

End of quarter cumulative KPI performance vs target

Quarterly Headlines - Reflecting on our performance

Year-end predictions for quarterly KPI performance



Q1 2013/14 KPI Performance Summary

A total of 21 out of 34 KPIs have achieved their target representing a 61.8% success rate.

A total of 9 brand new indicators were introduced this quarter. Of those, 8 achieved target and 1 was a marginal fail.

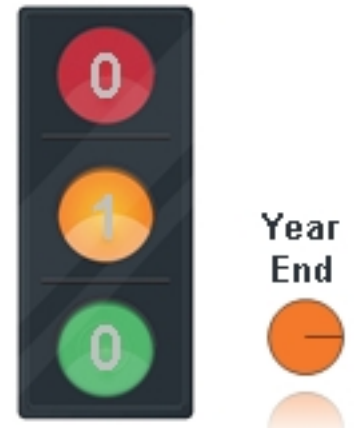
Of the 12 indicators which have missed their target, 3 were marginal fails and performed within their agreed 'amber' tolerances.

At the time of compiling this report, performance information was unavailable for one indicator for Q1. Should it achieve target, the overall percentage success rate would rise to 64.7%.



■ = Fail ■ = Marginal fail* (Qtrly) / Uncertain (Year-end) ■ = Achieve

Office of the Deputy Chief Executive



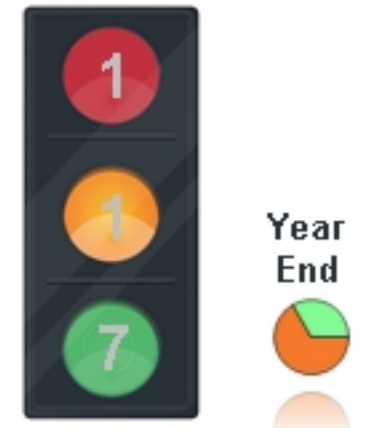
Year End

Corporate Support Services



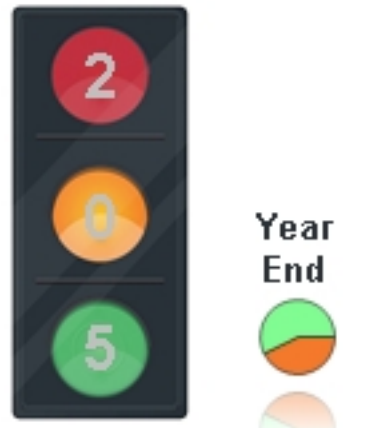
Year End

Environment & Street Scene



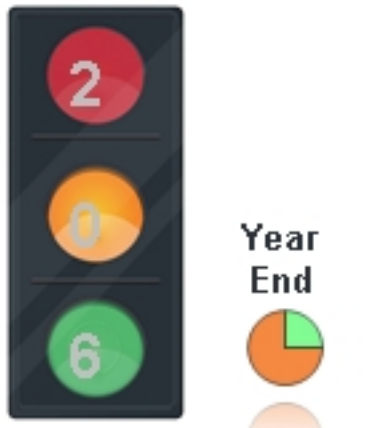
Year End

Finance & ICT



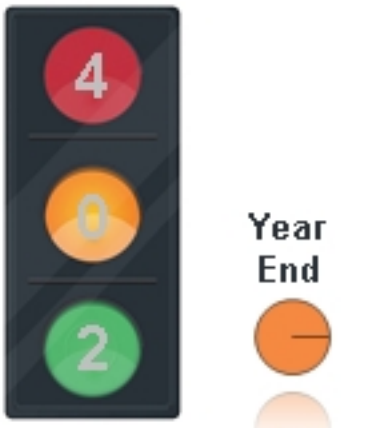
Year End

Housing




































Year End

Planning & Economic Development



Year End

* Marginal fail = performance below current year target but within the agreed 'amber' tolerance

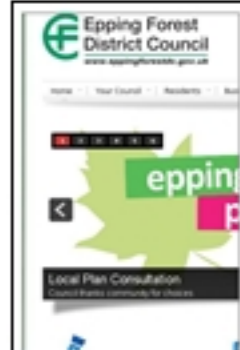
Quarterly Indicators		Quarter 1		Quarter 2		Quarter 3		Quarter 4		Is year-end target likely to be achieved?
		Tgt	Actual	Tgt	Actual	Tgt	Actual	Tgt	Actual	
Office of the DCE Quarterly KPIs										
KPI 04	(Website Satisfaction)	77.0%	75.0%		77.0%	77.0%		77.0%		Uncertain
Corporate Support Services Quarterly KPIs										
KPI 10	(Sickness absence) (days)	1.66	1.69		3.51	5.40		7.25		Uncertain
KPI 11	(Commercial rent arrears) (%)	3.00%			3.00%	3.00%		3.00%		Uncertain
KPI 12	(Commercial premises let) (%)	98.00%	98.31%		98.00%	98.00%		98.00%		Uncertain
Environment & Street Scene Quarterly KPIs										
KPI 20	(Non-recycled waste) (kg)	94	100		190	249		380		Uncertain
KPI 21	(Household recycling) (%)	59.01%	59.93%		62.90%	64.80%		60.00%		Uncertain
KPI 22	(Litter) (%)	8%	8%		8%	8%		8%		Yes
KPI 23	(Detritus) (%)	12%	5%		12%	12%		12%		Yes
KPI 25	(Neighbourhood issues) (%)	95.00%	96.76%		95.00%	95.00%		95.00%		Yes
KPI 26	(Fly-tip investigations) (%)	90%	92%		90%	90%		90%		Uncertain
KPI 27a	(Fly-tip: contract) (%)	90%	85%		90%	90%		90%		Uncertain
KPI 27b	(Fly-tip: non-contract) (%)	90%	92%		90%	90%		90%		Uncertain
KPI 28	(Noise investigations) (%)	90%	95%		90%	90%		90%		Uncertain
Finance & ICT Quarterly KPIs										
KPI 30	(Invoice payments) (%)	97%	97%		97%	97%		97%		Uncertain
KPI 31	(Council Tax collection) (%)	27.06%	27.20%		51.87%	76.90%		96.60%		Uncertain
KPI 32	(NNDR Collection) (%)	31.04%	29.80%		56.70%	81.88%		97.50%		Uncertain
KPI 33	(New benefit claims) (days)	30.00	26.42		30.00	30.00		30.00		Yes
KPI 34	(Benefits changes) (days)	10.00	8.53		10.00	10.00		6.00		Yes
KPI 35	(Benefit fraud) (no.)	75	56		150	225		300		Yes
KPI 36	(Proven fraud) (%)	30%	43%		30%	30%		30%		Yes
Housing Quarterly KPIs										
KPI 40	(Housing rent) (%)	96.00%	92.17%		96.00%	96.00%		96.00%		Uncertain
KPI 41	(Void re-lets) (days)	33	50		33	33		33		Uncertain
KPI 45	(Tenant satisfaction) (%)	98.00%	99.00%		98.00%	98.00%		98.00%		Yes
KPI 47	(Temp. accommodation) (no.)	70	57		70	70		70		Yes
KPI 49	(Modern Homes Std) (%)	825	905		825	825		825		Yes
KPI 60	(Emergency repairs) (%)	99%	99%		99%	99%		99%		Yes
KPI 61	(Responsive repairs) (days)	7.0	6.0		7.0	7.0		7.0		Yes
KPI 62	(Emergency repairs) (%)	98%	99%		98%	98%		98%		Yes
Planning & Economic Development Quarterly KPIs										
KPI 50	(Increase in homes) (no.)	42	123		83	121		180		Uncertain
KPI 51	(Major planning) (%)	70.00%	85.71%		70.00%	70.00%		70.00%		Uncertain
KPI 52	(Minor planning) (%)	89.00%	85.51%		89.00%	89.00%		89.00%		Uncertain
KPI 53	(Other planning) (%)	94.00%	91.74%		94.00%	94.00%		94.00%		Uncertain
KPI 54	(Appeals - officers) (%)	19.00%	25.00%		19.00%	19.00%		19.00%		Uncertain
KPI 55	(Appeals - members) (%)	50.00%	66.67%		50.00%	50.00%		50.00%		Uncertain

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

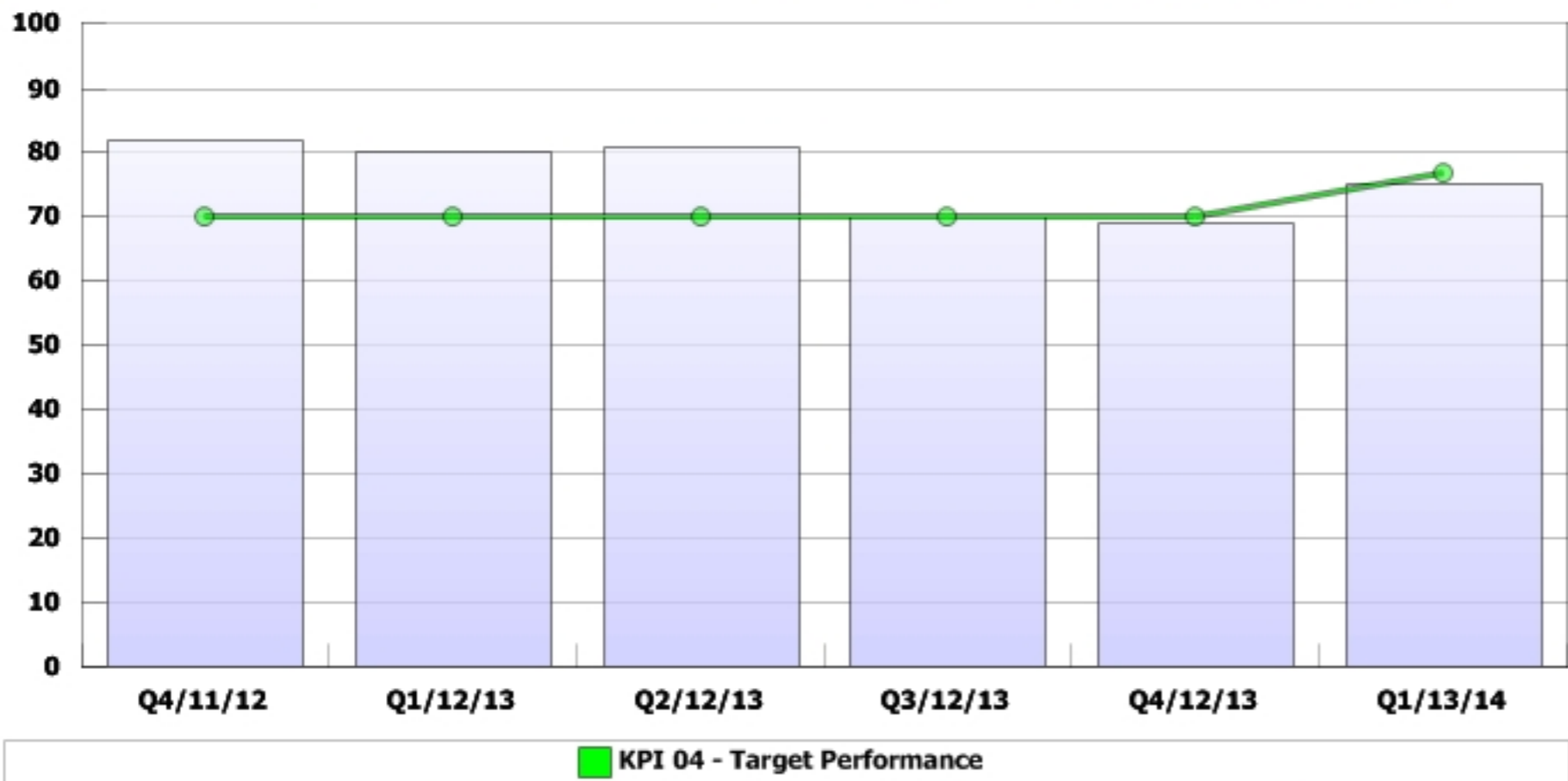
Additional Information:

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



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



Quarter	Target	Actual	Status
Q1/13/14	77.0%	75.0%	X
Q4/12/13	70.0%	69.0%	X
Q3/12/13	70.0%	70.0%	✓
Q2/12/13	70.0%	81.0%	✓
Q1/12/13	70.0%	80.0%	✓

Annual 2013/14 - 77%
Target: 2012/13 - 70%
Indicator of good performance: A higher level is good
 ↑ is the direction of improvement

Comment on current performance (including context):

(Q1 2013/14) First quarter performance for this KPI is behind target, but within the tolerance set for the 'amber' performance status.

Corrective action proposed (if required):

(Q1 2013/14) A number of actions from the KPI improvement plan for 2013/14 are due to be implemented shortly, including the completion of a review of page content, a spelling review (for potential misspellings), and the completion of the A-Z facility. Other improvement actions are scheduled to be completed throughout the year, and work is being undertaken to develop a new version of the KPI for 2014/15, to more robustly reflect user satisfaction with the website.

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

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



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

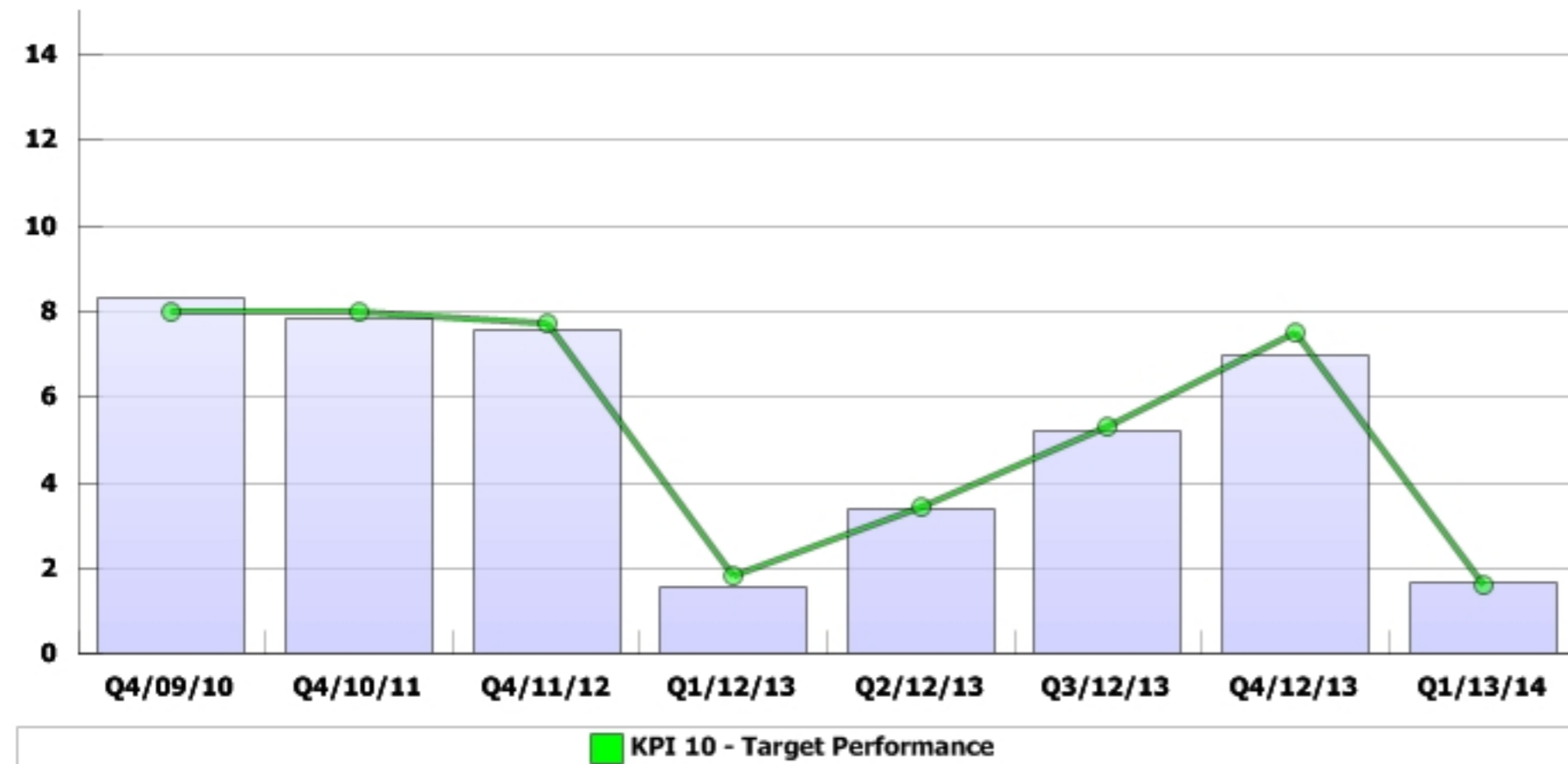
Uncertain

Quarter	Target	Actual	
Q1/13/14	1.66	1.69	X
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	✓

Annual Target: 2013/14 - 7.25 days
2012/13 - 7.50 days

Indicator of good performance:
A lower number of days is good

↓ is the direction of improvement



Comment on current performance (including context):

(Q1 2013/14)

Corrective action proposed (if required):

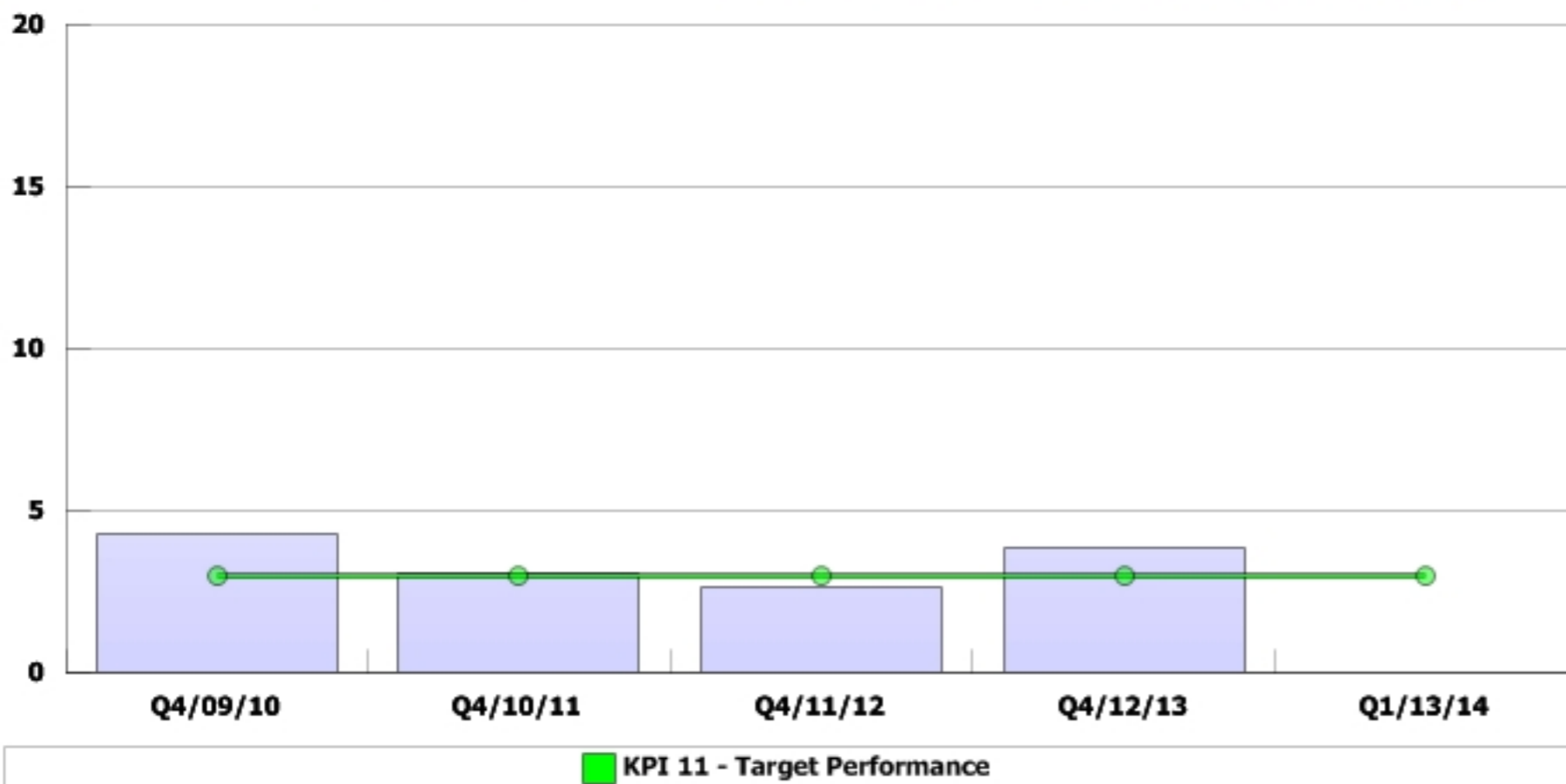
(Q1 2013/14)

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

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
Q1/13/14	3.00%	
Q4/12/13	3.00%	3.90%
Q4/11/12	3.00%	2.66%
Q4/10/11	3.00%	3.10%
Q4/09/10	3.00%	4.30%



Annual 2013/14 - 3.00%
Target: 2012/13 - 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):

(Q1 2013/14) Director of Corporate Support Services to report

Corrective action proposed (if required):

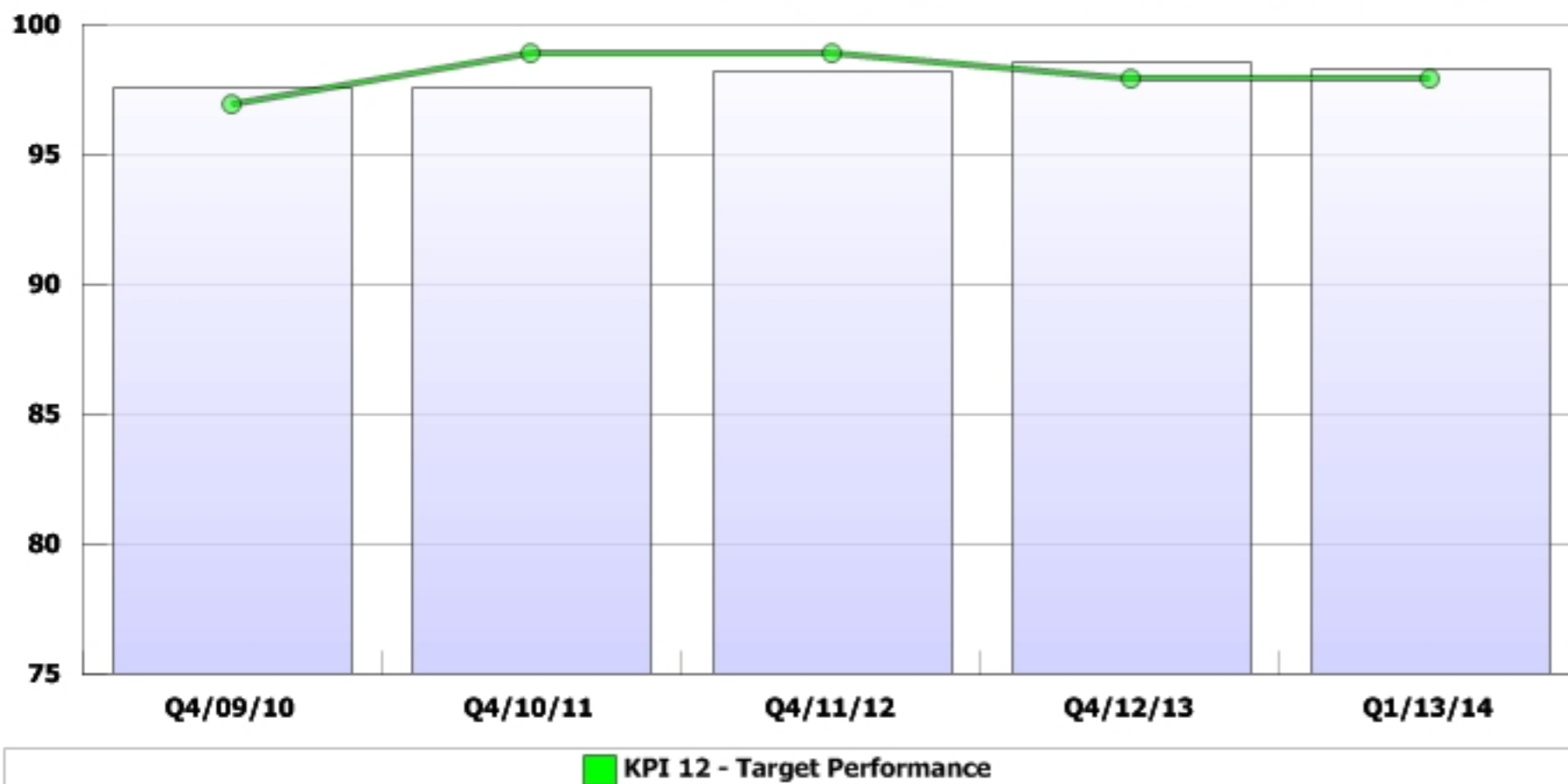
(Q1 2013/14) Director of Corporate Support Services to report

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

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	Status
Q1/13/14	98.00%	98.31%	✓
Q4/12/13	98.00%	98.64%	✓
Q4/11/12	99.00%	98.30%	✗
Q4/10/11	99.00%	97.63%	✗
Q4/09/10	97.00%	97.63%	✓

Annual 2013/14 - 98.00%
Target: 2012/13 - 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?

Uncertain



Comment on current performance (including context):

(Q1 2013/14) Director of Corporate Support Services to report

Corrective action proposed (if required):

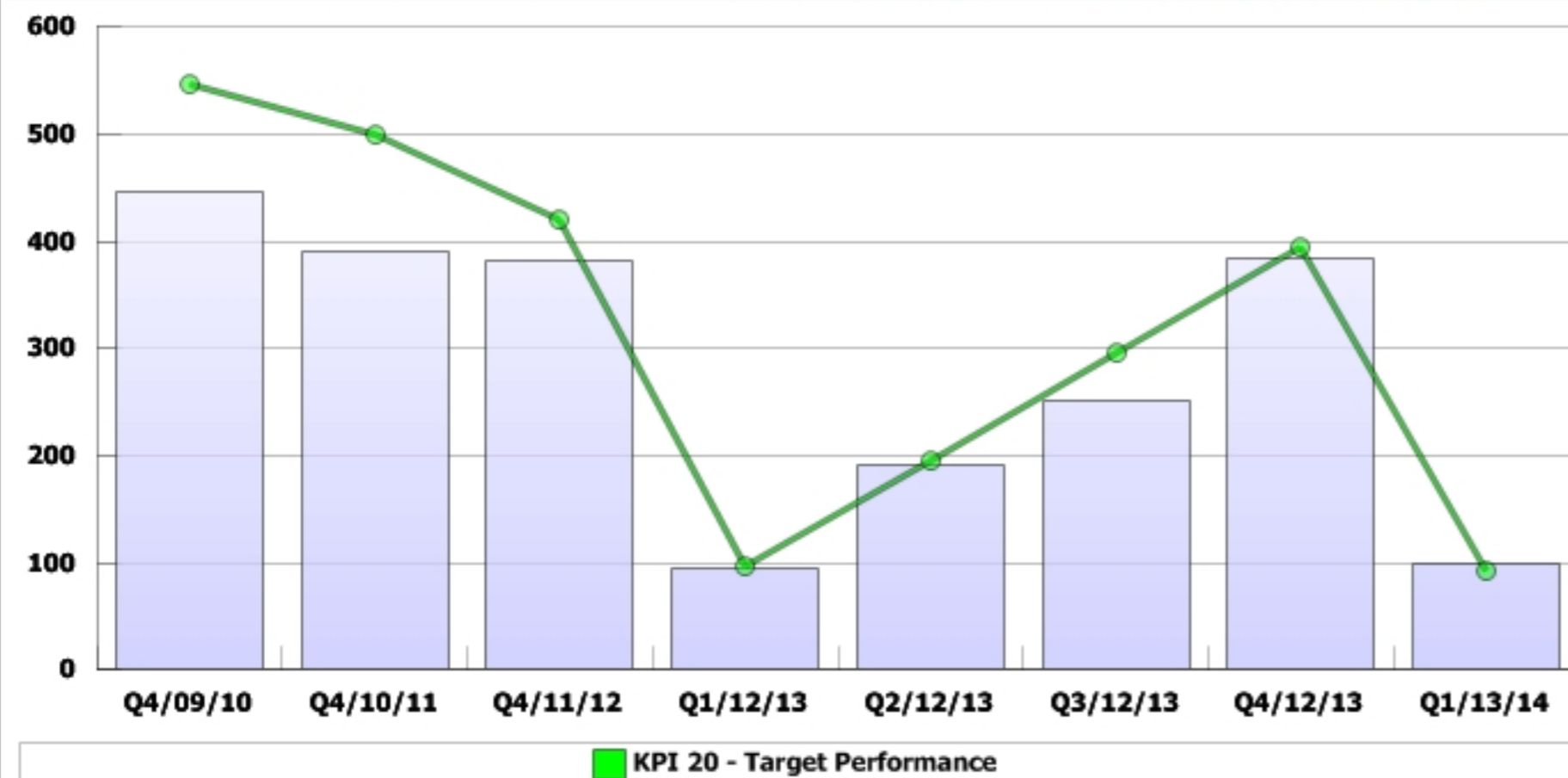
(Q1 2013/14) Director of Corporate Support Services to report

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

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
Q1/13/14	94	100
Q4/12/13	395	384
Q3/12/13	296	252
Q2/12/13	196	192
Q1/12/13	97	95

Annual 2013/14 - 380 kg
Target: 2012/13 - 395 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?

Uncertain



Comment on current performance (including context):

(Q1 2013/14) The outturn of 100kg is only slightly above the Q1 target of 94kg. It is difficult to determine a precise trend this early into the year, but it does reflect the continued need to maintain awareness of the need to recycle. Messages from government in respect of the need to separate out materials and the proliferation of containers may not be helping in reinforcing that need. Similarly, changes in the law reducing the ability of local authorities to require residents to take particular actions are also undermining the ability of councils to maintain and/or drive up recycling levels.

Corrective action proposed (if required):

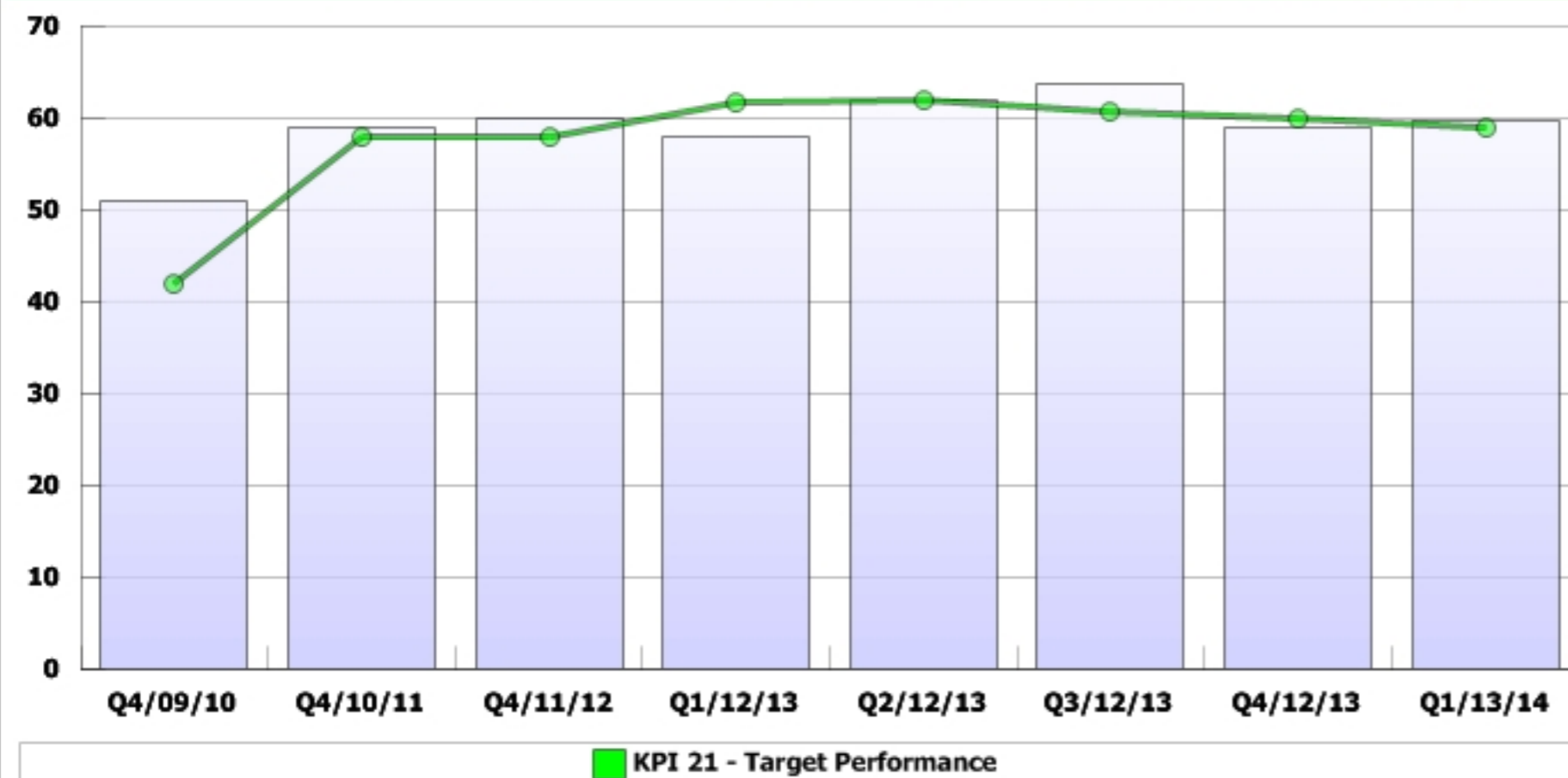
(Q1 2013/14) No additional actions at this stage other than to review current awareness messages and associated material. Performance to be reviewed as part of the normal quarterly monitoring regime.

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

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
Q1/13/14	59.01%	59.93%	✓
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%	✗

Annual Target: 2013/14 - 60.00%
Target: 2012/13 - 60.00%
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?

■ Uncertain

Comment on current performance (including context):

(Q1 2013/14) Whilst this target has been met, it is only slightly above and should also be viewed in the context of the failure to meet the target for residual waste (KPI20). These two indicators together perhaps demonstrate that residents are not recycling as avidly as they once were, and, as with KPI20, government messages in respect of the need to separate out materials and the proliferation of containers may not be helping in reinforcing that need. Similarly, changes in the law reducing the ability of local authorities to require residents to take particular actions are also undermining the ability of councils to maintain and/or drive up recycling levels.

Corrective action proposed (if required):

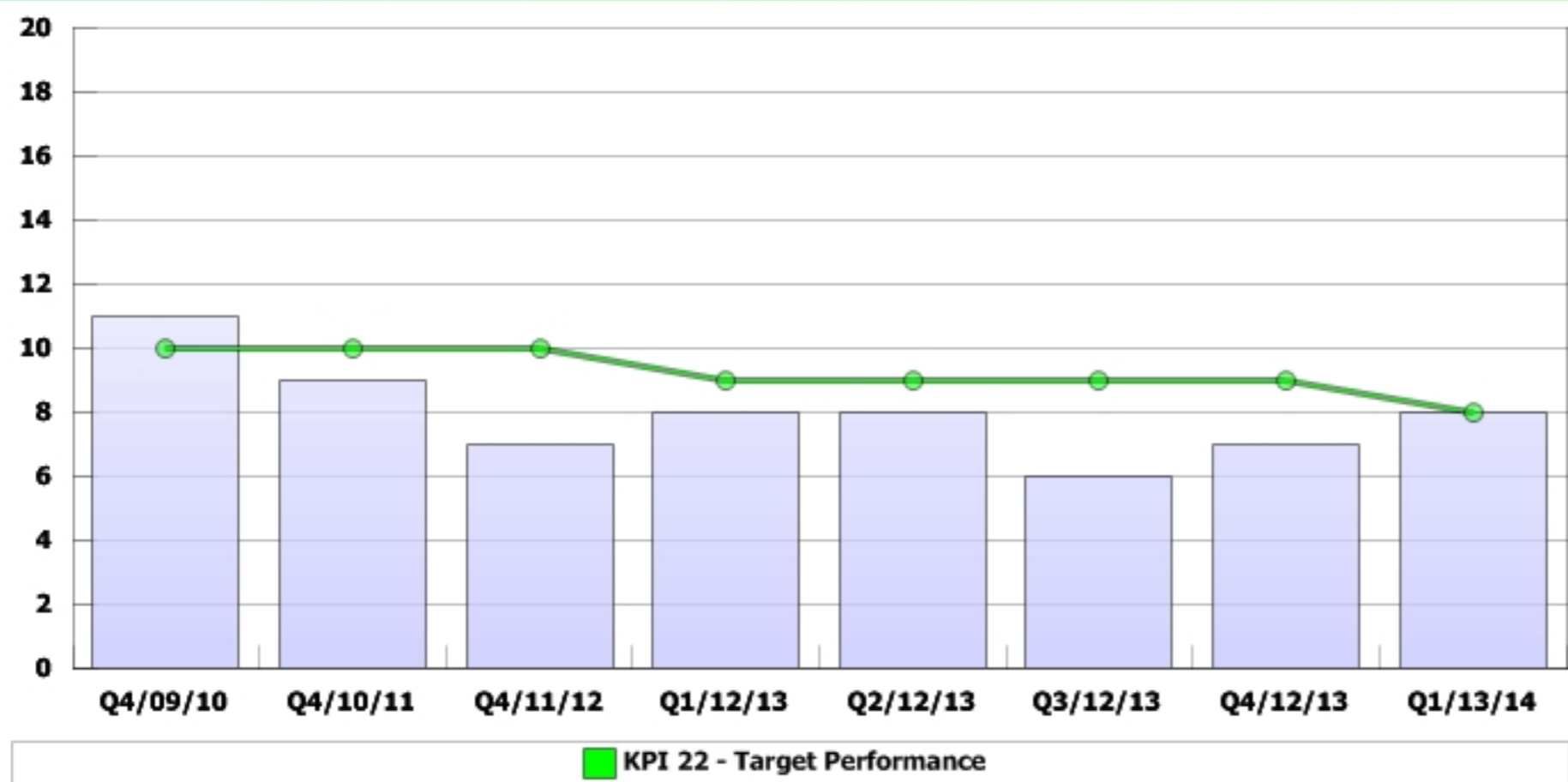
(Q1 2013/14) Need to review and reinforce educational programme to ensure residents remain aware of the importance of continuing to recycle. Performance to be reviewed as part of the normal quarterly monitoring regime.

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

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
Q1/13/14	8%	8%
Q4/12/13	9%	7%
Q3/12/13	9%	6%
Q2/12/13	9%	8%
Q1/12/13	9%	8%

Annual 2013/14 - 8%
 Target: 2012/13 - 9%
 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):

(Q1 2013/14) This is an acceptable result for Q1 and much in line with previous quarters' performance. This is unlikely to change in the short term since it is unlikely, with the existing contract drawing to a close, that the current contractor will introduce any significant changes in methodology.

Corrective action proposed (if required):

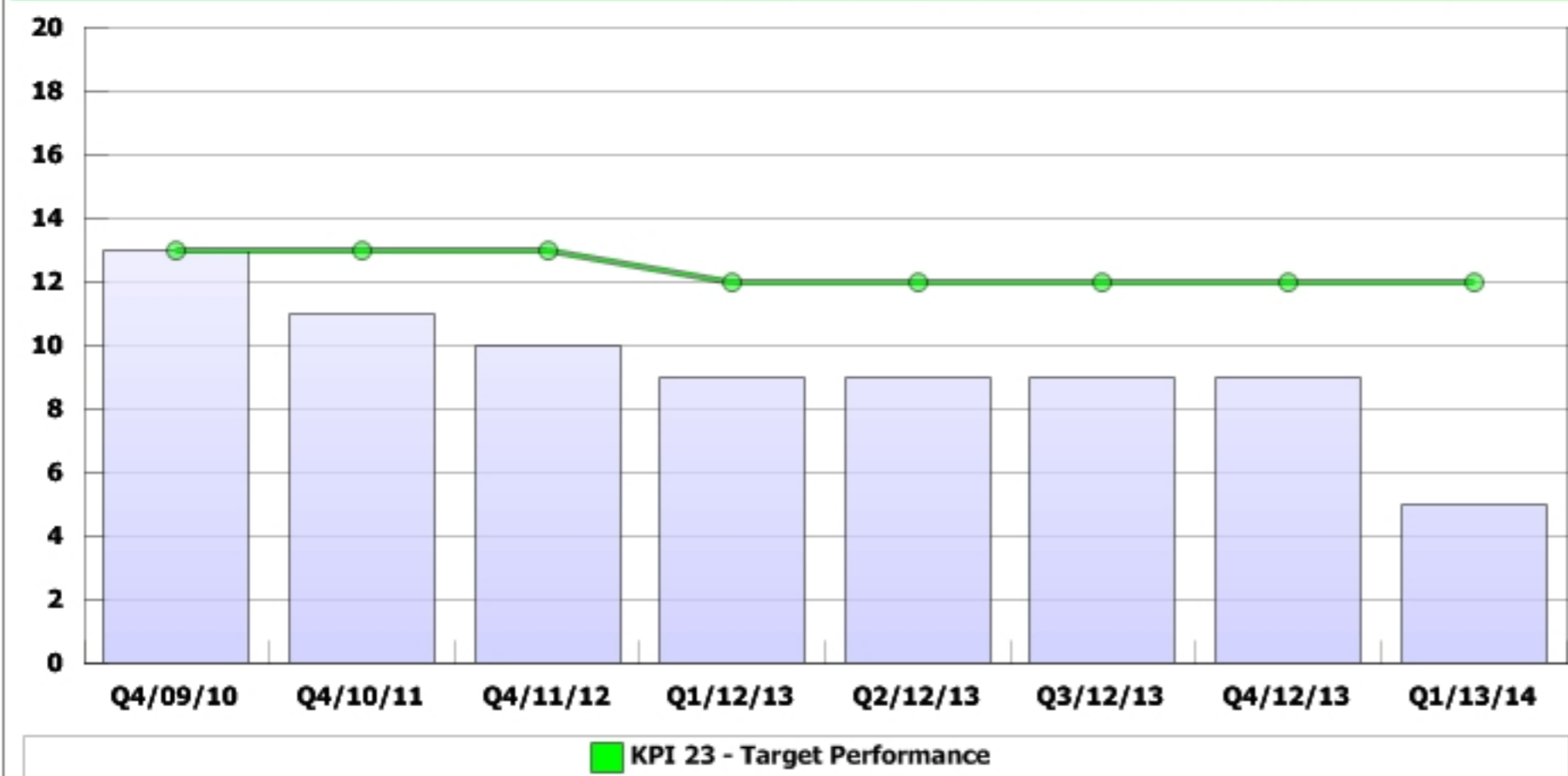
(Q1 2013/14) No remedial action required at this time.

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

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
Q1/13/14	12%	5%
Q4/12/13	12%	9%
Q3/12/13	12%	9%
Q2/12/13	12%	9%
Q1/12/13	12%	9%

Annual 2013/14 - 12%
 Target: 2012/13 - 12%
 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):

(Q1 2013/14) This is an excellent outcome given the difficulties the nature of the district presents. However, we have seen outturns as good as this previously, only to see them drift off over the course of the year.

Corrective action proposed (if required):

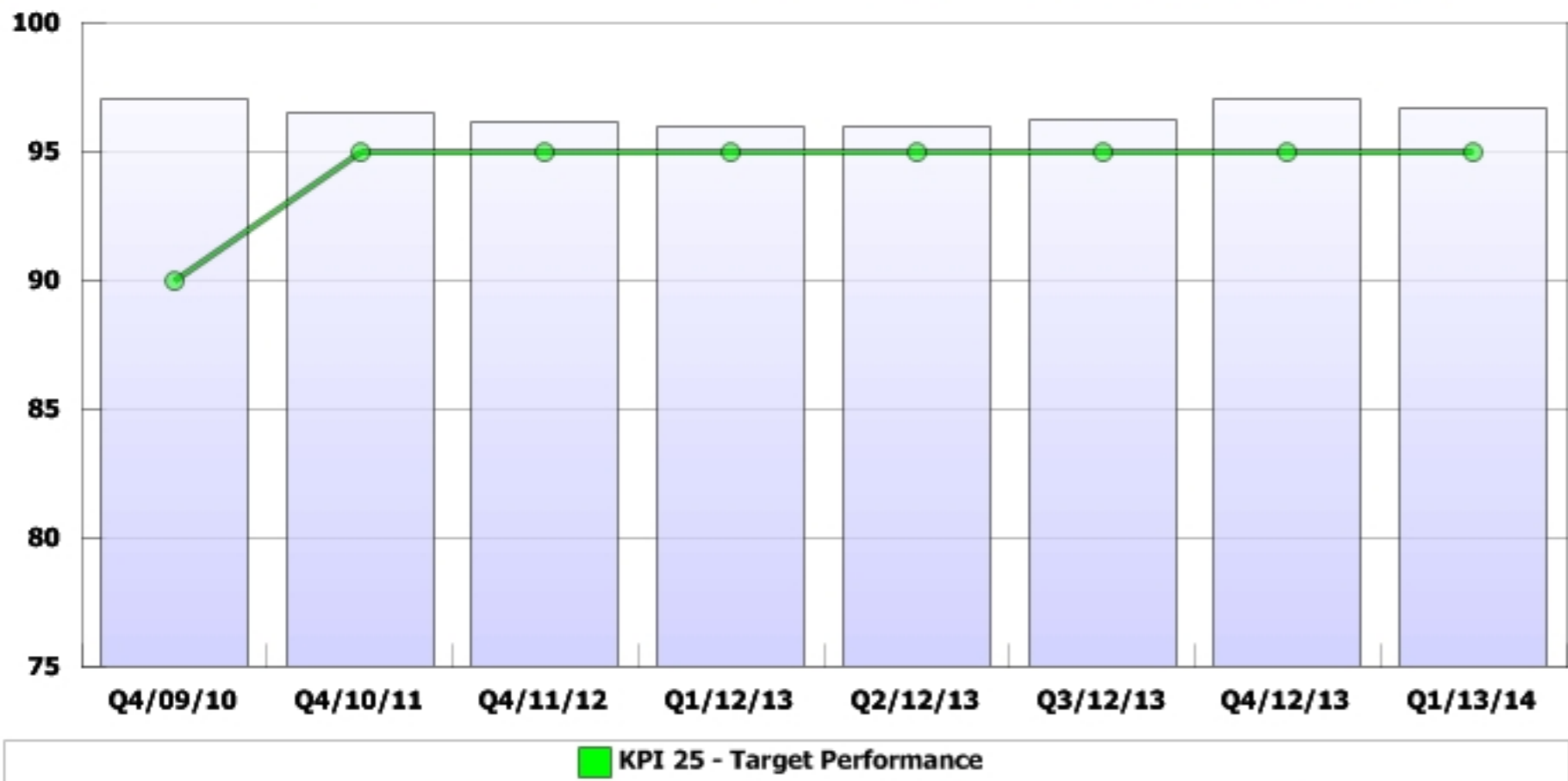
(Q1 2013/14) No remedial action at this time, but vigilance required to ensure no significant slippage in performance going forwards through the year.

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

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
Q1/13/14	95.00%	96.76%
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%



Annual Target: 2013/14 - 95.00%
Target: 2012/13 - 95.00%
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):

(Q1 2013/14) Performance continues at a high level with 986 of the 1,019 complaints received in Q1 being responded to within 3 days or better.

Corrective action proposed (if required):

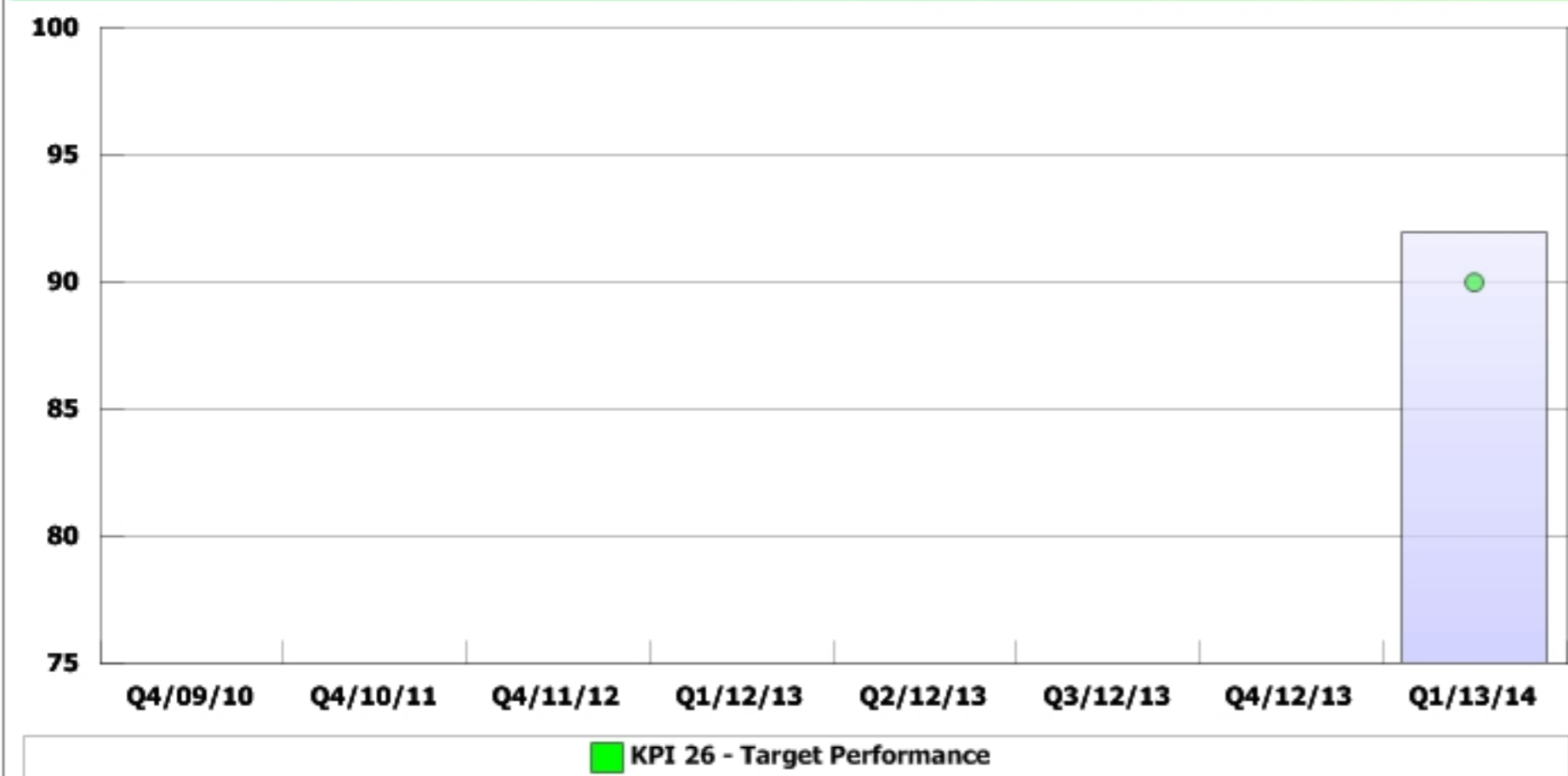
(Q1 2013/14) No remedial action required, but it is worth noting that this is a 'people driven' indicator, and absences of key staff can and do have a significant effect on performance.

KPI 26 What percentage of the recorded incidences of fly-tipping are investigated within 3 working days of being recorded?

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
Q1/13/14	90%	92%
Q4/12/13	-	-
Q3/12/13	-	-
Q2/12/13	-	-
Q1/12/13	-	-

Annual Target: 2013/14 - 90%
 2012/13 - N/A
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):

(Q1 2013/14) This is a new indicator for 2013/14. The target has been achieved with 227 of the 247 complaints incidences reported being investigated within 3 working days of receipt. Of those that failed to meet the 3 day target, 12 of 20 were investigated within 4 working days, still a good level of response.

Corrective action proposed (if required):

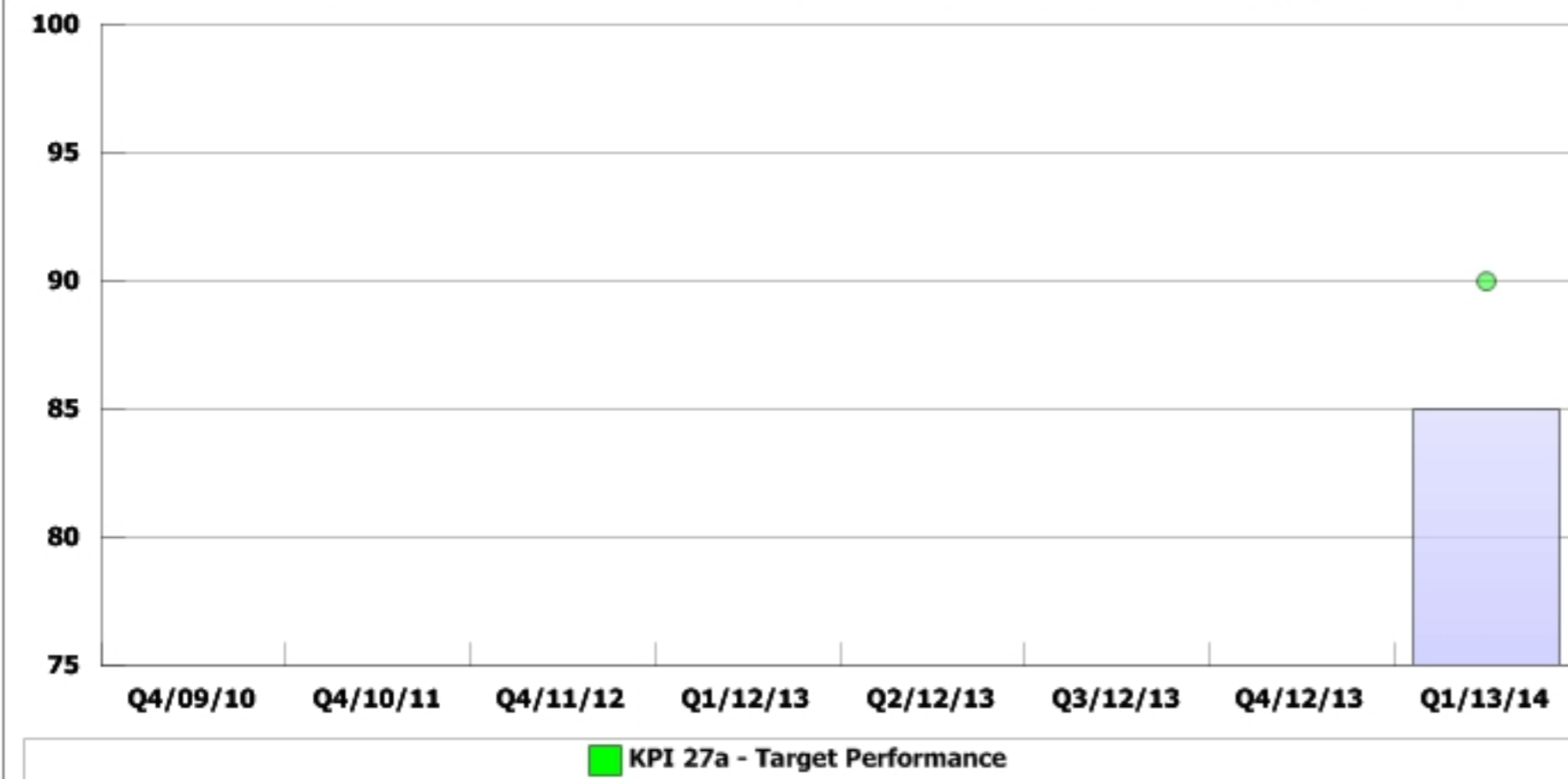
(Q1 2013/14) No remedial action required at this time.

KPI 27a What percentage of the recorded incidences of fly-tipping (contract cleared) are removed within 5 working days of being recorded?

Additional Information: This indicator specifically considers fly-tip incidents which occur on land which the council is responsible for clearing and which can be cleared under the existing waste contract.

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
Q1/13/14	90%	85%
Q4/12/13	-	-
Q3/12/13	-	-
Q2/12/13	-	-
Q1/12/13	-	-

Annual Target: 2013/14 - 90%
 2012/13 - N/A
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):

(Q1 2013/14) A new indicator for 2013/14. 99 of the 116 relevant incidences were dealt within with the target period. The delays in the failed instances were related to matters such as time taken to establish land ownership and determining whether the existing contract was usable in a particular instance.

Corrective action proposed (if required):

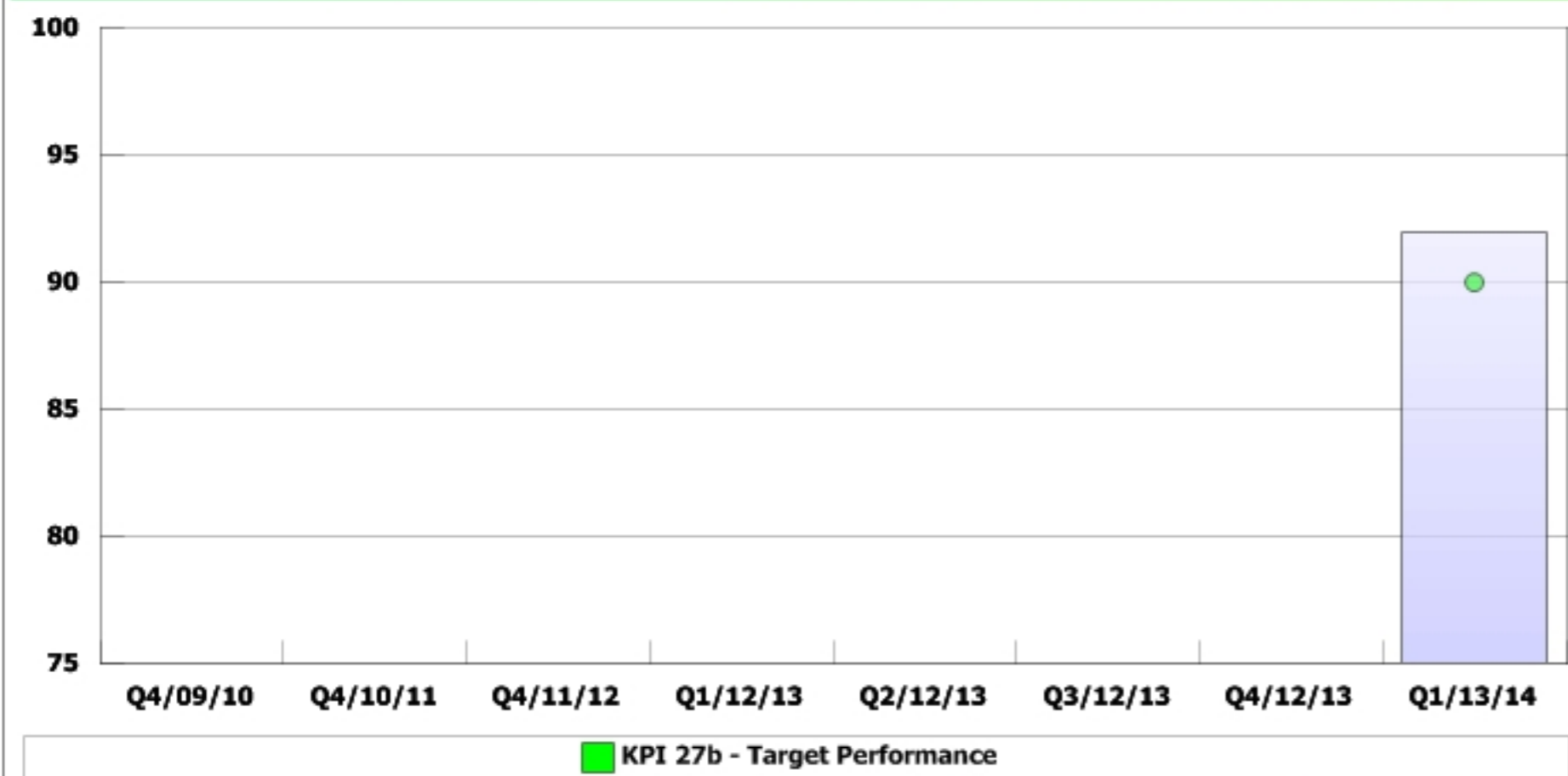
(Q1 2013/14) As a new indicator, the process will be carefully monitored to determine whether additional actions are required or whether the target is reasonable in all the circumstances.

KPI 27b What percentage of the recorded incidences of fly-tipping (variation order / non-contract) are removed within 10 working days of being recorded?

Additional Information: This indicator specifically considers fly-tip incidents which occur on land which the council is responsible for clearing and which require an additional variation order or other non-contract clearance.

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	Indicator
Q1/13/14	90%	92%	✓
Q4/12/13	90%	-	-
Q3/12/13	90%	-	-
Q2/12/13	90%	-	-
Q1/12/13	90%	-	-
Annual	2013/14 - 90%		
Target:	2012/13 - N/A		

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):

(Q1 2013/14) This is a new indicator for 2013/14. Target has been achieved with 154 of 168 incidences dealt with within the target time of 10 working days.

Corrective action proposed (if required):

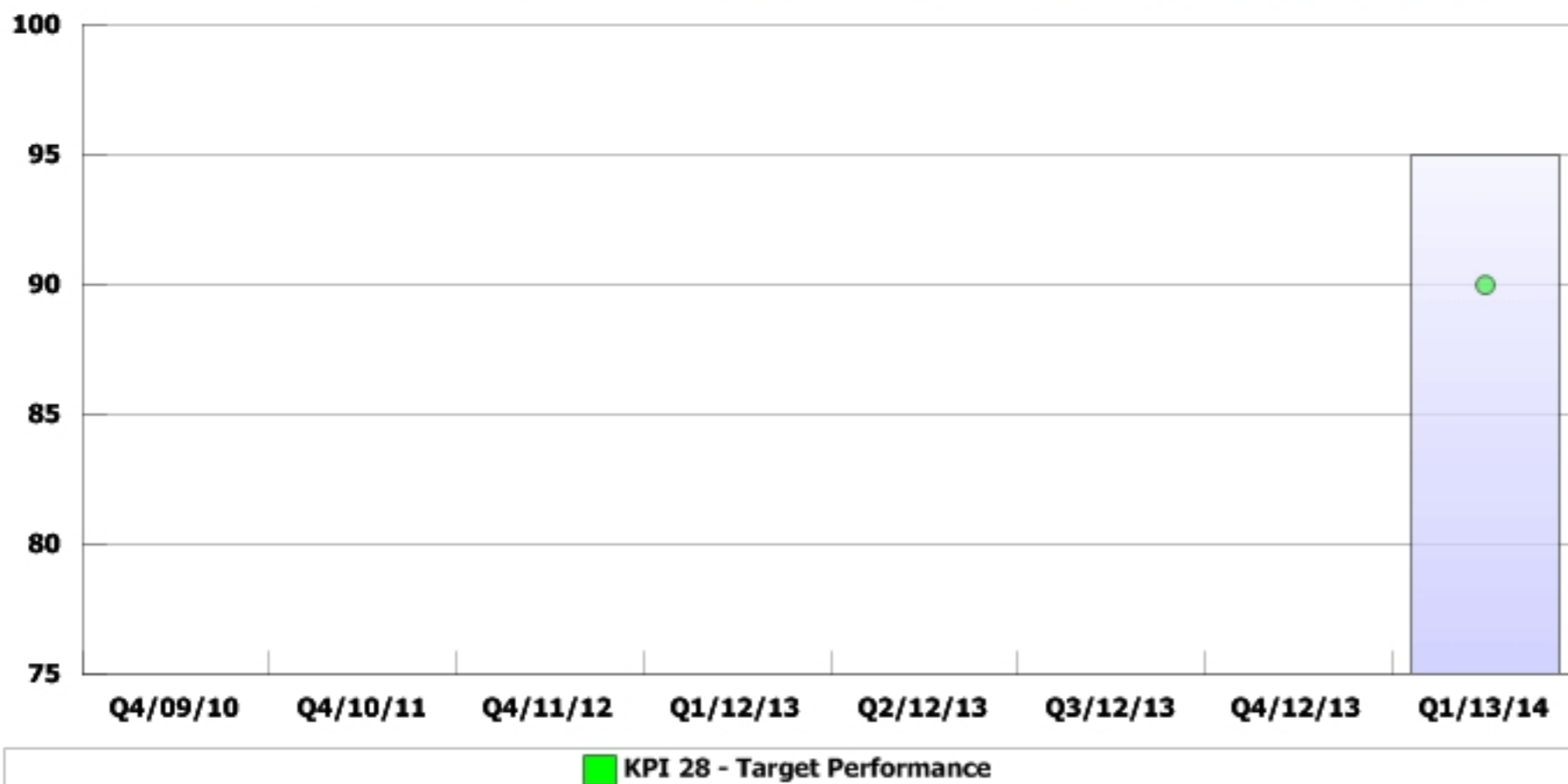
(Q1 2013/14) No remedial action required at this time, but since new, processes for measuring the performance will be kept under review.

KPI 28 What percentage of out of hours (OOH) noise complaints are responded to within 15 minutes?

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	
Q1/13/14	90%	95%	✓
Q4/12/13			
Q3/12/13			
Q2/12/13			
Q1/12/13			

Annual 2013/14 - 90%
Target: 2012/13 - N/A

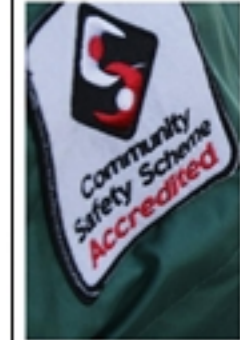
Indicator of good performance:
A higher percentage is good

↑ 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):

(Q1 2013/14) This is a new indicator for 2013/14 and measures only those cases referred to the duty noise enforcement officer. In Q1 107 of the 113 referred on were dealt with within the prescribed 15 minute time period. This is a high level of performance for out of hours activity.

Corrective action proposed (if required):

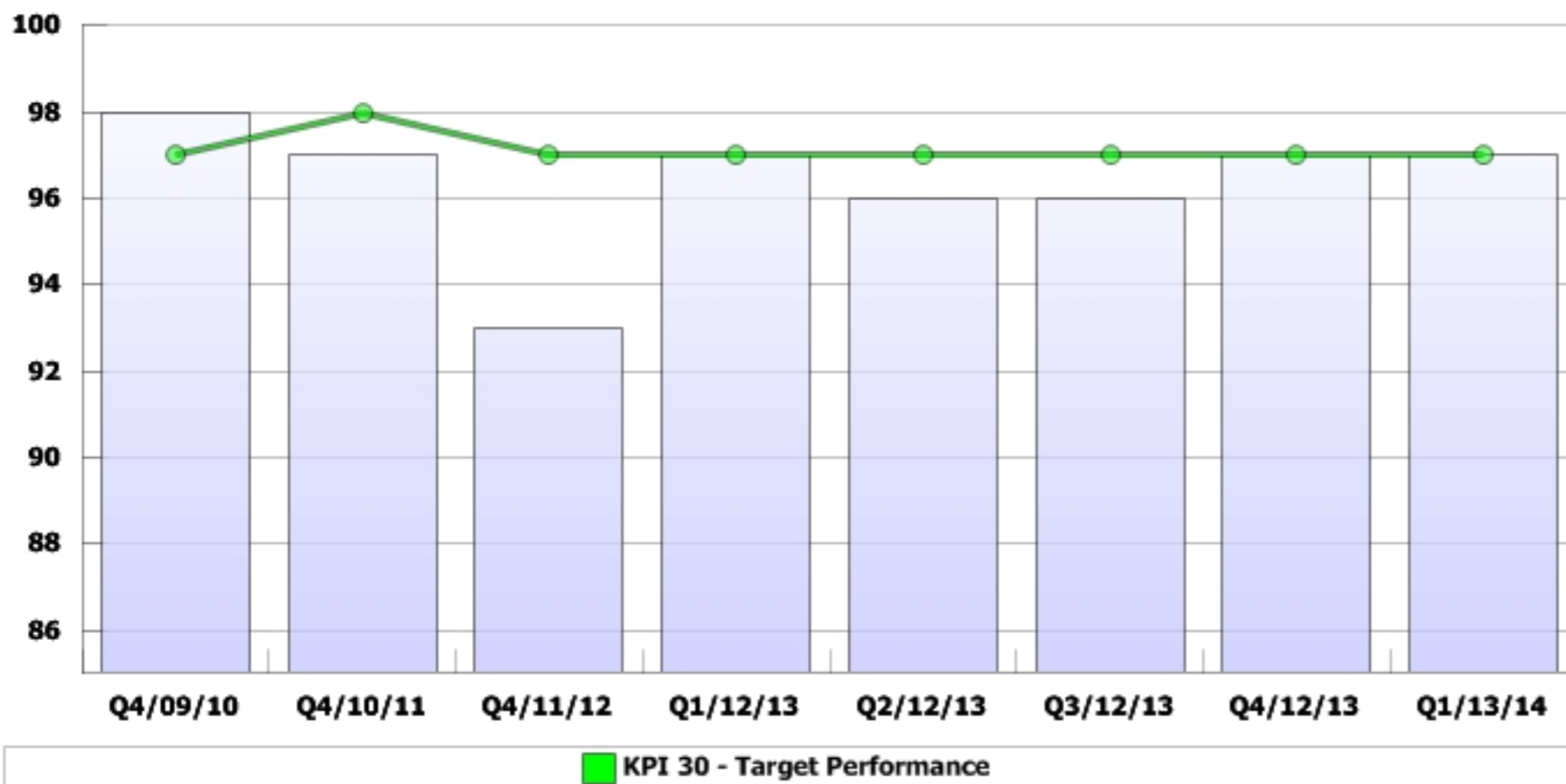
(Q1 2013/14) No remedial action at this time, but as a new indicator, processes will be kept under review.

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

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
Q1/13/14	97%	97%
Q4/12/13	97%	97%
Q3/12/13	97%	96%
Q2/12/13	97%	96%
Q1/12/13	97%	97%

✓
✓
✗
✗
✓

↑ is the direction of improvement
 Is it likely that the target will be met at the end of the year?
■ Uncertain

Annual Target: 2013/14 - 97.00%
Target: 2012/13 - 97.00%
Indicator of good performance: A higher percentage is good

Comment on current performance (including context):

(Q1 2013/14) The performance achieved during the last quarter of 2012/13 continued into the first quarter of 2013/14. Performance in two directorates was 98% which made up 56% of the total invoices processed. 91% of local supplier invoices were paid within 20 days, this is a good improvement on 2012/13 which was 86%.

Corrective action proposed (if required):

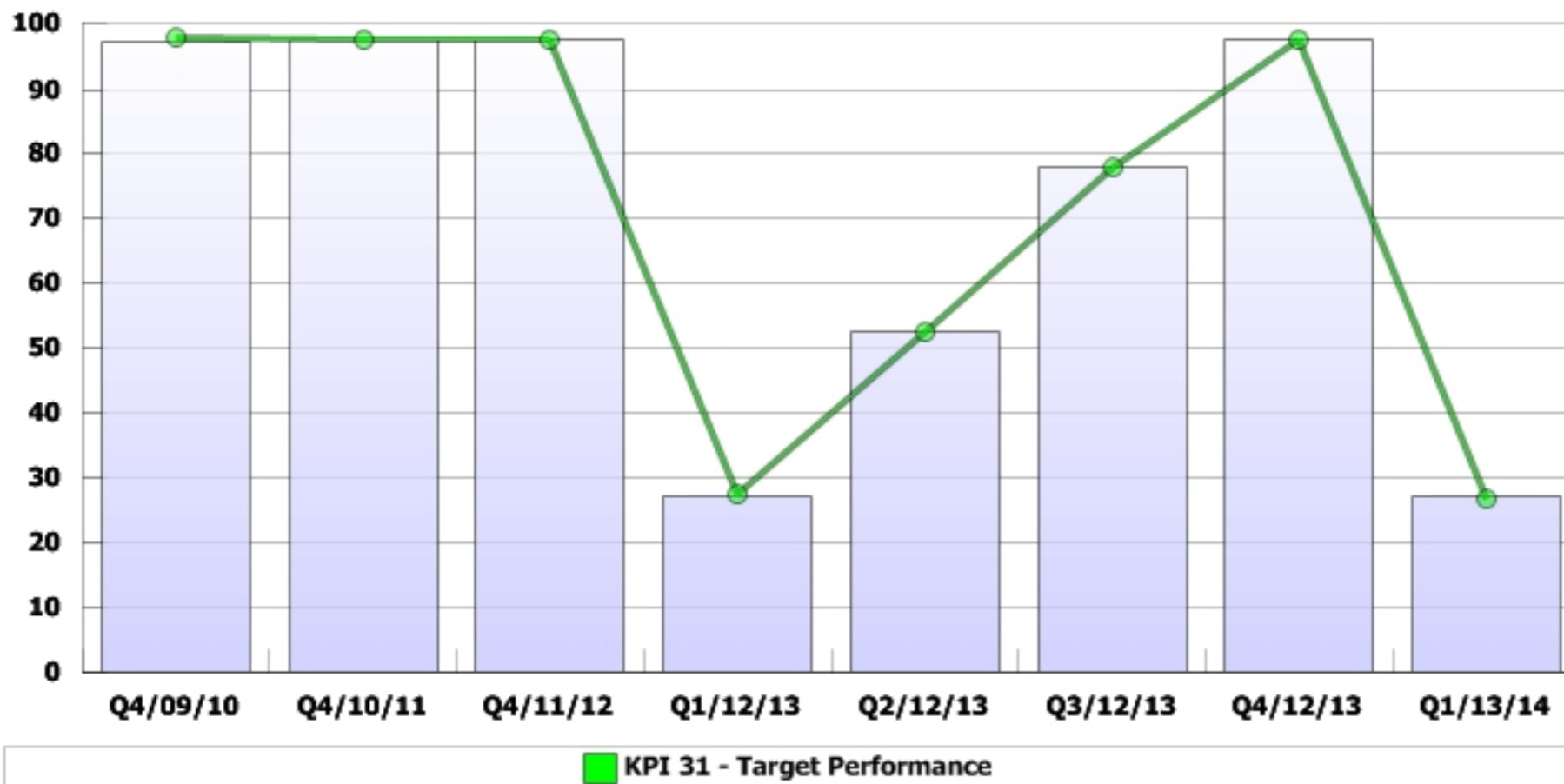
(Q1 2013/14)

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

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
Q1/13/14	27.06%	27.20%
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%

Annual 2013/14 - 96.60%
Target: 2012/13 - 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?

Uncertain



Comment on current performance (including context):

(Q1 2013/14) The collection rate is 27.2% which 0.2% down on the same stage last year. This is mainly due to the impact of the new cases paying Council Tax as a result of the Localisation of Council Tax Support. This collection can be broken down further to provide a comparison with last year. The collection rate for the cases previously on 100% Council Tax Benefit in 2012/13 is 16.77%. If these cases are removed from the calculation for 2013/14 then the rate is 27.35% which means the main body of collection for non-LCTS cases is broadly in line with last year's performance.

Corrective action proposed (if required):

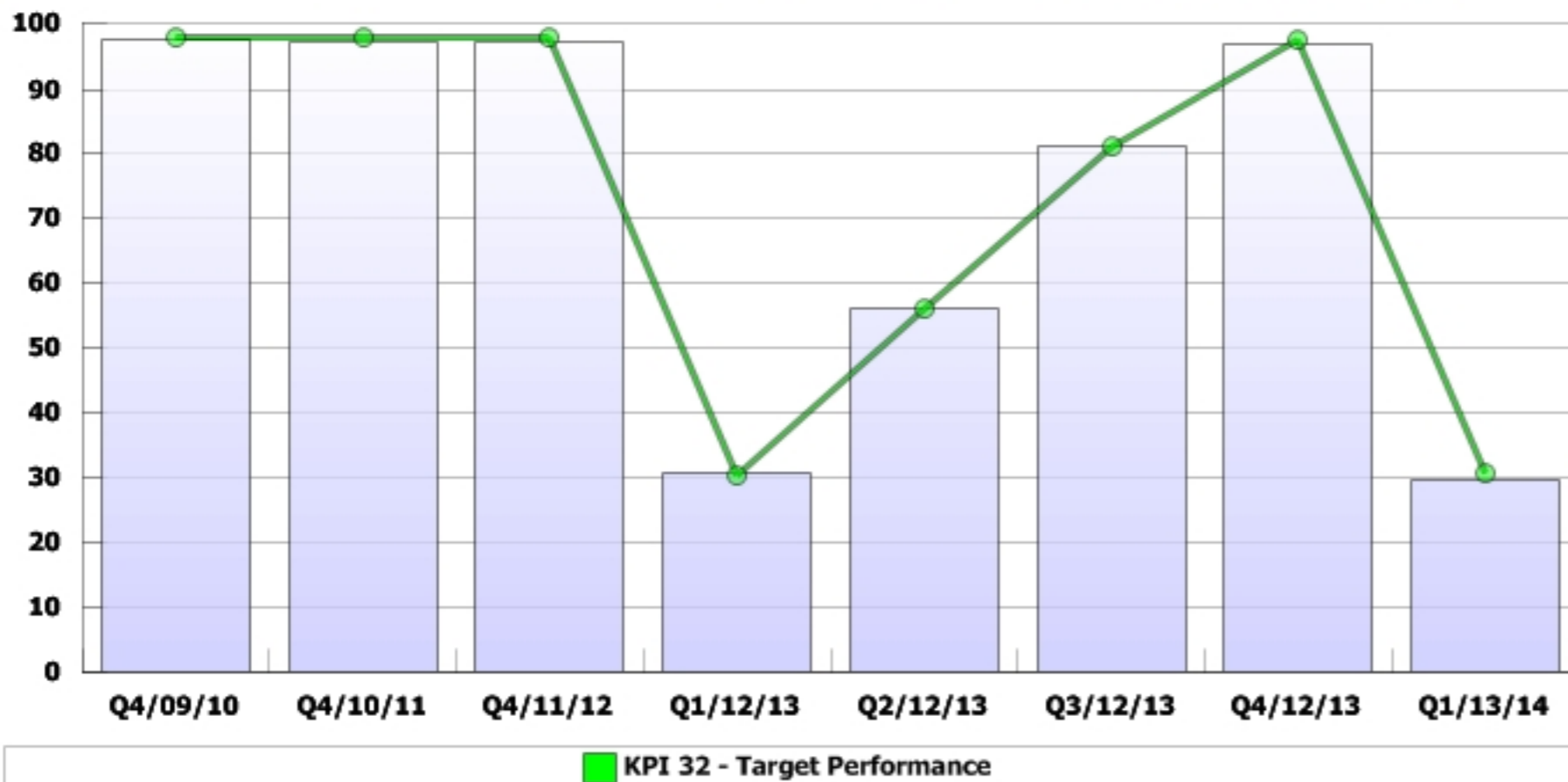
(Q1 2013/14) Collection and recovery procedures are in place for outstanding debts.

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

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
Q1/13/14	31.04%	29.80%	X
Q4/12/13	97.50%	96.85%	X
Q3/12/13	81.27%	81.33%	✓
Q2/12/13	56.32%	56.32%	✓
Q1/12/13	30.52%	30.83%	✓

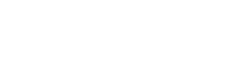
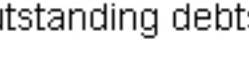
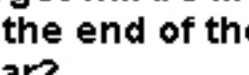
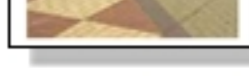
Annual Target: 2013/14 - 97.50%
2012/13 - 97.50%

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):

(Q1 2013/14) Collection remains difficult at this time due to the lack of a strong economic recovery. The headline performance is approximately 1% lower than at this point last year. However, this indicator only takes into account the in-year collection for 2013/14 bills and there is better news on collections relating to earlier years, which are 85% up on the previous year. In terms of business rates retention and the ability of the Council to meet its payment requirements it does not matter which year the collections relate to. Adjusting the performance indicator to cover all years and not just the current year reduces the deficit against the previous year performance to 0.5%.

Corrective action proposed (if required):

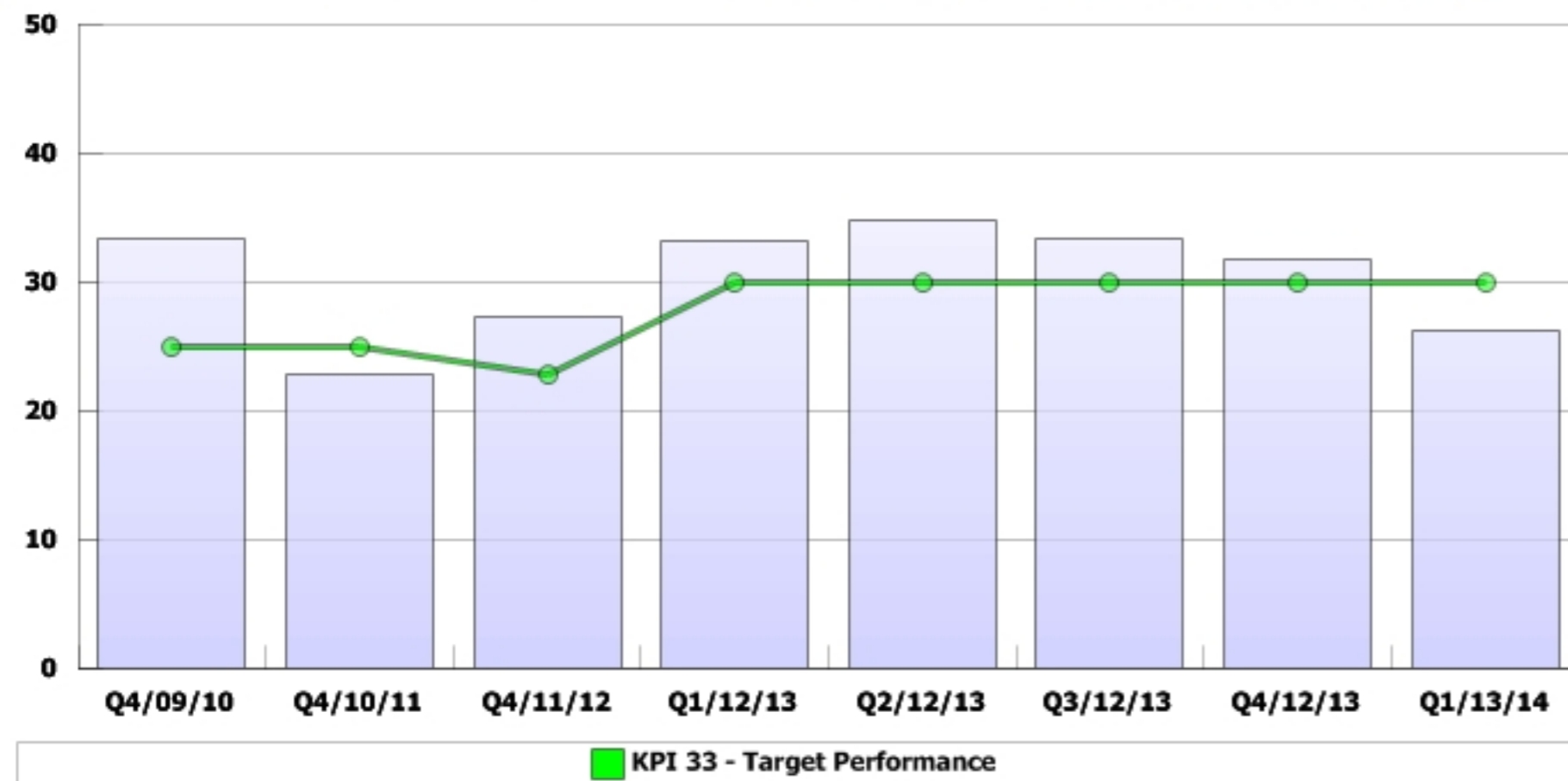
(Q1 2013/14) The Council is taking recovery action to collect the outstanding debts and the position is being closely monitored.

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

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
Q1/13/14	30.00	26.42
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



Annual Target: 2013/14 - 30.00 days
 2012/13 - 30.00 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?

Yes

Comment on current performance (including context):

(Q1 2013/14) Performance is monitored on a weekly basis and improvements to processes are made when appropriate. The improvements made in quarters 3 and 4 of 2012/13 have continued and performance is on course to achieve the target. However, with major welfare reforms still occurring from April 2013, resources may be required to deal with the outcomes of these changes and this may impact on future performance.

Corrective action proposed (if required):

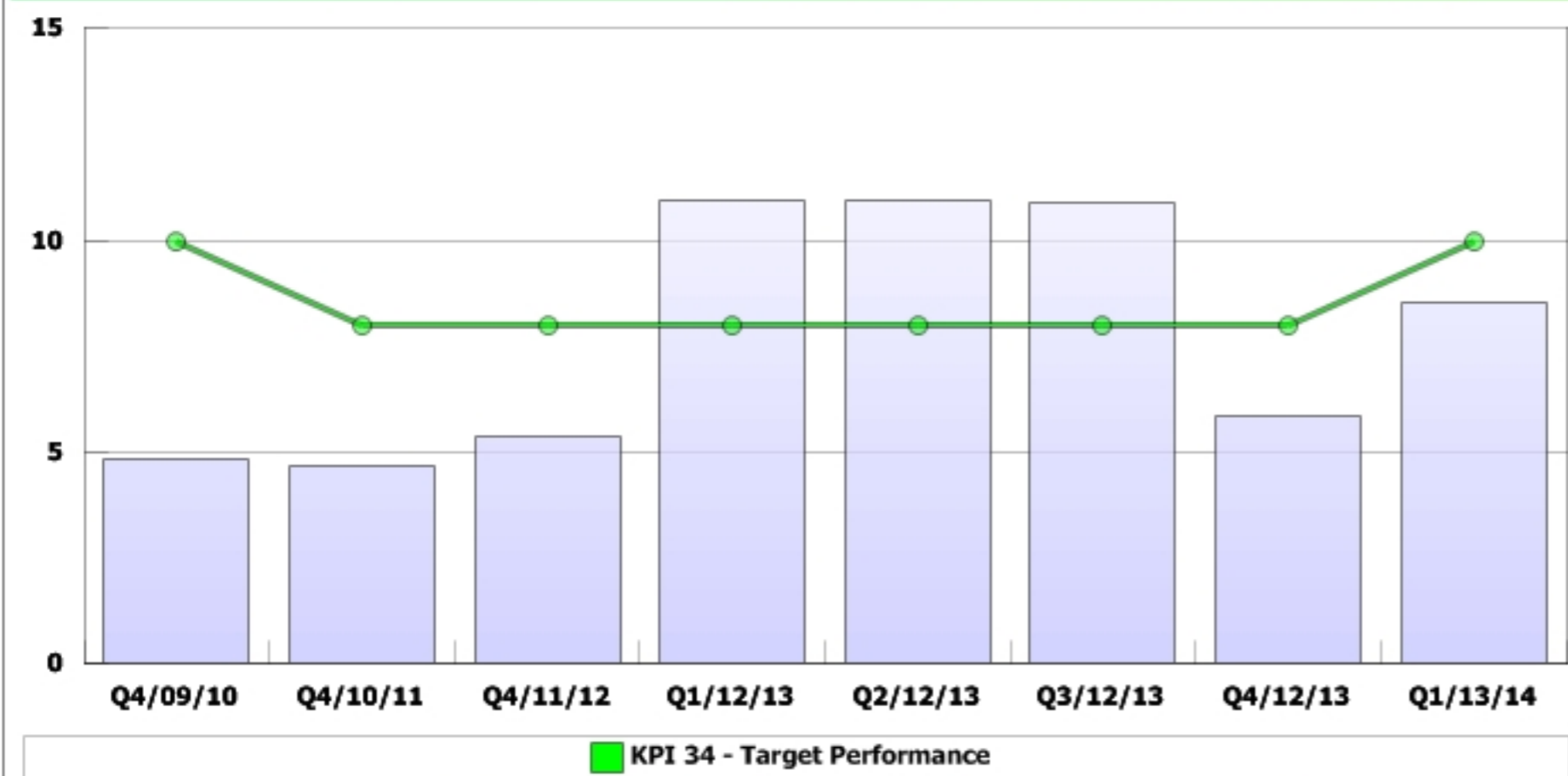
(Q1 2013/14) Monitoring of performance will continue and any issues that arise affecting performance will be addressed.

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

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

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

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/13/14	10.00	8.53	✓
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	✗

Annual Target: 2013/14 - 6.00 days
Target: 2012/13 - 8.00 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?

Yes

Comment on current performance (including context):

(Q1 2013/14) Performance is monitored on a weekly basis and improvements to processes are made when appropriate. The improvements made in quarters 3 and 4 of 2012/13 have continued and performance is on course to achieve the target. However, with major welfare reforms still occurring from April 2013, resources may be required to deal with the outcomes of these changes and this may impact on future performance.

Corrective action proposed (if required):

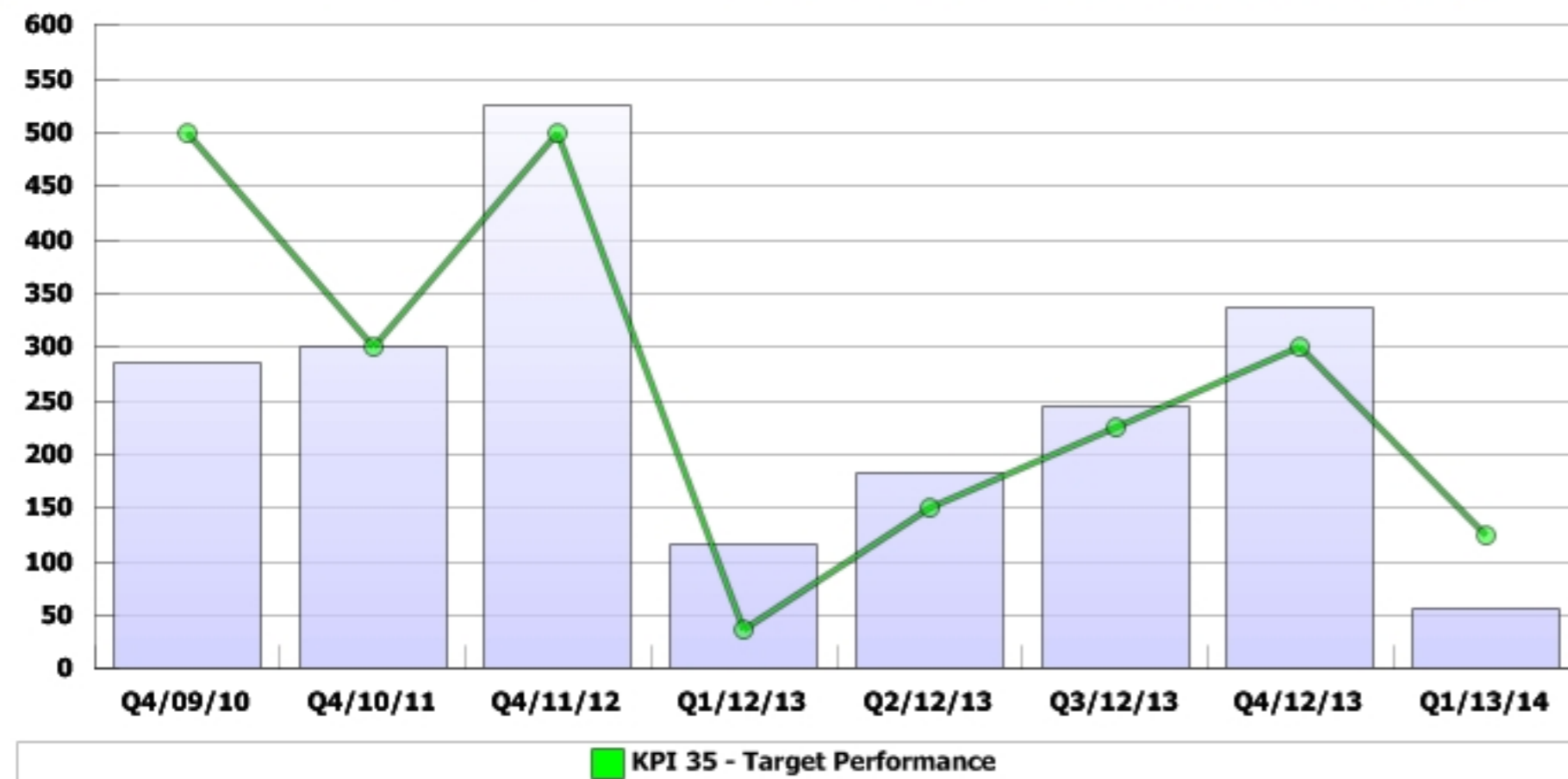
(Q1 2013/14) Monitoring of performance will continue and any issues that arise affecting performance will be addressed. The newly profiled target has been achieved for quarter 1 and this is generally the quarter with the most changes in circumstances and therefore the slowest processing times. The lower annual target should be met.

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

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
Q1/13/14	75	56
Q4/12/13	300	338
Q3/12/13	225	245
Q2/12/13	150	184
Q1/12/13	37	117



Annual Target: 2013/14 - 300
 2012/13 - 300 (revised)
 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):

(Q1 2013/14) The target for quarter 1 of 75 has not been met, primarily due to long term sickness absence of one Investigator. It is hoped that there will not be a recurrence of the absence in quarter 2 and that the overall performance of the team will show an improvement.

Corrective action proposed (if required):

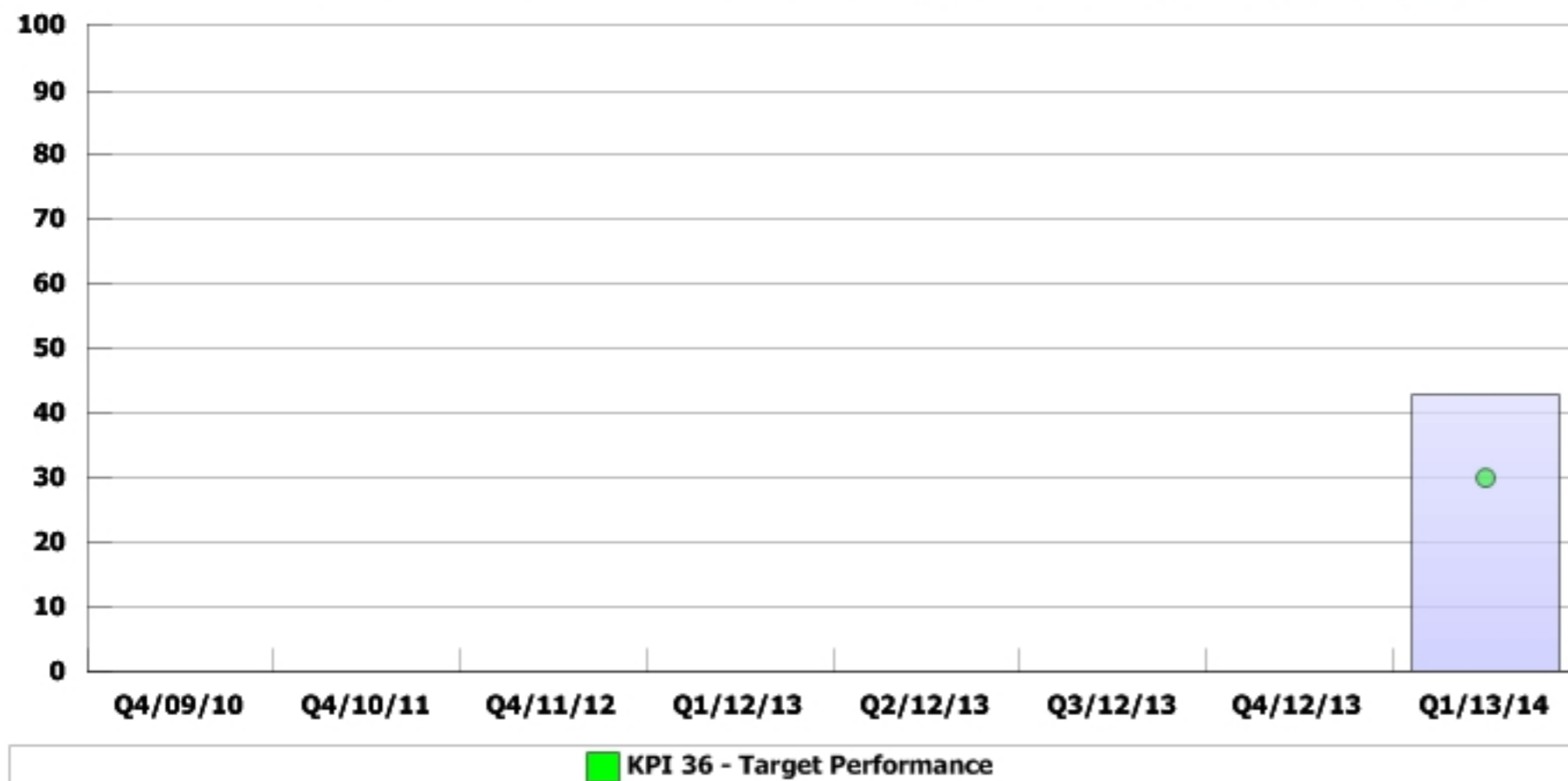
(Q1 2013/14) The team needs to be fully resourced and each Officer achieving their individual targets in order for this target to be met. It is hoped that quarter 2 will show an improvement.

KPI 36 In what percentage of fraud investigations was fraud proven?

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
Q1/13/14	30%	43%
Q4/12/13		
Q3/12/13		
Q2/12/13		
Q1/12/13		

Annual Target: 2013/14 - 30%
2012/13 - N/A

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):

(Q1 2013/14) Although the total number of investigations carried out is below target, fraud has been proven in a high percentage of those cases and the performance is above target. This has been achieved by risk assessing fraud referrals in order that only the cases with the highest probability of fraud being proven are actually investigated.

Corrective action proposed (if required):

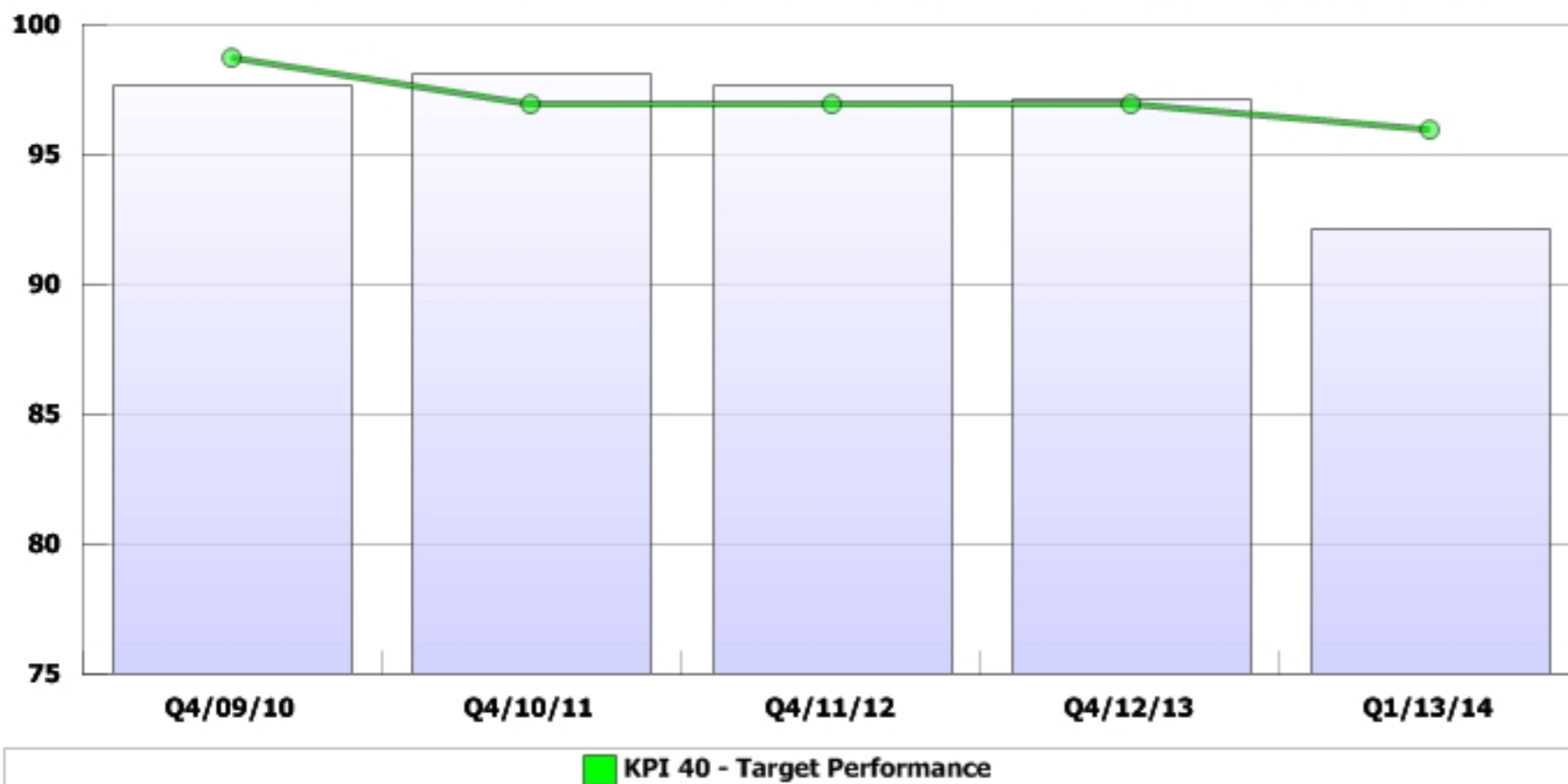
(Q1 2013/14) Referrals for investigation will continue to be risk assessed

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

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

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/13/14	96.00%	92.17%	✗
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%	✗

Annual Target: 2013/14 - 96.00%
2012/13 - 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?

■ Uncertain



Comment on current performance (including context):

(Q1 2013/14) It is uncertain that the target will be achieved due to the implementation of the Welfare Reforms including the under-occupation charge and the benefits cap.

Corrective action proposed (if required):

(Q1 2013/14) The Council is taking corrective action including visiting all tenants affected by the Welfare Reforms and offering them advice, assistance and support. This includes offering tenants who are under-occupying incentives to downsize and assistance with the process from the newly appointed under-occupation officer. The Council has also increased its funding to the Epping Forest Citizens Advice Bureau to enable them to appoint two additional debt advisors, one of whom will work from the Housing Office at Limes Centre, Chigwell.

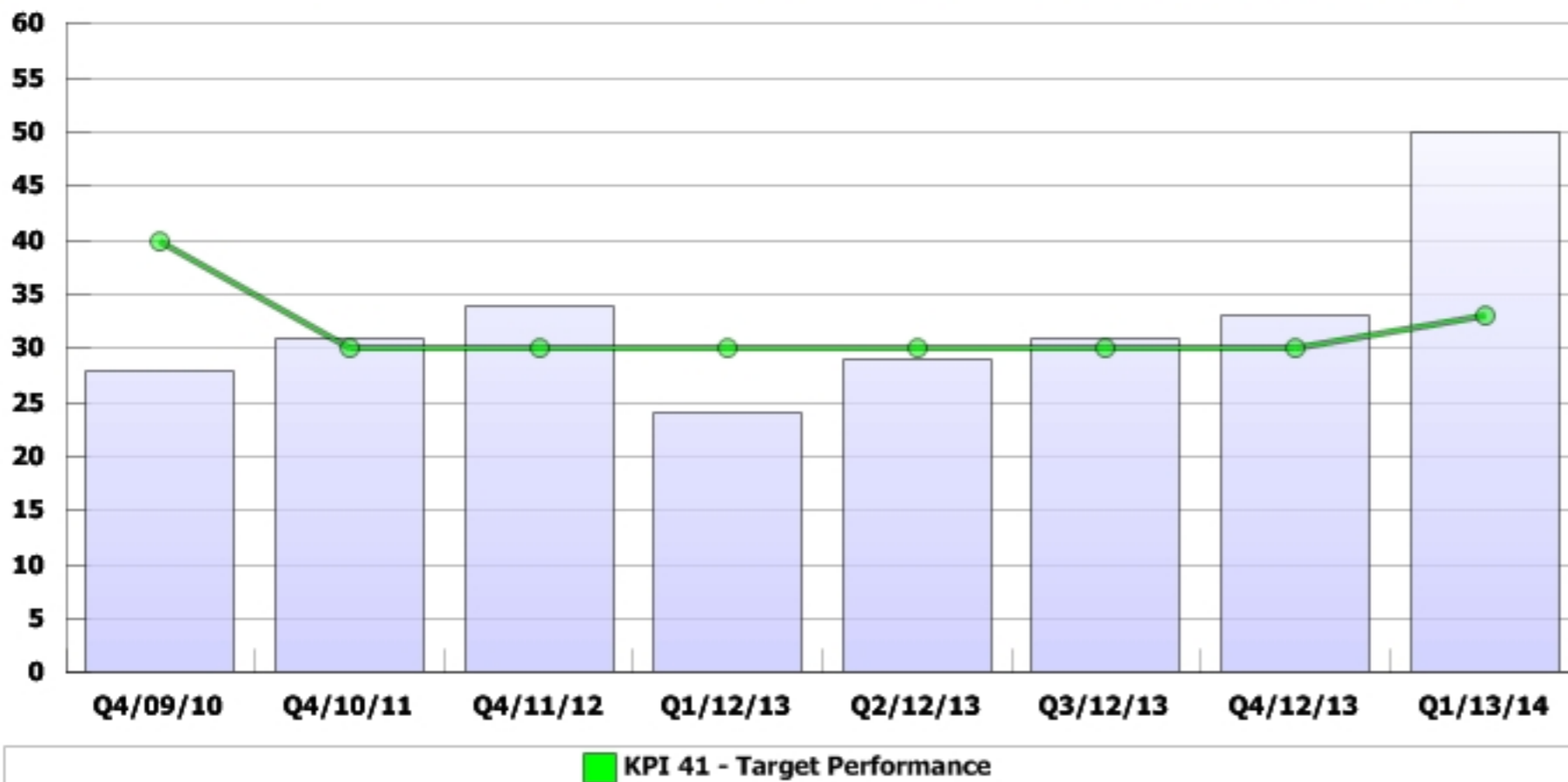
It was expected that collection rates in Quarter 1 would be lower than normal, due to almost 400 "under occupation charge" cases, which resulted in tenants having to pay 14% or 25% rent for the first time. Quarter 2 is anticipated to be better, due to tenants coming to terms with meeting these additional costs. The rent accounts of those tenants paying the "under occupation charge" are being closely monitored to identify payment trends.

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

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
Q1/13/14	33	50
Q4/12/13	30	33
Q3/12/13	30	31
Q2/12/13	30	29
Q1/12/13	30	24



Annual Target: 2013/14 - 33 days
 2012/13 - 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?

■ Uncertain



Comment on current performance (including context):

(Q1 2013/14)
 No specific problems with Repairs this quarter but target not met for the following reasons: - One full time post responsible for allocations has been vacant for 3 months, due to the need to re-scope the post with a new JD, PS and Grade, together with the normal recruitment timescales - One full time post in the Allocations Team has been vacant for 6 months in total. New member of staff left after 3 weeks. Normal recruitment timescales therefore have been doubled. - One sheltered property letting took 463 days, due to it being difficult-to-let. The property had been regularly advertised through the Choice Based Lettings System, with absolutely no interest. Since it was let in Q1, it shows in (and distorts) the figures. - Staff absences in the Older Persons Team (mainly due to long term sickness) resulted in delays in Special Needs assessments, required for every offer of sheltered or older persons accommodation. - Extensively increased workload for the Allocations Team following the introduction of a fundamentally new Housing Allocations Scheme and new Tenancy Policy (fixed-term tenancies).

Corrective action proposed (if required):

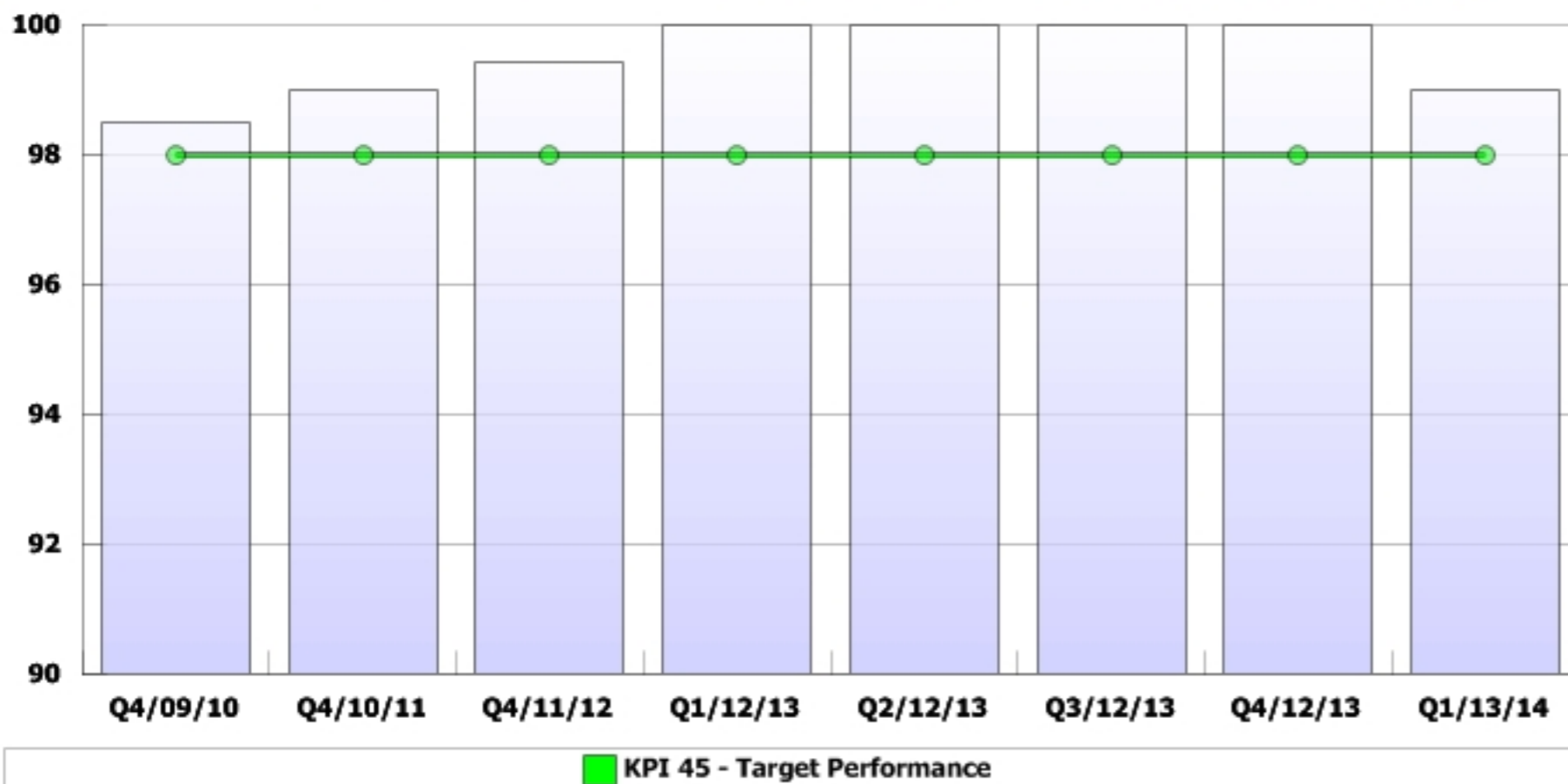
(Q1 2013/14)
 Now that the new Senior Allocations Officer has taken up her post (1 August 2013), and once the significant work required to implement the new Allocations Scheme has been completed (around September 2013), quarterly performance should improve - but it remains to be seen if the long average period for Q1 can be recovered by the end of the year.
 The Housing Directorate will be commencing a Project later in the year to looking at the future provision of sheltered housing, which are among the most difficult to let vacancies.
 Consideration is also being given to introducing weekly (instead of fortnightly) advertising under Choice Based Lettings after implementation of the new Allocations Scheme - which should reduce the empty property period (but at a cost).

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

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

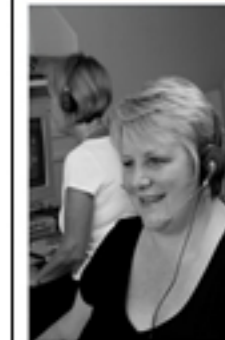
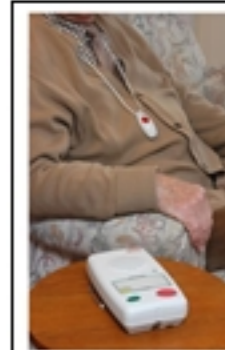


Quarter	Target	Actual
Q1/13/14	98.00%	99.00%
Q4/12/13	98.00%	100.00%
Q3/12/13	98.00%	100.00%
Q2/12/13	98.00%	100.00%
Q1/12/13	98.00%	100.00%

Annual Target: 2013/14 - 98.00%
2012/13 - 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):

(Q1 2013/14)
This performance is in line with the target.

Corrective action proposed (if required):

(Q1 2013/14)
We have implemented additional telephone surveys in this quarter to allow us to increase the sample size of respondents.

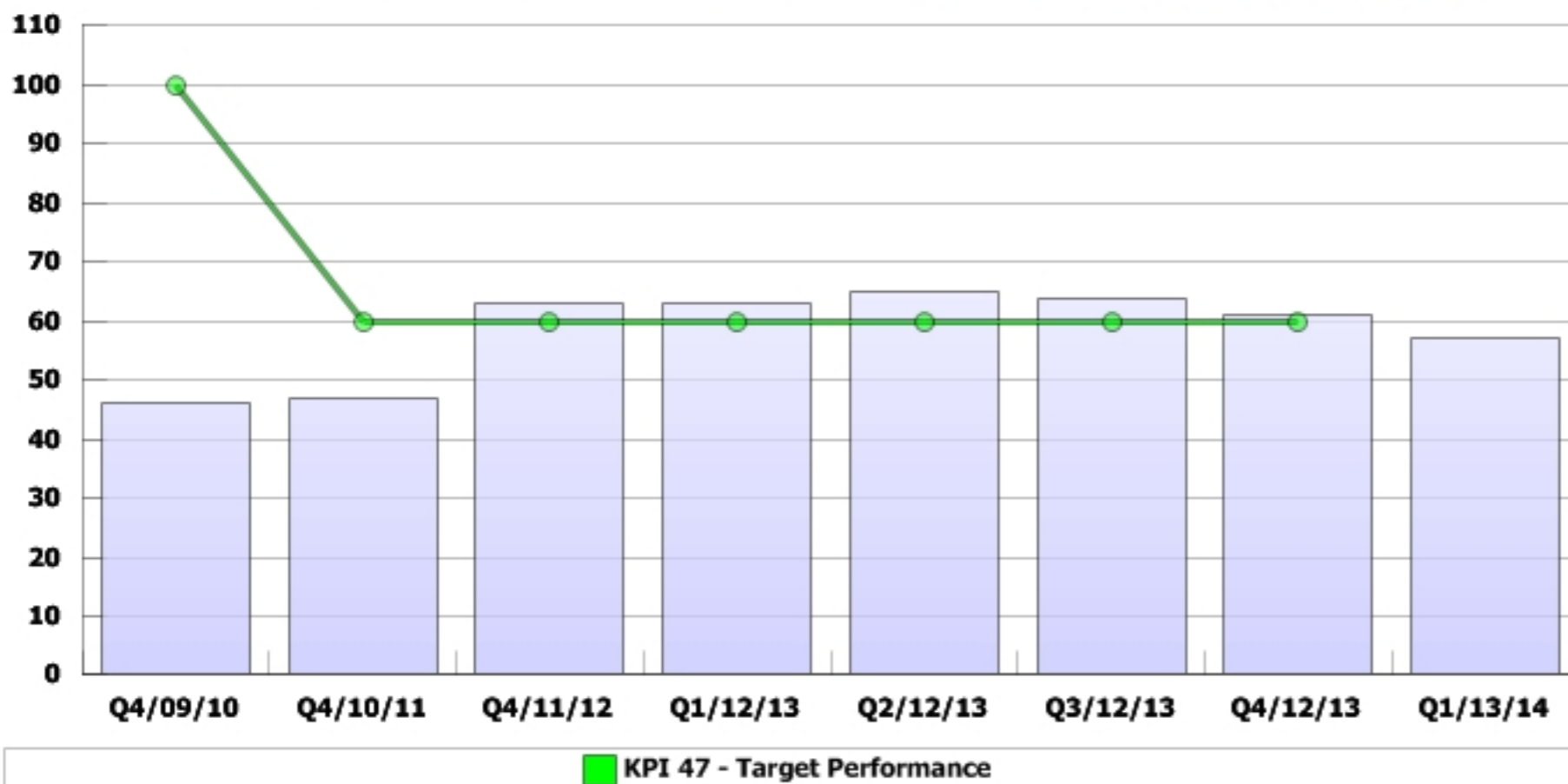
The Housing Repairs Service has managed to gain customer satisfaction feedback in quarter one on 20% of completed work orders.

KPI 47 How many households were housed in temporary accommodation?

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



Quarter	Target	Actual
Q1/13/14	70	57
Q4/12/13	60	61
Q3/12/13	60	64
Q2/12/13	60	65
Q1/12/13	60	63

Annual 2013/14 - 70
Target: 2012/13 - 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?

Yes



Comment on current performance (including context):

(Q1 2013/14) Target achieved this Quarter, for the first time for many Quarters, through a reduction in the number of households in temporary accommodation - due to a combination of less households entering temporary accommodation and those already in temporary accommodation being housed more quickly.

Corrective action proposed (if required):

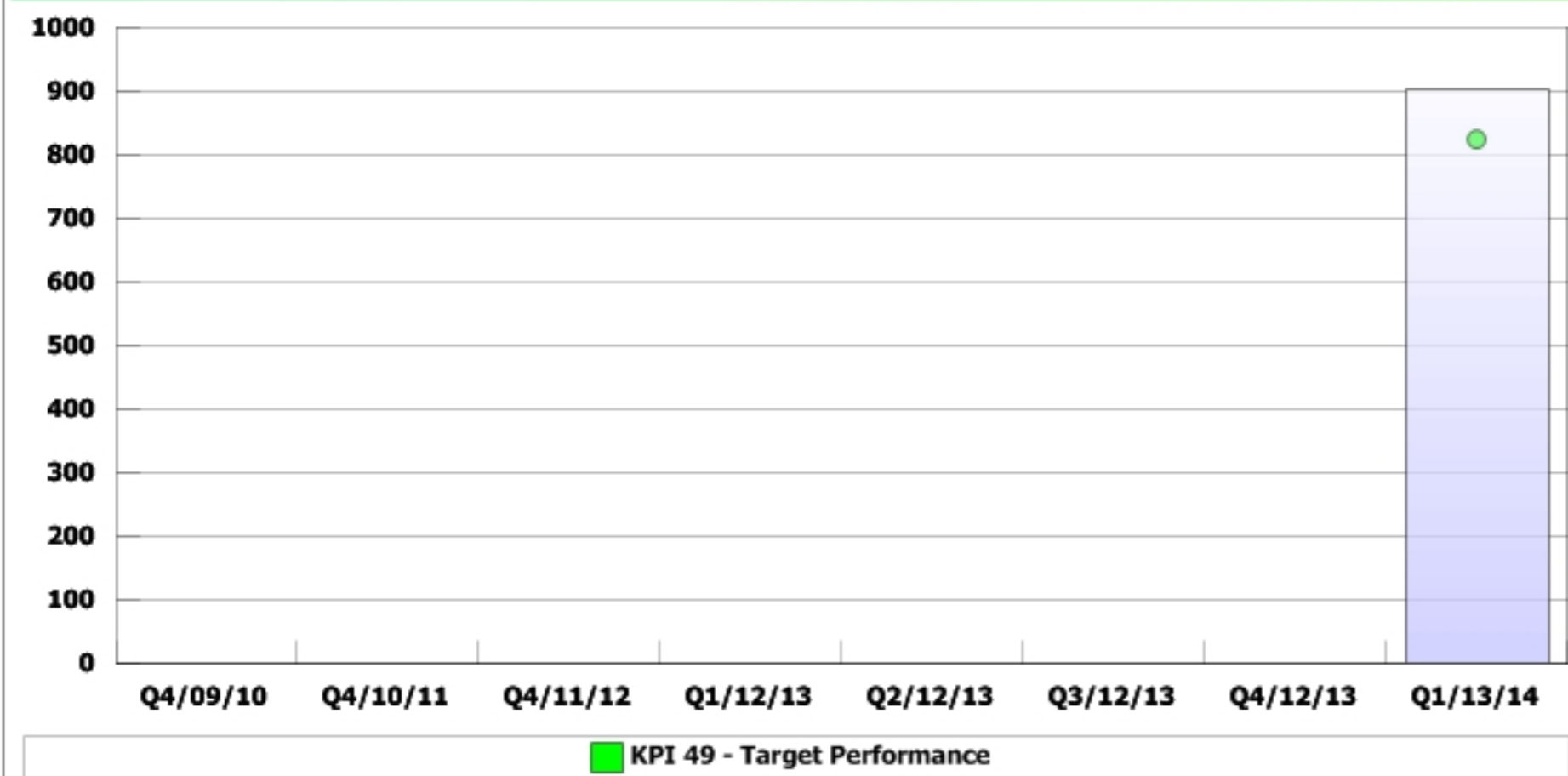
(Q1 2013/14) No specific actions planned as a result of Q1 performance - but the position is expected to improve further from 1st September 2013, with the introduction of the new Housing Allocations Scheme, since homeless households will no longer be able to "bid" for vacant properties "of their choosing", but be allocated properties considered by officers to be suitable for their needs and, if the offer is refused, the Council's homelessness duty will be discharged. In addition, officers will seek to place homeless applicants with less than three years' residency in the District into private rented accommodation

KPI 49 How many of the key building components required to achieve the Modern Homes Standard were renewed?

Additional Information: We are not currently at the Modern Homes Standard. If we were, we would still anticipate having to replace in excess of 2750 components per year to maintain that standard. Therefore, in order to address the backlog over time we will aim to replace in excess of this annual requirement each year, until we reach the Modern Homes Standard across our housing stock.

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
Q1/13/14	825	905
Q4/12/13		
Q3/12/13		
Q2/12/13		
Q1/12/13		

Annual Target: 2013/14 - 3,300
2012/13 - N/A

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):

(Q1 2013/14) This is a new KPI, to monitor progress with meeting the Council's new Modern Home Standard. The target for the no. of key building components to be replaced includes 20% more building components per annum than would normally be required each year if all the Council's homes were already at the Standard in order to start to deal with the backlog of works.

Even with a target that includes provision for backlogs, the target has been exceeded in the first Quarter.

Corrective action proposed (if required):

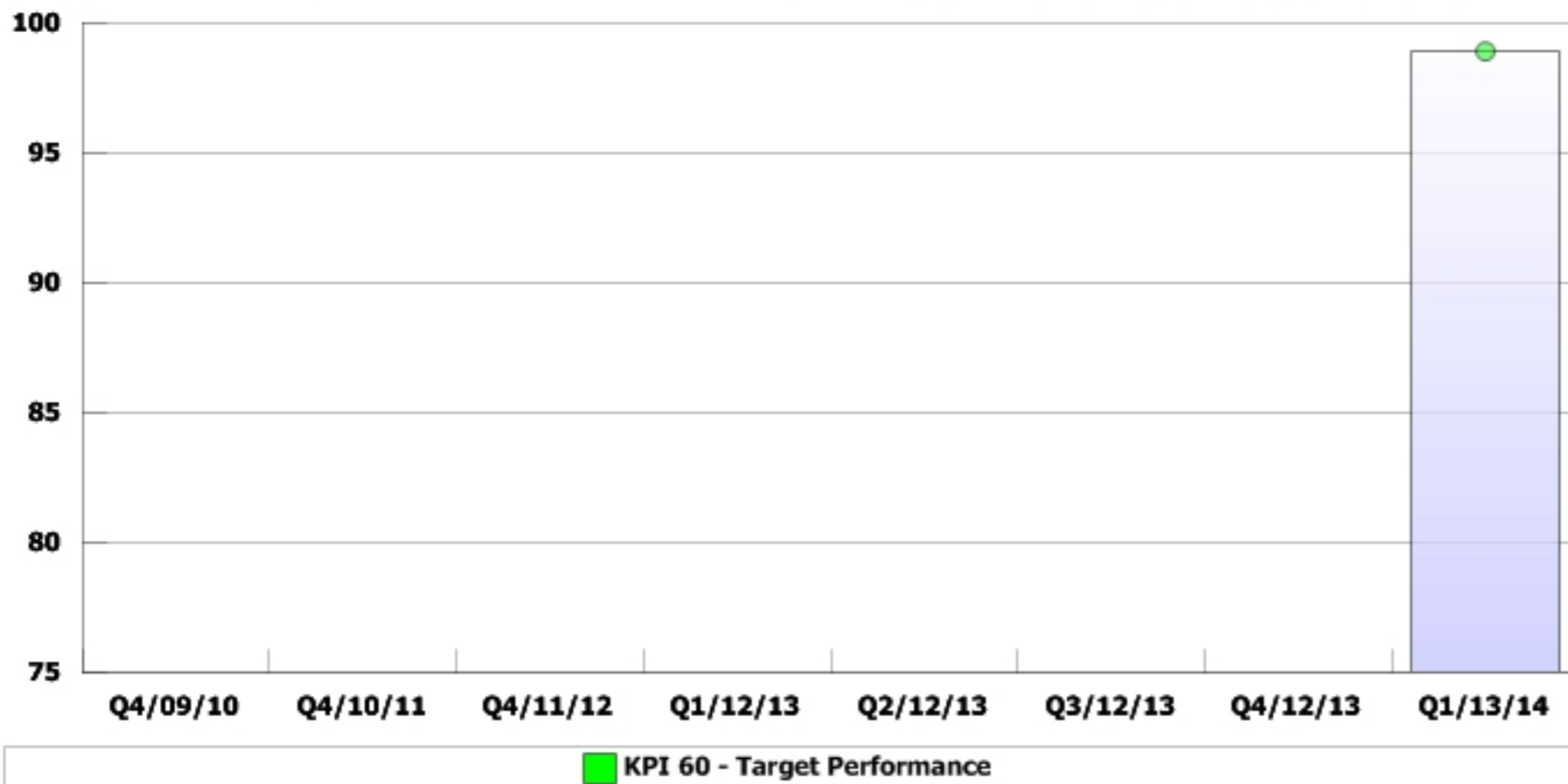
(Q1 2013/14) The Repairs and Maintenance Business Plan (part of the HRA Business Plan) sets out programmes of work, with appropriate levels of funding, to renew sufficient numbers of key building components each year, including provision to deal with the backlogs.

KPI 60 What percentage of all emergency repairs are attended to within 4 working hours?

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
Q1/13/14	99%	99%
Q4/12/13		
Q3/12/13		
Q2/12/13		
Q1/12/13		

Annual Target: 2013/14 - 99%
2012/13 - N/A

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):

(Q1 2013/14)
There were 449 Emergency/Out of Hours works orders completed and of those 446 were attended to within the 4 hour timescale. The actual figure to two decimal places is 99.33%.

The 3 emergencies attended to after 4 hours were completed in an average of 4 hours 39 minutes.

Corrective action proposed (if required):

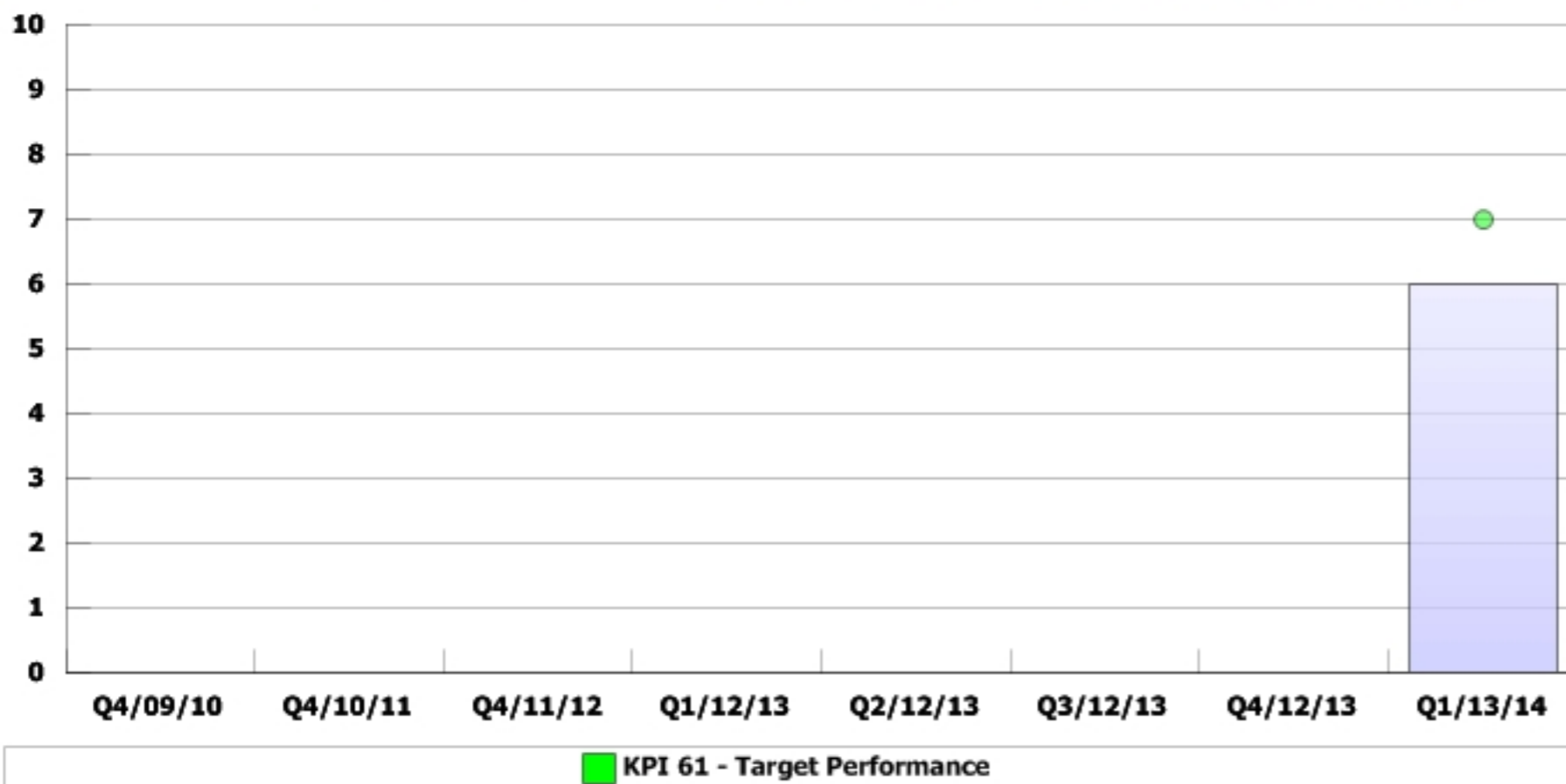
(Q1 2013/14)

KPI 61 What is the average overall time to complete responsive repairs?

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
Q1/13/14	7.0	6.0
Q4/12/13		
Q3/12/13		
Q2/12/13		
Q1/12/13		

Annual 2013/14 - 7 working days
 Target: 2012/13 - N/A

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):

(Q1 2013/14)
 The total number of works orders completed in quarter 1 was 2474 and the total number of days to complete these repairs was 14740. The actual average days to complete was 5.96 working days.

Corrective action proposed (if required):

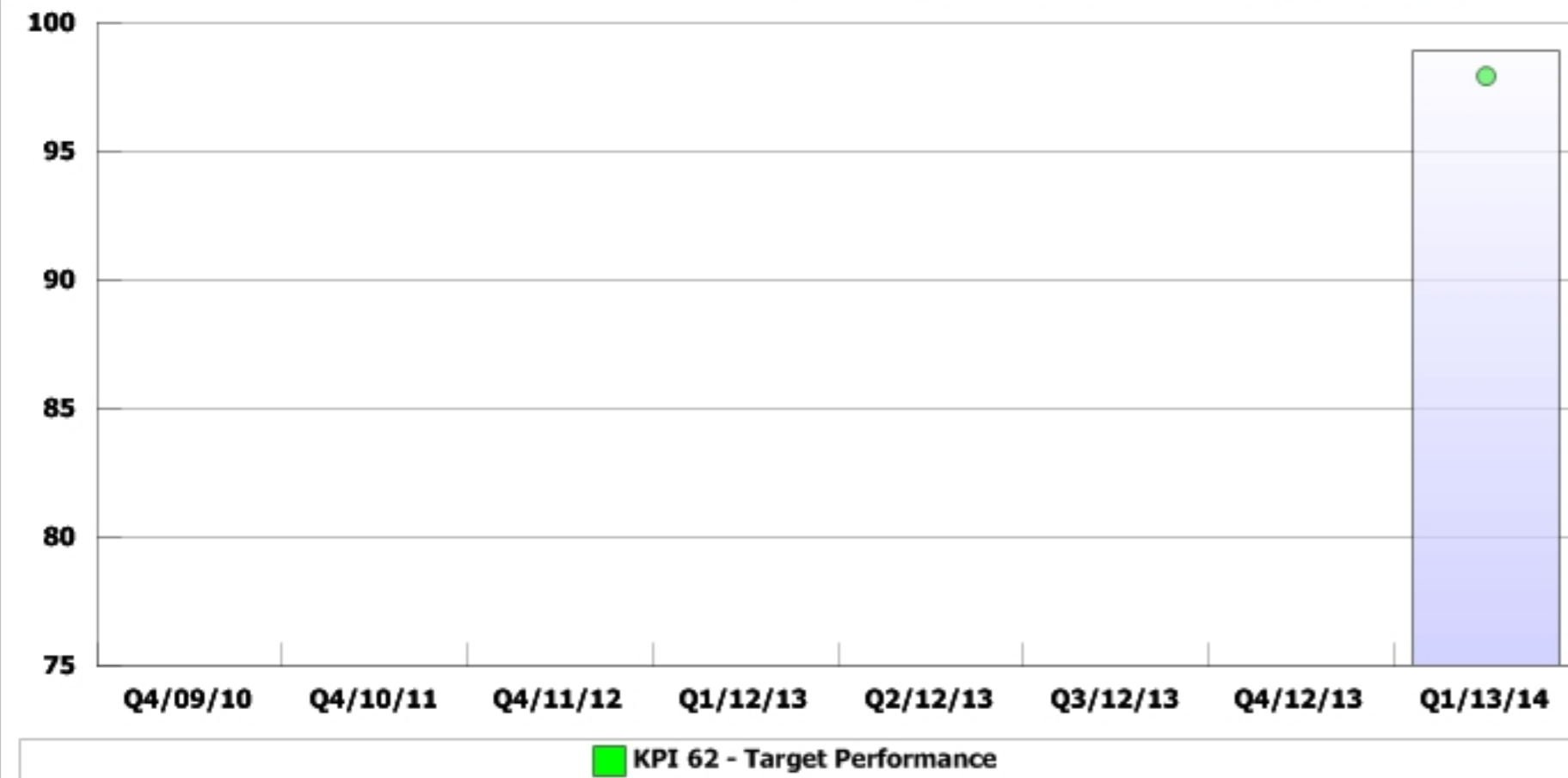
(Q1 2013/14)

KPI 62 What percentage of appointments for repairs are both made and kept?

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
Q1/13/14	98%	99%
Q4/12/13	-	-
Q3/12/13	-	-
Q2/12/13	-	-
Q1/12/13	-	-

Annual Target: 2013/14 - 98%
2012/13 - N/A

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):

(Q1 2013/14)
Performance target was met for Quarter 1, the total number of appointments kept was 2959 of 3004 made, the actual percentage performance was 98.50%

Corrective action proposed (if required):

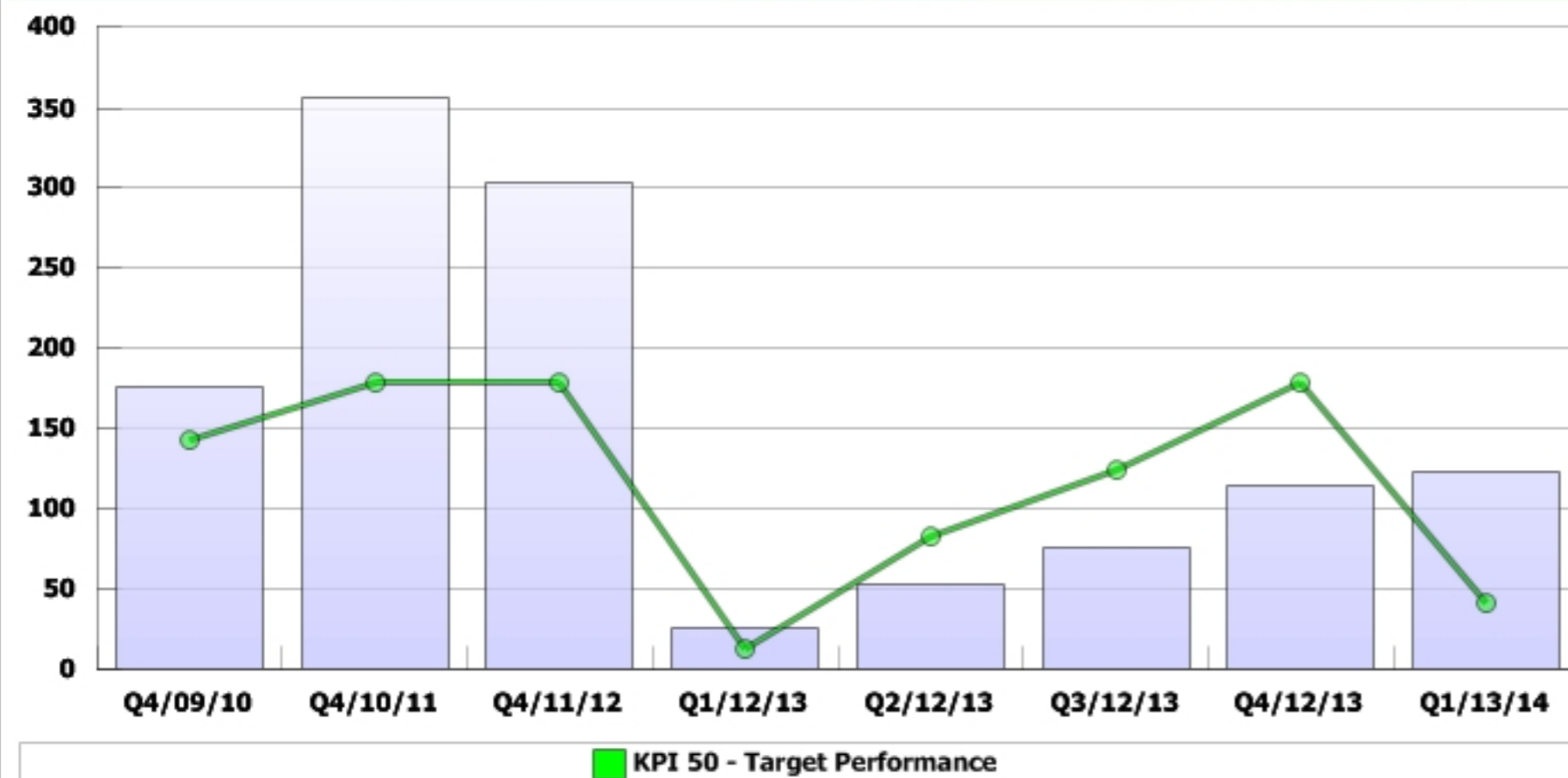
(Q1 2013/14)

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

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
Q1/13/14	42	123
Q4/12/13	180	115
Q3/12/13	125	77
Q2/12/13	83	53
Q1/12/13	13	27

Annual Target: 2013/14 - 180
2012/13 - 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?

Uncertain

Comment on current performance (including context):

(Q1 2013/14) This quarter's performance has improved from last year's. This may be due to a number of factors, including the change in government legislation, but also an improvement in the economy as a whole.

A number of larger sites have come forward this quarter which did not in the previous financial year and this has boosted the figure.

Corrective action proposed (if required):

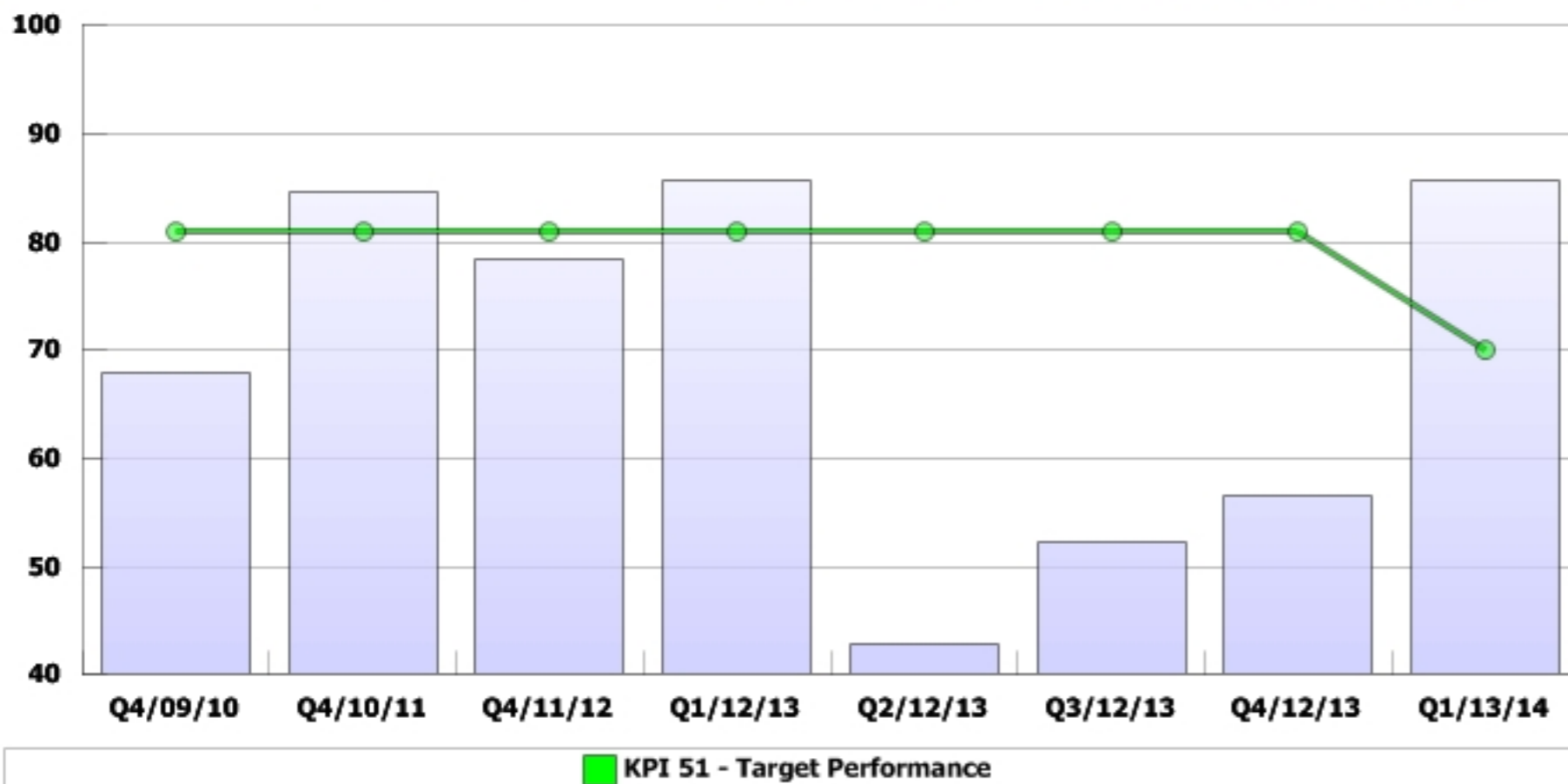
(Q1 2013/14) Obviously the Council has little capacity to change the amount of homes built within the district, however they have met adequate targets under the 5 year land assessment and will continue to monitor progress.

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

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
Q1/13/14	70.00%	85.71%	✓
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%	✓

Annual Target: 2013/14 - 70.00%
2012/13 - 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?

Uncertain



Comment on current performance (including context):

(Q1 2013/14) Major type applications represent only a small number of the overall number of planning applications received, but they are more complex and generally are reported to planning committees, so deadlines are tight. Because of this, the performance can be volatile, but so far, as at Q1, performance target is on course.

Corrective action proposed (if required):

(Q1 2013/14) Close monitoring of applications timetable so as to enable applications to be reported in time to planning committees and front loading of advice at pre-application stage so as to limit amending plans once the application is submitted.

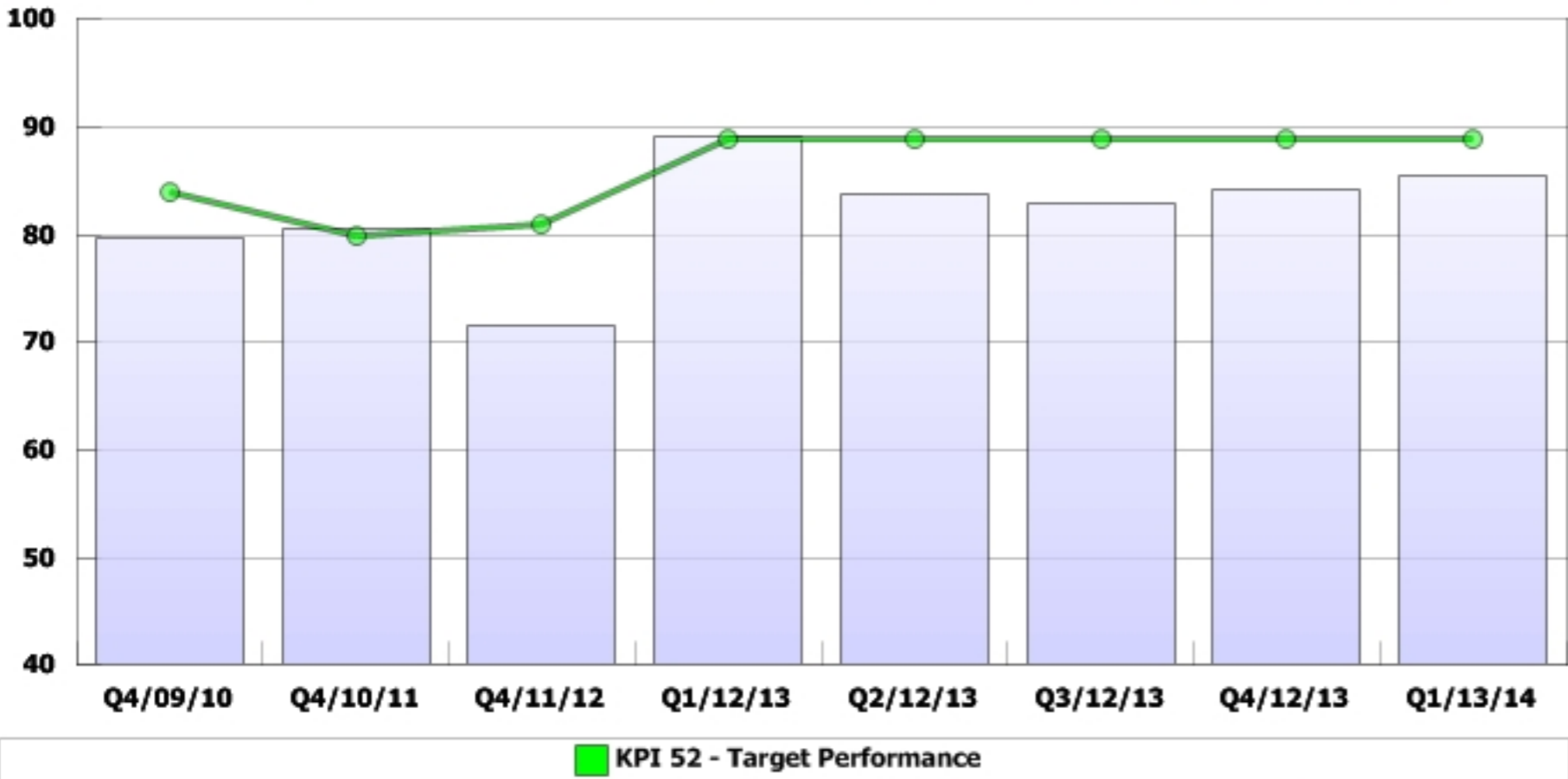
KPI 52 What percentage of minor planning applications were processed within 8 weeks (Delegated decisions only from 2012/13)?

Additional Information: This indicator ensures that local planning authorities determine 'minor' planning applications in a timely manner (within eight weeks). With effect from Q1 2012/13 this indicator will measure performance on delegated decisions only. Historical performance figures will remain unchanged.

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



Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/13/14	89.00%	85.51%	✗
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%	✓

Annual Target: 2013/14 - 89.00% (delegated)
Target: 2012/13 - 89.00% (delegated)
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?
 [Orange box] Uncertain

Comment on current performance (including context):

(Q1 2013/14) This covers 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. 10 (mainly for new dwellings) out of 69 applications were outside the target time, due primarily to delay in maternity leave cover in April and May.

Corrective action proposed (if required):

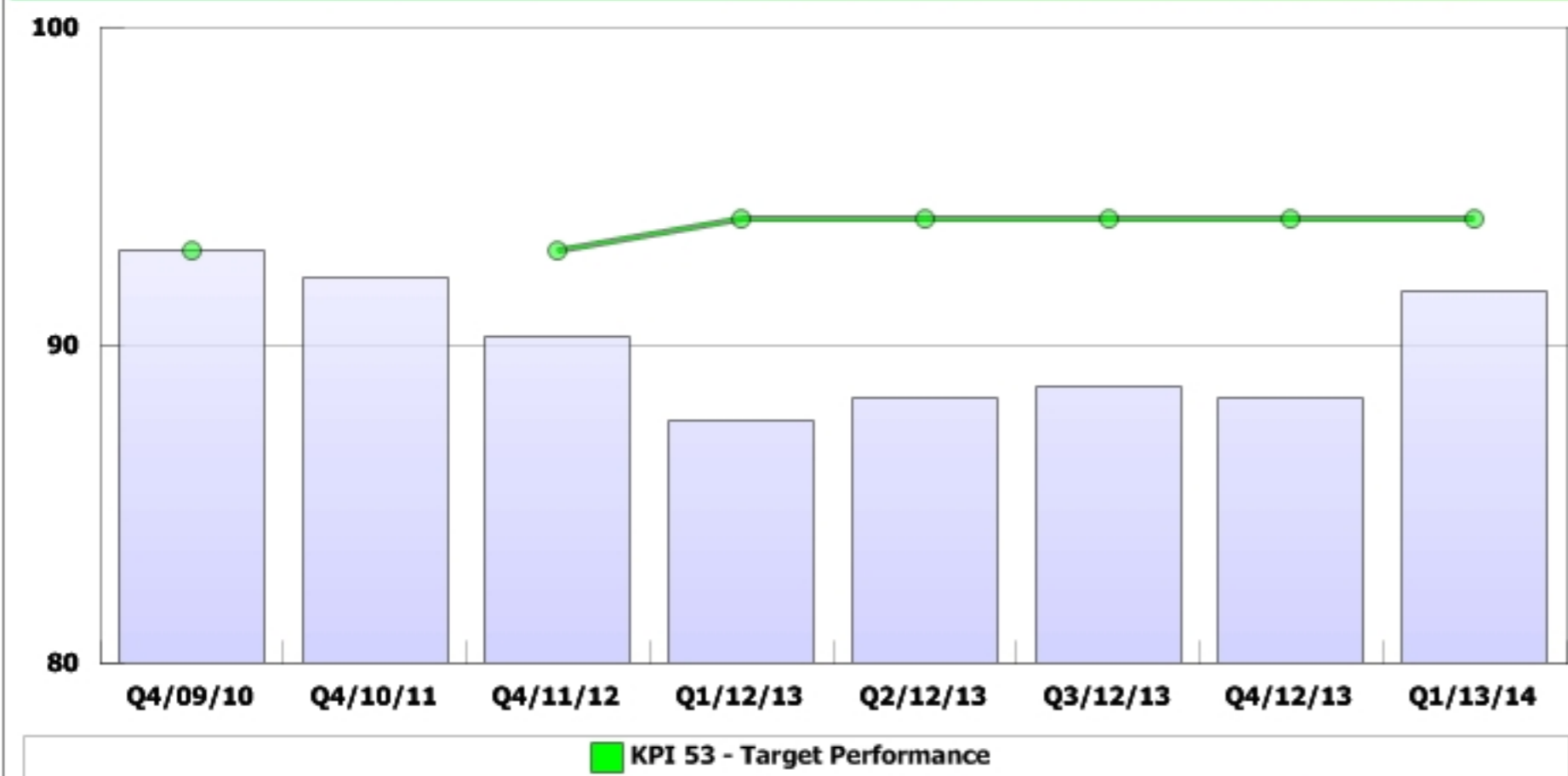
(Q1 2013/14) The improvement plan for this target recognises that the process of dealing with planning applications in this target relies not only on a full compliment of staff, but regular workload monitoring by the team leaders, which is being carried out. This is turn is being monitored by the Assistant Director(Development) through the sections own management and staff meetings. Therefore corrective action proposed is: - Reports to Assistant Director (Development) one week before 8 week expiry date. AD (Development) to monitor late decisions and act on any potential recurring issues; - Validation checklist to be updated and registration officers to have copy so delays caused by request for further information from applicant is minimised; - Request for revision to planning applications by means of a way forward letter attached to the decision notice of refusal, so that a new submitted revised planning application can achieve a timely 8 week decision; - Officers to write shorter more concise reports where planning permission is recommended for approval and carry out earlier site visits.

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

Additional Information: This indicator ensures that local planning authorities determine 'other' planning applications in a timely manner (within eight weeks). With effect from Q1 2012/13 this indicator will measure performance on delegated decisions only. Historical performance figures will remain unchanged.

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

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/13/14	94.00%	91.74%	✗
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%	✗

Annual Target: 2013/14 - 94.00% (delegated)
Target: 2012/13 - 94.00% (delegated)
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):

(Q1 2013/14) KPI 53 represents the highest number out of all planning application types decided under delegated powers. 300 out of 327 applications dealt with in time in this category. The recent recruitment of a planning officer (July) to cover maternity leave, together with a more regular managing of workload should see an improvement over the next quarter.

Corrective action proposed (if required):

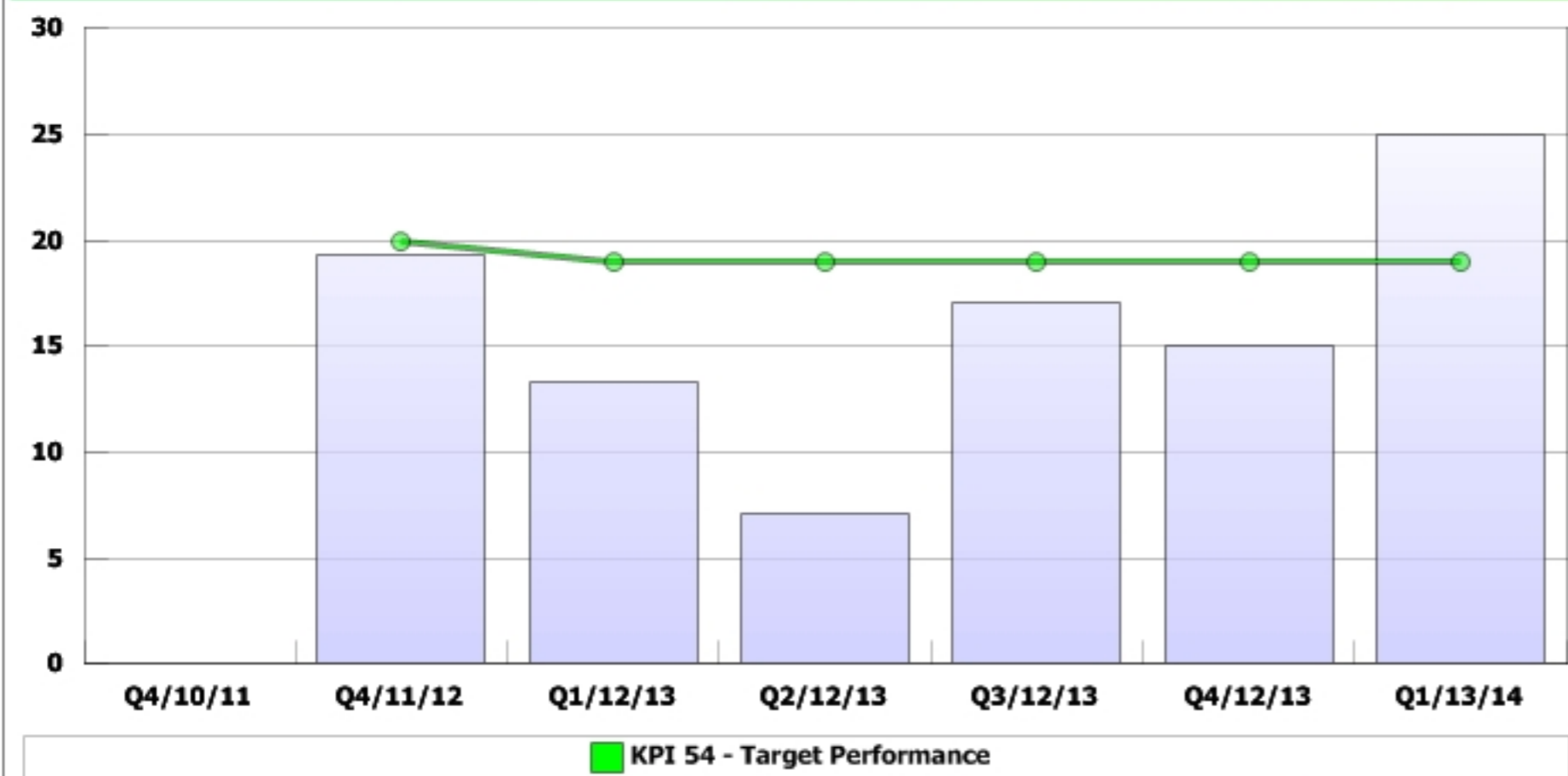
(Q1 2013/14) The improvement plan for this target recognises that the process of dealing with planning applications in this target relies not only on a full compliment of staff, but regular workload monitoring by the team leaders, which is being carried out. This is turn is being monitored by the Assistant Director(Development) through the sections own management and staff meetings. - Reports to Assistant Director (Development) one week before 8 week expiry date. AD (Development) to monitor late decisions and act on any potential recurring issues; - Validation checklist to be updated and registration officers to have copy so delays caused by request for further information from applicant is minimised; - Request for revision to planning applications by means of a way forward letter attached to the decision notice of refusal, so that a new submitted revised planning application can achieve a timely 8 week decision; - Officers to write shorter more concise reports where planning permission is recommended for approval and carry out earlier site visits.

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

Additional Information: This indicator is expressed as a percentage of the no. of appeals determined and seeks to assess the levels of applications that may be refused in order to meet development control performance targets. It measures the performance of only Officer Recommendations for refusal of planning permission

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

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/13/14	19.00%	25.00%	Fail (X)
Q4/12/13	19.00%	15.10%	Pass (✓)
Q3/12/13	19.00%	17.10%	Pass (✓)
Q2/12/13	19.00%	7.14%	Pass (✓)
Q1/12/13	19.00%	13.33%	Pass (✓)

Annual Target: 2013/14 - 19.00%
Target: 2012/13 - 19.00%
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):

(Q1 2013/14) Low number of appeal decisions this quarter (8), of which 2 were allowed, the same number allowed as this time last year. At such low numbers, a wider percentage swing is more likely. The subject of both allowed appeal decisions were for new houses, one of which, an infill site in the Green Belt, was a somewhat surprising decision, but reflective perhaps of the Governments national advice outweighing older local plan policy.

Corrective action proposed (if required):

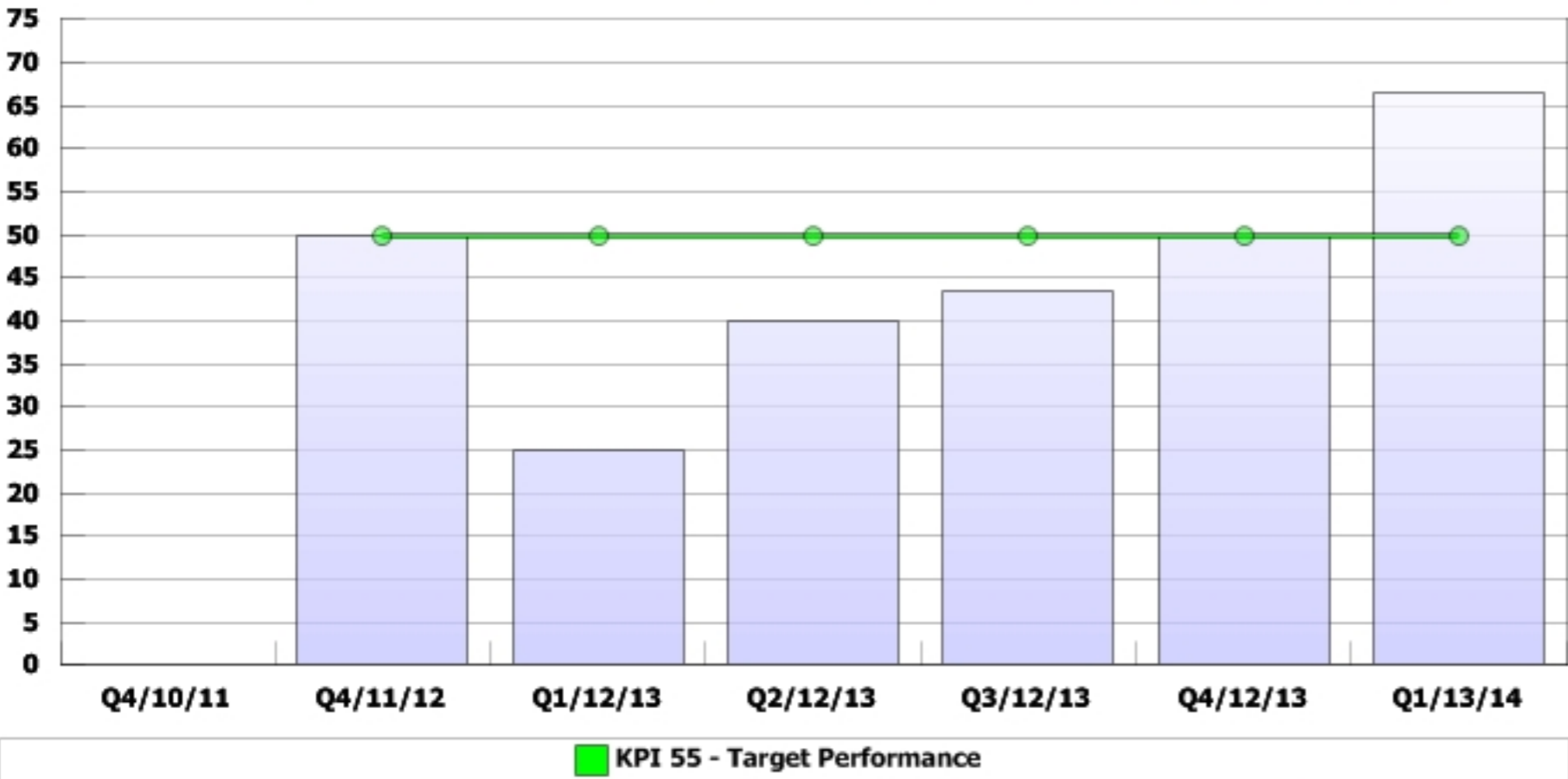
(Q1 2013/14) Officers continue to carefully assess all planning applications before a decision to refuse planning permission is issued and if there is one, do provide a way forward suggestion on a fresh application submission that can avert an appeal being submitted. However, this may account for why there is a lower number of appeals in this category than previous.

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

Additional Information: This indicator is expressed as a percentage of the no. of appeals determined and seeks to assess the levels of applications that may be refused in order to meet development control performance targets. It measures the performance of only Officer Recommendations for refusal of planning permission

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

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/13/14	50.00%	66.67%	✗
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%	✓

Annual Target: 2013/14 - 50.00%
 Target: 2012/13 - 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?
 ■ Uncertain

Comment on current performance (including context):

(Q1 2013/14) Members decisions to refuse planning permission by reversing officer recommendations on planning applications were supported on appeal in only 3 out of 9 cases, so that 66.67% were allowed. The total number of decisions in this category is low, but this is a higher proportion allowed than in previous quarters. Looking specifically at the 6 allowed, the Members perceived level of demonstrable harm to amenity is perhaps greater than that of the planning inspectors.

Corrective action proposed (if required):

(Q1 2013/14) Member training and 6 monthly appeal report to Members may help to bring forward an improved performance.