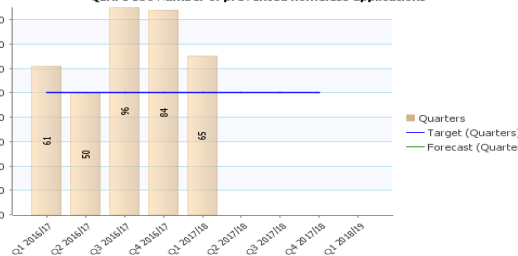

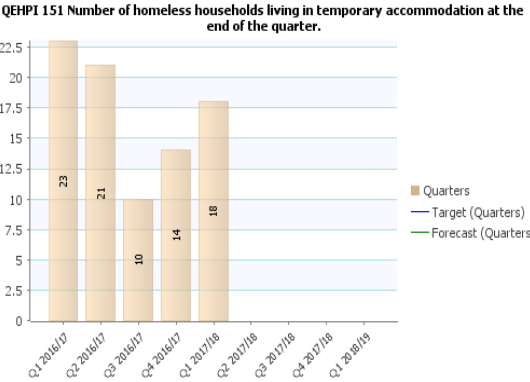

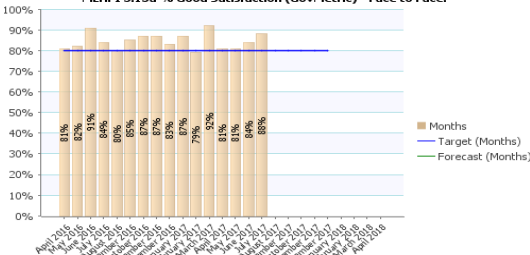
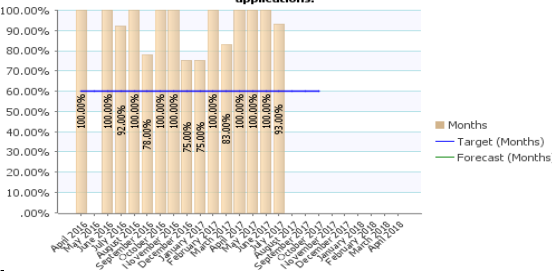
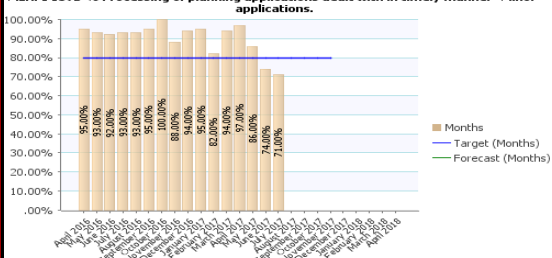
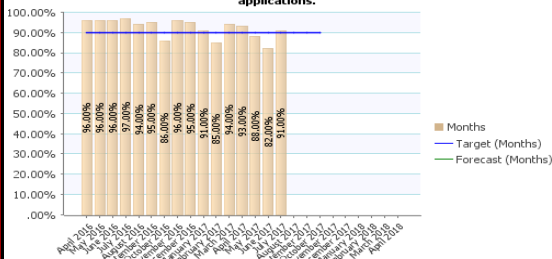



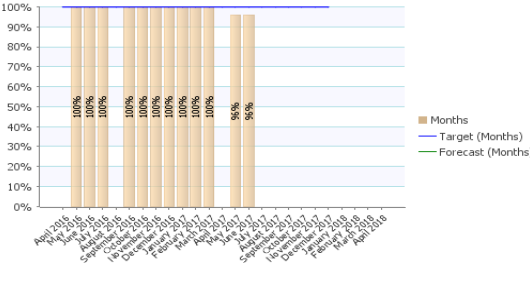

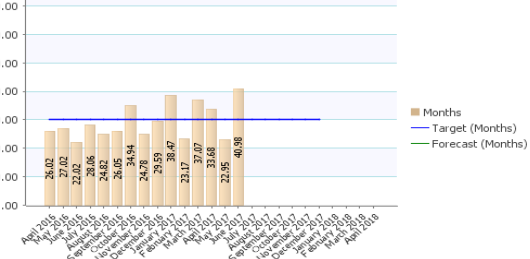

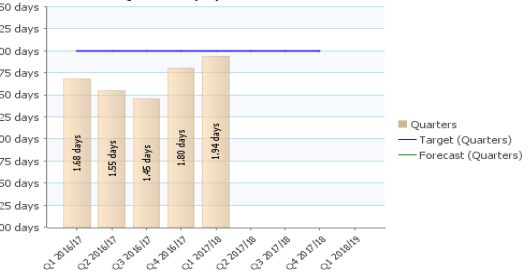
| Essential Reference Paper E - Performance Analysis | | | | | | |
|--|--------|--------------|--------|----------------------------|---|---|
| PI code and Name | Status | Latest Value | Target | Movement since last update | Performance Data Trend Chart | Notes & History Latest Note |
| Priority 1 - : 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 | ▲ | <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" data-bbox="987 411 1503 667"> <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> |
| 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 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| Q3 2018/19 | 65 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q4 2018/19 | 65 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

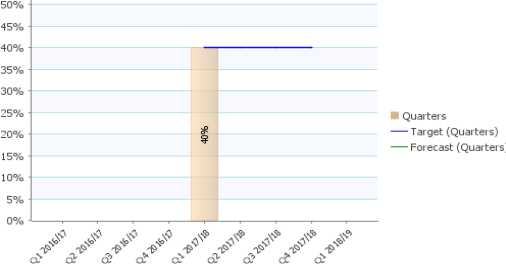
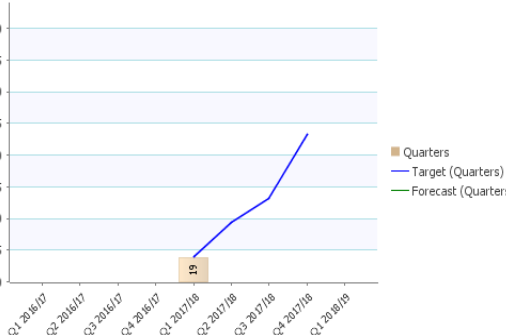
| PI code and Name | Status | Latest Value | Target | Movement since last update | Performance Data Trend Chart | Notes & History Latest Note |
|--|------------|--------------|----------|---|--|---|
| QEHP1 151 Number of homeless households living in temporary accommodation at the end of the quarter. | 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 | | | | | | |

| PI code and Name | Status | Latest Value | Target | Movement since last update | Performance Data Trend Chart | Notes & History Latest Note | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|-----------------|--------------|--------|----------------------------|--|-----------------------------|-----------------|------------|---------|----------|---------|-----------|---------|-----------|---------|-------------|---------|----------------|---------|--------------|---------|---------------|---------|---------------|---------|--------------|---------|---------------|---------|------------|---------|------------|---------|----------|---------|-----------|---------|-----------|---------|-------------|---------|----------------|---------|--------------|---------|---------------|---------|---------------|---------|--------------|---------|---------------|---------|------------|---------|------------|---------|----------|---------|-----------|---------|-----------|---------|-------------|---------|----------------|---------|--------------|---------|---------------|---------|---------------|---------|--------------|---------|---------------|---------|------------|---------|------------|---------|--|
| 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. |
| 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% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| February 2016 | 100.00% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| March 2016 | 100.00% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| April 2016 | 100.00% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| July 2016 | 100.00% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| August 2016 | 100.00% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| January 2018 | 100.00% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| February 2018 | 100.00% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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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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| 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% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| 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. |
| 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 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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>51.83</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 | 51.83 | 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 (%) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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 | 51.83 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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>3</td></tr> <tr><td>Q2 2016/17</td><td>3</td></tr> <tr><td>Q3 2016/17</td><td>3</td></tr> <tr><td>Q4 2016/17</td><td>3</td></tr> <tr><td>Q1 2017/18</td><td>3</td></tr> <tr><td>Q2 2017/18</td><td>3</td></tr> <tr><td>Q3 2017/18</td><td>3</td></tr> <tr><td>Q4 2017/18</td><td>3</td></tr> <tr><td>Q1 2018/19</td><td>3</td></tr> </tbody> </table> | Quarter | Value | Q1 2016/17 | 3 | Q2 2016/17 | 3 | Q3 2016/17 | 3 | Q4 2016/17 | 3 | Q1 2017/18 | 3 | Q2 2017/18 | 3 | Q3 2017/18 | 3 | Q4 2017/18 | 3 | Q1 2018/19 | 3 | 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 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q1 2016/17 | 3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q2 2016/17 | 3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q3 2016/17 | 3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q4 2016/17 | 3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q1 2017/18 | 3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q2 2017/18 | 3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q3 2017/18 | 3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q4 2017/18 | 3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q1 2018/19 | 3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| 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>0</td> </tr> <tr> <td>Q2 2016/17</td> <td>0</td> <td>0</td> </tr> <tr> <td>Q3 2016/17</td> <td>0</td> <td>0</td> </tr> <tr> <td>Q4 2016/17</td> <td>0</td> <td>0</td> </tr> <tr> <td>Q1 2017/18</td> <td>40</td> <td>40</td> </tr> <tr> <td>Q2 2017/18</td> <td>40</td> <td>40</td> </tr> <tr> <td>Q3 2017/18</td> <td>40</td> <td>40</td> </tr> <tr> <td>Q4 2017/18</td> <td>40</td> <td>40</td> </tr> <tr> <td>Q1 2018/19</td> <td>40</td> <td>40</td> </tr> </tbody> </table> | Quarter | Actual (%) | Target (%) | Q1 2016/17 | 0 | 0 | Q2 2016/17 | 0 | 0 | Q3 2016/17 | 0 | 0 | Q4 2016/17 | 0 | 0 | Q1 2017/18 | 40 | 40 | Q2 2017/18 | 40 | 40 | Q3 2017/18 | 40 | 40 | Q4 2017/18 | 40 | 40 | Q1 2018/19 | 40 | 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 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q2 2016/17 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q3 2016/17 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q4 2016/17 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q1 2017/18 | 40 | 40 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q2 2017/18 | 40 | 40 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q3 2017/18 | 40 | 40 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q4 2017/18 | 40 | 40 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q1 2018/19 | 40 | 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>0</td> </tr> <tr> <td>Q2 2016/17</td> <td>0</td> <td>0</td> </tr> <tr> <td>Q3 2016/17</td> <td>0</td> <td>0</td> </tr> <tr> <td>Q4 2016/17</td> <td>0</td> <td>0</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>50</td> </tr> <tr> <td>Q3 2017/18</td> <td>70</td> <td>70</td> </tr> <tr> <td>Q4 2017/18</td> <td>115</td> <td>115</td> </tr> <tr> <td>Q1 2018/19</td> <td>120</td> <td>120</td> </tr> </tbody> </table> | Quarter | Actual (Gross) | Target (Gross) | Q1 2016/17 | 0 | 0 | Q2 2016/17 | 0 | 0 | Q3 2016/17 | 0 | 0 | Q4 2016/17 | 0 | 0 | Q1 2017/18 | 19 | 20 | Q2 2017/18 | 50 | 50 | Q3 2017/18 | 70 | 70 | Q4 2017/18 | 115 | 115 | Q1 2018/19 | 120 | 120 | <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) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q1 2016/17 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q2 2016/17 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q3 2016/17 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q4 2016/17 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q1 2017/18 | 19 | 20 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q2 2017/18 | 50 | 50 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q3 2017/18 | 70 | 70 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q4 2017/18 | 115 | 115 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q1 2018/19 | 120 | 120 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| 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 |


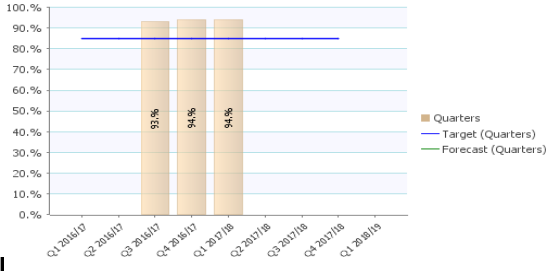
Priority 3: Enable a flourishing local economy

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> | 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. |
|--|------------|--------|----------|---|---|--|

| | | | | | | |
|--|------------|-------|----------|---|---|---|
| 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> | 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 |
|--|------------|-------|----------|---|---|---|

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 2017</td><td>0.59</td></tr> <tr><td>May 2017</td><td>0.52</td></tr> <tr><td>Jun 2017</td><td>0.51</td></tr> <tr><td>Jul 2017</td><td>0.44</td></tr> <tr><td>Aug 2017</td><td>0.30</td></tr> <tr><td>Sep 2017</td><td>0.47</td></tr> <tr><td>Oct 2017</td><td>0.48</td></tr> <tr><td>Nov 2017</td><td>0.47</td></tr> <tr><td>Dec 2017</td><td>0.53</td></tr> <tr><td>Jan 2018</td><td>0.52</td></tr> </tbody> </table> | Month | Value (days) | Apr 2017 | 0.59 | May 2017 | 0.52 | Jun 2017 | 0.51 | Jul 2017 | 0.44 | Aug 2017 | 0.30 | Sep 2017 | 0.47 | Oct 2017 | 0.48 | Nov 2017 | 0.47 | Dec 2017 | 0.53 | Jan 2018 | 0.52 | 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 2017 | 0.59 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| May 2017 | 0.52 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Jun 2017 | 0.51 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Jul 2017 | 0.44 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Aug 2017 | 0.30 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Sep 2017 | 0.47 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Oct 2017 | 0.48 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Nov 2017 | 0.47 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Dec 2017 | 0.53 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Jan 2018 | 0.52 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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% | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q3 2016/17 | 39.00% | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q4 2016/17 | 33.00% | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q1 2017/18 | 10.00% | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| 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"> <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"> <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"> <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 | <p>QEHIPI 5.12C Number of subscribers to the Gov Delivery news bulletins</p> | 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 | <p>MEHIPI 12c Total number of sickness absence days per FTE staff in post</p> | 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 | <p>MEHIPI 10.2 Council tax collection, % of current year liability collected.</p> | 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 |
|------------------|--------|--------------|--------|----------------------------|------------------------------|-----------------------------|
|------------------|--------|--------------|--------|----------------------------|------------------------------|-----------------------------|

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