



### March 2016/Quarter 4 Corporate Business Scrutiny Healthcheck 2015/16


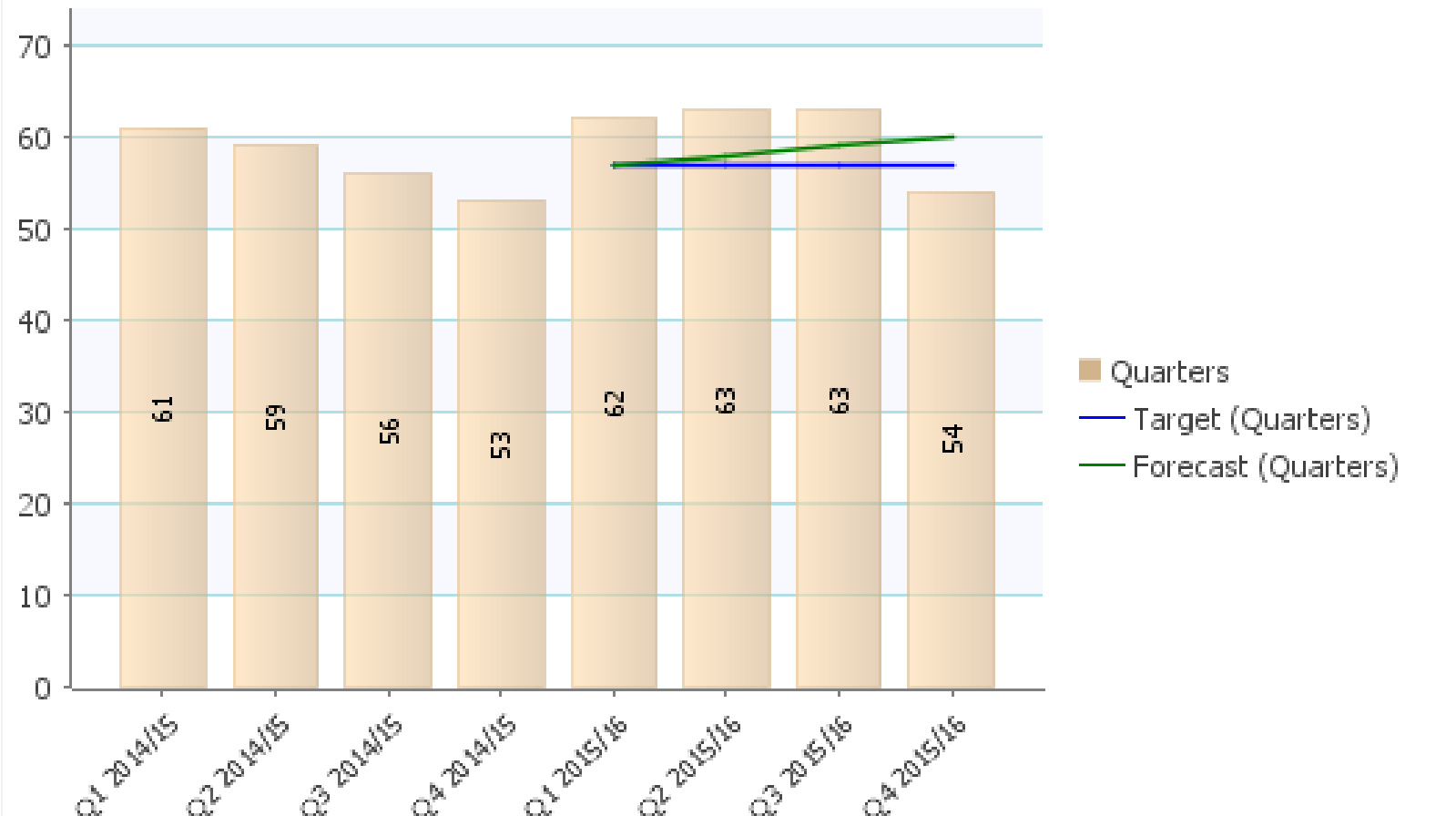


**Service Area** Information, Parking and Customer Services

<b>PI Code &amp; Short Name</b>	EHPI 7.2 Turnaround of PCN Challenges and Representations (MINIMISING INDICATOR)	<b>Managed By</b>	Andrew Pulham; Neil Sloper																										
<b>EHPI 7.2 Turnaround of PCN Challenges and Representations (MINIMISING INDICATOR)</b>		<b>Short Term Trend Arrow</b>	↓																										
		<b>Long Term Trend Arrow</b>	N/A – New indicator for 2015/16 therefore no Long term trend to analyse.																										
		<b>Traffic Light Icon</b>	🟢																										
		<b>Current Value</b>	11 days																										
		<b>Current Target</b>	21 days																										
	<p>25 days 23 days 20 days 18 days 15 days 13 days 10 days 8 days 5 days 3 days 0 days</p> <p>■ Months — Target (Months) — Forecast (Months)</p> <table border="1"> <caption>Turnaround Times (Days)</caption> <thead> <tr> <th>Month</th> <th>Turnaround (Days)</th> </tr> </thead> <tbody> <tr><td>April 2015</td><td>10</td></tr> <tr><td>May 2015</td><td>14</td></tr> <tr><td>June 2015</td><td>12</td></tr> <tr><td>July 2015</td><td>12</td></tr> <tr><td>August 2015</td><td>14</td></tr> <tr><td>September 2015</td><td>12</td></tr> <tr><td>October 2015</td><td>11</td></tr> <tr><td>November 2015</td><td>7</td></tr> <tr><td>December 2015</td><td>10</td></tr> <tr><td>January 2016</td><td>8</td></tr> <tr><td>February 2016</td><td>7</td></tr> <tr><td>March 2016</td><td>11</td></tr> </tbody> </table>	Month	Turnaround (Days)	April 2015	10	May 2015	14	June 2015	12	July 2015	12	August 2015	14	September 2015	12	October 2015	11	November 2015	7	December 2015	10	January 2016	8	February 2016	7	March 2016	11	<b>Notes &amp; History Latest Note</b>	This performance indicator remains within target.
Month	Turnaround (Days)																												
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December 2015	10																												
January 2016	8																												
February 2016	7																												
March 2016	11																												
		<b>Management Response / Action</b>	No further management response required at this stage.																										




<b>PI Code &amp; Short Name</b>	EHPI 7.3 Percentage of appeals to the traffic penalty tribunal against the number of PCNs issued (MINIMISING INDICATOR)	<b>Managed By</b>	Andrew Pulham; Neil Sloper
<b>EHPI 7.3 Percentage of appeals to the traffic penalty tribunal against the number of PCNs issued (MINIMISING INDICATOR)</b>		<b>Short Term Trend Arrow</b>	↑
		<b>Long Term Trend Arrow</b>	N/A – New indicator for 2015/16 therefore no long term trend to analyse.
		<b>Traffic Light Icon</b>	
		<b>Current Value</b>	.17%
		<b>Current Target</b>	.35%
		<b>Notes &amp; History Latest Note</b>	12 appeals received against a total of 6,919 PCNs issued in the last quarter.
		<b>Management Response / Action</b>	No further management response required at this stage.




**Service Area** Business Development

<b>PI Code &amp; Short Name</b>	EHPI 11.1 Rental income from market traders. (MAXIMISING INDICATOR)	<b>Managed By</b>	Benjamin Wood																		
<p><b>EHPI 11.1 Rental income from market traders. (MAXIMISING INDICATOR)</b></p> <table border="1"> <caption>EHPI 11.1 Rental income from market traders. (MAXIMISING INDICATOR)</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>£24,000.00</td> </tr> <tr> <td>Q2 2014/15</td> <td>£26,014.00</td> </tr> <tr> <td>Q3 2014/15</td> <td>£24,605.00</td> </tr> <tr> <td>Q4 2014/15</td> <td>£22,513.35</td> </tr> <tr> <td>Q1 2015/16</td> <td>£22,234.00</td> </tr> <tr> <td>Q2 2015/16</td> <td>£15,264.00</td> </tr> <tr> <td>Q3 2015/16</td> <td>£12,550.40</td> </tr> <tr> <td>Q4 2015/16</td> <td>£11,532.00</td> </tr> </tbody> </table>		Quarter	Value (£)	Q1 2014/15	£24,000.00	Q2 2014/15	£26,014.00	Q3 2014/15	£24,605.00	Q4 2014/15	£22,513.35	Q1 2015/16	£22,234.00	Q2 2015/16	£15,264.00	Q3 2015/16	£12,550.40	Q4 2015/16	£11,532.00	<b>Short Term Trend Arrow</b>	↓
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<b>Long Term Trend Arrow</b>	↓																				
<b>Traffic Light Icon</b>	🚦																				
<b>Current Value</b>	£11,532.00																				
<b>Current Target</b>	£13,000.00																				
<b>Notes &amp; History Latest Note</b>	<p>This indicator is slightly below target. There are no obvious local reasons to explain this. A gradual decline in retail market performance continues to apply at national level and is part of a trend in retail nationally. The long term trend performance is still affected by income received from the Bishop's Stortford market in quarter one.</p>																				
<b>Management Response / Action</b>	<p>The service will continue to monitor this for emerging trend patterns.</p>																				

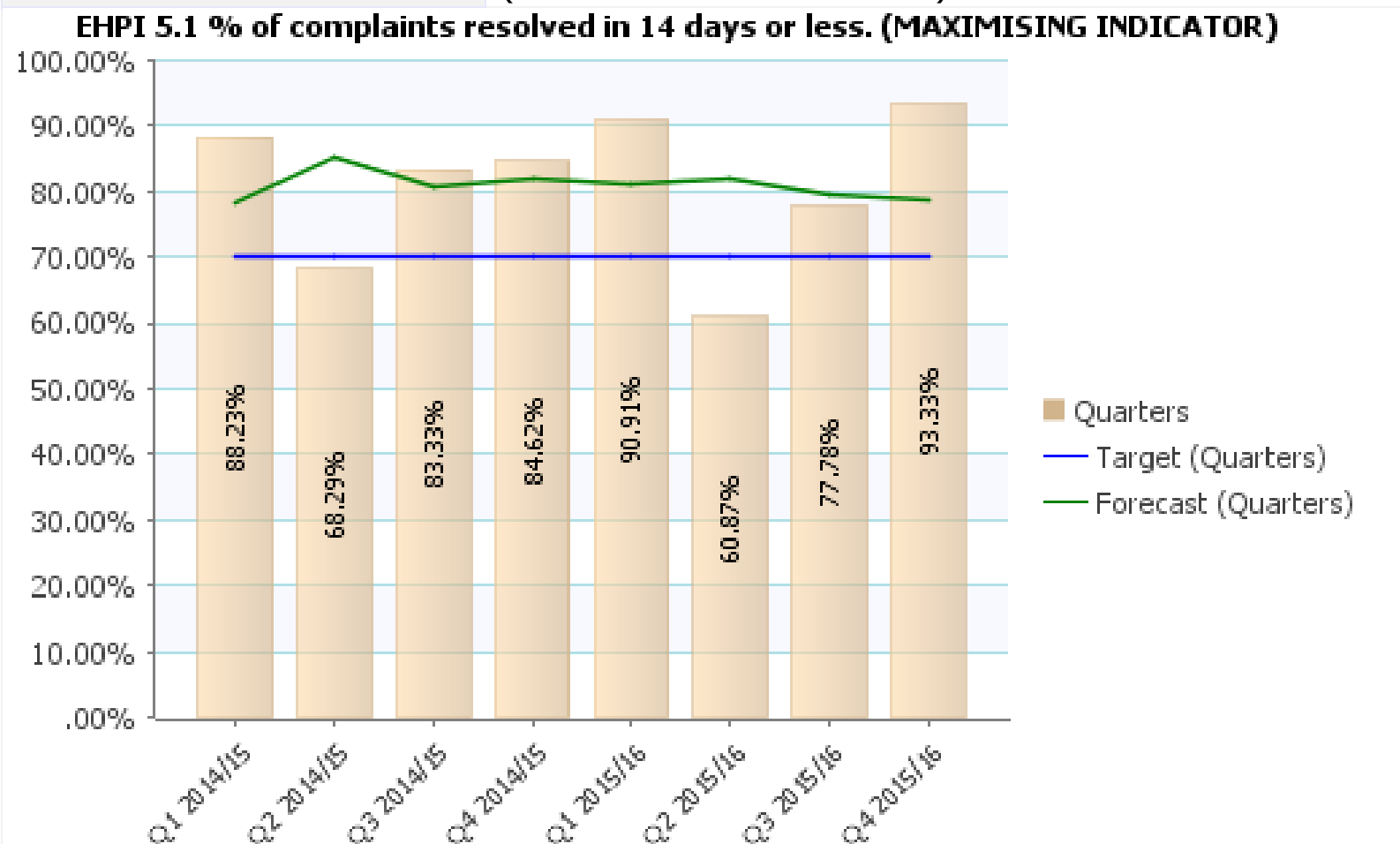
<b>PI Code &amp; Short Name</b>	EHPI 11.2 Number of producers at Hertford farmers market. (MAXIMISING INDICATOR)	<b>Managed By</b>	Benjamin Wood																		
<b>EHPI 11.2 Number of producers at Hertford farmers market. (MAXIMISING INDICATOR)</b>		<b>Short Term Trend Arrow</b>																			
 <table border="1" data-bbox="163 321 1656 1157"> <caption>EHPI 11.2 Number of producers at Hertford farmers market. (MAXIMISING INDICATOR)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>61</td> </tr> <tr> <td>Q2 2014/15</td> <td>59</td> </tr> <tr> <td>Q3 2014/15</td> <td>56</td> </tr> <tr> <td>Q4 2014/15</td> <td>53</td> </tr> <tr> <td>Q1 2015/16</td> <td>62</td> </tr> <tr> <td>Q2 2015/16</td> <td>63</td> </tr> <tr> <td>Q3 2015/16</td> <td>63</td> </tr> <tr> <td>Q4 2015/16</td> <td>54</td> </tr> </tbody> </table>		Quarter	Value	Q1 2014/15	61	Q2 2014/15	59	Q3 2014/15	56	Q4 2014/15	53	Q1 2015/16	62	Q2 2015/16	63	Q3 2015/16	63	Q4 2015/16	54	<b>Long Term Trend Arrow</b>	
Quarter	Value																				
Q1 2014/15	61																				
Q2 2014/15	59																				
Q3 2014/15	56																				
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Q1 2015/16	62																				
Q2 2015/16	63																				
Q3 2015/16	63																				
Q4 2015/16	54																				
		<b>Traffic Light Icon</b>																			
		<b>Current Value</b>	54																		
		<b>Current Target</b>	57																		
<b>Notes &amp; History Latest Note</b>		This indicator is slightly below profile but as quarter 4 follows Christmas this is to be expected. When broken down into months the trend for this quarter is upwards.																			
<b>Management Response / Action</b>		No further management response required at this stage.																			

**Service Area** Information, Parking and Customer Services




<b>PI Code &amp; Short Name</b>	EHPI 5.2a % of complaints about the Council and its services that are upheld: 1st stage (MINIMISING INDICATOR)	<b>Managed By</b>	Neil Sloper
<b>EHPI 5.2a % of complaints about the Council and its services that are upheld: 1st stage (MINIMISING INDICATOR)</b>		<b>Short Term Trend Arrow</b>	
		<b>Long Term Trend Arrow</b>	
		<b>Traffic Light Icon</b>	
		<b>Current Value</b>	46.15%
		<b>Current Target</b>	30.00%
		<b>Notes &amp; History Latest Note</b>	Performance off target. 6 of the 13 complaints at stage 1 were upheld during quarter 4. Four complaints were in relation to missed collections over Christmas and new year period. One complaint was around road obstruction caused by a refuse collection vehicle. One complaint was due to kerbside damage caused by HGV vehicle owned by Veolia. These complaints will be raised with the contractor Veolia.
		<b>Management Response / Action</b>	The complaints will be raised with the contractor Veolia.

<b>PI Code &amp; Short Name</b>	EHPI 5.2b % of complaints about the Council and its services that are upheld: 2nd stage - appeal (MINIMISING INDICATOR)	<b>Managed By</b>	Neil Sloper
<b>EHPI 5.2b % of complaints about the Council and its services that are upheld: 2nd stage - appeal (MINIMISING INDICATOR)</b>	EHPI 5.2b % of complaints about the Council and its services that are upheld: 2nd stage - appeal (MINIMISING INDICATOR)	<b>Short Term Trend Arrow</b>	
	EHPI 5.2b % of complaints about the Council and its services that are upheld: 2nd stage - appeal (MINIMISING INDICATOR)	<b>Long Term Trend Arrow</b>	
		<b>Traffic Light Icon</b>	
		<b>Current Value</b>	50.00%
		<b>Current Target</b>	25.00%
		<b>Notes &amp; History Latest Note</b>	Of the two stage 2 complaints in this quarter, one was upheld. This was in relation to a missed bin collection due to lack of visibility of the property location.
		<b>Management Response / Action</b>	The complaint will be raised with the contractor Veolia.

**PI Code & Short Name** EHPI 5.1 % of complaints resolved in 14 days or less. (MAXIMISING INDICATOR)




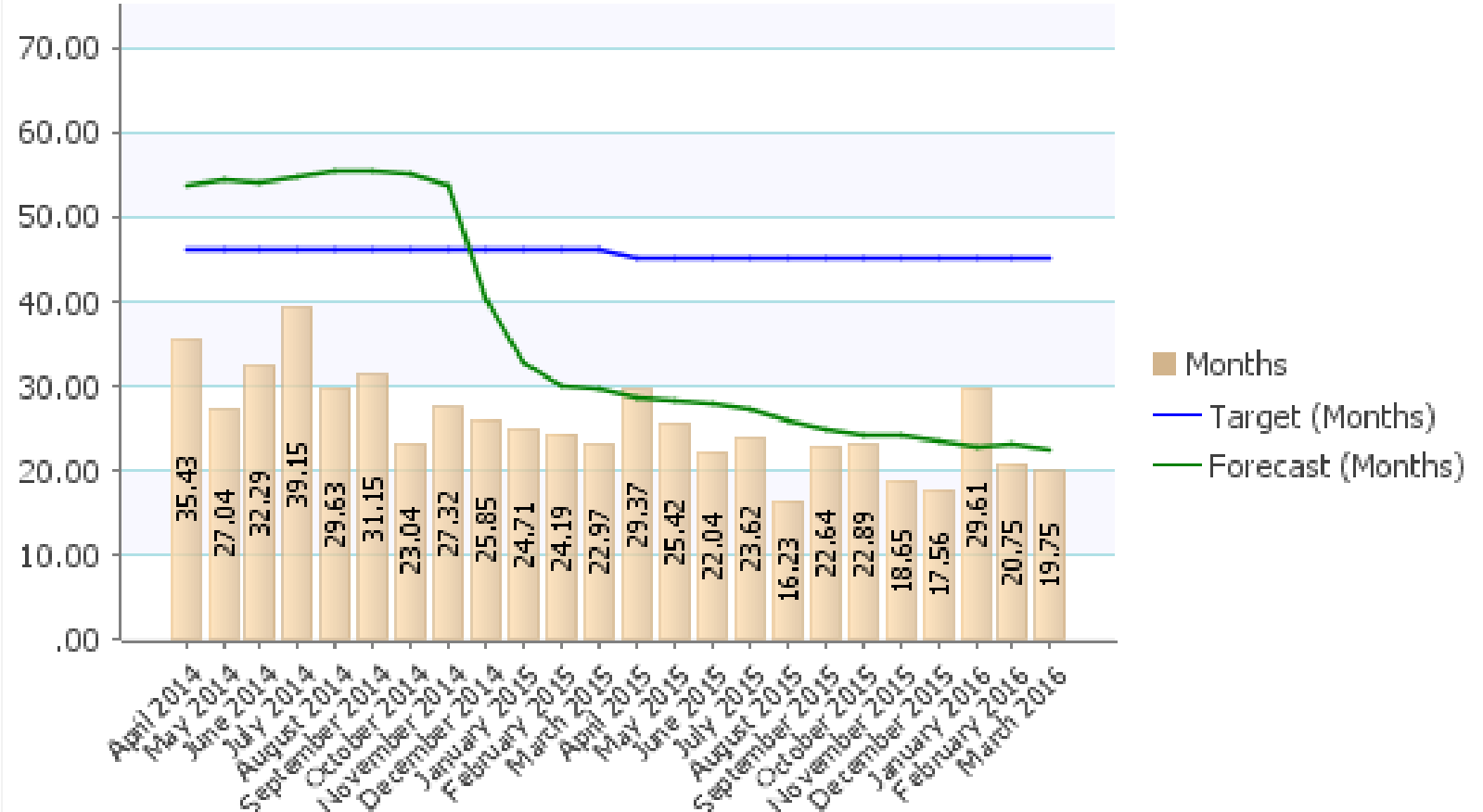


<b>Managed By</b>	Neil Sloper
<b>Short Term Trend Arrow</b>	↑
<b>Long Term Trend Arrow</b>	↑
<b>Traffic Light Icon</b>	🟢
<b>Current Value</b>	93.33%
<b>Current Target</b>	70.00%
<b>Notes &amp; History Latest Note</b>	Performance exceeding target. Of the 15 formal complaints during this period, 14 were dealt with within 14 working days
<b>Management Response / Action</b>	No further management response required at this stage.


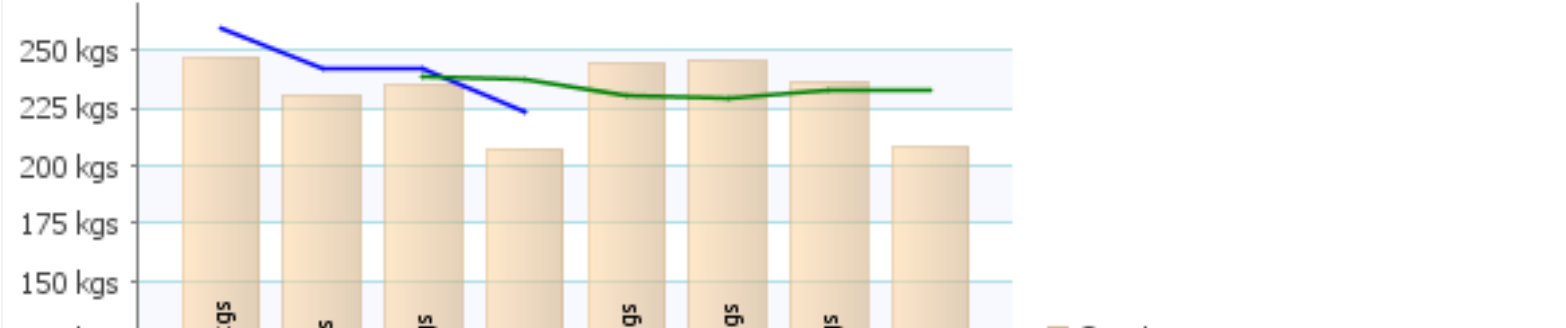

<b>PI Code &amp; Short Name</b>	EHPI 5.4 % of complaints to the Local Government Ombudsman that are upheld (MINIMISING INDICATOR)	<b>Managed By</b>	Neil Sloper
<b>EHPI 5.4 % of complaints to the Local Government Ombudsman that are upheld (MINIMISING INDICATOR)</b>		<b>Short Term Trend Arrow</b>	
		<b>Long Term Trend Arrow</b>	
		<b>Traffic Light Icon</b>	
<b>Current Value</b>		.00%	
<b>Current Target</b>		.00%	
<b>Notes &amp; History Latest Note</b>		The LGO received 2 complaints but did not investigate any of them during quarter four.	
<b>Management Response / Action</b>		No further management response required at this stage.	


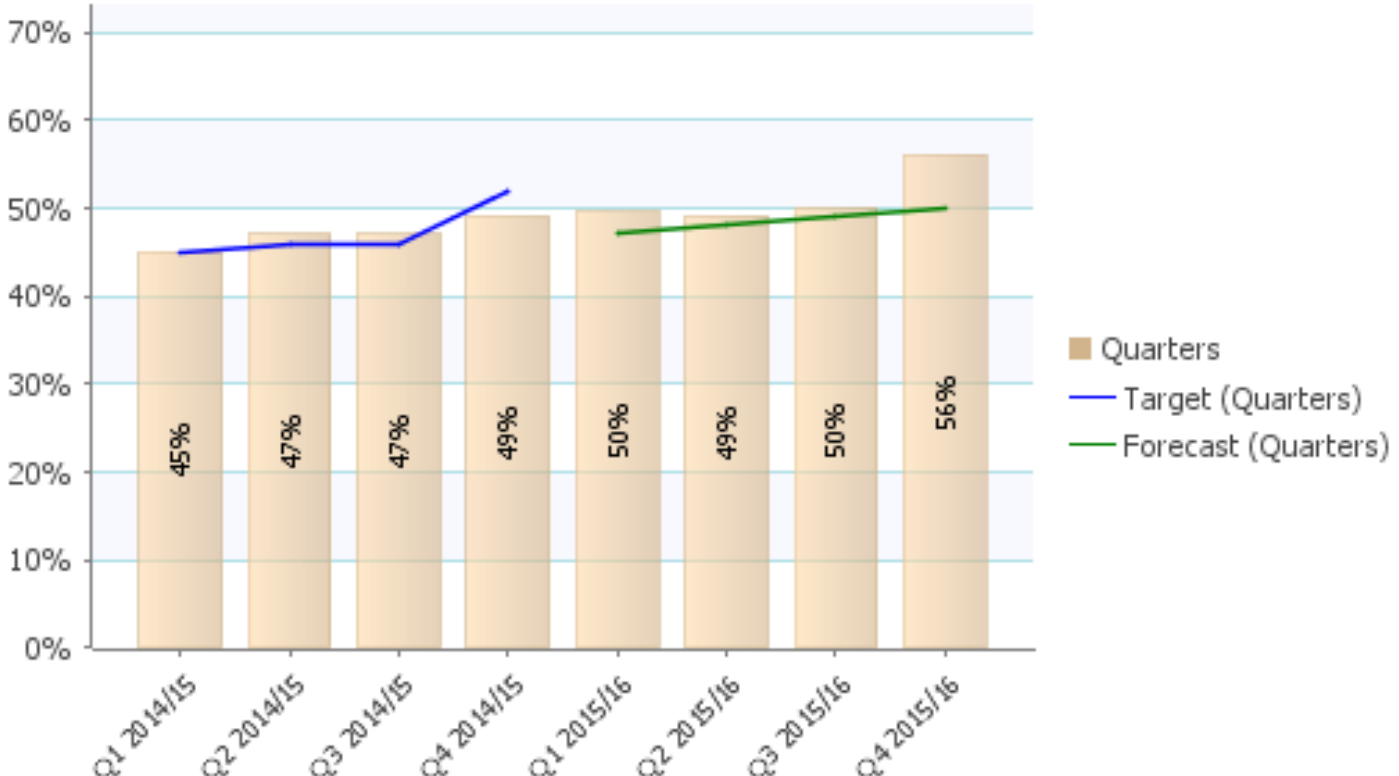



**Service Area** Environmental Services and Leisure

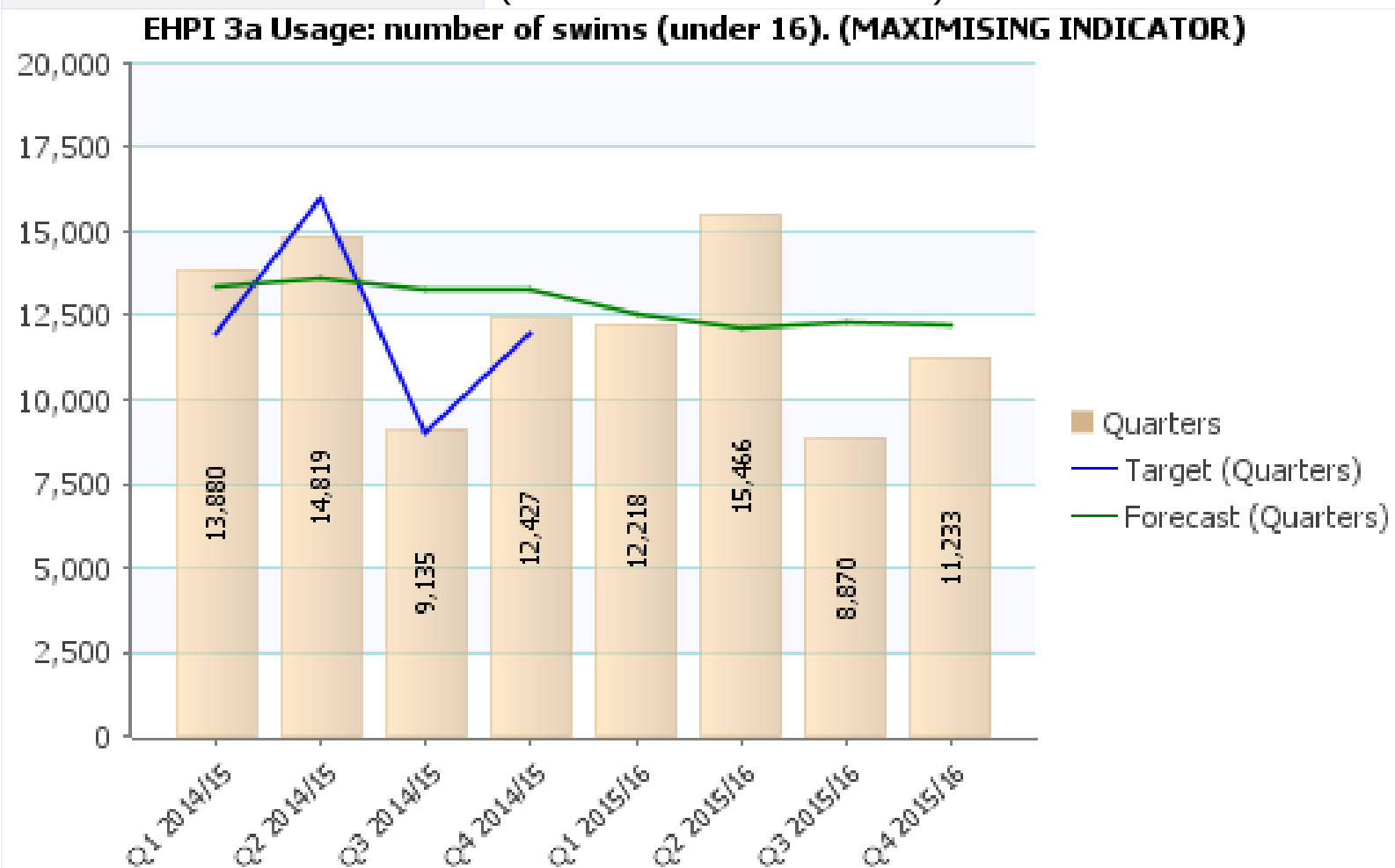
<p><b>PI Code &amp; Short Name</b></p>	<p>EHPI 2.4 (47) Fly-tips: removal. (MINIMISING INDICATOR)</p>	<p><b>Managed By</b></p>	<p>Cliff Cardoza; Karl Chui</p>																		
<p><b>EHPI 2.4 (47) Fly-tips: removal. (MINIMISING INDICATOR)</b></p>		<p><b>Short Term Trend Arrow</b></p>	<p>↓</p>																		
<table border="1"> <caption>EHPI 2.4 (47) Fly-tips: removal. (MINIMISING INDICATOR) - Quarterly Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (days)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>2.17</td> </tr> <tr> <td>Q2 2014/15</td> <td>1.97</td> </tr> <tr> <td>Q3 2014/15</td> <td>1.75</td> </tr> <tr> <td>Q4 2014/15</td> <td>1.48</td> </tr> <tr> <td>Q1 2015/16</td> <td>1.78</td> </tr> <tr> <td>Q2 2015/16</td> <td>1.72</td> </tr> <tr> <td>Q3 2015/16</td> <td>2.00</td> </tr> <tr> <td>Q4 2015/16</td> <td>2.01</td> </tr> </tbody> </table>		Quarter	Value (days)	Q1 2014/15	2.17	Q2 2014/15	1.97	Q3 2014/15	1.75	Q4 2014/15	1.48	Q1 2015/16	1.78	Q2 2015/16	1.72	Q3 2015/16	2.00	Q4 2015/16	2.01	<p><b>Long Term Trend Arrow</b></p>	<p>↓</p>
Quarter	Value (days)																				
Q1 2014/15	2.17																				
Q2 2014/15	1.97																				
Q3 2014/15	1.75																				
Q4 2014/15	1.48																				
Q1 2015/16	1.78																				
Q2 2015/16	1.72																				
Q3 2015/16	2.00																				
Q4 2015/16	2.01																				
<p><b>Traffic Light Icon</b></p>		<p>🟢</p>	<p>🟢</p>																		
<p><b>Current Value</b></p>		<p>2.01 days</p>	<p>2.01 days</p>																		
<p><b>Current Target</b></p>		<p>2.00 days</p>	<p>2.00 days</p>																		
<p><b>Notes &amp; History Latest Note</b></p>		<p>Quarter four performance is just within the target threshold of 2 days. There were delays in clearance due to an increase in larger fly tips which take longer to clear. However the end of year annual target has been achieved.</p>																			
<p><b>Management Response / Action</b></p>		<p>No further management response required at this stage.</p>																			

<b>PI Code &amp; Short Name</b>	EHPI 2.2 Waste: missed collections per 100,000 collections of household. (MINIMISING INDICATOR)	<b>Managed By</b>	Cliff Cardoza;																																																		
<b>EHPI 2.2 Waste: missed collections per 100,000 collections of household. (MINIMISING INDICATOR)</b>	EHPI 2.2 Waste: missed collections per 100,000 collections of household. (MINIMISING INDICATOR)	<b>Short Term Trend Arrow</b>																																																			
 <table border="1"> <caption>Monthly Missed Collections per 100,000 (2014-2016)</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>April 2014</td><td>35.43</td></tr> <tr><td>May 2014</td><td>27.04</td></tr> <tr><td>June 2014</td><td>32.29</td></tr> <tr><td>July 2014</td><td>39.15</td></tr> <tr><td>August 2014</td><td>29.63</td></tr> <tr><td>September 2014</td><td>31.15</td></tr> <tr><td>October 2014</td><td>23.04</td></tr> <tr><td>November 2014</td><td>27.32</td></tr> <tr><td>December 2014</td><td>25.85</td></tr> <tr><td>January 2015</td><td>24.71</td></tr> <tr><td>February 2015</td><td>24.19</td></tr> <tr><td>March 2015</td><td>22.97</td></tr> <tr><td>April 2015</td><td>29.37</td></tr> <tr><td>May 2015</td><td>25.42</td></tr> <tr><td>June 2015</td><td>22.04</td></tr> <tr><td>July 2015</td><td>23.62</td></tr> <tr><td>August 2015</td><td>16.23</td></tr> <tr><td>September 2015</td><td>22.64</td></tr> <tr><td>October 2015</td><td>22.89</td></tr> <tr><td>November 2015</td><td>18.65</td></tr> <tr><td>December 2015</td><td>17.56</td></tr> <tr><td>January 2016</td><td>29.61</td></tr> <tr><td>February 2016</td><td>20.75</td></tr> <tr><td>March 2016</td><td>19.75</td></tr> </tbody> </table>		Month	Value	April 2014	35.43	May 2014	27.04	June 2014	32.29	July 2014	39.15	August 2014	29.63	September 2014	31.15	October 2014	23.04	November 2014	27.32	December 2014	25.85	January 2015	24.71	February 2015	24.19	March 2015	22.97	April 2015	29.37	May 2015	25.42	June 2015	22.04	July 2015	23.62	August 2015	16.23	September 2015	22.64	October 2015	22.89	November 2015	18.65	December 2015	17.56	January 2016	29.61	February 2016	20.75	March 2016	19.75	<b>Long Term Trend Arrow</b>	
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<b>Traffic Light Icon</b>																																																					
<b>Current Value</b>		19.75																																																			
<b>Current Target</b>		45.00																																																			
<b>Notes &amp; History Latest Note</b>		A slightly better performance for March which is very good considering Easter fell at the end of this month and revised collections can often cause missed collections to increase. Annual figure for missed collections is 22.4.																																																			
<b>Management Response / Action</b>		No further management response required at this stage.																																																			

<b>PI Code &amp; Short Name</b>	EHPI 2.5 Total waste collected by the district (kg per household). (MINIMISING INDICATOR)	<b>Managed By</b>	Cliff Cardoza;
<b>EHPI 2.5 Total waste collected by the district (kg per household). (MINIMISING INDICATOR)</b>		<b>Short Term Trend Arrow</b>	
		<b>Long Term Trend Arrow</b>	
		<b>Traffic Light Icon</b>	Trend only indicator
		<b>Current Value</b>	208 kgs
		<b>Current Target</b>	Trend only indicator
		<b>Notes &amp; History Latest Note</b>	The final quarter of 2015/16 was the lowest of the year and 1kg up on the same quarter in 2014/15 which follows the trends of increase waste capture.
		<b>Management Response / Action</b>	No further management response required at this stage

<b>PI Code &amp; Short Name</b>	EHPI 2.6 Percentage of residual waste (refuse) sent for disposal out of the total collected. (MINIMISING INDICATOR)	<b>Managed By</b>	Cliff Cardoza;
<b>EHPI 2.6 Percentage of residual waste (refuse) sent for disposal out of the total collected. (MINIMISING INDICATOR)</b>		<b>Short Term Trend Arrow</b>	
		<b>Long Term Trend Arrow</b>	
		<b>Traffic Light Icon</b>	Trend only indicator
		<b>Current Value</b>	56%
		<b>Current Target</b>	Trend only indicator
		<b>Notes &amp; History Latest Note</b>	The higher percentage for quarter four is expected as a result of the lower composting tonnages. Annual figure comes out at 51%.
		<b>Management Response / Action</b>	No further management response required at this stage.

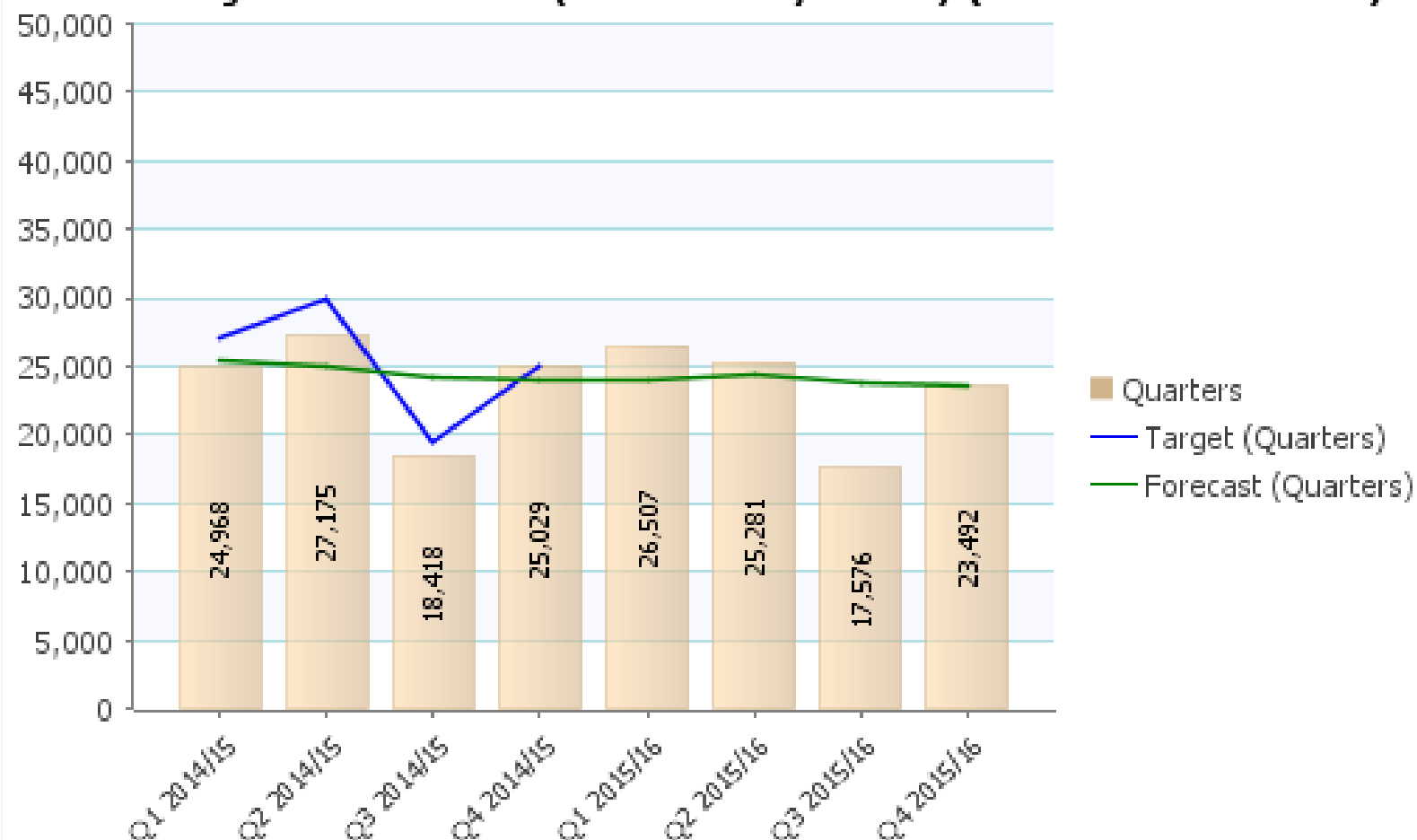
**PI Code & Short Name** EHPI 3a Usage: number of swims (under 16). (MAXIMISING INDICATOR)



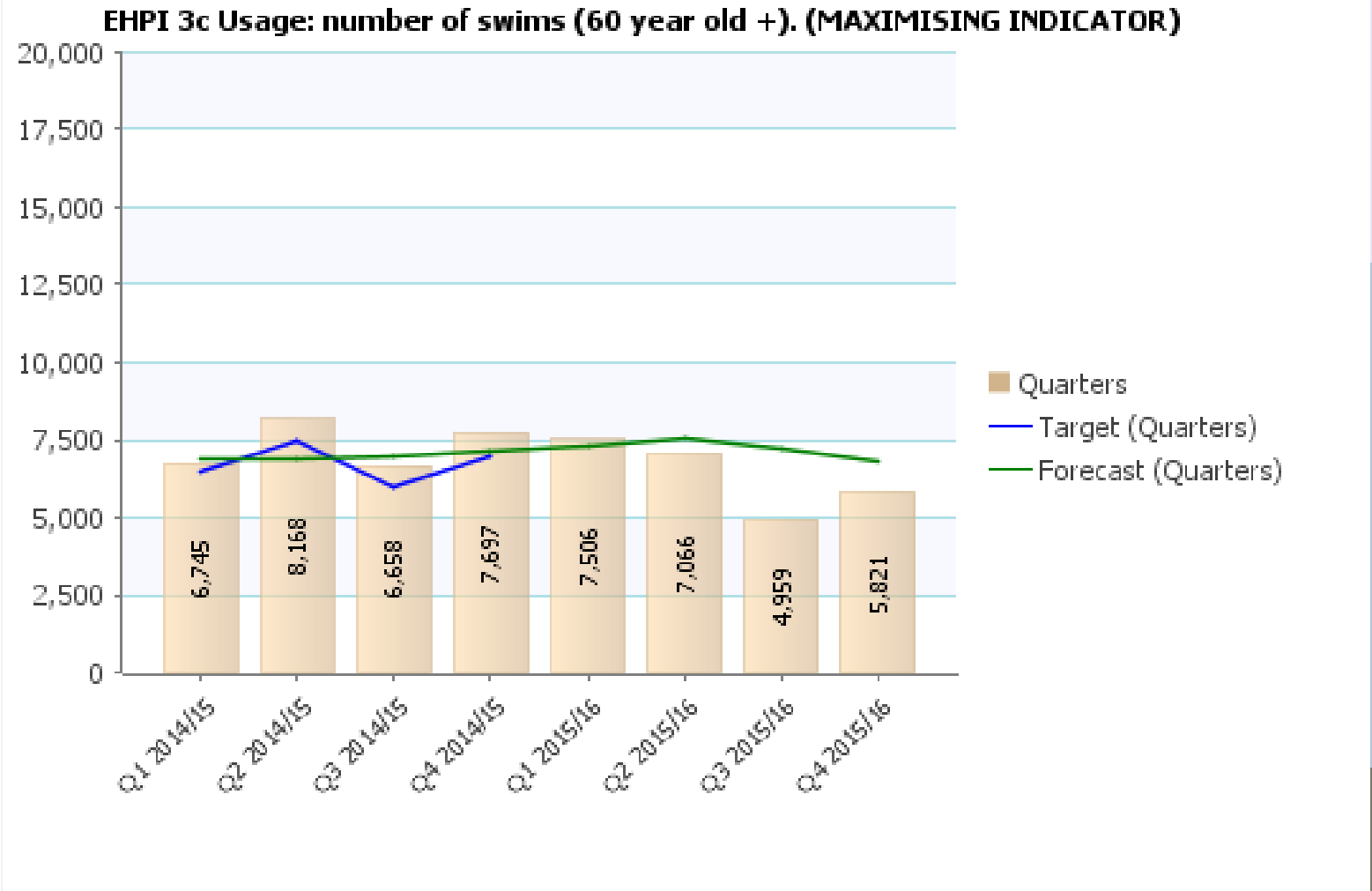
<b>Managed By</b>	Cliff Cardoza;
<b>Short Term Trend Arrow</b>	↑
<b>Long Term Trend Arrow</b>	↓
<b>Traffic Light Icon</b>	N/A – Trend only indicator.
<b>Current Value</b>	11,233
<b>Current Target</b>	N/A – Trend only indicator.
<b>Notes &amp; History Latest Note</b>	Actual visits for this age category down on same period last year. Closure of Hartham pool in December for pool renovation works contributed to this shortfall. Throughput did not achieve the annual target.
<b>Management Response / Action</b>	No further management response required at this stage.

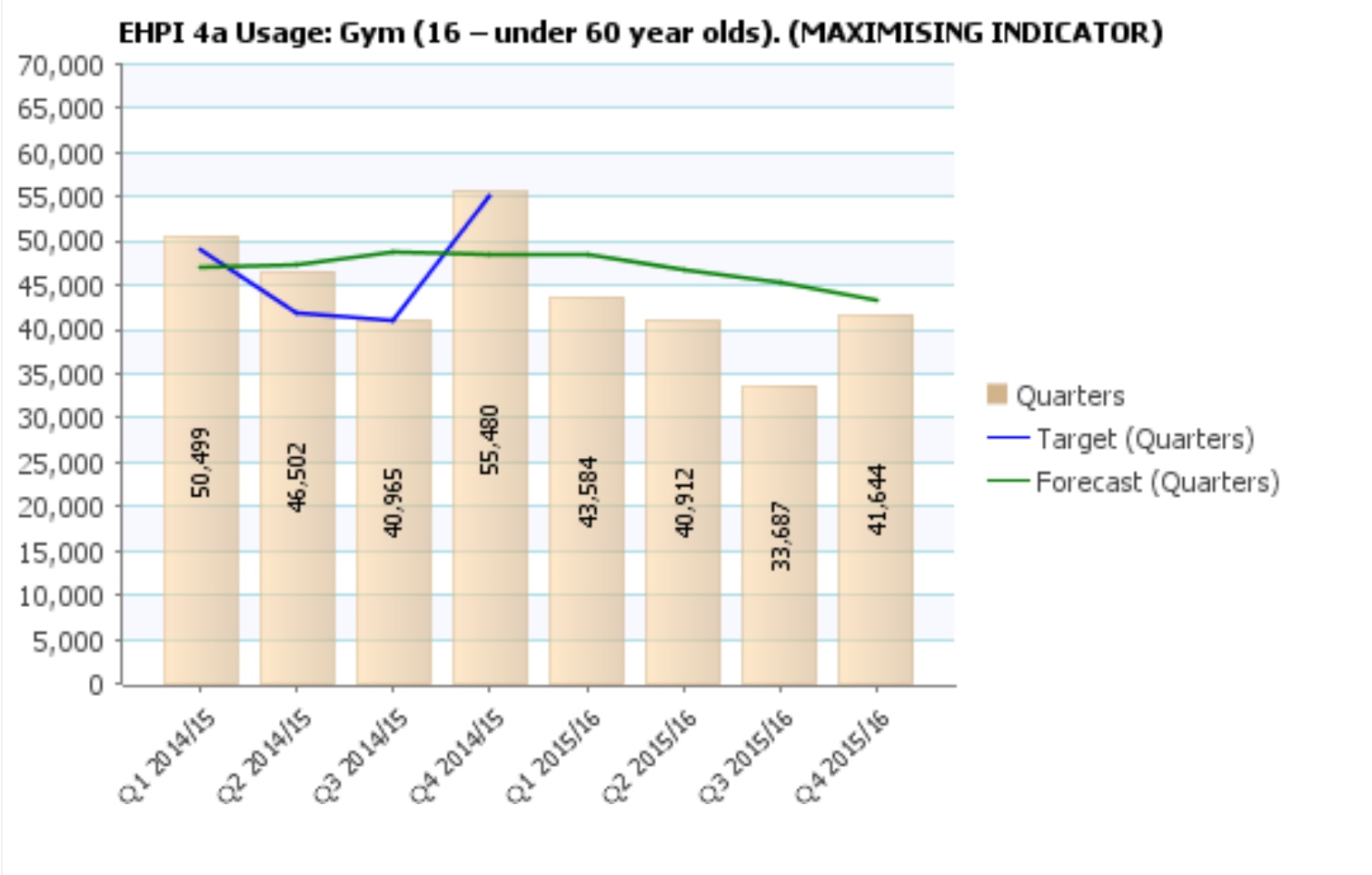


**PI Code & Short Name** EHPI 3b Usage: number of swims (16 – under 60 year olds). (MAXIMISING INDICATOR)

**EHPI 3b Usage: number of swims (16 – under 60 year olds). (MAXIMISING INDICATOR)**

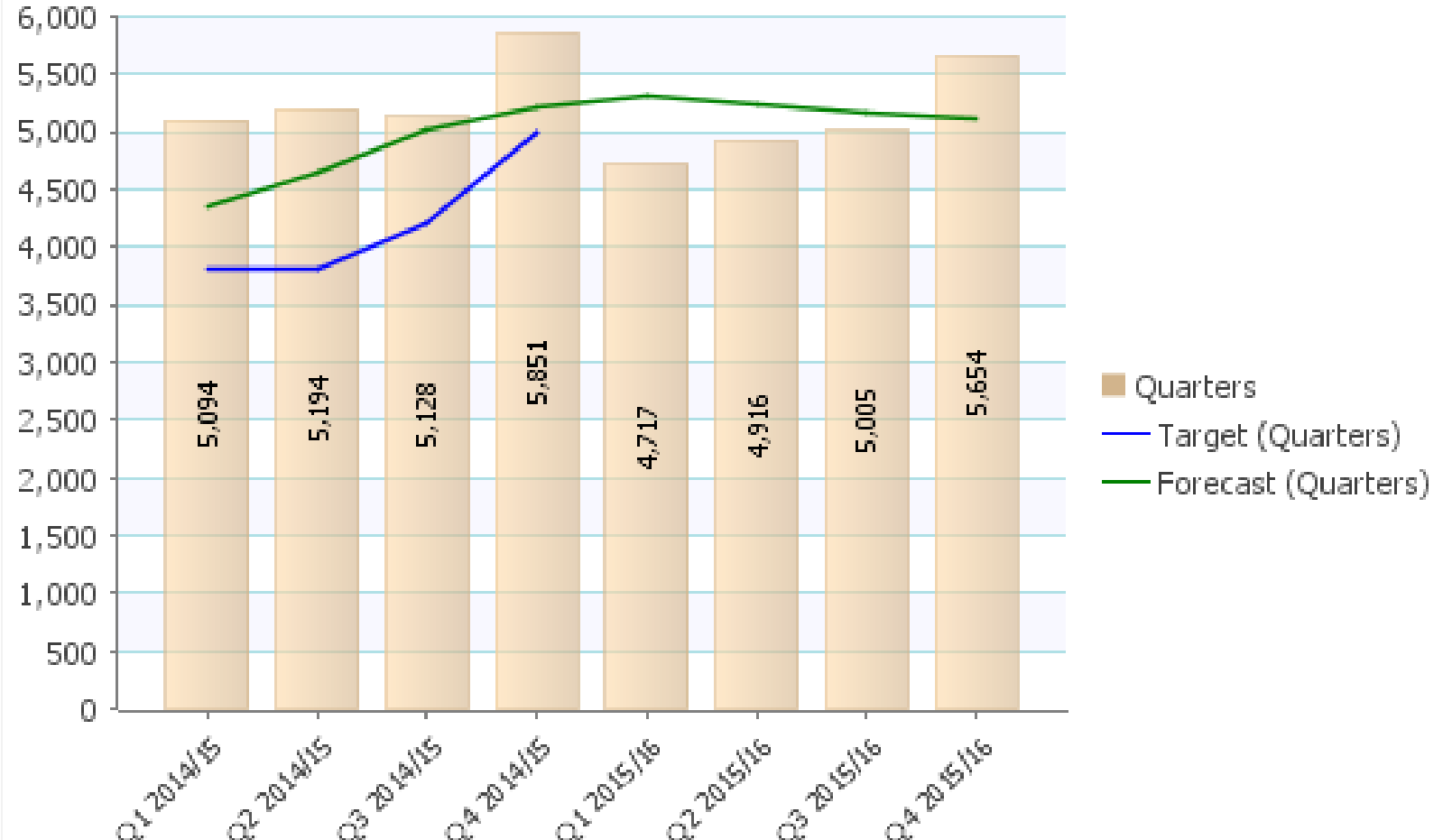


<b>Managed By</b>	Cliff Cardoza;
<b>Short Term Trend Arrow</b>	↑
<b>Long Term Trend Arrow</b>	↓
<b>Traffic Light Icon</b>	N/A – Trend only indicator.
<b>Current Value</b>	23,492
<b>Current Target</b>	N/A – Trend only indicator.
<b>Notes &amp; History Latest Note</b>	Throughput figures below previous year’s quarter 4 throughput but above the 5 year average for this period. Throughput did not achieve the annual target.
<b>Management Response / Action</b>	No further management response required at this stage.

<b>PI Code &amp; Short Name</b>	EHPI 3c Usage: number of swims (60 year old +). (MAXIMISING INDICATOR)	<b>Managed By</b>	Cliff Cardoza;																																				
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<b>Traffic Light Icon</b>	N/A – Trend only indicator.																																						
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<b>Current Target</b>	N/A – Trend only indicator.																																						
<b>Notes &amp; History Latest Note</b>	The 60+ swim performance is down on same period last year this is the first year in a while that this age group has seen a decline. The service continues to monitor this age group to establish any underlying patterns for decreased usage and has started promoting additional specialist swim lessons as part of the Forever Active programme and has also instigated specific promotions and discounted swims to try to encourage additional swimming attendance in this age group. Throughput did not achieve the annual target.																																						
<b>Management Response / Action</b>	No further management response required at this stage.																																						

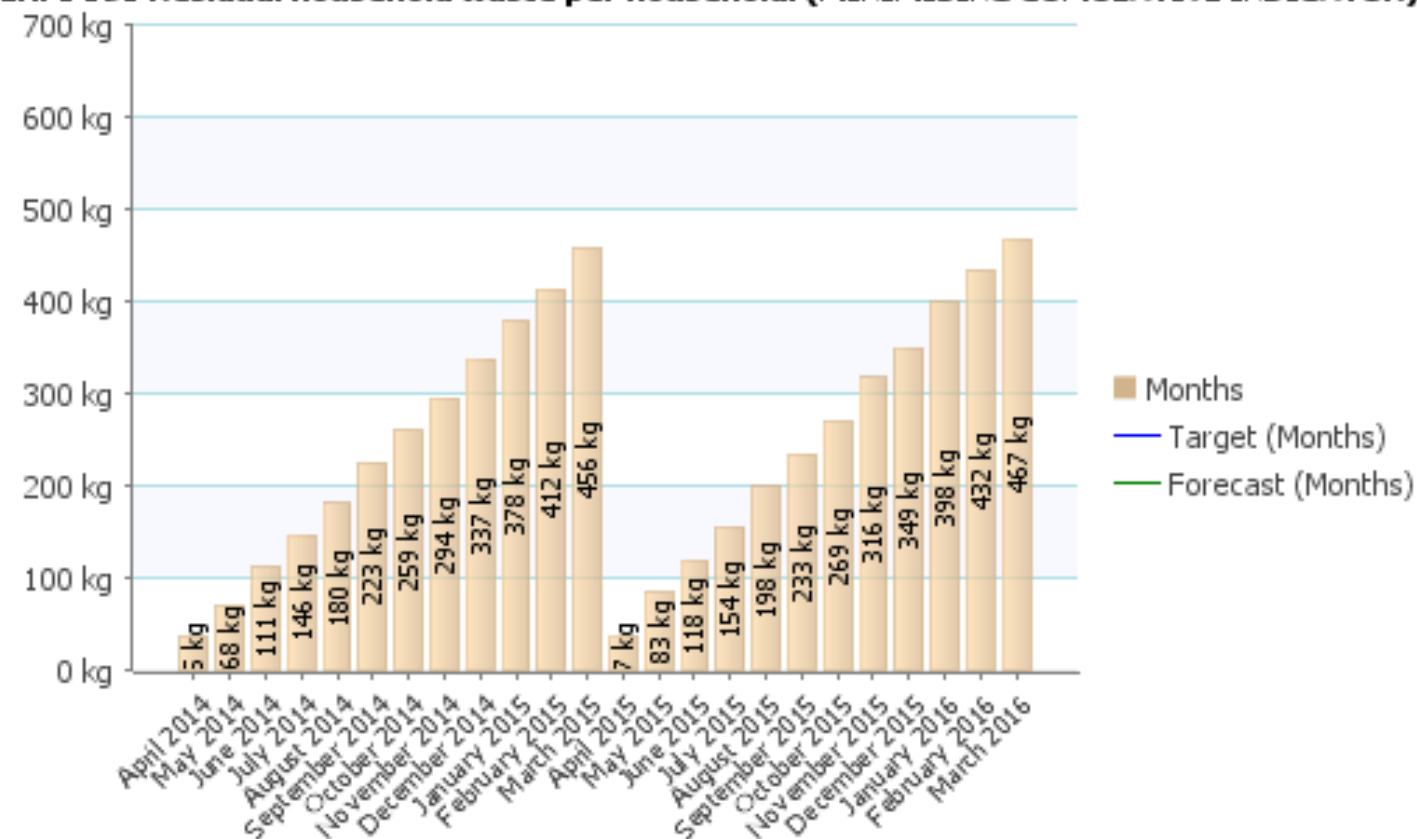
<b>PI Code &amp; Short Name</b>	EHPI 4a Usage: Gym (16 – under 60 year olds). (MAXIMISING INDICATOR)	<b>Managed By</b>	Cliff Cardoza;																																				
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<b>Current Target</b>	N/A – Trend only indicator.																																						
<b>Notes &amp; History Latest Note</b>	Throughput is particularly low for this period compared to the same period last year. It is unclear as to why there would be such a high discrepancy as membership subscriptions are the highest they have ever been for this period. The service is in the process of investigating both site collation of data and the reporting process to East Herts Council. Throughput did not achieve the annual target.																																						
<b>Management Response / Action</b>	The service is in the process of investigating both site collation of data and the reporting process to East Herts Council.																																						




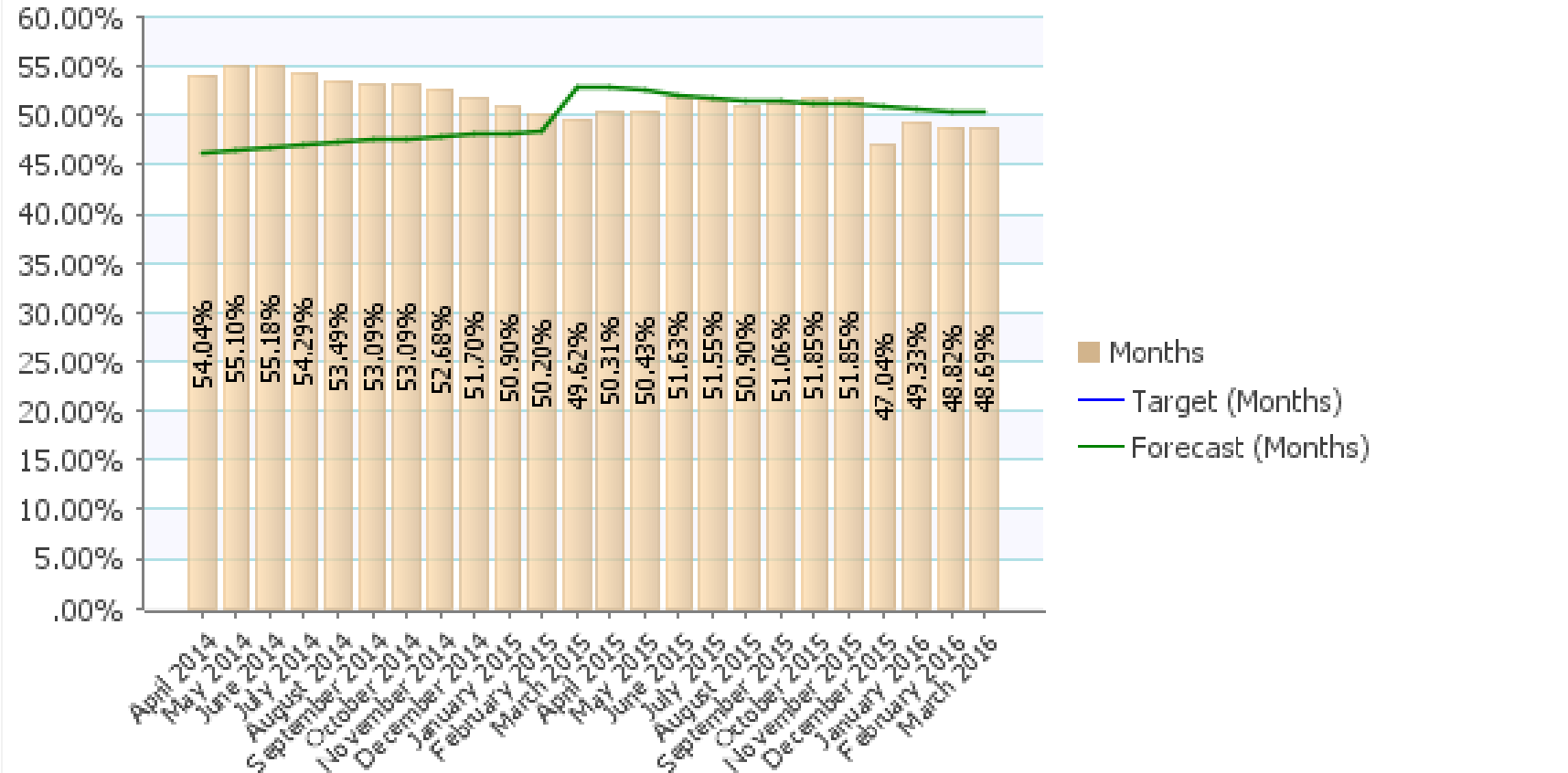

<b>PI Code &amp; Short Name</b>	EHPI 4b Usage: Gym (60 + year olds). (MAXIMISING INDICATOR)	<b>Managed By</b>	Cliff Cardoza;
<b>EHPI 4b Usage: Gym (60 + year olds). (MAXIMISING INDICATOR)</b>		<b>Short Term Trend Arrow</b>	↑
		<b>Long Term Trend Arrow</b>	↑
		<b>Traffic Light Icon</b>	N/A – Trend only indicator.
		<b>Current Value</b>	5,654
		<b>Current Target</b>	N/A – Trend only indicator.
<b>Notes &amp; History Latest Note</b>		Throughput is just slightly below that of the same period last year and performing within the service expectations. The annual target has been exceeded.	
<b>Management Response / Action</b>		No further management response required at this stage.	

**PI Code & Short Name** EHPI 191 Residual household waste per household. (MINIMISING CUMULATIVE INDICATOR)

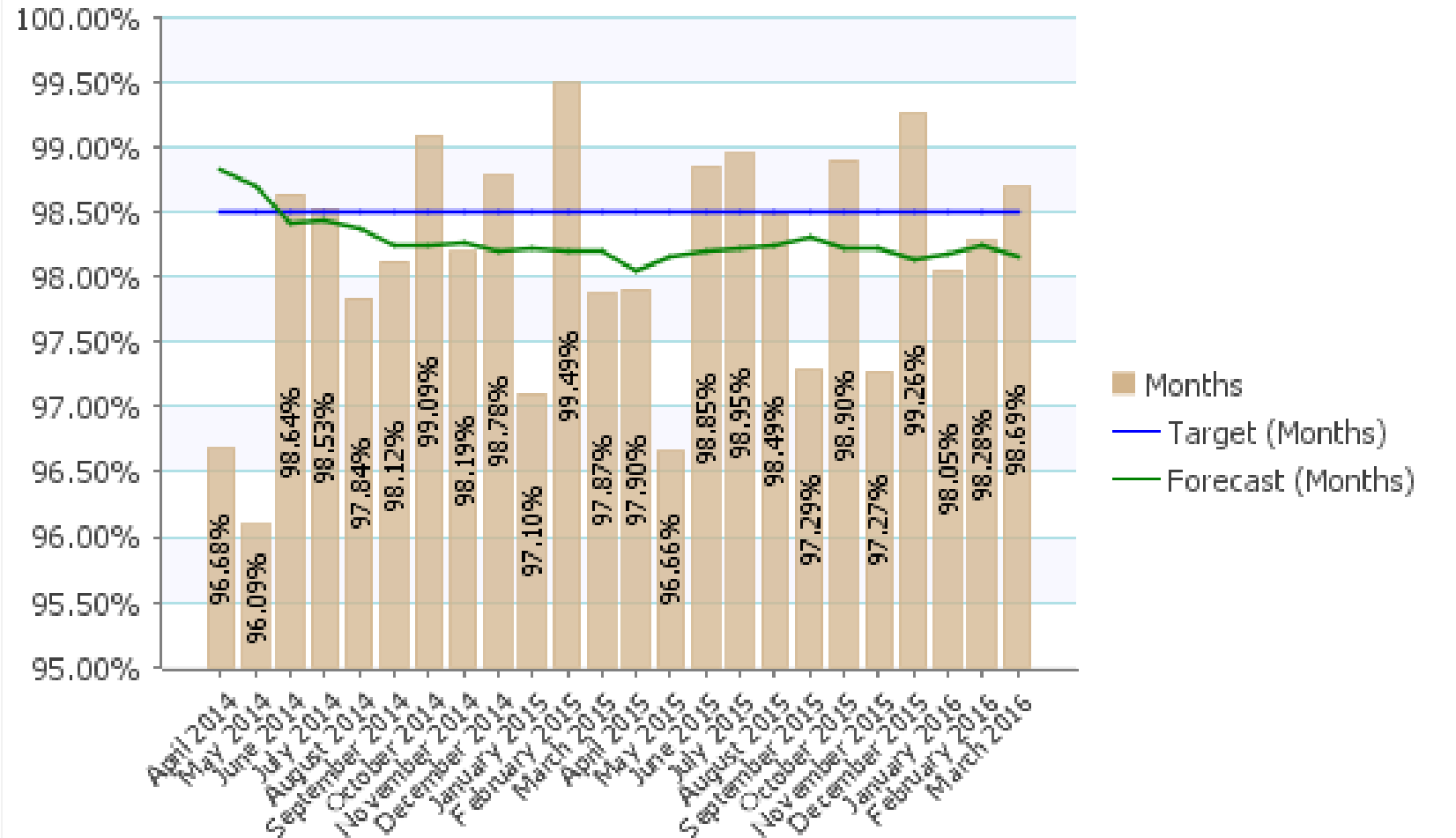
**EHPI 191 Residual household waste per household. (MINIMISING CUMULATIVE INDICATOR)**



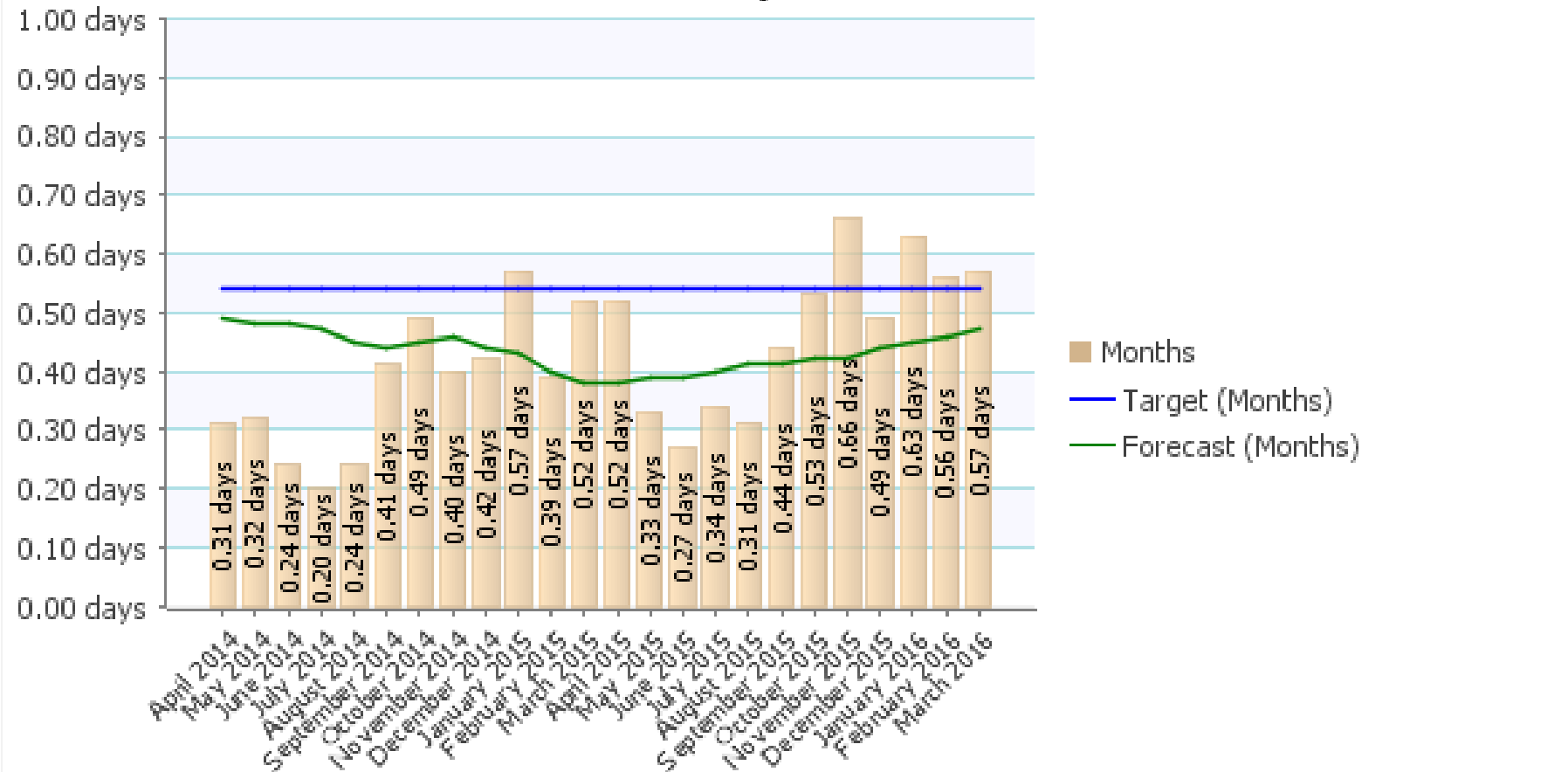
<b>Managed By</b>	Cliff Cardoza;
<b>Short Term Trend Arrow</b>	↓
<b>Long Term Trend Arrow</b>	↓
<b>Traffic Light Icon</b>	Trend only indicator
<b>Current Value</b>	467 kg
<b>Current Target</b>	Trend only indicator
<b>Notes &amp; History Latest Note</b>	Continuing to increase as expected, averaging around 36 kgs per property per month.
<b>Management Response / Action</b>	No further management response required at this stage.

<b>PI Code &amp; Short Name</b>	EHPI 192 Percentage of household waste sent for reuse, recycling and composting. (MAXIMISING INDICATOR)	<b>Managed By</b>	Cliff Cardoza;
<b>EHPI 192 Percentage of household waste sent for reuse, recycling and composting. (MAXIMISING INDICATOR)</b>		<b>Short Term Trend Arrow</b>	
		<b>Long Term Trend Arrow</b>	
		<b>Traffic Light Icon</b>	Trend only indicator
		<b>Current Value</b>	48.82%
		<b>Current Target</b>	Trend only indicator
		<b>Notes &amp; History Latest Note</b>	Recycling and composting percentage is less than the same period last year despite the total amount of recycling being greater than in 2014/15.
		<b>Management Response / Action</b>	No further management response required at this stage.

**Service Area** Governance and Risk Management


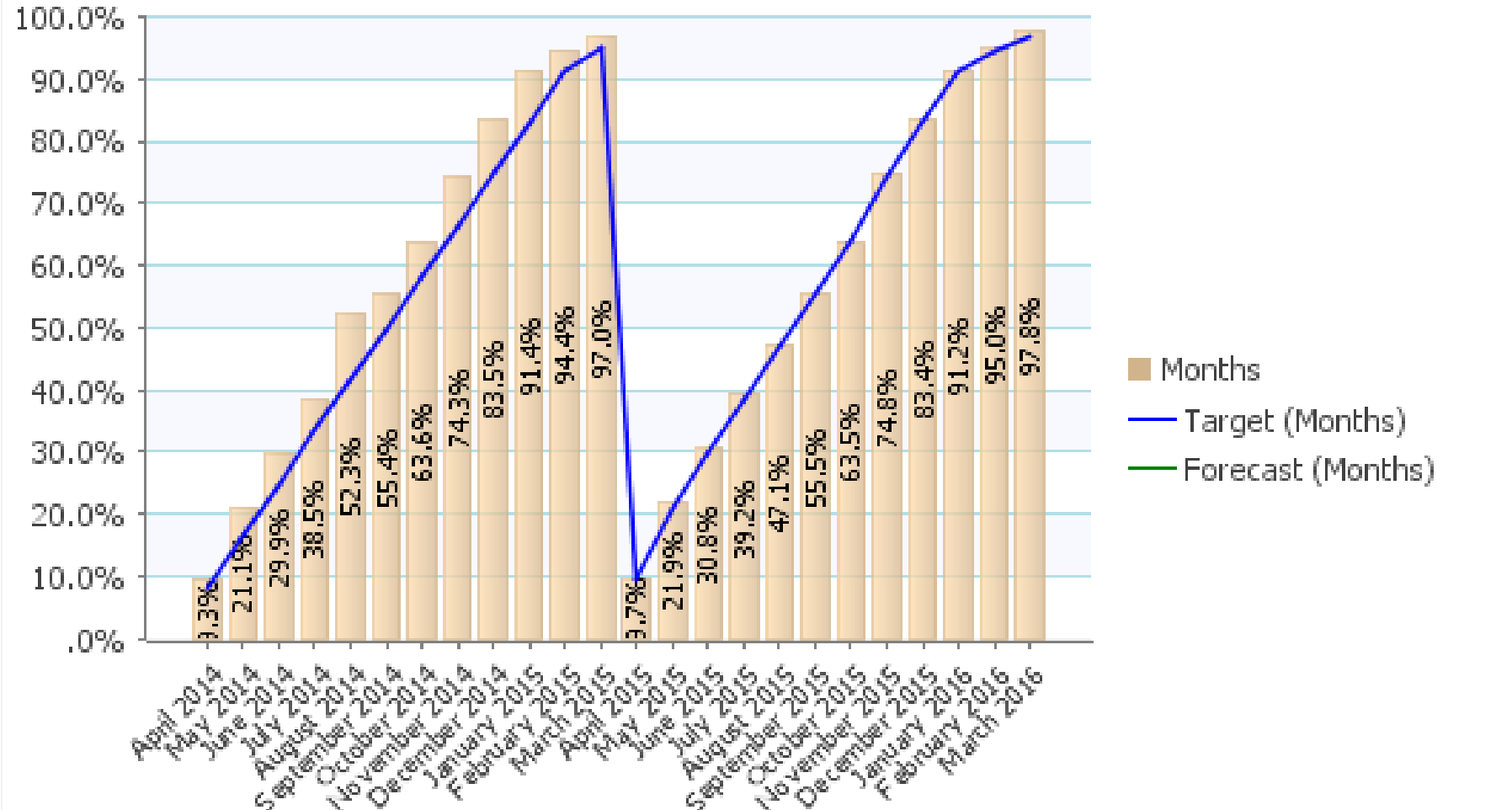


<p><b>PI Code &amp; Short Name</b></p>	<p>EHPI 8 % of invoices paid on time. (MAXIMISING INDICATOR)</p>	<p><b>Managed By</b></p>	<p>Chris Gibson</p>
<p><b>EHPI 8 % of invoices paid on time. (MAXIMISING INDICATOR)</b></p>		<p><b>Short Term Trend Arrow</b></p>	<p>↑</p>
		<p><b>Long Term Trend Arrow</b></p>	<p>↑</p>
<p>100.00% 99.50% 99.00% 98.50% 98.00% 97.50% 97.00% 96.50% 96.00% 95.50% 95.00%</p>		<p><b>Traffic Light Icon</b></p>	<p>🟢</p>
<p>96.68% 96.09% 98.64% 98.53% 97.84% 98.12% 99.09% 98.19% 98.78% 97.10% 99.49% 97.87% 97.90% 96.66% 98.85% 98.95% 98.49% 97.29% 98.90% 97.27% 99.26% 98.05% 98.28% 98.69%</p>		<p><b>Current Value</b></p>	<p>98.69%</p>
<p>■ Months — Target (Months) — Forecast (Months)</p>		<p><b>Current Target</b></p>	<p>98.50%</p>
<p>April 2014 May 2014 June 2014 July 2014 August 2014 September 2014 October 2014 November 2014 December 2014 January 2015 February 2015 March 2015 April 2015 May 2015 June 2015 July 2015 August 2015 September 2015 October 2015 November 2015 December 2015 January 2016 February 2016 March 2016</p>		<p><b>Notes &amp; History Latest Note</b></p>	<p>March performance has exceeded target of 98.50%.</p>
<p><b>Management Response / Action</b></p>		<p>No further management response required at this stage.</p>	


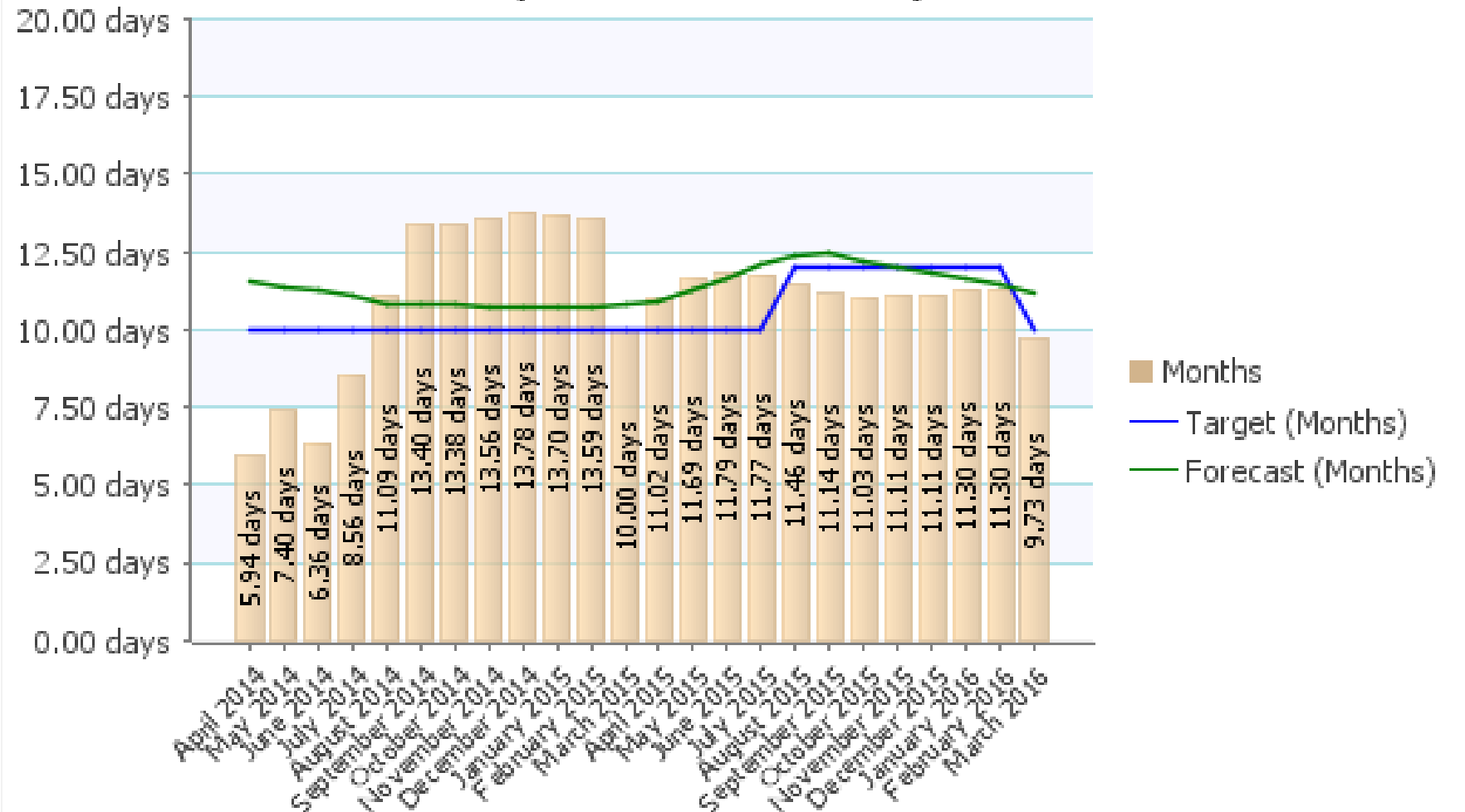


**Service Area** HR and Organisational Development

<p><b>PI Code &amp; Short Name</b></p>	<p>EHPI 12c Total number of sickness absence days per FTE staff in post (MINIMISING INDICATOR)</p>	<p><b>Managed By</b></p>	<p>Vicki David; Emma Freeman; Adele Taylor</p>																																																		
<p><b>EHPI 12c Total number of sickness absence days per FTE staff in post (MINIMISING INDICATOR)</b></p>		<p><b>Short Term Trend Arrow</b></p>	<p>↓</p>																																																		
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		<p><b>Current Target</b></p>	<p>0.54 days</p>																																																		
		<p><b>Notes &amp; History Latest Note</b></p>	<p>Total absence for the year so far is 5.62 days (end of year target is 6.5 days) Over target this month due to higher levels of seasonal short term sickness.</p>																																																		
		<p><b>Management Response / Action</b></p>	<p>Managers are continuing to keep track of sickness absence cases.</p>																																																		



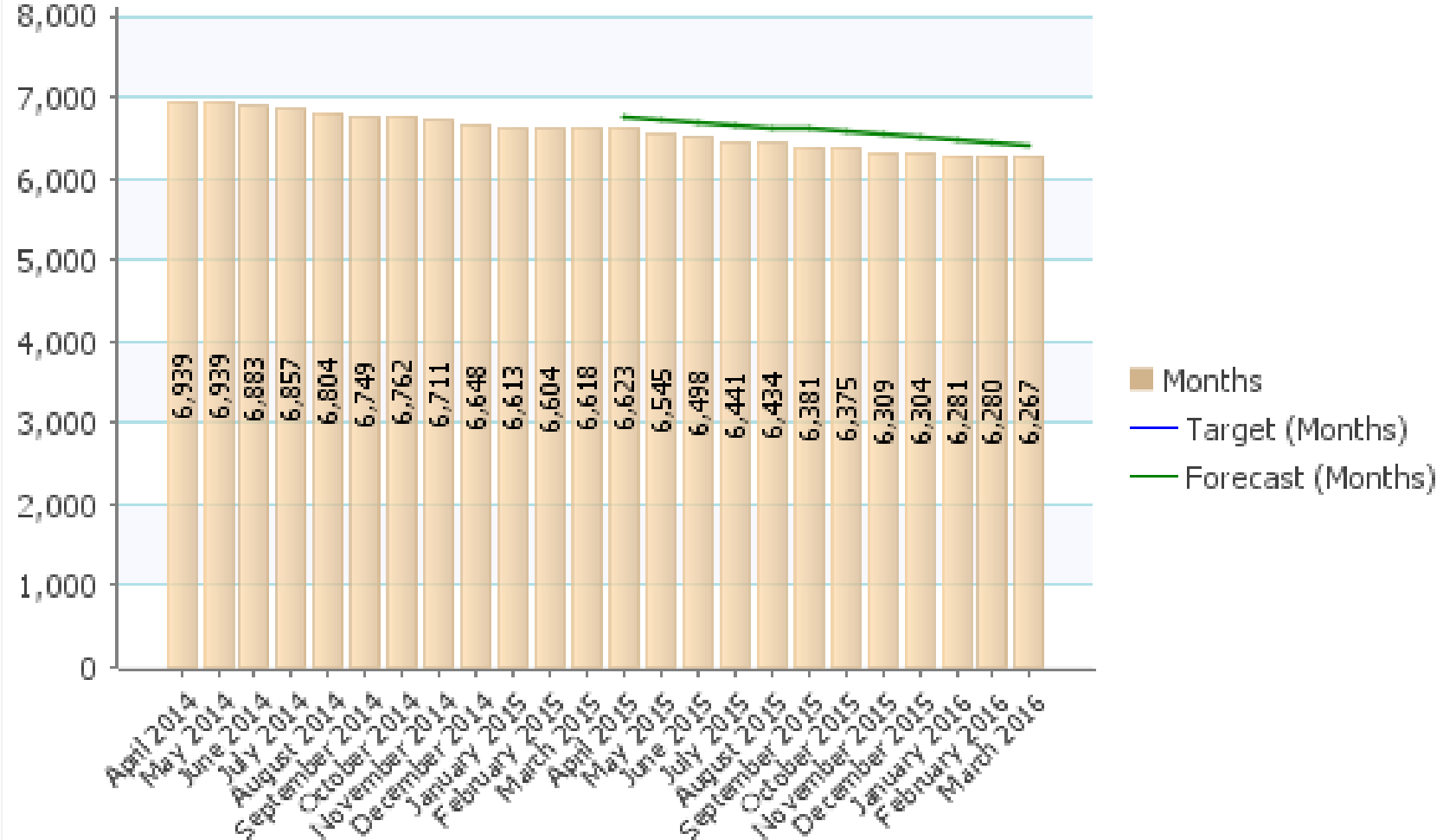
**Service Area Revenues and Benefits**



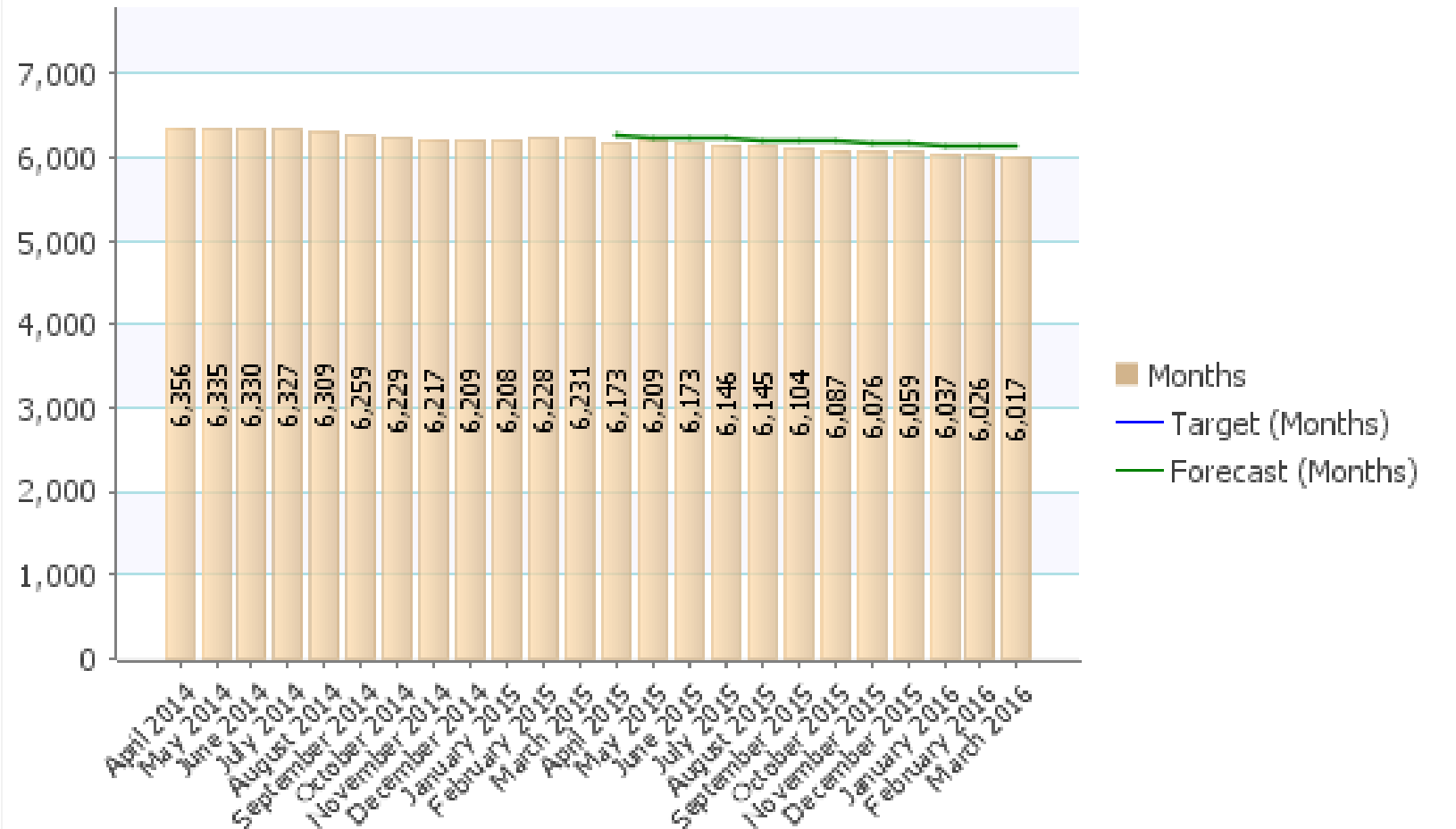
<p><b>PI Code &amp; Short Name</b></p>	<p>EHPI 10.2 Council tax collection, % of current year liability collected. (MAXIMISING CUMULATIVE INDICATOR)</p>	<p><b>Managed By</b></p>	<p>Su Tarran</p>																																																																											
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<p><b>Notes &amp; History Latest Note</b></p>		<p>Performance on target.</p>																																																																												
<p><b>Management Response / Action</b></p>		<p>No further management response required at this stage.</p>																																																																												

<b>PI Code &amp; Short Name</b>	EHPI 10.4 NNDR (Business rates) collection, % of current year liability collected. (MAXIMISING CUMULATIVE INDICATOR)	<b>Managed By</b>	Su Tarran;
<b>EHPI 10.4 NNDR (Business rates) collection, % of current year liability collected. (MAXIMISING CUMULATIVE INDICATOR)</b>		<b>Short Term Trend Arrow</b>	
		<b>Long Term Trend Arrow</b>	
		<b>Traffic Light Icon</b>	
		<b>Current Value</b>	97.8%
		<b>Current Target</b>	97.0%
		<b>Notes &amp; History Latest Note</b>	Performance on target.
		<b>Management Response / Action</b>	No further management response required at this stage.

<b>PI Code &amp; Short Name</b>	EHPI 181 Time taken to process Housing Benefit new claims and change events. (MINIMISING INDICATOR)	<b>Managed By</b>	Su Tarran;
<b>EHPI 181 Time taken to process Housing Benefit new claims and change events. (MINIMISING INDICATOR)</b>		<b>Short Term Trend Arrow</b>	
		<b>Long Term Trend Arrow</b>	
		<b>Traffic Light Icon</b>	
		<b>Current Value</b>	9.73 days
		<b>Current Target</b>	10.00 days
<b>Notes &amp; History Latest Note</b>		Performance on target. Period from 9 February 2016 to 8 March 2016 is 3.39 days making cumulative 9.73 days	
<b>Management Response / Action</b>		No further management response required at this stage.	



<b>PI Code &amp; Short Name</b>	EHPI 10.1 Council Tax Support caseload	<b>Managed By</b>	Su Tarran;
<b>EHPI 10.1 Council Tax Support caseload</b>		<b>Short Term Trend Arrow</b>	
		<b>Long Term Trend Arrow</b>	
		<b>Traffic Light Icon</b>	N/A – Trend only indicator
		<b>Current Value</b>	6,267
		<b>Current Target</b>	N/A – Trend only indicator
		<b>Notes &amp; History Latest Note</b>	The service is expecting a steady decline until central government strategies are applied.
		<b>Management Response / Action</b>	No further management response required at this stage.

<b>PI Code &amp; Short Name</b>	EHPI 10.3 Housing benefit caseload	<b>Managed By</b>	Su Tarran;
<b>EHPI 10.3 Housing benefit caseload</b>		<b>Short Term Trend Arrow</b>	
		<b>Long Term Trend Arrow</b>	
		<b>Traffic Light Icon</b>	N/A – Trend only indicator
		<b>Current Value</b>	6,017
		<b>Current Target</b>	N/A – Trend only indicator
		<b>Notes &amp; History Latest Note</b>	The service is expecting a steady decline until central government strategies are applied.
		<b>Management Response / Action</b>	No further management response required at this stage.

**Service Area** Community Safety and Health

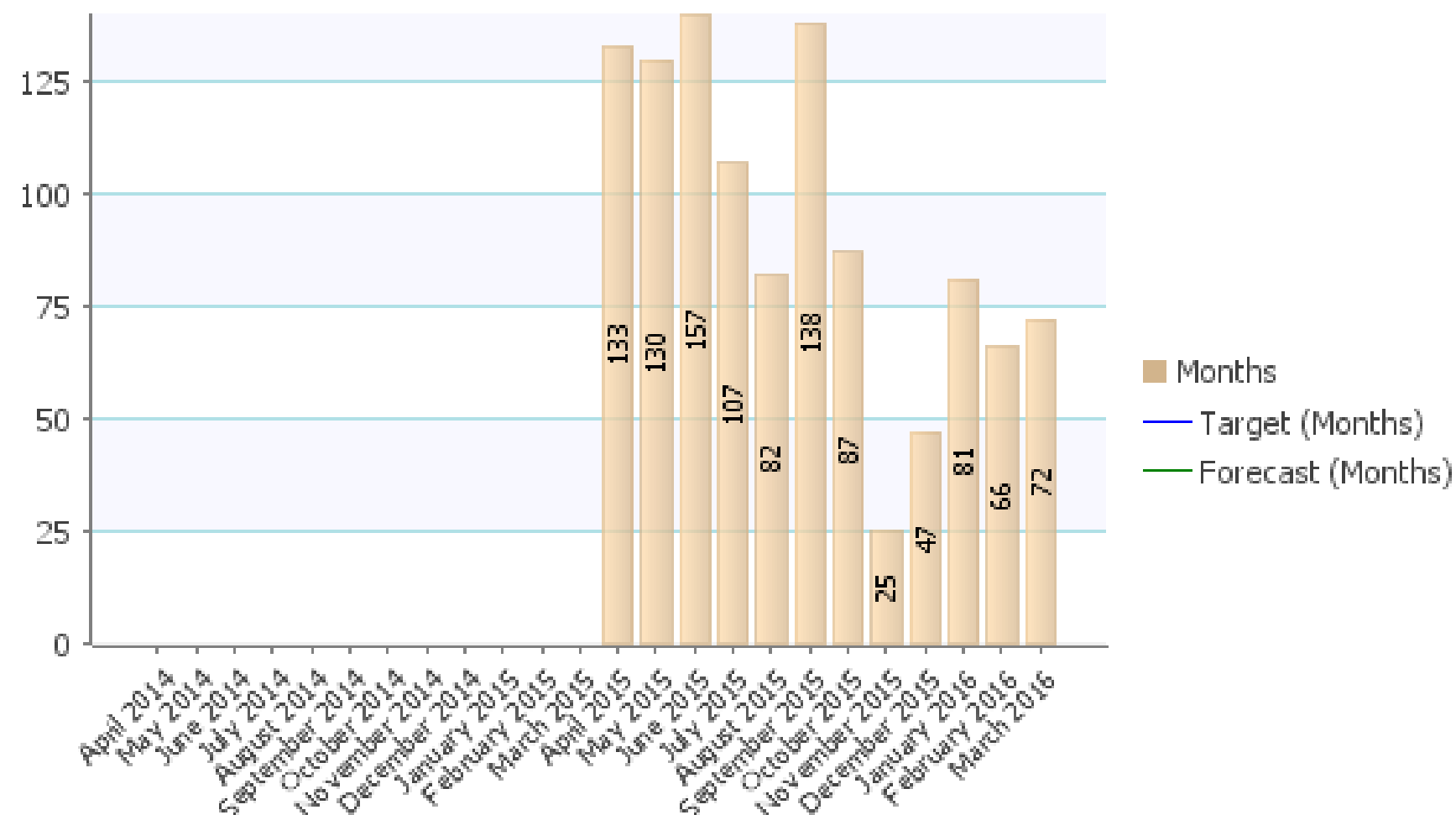
<b>PI Code &amp; Short Name</b>	EHPI 2.12 (41a) Service requests: environmental health (MAXIMISING INDICATOR)	<b>Managed By</b>	Brian Simmonds
<b>TBC</b>		<b>Short Term Trend Arrow</b>	TBC
		<b>Long Term Trend Arrow</b>	TBC
		<b>Traffic Light Icon</b>	TBC
		<b>Current Value</b>	TBC
		<b>Current Target</b>	TBC
		<b>Notes &amp; History Latest Note</b>	Performance data is not currently available due to the migration of data to a new database which is ongoing.
		<b>Management Response / Action</b>	No further management response required at this stage.

<b>PI Code &amp; Short Name</b>	EHPI 129 Response time to ASB complaints made to EHC. (MAXIMISING INDICATOR)	<b>Managed By</b>	Brian Simmonds
<p><b>EHPI 129 Response time to ASB complaints made to EHC. (MAXIMISING INDICATOR)</b></p> <p>100.00 % 90.00 % 80.00 % 70.00 % 60.00 % 50.00 % 40.00 % 30.00 % 20.00 % 10.00 % 0.00 %</p> <p>■ Months — Target (Months) — Forecast (Months)</p> <p>April 2014 May 2014 June 2014 July 2014 August 2014 September 2014 October 2014 November 2014 December 2014 January 2015 February 2015 March 2015 April 2015 May 2015 June 2015 July 2015 August 2015 September 2015 October 2015 November 2015 December 2015 January 2016 February 2016 March 2016</p>		<b>Short Term Trend Arrow</b>	▬
		<b>Long Term Trend Arrow</b>	▬
		<b>Traffic Light Icon</b>	🟢
		<b>Current Value</b>	100.00 %
		<b>Current Target</b>	100.00 %
		<b>Notes &amp; History Latest Note</b>	Performance on target. There were seven complaints made to the Community Safety Team at East Herts Council all of which were responded to within the minimum of two working days, therefore meeting the 100% target.
		<b>Management Response / Action</b>	No further management response required at this stage.


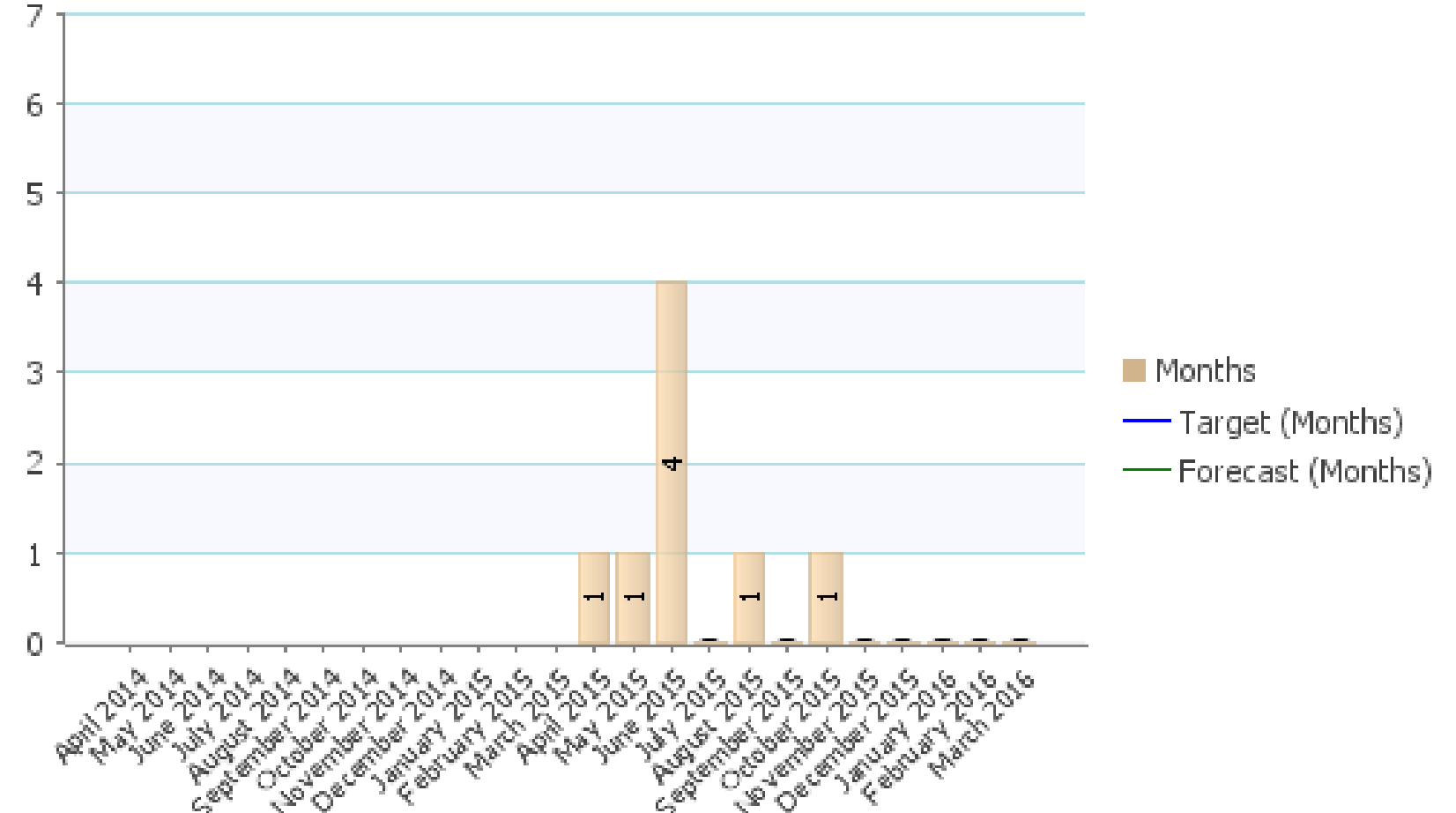
**PI Code & Short Name**

EHPI 3.5 The number of applications received by the Licensing team in respect of Licensed premises (MAXIMISING INDICATOR)

**EHPI 3.5 The number of applications received by the Licensing team in respect of Licensed premises (MAXIMISING INDICATOR)**

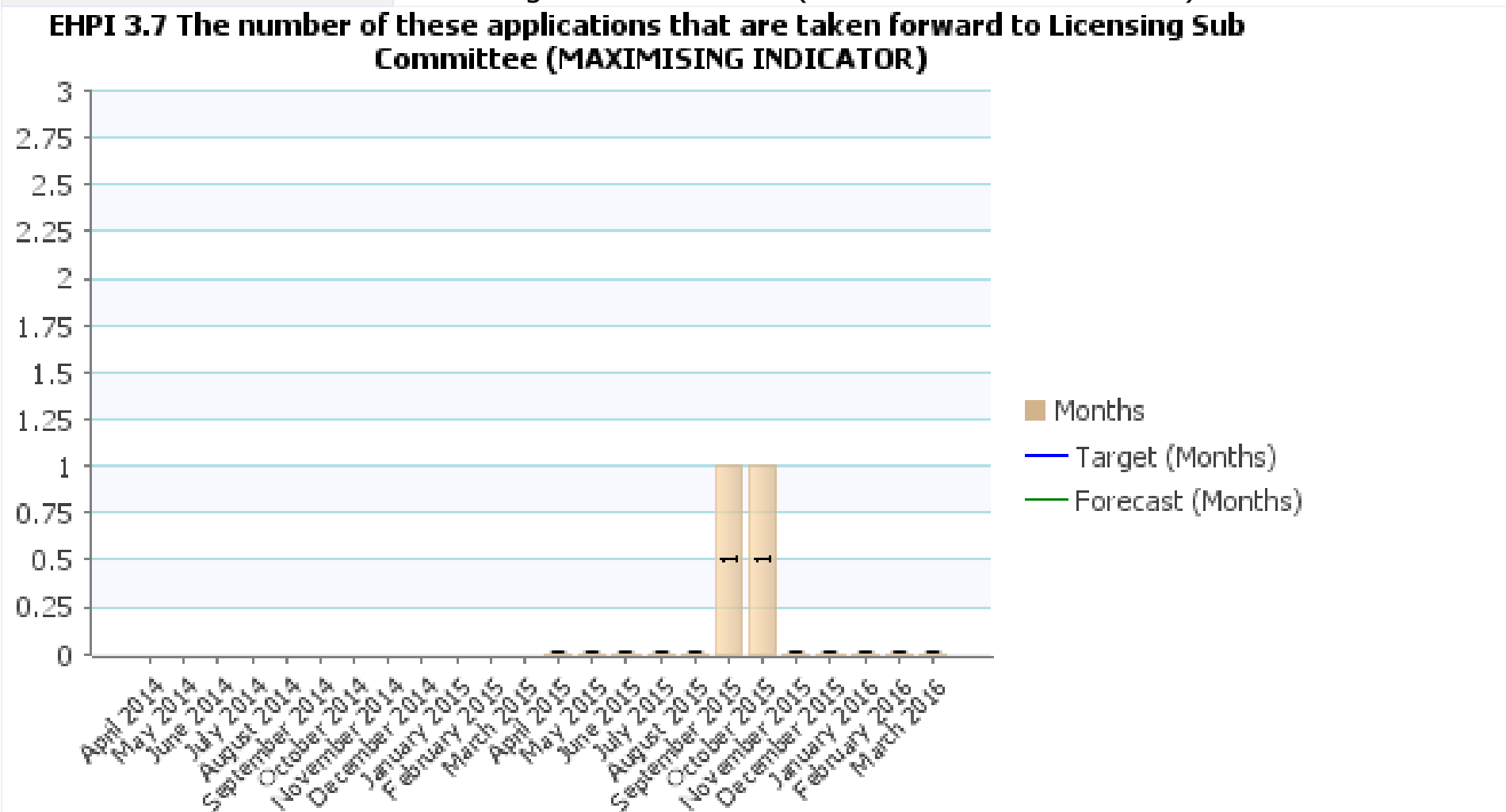


<b>Managed By</b>	Brian Simmonds
<b>Short Term Trend Arrow</b>	↑
<b>Long Term Trend Arrow</b>	N/A – New indicator for 2015/16 therefore no Long term trend to analyse.
<b>Traffic Light Icon</b>	N/A – Trend only indicator
<b>Current Value</b>	72
<b>Current Target</b>	N/A – Trend only indicator
<b>Notes &amp; History Latest Note</b>	There were higher numbers of applications received compared to the previous period.
<b>Management Response / Action</b>	No further management response required at this stage.

<b>PI Code &amp; Short Name</b>	EHPI 3.6 The number of these applications that have received representations against them (MAXIMISING INDICATOR)	<b>Managed By</b>	Brian Simmonds
<b>EHPI 3.6 The number of these applications that have received representations against them (MAXIMISING INDICATOR)</b>		<b>Short Term Trend Arrow</b>	
		<b>Long Term Trend Arrow</b>	N/A – New indicator for 2015/16 therefore no Long term trend to analyse.
		<b>Traffic Light Icon</b>	N/A – Trend only indicator
		<b>Current Value</b>	0
		<b>Current Target</b>	N/A – Trend only indicator
		<b>Notes &amp; History Latest Note</b>	There were no applications received in March.
		<b>Management Response / Action</b>	No further management response required at this stage.

**PI Code & Short Name** EHPI 3.7 The number of these applications that are taken forward to Licensing Sub Committee (MAXIMISING INDICATOR)

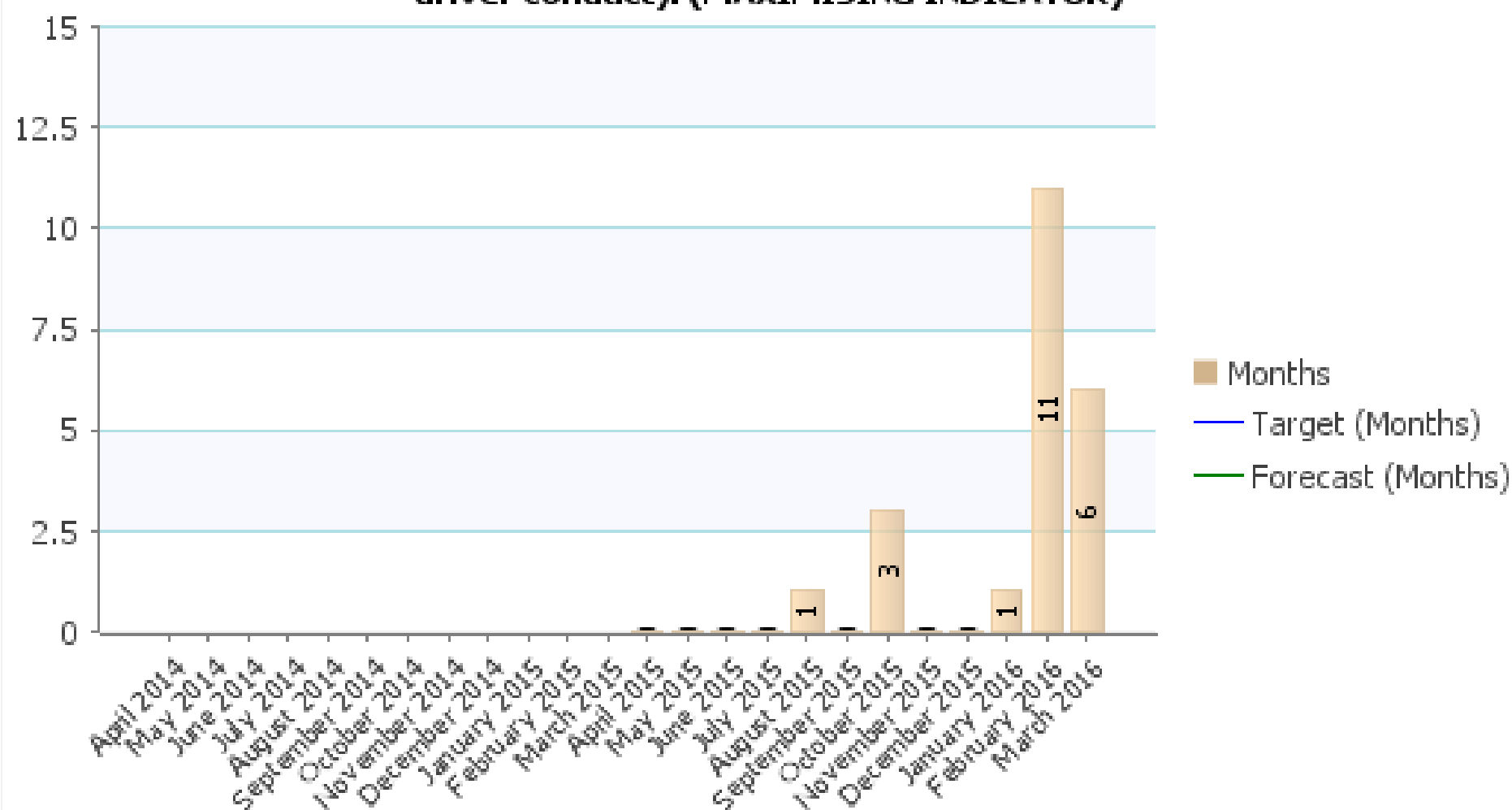
<b>Managed By</b>	Brian Simmonds
<b>Short Term Trend Arrow</b>	▬
<b>Long Term Trend Arrow</b>	N/A – New indicator for 2015/16 therefore no Long term trend to analyse.
<b>Traffic Light Icon</b>	N/A – Trend only indicator
<b>Current Value</b>	0
<b>Current Target</b>	N/A – Trend only indicator
<b>Notes &amp; History Latest Note</b>	There were no applications received in March.
<b>Management Response / Action</b>	No further management response required at this stage.



**PI Code & Short Name**

EHPI 3.1 The number of formal warnings issued to drivers and operators by the Licensing team. (This includes matters like - failure to produce documents, parking issues and driver conduct). (MAXIMISING INDICATOR)

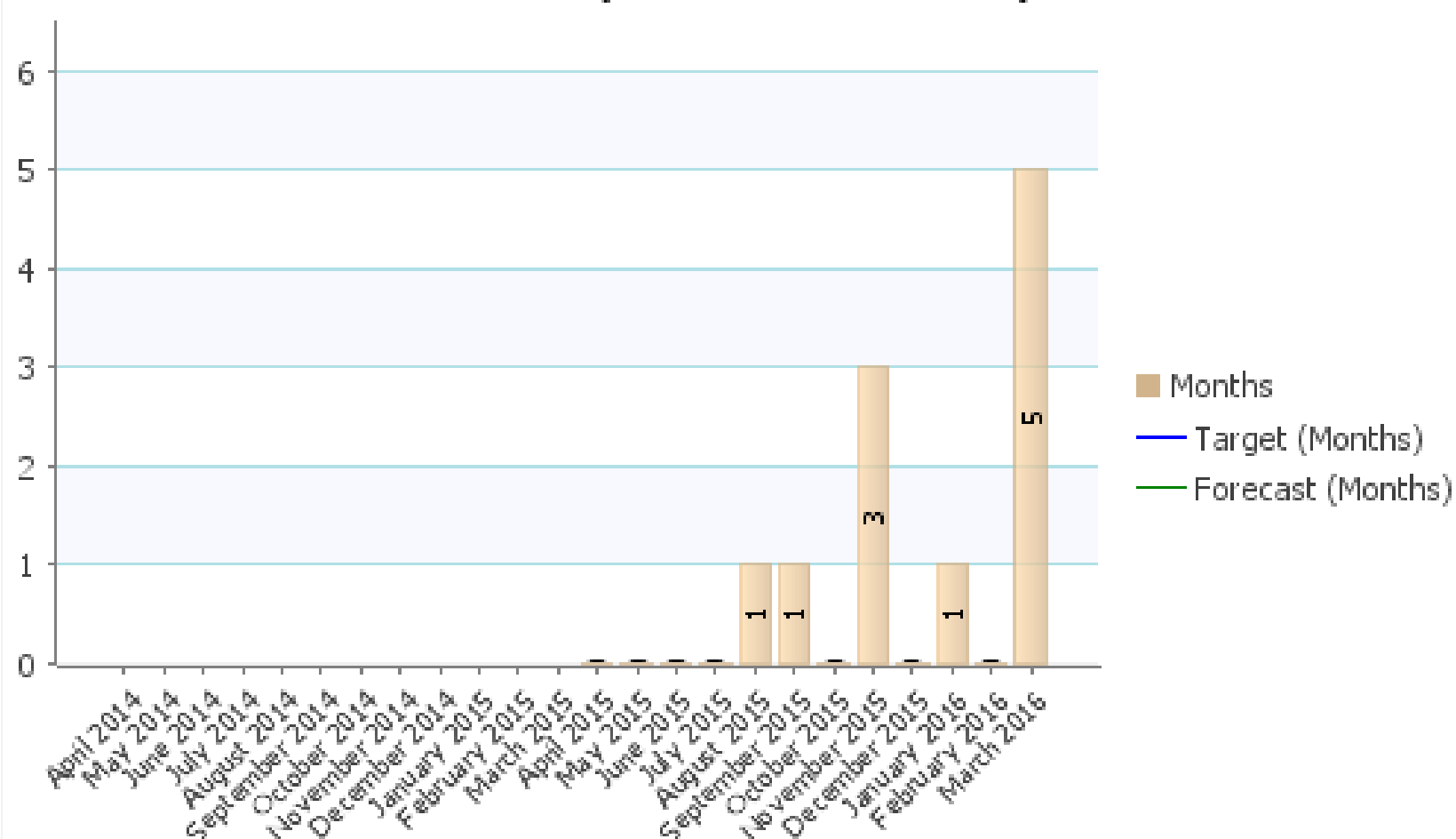
**EHPI 3.1 The number of formal warnings issued to drivers and operators by the Licensing team. (This includes matters like - failure to produce documents, parking issues and driver conduct). (MAXIMISING INDICATOR)**



<b>Managed By</b>	Brian Simmonds
<b>Short Term Trend Arrow</b>	↓
<b>Long Term Trend Arrow</b>	N/A – New indicator for 2015/16 therefore no Long term trend to analyse.
<b>Traffic Light Icon</b>	N/A – Trend only indicator
<b>Current Value</b>	6
<b>Current Target</b>	N/A – Trend only indicator
<b>Notes &amp; History Latest Note</b>	New system now working better. Documents being produced in timely manner.
<b>Management Response / Action</b>	No further management response required at this stage.

**PI Code & Short Name** EHPI 3.2 The number of taxi licensing matters taken forward to the Licensing Sub Committee. (MAXIMISING INDICATOR)

**EHPI 3.2 The number of taxi licensing matters taken forward to the Licensing Sub Committee. (MAXIMISING INDICATOR)**



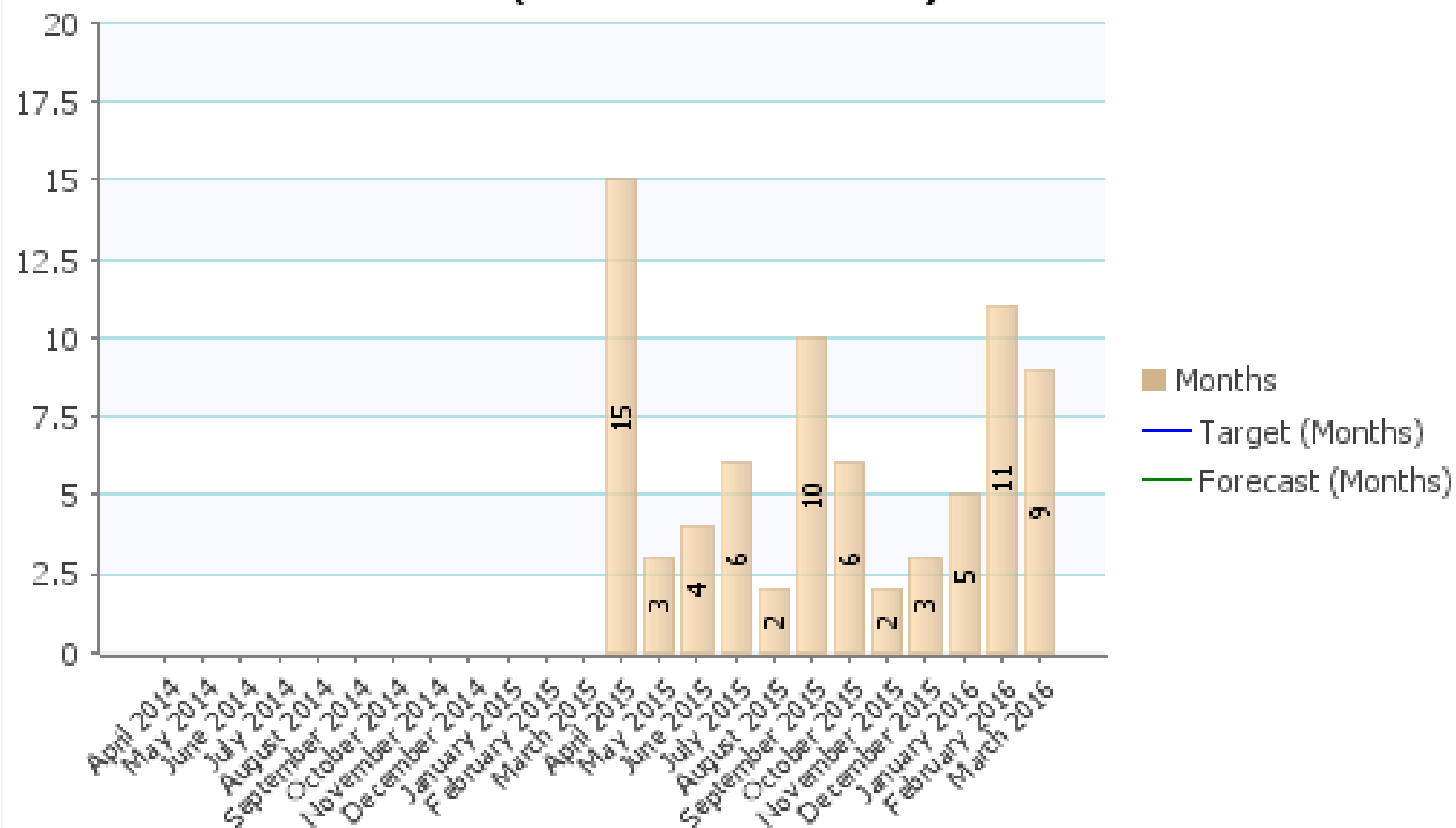
<b>Managed By</b>	Brian Simmonds
<b>Short Term Trend Arrow</b>	↑
<b>Long Term Trend Arrow</b>	N/A – New indicator for 2015/16 therefore no Long term trend to analyse.
<b>Traffic Light Icon</b>	N/A – Trend only indicator
<b>Current Value</b>	5
<b>Current Target</b>	N/A – Trend only indicator
<b>Notes &amp; History Latest Note</b>	Increase due to change in applying policy.
<b>Management Response / Action</b>	No further management response required at this stage.



**PI Code & Short Name**

EHPI 3.3 Number of events notified to the Safety Advisory Group by event organisers. (MAXIMISING INDICATOR)

**EHPI 3.3 Number of events notified to the Safety Advisory Group by event organisers. (MAXIMISING INDICATOR)**



**Managed By**

Brian Simmonds

**Short Term Trend Arrow**



**Long Term Trend Arrow**

N/A – New indicator for 2015/16 therefore no Long term trend to analyse.

**Traffic Light Icon**

N/A – Trend only indicator

**Current Value**

9

**Current Target**

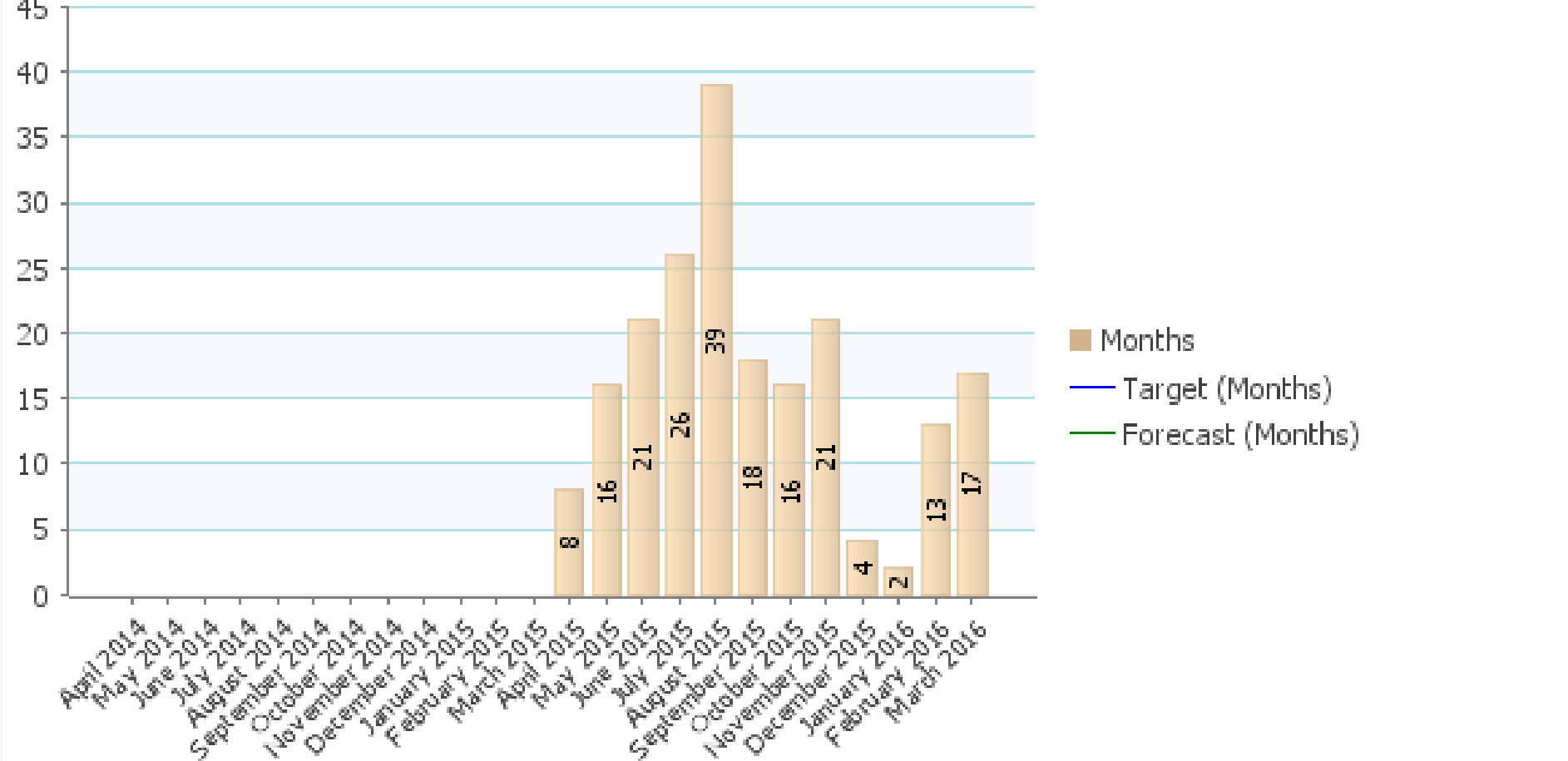
N/A – Trend only indicator

**Notes & History Latest Note**

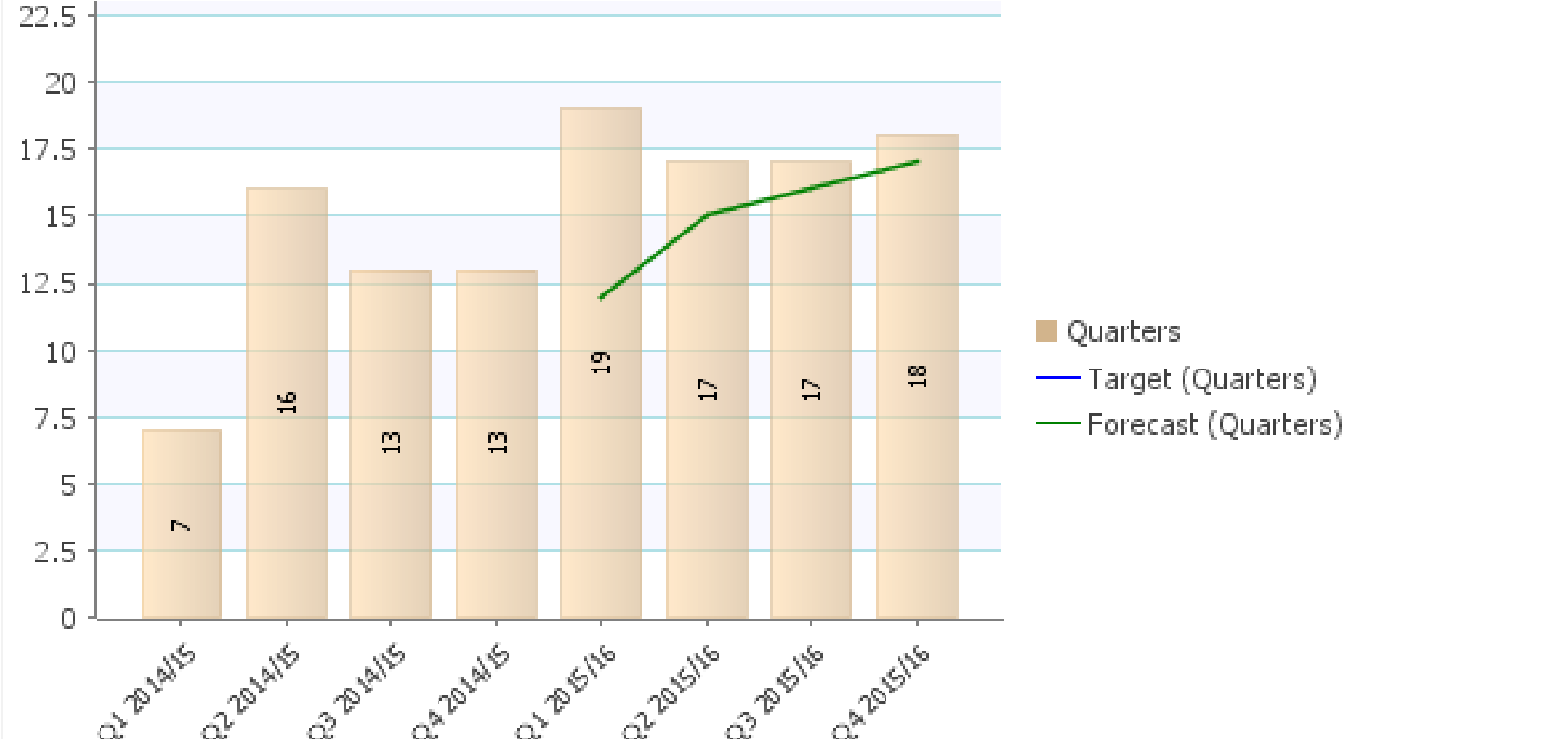
All repeat events, numbers as expected.

**Management Response / Action**

No further management response required at this stage.

<b>PI Code &amp; Short Name</b>	EHPI 3.4 The number of visits by Licensing Enforcement officers to Licensed premises (MAXIMISING INDICATOR)	<b>Managed By</b>	Brian Simmonds
<b>EHPI 3.4 The number of visits by Licensing Enforcement officers to Licensed premises (MAXIMISING INDICATOR)</b>		<b>Short Term Trend Arrow</b>	↑
		<b>Long Term Trend Arrow</b>	N/A – New indicator for 2015/16 therefore no Long term trend to analyse.
		<b>Traffic Light Icon</b>	N/A – Trend only indicator
		<b>Current Value</b>	17
		<b>Current Target</b>	N/A – Trend only indicator
<b>Notes &amp; History Latest Note</b>		Slight increase after joint operation with police.	
<b>Management Response / Action</b>		No further management response required at this stage.	

**Service Area** Housing


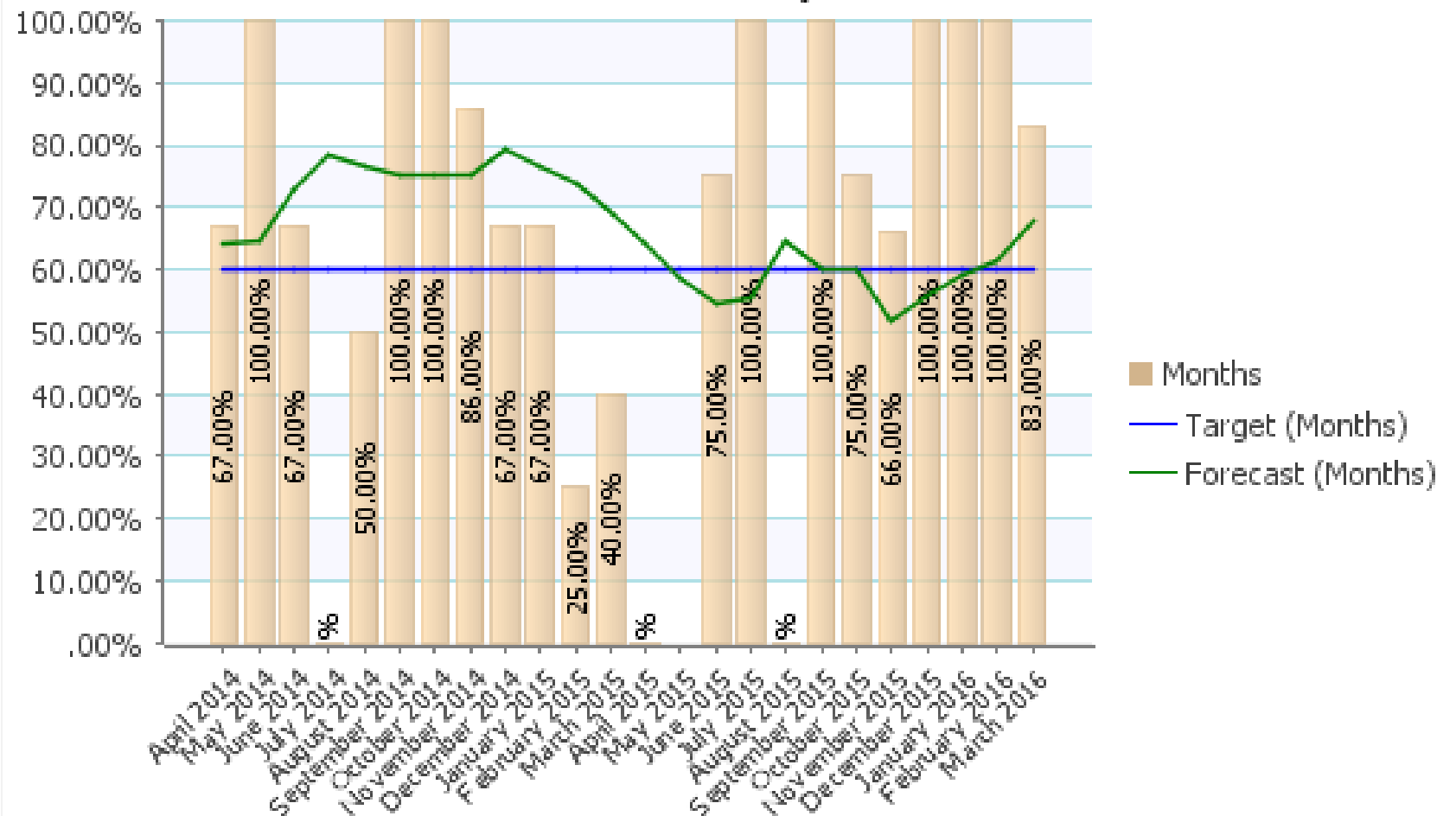


<b>PI Code &amp; Short Name</b>	EHPI 152 The number of applicants accepted as owed the main homelessness duty to secure accommodation. (MINIMISING INDICATOR)	<b>Managed By</b>	Claire Bennett
<b>EHPI 152 The number of applicants accepted as owed the main homelessness duty to secure accommodation. (MINIMISING INDICATOR)</b>		<b>Short Term Trend Arrow</b>	↓
		<b>Long Term Trend Arrow</b>	↓
		<b>Traffic Light Icon</b>	N/A – Trend only indicator
		<b>Current Value</b>	18
		<b>Current Target</b>	N/A – Trend only indicator
		<b>Notes &amp; History Latest Note</b>	The number of households accepted as being owed a rehousing duty has remained very similar for each of the 4 quarters. However the total annual figure is 45% higher than the annual figure for 2014/15.
		<b>Management Response / Action</b>	No further management response required at this stage.


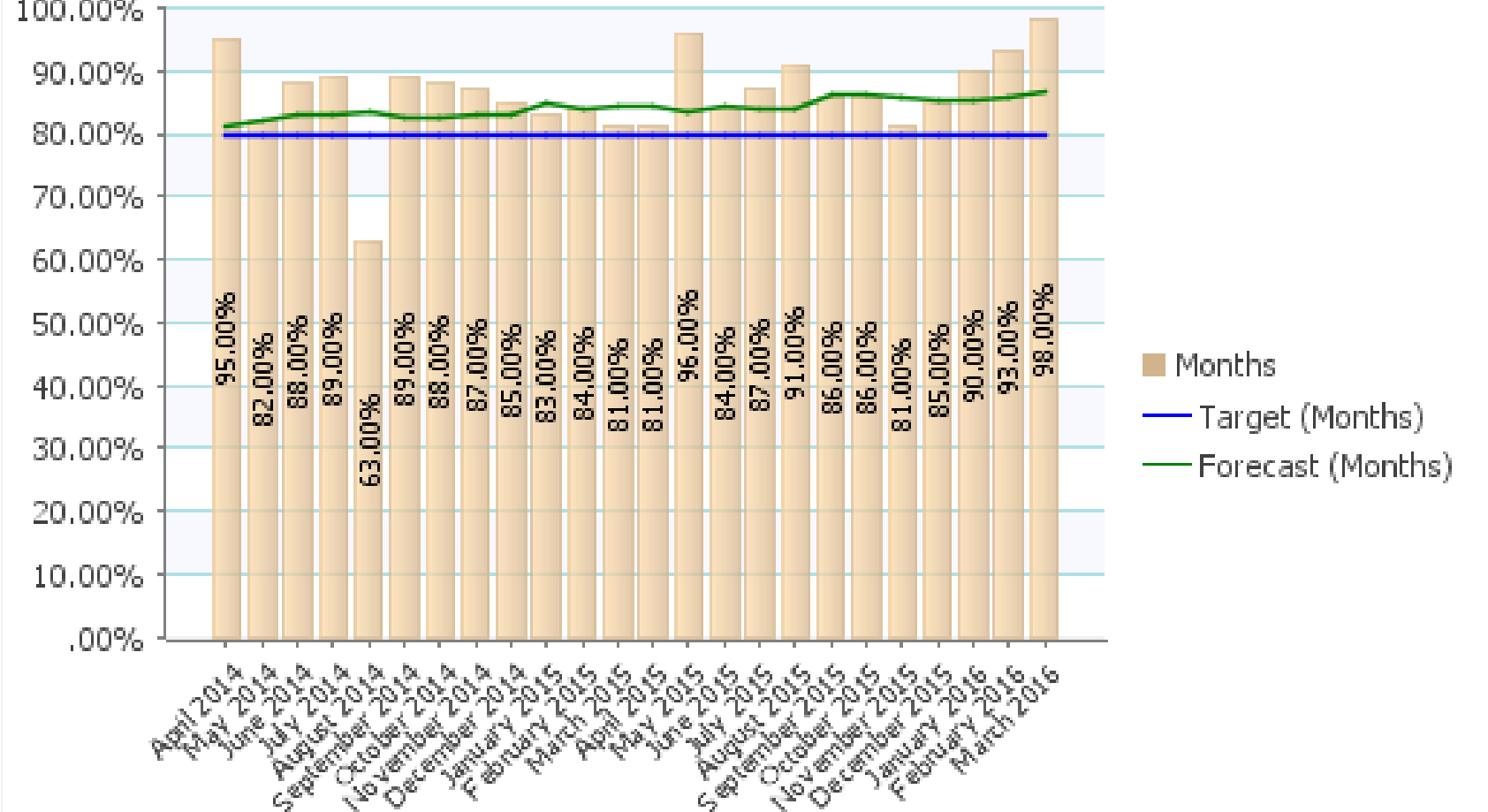


<b>PI Code &amp; Short Name</b>	EHPI 153 Number of applicants that presented to the council as homeless. (MINIMISING INDICATOR)	<b>Managed By</b>	Claire Bennett
<b>EHPI 153 Number of applicants that presented to the council as homeless. (MINIMISING INDICATOR)</b>		<b>Short Term Trend Arrow</b>	↓
		<b>Long Term Trend Arrow</b>	↓
		<b>Traffic Light Icon</b>	N/A – Trend only indicator
		<b>Current Value</b>	30
		<b>Current Target</b>	N/A – Trend only indicator
		<b>Notes &amp; History Latest Note</b>	The fourth quarter recorded 30 households as presenting as homeless compared to 23 for the same quarter 2014/15. The cumulative total for 2015/16 is 113 compared to 99 for the same four quarters in 2014/15. The primary reasons remains the end of an assured short-hold tenancy in the private sector where the landlord wants the property back to either sell or re-let at a higher rent.
		<b>Management Response / Action</b>	No further management response required at this stage.

<b>PI Code &amp; Short Name</b>	EHPI 151 Number of homeless households living in temporary accommodation at the end of the quarter. (MINIMISING INDICATOR)	<b>Managed By</b>	Claire Bennett
<b>EHPI 151 Number of homeless households living in temporary accommodation at the end of the quarter. (MINIMISING INDICATOR)</b>		<b>Short Term Trend Arrow</b>	↑
		<b>Long Term Trend Arrow</b>	↑
		<b>Traffic Light Icon</b>	N/A – Trend only indicator
		<b>Current Value</b>	19
		<b>Current Target</b>	N/A – Trend only indicator
		<b>Notes &amp; History Latest Note</b>	There were 11 households in the council's hostel accommodation (maximum household occupancy is 12) and no households in Bed and Breakfast. Of the remaining 8 households all had a homeless duty : 6 were in temporary supported accommodation and 2 were in self contained temporary accommodation.
		<b>Management Response / Action</b>	No further management response required at this stage.


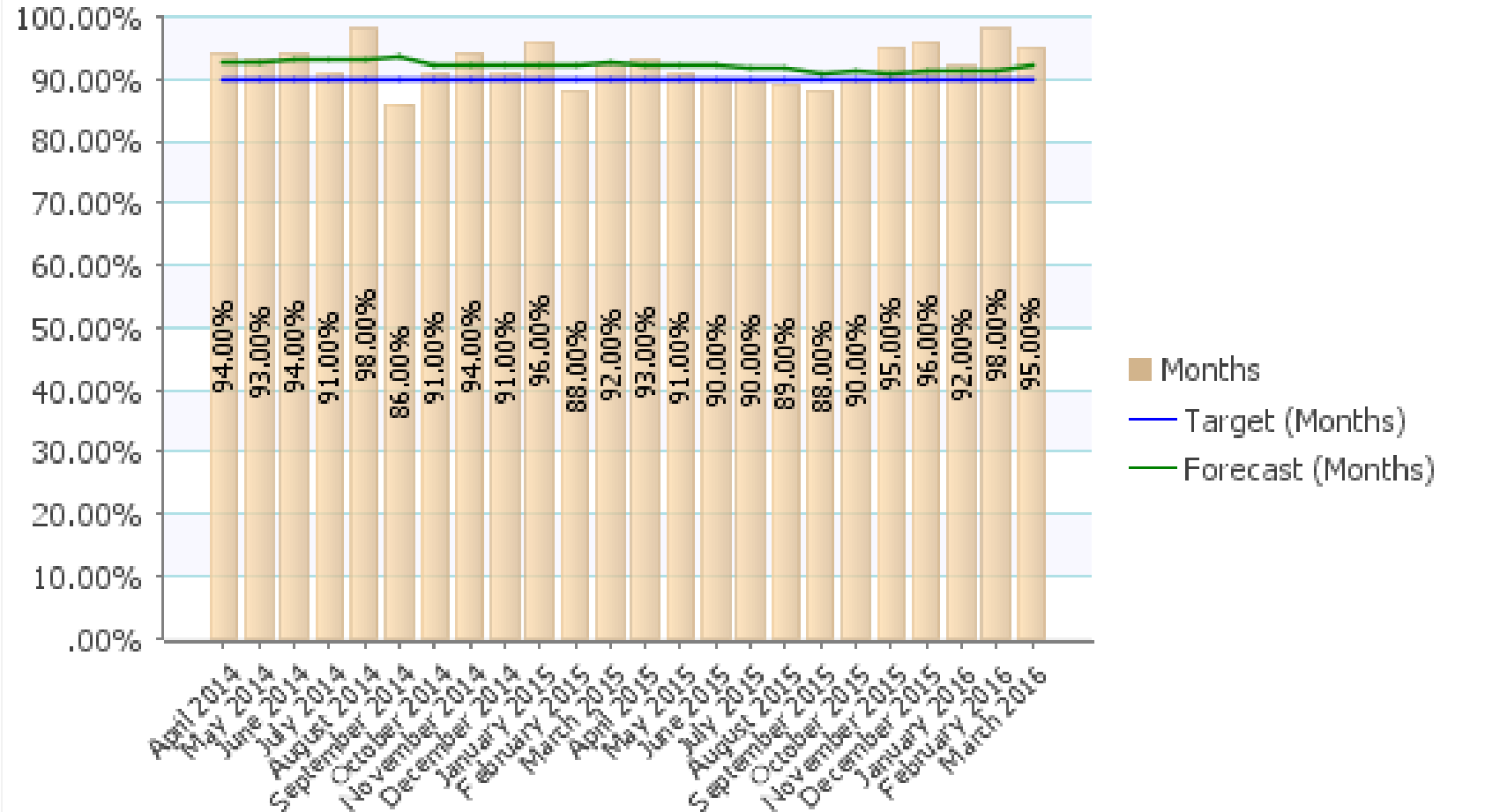


**Service Area** Planning and Building Control


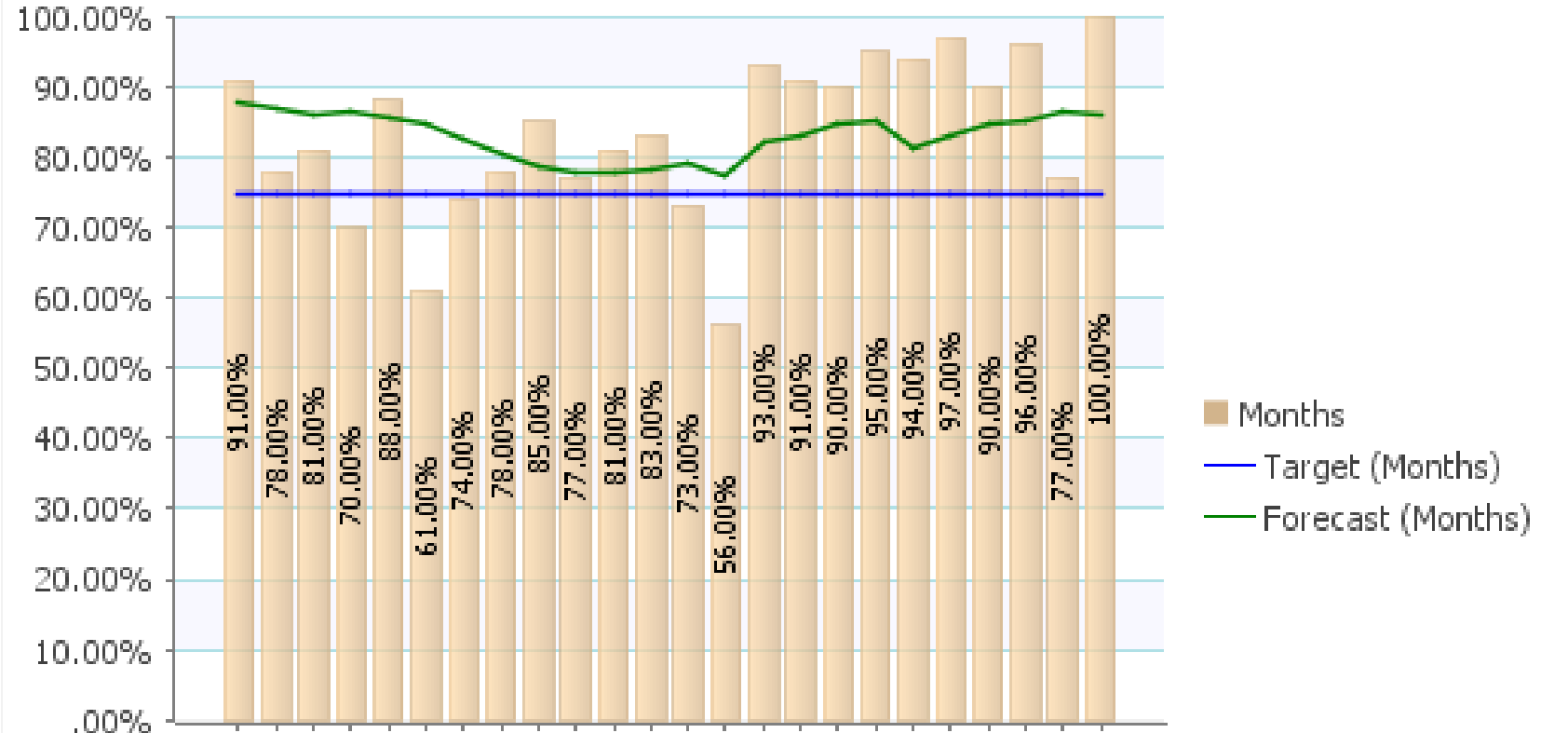


<p><b>PI Code &amp; Short Name</b></p>	<p>EHPI 2.1e Planning Enforcement: Service of formal Notices. (MAXIMISING INDICATOR)</p>	<p><b>Managed By</b></p>	<p>Kevin Steptoe</p>																																																																											
<p><b>EHPI 2.1e Planning Enforcement: Service of formal Notices. (MAXIMISING INDICATOR)</b></p>		<p><b>Short Term Trend Arrow</b></p>	<p>N/A – No notices were served in February therefore no short term trend can be analysed.</p>																																																																											
<table border="1"> <caption>Performance Data for EHPI 2.1e Planning Enforcement: Service of formal Notices</caption> <thead> <tr> <th>Month</th> <th>Actual Performance (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>Apr 2014</td><td>100.00%</td><td>70.00%</td></tr> <tr><td>May 2014</td><td>100.00%</td><td>70.00%</td></tr> <tr><td>Jun 2014</td><td>100.00%</td><td>70.00%</td></tr> <tr><td>Jul 2014</td><td>100.00%</td><td>70.00%</td></tr> <tr><td>Aug 2014</td><td>100.00%</td><td>70.00%</td></tr> <tr><td>Sep 2014</td><td>100.00%</td><td>70.00%</td></tr> <tr><td>Oct 2014</td><td>100.00%</td><td>70.00%</td></tr> <tr><td>Nov 2014</td><td>100.00%</td><td>70.00%</td></tr> <tr><td>Dec 2014</td><td>100.00%</td><td>70.00%</td></tr> <tr><td>Jan 2015</td><td>100.00%</td><td>70.00%</td></tr> <tr><td>Feb 2015</td><td>85.00%</td><td>70.00%</td></tr> <tr><td>Mar 2015</td><td>100.00%</td><td>85.00%</td></tr> <tr><td>Apr 2015</td><td>100.00%</td><td>85.00%</td></tr> <tr><td>May 2015</td><td>100.00%</td><td>85.00%</td></tr> <tr><td>Jun 2015</td><td>100.00%</td><td>85.00%</td></tr> <tr><td>Jul 2015</td><td>100.00%</td><td>85.00%</td></tr> <tr><td>Aug 2015</td><td>100.00%</td><td>85.00%</td></tr> <tr><td>Sep 2015</td><td>100.00%</td><td>85.00%</td></tr> <tr><td>Oct 2015</td><td>100.00%</td><td>85.00%</td></tr> <tr><td>Nov 2015</td><td>100.00%</td><td>85.00%</td></tr> <tr><td>Dec 2015</td><td>100.00%</td><td>85.00%</td></tr> <tr><td>Jan 2016</td><td>100.00%</td><td>85.00%</td></tr> <tr><td>Feb 2016</td><td>100.00%</td><td>85.00%</td></tr> <tr><td>Mar 2016</td><td>100.00%</td><td>85.00%</td></tr> </tbody> </table>		Month	Actual Performance (%)	Target (%)	Apr 2014	100.00%	70.00%	May 2014	100.00%	70.00%	Jun 2014	100.00%	70.00%	Jul 2014	100.00%	70.00%	Aug 2014	100.00%	70.00%	Sep 2014	100.00%	70.00%	Oct 2014	100.00%	70.00%	Nov 2014	100.00%	70.00%	Dec 2014	100.00%	70.00%	Jan 2015	100.00%	70.00%	Feb 2015	85.00%	70.00%	Mar 2015	100.00%	85.00%	Apr 2015	100.00%	85.00%	May 2015	100.00%	85.00%	Jun 2015	100.00%	85.00%	Jul 2015	100.00%	85.00%	Aug 2015	100.00%	85.00%	Sep 2015	100.00%	85.00%	Oct 2015	100.00%	85.00%	Nov 2015	100.00%	85.00%	Dec 2015	100.00%	85.00%	Jan 2016	100.00%	85.00%	Feb 2016	100.00%	85.00%	Mar 2016	100.00%	85.00%	<p><b>Long Term Trend Arrow</b></p>	
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<p><b>Current Target</b></p>		<p>85.00%</p>																																																																												
<p><b>Notes &amp; History Latest Note</b></p>		<p>Performance exceeding target. 3 out of 3 notices served</p>																																																																												
<p><b>Management Response / Action</b></p>		<p>No further management response required at this stage.</p>																																																																												


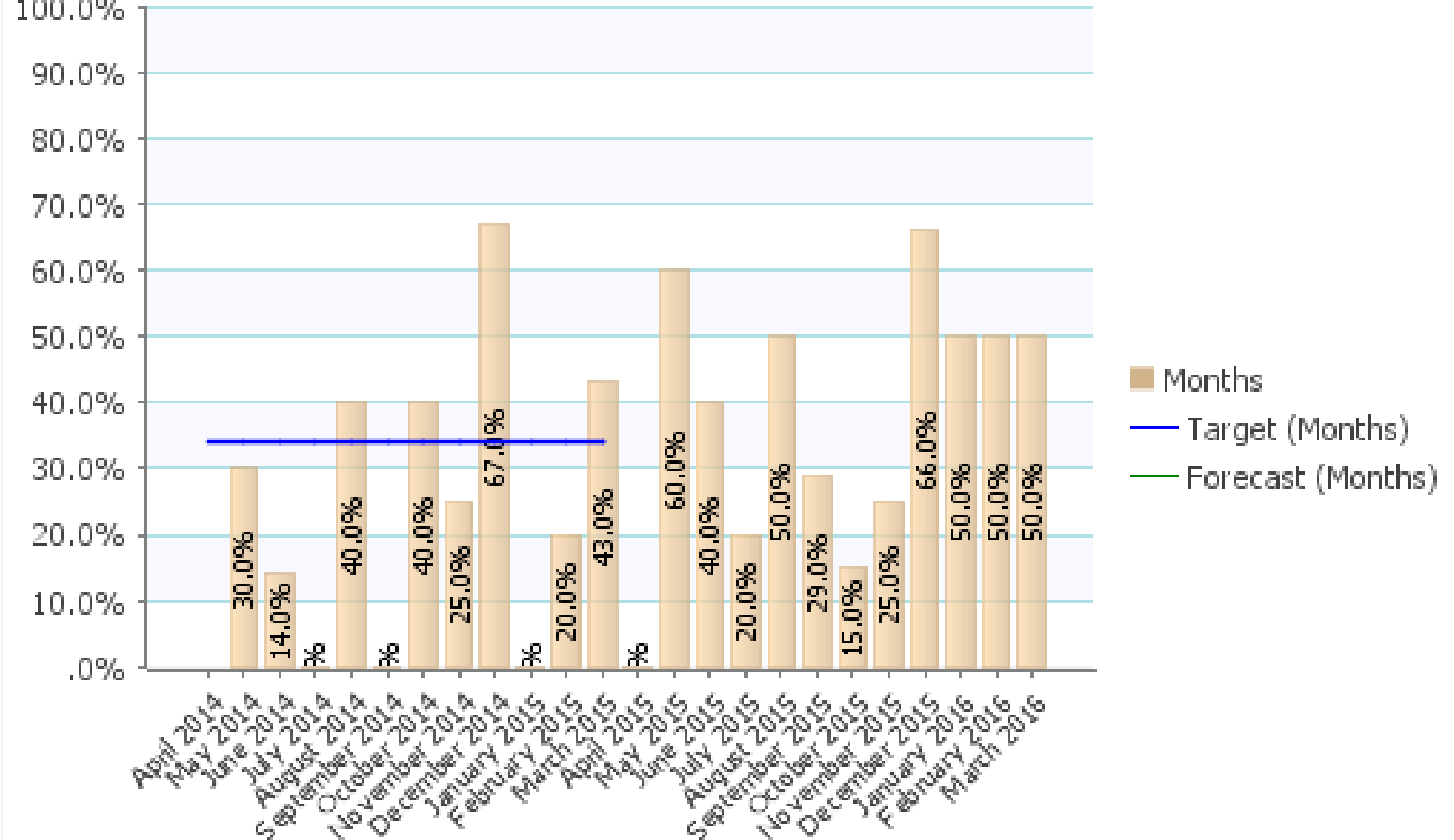

<b>PI Code &amp; Short Name</b>	EHPI 157a Processing of planning applications: Major applications. (MAXIMISING INDICATOR)	<b>Managed By</b>	Kevin Steptoe; Alison Young
<b>EHPI 157a Processing of planning applications: Major applications. (MAXIMISING INDICATOR)</b>		<b>Short Term Trend Arrow</b>	
		<b>Long Term Trend Arrow</b>	
		<b>Traffic Light Icon</b>	
		<b>Current Value</b>	83.00%
		<b>Current Target</b>	60.00%
		<b>Notes &amp; History Latest Note</b>	Performance exceeding target. 5 out of 6 applications processed on time.
		<b>Management Response / Action</b>	No further management response required at this stage.

<b>PI Code &amp; Short Name</b>	EHPI 157b Processing of planning applications: Minor applications. (MAXIMISING INDICATOR)	<b>Managed By</b>	Kevin Steptoe; Alison Young
<b>EHPI 157b Processing of planning applications: Minor applications. (MAXIMISING INDICATOR)</b>		<b>Short Term Trend Arrow</b>	
		<b>Long Term Trend Arrow</b>	
		<b>Traffic Light Icon</b>	
		<b>Current Value</b>	98.00%
		<b>Current Target</b>	80.00%
		<b>Notes &amp; History Latest Note</b>	Performance exceeding target. 46 out of 47 applications processed on time.
		<b>Management Response / Action</b>	No further management response required at this stage.


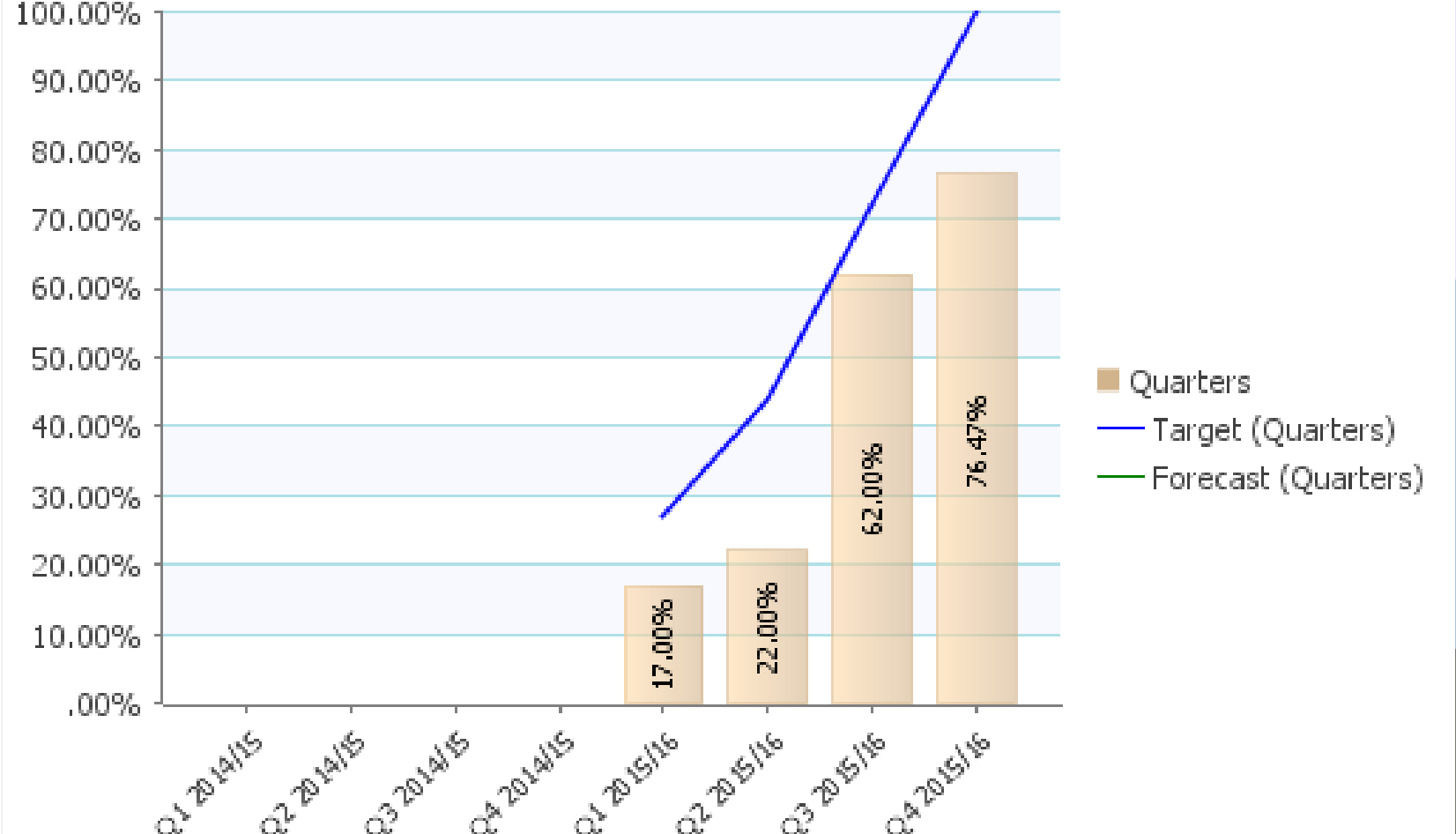




<b>PI Code &amp; Short Name</b>	EHPI 157c Processing of planning applications: Other applications. (MAXIMISING INDICATOR)	<b>Managed By</b>	Kevin Steptoe; Alison Young
<b>EHPI 157c Processing of planning applications: Other applications. (MAXIMISING INDICATOR)</b>		<b>Short Term Trend Arrow</b>	
		<b>Long Term Trend Arrow</b>	
		<b>Traffic Light Icon</b>	
		<b>Current Value</b>	95.00%
		<b>Current Target</b>	90.00%
		<b>Notes &amp; History Latest Note</b>	Performance exceeding target. 133 out of 140 applications processed on time.
		<b>Management Response / Action</b>	No further management response required at this stage.

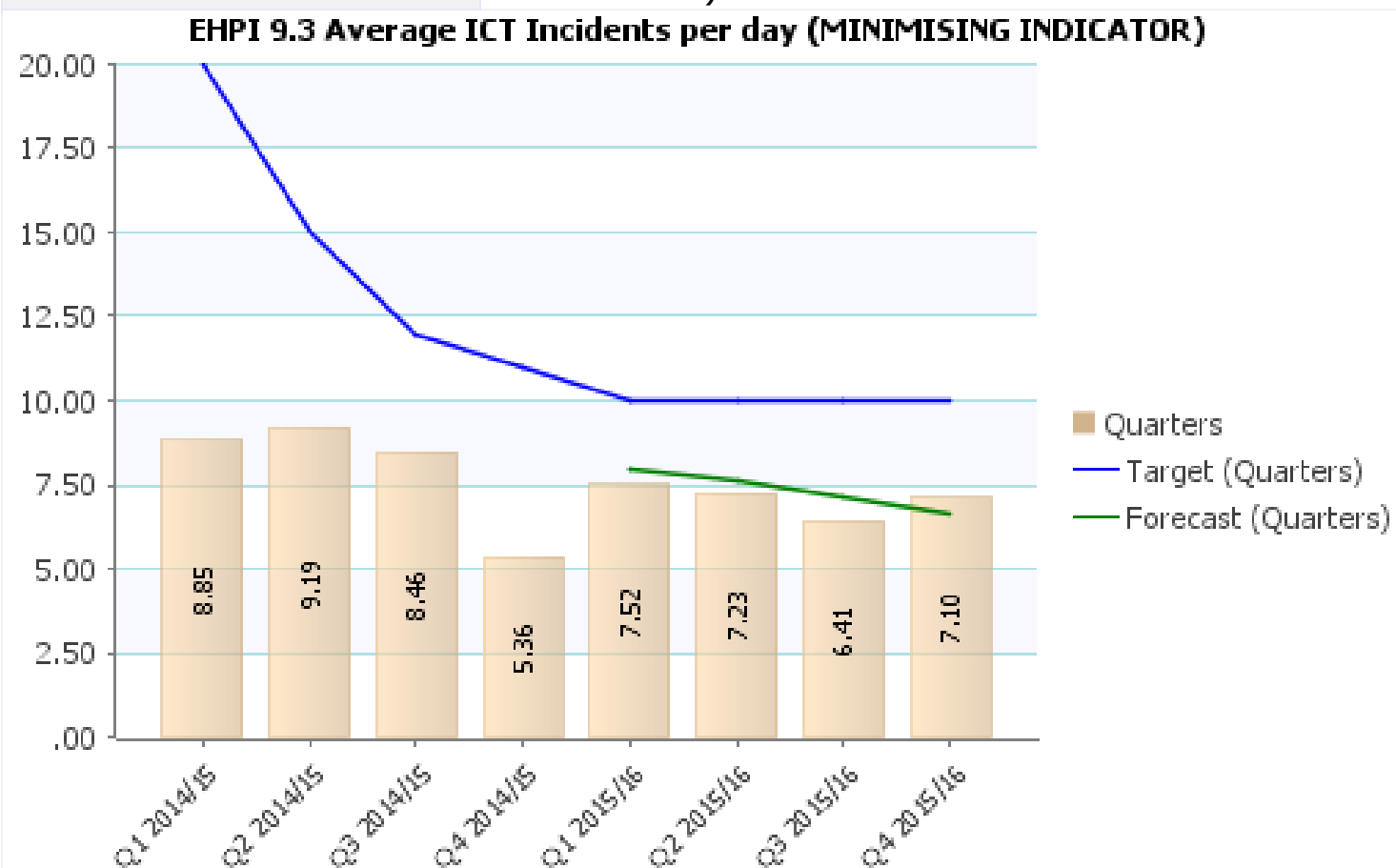
<b>PI Code &amp; Short Name</b>	EHPI 2.1d Planning Enforcement: Initial Site Inspections. (MAXIMISING INDICATOR)	<b>Managed By</b>	Kevin Steptoe
<b>EHPI 2.1d Planning Enforcement: Initial Site Inspections. (MAXIMISING INDICATOR)</b>		<b>Short Term Trend Arrow</b>	
		<b>Long Term Trend Arrow</b>	
		<b>Traffic Light Icon</b>	
		<b>Current Value</b>	100.00%
		<b>Current Target</b>	75.00%
		<b>Notes &amp; History Latest Note</b>	Performance exceeding target. 38 out of 38 site inspections carried out on time.
		<b>Management Response / Action</b>	No further management response required at this stage.

<b>PI Code &amp; Short Name</b>	EHPI 204 Planning appeals allowed	<b>Managed By</b>	Kevin Steptoe; Alison Young
<b>EHPI 204 Planning appeals allowed</b>		<b>Short Term Trend Arrow</b>	
		<b>Long Term Trend Arrow</b>	
		<b>Traffic Light Icon</b>	N/A – Trend only indicator
		<b>Current Value</b>	50.0%
		<b>Current Target</b>	N/A – Trend only indicator
		<b>Notes &amp; History Latest Note</b>	7 out of 14 allowed.
		<b>Management Response / Action</b>	No further management response required at this stage.




**Service Area** Shared Business and Technology Services


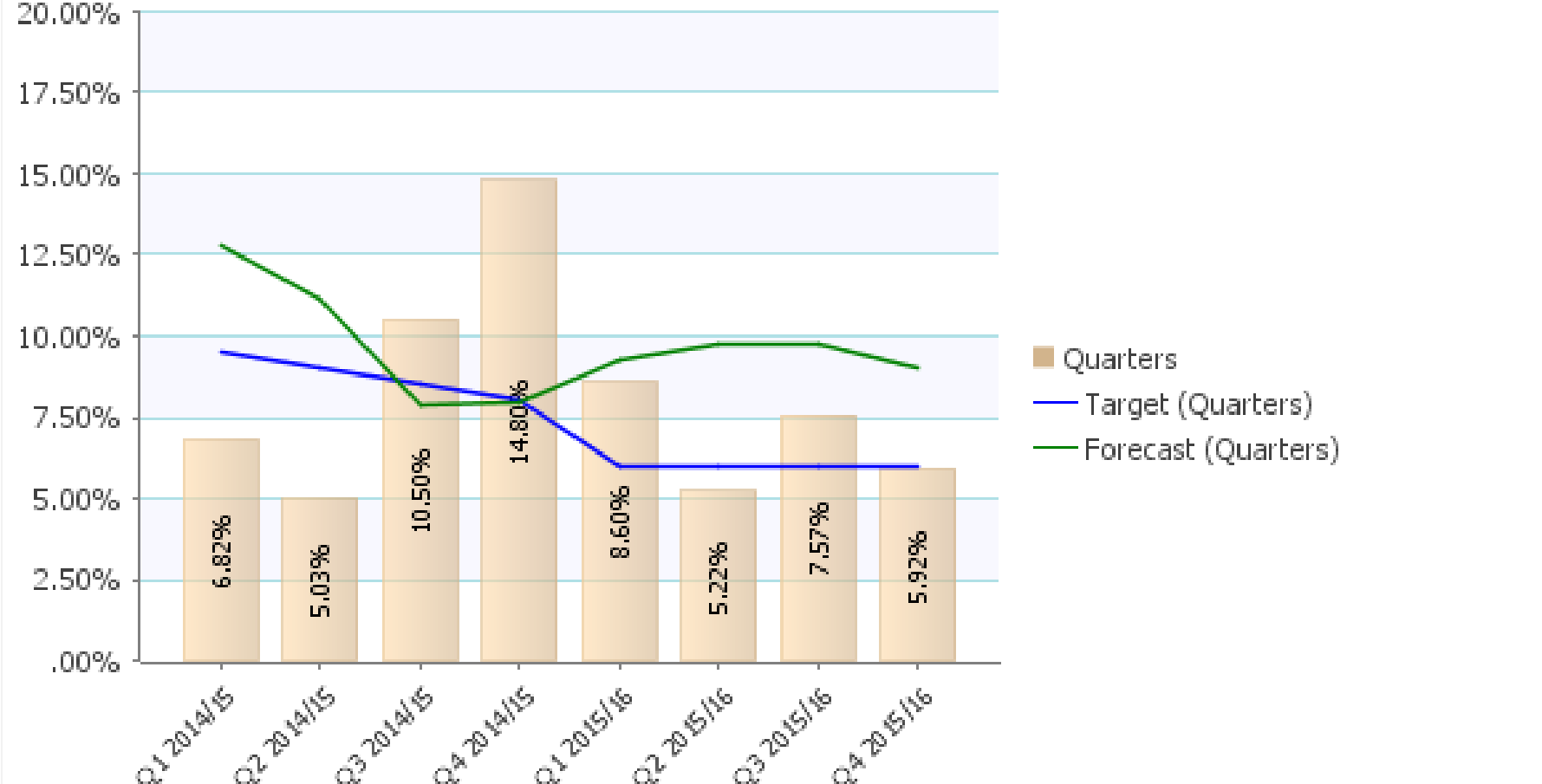


<b>PI Code &amp; Short Name</b>	EHPI 9.8 Delivery of Key Milestones in the ICT Strategy (MAXIMISING INDICATOR)	<b>Managed By</b>	Henry Lewis;
<b>EHPI 9.8 Delivery of Key Milestones in the ICT Strategy (MAXIMISING INDICATOR)</b>		<b>Short Term Trend Arrow</b>	
		<b>Long Term Trend Arrow</b>	
		<b>Traffic Light Icon</b>	
		<b>Current Value</b>	76.47%
		<b>Current Target</b>	100.00%
		<b>Notes &amp; History Latest Note</b>	Thirteen of the seventeen milestones in the ICT Strategy have been achieved and work is well underway with 3 of the others. Only 1 project, due for completion in March 2017 is yet to begin. A review of the ICT Strategy will be conducted by June 2017 at which point the strategy will be one year old.
		<b>Management Response / Action</b>	No further management response required at this stage.

**PI Code & Short Name** EHPI 9.3 Average ICT Incidents per day (MINIMISING INDICATOR)



<b>Managed By</b>	Henry Lewis;
<b>Short Term Trend Arrow</b>	↓
<b>Long Term Trend Arrow</b>	↓
<b>Traffic Light Icon</b>	🟢
<b>Current Value</b>	7.10
<b>Current Target</b>	10.00
<b>Notes &amp; History Latest Note</b>	Performance is well above target.
<b>Management Response / Action</b>	No further management response required at this stage.

<b>PI Code &amp; Short Name</b>	EHPI 9.2 Percentage Resolution of ICT Incidents Within 4 Hours. (MAXIMISING INDICATOR)	<b>Managed By</b>	Henry Lewis;
<b>EHPI 9.2 Percentage Resolution of ICT Incidents Within 4 Hours. (MAXIMISING INDICATOR)</b>		<b>Short Term Trend Arrow</b>	
		<b>Long Term Trend Arrow</b>	
		<b>Traffic Light Icon</b>	
		<b>Current Value</b>	84.51%
		<b>Current Target</b>	85.00%
		<b>Notes &amp; History Latest Note</b>	Performance has improved to the best level in the year to date.
		<b>Management Response / Action</b>	No further management response required at this stage.

<b>PI Code &amp; Short Name</b>	EHPI 9.4 Percentage of Calls Abandoned on ICT Service Desk (MINIMISING INDICATOR)	<b>Managed By</b>	Henry Lewis;
<b>EHPI 9.4 Percentage of Calls Abandoned on ICT Service Desk (MINIMISING INDICATOR)</b>		<b>Short Term Trend Arrow</b>	
		<b>Long Term Trend Arrow</b>	
		<b>Traffic Light Icon</b>	
		<b>Current Value</b>	5.92%
		<b>Current Target</b>	6.00%
<b>Notes &amp; History Latest Note</b>		Performance has improved and has hit the target in quarter 4.	
<b>Management Response / Action</b>		No further management response required at this stage.	

<b>PI Code &amp; Short Name</b>	EHPI 9.6 Satisfaction with ICT Services (MAXIMISING INDICATOR)	<b>Managed By</b>	Henry Lewis;
		<b>Short Term Trend Arrow</b>	
		<b>Long Term Trend Arrow</b>	
		<b>Traffic Light Icon</b>	
		<b>Current Value</b>	67.00%
		<b>Current Target</b>	60.00%
		<b>Notes &amp; History Latest Note</b>	Satisfaction has recovered in Q4 as performance issues for the Revenues and Benefits Service have been resolved.
		<b>Management Response / Action</b>	No further management response required at this stage.

PI Status		Long Term Trends		Short Term Trends	
	6% off target		Improving		Improving
	1% - 5% off target		No Change		No Change
	OK		Getting Worse		Getting Worse