

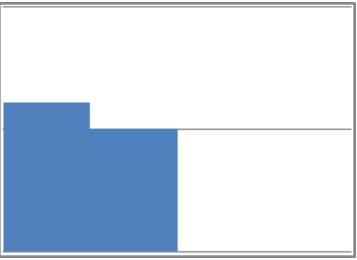
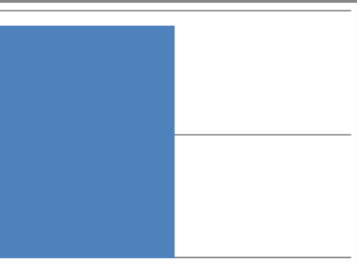
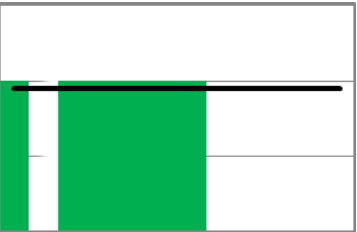
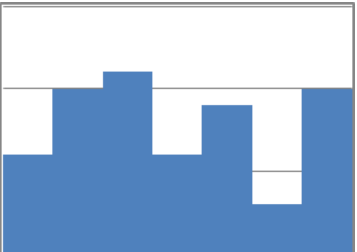

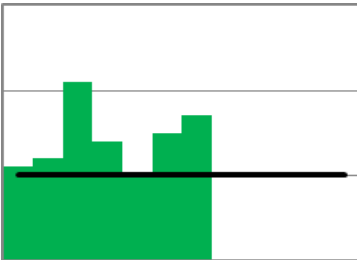


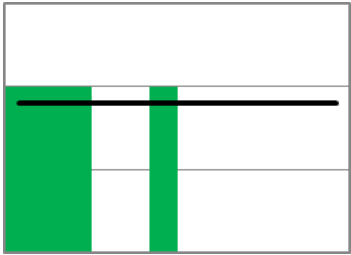
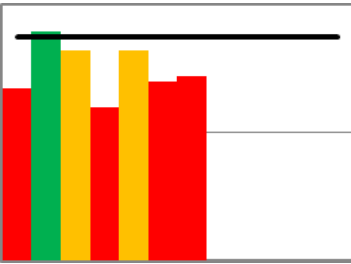
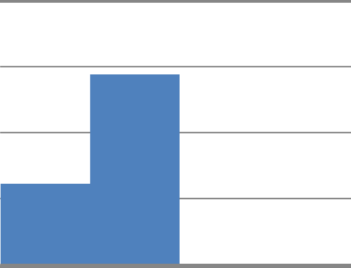
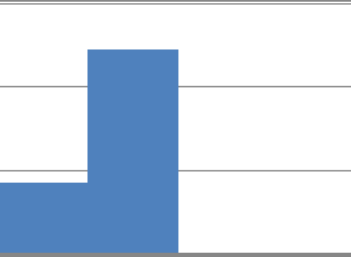
# October/Quarter 2 Corporate Business Scrutiny and Executive

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

**Period:** October/Quarter 2 for 2016/17


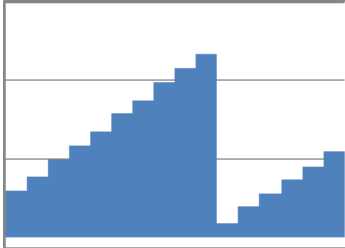
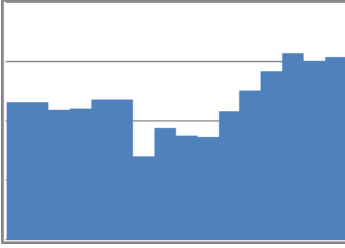
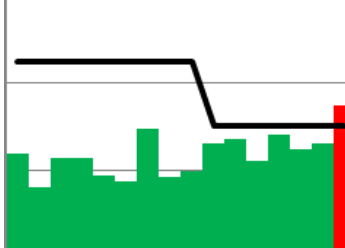
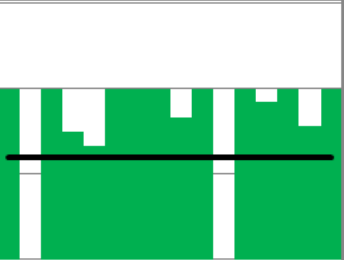
| PI Code & Name  | Status     | Current Target | Value   | Movement since last period                                  | Direction of travel (rolling 12 months or 4 quarters) | Comments   |
|---|------------|----------------|---|---|---|--|
| <b>Outcome: Residents living active and healthy lives</b>   |            |                |   |   |   |  |
| <b>EHPI 140</b> Number of over 50s participating in 'Forever Active' programme.   | Trend only | Trend only     | N/A – Monitored six monthly (calendar year), next update due December 2016. | 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.   |
| <b>Outcome: Support for our vulnerable families and individuals</b>   |            |                |   |   |   |  |
| <b>EHPI 181</b> Time taken to process Housing Benefit new claims and change events. (MINIMISING INDICATOR)                        | <b>G</b>   | 11.00 days     | 8.51 days   | ↓   |   | Performance exceeding target, despite a declining trend compared to the previous period.   |
| <b>EHPI 151</b> Number of homeless households living in temporary accommodation at the end of the quarter. (MINIMISING INDICATOR) | Trend only | Trend only     | 21  | ↑   |   | At end of September 2016 there were 21 households in temporary accommodation (compared to 23 in quarter 1). The council owned temporary accommodation (hostel) had 10 out of 12 flats occupied with one flat vacant and one flat waiting for repairs to be completed. Four households were in Bed and Breakfast: one household is waiting for a date to move into supported 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. |

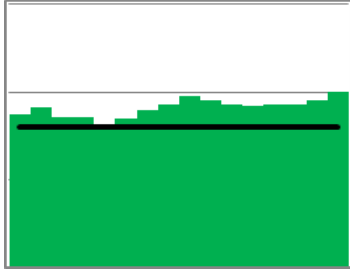
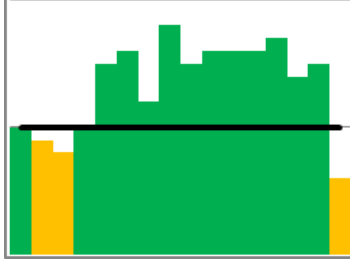
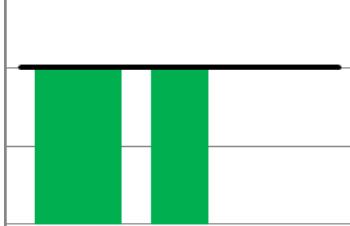
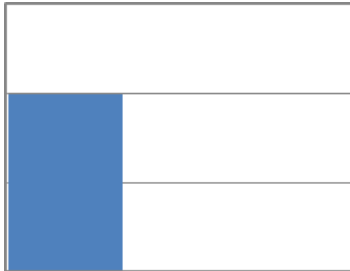
| PI Code & Name   | Status     | Current Target | Value | Movement since last period   | Direction of travel (rolling 12 months or 4 quarters)                                 | Comments   |
|--|------------|----------------|-------|--|---|--|
| <b>EHPI 150</b> Number of prevented homeless applications  | Trend only | Trend only     | 50    | ↓  |    | The council prevented 50 households from becoming homeless, in the second quarter (compared to 61 in quarter 1), 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.   |
| <b>EHPI 155</b> Number of affordable homes delivered (gross)   | Trend only | Trend only     | 94    | New PI for 2016/17 so no trend comparison available for this 6 month period. |    | 94 new affordable homes have been completed and advertised through choice based lettings in the first 6 months of 2016/17. The estimate for 2016/17 is for a total of 162 new affordable homes (both rented and shared ownership).   |
| <b>EHPI 132</b> Percentage of full applications for Disabled Facilities Grant approved within 7 weeks. | <b>G</b>   | 95%            | 100%  | ↔  |   | 2 grants were approved in October 2016, both on time.  |
| <b>EHPI 133</b> Pilot council tax debt intervention project (total appointments attended)              | Trend only | Trend only     | 10    | ↑  |  | Commentary to be verbally updated.   |
| <b>EHPI 141</b> Participation in Team Herts volunteering   | <b>R</b>   | 100            | 7     | N/A  |  | Since launching the scheme in April and following the appointment of the TeamHerts Volunteering Coordinator in August 2016 two individuals have joined the flexible volunteering database, along with five volunteer involving organisations (these are organisations who wish to promote their one off, short term volunteering opportunities). Further work is planned to increase the number of participants through awareness raising events e.g. drop in sessions; introduction to volunteering sessions; promotion of the project to other voluntary organisations and key partners e.g. housing associations. |
| <b>Outcome: Communities engaged in local issues</b>  |            |                |       |  |   |  |
| <b>EHPI 5.13a</b> Customer Satisfaction (GovMetric) - Face to Face.                                    | <b>G</b>   | 80%            | 87%   | ↑  |  | In face to face interactions, 86.9% or 87% of respondents gave a 'Good' satisfaction level. 4.8% or 5% were 'Average' with 8.2% or 8% of respondents declaring a 'Poor' satisfaction. There were 267 respondents in total.   |

| PI Code & Name   | Status     | Current Target | Value | Movement since last period | Direction of travel (rolling 12 months or 4 quarters)                                 | Comments  |
|--|------------|----------------|-------|----------------------------|---|---|
| <b>EHPI 5.13b</b> Customer Satisfaction (GovMetric) - Telephone.         | <b>N/A</b> | 90%            | N/A   | N/A                        |    | No feedback was given during this month.  |
| <b>EHPI 5.13c</b> Customer Satisfaction (GovMetric) - Website.           | <b>R</b>   | 35%            | 29%   | ↑                          |    | Only 29% of respondents gave a 'Good' satisfaction score during October. 14% gave an 'Average' score whereas the majority, 57% gave a 'Poor' satisfaction score for the website. There were 120 respondents. This follows a similar theme to every other month and the mixed response follows a similar patten to that reported in every other month in 2016. |
| <b>EHPI 5.12a</b> Social Media: Number of followers (twitter followers). | Trend only | Trend only     | 6,977 | ↑                          |   | The number of twitter followers has increased since 30 June 2016 by 334.  |
| <b>EHPI 5.12b</b> Social Media: Number of followers (facebook likes).    | Trend only | Trend only     | 489   | ↑                          |  | The number of facebook likes has increased since 30 June 2016 by 32.  |

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

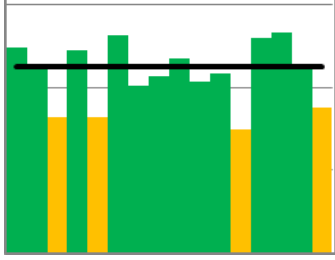
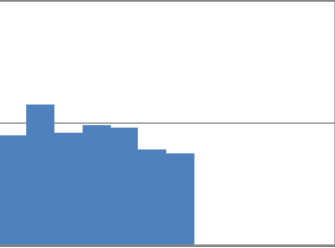
Period: October/Quarter 2 for 2016/17

| PI Code & Name   | Status     | Current Target | Value     | Movement since last period | Direction of travel (rolling 12 months or 4 quarters)                                 | Comments  |
|--|------------|----------------|-----------|----------------------------|---|---|
| <b>Outcome: Attractive places</b>  |            |                |           |                            |   |   |
| <b>EHPI 2.4 (47)</b> Fly-tips: removal. (MINIMISING INDICATOR)   | <b>G</b>   | 2.00 days      | 1.55 days | ↑                          |    | Performance continues to be within target despite the number of fly tips increasing (Total for Quarter 1 & Quarter 2 2016 is 574 compared to 449 in 2015).  |
| <b>EHPI 191</b> Residual household waste per household. (MINIMISING CUMULATIVE INDICATOR)                      | Trend only | Trend only     | 220kg     | ↓                          |   | This performance indicator is reported one month in arrears so data relates to the month of September. Performance continues to show the waste per household being less than the same time last year. The reduction in waste is also a result of the diversion of street sweepings to recycling.  |
| <b>EHPI 192</b> Percentage of household waste sent for reuse, recycling and composting. (MAXIMISING INDICATOR) | Trend only | Trend only     | 55.40%    | ↑                          |  | This performance indicator is reported one month in arrears so data relates to the month of September. The recycling rate remains above 50% but will start to fall with the loss of garden waste tonnage, a seasonal trend.   |
| <b>EHPI 2.2</b> Waste: missed collections per 100,000 collections of household. (MINIMISING INDICATOR)         | <b>R</b>   | 30.00          | 34.94     | ↓                          |  | Missed collections have exceeded the target of 30 for October; this was anticipated as a result of changes in the garden waste rounds to assist with the ever increasing communal properties. The contractor will be made aware the target has been exceeded and will be expected to implement measures to bring missed collection back below target. |
| <b>Outcome: Future housing development meeting the needs of the district</b>                                   |            |                |           |                            |   |   |
| <b>EHPI 157a</b> Processing of planning applications: Major applications. (MAXIMISING INDICATOR)               | <b>G</b>   | 60.00%         | 100%      | ↑                          |  | Performance exceeding target. 3 out of 3 applications determined on time.   |

| PI Code & Name   | Status     | Current Target | Value | Movement since last period   | Direction of travel (rolling 12 months or 4 quarters)                                 | Comments  |
|--|------------|----------------|-------|--|---|---|
| <b>EHPI 157b</b> Processing of planning applications: Minor applications. (MAXIMISING INDICATOR)   | G          | 80.00%         | 100%  | ↑  |    | Performance exceeding target. 36 out of 36 applications determined on time.   |
| <b>EHPI 157c</b> Processing of planning applications: Other applications. (MAXIMISING INDICATOR)   | A          | 90.00%         | 86%   | ↓  |    | Performance off target. 107 out of 124 applications determined on time.   |
| <b>EHPI 205</b> Percentage of site visits undertaken in relation to urgent cases within 2 workings days of 'start date'.                         | G          | 100%           | 100%  | →  |   | Performance on target. Four site visits were required to be undertaken and all were completed in the required timeframe.  |
| <b>EHPI 149a</b> Percentage of affordable housing delivered on sites subject to s106 agreements on affordable sites a) at the time of permission | Trend only | Trend only     | 100%  | New PI for 2016/17 so no trend comparison available for this 6 month period. |  | For the period 1 April - 30 September 2016 there have been 3 schemes so far which needed to provide affordable housing as part of the S106. All 3 have been policy compliant. The 3 schemes are Ashpoles, Hunsdon Lodge Farm and Martletts. |


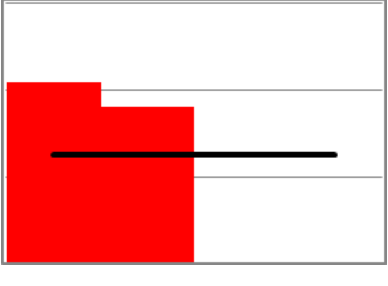
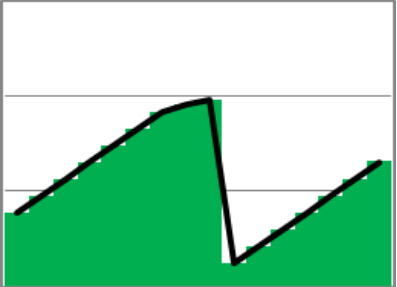
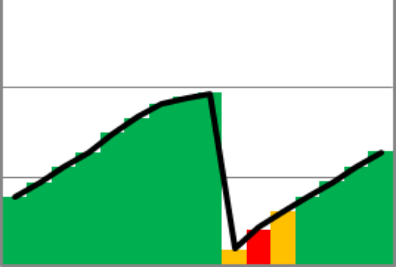
Corporate Priority 3: Enable a flourishing local economy

Period: October/Quarter 2 for 2016/17

| PI Code & Name   | Status     | Current Target | Value  | Movement since last period | Direction of travel (rolling 12 months or 4 quarters)                                | Comments   |
|--|------------|----------------|--------|----------------------------|--|--|
| <b>Outcome: Support for our businesses and the local economy</b>                                 |            |                |        |                            |  |  |
| <b>EHPI 8</b> % of invoices paid on time. (MAXIMISING INDICATOR)                                 | <b>A</b>   | 98.50%         | 97.50% | ↓                          |   | Performance off target. Several services had minimal late invoices but Planning and Building Control had 10.   |
| <b>Outcome: Vibrant town centres</b>   |            |                |        |                            |  |  |
| <b>EHPI 11.6</b> Town centre footfall (proxy measure based on Wi-Fi connections on market days). | Trend only | Trend only     | 3,764  | ↓                          |  | There were a total of 3,764 distinct clients for the October period with a daily average of 345 clients. This is a proxy measure for town centre footfall based on Wi-Fi connections made on market days. Since July there has been a steady decline of clients using the Wi-Fi connection and October is the lowest level since the measure was introduced. |

Corporate Priority: All three

Period: October/Quarter 2 for 2016/17

| PI Code & Name  | Status   | Current Target | Value       | Movement since last period | Direction of travel (rolling 12 months or 4 quarters)                                 | Comments   |
|---|----------|----------------|-------------|----------------------------|---|--|
| <b>Corporate Health</b>   |          |                |             |                            |   |  |
| <b>EHPI 5.1</b> Percentage of complaints resolved in 14 days or less.   | <b>R</b> | 70.00%         | 51.85% (14) | ↓                          |    | During the second quarter of this year 14 complaints (out of a total of 27 stage 1 and stage 2 complaints received) were dealt with within 14 days, equating to 51.85%. During this quarter, as is common with most Q2 periods, there were a lot of complaints regarding complex or detailed planning issues which took longer than 14 days (or 10 working days) to resolve. In most of these cases, the customer was kept informed as to how this was progressing. Heads of service receive weekly updates via the infreemation system to let them know what complaints in their areas are live.  |
| <b>EHPI 5.2a</b> Percentage of complaints about the Council and its services that are upheld a) 1st stage.                  | <b>R</b> | 25.00%         | 36.00% (9)  | ↑                          |   | Of the 25 stage 1 complaints received out of a total of 27, 9 were upheld. This makes a % of 36%. Of these 9, 3 were related to the Operations team, 2 of which were related to non bin collection, the other related to a contractors conduct. 3 were within Health and Housing, one of which was only partially upheld and was upheld on the grounds of the tone of the email rather than the content or decision. The other two related to historic paperwork and one which was raised with a contractor. The remaining 3 were from Strategic finance (2) and Planning & Building Control where procedural errors and a complex land management issue were the reasons for the outcome. |
| <b>EHPI 10.2</b> Council tax collection, % of current year liability collected. (MAXIMISING CUMULATIVE INDICATOR)           | <b>G</b> | 65.3%          | 65.6%       | ↑                          |  | Performance on target.   |
| <b>EHPI 10.4</b> NNDR (Business rates) collection, % of current year liability collected. (MAXIMISING CUMULATIVE INDICATOR) | <b>G</b> | 63.5%          | 64.4%       | ↑                          |  | Performance exceeding target.  |

**Key:**

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