

ERP E Performance Analysis						
PI code and Name	Status	Latest Value	Current Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note
Directorate Improve the health & wellbeing of our communities						
Service: Health & Housing						
Latest Figures SEPTEMBER- MEHPI 132 % of full applications for Disabled Facilities Grant approved within 7 weeks.	N/A	N/A	95%	N/A	<p>MC HH 132 % of full applications for Disabled Facilities Grant approved within 7 weeks.</p>	Housing grants are now undertaken by the new Hertfordshire Home Improvement Agency. Figures for this period have not yet to be supplied.
QEHP1 140 Number of over 50s participating in 'Forever Active' programme (Cumulative figure)		880	864	Cumulative Figure	<p>QC HH 140 Number of over 50s participating in 'Forever Active' programme (Cumulative figure)</p>	This indicator works to a calendar year. Our provisional annual results show we have managed to exceed our 864 annual target. This number is likely to increase as some halls have yet to declare their final results in to date so we would expect this 880 figure to increase.

ERP E Performance Analysis

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QEHP1 141 East Herts residents & East Herts Council employees registered with Team Herts Volunteering scheme		171	125	Cumulative Figure	<p>QC HH 141 East Herts residents & East Herts Council employees registered with Team Herts Volunteering scheme</p> <table border="1"> <caption>Performance Data for QEHP1 141</caption> <thead> <tr> <th>Quarter</th> <th>Actual Value</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr><td>Q1 2018/17</td><td>0</td><td>0</td></tr> <tr><td>Q2 2018/17</td><td>0</td><td>0</td></tr> <tr><td>Q3 2018/17</td><td>0</td><td>0</td></tr> <tr><td>Q4 2018/17</td><td>0</td><td>0</td></tr> <tr><td>Q1 2017/18</td><td>25</td><td>25</td></tr> <tr><td>Q2 2017/18</td><td>78</td><td>78</td></tr> <tr><td>Q3 2017/18</td><td>171</td><td>125</td></tr> <tr><td>Q4 2017/18</td><td>-</td><td>-</td></tr> </tbody> </table>	Quarter	Actual Value	Target (Quarters)	Q1 2018/17	0	0	Q2 2018/17	0	0	Q3 2018/17	0	0	Q4 2018/17	0	0	Q1 2017/18	25	25	Q2 2017/18	78	78	Q3 2017/18	171	125	Q4 2017/18	-	-	The Q3 target was comfortably met
Quarter	Actual Value	Target (Quarters)																															
Q1 2018/17	0	0																															
Q2 2018/17	0	0																															
Q3 2018/17	0	0																															
Q4 2018/17	0	0																															
Q1 2017/18	25	25																															
Q2 2017/18	78	78																															
Q3 2017/18	171	125																															
Q4 2017/18	-	-																															
QEHP1 150 Number of prevented homeless applications		196	150	Cumulative Figure	<p>QC HH 150 Number of prevented homeless applications across the year</p> <table border="1"> <caption>Performance Data for QEHP1 150</caption> <thead> <tr> <th>Quarter</th> <th>Actual Value</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr><td>Q1 2018/17</td><td>61</td><td>61</td></tr> <tr><td>Q2 2018/17</td><td>50</td><td>111</td></tr> <tr><td>Q3 2018/17</td><td>98</td><td>150</td></tr> <tr><td>Q4 2018/17</td><td>84</td><td>150</td></tr> <tr><td>Q1 2017/18</td><td>65</td><td>150</td></tr> <tr><td>Q2 2017/18</td><td>115</td><td>150</td></tr> <tr><td>Q3 2017/18</td><td>196</td><td>150</td></tr> <tr><td>Q4 2017/18</td><td>-</td><td>-</td></tr> </tbody> </table>	Quarter	Actual Value	Target (Quarters)	Q1 2018/17	61	61	Q2 2018/17	50	111	Q3 2018/17	98	150	Q4 2018/17	84	150	Q1 2017/18	65	150	Q2 2017/18	115	150	Q3 2017/18	196	150	Q4 2017/18	-	-	The annual target (200) has already been achieved within the first three quarters. In the third quarter the council prevented 81 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.
Quarter	Actual Value	Target (Quarters)																															
Q1 2018/17	61	61																															
Q2 2018/17	50	111																															
Q3 2018/17	98	150																															
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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	18	none set	↓	<p>QC HH 151 Number of homeless households living in temporary accommodation at the end of the quarter.</p> <table border="1"> <caption>QC HH 151 Data</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> <tr><td>Q3 2017/18</td><td>18</td></tr> <tr><td>Q4 2017/18</td><td>18</td></tr> <tr><td>Q1 2018/19</td><td>18</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	Q3 2017/18	18	Q4 2017/18	18	Q1 2018/19	18	<p>At the end of December 2017 the council had 18 households in temporary accommodation . The council owned temporary accommodation hostel had 9 out of 12 flats occupied. Three 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 despite an increase for the same cumulative quarter for 16/17 of the number of households the council has accepted for a full housing duty following a homeless application.</p>
Quarter	Value																									
Q1 2016/17	23																									
Q2 2016/17	21																									
Q3 2016/17	10																									
Q4 2016/17	14																									
Q1 2017/18	18																									
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Q1 2018/19	18																									

Service: Revs & Bens

MEHPI 181 Time taken to process Housing Benefit new claims and change events.		9.94	10.00 days	↓	<p>MC RB 181 Time taken to process Housing Benefit new claims and change events.</p> <table border="1"> <caption>MC RB 181 Data</caption> <thead> <tr> <th>Month</th> <th>Value (days)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>9.61</td></tr> <tr><td>May 2016</td><td>5.61</td></tr> <tr><td>June 2016</td><td>7.13</td></tr> <tr><td>July 2016</td><td>7.57</td></tr> <tr><td>Aug 2016</td><td>7.63</td></tr> <tr><td>Sept 2016</td><td>8.23</td></tr> <tr><td>Oct 2016</td><td>8.1</td></tr> <tr><td>November 2016</td><td>8.56</td></tr> <tr><td>December 2016</td><td>8.46</td></tr> <tr><td>January 2017</td><td>8.53</td></tr> <tr><td>February 2017</td><td>8.54</td></tr> <tr><td>March 2017</td><td>7.8</td></tr> <tr><td>April 2017</td><td>8.15</td></tr> <tr><td>May 2017</td><td>10.07</td></tr> <tr><td>June 2017</td><td>12.24</td></tr> <tr><td>July 2017</td><td>11.50</td></tr> <tr><td>August 2017</td><td>11.50</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>10.8</td></tr> <tr><td>December 2017</td><td>10.28</td></tr> <tr><td>January 2018</td><td>10.28</td></tr> <tr><td>February 2018</td><td>9.94</td></tr> <tr><td>March 2018</td><td>9.94</td></tr> <tr><td>April 2018</td><td>9.94</td></tr> </tbody> </table>	Month	Value (days)	April 2016	9.61	May 2016	5.61	June 2016	7.13	July 2016	7.57	Aug 2016	7.63	Sept 2016	8.23	Oct 2016	8.1	November 2016	8.56	December 2016	8.46	January 2017	8.53	February 2017	8.54	March 2017	7.8	April 2017	8.15	May 2017	10.07	June 2017	12.24	July 2017	11.50	August 2017	11.50	September 2017	10.82	October 2017	10.84	November 2017	10.8	December 2017	10.28	January 2018	10.28	February 2018	9.94	March 2018	9.94	April 2018	9.94	<p>This figure is within set targets and is moving in a positive direction</p>
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Service: Communications, Strategy & Policy

ERP 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 5.13a % Good Satisfaction (GovMetric) - Face to Face.		80%	80%	↓	<p>MC CSP 5.13A % Good Satisfaction (GovMetric) - Face to Face.</p>	107 of 134 gave a 'good' score during December, giving a score of 80%. A further 10% gave a neutral score with 10% providing a negative score
MEHPI 5.13b % Good Satisfaction (GovMetric) - Telephone.		93%	90%	↑	<p>MC CSP 5.13B % Good Satisfaction (GovMetric) - Telephone.</p>	14 of 15 responses were positive, proving a 93% score. There were a lot less scores provided this month but is reflective of December being a quiet month in general
MEHPI 5.13c % Good Satisfaction (GovMetric) - Website.		46%	50%	↓	<p>MC CSP 5.13C % Good Satisfaction (GovMetric) - Website.</p>	Our monthly targets were raised in November from 35% to 50%. Under the old target, this months figures would've passed comfortably. 27 of 59 people gave a positive score during December. A further 5 gave a neutral score. There was a well documented issue with one of the I.T based forms that told customers when their bin would be collected which drew a few complaints and this was promptly fixed. Comments on scores continue to be looked at to drive improvements.


Directorate Enhance the quality of people's lives

Service: Planning & Building Control

ERP 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%	↓	<p>MC PB 157A % Processing of planning applications dealt with in timely manner - Major applications (Majors under 13 weeks)</p>	3 out of 5
MEHPI 157b % Processing of planning applications dealt with in timely manner- Minor applications (Minors under 8 weeks).		88.00%	80.00%	↑	<p>MC PB 157B % Processing of planning applications dealt with in timely manner- Minor applications (Minors under 8 weeks).</p>	38 out of 43

ERP 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>MC PB 157C % Processing of planning applications dealt with in timely manner- Other applications (Others under 8 weeks).</p>	96 out of 106
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>MC PB 205 % of site visits undertaken in relation to urgent cases within 2 workings days of 'start date'.</p>	There were 0 site visits taken to urgent case sites in December.

Service: Operations

ERP 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.	trend only	24.35	30	↓	<p>MC OP 2.2 Waste: missed collections per 100,000 collections of household.</p>	Missed collections have fallen for December as expected (seasonal trend). Snow did see collections disrupted however missed collections as a result of snow are not counted in this indicator.
QEHP 2.4 Fly-tips: Time taken for removal.	trend only	1.79 days	2.00 days	↓	<p>QC OP 2.4 Fly-tips: Time taken for removal.</p>	Q3 performance is within target and an improvement on the previous quarter (270 fly tips removed in Q3 2017/18 compared to 273 in 2016/17)
Latest Figures NOVEMBER - MEHPI 191 Residual household waste per household.	trend only	305 kg	none set	Cumulative Figure	<p>MC OP 191 Residual household waste per household.</p>	Residual waste per household remains constant however as previously reported, is higher than the previous year. (November 2016 294.64kgs per household)

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Latest Figures NOVEMBER - MEHPI 192 % of household waste sent for reuse, recycling and composting.	trend only	52.29%	none set	↓	<p>MC OP 192 % of household waste sent for reuse, recycling and composting.</p> <table border="1"> <caption>MC OP 192 % of household waste sent for reuse, recycling and composting (Monthly Data)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>50.87%</td></tr> <tr><td>May 2016</td><td>52.62%</td></tr> <tr><td>June 2016</td><td>54.17%</td></tr> <tr><td>July 2016</td><td>55.68%</td></tr> <tr><td>August 2016</td><td>55.11%</td></tr> <tr><td>September 2016</td><td>50.25%</td></tr> <tr><td>October 2016</td><td>53.92%</td></tr> <tr><td>November 2016</td><td>53.46%</td></tr> <tr><td>December 2016</td><td>52.07%</td></tr> <tr><td>January 2017</td><td>51.72%</td></tr> <tr><td>February 2017</td><td>50.59%</td></tr> <tr><td>March 2017</td><td>50.84%</td></tr> <tr><td>April 2017</td><td>52.07%</td></tr> <tr><td>May 2017</td><td>52.00%</td></tr> <tr><td>June 2017</td><td>53.44%</td></tr> <tr><td>July 2017</td><td>52.64%</td></tr> <tr><td>August 2017</td><td>52.29%</td></tr> <tr><td>September 2017</td><td>-</td></tr> <tr><td>October 2017</td><td>-</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 (%)	April 2016	50.87%	May 2016	52.62%	June 2016	54.17%	July 2016	55.68%	August 2016	55.11%	September 2016	50.25%	October 2016	53.92%	November 2016	53.46%	December 2016	52.07%	January 2017	51.72%	February 2017	50.59%	March 2017	50.84%	April 2017	52.07%	May 2017	52.00%	June 2017	53.44%	July 2017	52.64%	August 2017	52.29%	September 2017	-	October 2017	-	November 2017	-	December 2017	-	January 2018	-	February 2018	-	March 2018	-	April 2018	-	This is a provisional figure as we are still waiting on some street cleansing recycling data. This is down on last years figure of 53.9%
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Service: Health & Housing																																																										
QEHP1 155 Number of affordable homes delivered (gross)		60	66	Cumulative Figure	<p>QC HH 155 Number of affordable homes delivered (gross)</p> <table border="1"> <caption>QC HH 155 Number of affordable homes delivered (gross) (Quarterly Data)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2016/17</td><td>-</td></tr> <tr><td>Q2 2016/17</td><td>-</td></tr> <tr><td>Q3 2016/17</td><td>-</td></tr> <tr><td>Q4 2016/17</td><td>-</td></tr> <tr><td>Q1 2017/18</td><td>19</td></tr> <tr><td>Q2 2017/18</td><td>51</td></tr> <tr><td>Q3 2017/18</td><td>60</td></tr> <tr><td>Q4 2017/18</td><td>60</td></tr> <tr><td>Q1 2018/19</td><td>-</td></tr> </tbody> </table>	Quarter	Value	Q1 2016/17	-	Q2 2016/17	-	Q3 2016/17	-	Q4 2016/17	-	Q1 2017/18	19	Q2 2017/18	51	Q3 2017/18	60	Q4 2017/18	60	Q1 2018/19	-	A total of 60 new affordable homes were delivered in the first, second and third quarters of 2017/18. This is slightly under target due to slippages on hand-overs but there are an estimated 77 further properties due for hand over in the fourth quarter . The estimated total number of affordable homes for 17/18 is 137. The primary source of new affordable homes for 2017/18 is through Section 106 agreements between the council, developers and housing associations.																																
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QEHPI 64 Number of private sector vacant dwellings that are returned into occupation or demolished (Cumulative over year)		9	7	Cumulative Figure	<p>QC HH 64 Number of private sector vacant dwellings that are returned into occupation or demolished (Cumulative over year)</p> <table border="1"> <caption>QC HH 64 Performance Data</caption> <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>0</td><td>0</td></tr> <tr><td>Q2 2016/17</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>Q3 2016/17</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>Q4 2016/17</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>Q1 2017/18</td><td>0</td><td>0</td><td>0</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>-</td><td>-</td><td>-</td></tr> <tr><td>Q2 2018/19</td><td>-</td><td>-</td><td>-</td></tr> <tr><td>Q3 2018/19</td><td>-</td><td>-</td><td>-</td></tr> <tr><td>Q4 2018/19</td><td>-</td><td>-</td><td>-</td></tr> </tbody> </table>	Quarter	Actual	Target	Forecast	Q1 2016/17	0	0	0	Q2 2016/17	0	0	0	Q3 2016/17	0	0	0	Q4 2016/17	0	0	0	Q1 2017/18	0	0	0	Q2 2017/18	9	7	9	Q3 2017/18	9	7	9	Q4 2017/18	9	7	9	Q1 2018/19	-	-	-	Q2 2018/19	-	-	-	Q3 2018/19	-	-	-	Q4 2018/19	-	-	-	The council's approach to empty homes is currently under review
Quarter	Actual	Target	Forecast																																																							
Q1 2016/17	0	0	0																																																							
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QEHPI 149c % of Affordable homes delivered on section 106 developments in Towns against a 40% cumulative Planning Policy target	trend only	32%	none set		<p>QC HH 149C % of Affordable homes delivered on section 106 developments in Towns against a 40% cumulative Planning Policy target</p> <table border="1"> <caption>QC HH 149C Performance Data</caption> <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>40%</td><td>40%</td></tr> <tr><td>Q2 2016/17</td><td>0%</td><td>40%</td><td>40%</td></tr> <tr><td>Q3 2016/17</td><td>0%</td><td>40%</td><td>40%</td></tr> <tr><td>Q4 2016/17</td><td>0%</td><td>40%</td><td>40%</td></tr> <tr><td>Q1 2017/18</td><td>40%</td><td>40%</td><td>40%</td></tr> <tr><td>Q2 2017/18</td><td>32%</td><td>40%</td><td>40%</td></tr> <tr><td>Q3 2017/18</td><td>32%</td><td>40%</td><td>40%</td></tr> <tr><td>Q4 2017/18</td><td>32%</td><td>40%</td><td>40%</td></tr> <tr><td>Q1 2018/19</td><td>-</td><td>-</td><td>-</td></tr> <tr><td>Q2 2018/19</td><td>-</td><td>-</td><td>-</td></tr> <tr><td>Q3 2018/19</td><td>-</td><td>-</td><td>-</td></tr> <tr><td>Q4 2018/19</td><td>-</td><td>-</td><td>-</td></tr> </tbody> </table>	Quarter	Actual	Target	Forecast	Q1 2016/17	0%	40%	40%	Q2 2016/17	0%	40%	40%	Q3 2016/17	0%	40%	40%	Q4 2016/17	0%	40%	40%	Q1 2017/18	40%	40%	40%	Q2 2017/18	32%	40%	40%	Q3 2017/18	32%	40%	40%	Q4 2017/18	32%	40%	40%	Q1 2018/19	-	-	-	Q2 2018/19	-	-	-	Q3 2018/19	-	-	-	Q4 2018/19	-	-	-	No new schemes were handed over in quarter 3 so the cumulative percentage remains at 32 %
Quarter	Actual	Target	Forecast																																																							
Q1 2016/17	0%	40%	40%																																																							
Q2 2016/17	0%	40%	40%																																																							
Q3 2016/17	0%	40%	40%																																																							
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Q3 2018/19	-	-	-																																																							
Q4 2018/19	-	-	-																																																							

ERP 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 149d % of Affordable homes delivered on section 106 developments in Villages against a 25% aspirational target	trend only	N/A	none set		<p>QC HH 149D % of Affordable homes delivered on section 106 developments in villages against an annual 25% cumulative Planning Policy target'</p>	No village affordable homes were handed over or due to be handed over in this quarter. As was proposed in A2, a target has been removed to make this indicator a trend only indicator. Whilst there is a 25% target, this is governed at the planning stage and hence Housing has no influence at delivery stage to the % values.
Directorate Enable a flourishing local economy						
Service: Health & Housing						
QEHPI 184 % of food premises in the area which are broadly compliant with food hygiene law		94.00%	85.00%		<p>QC HH 184 % of food premises in the area which are broadly compliant with food hygiene law</p>	2017/18 Qtr 3 - Target exceeded. 94% of registered food businesses in East Herts are broadly compliant with food law; this represents 925 businesses.
Directorate Supporting All Priorities						
Service: Revs & Bens						

ERP 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.		83.30%	83.00%	Cumulative Figure	<p>MC RB 10.2 Council tax collection, % of current year liability collected.</p>	Monthly figures are above set targets
MEHPI 10.4 NNDR (Business rates) collection, % of current year liability collected.		84.80%	83.80%	Cumulative Figure	<p>MC RB 10.4 NNDR (Business rates) collection, % of current year liability collected.</p>	Figures are above target and are in a better position than they were this time last year. Annual target 17/18 97.5% is due to be met
Service: HR						
MEHPI 12c Total number of sickness absence days per FTE staff in post		0.81	0.54 days	↑	<p>MC HR 12C Total number of sickness absence days per FTE staff in post</p>	Total absence for the year so far = 4.78 (end of year target = 6.5). Total absence is over target due to a number of ongoing long term sickness cases which HR Officers are working on with Managers. At this stage, the indicator is due to sit within targets.

Service: Democratic & Legal Services

ERP 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 5.15 % of FOI cases closed in month that were closed within 20 working days or less		83.00%	90.00%	↓	<p>MC DL 5.15 % of FOI cases closed in month that were closed within 20 working days or less</p> <table border="1"> <caption>MC DL 5.15 % of FOI cases closed in month that were closed within 20 working days or less</caption> <thead> <tr> <th>Month</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr><td>Apr 2016</td><td>83.00%</td></tr> <tr><td>May 2016</td><td>67.31%</td></tr> <tr><td>Jun 2016</td><td>92.86%</td></tr> <tr><td>Jul 2016</td><td>89.80%</td></tr> <tr><td>Aug 2016</td><td>89.20%</td></tr> <tr><td>Sep 2016</td><td>80.85%</td></tr> <tr><td>Oct 2016</td><td>80.85%</td></tr> <tr><td>Nov 2016</td><td>92.00%</td></tr> <tr><td>Dec 2016</td><td>96.60%</td></tr> <tr><td>Jan 2017</td><td>91.25%</td></tr> <tr><td>Feb 2017</td><td>85.59%</td></tr> <tr><td>Mar 2017</td><td>82.76%</td></tr> <tr><td>Apr 2017</td><td>98.15%</td></tr> <tr><td>May 2017</td><td>88.00%</td></tr> <tr><td>Jun 2017</td><td>95.48%</td></tr> <tr><td>Jul 2017</td><td>85.80%</td></tr> <tr><td>Aug 2017</td><td>91.90%</td></tr> <tr><td>Sep 2017</td><td>86.40%</td></tr> <tr><td>Oct 2017</td><td>83.00%</td></tr> <tr><td>Nov 2017</td><td>91.70%</td></tr> <tr><td>Dec 2017</td><td>91.70%</td></tr> <tr><td>Jan 2018</td><td>91.70%</td></tr> <tr><td>Feb 2018</td><td>91.70%</td></tr> <tr><td>Mar 2018</td><td>91.70%</td></tr> <tr><td>Apr 2018</td><td>83.00%</td></tr> </tbody> </table>	Month	Performance (%)	Apr 2016	83.00%	May 2016	67.31%	Jun 2016	92.86%	Jul 2016	89.80%	Aug 2016	89.20%	Sep 2016	80.85%	Oct 2016	80.85%	Nov 2016	92.00%	Dec 2016	96.60%	Jan 2017	91.25%	Feb 2017	85.59%	Mar 2017	82.76%	Apr 2017	98.15%	May 2017	88.00%	Jun 2017	95.48%	Jul 2017	85.80%	Aug 2017	91.90%	Sep 2017	86.40%	Oct 2017	83.00%	Nov 2017	91.70%	Dec 2017	91.70%	Jan 2018	91.70%	Feb 2018	91.70%	Mar 2018	91.70%	Apr 2018	83.00%	<p>40 of 48 FOI cases were dealt with within 20 working days in December.</p> <p>Of those 8 that were not, the information of 4 FOI's requested was actually provided within the time limits but this information was not passed on to the requester. This was down to staff resourcing issues and the process has been clarified going forward to ensure all staff are aware of the procedures.</p> <p>Had the information been given to the customer, the figures would have been 91.7%</p>
Month	Performance (%)																																																									
Apr 2016	83.00%																																																									
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Apr 2018	83.00%																																																									
Service: Strategic Finance & Property																																																										
MEHPI 8 % of invoices paid on time.		99.60%	98.50%	↑	<p>MC SFP 8 % of invoices paid on time.</p> <table border="1"> <caption>MC SFP 8 % of invoices paid on time.</caption> <thead> <tr> <th>Month</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr><td>Apr 2016</td><td>98.12%</td></tr> <tr><td>May 2016</td><td>98.33%</td></tr> <tr><td>Jun 2016</td><td>96.89%</td></tr> <tr><td>Jul 2016</td><td>97.17%</td></tr> <tr><td>Aug 2016</td><td>95.31%</td></tr> <tr><td>Sep 2016</td><td>98.42%</td></tr> <tr><td>Oct 2016</td><td>97.85%</td></tr> <tr><td>Nov 2016</td><td>99.68%</td></tr> <tr><td>Dec 2016</td><td>99.25%</td></tr> <tr><td>Jan 2017</td><td>99.03%</td></tr> <tr><td>Feb 2017</td><td>98.49%</td></tr> <tr><td>Mar 2017</td><td>98.42%</td></tr> <tr><td>Apr 2017</td><td>98.74%</td></tr> <tr><td>May 2017</td><td>99.25%</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>98.31%</td></tr> <tr><td>Sep 2017</td><td>99.60%</td></tr> <tr><td>Oct 2017</td><td>98.74%</td></tr> <tr><td>Nov 2017</td><td>98.74%</td></tr> <tr><td>Dec 2017</td><td>98.74%</td></tr> <tr><td>Jan 2018</td><td>98.74%</td></tr> <tr><td>Feb 2018</td><td>98.74%</td></tr> <tr><td>Mar 2018</td><td>98.74%</td></tr> <tr><td>Apr 2018</td><td>99.60%</td></tr> </tbody> </table>	Month	Performance (%)	Apr 2016	98.12%	May 2016	98.33%	Jun 2016	96.89%	Jul 2016	97.17%	Aug 2016	95.31%	Sep 2016	98.42%	Oct 2016	97.85%	Nov 2016	99.68%	Dec 2016	99.25%	Jan 2017	99.03%	Feb 2017	98.49%	Mar 2017	98.42%	Apr 2017	98.74%	May 2017	99.25%	Jun 2017	97.23%	Jul 2017	98.46%	Aug 2017	98.31%	Sep 2017	99.60%	Oct 2017	98.74%	Nov 2017	98.74%	Dec 2017	98.74%	Jan 2018	98.74%	Feb 2018	98.74%	Mar 2018	98.74%	Apr 2018	99.60%	<p>The target has been exceeded this month</p>
Month	Performance (%)																																																									
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Service: Communications, Strategy & Policy																																																										

ERP 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 5.1 % of complaints resolved in 14 days (10 working days) or less.		64.00%	70.00%	↓	<p>QC CSP 5.1 % of complaints resolved in 14 days (10 working days) or less.</p> <table border="1"> <caption>QC CSP 5.1 Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2016/17</td><td>69.00%</td></tr> <tr><td>Q2 2016/17</td><td>51.85%</td></tr> <tr><td>Q3 2016/17</td><td>51.85%</td></tr> <tr><td>Q4 2016/17</td><td>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>64.00%</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	64.00%	18 of 28 complaints were dealt with within 14 working days leading to a 64% figure, again failing to meet our 70% target. 9 of these 10 complaints were within the Planning department which are often complex in nature.
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	64.00%																					
QEHPI 5.12a Number of Twitter followers	trend only	8,464	none set	↑	<p>QC CSP 5.12A Number of Twitter followers</p> <table border="1"> <caption>QC CSP 5.12A Performance Data</caption> <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>7,808</td></tr> <tr><td>Q2 2017/18</td><td>8,171</td></tr> <tr><td>Q3 2017/18</td><td>8,464</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	7,808	Q2 2017/18	8,171	Q3 2017/18	8,464	Followers continue to rise in Q3
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	7,808																					
Q2 2017/18	8,171																					
Q3 2017/18	8,464																					
QEHPI 5.12b Number of Facebook followers (Facebook likes).	trend only	800	none set	↑	<p>QC CSP 5.12B Number of Facebook followers (facebook likes).</p> <table border="1"> <caption>QC CSP 5.12B Performance 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>489</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> <tr><td>Q3 2017/18</td><td>800</td></tr> </tbody> </table>	Quarter	Value	Q1 2016/17	467	Q2 2016/17	489	Q3 2016/17	520	Q4 2016/17	548	Q1 2017/18	610	Q2 2017/18	702	Q3 2017/18	800	There is an increasing trend over the last quarter, a very significant rise in interaction
Quarter	Value																					
Q1 2016/17	467																					
Q2 2016/17	489																					
Q3 2016/17	520																					
Q4 2016/17	548																					
Q1 2017/18	610																					
Q2 2017/18	702																					
Q3 2017/18	800																					

ERP 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 5.12C Number of subscribers to the Gov Delivery news bulletins	trend only	10,114	none set	↑	<p>QC CSP 5.12C Number of subscribers to the Gov Delivery news bulletins</p> <table border="1"> <caption>Subscriber Numbers</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2018/17</td> <td>9,537</td> </tr> <tr> <td>Q2 2018/17</td> <td>9,762</td> </tr> <tr> <td>Q3 2017/18</td> <td>10,114</td> </tr> </tbody> </table>	Quarter	Value	Q1 2018/17	9,537	Q2 2018/17	9,762	Q3 2017/18	10,114	Numbers of subscribers continues to steadily increase and weekly news bulletins are being sent to all subscribers.								
Quarter	Value																					
Q1 2018/17	9,537																					
Q2 2018/17	9,762																					
Q3 2017/18	10,114																					
QEHPi 5.12D Press favourability score	trend only	35	none set	↑	<p>QC CSP 5.12D Press favourability score</p> <table border="1"> <caption>Press Favourability Scores</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2018/17</td> <td>44</td> </tr> <tr> <td>Q2 2017/18</td> <td>30</td> </tr> <tr> <td>Q3 2017/18</td> <td>35</td> </tr> </tbody> </table>	Quarter	Value	Q1 2018/17	44	Q2 2017/18	30	Q3 2017/18	35	Press favourability scores increased slightly on the previous quarter								
Quarter	Value																					
Q1 2018/17	44																					
Q2 2017/18	30																					
Q3 2017/18	35																					
QEHPi 5.2a % of complaints about the Council and its services that are upheld: 1st stage		43.00%	30.00%	↑	<p>QC CSP 5.2A % of complaints about the Council and its services that are upheld: 1st stage</p> <table border="1"> <caption>% of Complaints Upheld</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2018/17</td> <td>41.67%</td> </tr> <tr> <td>Q2 2018/17</td> <td>36.00%</td> </tr> <tr> <td>Q3 2018/17</td> <td>39.00%</td> </tr> <tr> <td>Q4 2018/17</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> <tr> <td>Q3 2017/18</td> <td>45.00%</td> </tr> </tbody> </table>	Quarter	Value	Q1 2018/17	41.67%	Q2 2018/17	36.00%	Q3 2018/17	39.00%	Q4 2018/17	33.00%	Q1 2017/18	10.00%	Q2 2017/18	18.00%	Q3 2017/18	45.00%	10 of 23 complaints were upheld during Q3, failing our 30% target. Within these 10 upheld complaints, 6 were only partially upheld, meaning we accepted elements of responsibility within the complaint but not complete fault.
Quarter	Value																					
Q1 2018/17	41.67%																					
Q2 2018/17	36.00%																					
Q3 2018/17	39.00%																					
Q4 2018/17	33.00%																					
Q1 2017/18	10.00%																					
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Q3 2017/18	45.00%																					

ERP 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 5.2b % of complaints about the Council and its services that are upheld: 2nd stage appeal		20.00%	25.00%	↑	<p>QC CSP 5.2B % of complaints about the Council and its services that are upheld: 2nd stage - appeal</p> <table border="1"> <caption>Performance Data Trend Chart 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>20.00%</td></tr> <tr><td>Q4-2016/17</td><td>20.00%</td></tr> <tr><td>Q1-2017/18</td><td>20.00%</td></tr> <tr><td>Q2-2017/18</td><td>0.00%</td></tr> <tr><td>Q3-2017/18</td><td>20.00%</td></tr> <tr><td>Q4-2017/18</td><td>0.00%</td></tr> <tr><td>Q1-2018/19</td><td>0.00%</td></tr> </tbody> </table>	Quarter	Value (%)	Q1-2016/17	0.00%	Q2-2016/17	0.00%	Q3-2016/17	20.00%	Q4-2016/17	20.00%	Q1-2017/18	20.00%	Q2-2017/18	0.00%	Q3-2017/18	20.00%	Q4-2017/18	0.00%	Q1-2018/19	0.00%	One complaint of 5 was partially upheld during Q3, leading to a 20% figure, within our target.
Quarter	Value (%)																									
Q1-2016/17	0.00%																									
Q2-2016/17	0.00%																									
Q3-2016/17	20.00%																									
Q4-2016/17	20.00%																									
Q1-2017/18	20.00%																									
Q2-2017/18	0.00%																									
Q3-2017/18	20.00%																									
Q4-2017/18	0.00%																									
Q1-2018/19	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	↑
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