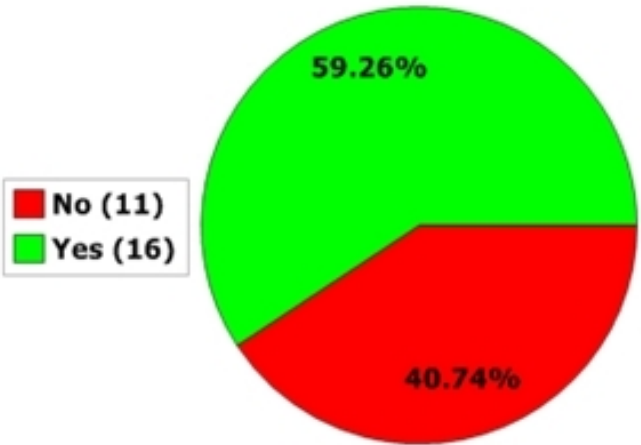


Summary of KPIs Achieving Target



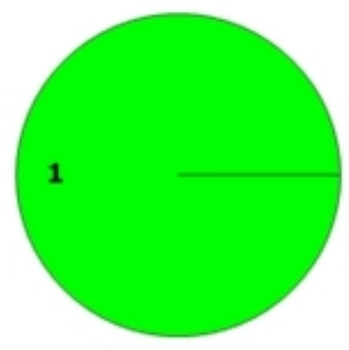
No (11)
Yes (16)

Year End Prediction

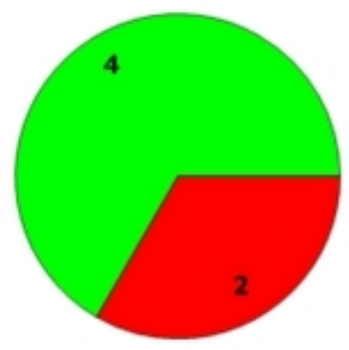


= Uncertain

Corporate Support Services



Environment & Street Scene



Finance & ICT

















Housing



Planning & Economic Development



Quarterly Indicators		Quarter 1		Quarter 2		Quarter 3		Quarter 4	
		Tgt	Actual	Tgt	Actual	Tgt	Actual	Tgt	Actual
Corporate Support Services Quarterly KPIs									
KPI 10	How many working days did we lose due to sickness absence?	1.84	1.60		3.46	3.38		5.31	7.50
Environment & Street Scene Quarterly KPIs									
KPI 20	How much non-recycled waste was collected for every household in the district?	97	95		196	192		296	395
KPI 21	What percentage of all household waste was sent to be recycled, reused or composted?	61.91%	58.16%		62.13%	62.00%		60.76%	60.00%
KPI 22	What percentage of our district had unacceptable levels of litter?	9%	8%		9%	8%		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%	9%		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	3		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%	96.00%		95.00%	95.00%

Quarterly Indicators (cont.)		Quarter 1		Quarter 2		Quarter 3		Quarter 4	
		Tgt	Actual	Tgt	Actual	Tgt	Actual	Tgt	Actual
Finance & ICT Quarterly KPIs									
KPI 30	KPI 30 - What percentage of the invoices we received were paid within 30 days?	97%	97%	97%	96%	97%		97%	
KPI 31	KPI 31 - What percentage of the district's annual Council Tax was collected?	27.50%	27.40%	52.69%	52.53%	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%	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	34.92	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	10.95	8.00		8.00	
KPI 35	KPI 35 - How many benefits fraud investigations were completed by the Council?	37	117	150	184	225		300	
Housing Quarterly KPIs									
KPI 41	KPI 41 - On average, how many days did it take us to re-let a Council property?	30	24	30	29	30		30	
KPI 42	KPI 42 - What percentage of emergency repairs to our council properties were completed within 24 hours?	99%	100%	99%	100%	99%		99%	
KPI 43	KPI 43 - What percentage of urgent repairs to our council properties were completed within five working days?	95%	99%	95%	100%	95%		95%	
KPI 44	KPI 44 - What percentage of routine repairs to our council properties were completed within six weeks?	95%	99%	95%	99%	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%	100.00%	98.00%		98.00%	
KPI 46	KPI 46 - How many affordable homes were built in the District?	38	38	67	67	72		72	
KPI 47	KPI 47 - How many households were housed in temporary accommodation?	60	63	60	65	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%		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	KPI 50 - What was the net increase or decrease in the number of homes in the district?	13	27	83	53	125		180	
KPI 51	KPI 51 - What percentage of major planning applications were processed within 13 weeks?	81.00%	85.71%	81.00%	42.86%	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%	83.76%	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%	88.96%	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%	7.14%	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%	40.00%	50.00%		50.00%	



2012 / 13 Key Performance Indicators

Corporate Support Services

KPI

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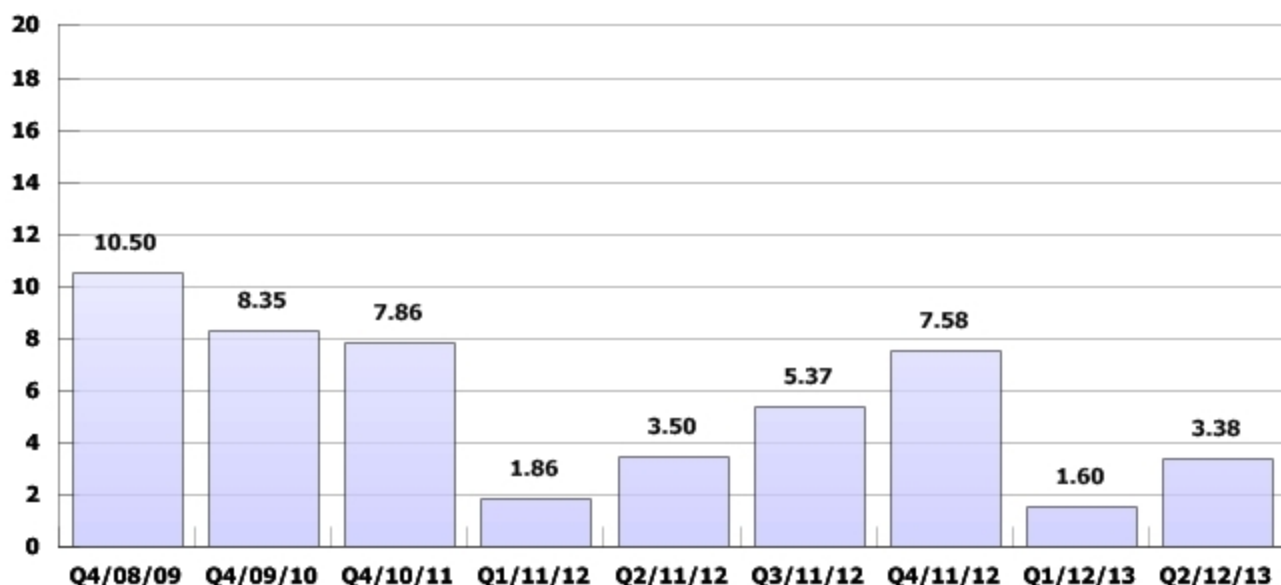
KPI 10 How many working days did we lose due to sickness absence?

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	
Q2/12/13	3.46	3.38	✓
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	✓

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):

(Q2 2012/13) Sickness absence continues to improve.

Corrective action proposed (if required):

(Q2 2012/13) No further action is required at this time.



2012 / 13 Key Performance Indicators

Environment & Street Scene

KPI

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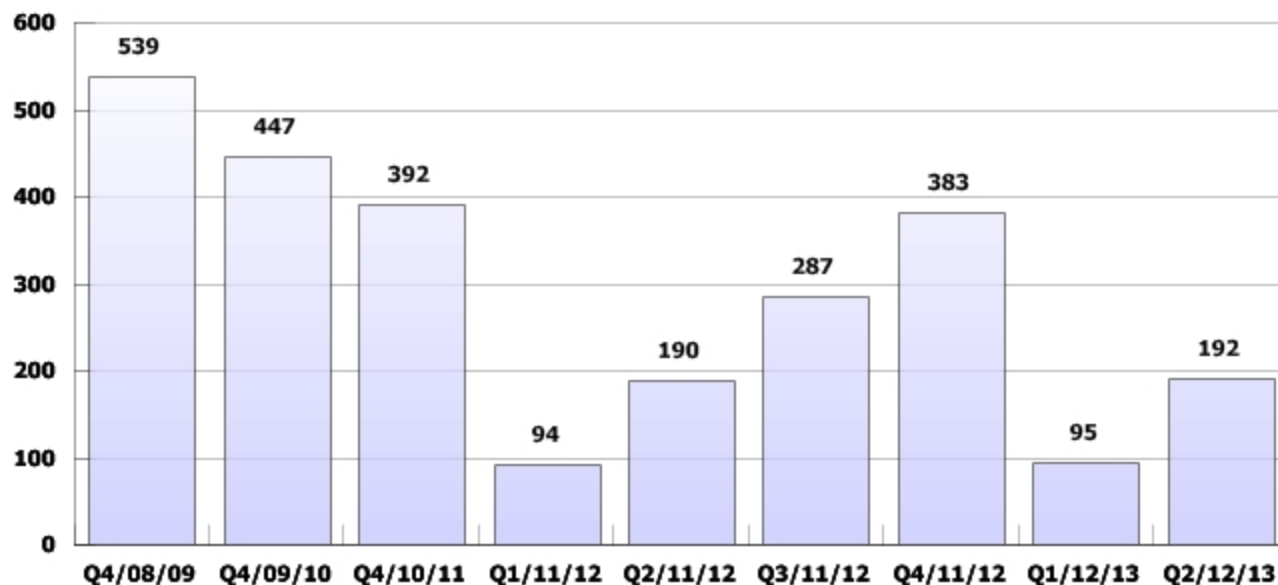
KPI 20 How much non-recycled waste was collected for every household in the district?

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
Q2/12/13	196	192	✓
Q1/12/13	97	95	✓
Q4/11/12	420	383	✓
Q3/11/12	311	287	✓
Q2/11/12	209	190	✓

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):

(Q2 2012/13) This is broadly on a par with Q2 last year, but is still a little higher than we would like.

Corrective action proposed (if required):

(Q2 2012/13) None at this stage, but monitor as we look to introduce further educational awareness for residents on waste and recycling matters

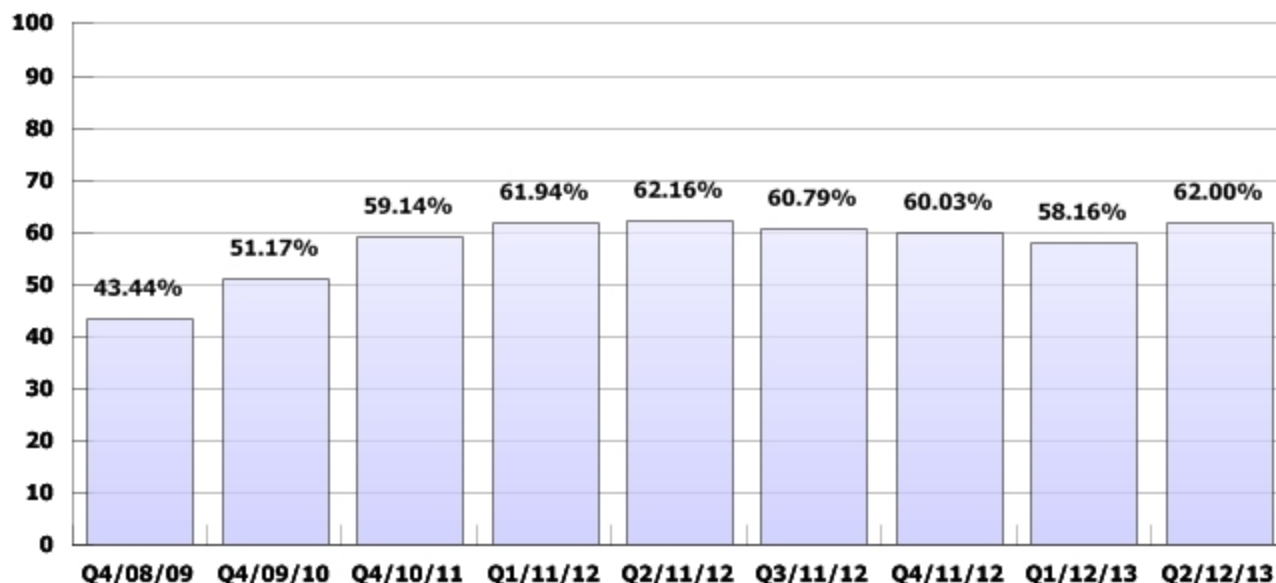
KPI 21 What percentage of all household waste was sent to be recycled, reused or composted?

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 or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual	Status
Q2/12/13	62.13%	62.00%	✗
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%	✓

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):

(Q2 2012/13) We have seen a reasonable increase from Q1 to Q2, which exceeds the annual target of 60% but falls marginally short of the Q2 interim target. The concern must be that, as we head into Qs 3 and 4, which tend to perform at a lower level, it will be difficult to maintain this performance even allowing for minor changes in service provision such as recycling street cleansing arisings

Corrective action proposed (if required):

(Q2 2012/13) Further educational work alongside the introduction of additional recycling in flats to seek to maintain and boost previous performance.

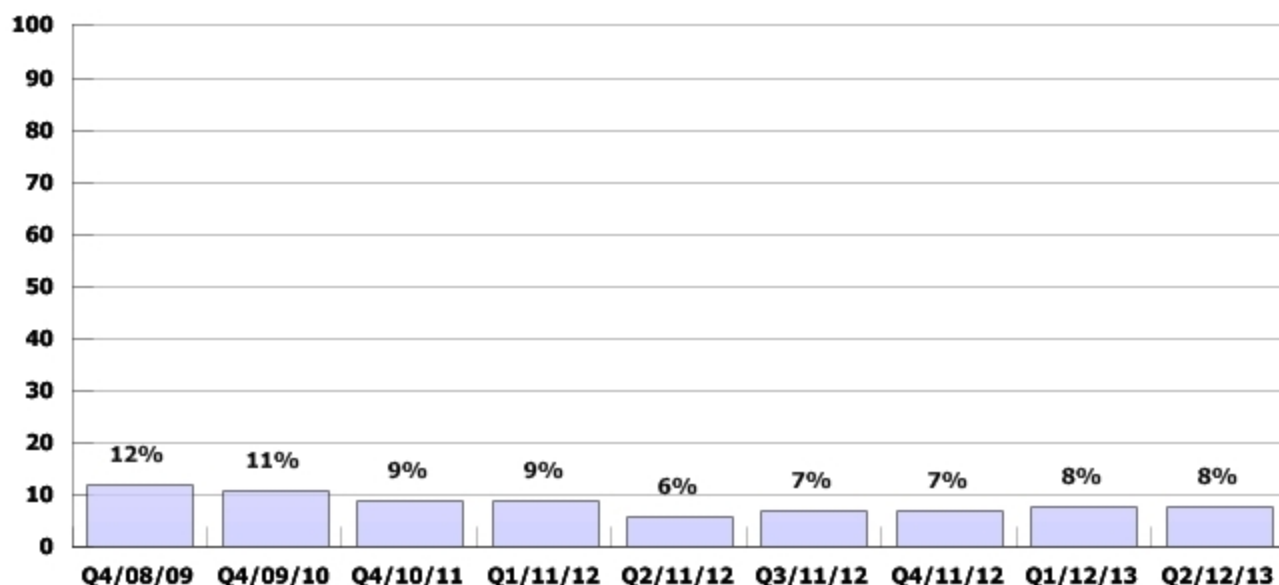
KPI 22 What percentage of our district had unacceptable levels of litter?

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 or by telephone on 01992 564472

Current and previous quarters performance



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

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):

(Q2 2012/13) The service is maintaining a good level of performance against a challenging target.

Corrective action proposed (if required):

(Q2 2012/13) None at this time.

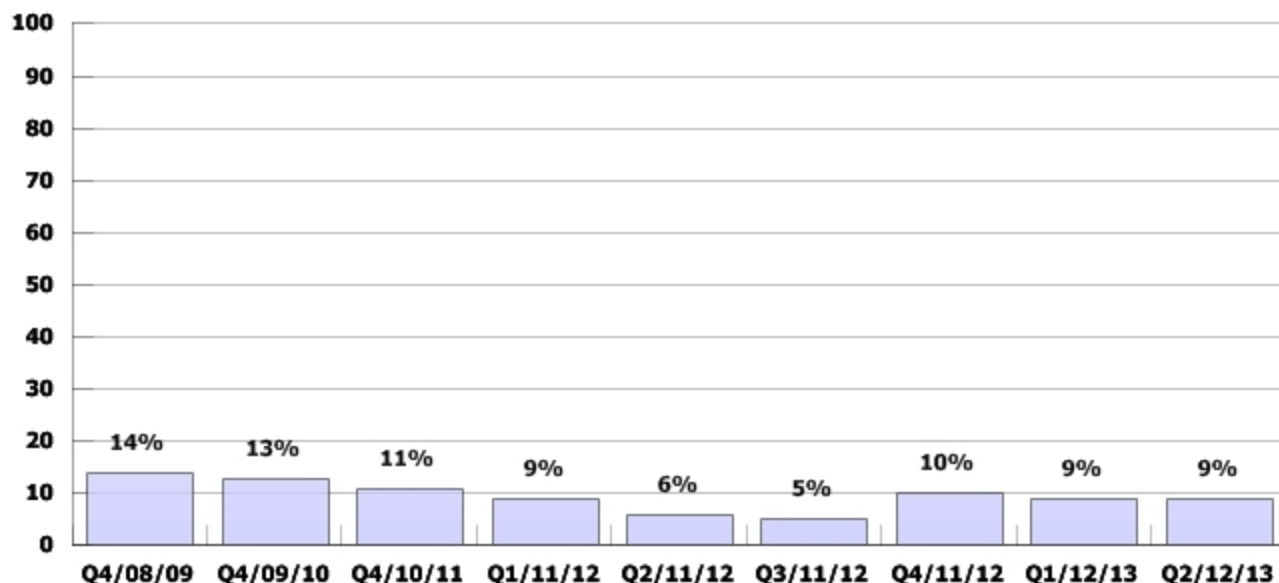
KPI 23 What percentage of our district had unacceptable levels of detritus (dust, mud, stones, rotted leaves, glass, plastic etc.)?

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

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):

(Q2 2012/13) The service is maintaining a high level of performance against a more challenging target.

Corrective action proposed (if required):

(Q2 2012/13) None at this time.

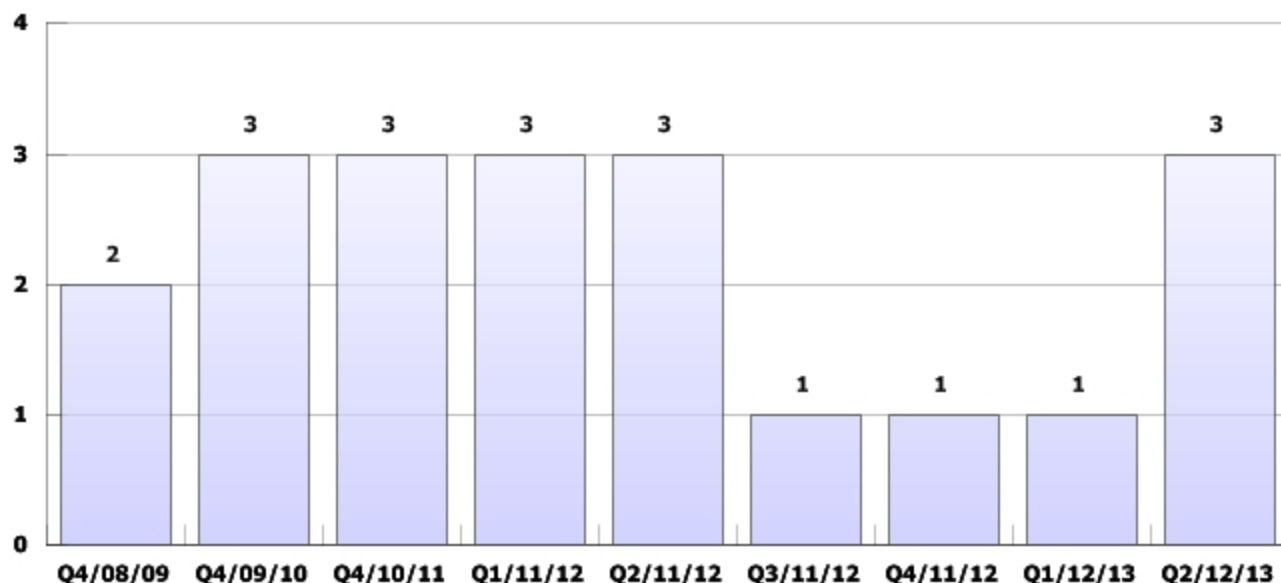
KPI 24 How well have we done in both reducing flytipping and taking action against those believed to be responsible?

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

Uncertain



Comment on current performance (including context):

(Q2 2012/13) This indicator measures performance against the same quarter last year and not against the earlier quarter of this year. On that basis although the number of cases compared to the same period last year has increased from 1,154 to 1,205 the level of enforcement has increased from 1,459 to 1,682 (note these are unweighted figures and do not take into account the scale or nature of the flytip). A significant number of these flytips are taking place on housing owned land. The grading methodology is such that where flytipping increases the grade worsens, and therefore in this quarter the grade has slipped from 1 to 3, despite additional enforcement activity.

Corrective action proposed (if required):

(Q2 2012/13) The overall level of enforcement remains high, but this has still resulted in an increase in flytipping. Given the significant involvement of Housing owned land, this is an area to be targeted since as the owners/landlords enforcement should be more straightforward.

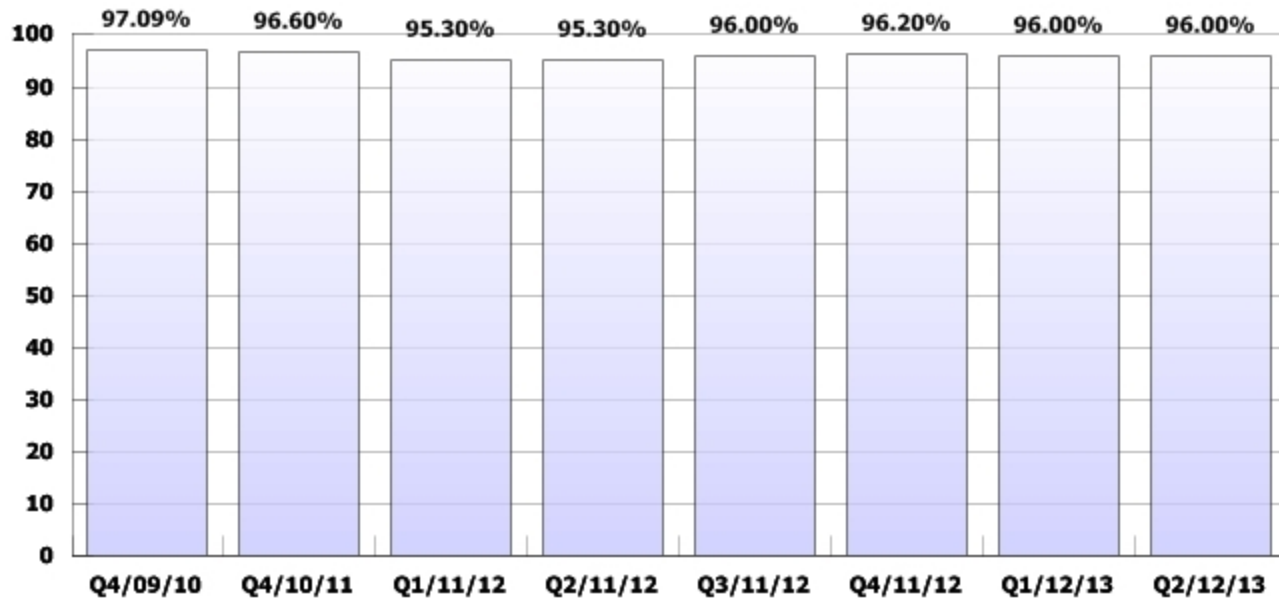
KPI 25 What percentage of the issues and complaints received by the Environment & Neighbourhoods Team received an initial response within 3 days?

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
Q2/12/13	95.00%	96.00%	✓
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%	✓

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):

(Q2 2012/13) The response to residents who wish to complain about an environmental issue remains at a high level, reflecting well on the Environment & Neighbourhoods Team. Despite the team currently carrying two vacancies Q2 outcome has equalled that in Q1. A recruitment process for those vacancies is underway.

Corrective action proposed (if required):

(Q2 2012/13) None required



2012 / 13 Key Performance Indicators

Finance & ICT

KPI

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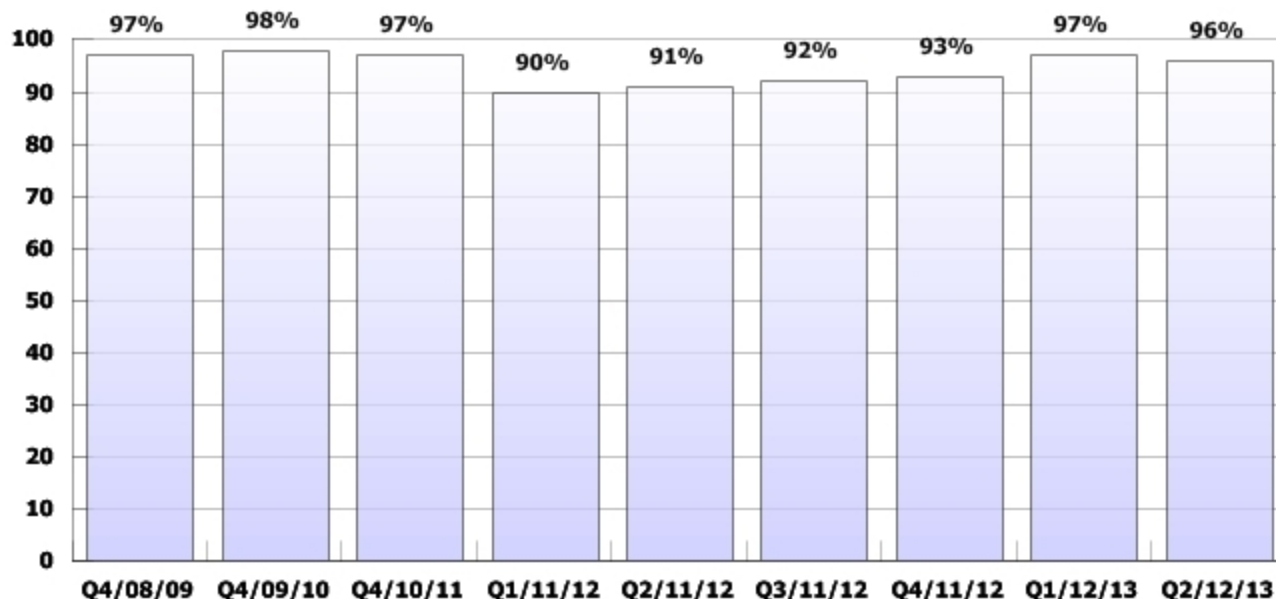
KPI 30 What percentage of the invoices we received were paid within 30 days?

Indicator previously known as: LPI 13

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

For 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
Q2/12/13	97%	96%	✗
Q1/12/13	97%	97%	✓
Q4/11/12	97%	93%	✗
Q3/11/12	97%	92%	✗
Q2/11/12	97%	91%	✗

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):

(Q2 2012/13) The figure at the end of September has dipped below the target. Monthly performance in September was 95%, Housing was only 92%. Monthly monitoring enables adverse trends to be picked up early and corrective action taken. Currently 87% of local suppliers are being paid within 20 days, this is a reduction of 2% on the quarter 1 figure.

Corrective action proposed (if required):

(Q2 2012/13) The backlog of invoices has been raised with Housing Services and they are addressing the issues that have led to the fall in performance. Providing things improve quickly the target can still be met.

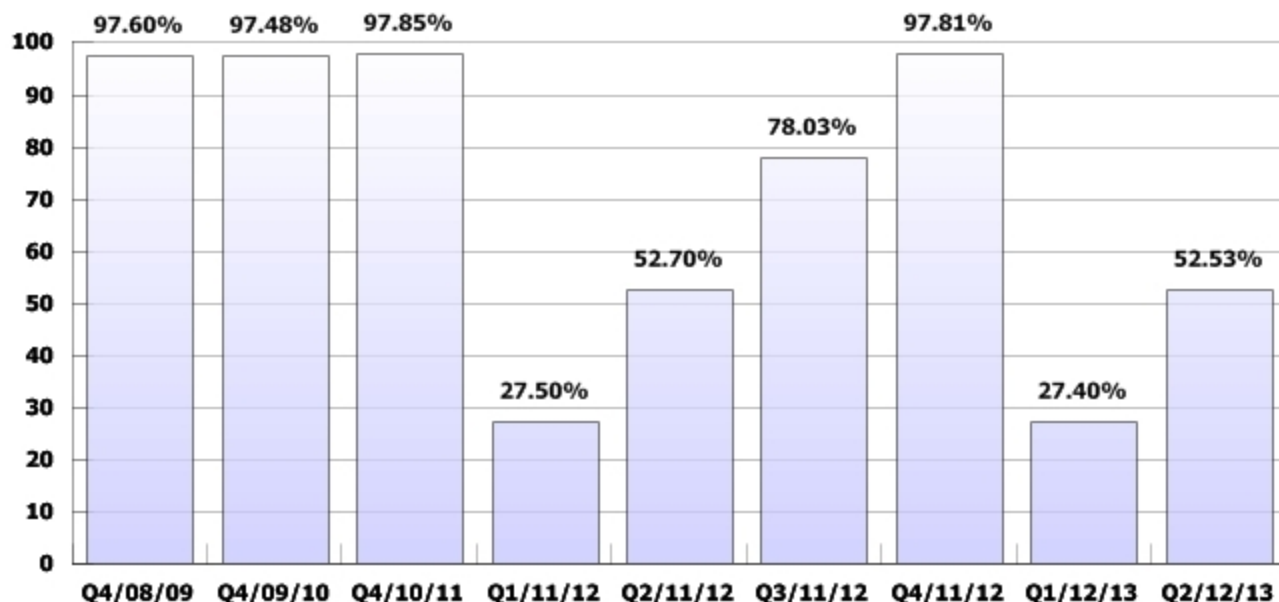
KPI 31 What percentage of the district's annual Council Tax was collected?

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



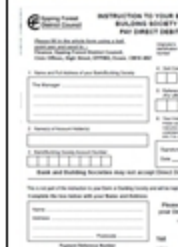
Quarter	Target	Actual	Status
Q2/12/13	52.69%	52.53%	✗
Q1/12/13	27.50%	27.40%	✗
Q4/11/12	97.80%	97.81%	✓
Q3/11/12	77.90%	78.03%	✓
Q2/11/12	52.40%	52.70%	✓

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?

Uncertain



Comment on current performance (including context):

(Q2 2012/13) Performance is 0.17% down on the same stage last year, equivalent to a monetary value of £126,481. The number paying by Direct Debit continues to grow and many are taking up the option of paying over 12 months instead of 10, which although hopefully adding a certainty to the final payment of the debt, means the in-year collection rate is slightly lower at this stage. The impact of the move to 12 monthly payments should reduce over the remainder of the year. However, the challenging environment for collection reflecting the current economic situation. Across Essex most authorities are reporting a downturn in Council Tax collection rates of up to 0.6% as at the end of September.

Corrective action proposed (if required):

(Q2 2012/13) All billing, collection and recovery processes will be undertaken to collect any outstanding debts.

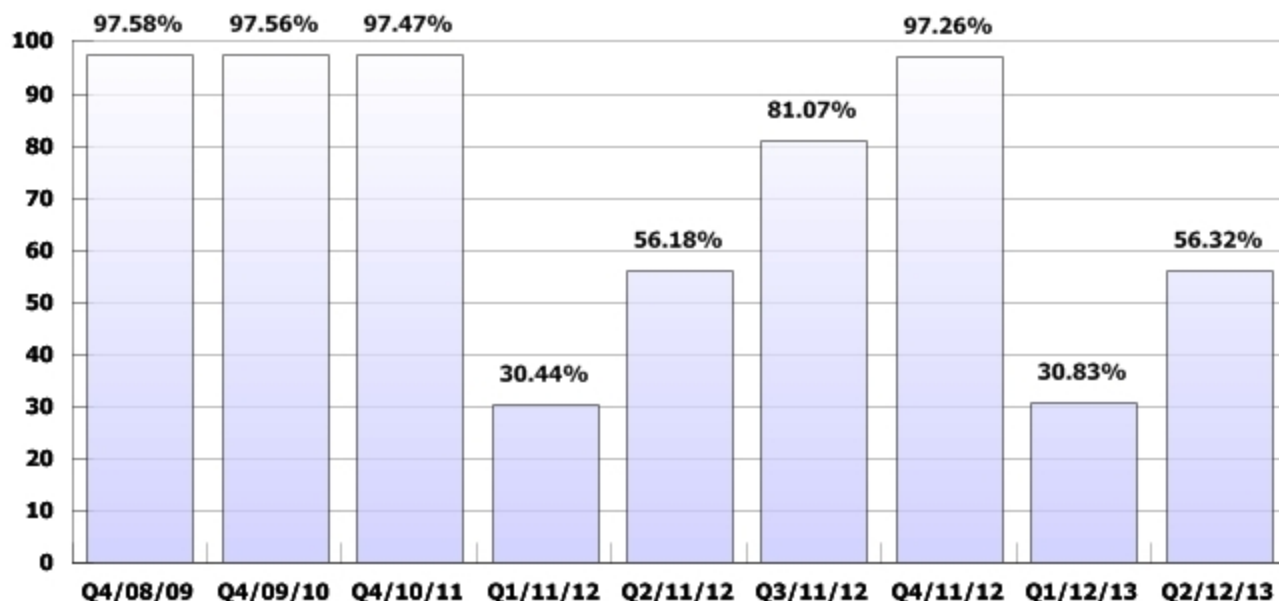
KPI 32 What percentage of the district's annual business rates was collected?

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 or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual	Status
Q2/12/13	56.32%	56.32%	✓
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%	✗

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



YOA Rent Officers

London Information, Sales and Contact Details website
Local Planning, Planning, LIA Sites, LIA Sites, LIA Sites
Local Planning, Planning, LIA Sites, LIA Sites, LIA Sites

Questions about your council's

Rating information for occupiers of

The council's services

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• Council and member of business rates and council tax

Comment on current performance (including context):

(Q2 2012/13) Collection is 0.14% up on the same stage last year, equivalent to a monetary value of £58,386.

Corrective action proposed (if required):

(Q2 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.

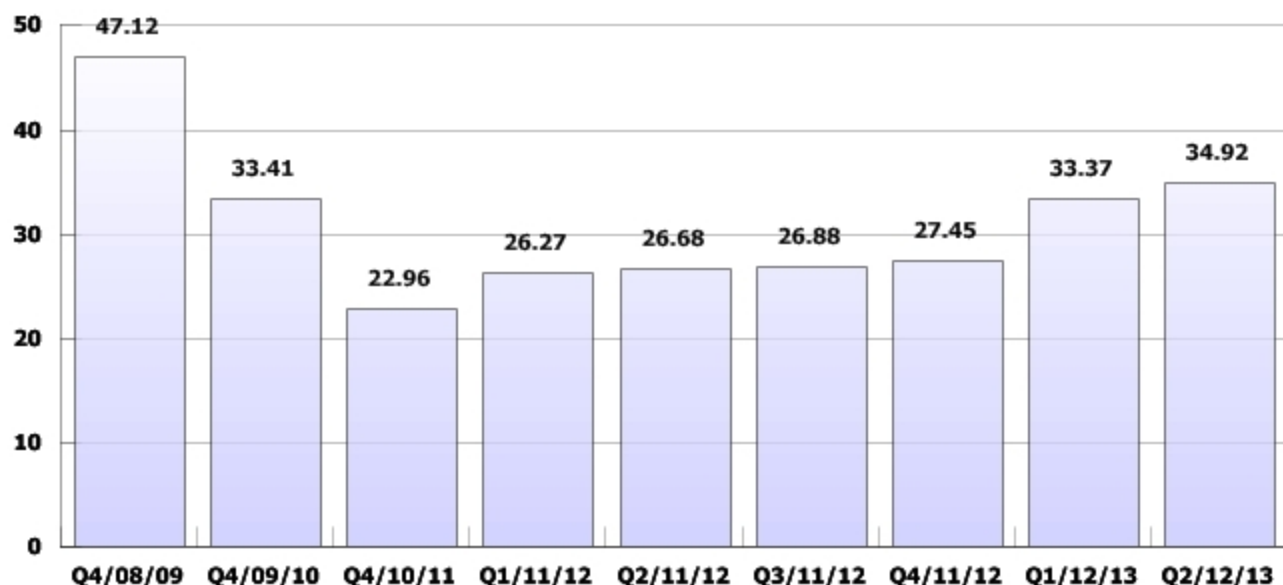
KPI 33 On average, how many days did it take us to process new benefit claims?

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 or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual	Status
Q2/12/13	30.00	34.92	X
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

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):

(Q2 2012/13) 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 been exacerbated by annual leave being taken in the summer months which has led to increased benefit processing times and in turn has led to more customer enquiries.

Corrective action proposed (if required):

(Q2 2012/13) Recently, we have had permission to fill the vacant posts and employ temporary staff and agency staff to cover the maternity leave. These staff are now in post and, once the backlog of work is cleared, benefit processing times should be reduced 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.

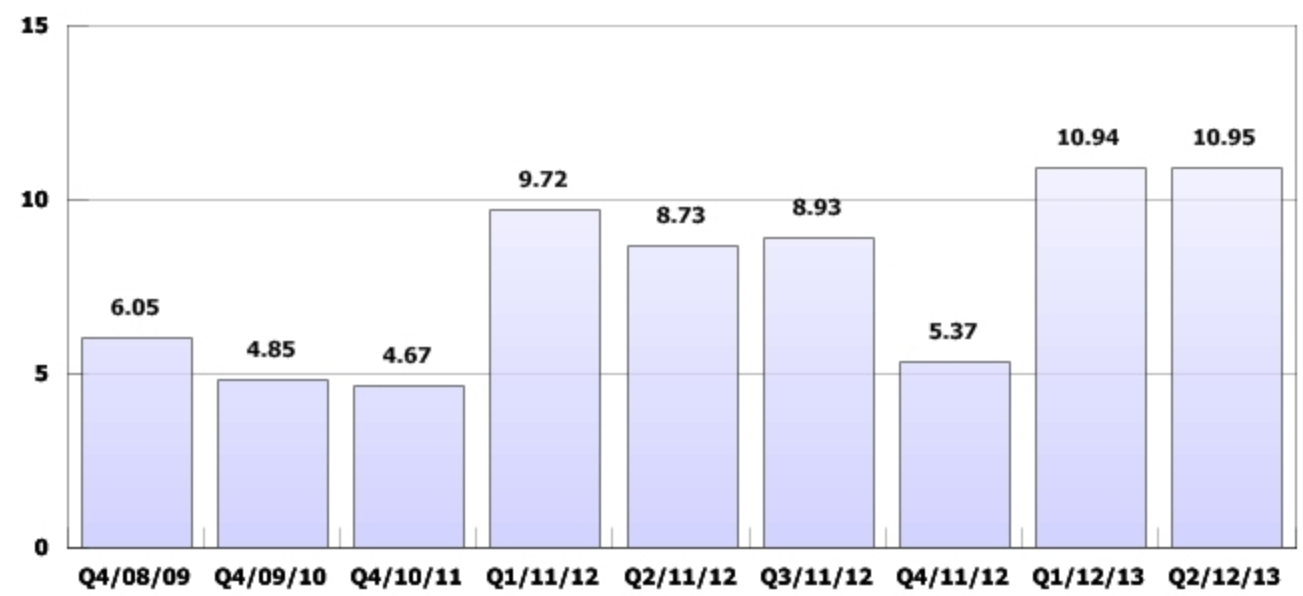
KPI 34 On average, how many days did it take us to process notices of a change in a benefit claimant's circumstances?

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
Q2/12/13	8.00	10.95	✗
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	✗

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):

Corrective action proposed (if required):

(Q2 2012/13) 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 been exacerbated by annual leave being taken in the summer months which has led to increased benefit processing times and in turn has led to more customer enquiries.

(Q2 2012/13) Recently, we have had permission to fill the vacant posts and employ temporary staff and agency staff to cover the maternity leave. These staff are now in post and, once the backlog of work is cleared, benefit processing times should be reduced 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..

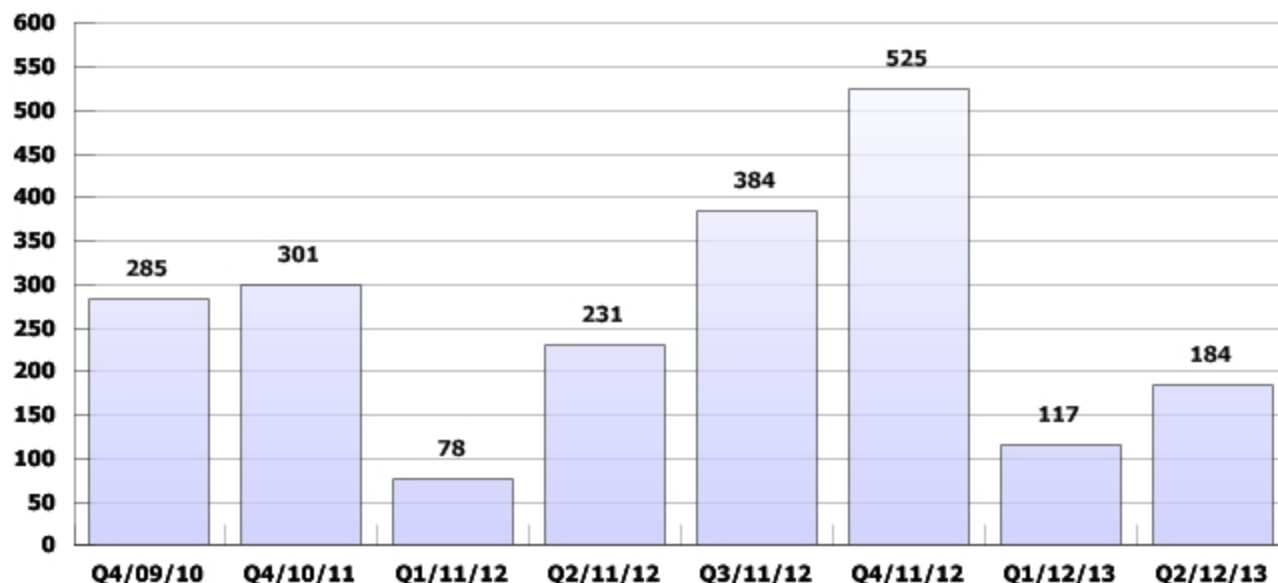
KPI 35 How many benefits fraud investigations were completed by the Council?

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	
Q2/12/13	150	184	✓
Q1/12/13	37	117	✓
Q4/11/12	500	525	✓
Q3/11/12	375	384	✓
Q2/11/12	250	231	✗

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):

(Q2 2012/13) Due to recruitment restrictions during the last two years there have been vacancies in the Investigation team. In addition, since June there has been one Investigation Officer on maternity leave. This left just one Investigation Officer on the team instead of four.

Corrective action proposed (if required):

(Q2 2012/13) We have seconded an Officer from elsewhere in the Benefits Division to cover the maternity leave and have recently filled the two vacant posts. 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 for this year has been adjusted to allow for the differing staffing and experience levels during the year.



2012 / 13 Key Performance Indicators

Housing

KPI

41	45
42	46
43	47
44	48

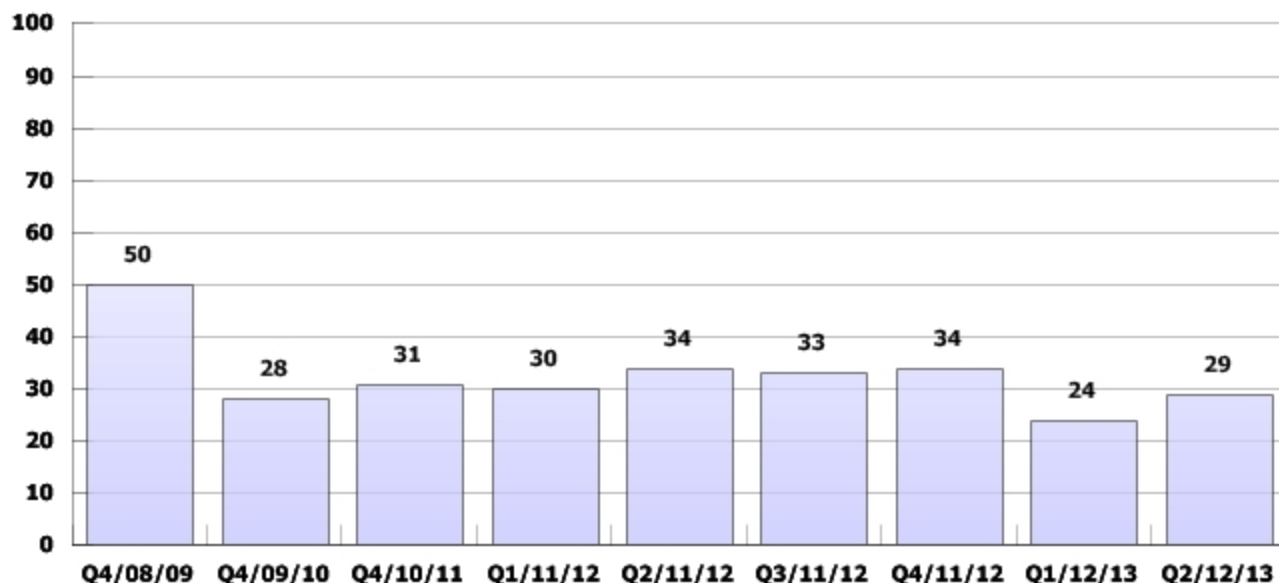
KPI 41 On average, how many days did it take us to re-let a Council property?

Indicator previously known as: LPI 05

Additional Information: This indicator measures the Council's housing management performance, as it is important that property re-let times are kept to a minimum in view of current pressures on social housing

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

Current and previous quarters performance



Quarter	Target	Actual	Status
Q2/12/13	30	29	✓
Q1/12/13	30	24	✓
Q4/11/12	30	34	✗
Q3/11/12	30	33	✗
Q2/11/12	30	34	✗

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):

(Q2 2012/13) New works scheduling by contractors has reduced the time taken for repairs to void properties, and it is envisaged that this will continue.

Corrective action proposed (if required):

Empty box for corrective action.

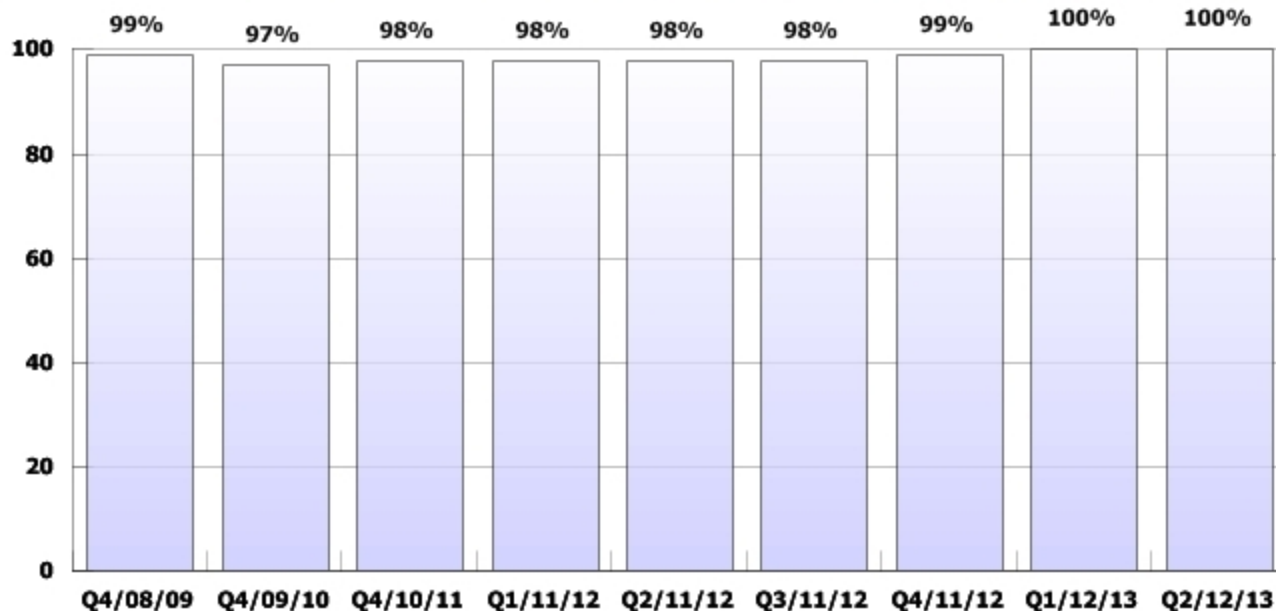
KPI 42 What percentage of emergency repairs to our council properties were completed within 24 hours?

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



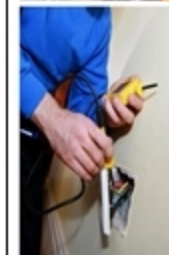
Quarter	Target	Actual	Status
Q2/12/13	99%	100%	✓
Q1/12/13	99%	100%	✓
Q4/11/12	99%	99%	✓
Q3/11/12	99%	98%	✗
Q2/11/12	99%	98%	✗

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):

(Q2 2012/13)
99.7% - 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):

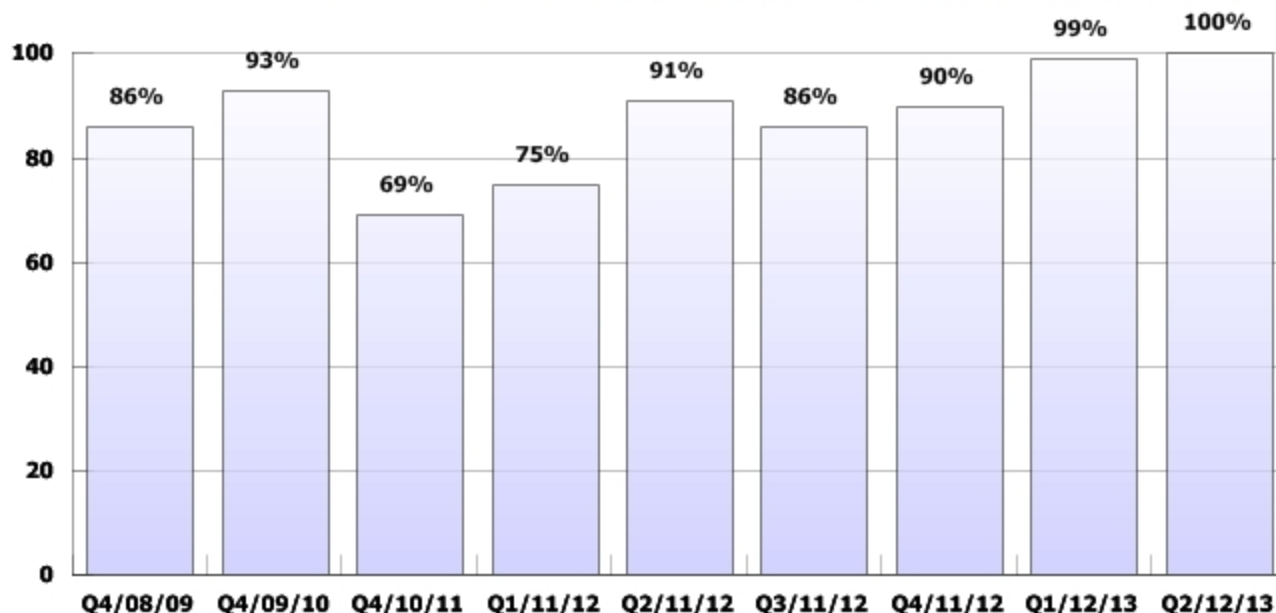
KPI 43 What percentage of urgent repairs to our council properties were completed within five working days?

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	
Q2/12/13	95%	100%	✓
Q1/12/13	95%	99%	✓
Q4/11/12	95%	90%	✗
Q3/11/12	95%	86%	✗
Q2/11/12	95%	91%	✗

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):

(Q2 2012/13)
99.63% - 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):

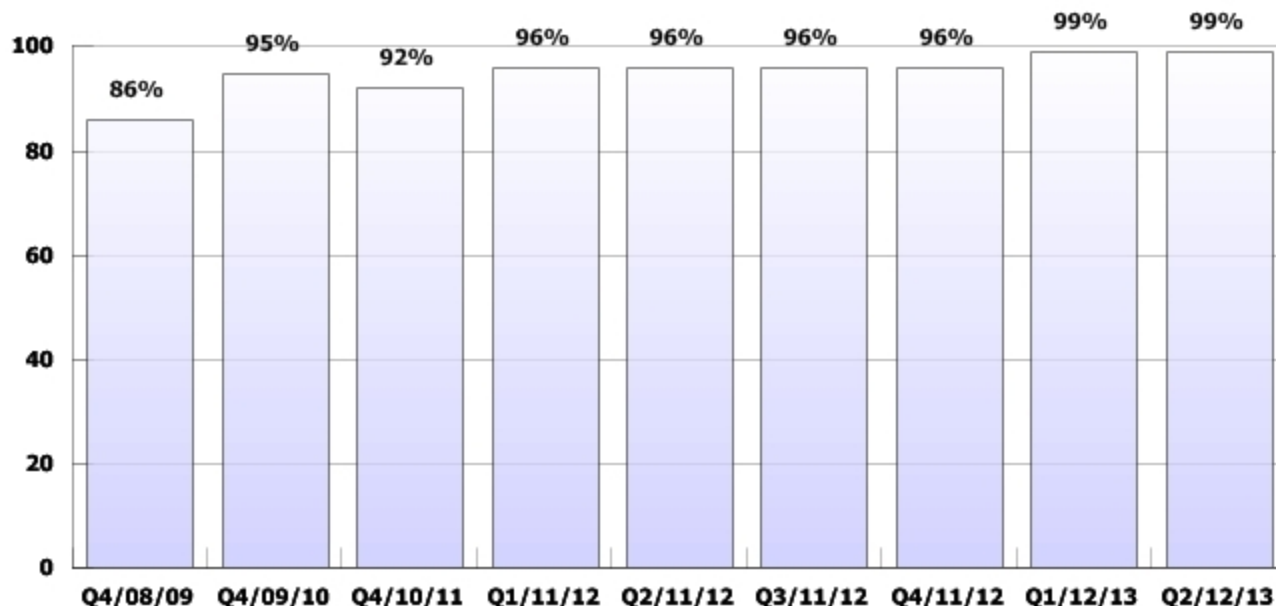
KPI 44 What percentage of routine repairs to our council properties were completed within six weeks?

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	
Q2/12/13	95%	99%	✓
Q1/12/13	95%	99%	✓
Q4/11/12	95%	96%	✓
Q3/11/12	95%	96%	✓
Q2/11/12	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):

(Q2 2012/13)
99.37% - 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):

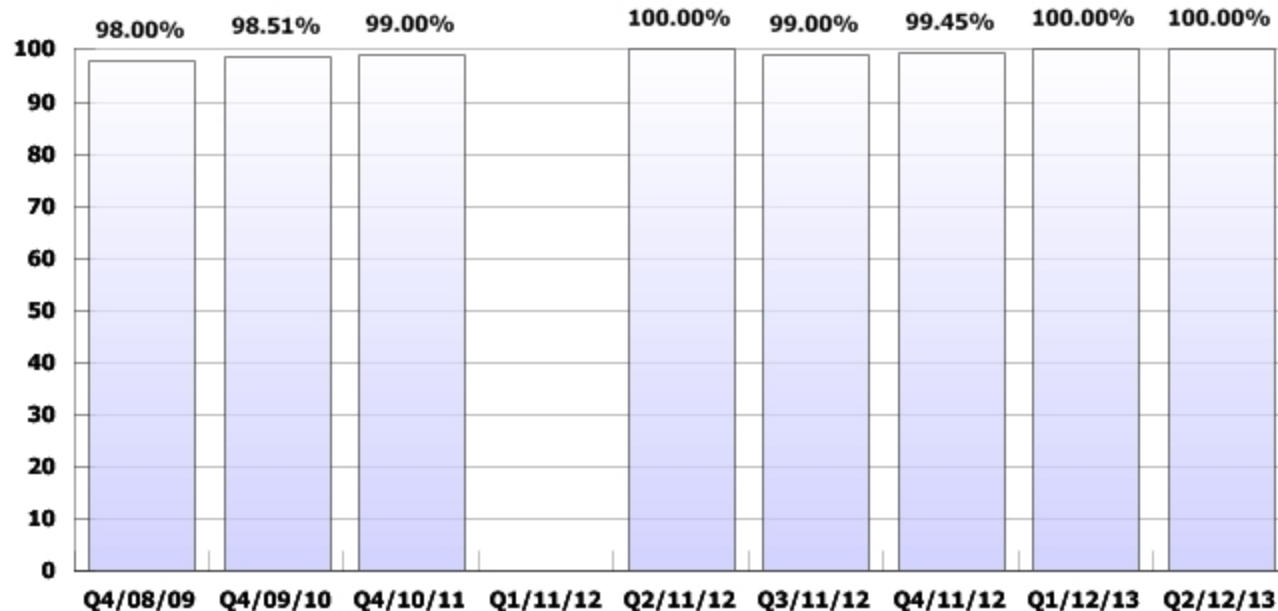
KPI 45 How satisfied were our tenants with the standard of the repairs service they received?

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 or by telephone on 01992 564472

Current and previous quarters performance



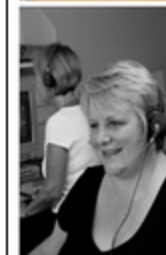
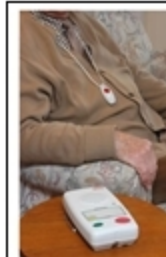
Quarter	Target	Actual	
Q2/12/13	98.00%	100.00%	✓
Q1/12/13	98.00%	100.00%	✓
Q4/11/12	98.00%	99.45%	✓
Q3/11/12	98.00%	99.00%	✓
Q2/11/12	98.00%	100.00%	✓

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):

(Q2 2012/13)
It has only just been possible to re-introduce customer satisfaction forms for this area of activity. These are the first to be returned and show that tenant satisfaction continues to be high - especially with the introduction of appointments for all repairs and faster response times.

Corrective action proposed (if required):

Empty box for corrective action proposed.

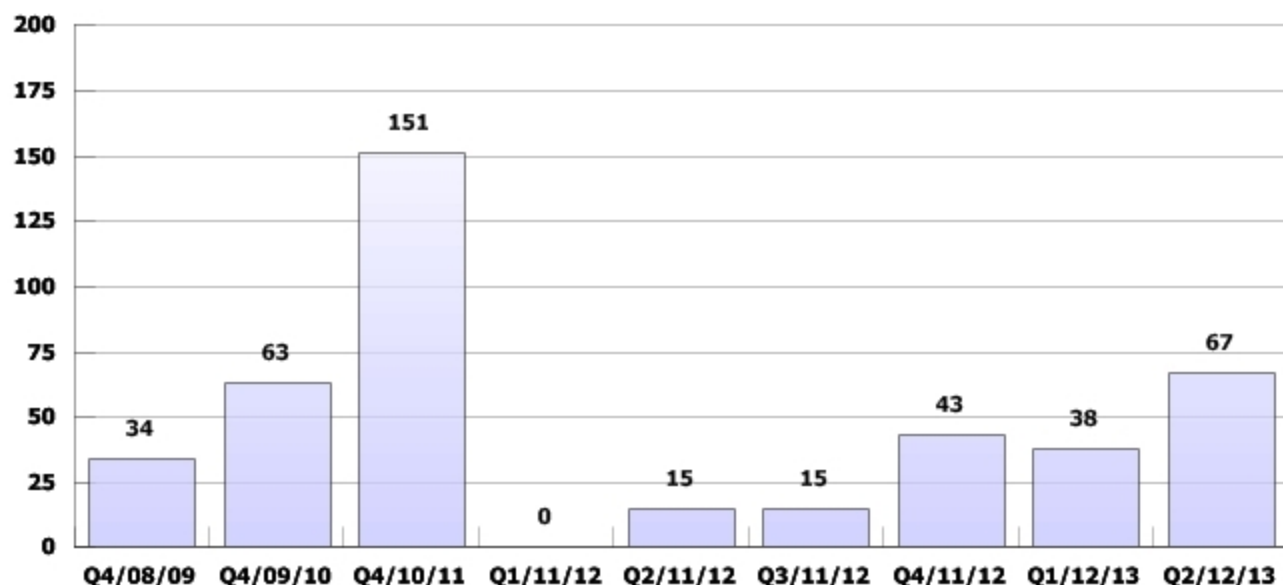
KPI 46 How many affordable homes were built in the District?

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
Q2/12/13	67	67	✓
Q1/12/13	38	38	✓
Q4/11/12	112	43	✗
Q3/11/12	86	15	✗
Q2/11/12	44	15	✗

Annual 2012/13 - 72
Target: 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):

(Q2 2012/13)
A further 29 properties (the final phase of development) were completed at White Lodge, Sewardstone Road, Waltham Abbey.

Corrective action proposed (if required):

Area for corrective action proposed (if required).

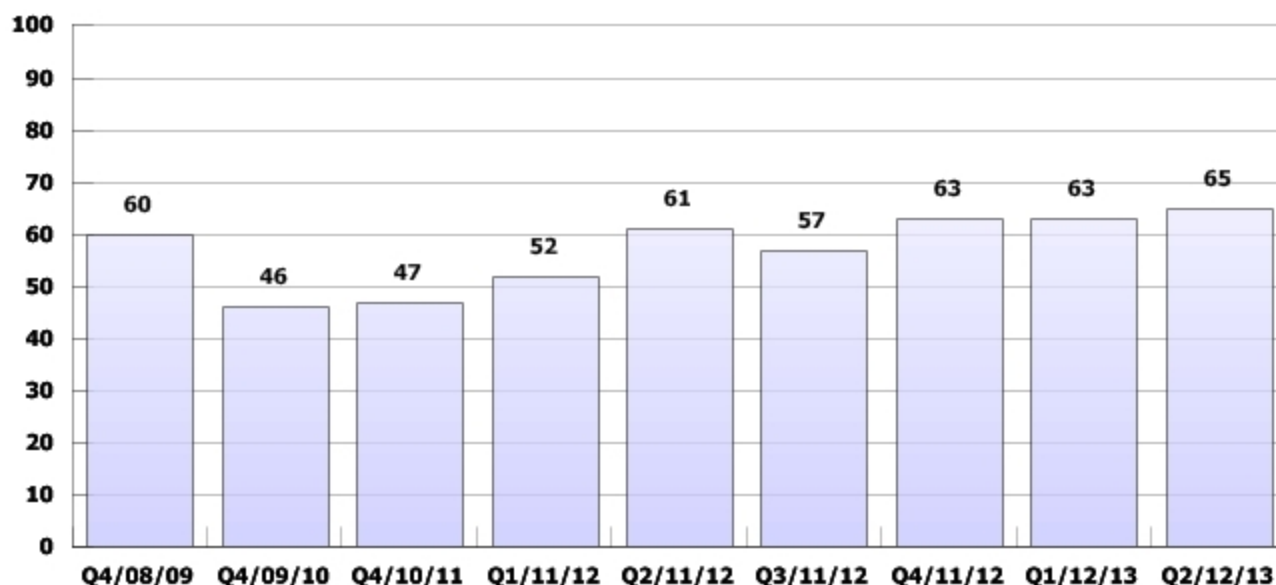
KPI 47 How many households were housed in temporary accommodation?

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
Q2/12/13	60	65	✗
Q1/12/13	60	63	✗
Q4/11/12	60	63	✗
Q3/11/12	60	57	✓
Q2/11/12	60	61	✗

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?

No



Comment on current performance (including context):

(Q2 2012/13)
64.5 target not met.
Due to the increased levels of homelessness as a result of the current economic climate the no. of households in temporary accommodation has understandably increased.

Corrective action proposed (if required):

(Q2 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.

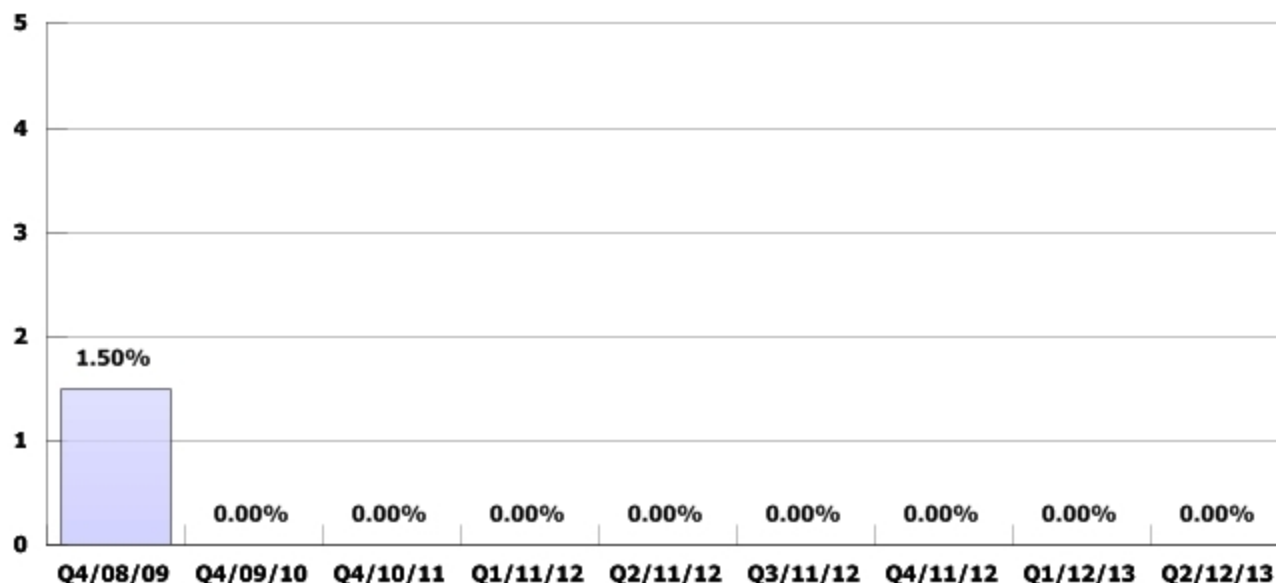
KPI 48 What percentage of our council homes were not in a decent condition?

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	
Q2/12/13	0.00%	0.00%	✓
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%	✓

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):

(Q2 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):

(Q 2 2012/13) None required at this time.



2012 / 13 Key Performance Indicators

Planning & Economic Development

KPI

50	53
51	54
52	55

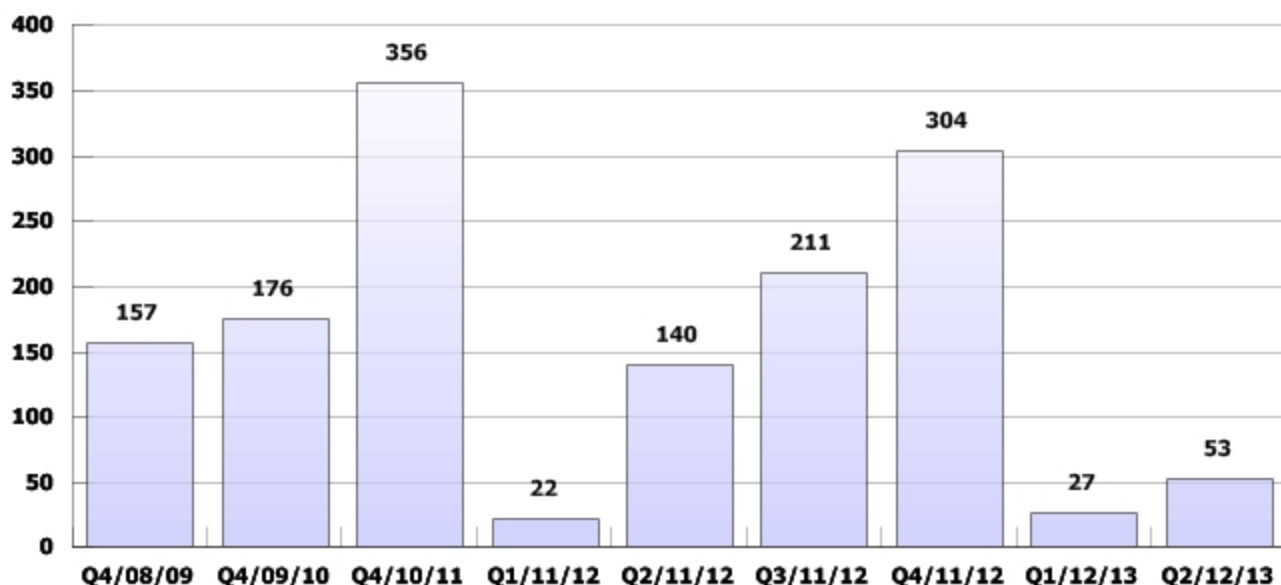
KPI 50 What was the net increase or decrease in the number of homes in the district?

Indicator previously known as: NI 154

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

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

Current and previous quarters performance



Quarter	Target	Actual	
Q2/12/13	83	53	✗
Q1/12/13	13	27	✓
Q4/11/12	180	304	✓
Q3/11/12	113	211	✓
Q2/11/12	72	140	✓

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):

(Q2 2012/13) Quarter 2 has not reached its target. This is not an unremarkable eventuality due to the fact that the majority of works take place in Q3 and Q4. There is more than enough time to make up for this.

This year may be an anomaly because of new legislation passed, the National Planning Policy Framework, which will come into full effect next April.

Further economic recovery may facilitate increase in building rates in the coming months.

Corrective action proposed (if required):

(Q2 2012/13) No corrective action required at this stage. Continue to monitor this year carefully.

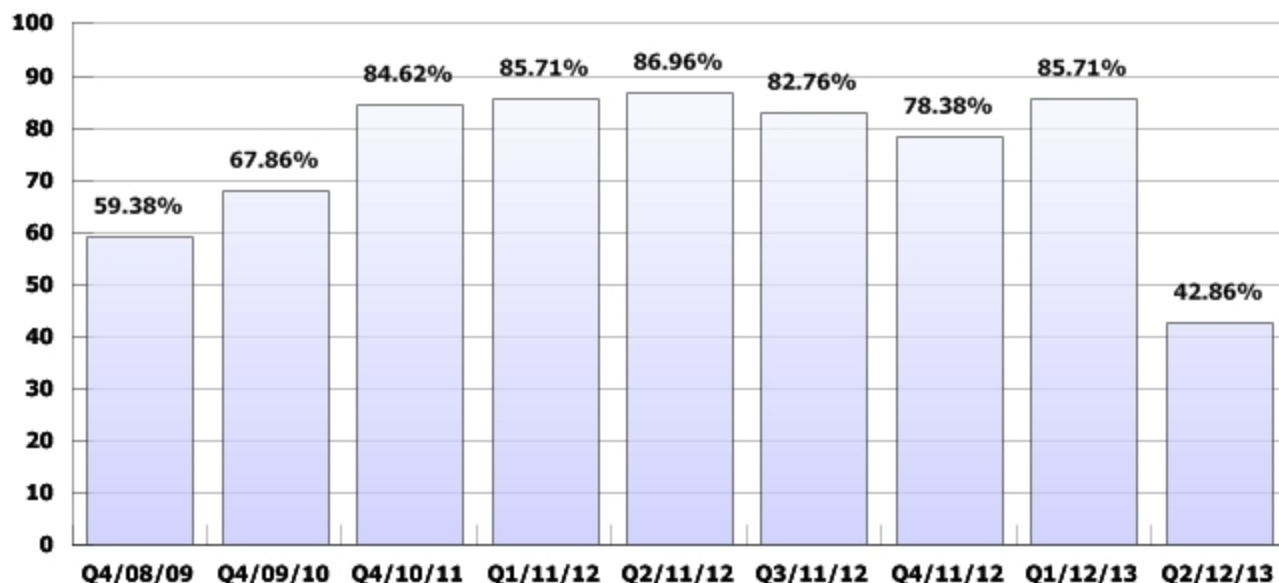
KPI 51 What percentage of major planning applications were processed within 13 weeks?

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
Q2/12/13	81.00%	42.86%	✗
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%	✓

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):

(Q2 2012/13) Unfortunately, the performance is volatile to change given the low number of planning applications in this category. The failure to achieve any within time in this quarter is due to a combination of making decisions on some long standing major applications (St Johns School, Epping), applications being referred on to District Development Control Cttee, the 4 week Area Plans Committee cycle and the Development Control team being two professional officers down.

Corrective action proposed (if required):

(Q2 2012/13) Seek portfolio-holder approval to fill vacant posts and continue to encourage pre-application discussion with planning officers.

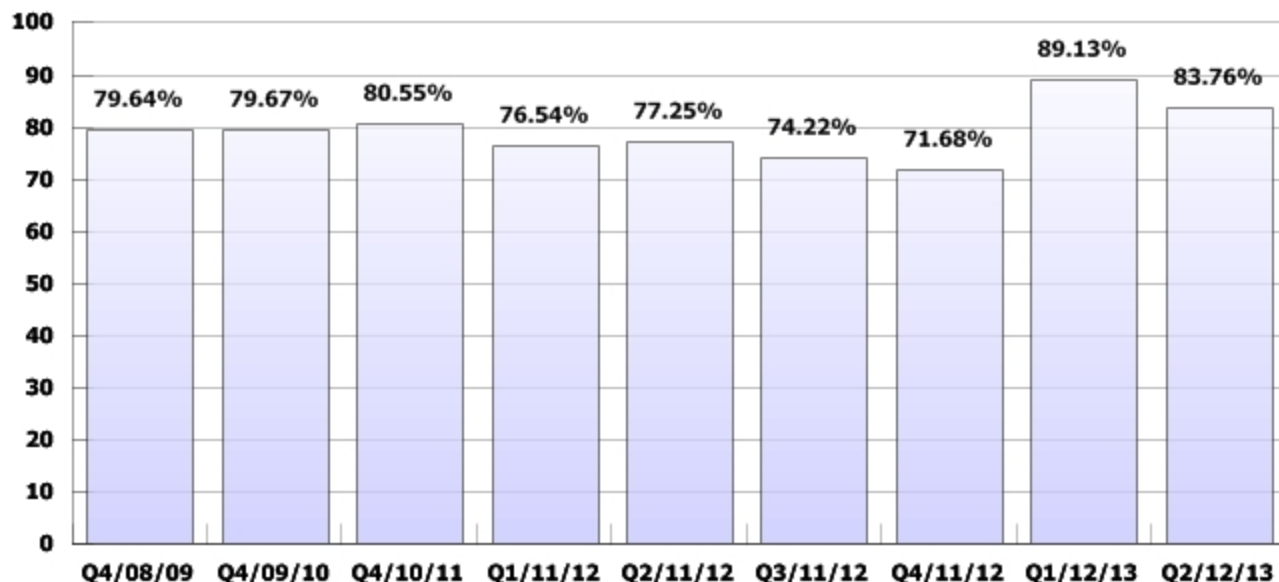
KPI 52 What percentage of minor planning applications were processed within 8 weeks (Delegated decisions only from 2012/13)?

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
Q2/12/13	89.00%	83.76%	✗
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%	✗

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):

(Q2 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. The Development Control Section being 2 planning officers down for this financial year is unfortunately impacting on this performance.

Corrective action proposed (if required):

(Q2 2012/13) Seek portfolio holder approval to fill vacant posts.

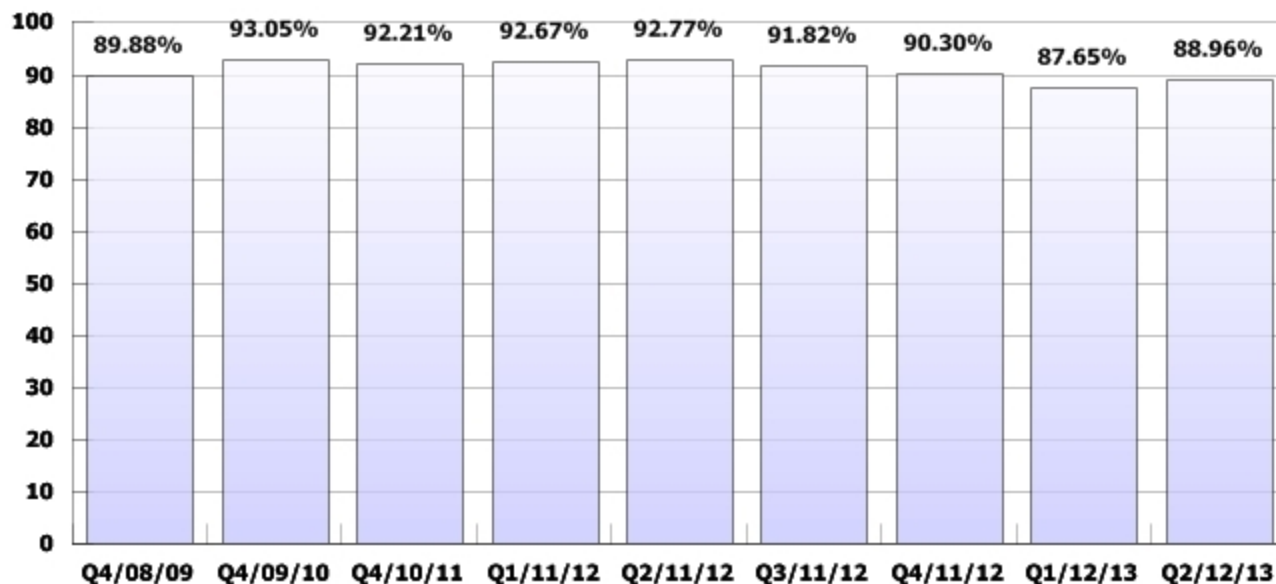
KPI 53 What percentage of other planning applications were processed within 8 weeks (Delegated decisions only from 2012/13)?

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	
Q2/12/13	94.00%	88.96%	X
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

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):

(Q2 2012/13) KPI 53 represents the highest proportion of all planning application types decided under delegated powers. The small percentage rise in performance compared with the last quarter is because the total number decided is lower, however, target looking difficult to make up with current staff levels.

Corrective action proposed (if required):

(Q2 2012/13) Seek portfolio holder approval to fill vacant posts

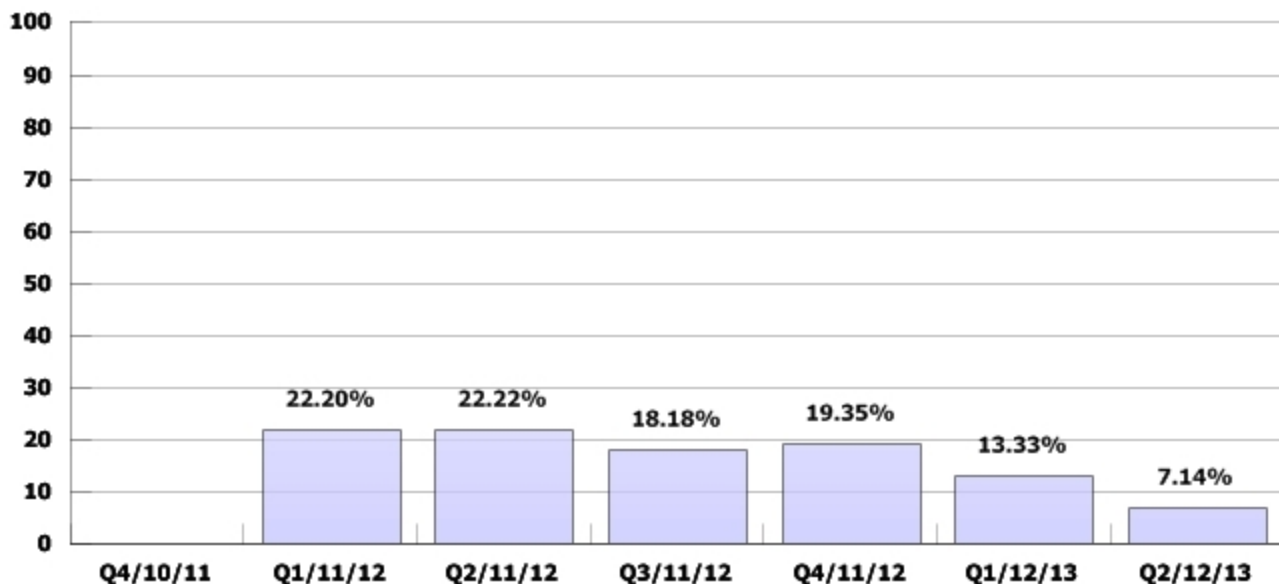
KPI 54 What percentage of planning applications recommended by planning officers for refusal were overturned and granted permission following an appeal?

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	
Q2/12/13	19.00%	7.14%	✓
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%	✗

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?

Yes



Comment on current performance (including context):

(Q2 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.

Corrective action proposed (if required):

(Q2 2012/13)

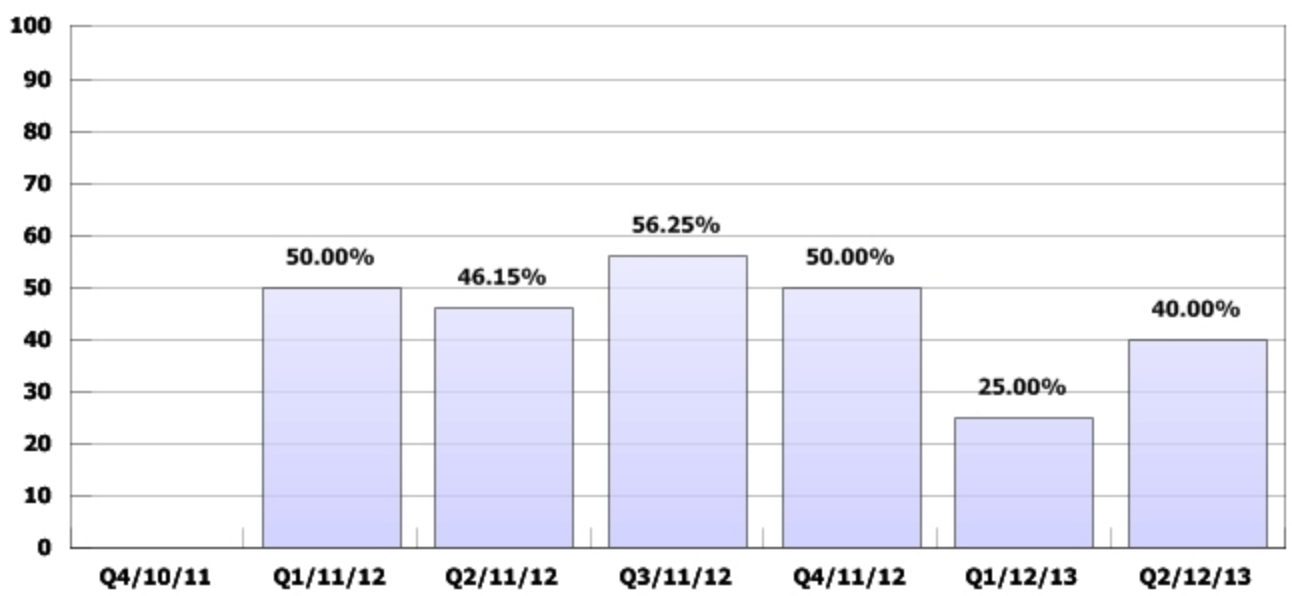
KPI 55 What percentage of planning applications, refused by Council Members against the planning officer's recommendation, were granted permission on appeal?

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
Q2/12/13	50.00%	40.00%	✓
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%	✓

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):

(Q2 2012/13) Members decisions to reverse officer recommendations on planning applications reported to planning committees supported in 9 out of 15 cases so only 6 (40%) allowed.

(Q2 2012/13)