

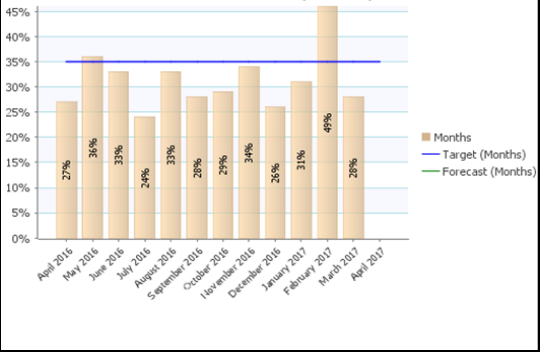
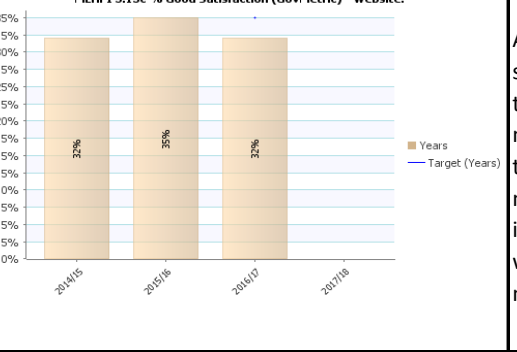

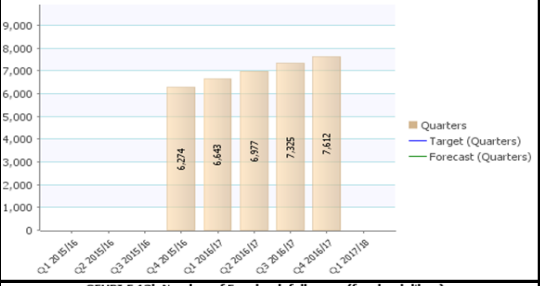

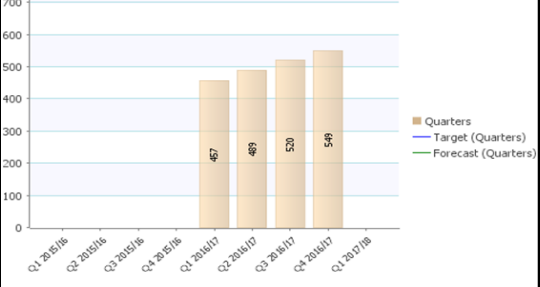



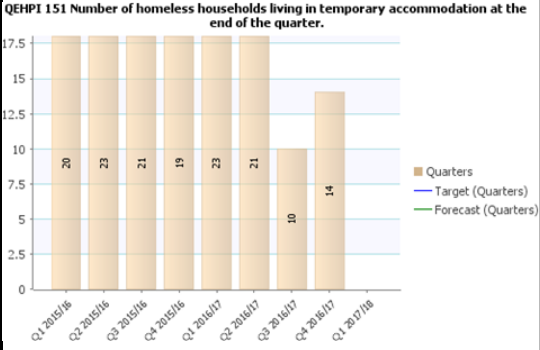
Essential Reference Paper: Annual Performance Results																		
PI Code & Name	Annual figure (where applicable)	Target	Movement since last update	Short term Performance Trend	Long Term Performance Trend	Annual Notes												
Priority 1 - Improve the Health & Wellbeing of Communities (16 Indicators)																		
Service Area Communications, Strategy and Policy.																		
AEHPI 5.11 % of broadband accessibility in the district.	65%	none set	N/A	N/A	<p>AEHPI 5.11 % of broadband accessibility in the district.</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>0</td> <td>0</td> </tr> <tr> <td>2015/16</td> <td>0</td> <td>0</td> </tr> <tr> <td>2016/17</td> <td>65</td> <td>0</td> </tr> </tbody> </table>	Year	Value (%)	Target (%)	2014/15	0	0	2015/16	0	0	2016/17	65	0	The District currently has around 65%, around 44,708 properties, with broadband as supplied by Connected Counties with planned rollouts over the next 3 years to an estimated 93% of our District. There may well be private broadband companies that provide alternative internet coverage not covering this.
Year	Value (%)	Target (%)																
2014/15	0	0																
2015/16	0	0																
2016/17	65	0																
AEHPI 5.10 % of key Services that are available via a digital channel	47	none set	N/A	N/A	<p>AEHPI 5.10 % of key Services that are available via a digital channel</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>0</td> <td>0</td> </tr> <tr> <td>2015/16</td> <td>0</td> <td>0</td> </tr> <tr> <td>2016/17</td> <td>47</td> <td>0</td> </tr> </tbody> </table>	Year	Value (%)	Target (%)	2014/15	0	0	2015/16	0	0	2016/17	47	0	<p>Based on the SOCTIM survey of key services delivered by the Council, currently around 48% or 54 of 114 services are in a digital channel.</p> <p>However, with the launch of the new website, many new digital e-forms have been generated which should dramatically improve this number with more planned improvements over the course of 2017/18</p>
Year	Value (%)	Target (%)																
2014/15	0	0																
2015/16	0	0																
2016/17	47	0																

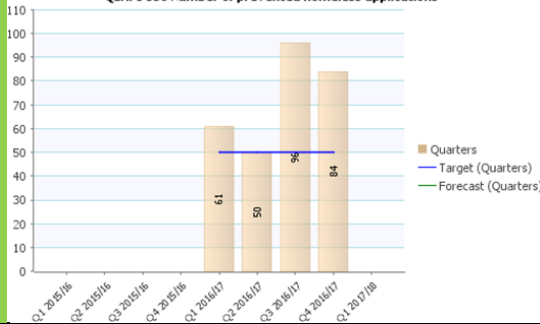
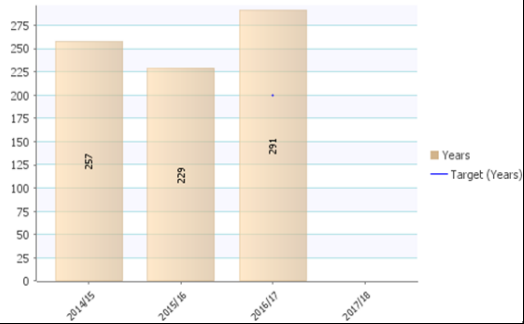

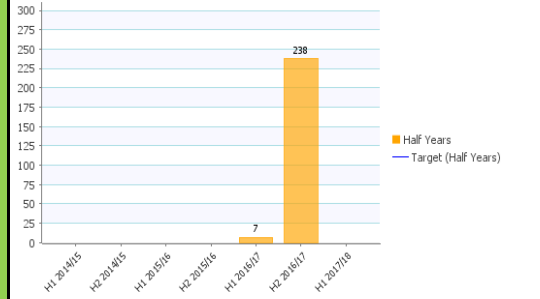
## Essential Reference Paper: Annual Performance Results

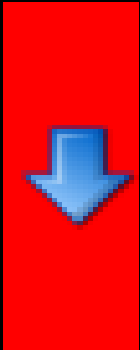
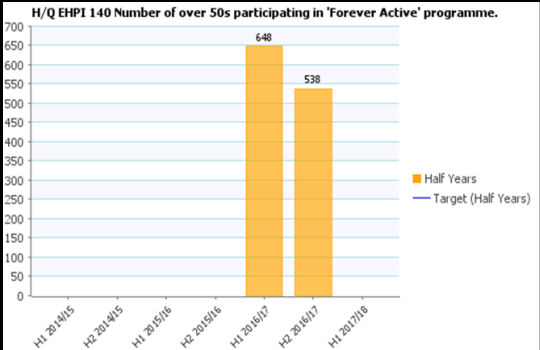

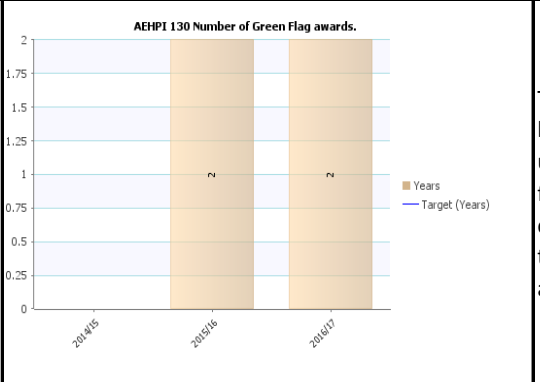
PI Code & Name	Annual figure (where applicable)	Target	Movement since last update	Short term Performance Trend	Long Term Performance Trend	Annual Notes																																				
MEHPI 5.13b % Good Satisfaction (GovMetric) - Face to Face	84%	80%		<p><b>MEHPI 5.13a % Good Satisfaction (GovMetric) - Face to Face.</b></p> <table border="1"> <caption>MEHPI 5.13a % Good Satisfaction (GovMetric) - Face to Face (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>81%</td></tr> <tr><td>May 2016</td><td>82%</td></tr> <tr><td>June 2016</td><td>91%</td></tr> <tr><td>July 2016</td><td>84%</td></tr> <tr><td>August 2016</td><td>88%</td></tr> <tr><td>September 2016</td><td>85%</td></tr> <tr><td>October 2016</td><td>87%</td></tr> <tr><td>November 2016</td><td>87%</td></tr> <tr><td>December 2016</td><td>85%</td></tr> <tr><td>January 2017</td><td>87%</td></tr> <tr><td>February 2017</td><td>79%</td></tr> <tr><td>March 2017</td><td>92%</td></tr> <tr><td>April 2017</td><td>92%</td></tr> </tbody> </table>	Month	Percentage	April 2016	81%	May 2016	82%	June 2016	91%	July 2016	84%	August 2016	88%	September 2016	85%	October 2016	87%	November 2016	87%	December 2016	85%	January 2017	87%	February 2017	79%	March 2017	92%	April 2017	92%	<p><b>MEHPI 5.13a % Good Satisfaction (GovMetric) - Face to Face.</b></p> <table border="1"> <caption>MEHPI 5.13a % Good Satisfaction (GovMetric) - Face to Face (Years)</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>2014/15</td><td>82%</td></tr> <tr><td>2015/16</td><td>83%</td></tr> <tr><td>2016/17</td><td>84%</td></tr> </tbody> </table>	Year	Percentage	2014/15	82%	2015/16	83%	2016/17	84%	<p>Across the year, 2,419 gave a good score, representing 84% and over our 80% target. This is an improvement on last years figures. A further 6% or 159 people gave a medium score with the remaining 10% giving a poor score</p>
Month	Percentage																																									
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MEHPI 5.13b % Good Satisfaction (GovMetric) - Telephone.	N/A	90%	n/a	<p><b>MEHPI 5.13b % Good Satisfaction (GovMetric) - Telephone.</b></p> <table border="1"> <caption>MEHPI 5.13b % Good Satisfaction (GovMetric) - Telephone (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>100%</td></tr> <tr><td>May 2016</td><td>100%</td></tr> <tr><td>June 2016</td><td>100%</td></tr> <tr><td>April 2017</td><td>100%</td></tr> </tbody> </table>	Month	Percentage	April 2016	100%	May 2016	100%	June 2016	100%	April 2017	100%	N/A	<p>As we only have data over some of the months in the year, it would be unrepresentative to provide an annual score for this. It is planned that a new script and link for customers to be sent to at the end of a phone call is brought it but this cannot be achieved until the telephone package has been updated. Currently, the process is manual that operators have to manually ask the customers if they would mind being transferred to this which has had very varied results.</p>																										
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PI Code & Name	Annual figure (where applicable)	Target	Movement since last update	Short term Performance Trend	Long Term Performance Trend	Annual Notes																																				
MEHPI 5.13c % Good Satisfaction (GovMetric) - Website.	32%	35%		<p>MEHPI 5.13c % Good Satisfaction (GovMetric) - Website.</p>  <table border="1"> <caption>MEHPI 5.13c % Good Satisfaction (GovMetric) - Website (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>27%</td></tr> <tr><td>May 2016</td><td>36%</td></tr> <tr><td>June 2016</td><td>33%</td></tr> <tr><td>July 2016</td><td>24%</td></tr> <tr><td>August 2016</td><td>33%</td></tr> <tr><td>September 2016</td><td>28%</td></tr> <tr><td>October 2016</td><td>29%</td></tr> <tr><td>November 2016</td><td>34%</td></tr> <tr><td>December 2016</td><td>25%</td></tr> <tr><td>January 2017</td><td>31%</td></tr> <tr><td>February 2017</td><td>49%</td></tr> <tr><td>March 2017</td><td>28%</td></tr> <tr><td>April 2017</td><td>28%</td></tr> </tbody> </table>	Month	Percentage	April 2016	27%	May 2016	36%	June 2016	33%	July 2016	24%	August 2016	33%	September 2016	28%	October 2016	29%	November 2016	34%	December 2016	25%	January 2017	31%	February 2017	49%	March 2017	28%	April 2017	28%	<p>MEHPI 5.13c % Good Satisfaction (GovMetric) - Website.</p>  <table border="1"> <caption>MEHPI 5.13c % Good Satisfaction (GovMetric) - Website (Annual)</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>2016/15</td><td>32%</td></tr> <tr><td>2016/16</td><td>35%</td></tr> <tr><td>2016/17</td><td>32%</td></tr> </tbody> </table>	Year	Percentage	2016/15	32%	2016/16	35%	2016/17	32%	A total of 456 people gave a good score over the 2016/17 period of a total of 1432, bringing a 32% score, marginally off our target and lower than last year. As anticipated for a number of months, we expect a big improvement in score when our new website goes live and our website is more engaging and user friendly.
Month	Percentage																																									
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QEHPI 5.12a Number of Twitter followers	7,612	none set		<p>QEHPI 5.12a Number of Twitter followers</p>  <table border="1"> <caption>QEHPI 5.12a Number of Twitter followers (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Number of Followers</th> </tr> </thead> <tbody> <tr><td>Q1 2016/16</td><td>-</td></tr> <tr><td>Q2 2016/16</td><td>-</td></tr> <tr><td>Q3 2016/16</td><td>-</td></tr> <tr><td>Q4 2016/16</td><td>6,274</td></tr> <tr><td>Q1 2016/17</td><td>6,643</td></tr> <tr><td>Q2 2016/17</td><td>6,977</td></tr> <tr><td>Q3 2016/17</td><td>7,235</td></tr> <tr><td>Q4 2016/17</td><td>7,612</td></tr> <tr><td>Q1 2017/18</td><td>7,612</td></tr> </tbody> </table>	Quarter	Number of Followers	Q1 2016/16	-	Q2 2016/16	-	Q3 2016/16	-	Q4 2016/16	6,274	Q1 2016/17	6,643	Q2 2016/17	6,977	Q3 2016/17	7,235	Q4 2016/17	7,612	Q1 2017/18	7,612	N/A	As this figure is cumulative and is a new indicator, there are not long term results and Q4 figures are the same as the annual. The number of Twitter followers continues to rise, adding around 300 more followers to Q3 values																
Quarter	Number of Followers																																									
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QEHPI 5.12b Number of Facebook followers (Facebook likes).	549	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) (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Number of Followers</th> </tr> </thead> <tbody> <tr><td>Q1 2016/16</td><td>-</td></tr> <tr><td>Q2 2016/16</td><td>-</td></tr> <tr><td>Q3 2016/16</td><td>-</td></tr> <tr><td>Q4 2016/16</td><td>-</td></tr> <tr><td>Q1 2016/17</td><td>457</td></tr> <tr><td>Q2 2016/17</td><td>483</td></tr> <tr><td>Q3 2016/17</td><td>520</td></tr> <tr><td>Q4 2016/17</td><td>549</td></tr> <tr><td>Q1 2017/18</td><td>549</td></tr> </tbody> </table>	Quarter	Number of Followers	Q1 2016/16	-	Q2 2016/16	-	Q3 2016/16	-	Q4 2016/16	-	Q1 2016/17	457	Q2 2016/17	483	Q3 2016/17	520	Q4 2016/17	549	Q1 2017/18	549		As this figure is cumulative and is a new indicator, there are not long term results and Q4 figures are the same as the annual. The number of Facebook likes continues to rise, albeit at a slow level in relation to our Twitter account which is far more used than our Facebook account																
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PI Code & Name	Annual figure (where applicable)	Target	Movement since last update	Short term Performance Trend	Long Term Performance Trend	Annual Notes
Service Area Health and Housing						
HEHPI 155 Number of affordable homes delivered (gross)	106	none set	N/A		N/A	Oct- Mar 2017: 104 new affordable homes were completed from either S106 sites or from housing association asset sites. New Indicator so there is no long term data
MEHPI 132 % of full applications for Disabled Facilities Grant approved within 7 weeks.	100%	95%				2016/2017 Outturn - Target exceeded. 100% of housing grant applications processed within target times. This represents 46 approved in target times since April 2016. Introduced in 2016/17 so no previous date to compare with

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PI Code & Name	Annual figure (where applicable)	Target	Movement since last update	Short term Performance Trend	Long Term Performance Trend	Annual Notes																				
QEHPI 151 Number of homeless households living in temporary accommodation at the end of the quarter.	14	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 Quarterly Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2015/16</td><td>20</td></tr> <tr><td>Q2 2015/16</td><td>23</td></tr> <tr><td>Q3 2015/16</td><td>21</td></tr> <tr><td>Q4 2015/16</td><td>19</td></tr> <tr><td>Q1 2016/17</td><td>23</td></tr> <tr><td>Q2 2016/17</td><td>21</td></tr> <tr><td>Q3 2016/17</td><td>10</td></tr> <tr><td>Q4 2016/17</td><td>14</td></tr> <tr><td>Q1 2017/18</td><td>14</td></tr> </tbody> </table>	Quarter	Value	Q1 2015/16	20	Q2 2015/16	23	Q3 2015/16	21	Q4 2015/16	19	Q1 2016/17	23	Q2 2016/17	21	Q3 2016/17	10	Q4 2016/17	14	Q1 2017/18	14		<p>Jan 17 - Mar 17: At the end of March 2017 the council had 14 households in temporary accommodation . The council owned hostel had 8 out of 12 flats occupied. One household was in B&amp;B as they were unsuitable for the hostel. Three households were in temporary supported accommodation and two were in longer term private leased accommodation. This remains a low number in temporary accommodation and reflects the low number of homeless presentations and acceptances, the successful prevention of homelessness and the increased rehousing opportunities from the 200 new affordable homes developed since April 2016 which are in addition to the usual turnover of housing association homes.</p>
Quarter	Value																									
Q1 2015/16	20																									
Q2 2015/16	23																									
Q3 2015/16	21																									
Q4 2015/16	19																									
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Q3 2016/17	10																									
Q4 2016/17	14																									
Q1 2017/18	14																									

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PI Code & Name	Annual figure (where applicable)	Target	Movement since last update	Short term Performance Trend	Long Term Performance Trend	Annual Notes																								
QEHPI 150 Number of prevented homeless applications	291	200		<p>QEHP1 150 Number of prevented homeless applications</p>  <table border="1"> <caption>QEHP1 150 Quarterly Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>61</td> </tr> <tr> <td>Q2 2016/17</td> <td>58</td> </tr> <tr> <td>Q3 2016/17</td> <td>98</td> </tr> <tr> <td>Q4 2016/17</td> <td>84</td> </tr> <tr> <td>Target (Quarters)</td> <td>50</td> </tr> <tr> <td>Forecast (Quarters)</td> <td>-</td> </tr> </tbody> </table>	Quarter	Value	Q1 2016/17	61	Q2 2016/17	58	Q3 2016/17	98	Q4 2016/17	84	Target (Quarters)	50	Forecast (Quarters)	-	<p>QEHP1 150 Number of prevented homeless applications</p>  <table border="1"> <caption>QEHP1 150 Annual Data</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>257</td> </tr> <tr> <td>2015/16</td> <td>225</td> </tr> <tr> <td>2016/17</td> <td>291</td> </tr> <tr> <td>Target (Years)</td> <td>200</td> </tr> </tbody> </table>	Year	Value	2014/15	257	2015/16	225	2016/17	291	Target (Years)	200	<p>2016/17: The council prevented 291 households becoming homeless by the provision of advice to relieve homelessness or securing alternative accommodation through the housing register or actively assisting applicants secure accommodation through the private sector.</p>
Quarter	Value																													
Q1 2016/17	61																													
Q2 2016/17	58																													
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Q4 2016/17	84																													
Target (Quarters)	50																													
Forecast (Quarters)	-																													
Year	Value																													
2014/15	257																													
2015/16	225																													
2016/17	291																													
Target (Years)	200																													
HEHPI 141 East Herts residents & East Herts Council employees registered with Team Herts Volunteering scheme	245	200		<p>H/Q EHPI 141 East Herts residents &amp; East Herts Council employees registered with Team Herts Volunteering scheme</p>  <table border="1"> <caption>HEHPI 141 Half-Yearly Data</caption> <thead> <tr> <th>Half Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>H1 2016/17</td> <td>7</td> </tr> <tr> <td>H2 2016/17</td> <td>238</td> </tr> <tr> <td>Target (Half Years)</td> <td>200</td> </tr> </tbody> </table>	Half Year	Value	H1 2016/17	7	H2 2016/17	238	Target (Half Years)	200	N/A	<p>Across the year, there was a total of 245 people who signed up to The Herts Volunteering which surpassed our initial 200 annual target although most of this uptake was across Q2. This is a new indicator so there is no long term data.</p>																
Half Year	Value																													
H1 2016/17	7																													
H2 2016/17	238																													
Target (Half Years)	200																													

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PI Code & Name	Annual figure (where applicable)	Target	Movement since last update	Short term Performance Trend	Long Term Performance Trend	Annual Notes									
HEHPI 140 Number of over 50s participating in 'Forever Active' programme	1186	854		<p>H/Q EHPI 140 Number of over 50s participating in 'Forever Active' programme.</p>  <table border="1"> <caption>H/Q EHPI 140 Performance Data</caption> <thead> <tr> <th>Period</th> <th>Half Years</th> <th>Target (Half Years)</th> </tr> </thead> <tbody> <tr> <td>H1 2016/17</td> <td>648</td> <td>538</td> </tr> <tr> <td>H2 2016/17</td> <td>538</td> <td>-</td> </tr> </tbody> </table>	Period	Half Years	Target (Half Years)	H1 2016/17	648	538	H2 2016/17	538	-	N/A	There were 1,186 sign ups to Forever Active, far exceeding the original set targets. As this is a new indicator, there is no long term trend
Period	Half Years	Target (Half Years)													
H1 2016/17	648	538													
H2 2016/17	538	-													
Service Area Operations															
AEHPI 130 Number of Green Flag awards.	2	none set		N/A	 <table border="1"> <caption>AEHPI 130 Performance Data</caption> <thead> <tr> <th>Year</th> <th>Years</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>2</td> <td>-</td> </tr> <tr> <td>2016/17</td> <td>2</td> <td>-</td> </tr> </tbody> </table>	Year	Years	Target (Years)	2015/16	2	-	2016/17	2	-	This value is 2 again and this is not likely to ever change as we are unlikely to bid for any further green flags awards given the time and effort constraints this brings. It is proposed that this PI is scrapped therefore as adds no value
Year	Years	Target (Years)													
2015/16	2	-													
2016/17	2	-													
Service Area Revenues and Benefits															

## Essential Reference Paper: Annual Performance Results

PI Code & Name	Annual figure (where applicable)	Target	Movement since last update	Short term Performance Trend	Long Term Performance Trend	Annual Notes																																				
MEHPI 181 Time taken to process Housing Benefit new claims and change events.	7.05	10.00 days (This is a new lowered target (from 11))		<p>MEHPI 181 Time taken to process Housing Benefit new claims and change events.</p> <table border="1"> <caption>MEHPI 181 Monthly Performance (Days)</caption> <thead> <tr> <th>Month</th> <th>Days</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>8.61</td></tr> <tr><td>May 2016</td><td>5.49</td></tr> <tr><td>June 2016</td><td>6.64</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>8.54</td></tr> <tr><td>March 2017</td><td>7.05</td></tr> <tr><td>April 2017</td><td>7.05</td></tr> </tbody> </table>	Month	Days	April 2016	8.61	May 2016	5.49	June 2016	6.64	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	8.54	March 2017	7.05	April 2017	7.05	<p>MEHPI 181 Time taken to process Housing Benefit new claims and change events.</p> <table border="1"> <caption>MEHPI 181 Annual Performance (Days)</caption> <thead> <tr> <th>Year</th> <th>Days</th> </tr> </thead> <tbody> <tr><td>2014/15</td><td>10.00</td></tr> <tr><td>2015/16</td><td>9.73</td></tr> <tr><td>2016/17</td><td>7.05</td></tr> </tbody> </table>	Year	Days	2014/15	10.00	2015/16	9.73	2016/17	7.05	Time taken has decreased over the past 3 years, a positive trend
Month	Days																																									
April 2016	8.61																																									
May 2016	5.49																																									
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### Priority 2 - Enhance Quality of People's Lives (15 Indicators)

#### Service Area: Health & Housing.



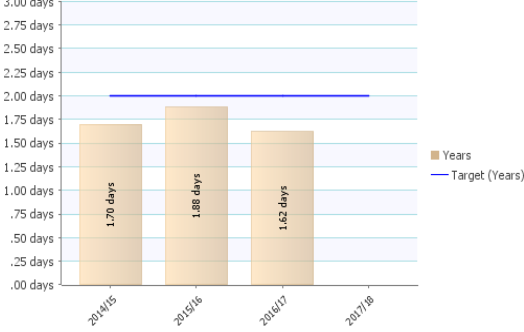

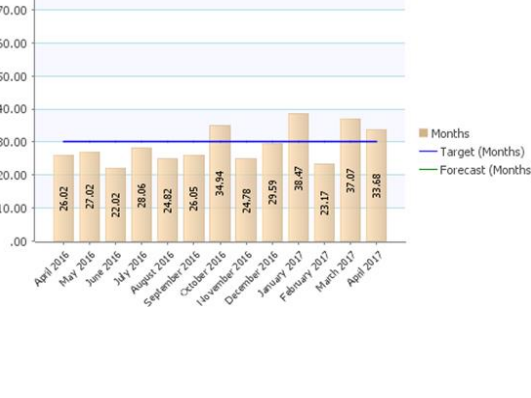
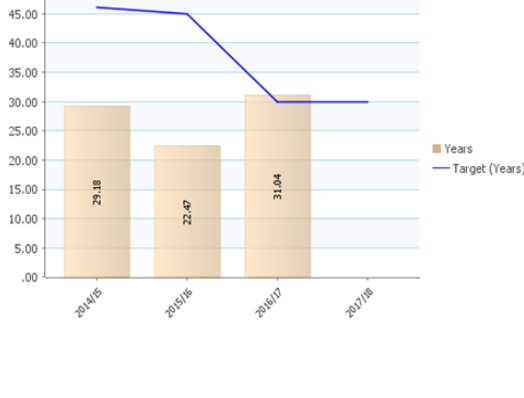
HEHPI 149a % of affordable housing delivered on sites subject to s106 agreements on affordable sites a) at the time of permission	60%	N/A	N/A	<p>HEHPI 149a % of affordable housing delivered on sites subject to s106 agreements on affordable sites a) at the time of permission</p> <table border="1"> <caption>HEHPI 149a Performance (Percentage)</caption> <thead> <tr> <th>Half Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>H1 2014/15</td><td>0%</td></tr> <tr><td>H2 2014/15</td><td>0%</td></tr> <tr><td>H1 2015/16</td><td>0%</td></tr> <tr><td>H2 2015/16</td><td>0%</td></tr> <tr><td>H1 2016/17</td><td>60%</td></tr> <tr><td>H2 2016/17</td><td>60%</td></tr> <tr><td>H1 2017/18</td><td>60%</td></tr> </tbody> </table>	Half Year	Percentage	H1 2014/15	0%	H2 2014/15	0%	H1 2015/16	0%	H2 2015/16	0%	H1 2016/17	60%	H2 2016/17	60%	H1 2017/18	60%	N/A	Oct-March 2017: There were 7 schemes given planning permission in the second half of 2016/17 of which 4 were policy compliant with regards to the amount of affordable housing agreed on the S106 and three were not. This means that for 2016/17 overall 10 schemes were given planning permission of which 7 or 70% were policy compliant with regards to the percentage of affordable housing agreed in the S106. Indicator will be amended for the 2017/18 period (see 149b)
Half Year	Percentage																					
H1 2014/15	0%																					
H2 2014/15	0%																					
H1 2015/16	0%																					
H2 2015/16	0%																					
H1 2016/17	60%																					
H2 2016/17	60%																					
H1 2017/18	60%																					



Essential Reference Paper: Annual Performance Results																											
PI Code & Name	Annual figure (where applicable)	Target	Movement since last update	Short term Performance Trend	Long Term Performance Trend	Annual Notes																					
HEHPI 149b % of affordable housing delivered on sites subject to s106 agreements on affordable sites b) at the time of delivery completion	100%	100	N/A	<p>HEHPI 149b % of affordable housing delivered on sites subject to s106 agreements on affordable sites b) at the time of delivery completion</p> <table border="1"> <caption>HEHPI 149b Performance Data</caption> <thead> <tr> <th>Half Year</th> <th>Actual %</th> <th>Target %</th> </tr> </thead> <tbody> <tr><td>H1 2014/15</td><td>0</td><td>100</td></tr> <tr><td>H2 2014/15</td><td>0</td><td>100</td></tr> <tr><td>H1 2015/16</td><td>0</td><td>100</td></tr> <tr><td>H2 2015/16</td><td>0</td><td>100</td></tr> <tr><td>H1 2016/17</td><td>100</td><td>100</td></tr> <tr><td>H2 2016/17</td><td>100</td><td>100</td></tr> </tbody> </table>	Half Year	Actual %	Target %	H1 2014/15	0	100	H2 2014/15	0	100	H1 2015/16	0	100	H2 2015/16	0	100	H1 2016/17	100	100	H2 2016/17	100	100	N/A	Frequency will change to Quarterly from 17/18 for better monitoring and will split into two measures; ' % of Affordable homes delivered on section 106 developments in Towns (149c) & Villages (149d)'
Half Year	Actual %	Target %																									
H1 2014/15	0	100																									
H2 2014/15	0	100																									
H1 2015/16	0	100																									
H2 2015/16	0	100																									
H1 2016/17	100	100																									
H2 2016/17	100	100																									
AEHPI 64 Number of private sector vacant dwellings that are returned into occupation or demolished	20	10		N/A	<p>A/Q EHP1 64 Number of private sector vacant dwellings that are returned into occupation or demolished</p> <table border="1"> <caption>AEHPI 64 Performance Data</caption> <thead> <tr> <th>Year</th> <th>Actual Count</th> <th>Target Count</th> </tr> </thead> <tbody> <tr><td>2014/15</td><td>13</td><td>10</td></tr> <tr><td>2015/16</td><td>11</td><td>10</td></tr> <tr><td>2016/17</td><td>20</td><td>10</td></tr> </tbody> </table>	Year	Actual Count	Target Count	2014/15	13	10	2015/16	11	10	2016/17	20	10	<p>2016/2017 Outturn 2017 - Target achieved. 20 private sector dwellings brought back into occupation; 10 of which had been empty for more than 2 years including 2 that had been empty for over 10 years. This figure is likely to be higher, but limitations on how the data is gathered has prevented a more detailed figure being produced. We plan to change this with the use of Uniform and are currently working with IT to this end. Target to rise to 15 for 2017/18. Frequency will change to Quarterly from 17/18 for better monitoring</p>									
Year	Actual Count	Target Count																									
2014/15	13	10																									
2015/16	11	10																									
2016/17	20	10																									

Essential Reference Paper: Annual Performance Results																		
PI Code & Name	Annual figure (where applicable)	Target	Movement since last update	Short term Performance Trend	Long Term Performance Trend	Annual Notes												
Service Area Operations																		
AEHPI 195a Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter	3%	2%	↑	N/A	<p>AEHPI 195a Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter</p> <table border="1"> <caption>AEHPI 195a Litter Levels</caption> <thead> <tr> <th>Year</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>2%</td> <td>2%</td> </tr> <tr> <td>2015/16</td> <td>3%</td> <td>2%</td> </tr> <tr> <td>2016/17</td> <td>3%</td> <td>2%</td> </tr> </tbody> </table>	Year	Actual	Target	2014/15	2%	2%	2015/16	3%	2%	2016/17	3%	2%	2016/17 Outturn - Broken down into tranche 1- 3% , tranche 2 - 1%, tranche 3 - 4%. This shows that Litter levels rose in the last 4 months due to this being the worst time of year for litter when the vegetation dies back. In particular levels of litter were highest on main roads due to some contractor performance issues and difficulty getting traffic management from HCC.
Year	Actual	Target																
2014/15	2%	2%																
2015/16	3%	2%																
2016/17	3%	2%																
AEHPI 195b Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus	10%	7%	↑	N/A	<p>AEHPI 195b Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus</p> <table border="1"> <caption>AEHPI 195b Detritus Levels</caption> <thead> <tr> <th>Year</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>5%</td> <td>7%</td> </tr> <tr> <td>2015/16</td> <td>8%</td> <td>7%</td> </tr> <tr> <td>2016/17</td> <td>10%</td> <td>7%</td> </tr> </tbody> </table>	Year	Actual	Target	2014/15	5%	7%	2015/16	8%	7%	2016/17	10%	7%	2016/17 Outturn- performance below target (i.e. worse than target by 3%). Inspections throughout year broken down as follows Tranche 1 - 15.23%, Tranche 2 - 6.48%, Tranche 3- 7.08%. This shows that the first 4 months of the year brought down performance. The areas identified were in industry & warehousing, rural roads and other highways and these areas have now been brought back up to standard.
Year	Actual	Target																
2014/15	5%	7%																
2015/16	8%	7%																
2016/17	10%	7%																

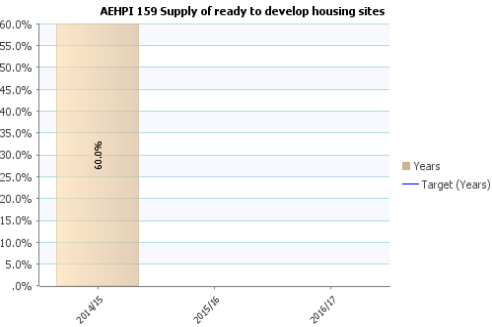
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PI Code & Name	Annual figure (where applicable)	Target	Movement since last update	Short term Performance Trend	Long Term Performance Trend	Annual Notes																																				
QEHP1 2.4 Fly-tips: removal.	1.62	2.00 days		<p><b>QEHP1 2.4 Fly-tips: Time taken for removal.</b></p>  <table border="1"> <caption>Quarterly Time taken for removal (Days)</caption> <thead> <tr> <th>Quarter</th> <th>Time taken (Days)</th> </tr> </thead> <tbody> <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> <tr><td>Q1 2016/17</td><td>1.68</td></tr> <tr><td>Q2 2016/17</td><td>1.55</td></tr> <tr><td>Q3 2016/17</td><td>1.46</td></tr> <tr><td>Q4 2016/17</td><td>1.80</td></tr> <tr><td>Q1 2017/18</td><td>1.62</td></tr> </tbody> </table>	Quarter	Time taken (Days)	Q1 2015/16	1.78	Q2 2015/16	1.72	Q3 2015/16	2.00	Q4 2015/16	2.01	Q1 2016/17	1.68	Q2 2016/17	1.55	Q3 2016/17	1.46	Q4 2016/17	1.80	Q1 2017/18	1.62	<p><b>QEHP1 2.4 Fly-tips: Time taken for removal.</b></p>  <table border="1"> <caption>Annual Average Time taken for removal (Days)</caption> <thead> <tr> <th>Year</th> <th>Time taken (Days)</th> </tr> </thead> <tbody> <tr><td>2014/15</td><td>1.70</td></tr> <tr><td>2015/16</td><td>1.88</td></tr> <tr><td>2016/17</td><td>1.62</td></tr> </tbody> </table>	Year	Time taken (Days)	2014/15	1.70	2015/16	1.88	2016/17	1.62	<p>2016/17 Outturn - Annual average for fly tipping removal well within target even though the number of fly tips removed is greater than last year (Fly tips removed 1114 in 2016/17 compared to 1003 in 2015/16)</p>								
Quarter	Time taken (Days)																																									
Q1 2015/16	1.78																																									
Q2 2015/16	1.72																																									
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MEHP1 2.2 Waste: missed collections per 100,000 collections of household	31.04	30		<p><b>MEHP1 2.2 Waste: missed collections per 100,000 collections of household.</b></p>  <table border="1"> <caption>Monthly Missed Collections per 100,000</caption> <thead> <tr> <th>Month</th> <th>Missed Collections</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>28.06</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>34.94</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>38.47</td></tr> <tr><td>February 2017</td><td>23.17</td></tr> <tr><td>March 2017</td><td>37.07</td></tr> <tr><td>April 2017</td><td>33.68</td></tr> </tbody> </table>	Month	Missed Collections	April 2016	26.02	May 2016	27.02	June 2016	22.02	July 2016	28.06	August 2016	24.82	September 2016	26.05	October 2016	34.94	November 2016	24.78	December 2016	29.59	January 2017	38.47	February 2017	23.17	March 2017	37.07	April 2017	33.68	<p><b>MEHP1 2.2 Waste: missed collections per 100,000 collections of household.</b></p>  <table border="1"> <caption>Annual Average Missed Collections per 100,000</caption> <thead> <tr> <th>Year</th> <th>Missed Collections</th> </tr> </thead> <tbody> <tr><td>2014/15</td><td>29.18</td></tr> <tr><td>2015/16</td><td>22.47</td></tr> <tr><td>2016/17</td><td>31.04</td></tr> </tbody> </table>	Year	Missed Collections	2014/15	29.18	2015/16	22.47	2016/17	31.04	<p>The first half of the year saw missed collections consistent under the target of the 30, the latter half of the year saw however missed collections increased above the target and despite a concerted effort on contractors part, the year ended about 30. The waste team will continue to closely monitor missed collections, breaking them down to service and area in a bid to tackle the issue.</p>
Month	Missed Collections																																									
April 2016	26.02																																									
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PI Code & Name	Annual figure (where applicable)	Target	Movement since last update	Short term Performance Trend	Long Term Performance Trend	Annual Notes																																				
MEHPI 191 Cumulative Annual Residual household waste per household.	435kg	none set	N/A	<p><b>MEHPI 191 Residual household waste per household.</b></p> <table border="1"> <caption>MEHPI 191 Residual household waste per household (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Waste (kg)</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>368</td></tr> <tr><td>February 2017</td><td>400</td></tr> <tr><td>March 2017</td><td>400</td></tr> <tr><td>April 2017</td><td>435</td></tr> </tbody> </table>	Month	Waste (kg)	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	368	February 2017	400	March 2017	400	April 2017	435	<p><b>MEHPI 191 Residual household waste per household.</b></p> <table border="1"> <caption>MEHPI 191 Residual household waste per household (Annual)</caption> <thead> <tr> <th>Year</th> <th>Waste (kg)</th> </tr> </thead> <tbody> <tr><td>2014/15</td><td>456</td></tr> <tr><td>2015/16</td><td>467</td></tr> <tr><td>2016/17</td><td>435</td></tr> </tbody> </table>	Year	Waste (kg)	2014/15	456	2015/16	467	2016/17	435	With more material capture via the kerbside service than the previous year and street sweepings being recycled, household waste has gone down compared to last year (468.66kgs per household) this means we are well within the target of 435kg and have a recycling rate of 51.77% (which is a provisional figure based on data that is being checked)
Month	Waste (kg)																																									
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	368																																									
February 2017	400																																									
March 2017	400																																									
April 2017	435																																									
Year	Waste (kg)																																									
2014/15	456																																									
2015/16	467																																									
2016/17	435																																									
MEHPI 192 % of household waste sent for reuse, recycling and composting	51.77	50%		<p><b>MEHPI 192 % of household waste sent for reuse, recycling and composting.</b></p> <table border="1"> <caption>MEHPI 192 % of household waste sent for reuse, recycling and composting (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Percentage (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>50.87%</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>50.25%</td></tr> <tr><td>November 2016</td><td>53.92%</td></tr> <tr><td>December 2016</td><td>53.46%</td></tr> <tr><td>January 2017</td><td>52.07%</td></tr> <tr><td>February 2017</td><td>51.93%</td></tr> <tr><td>March 2017</td><td>51.77%</td></tr> <tr><td>April 2017</td><td>51.77%</td></tr> </tbody> </table>	Month	Percentage (%)	April 2016	50.87%	May 2016	52.62%	June 2016	54.17%	July 2016	55.68%	August 2016	55.11%	September 2016	55.40%	October 2016	50.25%	November 2016	53.92%	December 2016	53.46%	January 2017	52.07%	February 2017	51.93%	March 2017	51.77%	April 2017	51.77%	<p><b>MEHPI 192 % of household waste sent for reuse, recycling and composting.</b></p> <table border="1"> <caption>MEHPI 192 % of household waste sent for reuse, recycling and composting (Annual)</caption> <thead> <tr> <th>Year</th> <th>Percentage (%)</th> </tr> </thead> <tbody> <tr><td>2014/15</td><td>49.61%</td></tr> <tr><td>2015/16</td><td>48.69%</td></tr> <tr><td>2016/17</td><td>51.77%</td></tr> </tbody> </table>	Year	Percentage (%)	2014/15	49.61%	2015/16	48.69%	2016/17	51.77%	Whilst in this short term, recycling rates fell, across the last 3 years, this is the highest recycling rate achieved. This figure remains provisional whilst the data is checked however we have collected more organic waste and more comingled material than last year and waste is down compared with last year also.
Month	Percentage (%)																																									
April 2016	50.87%																																									
May 2016	52.62%																																									
June 2016	54.17%																																									
July 2016	55.68%																																									
August 2016	55.11%																																									
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2014/15	49.61%																																									
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Service Area Planning and Building Control																																										

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PI Code & Name	Annual figure (where applicable)	Target	Movement since last update	Short term Performance Trend	Long Term Performance Trend	Annual Notes								
AEHPI 159 Supply of ready to develop housing sites. Annual Figures not available at this time	60% (2014/15)	none set	N/A	N/A	 <p>AEHPI 159 Supply of ready to develop housing sites</p> <table border="1"> <caption>AEHPI 159 Supply of ready to develop housing sites</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>60.0%</td> </tr> <tr> <td>2015/16</td> <td>-</td> </tr> <tr> <td>2016/17</td> <td>-</td> </tr> </tbody> </table>	Year	Value (%)	2014/15	60.0%	2015/16	-	2016/17	-	<p>2015/16 Estimated outturn. Latest assessment of land availability in the Authority Monitoring Report submitted to the 17 Dec 2015 meeting of the District Plan Executive Panel. Land supply is between 3.4 years (68%) based on the Liverpool calculation method (previous under delivery applied across the whole plan period) or 3.0 years (60%) based on the Sedgefield method (under delivery applied in first five years. Figures based on finalised SHMA OAN of 745 units per year.</p> <p>It is not possible to calculate the future position in relation to this indicator. This would require an assessment of housing land availability up to 8 years in advance. Such assessments are unreliable. A favourable outcome of examination of the District Plan would establish an OAN and sufficient available land allocations to enable delivery in relation to this. This would lead to a land supply figure of 100% or greater.</p>
Year	Value (%)													
2014/15	60.0%													
2015/16	-													
2016/17	-													


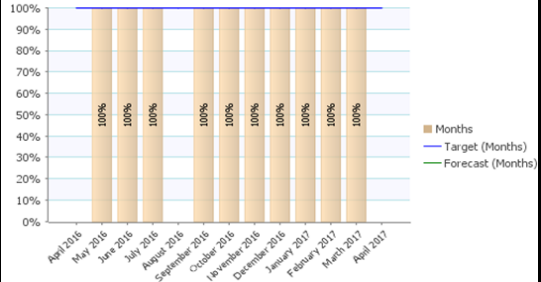
## Essential Reference Paper: Annual Performance Results

PI Code & Name	Annual figure (where applicable)	Target	Movement since last update	Short term Performance Trend	Long Term Performance Trend	Annual Notes																																						
AEHPI 154 Net additional homes provided. Annual Figures not available at this time	581 (2014/15)	467	N/A		<p>AEHPI 154 Net additional homes provided</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>581</td> <td>-</td> </tr> <tr> <td>2015/16</td> <td>-</td> <td>467</td> </tr> <tr> <td>2016/17</td> <td>-</td> <td>455</td> </tr> </tbody> </table>	Year	Actual	Target	2014/15	581	-	2015/16	-	467	2016/17	-	455	<p>2014/15 Outturn: This figure is provided to us by HCC. It is a provisional figure as the service is continuing to check the accuracy of the data. Based on this provisional figure, New housing completions are higher than target for the year. This generally reflects a favourable development and investment climate. 2015/16 Estimated outcome: Estimate of delivery in the current year set out in the Authority Monitoring Report submitted to the 17 Dec 2015 meeting of the District Plan Executive Panel. Estimated delivery of 786 new homes. Future targets: 2016/17: 455, 2017/18: 737 and 2018/19: 748</p>																										
Year	Actual	Target																																										
2014/15	581	-																																										
2015/16	-	467																																										
2016/17	-	455																																										
MEHPI 157a % Processing of planning applications dealt with in timely manner - Major applications.	87.0%	60.0%		<p>MEHPI 157a % Processing of planning applications dealt with in timely manner - Major applications.</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Percentage</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>75.00%</td></tr> <tr><td>January 2017</td><td>75.00%</td></tr> <tr><td>February 2017</td><td>100.00%</td></tr> <tr><td>March 2017</td><td>83.00%</td></tr> <tr><td>April 2017</td><td>87.00%</td></tr> </tbody> </table>	Month	Percentage	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	75.00%	January 2017	75.00%	February 2017	100.00%	March 2017	83.00%	April 2017	87.00%	<p>MEHPI 157a % Processing of planning applications dealt with in timely manner - Major applications.</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>63.00%</td> </tr> <tr> <td>2015/16</td> <td>78.00%</td> </tr> <tr> <td>2016/17</td> <td>87.00%</td> </tr> <tr> <td>2017/18</td> <td>83.00%</td> </tr> </tbody> </table>	Year	Percentage	2014/15	63.00%	2015/16	78.00%	2016/17	87.00%	2017/18	83.00%	<p>40 out of 46 Applications dealt with within timely manner, a large increase on previous years.</p>
Month	Percentage																																											
April 2016	100.00%																																											
May 2016	100.00%																																											
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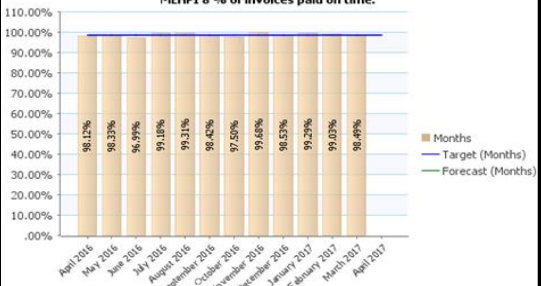
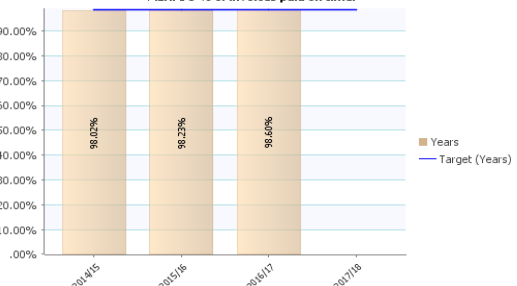
PI Code & Name	Annual figure (where applicable)	Target	Movement since last update	Short term Performance Trend	Long Term Performance Trend	Annual Notes
MEHPI 157b % Processing of planning applications dealt with in timely manner- Minor applications.	93.0%	80.0%		<p>MEHPI 157b % Processing of planning applications dealt with in timely manner- Minor applications.</p>	<p>MEHPI 157b % Processing of planning applications dealt with in timely manner- Minor applications.</p>	369 out of 397 Applications dealt with within timely manner, an increase on the previous 2 years
MEHPI 157c % Processing of planning applications dealt with in timely manner- Other applications.	93.0%	90.0%		<p>MEHPI 157c % Processing of planning applications dealt with in timely manner- Other applications.</p>	<p>MEHPI 157c % Processing of planning applications dealt with in timely manner- Other applications.</p>	1440 out of 1542 applications dealt with within a timely manner, an increase on the previous 3 years

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PI Code & Name	Annual figure (where applicable)	Target	Movement since last update	Short term Performance Trend	Long Term Performance Trend	Annual Notes
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> 	N/A	This is the first year this PI is being measured so there is no long term trend

### Priority 3 - Enable a flourishing Economy (4 Indicators)

#### Service Area Governance and Risk Management

MEHPI 8 % of invoices paid on time.	98.60%	98.50%		<p>MEHPI 8 % of invoices paid on time.</p> 	<p>MEHPI 8 % of invoices paid on time.</p> 	Results show that the target of 98.50% was slightly exceeded at the end of the financial year by 0.10%. And improved on the last 2 years results
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#### Service Area Communications, Strategy and Policy



Essential Reference Paper: Annual Performance Results																																		
PI Code & Name	Annual figure (where applicable)	Target	Movement since last update	Short term Performance Trend	Long Term Performance Trend	Annual Notes																												
AEHPI 11.3a Business Counts: Local units in East Herts. Annual Figures not available at this time	7,065(2015/16)	none set	N/A	N/A	<p>AEHPI 11.3a Business Counts: Local units in East Herts.</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>-</td> </tr> <tr> <td>2015/16</td> <td>7,065</td> </tr> <tr> <td>2016/17</td> <td>-</td> </tr> </tbody> </table>	Year	Value	2014/15	-	2015/16	7,065	2016/17	-	New Trend captured for 2015/16 and sources from external sources so 2016/17 values yet to be provided. For 2017/18, this PI will change to 11a and 11b (see ERP C) which will provide a more timely and accurate figure																				
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2014/15	-																																	
2015/16	7,065																																	
2016/17	-																																	
AEHPI 11.3b Business Counts: Enterprises in East Herts. Annual Figures not available at this time	8675 (2015/16)	none set	N/A	N/A	<p>AEHPI 11.3b Business Counts: Enterprises in East Herts.</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>-</td> </tr> <tr> <td>2015/16</td> <td>8,675</td> </tr> <tr> <td>2016/17</td> <td>-</td> </tr> </tbody> </table>	Year	Value	2014/15	-	2015/16	8,675	2016/17	-	New Trend captured for 2015/16 and sources from external sources so 2016/17 values yet to be provided. For 2017/18, this PI will change to 11a and 11b (see ERP C) which will provide a more timely and accurate figure																				
Year	Value																																	
2014/15	-																																	
2015/16	8,675																																	
2016/17	-																																	
MEHPI 11.6 Town centre footfall (proxy measure based on Wi-Fi connections on market days).	2,484	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"> <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>4,607</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>3,907</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>2,243</td></tr> <tr><td>March 2017</td><td>2,484</td></tr> <tr><td>April 2017</td><td>2,484</td></tr> </tbody> </table>	Month	Value	April 2016	5,774	May 2016	4,607	June 2016	4,744	July 2016	4,946	August 2016	4,837	September 2016	3,907	October 2016	3,764	November 2016	3,314	December 2016	2,674	January 2017	2,285	February 2017	2,243	March 2017	2,484	April 2017	2,484	N/A	There were 2,484 distinct Clients for the March period with an average of 249 clients daily. It has been agreed that from 2017/18 period, this Indicator will not be collected as it adds little to no value
Month	Value																																	
April 2016	5,774																																	
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PI Code & Name	Annual figure (where applicable)	Target	Movement since last update	Short term Performance Trend	Long Term Performance Trend	Annual Notes																
Supporting these Priorities (5 Indicators)																						
Service Area Communications Strategy and Policy.																						
BI EHPI 3 Overall satisfaction with the authority	69 (2015/16)	none set	69%	N/A	<p>BI EHPI 3 Overall satisfaction with the authority</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>69%</td> </tr> </tbody> </table>	Year	Value	2015/16	69%	This was a bi-annual measure that was collected from the residents survey. Thus there is no figure this year. The methodology of how we collect this data will need to change in the future as the Resident survey will not be conducted next year due to costing and how representative it is of our population												
Year	Value																					
2015/16	69%																					
QEHP1 5.1 % of complaints resolved in 14 days (10 working days) or less.	61.86%	70.00%		<p>QEHP1 5.1 % of complaints resolved in 14 days (10 working days) or less.</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>77.89%</td> </tr> <tr> <td>2015/16</td> <td>77.63%</td> </tr> <tr> <td>2016/17</td> <td>61.86%</td> </tr> </tbody> </table>	Year	Value	2014/15	77.89%	2015/16	77.63%	2016/17	61.86%	<p>QEHP1 5.1 % of complaints resolved in 14 days (10 working days) or less.</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>77.89%</td> </tr> <tr> <td>2015/16</td> <td>77.63%</td> </tr> <tr> <td>2016/17</td> <td>61.86%</td> </tr> </tbody> </table>	Year	Value	2014/15	77.89%	2015/16	77.63%	2016/17	61.86%	This has consistently failed at every quarter this year despite an improvement in the last quarter. Figures are therefore much lower than previous years
Year	Value																					
2014/15	77.89%																					
2015/16	77.63%																					
2016/17	61.86%																					
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PI Code & Name	Annual figure (where applicable)	Target	Movement since last update	Short term Performance Trend	Long Term Performance Trend	Annual Notes																
QEHP1 5.2a % of complaints about the Council and its services that are upheld: 1st stage	36.59%	30.00%		<p>QEHP1 5.2a % of complaints about the Council and its services that are upheld: 1st stage</p> <table border="1"> <caption>Short Term Performance Trend Data</caption> <thead> <tr> <th>Year</th> <th>% of complaints upheld</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>35.44%</td> </tr> <tr> <td>2015/16</td> <td>24.60%</td> </tr> <tr> <td>2016/17</td> <td>36.59%</td> </tr> </tbody> </table>	Year	% of complaints upheld	2014/15	35.44%	2015/16	24.60%	2016/17	36.59%	<p>QEHP1 5.2a % of complaints about the Council and its services that are upheld: 1st stage</p> <table border="1"> <caption>Long Term Performance Trend Data</caption> <thead> <tr> <th>Year</th> <th>% of complaints upheld</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>35.44%</td> </tr> <tr> <td>2015/16</td> <td>24.60%</td> </tr> <tr> <td>2016/17</td> <td>36.59%</td> </tr> </tbody> </table>	Year	% of complaints upheld	2014/15	35.44%	2015/16	24.60%	2016/17	36.59%	<p>Across the year, in every quarter, we failed to meet our 30% or less deadline though there was a slight improvement during Q4. This is a worrying trend but as mentioned, missed waste bins do take up a bulk of our upheld complaints of which we do not directly manage. There has also been a lot of disruption with restructures which may have caused delays in getting the complaint to the most appropriate person</p>
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2014/15	35.44%																					
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<b>Service Area Revenues &amp; Benefits</b>																						
MEHPI 10.2 Council tax collection, % of current year liability collected.	98.4%	98.6%		<p>MEHPI 10.2 Council tax collection, % of current year liability collected.</p>	<p>MEHPI 10.2 Council tax collection, % of current year liability collected.</p> <table border="1"> <caption>Long Term Performance Trend Data</caption> <thead> <tr> <th>Year</th> <th>% of liability collected</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>98.2%</td> </tr> <tr> <td>2015/16</td> <td>98.4%</td> </tr> <tr> <td>2016/17</td> <td>98.4%</td> </tr> </tbody> </table>	Year	% of liability collected	2014/15	98.2%	2015/16	98.4%	2016/17	98.4%	<p>PI slightly below targets which were based on 2015/16 period</p>								
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PI Code & Name	Annual figure (where applicable)	Target	Movement since last update	Short term Performance Trend	Long Term Performance Trend	Annual Notes																																				
MEHPI 10.4 NNDR (Business rates) collection, % of current year liability collected.	97.8%	97.5%	N/A	<p>MEHPI 10.4 NNDR (Business rates) collection, % of current year liability collected.</p> <table border="1"> <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>55.8%</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>83.8%</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>97.8%</td></tr> <tr><td>April 2017</td><td>97.8%</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	55.8%	October 2016	64.4%	November 2016	75.5%	December 2016	83.8%	January 2017	91.8%	February 2017	95.1%	March 2017	97.8%	April 2017	97.8%	<p>MEHPI 10.4 NNDR (Business rates) collection, % of current year liability collected.</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Collection %</th> </tr> </thead> <tbody> <tr><td>2015/15</td><td>97.0%</td></tr> <tr><td>2016/16</td><td>97.8%</td></tr> <tr><td>2016/17</td><td>97.8%</td></tr> </tbody> </table>	Year	Collection %	2015/15	97.0%	2016/16	97.8%	2016/17	97.8%	PI slightly below targets which were based on 2015/16 period
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### KEY

#### PI Status

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

#### Movement since last period

Value is higher than previous period & this is positive movement	↑
negative movement	↓
positive movement	↑
negative movement	↓
Value is the same as previous period	↔
period	n/a