

### Essential Reference Paper E - Performance Analysis

PI code and Name	Status	Latest Value	Current Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note																												
<b>Directorate</b> Improve the health & wellbeing of our communities																																		
<b>Service:</b> Health & Housing																																		
MEHPI 132 % of full applications for Disabled Facilities Grant approved within 7 weeks.		100%	95%	<span style="color: blue;">▲</span>	<p><b>MEHPI 132 % of full applications for Disabled Facilities Grant approved within 7 weeks.</b></p> <table border="1"> <caption>MEHPI 132 % of full applications for Disabled Facilities Grant approved within 7 weeks</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>100%</td></tr> <tr><td>May 2017</td><td>100%</td></tr> <tr><td>June 2017</td><td>100%</td></tr> <tr><td>July 2017</td><td>100%</td></tr> <tr><td>August 2017</td><td>100%</td></tr> <tr><td>September 2017</td><td>100%</td></tr> <tr><td>October 2017</td><td>100%</td></tr> <tr><td>November 2017</td><td>100%</td></tr> <tr><td>December 2017</td><td>100%</td></tr> <tr><td>January 2018</td><td>100%</td></tr> <tr><td>February 2018</td><td>100%</td></tr> <tr><td>March 2018</td><td>100%</td></tr> <tr><td>April 2018</td><td>100%</td></tr> </tbody> </table>	Month	Percentage	April 2017	100%	May 2017	100%	June 2017	100%	July 2017	100%	August 2017	100%	September 2017	100%	October 2017	100%	November 2017	100%	December 2017	100%	January 2018	100%	February 2018	100%	March 2018	100%	April 2018	100%	2017/2018 Qtr 2 - Target exceeded. 100% of housing grant applications processed within target times. This represents 20 approved in target times since April 2017.
Month	Percentage																																	
April 2017	100%																																	
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February 2018	100%																																	
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April 2018	100%																																	
QEHPI 140 Number of over 50s participating in 'Forever Active' programme.		716	648	Cumulative Figure	<p><b>QEHPI 140 Number of over 50s participating in 'Forever Active' programme (Cumulative figure)</b></p> <table border="1"> <caption>QEHPI 140 Number of over 50s participating in 'Forever Active' programme (Cumulative figure)</caption> <thead> <tr> <th>Quarter</th> <th>Participants</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>321</td></tr> <tr><td>Q2 2017/18</td><td>529</td></tr> <tr><td>Q3 2017/18</td><td>716</td></tr> </tbody> </table>	Quarter	Participants	Q1 2017/18	321	Q2 2017/18	529	Q3 2017/18	716	Provisional results indicate 187 new people have signed up during this quarter; however as per previous quarters notes, this is reported in calendar year and figures are collected from Sports England half yearly so our initial figure is an estimated figure at this stage. On course to exceed our annual target comfortably																				
Quarter	Participants																																	
Q1 2017/18	321																																	
Q2 2017/18	529																																	
Q3 2017/18	716																																	
QEHPI 141 East Herts residents & East Herts Council employees registered with Team Herts Volunteering scheme		78	50	Cumulative Figure	<p><b>QEHPI 141 East Herts residents &amp; East Herts Council employees registered with Team Herts Volunteering scheme</b></p> <table border="1"> <caption>QEHPI 141 East Herts residents &amp; East Herts Council employees registered with Team Herts Volunteering scheme</caption> <thead> <tr> <th>Quarter</th> <th>Registrants</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>26</td></tr> <tr><td>Q2 2017/18</td><td>78</td></tr> </tbody> </table>	Quarter	Registrants	Q1 2017/18	26	Q2 2017/18	78	78 individuals signed up, including those signed up for the volunteering newsletter																						
Quarter	Registrants																																	
Q1 2017/18	26																																	
Q2 2017/18	78																																	

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PI code and Name	Status	Latest Value	Current 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	19	none set	↑	<table border="1"> <caption>QEHP1 151 Number of homeless households living in temporary accommodation at the end of the quarter.</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>23</td> </tr> <tr> <td>Q2 2016/17</td> <td>21</td> </tr> <tr> <td>Q3 2016/17</td> <td>10</td> </tr> <tr> <td>Q4 2016/17</td> <td>14</td> </tr> <tr> <td>Q1 2017/18</td> <td>18</td> </tr> <tr> <td>Q2 2017/18</td> <td>19</td> </tr> </tbody> </table>	Quarter	Value	Q1 2016/17	23	Q2 2016/17	21	Q3 2016/17	10	Q4 2016/17	14	Q1 2017/18	18	Q2 2017/18	19	<p>At the end of September 2017 the council had 19 households in temporary accommodation . The council owned temporary accommodation hostel had 11 out of 12 flats occupied. One household was in B&amp;B as they were unsuitable for the hostel. Five 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 despite an increase in this quarter</p>
Quarter	Value																			
Q1 2016/17	23																			
Q2 2016/17	21																			
Q3 2016/17	10																			
Q4 2016/17	14																			
Q1 2017/18	18																			
Q2 2017/18	19																			
QEHP1 150 Number of prevented homeless applications		119	100	Cumulative Figure	<table border="1"> <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>50</td> </tr> <tr> <td>Q3 2016/17</td> <td>96</td> </tr> <tr> <td>Q4 2016/17</td> <td>84</td> </tr> <tr> <td>Q1 2017/18</td> <td>65</td> </tr> <tr> <td>Q2 2017/18</td> <td>119</td> </tr> </tbody> </table>	Quarter	Value	Q1 2016/17	61	Q2 2016/17	50	Q3 2016/17	96	Q4 2016/17	84	Q1 2017/18	65	Q2 2017/18	119	<p>In the second quarter the council prevented 54 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	50																			
Q3 2016/17	96																			
Q4 2016/17	84																			
Q1 2017/18	65																			
Q2 2017/18	119																			

**Service:** Revs & Bens

**Essential Reference Paper E - Performance Analysis**

PI code and Name	Status	Latest Value	Current Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note																																																				
MEHPI 181 Time taken to process Housing Benefit new claims and change events.		10.84 days	12.00 days	↓	<p>MEHPI 181 Time taken to process Housing Benefit new claims and change events.</p> <table border="1"> <caption>MEHPI 181 Performance Data (Days)</caption> <thead> <tr><th>Month</th><th>Value (Days)</th></tr> </thead> <tbody> <tr><td>April 2016</td><td>3.41</td></tr> <tr><td>May 2016</td><td>5.82</td></tr> <tr><td>June 2016</td><td>6.64</td></tr> <tr><td>July 2016</td><td>7.63</td></tr> <tr><td>August 2016</td><td>7.97</td></tr> <tr><td>September 2016</td><td>8.27</td></tr> <tr><td>October 2016</td><td>8.55</td></tr> <tr><td>November 2016</td><td>8.46</td></tr> <tr><td>December 2016</td><td>8.52</td></tr> <tr><td>January 2017</td><td>8.44</td></tr> <tr><td>February 2017</td><td>7.85</td></tr> <tr><td>March 2017</td><td>8.15</td></tr> <tr><td>April 2017</td><td>10.07</td></tr> <tr><td>May 2017</td><td>12.41</td></tr> <tr><td>June 2017</td><td>11.50</td></tr> <tr><td>July 2017</td><td>11.50</td></tr> <tr><td>August 2017</td><td>10.82</td></tr> <tr><td>September 2017</td><td>10.82</td></tr> <tr><td>October 2017</td><td>10.84</td></tr> <tr><td>November 2017</td><td></td></tr> <tr><td>December 2017</td><td></td></tr> <tr><td>January 2018</td><td></td></tr> <tr><td>February 2018</td><td></td></tr> <tr><td>March 2018</td><td></td></tr> <tr><td>April 2018</td><td></td></tr> </tbody> </table>	Month	Value (Days)	April 2016	3.41	May 2016	5.82	June 2016	6.64	July 2016	7.63	August 2016	7.97	September 2016	8.27	October 2016	8.55	November 2016	8.46	December 2016	8.52	January 2017	8.44	February 2017	7.85	March 2017	8.15	April 2017	10.07	May 2017	12.41	June 2017	11.50	July 2017	11.50	August 2017	10.82	September 2017	10.82	October 2017	10.84	November 2017		December 2017		January 2018		February 2018		March 2018		April 2018		Current Figures are well within targets
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<b>Service: Communications, Strategy &amp; Policy</b>																																																										
MEHPI 5.13a % Good Satisfaction (GovMetric) - Face to Face.		83%	80%	↑	<p>MEHPI 5.13a % Good Satisfaction (GovMetric) - Face to Face.</p> <table border="1"> <caption>MEHPI 5.13a Performance Data (%)</caption> <thead> <tr><th>Month</th><th>Value (%)</th></tr> </thead> <tbody> <tr><td>April 2016</td><td>81%</td></tr> <tr><td>May 2016</td><td>82%</td></tr> <tr><td>June 2016</td><td>81%</td></tr> <tr><td>July 2016</td><td>84%</td></tr> <tr><td>August 2016</td><td>80%</td></tr> <tr><td>September 2016</td><td>85%</td></tr> <tr><td>October 2016</td><td>87%</td></tr> <tr><td>November 2016</td><td>87%</td></tr> <tr><td>December 2016</td><td>83%</td></tr> <tr><td>January 2017</td><td>87%</td></tr> <tr><td>February 2017</td><td>79%</td></tr> <tr><td>March 2017</td><td>82%</td></tr> <tr><td>April 2017</td><td>81%</td></tr> <tr><td>May 2017</td><td>81%</td></tr> <tr><td>June 2017</td><td>84%</td></tr> <tr><td>July 2017</td><td>88%</td></tr> <tr><td>August 2017</td><td>88%</td></tr> <tr><td>September 2017</td><td>83%</td></tr> <tr><td>October 2017</td><td>83%</td></tr> <tr><td>November 2017</td><td>85%</td></tr> <tr><td>December 2017</td><td></td></tr> <tr><td>January 2018</td><td></td></tr> <tr><td>February 2018</td><td></td></tr> <tr><td>March 2018</td><td></td></tr> <tr><td>April 2018</td><td></td></tr> </tbody> </table>	Month	Value (%)	April 2016	81%	May 2016	82%	June 2016	81%	July 2016	84%	August 2016	80%	September 2016	85%	October 2016	87%	November 2016	87%	December 2016	83%	January 2017	87%	February 2017	79%	March 2017	82%	April 2017	81%	May 2017	81%	June 2017	84%	July 2017	88%	August 2017	88%	September 2017	83%	October 2017	83%	November 2017	85%	December 2017		January 2018		February 2018		March 2018		April 2018		169 of 204 gave a 'good' score during Q2, giving a score of 83%. A further 5% gave a neutral score with only 12% providing a negative score
Month	Value (%)																																																									
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MEHPI 5.13b % Good Satisfaction (GovMetric) - Telephone.		67%	90%	N/A	<p>MEHPI 5.13b % Good Satisfaction (GovMetric) - Telephone.</p>	<p>The telephone script was altered which resulted in more customers being made aware of the Survey at the end of the call. As part of this change, there was a great deal of testing and this included testing the scenarios for Good, average and Poor scores.</p> <p>Therefore, this months scores cannot be relied upon. From next month, scores will be accurate and reflect our customers.</p>
MEHPI 5.13c % Good Satisfaction (GovMetric) - Website.		45%	35%	↑	<p>MEHPI 5.13c % Good Satisfaction (GovMetric) - Website.</p>	<p>38 of 54 gave a 'good' score during Q2, giving a score of 45%. A further 5% gave a neutral score with 50% providing a negative score.</p>

**Directorate** Enhance the quality of people's lives

**Service:** Health & Housing

### Essential Reference Paper E - Performance Analysis

PI code and Name	Status	Latest Value	Current Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note									
HEHPI 148 Number of applicants on the housing register broken down by demand for property sizes.	trend only	2,048	N/A	new indicator	<p><b>HEHPI 148 Number of applicants on the housing register broken down by demand for property sizes.</b></p> <table border="1"> <caption>HEHPI 148 Performance Data</caption> <thead> <tr> <th>Half Year</th> <th>Value</th> <th>Target (Half Years)</th> </tr> </thead> <tbody> <tr> <td>H1 2017/18</td> <td>2,048</td> <td>2,026</td> </tr> </tbody> </table>	Half Year	Value	Target (Half Years)	H1 2017/18	2,048	2,026	There are currently 2,048 households on the Housing Register. This is broken down by property size needed as follows: 1 bed need - 1,074; 2 bed need - 649; 3 bed need - 266; 4+ bed need - 59. The total household figure is up very slightly from the 2,026 households on 1 April 2017.			
Half Year	Value	Target (Half Years)													
H1 2017/18	2,048	2,026													
QEHPI 149c % of Affordable homes delivered on section 106 developments in Towns against an annual 40% cumulative Planning Policy target	trend only	32%	N/A		<p><b>QEHPI 149c % of Affordable homes delivered on section 106 developments in Towns against a 40% cumulative Planning Policy target</b></p> <table border="1"> <caption>QEHPI 149c Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2017/18</td> <td>40%</td> <td>40%</td> </tr> <tr> <td>Q2 2017/18</td> <td>32%</td> <td>40%</td> </tr> </tbody> </table>	Quarter	Value	Target (Quarters)	Q1 2017/18	40%	40%	Q2 2017/18	32%	40%	So far this year, two sites have been delivered with the 40% target, with the third being delivered at 27%. This scheme was agreed at below 40% as it was designated an enabling site for Hertford Regional College redevelopment of their Ware campus. The cumulative % of affordable homes achieved is therefore 32% at this stage
Quarter	Value	Target (Quarters)													
Q1 2017/18	40%	40%													
Q2 2017/18	32%	40%													
QEHPI 149d % of Affordable homes delivered on section 106 developments in Villages		0%	0%		<p><b>QEHPI 149d % of Affordable homes delivered on section 106 developments in Villages</b></p>	No village affordable homes were handed over or due to be handed over in this quarter or the previous quarter. This was expected and was reflected in the targets. This target may be considered in the same way as 149c going forward and will depend on if key schemes are built within the next two quarters.									

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PI code and Name	Status	Latest Value	Current Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note																																								
QEHP1 155 Number of affordable homes delivered (gross)		51	47	cumulative Figure	<p>QEHP1 155 Number of affordable homes delivered (gross)</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> <th>Forecast</th> </tr> </thead> <tbody> <tr><td>Q1 2016/17</td><td>0</td><td>47</td><td>15</td></tr> <tr><td>Q2 2016/17</td><td>0</td><td>47</td><td>15</td></tr> <tr><td>Q3 2016/17</td><td>0</td><td>47</td><td>15</td></tr> <tr><td>Q4 2016/17</td><td>0</td><td>47</td><td>15</td></tr> <tr><td>Q1 2017/18</td><td>15</td><td>47</td><td>15</td></tr> <tr><td>Q2 2017/18</td><td>15</td><td>47</td><td>15</td></tr> <tr><td>Q3 2017/18</td><td>15</td><td>47</td><td>15</td></tr> <tr><td>Q4 2017/18</td><td>15</td><td>47</td><td>15</td></tr> <tr><td>Q1 2018/19</td><td>15</td><td>47</td><td>15</td></tr> </tbody> </table>	Quarter	Actual	Target	Forecast	Q1 2016/17	0	47	15	Q2 2016/17	0	47	15	Q3 2016/17	0	47	15	Q4 2016/17	0	47	15	Q1 2017/18	15	47	15	Q2 2017/18	15	47	15	Q3 2017/18	15	47	15	Q4 2017/18	15	47	15	Q1 2018/19	15	47	15	A total of 51 new affordable homes were delivered in the first and second quarters of 2017/18. There were 41 affordable rented homes, nominated to applicants on the council's housing register, and 10 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, with our partner housing associations, by the council's housing team.
Quarter	Actual	Target	Forecast																																											
Q1 2016/17	0	47	15																																											
Q2 2016/17	0	47	15																																											
Q3 2016/17	0	47	15																																											
Q4 2016/17	0	47	15																																											
Q1 2017/18	15	47	15																																											
Q2 2017/18	15	47	15																																											
Q3 2017/18	15	47	15																																											
Q4 2017/18	15	47	15																																											
Q1 2018/19	15	47	15																																											
QEHP1 64 Number of private sector vacant dwellings that are returned into occupation or demolished (Cumulative figure)		9	7	cumulative Figure	<p>QEHP1 64 Number of private sector vacant dwellings that are returned into occupation or demolished (Cumulative over year)</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> <th>Forecast</th> </tr> </thead> <tbody> <tr><td>Q1 2016/17</td><td>0</td><td>7</td><td>9</td></tr> <tr><td>Q2 2016/17</td><td>0</td><td>7</td><td>9</td></tr> <tr><td>Q3 2016/17</td><td>0</td><td>7</td><td>9</td></tr> <tr><td>Q4 2016/17</td><td>0</td><td>7</td><td>9</td></tr> <tr><td>Q1 2017/18</td><td>0</td><td>7</td><td>9</td></tr> <tr><td>Q2 2017/18</td><td>9</td><td>7</td><td>9</td></tr> <tr><td>Q3 2017/18</td><td>9</td><td>7</td><td>9</td></tr> <tr><td>Q4 2017/18</td><td>9</td><td>7</td><td>9</td></tr> <tr><td>Q1 2018/19</td><td>9</td><td>7</td><td>9</td></tr> </tbody> </table>	Quarter	Actual	Target	Forecast	Q1 2016/17	0	7	9	Q2 2016/17	0	7	9	Q3 2016/17	0	7	9	Q4 2016/17	0	7	9	Q1 2017/18	0	7	9	Q2 2017/18	9	7	9	Q3 2017/18	9	7	9	Q4 2017/18	9	7	9	Q1 2018/19	9	7	9	Nine private sector properties have been returned to use since April 2017, of which three had been vacant for over five years, following an intervention from the council. The post of Empty Homes Officer is currently vacant and will be advertised shortly. All these 9 were achieved during Q2 after 0 in Q1
Quarter	Actual	Target	Forecast																																											
Q1 2016/17	0	7	9																																											
Q2 2016/17	0	7	9																																											
Q3 2016/17	0	7	9																																											
Q4 2016/17	0	7	9																																											
Q1 2017/18	0	7	9																																											
Q2 2017/18	9	7	9																																											
Q3 2017/18	9	7	9																																											
Q4 2017/18	9	7	9																																											
Q1 2018/19	9	7	9																																											

**Service:** Planning & Building Control

**Essential Reference Paper E - Performance Analysis**

PI code and Name	Status	Latest Value	Current 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 (Majors under 13 weeks).		60.00%	60.00%	N/A	<p><b>MEHPI 157a % Processing of planning applications dealt with in timely manner - Major applications (Majors under 13 weeks)</b></p> <table border="1"> <caption>MEHPI 157a Performance Data (Approximate)</caption> <thead> <tr><th>Month</th><th>Value (%)</th></tr> </thead> <tbody> <tr><td>Apr 2016</td><td>100.00%</td></tr> <tr><td>May 2016</td><td>100.00%</td></tr> <tr><td>Jun 2016</td><td>100.00%</td></tr> <tr><td>Jul 2016</td><td>100.00%</td></tr> <tr><td>Aug 2016</td><td>100.00%</td></tr> <tr><td>Sep 2016</td><td>100.00%</td></tr> <tr><td>Oct 2016</td><td>100.00%</td></tr> <tr><td>Nov 2016</td><td>100.00%</td></tr> <tr><td>Dec 2016</td><td>100.00%</td></tr> <tr><td>Jan 2017</td><td>100.00%</td></tr> <tr><td>Feb 2017</td><td>100.00%</td></tr> <tr><td>Mar 2017</td><td>100.00%</td></tr> <tr><td>Apr 2017</td><td>100.00%</td></tr> <tr><td>May 2017</td><td>100.00%</td></tr> <tr><td>Jun 2017</td><td>100.00%</td></tr> <tr><td>Jul 2017</td><td>100.00%</td></tr> <tr><td>Aug 2017</td><td>100.00%</td></tr> <tr><td>Sep 2017</td><td>100.00%</td></tr> <tr><td>Oct 2017</td><td>100.00%</td></tr> <tr><td>Nov 2017</td><td>100.00%</td></tr> <tr><td>Dec 2017</td><td>100.00%</td></tr> <tr><td>Jan 2018</td><td>100.00%</td></tr> <tr><td>Feb 2018</td><td>100.00%</td></tr> <tr><td>Mar 2018</td><td>100.00%</td></tr> <tr><td>Apr 2018</td><td>100.00%</td></tr> </tbody> </table>	Month	Value (%)	Apr 2016	100.00%	May 2016	100.00%	Jun 2016	100.00%	Jul 2016	100.00%	Aug 2016	100.00%	Sep 2016	100.00%	Oct 2016	100.00%	Nov 2016	100.00%	Dec 2016	100.00%	Jan 2017	100.00%	Feb 2017	100.00%	Mar 2017	100.00%	Apr 2017	100.00%	May 2017	100.00%	Jun 2017	100.00%	Jul 2017	100.00%	Aug 2017	100.00%	Sep 2017	100.00%	Oct 2017	100.00%	Nov 2017	100.00%	Dec 2017	100.00%	Jan 2018	100.00%	Feb 2018	100.00%	Mar 2018	100.00%	Apr 2018	100.00%	There were 3 out of 5 applications dealt with within a timely manner. There were no major applications in August to compare with
Month	Value (%)																																																									
Apr 2016	100.00%																																																									
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Apr 2018	100.00%																																																									
MEHPI 157b % Processing of planning applications dealt with in timely manner- Minor applications (Minors under 8 weeks).		80.00%	80.00%		<p><b>MEHPI 157b % Processing of planning applications dealt with in timely manner- Minor applications (Minors under 8 weeks)</b></p> <table border="1"> <caption>MEHPI 157b Performance Data (Approximate)</caption> <thead> <tr><th>Month</th><th>Value (%)</th></tr> </thead> <tbody> <tr><td>Apr 2016</td><td>95.00%</td></tr> <tr><td>May 2016</td><td>92.00%</td></tr> <tr><td>Jun 2016</td><td>93.00%</td></tr> <tr><td>Jul 2016</td><td>93.00%</td></tr> <tr><td>Aug 2016</td><td>93.00%</td></tr> <tr><td>Sep 2016</td><td>95.00%</td></tr> <tr><td>Oct 2016</td><td>88.00%</td></tr> <tr><td>Nov 2016</td><td>94.00%</td></tr> <tr><td>Dec 2016</td><td>95.00%</td></tr> <tr><td>Jan 2017</td><td>95.00%</td></tr> <tr><td>Feb 2017</td><td>95.00%</td></tr> <tr><td>Mar 2017</td><td>95.00%</td></tr> <tr><td>Apr 2017</td><td>95.00%</td></tr> <tr><td>May 2017</td><td>95.00%</td></tr> <tr><td>Jun 2017</td><td>86.00%</td></tr> <tr><td>Jul 2017</td><td>74.00%</td></tr> <tr><td>Aug 2017</td><td>71.00%</td></tr> <tr><td>Sep 2017</td><td>85.00%</td></tr> <tr><td>Oct 2017</td><td>85.00%</td></tr> <tr><td>Nov 2017</td><td>85.00%</td></tr> <tr><td>Dec 2017</td><td>85.00%</td></tr> <tr><td>Jan 2018</td><td>75.00%</td></tr> <tr><td>Feb 2018</td><td>75.00%</td></tr> <tr><td>Mar 2018</td><td>75.00%</td></tr> <tr><td>Apr 2018</td><td>75.00%</td></tr> </tbody> </table>	Month	Value (%)	Apr 2016	95.00%	May 2016	92.00%	Jun 2016	93.00%	Jul 2016	93.00%	Aug 2016	93.00%	Sep 2016	95.00%	Oct 2016	88.00%	Nov 2016	94.00%	Dec 2016	95.00%	Jan 2017	95.00%	Feb 2017	95.00%	Mar 2017	95.00%	Apr 2017	95.00%	May 2017	95.00%	Jun 2017	86.00%	Jul 2017	74.00%	Aug 2017	71.00%	Sep 2017	85.00%	Oct 2017	85.00%	Nov 2017	85.00%	Dec 2017	85.00%	Jan 2018	75.00%	Feb 2018	75.00%	Mar 2018	75.00%	Apr 2018	75.00%	Figures fell on the previous month but had shown an improvement from June and July. 35 out of 44 applications
Month	Value (%)																																																									
Apr 2016	95.00%																																																									
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**Essential Reference Paper E - Performance Analysis**

PI code and Name	Status	Latest Value	Current Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note
MEHPI 157c % Processing of planning applications dealt with in timely manner- Other applications (Others under 8 weeks).		91.00%	90.00%	↑	<p>MEHPI 157c % Processing of planning applications dealt with in timely manner- Other applications (Others under 8 weeks).</p>	118 out of 130
MEHPI 205 % of site visits undertaken in relation to urgent cases within 2 workings days of 'start date'.	N/A	N/A	100%	N/A	<p>MEHPI 205 % of site visits undertaken in relation to urgent cases within 2 workings days of 'start date'.</p>	There have been no site visits in relation to urgent cases within the last 2 months

**Service:** Operations



**Essential Reference Paper E - Performance Analysis**

PI code and Name	Status	Latest Value	Current Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note																																																				
MEHPI 191 Residual household waste per household.	trend only	194 kg	none set	Cumulative Figure	<p><b>MEHPI 191 Residual household waste per household.</b></p> <table border="1"> <thead> <tr> <th>Month</th> <th>Waste (kg)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>41 kg</td></tr> <tr><td>May 2016</td><td>78 kg</td></tr> <tr><td>June 2016</td><td>112 kg</td></tr> <tr><td>July 2016</td><td>147 kg</td></tr> <tr><td>August 2016</td><td>179 kg</td></tr> <tr><td>September 2016</td><td>220 kg</td></tr> <tr><td>October 2016</td><td>258 kg</td></tr> <tr><td>November 2016</td><td>298 kg</td></tr> <tr><td>December 2016</td><td>328 kg</td></tr> <tr><td>January 2017</td><td>368 kg</td></tr> <tr><td>February 2017</td><td>400 kg</td></tr> <tr><td>March 2017</td><td>435 kg</td></tr> <tr><td>April 2017</td><td>41 kg</td></tr> <tr><td>May 2017</td><td>78 kg</td></tr> <tr><td>June 2017</td><td>114 kg</td></tr> <tr><td>July 2017</td><td>144 kg</td></tr> <tr><td>August 2017</td><td>194 kg</td></tr> <tr><td>September 2017</td><td>194 kg</td></tr> <tr><td>October 2017</td><td>228 kg</td></tr> <tr><td>November 2017</td><td>228 kg</td></tr> <tr><td>December 2017</td><td>228 kg</td></tr> <tr><td>January 2018</td><td>228 kg</td></tr> <tr><td>February 2018</td><td>228 kg</td></tr> <tr><td>March 2018</td><td>228 kg</td></tr> <tr><td>April 2018</td><td>228 kg</td></tr> </tbody> </table>	Month	Waste (kg)	April 2016	41 kg	May 2016	78 kg	June 2016	112 kg	July 2016	147 kg	August 2016	179 kg	September 2016	220 kg	October 2016	258 kg	November 2016	298 kg	December 2016	328 kg	January 2017	368 kg	February 2017	400 kg	March 2017	435 kg	April 2017	41 kg	May 2017	78 kg	June 2017	114 kg	July 2017	144 kg	August 2017	194 kg	September 2017	194 kg	October 2017	228 kg	November 2017	228 kg	December 2017	228 kg	January 2018	228 kg	February 2018	228 kg	March 2018	228 kg	April 2018	228 kg	<p>Kgs per property are greater than the same period last year by 6.44kgs (from April to September). This is remaining consistently higher each month as anticipated. Estimated annual figure of 451.76kgs which remains under the target of 475kgs.</p>
Month	Waste (kg)																																																									
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MEHPI 192 % of household waste sent for reuse, recycling and composting.	trend only	52.60%	none set	<p><b>MEHPI 192 % of household waste sent for reuse, recycling and composting.</b></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>52.62%</td></tr> <tr><td>June 2016</td><td>54.17%</td></tr> <tr><td>July 2016</td><td>55.10%</td></tr> <tr><td>August 2016</td><td>55.11%</td></tr> <tr><td>September 2016</td><td>55.40%</td></tr> <tr><td>October 2016</td><td>50.25%</td></tr> <tr><td>November 2016</td><td>53.92%</td></tr> <tr><td>December 2016</td><td>52.87%</td></tr> <tr><td>January 2017</td><td>51.93%</td></tr> <tr><td>February 2017</td><td>51.77%</td></tr> <tr><td>March 2017</td><td>50.50%</td></tr> <tr><td>April 2017</td><td>50.50%</td></tr> <tr><td>May 2017</td><td>52.87%</td></tr> <tr><td>June 2017</td><td>52.70%</td></tr> <tr><td>July 2017</td><td>52.87%</td></tr> <tr><td>August 2017</td><td>52.70%</td></tr> <tr><td>September 2017</td><td>52.60%</td></tr> <tr><td>October 2017</td><td>53.04%</td></tr> <tr><td>November 2017</td><td>53.04%</td></tr> <tr><td>December 2017</td><td>53.04%</td></tr> <tr><td>January 2018</td><td>53.04%</td></tr> <tr><td>February 2018</td><td>53.04%</td></tr> <tr><td>March 2018</td><td>53.04%</td></tr> <tr><td>April 2018</td><td>53.04%</td></tr> </tbody> </table>	Month	Percentage (%)	April 2016	50.87%	May 2016	52.62%	June 2016	54.17%	July 2016	55.10%	August 2016	55.11%	September 2016	55.40%	October 2016	50.25%	November 2016	53.92%	December 2016	52.87%	January 2017	51.93%	February 2017	51.77%	March 2017	50.50%	April 2017	50.50%	May 2017	52.87%	June 2017	52.70%	July 2017	52.87%	August 2017	52.70%	September 2017	52.60%	October 2017	53.04%	November 2017	53.04%	December 2017	53.04%	January 2018	53.04%	February 2018	53.04%	March 2018	53.04%	April 2018	53.04%	<p>For September comingled recycling and paper tonnages are down on compared to September 2016. Composting however is up from 1283 tonnes in September 2016 to 1387 in September 2017. Residual waste is up from 1962 tonnes in September 2016 to 2071.75 tonnes in September 2017.</p>	
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**Essential Reference Paper E - Performance Analysis**

PI code and Name	Status	Latest Value	Current Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note																																																		
MEHPI 2.2 Waste: missed collections per 100,000 collections of household.		31.15%	30	↑	<p align="center"><b>MEHPI 2.2 Waste: missed collections per 100,000 collections of household.</b></p> <table border="1"> <caption>MEHPI 2.2 Waste: missed collections per 100,000 collections of household (Monthly Data)</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>26.02</td></tr> <tr><td>May 2016</td><td>27.02</td></tr> <tr><td>June 2016</td><td>25.06</td></tr> <tr><td>July 2016</td><td>27.06</td></tr> <tr><td>August 2016</td><td>24.86</td></tr> <tr><td>September 2016</td><td>24.86</td></tr> <tr><td>October 2016</td><td>26.05</td></tr> <tr><td>November 2016</td><td>26.05</td></tr> <tr><td>December 2016</td><td>26.78</td></tr> <tr><td>January 2017</td><td>29.59</td></tr> <tr><td>February 2017</td><td>28.47</td></tr> <tr><td>March 2017</td><td>21.17</td></tr> <tr><td>April 2017</td><td>37.07</td></tr> <tr><td>May 2017</td><td>33.88</td></tr> <tr><td>June 2017</td><td>25.95</td></tr> <tr><td>July 2017</td><td>40.98</td></tr> <tr><td>August 2017</td><td>34.53</td></tr> <tr><td>September 2017</td><td>29.46</td></tr> <tr><td>October 2017</td><td>31.15</td></tr> <tr><td>November 2017</td><td>29.46</td></tr> <tr><td>December 2017</td><td>33.48</td></tr> <tr><td>January 2018</td><td>33.48</td></tr> <tr><td>February 2018</td><td>33.48</td></tr> <tr><td>March 2018</td><td>33.48</td></tr> </tbody> </table>	Month	Value	April 2016	26.02	May 2016	27.02	June 2016	25.06	July 2016	27.06	August 2016	24.86	September 2016	24.86	October 2016	26.05	November 2016	26.05	December 2016	26.78	January 2017	29.59	February 2017	28.47	March 2017	21.17	April 2017	37.07	May 2017	33.88	June 2017	25.95	July 2017	40.98	August 2017	34.53	September 2017	29.46	October 2017	31.15	November 2017	29.46	December 2017	33.48	January 2018	33.48	February 2018	33.48	March 2018	33.48	Missed collections marginally missed target in September despite the improvement in August. This is still an improvement on previous months however. Refuse has the highest number of missed collections, the dry recycling next and garden waste the lowest.
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April 2016	26.02																																																							
May 2016	27.02																																																							
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QEHPPI 2.4 Fly-tips: Time taken for removal.		1.87 days	2.00 days	↑	<p align="center"><b>QEHPPI 2.4 Fly-tips: Time taken for removal.</b></p> <table border="1"> <caption>QEHPPI 2.4 Fly-tips: Time taken for removal (Quarterly Data)</caption> <thead> <tr> <th>Quarter</th> <th>Value (days)</th> </tr> </thead> <tbody> <tr><td>Q1 2016/17</td><td>1.68</td></tr> <tr><td>Q2 2016/17</td><td>1.55</td></tr> <tr><td>Q3 2016/17</td><td>1.46</td></tr> <tr><td>Q4 2016/17</td><td>1.80</td></tr> <tr><td>Q1 2017/18</td><td>1.84</td></tr> <tr><td>Q2 2017/18</td><td>1.87</td></tr> <tr><td>Q3 2017/18</td><td>1.87</td></tr> <tr><td>Q4 2017/18</td><td>1.87</td></tr> <tr><td>Q1 2018/19</td><td>1.87</td></tr> </tbody> </table>	Quarter	Value (days)	Q1 2016/17	1.68	Q2 2016/17	1.55	Q3 2016/17	1.46	Q4 2016/17	1.80	Q1 2017/18	1.84	Q2 2017/18	1.87	Q3 2017/18	1.87	Q4 2017/18	1.87	Q1 2018/19	1.87	Q2 performance is within target and an improvement on the previous quarter (268 fly tips removed in Q2 2017/18 compared to 298 in 2016/17)																														
Quarter	Value (days)																																																							
Q1 2016/17	1.68																																																							
Q2 2016/17	1.55																																																							
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**Directorate** Enable a flourishing local economy

**Service:** Communications, Strategy & Policy

**Essential Reference Paper E - Performance Analysis**

PI code and Name	Status	Latest Value	Current Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note														
QEHP1 11a Number of active Businesses with their registered office in East Herts	trend only	12,802	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 2018/17</td> <td>11,460</td> </tr> <tr> <td>Q2 2018/17</td> <td>12,866</td> </tr> <tr> <td>Q3 2018/17</td> <td>13,160</td> </tr> <tr> <td>Q4 2018/17</td> <td>13,247</td> </tr> <tr> <td>Q1 2017/18</td> <td>13,098</td> </tr> <tr> <td>Q2 2017/18</td> <td>12,802</td> </tr> </tbody> </table>	Quarter	Value	Q1 2018/17	11,460	Q2 2018/17	12,866	Q3 2018/17	13,160	Q4 2018/17	13,247	Q1 2017/18	13,098	Q2 2017/18	12,802	<p>There has been a further decline in the number of active businesses with a registered office in East Herts and is a combination of lots of factors.</p> <p>These figures were provided by FAME, a business database, funded for 3 years by HCC. This agreement ended at the end of August with the last results provided on the 15th September. Purchasing this system ourselves is not viable so EH will look at alternative measures of how our local economy is progressing going forward.</p>
Quarter	Value																			
Q1 2018/17	11,460																			
Q2 2018/17	12,866																			
Q3 2018/17	13,160																			
Q4 2018/17	13,247																			
Q1 2017/18	13,098																			
Q2 2017/18	12,802																			
QEHP1 11b Number of active Businesses with their registered office % and trading address in East Herts	trend only	6,039	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 2018/17</td> <td>5,995</td> </tr> <tr> <td>Q2 2018/17</td> <td>6,126</td> </tr> <tr> <td>Q3 2018/17</td> <td>6,120</td> </tr> <tr> <td>Q4 2018/17</td> <td>6,039</td> </tr> </tbody> </table>	Quarter	Value	Q1 2018/17	5,995	Q2 2018/17	6,126	Q3 2018/17	6,120	Q4 2018/17	6,039	<p>There has been a further decline in the number of business registered in East Herts and trading since the last quarter. This indicator follows the same process as above and hence will cease for Q3</p>				
Quarter	Value																			
Q1 2018/17	5,995																			
Q2 2018/17	6,126																			
Q3 2018/17	6,120																			
Q4 2018/17	6,039																			

**Service:** Health & Housing

### Essential Reference Paper E - Performance Analysis

PI code and Name	Status	Latest Value	Current Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note										
QEHPI 184 % of food premises in the area which are broadly compliant with food hygiene law		95.00%	85.00%	↑	<p>QEHPI 184 % of food premises in the area which are broadly compliant with food hygiene law</p> <table border="1"> <caption>Performance Data Trend Chart Data</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> <tr> <td>Q2-2017/18</td> <td>95%</td> </tr> </tbody> </table>	Quarter	Compliance %	Q3-2016/17	93%	Q4-2016/17	94%	Q1-2017/18	94%	Q2-2017/18	95%	2017/2018 Qtr 2 - Target exceeded. 95% of registered food businesses in East Herts are broadly compliant with food law; this represents 919 businesses.
Quarter	Compliance %															
Q3-2016/17	93%															
Q4-2016/17	94%															
Q1-2017/18	94%															
Q2-2017/18	95%															
QEHPI 32 % of planned premises licencing enforcement visits due that were undertaken	N/A	N/A	80%	N/A	N/A	As per notes given in Qtr1, this PI has been discontinued as the methodology for visiting changed in April from routine schedule to a risk based / complaints based approach. Thus, planned premises enforcement visits were no longer a feature and in any case, providing a figure for this gave very little value or insight into the Council. The Council continues to monitor other licencing features and manage performance of this within Service.										

**Directorate** Supporting All Priorities

**Service:** Revs & Bens

**Essential Reference Paper E - Performance Analysis**

PI code and Name	Status	Latest Value	Current Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note																																																																														
MEHPI 10.2 Council tax collection, % of current year liability collected.		56.40%	56.00%	Cumulative Figure	<p><b>MEHPI 10.2 Council tax collection, % of current year liability collected.</b></p> <table border="1"> <thead> <tr> <th>Month</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>11.9%</td><td>11.9%</td></tr> <tr><td>May 2016</td><td>20.9%</td><td>20.9%</td></tr> <tr><td>June 2016</td><td>31.8%</td><td>31.8%</td></tr> <tr><td>July 2016</td><td>38.7%</td><td>38.7%</td></tr> <tr><td>August 2016</td><td>47.5%</td><td>47.5%</td></tr> <tr><td>September 2016</td><td>55.3%</td><td>55.3%</td></tr> <tr><td>October 2016</td><td>64.4%</td><td>64.4%</td></tr> <tr><td>November 2016</td><td>75.5%</td><td>75.5%</td></tr> <tr><td>December 2016</td><td>83.5%</td><td>83.5%</td></tr> <tr><td>January 2017</td><td>91.7%</td><td>91.7%</td></tr> <tr><td>February 2017</td><td>96.0%</td><td>96.0%</td></tr> <tr><td>March 2017</td><td>98.4%</td><td>98.4%</td></tr> <tr><td>April 2017</td><td>98.4%</td><td>98.4%</td></tr> <tr><td>May 2017</td><td>11.8%</td><td>11.8%</td></tr> <tr><td>June 2017</td><td>21.9%</td><td>21.9%</td></tr> <tr><td>July 2017</td><td>29.9%</td><td>29.9%</td></tr> <tr><td>August 2017</td><td>38.8%</td><td>38.8%</td></tr> <tr><td>September 2017</td><td>47.5%</td><td>47.5%</td></tr> <tr><td>October 2017</td><td>47.5%</td><td>47.5%</td></tr> <tr><td>November 2017</td><td>56.4%</td><td>56.4%</td></tr> <tr><td>December 2017</td><td>56.4%</td><td>56.4%</td></tr> <tr><td>January 2018</td><td>56.4%</td><td>56.4%</td></tr> <tr><td>February 2018</td><td>56.4%</td><td>56.4%</td></tr> <tr><td>March 2018</td><td>56.4%</td><td>56.4%</td></tr> <tr><td>April 2018</td><td>56.4%</td><td>56.4%</td></tr> </tbody> </table>	Month	Actual (%)	Target (%)	April 2016	11.9%	11.9%	May 2016	20.9%	20.9%	June 2016	31.8%	31.8%	July 2016	38.7%	38.7%	August 2016	47.5%	47.5%	September 2016	55.3%	55.3%	October 2016	64.4%	64.4%	November 2016	75.5%	75.5%	December 2016	83.5%	83.5%	January 2017	91.7%	91.7%	February 2017	96.0%	96.0%	March 2017	98.4%	98.4%	April 2017	98.4%	98.4%	May 2017	11.8%	11.8%	June 2017	21.9%	21.9%	July 2017	29.9%	29.9%	August 2017	38.8%	38.8%	September 2017	47.5%	47.5%	October 2017	47.5%	47.5%	November 2017	56.4%	56.4%	December 2017	56.4%	56.4%	January 2018	56.4%	56.4%	February 2018	56.4%	56.4%	March 2018	56.4%	56.4%	April 2018	56.4%	56.4%	Target was 0.1% better than this period last year and was within target.
Month	Actual (%)	Target (%)																																																																																		
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MEHPI 10.4 NNDR (Business rates) collection, % of current year liability collected.		56.40%	56.00%	Cumulative Figure	<p><b>MEHPI 10.4 NNDR (Business rates) collection, % of current year liability collected.</b></p> <table border="1"> <thead> <tr> <th>Month</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>3.4%</td><td>3.4%</td></tr> <tr><td>May 2016</td><td>20.0%</td><td>20.0%</td></tr> <tr><td>June 2016</td><td>30.9%</td><td>30.9%</td></tr> <tr><td>July 2016</td><td>38.8%</td><td>38.8%</td></tr> <tr><td>August 2016</td><td>47.5%</td><td>47.5%</td></tr> <tr><td>September 2016</td><td>55.8%</td><td>55.8%</td></tr> <tr><td>October 2016</td><td>64.4%</td><td>64.4%</td></tr> <tr><td>November 2016</td><td>75.5%</td><td>75.5%</td></tr> <tr><td>December 2016</td><td>83.8%</td><td>83.8%</td></tr> <tr><td>January 2017</td><td>91.1%</td><td>91.1%</td></tr> <tr><td>February 2017</td><td>95.1%</td><td>95.1%</td></tr> <tr><td>March 2017</td><td>97.8%</td><td>97.8%</td></tr> <tr><td>April 2017</td><td>97.8%</td><td>97.8%</td></tr> <tr><td>May 2017</td><td>3.3%</td><td>3.3%</td></tr> <tr><td>June 2017</td><td>12.7%</td><td>12.7%</td></tr> <tr><td>July 2017</td><td>20.9%</td><td>20.9%</td></tr> <tr><td>August 2017</td><td>30.9%</td><td>30.9%</td></tr> <tr><td>September 2017</td><td>39.6%</td><td>39.6%</td></tr> <tr><td>October 2017</td><td>48.2%</td><td>48.2%</td></tr> <tr><td>November 2017</td><td>56.4%</td><td>56.4%</td></tr> <tr><td>December 2017</td><td>56.4%</td><td>56.4%</td></tr> <tr><td>January 2018</td><td>56.4%</td><td>56.4%</td></tr> <tr><td>February 2018</td><td>56.4%</td><td>56.4%</td></tr> <tr><td>March 2018</td><td>56.4%</td><td>56.4%</td></tr> <tr><td>April 2018</td><td>56.4%</td><td>56.4%</td></tr> </tbody> </table>	Month	Actual (%)	Target (%)	April 2016	3.4%	3.4%	May 2016	20.0%	20.0%	June 2016	30.9%	30.9%	July 2016	38.8%	38.8%	August 2016	47.5%	47.5%	September 2016	55.8%	55.8%	October 2016	64.4%	64.4%	November 2016	75.5%	75.5%	December 2016	83.8%	83.8%	January 2017	91.1%	91.1%	February 2017	95.1%	95.1%	March 2017	97.8%	97.8%	April 2017	97.8%	97.8%	May 2017	3.3%	3.3%	June 2017	12.7%	12.7%	July 2017	20.9%	20.9%	August 2017	30.9%	30.9%	September 2017	39.6%	39.6%	October 2017	48.2%	48.2%	November 2017	56.4%	56.4%	December 2017	56.4%	56.4%	January 2018	56.4%	56.4%	February 2018	56.4%	56.4%	March 2018	56.4%	56.4%	April 2018	56.4%	56.4%	Figures within target and much better year on year position (55.8%).
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**Service:** Human Resources

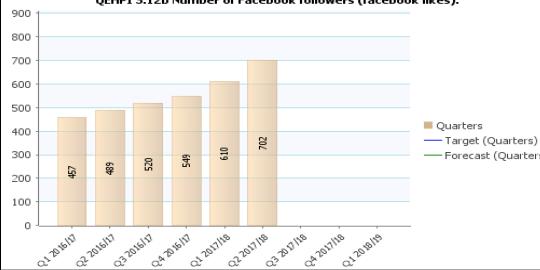
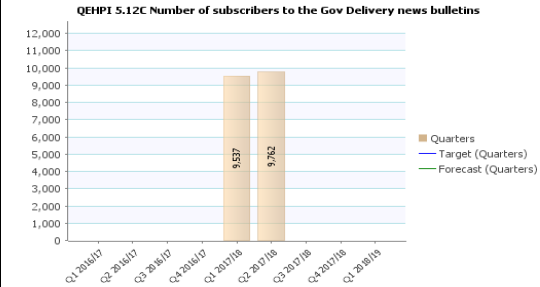
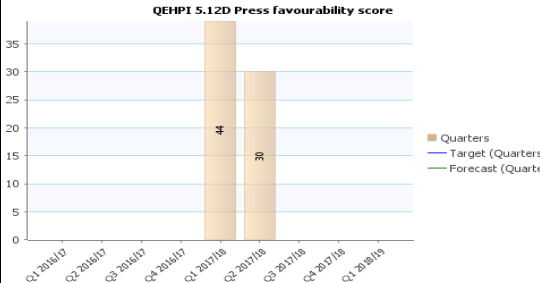
**Essential Reference Paper E - Performance Analysis**

PI code and Name	Status	Latest Value	Current Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note																																																				
<p>LATEST FIGURE MARCH - MEHPI 12c Total number of sickness absence days per FTE staff in post</p>	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>April 2016</td><td>0.50</td></tr> <tr><td>May 2016</td><td>0.51</td></tr> <tr><td>June 2016</td><td>0.61</td></tr> <tr><td>July 2016</td><td>0.51</td></tr> <tr><td>August 2016</td><td>0.44</td></tr> <tr><td>September 2016</td><td>0.44</td></tr> <tr><td>October 2016</td><td>0.30</td></tr> <tr><td>November 2016</td><td>0.34</td></tr> <tr><td>December 2016</td><td>0.46</td></tr> <tr><td>January 2017</td><td>0.47</td></tr> <tr><td>February 2017</td><td>0.52</td></tr> <tr><td>March 2017</td><td>0.55</td></tr> <tr><td>April 2017</td><td>0.59</td></tr> <tr><td>May 2017</td><td>0.54</td></tr> <tr><td>June 2017</td><td>0.54</td></tr> <tr><td>July 2017</td><td>0.54</td></tr> <tr><td>August 2017</td><td>0.54</td></tr> <tr><td>September 2017</td><td>0.54</td></tr> <tr><td>October 2017</td><td>0.54</td></tr> <tr><td>November 2017</td><td>0.54</td></tr> <tr><td>December 2017</td><td>0.54</td></tr> <tr><td>January 2018</td><td>0.54</td></tr> <tr><td>February 2018</td><td>0.54</td></tr> <tr><td>March 2018</td><td>0.54</td></tr> <tr><td>April 2018</td><td>0.54</td></tr> </tbody> </table>	Month	Value (days)	April 2016	0.50	May 2016	0.51	June 2016	0.61	July 2016	0.51	August 2016	0.44	September 2016	0.44	October 2016	0.30	November 2016	0.34	December 2016	0.46	January 2017	0.47	February 2017	0.52	March 2017	0.55	April 2017	0.59	May 2017	0.54	June 2017	0.54	July 2017	0.54	August 2017	0.54	September 2017	0.54	October 2017	0.54	November 2017	0.54	December 2017	0.54	January 2018	0.54	February 2018	0.54	March 2018	0.54	April 2018	0.54	<p>To date, 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</p>
Month	Value (days)																																																									
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<b>Service: Democratic &amp; Legal Services</b>																																																										
<p>MEHPI 5.15 % of FOI cases closed in month that were closed within 20 working days or less</p>		85.80%	90.00%		<p>MEHPI 5.15 % of FOI cases closed in month that were closed within 20 working days or less</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>83.00</td></tr> <tr><td>May 2016</td><td>67.31</td></tr> <tr><td>June 2016</td><td>92.86</td></tr> <tr><td>July 2016</td><td>89.80</td></tr> <tr><td>August 2016</td><td>89.80</td></tr> <tr><td>September 2016</td><td>80.49</td></tr> <tr><td>October 2016</td><td>92.40</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>91.58</td></tr> <tr><td>February 2017</td><td>91.58</td></tr> <tr><td>March 2017</td><td>95.59</td></tr> <tr><td>April 2017</td><td>82.76</td></tr> <tr><td>May 2017</td><td>90.15</td></tr> <tr><td>June 2017</td><td>86.86</td></tr> <tr><td>July 2017</td><td>93.24</td></tr> <tr><td>August 2017</td><td>95.46</td></tr> <tr><td>September 2017</td><td>95.46</td></tr> <tr><td>October 2017</td><td>86.80</td></tr> <tr><td>November 2017</td><td>86.80</td></tr> <tr><td>December 2017</td><td>86.80</td></tr> <tr><td>January 2018</td><td>86.80</td></tr> <tr><td>February 2018</td><td>86.80</td></tr> <tr><td>March 2018</td><td>86.80</td></tr> <tr><td>April 2018</td><td>86.80</td></tr> </tbody> </table>	Month	Value (%)	April 2016	83.00	May 2016	67.31	June 2016	92.86	July 2016	89.80	August 2016	89.80	September 2016	80.49	October 2016	92.40	November 2016	92.00	December 2016	92.00	January 2017	91.58	February 2017	91.58	March 2017	95.59	April 2017	82.76	May 2017	90.15	June 2017	86.86	July 2017	93.24	August 2017	95.46	September 2017	95.46	October 2017	86.80	November 2017	86.80	December 2017	86.80	January 2018	86.80	February 2018	86.80	March 2018	86.80	April 2018	86.80	<p>36 cases of the 42 were closed within the 20 Working day target. Of those remaining 6, 5 are cases that have been long outstanding and were raised in a previous month. There has been a renewed emphasis on chasing cases nearing targets however there was a resourcing issues over the past 6 weeks that have made this target challenging.</p>
Month	Value (%)																																																									
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<b>Service: Strategic Finance &amp; Property</b>																																																										

**Essential Reference Paper E - Performance Analysis**

PI code and Name	Status	Latest Value	Current Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note																																																				
MEHPI 8 % of invoices paid on time.		97.23%	98.50%	↓	<p><b>MEHPI 8 % of invoices paid on time.</b></p> <table border="1"> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>Apr 2016</td><td>98.15%</td></tr> <tr><td>May 2016</td><td>98.23%</td></tr> <tr><td>Jun 2016</td><td>96.95%</td></tr> <tr><td>Jul 2016</td><td>95.18%</td></tr> <tr><td>Aug 2016</td><td>99.31%</td></tr> <tr><td>Sep 2016</td><td>97.55%</td></tr> <tr><td>Oct 2016</td><td>97.55%</td></tr> <tr><td>Nov 2016</td><td>98.53%</td></tr> <tr><td>Dec 2016</td><td>99.29%</td></tr> <tr><td>Jan 2017</td><td>98.05%</td></tr> <tr><td>Feb 2017</td><td>98.05%</td></tr> <tr><td>Mar 2017</td><td>98.47%</td></tr> <tr><td>Apr 2017</td><td>98.79%</td></tr> <tr><td>May 2017</td><td>98.23%</td></tr> <tr><td>Jun 2017</td><td>97.23%</td></tr> <tr><td>Jul 2017</td><td>98.46%</td></tr> <tr><td>Aug 2017</td><td>98.46%</td></tr> <tr><td>Sep 2017</td><td>98.46%</td></tr> <tr><td>Oct 2017</td><td>98.46%</td></tr> <tr><td>Nov 2017</td><td>98.46%</td></tr> <tr><td>Dec 2017</td><td>98.46%</td></tr> <tr><td>Jan 2018</td><td>98.46%</td></tr> <tr><td>Feb 2018</td><td>98.46%</td></tr> <tr><td>Mar 2018</td><td>98.46%</td></tr> <tr><td>Apr 2018</td><td>98.46%</td></tr> </tbody> </table>	Month	Value (%)	Apr 2016	98.15%	May 2016	98.23%	Jun 2016	96.95%	Jul 2016	95.18%	Aug 2016	99.31%	Sep 2016	97.55%	Oct 2016	97.55%	Nov 2016	98.53%	Dec 2016	99.29%	Jan 2017	98.05%	Feb 2017	98.05%	Mar 2017	98.47%	Apr 2017	98.79%	May 2017	98.23%	Jun 2017	97.23%	Jul 2017	98.46%	Aug 2017	98.46%	Sep 2017	98.46%	Oct 2017	98.46%	Nov 2017	98.46%	Dec 2017	98.46%	Jan 2018	98.46%	Feb 2018	98.46%	Mar 2018	98.46%	Apr 2018	98.46%	The target has not been met this month. This is due largely to 16 outstanding invoices from Community Safety and Health. Many of the invoices were 2,3 or more months old. Some of which were for individuals providing a service to the community for health and wellbeing.
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<b>Service: Communications, Strategy &amp; Policy</b>																																																										
QEHPI 5.1 % of complaints resolved in 14 days (10 working days) or less.		68.00%	70.00%	-	<p><b>QEHPI 5.1 % of complaints resolved in 14 days (10 working days) or less.</b></p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2016/17</td><td>69.00%</td></tr> <tr><td>Q2 2016/17</td><td>51.85%</td></tr> <tr><td>Q3 2016/17</td><td>51.85%</td></tr> <tr><td>Q4 2016/17</td><td>77.00%</td></tr> <tr><td>Q1 2017/18</td><td>68.00%</td></tr> <tr><td>Q2 2017/18</td><td>68.00%</td></tr> <tr><td>Q3 2017/18</td><td>68.00%</td></tr> <tr><td>Q4 2017/18</td><td>68.00%</td></tr> <tr><td>Q1 2018/19</td><td>68.00%</td></tr> </tbody> </table>	Quarter	Value (%)	Q1 2016/17	69.00%	Q2 2016/17	51.85%	Q3 2016/17	51.85%	Q4 2016/17	77.00%	Q1 2017/18	68.00%	Q2 2017/18	68.00%	Q3 2017/18	68.00%	Q4 2017/18	68.00%	Q1 2018/19	68.00%	As per the previous quarter, there were again 25 complaints closed off in Q2 and there were 17 that were closed off within 10 working days, meaning we marginally missed our 70% target																																
Quarter	Value (%)																																																									
Q1 2016/17	69.00%																																																									
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QEHPI 5.12a Number of Twitter followers	trend only	8,171	none set	↑	<p><b>QEHPI 5.12a Number of Twitter followers</b></p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2016/17</td><td>6,643</td></tr> <tr><td>Q2 2016/17</td><td>6,977</td></tr> <tr><td>Q3 2016/17</td><td>7,325</td></tr> <tr><td>Q4 2016/17</td><td>7,612</td></tr> <tr><td>Q1 2017/18</td><td>7,908</td></tr> <tr><td>Q2 2017/18</td><td>8,171</td></tr> <tr><td>Q3 2017/18</td><td>8,171</td></tr> <tr><td>Q4 2017/18</td><td>8,171</td></tr> <tr><td>Q1 2018/19</td><td>8,171</td></tr> </tbody> </table>	Quarter	Value	Q1 2016/17	6,643	Q2 2016/17	6,977	Q3 2016/17	7,325	Q4 2016/17	7,612	Q1 2017/18	7,908	Q2 2017/18	8,171	Q3 2017/18	8,171	Q4 2017/18	8,171	Q1 2018/19	8,171	Twitter followers have increased by 263 this quarter, as we would expect with twitter being used as a primary channel for social media communication/engagement																																
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PI code and Name	Status	Latest Value	Current Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note														
QEHP1 5.12b Number of Facebook followers (Facebook likes).	trend only	702	none set	↑	<p style="text-align: center; font-size: small;">QEHP1 5.12b Number of Facebook followers (facebook likes).</p>  <table border="1" style="font-size: x-small; margin-top: 5px;"> <caption>Facebook Followers Data</caption> <thead> <tr><th>Quarter</th><th>Value</th></tr> </thead> <tbody> <tr><td>Q1 2016/17</td><td>467</td></tr> <tr><td>Q2 2016/17</td><td>495</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> <tr><td>Q2 2017/18</td><td>702</td></tr> </tbody> </table>	Quarter	Value	Q1 2016/17	467	Q2 2016/17	495	Q3 2016/17	520	Q4 2016/17	548	Q1 2017/18	610	Q2 2017/18	702	Facebook likes are steadily increasing as we increase the council's use of this channel
Quarter	Value																			
Q1 2016/17	467																			
Q2 2016/17	495																			
Q3 2016/17	520																			
Q4 2016/17	548																			
Q1 2017/18	610																			
Q2 2017/18	702																			
QEHP1 5.12C Number of subscribers to the Gov Delivery news bulletins	trend only	9,762	none set	↑	<p style="text-align: center; font-size: small;">QEHP1 5.12C Number of subscribers to the Gov Delivery news bulletins</p>  <table border="1" style="font-size: x-small; margin-top: 5px;"> <caption>Gov Delivery News Subscribers Data</caption> <thead> <tr><th>Quarter</th><th>Value</th></tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>9,537</td></tr> <tr><td>Q2 2017/18</td><td>9,762</td></tr> </tbody> </table>	Quarter	Value	Q1 2017/18	9,537	Q2 2017/18	9,762	Numbers of subscribers are increasing steadily and weekly news bulletins are being sent to all subscribers.								
Quarter	Value																			
Q1 2017/18	9,537																			
Q2 2017/18	9,762																			
QEHP1 5.12D Press favourability score	trend only	30	none set	↑	<p style="text-align: center; font-size: small;">QEHP1 5.12D Press favourability score</p>  <table border="1" style="font-size: x-small; margin-top: 5px;"> <caption>Press Favourability Score Data</caption> <thead> <tr><th>Quarter</th><th>Value</th></tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>4</td></tr> <tr><td>Q2 2017/18</td><td>30</td></tr> </tbody> </table>	Quarter	Value	Q1 2017/18	4	Q2 2017/18	30	press favourability scores were lower than in the previous quarter but reflect less stories relating to East Herts Council going to press								
Quarter	Value																			
Q1 2017/18	4																			
Q2 2017/18	30																			



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PI code and Name	Status	Latest Value	Current Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note														
QEHPI 5.2a % of complaints about the Council and its services that are upheld: 1st stage		18.00%	30.00%	↑	<p><b>QEHPI 5.2a % of complaints about the Council and its services that are upheld: 1st stage</b></p> <table border="1"> <caption>QEHPI 5.2a Performance Data</caption> <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> <tr><td>Q2 2017/18</td><td>18.00%</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%	Q2 2017/18	18.00%	4 of 22 complaints were upheld during this quarter, comfortably within our target.
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%																			
Q2 2017/18	18.00%																			
QEHPI 5.2b % of complaints about the Council and its services that are upheld: 2nd stage - appeal		0.00%	25.00%	↓	<p><b>QEHPI 5.2b % of complaints about the Council and its services that are upheld: 2nd stage - appeal</b></p> <table border="1"> <caption>QEHPI 5.2b Performance Data</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> <tr><td>Q2 2017/18</td><td>0.00%</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%	Q2 2017/18	0.00%	0 of three stage two complaints were upheld during Q2
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%																			
Q2 2017/18	0.00%																			

#### 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	↑

**Essential Reference Paper E - Performance Analysis**

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