
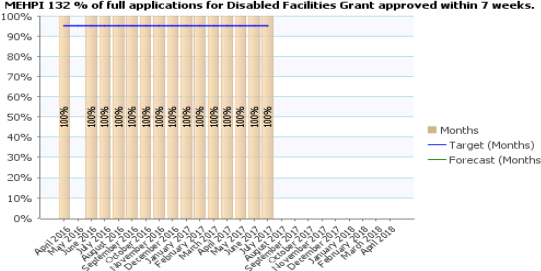

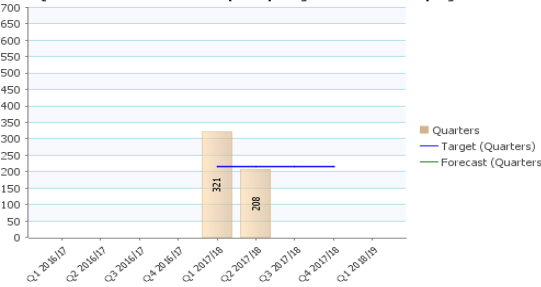
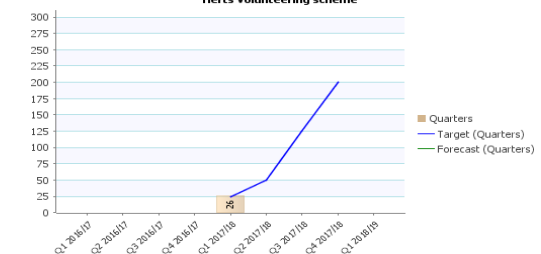

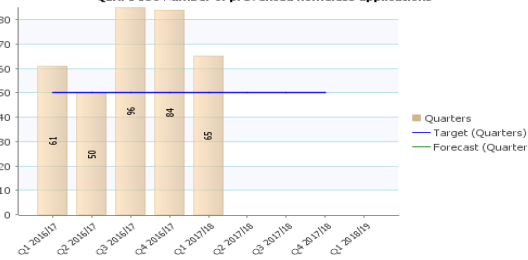

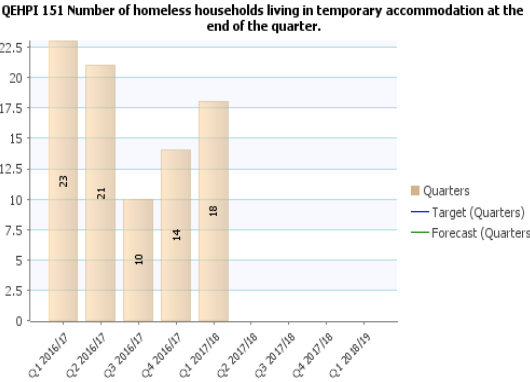

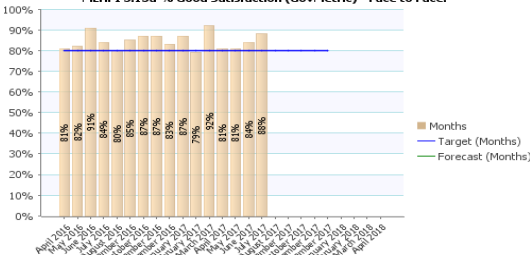


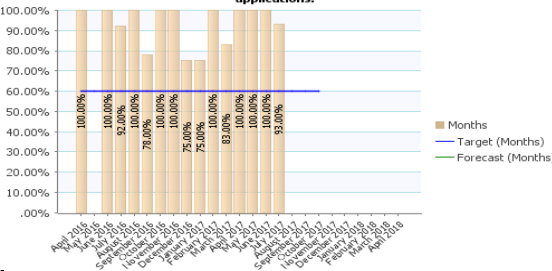
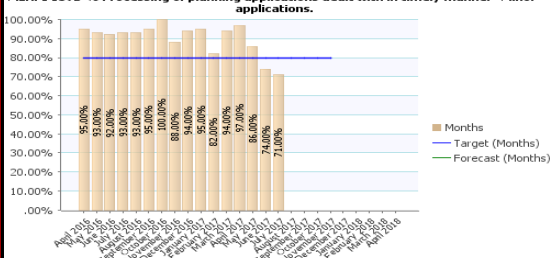
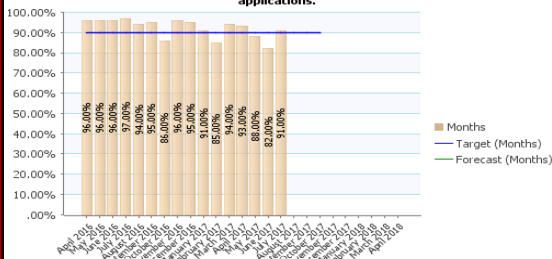
Essential Reference Paper E - Performance Analysis


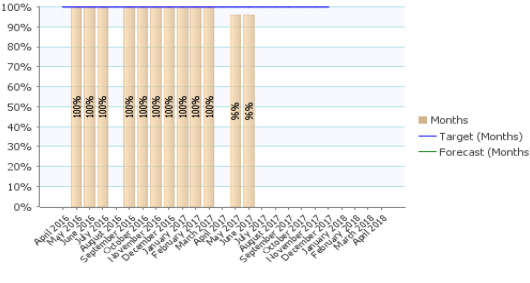

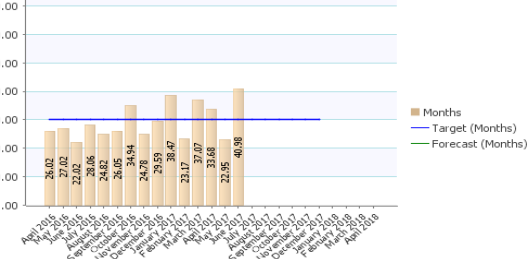

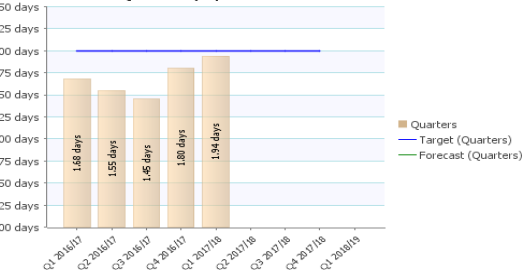
PI code and Name	Status	Latest Value	Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note
Priority 1 - : Improve the health & wellbeing of our communities						
Service: Health & Housing						
MEHPI 132 % of full applications for Disabled Facilities Grant approved within 7 weeks.		100%	95%		<p>MEHPI 132 % of full applications for Disabled Facilities Grant approved within 7 weeks.</p> 	June 2017 - Target exceeded. 100% of housing grant applications processed within target times. This represents 11 approved in target times since April 2017.
QEHP1 140 Number of over 50s participating in 'Forever Active' programme.		208	216		<p>QEHP1 140 Number of over 50s participating in 'Forever Active' programme.</p> 	This indicator is captured on a calendar year rather than financial year. Although this Quarter marginally missed target, we are on track to hit our annual target. The 216 target at each quarter will be reviewed for 2018/19 to draw on numbers achieved at each quarter this year. This was the first year this has been collected quarterly so setting targets based on previous data was not possible
QEHP1 141 East Herts residents & East Herts Council employees registered with Team Herts Volunteering scheme		26	25	New Frequency	<p>QEHP1 141 East Herts residents & East Herts Council employees registered with Team Herts Volunteering scheme</p> 	New Frequency of collection so no direct results to compare with. Marginally passed our Q1 target with more ambitious targets set for Q2 onwards

PI code and Name	Status	Latest Value	Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note																										
QEHP1 150 Number of prevented homeless applications		65	50		<p style="text-align: center;">QEHP1 150 Number of prevented homeless applications</p>  <table border="1" style="display: none;"> <caption>QEHP1 150 Number of prevented homeless applications</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>81</td></tr> <tr><td>Q4 2016/17</td><td>81</td></tr> <tr><td>Q1 2017/18</td><td>65</td></tr> <tr><td>Q2 2017/18</td><td>65</td></tr> <tr><td>Q3 2017/18</td><td>65</td></tr> <tr><td>Q4 2017/18</td><td>65</td></tr> <tr><td>Q1 2018/19</td><td>65</td></tr> <tr><td>Q2 2018/19</td><td>65</td></tr> <tr><td>Q3 2018/19</td><td>65</td></tr> <tr><td>Q4 2018/19</td><td>65</td></tr> </tbody> </table>	Quarter	Value	Q1 2016/17	61	Q2 2016/17	58	Q3 2016/17	81	Q4 2016/17	81	Q1 2017/18	65	Q2 2017/18	65	Q3 2017/18	65	Q4 2017/18	65	Q1 2018/19	65	Q2 2018/19	65	Q3 2018/19	65	Q4 2018/19	65	<p>In the first quarter the council prevented 61 households becoming homeless. This was by a variety of housing options: by the provision of housing advice to relieve homelessness or securing alternative accommodation through an offer of accommodation following an application to the council's housing register, or following a referral to supported accommodation or actively assisting applicants secure accommodation through the private sector with the council's rent deposit offer.</p>
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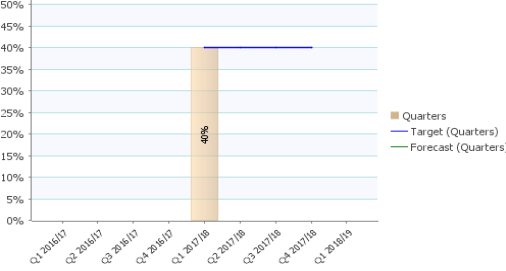
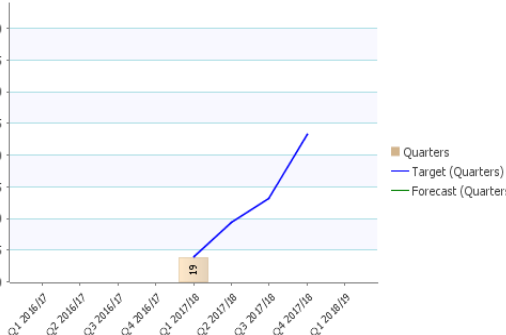
PI code and Name	Status	Latest Value	Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note
QEHP1 151 Number of homeless households living in temporary accommodation at the end of the quarter.	Trend Only	18	none set		<p>QEHP1 151 Number of homeless households living in temporary accommodation at the end of the quarter.</p> 	<p>At the end of June 2017 the council had 18 households in temporary accommodation . The council owned temporary accommodation hostel had 10 out of 12 flats occupied. One flat was not available for occupation as it was waiting for repairs to be completed. Two households were in B&B as they were unsuitable for the hostel. Four households were in temporary supported accommodation and two were in longer term private leased self contained accommodation. This remains a low number in temporary accommodation but is an increase of four households on the end of the last quarter. The number of homeless presentations has increased slightly from the last quarter and the increase in provision of temporary accommodation reflects this. However the overall number of households in temporary accommodation remains low and is this is reflected in the council's strong homeless prevention offer.</p>
Service: Communications Strategy & Policy						
MEHPI 5.13a % Good Satisfaction (GovMetric) - Face to Face.		84%	80%		<p>MEHPI 5.13a % Good Satisfaction (GovMetric) - Face to Face.</p> 	<p>We scored above target this month, with 84% of a total of 219 scores being positive. 7% gave a neutral score</p>

PI code and Name	Status	Latest Value	Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note
MEHPI 5.13b % Good Satisfaction (GovMetric) - Telephone.		100%	90%		<p>MEHPI 5.13b % Good Satisfaction (GovMetric) - Telephone.</p>	One feedback was given during June, leading to a 100% good score but of course there is not enough feedback to draw any meaningful information on
MEHPI 5.13c % Good Satisfaction (GovMetric) - Website.		58%	35%		<p>MEHPI 5.13c % Good Satisfaction (GovMetric) - Website.</p>	As anticipated, there was a massive improvement in scores with the new website launched and offering a far better user experience than the previous website offering.
Service: Revenues & Benefits						
MEHPI 181 Time taken to process Housing Benefit new claims and change events.		12.74 days	13		<p>MEHPI 181 Time Taken to process Housing Benefit new claims and change events.</p>	Increased workload (13% higher than same period last year) and reduced staff numbers (2 FTE lost at 31.3.17), and staff shortages (3 FTE) impacting on performance but still within targets set
Priority 2: Enhance the quality of people's lives						
Service: Planning & Building Control						


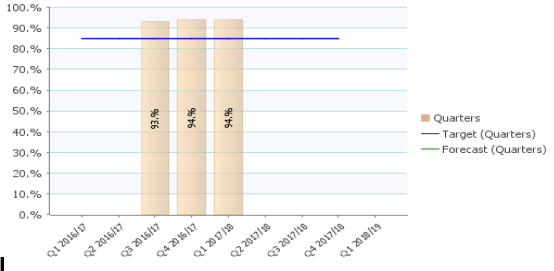
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MEHPI 157a % Processing of planning applications dealt with in timely manner - Major applications.		100.0%	60.0%	↑	<p>MEHPI 157a % Processing of planning applications dealt with in timely manner - Major applications.</p>  <table border="1"> <caption>MEHPI 157a Performance Data</caption> <thead> <tr><th>Month</th><th>Performance (%)</th></tr> </thead> <tbody> <tr><td>April 2015</td><td>100.00%</td></tr> <tr><td>May 2015</td><td>100.00%</td></tr> <tr><td>June 2015</td><td>100.00%</td></tr> <tr><td>July 2015</td><td>100.00%</td></tr> <tr><td>August 2015</td><td>100.00%</td></tr> <tr><td>September 2015</td><td>100.00%</td></tr> <tr><td>October 2015</td><td>100.00%</td></tr> <tr><td>November 2015</td><td>100.00%</td></tr> <tr><td>December 2015</td><td>100.00%</td></tr> <tr><td>January 2016</td><td>100.00%</td></tr> <tr><td>February 2016</td><td>100.00%</td></tr> <tr><td>March 2016</td><td>100.00%</td></tr> <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>100.00%</td></tr> <tr><td>August 2016</td><td>100.00%</td></tr> <tr><td>September 2016</td><td>100.00%</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>100.00%</td></tr> <tr><td>February 2017</td><td>100.00%</td></tr> <tr><td>March 2017</td><td>100.00%</td></tr> <tr><td>April 2017</td><td>100.00%</td></tr> <tr><td>May 2017</td><td>100.00%</td></tr> <tr><td>June 2017</td><td>100.00%</td></tr> <tr><td>July 2017</td><td>100.00%</td></tr> <tr><td>August 2017</td><td>100.00%</td></tr> <tr><td>September 2017</td><td>100.00%</td></tr> <tr><td>October 2017</td><td>100.00%</td></tr> <tr><td>November 2017</td><td>100.00%</td></tr> <tr><td>December 2017</td><td>100.00%</td></tr> <tr><td>January 2018</td><td>100.00%</td></tr> <tr><td>February 2018</td><td>100.00%</td></tr> <tr><td>March 2018</td><td>100.00%</td></tr> <tr><td>April 2018</td><td>100.00%</td></tr> </tbody> </table>	Month	Performance (%)	April 2015	100.00%	May 2015	100.00%	June 2015	100.00%	July 2015	100.00%	August 2015	100.00%	September 2015	100.00%	October 2015	100.00%	November 2015	100.00%	December 2015	100.00%	January 2016	100.00%	February 2016	100.00%	March 2016	100.00%	April 2016	100.00%	May 2016	100.00%	June 2016	100.00%	July 2016	100.00%	August 2016	100.00%	September 2016	100.00%	October 2016	100.00%	November 2016	100.00%	December 2016	100.00%	January 2017	100.00%	February 2017	100.00%	March 2017	100.00%	April 2017	100.00%	May 2017	100.00%	June 2017	100.00%	July 2017	100.00%	August 2017	100.00%	September 2017	100.00%	October 2017	100.00%	November 2017	100.00%	December 2017	100.00%	January 2018	100.00%	February 2018	100.00%	March 2018	100.00%	April 2018	100.00%	3 of 3 Major applications were processed in a timely manner.
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MEHPI 157b % Processing of planning applications dealt with in timely manner- Minor applications.		74.0%	80.0%	↓	<p>MEHPI 157b % Processing of planning applications dealt with in timely manner- Minor applications.</p>  <table border="1"> <caption>MEHPI 157b Performance Data</caption> <thead> <tr><th>Month</th><th>Performance (%)</th></tr> </thead> <tbody> <tr><td>April 2015</td><td>95.00%</td></tr> <tr><td>May 2015</td><td>93.00%</td></tr> <tr><td>June 2015</td><td>92.00%</td></tr> <tr><td>July 2015</td><td>92.00%</td></tr> <tr><td>August 2015</td><td>92.00%</td></tr> <tr><td>September 2015</td><td>92.00%</td></tr> <tr><td>October 2015</td><td>92.00%</td></tr> <tr><td>November 2015</td><td>92.00%</td></tr> <tr><td>December 2015</td><td>92.00%</td></tr> <tr><td>January 2016</td><td>92.00%</td></tr> <tr><td>February 2016</td><td>92.00%</td></tr> <tr><td>March 2016</td><td>92.00%</td></tr> <tr><td>April 2016</td><td>92.00%</td></tr> <tr><td>May 2016</td><td>92.00%</td></tr> <tr><td>June 2016</td><td>92.00%</td></tr> <tr><td>July 2016</td><td>92.00%</td></tr> <tr><td>August 2016</td><td>92.00%</td></tr> <tr><td>September 2016</td><td>92.00%</td></tr> <tr><td>October 2016</td><td>92.00%</td></tr> <tr><td>November 2016</td><td>92.00%</td></tr> <tr><td>December 2016</td><td>92.00%</td></tr> <tr><td>January 2017</td><td>92.00%</td></tr> <tr><td>February 2017</td><td>92.00%</td></tr> <tr><td>March 2017</td><td>92.00%</td></tr> <tr><td>April 2017</td><td>92.00%</td></tr> <tr><td>May 2017</td><td>92.00%</td></tr> <tr><td>June 2017</td><td>92.00%</td></tr> <tr><td>July 2017</td><td>92.00%</td></tr> <tr><td>August 2017</td><td>92.00%</td></tr> <tr><td>September 2017</td><td>92.00%</td></tr> <tr><td>October 2017</td><td>92.00%</td></tr> <tr><td>November 2017</td><td>92.00%</td></tr> <tr><td>December 2017</td><td>92.00%</td></tr> <tr><td>January 2018</td><td>92.00%</td></tr> <tr><td>February 2018</td><td>92.00%</td></tr> <tr><td>March 2018</td><td>92.00%</td></tr> <tr><td>April 2018</td><td>71.00%</td></tr> </tbody> </table>	Month	Performance (%)	April 2015	95.00%	May 2015	93.00%	June 2015	92.00%	July 2015	92.00%	August 2015	92.00%	September 2015	92.00%	October 2015	92.00%	November 2015	92.00%	December 2015	92.00%	January 2016	92.00%	February 2016	92.00%	March 2016	92.00%	April 2016	92.00%	May 2016	92.00%	June 2016	92.00%	July 2016	92.00%	August 2016	92.00%	September 2016	92.00%	October 2016	92.00%	November 2016	92.00%	December 2016	92.00%	January 2017	92.00%	February 2017	92.00%	March 2017	92.00%	April 2017	92.00%	May 2017	92.00%	June 2017	92.00%	July 2017	92.00%	August 2017	92.00%	September 2017	92.00%	October 2017	92.00%	November 2017	92.00%	December 2017	92.00%	January 2018	92.00%	February 2018	92.00%	March 2018	92.00%	April 2018	71.00%	Failed our quarterly target during this quarter. Actions are being taken to resolve this and associated performance.
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MEHPI 157c % Processing of planning applications dealt with in timely manner- Other applications.		82.0%	90.0%	↓	<p>MEHPI 157c % Processing of planning applications dealt with in timely manner- Other applications.</p>  <table border="1"> <caption>MEHPI 157c Performance Data</caption> <thead> <tr><th>Month</th><th>Performance (%)</th></tr> </thead> <tbody> <tr><td>April 2015</td><td>96.00%</td></tr> <tr><td>May 2015</td><td>96.00%</td></tr> <tr><td>June 2015</td><td>96.00%</td></tr> <tr><td>July 2015</td><td>96.00%</td></tr> <tr><td>August 2015</td><td>96.00%</td></tr> <tr><td>September 2015</td><td>96.00%</td></tr> <tr><td>October 2015</td><td>96.00%</td></tr> <tr><td>November 2015</td><td>96.00%</td></tr> <tr><td>December 2015</td><td>96.00%</td></tr> <tr><td>January 2016</td><td>96.00%</td></tr> <tr><td>February 2016</td><td>96.00%</td></tr> <tr><td>March 2016</td><td>96.00%</td></tr> <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>96.00%</td></tr> <tr><td>August 2016</td><td>96.00%</td></tr> <tr><td>September 2016</td><td>96.00%</td></tr> <tr><td>October 2016</td><td>96.00%</td></tr> <tr><td>November 2016</td><td>96.00%</td></tr> <tr><td>December 2016</td><td>96.00%</td></tr> <tr><td>January 2017</td><td>96.00%</td></tr> <tr><td>February 2017</td><td>96.00%</td></tr> <tr><td>March 2017</td><td>96.00%</td></tr> <tr><td>April 2017</td><td>96.00%</td></tr> <tr><td>May 2017</td><td>96.00%</td></tr> <tr><td>June 2017</td><td>96.00%</td></tr> <tr><td>July 2017</td><td>96.00%</td></tr> <tr><td>August 2017</td><td>96.00%</td></tr> <tr><td>September 2017</td><td>96.00%</td></tr> <tr><td>October 2017</td><td>96.00%</td></tr> <tr><td>November 2017</td><td>96.00%</td></tr> <tr><td>December 2017</td><td>96.00%</td></tr> <tr><td>January 2018</td><td>96.00%</td></tr> <tr><td>February 2018</td><td>96.00%</td></tr> <tr><td>March 2018</td><td>96.00%</td></tr> <tr><td>April 2018</td><td>81.00%</td></tr> </tbody> </table>	Month	Performance (%)	April 2015	96.00%	May 2015	96.00%	June 2015	96.00%	July 2015	96.00%	August 2015	96.00%	September 2015	96.00%	October 2015	96.00%	November 2015	96.00%	December 2015	96.00%	January 2016	96.00%	February 2016	96.00%	March 2016	96.00%	April 2016	96.00%	May 2016	96.00%	June 2016	96.00%	July 2016	96.00%	August 2016	96.00%	September 2016	96.00%	October 2016	96.00%	November 2016	96.00%	December 2016	96.00%	January 2017	96.00%	February 2017	96.00%	March 2017	96.00%	April 2017	96.00%	May 2017	96.00%	June 2017	96.00%	July 2017	96.00%	August 2017	96.00%	September 2017	96.00%	October 2017	96.00%	November 2017	96.00%	December 2017	96.00%	January 2018	96.00%	February 2018	96.00%	March 2018	96.00%	April 2018	81.00%	Failed our quarterly target during this quarter. Please see EHPI 157b comment for more context. 97 out of 118
Month	Performance (%)																																																																																	
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PI code and Name	Status	Latest Value	Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note
MEHPI 205 % of site visits undertaken in relation to urgent cases within 2 workings days of 'start date'.		96%	100%		<p>MEHPI 205 % of site visits undertaken in relation to urgent cases within 2 workings days of 'start date'.</p> 	Marginally missed our 100% target, achieving 24 out of 25 during this quarter
Service: Operations						
MEHPI 2.2 Waste: missed collections per 100,000 collections of household.		40.98	30		<p>MEHPI 2.2 Waste: missed collections per 100,000 collections of household.</p> 	Waste Manager has written to the contractor asking for a response as to the reason missed collections have increased dramatically when they were already above target. We will look to manage and bring this number down.
QEHPi 2.4 Fly-tips: Time taken for removal.		1.94 days	2.00 days		<p>QEHPi 2.4 Fly-tips: Time taken for removal.</p> 	Q1 performance is within target even though the number of fly tips removed continues to increase (294 fly tips removed Q1, 2017/18 compared to 276 in Q1, 2016/17)

PI code and Name	Status	Latest Value	Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note																																																				
MEHPI 191 Residual household waste per household	Trend Only	114kg	none set	Cumulative Figure	<p>MEHPI 191 Residual household waste per household.</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Waste (kg)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>41</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>224</td></tr> <tr><td>October 2016</td><td>258</td></tr> <tr><td>November 2016</td><td>298</td></tr> <tr><td>December 2016</td><td>338</td></tr> <tr><td>January 2017</td><td>388</td></tr> <tr><td>February 2017</td><td>440</td></tr> <tr><td>March 2017</td><td>465</td></tr> <tr><td>April 2017</td><td>41</td></tr> <tr><td>May 2017</td><td>78</td></tr> <tr><td>June 2017</td><td>112</td></tr> <tr><td>July 2017</td><td>147</td></tr> <tr><td>August 2017</td><td>179</td></tr> <tr><td>September 2017</td><td>224</td></tr> <tr><td>October 2017</td><td>258</td></tr> <tr><td>November 2017</td><td>298</td></tr> <tr><td>December 2017</td><td>338</td></tr> <tr><td>January 2018</td><td>388</td></tr> <tr><td>February 2018</td><td>440</td></tr> <tr><td>March 2018</td><td>465</td></tr> <tr><td>April 2018</td><td>114</td></tr> </tbody> </table>	Month	Waste (kg)	April 2016	41	May 2016	78	June 2016	112	July 2016	147	August 2016	179	September 2016	224	October 2016	258	November 2016	298	December 2016	338	January 2017	388	February 2017	440	March 2017	465	April 2017	41	May 2017	78	June 2017	112	July 2017	147	August 2017	179	September 2017	224	October 2017	258	November 2017	298	December 2017	338	January 2018	388	February 2018	440	March 2018	465	April 2018	114	2kgs up (114kg) on the same time last year (which was unusually low) so starting off in a steady position.
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MEHPI 192 % of household waste sent for reuse, recycling and composting	Trend Only	52.97%	none set		<p>MEHPI 192 % of household waste sent for reuse, recycling and composting.</p> <table border="1"> <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>53.62</td></tr> <tr><td>June 2016</td><td>54.17</td></tr> <tr><td>July 2016</td><td>55.08</td></tr> <tr><td>August 2016</td><td>55.48</td></tr> <tr><td>September 2016</td><td>55.48</td></tr> <tr><td>October 2016</td><td>55.48</td></tr> <tr><td>November 2016</td><td>55.48</td></tr> <tr><td>December 2016</td><td>55.48</td></tr> <tr><td>January 2017</td><td>53.25</td></tr> <tr><td>February 2017</td><td>53.46</td></tr> <tr><td>March 2017</td><td>53.46</td></tr> <tr><td>April 2017</td><td>51.87</td></tr> <tr><td>May 2017</td><td>51.77</td></tr> <tr><td>June 2017</td><td>50.89</td></tr> <tr><td>July 2017</td><td>50.89</td></tr> <tr><td>August 2017</td><td>50.89</td></tr> <tr><td>September 2017</td><td>50.89</td></tr> <tr><td>October 2017</td><td>50.89</td></tr> <tr><td>November 2017</td><td>50.89</td></tr> <tr><td>December 2017</td><td>50.89</td></tr> <tr><td>January 2018</td><td>50.89</td></tr> <tr><td>February 2018</td><td>50.89</td></tr> <tr><td>March 2018</td><td>50.89</td></tr> <tr><td>April 2018</td><td>52.97</td></tr> </tbody> </table>	Month	Percentage (%)	April 2016	50.87	May 2016	53.62	June 2016	54.17	July 2016	55.08	August 2016	55.48	September 2016	55.48	October 2016	55.48	November 2016	55.48	December 2016	55.48	January 2017	53.25	February 2017	53.46	March 2017	53.46	April 2017	51.87	May 2017	51.77	June 2017	50.89	July 2017	50.89	August 2017	50.89	September 2017	50.89	October 2017	50.89	November 2017	50.89	December 2017	50.89	January 2018	50.89	February 2018	50.89	March 2018	50.89	April 2018	52.97	We are still waiting for some figures around the recycling of street sweepings and the removal of contamination for the comingled loads which will affect the final figure. Compared to last year which was 54.30% we are down but this may change given the above.
Month	Percentage (%)																																																									
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Service: Housing & Health																																																										
QEHPI 64 Number of private sector vacant dwellings that are returned into occupation or demolished	N/A	N/A	3	New Frequency	<p>QEHPI 64 Number of private sector vacant dwellings that are returned into occupation or demolished</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2016/17</td><td>0</td></tr> <tr><td>Q2 2016/17</td><td>0</td></tr> <tr><td>Q3 2016/17</td><td>0</td></tr> <tr><td>Q4 2016/17</td><td>0</td></tr> <tr><td>Q1 2017/18</td><td>0</td></tr> <tr><td>Q2 2017/18</td><td>0</td></tr> <tr><td>Q3 2017/18</td><td>0</td></tr> <tr><td>Q4 2017/18</td><td>0</td></tr> <tr><td>Q1 2018/19</td><td>0</td></tr> </tbody> </table>	Quarter	Value	Q1 2016/17	0	Q2 2016/17	0	Q3 2016/17	0	Q4 2016/17	0	Q1 2017/18	0	Q2 2017/18	0	Q3 2017/18	0	Q4 2017/18	0	Q1 2018/19	0	The figure is currently unable to be calculated. Executive has agreed a second Compulsory Purchase Order for a property in Bishop's Stortford. The post of Empty Homes Officer is currently vacant and due to be advertised shortly.																																
Quarter	Value																																																									
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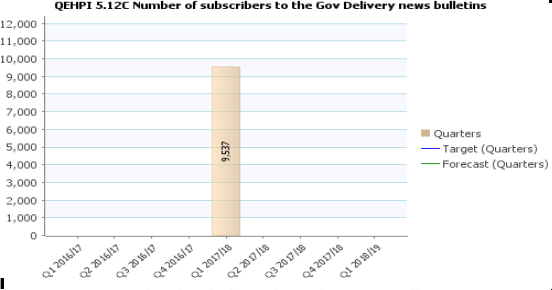
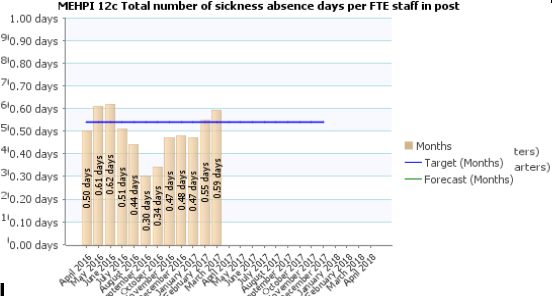
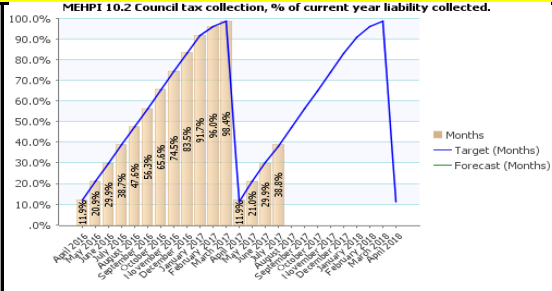
PI code and Name	Status	Latest Value	Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note																														
QEHP1 149c % of Affordable homes delivered on section 106 developments in Towns		40%	40%	New Frequency	<p data-bbox="996 347 1489 367">QEHP1 149c % of Affordable homes delivered on section 106 developments in Towns</p>  <table border="1" data-bbox="996 375 1500 646"> <caption>QEHP1 149c % of Affordable homes delivered on section 106 developments in Towns</caption> <thead> <tr> <th>Quarter</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>0</td> <td>40</td> </tr> <tr> <td>Q2 2016/17</td> <td>0</td> <td>40</td> </tr> <tr> <td>Q3 2016/17</td> <td>0</td> <td>40</td> </tr> <tr> <td>Q4 2016/17</td> <td>0</td> <td>40</td> </tr> <tr> <td>Q1 2017/18</td> <td>40</td> <td>40</td> </tr> <tr> <td>Q2 2017/18</td> <td>0</td> <td>40</td> </tr> <tr> <td>Q3 2017/18</td> <td>0</td> <td>40</td> </tr> <tr> <td>Q4 2017/18</td> <td>0</td> <td>40</td> </tr> <tr> <td>Q1 2018/19</td> <td>0</td> <td>40</td> </tr> </tbody> </table>	Quarter	Actual (%)	Target (%)	Q1 2016/17	0	40	Q2 2016/17	0	40	Q3 2016/17	0	40	Q4 2016/17	0	40	Q1 2017/18	40	40	Q2 2017/18	0	40	Q3 2017/18	0	40	Q4 2017/18	0	40	Q1 2018/19	0	40	<p data-bbox="1545 343 2072 758">Affordable homes from two Section 106 schemes were handed over in this quarter. One scheme has now completed and the percentage of affordable homes was 40% on the whole scheme. The second scheme has a number of phases over more than one financial year. Overall the scheme is policy compliant and is due to handover 40% of affordable at completion. At the end of the first quarter the scheme has completed and handed over 6 affordable homes properties which is as expected compared to the total number of properties completed.</p>
Quarter	Actual (%)	Target (%)																																		
Q1 2016/17	0	40																																		
Q2 2016/17	0	40																																		
Q3 2016/17	0	40																																		
Q4 2016/17	0	40																																		
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Q3 2017/18	0	40																																		
Q4 2017/18	0	40																																		
Q1 2018/19	0	40																																		
QEHP1 155 Number of affordable homes delivered (gross)		19	20	New Frequency	<p data-bbox="996 798 1489 817">QEHP1 155 Number of affordable homes delivered (gross)</p>  <table border="1" data-bbox="996 821 1500 1157"> <caption>QEHP1 155 Number of affordable homes delivered (gross)</caption> <thead> <tr> <th>Quarter</th> <th>Actual (Gross)</th> <th>Target (Gross)</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>0</td> <td>20</td> </tr> <tr> <td>Q2 2016/17</td> <td>0</td> <td>20</td> </tr> <tr> <td>Q3 2016/17</td> <td>0</td> <td>20</td> </tr> <tr> <td>Q4 2016/17</td> <td>0</td> <td>20</td> </tr> <tr> <td>Q1 2017/18</td> <td>19</td> <td>20</td> </tr> <tr> <td>Q2 2017/18</td> <td>50</td> <td>20</td> </tr> <tr> <td>Q3 2017/18</td> <td>70</td> <td>20</td> </tr> <tr> <td>Q4 2017/18</td> <td>120</td> <td>20</td> </tr> <tr> <td>Q1 2018/19</td> <td>0</td> <td>20</td> </tr> </tbody> </table>	Quarter	Actual (Gross)	Target (Gross)	Q1 2016/17	0	20	Q2 2016/17	0	20	Q3 2016/17	0	20	Q4 2016/17	0	20	Q1 2017/18	19	20	Q2 2017/18	50	20	Q3 2017/18	70	20	Q4 2017/18	120	20	Q1 2018/19	0	20	<p data-bbox="1545 782 2072 1252">A total of 19 new affordable homes were delivered in the first quarter of 2017/18. These were 13 affordable rented homes, nominated to applicants on the council's housing register, and six shared ownership homes. The primary source of new affordable homes for 2017/18 is through Section 106 agreements between the council, developers and housing associations. The schemes with affordable homes are monitored within the council's housing team and the majority of new homes due in this financial year are due to complete in the summer and autumn of 2017 which is reflected in the targets</p>
Quarter	Actual (Gross)	Target (Gross)																																		
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PI code and Name	Status	Latest Value	Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note																				
QEHP1 149d % of Affordable homes delivered on section 106 developments in Villages		0%	0%	New Frequency	N/A	No village affordable homes were handed over or due to be handed over in this quarter. This was anticipated for this quarter with many of the planned developments not being available until the Summer/Autumn, hence the targets will change for Q2 onwards																				
Priority 3: Enable a flourishing local economy																										
Service: Communications Strategy & Policy																										
QEHP1 11a Number of active Businesses with their registered office in East Herts	Trend Only	13,098	none set	↓	<p>QEHP1 11a Number of active Businesses with their registered office in East Herts</p> <table border="1"> <caption>QEHP1 11a Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2016/17</td><td>11,450</td></tr> <tr><td>Q2 2016/17</td><td>12,866</td></tr> <tr><td>Q3 2016/17</td><td>13,100</td></tr> <tr><td>Q4 2016/17</td><td>13,247</td></tr> <tr><td>Q1 2017/18</td><td>13,498</td></tr> <tr><td>Q2 2017/18</td><td>13,498</td></tr> <tr><td>Q3 2017/18</td><td>13,498</td></tr> <tr><td>Q4 2017/18</td><td>13,498</td></tr> <tr><td>Q1 2018/19</td><td>13,498</td></tr> </tbody> </table>	Quarter	Value	Q1 2016/17	11,450	Q2 2016/17	12,866	Q3 2016/17	13,100	Q4 2016/17	13,247	Q1 2017/18	13,498	Q2 2017/18	13,498	Q3 2017/18	13,498	Q4 2017/18	13,498	Q1 2018/19	13,498	There has been several drops in the number of active businesses in East Herts during Q1, dropping 149 businesses. This drop hasn't been observed since the records have started to be collected so will be monitored closely in line with external factors such as Brexit etc.
Quarter	Value																									
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Q4 2017/18	13,498																									
Q1 2018/19	13,498																									
QEHP1 11b Number of active Businesses with their registered office % and trading address in East Herts	Trend Only	6,120	none set	↓	<p>QEHP1 11b Number of active Businesses with their registered office % and trading address in East Herts</p> <table border="1"> <caption>QEHP1 11b Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2016/17</td><td>5,811</td></tr> <tr><td>Q2 2016/17</td><td>6,125</td></tr> <tr><td>Q3 2016/17</td><td>6,125</td></tr> <tr><td>Q4 2016/17</td><td>6,125</td></tr> <tr><td>Q1 2017/18</td><td>6,120</td></tr> <tr><td>Q2 2017/18</td><td>6,120</td></tr> <tr><td>Q3 2017/18</td><td>6,120</td></tr> <tr><td>Q4 2017/18</td><td>6,120</td></tr> <tr><td>Q1 2018/19</td><td>6,120</td></tr> </tbody> </table>	Quarter	Value	Q1 2016/17	5,811	Q2 2016/17	6,125	Q3 2016/17	6,125	Q4 2016/17	6,125	Q1 2017/18	6,120	Q2 2017/18	6,120	Q3 2017/18	6,120	Q4 2017/18	6,120	Q1 2018/19	6,120	There was a significant drop in active registered and trading addresses in early May but this recovered by the end of the quarter to close to Q4 16/17 levels
Quarter	Value																									
Q1 2016/17	5,811																									
Q2 2016/17	6,125																									
Q3 2016/17	6,125																									
Q4 2016/17	6,125																									
Q1 2017/18	6,120																									
Q2 2017/18	6,120																									
Q3 2017/18	6,120																									
Q4 2017/18	6,120																									
Q1 2018/19	6,120																									
Service: Health & Housing																										

PI code and Name	Status	Latest Value	Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note								
QEHP1 32 % of planned premises licencing enforcement visits due that were undertaken	N/A	N/A	80%	New Frequency	N/A	<p>The routine scheduled visits ceased to be carried out in April and a more risk based and complaints driven approach was introduced. This was mainly a resourcing issue as time was spent visiting very low risk premises simply because they were scheduled for a visit some time in the past. This approach had not provide any positive impacts either for the licensed trade or the residents and visitors to East Herts. I believe that we should look at amending this PI as I'm not sure it is providing any useful information or reassurance. Currently all the premises that are identified through intelligence or complaint as being a high risk rating have been visited despite the current resource issues.</p>								
QEHP1 184 % of food premises in the area which are broadly compliant with food hygiene law		94.00%	85.00%		<p>QEHP1 184 % of food premises in the area which are broadly compliant with food hygiene law</p>  <table border="1"> <caption>Compliance Data from Chart</caption> <thead> <tr> <th>Quarter</th> <th>Compliance %</th> </tr> </thead> <tbody> <tr> <td>Q3 2016/17</td> <td>93%</td> </tr> <tr> <td>Q4 2016/17</td> <td>94%</td> </tr> <tr> <td>Q1 2017/18</td> <td>94%</td> </tr> </tbody> </table>	Quarter	Compliance %	Q3 2016/17	93%	Q4 2016/17	94%	Q1 2017/18	94%	<p>2017/2018 Qtr 1 - Target exceeded. 94% of registered food businesses in East Herts are broadly compliant with food law; this represents 909 businesses.</p>
Quarter	Compliance %													
Q3 2016/17	93%													
Q4 2016/17	94%													
Q1 2017/18	94%													

PI code and Name	Status	Latest Value	Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note																																																				
Supporting all Priorities																																																										
Service: HR																																																										
MEHPI 12c Total number of sickness absence days per FTE staff in post	N/A	N/A	0.54 days	n/a	<p>MEHPI 12c Total number of sickness absence days per FTE staff in post</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Value (days)</th> </tr> </thead> <tbody> <tr><td>Apr 2016</td><td>0.59</td></tr> <tr><td>May 2016</td><td>0.52</td></tr> <tr><td>Jun 2016</td><td>0.51</td></tr> <tr><td>Jul 2016</td><td>0.44</td></tr> <tr><td>Aug 2016</td><td>0.30</td></tr> <tr><td>Sep 2016</td><td>0.47</td></tr> <tr><td>Oct 2016</td><td>0.48</td></tr> <tr><td>Nov 2016</td><td>0.47</td></tr> <tr><td>Dec 2016</td><td>0.53</td></tr> <tr><td>Jan 2017</td><td>0.52</td></tr> <tr><td>Feb 2017</td><td>0.54</td></tr> <tr><td>Mar 2017</td><td>0.54</td></tr> <tr><td>Apr 2017</td><td>0.54</td></tr> <tr><td>May 2017</td><td>0.54</td></tr> <tr><td>Jun 2017</td><td>0.54</td></tr> <tr><td>Jul 2017</td><td>0.54</td></tr> <tr><td>Aug 2017</td><td>0.54</td></tr> <tr><td>Sep 2017</td><td>0.54</td></tr> <tr><td>Oct 2017</td><td>0.54</td></tr> <tr><td>Nov 2017</td><td>0.54</td></tr> <tr><td>Dec 2017</td><td>0.54</td></tr> <tr><td>Jan 2018</td><td>0.54</td></tr> <tr><td>Feb 2018</td><td>0.54</td></tr> <tr><td>Mar 2018</td><td>0.54</td></tr> <tr><td>Apr 2018</td><td>0.54</td></tr> </tbody> </table>	Month	Value (days)	Apr 2016	0.59	May 2016	0.52	Jun 2016	0.51	Jul 2016	0.44	Aug 2016	0.30	Sep 2016	0.47	Oct 2016	0.48	Nov 2016	0.47	Dec 2016	0.53	Jan 2017	0.52	Feb 2017	0.54	Mar 2017	0.54	Apr 2017	0.54	May 2017	0.54	Jun 2017	0.54	Jul 2017	0.54	Aug 2017	0.54	Sep 2017	0.54	Oct 2017	0.54	Nov 2017	0.54	Dec 2017	0.54	Jan 2018	0.54	Feb 2018	0.54	Mar 2018	0.54	Apr 2018	0.54	To date, from April 2017, the ability for our new HR system to extract bespoke reports including sickness has been unavailable. As soon as this information is available, the results will be entered for all missing periods
Month	Value (days)																																																									
Apr 2016	0.59																																																									
May 2016	0.52																																																									
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Service: Communications Strategy & Policy																																																										
QEHPI 5.1 % of complaints resolved in 14 days (10 working days) or less.		68.00%	70.00%	↓	<p>QEHPI 5.1 % of complaints resolved in 14 days (10 working days) or less.</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2016/17</td><td>68.00%</td></tr> <tr><td>Q2 2016/17</td><td>51.00%</td></tr> <tr><td>Q3 2016/17</td><td>51.00%</td></tr> <tr><td>Q4 2016/17</td><td>77.00%</td></tr> <tr><td>Q1 2017/18</td><td>68.00%</td></tr> </tbody> </table>	Quarter	Value (%)	Q1 2016/17	68.00%	Q2 2016/17	51.00%	Q3 2016/17	51.00%	Q4 2016/17	77.00%	Q1 2017/18	68.00%	17 of 25 complaints were dealt with within 14 days, meaning we marginally failed to hit our 70% target this quarter																																								
Quarter	Value (%)																																																									
Q1 2016/17	68.00%																																																									
Q2 2016/17	51.00%																																																									
Q3 2016/17	51.00%																																																									
Q4 2016/17	77.00%																																																									
Q1 2017/18	68.00%																																																									
QEHPI 5.2a % of complaints about the Council and its services that are upheld: 1st stage		10.00%	30.00%	↓	<p>QEHPI 5.2a % of complaints about the Council and its services that are upheld: 1st stage</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2016/17</td><td>41.67%</td></tr> <tr><td>Q2 2016/17</td><td>36.00%</td></tr> <tr><td>Q3 2016/17</td><td>39.00%</td></tr> <tr><td>Q4 2016/17</td><td>33.00%</td></tr> <tr><td>Q1 2017/18</td><td>10.00%</td></tr> </tbody> </table>	Quarter	Value (%)	Q1 2016/17	41.67%	Q2 2016/17	36.00%	Q3 2016/17	39.00%	Q4 2016/17	33.00%	Q1 2017/18	10.00%	2 of 20 complaints were upheld at stage 1 during this quarter meaning we were well within targets																																								
Quarter	Value (%)																																																									
Q1 2016/17	41.67%																																																									
Q2 2016/17	36.00%																																																									
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PI code and Name	Status	Latest Value	Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note												
QEHP1 5.2b % of complaints about the Council and its services that are upheld: 2nd stage - appeal		20.00%	25.00%	↓	<p>QEHP1 5.2b % of complaints about the Council and its services that are upheld: 2nd stage - appeal</p> <table border="1"> <caption>QEHP1 5.2b % of complaints about the Council and its services that are upheld: 2nd stage - appeal</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2016/17</td><td>0.00%</td></tr> <tr><td>Q2 2016/17</td><td>0.00%</td></tr> <tr><td>Q3 2016/17</td><td>33.00%</td></tr> <tr><td>Q4 2016/17</td><td>33.00%</td></tr> <tr><td>Q1 2017/18</td><td>20.00%</td></tr> </tbody> </table>	Quarter	Value (%)	Q1 2016/17	0.00%	Q2 2016/17	0.00%	Q3 2016/17	33.00%	Q4 2016/17	33.00%	Q1 2017/18	20.00%	<p>1 of 5 complains were upheld at stage 2 meaning we were within our Q1 target. Of the 1 complaint that was upheld, it was only partially upheld on certain elements of the complaint thus we did not take full acceptance of fault.</p>
Quarter	Value (%)																	
Q1 2016/17	0.00%																	
Q2 2016/17	0.00%																	
Q3 2016/17	33.00%																	
Q4 2016/17	33.00%																	
Q1 2017/18	20.00%																	
QEHP1 5.12a Number of Twitter followers	Trend Only	7,908	none set	↑	<p>QEHP1 5.12a Number of Twitter followers</p> <table border="1"> <caption>QEHP1 5.12a Number of Twitter followers</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2016/17</td><td>6,648</td></tr> <tr><td>Q2 2016/17</td><td>6,977</td></tr> <tr><td>Q3 2016/17</td><td>7,325</td></tr> <tr><td>Q4 2016/17</td><td>7,612</td></tr> <tr><td>Q1 2017/18</td><td>7,908</td></tr> </tbody> </table>	Quarter	Value	Q1 2016/17	6,648	Q2 2016/17	6,977	Q3 2016/17	7,325	Q4 2016/17	7,612	Q1 2017/18	7,908	<p>Twitter followers have increased by 296 this quarter, as we would expect with twitter being used as a primary channel for social media communication/engagement</p>
Quarter	Value																	
Q1 2016/17	6,648																	
Q2 2016/17	6,977																	
Q3 2016/17	7,325																	
Q4 2016/17	7,612																	
Q1 2017/18	7,908																	
QEHP1 5.12b Number of Facebook followers (Facebook likes).	Trend Only	610	none set	↑	<p>QEHP1 5.12b Number of Facebook followers (facebook likes).</p> <table border="1"> <caption>QEHP1 5.12b Number of Facebook followers (facebook likes).</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <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>548</td></tr> <tr><td>Q1 2017/18</td><td>610</td></tr> </tbody> </table>	Quarter	Value	Q1 2016/17	457	Q2 2016/17	483	Q3 2016/17	520	Q4 2016/17	548	Q1 2017/18	610	<p>Facebook likes are steadily increasing as we increase the council's use of this channel</p>
Quarter	Value																	
Q1 2016/17	457																	
Q2 2016/17	483																	
Q3 2016/17	520																	
Q4 2016/17	548																	
Q1 2017/18	610																	

PI code and Name	Status	Latest Value	Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note
QEHIPI 5.12C Number of subscribers to the Gov Delivery news bulletins	Trend Only	9,537	none set	New Indicator		Numbers of subscribers are increasing steadily and weekly news bulletins are being sent from May 25 2017 (previously bi-monthly)
QEHIPI 5.12D Press favourability score	Trend Only	76	none set	New Indicator		Press favourability score includes both traditional media and digital media and could be negative or positive overall. Digital media is being recorded from beginning of May 2017.
Service: Revenues & Benefits						
MEHIPI 10.2 Council tax collection, % of current year liability collected.		29.90%	30.00%	Cumulative Figure		Figures slight below target for this Month but in line with this time last year. More Council Tax properties to collect than ever before as the number of households continues to increase






PI code and Name	Status	Latest 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.		30.90%	30.00%	Cumulative Figure	<p>MEHPI 10.4 NNDR (Business rates) collection, % of current year liability collected.</p>	Business Rates continues to sit above targets set at this time of the year.
Service :Democratic & Legal Services						
MEHPI 5.15 % of FOI cases closed in month that were closed within 20 working days or less		86.00%	90.00%		<p>MEHPI 5.15 % of FOI cases closed in month that were closed within 20 working days or less</p>	There were 35 requests closed in June with 5 overdue which is a % of 86% on time A couple of those were due to the initial mail not being seen by the HOS (lost in the large numbers of mails they get) To hopefully fix this requests are being assigned to a common mailbox checked by several people (this gets round people being on holiday etc. and the job not getting assigned to the correct person)
Service: Strategic Finance & Property						
MEHPI 8 % of invoices paid on time.		98.74%	98.50%		<p>MEHPI 8 % of invoices paid on time.</p>	Target was exceeded in the month of June

PI code and Name	Status	Latest Value	Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note
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PI Status

Performance is 6% or more off target	
Performance is 3% 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

New Frequency