

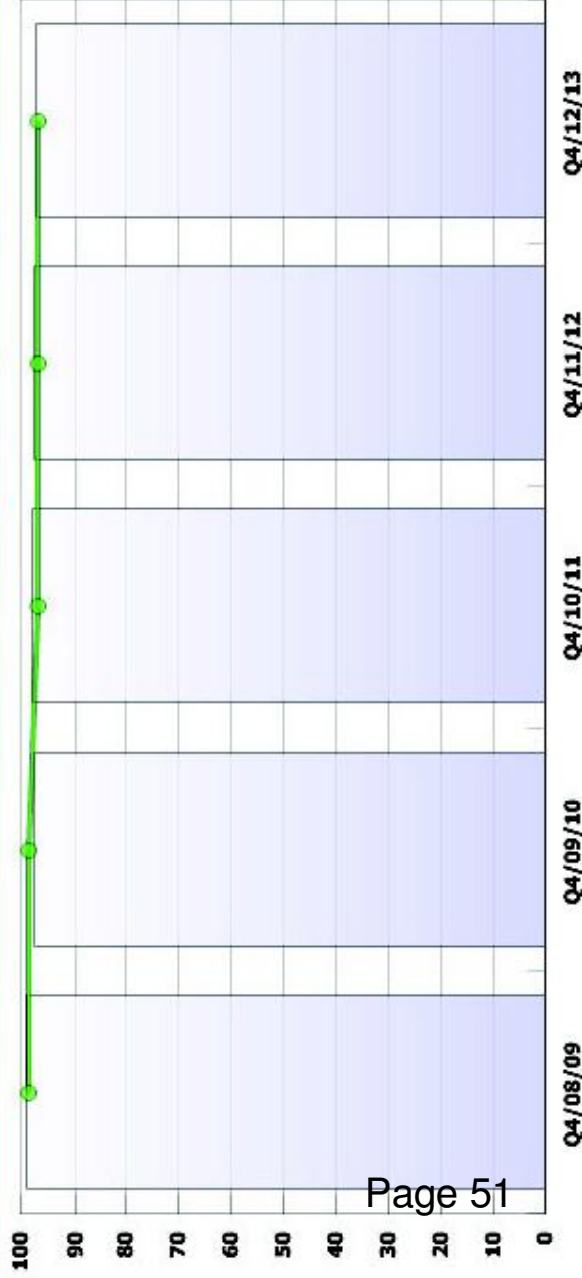
**KPI 40**

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

**Additional Information: This indicator is a measure of a local authority's rent collection and arrears recovery service**  
Indicator previously known as: LPI 04

For enquiries regarding this indicator contact the Performance Improvement Unit by email on [performance@eppingforestdc.gov.uk](mailto:performance@eppingforestdc.gov.uk) or by telephone on 01992 564472

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

Yes



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

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

**↑ is the direction of improvement**

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

Continue to implement the Welfare Reform Mitigation Action Plan

**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.

**KPI 41**

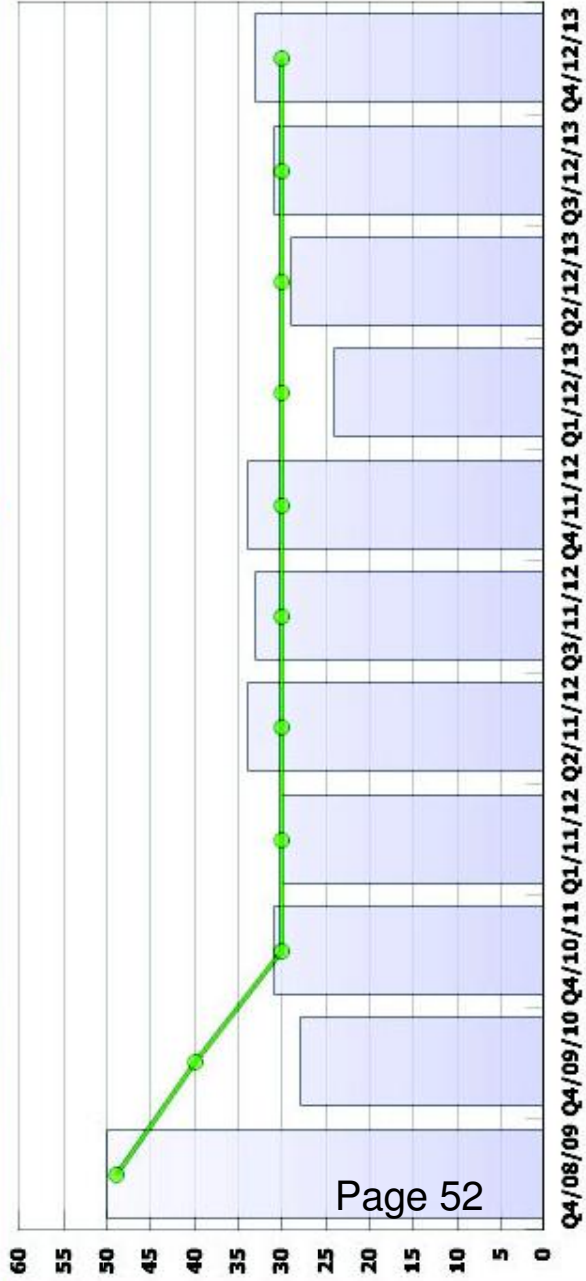
On average, how many days did it take us to re-let a Council property?

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'.

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Quarter	Target	Actual
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

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

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

Corrective action proposed (if required):

(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

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.

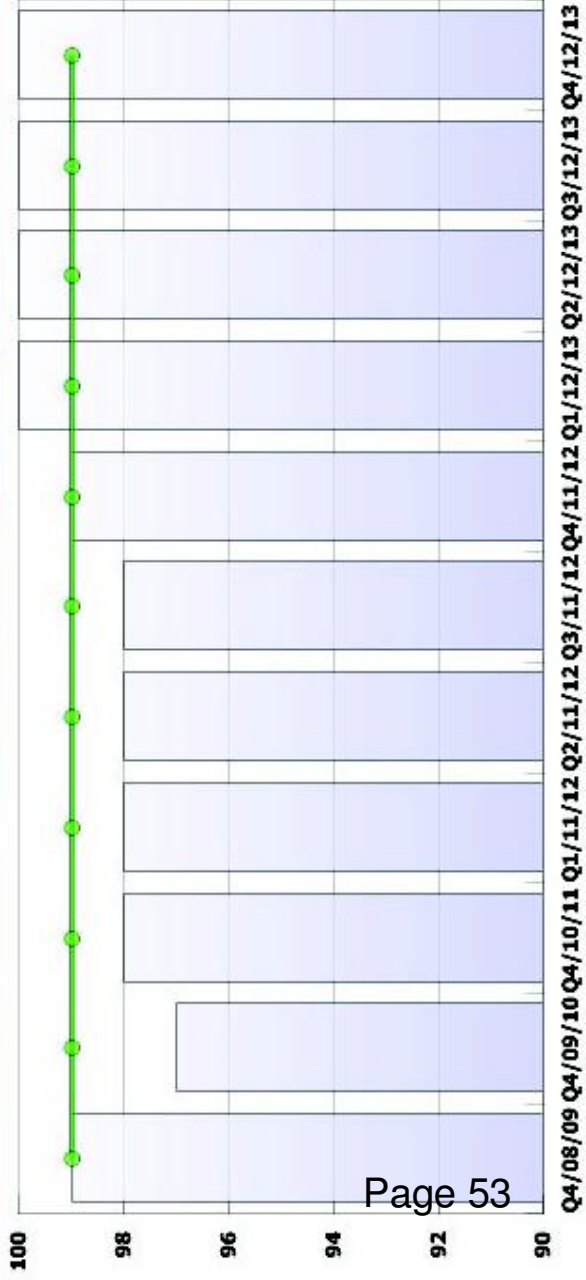
**KPI 42 What percentage of emergency repairs to our council properties were completed within 24 hours?**

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.

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**KPI 42 - Target Performance**

**Comment on current performance (including context):** Corrective action proposed (if required):

(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.

None.



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

**↑ is the direction of improvement**

**Annual 2012/13 - 99%**  
**Target: 2011/12 - 99%**  
**Indicator of good performance: A higher percentage is good**

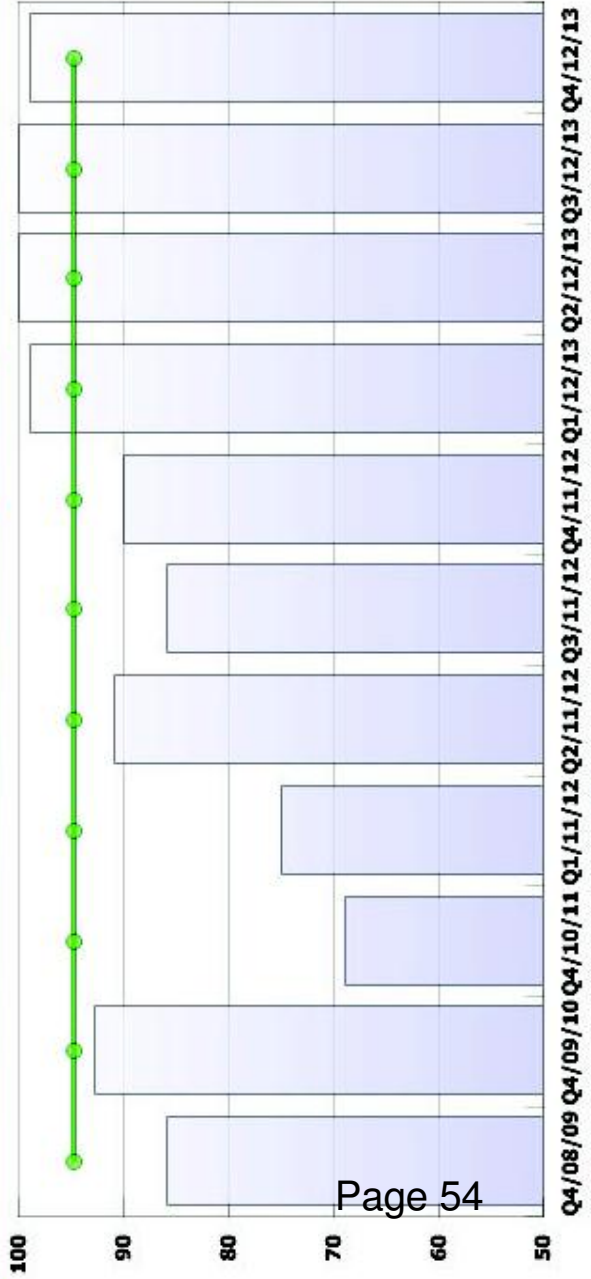
**KPI 43** What percentage of urgent repairs to our council properties were completed within five working days?

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.

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

Yes

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

Indicator of good performance: A higher percentage is good

↑ is the direction of improvement

Corrective action proposed (if required):

(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.

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.

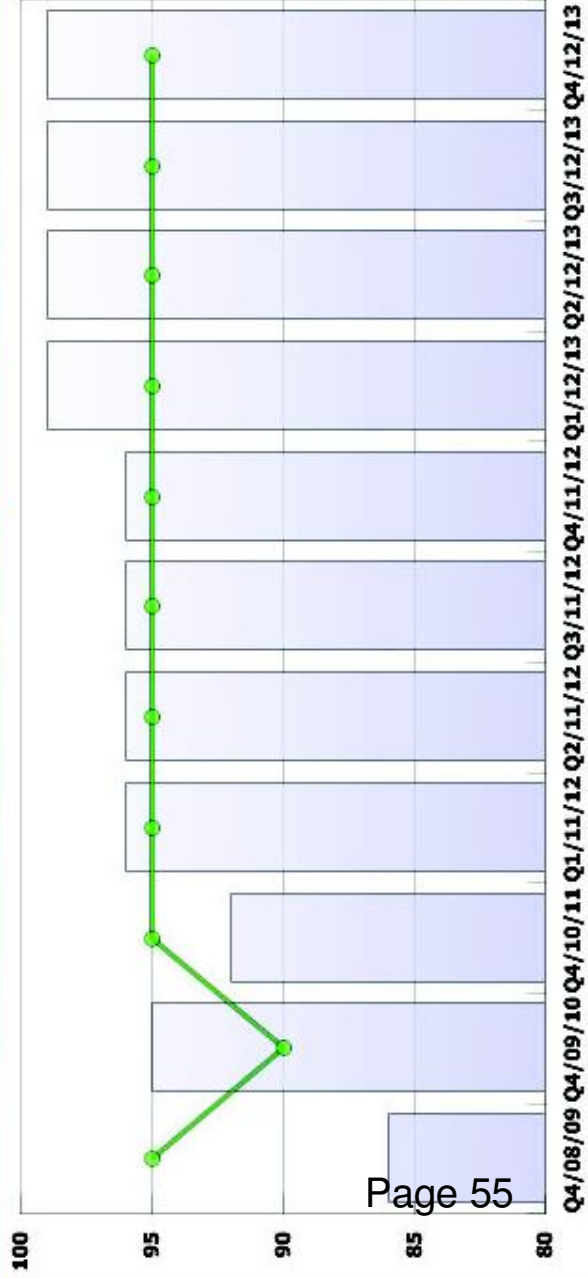
**KPI 44** What percentage of routine repairs to our council properties were completed within six weeks?

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.

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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).



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

↑ is the direction of improvement

**KPI 45**

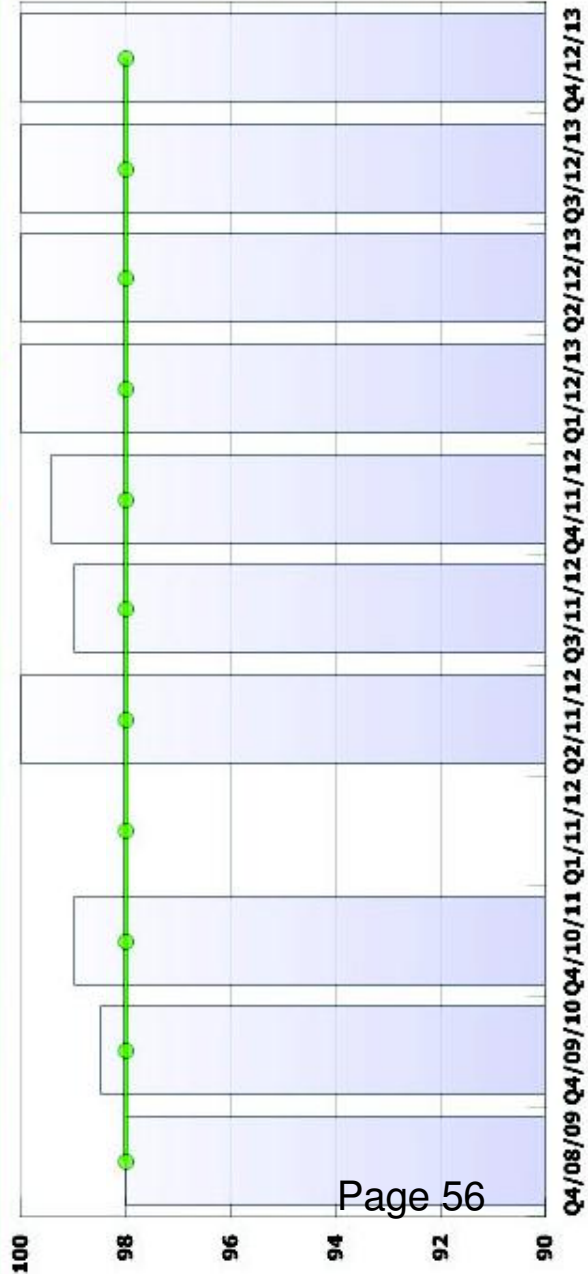
How satisfied were our tenants with the standard of the repairs service they received?

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

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

Yes

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

Indicator of good performance: A higher percentage is good

↑ is the direction of improvement

Corrective action proposed (if required):

None

Comment on current performance (including context):

(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.

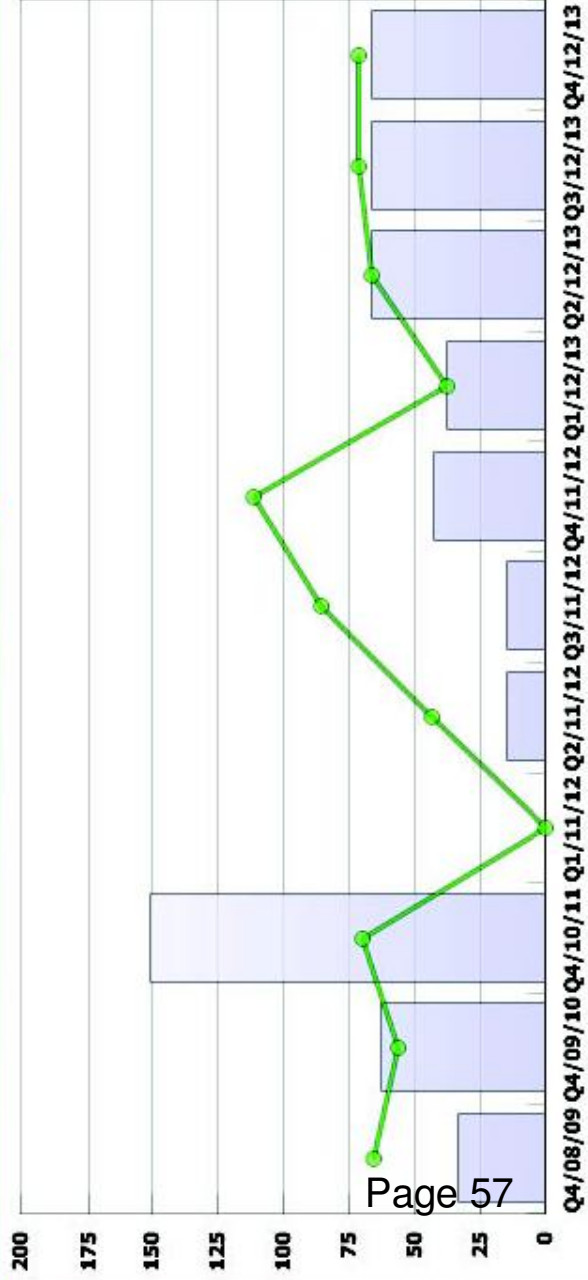
**KPI 46** How many affordable homes were built in the District?

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

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X  X  ✓  ✓  X

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

**Annual Target:** 2012/13 - 72  
 2011/12 - 112  
**Indicator of good performance:**  
 A higher number is good

↑ is the direction of improvement

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

**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.



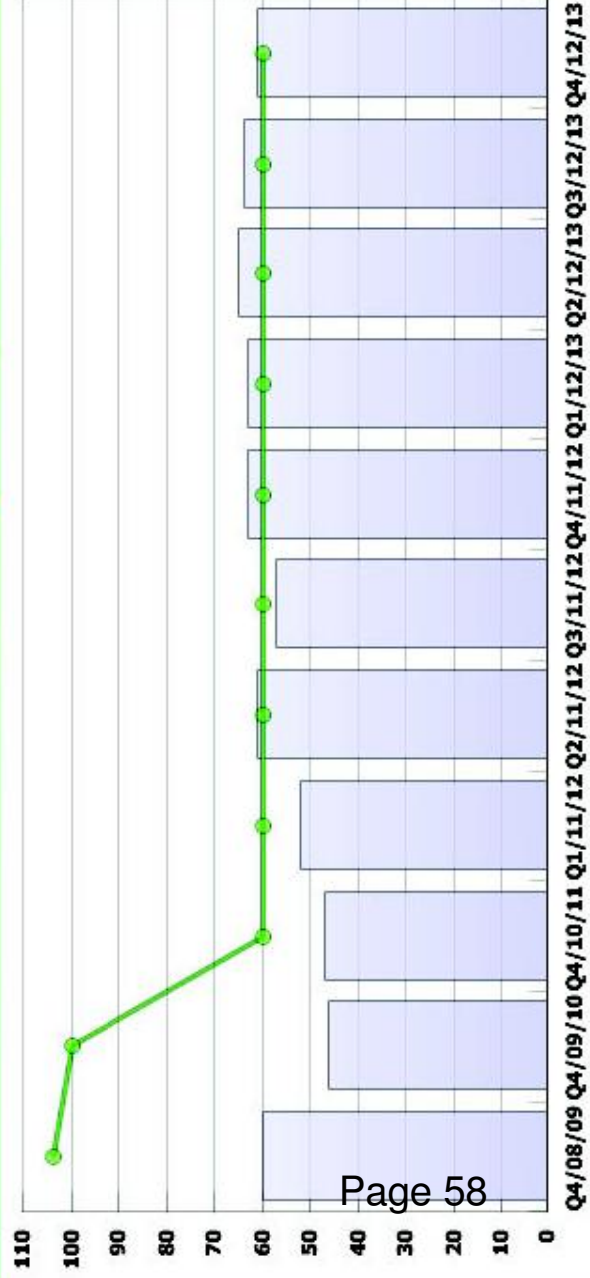
**KPI 47** How many households were housed in temporary accommodation?

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

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█ KPI 47 - Target Performance

**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



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



No

↓ is the direction of improvement



**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.**

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**Current and previous quarters performance**



**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 tied 283 properties  
 Roof covering flat 47 properties  
 Criteria 'C' Reasonable Modern Facilities Kitchen replacements 223 properties

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

None required

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.