


















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	
Housing Scrutiny Panel										
COM001	(Housing rent) (%)	96.00%	94.66%		96.00%	96.09%		96.00%	96.00%	Yes
COM002	(Void re-lets) (days)	37.0	39.0		37.0	34.0		37.0	37.0	Yes
COM003	(Tenant satisfaction) (%)	98.00%	99.00%		98.00%	100.00%		98.00%	98.00%	Yes
COM004	(Temp. accommodation) (no.)	65	51		65	47		65	65	Yes
COM005	(Non-decent homes) (%)	0.00%	0.00%		0.00%	0.00%		0.00%	0.00%	Yes
COM006	(Modern Homes Std) (%)	825	1,244		1,650	2,204		2,475	3,300	Yes
COM007	(Emergency repairs) (%)	99%	99%		99%	99%		99%	99%	Yes
COM008	(Responsive repairs) (days)	7.0	7.7		7.0	7.0		7.0	7.0	Yes
COM009	(Emergency repairs) (%)	98%	99%		98%	98%		98%	98%	Yes
COM010	(Calls to Careline) (%)	97.5%	99.7%		97.5%	99.7%		97.5%	97.5%	Yes

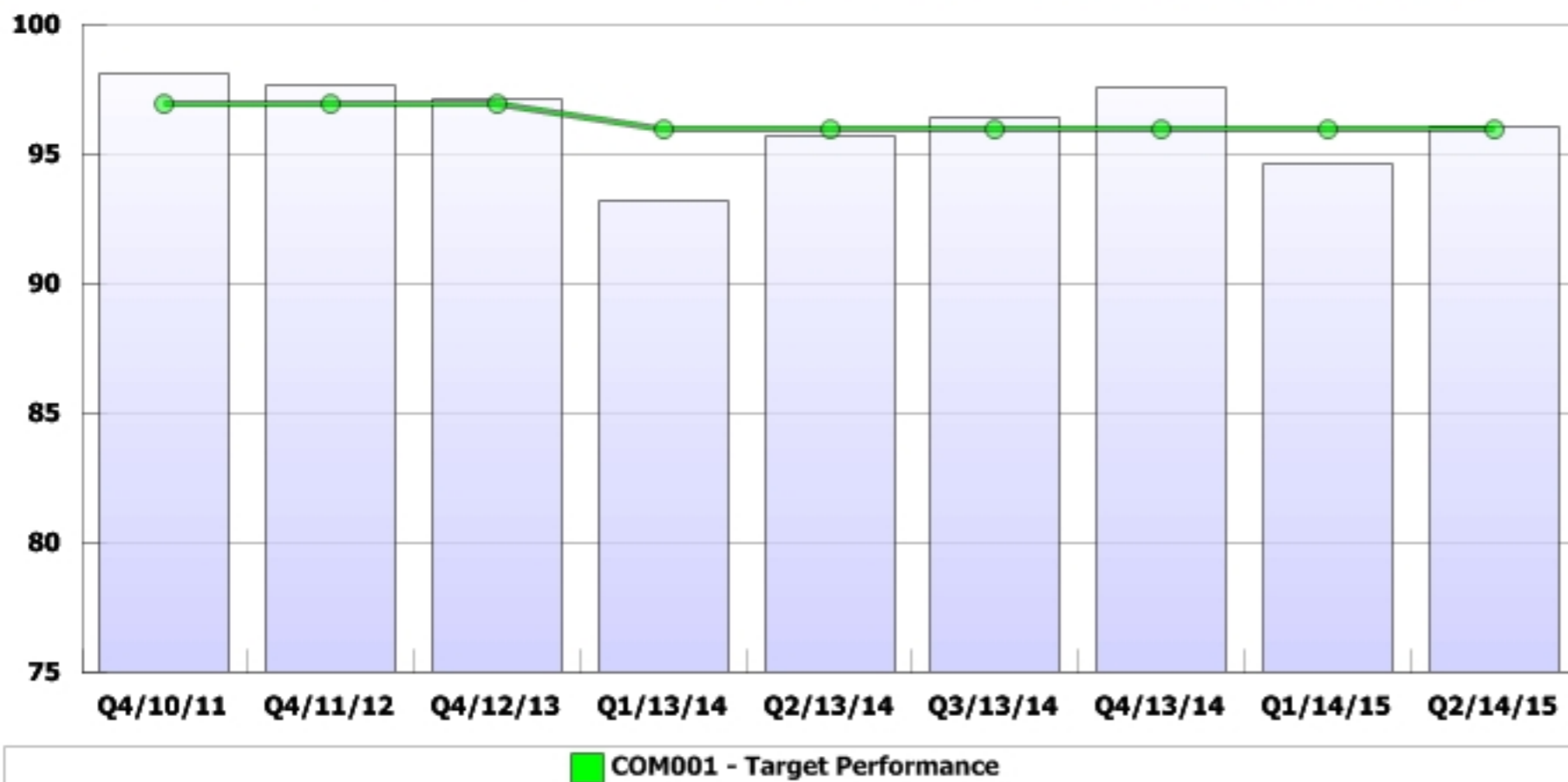
COM001

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
Q2/14/15	96.00%	96.09%
Q1/14/15	96.00%	94.66%
Q4/13/14	96.00%	97.60%
Q3/13/14	96.00%	96.45%
Q2/13/14	96.00%	95.77%

Annual 2014/15 - 96.00%

Target: 2013/14 - 96.00%

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 met.

As in previous years, it has proved difficult to measure performance on a quarterly basis due to the complicated calculation. This is because at the end of each quarter rent paid by direct debit is not always able to be included, especially now there are so many payment dates available to customers. Furthermore, amounts paid by tenants at the cash desk by cheque may not have reached their accounts.

Corrective action proposed (if required):

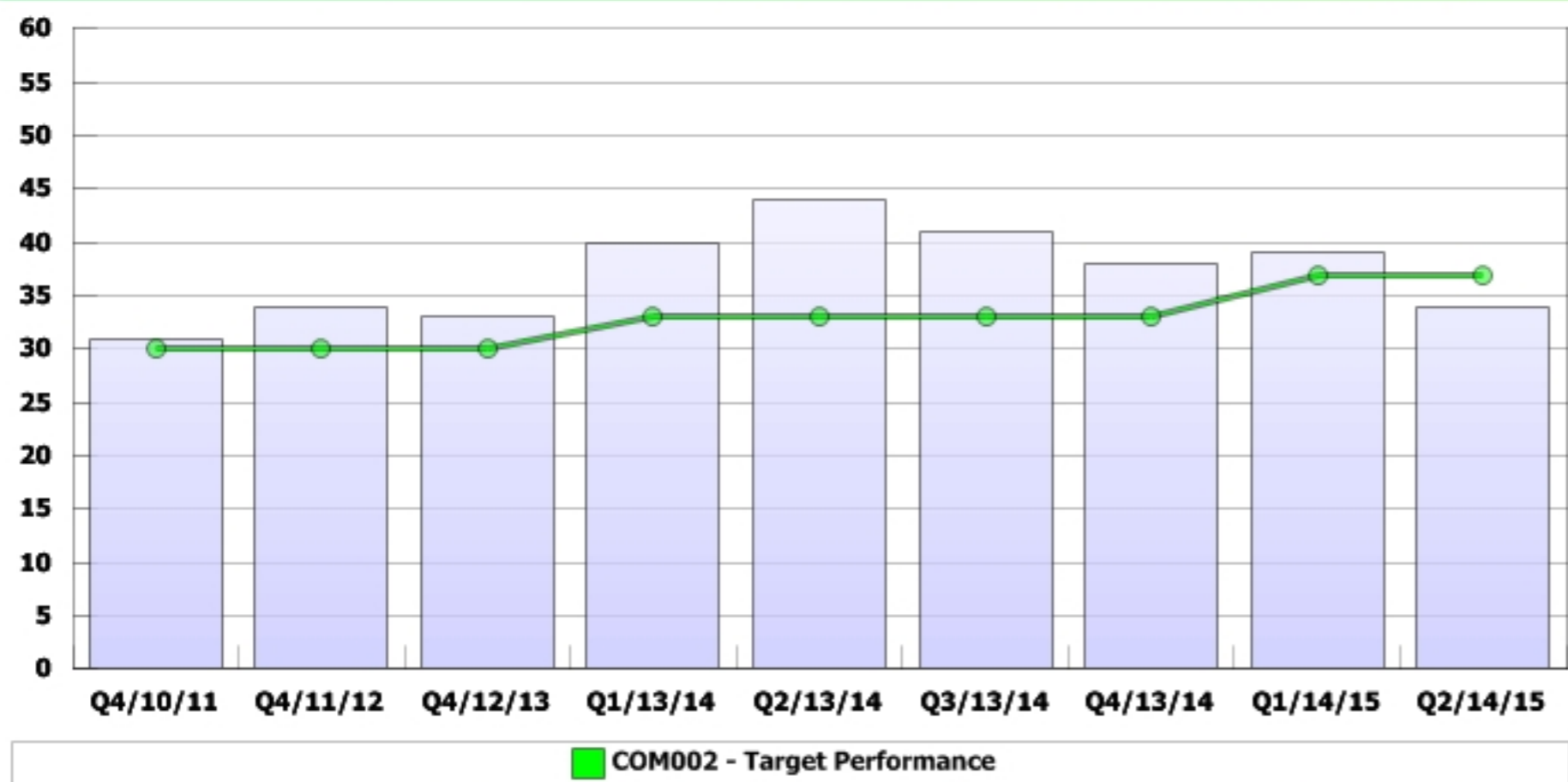
(Q2 2014/15) - A project is underway, in conjunction with Finance and Audit, to carry out monthly reconciliations of the rent accounts. One of the purposes of this project is to improve the performance figure on a quarterly basis.

COM002 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	Status
Q2/14/15	37.0	34.0	✓
Q1/14/15	37.0	39.0	✗
Q4/13/14	33.0	38.0	✗
Q3/13/14	33.0	41.0	✗
Q2/13/14	33.0	44.0	✗

Annual 2014/15 - 37 days
Target: 2013/14 - 33 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):

(Q2 2014/15) - Both the Allocations and Voids teams have recently set up new systems to ensure the better monitoring of vacancies. The Allocations team have tightened up the whole offer process and the Voids team have changed the sequence of void work, ensuring in both cases that delays are kept to a minimum.

NOTE: Figure for Q4 - 2013/14 amended from 37 to 38 days as a result of Audit check. All other figures are correct.

Corrective action proposed (if required):

(Q2 2014/15) - The following corrective actions are being considered as part of the ongoing process of improving relet times:

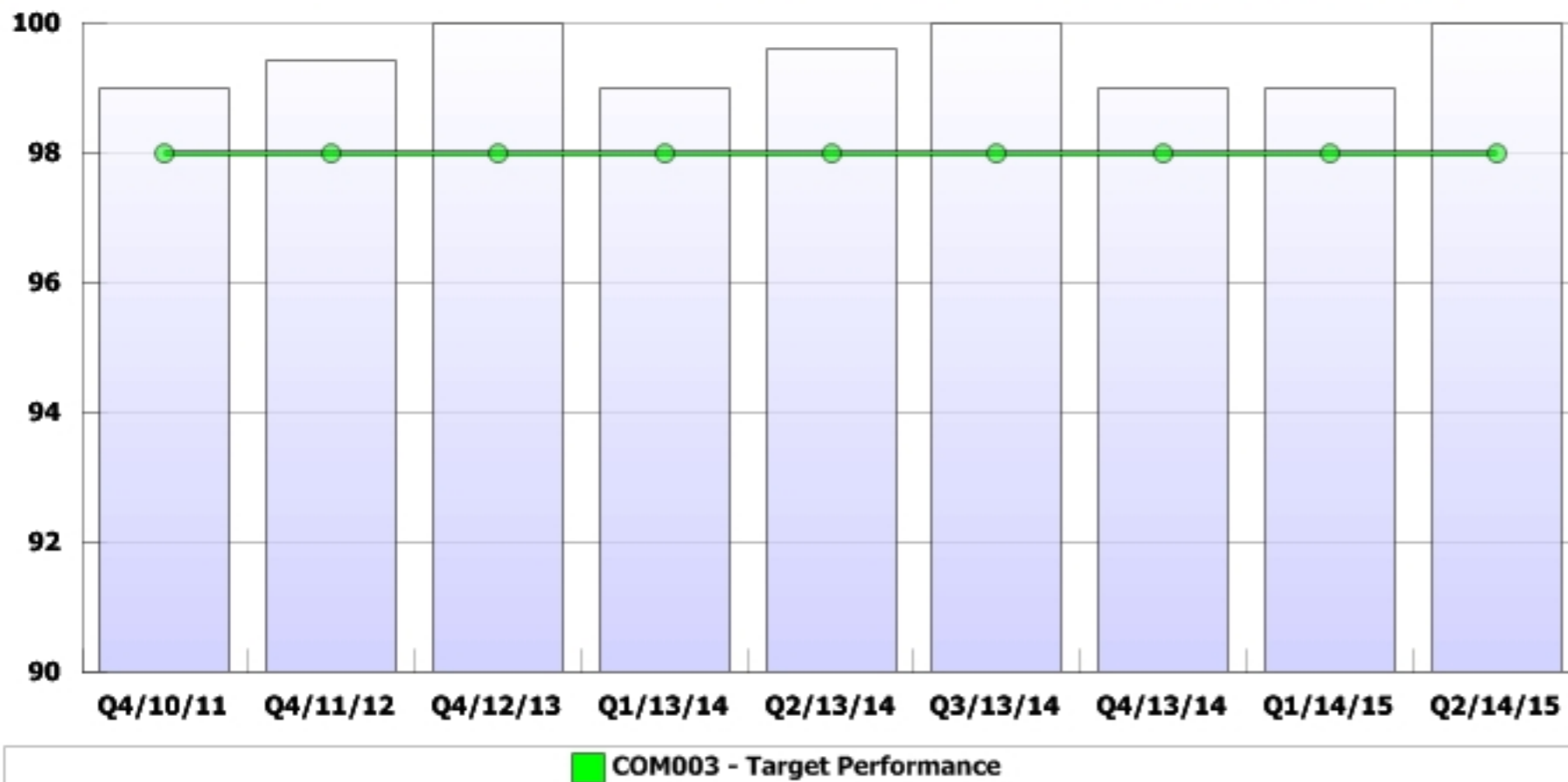
- Possible re-introduction of pre-inspections prior to tenants transferring. Permissions will be withheld where properties are in a poor state of repair. This will avoid undertaking extensive works following vacation thereby extending the void period.
- Reducing bidding cycles from fortnightly to weekly to reduce the period between the keys being returned to Housing Options and the property being let.
- Introducing multiple viewings for general needs difficult to let properties which should reduce the time between offers.

COM003 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
Q2/14/15	98.00%	100.00%
Q1/14/15	98.00%	99.00%
Q4/13/14	98.00%	99.00%
Q3/13/14	98.00%	100.00%
Q2/13/14	98.00%	99.61%



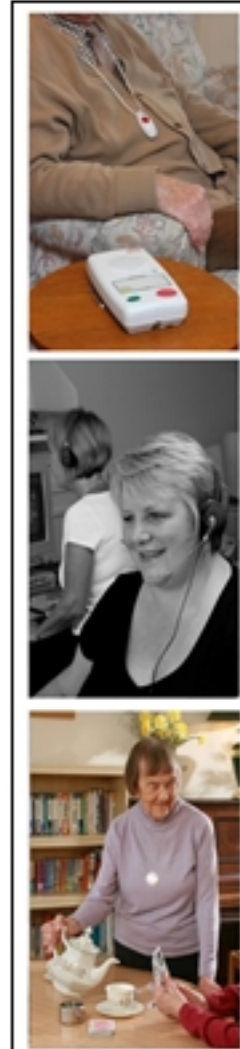
Annual 2014/15 - 98.00%
 Target: 2013/14 - 98.00%

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):

(Q2 2014/15) - The performance continues to achieve the target set. Of the 718 response there was 1 unsatisfactory response relating to an emergency. The customer was however satisfied with the quality of the repair and politeness of the operative.

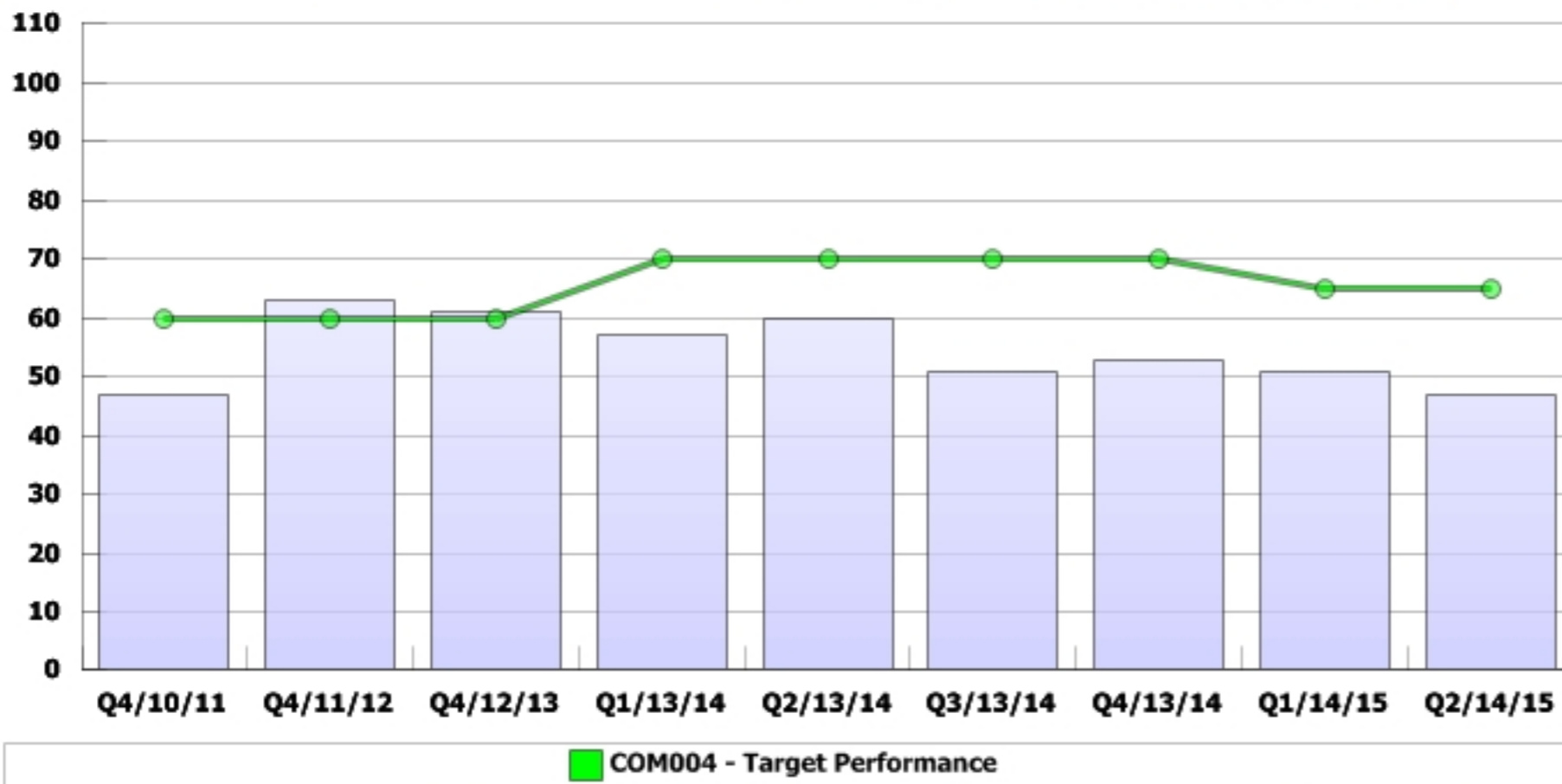
Corrective action proposed (if required):

COM004 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.

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Current and previous quarters performance



Quarter	Target	Actual
Q2/14/15	65	47
Q1/14/15	65	51
Q4/13/14	70	53
Q3/13/14	70	51
Q2/13/14	70	60



Annual 2014/15 - 65
Target: 2013/14 - 70

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):

(Q2 2014/15) - The target has been achieved.

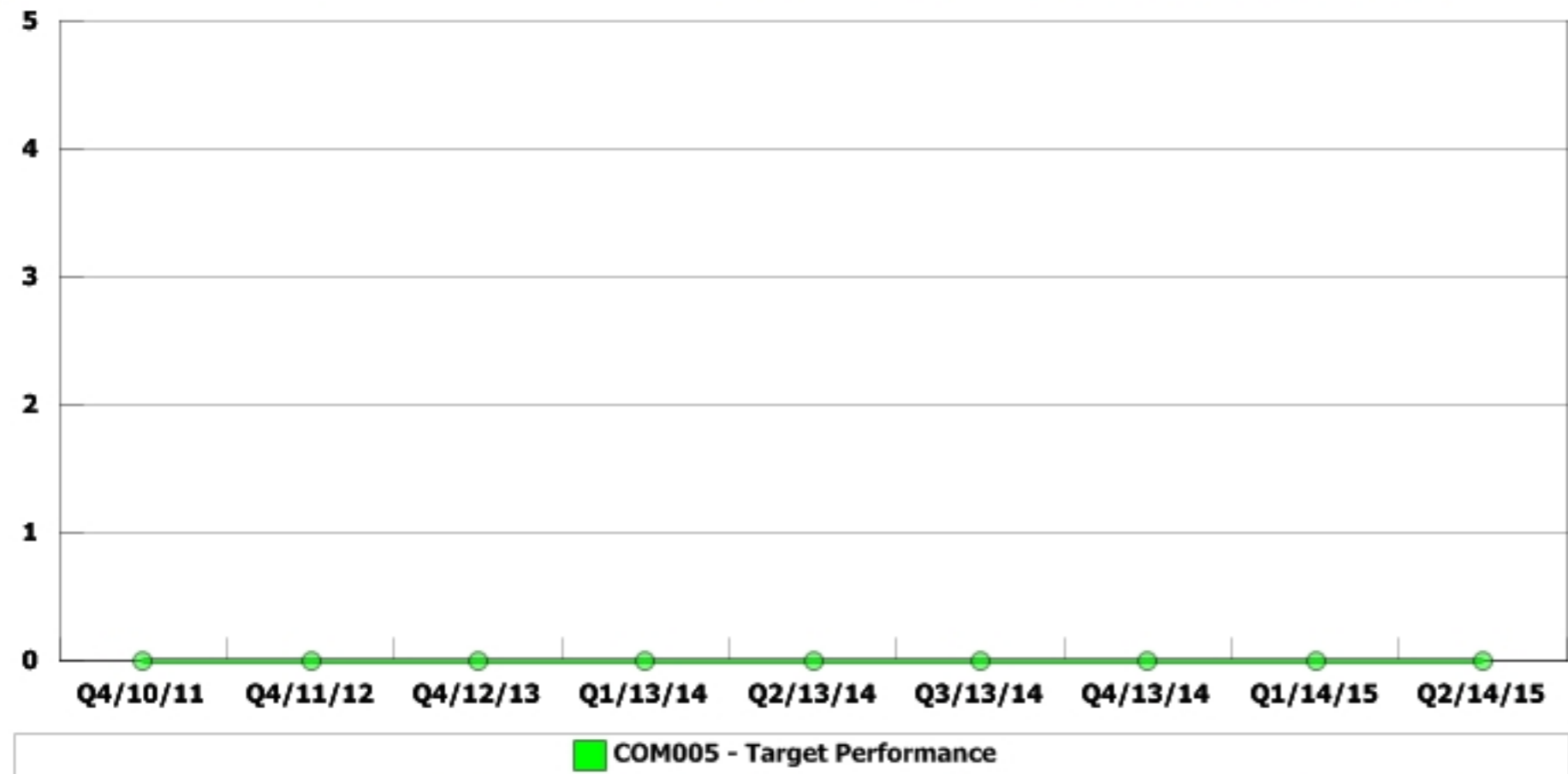
Corrective action proposed (if required):

COM005 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	Visual
Q2/14/15	0.00%	0.00%	✓
Q1/14/15	0.00%	0.00%	✓
Q4/13/14	0.00%	0.00%	✓
Q3/13/14	0.00%	0.00%	✓
Q2/13/14	0.00%	0.00%	✓

Annual 2014/15 - 0.00%
 Target: 2013/14 - 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):

(Q2 2014/15) - Potential building element failures have been identified from Stock Condition Survey Address List and appropriate Capital and Revenue works programmes have commenced to prevent these properties falling into Non-Decent category.

During 2013-14 over 998 Stock Condition Surveys were completed and during 2014-15 the same number of surveys are planned to ensure no properties fall into the Non-Decent category.

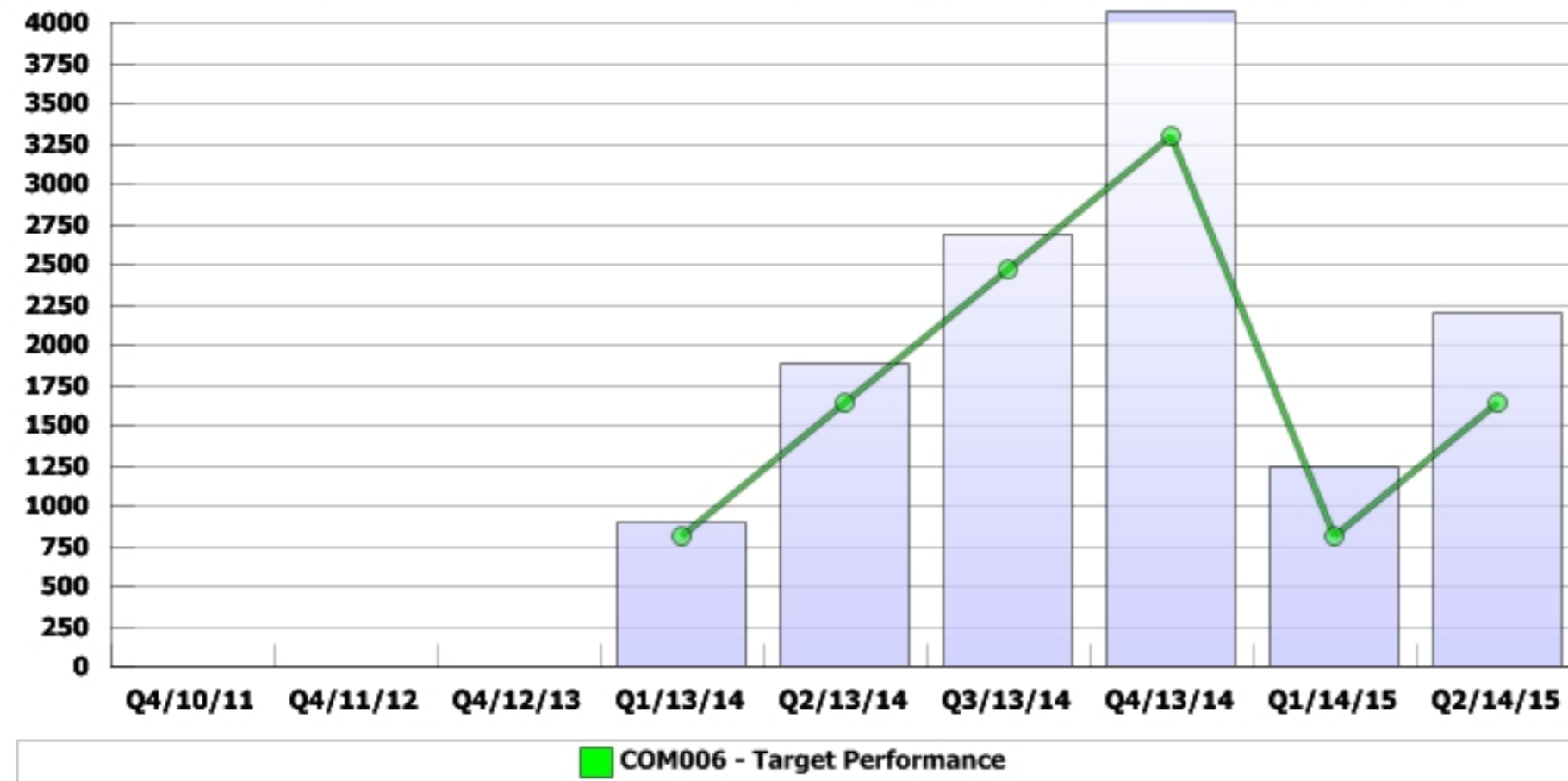
Corrective action proposed (if required):

COM006 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
Q2/14/15	1,650	2,204
Q1/14/15	825	1,244
Q4/13/14	3,300	4,076
Q3/13/14	2,475	2,689
Q2/13/14	1,650	1,898

Annual Target: 2014/15 - 3,300
 2013/14 - 3,300

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 - Potential building element failures have been identified from Stock Condition Survey Address List and appropriate Capital and Revenue works programmes have commenced to prevent these properties falling into the Non-Decent category.

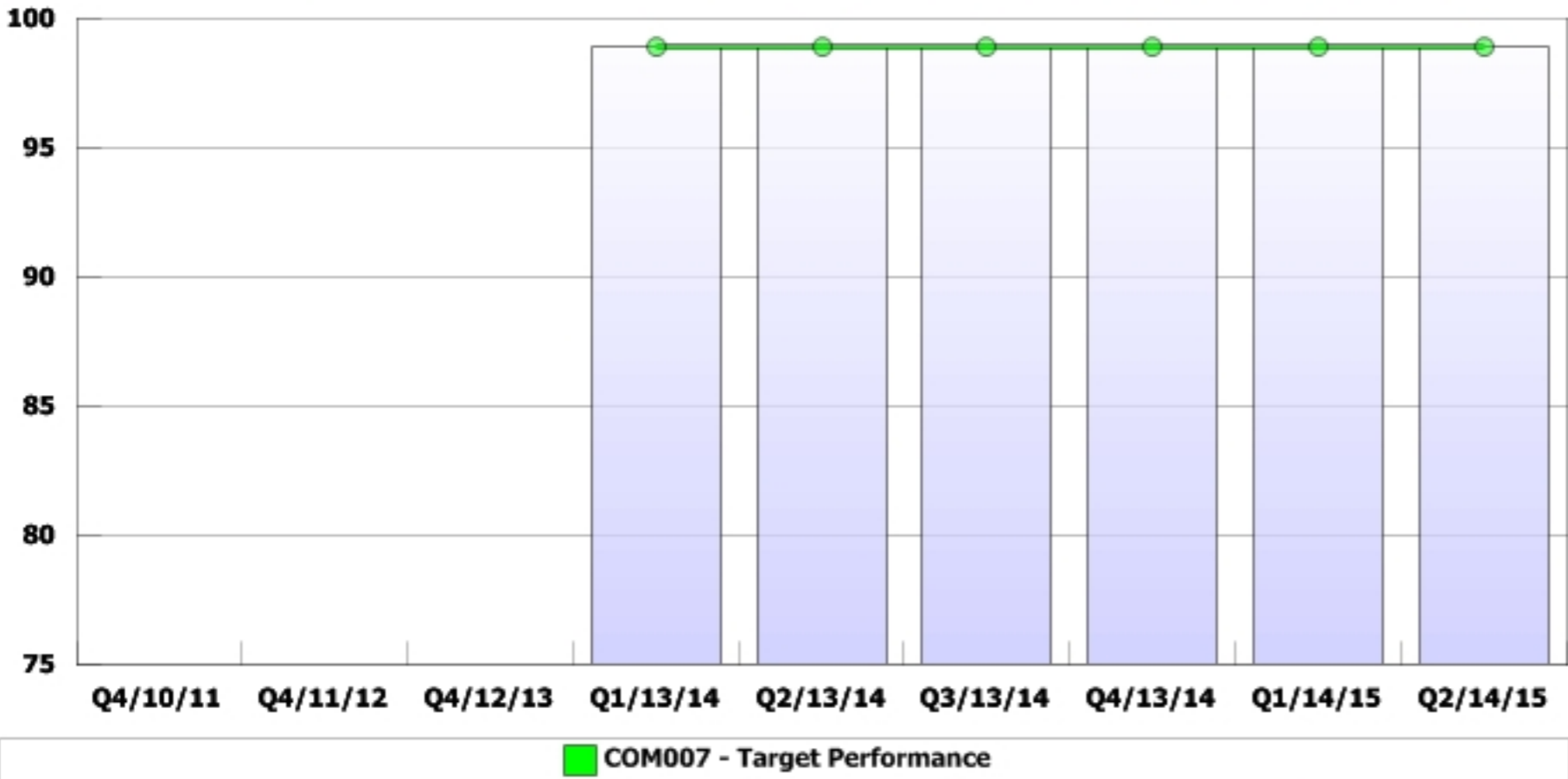
Corrective action proposed (if required):

COM007 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	Status
Q2/14/15	99%	99%	✓
Q1/14/15	99%	99%	✓
Q4/13/14	99%	99%	✓
Q3/13/14	99%	99%	✓
Q2/13/14	99%	99%	✓

Annual Target: 2014/15 - 99%
 Target: 2013/14 - 99%

Indicator of good performance:
 A higher percentage is good

↑ is the direction of improvement

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

Yes

Comment on current performance (including context):

(Q2 2014/15) - Performance in line with target.

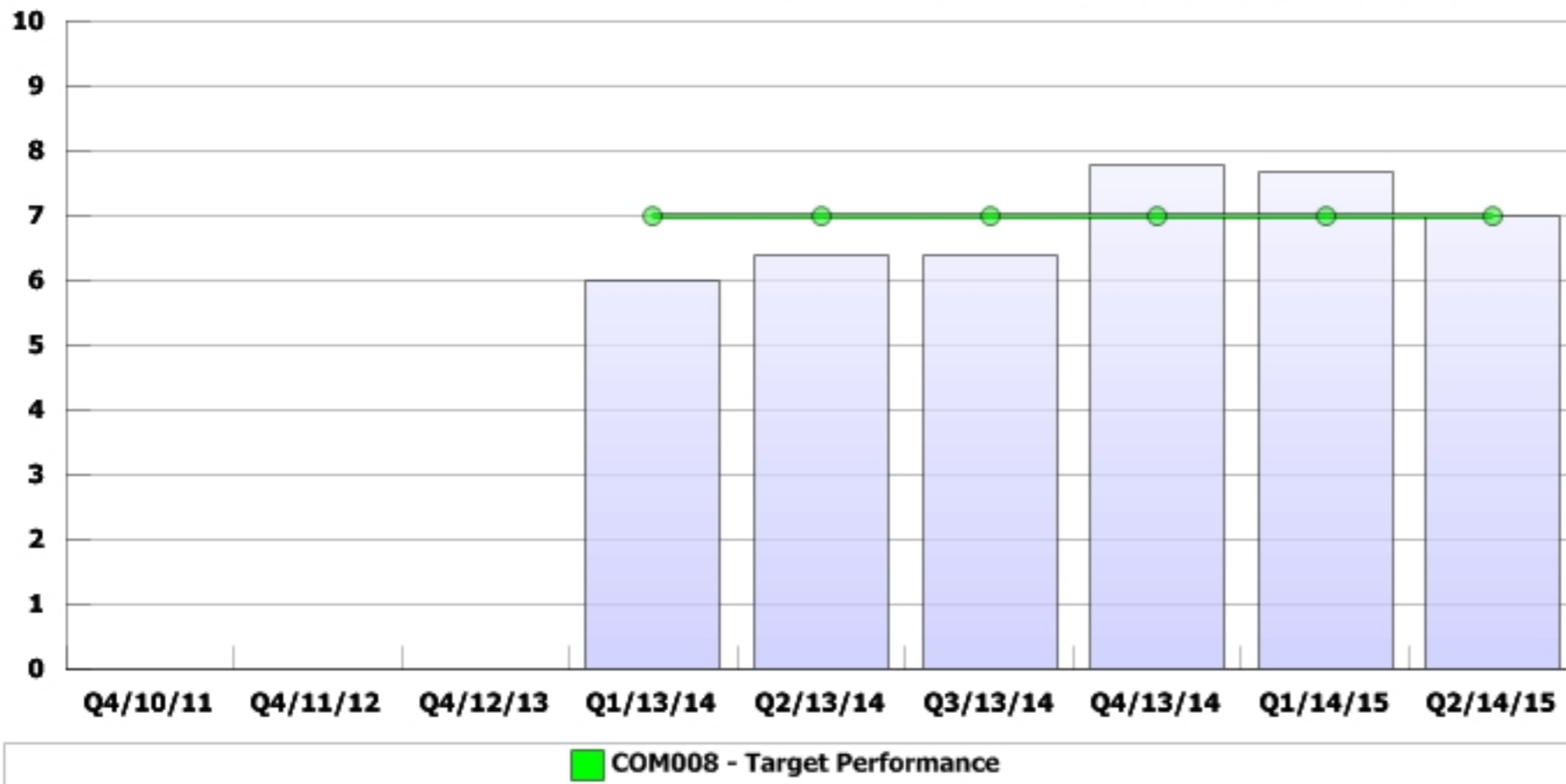
Corrective action proposed (if required):

COM008 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
Q2/14/15	7.0	7.0	✓
Q1/14/15	7.0	7.7	✗
Q4/13/14	7.0	7.8	✗
Q3/13/14	7.0	6.4	✓
Q2/13/14	7.0	6.4	✓

Annual 2014/15 - 7 working days
Target: 2013/14 - 7 working 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):

(Q2 2014/15) - The use of agency staff to fill long term vacancies has allowed a swifter turn over of work. We have been able to bring forward appointments and therefore reduce overall waiting period.

Corrective action proposed (if required):

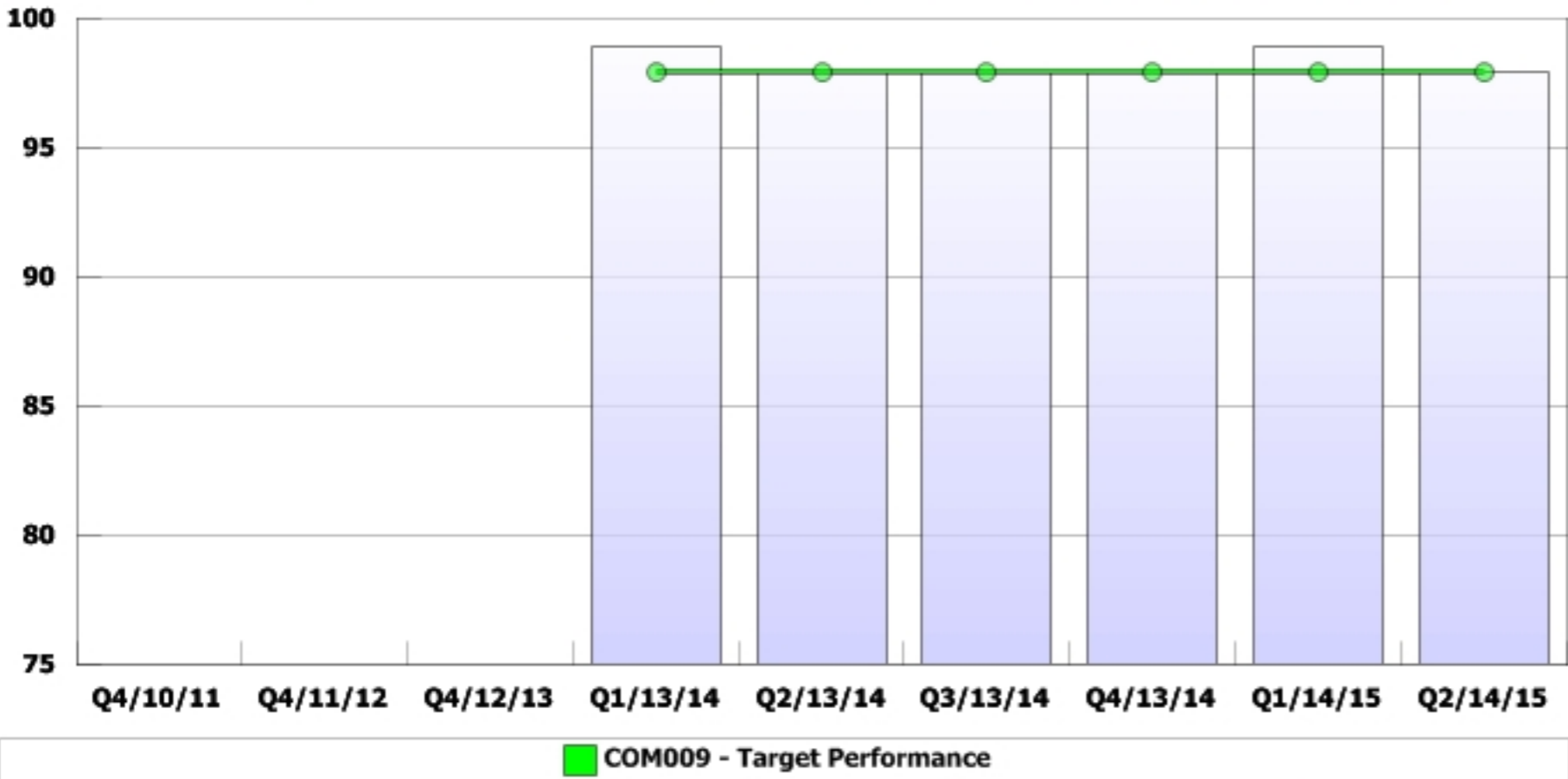
Empty box for corrective action proposed.

COM009 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	Status
Q2/14/15	98%	98%	✓
Q1/14/15	98%	99%	✓
Q4/13/14	98%	98%	✓
Q3/13/14	98%	98%	✓
Q2/13/14	98%	98%	✓

Annual Target: 2014/15 - 98%
Target: 2013/14 - 98%
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) - Performance in line with target.

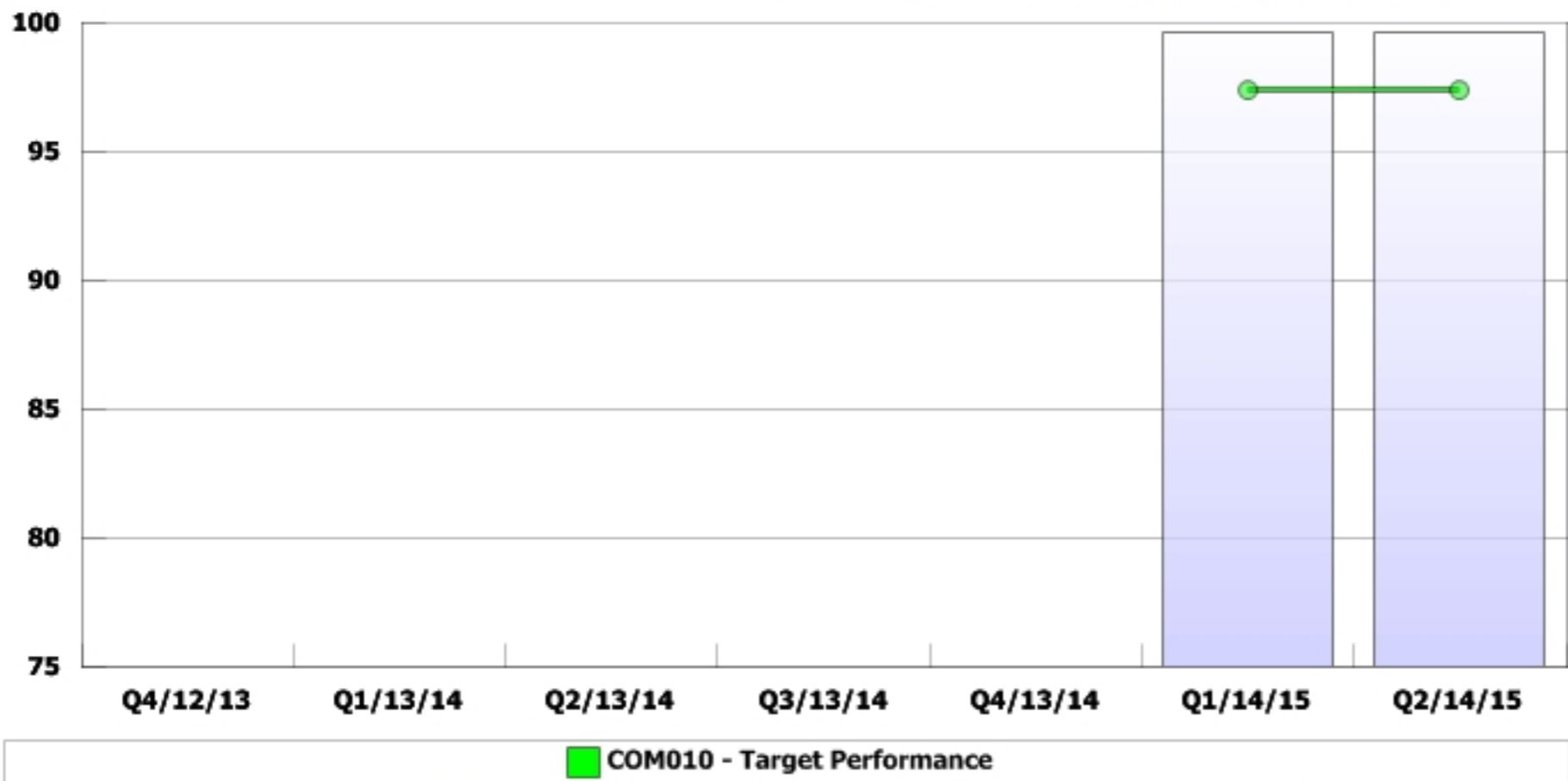
Corrective action proposed (if required):

COM010 What percentage of calls to the council's Careline service are answered within 60 seconds?

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	97.5%	99.7%
Q1/14/15	97.5%	99.7%
Q4/13/14		0.0%
Q3/13/14		0.0%
Q2/13/14		0.0%

Annual Target: 2014/15 - 97.50%
Target: 2013/14 - 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):

(Q2 2014/15) - The target has been achieved.

Corrective action proposed (if required):