  
2011/12 - 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):**

Performance is monitored on a weekly basis and improvements to processes are made when appropriate. Due to recruitment restrictions during the last two years there have been vacancies in the Benefits Division, and, in addition, there are currently four Officers on maternity leave. The lack of staff has led to increased benefit processing times which in turn has led to more customer enquiries.

**Corrective action proposed (if required):**

Recently, we have had permission to fill the vacant posts and employ temporary staff and agency staff to cover the maternity leave. Once these staff are actually in post, these measures should help to reduce benefit processing times in future quarters. Resources have been managed to target performance for the KPI's, whilst activities not relating to performance improvement have not been prioritised. With major welfare reforms occurring from April 2013, resources will be required to implement some of these changes and this may impact on performance improvement. However, the target should still be achieved.



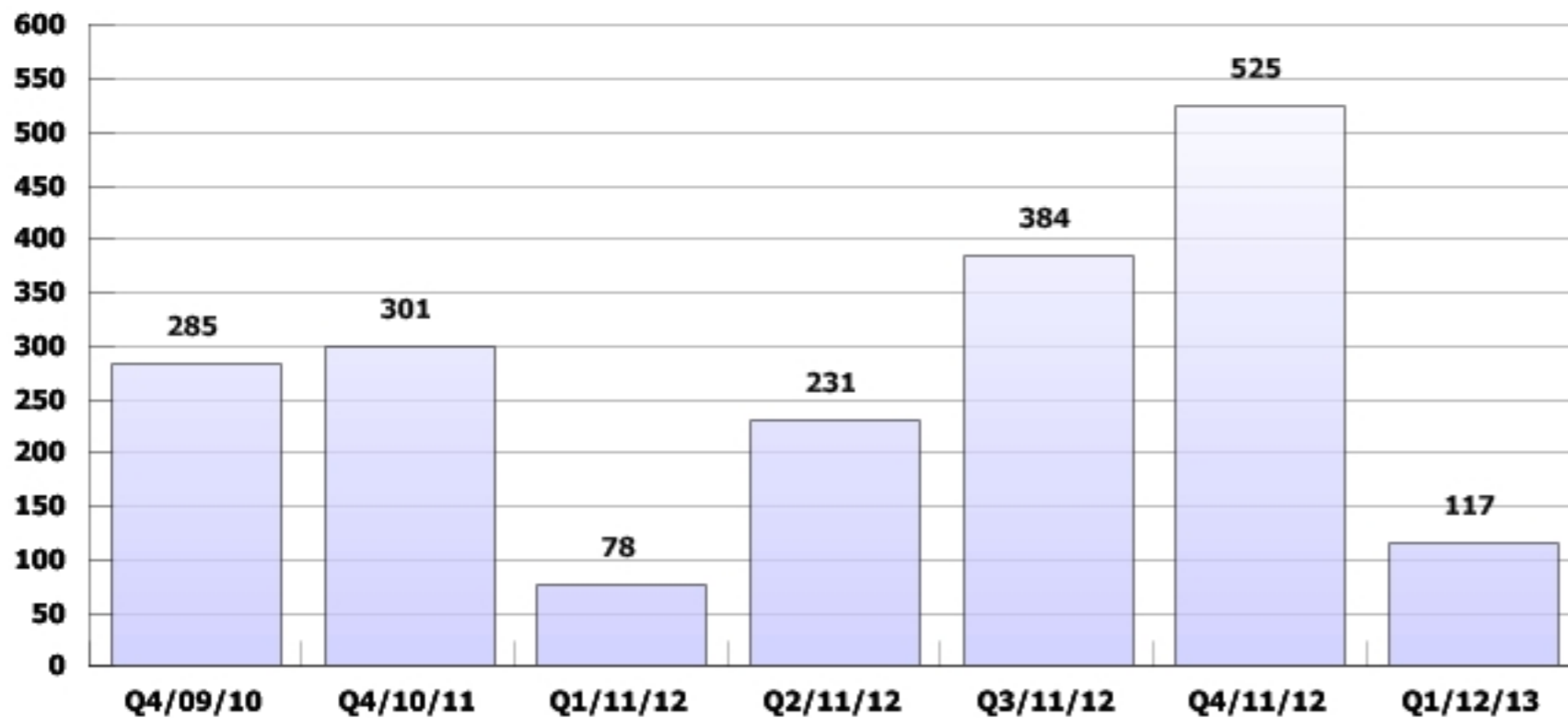
# KPI 35 How many benefits fraud investigations were completed by the Council?

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
Q1/12/13	37	117	✓
Q4/11/12	500	525	✓
Q3/11/12	375	384	✓
Q2/11/12	250	231	✗
Q1/11/12	125	78	✗

Annual Target: 2012/13 - 300 (revised)  
2011/12 - 500

Indicator of good performance:  
A higher number is good

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

Yes

### Comment on current performance (including context):

Due to recruitment restrictions during the last two years there have been two vacancies in the Investigation team. In addition, since June there has been one Investigation Officer on maternity leave. This has left just one Investigation Officer on the team instead of four.

### Corrective action proposed (if required):

An Officer has been seconded from elsewhere in the Benefits Division to cover the maternity leave and, recently permission has been given to fill the two vacant posts. These Officers should be in post by the start of Quarter 3. The seconded Officer is not yet fully qualified or experienced and cannot therefore be expected to achieve the same target that we require from a qualified Officer. The target was reduced for this year as this was based on just one effective Investigation Officer. However, as we have been able to recruit to the vacant posts, it is expected that the target will be exceeded and the target could be increased at this time. A revised target of 300 investigations is proposed.

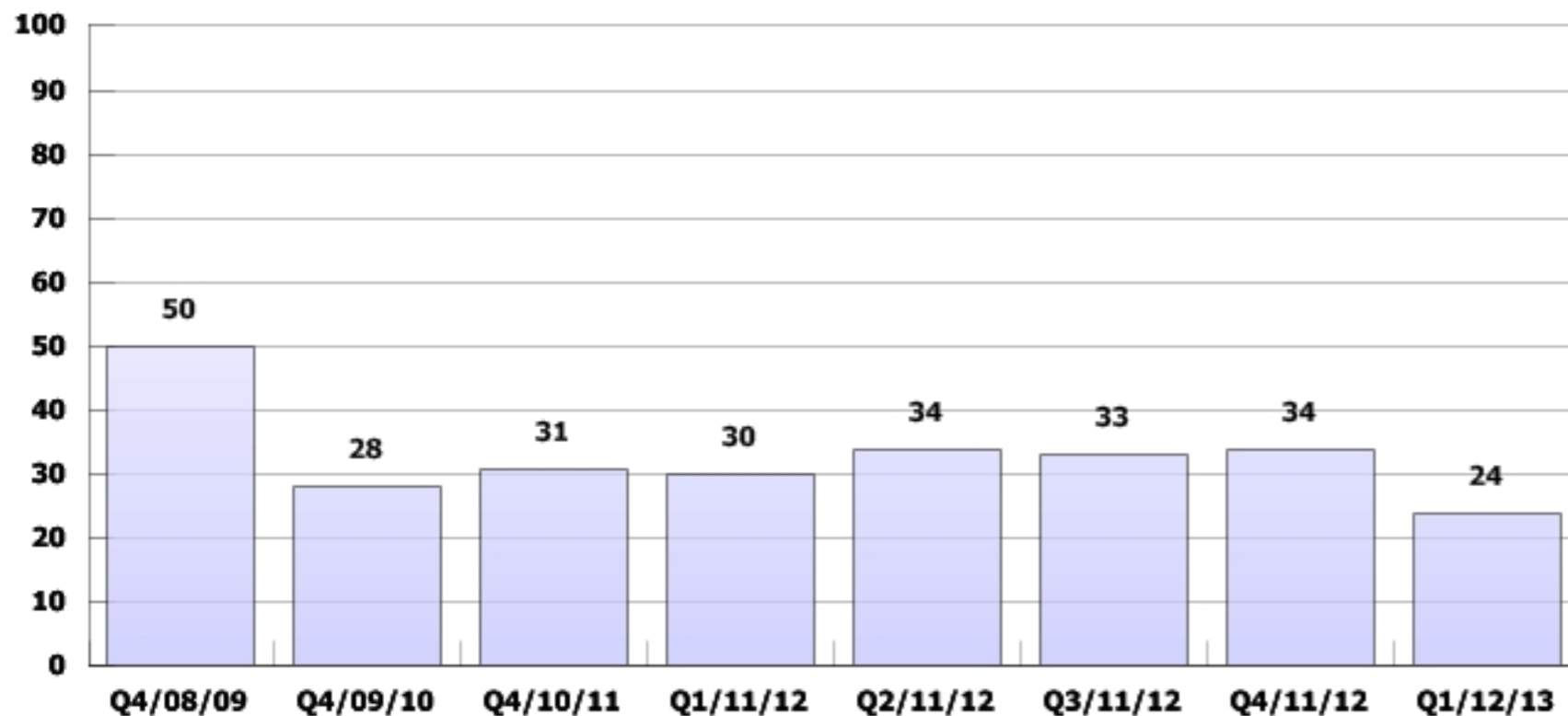
# KPI 41 On average, how many days did it take us to re-let a Council property?

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](mailto:performance@eppingforestdc.gov.uk) or by telephone on 01992 564472

## Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/12/13	30	24	✓
Q4/11/12	30	34	✗
Q3/11/12	30	33	✗
Q2/11/12	30	34	✗
Q1/11/12	30	30	✓

Annual Target: 2012/13 - 30 days  
2011/12 - 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?

Yes



### Comment on current performance (including context):

### Corrective action proposed (if required):

Empty text box for comment on current performance.

Empty text box for corrective action proposed.

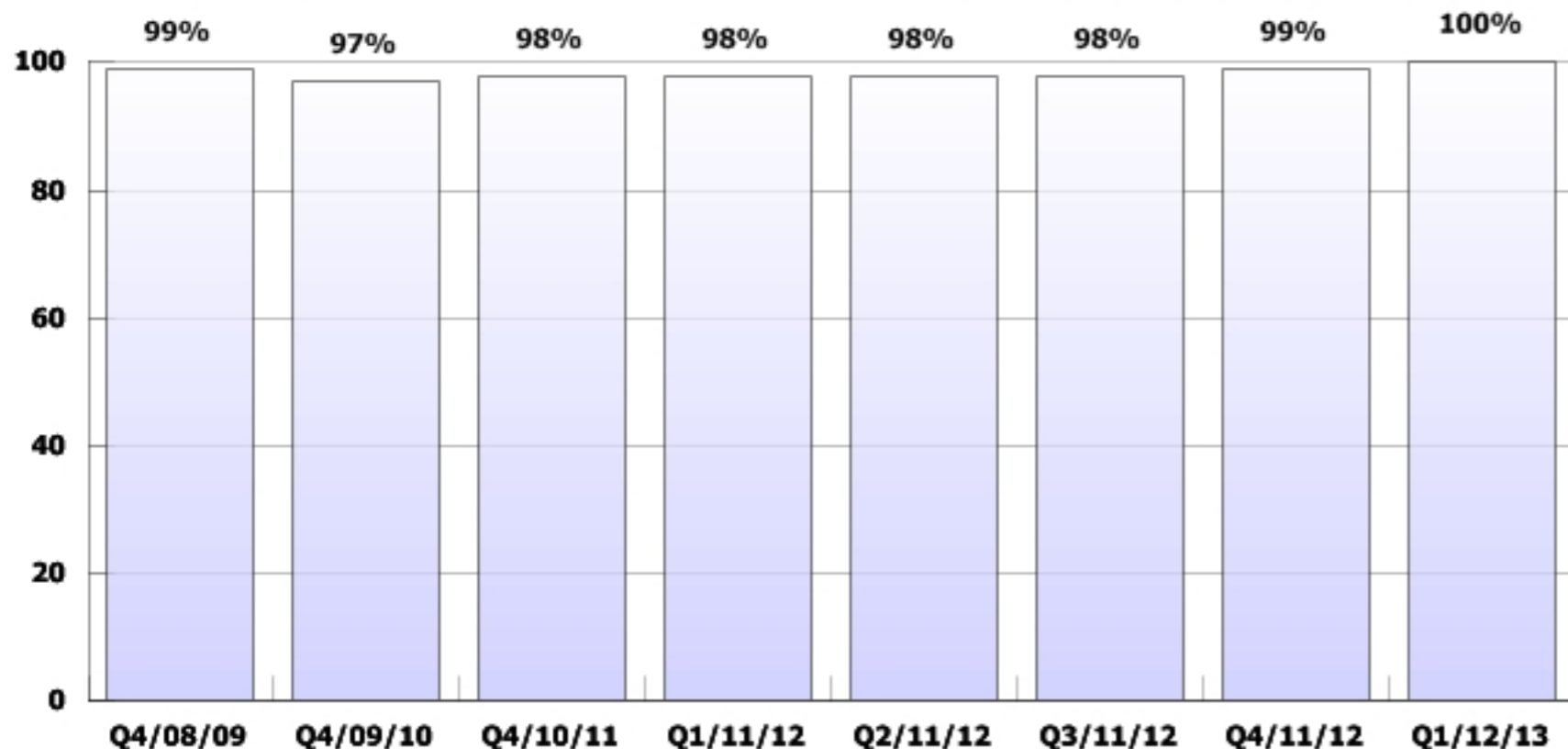
# KPI 42 What percentage of emergency repairs to our council properties were completed within 24 hours?

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](mailto:performance@eppingforestdc.gov.uk) or by telephone on 01992 564472

## Current and previous quarters performance



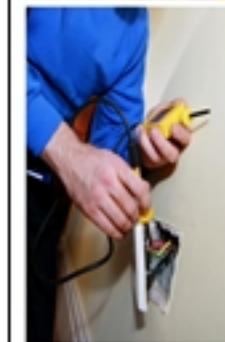
Quarter	Target	Actual	Status
Q1/12/13	99%	100%	✓
Q4/11/12	99%	99%	✓
Q3/11/12	99%	98%	✗
Q2/11/12	99%	98%	✗
Q1/11/12	99%	98%	✗

Annual Target: 2012/13 - 99%  
2011/12 - 99%

Indicator of good performance:  
A higher percentage is good

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

Yes



### Comment on current performance (including context):

(Quarter 1 2012/13)  
99.77% - target achieved.  
As expected and previously reported, following the introduction of the new IT System for the Housing Repairs Service managed by Mears and the introduction of associated new work practices, including the use of mobile technology and the provision of appointments to tenants for all repairs, all three Housing KPIs relating to response times for housing repairs have improved significantly and the associated targets have all been met.

### Corrective action proposed (if required):

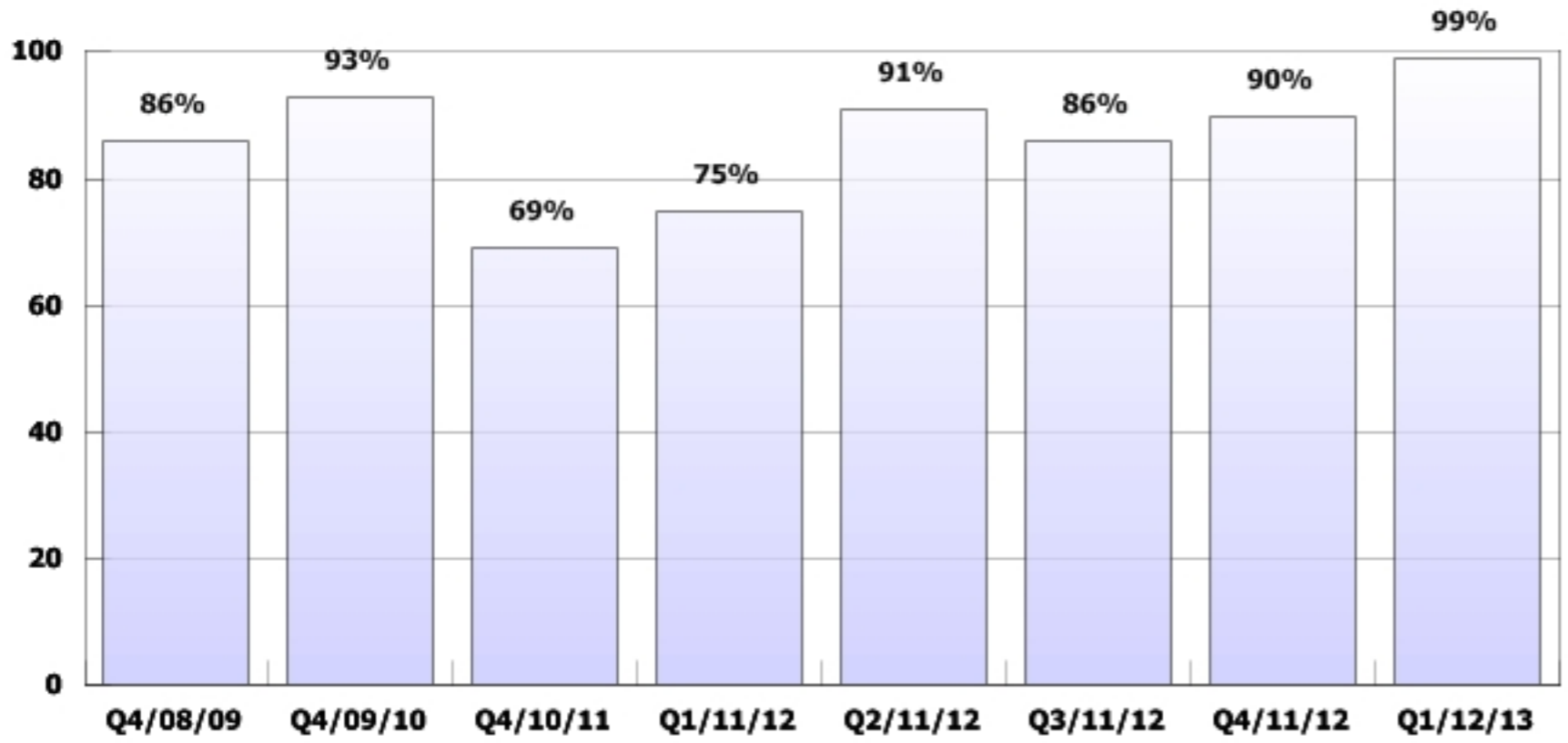
**KPI 43 What percentage of urgent repairs to our council properties were completed within five working days?**

**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

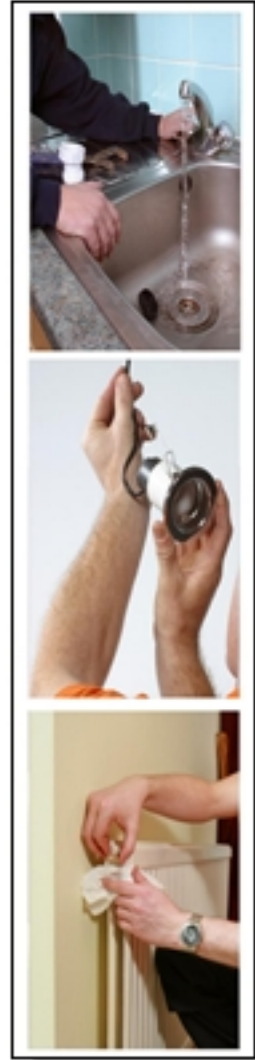
**Current and previous quarters performance**



Quarter	Target	Actual	Status
Q1/12/13	95%	99%	✓
Q4/11/12	95%	90%	✗
Q3/11/12	95%	86%	✗
Q2/11/12	95%	91%	✗
Q1/11/12	95%	75%	✗

**Annual Target: 2012/13 - 95%**  
**2011/12 - 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 1 2012/13)  
99.39% - target achieved.  
As expected and previously reported, following the introduction of the new IT System for the Housing Repairs Service managed by Mears and the introduction of associated new work practices, including the use of mobile technology and the provision of appointments to tenants for all repairs, all three Housing KPIs relating to response times for housing repairs have improved significantly and the associated targets have all been met.

**Corrective action proposed (if required):**

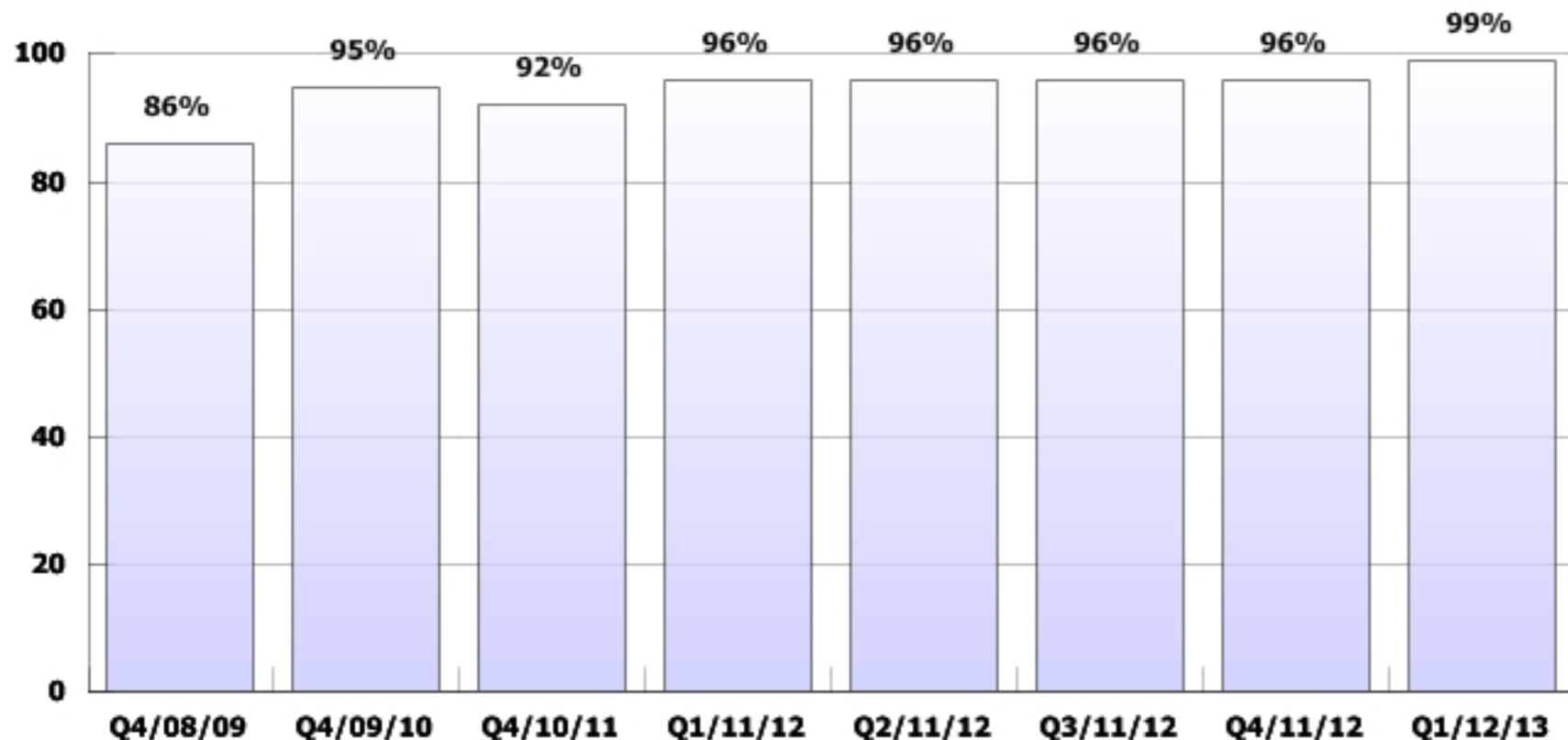
# KPI 44 What percentage of routine repairs to our council properties were completed within six weeks?

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



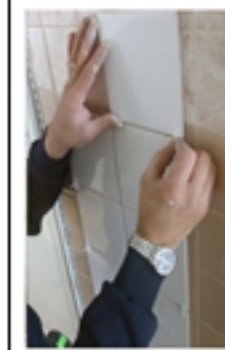
Quarter	Target	Actual	Status
Q1/12/13	95%	99%	✓
Q4/11/12	95%	96%	✓
Q3/11/12	95%	96%	✓
Q2/11/12	95%	96%	✓
Q1/11/12	95%	96%	✓

Annual Target: 2012/13 - 95%  
2011/12 - 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 1 2012/13)  
99.4% - target achieved.  
As expected and previously reported, following the introduction of the new IT System for the Housing Repairs Service managed by Mears and the introduction of associated new work practices, including the use of mobile technology and the provision of appointments to tenants for all repairs, all three Housing KPIs relating to response times for housing repairs have improved significantly and the associated targets have all been met.

### Corrective action proposed (if required):

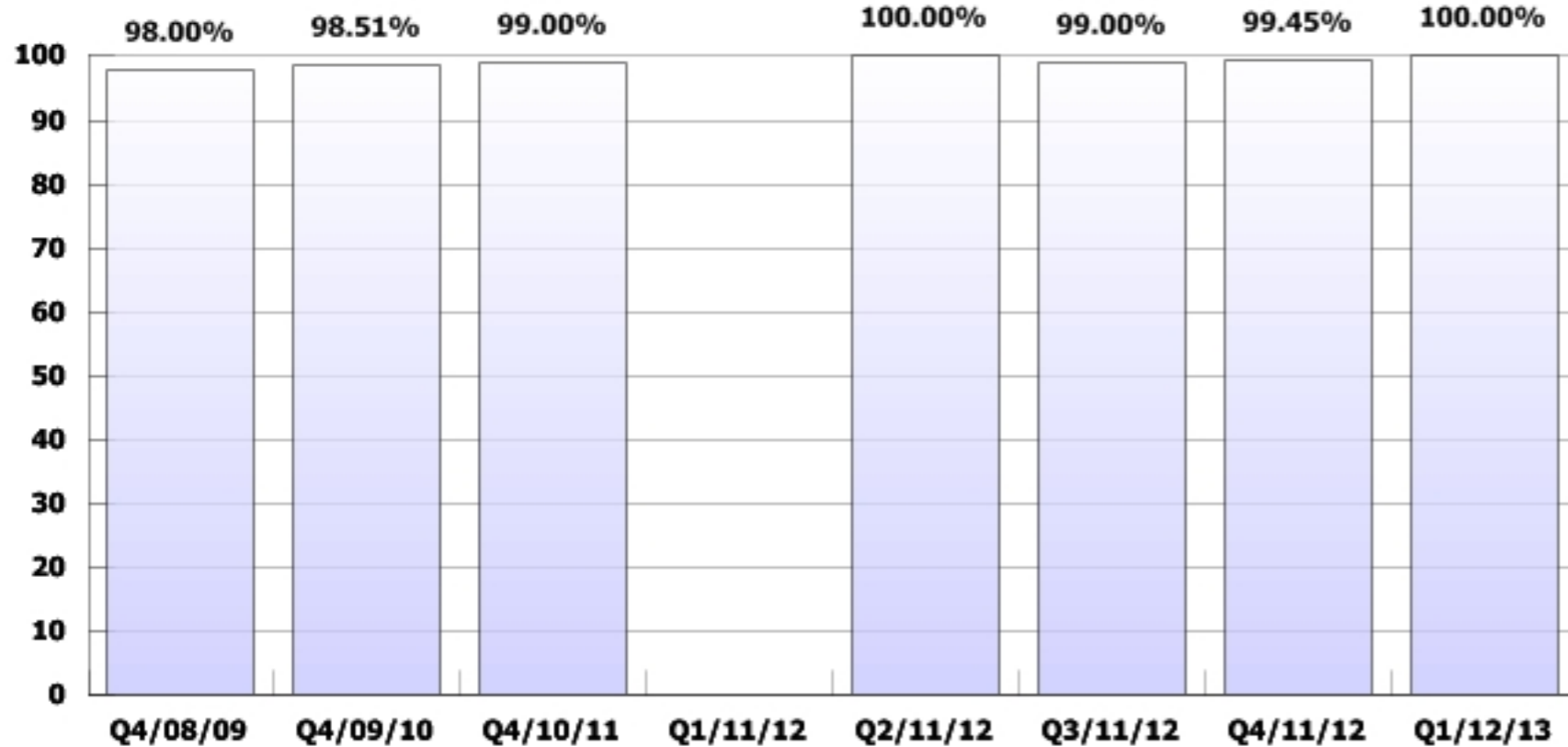
# KPI 45 How satisfied were our tenants with the standard of the repairs service they received?

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](mailto:performance@eppingforestdc.gov.uk) or by telephone on 01992 564472

## Current and previous quarters performance



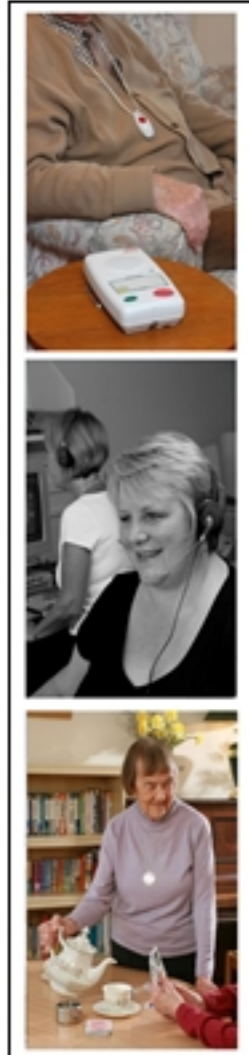
Quarter	Target	Actual	Status
Q1/12/13	98.00%	100.00%	✓
Q4/11/12	98.00%	99.45%	✓
Q3/11/12	98.00%	99.00%	✓
Q2/11/12	98.00%	100.00%	✓
Q1/11/12	98.00%		

Annual Target: 2012/13 - 98.00%  
2011/12 - 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 1 2012/13)  
This return equates to 330 (10%) customers who have had a repair completed in the quarter and responded to the survey.

### Corrective action proposed (if required):

Empty box for corrective action proposed.

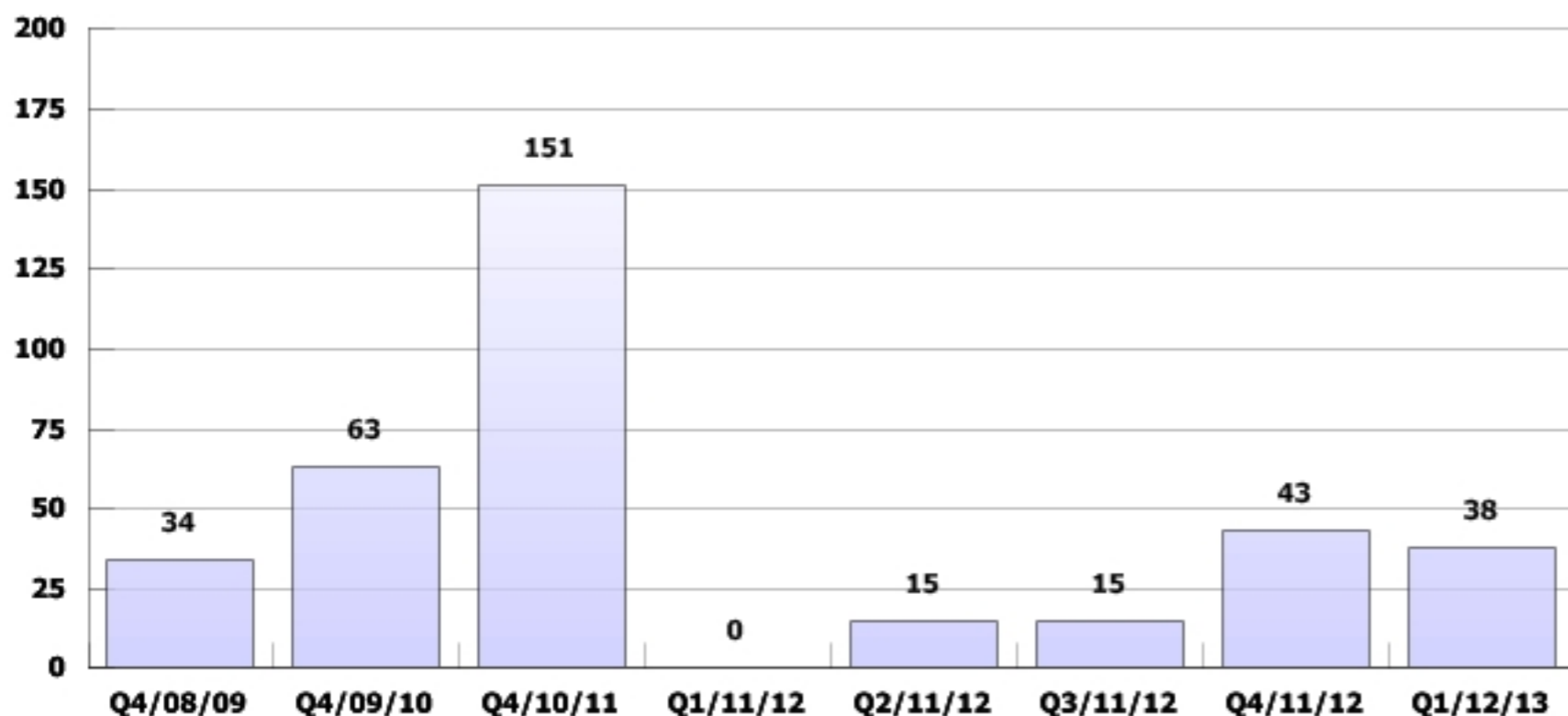
# KPI 46 How many affordable homes were built in the District?

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
Q1/12/13	38	38	✓
Q4/11/12	112	43	✗
Q3/11/12	86	15	✗
Q2/11/12	44	15	✗
Q1/11/12	0	0	✓

Annual Target: 2012/13 - 72  
2011/12 - 112

Indicator of good performance:  
A higher number is good

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

Yes



### Comment on current performance (including context):

(Quarter 1 2012/13) The target for the year has been exceeded, since the Quarter 1 out-turn includes the completion of properties at the White Lodge development scheduled for Q4 of 2011/12, but which slipped into 2012/13. As a result an increased target of 72 houses has been adopted for the year.

### Corrective action proposed (if required):

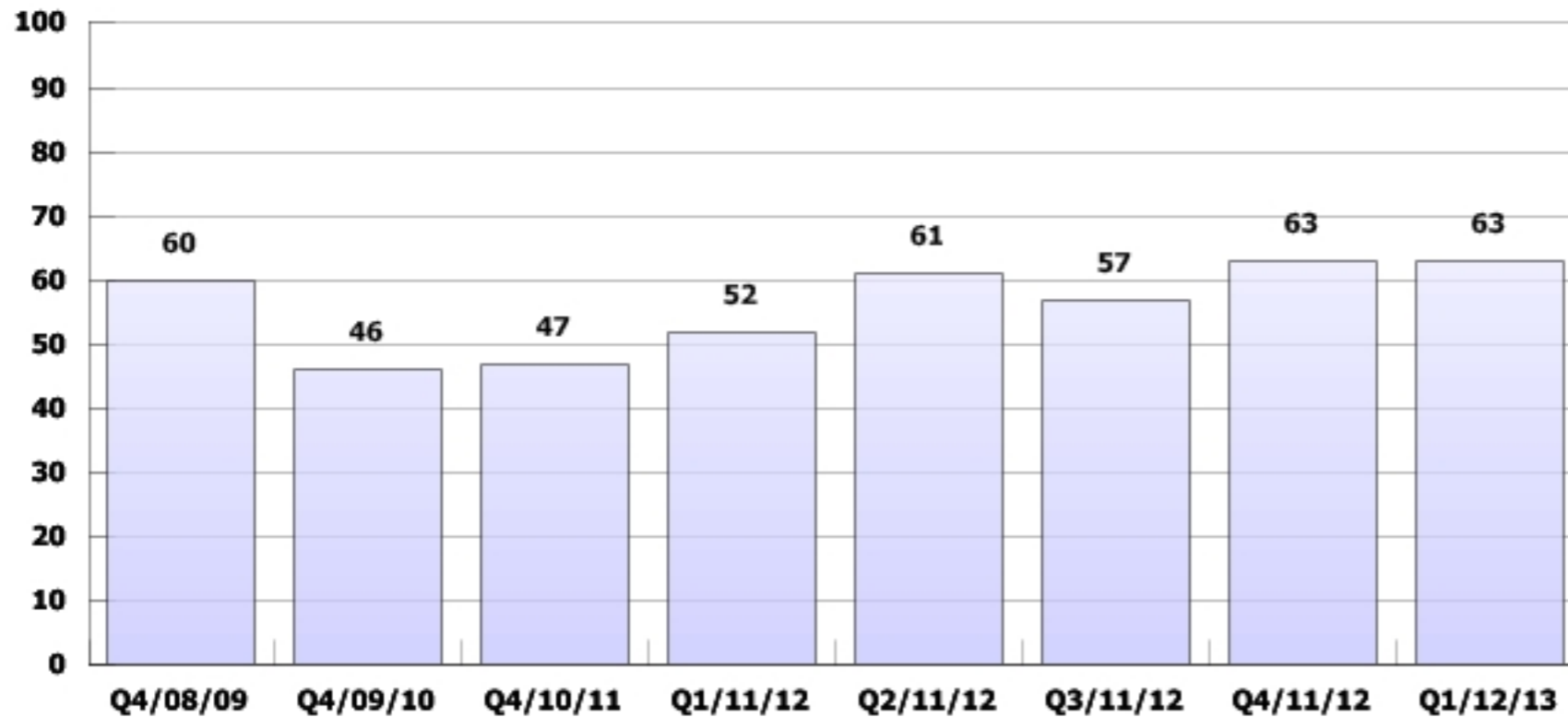
# KPI 47 How many households were housed in temporary accommodation?

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



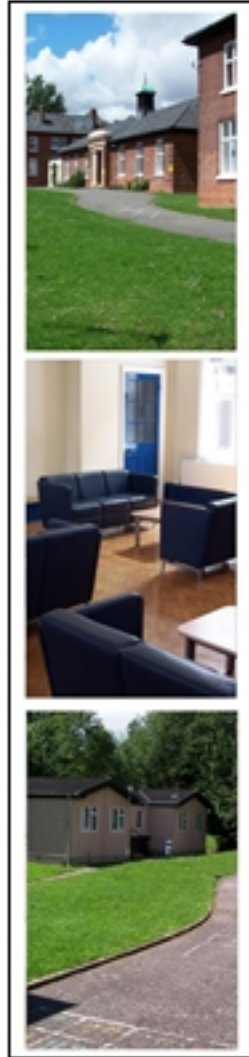
Quarter	Target	Actual	Status
Q1/12/13	60	63	✗
Q4/11/12	60	63	✗
Q3/11/12	60	57	✓
Q2/11/12	60	61	✗
Q1/11/12	60	52	✓

Annual Target: 2012/13 - 60  
2011/12 - 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 1 2012/13)  
The Housing Options Section is seeking to increase the availability of private rented accommodation by working in partnership with two Housing Associations to provide leased properties for homeless households. Increasing the number of private rented properties for homeless households is considered to be the most effective way of reducing temporary accommodation usage.

### Corrective action proposed (if required):



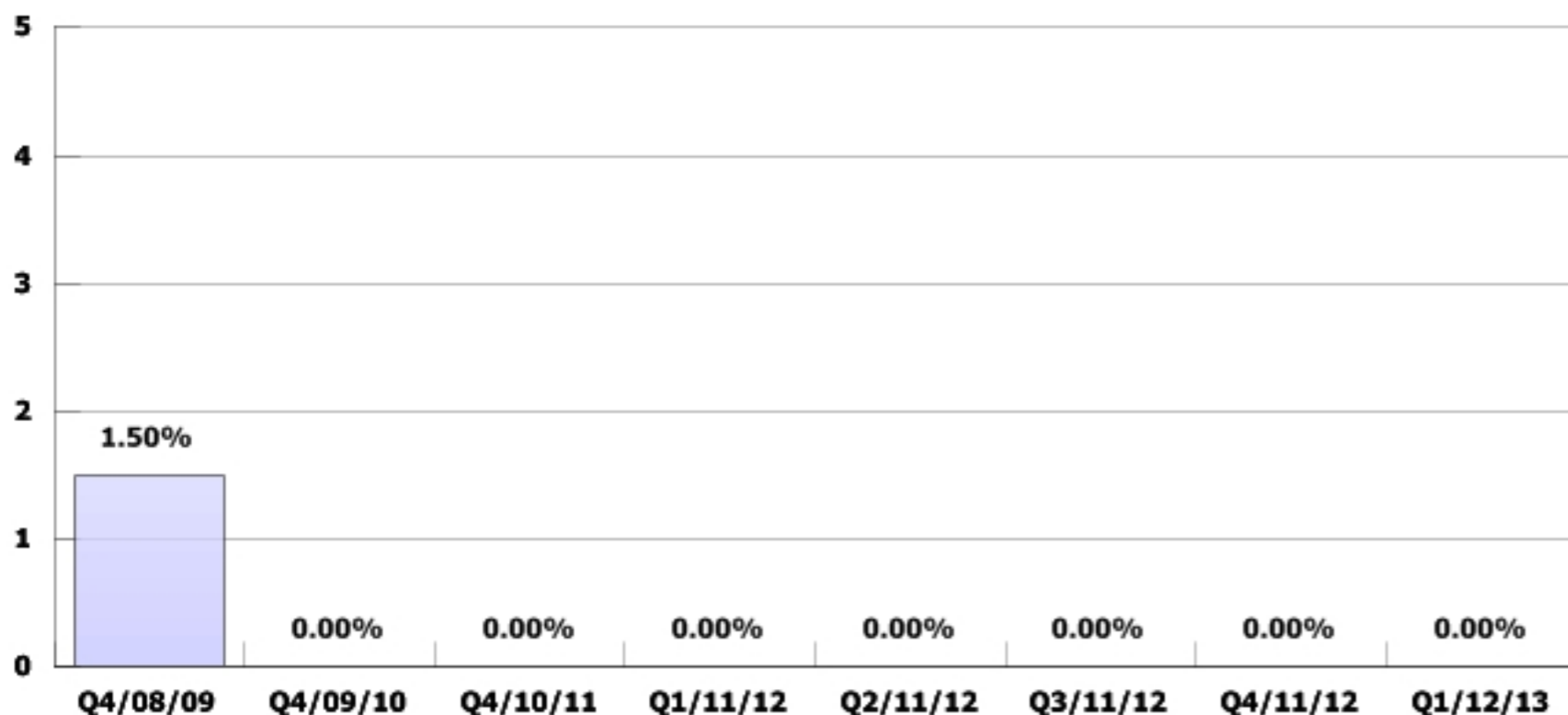
# KPI 48 What percentage of our council homes were not in a decent condition?

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	Performance
Q1/12/13	0.00%	0.00%	✓
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%	✓

Annual Target: 2012/13 - 0.00%  
2011/12 - 0.00%

Indicator of good performance:  
A lower percentage is good

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

Yes

## Comment on current performance (including context):

(Quarter 1 2012/13) Potential Non-Decent failures have been identified on the Stock Condition Survey for 2012-13 30-year lifecycles 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 30-year lifecycles shows:-

- Criteria 'A' Minimum Standard 0-properties
- Criteria 'B' Reasonable State of Repair
  - Gas central heating 273
  - Electric heating 24 properties
  - Electrical Testing and Upgrades 837 properties
  - Roof covering 200
- Criteria 'C' Reasonable Modern Facilities
  - Kitchen replacements 228 properties
  - Bathroom replacements 66 properties

## Corrective action proposed (if required):

(Quarter 1 2012/13) None required at this time.

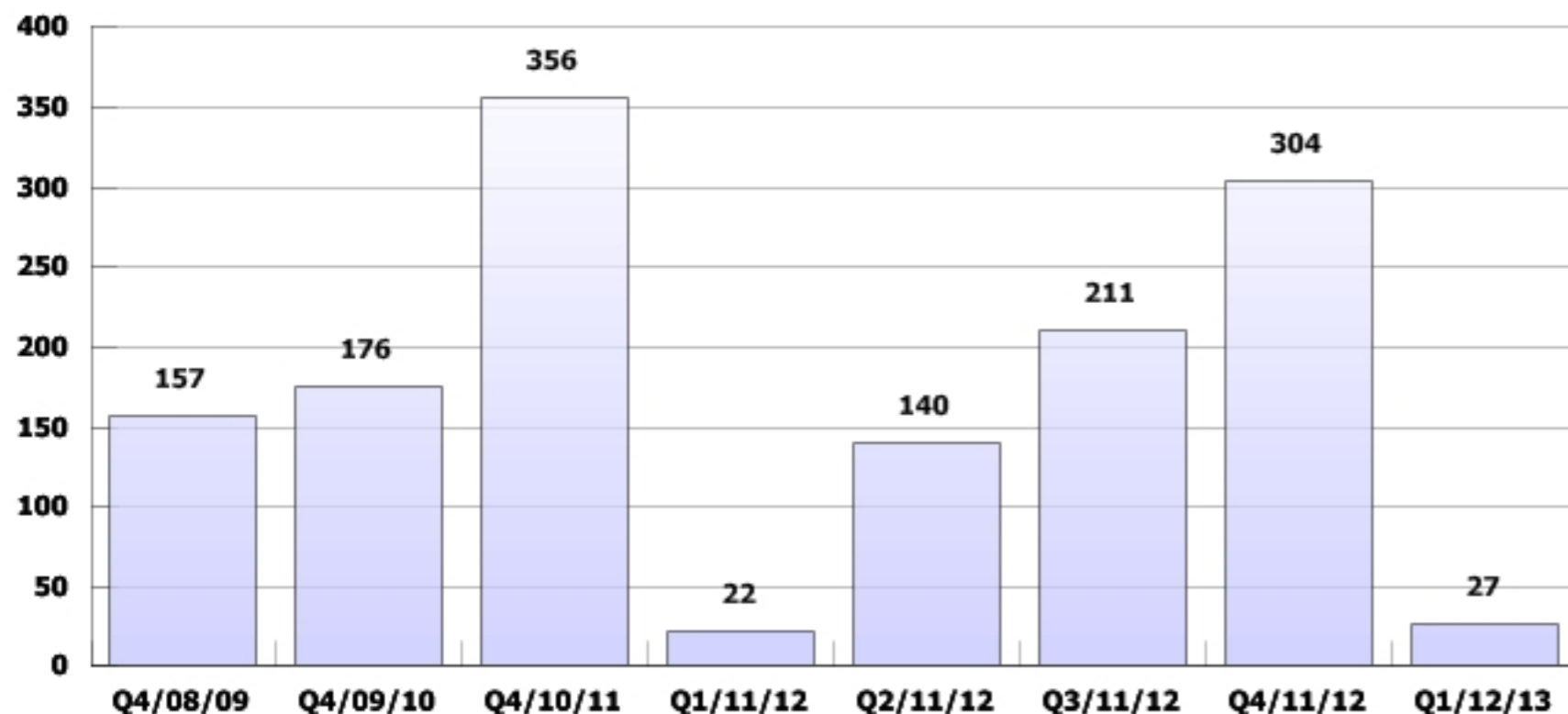
## KPI 50 What was the net increase or decrease in the number of homes in the district?

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](mailto:performance@eppingforestdc.gov.uk) or by telephone on 01992 564472

### Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/12/13	13	27	✓
Q4/11/12	180	304	✓
Q3/11/12	113	211	✓
Q2/11/12	72	140	✓
Q1/11/12	30	22	✗

Annual Target: 2012/13 - 180  
2011/12 - 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):

(Q1 2012/13) This number reaches and surpasses our target for this quarter. It continues with the precedent that Q1 is normally substantially lower than other quarters.

This is probably due to a number of factors, including many major developments are pushed through at the end of the financial year.

### Corrective action proposed (if required):

(Q1 2012/13) No corrective action is necessary.

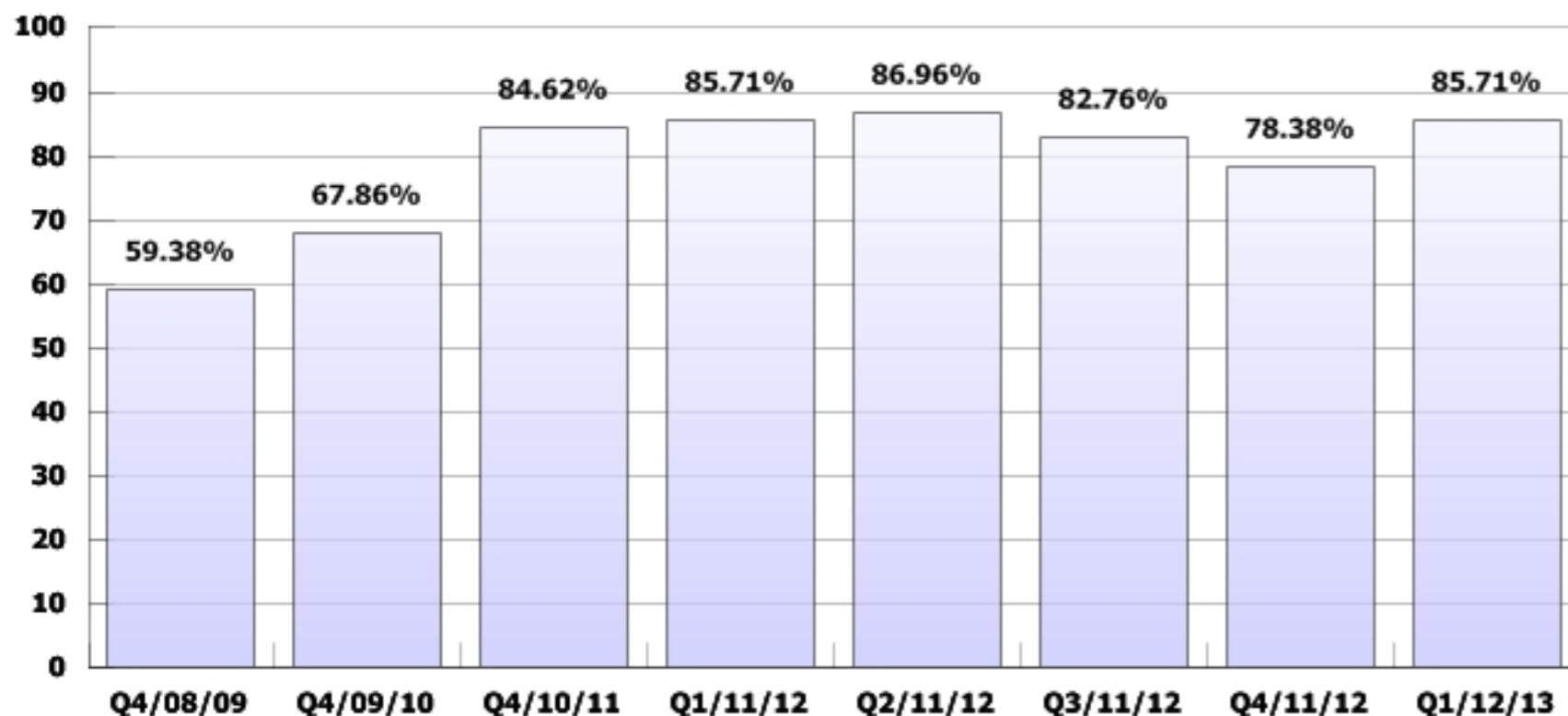
# KPI 51 What percentage of major planning applications were processed within 13 weeks?

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](mailto:performance@eppingforestdc.gov.uk) or by telephone on 01992 564472

## Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/12/13	81.00%	85.71%	✓
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%	✓

Annual Target: 2012/13 - 81.00%  
2011/12 - 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):

(Q1 2012/13) Being predominantly a Green Belt planning authority, Major type applications represent only a small percentage of all overall planning applications received, but they are more complex and resource demanding. It is too early to ascertain whether the target will be achieved at year end because of the low number of cases, so therefore, the percentage figure will be volatile. Target at this stage though, is on course to be achieved.

## Corrective action proposed (if required):

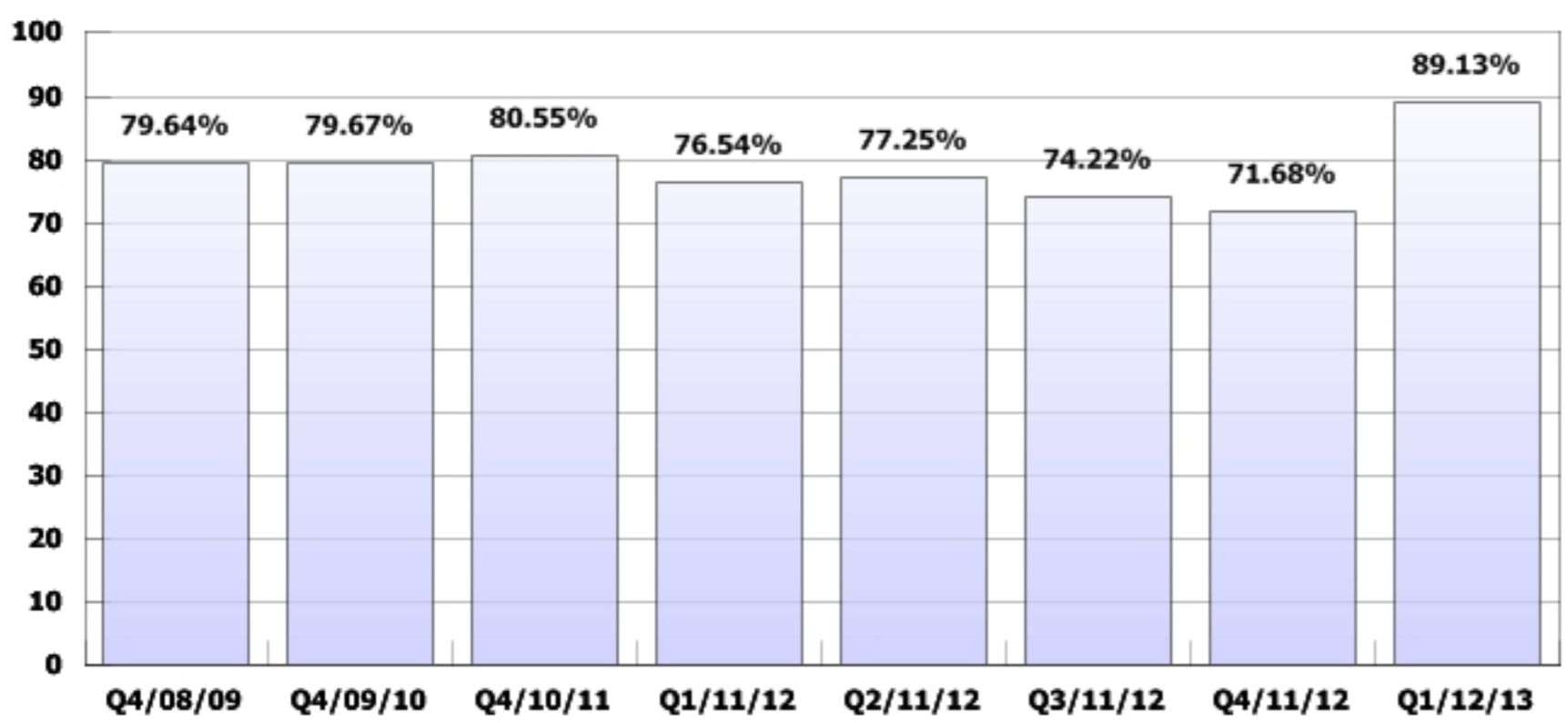
**KPI 52 What percentage of minor planning applications were processed within 8 weeks (Delegated decisions only from 2012/13)?**

**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). With effect from Q1 2012/13 this indicator will measure performance on delegated decisions only. Historical performance figures will remain unchanged.**

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
Q1/12/13	89.00%	89.13%	✓
Q4/11/12	81.00%	71.68%	✗
Q3/11/12	81.00%	74.22%	✗
Q2/11/12	81.00%	77.25%	✗
Q1/11/12	81.00%	76.54%	✗

**Annual Target: 2012/13 - 89.00% (delegated)**  
**2011/12 - 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):**

**Corrective action proposed (if required):**

(Q1 2012/13) Planning applications that include 1 to 9 dwellings/ pitches per application as well as offices, light industry, general industry, storage, warehousing or retail floorspace under 10,000sq m or 1 hectare and other minor developments. Whilst this target is just being achieved at this stage, it is rather precarious given the Development Control Section is now 2 planning officers down.

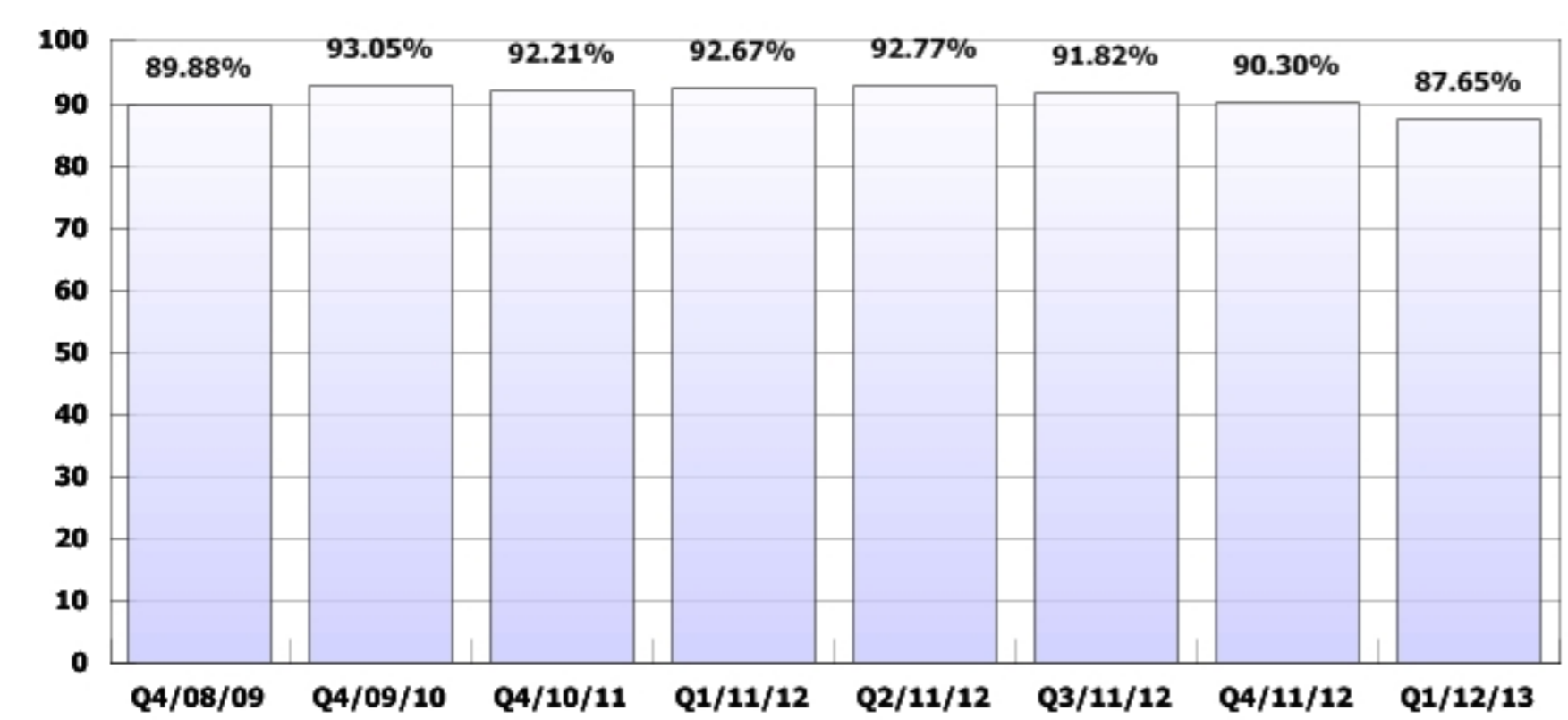
**KPI 53 What percentage of other planning applications were processed within 8 weeks (Delegated decisions only from 2012/13)?**

**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). With effect from Q1 2012/13 this indicator will measure performance on delegated decisions only. Historical performance figures will remain unchanged.**

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
Q1/12/13	94.00%	87.65%	X
Q4/11/12	93.00%	90.30%	X
Q3/11/12	93.00%	91.82%	X
Q2/11/12	93.00%	92.77%	X
Q1/11/12	93.00%	92.67%	X

**Annual Target: 2012/13 - 94.00% (delegated)**  
**2011/12 - 93.00%**  
**Indicator of good performance: A higher percentage is good**

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

**Comment on current performance (including context):**

(Q1 2012/13) KPI 53 represents the highest proportion (324 out of 373) of all planning application types decided under delegated powers. The recruitment restriction though, is impacting on this performance because the development control team is 2 planning officers down for the whole of this quarter – the equivalent of a loss of 22% of the casework professional staff.

**Corrective action proposed (if required):**

(Q1 2012/13) Pursue agreement to fill professional planning officer post externally

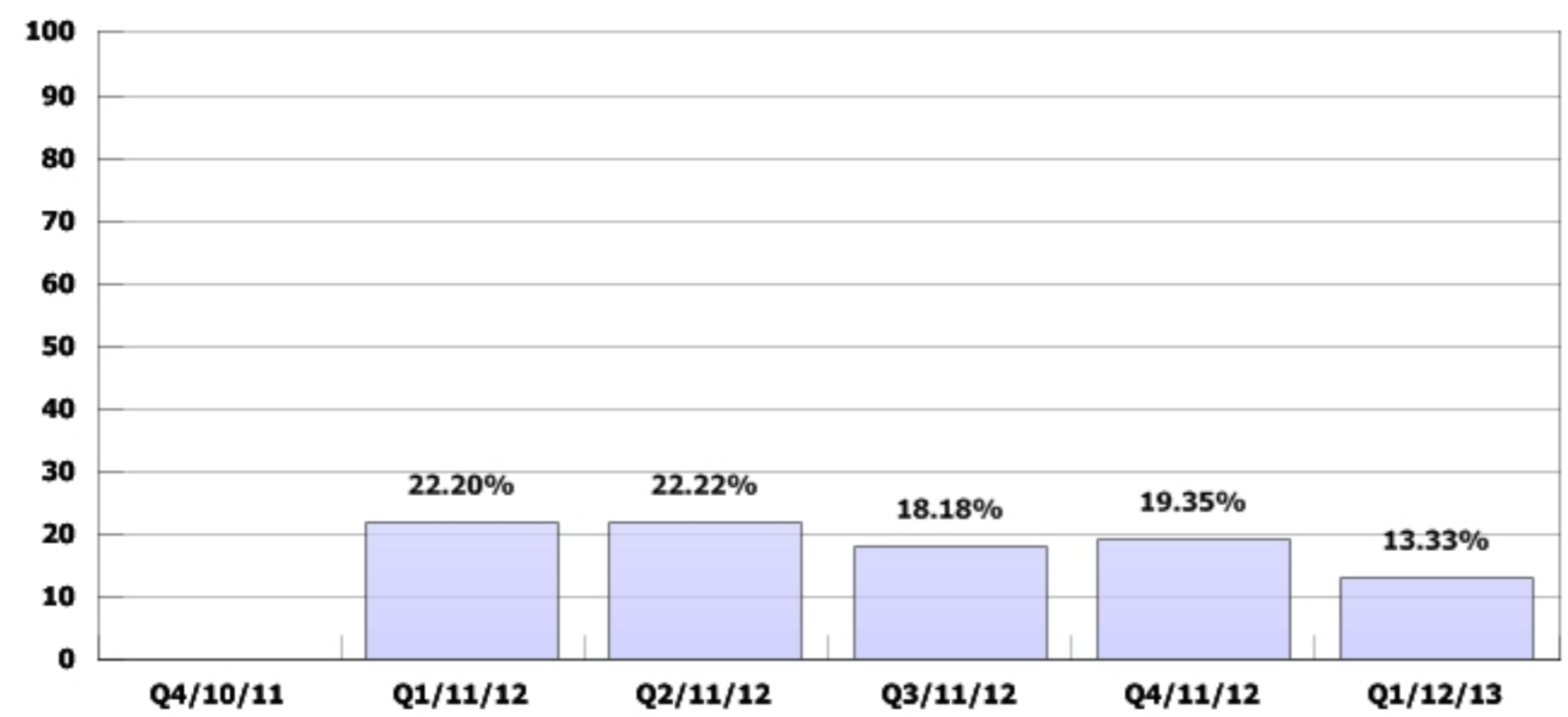
**KPI 54 What percentage of planning applications recommended by planning officers for refusal were overturned and granted permission following an appeal?**

Indicator previously known as: (new)

**Additional Information:** This indicator is expressed as a percentage of the no. of appeals determined 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
Q1/12/13	19.00%	13.33%	✓
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%	✗

Annual Target: 2012/13 - 19.00%  
 2011/12 - 20.00%  
 Indicator of good performance:  
 A lower percentage is good

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

**Comment on current performance (including context):**

**Corrective action proposed (if required):**

(Q1 2012/13) Good performance by Officer decision-making under delegated powers. At this stage, it shows that planning policy and local decision making is generally being supported.

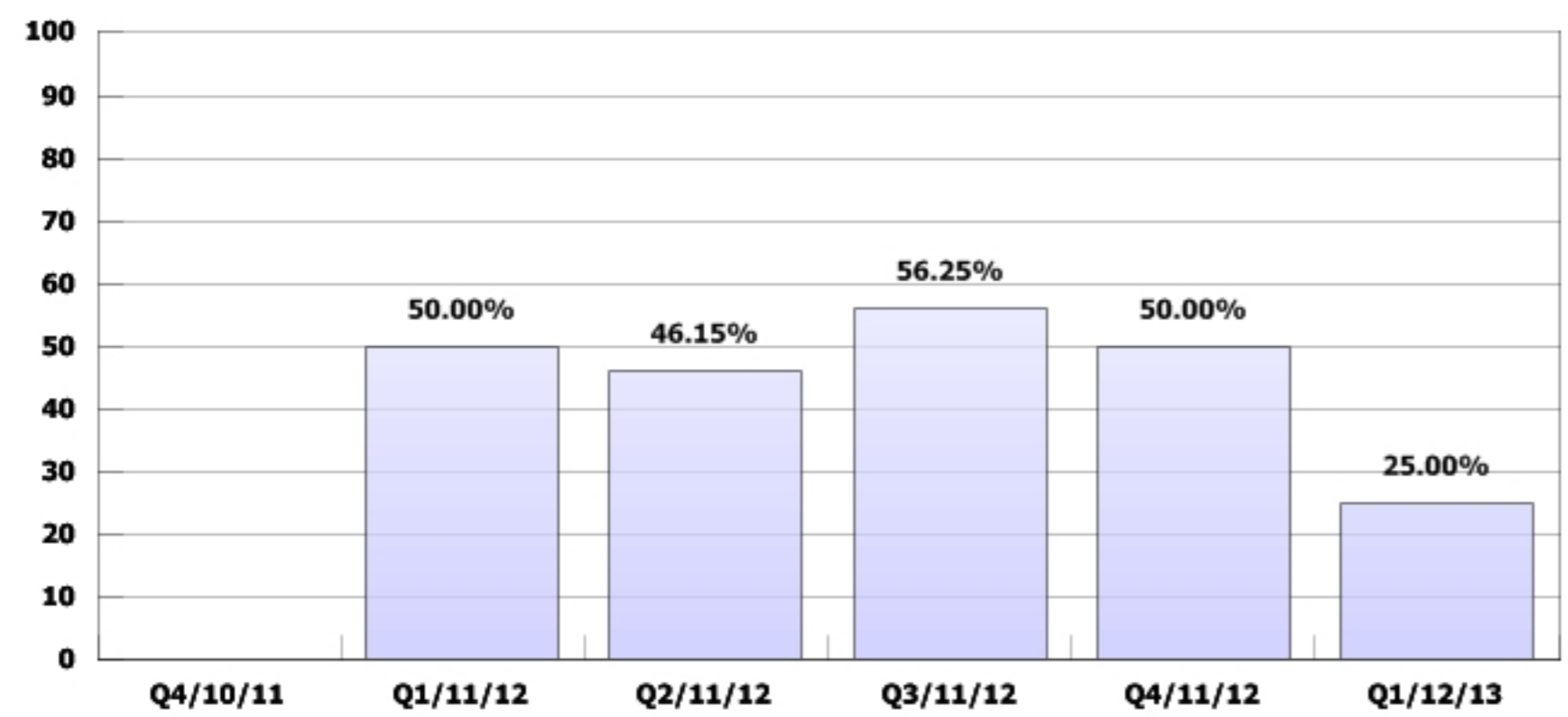
**KPI 55 What percentage of planning applications, refused by Council Members against the planning officer's recommendation, were granted permission on appeal?**

Indicator previously known as: (new)

**Additional Information:** This indicator is expressed as a percentage of the no. of appeals determined 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
Q1/12/13	50.00%	25.00%	✓
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%	✓

Annual Target: 2012/13 - 50.00%  
 2011/12 - 50.00%  
 Indicator of good performance:  
 A lower percentage is good

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

**Comment on current performance (including context):**

**Corrective action proposed (if required):**

(Q1 2012/13) Members decisions to reverse officer recommendations on planning applications reported to planning committees supported on appeal in 3 out of 4 cases and therefore only 25% allowed.