

End of quarter cumulative KPI performance vs target

Quarterly Headlines - Reflecting on our performance

Year-end predictions for quarterly KPI performance



Q3 2013/14 KPI Performance Summary

A total of 28 out of 35 KPIs have achieved their target representing a 80% success rate.

Of the 7 indicators which have missed their target, 1 was a marginal fail and performed within the agreed 'amber' tolerance.

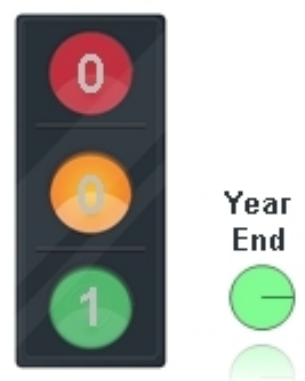
Of the 6 indicators which showed a marginal fail performance at Q2, 3 have moved into an Achieving performance whilst 2 have moved to a fully Failing performance.

1 indicator which had been Achieving as at Q2 has moved into a Failing performance.

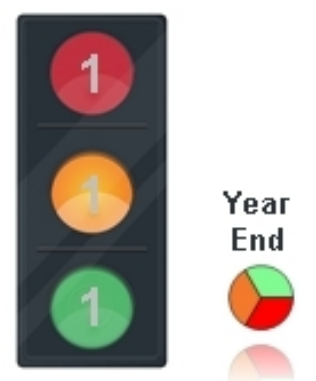


■ = Fail ■ = Marginal fail* (Qtrly) / Uncertain (Year-end) ■ = Achieve

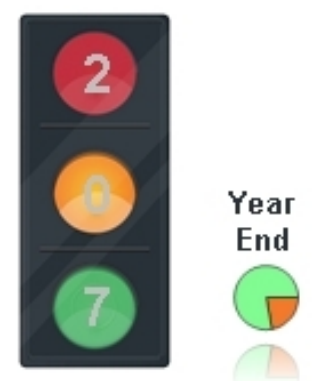
Office of the Deputy Chief Executive



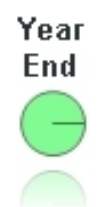
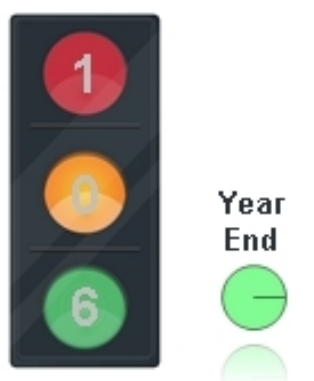
Corporate Support Services



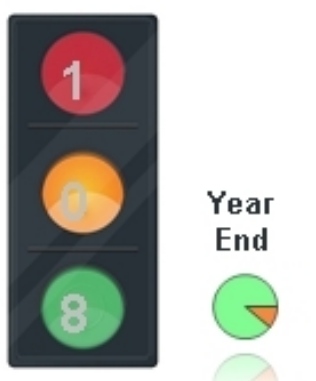
Environment & Street Scene



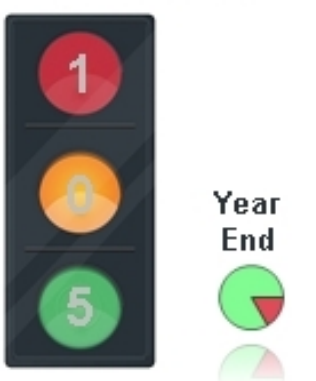
Finance & ICT



Housing



Planning & Economic Development



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

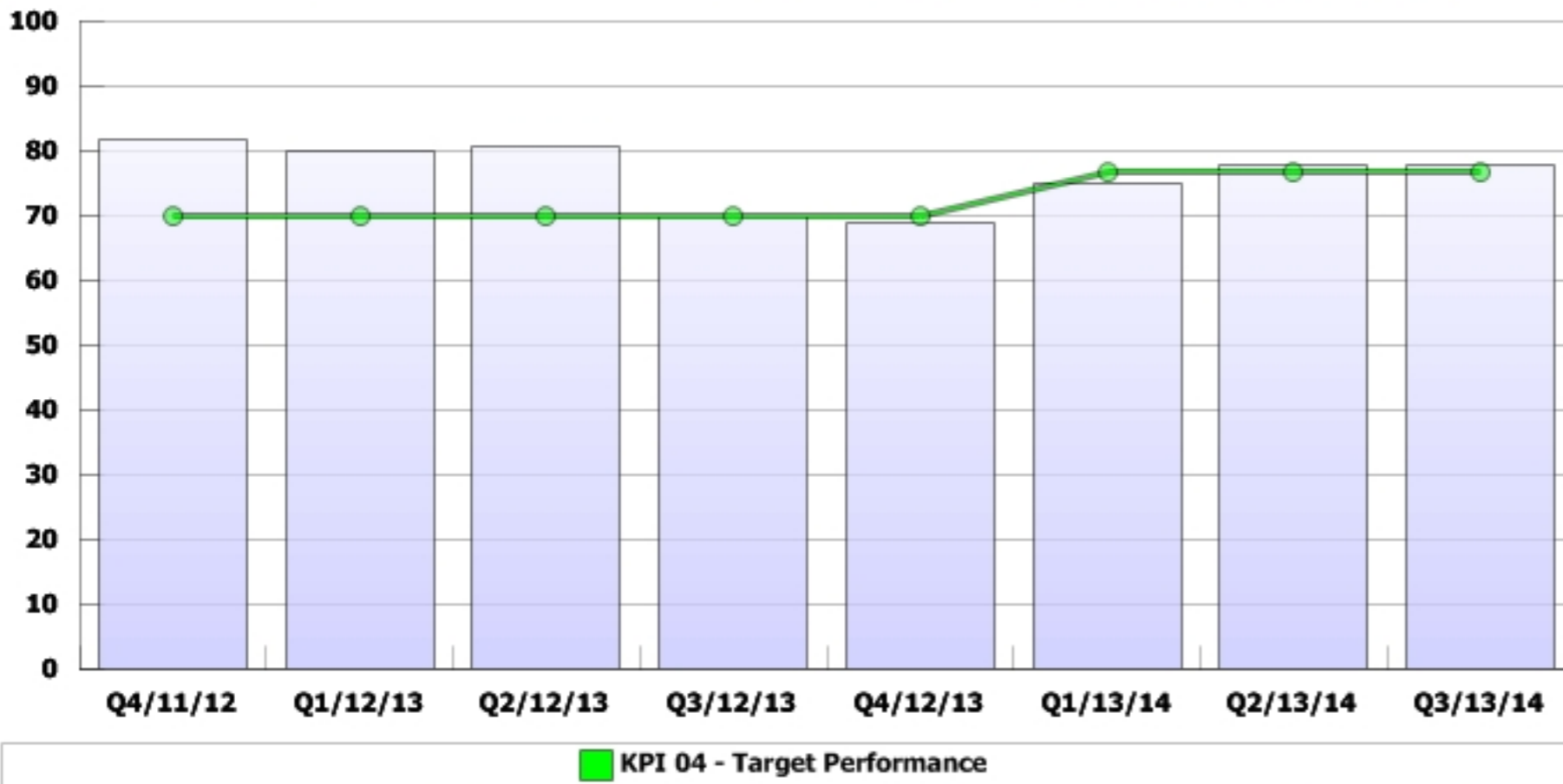
Quarterly Indicators		Quarter 1		Quarter 2		Quarter 3		Quarter 4		Is year-end target likely to be achieved?		
		Tgt	Actual	Tgt	Actual	Tgt	Actual	Tgt	Actual			
Office of the DCE Quarterly KPIs												
KPI 04	(Website Satisfaction)	77.0%	75.0%		77.0%	78.0%		77.0%	78.0%		77.0%	Yes
Corporate Support Services Quarterly KPIs												
KPI 10	(Sickness absence) (days)	1.66	1.69		3.51	3.05		5.40	4.83		7.25	Yes
KPI 11	(Commercial rent arrears) (%)	3.00%	4.60%		3.00%	4.60%		3.00%	3.90%		3.00%	No
KPI 12	(Commercial premises let) (%)	98.00%	98.31%		98.00%	97.97%		98.00%	97.97%		98.00%	Uncertain
Environment & Street Scene Quarterly KPIs												
KPI 20	(Non-recycled waste) (kg)	94	100		190	197		249	295		380	Uncertain
KPI 21	(Household recycling) (%)	59.01%	59.93%		62.90%	61.00%		64.80%	60.00%		60.00%	Uncertain
KPI 22	(Litter) (%)	8%	8%		8%	6%		8%	7%		8%	Yes
KPI 23	(Detritus) (%)	12%	5%		12%	7%		12%	8%		12%	Yes
KPI 25	(Neighbourhood issues) (%)	95.00%	96.76%		95.00%	97.23%		95.00%	96.66%		95.00%	Yes
KPI 26	(Fly-tip investigations) (%)	90%	92%		90%	93%		90%	94%		90%	Yes
KPI 27a	(Fly-tip: contract) (%)	90%	85%		90%	93%		90%	93%		90%	Yes
KPI 27b	(Fly-tip: non-contract) (%)	90%	92%		90%	95%		90%	96%		90%	Yes
KPI 28	(Noise investigations) (%)	90%	95%		90%	95%		90%	96%		90%	Yes
Finance & ICT Quarterly KPIs												
KPI 30	(Invoice payments) (%)	97%	97%		97%	97%		97%	97%		97%	Yes
KPI 31	(Council Tax collection) (%)	27.06%	27.20%		51.87%	52.27%		76.90%	77.55%		96.60%	Yes
KPI 32	(NNDR Collection) (%)	31.04%	29.80%		56.70%	56.19%		81.88%	82.66%		97.50%	Yes
KPI 33	(New benefit claims) (days)	30.00	26.42		30.00	25.59		30.00	23.44		30.00	Yes
KPI 34	(Benefits changes) (days)	10.00	8.53		10.00	8.23		10.00	8.07		6.00	Yes
KPI 35	(Benefit fraud) (no.)	75	56		150	151		225	203		300	Yes
KPI 36	(Proven fraud) (%)	30%	43%		30%	43%		30%	44%		30%	Yes
Housing Quarterly KPIs												
KPI 40	(Housing rent) (%)	96.00%	93.27%		96.00%	95.77%		96.00%	96.45%		96.00%	Yes
KPI 41	(Void re-lets) (days)	33	40		33	44		33	41		33	Uncertain
KPI 45	(Tenant satisfaction) (%)	98.00%	99.00%		98.00%	99.61%		98.00%	100.00%		98.00%	Yes
KPI 47	(Temp. accommodation) (no.)	70	57		70	60		70	51		70	Yes
KPI 48	(Non-decent homes) (%)	0.00%	0.00%		0.00%	0.00%		0.00%	0.00%		0.00%	Yes
KPI 49	(Modern Homes Std) (%)	825	905		1,650	1,898		2,475	2,689		3,300	Yes
KPI 60	(Emergency repairs) (%)	99%	99%		99%	99%		99%	99%		99%	Yes
KPI 61	(Responsive repairs) (days)	7.0	6.0		7.0	6.4		7.0	6.4		7.0	Yes
KPI 62	(Emergency repairs) (%)	98%	99%		98%	98%		98%	98%		98%	Yes
Planning & Economic Development Quarterly KPIs												
KPI 50	(Increase in homes) (no.)	42	88		83	243		121	284		180	Yes
KPI 51	(Major planning) (%)	70.00%	85.71%		70.00%	82.35%		70.00%	82.61%		70.00%	Yes
KPI 52	(Minor planning) (%)	89.00%	85.51%		89.00%	89.66%		89.00%	91.04%		89.00%	Yes
KPI 53	(Other planning) (%)	94.00%	91.74%		94.00%	94.12%		94.00%	95.44%		94.00%	Yes
KPI 54	(Appeals - officers) (%)	19.00%	25.00%		19.00%	19.05%		19.00%	18.75%		19.00%	Yes
KPI 55	(Appeals - members) (%)	50.00%	66.67%		50.00%	66.67%		50.00%	75.00%		50.00%	No

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



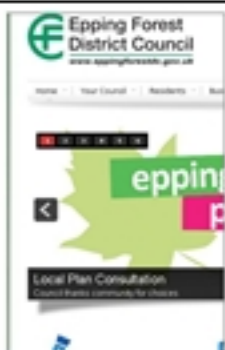
Quarter	Target	Actual	Status
Q3/13/14	77.0%	78.0%	✓
Q2/13/14	77.0%	78.0%	✓
Q1/13/14	77.0%	75.0%	✗
Q4/12/13	70.0%	69.0%	✗
Q3/12/13	70.0%	70.0%	✓

Annual 2013/14 - 77%
Target: 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?
 Yes



Comment on current performance (including context):

The SOCITM website exit survey was turned off at the end of August 2013 for the installation of a new responsive template on the Joomla part of the website. The responsive template increases the usability of the website when viewed on mobile and tablet devices. The test period highlighted usability issues caused by the SOCITM tool on tablets and mobile devices. It has been turned on in January for the purposes of fourth quarter/year-end reporting.

Corrective action proposed (if required):

It is considered that changes to this KPI are required as the current satisfaction measure causes a number of problems. The Website Development Board favours a move to a new website satisfaction measure outlined elsewhere in the agenda for the meeting of the Finance and Performance Management Scrutiny Panel on 11 March 2014.

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.

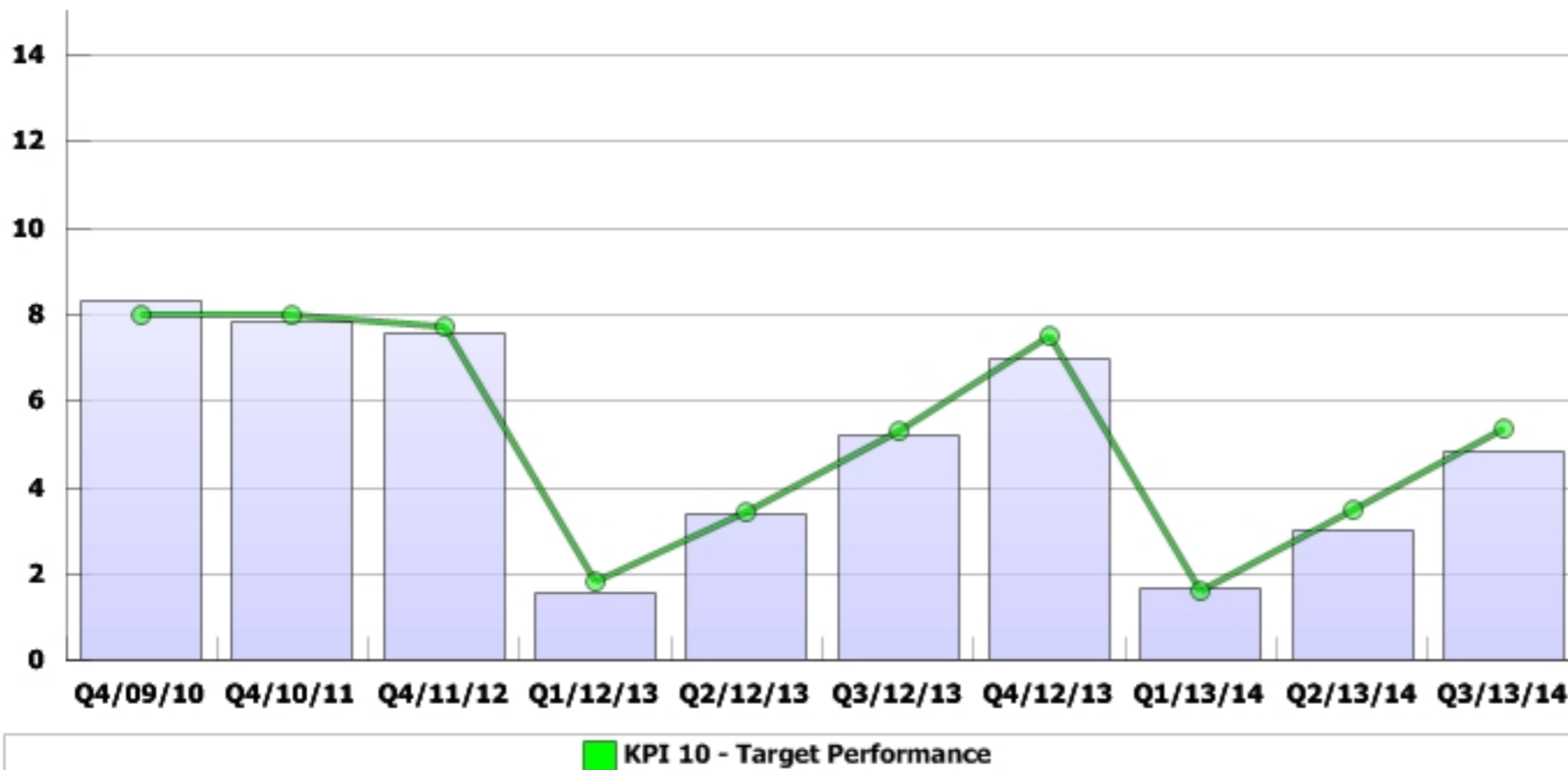
For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



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

Yes



Quarter	Target	Actual	Status
Q3/13/14	5.40	4.83	✓
Q2/13/14	3.51	3.05	✓
Q1/13/14	1.66	1.69	✗
Q4/12/13	7.50	6.99	✓
Q3/12/13	5.31	5.21	✓

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):

(Q3 2013/14). In Quarter 3 there was a decrease of 0.51 days against the quarterly target. Cumulative performance for the year continues to be below target.

Corrective action proposed (if required):

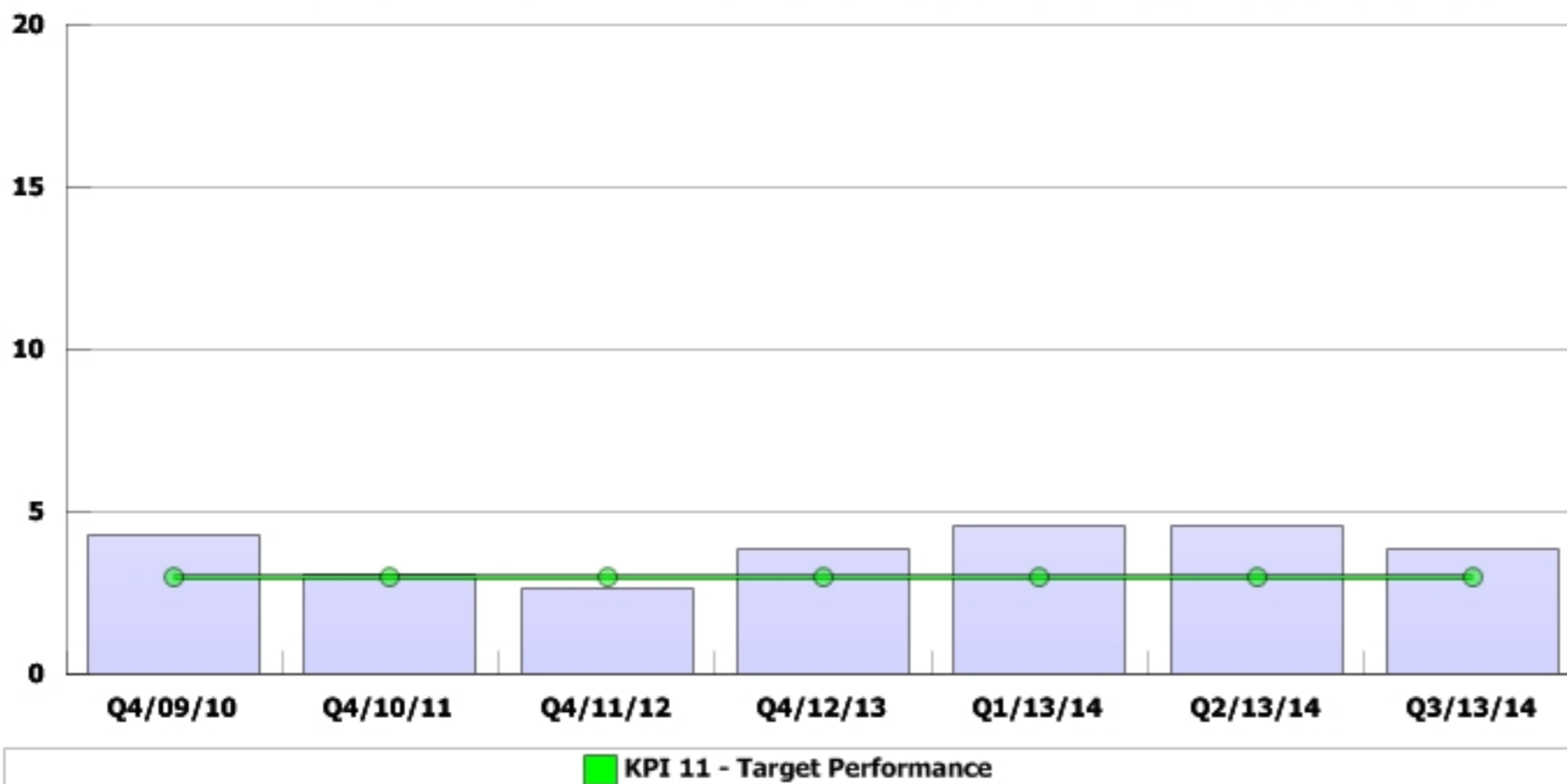
(Q3 2013/14). Human Resources provide a range of monthly and quarterly reports to service directors regarding sickness absence, together with corporate information for comparison. Managers carry out review meetings with employees who have met either or both of the trigger levels (set out in the Managing Absence Policy) and, where appropriate, set employees targets to encourage improvement. Human Resources support managers when they invoke the formal processes of the Managing Absence Policy. A detailed report is made to the Finance and Performance Management Scrutiny Panel twice a year regarding performance against this KPI. As the KPI is currently below target, no corrective 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?

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 on a quarterly basis.

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
Q3/13/14	3.00%	3.90%	✗
Q2/13/14	3.00%	4.60%	✗
Q1/13/14	3.00%	4.60%	✗
Q4/12/13	3.00%	3.90%	✗
Q4/11/12	3.00%	2.66%	✓

Annual Target: 2013/14 - 3.00%
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?

■ No



Comment on current performance (including context):

(Q3 2013/14) There has been improved performance in reducing the outstanding debt over 90 days old since Quarter 2, although the target for this KPI is unlikely to be met. This is partly due to the economic situation generally and also because of a reduction in the budgeted rent roll for 2013/14 as a result of reducing the rental income for the market at North Weald Airfield after the target was set.

Corrective action proposed (if required):

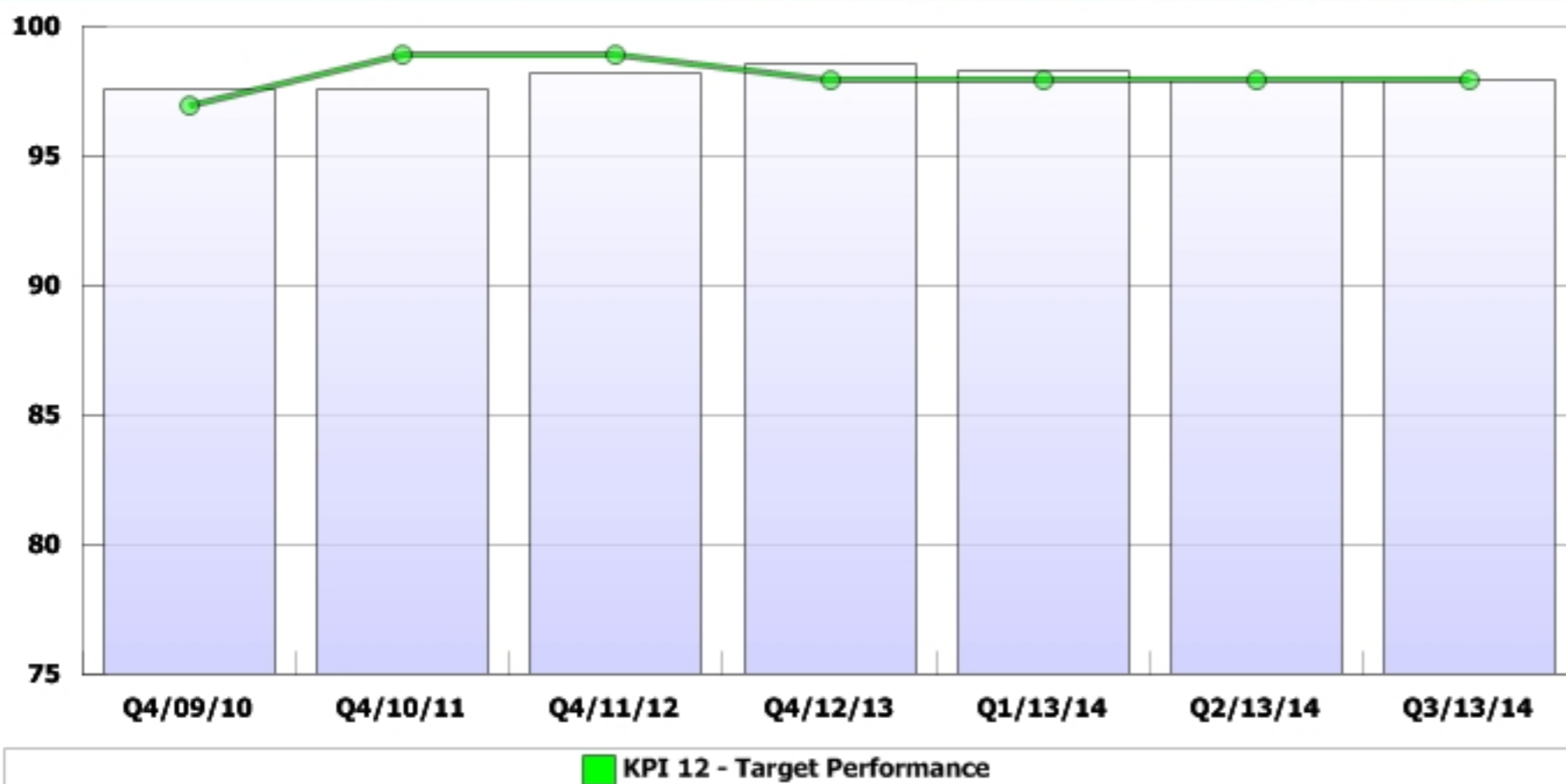
(Q3 2013/14) Officers will continue to closely monitor and chase debts, particularly those where agreed payment plans are not being met.

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 on a quarterly basis.

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
Q3/13/14	98.00%	97.97%	✗
Q2/13/14	98.00%	97.97%	✗
Q1/13/14	98.00%	98.31%	✓
Q4/12/13	98.00%	98.64%	✓
Q4/11/12	99.00%	98.30%	✗

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?

Uncertain



Comment on current performance (including context):

(Q3 2013/14) Performance for this indicator is on-target or thereabouts, and there are currently only 6 vacant properties out of a portfolio of 295 properties. One vacant property is under offer and with the legal section for completion of the lease and, when this has occurred, performance will be back to where it was at the end of the last financial year.

Corrective action proposed (if required):

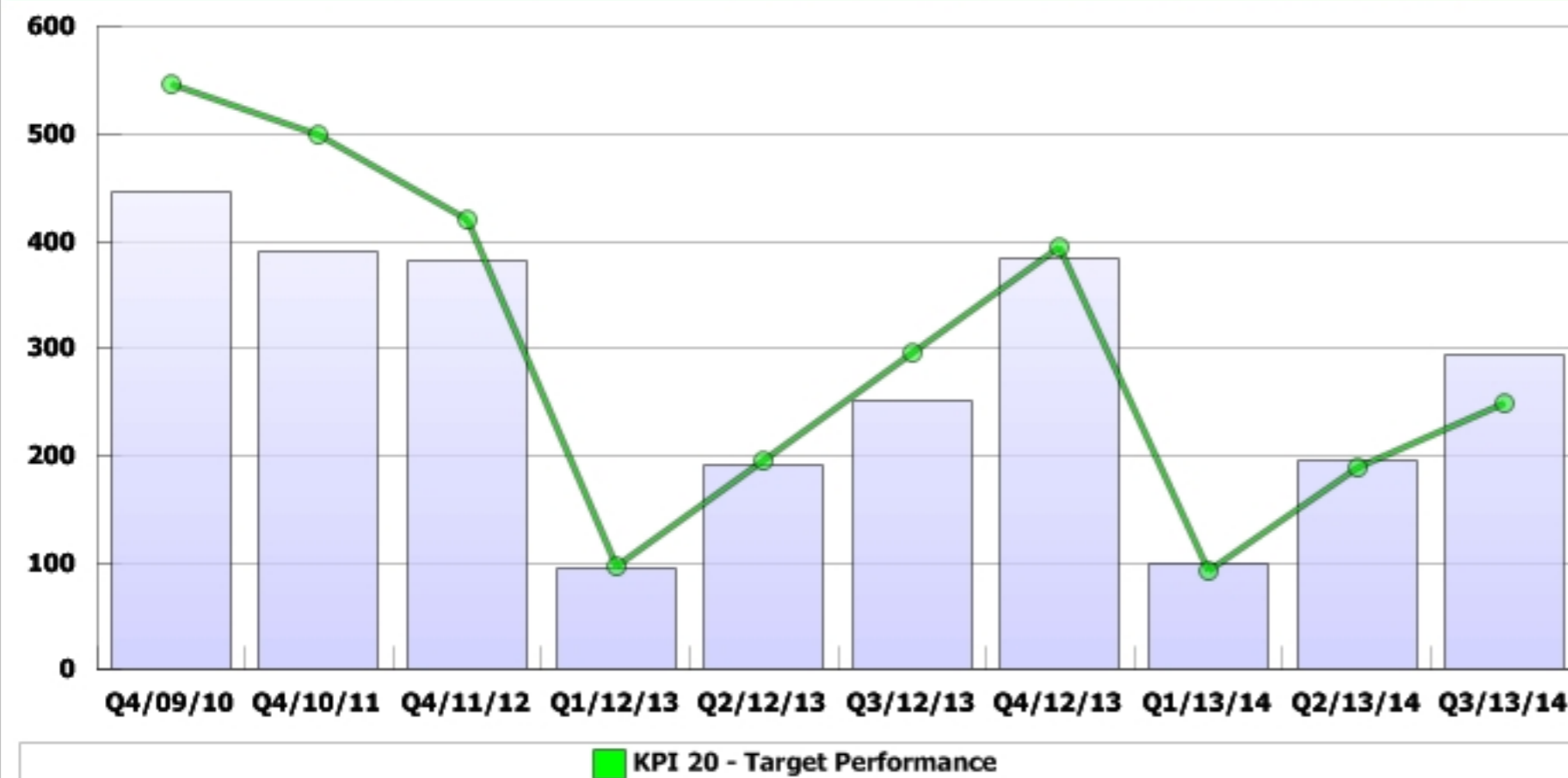
(Q3 2013/14) No corrective action currently proposed.

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
Q3/13/14	249	295
Q2/13/14	190	197
Q1/13/14	94	100
Q4/12/13	395	384
Q3/12/13	296	252

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):

(Q3 2013/14) This is a disappointingly high level of residual waste, although overall recycling remains at or around 60%. Although the cumulative figure is high, the performance for Quarter 3 is on a par with the individual collection weights for Q1 and Q2.

Corrective action proposed (if required):

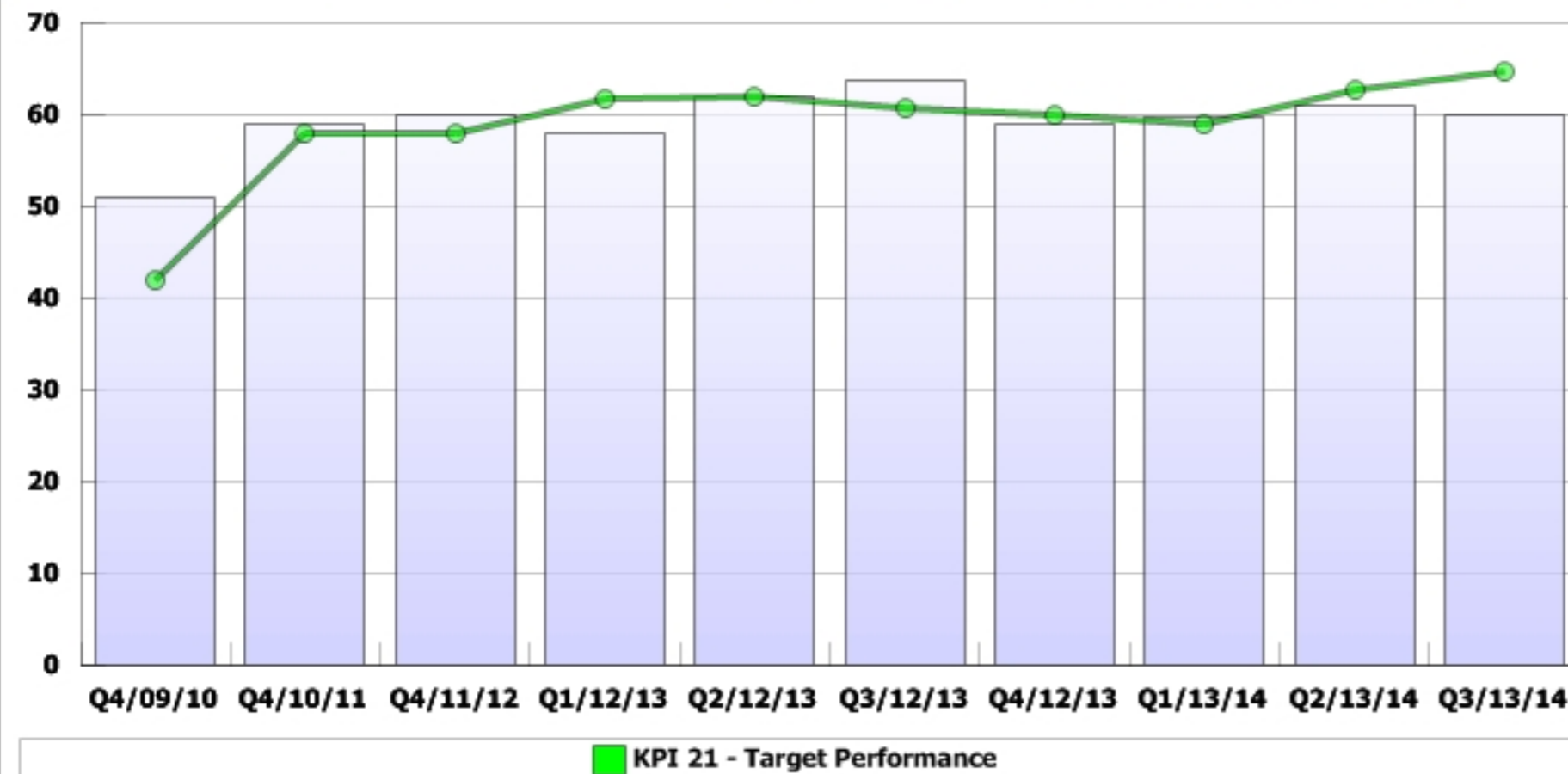
(Q3 2013/14) Steps are being taken to remind residents of the kerbside schemes which are available to them to encourage further recycling. The specification for the new contract will also include doorstep deliveries of clear sacks as an encouragement to recycle more materials.

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
Q3/13/14	64.80%	60.00%	✗
Q2/13/14	62.90%	61.00%	✗
Q1/13/14	59.01%	59.93%	✓
Q4/12/13	60.00%	59.14%	✗
Q3/12/13	60.76%	63.87%	✓
Annual	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):

(Q3 2013/14) Although the current performance of 60% achieves the overall annual target, it falls below expected performance at this time of the year. As with KPI20, this demonstrates the difficulties of keeping residents focused on the need to recycle as much as they are able, hence the likelihood of achieving the 60% target as at 31 March 2014 remains challenging and therefore uncertain.

Corrective action proposed (if required):

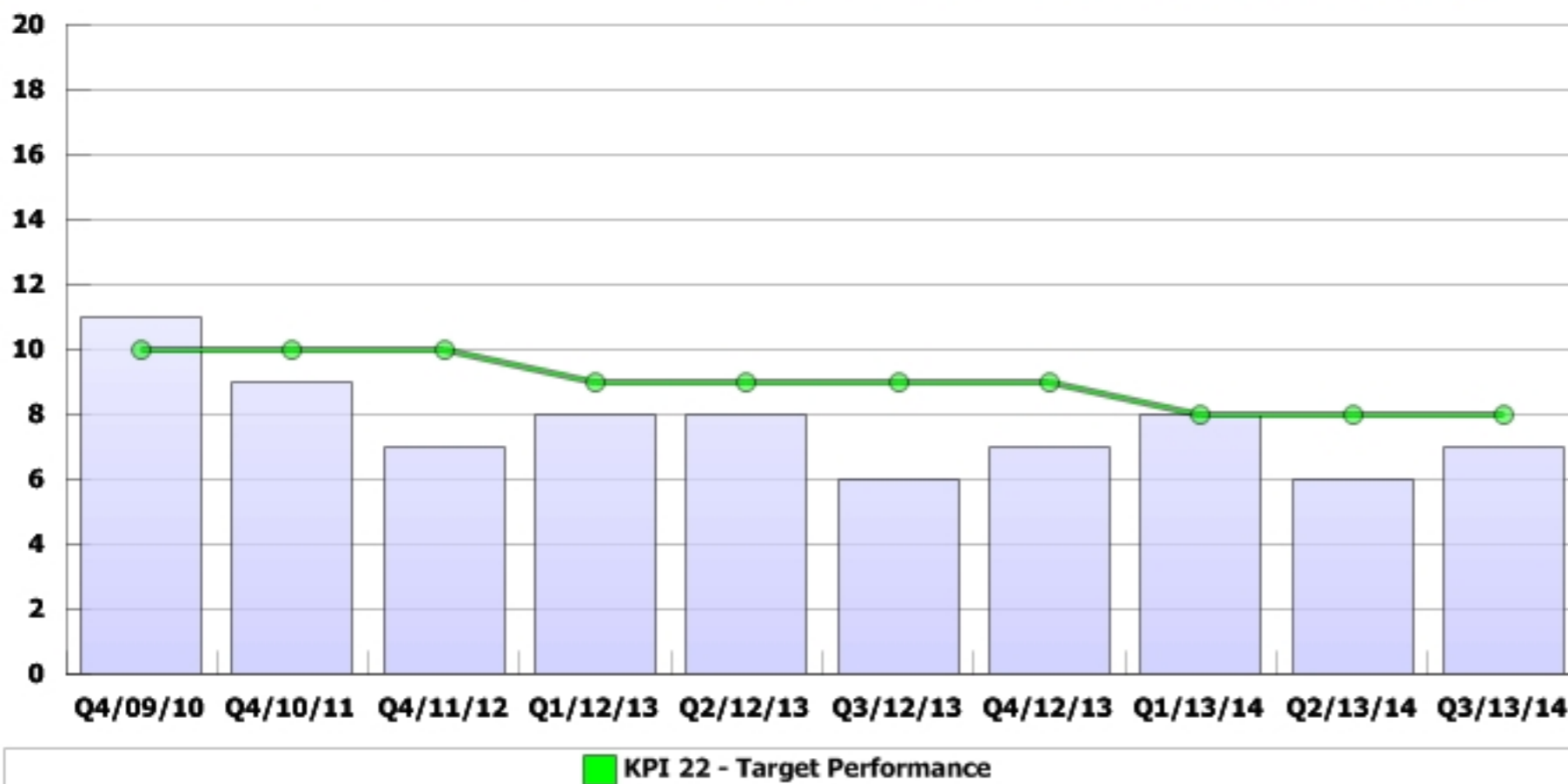
(Q3 2013/14) Again, as with KPI20, continued efforts will be made to reinforce the messages around the importance of recycling and remind residents about some of the flexible options available especially through the colder months, around the use of kerbside caddies for waste food collection rather than the large food and garden wheeled bin. Officers will also continue to develop recycling options for flats and communal buildings where it is practical to do so and residents associations/managing companies are willing to engage. Changes are being made within the specification for the new waste contract to encourage additional recycling.

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



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):

(Q3 2013/14) This is very good performance considering the very difficult weather and conditions during the quarter. It demonstrates the effectiveness of the service and the willingness of residents not to litter. The Environment & Neighbourhoods Enforcement Team are continuing a targeted approach to litter enforcement in towns and villages across the district.

Corrective action proposed (if required):

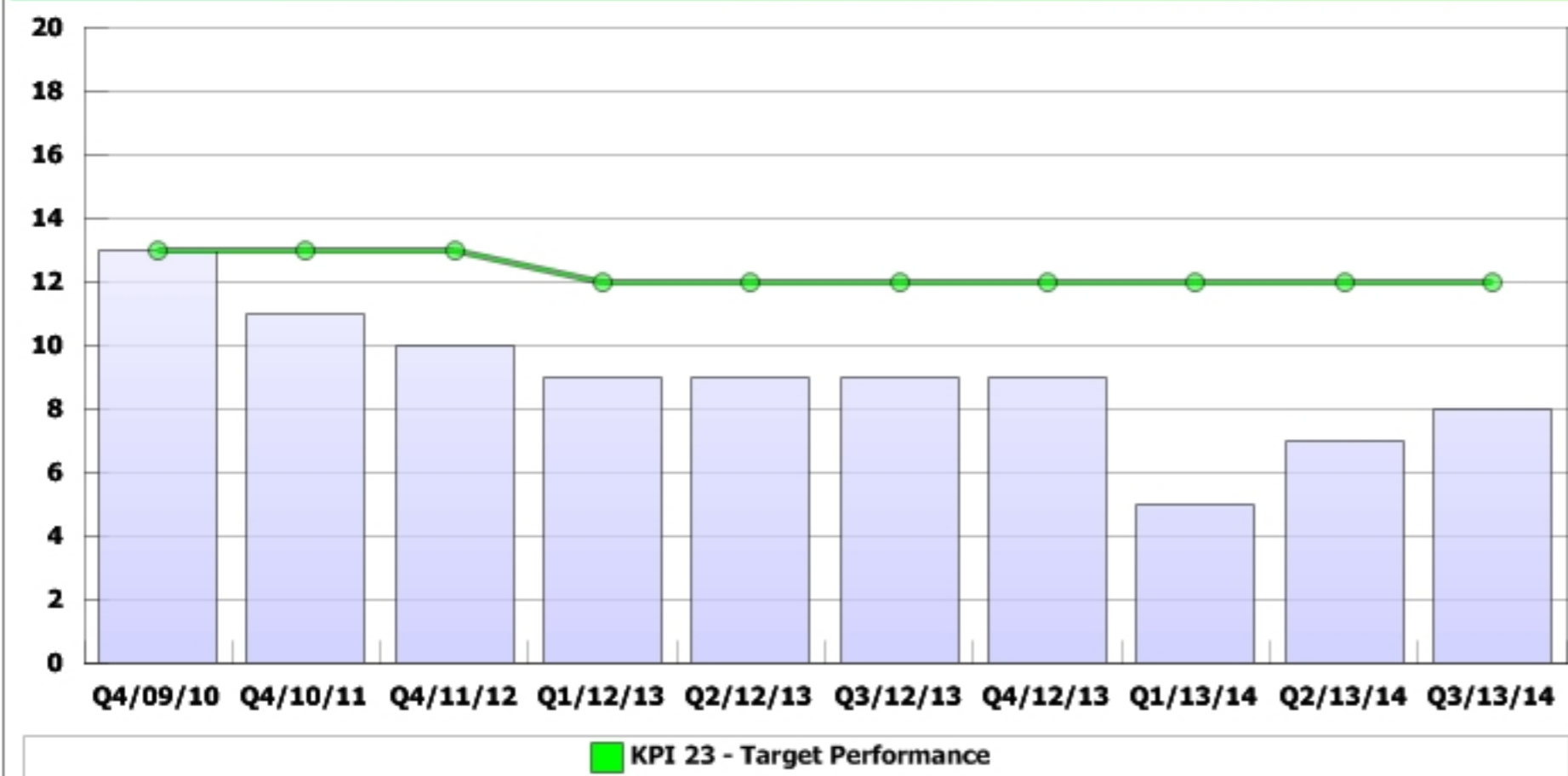
(Q3 2013/14) No corrective action currently proposed.

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	Status
Q3/13/14	12%	8%	✓
Q2/13/14	12%	7%	✓
Q1/13/14	12%	5%	✓
Q4/12/13	12%	9%	✓
Q3/12/13	12%	9%	✓

Annual Target: 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):

(Q3 2013/14) This is excellent performance for Quarter 3 given the difficulties that the nature of the district presents and the very difficult weather conditions during the quarter. Although the performance is down on Q2, it is still at a high level for a semi-rural district (i.e. lots of country roads with no kerb edges etc). The condition of the highway surfaces also plays a significant role in the generation of detritus.

Corrective action proposed (if required):

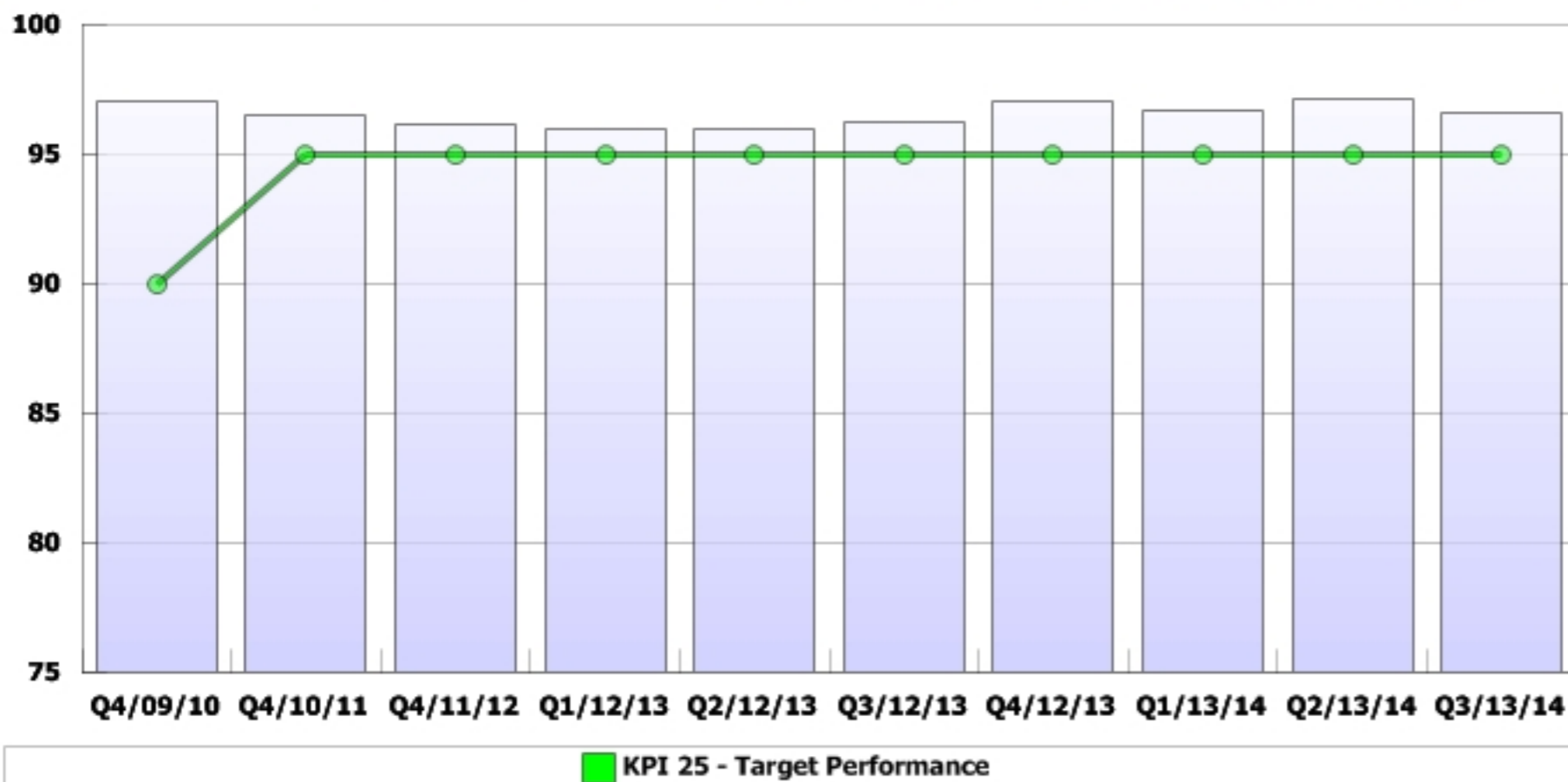
(Q3 2013/14) No corrective action currently proposed, but vigilance will be required to ensure no significant slippage in performance going forwards tto the end of the year.

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
Q3/13/14	95.00%	96.66%
Q2/13/14	95.00%	97.23%
Q1/13/14	95.00%	96.76%
Q4/12/13	95.00%	97.10%
Q3/12/13	95.00%	96.30%

Annual 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):

(Q3 2013/14) Performance continues at a high level with the target of 95% response within 3 working days being regularly achieved and indeed in most cases bettered. In Quarter 3 2,719 out of 2,813 were responded to within 3 working days. This means that residents who raise complaints are receiving a very quick response and having their concerns investigated as required.

Corrective action proposed (if required):

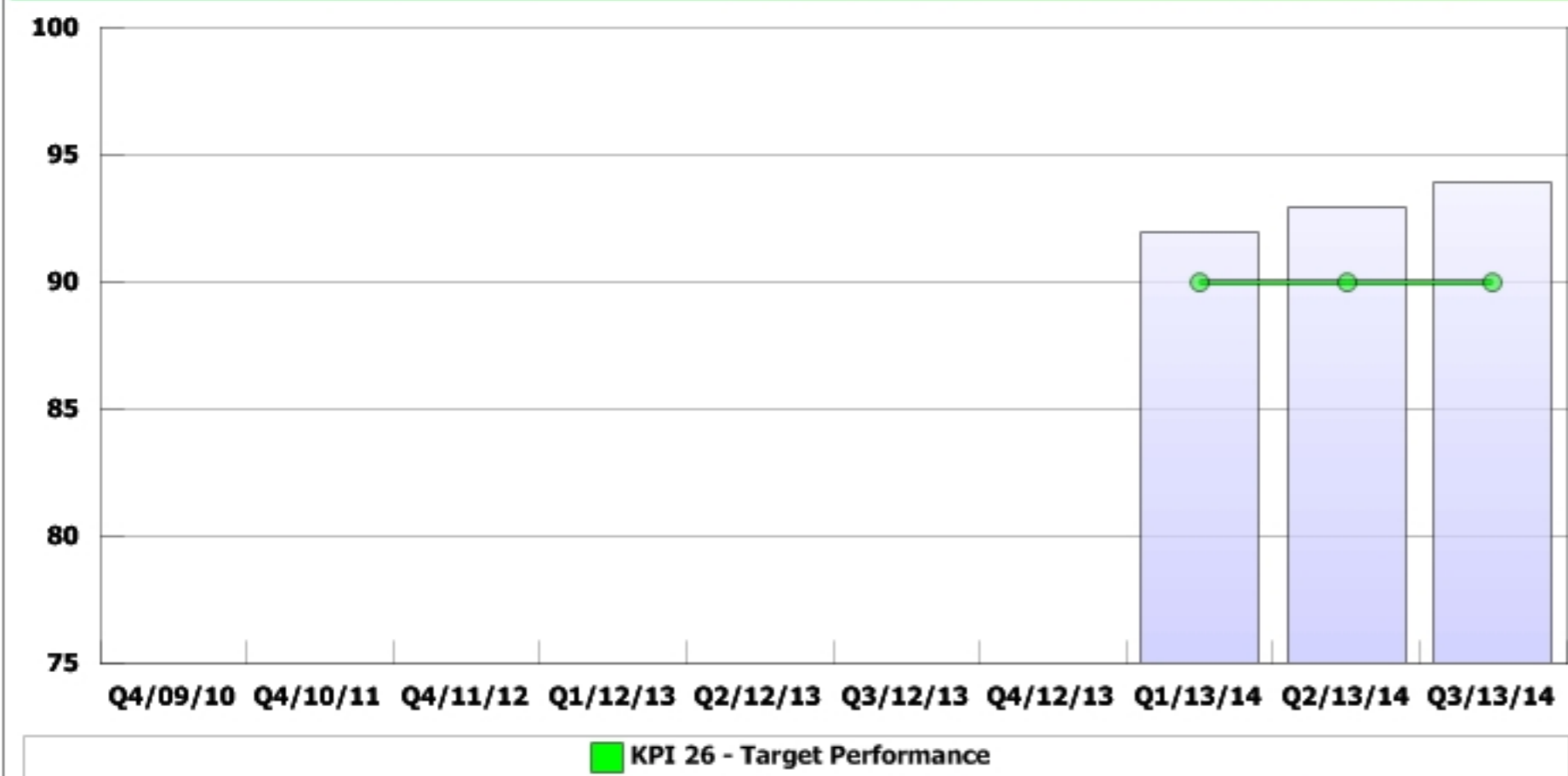
(Q3 2013/14) No corrective action currently proposed, but it is worth noting that this is a 'people driven' indicator and absence of key staff can and does have a significant effect on performance.

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

Additional Information:

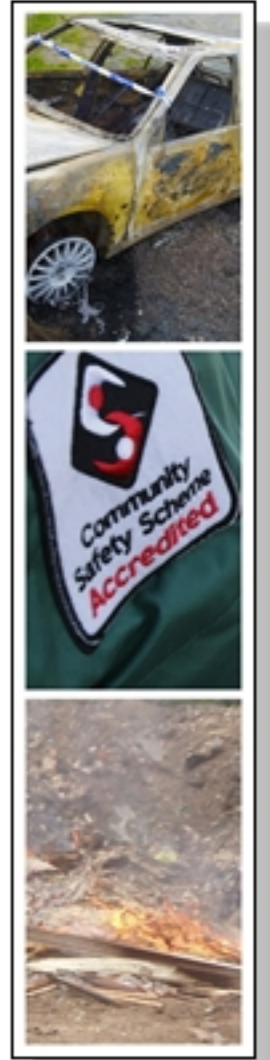
For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual
Q3/13/14	90%	94%
Q2/13/14	90%	93%
Q1/13/14	90%	92%
Q4/12/13		
Q3/12/13		

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?
 Yes

Comment on current performance (including context):

(Q3 2013/14) The target for Quarter 3 has been achieved with 827 of the 881 complaints and incidences of fly-tipping reported being investigated within 3 working days of receipt.

Corrective action proposed (if required):

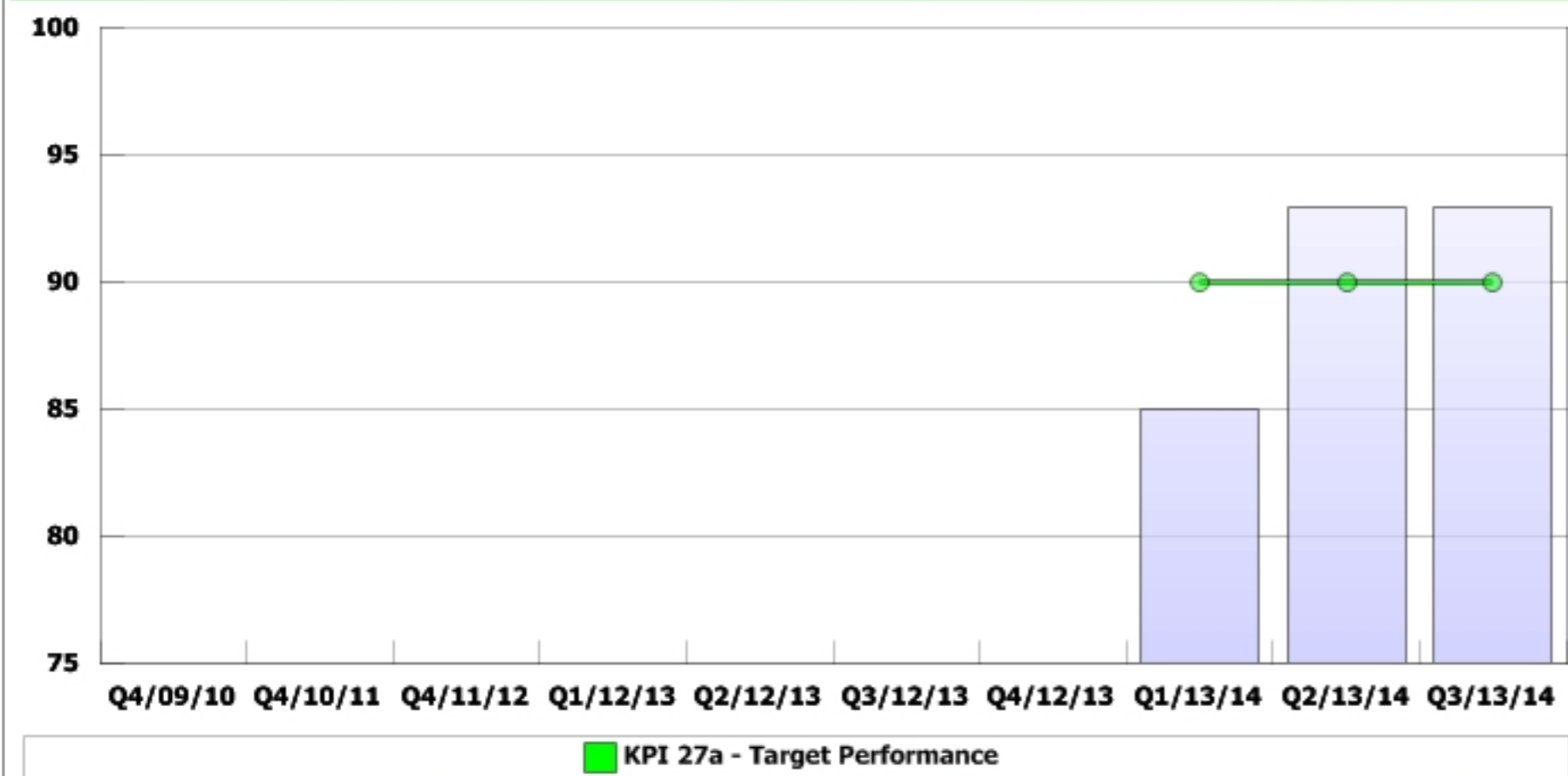
(Q3 2013/14) No corrective action currently proposed.

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	Status
Q3/13/14	90%	93%	✓
Q2/13/14	90%	93%	✓
Q1/13/14	90%	85%	✗
Q4/12/13	-	-	-
Q3/12/13	-	-	-

Annual Target: 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?
 Yes



Comment on current performance (including context):

(Q3 2013/14) The performance improvement seen in Quarter 2 has been maintained in Q3, where 339 of the 427 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. Also, in some cases, time is allowed to enable officers to 'persuade' the perpetrator to remove the offending waste.

Corrective action proposed (if required):

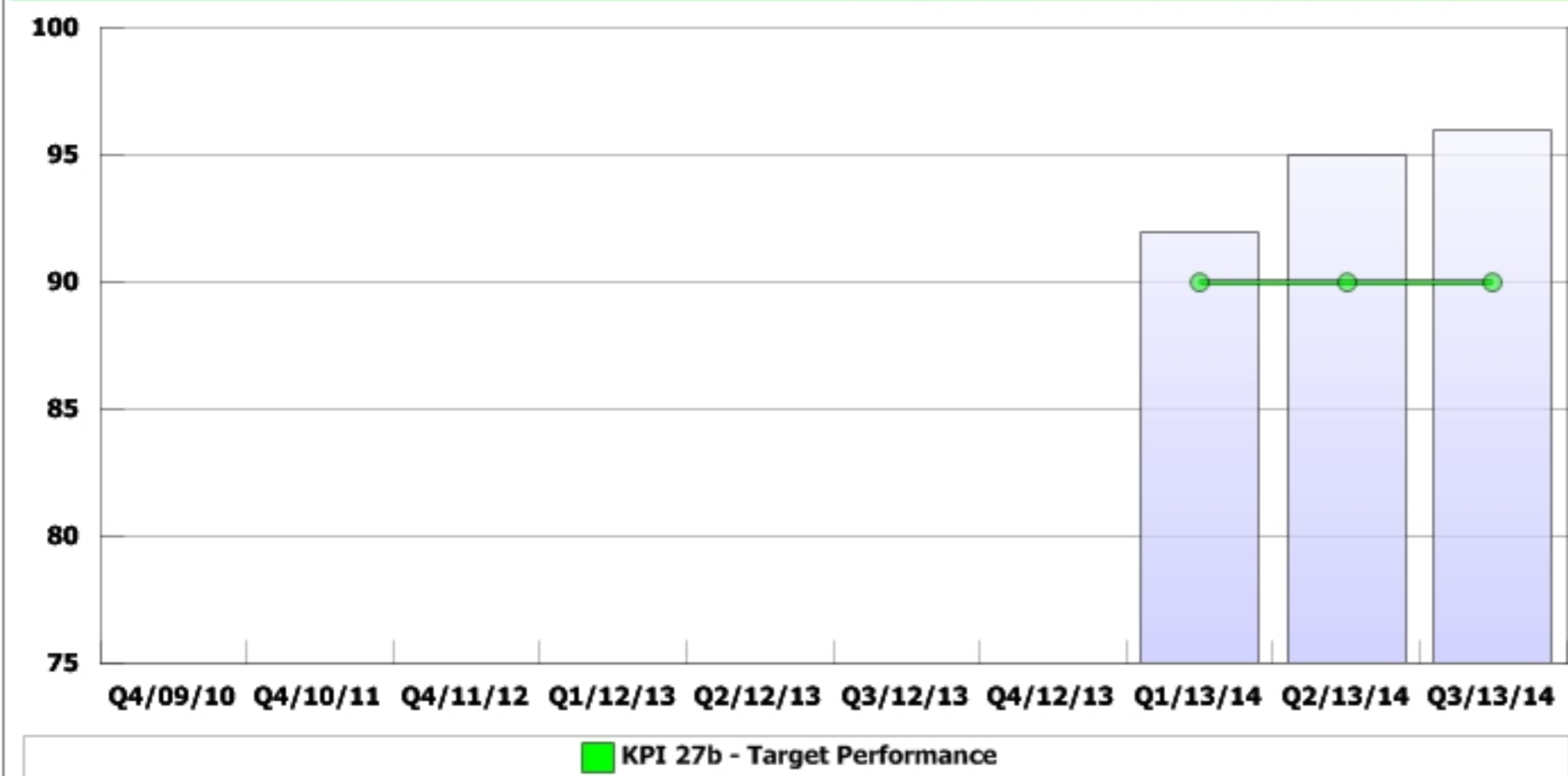
(Q3 2013/14) As a new indicator, processes will be carefully monitored to determine whether additional actions are required or whether the target is reasonable in the circumstances.

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	Status
Q3/13/14	90%	96%	✓
Q2/13/14	90%	95%	✓
Q1/13/14	90%	92%	✓
Q4/12/13			
Q3/12/13			

Annual Target: 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?
 Yes

Comment on current performance (including context):

(Q3 2013/14) The target for Quarter 3 has been achieved, with 510 of 532 incidences dealt with within the target time of 10 working days. These fly-tips are the larger ones, where specialist machinery or other equipment is required to achieve removal. In some cases specialist contractors are required, for example where the dumped material may be hazardous.

Corrective action proposed (if required):

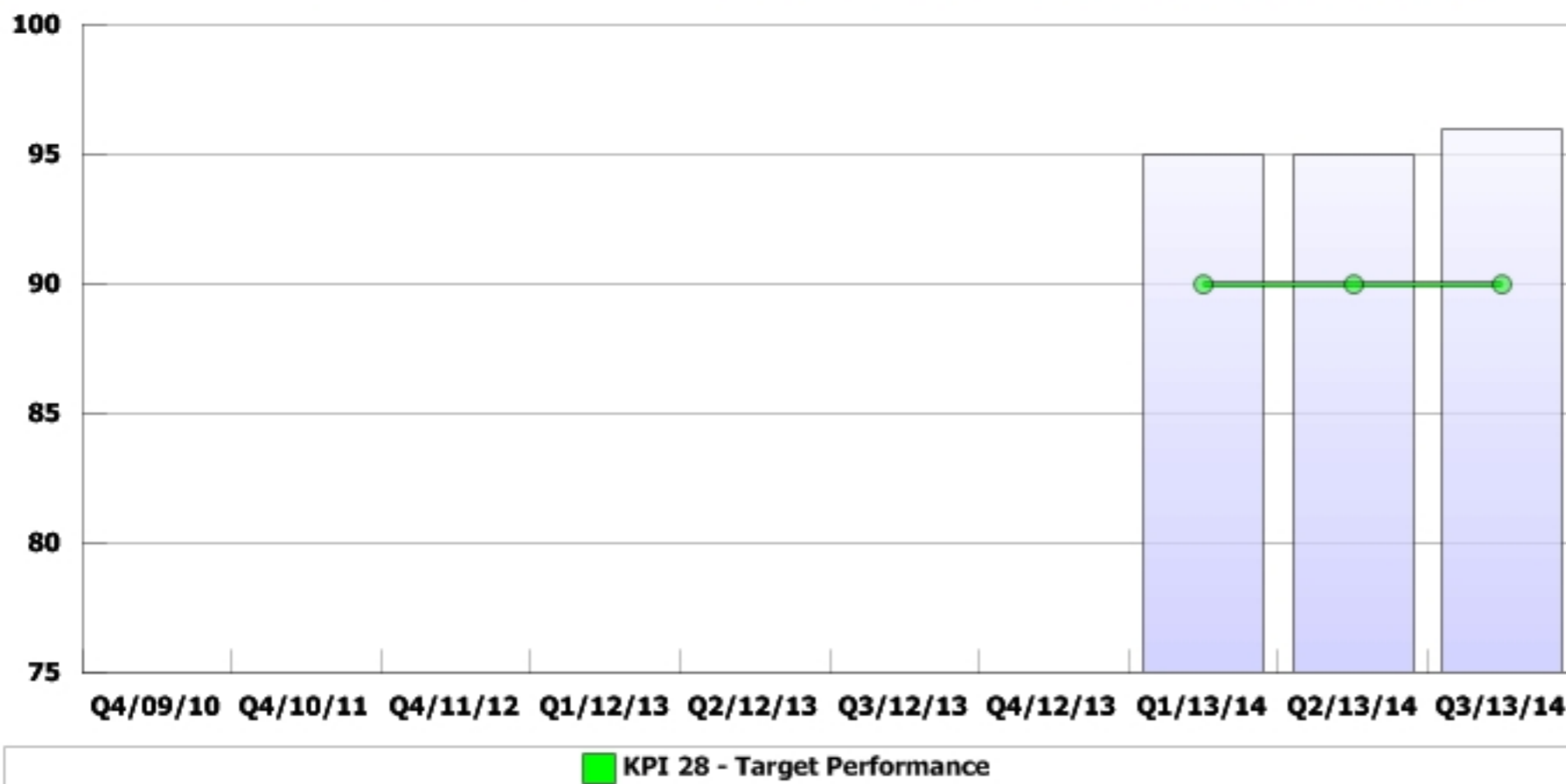
(Q3 2013/14) No corrective action currently proposed but, since this is a new indicator for 2013/14, processes for measuring performance will be kept under review.

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
Q3/13/14	90%	96%
Q2/13/14	90%	95%
Q1/13/14	90%	95%
Q4/12/13	-	-
Q3/12/13	-	-

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?

Yes



Comment on current performance (including context):

(Q3 2013/14) This indicator measures only those cases referred to the duty noise enforcement officer. In Quarter 3, 344 of the 358 complaints referred on were dealt with within the prescribed 15 minute time period. This is a high level of performance for out of hours activity. Dealing with the incident may be just a responding telephone call to offer advice or it may result in a decision to visit a location. Visits will take much longer, but most are still undertaken with 1 hour of the call being responded to.

Corrective action proposed (if required):

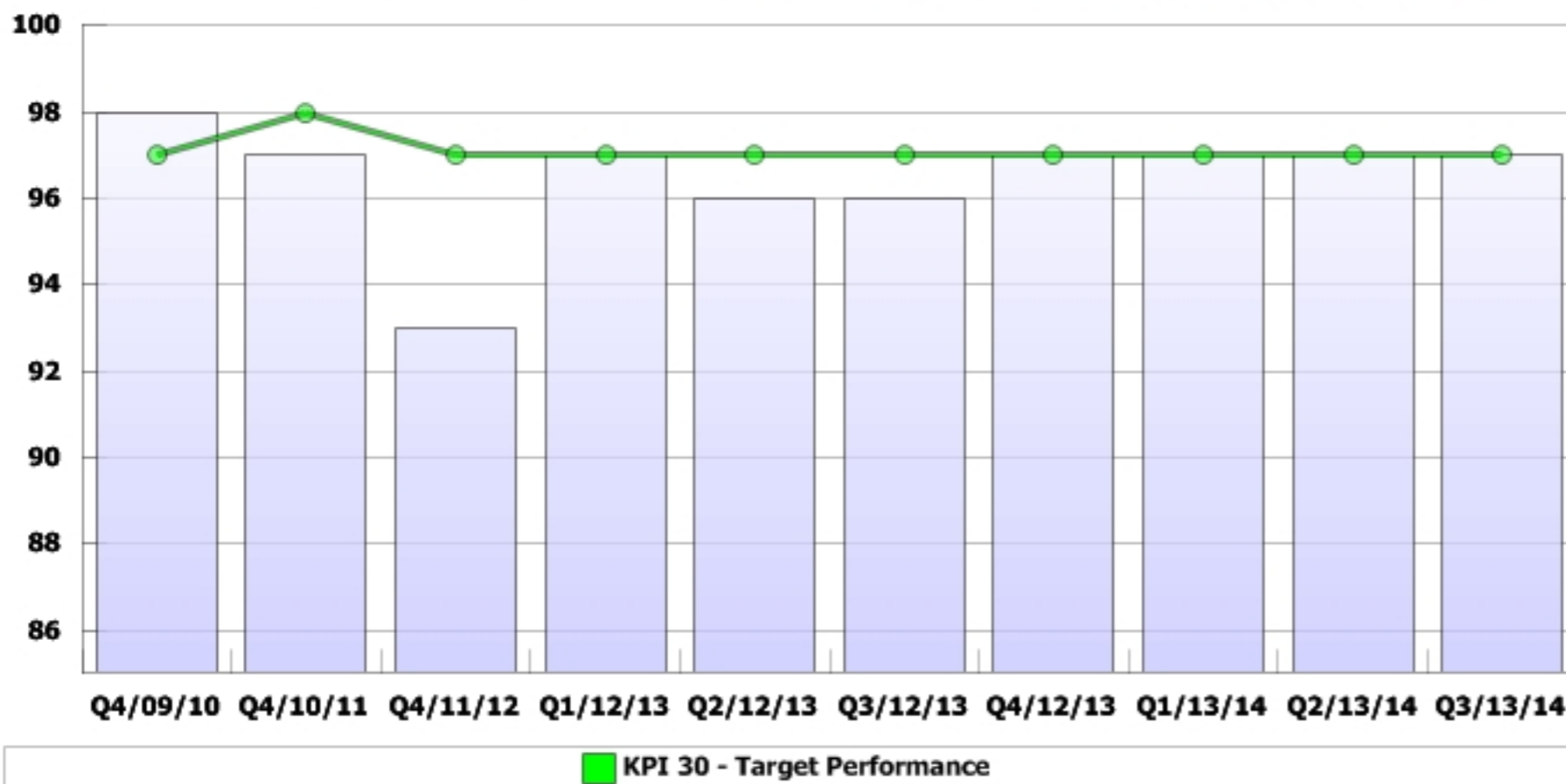
(Q3 2013/14) No corrective action currently proposed but, since this is a new indicator for 2013/14, processes for measuring performance will be kept under review.

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

Annual Target: 2013/14 - 97.00%
Target: 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?

Yes

Comment on current performance (including context):

(Q3 2013/14) In Quarter 3, 97% of suppliers were paid within 30 days which is in line with the previous two quarters. Actual performance in December 2013 was 97%, which again was in line with the target. For Q3, 89% of local supplier invoices were paid within 20 days, also in line with the previous quarters.

Corrective action proposed (if required):

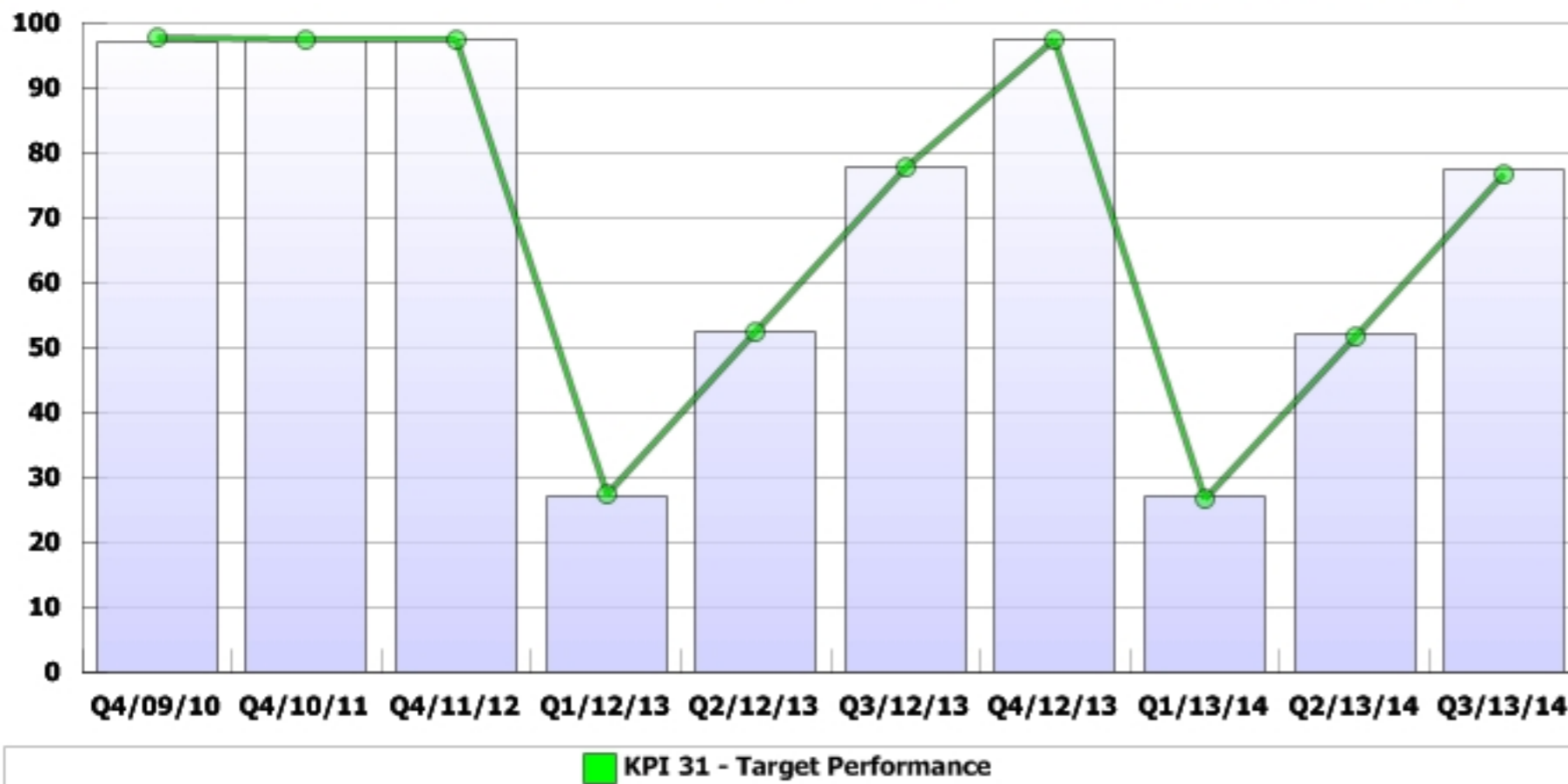
(Q3 2013/14) No corrective action currently proposed.

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
Q3/13/14	76.90%	77.55%
Q2/13/14	51.87%	52.27%
Q1/13/14	27.06%	27.20%
Q4/12/13	97.80%	97.82%
Q3/12/13	78.02%	77.87%

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?

Yes



INSTRUCTIONS TO YOUR BILLS
PAYING ONLINE
PAYING BY DEBIT CARD
PAYING BY CREDIT CARD
PAYING BY CHEQUE
PAYING BY POSTAL ORDER
PAYING BY BANK TRANSFER
PAYING BY DIRECT DEBIT
PAYING BY CASH
PAYING BY MONEY ORDER
PAYING BY TRAVELLERS CHEQUE
PAYING BY POSTAL ORDER
PAYING BY BANK TRANSFER
PAYING BY DIRECT DEBIT
PAYING BY CASH
PAYING BY MONEY ORDER
PAYING BY TRAVELLERS CHEQUE



Comment on current performance (including context):

(Q3 2013/14) The collection rate is 77.55% which is 0.32% 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. The collection rate 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 58.2%. If these cases are removed from the calculation for 2013/14 then the rate is 77.88% 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):

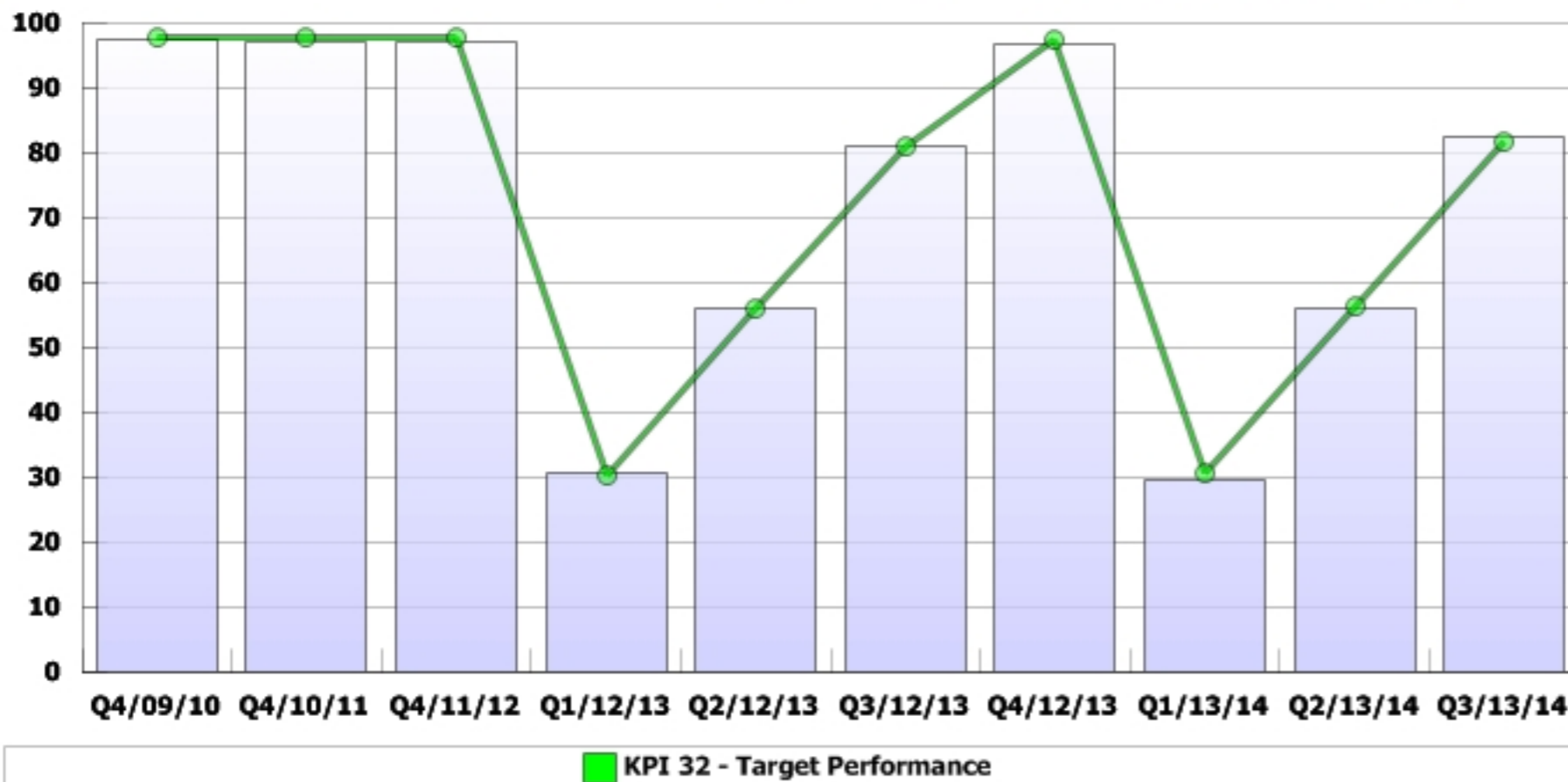
(Q3 2013/14) Collection and recovery procedures are in place for outstanding debts.

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
Q3/13/14	81.88%	82.66%	✓
Q2/13/14	56.70%	56.19%	✗
Q1/13/14	31.04%	29.80%	✗
Q4/12/13	97.50%	96.85%	✗
Q3/12/13	81.27%	81.33%	✓

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?

Yes



VOA Rent Officers

Local Planning Officers, Local Planning Officers, Local Planning Officers

Questions about your council's

Rating information for occupiers of

The Council offers a range of services to help you with your

For more information please contact us on 01992 564472

• Complete and accurate business rates and business rates

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Comment on current performance (including context):

(Q3 2013/14) Collection is currently 1.33% up on the same stage last year. one reason for the improved position is that the NDR and Recovery teams have been utilising the additional £25,000 budget provided by Members to tackle assessments with long-standing collection problems and this is bearing fruit particularly important now we are in the times of Local Business Rates Retention. Arrears collection has also increased and has already exceeded last years full year amount. The figures are still provided with a note of caution as many businesses are still struggling and the teams will continue to work with those ratepayers in the payment of their bills.

Corrective action proposed (if required):

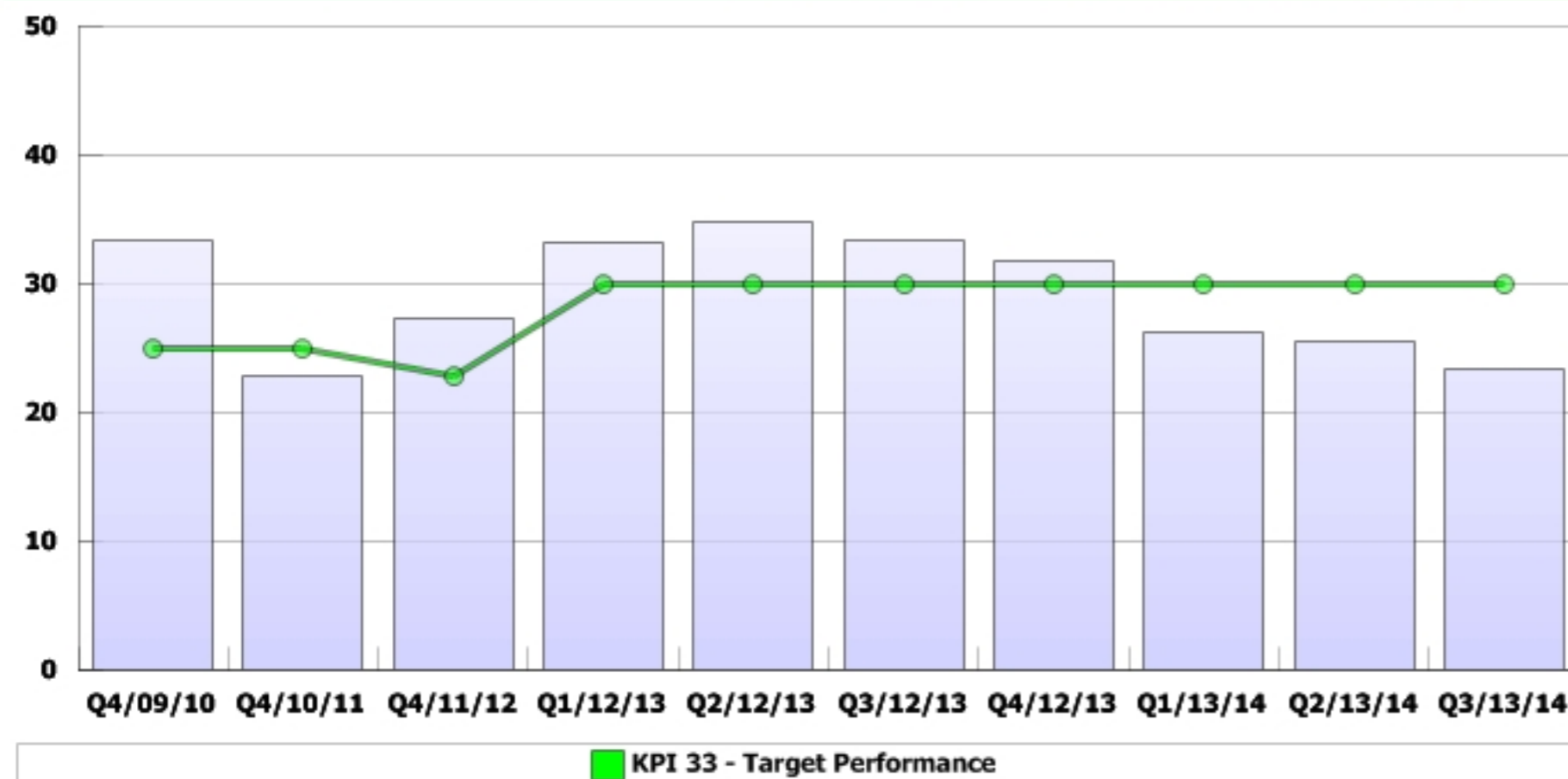
(Q3 2013/14) The Council is taking recovery action to collect the outstanding debts and the position is being closely monitored.

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
Q3/13/14	30.00	23.44
Q2/13/14	30.00	25.59
Q1/13/14	30.00	26.42
Q4/12/13	30.00	31.83
Q3/12/13	30.00	33.47

Annual 2013/14 - 30.00 days
 Target: 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):

(Q3 2013/14) Performance is monitored on a weekly basis and improvements to processes are made when appropriate. The improvements made in recent quarters have continued and performance is on course to achieve the target. Performance for quarter 3 was 18.81 days, compared to 24.75 days in quarter 2.

Corrective action proposed (if required):

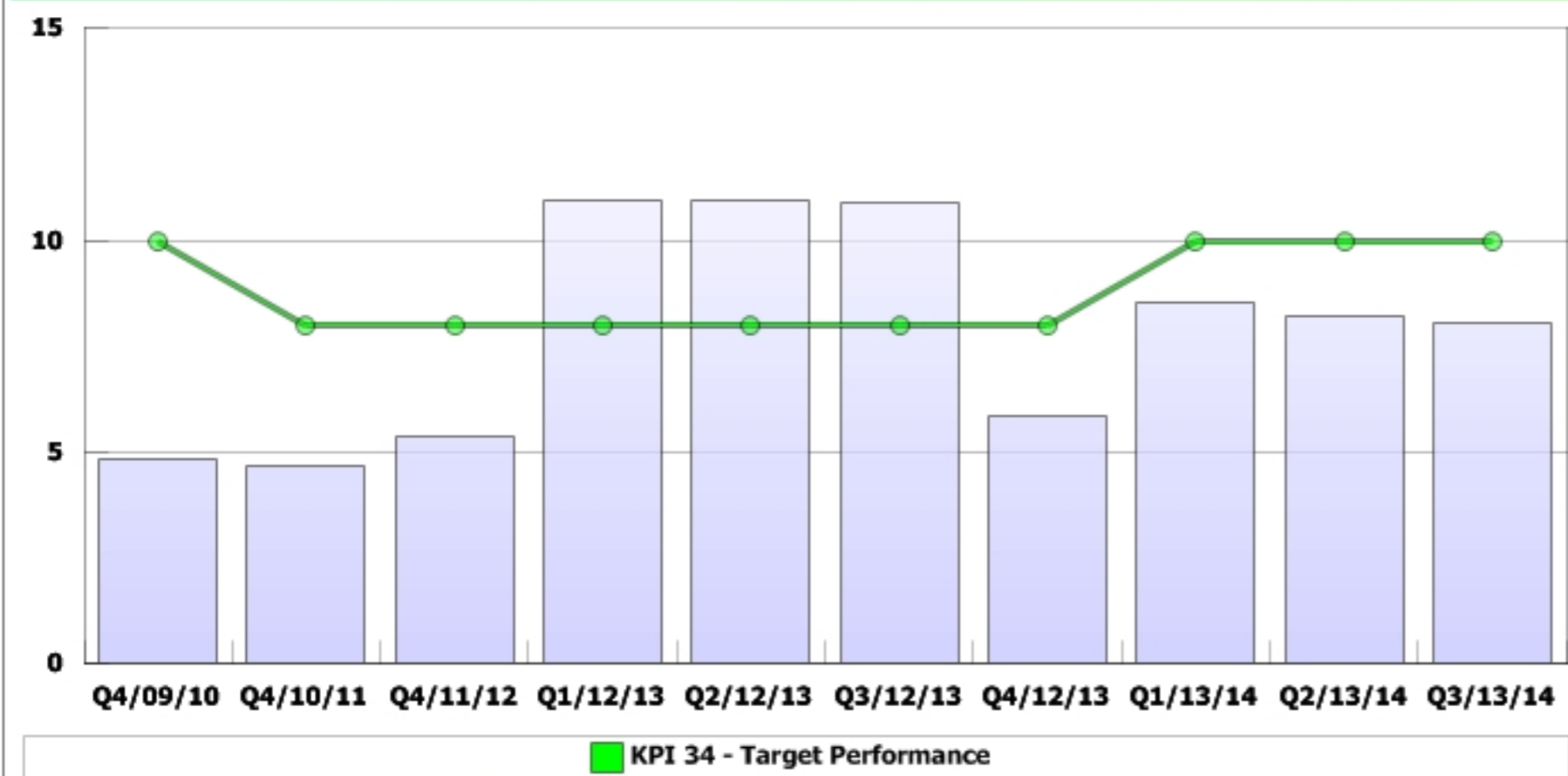
(Q3 2013/14) Monitoring of performance will continue and any issues that arise affecting performance will be addressed.

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
Q3/13/14	10.00	8.07	✓
Q2/13/14	10.00	8.23	✓
Q1/13/14	10.00	8.53	✓
Q4/12/13	8.00	5.86	✓
Q3/12/13	8.00	10.88	✗

Annual 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):

(Q3 2013/14) Performance is monitored on a weekly basis and improvements to processes are made when appropriate. The improvements made in recent quarters have continued and performance is on course to achieve the target. Performance for quarter 3 was 7.67 days, compared to 7.95 days in quarter 2.

Corrective action proposed (if required):

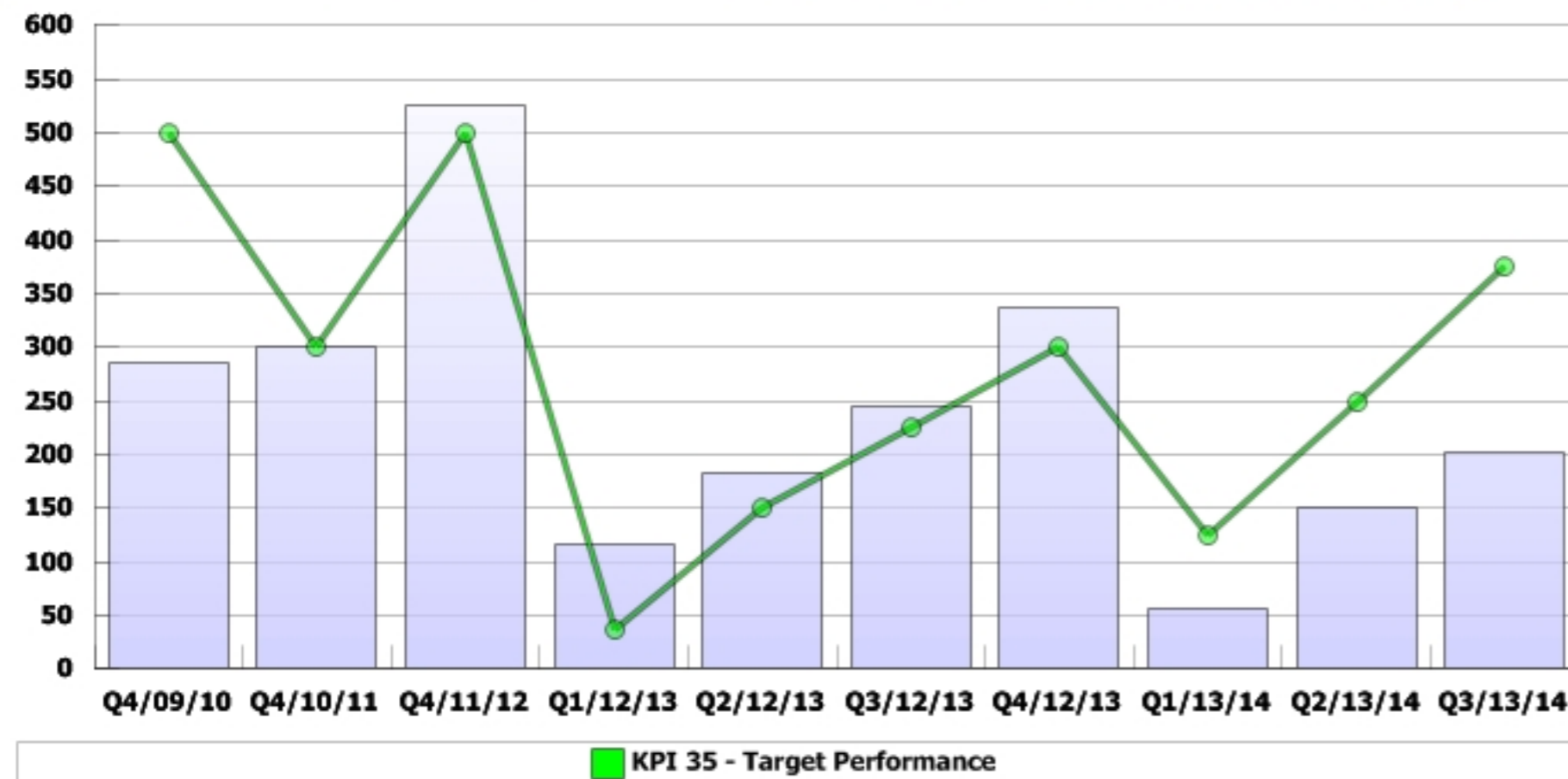
(Q3 2013/14) Monitoring of performance will continue and any issues that arise affecting performance will be addressed.

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	Status
Q3/13/14	225	203	✗
Q2/13/14	150	151	✓
Q1/13/14	75	56	✗
Q4/12/13	300	338	✓
Q3/12/13	225	245	✓

Annual Target: 2013/14 - 300
Target: 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):

(Q3 2013/14) The target for Quarter 3 was not quite met, as some of the investigations undertaken were complex and time consuming to complete.

Corrective action proposed (if required):

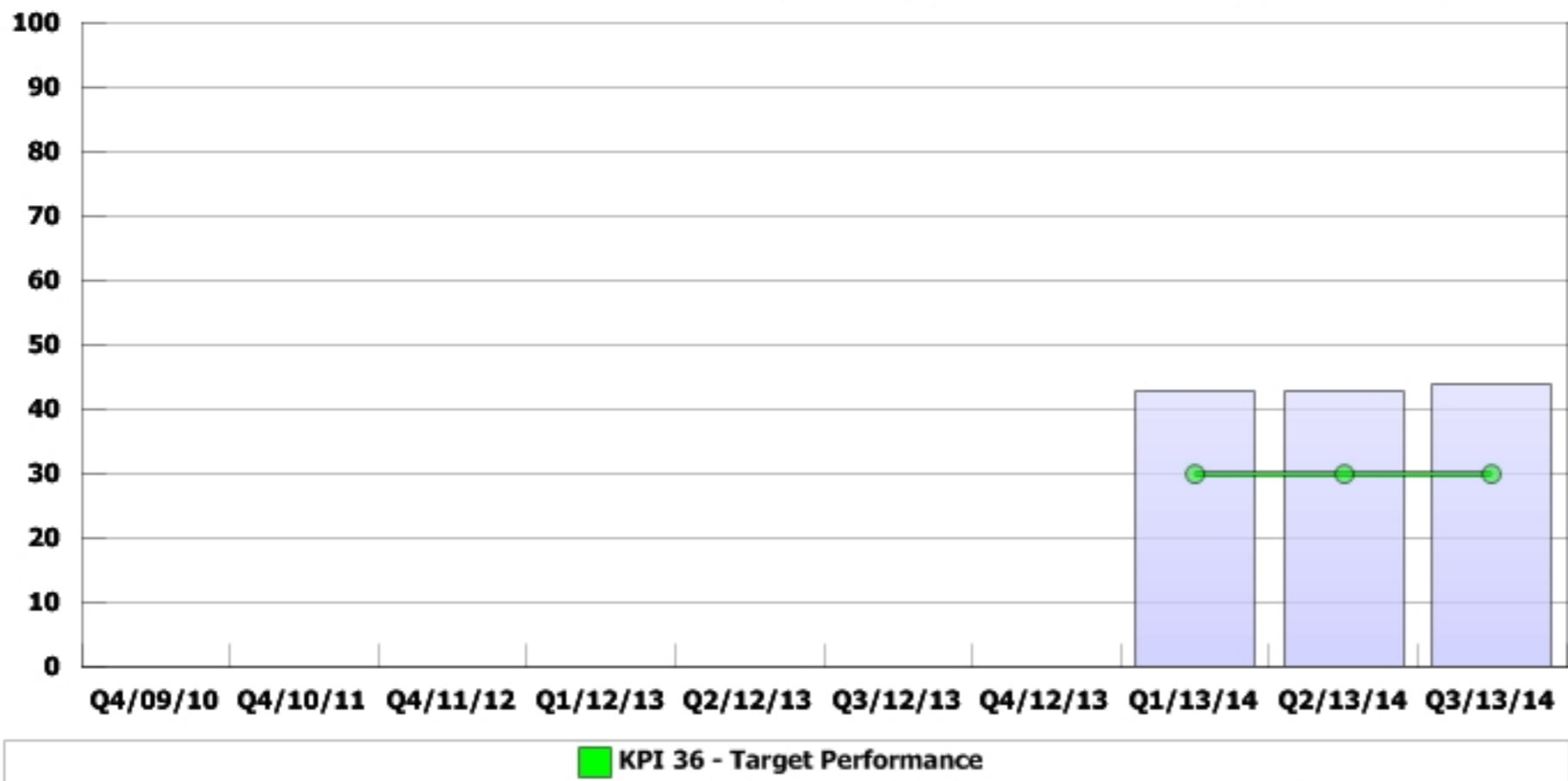
(Q3 2013/14) In order for this target to be met, the Fraud Investigation Team needs to be fully resourced and each officer achieving their individual targets. However, one officer has recently left and another is on long-term sickness absence. Plans are being put into place to give the best opportunity to meet the target for the year, including looking at some data matching and targeted investigations on certain aspects of a claim which are not so complex and can result in a quick conclusion.

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
Q3/13/14	30%	44%
Q2/13/14	30%	43%
Q1/13/14	30%	43%

Q4/12/13		
Q3/12/13		

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):

(Q3 2013/14) Fraud has been proven in a high percentage of the cases investigated and performance for Quarter 3 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):

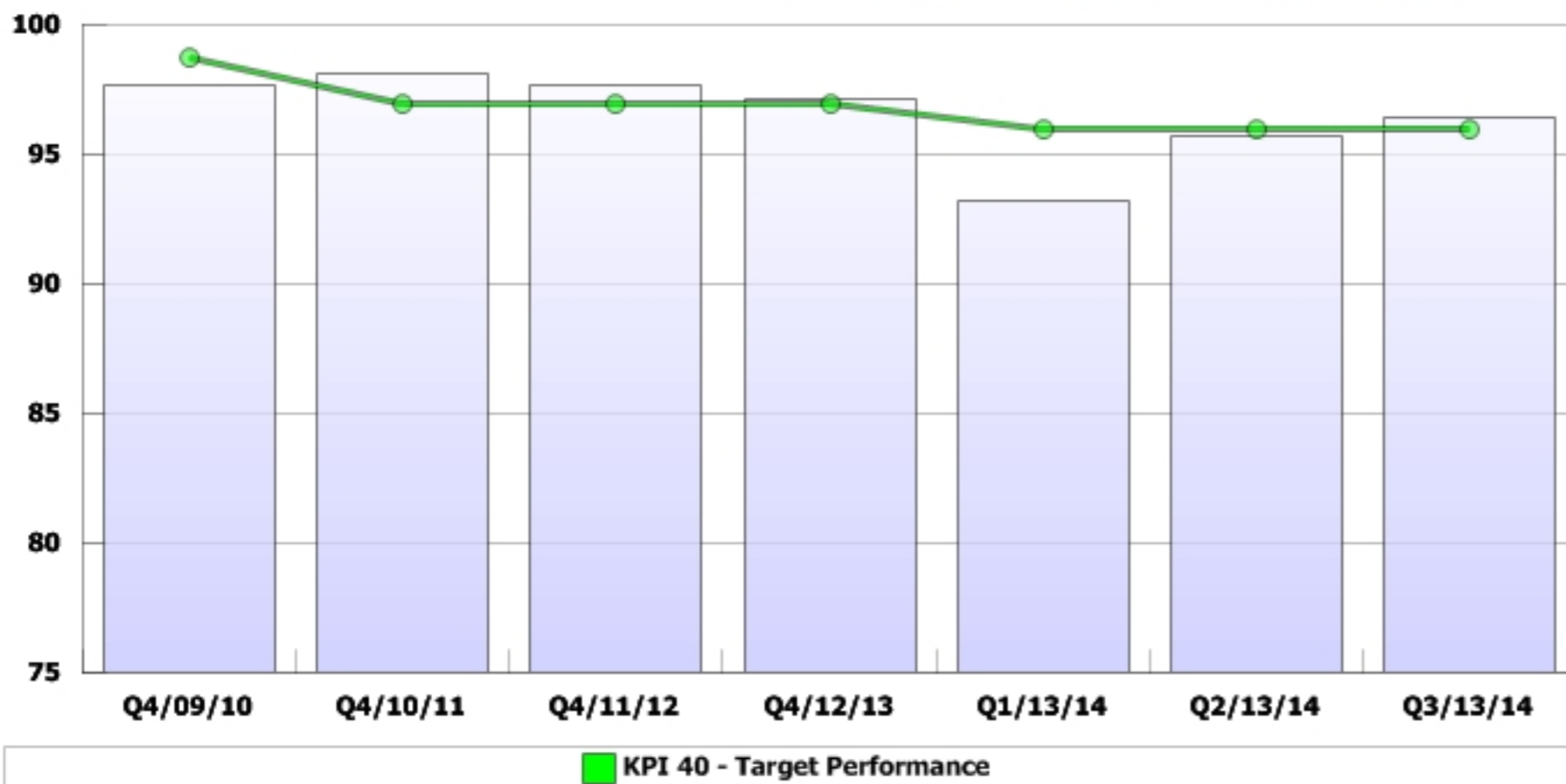
(Q3 2013/14) Referrals for investigation will continue to be risk assessed so that the cases with the highest probability of fraud being proven are investigated.

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
Q3/13/14	96.00%	96.45%	✓
Q2/13/14	96.00%	95.77%	✗
Q1/13/14	96.00%	93.27%	✗
Q4/12/13	97.00%	97.16%	✓
Q4/11/12	97.00%	97.68%	✓

Annual 2013/14 - 96.00%
Target: 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?

Yes



Comment on current performance (including context):

(Q3 2013/14) The Quarter 3 target has been achieved and it is anticipated that the Q4/year-end target will also be met.

Corrective action proposed (if required):

(Q3 2013/14) No corrective action currently proposed.

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'.

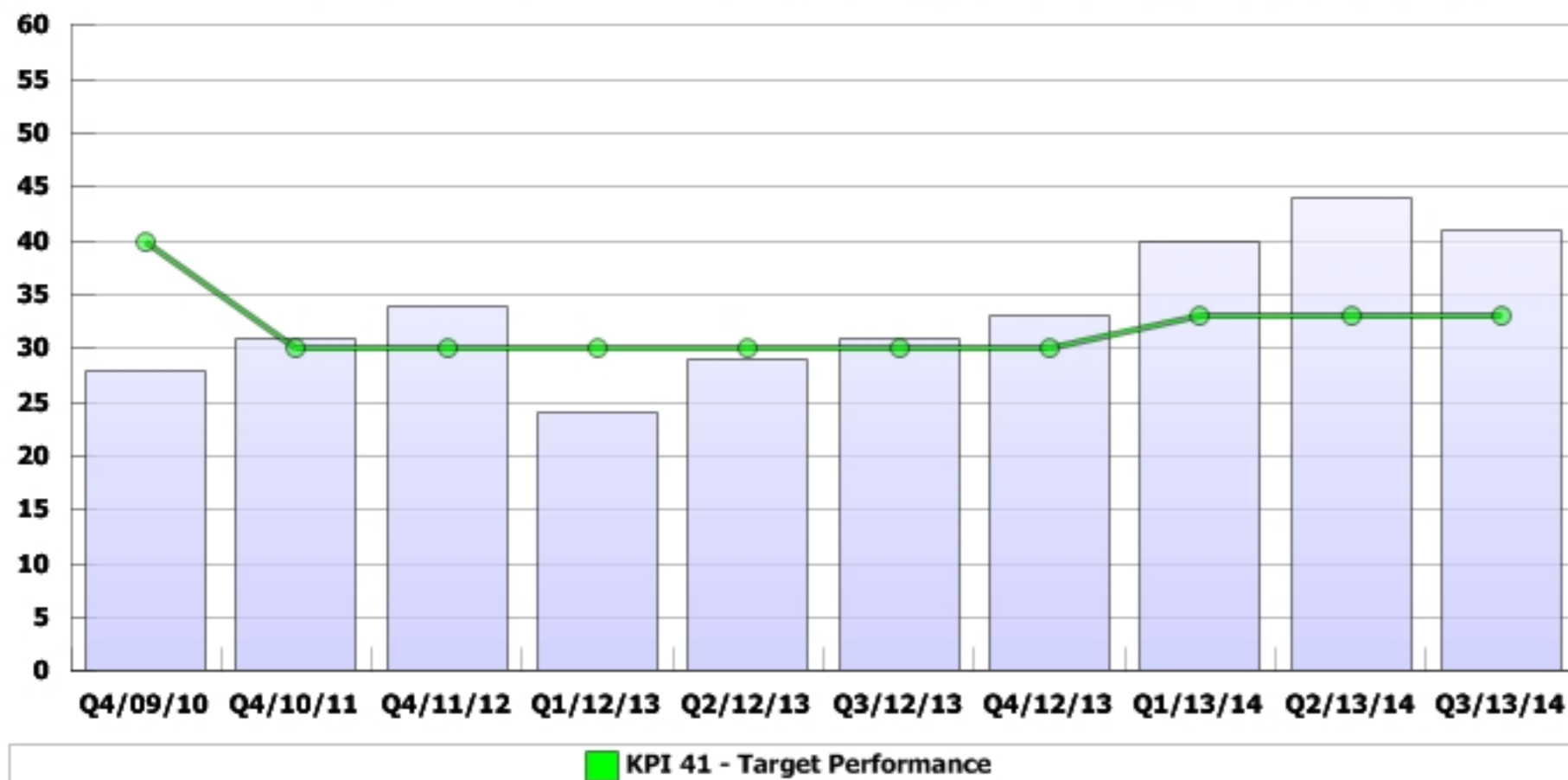
For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



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

Uncertain



Quarter	Target	Actual
Q3/13/14	33	41
Q2/13/14	33	44
Q1/13/14	33	40
Q4/12/13	30	33
Q3/12/13	30	31

Annual 2013/14 - 33 days

Target: 2012/13 - 30 days

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

↓ is the direction of improvement

Comment on current performance (including context):

(Q3 2013/14) All figures shown are cumulative (i.e. from April 2013). Although the cumulative period for Quarter 3 is still greater than the target, it has reduced by 3 days from the cumulative figure for Quarter 2 of 44 days. Moreover, the re-let period for Q3 itself was only 37 days, 8 days less than the Q2 period (45 days) and 3 days less than the Q1 period (40 days).

As previously reported, the lengthy period in Q2 (which affects the cumulative figure), was due to Housing Options staff focusing on preparations for the new Allocations Scheme.

Corrective action proposed (if required):

(Q3 2013/14) The following actions are proposed:

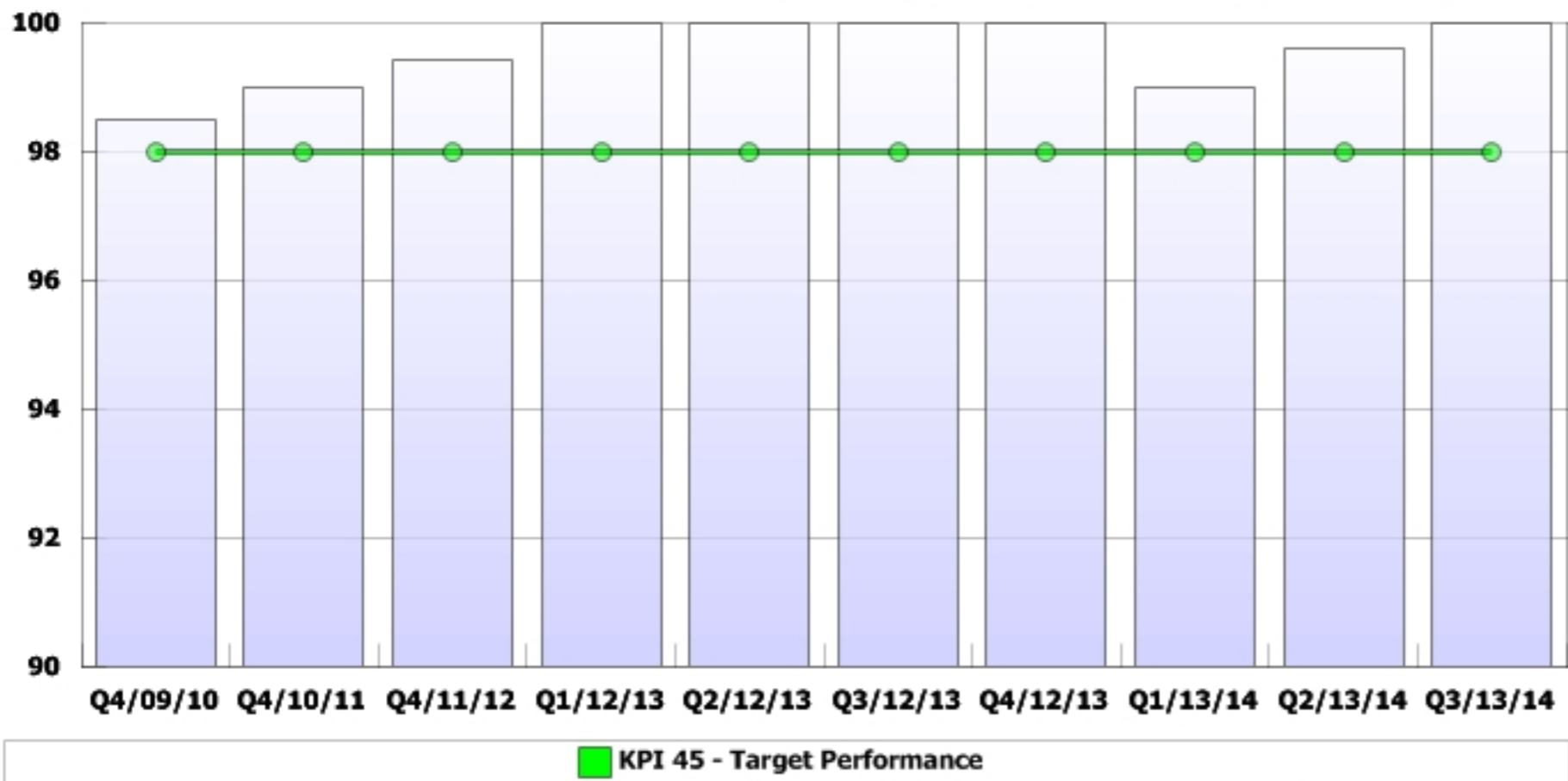
- Possible re-introduction of pre-inspections prior to tenants transferring. Permission will be withheld where properties are in a poor state of repair. This will avoid undertaking extensive works following vacation thereby extending the void period;
- Undertake pre-verification of "top bidders" so all supporting documents have been received and checked, visits and assessments completed prior to any successful bid;
- Complete fortnightly checks with Allocation Officers on progress of Allocations for each cycle and greater liaison with Voids team on ready dates; and
- A Voids Review is being commissioned to consider/review the voids process from vacation to re-letting which should identify improvements.

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
Q3/13/14	98.00%	100.00%
Q2/13/14	98.00%	99.61%
Q1/13/14	98.00%	99.00%
Q4/12/13	98.00%	100.00%
Q3/12/13	98.00%	100.00%



Annual Target: 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?
 Yes



Comment on current performance (including context):

(Q3 2013/14) The Quarter 3 target has been achieved and it is anticipated that this performance will be maintained and that the Q4/year-end target will also be met.

Corrective action proposed (if required):

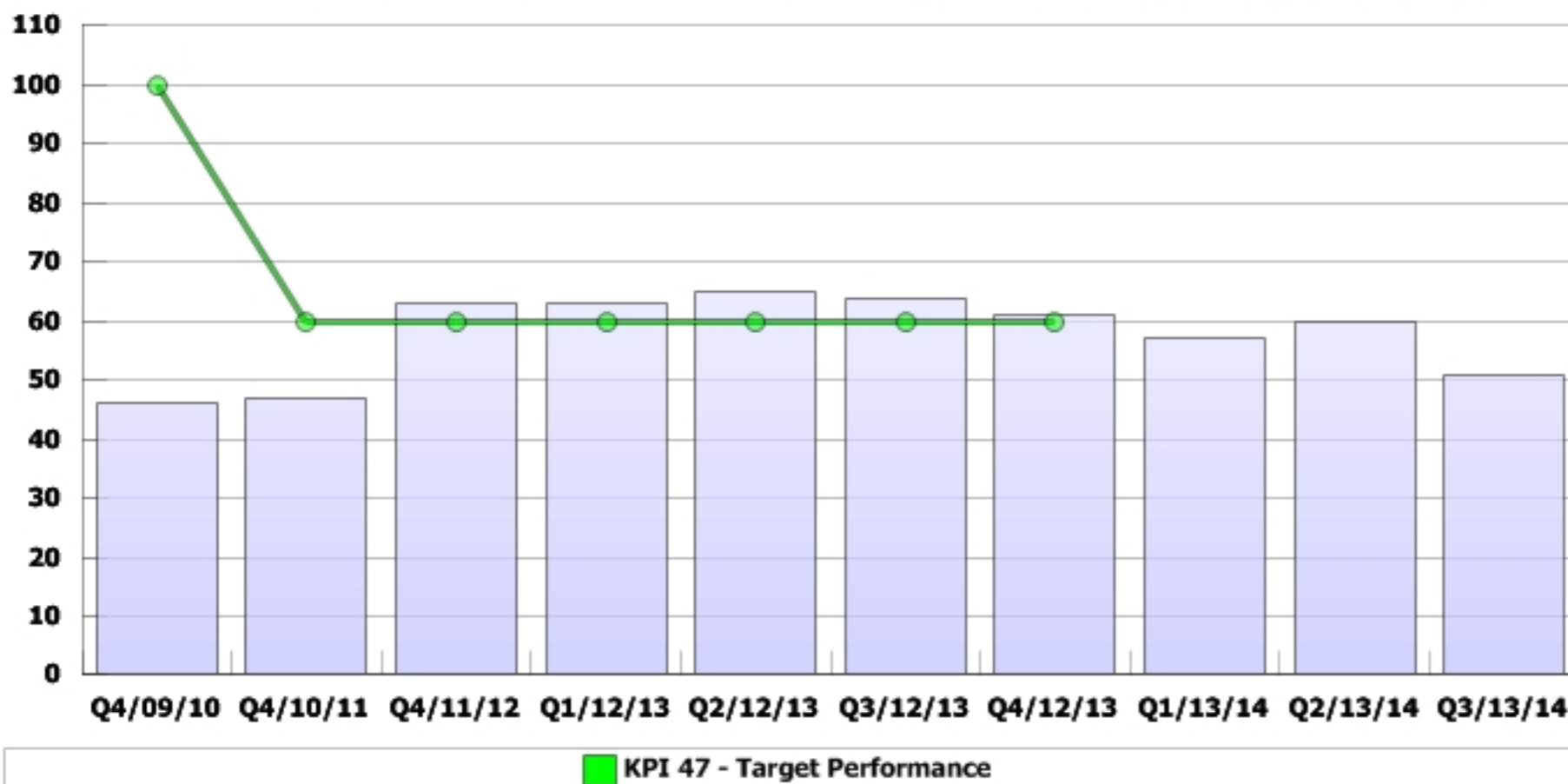
(Q3 2013/14) No corrective action currently proposed.

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
Q3/13/14	70	51
Q2/13/14	70	60
Q1/13/14	70	57
Q4/12/13	60	61
Q3/12/13	60	64

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):

(Q3 2013/14) In September 2013 the Council's new Housing Allocation Scheme changed the way statutorily homeless households are rehoused. Prior to the change, statutorily homeless households were able to express an interest (bid) on vacant properties 'of their choosing'. Under the new allocation scheme, statutorily homeless applicants receive one offer of suitable accommodation. If the offer is refused, the Council's homelessness duty will end. It is expected that some homeless applicants will take up private rented accommodation or stay with family and "bid" for accommodation on the Housing Register ('waiting list') rather than make a homelessness applications requiring the provision of temporary accommodation. This may lead to a reduction in the numbers in temporary accommodation. The amendment of the Council's Housing Allocation Scheme also reflects welfare reforms and a shortage of affordable accommodation in the district which may lead to increasing numbers of people seeking housing assistance.

Corrective action proposed (if required):

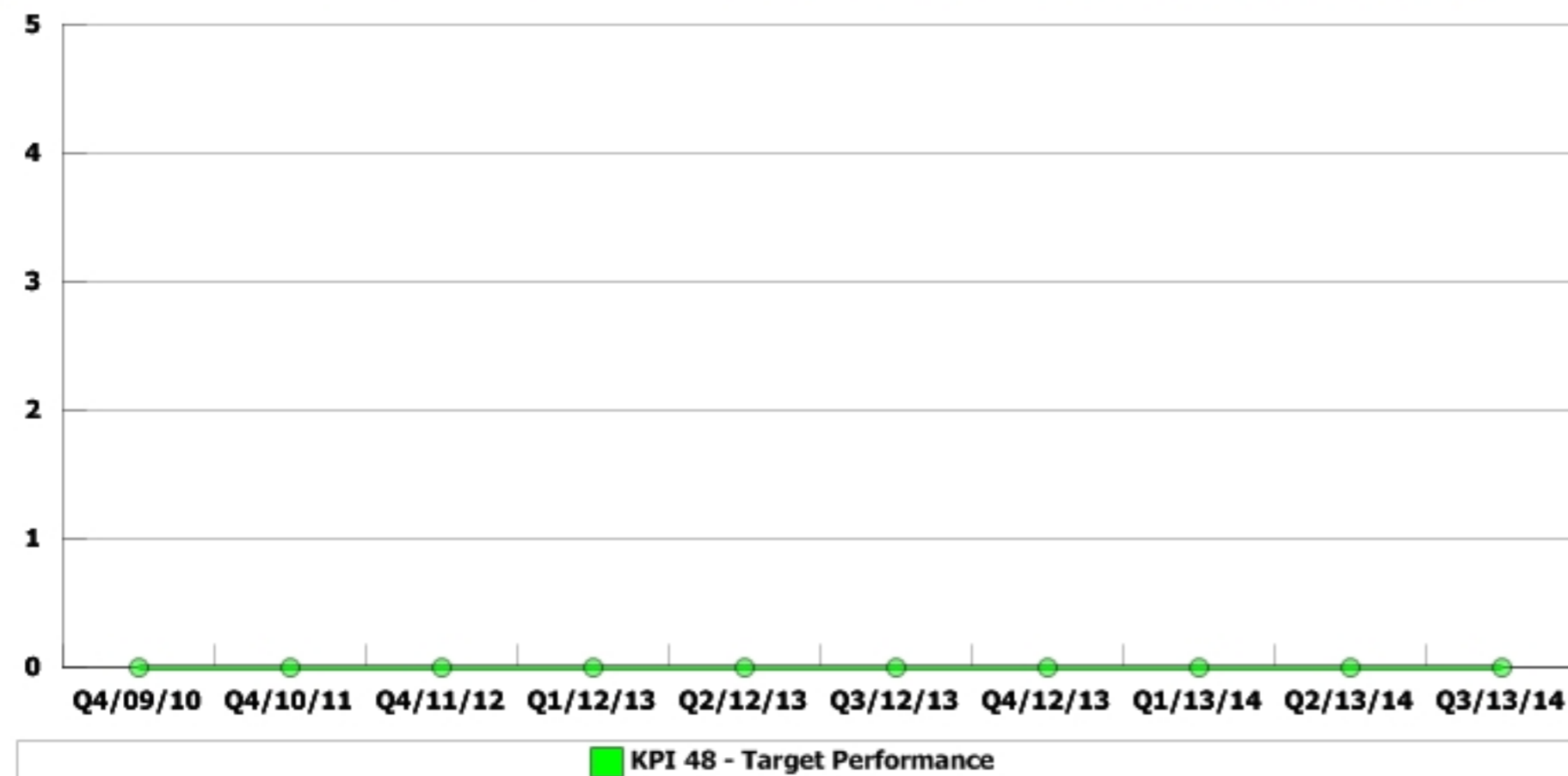
(Q3 2013/14) No corrective action currently proposed.

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

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
Q3/13/14	0.00%	0.00%
Q2/13/14	0.00%	0.00%
Q1/13/14	0.00%	0.00%
Q4/12/13	0.00%	0.00%
Q3/12/13	0.00%	0.00%

Annual 2013/14 - 0.00%
Target: 2012/13 - 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):

(Q3 2013/14) A programme of planned Stock Condition Surveys of Council properties is underway with the number of properties planned for Stock Condition Surveys based on the lowest building element replacement cycle of 16 years in the Council Modern Homes Standard, divided by the total Council stock. In order to ensure properties do not fall into the Non-Decent standard, a minimum of 12 Planned Stock Condition Surveys of Council properties need to be completed weekly.

Corrective action proposed (if required):

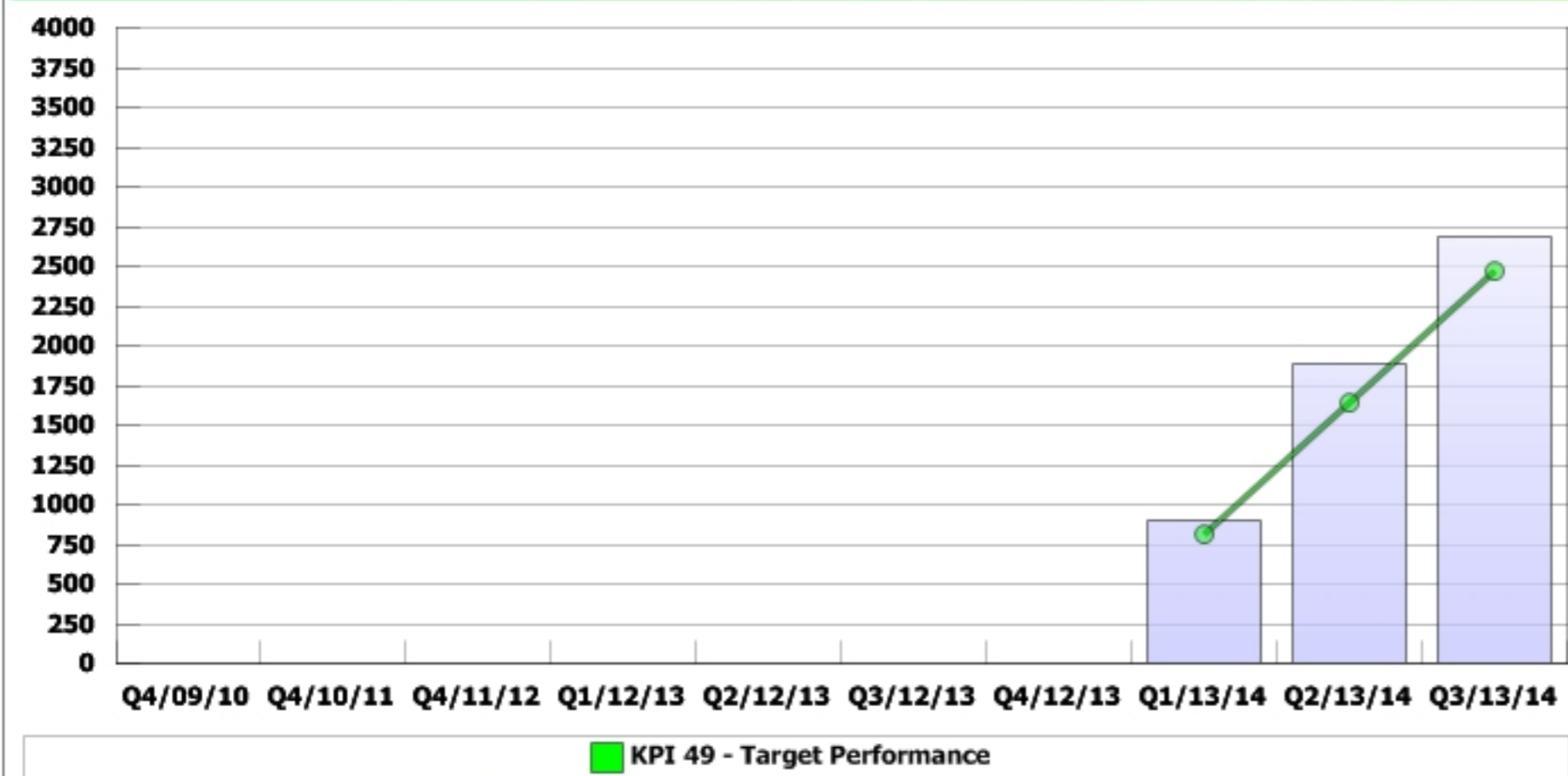
(Q3 2013/14) No corrective action currently proposed.

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	Status
Q3/13/14	2,475	2,689	✓
Q2/13/14	1,650	1,898	✓
Q1/13/14	825	905	✓
Q4/12/13			
Q3/12/13			

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):

(Q3 2013/14) This is a new indicator for 2013/13 and the number of components renewed has continued to exceed the target for each quarter of the year.

Corrective action proposed (if required):

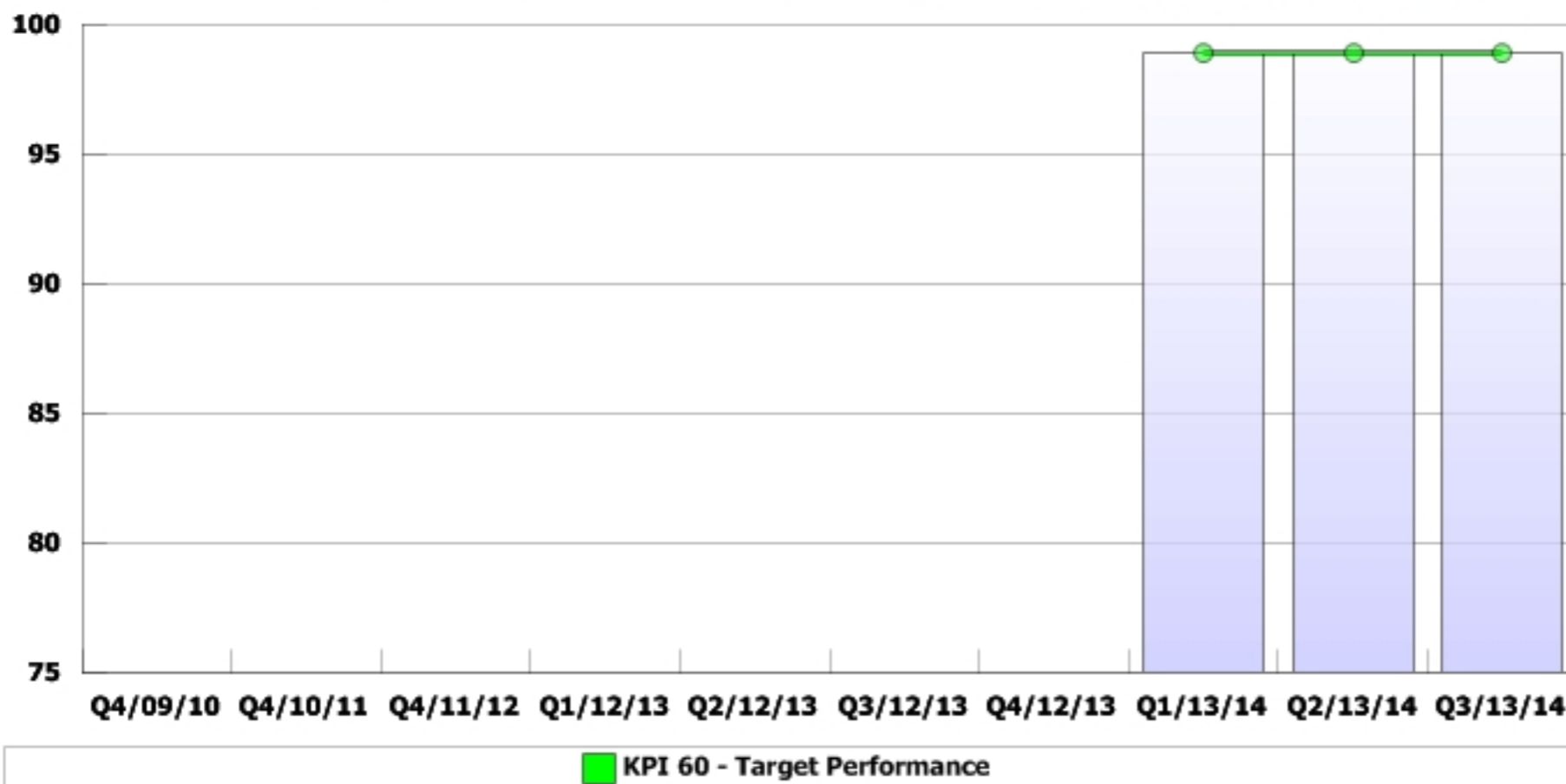
(Q3 2013/14) No corrective action currently proposed.

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

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

↑ is the direction of improvement

Annual Target: 2013/14 - 99%
 2012/13 - N/A
Indicator of good performance:
 A higher percentage is good

Comment on current performance (including context):

(Q3 2013/14) Despite an increase of 15% in work orders received in the period from October to December 2013, the quarterly target has continued to be met for this indicator.

Corrective action proposed (if required):

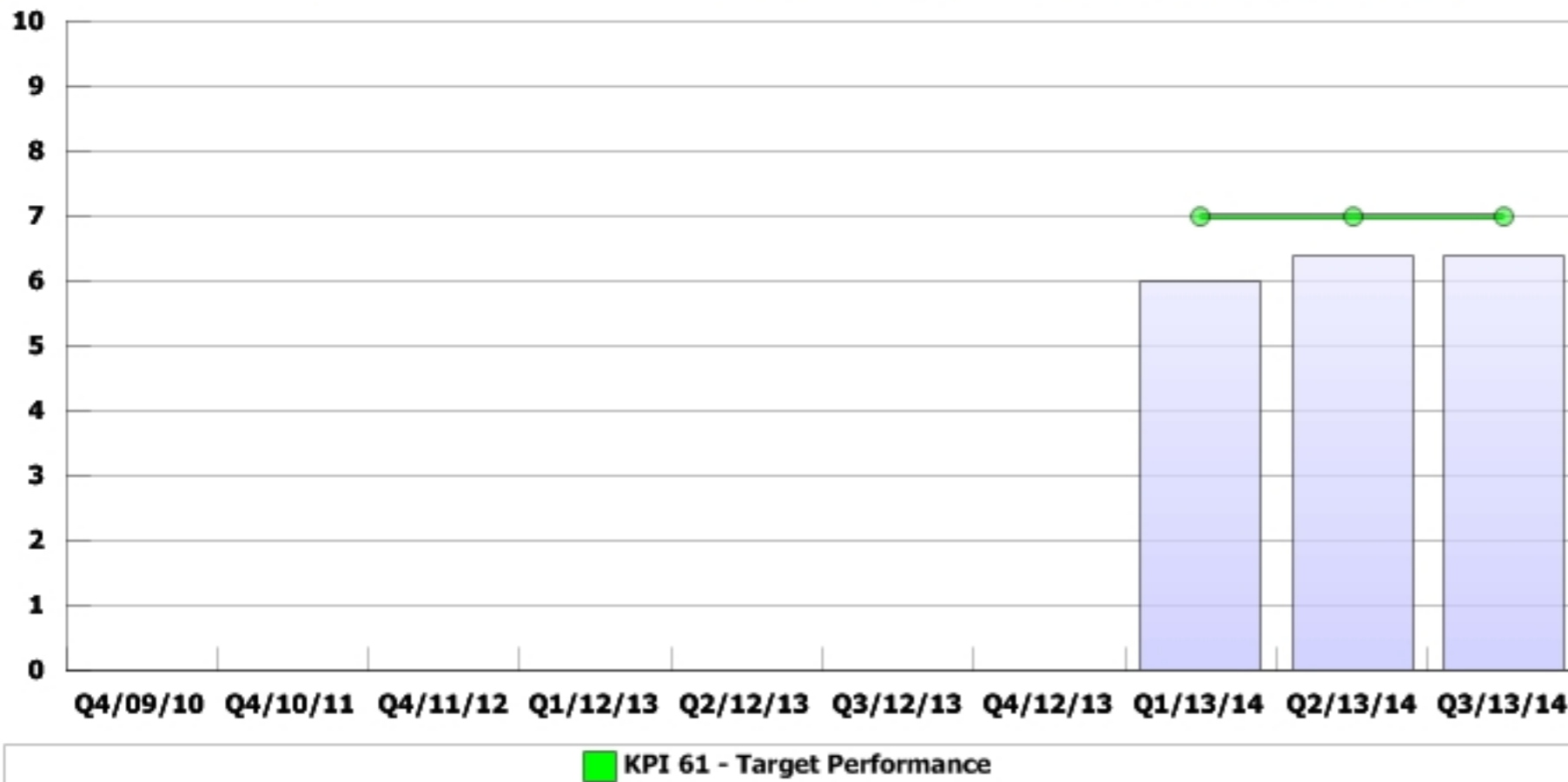
(Q3 2013/14) No corrective action currently proposed.

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	Status
Q3/13/14	7.0	6.4	✓
Q2/13/14	7.0	6.4	✓
Q1/13/14	7.0	6.0	✓
Q4/12/13			
Q3/12/13			

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):

(Q3 2013/14) Performance against this indicator has continued to exceed quarterly targets.

Corrective action proposed (if required):

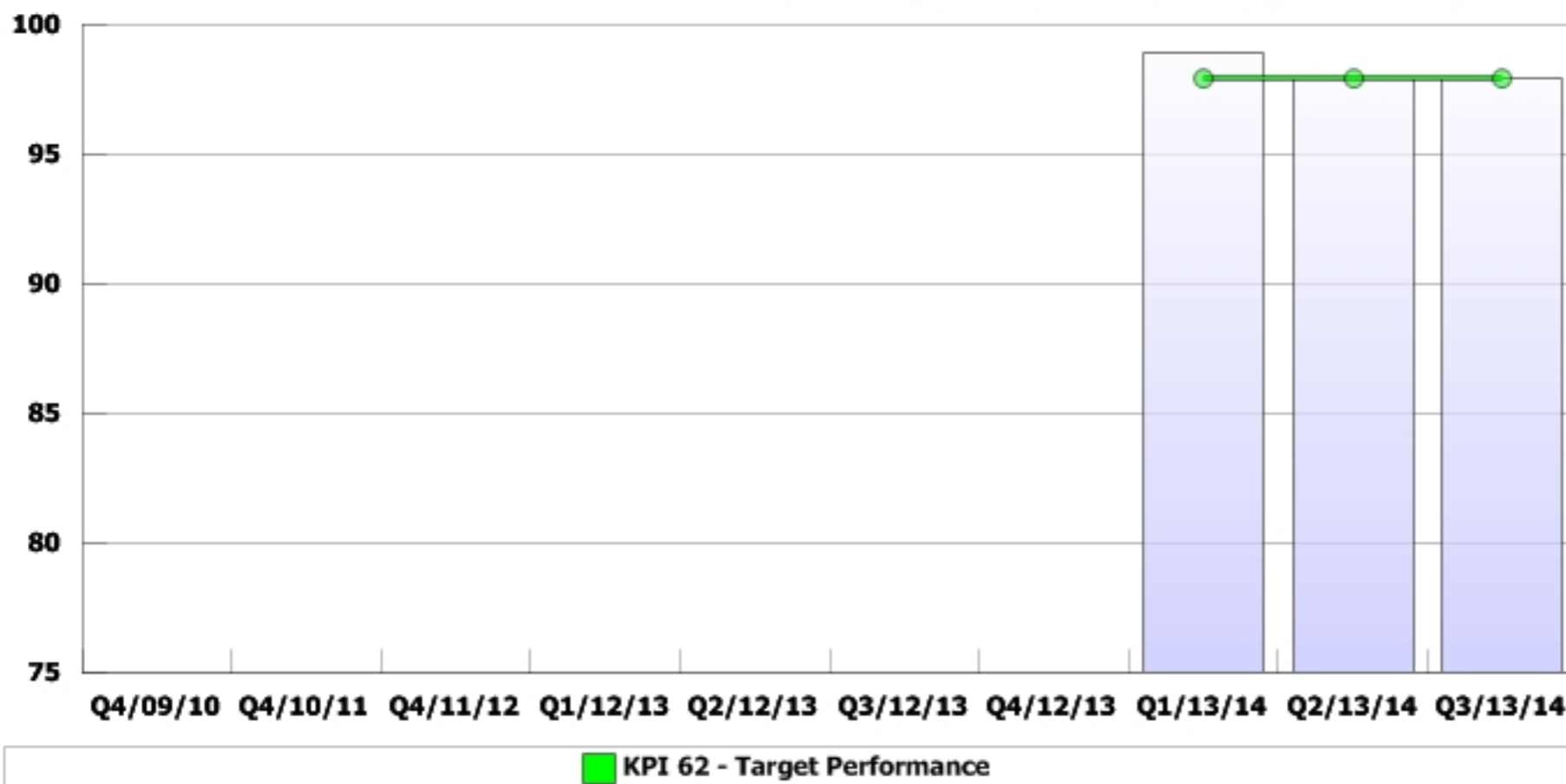
(Q3 2013/14) No corrective action currently proposed.

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

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

↑ is the direction of improvement

Annual Target: 2013/14 - 98%
 2012/13 - N/A
Indicator of good performance:
 A higher percentage is good

Comment on current performance (including context):

(Q3 2013/14) Despite an increase in the number of appointments made in the period from October to December 2013, performance against this indicator has continued to achieve quarterly targets.

Corrective action proposed (if required):

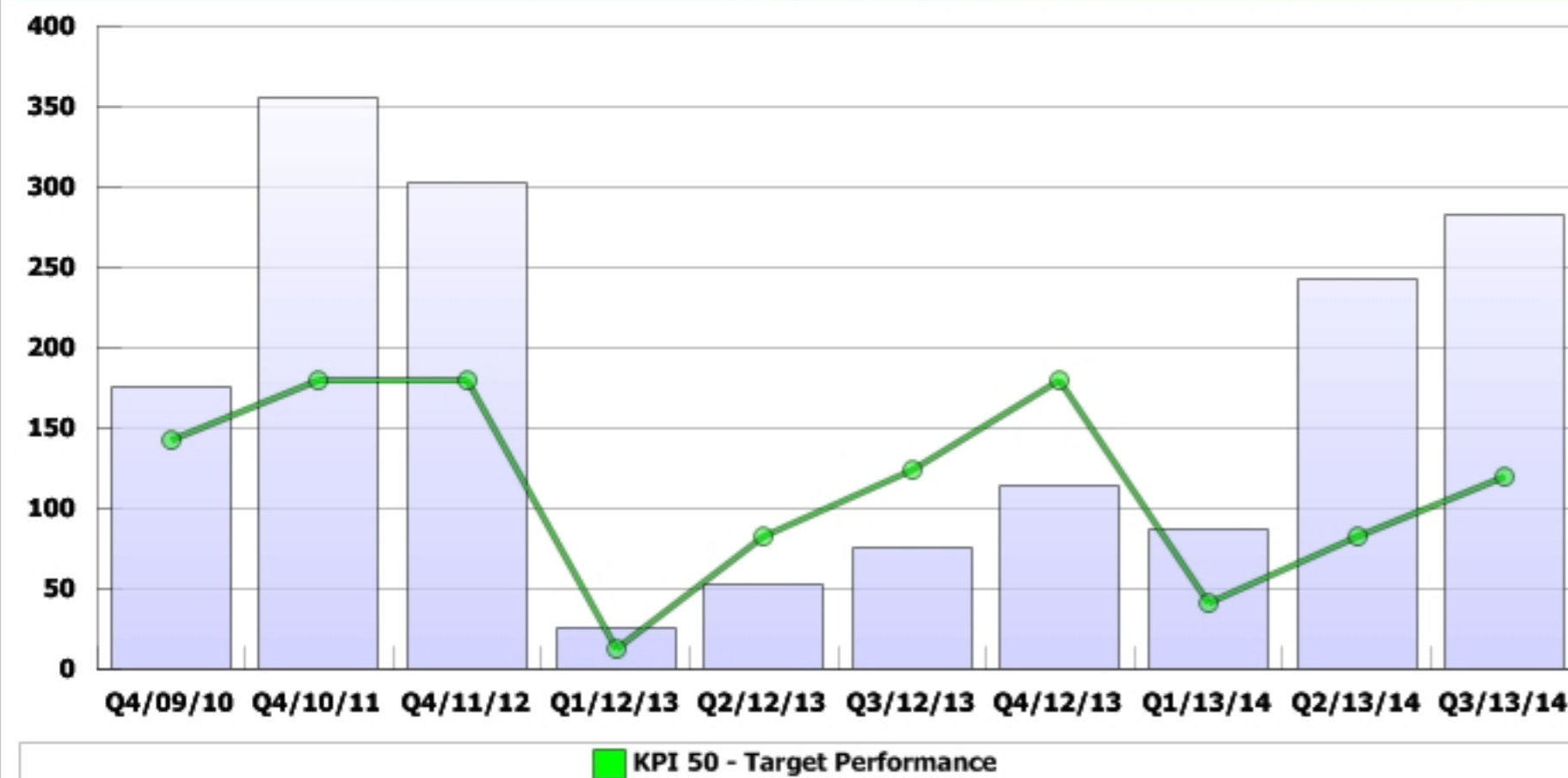
(Q3 2013/14) No corrective action currently proposed.

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
Q3/13/14	121	284
Q2/13/14	83	243
Q1/13/14	42	88
Q4/12/13	180	115
Q3/12/13	125	77

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?

Yes

Comment on current performance (including context):

(Q3 2013/14) Unfortunately slightly incorrect figures have been reported for quarters 1 and 2 of 2013/14, due to some misleading data supplied by the National Housing Building Corporation. This has resulted in the figures for Q1, Q2, and the cumulative figure for Q3 having to be revised. The correct figures for the quarters are:

Q1 = 88
Q2 = 155
Q3 = 41

Therefore cumulative performance for Q1 to Q3 = $88 + 155 + 41 = 284$. Overall this represents good performance against the annual target of 180 net dwellings. This has already been reached.

Corrective action proposed (if required):

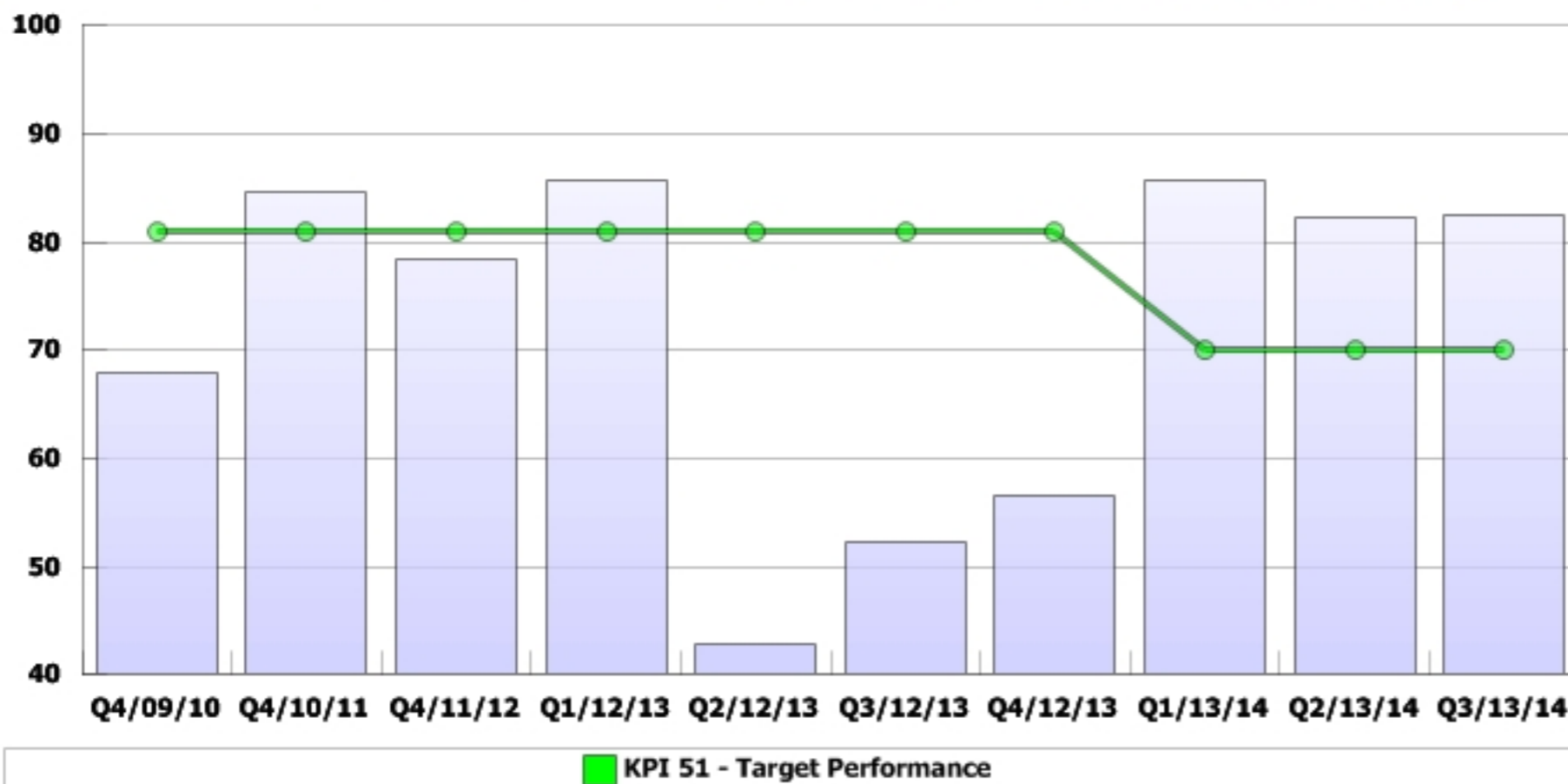
(Q3 2013/14) No corrective action currently proposed. Future sites for housing growth will be determined by the emerging Local Plan.

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
Q3/13/14	70.00%	82.61%
Q2/13/14	70.00%	82.35%
Q1/13/14	70.00%	85.71%
Q4/12/13	81.00%	56.67%
Q3/12/13	81.00%	52.38%

Annual 2013/14 - 70.00%
Target: 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?

Yes



Comment on current performance (including context):

(Q3 2013/14) Major applications represent only a small number of the overall number of planning applications received, but they are more complex and generally determined by planning committees, so deadlines for decisions are tight. Because of this, performance can be volatile, but at Quarter 3 performance is on course to achieve target with 19 out of 23 applications decided in time.

Corrective action proposed (if required):

(Q3 2013/14) Close monitoring of the applications timetable so as to enable applications to be reported to planning committees in time. Front loading of advice at pre-application stage so as to limit amendments to plans once an application is submitted.

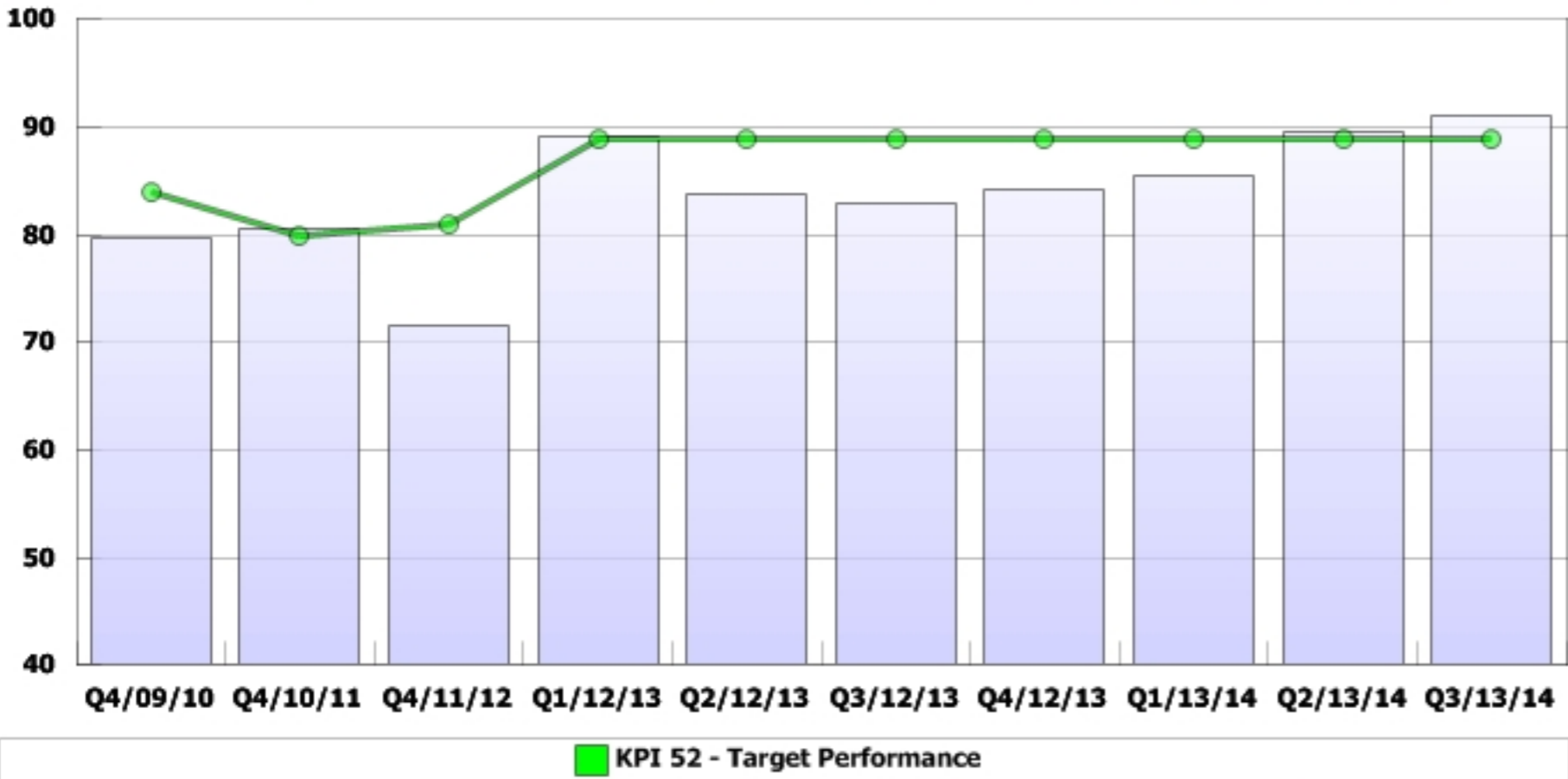
KPI 52 What percentage of minor planning applications were processed within 8 weeks (Delegated decisions only from 2012/13)?

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
Q3/13/14	89.00%	91.04%	✓
Q2/13/14	89.00%	89.66%	✓
Q1/13/14	89.00%	85.51%	✗
Q4/12/13	89.00%	84.17%	✗
Q3/12/13	89.00%	83.05%	✗

Annual 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?
 Yes

Comment on current performance (including context):

(Q3 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. 19 out of 212 applications in this category were outside the target time, which is a continued improvement on previous quarters, due to a regular managing of workload, but primarily because the Development Control team are fully staffed.

Corrective action proposed (if required):

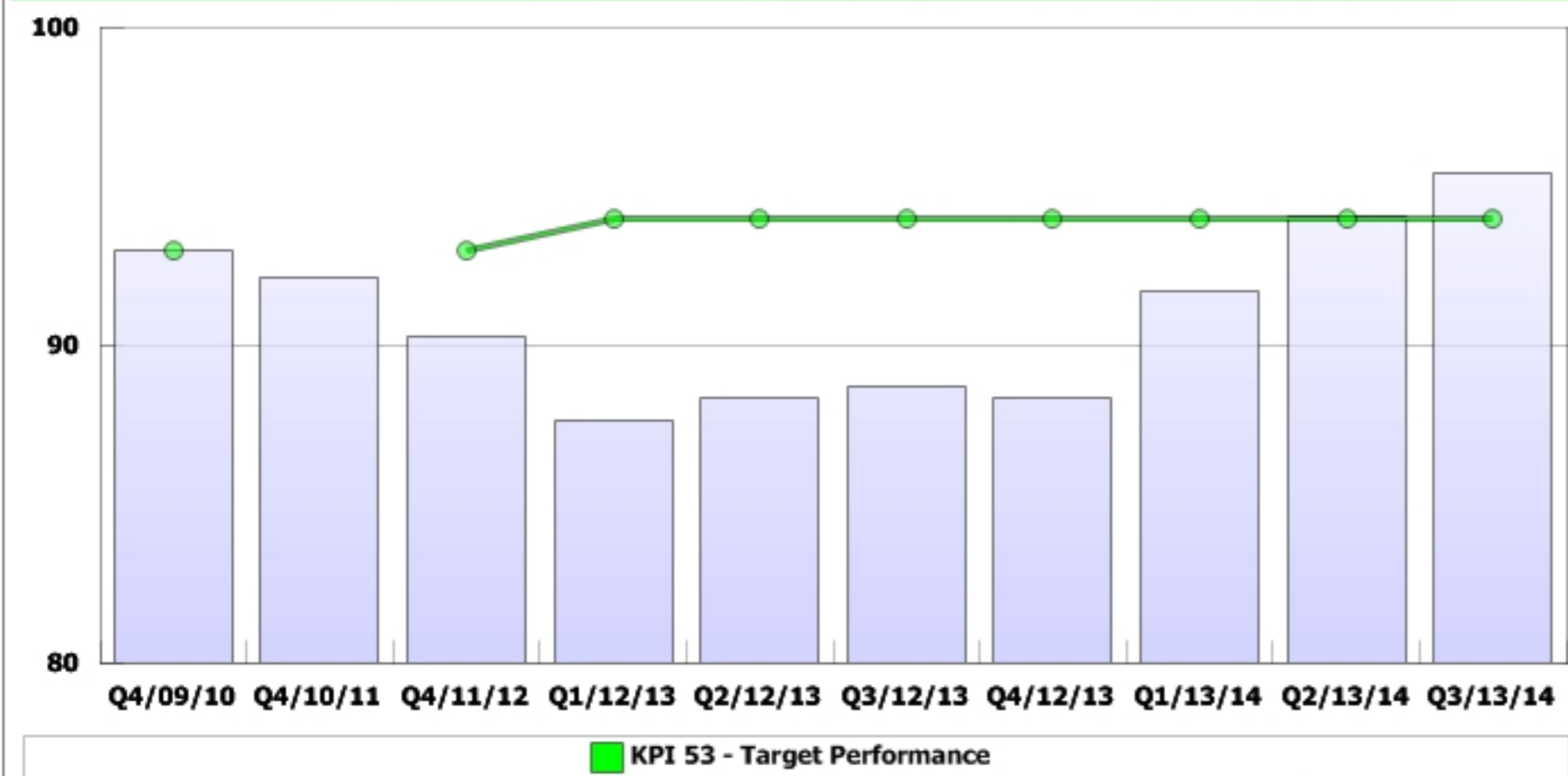
(Q3 2013/14) Regular workload monitoring by the team leaders is being carried out, but full staff compliment has been the main reason for hitting the target this quarter along with officers producing shorter more concise reports where planning permission is recommended for approval and carrying out earlier 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
Q3/13/14	94.00%	95.44%	✓
Q2/13/14	94.00%	94.12%	✓
Q1/13/14	94.00%	91.74%	✗
Q4/12/13	94.00%	88.38%	✗
Q3/12/13	94.00%	88.75%	✗

Annual Target: 2013/14 - 94.00% (delegated)
 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?
 Yes

Comment on current performance (including context):

(Q3 2013/14) KPI 53 represents the highest number out of all planning application types decided under delegated powers. 899 out of 942 applications were decided in time in this category. The recruitment of a planning officer to cover maternity leave and therefore provide full staff level, together with regular managing of workload has resulted in another improved performance this time around.

Corrective action proposed (if required):

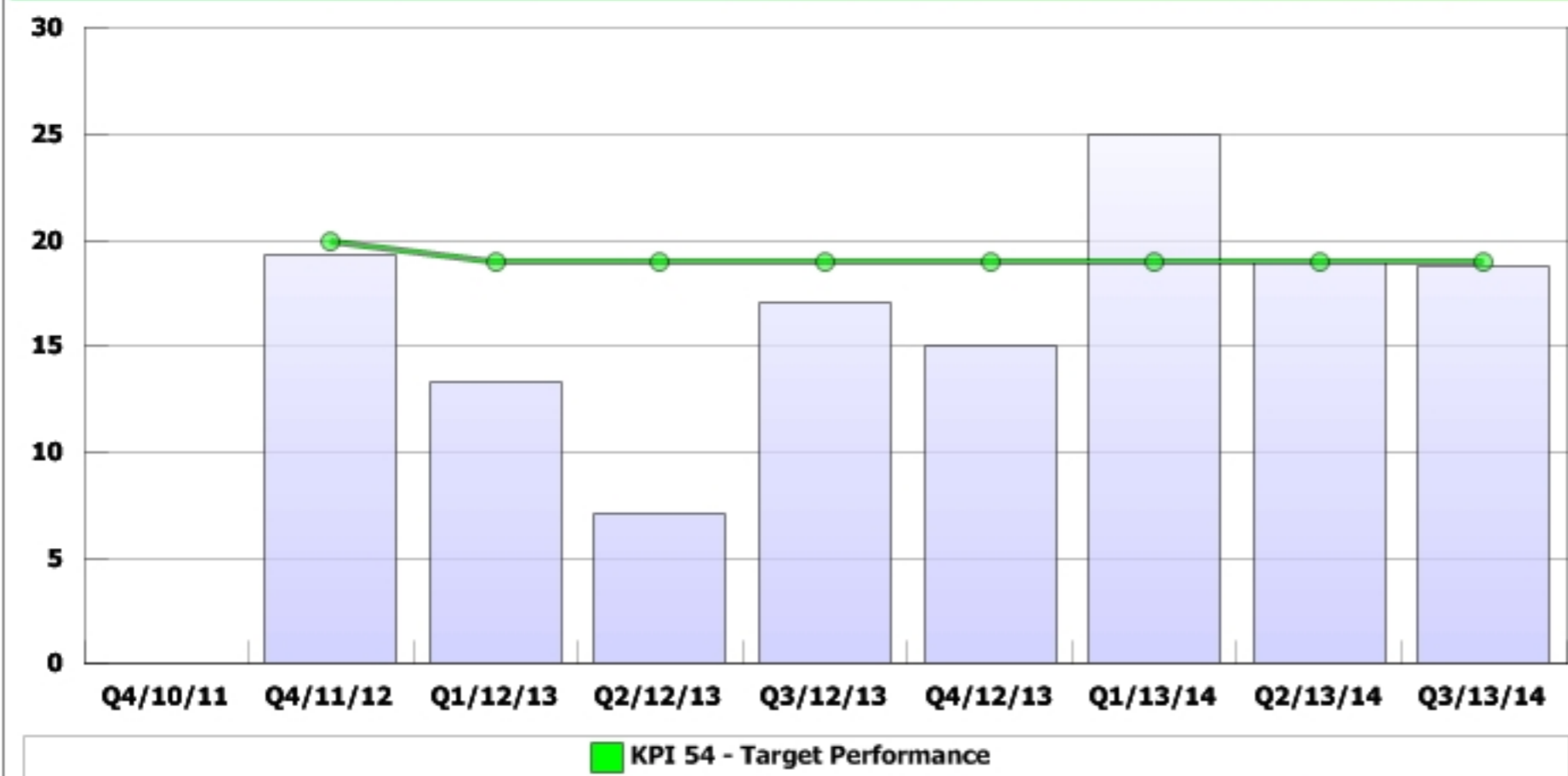
(Q3 2013/14) Regular workload monitoring by the team leaders is being carried out, but full staff compliment has been the main reason for hitting the target this quarter along with officers producing shorter more concise reports where planning permission is recommended for approval and carry out earlier 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
Q3/13/14	19.00%	18.75%	✓
Q2/13/14	19.00%	19.05%	✗
Q1/13/14	19.00%	25.00%	✗
Q4/12/13	19.00%	15.10%	✓
Q3/12/13	19.00%	17.10%	✓

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):

(Q3 2013/14) Of the 32 appeal decisions, resulting from officer delegated refusals, received in total, only 6 have been allowed. The target of 19% therefore has so far been met and continues an improvement on the performance at Q1 and Q2.

Corrective action proposed (if required):

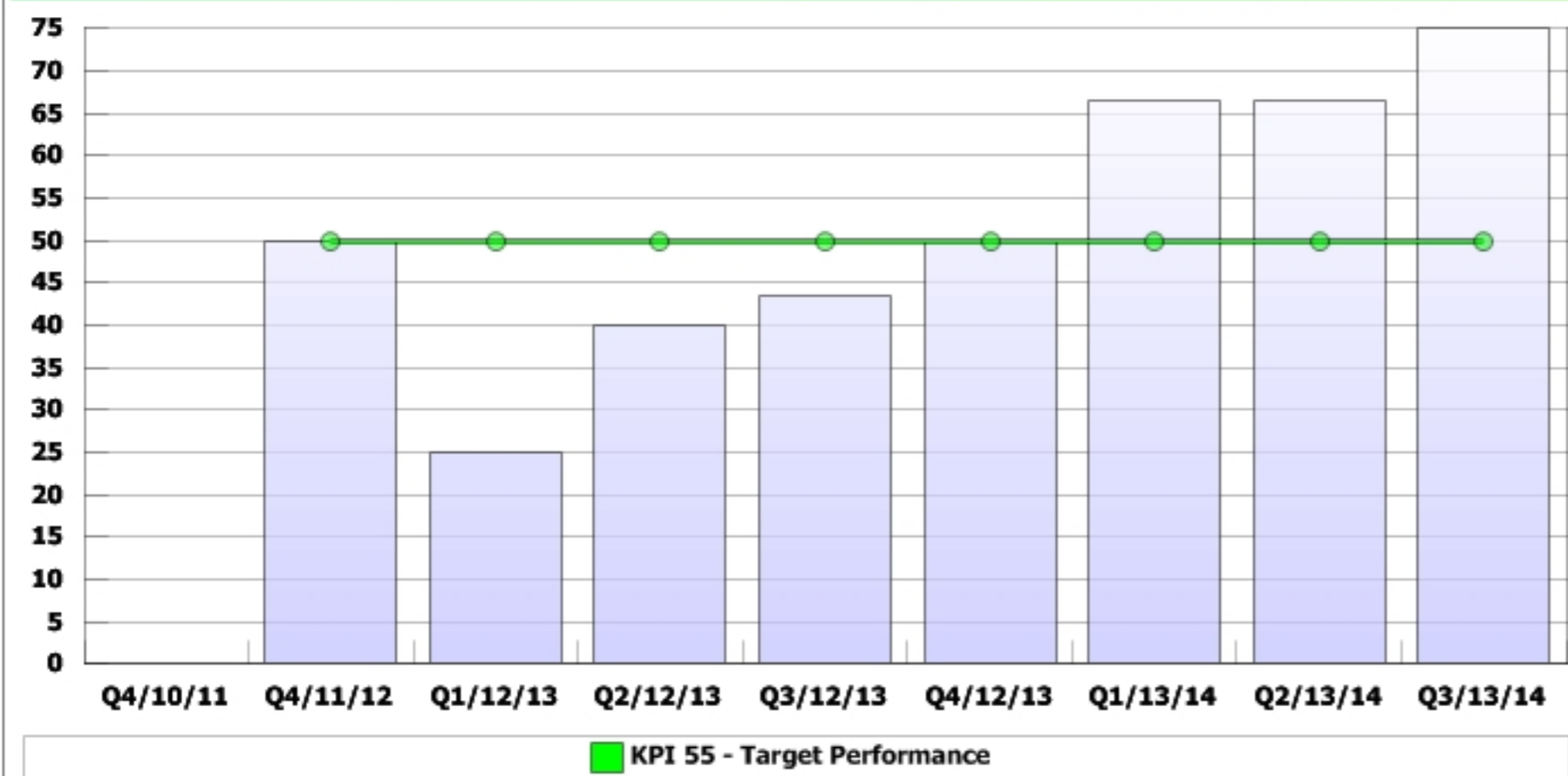
(Q3 2013/14) Officers continue to carefully assess all planning applications before a decision to refuse planning permission is issued and if there is one, do provide a way forward suggestion on a fresh application submission that can avert an appeal being submitted. This may account for why there is 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
Q3/13/14	50.00%	75.00%	✗
Q2/13/14	50.00%	66.67%	✗
Q1/13/14	50.00%	66.67%	✗
Q4/12/13	50.00%	50.00%	✓
Q3/12/13	50.00%	43.50%	✓

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?
 No

Comment on current performance (including context):

(Q3 2013/14) Member decisions to refuse planning permission by reversing officer recommendations on planning applications were supported on appeal in only 6 out of 24 cases in Quarter 3, so that 75% (18) 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 18 allowed, it is difficult to find a common theme, other than perhaps that Members have a higher perceived level of demonstrable harm to amenity, which is not being supported on appeal or considered contrary to the National Planning Policy Framework. The appeal decisions are reported 6 monthly to Members from which an improved performance could be attained.

Corrective action proposed (if required):

(Q3 2013/14) Increased analysis and feedback of appeal decisions for Members required, through six-monthly appeal report to the Area Planning Committees. As performance is worsening and now quite a concern, a meeting of Chairman and Vice-Chairman of the planning committees with officers is required to seek improved performance for 2014/15.