
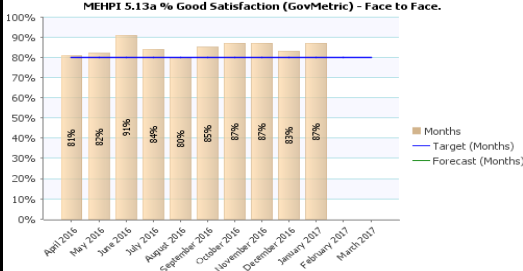

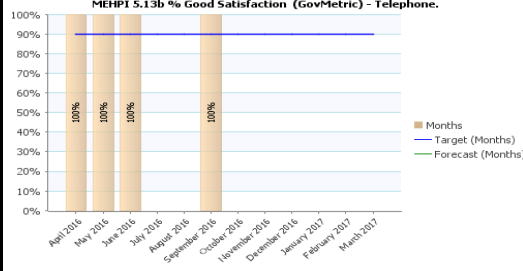

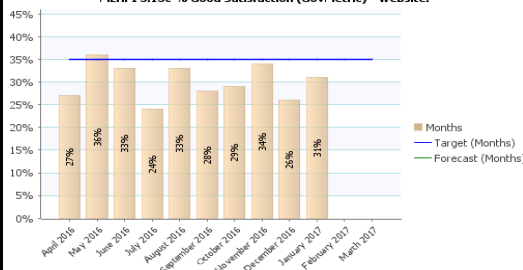


Essential Reference Paper E: Q3 Leadership Team, Exec & CBS Quarterly report

PI Code & Name	Status	Q3 Value	Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note																										
Service Area Communications, Strategy and Policy. Priority 1: Improve the health & wellbeing of our communities																																
MEHPI 5.13a % Good Satisfaction (GovMetric) - Face to Face.		83%	80%		 <table border="1"> <caption>MEHPI 5.13a % Good Satisfaction (GovMetric) - Face to Face</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>April 2015</td><td>81%</td></tr> <tr><td>May 2015</td><td>82%</td></tr> <tr><td>June 2015</td><td>91%</td></tr> <tr><td>July 2015</td><td>84%</td></tr> <tr><td>August 2015</td><td>80%</td></tr> <tr><td>September 2015</td><td>85%</td></tr> <tr><td>October 2015</td><td>87%</td></tr> <tr><td>November 2015</td><td>87%</td></tr> <tr><td>December 2015</td><td>88%</td></tr> <tr><td>January 2016</td><td>83%</td></tr> <tr><td>February 2016</td><td>87%</td></tr> <tr><td>March 2017</td><td>83%</td></tr> </tbody> </table>	Month	Value (%)	April 2015	81%	May 2015	82%	June 2015	91%	July 2015	84%	August 2015	80%	September 2015	85%	October 2015	87%	November 2015	87%	December 2015	88%	January 2016	83%	February 2016	87%	March 2017	83%	83% or 130 people gave a 'Good' score with F2F. 6% gave a medium while 11% gave a poor score. 157 people in total rated during this month.
Month	Value (%)																															
April 2015	81%																															
May 2015	82%																															
June 2015	91%																															
July 2015	84%																															
August 2015	80%																															
September 2015	85%																															
October 2015	87%																															
November 2015	87%																															
December 2015	88%																															
January 2016	83%																															
February 2016	87%																															
March 2017	83%																															
MEHPI 5.13b % Good Satisfaction (GovMetric) - Telephone.		N/A	90%	n/a	 <table border="1"> <caption>MEHPI 5.13b % Good Satisfaction (GovMetric) - Telephone</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>April 2015</td><td>100%</td></tr> <tr><td>May 2015</td><td>100%</td></tr> <tr><td>June 2015</td><td>100%</td></tr> <tr><td>July 2015</td><td>100%</td></tr> <tr><td>August 2015</td><td>100%</td></tr> <tr><td>September 2015</td><td>100%</td></tr> <tr><td>October 2015</td><td>0%</td></tr> <tr><td>November 2015</td><td>100%</td></tr> <tr><td>December 2015</td><td>100%</td></tr> <tr><td>January 2016</td><td>100%</td></tr> <tr><td>February 2016</td><td>100%</td></tr> <tr><td>March 2017</td><td>100%</td></tr> </tbody> </table>	Month	Value (%)	April 2015	100%	May 2015	100%	June 2015	100%	July 2015	100%	August 2015	100%	September 2015	100%	October 2015	0%	November 2015	100%	December 2015	100%	January 2016	100%	February 2016	100%	March 2017	100%	There were no records received during this month. This PI and its collection needs to be reviewed to ensure we are enticing customers to take time out to rate their experience.
Month	Value (%)																															
April 2015	100%																															
May 2015	100%																															
June 2015	100%																															
July 2015	100%																															
August 2015	100%																															
September 2015	100%																															
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December 2015	100%																															
January 2016	100%																															
February 2016	100%																															
March 2017	100%																															
MEHPI 5.13c % Good Satisfaction (GovMetric) - Website.		26%	35%		 <table border="1"> <caption>MEHPI 5.13c % Good Satisfaction (GovMetric) - Website</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>April 2015</td><td>27%</td></tr> <tr><td>May 2015</td><td>36%</td></tr> <tr><td>June 2015</td><td>33%</td></tr> <tr><td>July 2015</td><td>24%</td></tr> <tr><td>August 2015</td><td>33%</td></tr> <tr><td>September 2015</td><td>28%</td></tr> <tr><td>October 2015</td><td>29%</td></tr> <tr><td>November 2015</td><td>34%</td></tr> <tr><td>December 2015</td><td>26%</td></tr> <tr><td>January 2016</td><td>31%</td></tr> <tr><td>February 2016</td><td>31%</td></tr> <tr><td>March 2017</td><td>31%</td></tr> </tbody> </table>	Month	Value (%)	April 2015	27%	May 2015	36%	June 2015	33%	July 2015	24%	August 2015	33%	September 2015	28%	October 2015	29%	November 2015	34%	December 2015	26%	January 2016	31%	February 2016	31%	March 2017	31%	As with most months throughout its collection, satisfaction remains very low. There are major improvements planned for the internet going forward which will hopefully improve the user experience
Month	Value (%)																															
April 2015	27%																															
May 2015	36%																															
June 2015	33%																															
July 2015	24%																															
August 2015	33%																															
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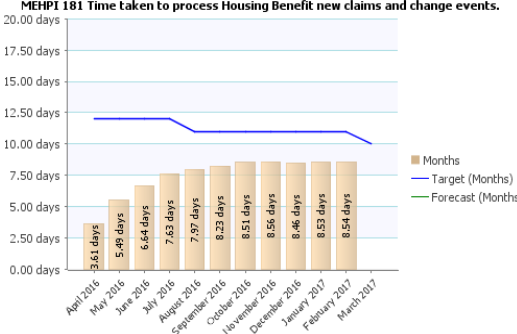

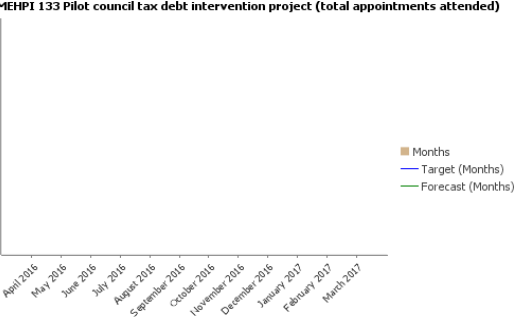
PI Code & Name	Status	Q3 Value	Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note																																							
QEHPI 5.12a Number of Twitter followers	Trend only	7,325	none set	↑	<p>QEHPI 5.12a Number of Twitter followers</p> <table border="1"> <caption>QEHPI 5.12a Number of Twitter followers</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>6,643</td> <td>7,000</td> </tr> <tr> <td>Q2 2016/17</td> <td>6,977</td> <td>7,000</td> </tr> <tr> <td>Q3 2016/17</td> <td>7,325</td> <td>7,000</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2016/17	6,643	7,000	Q2 2016/17	6,977	7,000	Q3 2016/17	7,325	7,000	The Number of Twitter followers rose a further 348 followers in the last quarter to 7,325																											
Quarter	Value	Target																																											
Q1 2016/17	6,643	7,000																																											
Q2 2016/17	6,977	7,000																																											
Q3 2016/17	7,325	7,000																																											
QEHPI 5.12b Number of Facebook followers (Facebook likes).	Trend only	520	none set	↑	<p>QEHPI 5.12b Number of Facebook followers (facebook likes).</p> <table border="1"> <caption>QEHPI 5.12b Number of Facebook followers (facebook likes).</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>457</td> <td>500</td> </tr> <tr> <td>Q2 2016/17</td> <td>489</td> <td>500</td> </tr> <tr> <td>Q3 2016/17</td> <td>520</td> <td>500</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2016/17	457	500	Q2 2016/17	489	500	Q3 2016/17	520	500	The number of people following or 'liking us' on Facebook rose a further 31 in the Q3 period. As Twitter is currently the most prominently used social method tool the Council uses, this small increase is of no great surprise																											
Quarter	Value	Target																																											
Q1 2016/17	457	500																																											
Q2 2016/17	489	500																																											
Q3 2016/17	520	500																																											
Service Area Health and Housing - Priority 1: Improve the health & wellbeing of our communities																																													
MEHPI 132 % of full applications for Disabled Facilities Grant approved within 7 weeks.		100%	95%	▬	<p>MEHPI 132 % of full applications for Disabled Facilities Grant approved within 7 weeks.</p> <table border="1"> <caption>MEHPI 132 % of full applications for Disabled Facilities Grant approved within 7 weeks.</caption> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>100%</td><td>95%</td></tr> <tr><td>May 2016</td><td>100%</td><td>95%</td></tr> <tr><td>June 2016</td><td>100%</td><td>95%</td></tr> <tr><td>July 2016</td><td>100%</td><td>95%</td></tr> <tr><td>August 2016</td><td>100%</td><td>95%</td></tr> <tr><td>September 2016</td><td>100%</td><td>95%</td></tr> <tr><td>October 2016</td><td>100%</td><td>95%</td></tr> <tr><td>November 2016</td><td>100%</td><td>95%</td></tr> <tr><td>December 2016</td><td>100%</td><td>95%</td></tr> <tr><td>January 2017</td><td>100%</td><td>95%</td></tr> <tr><td>February 2017</td><td>100%</td><td>95%</td></tr> <tr><td>March 2017</td><td>100%</td><td>95%</td></tr> </tbody> </table>	Month	Value	Target	April 2016	100%	95%	May 2016	100%	95%	June 2016	100%	95%	July 2016	100%	95%	August 2016	100%	95%	September 2016	100%	95%	October 2016	100%	95%	November 2016	100%	95%	December 2016	100%	95%	January 2017	100%	95%	February 2017	100%	95%	March 2017	100%	95%	December 2016 - Target exceeded. 100% of housing grant applications processed within target times. This represents 28 approved in target times since April 2016.
Month	Value	Target																																											
April 2016	100%	95%																																											
May 2016	100%	95%																																											
June 2016	100%	95%																																											
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PI Code & Name	Status	Q3 Value	Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note								
QEHPI 151 Number of homeless households living in temporary accommodation at the end of the quarter.	Trend only	10	none set	↓	<p>QEHPI 151 Number of homeless households living in temporary accommodation at the end of the quarter.</p> <table border="1"> <caption>QEHPI 151 Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1-2016/17</td> <td>13</td> </tr> <tr> <td>Q2-2016/17</td> <td>13</td> </tr> <tr> <td>Q3-2016/17</td> <td>10</td> </tr> </tbody> </table>	Quarter	Value	Q1-2016/17	13	Q2-2016/17	13	Q3-2016/17	10	<p>At end of December 2016 there were 10 households in temporary accommodation. The council owned temporary accommodation (hostel) were occupied with 6 households. No households were in B&B. Two households were in temporary supported accommodation due to mental health issues and two were in longer-term private sector leased accommodation.</p> <p>This is a low number of households in temporary accommodation and reflects the low number of homeless presentations in December and the increased rehousing opportunities from the 110 new affordable homes developed since April 2016.</p>
Quarter	Value													
Q1-2016/17	13													
Q2-2016/17	13													
Q3-2016/17	10													
QEHPI 150 Number of prevented homeless applications		96	50	↑	<p>QEHPI 150 Number of prevented homeless applications</p> <table border="1"> <caption>QEHPI 150 Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1-2016/17</td> <td>60</td> </tr> <tr> <td>Q2-2016/17</td> <td>50</td> </tr> <tr> <td>Q3-2016/17</td> <td>96</td> </tr> </tbody> </table>	Quarter	Value	Q1-2016/17	60	Q2-2016/17	50	Q3-2016/17	96	<p>The council prevented 96 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. The cumulative number of preventions since April 2016 is 207 households.</p>
Quarter	Value													
Q1-2016/17	60													
Q2-2016/17	50													
Q3-2016/17	96													

Service Area Revenues and Benefits - **Priority 1:** Improve the health & wellbeing of our communities

Essential Reference Paper E: Q3 Leadership Team, Exec & CBS Quarterly report

PI Code & Name	Status	Q3 Value	Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note																										
MEHPI 181 Time taken to process Housing Benefit new claims and change events.		8.56 days	11.00 days		<p>MEHPI 181 Time taken to process Housing Benefit new claims and change events.</p>  <table border="1"> <caption>MEHPI 181 Time taken to process Housing Benefit new claims and change events (Days)</caption> <thead> <tr> <th>Month</th> <th>Value (Days)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>5.49</td></tr> <tr><td>May 2016</td><td>5.49</td></tr> <tr><td>June 2016</td><td>6.44</td></tr> <tr><td>July 2016</td><td>7.63</td></tr> <tr><td>August 2016</td><td>7.97</td></tr> <tr><td>September 2016</td><td>8.23</td></tr> <tr><td>October 2016</td><td>8.51</td></tr> <tr><td>November 2016</td><td>8.56</td></tr> <tr><td>December 2016</td><td>8.46</td></tr> <tr><td>January 2017</td><td>8.53</td></tr> <tr><td>February 2017</td><td>8.51</td></tr> <tr><td>March 2017</td><td>8.51</td></tr> </tbody> </table>	Month	Value (Days)	April 2016	5.49	May 2016	5.49	June 2016	6.44	July 2016	7.63	August 2016	7.97	September 2016	8.23	October 2016	8.51	November 2016	8.56	December 2016	8.46	January 2017	8.53	February 2017	8.51	March 2017	8.51	
Month	Value (Days)																															
April 2016	5.49																															
May 2016	5.49																															
June 2016	6.44																															
July 2016	7.63																															
August 2016	7.97																															
September 2016	8.23																															
October 2016	8.51																															
November 2016	8.56																															
December 2016	8.46																															
January 2017	8.53																															
February 2017	8.51																															
March 2017	8.51																															
MEHPI 133 Pilot council tax debt intervention project (total appointments attended)	Trend only	4	none set		<p>MEHPI 133 Pilot council tax debt intervention project (total appointments attended)</p> 	Project has now ended																										

Service Area Operations **Priority 2: Enhance the quality of people's lives**

Essential Reference Paper E: Q3 Leadership Team, Exec & CBS Quarterly report

PI Code & Name	Status	Q3 Value	Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note																												
QEHP1 2.4 Fly-tips: removal.		1.45 days	2.00 days	↓	<p>QEHP1 2.4 Fly-tips: Time taken for removal.</p> <table border="1"> <caption>QEHP1 2.4 Fly-tips: Time taken for removal (Days)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>1.88</td> </tr> <tr> <td>Q2 2016/17</td> <td>1.55</td> </tr> <tr> <td>Q3 2016/17</td> <td>1.45</td> </tr> <tr> <td>Q4 2016/17</td> <td>-</td> </tr> <tr> <td>Target (Quarters)</td> <td>2.00</td> </tr> </tbody> </table>	Quarter	Value	Q1 2016/17	1.88	Q2 2016/17	1.55	Q3 2016/17	1.45	Q4 2016/17	-	Target (Quarters)	2.00	Q3 performance continues to be well within target even though the number of fly tips removed is greater than for the same period last year (Fly tips removed Q1-Q3, 841 in 2016/17 compared to 708 in 2015/16)																
Quarter	Value																																	
Q1 2016/17	1.88																																	
Q2 2016/17	1.55																																	
Q3 2016/17	1.45																																	
Q4 2016/17	-																																	
Target (Quarters)	2.00																																	
MEHPI 2.2 Waste: missed collections per 100,000 collections of household		29.59	30	↑	<p>MEHPI 2.2 Waste: missed collections per 100,000 collections of household.</p> <table border="1"> <caption>MEHPI 2.2 Waste: missed collections per 100,000 collections of household</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>26.02</td></tr> <tr><td>May 2016</td><td>27.02</td></tr> <tr><td>June 2016</td><td>22.02</td></tr> <tr><td>July 2016</td><td>26.06</td></tr> <tr><td>August 2016</td><td>24.82</td></tr> <tr><td>September 2016</td><td>26.05</td></tr> <tr><td>October 2016</td><td>34.64</td></tr> <tr><td>November 2016</td><td>24.78</td></tr> <tr><td>December 2016</td><td>29.59</td></tr> <tr><td>January 2017</td><td>36.67</td></tr> <tr><td>February 2017</td><td>23.17</td></tr> <tr><td>March 2017</td><td>-</td></tr> <tr><td>Target (Months)</td><td>30</td></tr> </tbody> </table>	Month	Value	April 2016	26.02	May 2016	27.02	June 2016	22.02	July 2016	26.06	August 2016	24.82	September 2016	26.05	October 2016	34.64	November 2016	24.78	December 2016	29.59	January 2017	36.67	February 2017	23.17	March 2017	-	Target (Months)	30	Although the missed collection rate remains under target we are disappointed that its has not fallen as expected for this time of year. This is a result of the changes in rounds settling down.
Month	Value																																	
April 2016	26.02																																	
May 2016	27.02																																	
June 2016	22.02																																	
July 2016	26.06																																	
August 2016	24.82																																	
September 2016	26.05																																	
October 2016	34.64																																	
November 2016	24.78																																	
December 2016	29.59																																	
January 2017	36.67																																	
February 2017	23.17																																	
March 2017	-																																	
Target (Months)	30																																	
MEHPI 191 Cumulative Annual Residual household waste per household.	Trend only	328kg	none set	N/A	<p>MEHPI 191 Residual household waste per household.</p> <table border="1"> <caption>MEHPI 191 Residual household waste per household (kg)</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>4</td></tr> <tr><td>May 2016</td><td>78</td></tr> <tr><td>June 2016</td><td>112</td></tr> <tr><td>July 2016</td><td>147</td></tr> <tr><td>August 2016</td><td>179</td></tr> <tr><td>September 2016</td><td>220</td></tr> <tr><td>October 2016</td><td>254</td></tr> <tr><td>November 2016</td><td>295</td></tr> <tr><td>December 2016</td><td>328</td></tr> <tr><td>January 2017</td><td>328</td></tr> <tr><td>February 2017</td><td>368</td></tr> <tr><td>March 2017</td><td>-</td></tr> <tr><td>Target (Months)</td><td>328</td></tr> </tbody> </table>	Month	Value	April 2016	4	May 2016	78	June 2016	112	July 2016	147	August 2016	179	September 2016	220	October 2016	254	November 2016	295	December 2016	328	January 2017	328	February 2017	368	March 2017	-	Target (Months)	328	Residual waste continues to be less than the same period last year December (349kg) which has a positive effect on the recycling rate.
Month	Value																																	
April 2016	4																																	
May 2016	78																																	
June 2016	112																																	
July 2016	147																																	
August 2016	179																																	
September 2016	220																																	
October 2016	254																																	
November 2016	295																																	
December 2016	328																																	
January 2017	328																																	
February 2017	368																																	
March 2017	-																																	
Target (Months)	328																																	


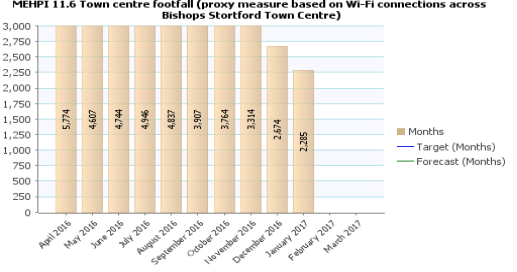

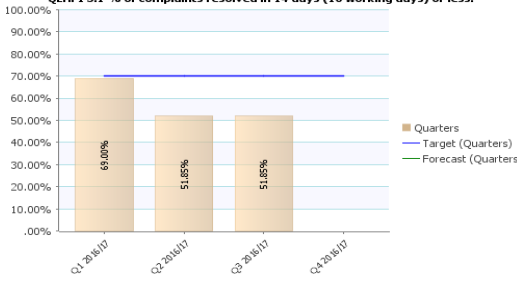
Essential Reference Paper E: Q3 Leadership Team, Exec & CBS Quarterly report

PI Code & Name	Status	Q3 Value	Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note																										
MEHPI 192 % of household waste sent for reuse, recycling and composting.	Trend only	53.46%	none set	↑	<p>MEHPI 192 % of household waste sent for reuse, recycling and composting.</p> <table border="1"> <caption>MEHPI 192 % of household waste sent for reuse, recycling and composting - Monthly Data</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>50.0%</td></tr> <tr><td>May 2016</td><td>52.62%</td></tr> <tr><td>June 2016</td><td>54.17%</td></tr> <tr><td>July 2016</td><td>55.68%</td></tr> <tr><td>August 2016</td><td>55.11%</td></tr> <tr><td>September 2016</td><td>55.40%</td></tr> <tr><td>October 2016</td><td>51.25%</td></tr> <tr><td>November 2016</td><td>53.02%</td></tr> <tr><td>December 2016</td><td>53.46%</td></tr> <tr><td>January 2017</td><td>53.46%</td></tr> <tr><td>February 2017</td><td>53.46%</td></tr> <tr><td>March 2017</td><td>52.97%</td></tr> </tbody> </table>	Month	Value (%)	April 2016	50.0%	May 2016	52.62%	June 2016	54.17%	July 2016	55.68%	August 2016	55.11%	September 2016	55.40%	October 2016	51.25%	November 2016	53.02%	December 2016	53.46%	January 2017	53.46%	February 2017	53.46%	March 2017	52.97%	December levels show a value of 53.46%. Despite the decreased organic waste tonnage the recycling rate is still in the 50's which indications we should see the annual figure remaining above 50%
Month	Value (%)																															
April 2016	50.0%																															
May 2016	52.62%																															
June 2016	54.17%																															
July 2016	55.68%																															
August 2016	55.11%																															
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January 2017	53.46%																															
February 2017	53.46%																															
March 2017	52.97%																															
Service Area Planning and Building Control <input type="checkbox"/> Priority 2: Enable a flourishing local economy																																
MEHPI 157a % Processing of planning applications dealt with in timely manner - Major applications.		75.00%	60.00%	↓	<p>MEHPI 157a % Processing of planning applications dealt with in timely manner - Major applications.</p> <table border="1"> <caption>MEHPI 157a % Processing of planning applications dealt with in timely manner - Major applications - Monthly Data</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>100.00%</td></tr> <tr><td>May 2016</td><td>100.00%</td></tr> <tr><td>June 2016</td><td>100.00%</td></tr> <tr><td>July 2016</td><td>92.00%</td></tr> <tr><td>August 2016</td><td>100.00%</td></tr> <tr><td>September 2016</td><td>78.00%</td></tr> <tr><td>October 2016</td><td>100.00%</td></tr> <tr><td>November 2016</td><td>100.00%</td></tr> <tr><td>December 2016</td><td>100.00%</td></tr> <tr><td>January 2017</td><td>75.00%</td></tr> <tr><td>February 2017</td><td>75.00%</td></tr> <tr><td>March 2017</td><td>100.00%</td></tr> </tbody> </table>	Month	Value (%)	April 2016	100.00%	May 2016	100.00%	June 2016	100.00%	July 2016	92.00%	August 2016	100.00%	September 2016	78.00%	October 2016	100.00%	November 2016	100.00%	December 2016	100.00%	January 2017	75.00%	February 2017	75.00%	March 2017	100.00%	3 out of 4
Month	Value (%)																															
April 2016	100.00%																															
May 2016	100.00%																															
June 2016	100.00%																															
July 2016	92.00%																															
August 2016	100.00%																															
September 2016	78.00%																															
October 2016	100.00%																															
November 2016	100.00%																															
December 2016	100.00%																															
January 2017	75.00%																															
February 2017	75.00%																															
March 2017	100.00%																															
MEHPI 157b % Processing of planning applications dealt with in timely manner- Minor applications.		94.00%	80.00%	↑	<p>MEHPI 157b % Processing of planning applications dealt with in timely manner- Minor applications.</p> <table border="1"> <caption>MEHPI 157b % Processing of planning applications dealt with in timely manner- Minor applications - Monthly Data</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>95.00%</td></tr> <tr><td>May 2016</td><td>93.00%</td></tr> <tr><td>June 2016</td><td>92.00%</td></tr> <tr><td>July 2016</td><td>93.00%</td></tr> <tr><td>August 2016</td><td>93.00%</td></tr> <tr><td>September 2016</td><td>95.00%</td></tr> <tr><td>October 2016</td><td>100.00%</td></tr> <tr><td>November 2016</td><td>88.00%</td></tr> <tr><td>December 2016</td><td>94.00%</td></tr> <tr><td>January 2017</td><td>95.00%</td></tr> <tr><td>February 2017</td><td>95.00%</td></tr> <tr><td>March 2017</td><td>82.00%</td></tr> </tbody> </table>	Month	Value (%)	April 2016	95.00%	May 2016	93.00%	June 2016	92.00%	July 2016	93.00%	August 2016	93.00%	September 2016	95.00%	October 2016	100.00%	November 2016	88.00%	December 2016	94.00%	January 2017	95.00%	February 2017	95.00%	March 2017	82.00%	30 out of 32
Month	Value (%)																															
April 2016	95.00%																															
May 2016	93.00%																															
June 2016	92.00%																															
July 2016	93.00%																															
August 2016	93.00%																															
September 2016	95.00%																															
October 2016	100.00%																															
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December 2016	94.00%																															
January 2017	95.00%																															
February 2017	95.00%																															
March 2017	82.00%																															


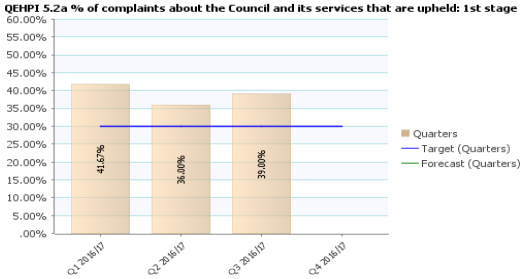
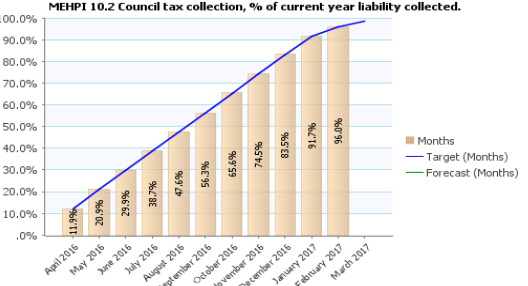
Essential Reference Paper E: Q3 Leadership Team, Exec & CBS Quarterly report

PI Code & Name	Status	Q3 Value	Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note																										
MEHPI 157c % Processing of planning applications dealt with in timely manner- Other applications.		95.00%	90.00%	↓	<p>MEHPI 157c % Processing of planning applications dealt with in timely manner- Other applications.</p> <table border="1"> <caption>MEHPI 157c % Data</caption> <thead> <tr><th>Month</th><th>Value</th></tr> </thead> <tbody> <tr><td>April 2016</td><td>96.00%</td></tr> <tr><td>May 2016</td><td>96.00%</td></tr> <tr><td>June 2016</td><td>96.00%</td></tr> <tr><td>July 2016</td><td>97.00%</td></tr> <tr><td>August 2016</td><td>94.00%</td></tr> <tr><td>September 2016</td><td>95.00%</td></tr> <tr><td>October 2016</td><td>88.00%</td></tr> <tr><td>November 2016</td><td>96.00%</td></tr> <tr><td>December 2016</td><td>95.00%</td></tr> <tr><td>January 2017</td><td>91.00%</td></tr> <tr><td>February 2017</td><td>91.00%</td></tr> <tr><td>March 2017</td><td>85.00%</td></tr> </tbody> </table>	Month	Value	April 2016	96.00%	May 2016	96.00%	June 2016	96.00%	July 2016	97.00%	August 2016	94.00%	September 2016	95.00%	October 2016	88.00%	November 2016	96.00%	December 2016	95.00%	January 2017	91.00%	February 2017	91.00%	March 2017	85.00%	113 out of 119
Month	Value																															
April 2016	96.00%																															
May 2016	96.00%																															
June 2016	96.00%																															
July 2016	97.00%																															
August 2016	94.00%																															
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December 2016	95.00%																															
January 2017	91.00%																															
February 2017	91.00%																															
March 2017	85.00%																															
MEHPI 205 % of site visits undertaken in relation to urgent cases within 2 workings days of 'start date'.		100%	100%	↔	<p>MEHPI 205 % of site visits undertaken in relation to urgent cases within 2 workings days of 'start date'.</p> <table border="1"> <caption>MEHPI 205 % Data</caption> <thead> <tr><th>Year</th><th>Value</th></tr> </thead> <tbody> <tr><td>2016/17</td><td>100%</td></tr> </tbody> </table>	Year	Value	2016/17	100%	1 out of 1																						
Year	Value																															
2016/17	100%																															
Service Area Governance and Risk Management ☐ Priority 3: Enable a flourishing local economy																																
MEHPI 8 % of invoices paid on time.		99.68%	98.50%	↓	<p>MEHPI 8 % of invoices paid on time.</p> <table border="1"> <caption>MEHPI 8 % Data</caption> <thead> <tr><th>Month</th><th>Value</th></tr> </thead> <tbody> <tr><td>April 2016</td><td>98.12%</td></tr> <tr><td>May 2016</td><td>98.33%</td></tr> <tr><td>June 2016</td><td>98.29%</td></tr> <tr><td>July 2016</td><td>99.18%</td></tr> <tr><td>August 2016</td><td>99.31%</td></tr> <tr><td>September 2016</td><td>98.42%</td></tr> <tr><td>October 2016</td><td>97.50%</td></tr> <tr><td>November 2016</td><td>99.68%</td></tr> <tr><td>December 2016</td><td>98.53%</td></tr> <tr><td>January 2017</td><td>99.29%</td></tr> <tr><td>February 2017</td><td>99.29%</td></tr> <tr><td>March 2017</td><td>99.03%</td></tr> </tbody> </table>	Month	Value	April 2016	98.12%	May 2016	98.33%	June 2016	98.29%	July 2016	99.18%	August 2016	99.31%	September 2016	98.42%	October 2016	97.50%	November 2016	99.68%	December 2016	98.53%	January 2017	99.29%	February 2017	99.29%	March 2017	99.03%	Target reached and exceeded
Month	Value																															
April 2016	98.12%																															
May 2016	98.33%																															
June 2016	98.29%																															
July 2016	99.18%																															
August 2016	99.31%																															
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October 2016	97.50%																															
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December 2016	98.53%																															
January 2017	99.29%																															
February 2017	99.29%																															
March 2017	99.03%																															
Service Area Communications, Strategy and Policy ☐- Priority 3: Enable a flourishing local economy																																

Essential Reference Paper E: Q3 Leadership Team, Exec & CBS Quarterly report

PI Code & Name	Status	Q3 Value	Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note																										
MEHPI 11.6 Town centre footfall (proxy measure based on Wi-Fi connections on market days).	Trend only	3,764	none set		<p>MEHPI 11.6 Town centre footfall (proxy measure based on Wi-Fi connections across Bishops Stortford Town Centre)</p>  <table border="1"> <caption>MEHPI 11.6 Town centre footfall (proxy measure based on Wi-Fi connections across Bishops Stortford Town Centre)</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>5,774</td></tr> <tr><td>May 2016</td><td>4,667</td></tr> <tr><td>June 2016</td><td>4,744</td></tr> <tr><td>July 2016</td><td>4,946</td></tr> <tr><td>August 2016</td><td>4,837</td></tr> <tr><td>September 2016</td><td>5,307</td></tr> <tr><td>October 2016</td><td>3,764</td></tr> <tr><td>November 2016</td><td>3,314</td></tr> <tr><td>December 2016</td><td>2,674</td></tr> <tr><td>January 2017</td><td>2,285</td></tr> <tr><td>February 2017</td><td>2,285</td></tr> <tr><td>March 2017</td><td>-</td></tr> </tbody> </table>	Month	Value	April 2016	5,774	May 2016	4,667	June 2016	4,744	July 2016	4,946	August 2016	4,837	September 2016	5,307	October 2016	3,764	November 2016	3,314	December 2016	2,674	January 2017	2,285	February 2017	2,285	March 2017	-	<p>There were 2,674 distinct Clients for the December period with an average of 229 clients daily. This was a big drop in the previous month but this reflected the public holidays and days where many shops were shut</p>
Month	Value																															
April 2016	5,774																															
May 2016	4,667																															
June 2016	4,744																															
July 2016	4,946																															
August 2016	4,837																															
September 2016	5,307																															
October 2016	3,764																															
November 2016	3,314																															
December 2016	2,674																															
January 2017	2,285																															
February 2017	2,285																															
March 2017	-																															
Supporting these Priorities: Service Area Communications Strategy and Policy.																																
QEHP1 5.1 % of complaints resolved in 14 days (10 working days) or less.		51.85%	70.00%		<p>QEHP1 5.1 % of complaints resolved in 14 days (10 working days) or less.</p>  <table border="1"> <caption>QEHP1 5.1 % of complaints resolved in 14 days (10 working days) or less.</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2016/17</td><td>69.00%</td></tr> <tr><td>Q2 2016/17</td><td>51.85%</td></tr> <tr><td>Q3 2016/17</td><td>51.85%</td></tr> <tr><td>Q4 2016/17</td><td>51.85%</td></tr> </tbody> </table>	Quarter	Value	Q1 2016/17	69.00%	Q2 2016/17	51.85%	Q3 2016/17	51.85%	Q4 2016/17	51.85%	<p>14 out of 27 complaints were dealt with within 14 days/ 10 working days with Q3. Performance has been below target since the start of this year which is a concern. This has been raised at the council's leadership team and weekly reports on open complaints are being sent to all heads of service to ensure they are being dealt with in a timely manner. We hope to see an improvement in performance in Q4.</p>																
Quarter	Value																															
Q1 2016/17	69.00%																															
Q2 2016/17	51.85%																															
Q3 2016/17	51.85%																															
Q4 2016/17	51.85%																															

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PI Code & Name	Status	Q3 Value	Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note																												
QEHP1 5.2a % of complaints about the Council and its services that are upheld: 1st stage		39.00%	30.00%		<p>QEHP1 5.2a % of complaints about the Council and its services that are upheld: 1st stage</p>  <table border="1"> <caption>QEHP1 5.2a % of complaints about the Council and its services that are upheld: 1st stage</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q1-2016/17</td> <td>41.5%</td> </tr> <tr> <td>Q2-2016/17</td> <td>36.0%</td> </tr> <tr> <td>Q3-2016/17</td> <td>39.0%</td> </tr> <tr> <td>Target (Quarters)</td> <td>30.0%</td> </tr> </tbody> </table>	Quarter	Value (%)	Q1-2016/17	41.5%	Q2-2016/17	36.0%	Q3-2016/17	39.0%	Target (Quarters)	30.0%	<p>7 out of 18 complaints were upheld at stage 1 in Q3. 4 of the 7 related to missed bin collections which were always investigated in collaboration with the contractor. Performance on missed bin collections (EHPI 2.2) seldom falls over our set target of 30 per 100,000 households. One of the 7 related to a member of agency staff who was found to be rude towards a resident in the District. The other two related to a planning complaint and a Council Tax dispute. As per the above, performance has been below target since the start of this year which is a concern. This has been raised at the council's leadership team and weekly reports on open complaints are being sent to all heads of service to ensure they are being dealt with appropriately and to ensure we are learning from complaints where the council was at fault. We hope to see an improvement in Q4 of this year.</p>																		
Quarter	Value (%)																																	
Q1-2016/17	41.5%																																	
Q2-2016/17	36.0%																																	
Q3-2016/17	39.0%																																	
Target (Quarters)	30.0%																																	
Supporting these Priorities: Service Area Revenues & Benefits																																		
MEHPI 10.2 Council tax collection, % of current year liability collected.		83.50%	83.00%	N/A	<p>MEHPI 10.2 Council tax collection, % of current year liability collected.</p>  <table border="1"> <caption>MEHPI 10.2 Council tax collection, % of current year liability collected.</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>11.9%</td></tr> <tr><td>May 2016</td><td>20.1%</td></tr> <tr><td>June 2016</td><td>29.9%</td></tr> <tr><td>July 2016</td><td>38.7%</td></tr> <tr><td>August 2016</td><td>47.6%</td></tr> <tr><td>September 2016</td><td>56.3%</td></tr> <tr><td>October 2016</td><td>65.6%</td></tr> <tr><td>November 2016</td><td>74.5%</td></tr> <tr><td>December 2016</td><td>83.5%</td></tr> <tr><td>January 2017</td><td>91.7%</td></tr> <tr><td>February 2017</td><td>96.0%</td></tr> <tr><td>March 2017</td><td>96.0%</td></tr> <tr><td>Target (Months)</td><td>83.0%</td></tr> </tbody> </table>	Month	Value (%)	April 2016	11.9%	May 2016	20.1%	June 2016	29.9%	July 2016	38.7%	August 2016	47.6%	September 2016	56.3%	October 2016	65.6%	November 2016	74.5%	December 2016	83.5%	January 2017	91.7%	February 2017	96.0%	March 2017	96.0%	Target (Months)	83.0%	<p>PI slightly above targets which were based on 2015/16 period</p>
Month	Value (%)																																	
April 2016	11.9%																																	
May 2016	20.1%																																	
June 2016	29.9%																																	
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March 2017	96.0%																																	
Target (Months)	83.0%																																	

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PI Code & Name	Status	Q3 Value	Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note																										
MEHPI 10.4 NNDR (Business rates) collection, % of current year liability collected.		83.80%	83.40%	N/A	<p>MEHPI 10.4 NNDR (Business rates) collection, % of current year liability collected.</p> <table border="1"> <caption>Monthly Collection Data</caption> <thead> <tr> <th>Month</th> <th>Collection %</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>9.4%</td></tr> <tr><td>May 2016</td><td>20.0%</td></tr> <tr><td>June 2016</td><td>30.4%</td></tr> <tr><td>July 2016</td><td>38.9%</td></tr> <tr><td>August 2016</td><td>47.5%</td></tr> <tr><td>September 2016</td><td>55.0%</td></tr> <tr><td>October 2016</td><td>64.4%</td></tr> <tr><td>November 2016</td><td>75.5%</td></tr> <tr><td>December 2016</td><td>83.6%</td></tr> <tr><td>January 2017</td><td>91.8%</td></tr> <tr><td>February 2017</td><td>95.1%</td></tr> <tr><td>March 2017</td><td>95.1%</td></tr> </tbody> </table>	Month	Collection %	April 2016	9.4%	May 2016	20.0%	June 2016	30.4%	July 2016	38.9%	August 2016	47.5%	September 2016	55.0%	October 2016	64.4%	November 2016	75.5%	December 2016	83.6%	January 2017	91.8%	February 2017	95.1%	March 2017	95.1%	PI slightly above targets which were based on 2015/16 period
Month	Collection %																															
April 2016	9.4%																															
May 2016	20.0%																															
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August 2016	47.5%																															
September 2016	55.0%																															
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November 2016	75.5%																															
December 2016	83.6%																															
January 2017	91.8%																															
February 2017	95.1%																															
March 2017	95.1%																															

PI Status

Performance is 6% or more off target	
Performance is on target or exceeding target	
No target to set performance against	Trend Only
Latest data unavailable - last data shown	

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