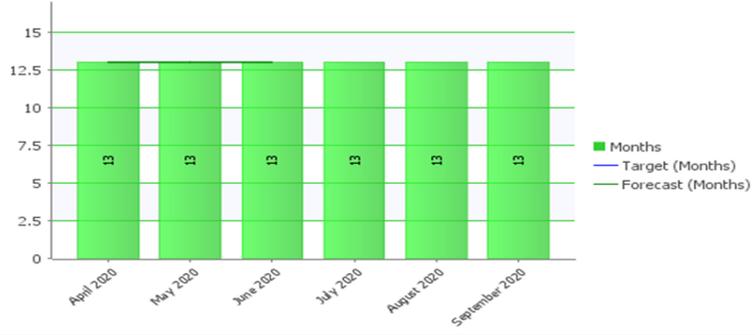
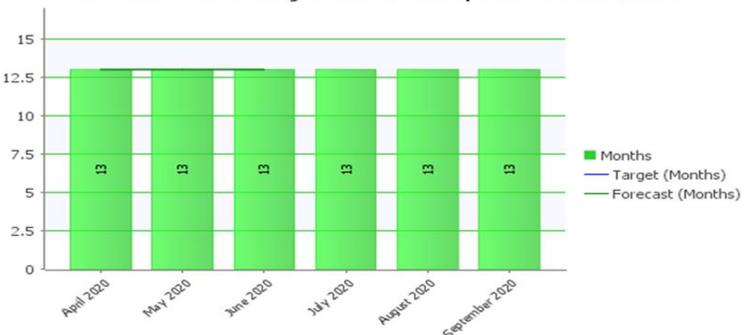
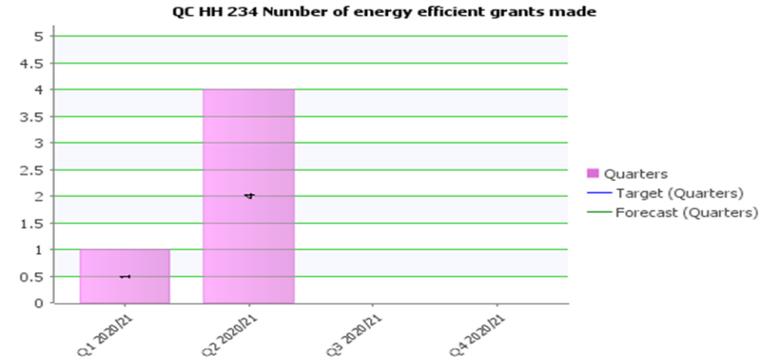
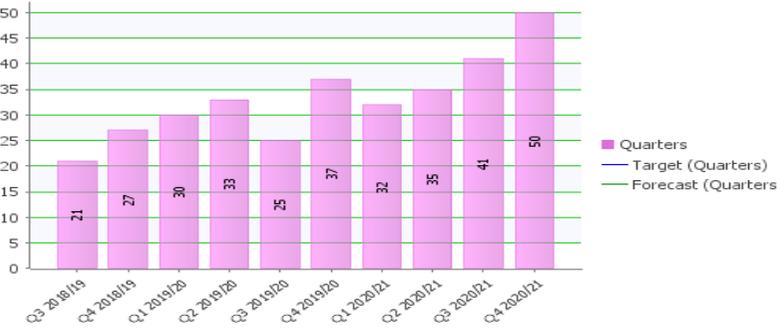


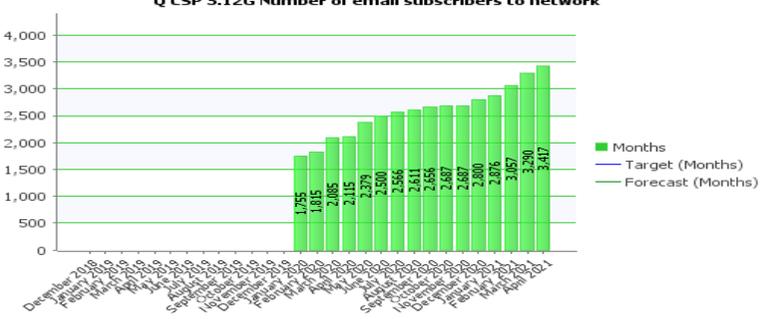
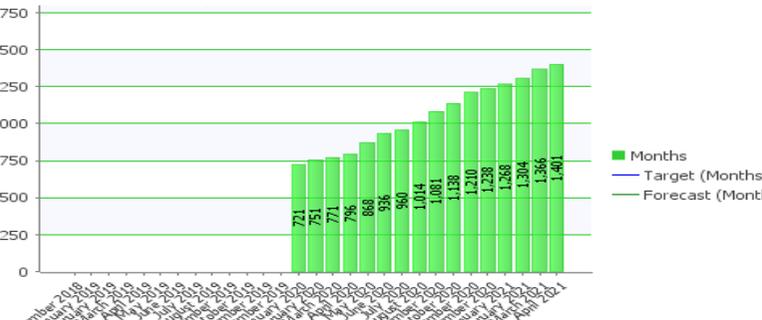
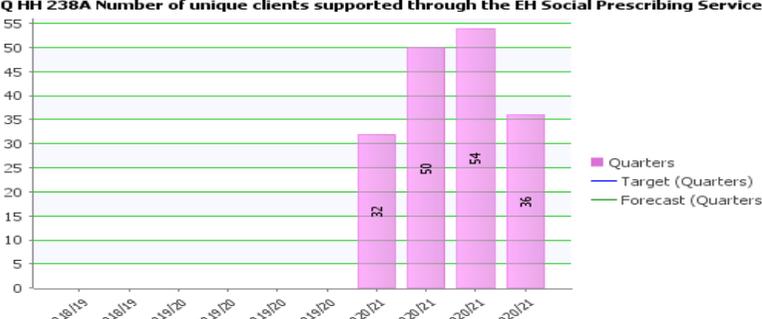
Performance Indicator	2020/21 Q3 performance OR 2019/20 annual performance	2020/21 Q4 performance OR 2020/21 annual performance	Performance target	General trend compared to previous quarter/ year	Performance Data Trend	Notes & History																												
Sustainability at the Heart of Everything We Do																																		
MC HH 228: Number of e-chargers installed on council premises	13	13 (annual)	N/A		<p style="text-align: center;">MC HH 228 Number of e-chargers installed on council premises</p>  <table border="1"> <caption>MC HH 228 Data</caption> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> <th>Forecast (Months)</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>13</td><td>13</td><td>13</td></tr> <tr><td>May 2020</td><td>13</td><td>13</td><td>13</td></tr> <tr><td>June 2020</td><td>13</td><td>13</td><td>13</td></tr> <tr><td>July 2020</td><td>13</td><td>13</td><td>13</td></tr> <tr><td>August 2020</td><td>13</td><td>13</td><td>13</td></tr> <tr><td>September 2020</td><td>13</td><td>13</td><td>13</td></tr> </tbody> </table>	Month	Months	Target (Months)	Forecast (Months)	April 2020	13	13	13	May 2020	13	13	13	June 2020	13	13	13	July 2020	13	13	13	August 2020	13	13	13	September 2020	13	13	13	No new e-chargers have been installed over the quarter due to COVID 19. However, looking to the future a significant number of chargers will be installed as part of the Northgate End MSCP development (20 active /20 passive).
Month	Months	Target (Months)	Forecast (Months)																															
April 2020	13	13	13																															
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June 2020	13	13	13																															
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MC HH 232: Number of chargers installed in Bishop's Stortford and Hertford	13	13 (annual)	N/A		<p style="text-align: center;">MC HH 232 Number of chargers installed in Bishop's Stortford and Hertford</p>  <table border="1"> <caption>MC HH 232 Data</caption> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> <th>Forecast (Months)</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>13</td><td>13</td><td>13</td></tr> <tr><td>May 2020</td><td>13</td><td>13</td><td>13</td></tr> <tr><td>June 2020</td><td>13</td><td>13</td><td>13</td></tr> <tr><td>July 2020</td><td>13</td><td>13</td><td>13</td></tr> <tr><td>August 2020</td><td>13</td><td>13</td><td>13</td></tr> <tr><td>September 2020</td><td>13</td><td>13</td><td>13</td></tr> </tbody> </table>	Month	Months	Target (Months)	Forecast (Months)	April 2020	13	13	13	May 2020	13	13	13	June 2020	13	13	13	July 2020	13	13	13	August 2020	13	13	13	September 2020	13	13	13	No new e-chargers have been installed over the quarter due to COVID 19. Rapid chargers at sites in both Hertford and Stortford are currently being progressed, to primarily facilitate electric taxi recharging (having been delayed due to the extended furlough of the contractor partner). In addition a significant number of chargers will be installed as part of the Northgate End MSCP development (20 active /20 passive).
Month	Months	Target (Months)	Forecast (Months)																															
April 2020	13	13	13																															
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<p>QC HH 234 Number of energy efficient grants made</p>	1	4	N/A		<p>QC HH 234 Number of energy efficient grants made</p>  <table border="1"> <caption>QC HH 234 Data</caption> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> <th>Forecast</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>1</td> <td>4</td> <td>4</td> </tr> <tr> <td>Q2 2020/21</td> <td>4</td> <td>4</td> <td>4</td> </tr> <tr> <td>Q3 2020/21</td> <td>0</td> <td>4</td> <td>4</td> </tr> <tr> <td>Q4 2020/21</td> <td>0</td> <td>4</td> <td>4</td> </tr> </tbody> </table>	Quarter	Actual	Target	Forecast	Q1 2020/21	1	4	4	Q2 2020/21	4	4	4	Q3 2020/21	0	4	4	Q4 2020/21	0	4	4	<p>First time central heating installations provided through Herts Warm Homes Fund. Aiming to award to 20 privately owned homes for vulnerable customers who are currently off the gas network and required first time central heating.</p>																								
Quarter	Actual	Target	Forecast																																															
Q1 2020/21	1	4	4																																															
Q2 2020/21	4	4	4																																															
Q3 2020/21	0	4	4																																															
Q4 2020/21	0	4	4																																															
<p>QC HROD 223: Attendance at carbon neutrality training</p>		0%	0%			<p>Training package is being drafted in conjunction with APSE (Association of Public Service Excellence) with an aim to commence training in 2021/22</p>																																												
<p>Enabling Communities</p>																																																		
<p>QC HH 151: Number of homeless households living in temporary accommodation at the end of the quarter</p>	41	50 (as at 31 March)	N/A		<p>QC HH 151 Number of homeless households living in temporary accommodation at the end of the quarter.</p>  <table border="1"> <caption>QC HH 151 Data</caption> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> <th>Forecast</th> </tr> </thead> <tbody> <tr> <td>Q3 2018/19</td> <td>21</td> <td>50</td> <td>50</td> </tr> <tr> <td>Q4 2018/19</td> <td>27</td> <td>50</td> <td>50</td> </tr> <tr> <td>Q1 2019/20</td> <td>30</td> <td>50</td> <td>50</td> </tr> <tr> <td>Q2 2019/20</td> <td>33</td> <td>50</td> <td>50</td> </tr> <tr> <td>Q3 2019/20</td> <td>25</td> <td>50</td> <td>50</td> </tr> <tr> <td>Q4 2019/20</td> <td>37</td> <td>50</td> <td>50</td> </tr> <tr> <td>Q1 2020/21</td> <td>32</td> <td>50</td> <td>50</td> </tr> <tr> <td>Q2 2020/21</td> <td>35</td> <td>50</td> <td>50</td> </tr> <tr> <td>Q3 2020/21</td> <td>41</td> <td>50</td> <td>50</td> </tr> <tr> <td>Q4 2020/21</td> <td>50</td> <td>50</td> <td>50</td> </tr> </tbody> </table>	Quarter	Actual	Target	Forecast	Q3 2018/19	21	50	50	Q4 2018/19	27	50	50	Q1 2019/20	30	50	50	Q2 2019/20	33	50	50	Q3 2019/20	25	50	50	Q4 2019/20	37	50	50	Q1 2020/21	32	50	50	Q2 2020/21	35	50	50	Q3 2020/21	41	50	50	Q4 2020/21	50	50	50	<p>At the end of March 2021 the council had 50 households in temporary accommodation under statutory homeless duties. Nineteen were accommodated in the council's hostel accommodation, 5 were in private sector leased accommodation and a further 26 were in B&B accommodation. The number of households in temporary accommodation remains high due to an increase in homeless approaches from single complex needs households and because fewer general needs properties have been advertised this year through Choice Based Lettings. In addition a further 14 households were being provided with discretionary B&B accommodation under the governments rough sleeper 'Everyone In' and Protect Plus initiatives due to their vulnerabilities to COVID 19.</p>
Quarter	Actual	Target	Forecast																																															
Q3 2018/19	21	50	50																																															
Q4 2018/19	27	50	50																																															
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Q1 2020/21	32	50	50																																															
Q2 2020/21	35	50	50																																															
Q3 2020/21	41	50	50																																															
Q4 2020/21	50	50	50																																															

<p>QC OP 2.4 Fly-tips: Time taken for removal.</p>	0.44 days	0.42 days	2.00 days		<p>QC OP 2.4 Fly-tips: Time taken for removal.</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Time taken (days)</th> </tr> </thead> <tbody> <tr><td>Q3 2018/19</td><td>2.10</td></tr> <tr><td>Q4 2018/19</td><td>1.61</td></tr> <tr><td>Q1 2019/20</td><td>1.45</td></tr> <tr><td>Q2 2019/20</td><td>1.47</td></tr> <tr><td>Q3 2019/20</td><td>1.21</td></tr> <tr><td>Q4 2019/20</td><td>0.44</td></tr> <tr><td>Q1 2020/21</td><td>0.44</td></tr> <tr><td>Q2 2020/21</td><td>0.42</td></tr> <tr><td>Q3 2020/21</td><td>0.42</td></tr> <tr><td>Q4 2020/21</td><td>0.42</td></tr> </tbody> </table>	Quarter	Time taken (days)	Q3 2018/19	2.10	Q4 2018/19	1.61	Q1 2019/20	1.45	Q2 2019/20	1.47	Q3 2019/20	1.21	Q4 2019/20	0.44	Q1 2020/21	0.44	Q2 2020/21	0.42	Q3 2020/21	0.42	Q4 2020/21	0.42	Performance remains strong in this area																																																
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<p>MC OP 192 % of household waste sent for reuse, recycling and composting.</p>	48%	49.32% (annual)	50.00%		<p>MC OP 192 % of household waste sent for reuse, recycling and composting.</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Percentage (%)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>48.85</td></tr> <tr><td>May 2019</td><td>53.02</td></tr> <tr><td>June 2019</td><td>53.79</td></tr> <tr><td>July 2019</td><td>53.24</td></tr> <tr><td>August 2019</td><td>53.24</td></tr> <tr><td>September 2019</td><td>52.52</td></tr> <tr><td>October 2019</td><td>52.48</td></tr> <tr><td>November 2019</td><td>51.77</td></tr> <tr><td>December 2019</td><td>51.12</td></tr> <tr><td>January 2020</td><td>50.47</td></tr> <tr><td>February 2020</td><td>50.45</td></tr> <tr><td>March 2020</td><td>54.45</td></tr> <tr><td>April 2020</td><td>54.57</td></tr> <tr><td>May 2020</td><td>55.00</td></tr> <tr><td>June 2020</td><td>54.37</td></tr> <tr><td>July 2020</td><td>53.77</td></tr> <tr><td>August 2020</td><td>53.42</td></tr> <tr><td>September 2020</td><td>57.02</td></tr> <tr><td>October 2020</td><td>51.05</td></tr> <tr><td>November 2020</td><td>51.72</td></tr> <tr><td>December 2020</td><td>50.46</td></tr> <tr><td>January 2021</td><td>43.19</td></tr> <tr><td>February 2021</td><td>48.83</td></tr> <tr><td>March 2021</td><td>49.10</td></tr> <tr><td>April 2021</td><td>49.05</td></tr> <tr><td>May 2021</td><td>47.77</td></tr> <tr><td>June 2021</td><td>49.17</td></tr> <tr><td>July 2021</td><td>49.67</td></tr> <tr><td>August 2021</td><td>49.52</td></tr> <tr><td>September 2021</td><td>49.32</td></tr> <tr><td>October 2021</td><td>49.32</td></tr> <tr><td>November 2021</td><td>49.32</td></tr> <tr><td>December 2021</td><td>49.32</td></tr> <tr><td>January 2022</td><td>49.32</td></tr> </tbody> </table>	Month	Percentage (%)	April 2019	48.85	May 2019	53.02	June 2019	53.79	July 2019	53.24	August 2019	53.24	September 2019	52.52	October 2019	52.48	November 2019	51.77	December 2019	51.12	January 2020	50.47	February 2020	50.45	March 2020	54.45	April 2020	54.57	May 2020	55.00	June 2020	54.37	July 2020	53.77	August 2020	53.42	September 2020	57.02	October 2020	51.05	November 2020	51.72	December 2020	50.46	January 2021	43.19	February 2021	48.83	March 2021	49.10	April 2021	49.05	May 2021	47.77	June 2021	49.17	July 2021	49.67	August 2021	49.52	September 2021	49.32	October 2021	49.32	November 2021	49.32	December 2021	49.32	January 2022	49.32	Performance was just shy if the 50% target for 2020/21
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<p>MC OP 191 Residual household waste per household.</p>	433kg (2019/20)	459 kg (annual)	450kg		<p>MC OP 191 Residual household waste per household.</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Residual waste (kg)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>20</td></tr> <tr><td>May 2019</td><td>21</td></tr> <tr><td>June 2019</td><td>112</td></tr> <tr><td>July 2019</td><td>112</td></tr> <tr><td>August 2019</td><td>178</td></tr> <tr><td>September 2019</td><td>210</td></tr> <tr><td>October 2019</td><td>230</td></tr> <tr><td>November 2019</td><td>258</td></tr> <tr><td>December 2019</td><td>256</td></tr> <tr><td>January 2020</td><td>305</td></tr> <tr><td>February 2020</td><td>356</td></tr> <tr><td>March 2020</td><td>455</td></tr> <tr><td>April 2020</td><td>41</td></tr> <tr><td>May 2020</td><td>105</td></tr> <tr><td>June 2020</td><td>145</td></tr> <tr><td>July 2020</td><td>192</td></tr> <tr><td>August 2020</td><td>265</td></tr> <tr><td>September 2020</td><td>314</td></tr> <tr><td>October 2020</td><td>352</td></tr> <tr><td>November 2020</td><td>383</td></tr> <tr><td>December 2020</td><td>433</td></tr> <tr><td>January 2021</td><td>51</td></tr> <tr><td>February 2021</td><td>114</td></tr> <tr><td>March 2021</td><td>157</td></tr> <tr><td>April 2021</td><td>157</td></tr> <tr><td>May 2021</td><td>192</td></tr> <tr><td>June 2021</td><td>257</td></tr> <tr><td>July 2021</td><td>288</td></tr> <tr><td>August 2021</td><td>20</td></tr> <tr><td>September 2021</td><td>20</td></tr> <tr><td>October 2021</td><td>20</td></tr> <tr><td>November 2021</td><td>20</td></tr> <tr><td>December 2021</td><td>20</td></tr> <tr><td>January 2022</td><td>20</td></tr> </tbody> </table>	Month	Residual waste (kg)	April 2019	20	May 2019	21	June 2019	112	July 2019	112	August 2019	178	September 2019	210	October 2019	230	November 2019	258	December 2019	256	January 2020	305	February 2020	356	March 2020	455	April 2020	41	May 2020	105	June 2020	145	July 2020	192	August 2020	265	September 2020	314	October 2020	352	November 2020	383	December 2020	433	January 2021	51	February 2021	114	March 2021	157	April 2021	157	May 2021	192	June 2021	257	July 2021	288	August 2021	20	September 2021	20	October 2021	20	November 2021	20	December 2021	20	January 2022	20	The target for 2020/21 was reduced from 475kg to 450kg per household due to continuing trends in reduction of household waste. Figure has increased from 433kg last year to 459 kg in 2020/21. Covid-19 restrictions has led to more people being forced to stay home and thus generating more waste
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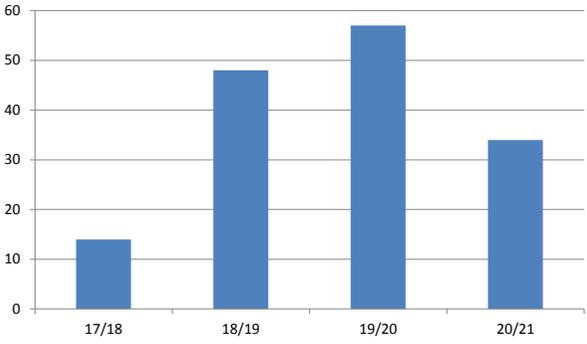
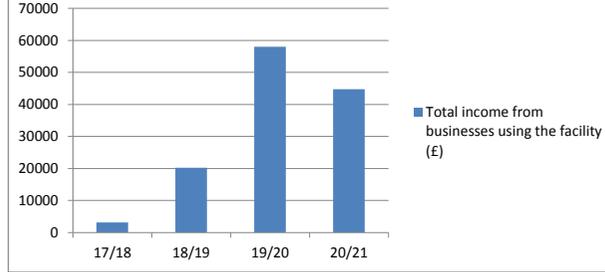
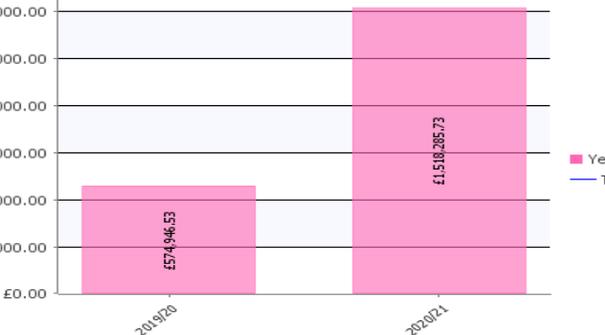
<p>MC RB 181: Time taken to process Housing Benefit new claims and change events</p>	5.31 days	4.63 days	10 days		<p>MC RB 181 Time taken to process Housing Benefit new claims and change events.</p> <table border="1"> <caption>MC RB 181 Time taken to process Housing Benefit new claims and change events (Days)</caption> <thead> <tr><th>Month</th><th>Days</th></tr> </thead> <tbody> <tr><td>December 2018</td><td>7.88</td></tr> <tr><td>January 2019</td><td>7.75</td></tr> <tr><td>February 2019</td><td>7.77</td></tr> <tr><td>March 2019</td><td>6.65</td></tr> <tr><td>April 2019</td><td>4.63</td></tr> <tr><td>May 2019</td><td>7.26</td></tr> <tr><td>June 2019</td><td>9.05</td></tr> <tr><td>July 2019</td><td>8.77</td></tr> <tr><td>August 2019</td><td>8.46</td></tr> <tr><td>September 2019</td><td>8.12</td></tr> <tr><td>October 2019</td><td>8.04</td></tr> <tr><td>November 2019</td><td>7.78</td></tr> <tr><td>December 2019</td><td>7.54</td></tr> <tr><td>January 2020</td><td>7.37</td></tr> <tr><td>February 2020</td><td>7.23</td></tr> <tr><td>March 2020</td><td>6.60</td></tr> <tr><td>April 2020</td><td>6.04</td></tr> <tr><td>May 2020</td><td>5.46</td></tr> <tr><td>June 2020</td><td>5.12</td></tr> <tr><td>July 2020</td><td>5.19</td></tr> <tr><td>August 2020</td><td>5.24</td></tr> <tr><td>September 2020</td><td>5.31</td></tr> <tr><td>October 2020</td><td>5.33</td></tr> <tr><td>November 2020</td><td>5.46</td></tr> <tr><td>December 2020</td><td>5.56</td></tr> <tr><td>January 2021</td><td>5.56</td></tr> <tr><td>February 2021</td><td>4.63</td></tr> <tr><td>March 2021</td><td>4.63</td></tr> <tr><td>April 2021</td><td>6.58</td></tr> </tbody> </table>	Month	Days	December 2018	7.88	January 2019	7.75	February 2019	7.77	March 2019	6.65	April 2019	4.63	May 2019	7.26	June 2019	9.05	July 2019	8.77	August 2019	8.46	September 2019	8.12	October 2019	8.04	November 2019	7.78	December 2019	7.54	January 2020	7.37	February 2020	7.23	March 2020	6.60	April 2020	6.04	May 2020	5.46	June 2020	5.12	July 2020	5.19	August 2020	5.24	September 2020	5.31	October 2020	5.33	November 2020	5.46	December 2020	5.56	January 2021	5.56	February 2021	4.63	March 2021	4.63	April 2021	6.58	<p>Performance remains strong despite the face the shared Revenues and Benefits service have been working on administration of additional grants to businesses</p>
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<p>HC HH 148 Number of applicants on the housing register</p>	2003	2,168	Trend only		<p>HC HH 148 Number of applicants on the housing register</p> <table border="1"> <caption>HC HH 148 Number of applicants on the housing register</caption> <thead> <tr><th>Half Year</th><th>Number of Applicants</th></tr> </thead> <tbody> <tr><td>H1 2017/18</td><td>2,048</td></tr> <tr><td>H2 2017/18</td><td>2,047</td></tr> <tr><td>H1 2018/19</td><td>2,057</td></tr> <tr><td>H2 2018/19</td><td>2,016</td></tr> <tr><td>H1 2019/20</td><td>2,003</td></tr> <tr><td>H2 2019/20</td><td>2,129</td></tr> </tbody> </table>	Half Year	Number of Applicants	H1 2017/18	2,048	H2 2017/18	2,047	H1 2018/19	2,057	H2 2018/19	2,016	H1 2019/20	2,003	H2 2019/20	2,129	<p>At the end of March 2021 there were 2,168 households on the East Herts Housing Register . The breakdown of accommodation required was: 1 bedroom - 1,100 households, 2 bedrooms 635 households, 3 bedrooms 334 households and 76 households required 4 bedroom accommodation. The demand for 2 bedroom and 4 bedroom homes has seen the most significant increase since the beginning of 20/21.</p>																																														
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<p>Q CSP 5.12A: Number of Twitter followers</p>	10 856	11 351	N/A		<p>Q CSP 5.12A Number of Twitter followers</p> <table border="1"> <caption>Q CSP 5.12A Number of Twitter followers</caption> <thead> <tr><th>Month</th><th>Followers</th></tr> </thead> <tbody> <tr><td>December 2018</td><td>10,008</td></tr> <tr><td>January 2019</td><td>10,207</td></tr> <tr><td>February 2019</td><td>10,328</td></tr> <tr><td>March 2019</td><td>10,538</td></tr> <tr><td>April 2019</td><td>10,639</td></tr> <tr><td>May 2019</td><td>10,697</td></tr> <tr><td>June 2019</td><td>10,758</td></tr> <tr><td>July 2019</td><td>10,803</td></tr> <tr><td>August 2019</td><td>10,856</td></tr> <tr><td>September 2019</td><td>11,006</td></tr> <tr><td>October 2019</td><td>11,110</td></tr> <tr><td>November 2019</td><td>11,200</td></tr> <tr><td>December 2019</td><td>11,282</td></tr> <tr><td>January 2020</td><td>11,351</td></tr> <tr><td>February 2020</td><td>11,351</td></tr> <tr><td>March 2020</td><td>11,351</td></tr> <tr><td>April 2020</td><td>11,351</td></tr> <tr><td>May 2020</td><td>11,351</td></tr> <tr><td>June 2020</td><td>11,351</td></tr> <tr><td>July 2020</td><td>11,351</td></tr> <tr><td>August 2020</td><td>11,351</td></tr> <tr><td>September 2020</td><td>11,351</td></tr> <tr><td>October 2020</td><td>11,351</td></tr> <tr><td>November 2020</td><td>11,351</td></tr> <tr><td>December 2020</td><td>11,351</td></tr> <tr><td>January 2021</td><td>11,351</td></tr> <tr><td>February 2021</td><td>11,351</td></tr> <tr><td>March 2021</td><td>11,351</td></tr> <tr><td>April 2021</td><td>11,351</td></tr> </tbody> </table>	Month	Followers	December 2018	10,008	January 2019	10,207	February 2019	10,328	March 2019	10,538	April 2019	10,639	May 2019	10,697	June 2019	10,758	July 2019	10,803	August 2019	10,856	September 2019	11,006	October 2019	11,110	November 2019	11,200	December 2019	11,282	January 2020	11,351	February 2020	11,351	March 2020	11,351	April 2020	11,351	May 2020	11,351	June 2020	11,351	July 2020	11,351	August 2020	11,351	September 2020	11,351	October 2020	11,351	November 2020	11,351	December 2020	11,351	January 2021	11,351	February 2021	11,351	March 2021	11,351	April 2021	11,351	<p>Twitter followers have increased over the year and this channel remains our most popular channel for engagement</p>
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<p>Q CSP 5.12C: Number of Instagram followers</p>	<p>1 943</p>	<p>2 244</p>	<p>N/A</p>		<p>Q CSP 5.12C Number of Insta followers</p> <table border="1"> <caption>Q CSP 5.12C Number of Insta followers</caption> <thead> <tr> <th>Month</th> <th>Followers</th> </tr> </thead> <tbody> <tr><td>December 2018</td><td>1,470</td></tr> <tr><td>January 2019</td><td>1,514</td></tr> <tr><td>February 2019</td><td>1,561</td></tr> <tr><td>March 2019</td><td>1,621</td></tr> <tr><td>April 2019</td><td>1,725</td></tr> <tr><td>May 2019</td><td>1,795</td></tr> <tr><td>June 2019</td><td>1,846</td></tr> <tr><td>July 2019</td><td>1,883</td></tr> <tr><td>August 2019</td><td>1,943</td></tr> <tr><td>September 2019</td><td>2,006</td></tr> <tr><td>October 2019</td><td>2,050</td></tr> <tr><td>November 2019</td><td>2,086</td></tr> <tr><td>December 2019</td><td>2,133</td></tr> <tr><td>January 2020</td><td>2,183</td></tr> <tr><td>February 2020</td><td>2,244</td></tr> <tr><td>March 2020</td><td>2,277</td></tr> <tr><td>April 2021</td><td>2,277</td></tr> </tbody> </table>	Month	Followers	December 2018	1,470	January 2019	1,514	February 2019	1,561	March 2019	1,621	April 2019	1,725	May 2019	1,795	June 2019	1,846	July 2019	1,883	August 2019	1,943	September 2019	2,006	October 2019	2,050	November 2019	2,086	December 2019	2,133	January 2020	2,183	February 2020	2,244	March 2020	2,277	April 2021	2,277	<p>Insta followers have steadily increased over the year</p>
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<p>Q CSP 5.12D: Press favourability score</p>	<p>67</p>	<p>-5</p>	<p>N/A</p>		<p>Q CSP 5.12D Press favourability score</p> <table border="1"> <caption>Q CSP 5.12D Press favourability score</caption> <thead> <tr> <th>Quarter</th> <th>Score</th> </tr> </thead> <tbody> <tr><td>Q4 2018</td><td>18</td></tr> <tr><td>Q1 2020</td><td>85</td></tr> <tr><td>Q2 2020</td><td>52</td></tr> <tr><td>Q4 2020</td><td>-5</td></tr> </tbody> </table>	Quarter	Score	Q4 2018	18	Q1 2020	85	Q2 2020	52	Q4 2020	-5	<p>This is measured by looking at whether press coverage is positive or negative which then translates into an overall score. Scores were negative in Feb and March due to articles and letters from residents raising concerns over ORL, garden waste, and council tax rises.</p>																										
Quarter	Score																																									
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Q2 2020	52																																									
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<p>Q CSP 5.12F: Number of Facebook likes and followers</p>	<p>4 044</p>	<p>5 059</p>	<p>N/A</p>		<p>Q CSP 5.12F Number of Facebook likes and followers</p> <table border="1"> <caption>Q CSP 5.12F Number of Facebook likes and followers</caption> <thead> <tr> <th>Month</th> <th>Likes/Followers</th> </tr> </thead> <tbody> <tr><td>December 2018</td><td>2,173</td></tr> <tr><td>January 2019</td><td>2,232</td></tr> <tr><td>February 2019</td><td>2,543</td></tr> <tr><td>March 2019</td><td>2,734</td></tr> <tr><td>April 2019</td><td>3,381</td></tr> <tr><td>May 2019</td><td>3,555</td></tr> <tr><td>June 2019</td><td>3,806</td></tr> <tr><td>July 2019</td><td>3,960</td></tr> <tr><td>August 2019</td><td>4,044</td></tr> <tr><td>September 2019</td><td>4,155</td></tr> <tr><td>October 2019</td><td>4,295</td></tr> <tr><td>November 2019</td><td>4,494</td></tr> <tr><td>December 2019</td><td>4,685</td></tr> <tr><td>January 2020</td><td>4,883</td></tr> <tr><td>February 2020</td><td>5,059</td></tr> <tr><td>March 2020</td><td>5,140</td></tr> <tr><td>April 2021</td><td>5,140</td></tr> </tbody> </table>	Month	Likes/Followers	December 2018	2,173	January 2019	2,232	February 2019	2,543	March 2019	2,734	April 2019	3,381	May 2019	3,555	June 2019	3,806	July 2019	3,960	August 2019	4,044	September 2019	4,155	October 2019	4,295	November 2019	4,494	December 2019	4,685	January 2020	4,883	February 2020	5,059	March 2020	5,140	April 2021	5,140	<p>Facebook continues to grow as a channel</p>
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<p>Q CSP 5.12G: Number of email subscribers to network</p>	<p>2 656</p>	<p>3 290</p>	<p>N/A</p>		<p>Q CSP 5.12G Number of email subscribers to network</p>  <p>Number of subscribers have increased over the year</p>
<p>Q CSP 5.12H: Number of LinkedIn Followers</p>	<p>1 081</p>	<p>1 366</p>	<p>N/A</p>		<p>Q CSP 5.12H Number of LinkedIn Followers</p>  <p>LinkedIn continues to grow as a platform for sharing business to business news, events and job advertisements</p>
<p>Q HH 238A: Number of unique clients supported through the EH Social Prescribing Service</p>	<p>50</p>	<p>36</p>	<p>N/A</p>		<p>Q HH 238A Number of unique clients supported through the EH Social Prescribing Service</p>  <p>Referrals dipped through the winter lockdown. EHSPS services now merged with Healthy Hubs moving forward.</p>

<p>Q HH 238B: Number of unique clients engaging with healthy hub services</p>	4	10	N/A		<p>Q HH 238B Number of unique clients engaging with healthy hub services</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> <th>Forecast</th> </tr> </thead> <tbody> <tr><td>Q3 2018/19</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>Q4 2018/19</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>Q1 2019/20</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>Q2 2019/20</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>Q3 2019/20</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>Q4 2019/20</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>Q1 2020/21</td><td>2</td><td>0</td><td>0</td></tr> <tr><td>Q2 2020/21</td><td>4</td><td>0</td><td>0</td></tr> <tr><td>Q3 2020/21</td><td>3</td><td>0</td><td>0</td></tr> <tr><td>Q4 2020/21</td><td>10</td><td>0</td><td>0</td></tr> </tbody> </table>	Quarter	Actual	Target	Forecast	Q3 2018/19	0	0	0	Q4 2018/19	0	0	0	Q1 2019/20	0	0	0	Q2 2019/20	0	0	0	Q3 2019/20	0	0	0	Q4 2019/20	0	0	0	Q1 2020/21	2	0	0	Q2 2020/21	4	0	0	Q3 2020/21	3	0	0	Q4 2020/21	10	0	0	<p>A successful Facebook campaign, messaging through OWL and a review of promotional approach are taking an impact on the awareness and sign up of Healthy Hub.</p>
Quarter	Actual	Target	Forecast																																															
Q3 2018/19	0	0	0																																															
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Q4 2020/21	10	0	0																																															
<p>QC HH 239A: Unique number of cases raised by antisocial behaviour</p>	57	29	N/A		<p>QC HH 239A Unique number of cases raised by ASB</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> <th>Forecast</th> </tr> </thead> <tbody> <tr><td>Q3 2018/19</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>Q4 2018/19</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>Q1 2019/20</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>Q2 2019/20</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>Q3 2019/20</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>Q4 2019/20</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>Q1 2020/21</td><td>32</td><td>0</td><td>0</td></tr> <tr><td>Q2 2020/21</td><td>57</td><td>0</td><td>0</td></tr> <tr><td>Q3 2020/21</td><td>21</td><td>0</td><td>0</td></tr> <tr><td>Q4 2020/21</td><td>29</td><td>0</td><td>0</td></tr> </tbody> </table>	Quarter	Actual	Target	Forecast	Q3 2018/19	0	0	0	Q4 2018/19	0	0	0	Q1 2019/20	0	0	0	Q2 2019/20	0	0	0	Q3 2019/20	0	0	0	Q4 2019/20	0	0	0	Q1 2020/21	32	0	0	Q2 2020/21	57	0	0	Q3 2020/21	21	0	0	Q4 2020/21	29	0	0	
Quarter	Actual	Target	Forecast																																															
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<p>QC HH 239B: Number of safeguarding referrals</p>	7	29	N/A		<p>QC HH 239B Number of safeguarding referrals</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> <th>Forecast</th> </tr> </thead> <tbody> <tr><td>Q3 2018/19</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>Q4 2018/19</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>Q1 2019/20</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>Q2 2019/20</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>Q3 2019/20</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>Q4 2019/20</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>Q1 2020/21</td><td>4</td><td>0</td><td>0</td></tr> <tr><td>Q2 2020/21</td><td>7</td><td>0</td><td>0</td></tr> <tr><td>Q3 2020/21</td><td>10</td><td>0</td><td>0</td></tr> <tr><td>Q4 2020/21</td><td>29</td><td>0</td><td>0</td></tr> </tbody> </table>	Quarter	Actual	Target	Forecast	Q3 2018/19	0	0	0	Q4 2018/19	0	0	0	Q1 2019/20	0	0	0	Q2 2019/20	0	0	0	Q3 2019/20	0	0	0	Q4 2019/20	0	0	0	Q1 2020/21	4	0	0	Q2 2020/21	7	0	0	Q3 2020/21	10	0	0	Q4 2020/21	29	0	0	<p>Referral continued to increase in Q4. Cases included Mental Health, Homelessness, Emotional Abuse and self neglect.</p>
Quarter	Actual	Target	Forecast																																															
Q3 2018/19	0	0	0																																															
Q4 2018/19	0	0	0																																															
Q1 2019/20	0	0	0																																															
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Q1 2020/21	4	0	0																																															
Q2 2020/21	7	0	0																																															
Q3 2020/21	10	0	0																																															
Q4 2020/21	29	0	0																																															

<p>QC HH 240A: Number of agencies trained/signed up to the Dementia Friendly pledge</p>	2	21	N/A		<p>QC HH 240A Number of agencies trained/signed up to the Dementia Friendly pledge</p>	
<p>QC HH 240B: Number of staff attending dementia friendly awareness sessions</p>	6	2	N/A		<p>QC HH 240B Number of staff attending dementia friendly awareness sessions</p>	<p>Event took place on 12 May 2021 which was well attended after further work was undertaken to publicise events to staff and encourage more participation</p>
Encouraging Economic Growth						
<p>AC CSP 111 Vacancy Rates in Town Centres</p>	8.89%	7.90%	N/A		<p>Encouraging Economic Growth</p>	<p>The vacancy figures show a slight decrease over December's figures, partly due to stirring demand for small retail premises. Overall vacancy rates in the district are very healthy considering the impact of the pandemic with plenty of demand for vacant retail space in our towns. Our smallest towns (Buntingford and Sawbridgeworth) have the lowest vacancy rates.</p>

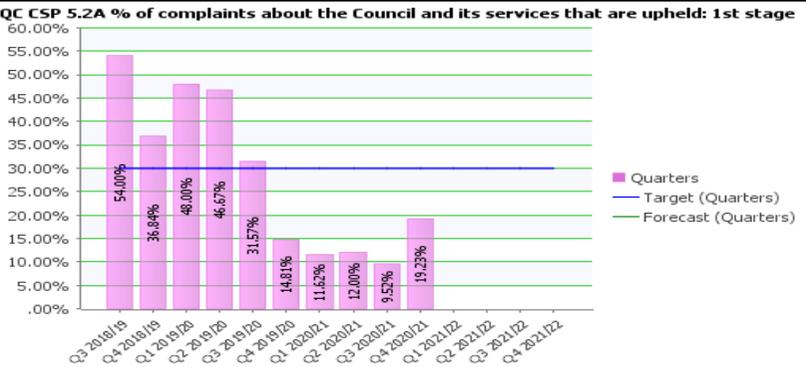
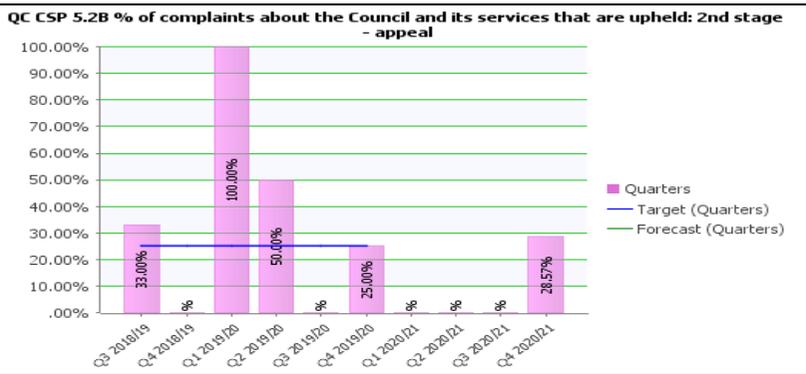
<p>AC CSP 13.1 Total number of businesses using the Launchpad facility</p>	56	37	N/A		<p>Number of businesses using the Launchpad after the free trial</p>  <table border="1"> <caption>Number of businesses using the Launchpad after the free trial</caption> <thead> <tr> <th>Period</th> <th>Number of businesses</th> </tr> </thead> <tbody> <tr> <td>17/18</td> <td>14</td> </tr> <tr> <td>18/19</td> <td>48</td> </tr> <tr> <td>19/20</td> <td>58</td> </tr> <tr> <td>20/21</td> <td>34</td> </tr> </tbody> </table>	Period	Number of businesses	17/18	14	18/19	48	19/20	58	20/21	34	<p>The Launchpad closed in March 2020 due to Covid restrictions meaning there were zero users until the facility re-opened in June. Space has been limited since then due to the need for Covid restrictions however clients have started to return. As at March 31st there were 34 regular users (6 in Ware and 28 in Bishop's Stortford). This is down from the pre-Covid high of 58 in March 2020 however we are receiving high volumes of queries from new clients and, as restrictions ease, expect user numbers to increase</p>
Period	Number of businesses															
17/18	14															
18/19	48															
19/20	58															
20/21	34															
<p>AC CSP 13.3 Total income from businesses using the Launchpad facility</p>	£57,500 (2019/20)	£44,737 (annual)	N/A		<p>Total income from businesses using the facility (£)</p>  <table border="1"> <caption>Total income from businesses using the facility (£)</caption> <thead> <tr> <th>Period</th> <th>Total income (£)</th> </tr> </thead> <tbody> <tr> <td>17/18</td> <td>3,000</td> </tr> <tr> <td>18/19</td> <td>20,000</td> </tr> <tr> <td>19/20</td> <td>58,000</td> </tr> <tr> <td>20/21</td> <td>44,000</td> </tr> </tbody> </table>	Period	Total income (£)	17/18	3,000	18/19	20,000	19/20	58,000	20/21	44,000	<p>Despite having no income for 3 months the facility has recovered well and managed to achieve income just above the annual target. Income for 2020/21 was below that the of the previous year but we anticipate income for 2021/22 to be return to previous levels</p>
Period	Total income (£)															
17/18	3,000															
18/19	20,000															
19/20	58,000															
20/21	44,000															
<p>AC CSP 217 Amount of section 106 contributions awarded (£)</p>	574,946.53 (2019/20)	1518285.73 (annual)	N/A		<p>AC CSP 217 Amount of section 106 contributions awarded (£)</p>  <table border="1"> <caption>AC CSP 217 Amount of section 106 contributions awarded (£)</caption> <thead> <tr> <th>Year</th> <th>Amount (£)</th> </tr> </thead> <tbody> <tr> <td>2019/20</td> <td>574,946.53</td> </tr> <tr> <td>2020/21</td> <td>1,518,285.73</td> </tr> </tbody> </table>	Year	Amount (£)	2019/20	574,946.53	2020/21	1,518,285.73	<p>Payment was triggered from thirteen (13) individual Section 106 Agreements in 2020/2021. resulting in receipt of £1,518,285.73 in financial contributions. This figure includes the indexation added on to the original contribution amount.</p>				
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2019/20	574,946.53															
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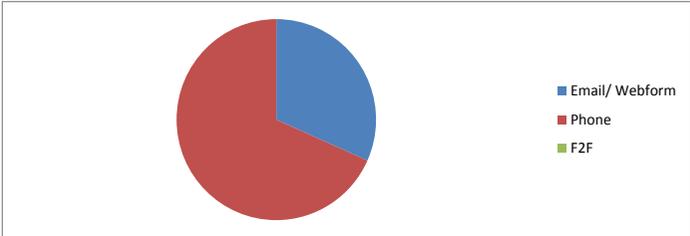
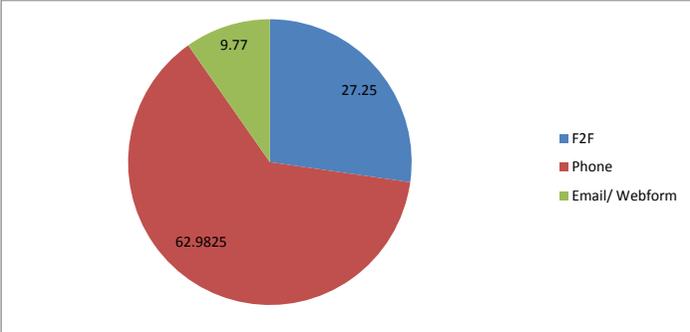
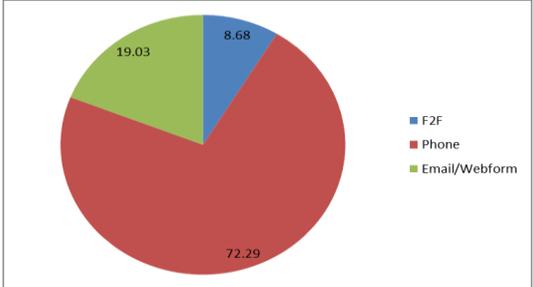
<p>MC RB 10.4: NNDR (Business rates) collection, % of current year liability collected</p>	<p>55.80%</p>	<p>95.40%</p>	<p>97.50%</p>		<p>MC RB 10.4 NNDR (Business rates) collection, % of current year liability collected.</p> <p>Business rates collection percentage decreased in April due to Covid 19 pandemic but this has seen a steady increase over quarter 2 as businesses start to reopen</p>	<p>Business rates collection percentage decreased in April due to Covid 19 pandemic but this has seen a steady increase over quarter 2 as businesses start to reopen</p>
<p>QC HH 155 Number of affordable homes delivered (gross)</p>	<p>239</p>	<p>200</p>	<p>N/A</p>		<p>QC HH 155 Number of affordable homes delivered (gross)</p> <p>Cumulatively to the end of March 2021 a total of 239 new affordable homes (104 affordable rented homes and 135 shared ownership) were completed and advertised through the council's Choice Based Lettings Service or Home Buy Agent. The majority of the properties were developed as part of Section 106 planning obligations aside from 2 affordable rented homes on a redevelopment site owned by Clarion and a site developed by Metropolitan Housing predominately for shared ownership. The handover of properties was slightly delayed during the year because of the suspension of building works during the lock down period earlier in the pandemic.</p>	<p>Cumulatively to the end of March 2021 a total of 239 new affordable homes (104 affordable rented homes and 135 shared ownership) were completed and advertised through the council's Choice Based Lettings Service or Home Buy Agent. The majority of the properties were developed as part of Section 106 planning obligations aside from 2 affordable rented homes on a redevelopment site owned by Clarion and a site developed by Metropolitan Housing predominately for shared ownership. The handover of properties was slightly delayed during the year because of the suspension of building works during the lock down period earlier in the pandemic.</p>

<p>MC PB 157A: % Processing of planning applications dealt with in timely manner - Major applications (Majors under 13 weeks)</p>	75.00%	33.00%	60.00%		<p>MC PB 157A % Processing of planning applications dealt with in timely manner - Major applications (Majors under 13 weeks)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> <th>Forecast (Months)</th> </tr> </thead> <tbody> <tr><td>December 2019</td><td>100.00%</td><td>60.00%</td><td>60.00%</td></tr> <tr><td>January 2020</td><td>67.00%</td><td>60.00%</td><td>60.00%</td></tr> <tr><td>February 2020</td><td>100.00%</td><td>60.00%</td><td>60.00%</td></tr> <tr><td>March 2020</td><td>67.00%</td><td>60.00%</td><td>60.00%</td></tr> <tr><td>April 2020</td><td>100.00%</td><td>60.00%</td><td>60.00%</td></tr> <tr><td>May 2020</td><td>0%</td><td>60.00%</td><td>60.00%</td></tr> <tr><td>June 2020</td><td>100.00%</td><td>60.00%</td><td>60.00%</td></tr> <tr><td>July 2020</td><td>0%</td><td>60.00%</td><td>60.00%</td></tr> <tr><td>August 2020</td><td>75.00%</td><td>60.00%</td><td>60.00%</td></tr> <tr><td>September 2020</td><td>0%</td><td>60.00%</td><td>60.00%</td></tr> <tr><td>October 2020</td><td>100.00%</td><td>60.00%</td><td>60.00%</td></tr> <tr><td>November 2020</td><td>50.00%</td><td>60.00%</td><td>60.00%</td></tr> <tr><td>December 2020</td><td>100.00%</td><td>60.00%</td><td>60.00%</td></tr> <tr><td>January 2021</td><td>100.00%</td><td>60.00%</td><td>60.00%</td></tr> <tr><td>February 2021</td><td>100.00%</td><td>60.00%</td><td>60.00%</td></tr> <tr><td>March 2021</td><td>33.00%</td><td>60.00%</td><td>60.00%</td></tr> </tbody> </table>	Month	Months	Target (Months)	Forecast (Months)	December 2019	100.00%	60.00%	60.00%	January 2020	67.00%	60.00%	60.00%	February 2020	100.00%	60.00%	60.00%	March 2020	67.00%	60.00%	60.00%	April 2020	100.00%	60.00%	60.00%	May 2020	0%	60.00%	60.00%	June 2020	100.00%	60.00%	60.00%	July 2020	0%	60.00%	60.00%	August 2020	75.00%	60.00%	60.00%	September 2020	0%	60.00%	60.00%	October 2020	100.00%	60.00%	60.00%	November 2020	50.00%	60.00%	60.00%	December 2020	100.00%	60.00%	60.00%	January 2021	100.00%	60.00%	60.00%	February 2021	100.00%	60.00%	60.00%	March 2021	33.00%	60.00%	60.00%	1 out of 3.
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<p>MC PB 157B: % Processing of planning applications dealt with in timely manner- Minor applications (Minors under 8 weeks)</p>	93.00%	67.00%	80.00%		<p>MC PB 157B % Processing of planning applications dealt with in timely manner- Minor applications (Minors under 8 weeks).</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> <th>Forecast (Months)</th> </tr> </thead> <tbody> <tr><td>December 2019</td><td>82.00%</td><td>80.00%</td><td>80.00%</td></tr> <tr><td>January 2020</td><td>86.00%</td><td>80.00%</td><td>80.00%</td></tr> <tr><td>February 2020</td><td>91.00%</td><td>80.00%</td><td>80.00%</td></tr> <tr><td>March 2020</td><td>88.00%</td><td>80.00%</td><td>80.00%</td></tr> <tr><td>April 2020</td><td>92.00%</td><td>80.00%</td><td>80.00%</td></tr> <tr><td>May 2020</td><td>95.00%</td><td>80.00%</td><td>80.00%</td></tr> <tr><td>June 2020</td><td>89.00%</td><td>80.00%</td><td>80.00%</td></tr> <tr><td>July 2020</td><td>94.00%</td><td>80.00%</td><td>80.00%</td></tr> <tr><td>August 2020</td><td>86.00%</td><td>80.00%</td><td>80.00%</td></tr> <tr><td>September 2020</td><td>93.00%</td><td>80.00%</td><td>80.00%</td></tr> <tr><td>October 2020</td><td>77.00%</td><td>80.00%</td><td>80.00%</td></tr> <tr><td>November 2020</td><td>86.00%</td><td>80.00%</td><td>80.00%</td></tr> <tr><td>December 2020</td><td>92.00%</td><td>80.00%</td><td>80.00%</td></tr> <tr><td>January 2021</td><td>92.00%</td><td>80.00%</td><td>80.00%</td></tr> <tr><td>February 2021</td><td>88.00%</td><td>80.00%</td><td>80.00%</td></tr> <tr><td>March 2021</td><td>67.00%</td><td>80.00%</td><td>80.00%</td></tr> </tbody> </table>	Month	Months	Target (Months)	Forecast (Months)	December 2019	82.00%	80.00%	80.00%	January 2020	86.00%	80.00%	80.00%	February 2020	91.00%	80.00%	80.00%	March 2020	88.00%	80.00%	80.00%	April 2020	92.00%	80.00%	80.00%	May 2020	95.00%	80.00%	80.00%	June 2020	89.00%	80.00%	80.00%	July 2020	94.00%	80.00%	80.00%	August 2020	86.00%	80.00%	80.00%	September 2020	93.00%	80.00%	80.00%	October 2020	77.00%	80.00%	80.00%	November 2020	86.00%	80.00%	80.00%	December 2020	92.00%	80.00%	80.00%	January 2021	92.00%	80.00%	80.00%	February 2021	88.00%	80.00%	80.00%	March 2021	67.00%	80.00%	80.00%	18 out of 27.
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<p>M PB 206: % of site visits undertaken in relation to all other cases within 15 workings days of 'start date'</p>	N/A	N/A	90%	N/A	<p>M PB 206 % of site visits undertaken in relation to all other cases within 15 workings days of 'start date'.</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> <th>Forecast (Months)</th> </tr> </thead> <tbody> <tr><td>December 2019</td><td>96%</td><td>90%</td><td>90%</td></tr> <tr><td>January 2020</td><td>86%</td><td>90%</td><td>90%</td></tr> </tbody> </table>	Month	Months	Target (Months)	Forecast (Months)	December 2019	96%	90%	90%	January 2020	86%	90%	90%	Site visits have not been achievable due to Covid 19 restrictions																																																								
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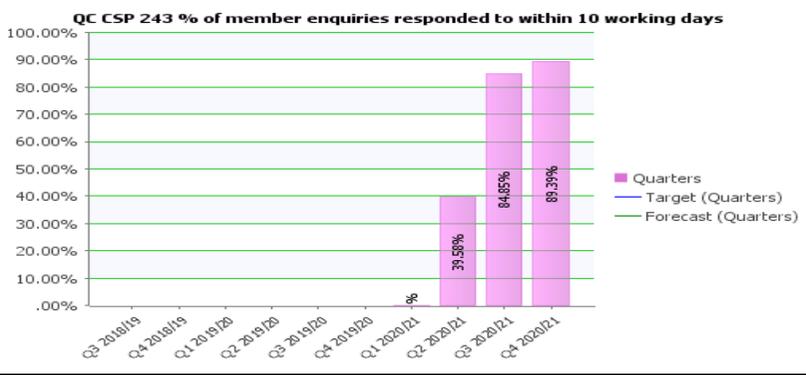
<p>M DEH 10a: % of households that have signed up to Council Tax Self Serve</p>	<p>13.67%</p>	<p>16.74%</p>	<p>N/A</p>		<p>M DEH 10a % of households that have signed up to Council Tax Self Serve</p> <p>Legend: Months (Green bars), Target (Months) (Blue line), Forecast (Months) (Green line)</p>	<p>The last quarter has seen a steady increase in the number of households accessing Council Tax Self Service as this may be attributed to the Council offices being closed and more people making use of our online services.</p>
<p>M DEH 10b: % of Businesses that have registered to self-service (business rates)</p>	<p>3.18%</p>	<p>3.50%</p>	<p>N/A</p>		<p>M DEH 10b % of Businesses that have registered to self-service (business rates)</p> <p>Legend: Months (Green bars), Target (Months) (Blue line), Forecast (Months) (Green line)</p>	<p>The last quarter has seen a steady increase in the number of businesses accessing Self Service. This may be attributed to the COVID19 response and businesses preferring online options.</p>
<p>M DEH 10c: Number of Landlords that have signed up to self-service</p>	<p>56</p>	<p>62</p>	<p>N/A</p>		<p>M DEH 10c Number of Landlords that have signed up to self-service</p> <p>Legend: Months (Green bars), Target (Months) (Blue line), Forecast (Months) (Green line)</p>	<p>The last quarter has seen an increase in the number of landlords that have signed up to Self-Service. This may be attributed to council offices being closed.</p>

<p>QC CSP 5.1: % of complaints resolved in 14 days (10 working days) or less (based on stage 1 complaints)</p>	64% (2019/20)	78.57% (annual)	70.00%		<p>QC CSP 5.1 % of complaints resolved in 14 days (10 working days) or less (based on stage 1 complaints)</p> <table border="1"> <caption>QC CSP 5.1 % of complaints resolved in 14 days (10 working days) or less (based on stage 1 complaints)</caption> <thead> <tr> <th>Quarter</th> <th>% Resolved</th> </tr> </thead> <tbody> <tr><td>Q3 2018/19</td><td>68.75%</td></tr> <tr><td>Q4 2018/19</td><td>61.90%</td></tr> <tr><td>Q1 2019/20</td><td>66.00%</td></tr> <tr><td>Q2 2019/20</td><td>53.00%</td></tr> <tr><td>Q3 2019/20</td><td>55.00%</td></tr> <tr><td>Q4 2019/20</td><td>82.35%</td></tr> <tr><td>Q1 2020/21</td><td>84.00%</td></tr> <tr><td>Q2 2020/21</td><td>74.00%</td></tr> <tr><td>Q3 2020/21</td><td>90.00%</td></tr> <tr><td>Q4 2020/21</td><td>59.18%</td></tr> </tbody> </table>	Quarter	% Resolved	Q3 2018/19	68.75%	Q4 2018/19	61.90%	Q1 2019/20	66.00%	Q2 2019/20	53.00%	Q3 2019/20	55.00%	Q4 2019/20	82.35%	Q1 2020/21	84.00%	Q2 2020/21	74.00%	Q3 2020/21	90.00%	Q4 2020/21	59.18%	<p>Over the year we have 155 formal, stage 1 complaints and 32 stage 2 complaints. However it is worth noting we also had over 1000 complaints and concerns regarding green waste charges. These were not recorded as official complaints as they related to a Council decision</p>																																								
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<p>MC CSP 5.13A: % Good Satisfaction (GovMetric) - Face to Face</p>	N/A	N/A	N/A	N/A	<p>MC CSP 5.13A % Good Satisfaction (GovMetric) - Face to Face.</p> <table border="1"> <caption>MC CSP 5.13A % Good Satisfaction (GovMetric) - Face to Face</caption> <thead> <tr> <th>Month</th> <th>% Good Satisfaction</th> </tr> </thead> <tbody> <tr><td>December 2018</td><td>84%</td></tr> <tr><td>January 2019</td><td>91%</td></tr> <tr><td>February 2019</td><td>86%</td></tr> <tr><td>March 2019</td><td>86%</td></tr> <tr><td>April 2019</td><td>84%</td></tr> <tr><td>May 2019</td><td>78%</td></tr> <tr><td>June 2019</td><td>83%</td></tr> <tr><td>July 2019</td><td>86%</td></tr> <tr><td>August 2019</td><td>80%</td></tr> <tr><td>September 2019</td><td>80%</td></tr> <tr><td>October 2019</td><td>83%</td></tr> <tr><td>November 2019</td><td>93%</td></tr> <tr><td>December 2019</td><td>84%</td></tr> <tr><td>January 2020</td><td>84%</td></tr> <tr><td>February 2020</td><td>83%</td></tr> <tr><td>March 2020</td><td>83%</td></tr> <tr><td>April 2020</td><td>91%</td></tr> </tbody> </table>	Month	% Good Satisfaction	December 2018	84%	January 2019	91%	February 2019	86%	March 2019	86%	April 2019	84%	May 2019	78%	June 2019	83%	July 2019	86%	August 2019	80%	September 2019	80%	October 2019	83%	November 2019	93%	December 2019	84%	January 2020	84%	February 2020	83%	March 2020	83%	April 2020	91%	<p>Latest statistics not recorded due to COVID19 preventing us from offering a face to face service.</p>																										
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<p>MC CSP 5.13C: % Good Satisfaction (GovMetric) - Website</p>	51.00%	41.00%	50%		<p>MC CSP 5.13C % Good Satisfaction (GovMetric) - Website.</p> <table border="1"> <caption>MC CSP 5.13C % Good Satisfaction (GovMetric) - Website</caption> <thead> <tr> <th>Month</th> <th>% Good Satisfaction</th> </tr> </thead> <tbody> <tr><td>December 2018</td><td>32%</td></tr> <tr><td>January 2019</td><td>32%</td></tr> <tr><td>February 2019</td><td>30%</td></tr> <tr><td>March 2019</td><td>32%</td></tr> <tr><td>April 2019</td><td>37%</td></tr> <tr><td>May 2019</td><td>34%</td></tr> <tr><td>June 2019</td><td>46%</td></tr> <tr><td>July 2019</td><td>33%</td></tr> <tr><td>August 2019</td><td>35%</td></tr> <tr><td>September 2019</td><td>35%</td></tr> <tr><td>October 2019</td><td>39%</td></tr> <tr><td>November 2019</td><td>41%</td></tr> <tr><td>December 2019</td><td>43%</td></tr> <tr><td>January 2020</td><td>39%</td></tr> <tr><td>February 2020</td><td>41%</td></tr> <tr><td>March 2020</td><td>45%</td></tr> <tr><td>April 2020</td><td>45%</td></tr> <tr><td>May 2020</td><td>50%</td></tr> <tr><td>June 2020</td><td>53%</td></tr> <tr><td>July 2020</td><td>30%</td></tr> <tr><td>August 2020</td><td>38%</td></tr> <tr><td>September 2020</td><td>35%</td></tr> <tr><td>October 2020</td><td>18%</td></tr> <tr><td>November 2020</td><td>55%</td></tr> <tr><td>December 2020</td><td>59%</td></tr> <tr><td>January 2021</td><td>39%</td></tr> <tr><td>February 2021</td><td>47%</td></tr> <tr><td>March 2021</td><td>32%</td></tr> <tr><td>April 2021</td><td>34%</td></tr> <tr><td>May 2021</td><td>41%</td></tr> </tbody> </table>	Month	% Good Satisfaction	December 2018	32%	January 2019	32%	February 2019	30%	March 2019	32%	April 2019	37%	May 2019	34%	June 2019	46%	July 2019	33%	August 2019	35%	September 2019	35%	October 2019	39%	November 2019	41%	December 2019	43%	January 2020	39%	February 2020	41%	March 2020	45%	April 2020	45%	May 2020	50%	June 2020	53%	July 2020	30%	August 2020	38%	September 2020	35%	October 2020	18%	November 2020	55%	December 2020	59%	January 2021	39%	February 2021	47%	March 2021	32%	April 2021	34%	May 2021	41%	<p>Despite making numerous changes to the website and improving content, we still struggle to gain satisfaction scores.</p>
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MC CSP 5.13D % Good Satisfaction (GovMetric) - Email	79.00%	64.00%	80.00%			152 green, 21 amber and 64 red for the quarter. No trend data as this was only introduced mid way through 2020																														
QC CSP 5.2A: % of complaints about the Council and its services that are upheld: 1st stage	32.00%	19.23%	30.00%		QC CSP 5.2A % of complaints about the Council and its services that are upheld: 1st stage  <table border="1"> <thead> <tr> <th>Quarter</th> <th>% Upheld</th> </tr> </thead> <tbody> <tr><td>Q3 2018/19</td><td>54.00%</td></tr> <tr><td>Q4 2018/19</td><td>36.84%</td></tr> <tr><td>Q1 2019/20</td><td>48.00%</td></tr> <tr><td>Q2 2019/20</td><td>46.57%</td></tr> <tr><td>Q3 2019/20</td><td>31.57%</td></tr> <tr><td>Q4 2019/20</td><td>14.81%</td></tr> <tr><td>Q1 2020/21</td><td>11.62%</td></tr> <tr><td>Q2 2020/21</td><td>12.00%</td></tr> <tr><td>Q3 2020/21</td><td>9.52%</td></tr> <tr><td>Q4 2020/21</td><td>19.23%</td></tr> <tr><td>Q1 2021/22</td><td></td></tr> <tr><td>Q2 2021/22</td><td></td></tr> <tr><td>Q3 2021/22</td><td></td></tr> <tr><td>Q4 2021/22</td><td></td></tr> </tbody> </table>	Quarter	% Upheld	Q3 2018/19	54.00%	Q4 2018/19	36.84%	Q1 2019/20	48.00%	Q2 2019/20	46.57%	Q3 2019/20	31.57%	Q4 2019/20	14.81%	Q1 2020/21	11.62%	Q2 2020/21	12.00%	Q3 2020/21	9.52%	Q4 2020/21	19.23%	Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22		Final quarter - Out of 52 stage 1 complaints, only 10 were upheld.
Quarter	% Upheld																																			
Q3 2018/19	54.00%																																			
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QC CSP 5.2B: % of complaints about the Council and its services that are upheld: 2nd Stage - appeal	18.00%	28.57%	N/A		QC CSP 5.2B % of complaints about the Council and its services that are upheld: 2nd stage - appeal  <table border="1"> <thead> <tr> <th>Quarter</th> <th>% Upheld</th> </tr> </thead> <tbody> <tr><td>Q3 2018/19</td><td>33.00%</td></tr> <tr><td>Q4 2018/19</td><td>%</td></tr> <tr><td>Q1 2019/20</td><td>100.00%</td></tr> <tr><td>Q2 2019/20</td><td>50.00%</td></tr> <tr><td>Q3 2019/20</td><td>%</td></tr> <tr><td>Q4 2019/20</td><td>25.00%</td></tr> <tr><td>Q1 2020/21</td><td>%</td></tr> <tr><td>Q2 2020/21</td><td>%</td></tr> <tr><td>Q3 2020/21</td><td>%</td></tr> <tr><td>Q4 2020/21</td><td>28.57%</td></tr> </tbody> </table>	Quarter	% Upheld	Q3 2018/19	33.00%	Q4 2018/19	%	Q1 2019/20	100.00%	Q2 2019/20	50.00%	Q3 2019/20	%	Q4 2019/20	25.00%	Q1 2020/21	%	Q2 2020/21	%	Q3 2020/21	%	Q4 2020/21	28.57%	For the last quarter - 2 out of 7 stage 2 complaints were upheld.								
Quarter	% Upheld																																			
Q3 2018/19	33.00%																																			
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Q4 2020/21	28.57%																																			

<p>QC 1A - C Volume + Proportion of Contacts by Channel</p>	<p>F2F: 0.00% Email/ Webform: 24.57% Phone: 75.43%</p>	<p>F2F: 0.00% Email/Webform: 31.67% Phone: 68.33%</p>	<p>Trend only</p>		<p>Annual Data for 2020/21</p>  <p>Annual data for 2019/20</p>  <p>Annual data for 2018/29</p> 	<p>Telephony remains the contact channel of choice for most residents however email and webforms are increasing. We aim to continue this trend by encouraging more customers to interact online where possible as in most cases this leads to a quicker resolution for the customer (eg. reporting a missed bin) as well as reduced costs for us</p>
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QC CSP 243: % of member enquiries responded to within 10 working days	39.58%	89.39%	N/A
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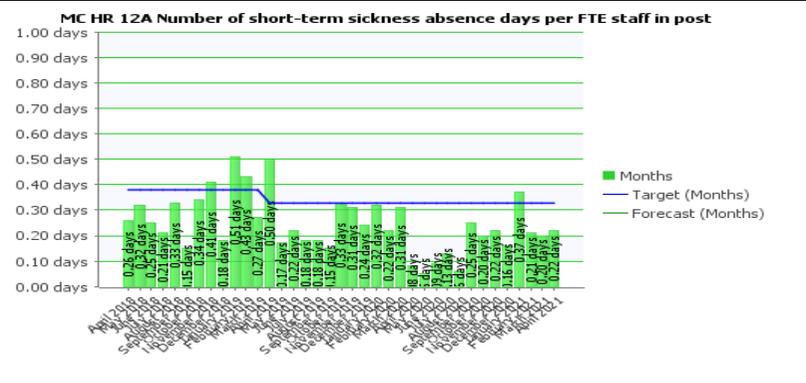


132 members enquiries received between 01.01.21 and 31.03.21

118 of these were completed within 10 working days however we are aware that there have been issues with responses not being delivered

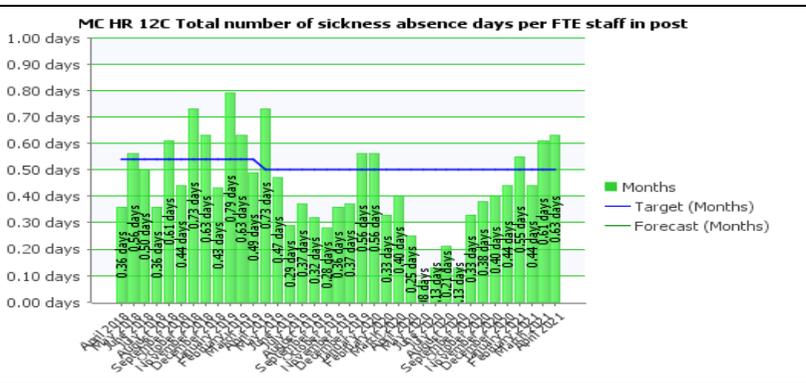
CORPORATE HEALTH INDICATORS

MC HR 12A Number of short-term sickness absence days per FTE staff in post	0.22 days	0.33 days
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2021 S/T absence for the year so far = 0.22 (end of year target = 4)

MC HR 12C Total number of sickness absence days per FTE staff in post	0.63 days	0.50 days
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Total absence for the year so far = 0.63 (end of year target = 6)

Over target this month due to a number of ongoing long term sickness cases which HR Officers are working on with Managers.

<p>MC HR 12B Number of long-term sickness absence days per FTE staff in post</p>	0.40 days	0.17 days				<p>L/T absence for the year so far = 0.40 (end of year target = 2)</p> <p>Over target this month due to a number of ongoing long term sickness cases which HR Officers are working on with Managers.</p>
<p>MC DL 5.15 % of FOI cases closed in month that were closed within 20 working days or less</p>		100.00%	90.00%			<p>The lower figure in March is due to an issue with our software not correctly displaying cases where a response was ready.</p>

KEY		
PI Status		
Performance is 6% or more off target		
Performance is less than 6% or more off target		
Performance is on target or exceeding target		
No target to set performance against	Trend Only	
Monthly/Q4/Annual data unavailable		

**** NOTE FOR BEN - MISSED BINS INFO IS MISSING

Movement since last period		
Value is higher than previous period & this is positive movement		↑
Value is higher than previous period but this is negative movement		↑
Value is lower than previous period but this is positive movement		↓
Value is lower than previous period & this is negative movement		↓
Value is the same as previous period		↔
N/A -Cumulative so will always be above previous period		n/a