



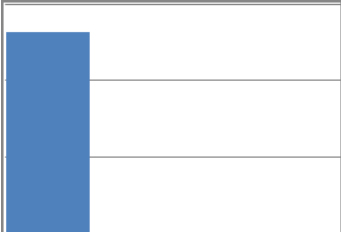
July/Quarter 1 Corporate Business Scrutiny and Executive

Corporate Priority 1: Improve the health and wellbeing of our communities

Period: July/Quarter 1 for 2016/17

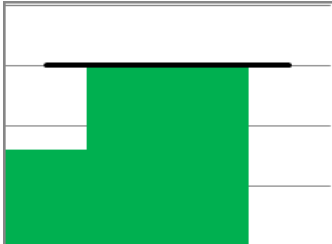
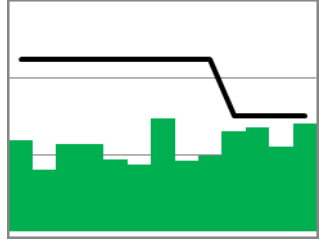
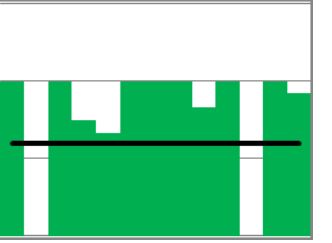
PI Code & Name	Status	Current Target	Value	Movement since last period	Direction of travel (rolling 12 months or 4 quarters)	Comments
Outcome: Residents living active and healthy lives						
EHPI 140 Number of over 50s participating in 'Forever Active' programme.	Trend only	Trend only	648	New PI for 2016/17 so no trend comparison for this quarter.		Attendance is within expectations of the project. 648 people mainly between the ages of 50 and 75 have participated in a Forever Active sports and physical activity class at least once. Future 'come and try' events in quarter three could further encourage participation.
Outcome: Support for our vulnerable families and individuals						
EHPI 181 Time taken to process Housing Benefit new claims and change events. (MINIMISING INDICATOR)	G	12.00 days	7.63 days			Performance exceeding target.
EHPI 151 Number of homeless households living in temporary accommodation at the end of the quarter. (MINIMISING INDICATOR)	Trend only	Trend only	23			At end of June 2016 there were 23 households in temporary accommodation. The council owned temporary accommodation (hostel) had 11 out of 12 flats occupied with a twelfth household due to move in on 1 July 2016 to take it to capacity. Five households were in B&B: one household was waiting for hostel accommodation the remaining were either due to move out soon or their circumstances are such that they are not suitable for hostel. Five households were in temporary supported accommodation due to mental health issues and two are in longer-term private sector leased property.
EHPI 150 Number of prevented homeless applications	Trend only	Trend only	61	New PI for 2016/17 so no trend comparison for this quarter.		The council prevented 61 households from becoming homeless by the provision of advice to relieve homelessness or securing alternative accommodation through the housing register, supported accommodation or actively assisting the household secure accommodation in the private rented sector.

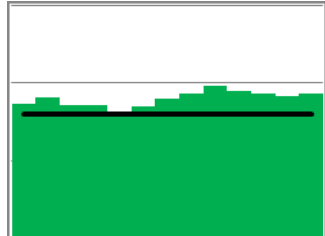

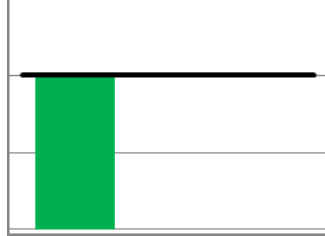
<p>EHPI 132 Percentage of full applications for Disabled Facilities Grant approved within 7 weeks.</p>	<p>G</p>	<p>95%</p>	<p>100%</p>			<p>Performance exceeding target. 3 grants approved in July all within the target time of 35 days.</p>
<p>EHPI 133 Pilot council tax debt intervention project (total appointments attended)</p>	<p>Trend only</p>	<p>Trend only</p>	<p>6</p>			<p>Three 1st appointments attended, One 2nd appointments attended and Two 3rd appointments attended.</p>
<p>Outcome: Communities engaged in local issues</p>						
<p>EHPI 5.13a Customer Satisfaction (GovMetric) - Face to Face.</p>	<p>G</p>	<p>80%</p>	<p>84%</p>			<p>In face to face interactions, 84% of respondents gave a 'Good' satisfaction level. 7.5% were 'Average' with 8.5% of respondents declaring a 'Poor' satisfaction. There were 212 respondents in total.</p>
<p>EHPI 5.13b Customer Satisfaction (GovMetric) - Telephone.</p>	<p>N/A</p>	<p>90%</p>	<p>N/A</p>	<p>N/A</p>		<p>No feedback was given in the July period.</p>
<p>EHPI 5.13c Customer Satisfaction (GovMetric) - Website.</p>	<p>R</p>	<p>35%</p>	<p>24%</p>			<p>Only 24% of respondents gave a 'Good' satisfaction score during July. 9% gave an 'Average' score whereas the majority, 67% gave a 'Poor' satisfaction score for the website. There were 107 respondents. However, after reviewing customer feedback/comments many of the reasons for giving a 'poor' satisfaction was related to queries that were the responsibility of Herts County Council i.e. road pot holes. Some customers did not know how to navigate the website as they didn't know how to articulate what they are looking for and assumed the information was not available. Given in July we had 30,031 visitors to our w/site feedback from 107 visitors is very low. As part of the emerging Digital East Herts project we are exploring more effective means of gathering customer feedback as govmetric is highly limited.</p>
<p>EHPI 5.12a Social Media: Number of followers (twitter followers).</p>	<p>Trend only</p>	<p>Trend only</p>	<p>6643</p>	<p>New PI for 2016/17 so no trend comparison for this quarter.</p>		<p>The breakdown for the quarter is as follows: April: 6382 May: 6498 June: 6643</p>

EHPI 5.12b Social Media: Number of followers (facebook likes).	Trend only	Trend only	1,321	New PI for 2016/17 so no trend comparison for this quarter.		The total number of likes for quarter 1 is 1321. The breakdown for the quarter is as follows: April: 425 May: 439 June: 457
---	------------	------------	-------	---	---	---

Corporate Priority 2: Enhance the quality of people’s lives

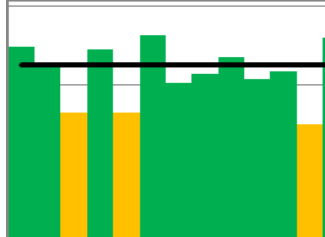
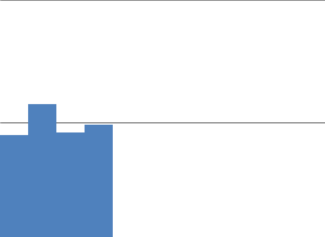
Period: July/Quarter 1 for 2016/17

PI Code & Name	Status	Current Target	Value	Movement since last period	Direction of travel (rolling 12 months or 4 quarters)	Comments
Outcome: Attractive places						
EHPI 2.4 (47) Fly-tips: removal. (MINIMISING INDICATOR)	G	2.00 days	1.68 days	↑		Performance is well within target and an improvement on quarter four last year.
EHPI 191 Residual household waste per household. (MINIMISING CUMULATIVE INDICATOR)	Trend only	Trend only	TBA	TBA	TBA	June performance data was available at the time of writing this report. The current update will be verbally presented by the Head of Operations.
EHPI 192 Percentage of household waste sent for reuse, recycling and composting. (MAXIMISING INDICATOR)	Trend only	Trend only	TBA	TBA	TBA	June performance data was available at the time of writing this report. The current update will be verbally presented by the Head of Operations.
EHPI 2.2 Waste: missed collections per 100,000 collections of household. (MINIMISING INDICATOR)	G	30.00	28.06	↓		Higher than the preceding month but within target. The service will discuss this with the contractor to ensure we remain within target.
Outcome: Future housing development meeting the needs of the district						
EHPI 157a Processing of planning applications: Major applications. (MAXIMISING INDICATOR)	G	60.00%	92.00%	↓		Performance exceeding target. 11 out of 12 applications processed on time.

EHPI 157b Processing of planning applications: Minor applications. (MAXIMISING INDICATOR)	G	80.00%	93.00%	↑		Performance exceeding target. 106 out of 114 applications processed on time.
EHPI 157c Processing of planning applications: Other applications. (MAXIMISING INDICATOR)	G	90.00%	97.00%	↑		Performance exceeding target. 524 out of 548 applications processed on time.
EHPI 205 Percentage of site visits undertaken in relation to urgent cases within 2 working days of 'start date'.	G	100%	100%	▬		Performance on target. 3 out of 3 site visits undertaken within 2 working days of 'start date'

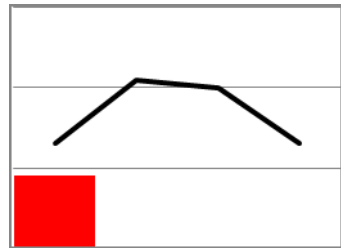
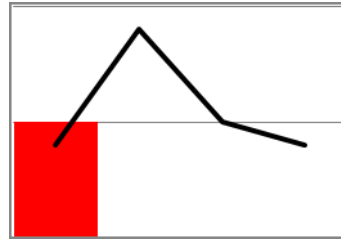
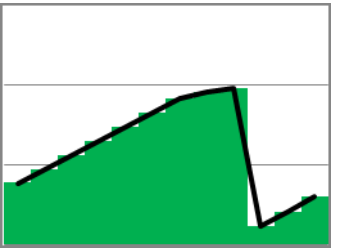
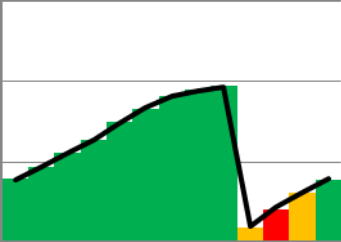
Corporate Priority 3: Enable a flourishing local economy

Period: July/Quarter 1 for 2016/17

PI Code & Name	Status	Current Target	Value	Movement since last period	Direction of travel (rolling 12 months or 4 quarters)	Comments
Outcome: Support for our businesses and the local economy						
EHPI 8 % of invoices paid on time. (MAXIMISING INDICATOR)	G	98.50%	99.18	↑		Performance exceeding target.
Outcome: Vibrant town centres						
EHPI 11.6 Town centre footfall (proxy measure based on Wi-Fi connections on market days).	Trend only	Trend only	4,946	↑		There were a total of 4,946 distinct clients for the July period with a daily average of 463 clients. This indicator relates to market days in Bishops Stortford only and does not include those in Hertford or Ware etc.

Corporate Priority: All three

Period: July/Quarter 1 for 2016/17

PI Code & Name	Status	Current Target	Value	Movement since last period	Direction of travel (rolling 12 months or 4 quarters)	Comments
Corporate Health						
EHPI 5.1 Number of complaints resolved in 14 days or less.	R	13	9	New PI for 2016/17 so no trend comparison for this quarter.		Traditionally this indicator had a target of 70% (i.e. 70% all complaints received need to be resolved within 14 days to meet the target). However this was reviewed last year as overall numbers of complaints are low which can result in large percentage swings. Therefore we have stopped measuring this by percentage and instead aim to have all complaints resolved within 14 days. During the first quarter of this year 9 complaints (out of 13 received) were dealt with within 14 days. Of those that were not dealt with in time 1 was resolved on the 14 th day but this was not uploaded to Covalent the day after and in another case the complaint was resolved on the 15 th day. The remaining two complaints were complex in nature (relating to planning) and took longer to resolve.
EHPI 5.2a Number of complaints about the Council and its services that are upheld a) 1st stage.	R	4	5	New PI for 2016/17 so no trend comparison for this quarter.		As per the above we no longer measure this in terms of percentages. Of the 13 complaints received, one was closed in August so will be reported in the next quarterly update. For the remaining 12, our target is to have no more than four upheld at stage one. Four complaints out of 12 were upheld at stage 1 meaning performance was off target. One related to a contractor driving badly which the contractor admitted, two relate to conditions of toilet facilities at Buntingford and two complaints relate to missed bin collections due to the location of where bins were placed (the service agreed with the customer the new location of where bins should be placed for future collections).
EHPI 10.2 Council tax collection, % of current year liability collected. (MAXIMISING CUMULATIVE INDICATOR)	G	38.8%	38.7%	↑		Collection rates remain on target.
EHPI 10.4 NNDR (Business rates) collection, % of current year liability collected. (MAXIMISING CUMULATIVE INDICATOR)	G	39.2%	38.9%	↑		Collection rates performing within target threshold.

Key:

G	Performance is on target or exceeding target		Performance has improved compared to the previous period
A	Performance is 1-5% off target		Performance has stayed the same compared to the previous period
R	Performance is 6% or more off target		Performance has declined compared to the previous period