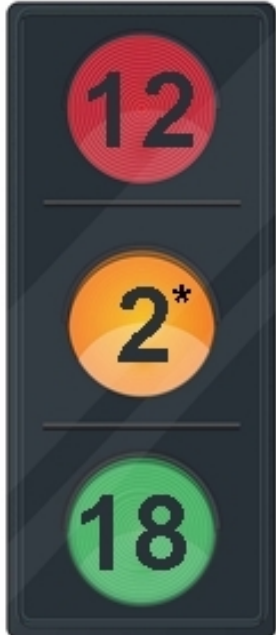


Overall summary of KPIs achieving target



Headlines - Reflecting on our performance

Headlines - Reflecting on our performance

Q4 2012/13 End of Year Outturn

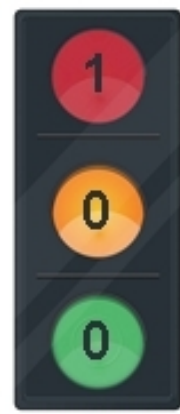
A total of 18 out of 32 KPIs have achieved their target representing a 56.3% success rate. At the time this dashboard was prepared, it had not been possible to enter the performance data for two indicators. This data will be provided at the scrutiny panel meeting and if these both achieve target the percentage success rate will be 62.5%.

59.3% of the quarterly KPIs achieved target% (16 out of 27) whilst 40% of the annual KPIs have achieved target (2 of 5). As mentioned above two further annual KPIs are still to be included in this calculation.

Three indicators (KPIs 30, 31 & 34) which had shown as Failing in Q3 have moved into Achieving positions at Q4 Year-end.

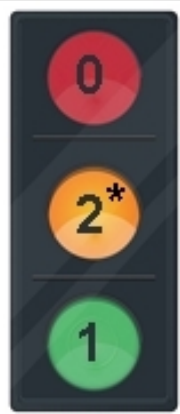
Two indicators (KPIs 21 & 32) which had shown as Achieving in Q3 have moved into Fail positions at Q4 Year-end.

Office of the Deputy Chief Executive

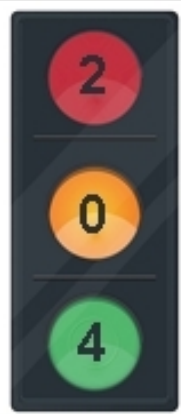


* = It was not possible to input the performance data for these indicators at the time of preparing this report. The data will be provided at the meeting of the Finance & Performance Management Scrutiny Panel

Corporate Support Services



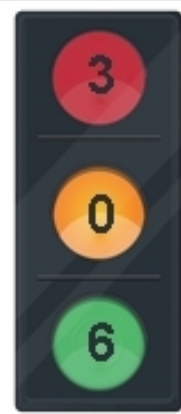
Environment & Street Scene



Finance & ICT



Housing



Planning & Economic Development



Indicators	Quarter 1		Quarter 2		Quarter 3		Quarter 4			
	Tgt	Actual	Tgt	Actual	Tgt	Actual	Tgt	Actual		
Office of the DCE Quarterly KPIs										
KPI 04 (Website Satisfaction)		80.0%		81.0%		70.0%		70.0%	69.0%	■
Corporate Support Services Quarterly KPIs										
KPI 10 (Sickness absence) (days)	1.84	1.60	■	3.46	3.38	■	5.31	5.21	■	
KPI 11 (Commercial rent arrears) (%)								7.50	6.99	■
KPI 12 (Commercial premises let) (%)								3.00%	99.00%	
Environment & Street Scene Quarterly KPIs										
KPI 20 (Non-recycled waste) (kg)	97	95	■	196	192	■	296	252	■	
KPI 21 (Household recycling) (%)	61.91%	58.16%	■	62.13%	62.00%	■	60.76%	63.87%	■	
KPI 22 (Litter) (%)	9%	8%	■	9%	8%	■	9%	6%	■	
KPI 23 (Detritus) (%)	12%	9%	■	12%	9%	■	12%	9%	■	
KPI 24 (Fly-tipping) (grade)	2	1	■	2	3	■	2	3	■	
KPI 25 (Neighbourhood issues) (%)	95.00%	96.00%	■	95.00%	96.00%	■	95.00%	96.30%	■	
Finance & ICT Quarterly KPIs										
KPI 30 (Invoices paid) (%)	97%	97%	■	97%	96%	■	97%	96%	■	
KPI 31 (Council Tax collection) (%)	27.50%	27.40%	■	52.69%	52.53%	■	78.02%	77.87%	■	
KPI 32 (NNDR Collection) (%)	30.52%	30.83%	■	56.32%	56.32%	■	81.27%	81.33%	■	
KPI 33 (New benefit claims) (days)	30.00	33.37	■	30.00	34.92	■	30.00	33.47	■	
KPI 34 (Benefits changes) (days)	8.00	10.94	■	8.00	10.95	■	8.00	10.88	■	
KPI 35 (Benefit fraud) (no.)	37	117	■	150	184	■	225	245	■	
Housing Quarterly KPIs										
KPI 40 (Housing rent) (%)								97.00%	97.16%	■
KPI 41 (Void re-lets) (days)	30	24	■	30	29	■	30	31	■	
KPI 42 (Emergency repairs) (%)	99%	100%	■	99%	100%	■	99%	100%	■	
KPI 43 (Urgent repairs) (%)	95%	99%	■	95%	100%	■	95%	100%	■	
KPI 44 (Routine repairs) (%)	95%	99%	■	95%	99%	■	95%	99%	■	
KPI 45 (Tenant satisfaction) (%)	98.00%	100.00%	■	98.00%	100.00%	■	98.00%	100.00%	■	
KPI 46 (Affordable homes) (no.)	38	38	■	67	67	■	72	67	■	
KPI 47 (Temp. accommodation) (no.)	60	63	■	60	65	■	60	64	■	
KPI 48 (Non-decent homes) (%)	0.00%	0.00%	■	0.00%	0.00%	■	0.00%	0.00%	■	
Planning & Economic Development Quarterly KPIs										
KPI 50 (Increase in homes) (no.)	13	27	■	83	53	■	125	77	■	
KPI 51 (Major planning) (%)	81.00%	85.71%	■	81.00%	42.86%	■	81.00%	52.38%	■	
KPI 52 (Minor planning) (%)	89.00%	89.13%	■	89.00%	83.76%	■	89.00%	83.05%	■	
KPI 53 (Other planning) (%)	94.00%	87.65%	■	94.00%	88.40%	■	94.00%	88.75%	■	
KPI 54 (Appeals - officers) (%)	19.00%	13.33%	■	19.00%	7.14%	■	19.00%	17.10%	■	
KPI 55 (Appeals - members) (%)	50.00%	25.00%	■	50.00%	40.00%	■	50.00%	43.50%	■	
KPI 56 (Building land needs) (%)								100.00%	160.29%	■

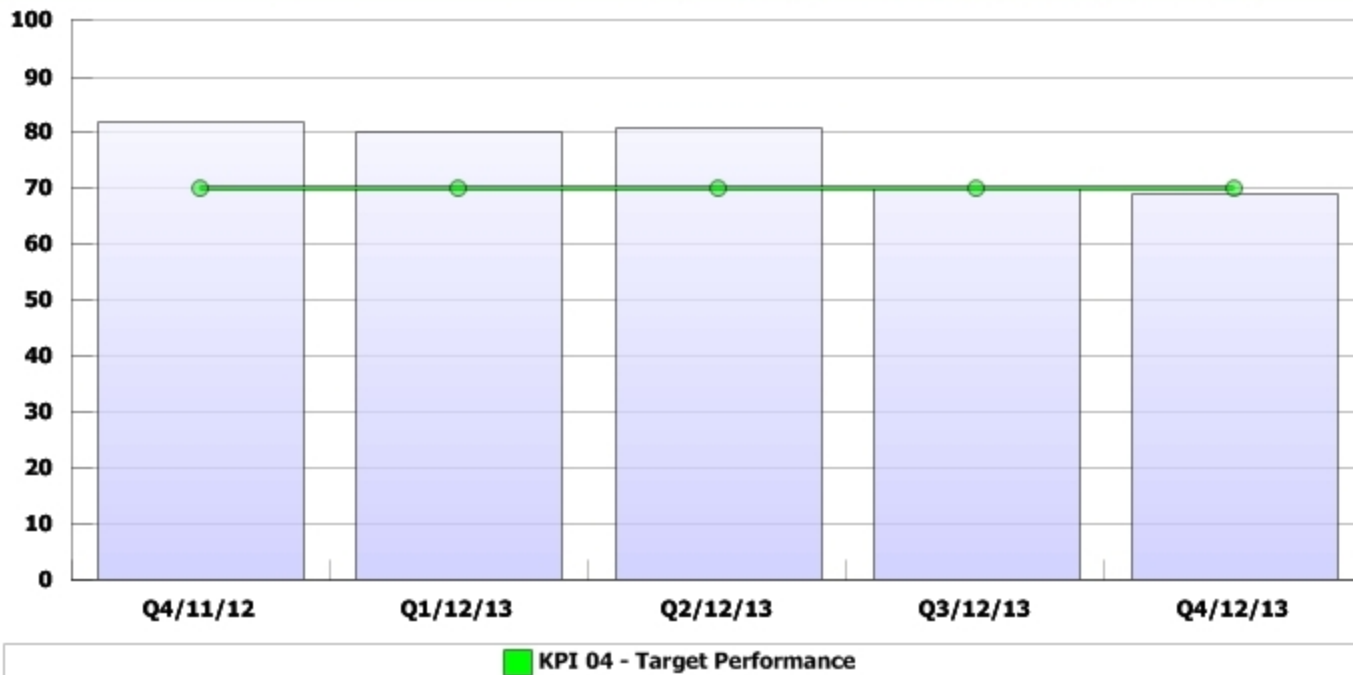
KPI 04 What percentage of visitors to the council website were satisfied with their experience?

Indicator previously known as: (new)

Additional Information:

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

Current and previous quarters performance



Quarter	Target	Actual	Status
Q4/12/13	70.0%	69.0%	
Q3/12/13		70.0%	
Q2/12/13		81.0%	
Q1/12/13		80.0%	
Q4/11/12	70.0%	82.0%	

Annual Target: 2011/12 - 70%
 2012/13 - 70%
 Indicator of good performance: A higher level is good
 ↑ is the direction of improvement

Is it likely that the target will be met at the end of the year?
 No

Comment on current performance (including context):

(2012/13) This was the first full year of the revised KPI 04 for 'website satisfaction', a year during which the website was completely redesigned, saving the council in excess of £100k, and re-launched in July 2012. The 'satisfaction survey' was turned off for the first 2 months in order that speed and uptime could be accurately monitored.

KPI 04 is measured by an exit survey of 16 standard questions, however one question in particular could be interpreted by the website user in a number of ways, ie. "overall, how satisfied are you with your visit today?". Users could answer this question based on their view of satisfaction on how their particular concern/request had been dealt with during their visit to the Council's website, as opposed to their satisfaction with the website itself.

KPI 04 showed a satisfaction of 69% against the target of 70% from 71 actual responses. However, 16 responses related to service dissatisfaction rather than website performance and it is, therefore, arguable that the target in reality has been exceeded.

Corrective action proposed (if required):

(2012/13) Improvements are constantly being made to the site following feedback from residents, councillors and a staff website user group. An Accessibility audit by 'Verse One' brought up many recommendations of which most were implemented immediately. The Website User Group are now working through the remaining recommendations which will give the website a double AA compliance rating.

We are also investigating other ways of measuring website satisfaction. It is intended to undertake a detailed review of the operation of this KPI and the nature of the survey to identify how well the questions asked accurately reflect opinion as to satisfaction with the quality of the website as opposed to opinions on satisfaction with the services we provide. It is hoped that this will ensure the KPI focuses on the measuring the quality of the website.

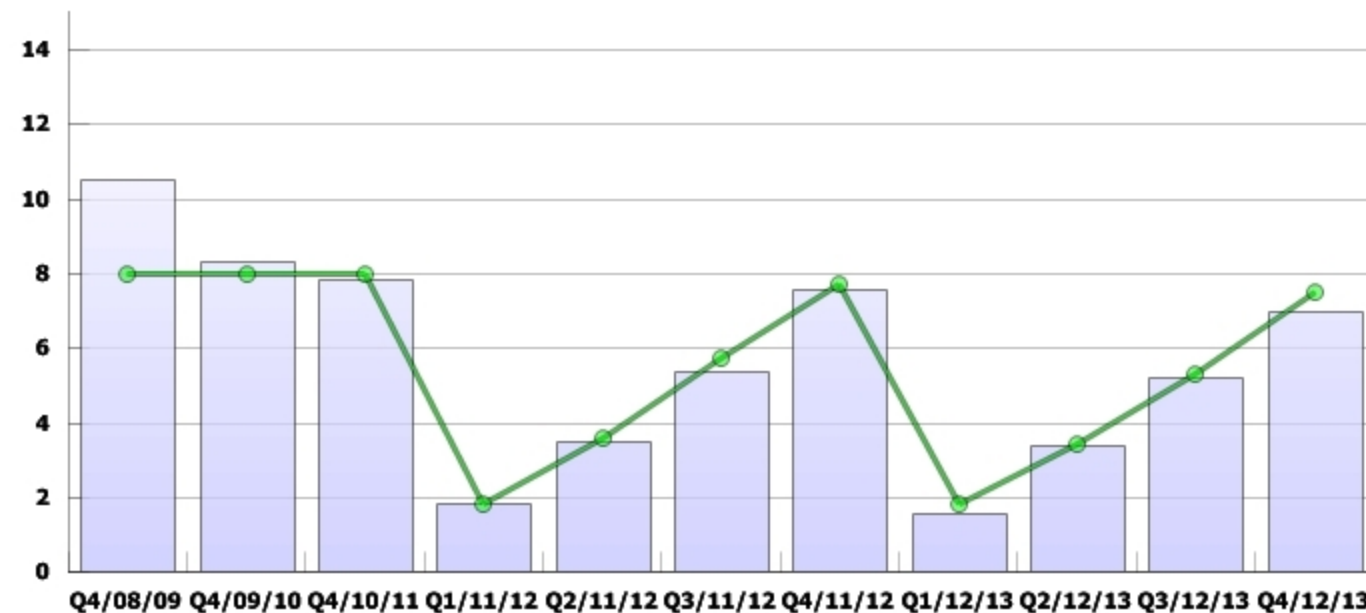
KPI 10 How many working days did we lose due to sickness absence?

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



KPI 10 - Target Performance

Quarter	Target	Actual
Q4/12/13	7.50	6.99
Q3/12/13	5.31	5.21
Q2/12/13	3.46	3.38
Q1/12/13	1.84	1.60
Q4/11/12	7.75	7.58



Annual Target: 2012/13 - 7.50 days
 Target: 2011/12 - 7.75 days
 Indicator of good performance: A lower number of days is good

↓ is the direction of improvement

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

Yes



Comment on current performance (including context):

(Q4 2012/13) The Council's sickness absence figure has continued to improve over the past 4 years by 3.51 average days per employee. The Council has put in place a robust sickness reporting system, provides timely management information and directorates take appropriate action to manage individual cases.

Corrective action proposed (if required):

(Q4 2012/13) No further action is required at this time.

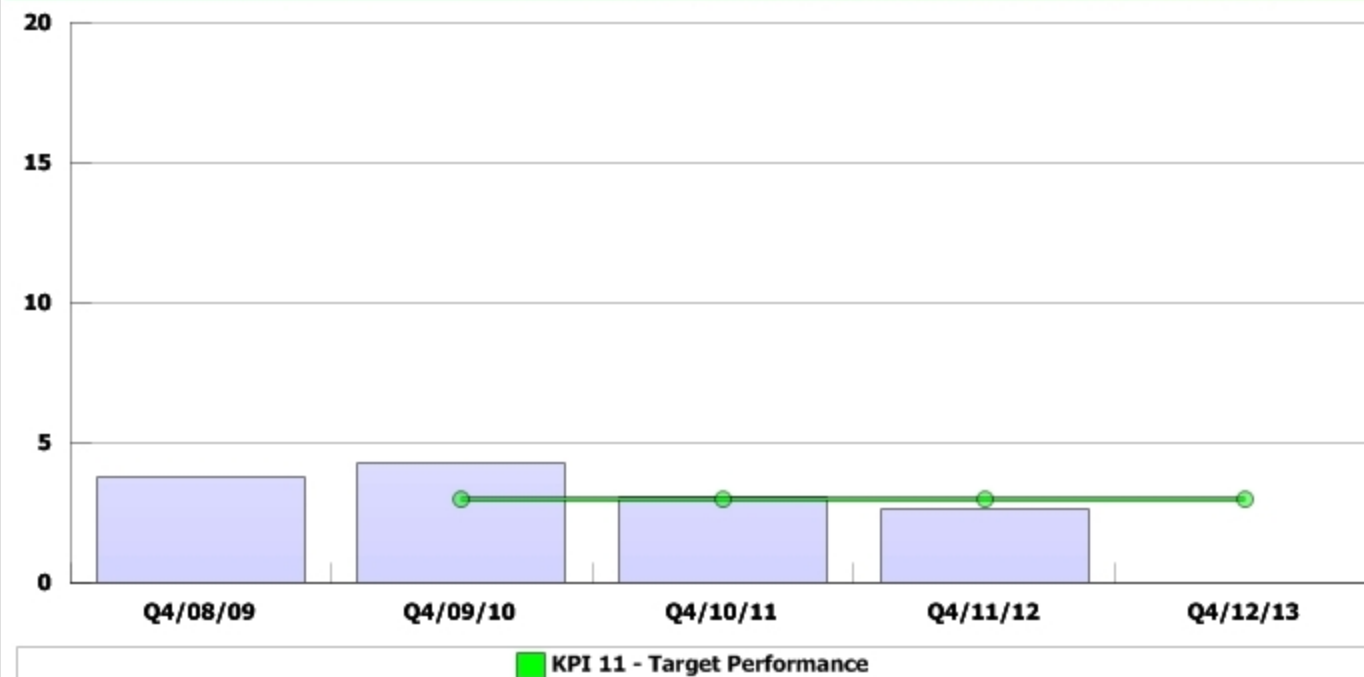
KPI 11 What percentage of the rent we were due to be paid for our commercial premises was not paid?

Indicator previously known as: LPI 39

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

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

Current and previous quarters performance



Quarter	Target	Actual
Q4/12/13	3.00%	
Q4/11/12	3.00%	2.66%
Q4/10/11	3.00%	3.10%
Q4/09/10	3.00%	4.30%
Q4/08/09	3.50%	3.81%



Annual Target: 2012/13 - 3.00%
2011/12 - 3.00%

Indicator of good performance:
A lower percentage is good

↓ is the direction of improvement

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

Uncertain



Comment on current performance (including context):

(2012/13) Director of Corporate Support Services to report

Corrective action proposed (if required):

(2012/13) Director of Corporate Support Services to report

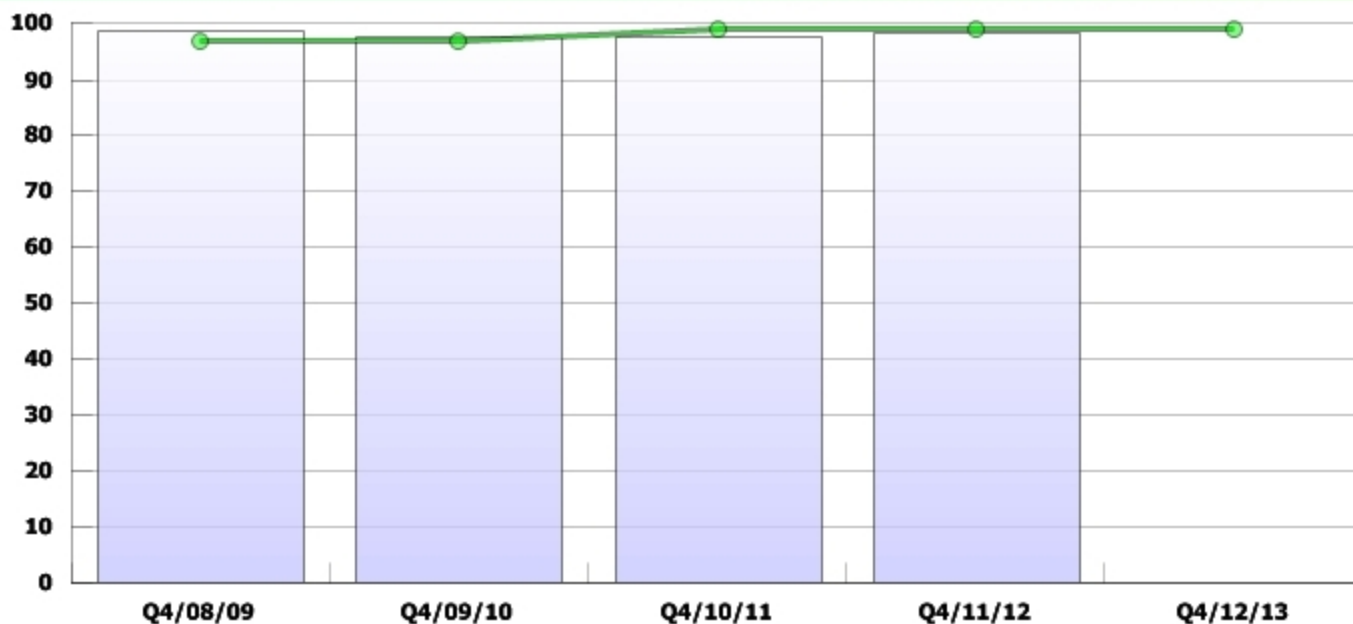
KPI 12 What percentage of our commercial premises was let to tenants?

Indicator previously known as: LPI 40

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

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

Current and previous quarters performance



Quarter	Target	Actual
Q4/12/13	99.00%	
Q4/11/12	99.00%	98.30%
Q4/10/11	99.00%	97.63%
Q4/09/10	97.00%	97.63%
Q4/08/09	97.00%	98.64%



Annual 2012/13 - 98.00%
Target: 2011/12 - 99.00%

Indicator of good performance:
A higher percentage is good

↑ is the direction of improvement

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):

(2012/13) Director of Corporate Support Services to report

(2012/13) Director of Corporate Support Services to report

KPI 12 - Target Performance

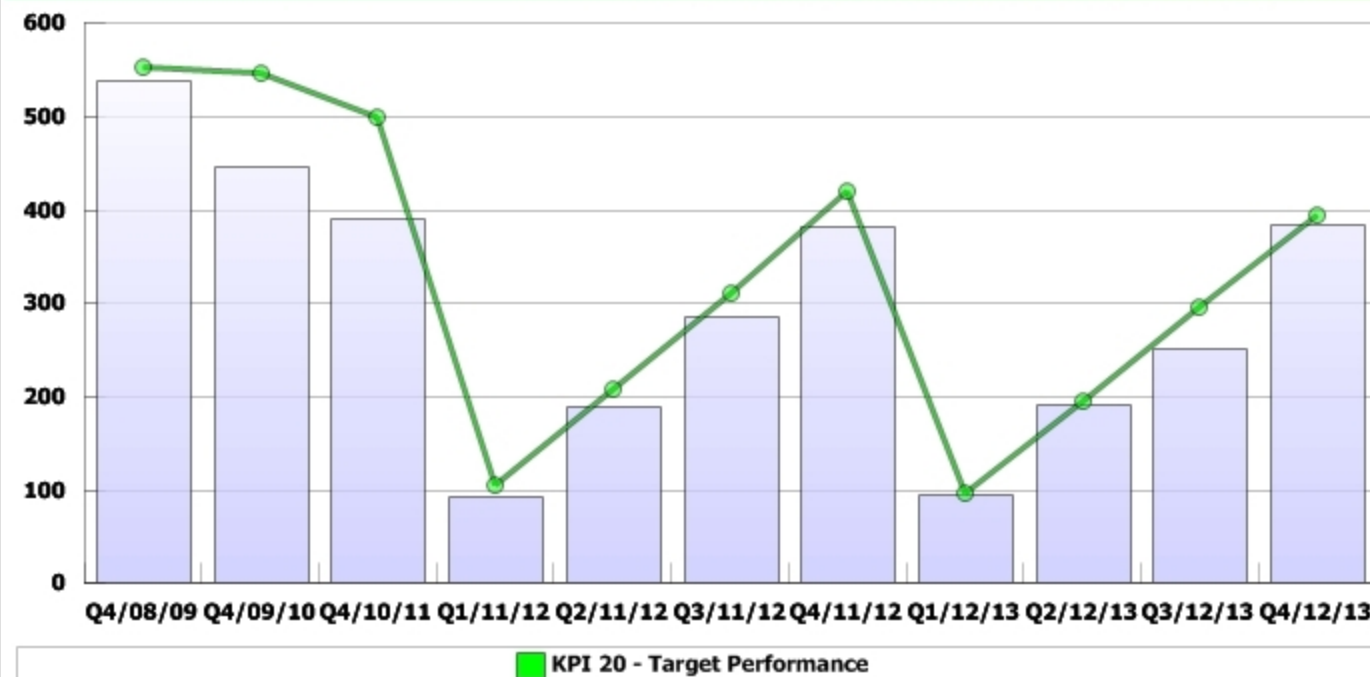
KPI 20 How much non-recycled waste was collected for every household in the district?

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
Q4/12/13	395	384
Q3/12/13	296	252
Q2/12/13	196	192
Q1/12/13	97	95
Q4/11/12	420	383

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

Indicator of good performance:
A lower waste figure is good

↓ is the direction of improvement



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

Yes

Comment on current performance (including context):

(Q4 2012/13) This indicator is closely aligned with KPI21 which follows, since this indicator measures the amount of unrecycled waste which is sent for disposal at landfill. Higher rates of recycling should therefore result in reduced weights to landfill. Although the overall target has been achieved, there is a strong need to continue to press home the importance of recycling and generating less waste overall, through our regular information campaigns and roadshows.

Corrective action proposed (if required):

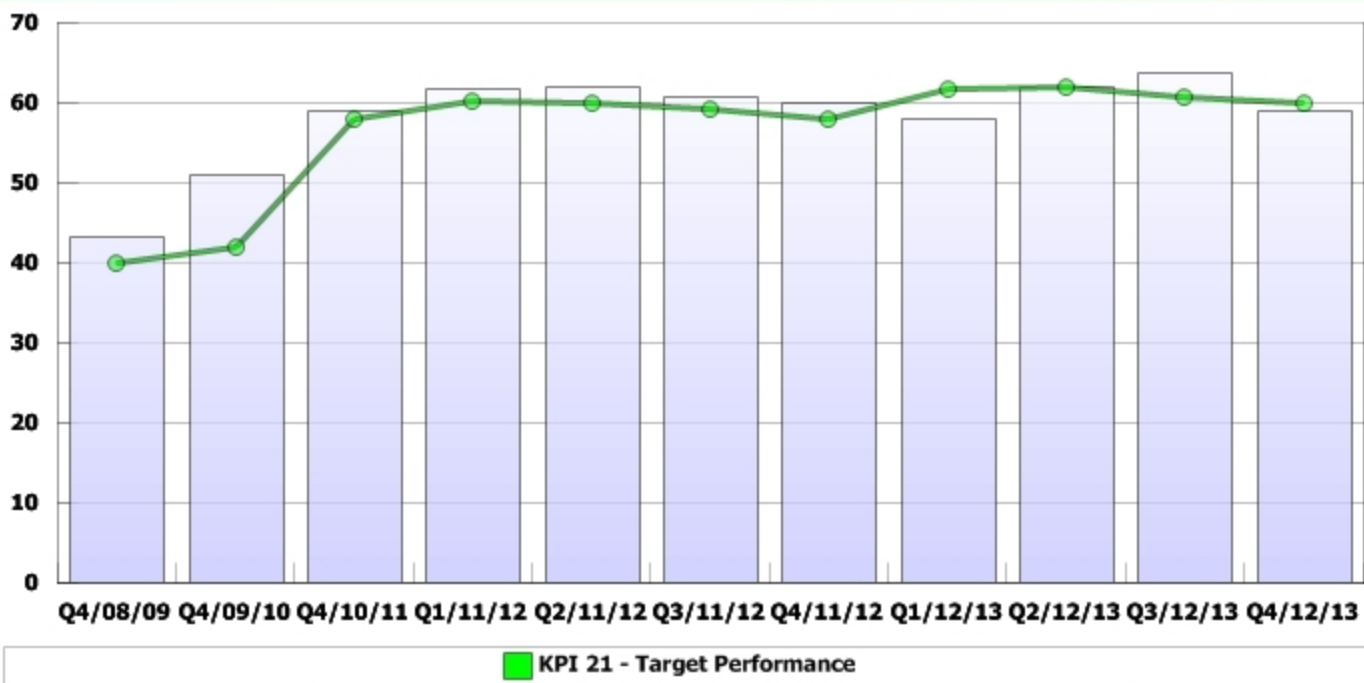
KPI 21 What percentage of all household waste was sent to be recycled, reused or composted?

Indicator previously known as: NI 192

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

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

Current and previous quarters performance



Quarter	Target	Actual	Status
Q4/12/13	60.00%	59.14%	✗
Q3/12/13	60.76%	63.87%	✓
Q2/12/13	62.13%	62.00%	✗
Q1/12/13	61.91%	58.16%	✗
Q4/11/12	58.00%	60.03%	✓

Annual 2012/13 - 60.00%
Target: 2011/12 - 58.00%
Indicator of good performance:
A higher percentage recycled is good
 ↑ is the direction of improvement

Is it likely that the target will be met at the end of the year?
 No

Comment on current performance (including context):

(Q4 2012/13) This is a disappointing outcome, even if the target of 60% was only marginally missed. As suggested in the notes to Q3, the performance in Q3 was erroneous, made all the more so by the provision of some incorrect tonnage data. The downturn in performance was almost entirely due to the adverse effects of the very cold weather in the Q4 period. This resulted in significantly less garden waste being collected (1,200 tonnes less than Q3 and 3,000 tonnes less than Q2). This has depressed the Q4 recycling performance considerably (53%) resulting in a failure to meet the overall annual target. Although not all the data has been fully audited, and therefore the performance could yet be amended, it is unlikely to exceed the target.

Corrective action proposed (if required):

(Q4 2012/13) Given that there are no immediate plans to change recycling systems in any way in advance of the new contract, we shall have to step up our information and education campaigns, in order to remind residents that recycling remains important. Recent national publicity on the exportation of material for recycling may also have played a part, and it is important that the Council counters these concerns with positive messages and encouragement to recycle.

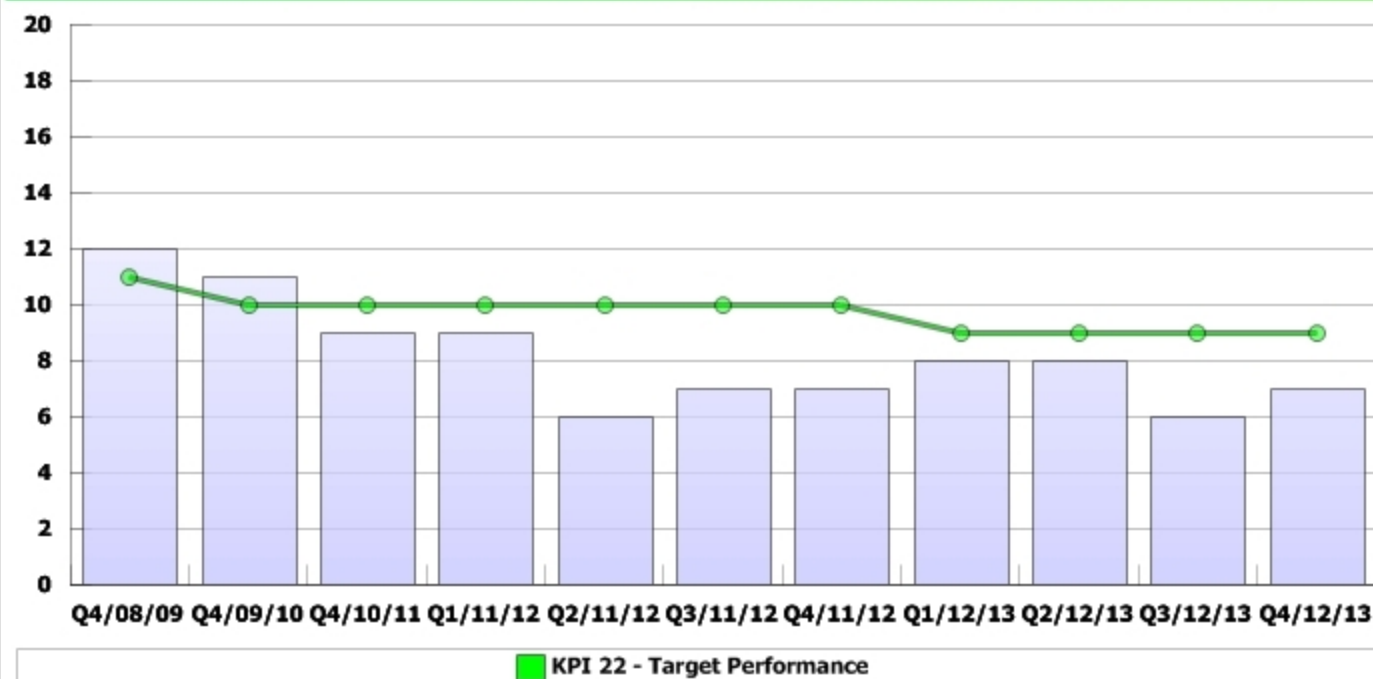
KPI 22 What percentage of our district had unacceptable levels of litter?

Indicator previously known as: NI 195(a)

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

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

Current and previous quarters performance



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

Annual 2012/13 - 9%
Target: 2011/12 - 10%

Indicator of good performance:
A lower percentage is good

↓ is the direction of improvement



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

Yes

Comment on current performance (including context):

(Q4 2012/13) This is an excellent outcome, demonstrating the effectiveness of the Council's street cleansing operations, and residents and visitors heeding our messages around littering. The Council's Environment Enforcement Officers continue to patrol the district advising people not to drop litter and occasionally prosecuting those who do.

Corrective action proposed (if required):

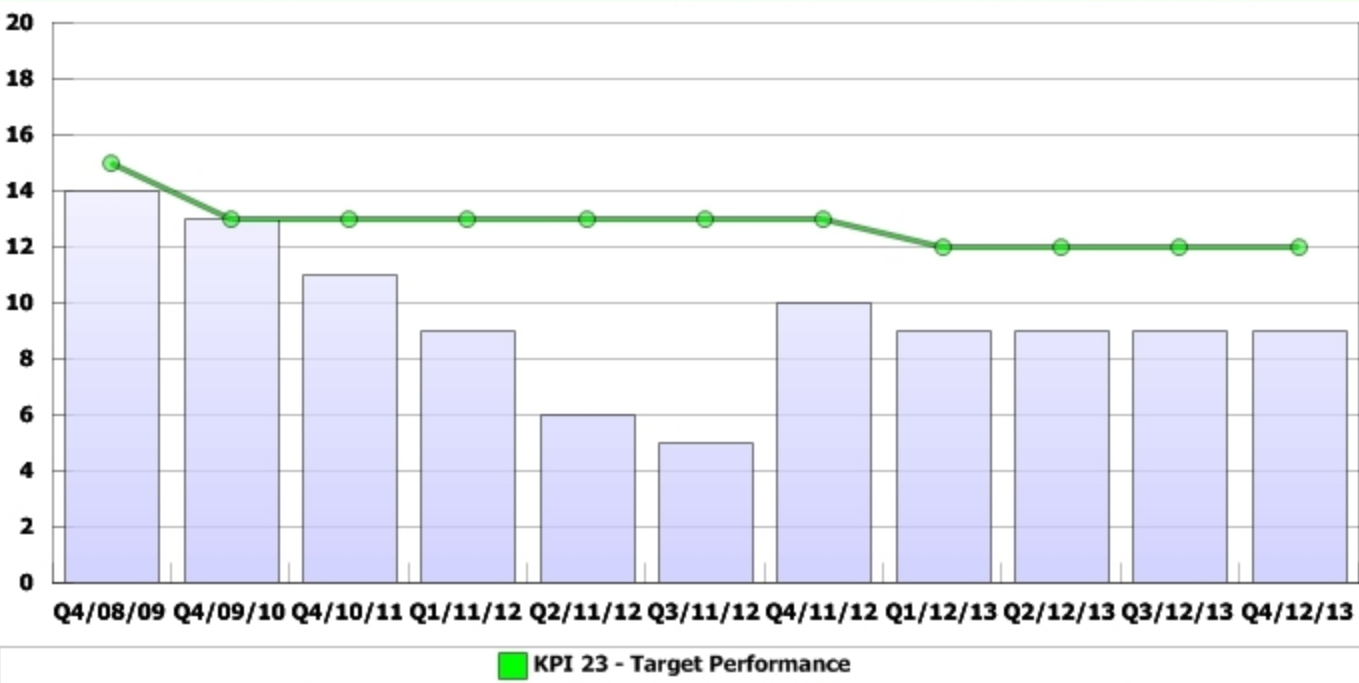
KPI 23 What percentage of our district had unacceptable levels of detritus (dust, mud, stones, rotted leaves, glass, plastic etc.)?

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

Annual 2012/13 - 12%
 Target: 2011/12 - 13%
 Indicator of good performance:
 A lower percentage is good
 ↓ is the direction of improvement



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

Comment on current performance (including context):

(Q4 2012/13) Given the nature of the district, with many miles of rural road and some poor highway conditions, this is an excellent final outturn. This measure will always be higher than that for general litter, because in reality there is little that be done to actually prevent the build up of detritus, and we are therefore left with clearance as the main controlling measure. Our district is predominantly rural in nature and will therefore be naturally more likely to see detritus on its roadsides. Given this, we accept a higher natural level than some districts but even taking this into account our results remain excellent

Corrective action proposed (if required):

None proposed

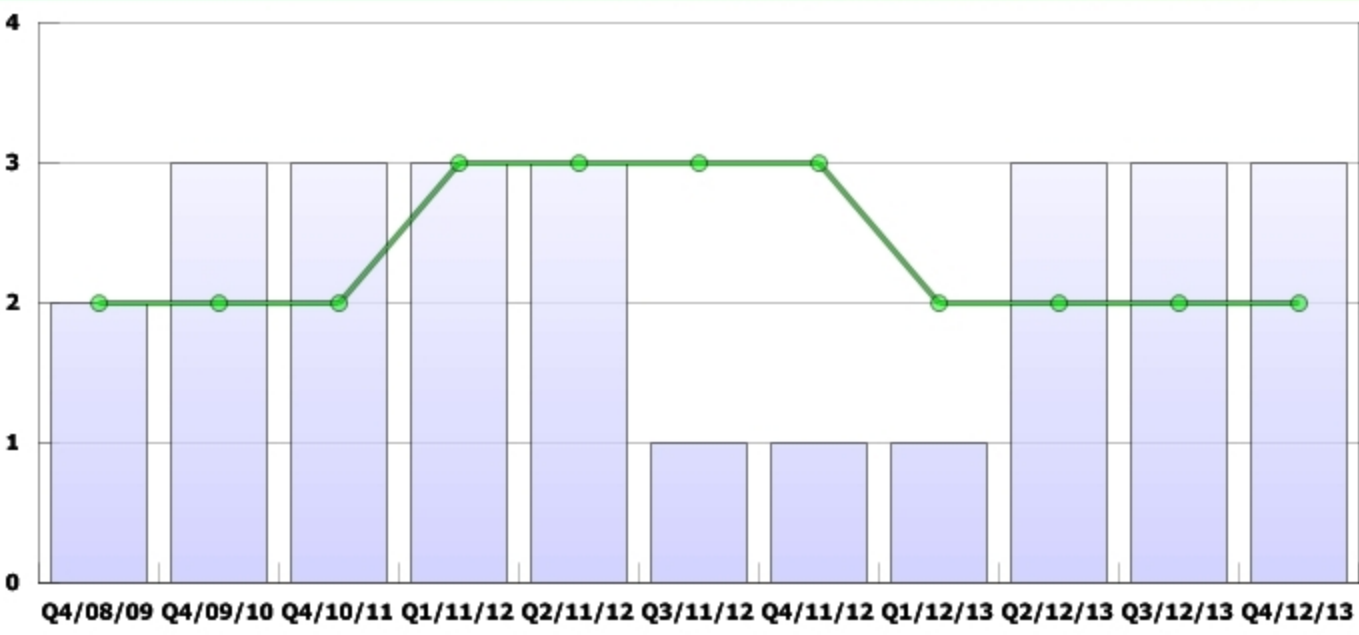
KPI 24 How well have we done in both reducing flytipping and taking action against those believed to be responsible?

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

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

Indicator of good performance:
A lower grade is good

↓ is the direction of improvement

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

No



Comment on current performance (including context):

(Q4 2012/13) This indicator measures performance against the same quarter last year and not against the previous quarter of this year. Although grade 2 has not been achieved (which relies on an overall decrease in fly-tipping), there has been an increase in enforcement work, which has hopefully limited the overall number of fly-tips in this period and will work towards reducing the number of incidents in the future. Analysis of the number of fly-tips on different land types shows that most tipping is on highway land with similarly high levels on Council land.

Corrective action proposed (if required):

(Q4 2012/13) We will continue to enforce and take action against persons or organisations who fly tip, provided that the evidence to support such action exists. We will always seek to recover both legal costs and clear up costs when we are successful in court. This indicator is being replaced for 2013/14 with two new ones which better measure our performance in actually dealing with fly tips which are reported to us. It was considered important to have an indicator which measured what residents expect to happen once a fly tip is reported, that being how long does it take to get it removed, provided it is on land where the Council can actually do so.

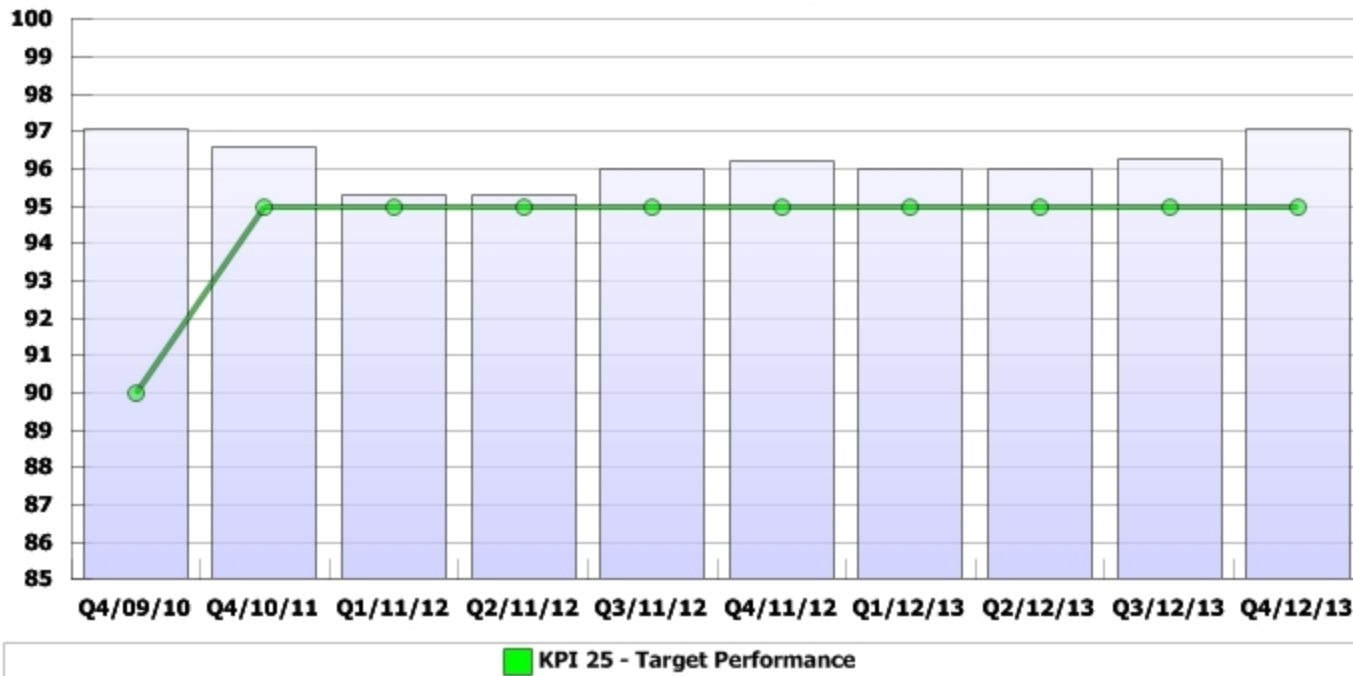
KPI 25 What percentage of the issues and complaints received by the Environment & Neighbourhoods Team received an initial response within 3 days?

Indicator previously known as: LPI 51

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

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

Current and previous quarters performance



Quarter	Target	Actual
Q4/12/13	95.00%	97.10%
Q3/12/13	95.00%	96.30%
Q2/12/13	95.00%	96.00%
Q1/12/13	95.00%	96.00%
Q4/11/12	95.00%	96.20%



Annual 2012/13 - 95.00%
Target: 2011/12 - 97.00%

Indicator of good performance:
A higher percentage is good

↑ is the direction of improvement

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):

(Q4 2012/13) The response to residents who wish to complain about an environmental issue remains at a consistently high level. This means that our residents are receiving an excellent service. Vacancies in the Neighbourhoods Team have now been filled so response levels actually improved in Q4 beyond what was already very good performance.

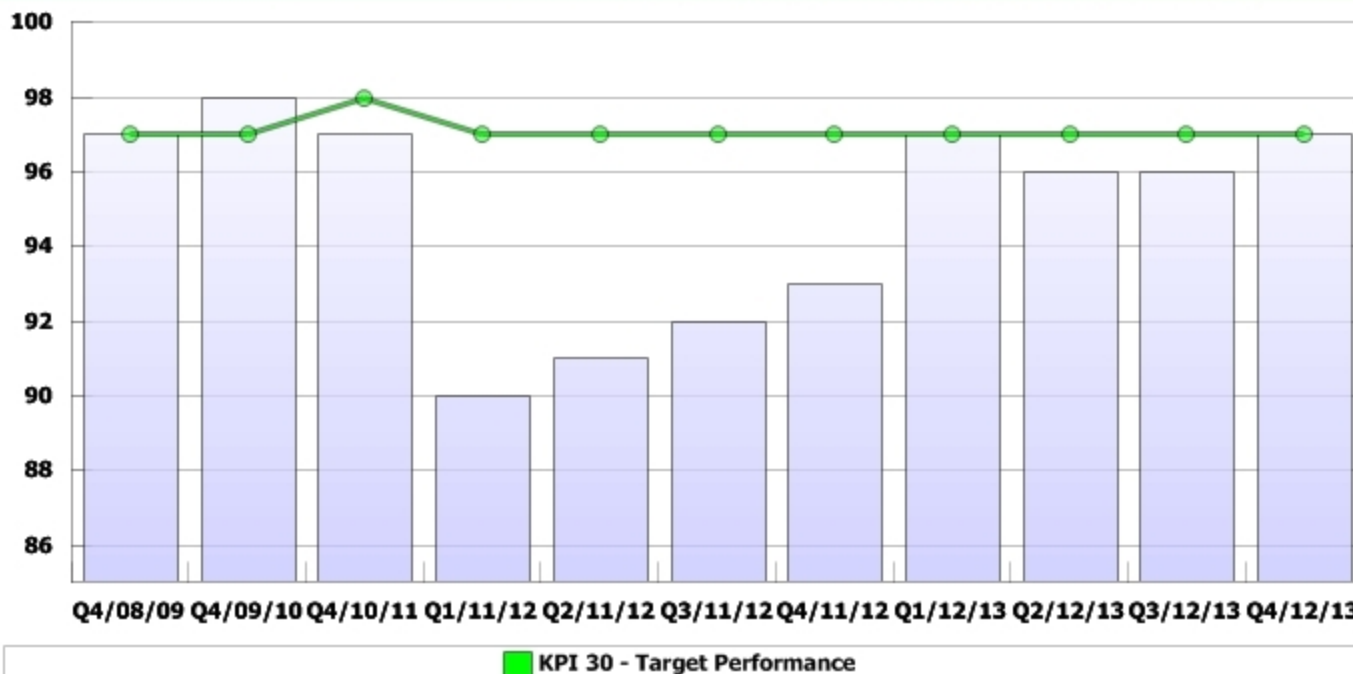
KPI 30 What percentage of the invoices we received were paid within 30 days?

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

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

Indicator of good performance:
A higher percentage is good

↑ is the direction of improvement



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

Comment on current performance (including context):

(Q4 2012/13) The figure at the end of March has reached the target. Monthly performance in March was just short of 99%, with all directorates achieving 98%. Currently 86% of local suppliers are being paid within 20 days, this is down on the quarter 3 figure.

Corrective action proposed (if required):

(Q4 2012/13) Housing have been working hard to address the problems experienced recently and they achieved nearly 99% for March. The corrective action taken has ensured the target was met.

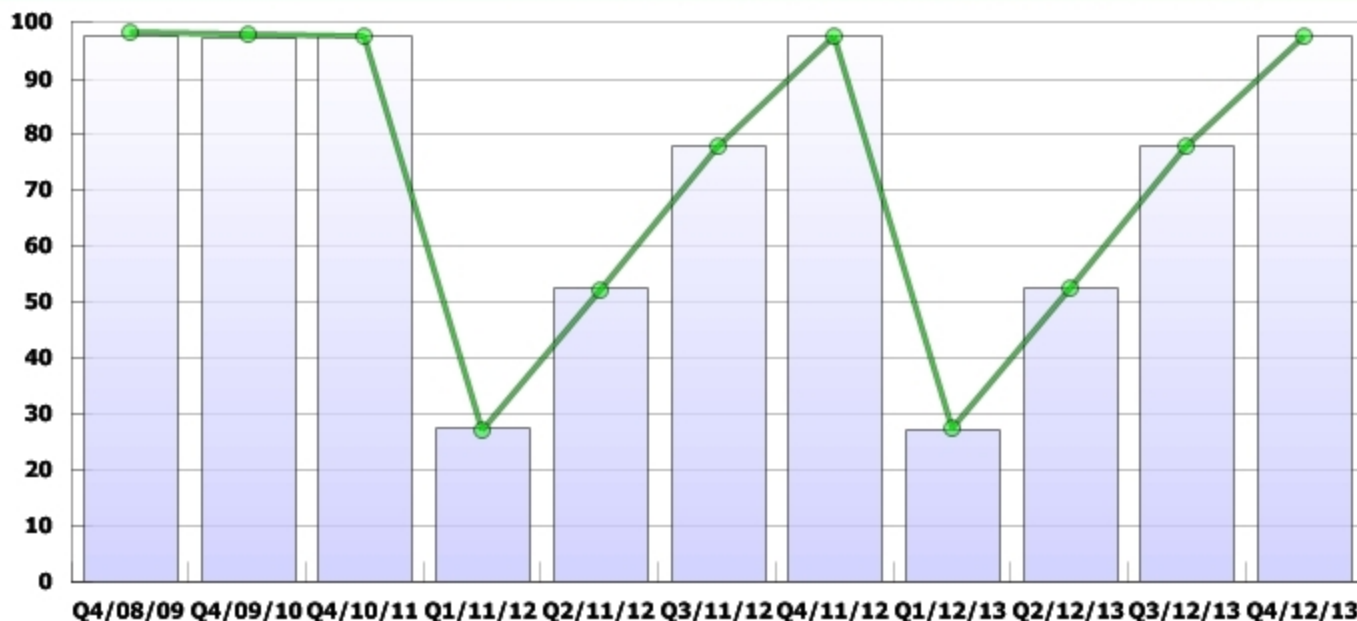
KPI 31 What percentage of the district's annual Council Tax was collected?

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
Q4/12/13	97.80%	97.82%	✓
Q3/12/13	78.02%	77.87%	✗
Q2/12/13	52.69%	52.53%	✗
Q1/12/13	27.50%	27.40%	✗
Q4/11/12	97.80%	97.81%	✓

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

Indicator of good performance:
A higher percentage is good

↑ is the direction of improvement



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

Yes

KPI 31 - Target Performance

Comment on current performance (including context):

Corrective action proposed (if required):

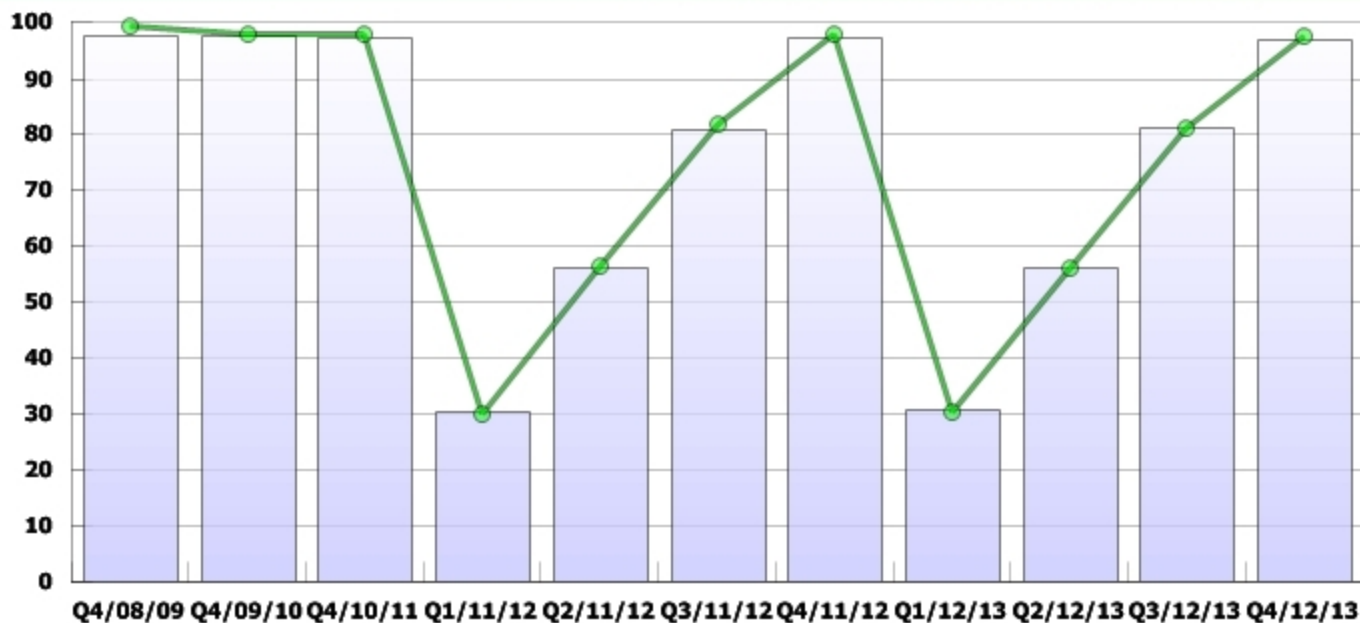
KPI 32 What percentage of the district's annual business rates was collected?

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



KPI 32 - Target Performance

Quarter	Target	Actual
Q4/12/13	97.50%	96.85%
Q3/12/13	81.27%	81.33%
Q2/12/13	56.32%	56.32%
Q1/12/13	30.52%	30.83%
Q4/11/12	98.00%	97.26%



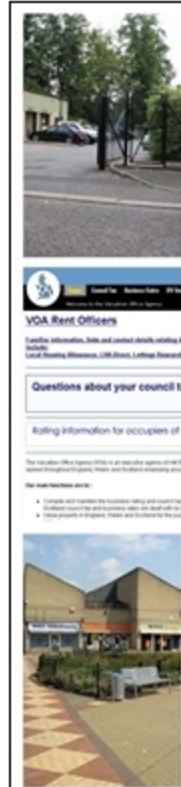
Annual 2012/13 - 97.50%
Target: 2011/12 - 98.00%

Indicator of good performance:
 A higher percentage is good

↑ is the direction of improvement

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

No



Comment on current performance (including context):

(Q4 2012/13) Target for the in-year collection rate was missed by 0.65%. This equates to £215,942 from a collectable debit of £33.7m. The amount lost to insolvency proceedings increased to £191k with the in-year total doubling to £66k. The amount of arrears carried over included a larger than normal element of 2012/13 debit that was billed in March 2013 and had a first instalment date of April 2013 beyond the end of the financial year. The collectable debit for 2012/13 therefore included the amount but the payment date was not yet due. This amount equated to £244k, around £100k higher than usual. Also there are several empty rate avoidance tactics which we are experiencing

Collection of Non-Domestic Rates remains difficult in the current economic climate. Generally across Essex authorities have reported in-year collection falls, the largest reductions include falls of 2.8%, 1.8% and 1.4%.

Corrective action proposed (if required):

(Q4 2012/13) No extra corrective action is felt necessary at this time as, after allowing for the billing anomalies, the target was only missed by a very small margin. All billing, collection and recovery processes will be undertaken to collect any outstanding debts.

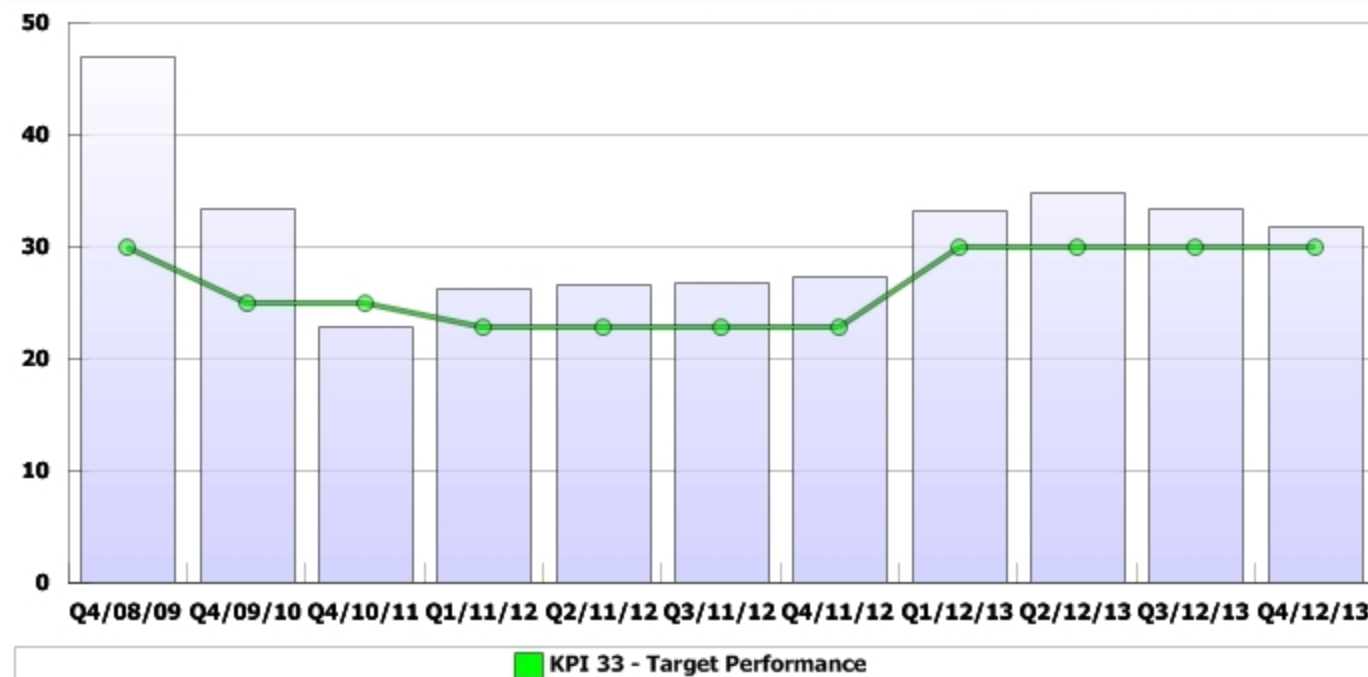
KPI 33 On average, how many days did it take us to process new benefit claims?

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
Q4/12/13	30.00	31.83
Q3/12/13	30.00	33.47
Q2/12/13	30.00	34.92
Q1/12/13	30.00	33.37
Q4/11/12	23.00	27.45



Annual Target: 2012/13 - 30.00 days
 2011/12 - 23.00 days
Indicator of good performance:
 A lower number of days is good

↓ is the direction of improvement

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

No

Comment on current performance (including context):

(Q4 2012/13) Performance is monitored on a weekly basis and improvements to processes are made when appropriate. Resources are managed to target performance for the KPI's, however, with major welfare reforms occurring from April 2013, resources have been required to implement some of these changes and this has impacted on the level of performance improvement.

Corrective action proposed (if required):

(Q4 2012/13) In previous quarters the performance had suffered due to vacancies and maternity leave. Following a recruitment exercise, performance has begun to improve again. Quarter 4 showed a performance of 27.38 days but this improvement was not sufficient to raise average performance for the year to the annual target. If a full establishment can be maintained the target for 2013/14 should be achievable without any additional corrective action.

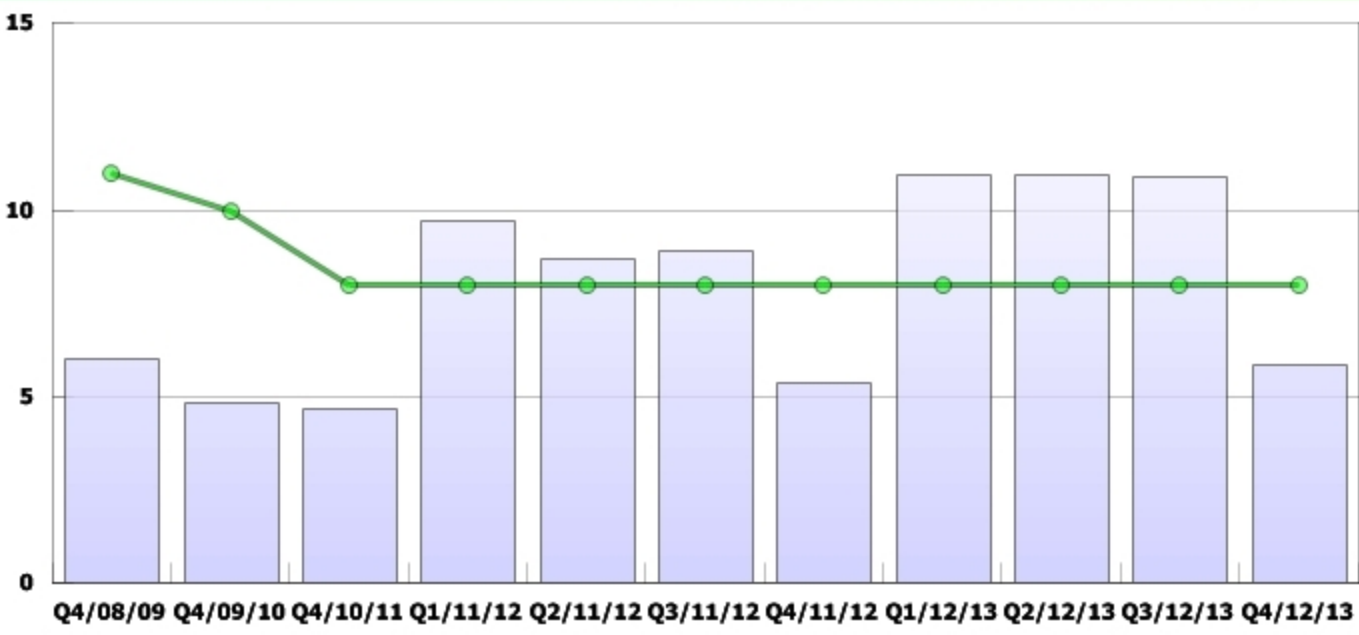
KPI 34 On average, how many days did it take us to process notices of a change in a benefit claimant's circumstances?

Indicator previously known as: LPI 17

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

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

Current and previous quarters performance



Quarter	Target	Actual	Status
Q4/12/13	8.00	5.86	✓
Q3/12/13	8.00	10.88	✗
Q2/12/13	8.00	10.95	✗
Q1/12/13	8.00	10.94	✗
Q4/11/12	8.00	5.37	✓

Annual 2012/13 - 8.00 days
 Target: 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

↓ is the direction of improvement

Comment on current performance (including context):

(Q4 2012/13) Performance is monitored on a weekly basis and improvements to processes are made when appropriate. Resources are managed to target performance for the KPI's, however, with major welfare reforms occurring from April 2013, resources have been required to implement some of these changes and this has impacted on the level of performance improvement. The target has however been achieved.

Corrective action proposed (if required):

(Q4 2012/13) In previous quarters the performance had suffered due to vacancies and maternity leave, but, following a recruitment exercise, performance has begun to improve again.

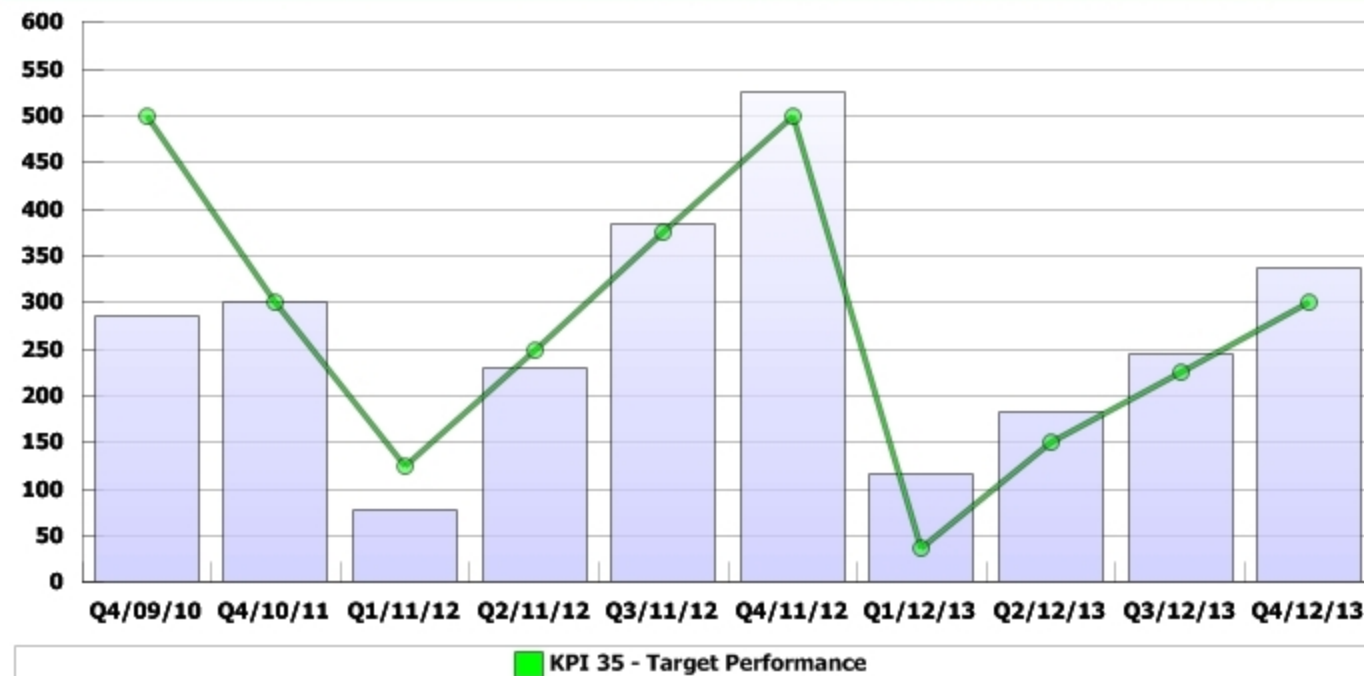
KPI 35 How many benefits fraud investigations were completed by the Council?

Indicator previously known as: LPI 53

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

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

Current and previous quarters performance



Quarter	Target	Actual
Q4/12/13	300	338
Q3/12/13	225	245
Q2/12/13	150	184
Q1/12/13	37	117
Q4/11/12	500	525



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

Indicator of good performance:
A higher number is good

↑ is the direction of improvement

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):

(Q4 2012/13) In previous quarters the Investigation team has had vacant posts which have affected the number of investigations that have been carried out. However, new staff have now been appointed to the vacant posts and the target has been achieved.

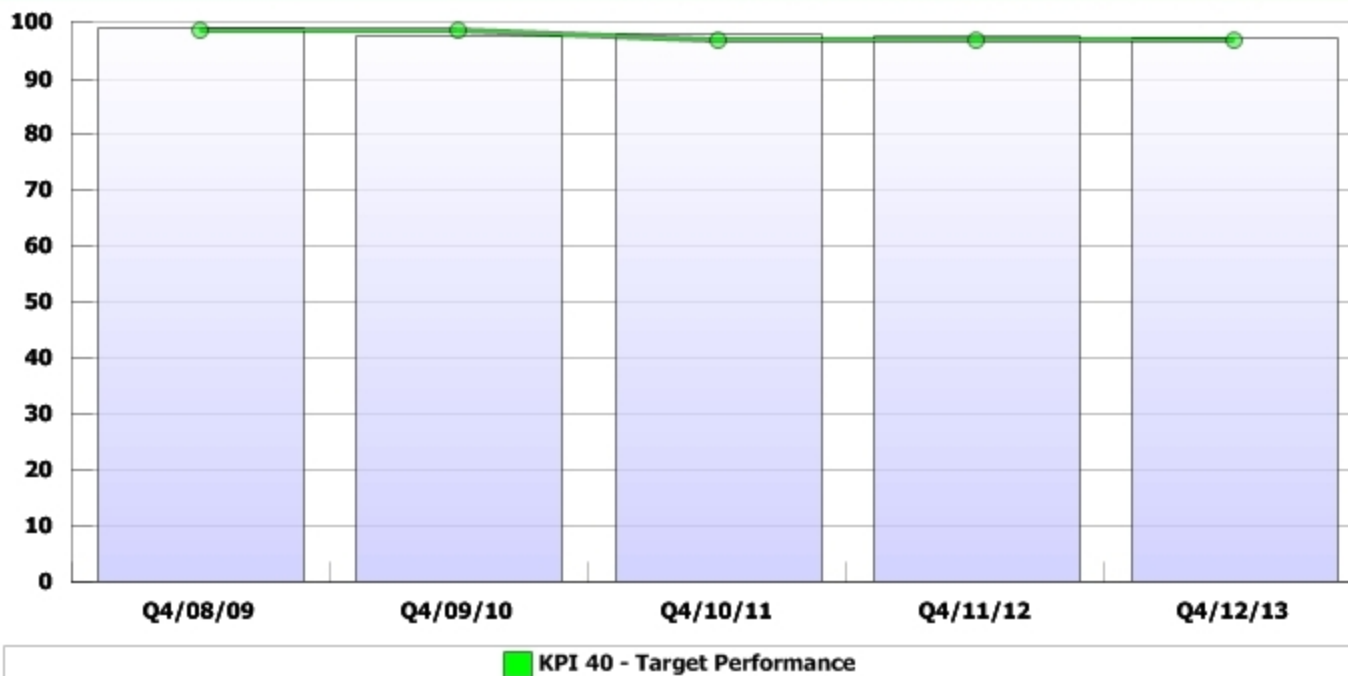
KPI 40 What percentage of the rent due from our council home tenants was paid?

Indicator previously known as: LPI 04

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

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

Current and previous quarters performance



Quarter	Target	Actual
Q4/12/13	97.00%	97.16%
Q4/11/12	97.00%	97.68%
Q4/10/11	97.00%	98.14%
Q4/09/10	98.80%	97.74%
Q4/08/09	98.81%	99.24%



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

Indicator of good performance:
A higher percentage is good

↑ is the direction of improvement

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

Yes



Comment on current performance (including context):

The target has been achieved.

Due to the introduction of the "bedroom tax" from April 2013, it is anticipated that the rent collection rate will reduce significantly. Members have therefore already agreed that the target for 2013/14 should be reduced.

Corrective action proposed (if required):

Continue to implement the Welfare Reform Mitigation Action Plan

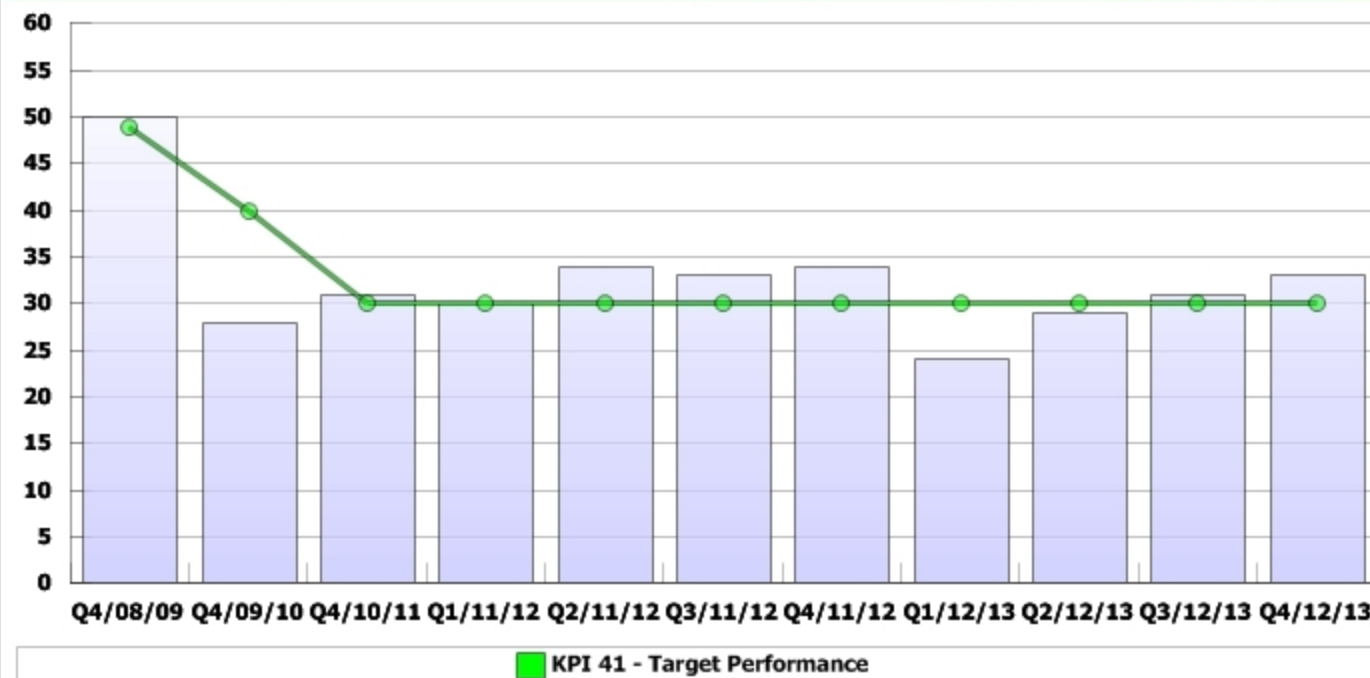
KPI 41 On average, how many days did it take us to re-let a Council property?

Indicator previously known as: LPI 05

Additional Information: The calculation excludes those properties which are 'difficult to let' (offered to and refused by at least two applicants) or 'major works' (works over 6 weeks AND over £1500 in cost terms). In addition it also excludes 'properties let through mutual exchanges', 'very sheltered accommodation' and 'properties the council intends to sell or demolish'.

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

Current and previous quarters performance



Quarter	Target	Actual	Performance
Q4/12/13	30	33	✗
Q3/12/13	30	31	✗
Q2/12/13	30	29	✓
Q1/12/13	30	24	✓
Q4/11/12	30	34	✗

Annual 2012/13 - 30 days
 Target: 2011/12 - 30 days
 Indicator of good performance:
 A lower number of days is good

↓ is the direction of improvement

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

No



Comment on current performance (including context):

(Q4 2012/13)
 The introduction of new Asbestos Regulations, which now requires an Asbestos Management Survey to be undertaken for every empty property, has resulted in an increase in the void period by about 3 days for each property. Under the Regulations, many empty properties also need a more detailed Asbestos Refurbishment Survey which can extend the void repairs period for around 1 week. In view of this, the Finance & Performance Management Scrutiny Panel has agreed that the target for this KPI 2013/14 should be increased to 33 days. However, as can be seen from the out-turn for the year, this will still be challenging

Continued meetings of Void Working Party to identify problems and provide possible solutions and undertake in depth assessment of void figures to identify problem areas and take corrective action. Relet times should improve with introduction of weekly freesheet, estimated date for introduction Autumn 2013

Corrective action proposed (if required):

The Void Working Party will continue to identify ways of minimising the void period, including consideration of the introduction of a weekly bidding cycle for Choice Based Lettings.

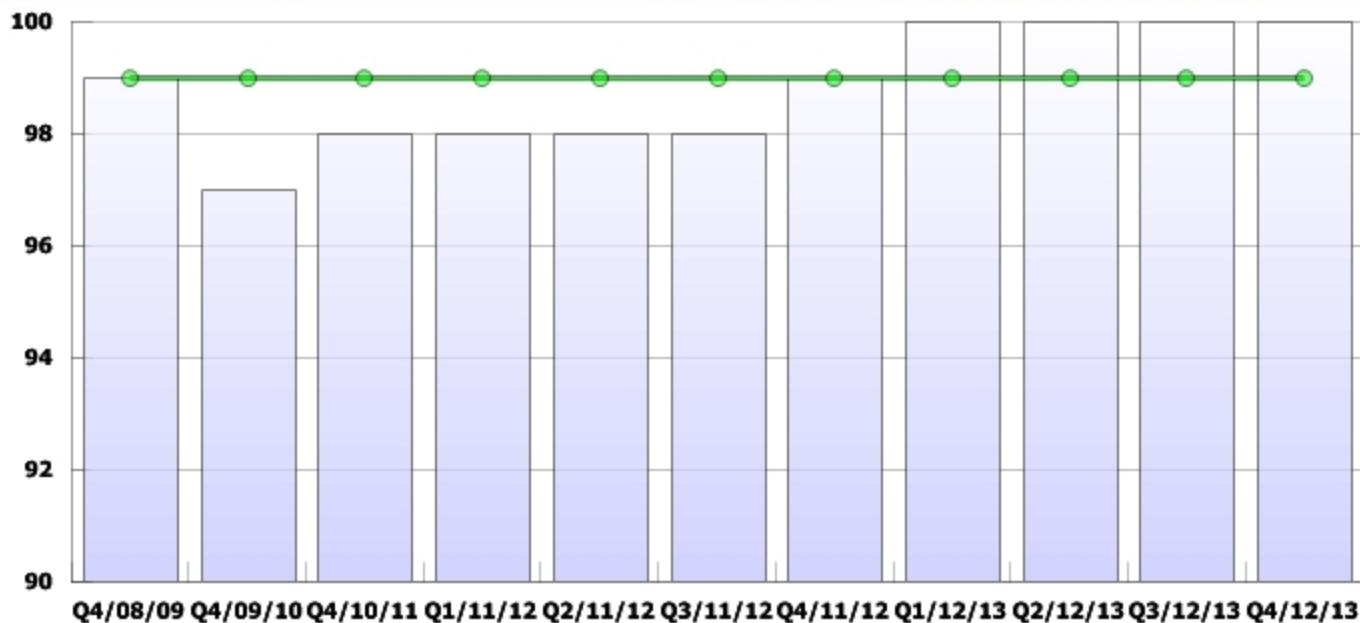
KPI 42 What percentage of emergency repairs to our council properties were completed within 24 hours?

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



KPI 42 - Target Performance

Quarter	Target	Actual
Q4/12/13	99%	100%
Q3/12/13	99%	100%
Q2/12/13	99%	100%
Q1/12/13	99%	100%
Q4/11/12	99%	99%

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

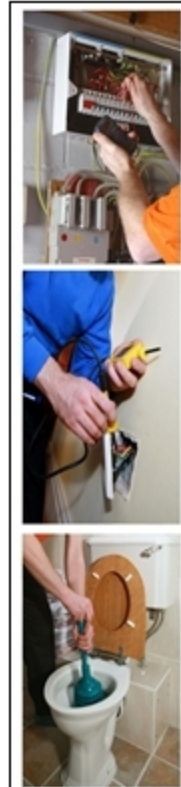
Indicator of good performance:
A higher percentage is good

↑ is the direction of improvement



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

Yes



Comment on current performance (including context):

(Q4 2012/13) The full year position on this KPI has achieved target. The performance has been outstanding with only 2 jobs being completed outside of the 24 hour target in the full 2012-13 year. This is as a result of the Repairs Management Contract with Mears, and the new ways of working that have been introduced as a result.

The target time for this KPI has been made even more challenging for 2013/14 - reducing the target time from 24 hours to just 4 hours.

Corrective action proposed (if required):

None.

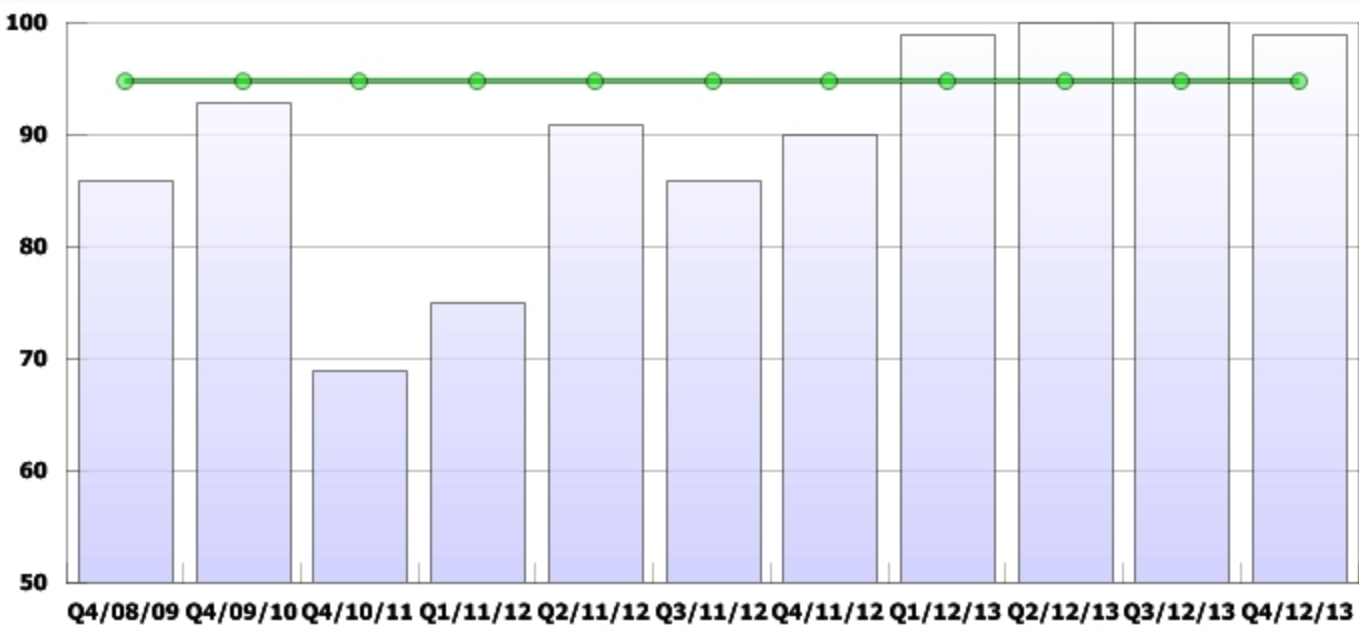
KPI 43 What percentage of urgent repairs to our council properties were completed within five working days?

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

Annual 2012/13 - 95%
 Target: 2011/12 - 95%
 Indicator of good performance:
 A higher percentage is good
 ↑ is the direction of improvement

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



Comment on current performance (including context):

(Q4 2012/13) - Performance on this KPI has exceeded target. The previous year's (2011-12) out-turn for this KPI was 90% achievement. The 98.95% result for 2012-13 is the highest outturn for this KPI ever.
 Previous annual results were:
 2006/7 = 89%
 2007/8 = 89%
 2008/9 = 86%
 2009/10 = 94%
 2010/11 = 69%
 2011/12 = 90%

The achievement of this critical KPI in 2012/13, through the Repairs Management Contract with Mears, is a result of the pro-active planning function, and the introduction of appointments for all repairs, handheld devices and real time information.

Corrective action proposed (if required):

The KPI Target for 2013/14 has been changed and made significantly more challenging, by requiring the completion of ALL repairs within 7.8 days. However, the out-turn for 2012/13 was within this target - at just 6.2 days.

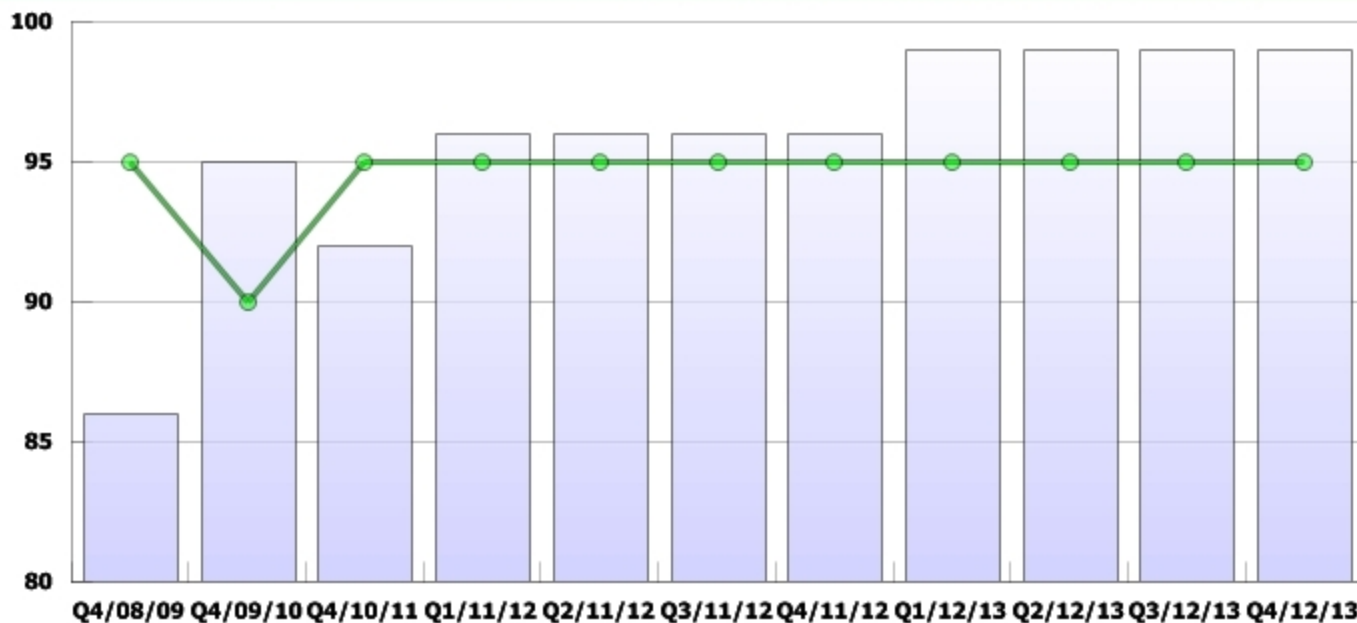
KPI 44 What percentage of routine repairs to our council properties were completed within six weeks?

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



Annual 2012/13 - 95%
Target: 2011/12 - 95%

Indicator of good performance:
A higher percentage is good

↑ is the direction of improvement

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

Yes

KPI 44 - Target Performance

Comment on current performance (including context):

(Q4 2012/13) - Performance on this KPI has exceeded the target of 95%. The outturn figure for this KPI for 2012/13 is 99.2% and is the highest level of performance ever achieved on this indicator. Previous performance on an annual basis is shown below:

2006/7 = 90%
2007/8 = 84%
2008/9 = 86%
2009/10 = 95%
2010/11 = 92%
2011/12 = 96%

Corrective action proposed (if required):

This KPI has been deleted for 2013/14, and replaced with the new KPI relating to the target time for ALL repairs (see commentary for KPI 43).

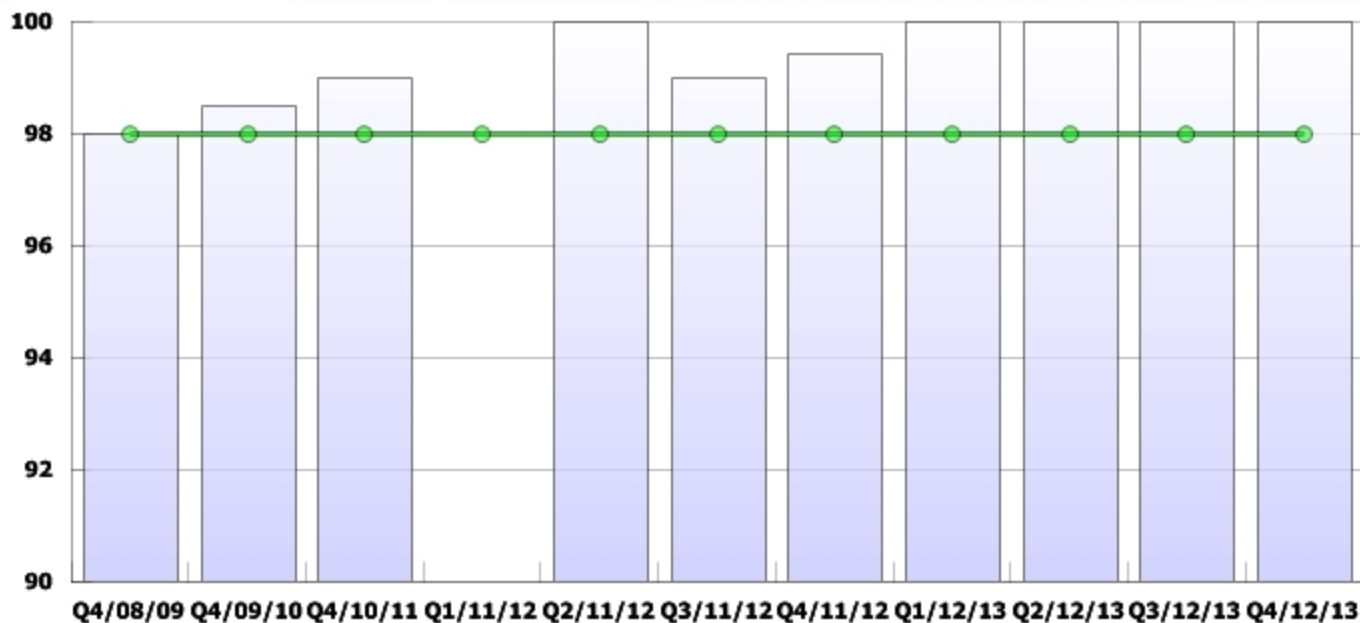
KPI 45 How satisfied were our tenants with the standard of the repairs service they received?

Indicator previously known as: LPI 10

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

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

Current and previous quarters performance



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



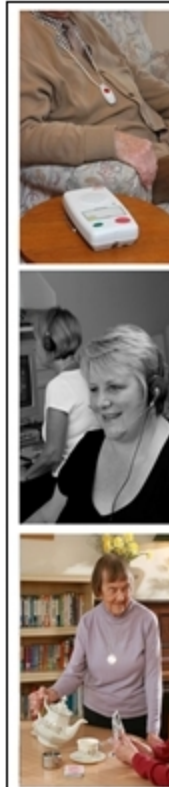
Annual 2012/13 - 98.00%
Target: 2011/12 - 98.00%

Indicator of good performance:
A higher percentage is good

↑ is the direction of improvement

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):

(Q4 2012/13) - Satisfaction with the Housing Repairs Service continues to be extremely high and well above target set. Information is gathered from tenants using handheld Personal Digital Assistants (PDAs) after repair work has been carried out.

None

KPI 45 - Target Performance

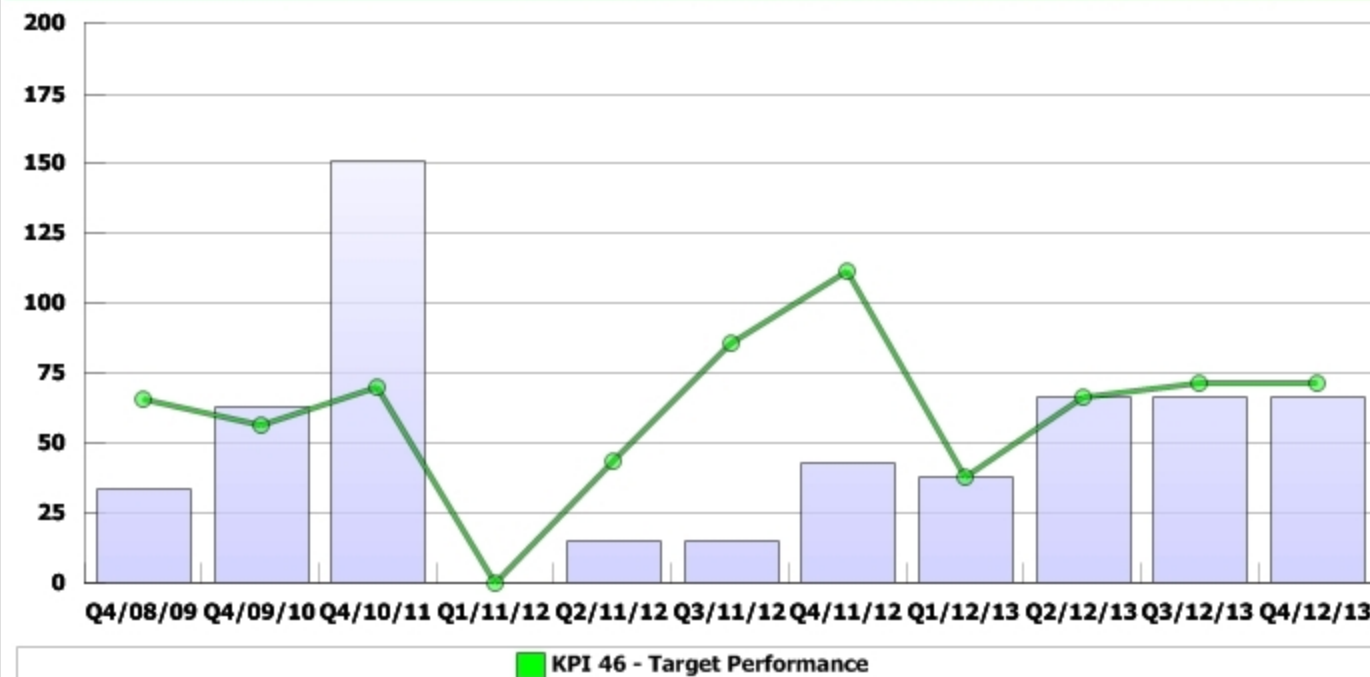
KPI 46 How many affordable homes were built in the District?

Indicator previously known as: NI 155

Additional Information: This indicator promotes an increase in the supply of affordable housing through new-build completions, changes of use and conversions. Quarterly targets and performance details for this indicator represent the cumulative total for the year to date.

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

Current and previous quarters performance



Quarter	Target	Actual	Status
Q4/12/13	72	67	✗
Q3/12/13	72	67	✗
Q2/12/13	67	67	✓
Q1/12/13	38	38	✓
Q4/11/12	112	43	✗

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

Indicator of good performance:
A higher number is good

↑ is the direction of improvement

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

✗ No



Comment on current performance (including context):

(Q4 2012/13) - The original target of 72 new affordable homes included an expectation that 5 shared ownership properties at Church Hill, Loughton, that are currently on-site, would be completed in 2012/13. However, their completion has now been delayed to May 2013, due to two of the properties being built close to the access way on the site, which have to be completed last on the site, due to allowing lorries into the site without height restriction.

Corrective action proposed (if required):

The Finance and Performance Management Scrutiny Panel has decided that this KPI should be deleted for 2013/14, since its achievement is outside the control of the Council.

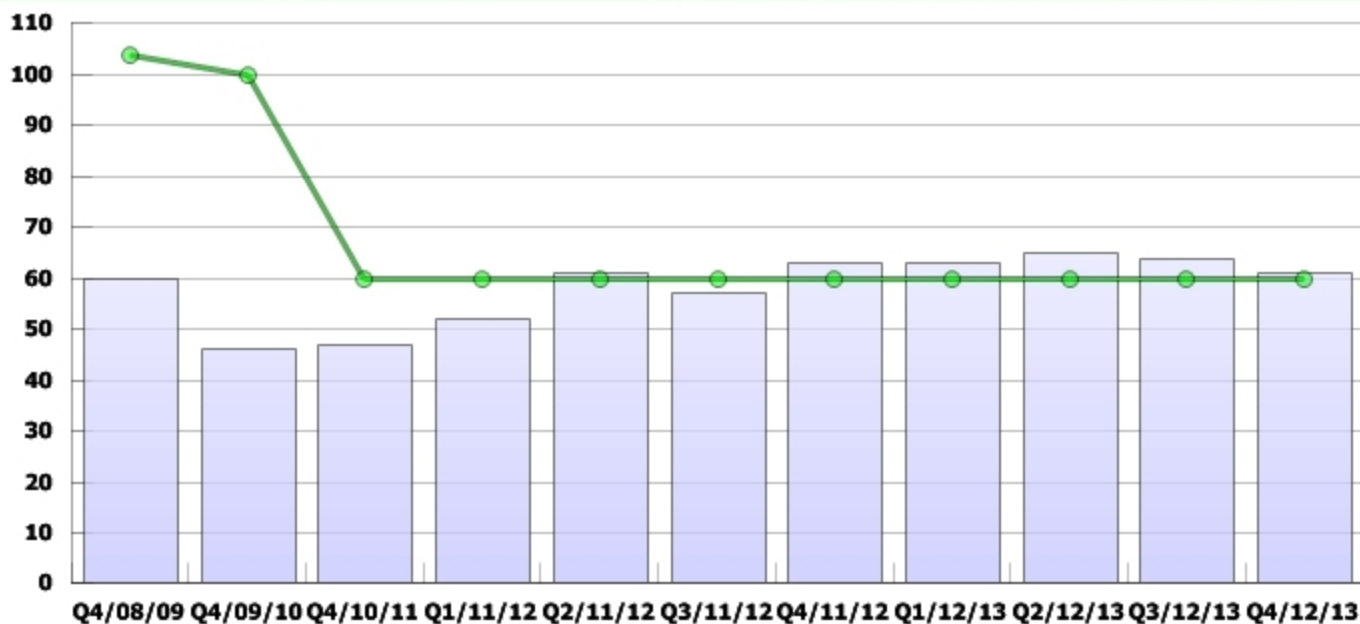
KPI 47 How many households were housed in temporary accommodation?

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 average of all four quarters performances.

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



KPI 47 - Target Performance

Quarter	Target	Actual
Q4/12/13	60	61
Q3/12/13	60	64
Q2/12/13	60	65
Q1/12/13	60	63
Q4/11/12	60	63

Annual 2012/13 - 60
Target: 2011/12 - 60

Indicator of good performance:
A lower number is good

↓ is the direction of improvement

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

No



Comment on current performance (including context):

(Q4 2012/13)
The number of homelessness applications has increased significantly over the past 2 years (by 20%) - including a 12% increase over the past year. In addition, the incidences of intentional homelessness have increased by 200% over the past year. This has resulted in an increase in the number of households in temporary accommodation and the target not being achieved during the current year. This is expected to further worsen in the future, due to the effects of the welfare reforms. Consequently, the Scrutiny Panel have agreed to increase the target to 70 for 2013/14.

Corrective action proposed (if required):

(Q4 2012/13) Corrective Action:
a) An additional Homelessness Prevention Officer is being appointed, funded from a Government grant.
b) The proposed new Housing Allocation Scheme removes homeless applicants' choice for Council accommodation and expects homeless applicants with less than three years local residency to be placed in the private sector - both initiatives are expected to reduce the number of homelessness applications.
c) EFDC is funding the CAB to appoint two Debt Advisors, which may avoid some homelessness
d) The increased Government funding for Discretionary Housing Payments from April 2013 will be targeted to families at risk of homelessness
e) The budget for EFDC Rental Loan Scheme has been increased from April 2013

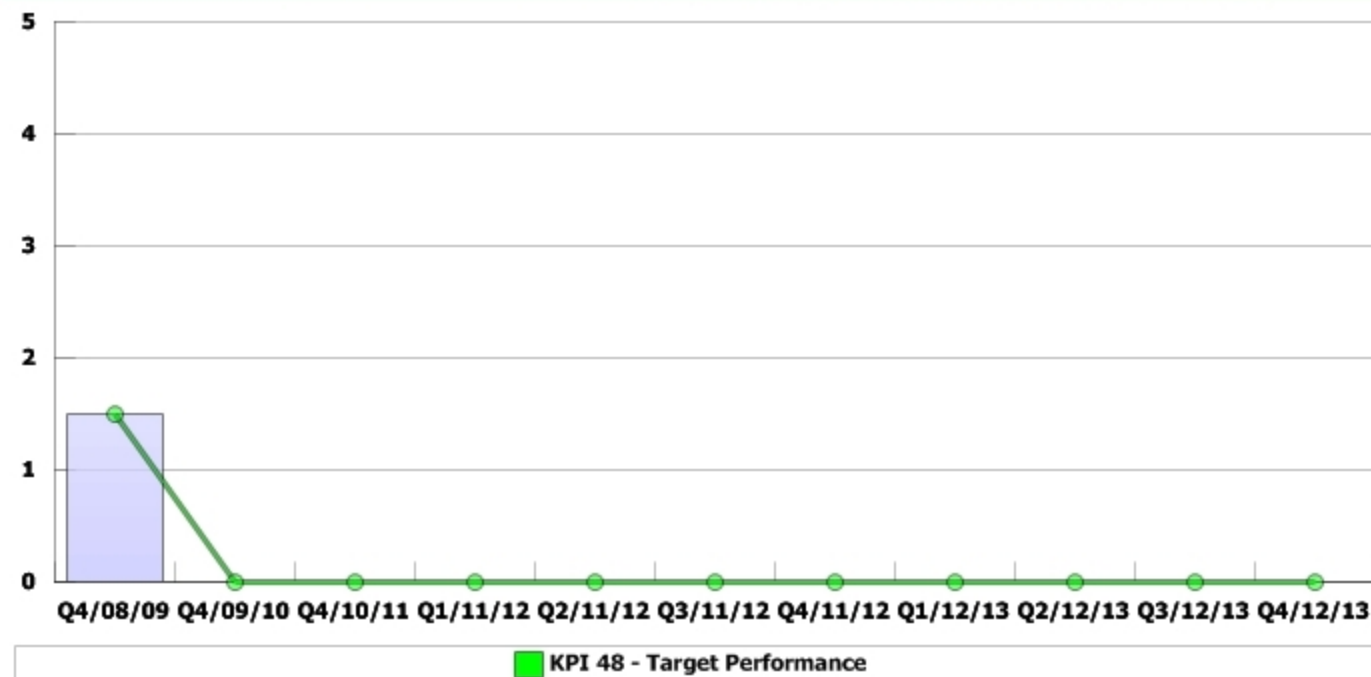
KPI 48 What percentage of our council homes were not in a decent condition?

Indicator previously known as: NI 158

Additional Information: This indicator measures the number of non-decent council homes and the proportion this represents of the total council housing stock, in order to demonstrate progress towards making all council housing decent.

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

Current and previous quarters performance



Quarter	Target	Actual
Q4/12/13	0.00%	0.00%
Q3/12/13	0.00%	0.00%
Q2/12/13	0.00%	0.00%
Q1/12/13	0.00%	0.00%
Q4/11/12	0.00%	0.00%



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

Indicator of good performance:
A lower percentage is good

↓ is the direction of improvement

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

Yes

Comment on current performance (including context):

(Q4 2012/13) Potential Non-Decent failures have been identified on the Stock Condition Survey Baseline for 2013-14 and appropriate Capital and Revenue works programmes have been commenced to prevent these properties falling into the Non-Decent category. No properties fail both kitchen and bathroom elements described under Reasonable Modern Facilities. During 2012-13 over 750 Stock Condition Surveys were completed. Z Drive/Stock Condition Survey 2013-14/Baseline shows:-
Criteria 'A' Minimum Standard 0-properties Criteria 'B' Reasonable State of Repair Gas central heating 294 properties Electric heating 44 properties Electrical Testing and Upgrades 630 properties Roof covering tiled 283 properties Roof covering flat 47 properties Criteria 'C' Reasonable Modern Facilities Kitchen replacements 223 properties

Bathroom replacements 300 properties It is anticipated that works to all potential Non-Decent properties will be completed as part of the planned Capital and Revenue works programme for 2013-14.

Corrective action proposed (if required):

None required

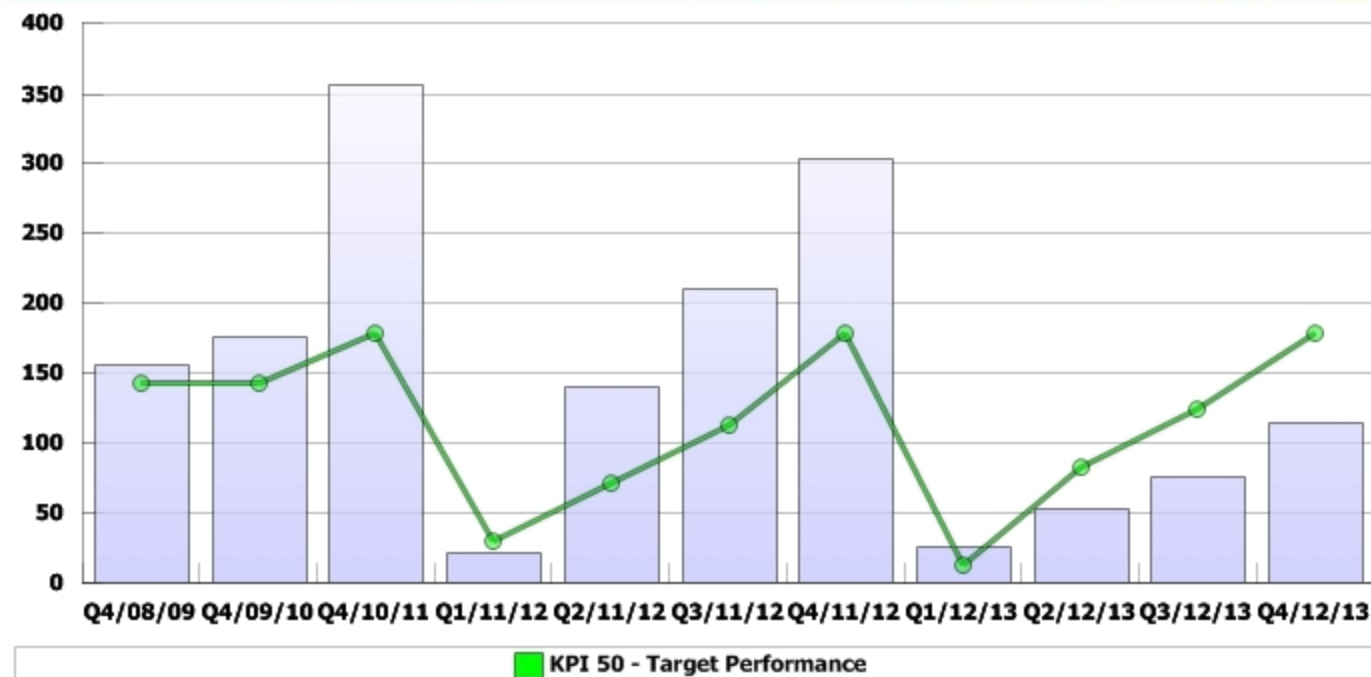
KPI 50 What was the net increase or decrease in the number of homes in the district?

Indicator previously known as: NI 154

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

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

Current and previous quarters performance



Quarter	Target	Actual
Q4/12/13	180	115
Q3/12/13	125	77
Q2/12/13	83	53
Q1/12/13	13	27
Q4/11/12	180	304



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

Indicator of good performance:
A higher number is good

↑ is the direction of improvement

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

Red box: No

Comment on current performance (including context):

(Q4 2012/13) Quarter 4 has not reached its target.

This quarter's performance is unusually low compared to other years. Obviously the Council does not build these additional homes, and has provided a more than adequate amount of permissions for us to meet this KPI target.

This decline is in keeper with Q1, Q2 & Q3, and the reason for these slow rates could be varied. Many of the larger developments is either coming to or have already been completed. The economic climate can also not help with the current lack of completions, perhaps affecting the ability for people to build what they have existing planning permission for.

Corrective action proposed (if required):

(Q4 2012/13) Encouraging housebuilders to take up planning permissions is reliant on the market and finance situation improving. Developers are experiencing difficulties in obtaining funding for housebuilding, a situation exacerbated by a lack of demand amongst potential house buyers. This is despite planning permissions having been granted by the council. For 2013-14, a new achievable target figure may come forward as a new evidence base emerges as part of the Local Plan process.

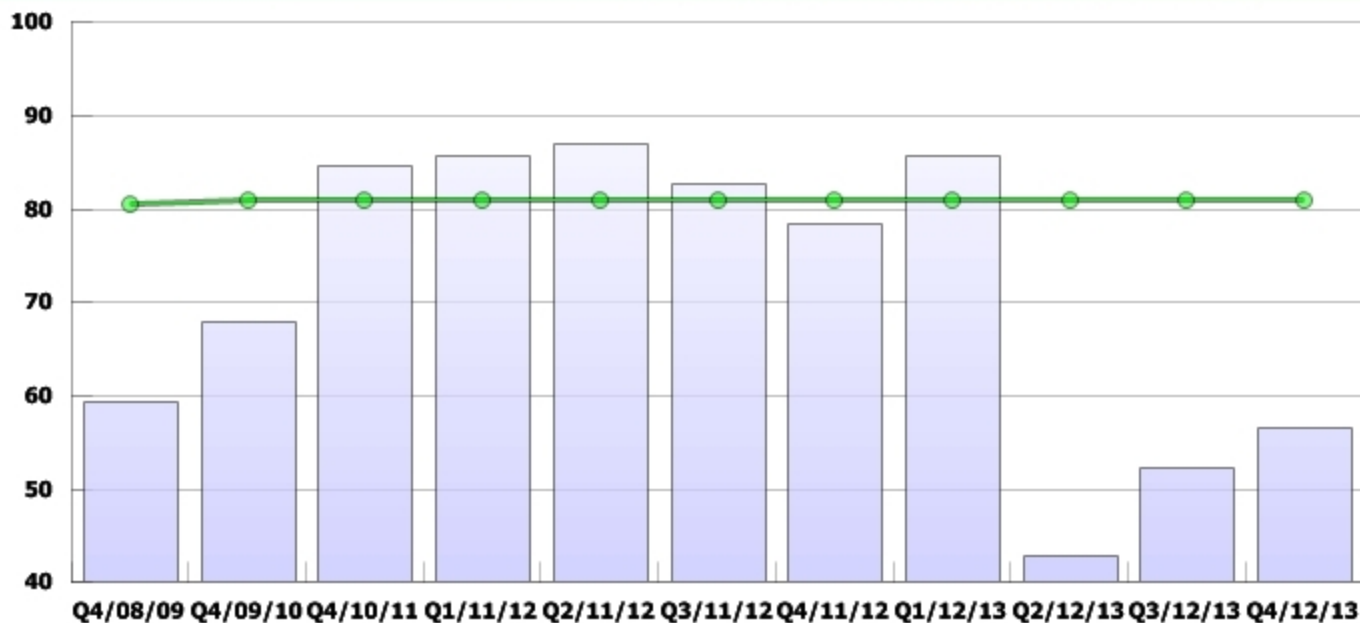
KPI 51 What percentage of major planning applications were processed within 13 weeks?

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



KPI 51 - Target Performance

Quarter	Target	Actual
Q4/12/13	81.00%	56.67%
Q3/12/13	81.00%	52.38%
Q2/12/13	81.00%	42.86%
Q1/12/13	81.00%	85.71%
Q4/11/12	81.00%	78.38%



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

Indicator of good performance:
A higher percentage is good

↑ is the direction of improvement

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

No



Comment on current performance (including context):

(Q4 2012/13) The performance is volatile to change given the complexity and low number of planning applications in this category (17 out of 30 applications decided in 13 weeks).

Corrective action proposed (if required):

(Q4 2012/13) There will be a fuller compliment of Development Control planning officers to deal with planning applications from the start of 2013-14, compared with 2012-13 (despite a snr planning officer going on maternity leave from May) so performance should improve, so long as major applications are decided when they are first reported to planning committees. Staff are well aware of the target and further engagement with developers at pre-planning application stage will help to speed up the decision making at officer delegation level or when reporting to planning committees.

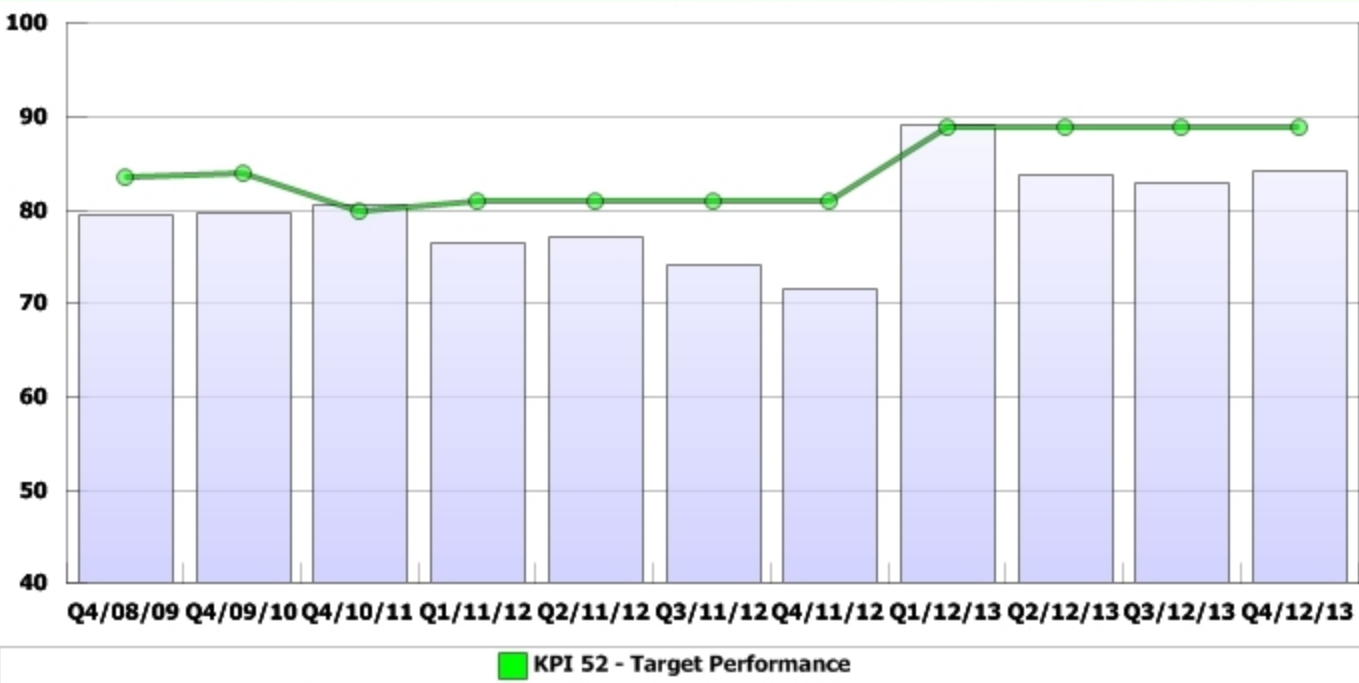
KPI 52 What percentage of minor planning applications were processed within 8 weeks (Delegated decisions only from 2012/13)?

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
Q4/12/13	89.00%	84.17%	✗
Q3/12/13	89.00%	83.05%	✗
Q2/12/13	89.00%	83.76%	✗
Q1/12/13	89.00%	89.13%	✓
Q4/11/12	81.00%	71.68%	✗

Annual 2012/13 - 89.00% (delegated)
 Target: 2011/12 - 81.00%
 Indicator of good performance:
 A higher percentage is good
 ↑ is the direction of improvement

Is it likely that the target will be met at the end of the year?
 No



Comment on current performance (including context):

(Q4 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 was 2 planning officers down for the majority of this year which unfortunately impacted on this performance against target (218 out of 259 applications decided within 8 weeks).

Corrective action proposed (if required):

(Q4 2012/13) There will be a fuller compliment of Development Control planning officers to deal with planning applications from the start of 2013-14, compared with 2012-13 (despite a snr planning officer going on maternity leave from May) so performance should improve. There will be an emphasis on shorter, more concise reports to reduce time spent by officers on each case, earlier targeting of officers reports for delegated decisions and negotiate revising plans through resubmission if the applications looks like it will go over time.

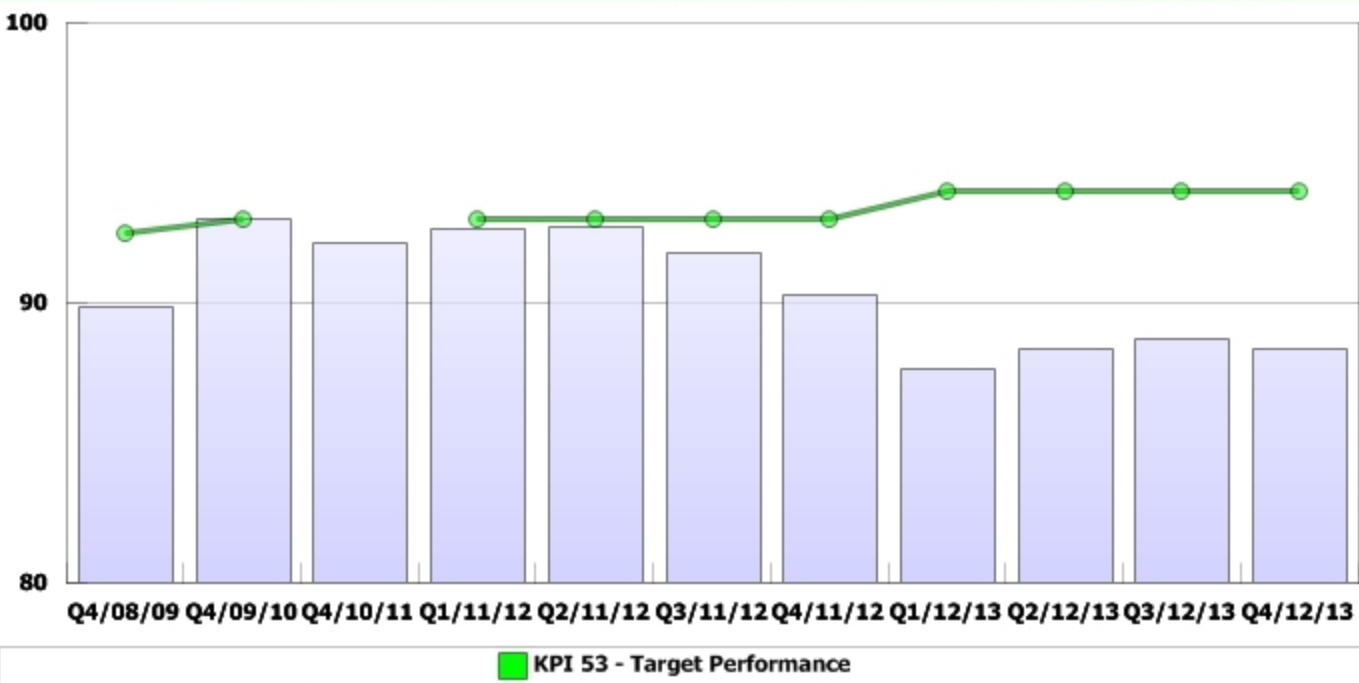
KPI 53 What percentage of other planning applications were processed within 8 weeks (Delegated decisions only from 2012/13)?

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	Performance Status
Q4/12/13	94.00%	88.38%	✘
Q3/12/13	94.00%	88.75%	✘
Q2/12/13	94.00%	88.40%	✘
Q1/12/13	94.00%	87.65%	✘
Q4/11/12	93.00%	90.30%	✘

Annual 2012/13 - 94.00% (delegated)
 Target: 2011/12 - 93.00%

Indicator of good performance:
 A higher percentage is good

↑ is the direction of improvement

▲

▼

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

✘ No

Comment on current performance (including context):

(Q4 2012/13) KPI 53 represents the highest proportion of all planning application types decided under delegated powers, including householder extensions. Target not been achieved, primarily because Development Control has been 2 officers short for 2012-13. However, still a high volume decided within 8 weeks (996 out of 1127).

Corrective action proposed (if required):

(Q4 2012/13) There will be a fuller compliment of Development Control planning officers to deal with planning applications from the start of 2013-14, compared with 2012-13 (despite a snr planning officer going on maternity leave from May) so performance should improve. There will be an emphasis on shorter, more concise reports to reduce time spent by officers on each case, earlier targeting of officers reports for delegated decisions and negotiate revising plans through resubmission if the applications looks like it will go over time.

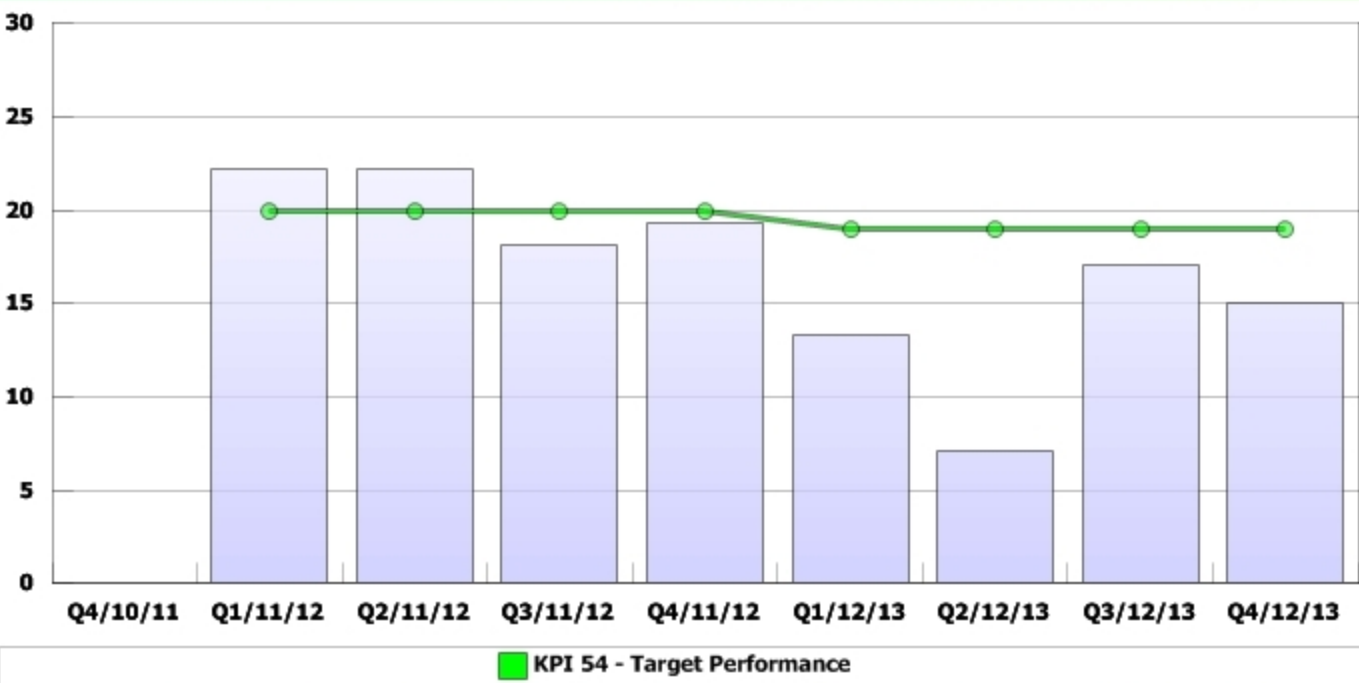
KPI 54 What percentage of planning applications recommended by planning officers for refusal were overturned and granted permission following an appeal?

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
Q4/12/13	19.00%	15.10%
Q3/12/13	19.00%	17.10%
Q2/12/13	19.00%	7.14%
Q1/12/13	19.00%	13.33%
Q4/11/12	20.00%	19.35%

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

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

Comment on current performance (including context):

(Q4 2012/13) Performance by Officer decision-making under delegated powers within target (only 8 out of 53 appeals allowed), demonstrating that planning policy and local decision making is generally being supported.

Corrective action proposed (if required):

(Q4 2012/13) Officers will only consider refusing planning permission where there is a sound reason to do so and the balance of issues are such that the decision is likely to be upheld should it go to appeal.

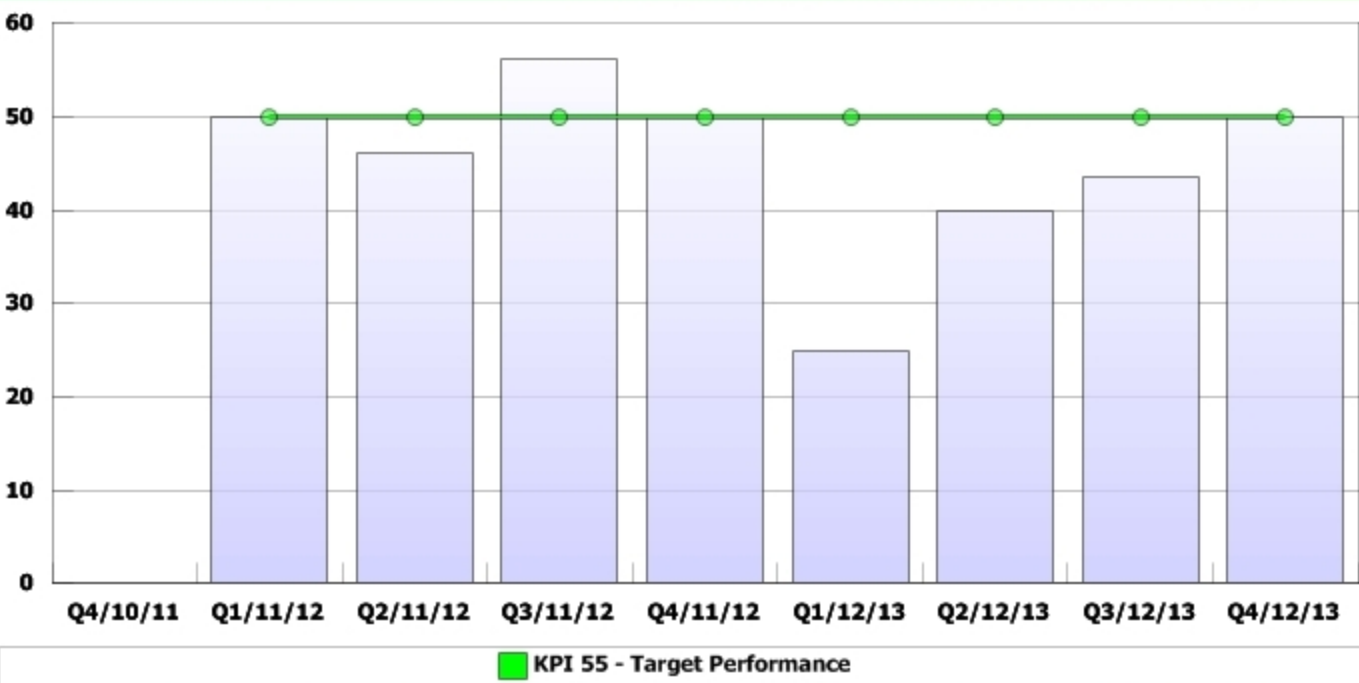
KPI 55 What percentage of planning applications, refused by Council Members against the planning officer's recommendation, were granted permission on appeal?

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	Performance
Q4/12/13	50.00%	50.00%	✓
Q3/12/13	50.00%	43.50%	✓
Q2/12/13	50.00%	40.00%	✓
Q1/12/13	50.00%	25.00%	✓
Q4/11/12	50.00%	50.00%	✓

Annual Target: 2012/13 - 50.00%
 Target: 2011/12 - 50.00%

Indicator of good performance:
 A lower percentage is good

↓ is the direction of improvement

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

Yes

Comment on current performance (including context):

(Q4 2012/13) 15 out of 30 Members decisions to reverse officer recommendations on planning applications reported to planning committees were dismissed on appeal and therefore supported by the Planning Inspectorate. Target achieved.

Corrective action proposed (if required):

(Q4 2012/13) Whilst there are planning issues often pulling in opposite directions in respect of these appeal subjects, particularly where there is local opposition, the decision to refuse planning permission needs to be made on sound planning grounds and justified.

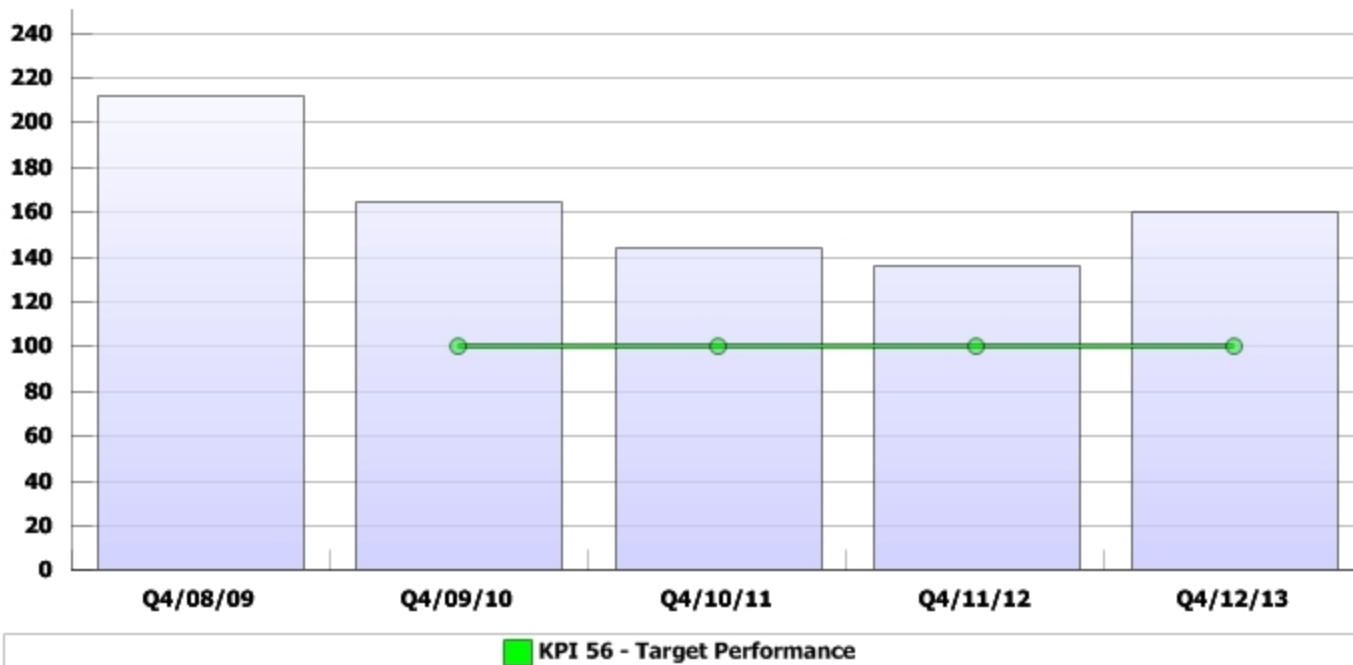
KPI 56 How much of the land required to meet our house building needs over the next five years was available to be delivered over the next five years?

Indicator previously known as: NI 159

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

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

Current and previous quarters performance



Quarter	Target	Actual
Q4/12/13	100.00%	160.29%
Q4/11/12	100.00%	136.01%
Q4/10/11	100.00%	144.00%
Q4/09/10	100.00%	164.76%
Q4/08/09	100.00%	212.40%



Annual Target: 2012/13 - 100.00%
2011/12 - 100.00%

Indicator of good performance:
A higher percentage is good

↑ is the direction of improvement

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

Yes

Comment on current performance (including context):

(Outturn 2012/13) This is a yearly figure calculated from the five-year assessment of land supply in November/December each year. Good performance is represented by a 100.00% or higher outturn. The Council's performance for 2012/13 was 160.29%, meeting and exceeding the target. It is higher than last year's figure. Performance is still very good.

Corrective action proposed (if required):

(Outturn 2012/13) No corrective action is proposed, as the target has been met and exceeded.