



















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	
<b>Safer, Cleaner, Greener Scrutiny Panel</b>										
NEI001	(Non-recycled waste) (kg)	101	98		199	196		298	400	Yes
NEI002	(Household recycling) (%)	60.95%	63.00%		62.03%	61.00%		61.02%	60.00%	Uncertain
NEI003	(Litter) (%)	8%	2%		8%	8%		8%	8%	Yes
NEI004	(Detritus) (%)	10%	7%		10%	7%		10%	10%	Yes
NEI005	(Neighbourhood issues) (%)	95.00%	96.03%		95.00%	97.08%		95.00%	95.00%	Yes
NEI006	(Fly-tip investigations) (%)	90%	93%		90%	94%		90%	90%	Yes
NEI007	(Fly-tip: contract) (%)	90%	90%		90%	90%		90%	90%	Yes
NEI008	(Fly-tip: non-contract) (%)	90%	97%		90%	95%		90%	90%	Yes
NEI009	(Noise investigations) (%)	90%	85%		90%	91%		90%	90%	Yes

**NEI001 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**



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

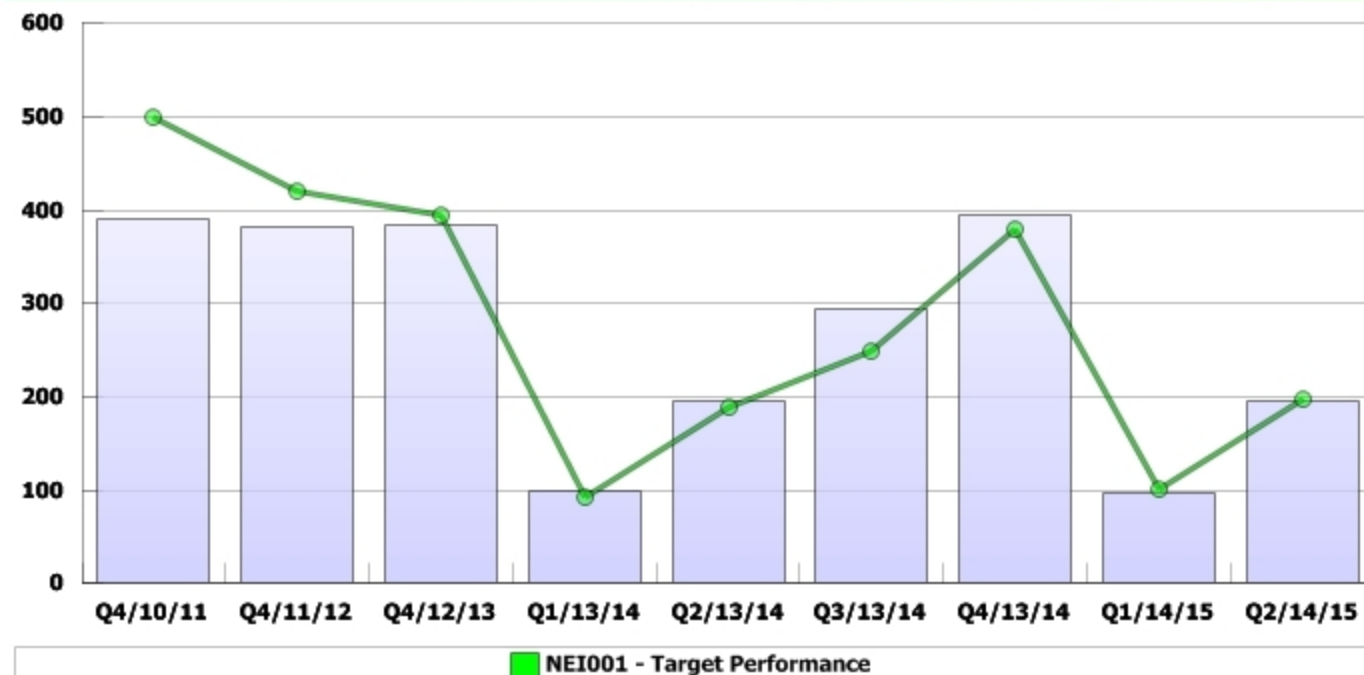
Yes

Quarter	Target	Actual	
Q2/14/15	199	196	<input checked="" type="checkbox"/>
Q1/14/15	101	98	<input checked="" type="checkbox"/>
Q4/13/14	380	396	<input type="checkbox"/>
Q3/13/14	249	295	<input type="checkbox"/>
Q2/13/14	190	197	<input type="checkbox"/>

Annual 2014/15 - 400 kg  
Target: 2013/14 - 380 kg

Indicator of good performance:  
A lower waste figure is good

↓ is the direction of improvement



**Comment on current performance (including context):**

(Q2 2014/15 current performance is acceptable.

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

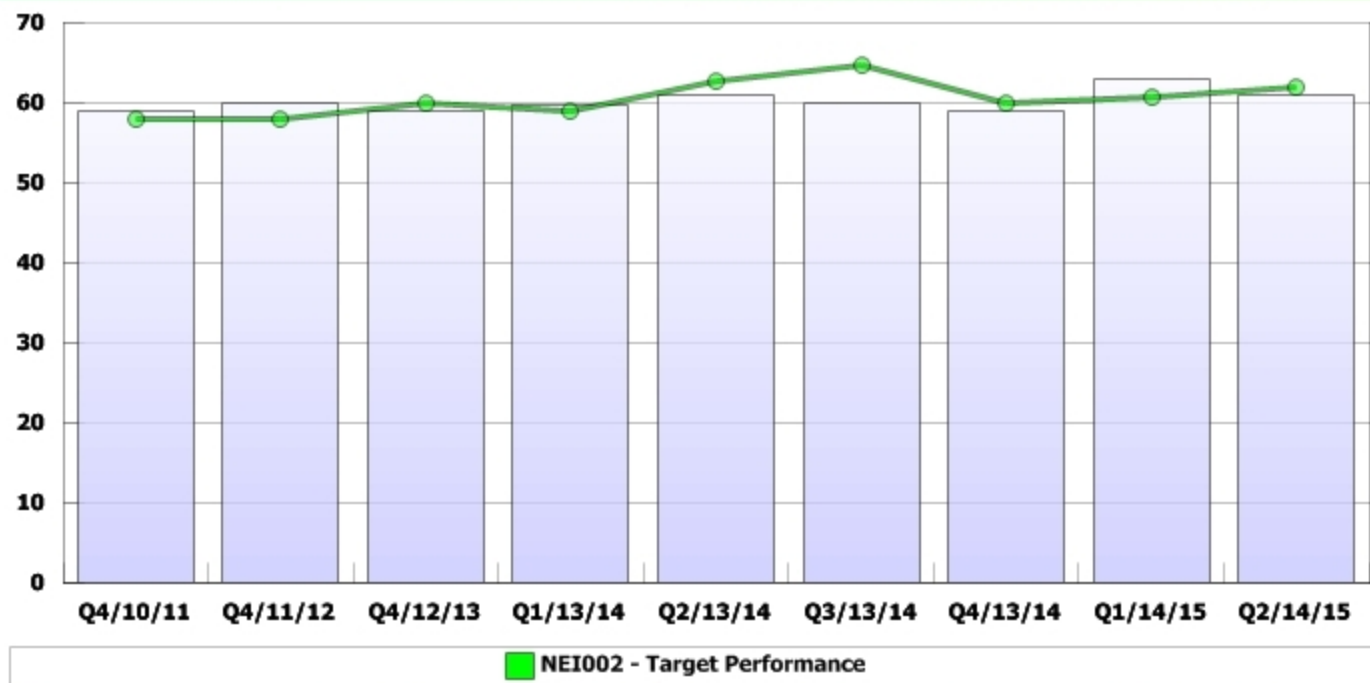
Empty box for corrective action proposed.

**NEI002 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
Q2/14/15	62.03%	61.00%	✗
Q1/14/15	60.95%	63.00%	✓
Q4/13/14	60.00%	59.00%	✗
Q3/13/14	64.80%	60.00%	✗
Q2/13/14	62.90%	61.00%	✗

**Annual 2014/15 - 60.00%**  
**Target: 2013/14 - 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):**

(Q2 2014/15) Performance slightly disappointing for the time of year.

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

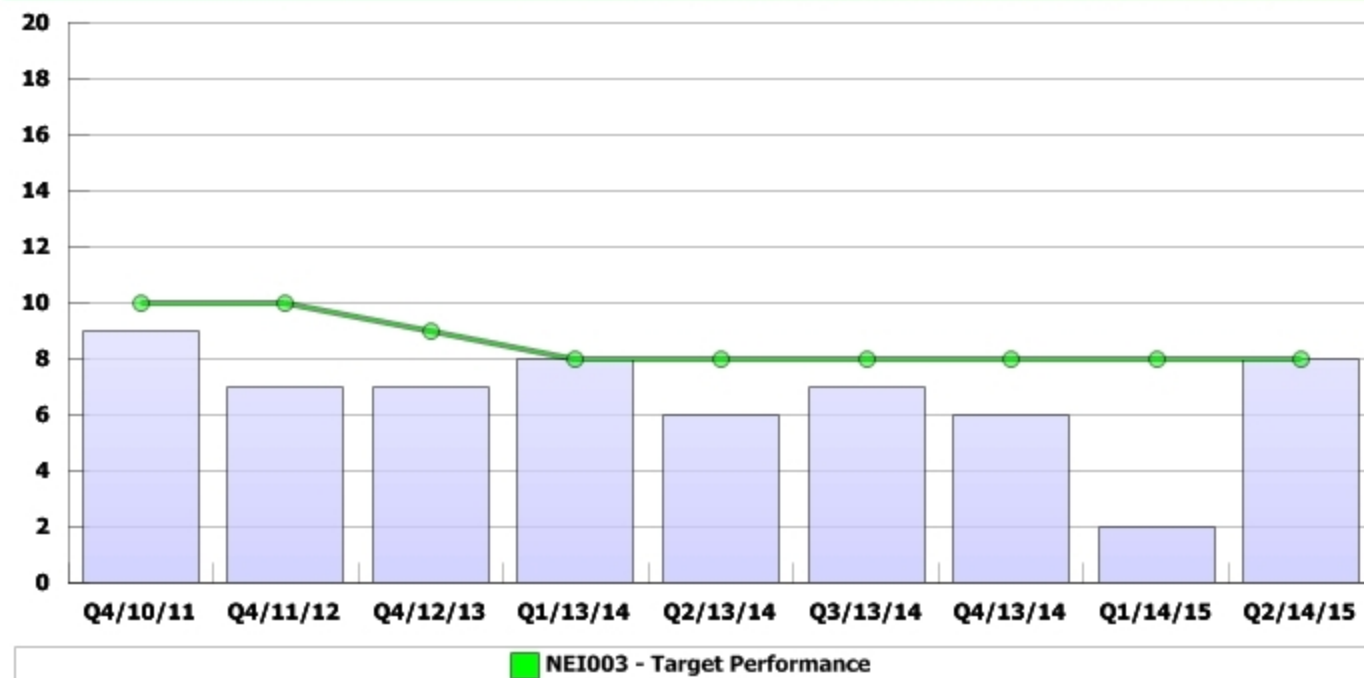
Biffa Municipal Ltd takeover waste management services from 3rd November and PR campaigns as well as educational activities will be undertaken to reinforce the recycling message to residents.

## NEI003 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](mailto:performance@eppingforestdc.gov.uk) or by telephone on 01992 564472

### Current and previous quarters performance



Quarter	Target	Actual
Q2/14/15	8%	8%
Q1/14/15	8%	2%
Q4/13/14	8%	6%
Q3/13/14	8%	7%
Q2/13/14	8%	6%



Annual 2014/15 - 8%  
Target: 2013/14 - 8%

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):

(Q2 2014/15) Current performance is only just acceptable and is perhaps reflective of the uncertainty amongst contracted staff that has surrounded the change of contractor.

### Corrective action proposed (if required):

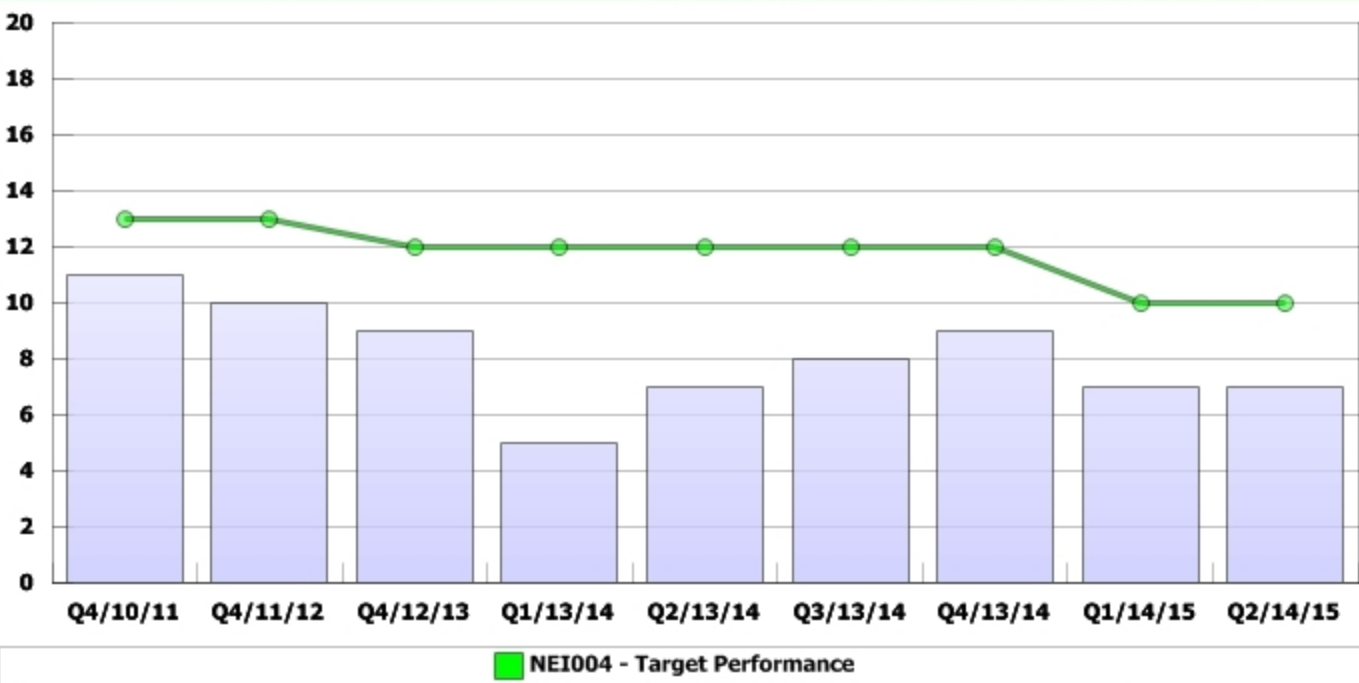
Increased contract monitoring will be put in place once the new contract arrangements with Biffa have commenced.

**NEI004 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
Q2/14/15	10%	7%
Q1/14/15	10%	7%
Q4/13/14	12%	9%
Q3/13/14	12%	8%
Q2/13/14	12%	7%

Annual 2014/15 - 10%  
 Target: 2013/14 - 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):**

(Q2 2014/15) Current performance is acceptable.

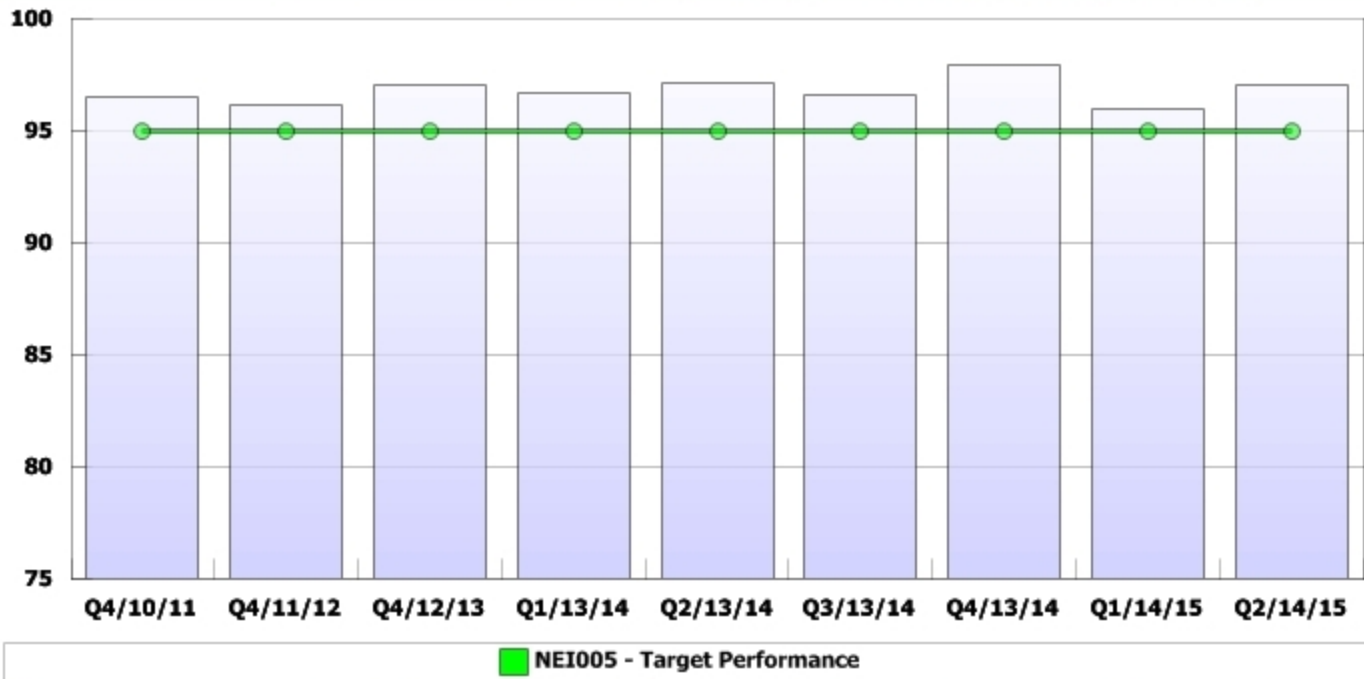
**Corrective action proposed (if required):**

**NEI005 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	Direction of Improvement
Q2/14/15	95.00%	97.08%	↑
Q1/14/15	95.00%	96.03%	↑
Q4/13/14	95.00%	98.00%	↑
Q3/13/14	95.00%	96.66%	↑
Q2/13/14	95.00%	97.23%	↑

**Annual 2014/15 - 95.00%**  
**Target: 2013/14 - 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):**

(Q2 2014/15) - Target achieved.

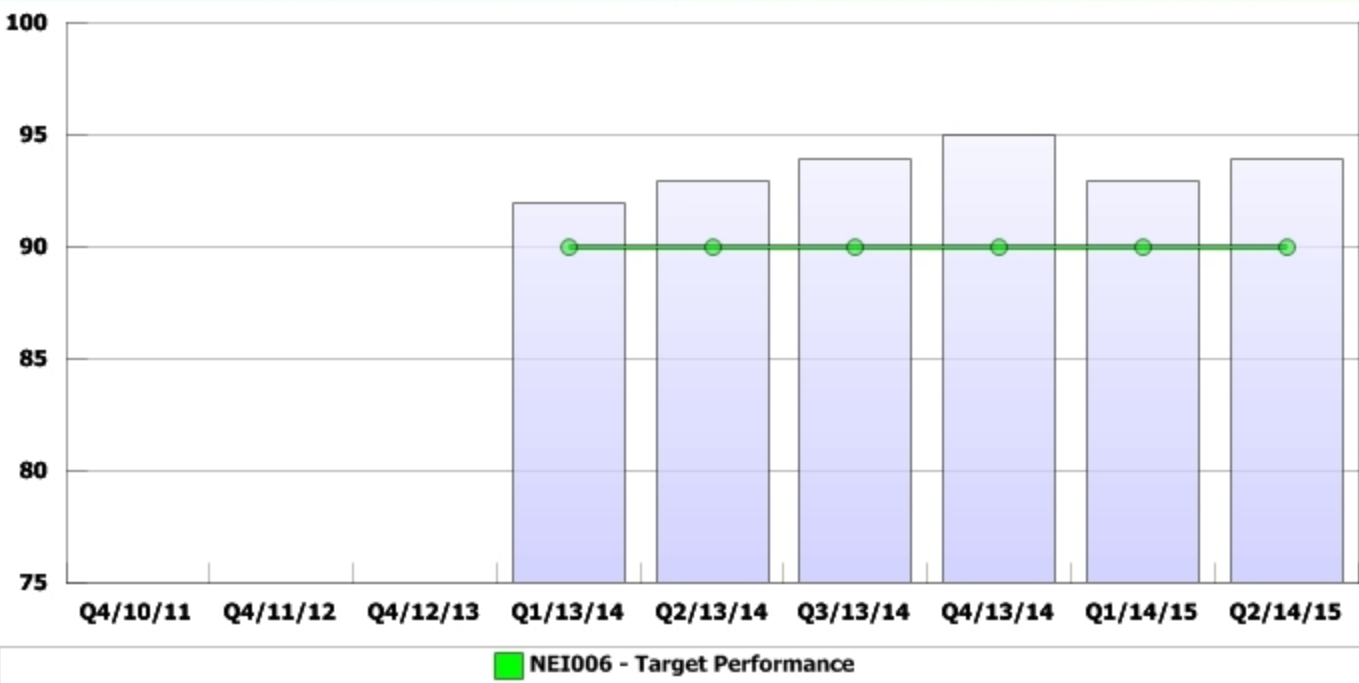
**Corrective action proposed (if required):**

**NEI006 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
Q2/14/15	90%	94%
Q1/14/15	90%	93%
Q4/13/14	90%	95%
Q3/13/14	90%	94%
Q2/13/14	90%	93%

Annual Target: 2013/14 - 90%  
 Annual 2014/15 - 90%  
 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):**

(Q2 2014/15) - Target achieved

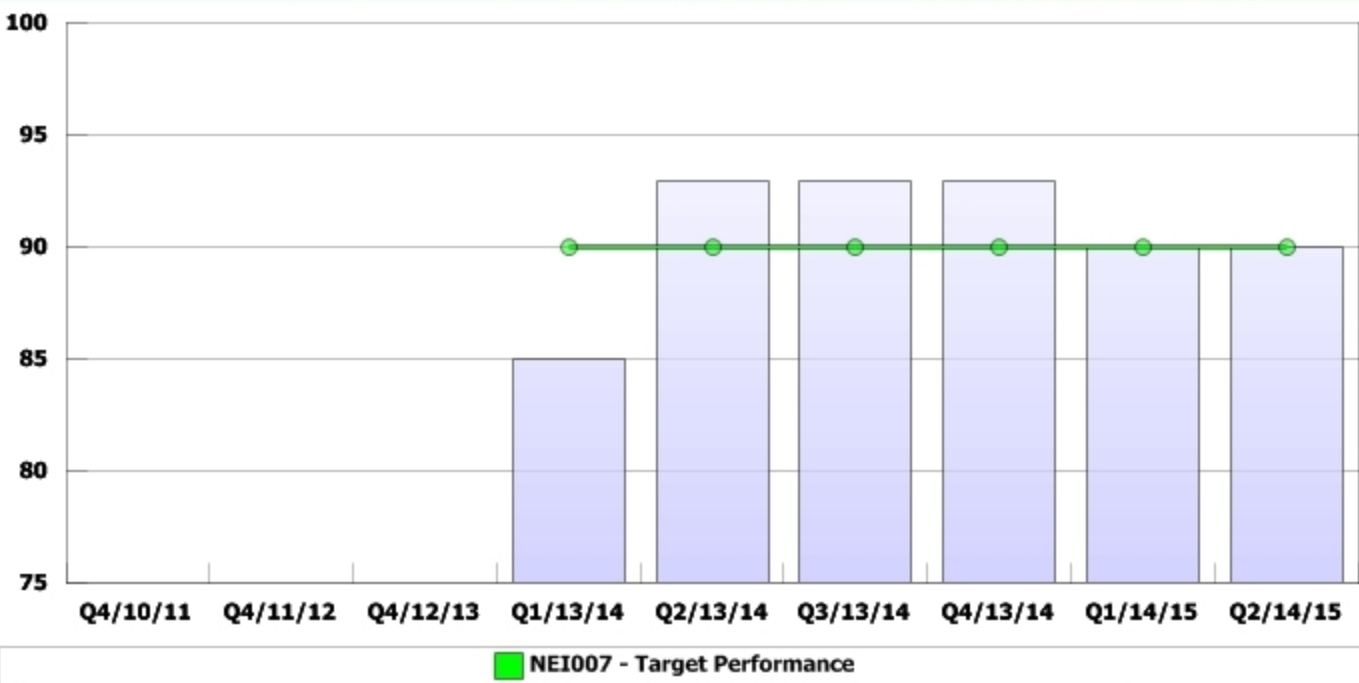
**Corrective action proposed (if required):**

**NEI007 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	Direction of Improvement
Q2/14/15	90%	90%	✓
Q1/14/15	90%	90%	✓
Q4/13/14	90%	93%	✓
Q3/13/14	90%	93%	✓
Q2/13/14	90%	93%	✓

**Annual 2014/15 - 90%**  
**Target: 2013/14 - 90%**  
**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):**

(Q2 2014/15) Due to a tight reporting deadline for Q2 and the target of 5 working days for NEI007 and 10 working days for NEI008, it has not been possible to produce a full set of data up to the end of this quarter e.g. an incident reported on the 30/9/14 has until the 7/10/14 (5 working days) or 14/10/14 (10 working days) to achieve the target. Therefore results for Quarter 2 have been based on data from 01/04/14 to 17/9/14 for both KPIs. Missing data from Q2 i.e. 18/9/14 to 30/9/14 will be picked up in Q3.

Target has been achieved. Analysis of the incidents that failed to meet the criteria has established that there are legitimate reasons for the delayed clearance in some of the cases. For example, clearance was delayed whilst the alleged perpetrator was persuaded to remove the waste. In other cases clearance has taken longer than expected due to difficulties establishing the landowner and/or whether or not a variation order is required. It is envisaged that the target will be achieved in the next quarter, but it is difficult to predict if the change to a new contractor will affect performance.

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

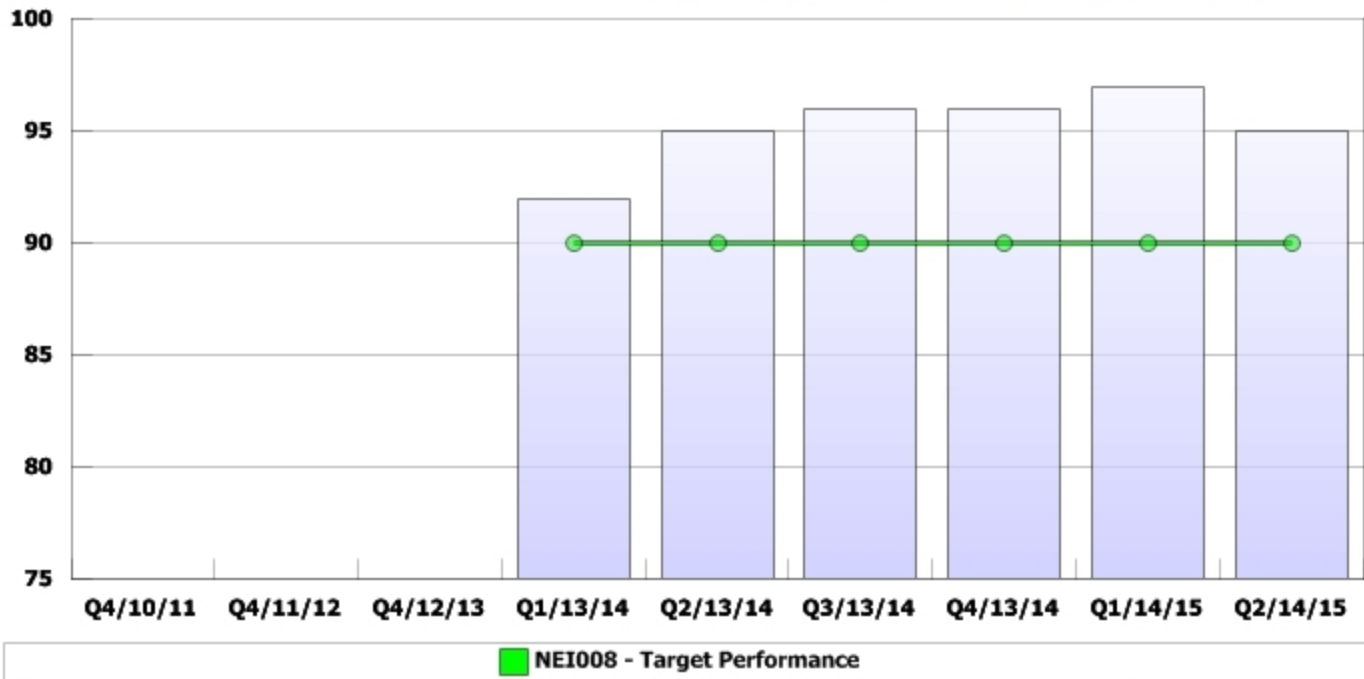


**NEI008 What percentage of the recorded incidences of fly-tipping (variation order / non-contract) are removed within 10 working days of being recorded?**

**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
Q2/14/15	90%	95%
Q1/14/15	90%	97%
Q4/13/14	90%	96%
Q3/13/14	90%	96%
Q2/13/14	90%	95%

Annual 2014/15 - 90%  
 Target: 2013/14 - 90%  
 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):**

(Q2 2014/15) Due to the tight reporting deadline for this quarter and the target of 5 working days for NEI007 and 10 working days for NEI008, it has not been possible to produce a full set of data up to the end of this quarter on this occasion e.g. an incident reported on the 30/9/14 has until the 7/10/14 (5 working days) or 14/10/14 (10 working days) to achieve the target. Therefore the results for Quarter 2 have been based on data from 01/04/14 to 17/9/14 for both KPIs. Missing data from Q2 i.e. 18/9/14 to 30/9/14 will be picked up in Q3.

The target has been achieved.

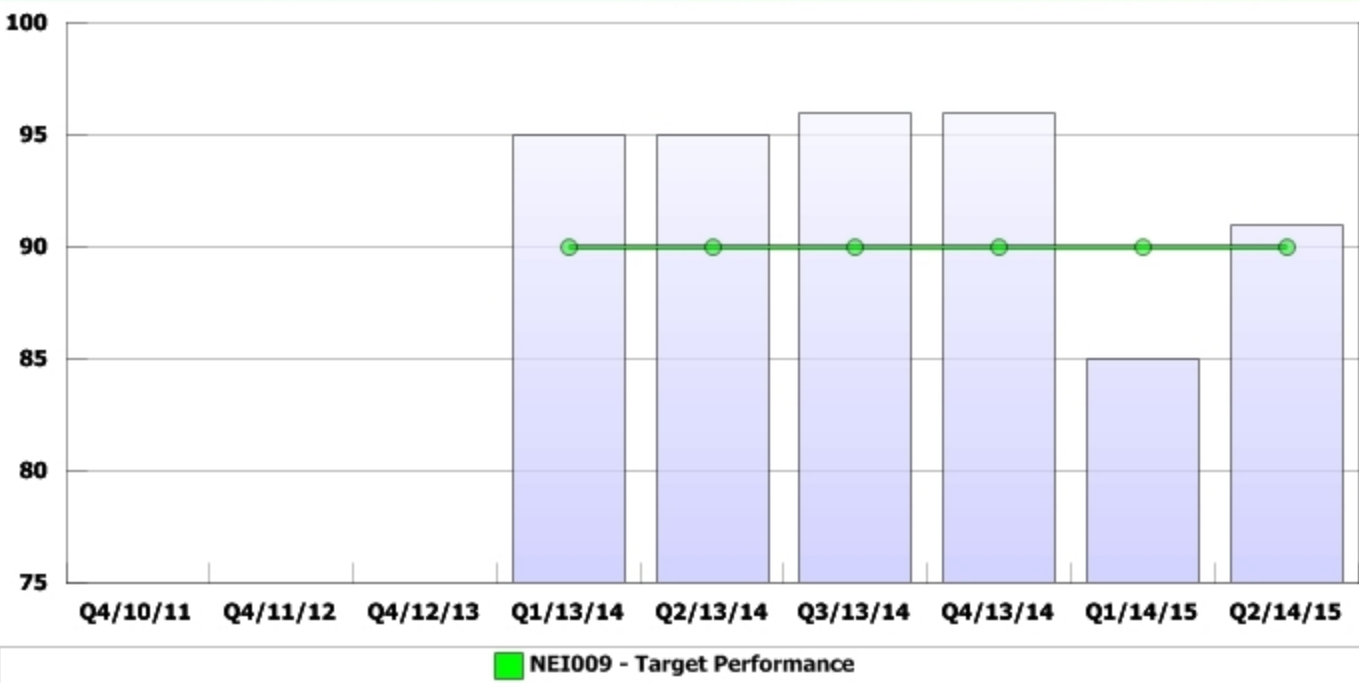
**Corrective action proposed (if required):**

**NEI009 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	Status
Q2/14/15	90%	91%	✓
Q1/14/15	90%	85%	✗
Q4/13/14	90%	96%	✓
Q3/13/14	90%	96%	✓
Q2/13/14	90%	95%	✓

**Annual 2014/15 - 90%**  
**Target: 2013/14 - 90%**  
**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):**

(Q2 2014/15) Target achieved. There are still are a number of issues that need to be improved regarding Mears initial call handling and the forwarding of complaints to the duty noise officer correctly, however, the duty noise officer has been able to obtain details quickly and in most cases contact the complainant within 15 minutes of being paged.

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