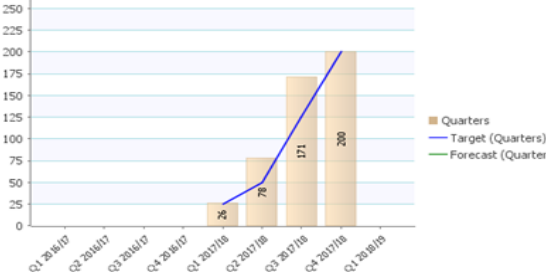


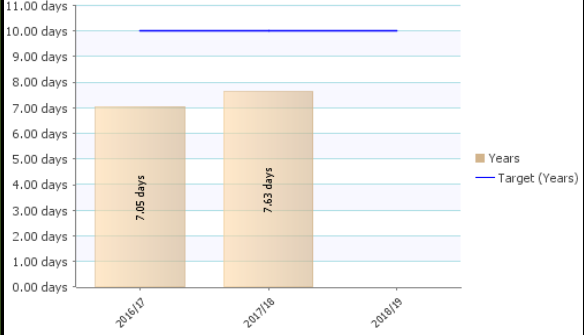
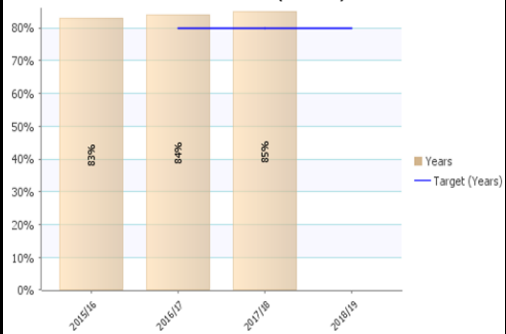
# Essential Reference Paper "C"

PI Code & Name	Latest Value (Annual figure)	Target (annual target if different)	Movement since last update	Short term Performance Trend	Long Term Performance Trend	Notes
<b>Priority 1 - Improve the Health &amp; Wellbeing of Communities (11 indicators)</b>						
<b>Service Area Health and Housing</b>						
MC HH 132 % of full applications for Disabled Facilities Grant approved within 7 weeks.	N/A	95%		<p>MC HH 132 % of full applications for Disabled Facilities Grant approved within 7 weeks.</p>	<p>MC HH 132 % of full applications for Disabled Facilities Grant approved within 7 weeks.</p>	As housing grants are now undertaken by the new Hertfordshire Home Improvement Agency, East Herts has limited influence on the results and has to source this directly from them. Due to this, we will no longer collect indicator for this indicator and will be discontinued.
QC HH 140 Number of over 50s participating in 'Forever Active' programme (Cumulative figure)	193 - Q1 Calendar Year (880)	300 (854)	N/A	<p>QC HH 140 Number of over 50s participating in 'Forever Active' programme (Cumulative figure)</p>	First Full year of collection	<p>193 new participants between Jan and March 2018. Data from 1 class is still outstanding so figures likely to increase. The quarterly figures are lower than figures we were achieving last year but are still healthy; most of the sessions reported at least 1 new participant.</p> <p>This means we only need 42 new attendees to meet the overall Sport England project target of 2562 since inception.</p>

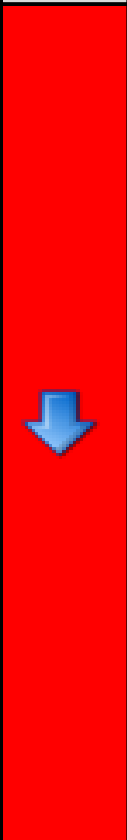
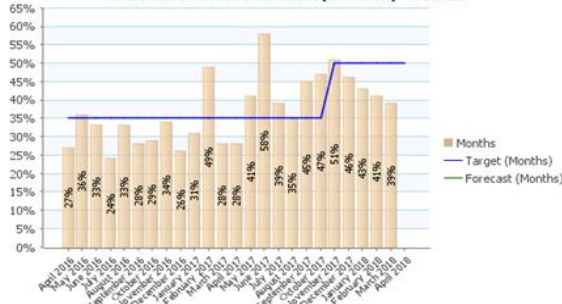
PI Code & Name	Latest Value (Annual figure)	Target (annual target if different)	Movement since last update	Short term Performance Trend	Long Term Performance Trend	Notes																																								
QC HH 141 East Herts residents & East Herts Council employees registered with Team Herts Volunteering scheme	200	200	N/A	<p data-bbox="645 501 1189 528">QC HH 141 East Herts residents &amp; East Herts Council employees registered with Team Herts Volunteering scheme</p>  <table border="1" data-bbox="645 533 1189 810"> <caption>QC HH 141 East Herts residents &amp; East Herts Council employees registered with Team Herts Volunteering scheme</caption> <thead> <tr> <th>Quarter</th> <th>Actual Value</th> <th>Target (Quarters)</th> <th>Forecast (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>0</td> <td>200</td> <td>200</td> </tr> <tr> <td>Q2 2016/17</td> <td>0</td> <td>200</td> <td>200</td> </tr> <tr> <td>Q3 2016/17</td> <td>0</td> <td>200</td> <td>200</td> </tr> <tr> <td>Q4 2016/17</td> <td>0</td> <td>200</td> <td>200</td> </tr> <tr> <td>Q1 2017/18</td> <td>25</td> <td>200</td> <td>200</td> </tr> <tr> <td>Q2 2017/18</td> <td>75</td> <td>200</td> <td>200</td> </tr> <tr> <td>Q3 2017/18</td> <td>171</td> <td>200</td> <td>200</td> </tr> <tr> <td>Q4 2017/18</td> <td>200</td> <td>200</td> <td>200</td> </tr> <tr> <td>Q1 2018/19</td> <td>-</td> <td>200</td> <td>200</td> </tr> </tbody> </table>	Quarter	Actual Value	Target (Quarters)	Forecast (Quarters)	Q1 2016/17	0	200	200	Q2 2016/17	0	200	200	Q3 2016/17	0	200	200	Q4 2016/17	0	200	200	Q1 2017/18	25	200	200	Q2 2017/18	75	200	200	Q3 2017/18	171	200	200	Q4 2017/18	200	200	200	Q1 2018/19	-	200	200	First Full year of collection	<p data-bbox="1731 347 2085 539">There was a further 25 sign ups during Q4 which meant we hit our 200 target exactly. In terms of going forward, this volunteering will be discontinued as it does not provide an accurate assessment of how many people volunteer across the District.</p> <p data-bbox="1731 576 2085 858">Registering with TeamHerts is often associated with ongoing volunteering whereas the majority of volunteering that both residents and Staff do would be ad hoc volunteering. Additionally, there is questionable appetite for a resident to register through TeamHerts to their chosen volunteering when they often go to the place they want to volunteer straight away.</p> <p data-bbox="1731 895 2085 984">Volunteering continues to be of great interest to East Herts and we will look at developing an alternative measure that offers more meaning.</p>
Quarter	Actual Value	Target (Quarters)	Forecast (Quarters)																																											
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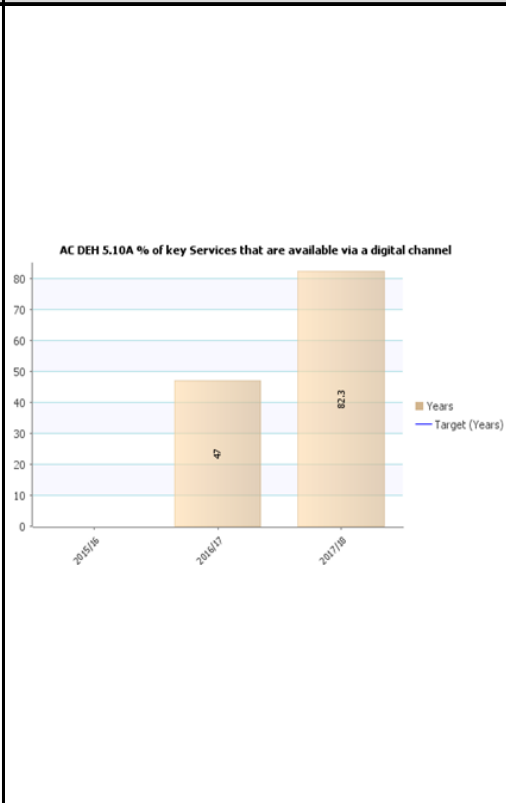
PI Code & Name	Latest Value (Annual figure)	Target (annual target if different)	Movement since last update	Short term Performance Trend	Long Term Performance Trend	Notes																								
QC HH 150 Number of homeless prevention cases across the year	263	200	N/A	<p style="text-align: center;"><b>QC HH 150 Number of homeless prevention cases across the year</b></p> <table border="1"> <caption>Quarterly Homeless Prevention Cases</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>115</td></tr> <tr><td>Q3 2017/18</td><td>196</td></tr> <tr><td>Q4 2017/18</td><td>263</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	115	Q3 2017/18	196	Q4 2017/18	263	<p style="text-align: center;"><b>QC HH 150 Number of homeless prevention cases across the year</b></p> <table border="1"> <caption>Annual Homeless Prevention Cases</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>2016/17</td><td>229</td></tr> <tr><td>2017/18</td><td>263</td></tr> </tbody> </table>	Year	Value	2016/17	229	2017/18	263	<p>In 2017/18 the council prevented a total of 263 households becoming homeless. This was by a variety of housing options: by the provision of housing advice to relieve homelessness or securing alternative accommodation through an offer of accommodation following an application to the council's housing register, or following a referral to supported accommodation or actively assisting applicants secure accommodation through the private sector with the council's rent deposit offer.</p>
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QC HH 151 Number of homeless households living in temporary accommodation at the end of the quarter.	23	trend only		<p data-bbox="645 699 1205 730"><b>QC HH 151 Number of homeless households living in temporary accommodation at the end of the quarter.</b></p> 	N/A	<p data-bbox="1731 507 2089 1225">At the end of March 2018 the council had 24 households in temporary accommodation . The council owned temporary accommodation hostel had 10 out of 12 flats occupied. Eight households were in B&amp;B as they were unsuitable for the hostel. Four households were in temporary supported accommodation and one was in longer term private leased self contained accommodation. This remains a low number in temporary accommodation despite an increase from 16/17 of the number of households the council has accepted for a full housing duty following a homeless application. The increase in B&amp;B households is partly due to suitability of the household for our hostel accommodation and also because a number of hostel residents were successful on new build properties that subsequently had a significant delay to their hand over date. This had an impact on the availability of temporary accommodation at the hostel for new residents.</p>

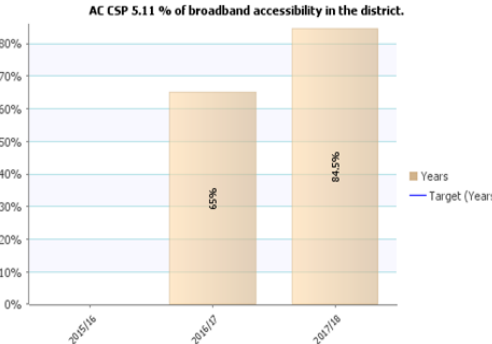
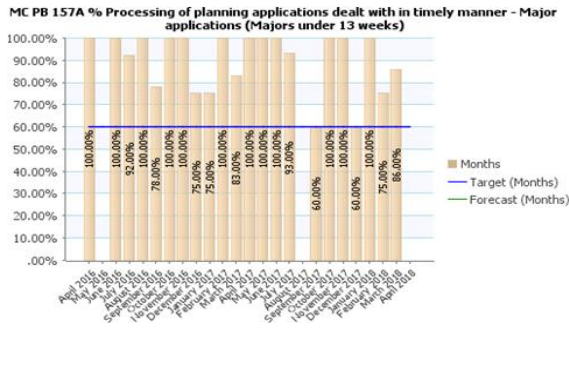
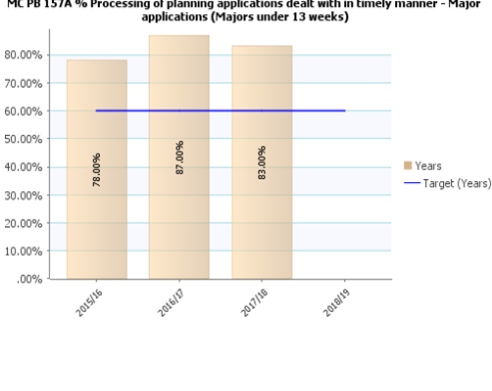
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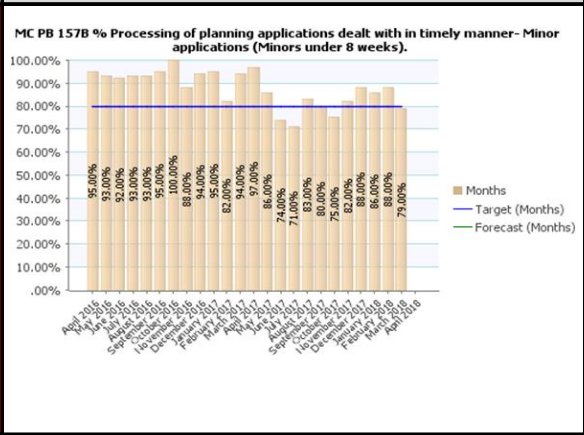
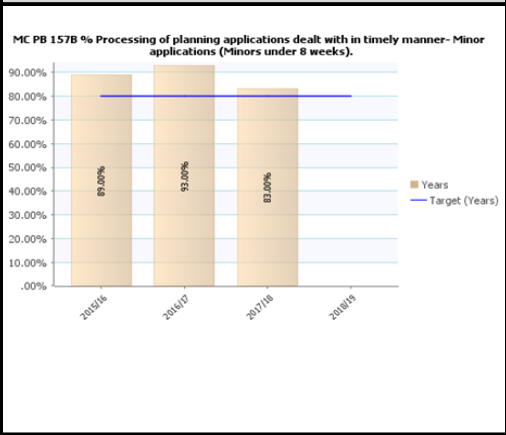

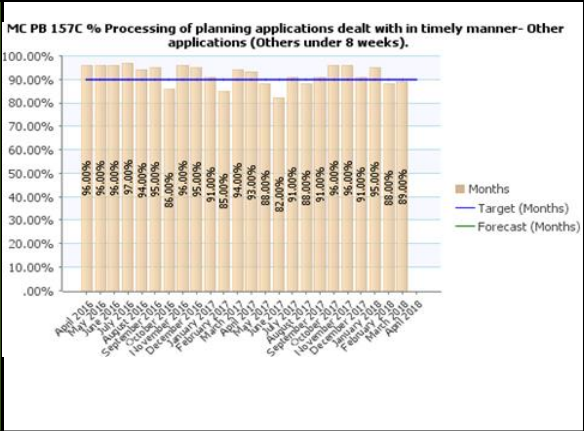
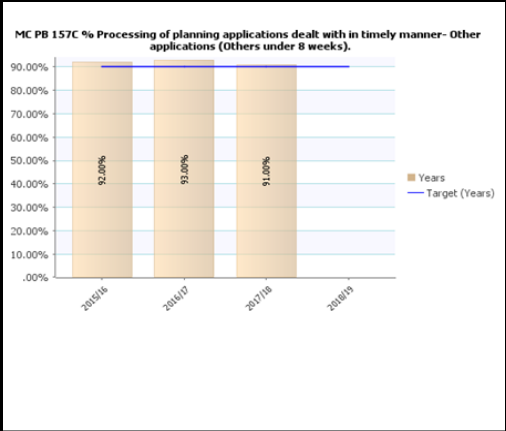
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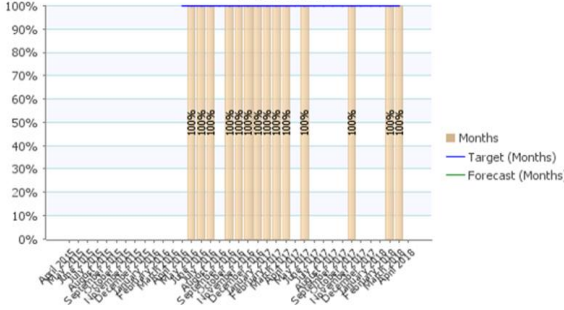
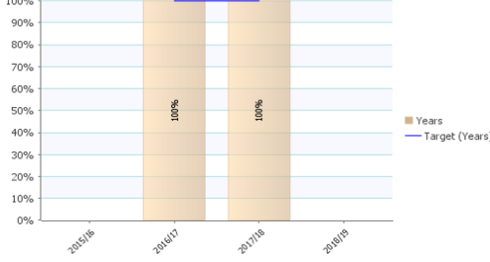
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MC CSP 5.13C % Good Satisfaction (GovMetric) - Website.	39%	50%		<p data-bbox="741 639 1106 655">MC CSP 5.13C % Good Satisfaction (GovMetric) - Website.</p>  <table border="1" data-bbox="645 655 1205 959"> <caption>MC CSP 5.13C % Good Satisfaction (GovMetric) - Website (Monthly Data)</caption> <thead> <tr> <th>Month</th> <th>% Good Satisfaction</th> </tr> </thead> <tbody> <tr><td>April 2015</td><td>27%</td></tr> <tr><td>May 2015</td><td>36%</td></tr> <tr><td>June 2015</td><td>33%</td></tr> <tr><td>July 2015</td><td>33%</td></tr> <tr><td>August 2015</td><td>33%</td></tr> <tr><td>September 2015</td><td>33%</td></tr> <tr><td>October 2015</td><td>33%</td></tr> <tr><td>November 2015</td><td>33%</td></tr> <tr><td>December 2015</td><td>33%</td></tr> <tr><td>January 2016</td><td>33%</td></tr> <tr><td>February 2016</td><td>31%</td></tr> <tr><td>March 2016</td><td>49%</td></tr> <tr><td>April 2016</td><td>28%</td></tr> <tr><td>May 2016</td><td>28%</td></tr> <tr><td>June 2016</td><td>41%</td></tr> <tr><td>July 2016</td><td>41%</td></tr> <tr><td>August 2016</td><td>58%</td></tr> <tr><td>September 2016</td><td>39%</td></tr> <tr><td>October 2016</td><td>35%</td></tr> <tr><td>November 2016</td><td>45%</td></tr> <tr><td>December 2016</td><td>47%</td></tr> <tr><td>January 2017</td><td>51%</td></tr> <tr><td>February 2017</td><td>46%</td></tr> <tr><td>March 2017</td><td>45%</td></tr> <tr><td>April 2017</td><td>41%</td></tr> <tr><td>May 2017</td><td>41%</td></tr> <tr><td>June 2017</td><td>41%</td></tr> <tr><td>July 2017</td><td>41%</td></tr> <tr><td>August 2017</td><td>58%</td></tr> <tr><td>September 2017</td><td>41%</td></tr> <tr><td>October 2017</td><td>41%</td></tr> <tr><td>November 2017</td><td>41%</td></tr> <tr><td>December 2017</td><td>41%</td></tr> <tr><td>January 2018</td><td>41%</td></tr> <tr><td>February 2018</td><td>41%</td></tr> <tr><td>March 2018</td><td>41%</td></tr> <tr><td>April 2018</td><td>39%</td></tr> </tbody> </table>	Month	% Good Satisfaction	April 2015	27%	May 2015	36%	June 2015	33%	July 2015	33%	August 2015	33%	September 2015	33%	October 2015	33%	November 2015	33%	December 2015	33%	January 2016	33%	February 2016	31%	March 2016	49%	April 2016	28%	May 2016	28%	June 2016	41%	July 2016	41%	August 2016	58%	September 2016	39%	October 2016	35%	November 2016	45%	December 2016	47%	January 2017	51%	February 2017	46%	March 2017	45%	April 2017	41%	May 2017	41%	June 2017	41%	July 2017	41%	August 2017	58%	September 2017	41%	October 2017	41%	November 2017	41%	December 2017	41%	January 2018	41%	February 2018	41%	March 2018	41%	April 2018	39%	N/A	<p data-bbox="1727 459 2092 1086">There is no annual figure as the new website was launched in May 2017 so we don't have a full 12 month's worth of results. After the launch feedback initially improved significantly however since then customer satisfaction has been below target. However when comments are looked at in detail much of the feedback relates to specific service areas or outcomes as opposed to the website itself (eg. Customers not happy that PCNs have been upheld). Where feedback related to the website is provided this is acted on where possible (eg. Links not working/not enough information available). There is also consistent feedback on some services which customers cannot complete on-line such as tree preservation order applications. We will be looking at developing the website further in 2018/19 to ensure more on-line services are available</p>
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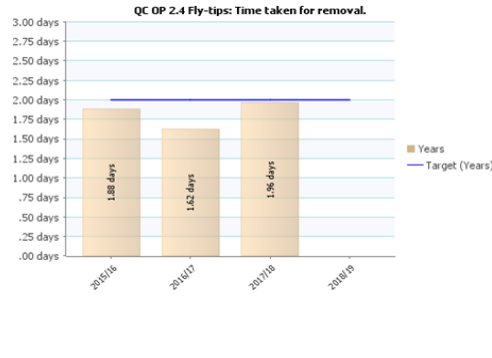
PI Code & Name	Latest Value (Annual figure)	Target (annual target if different)	Movement since last update	Short term Performance Trend	Long Term Performance Trend	Notes												
AC DEH 5.10A % of key Services that are available via a digital channel	82.30%	trend only		N/A	 <table border="1"> <caption>AC DEH 5.10A % of key Services that are available via a digital channel</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2016/16</td> <td>~48</td> <td>82.3</td> </tr> <tr> <td>2016/17</td> <td>~48</td> <td>82.3</td> </tr> <tr> <td>2017/18</td> <td>82.3</td> <td>82.3</td> </tr> </tbody> </table>	Year	Value (%)	Target (%)	2016/16	~48	82.3	2016/17	~48	82.3	2017/18	82.3	82.3	<p>Using the same methodology of 114 key services originally identified in SOCTIM, there are now 73 services available to do digitally. After reviewing of the 114 services, it was found that 26 of these key services have since been made not applicable to East Herts Council.</p> <p>The majority of these have been caused by Building Control who have since branched out as a separate private company. The other not applicable services refer to things like consultations which at the time were available but not digital but are now no longer live.</p> <p>Using this new breakdown, 73 of 88 key services the Council provides are available via a digital channel. There have been a further 4 forms that have been identified as easy wins for transferring to digital channels.</p>
Year	Value (%)	Target (%)																
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2016/17	~48	82.3																
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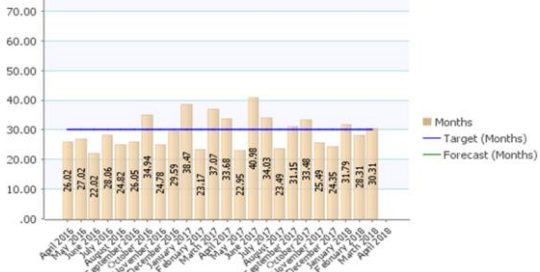
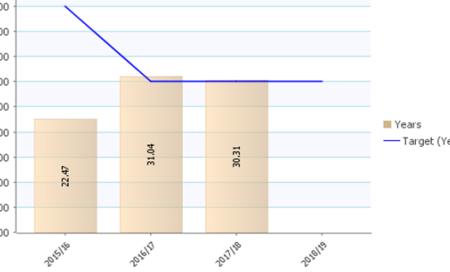
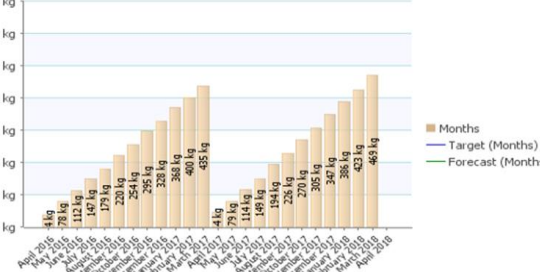
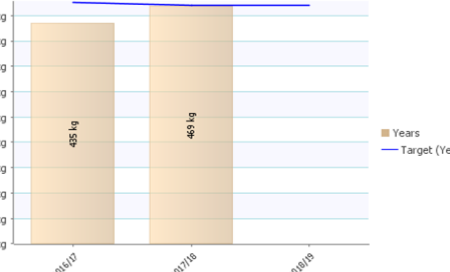




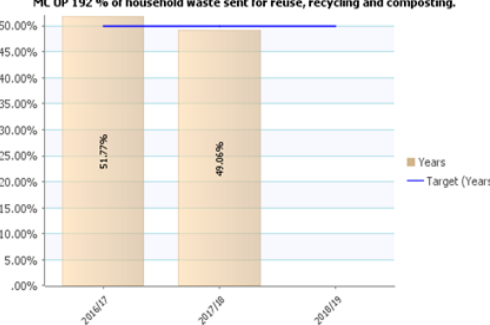

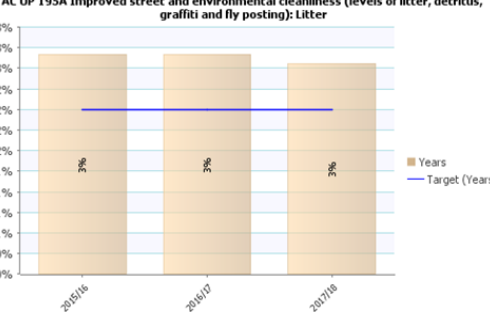
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AC CSP 5.11 % of broadband accessibility in the district.	84.50%	trend only	↑	N/A	<p style="text-align: center;">AC CSP 5.11 % of broadband accessibility in the district.</p>  <table border="1" style="display: none;"> <caption>AC CSP 5.11 % of broadband accessibility in the district</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2016/17</td> <td>65%</td> <td>93%</td> </tr> <tr> <td>2017/18</td> <td>84.5%</td> <td>93%</td> </tr> </tbody> </table>	Year	Value (%)	Target (%)	2016/17	65%	93%	2017/18	84.5%	93%	Current estimates based on Connected Counties roll out phases suggest that at least 51,694 properties of 61,128 have broadband, equating to 84.5%. The connected counties program in 2017 aimed to achieve around 93% of the District connected to broadband by June 2019.																																																																																	
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MC PB 157A % Processing of planning applications dealt with in timely manner Major applications (Majors under 13 weeks)	86 (83%)	60.0%	↑	<p style="text-align: center;">MC PB 157A % Processing of planning applications dealt with in timely manner - Major applications (Majors under 13 weeks)</p>  <table border="1" style="display: none;"> <caption>MC PB 157A % Processing of planning applications dealt with in timely manner - Major applications (Majors under 13 weeks)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>100.00%</td><td>60%</td></tr> <tr><td>May 2016</td><td>100.00%</td><td>60%</td></tr> <tr><td>June 2016</td><td>100.00%</td><td>60%</td></tr> <tr><td>July 2016</td><td>91.00%</td><td>60%</td></tr> <tr><td>August 2016</td><td>97.00%</td><td>60%</td></tr> <tr><td>September 2016</td><td>100.00%</td><td>60%</td></tr> <tr><td>October 2016</td><td>78.00%</td><td>60%</td></tr> <tr><td>November 2016</td><td>100.00%</td><td>60%</td></tr> <tr><td>December 2016</td><td>100.00%</td><td>60%</td></tr> <tr><td>January 2017</td><td>75.00%</td><td>60%</td></tr> <tr><td>February 2017</td><td>75.00%</td><td>60%</td></tr> <tr><td>March 2017</td><td>100.00%</td><td>60%</td></tr> <tr><td>April 2017</td><td>83.00%</td><td>60%</td></tr> <tr><td>May 2017</td><td>100.00%</td><td>60%</td></tr> <tr><td>June 2017</td><td>100.00%</td><td>60%</td></tr> <tr><td>July 2017</td><td>100.00%</td><td>60%</td></tr> <tr><td>August 2017</td><td>100.00%</td><td>60%</td></tr> <tr><td>September 2017</td><td>93.00%</td><td>60%</td></tr> <tr><td>October 2017</td><td>60.00%</td><td>60%</td></tr> <tr><td>November 2017</td><td>100.00%</td><td>60%</td></tr> <tr><td>December 2017</td><td>100.00%</td><td>60%</td></tr> <tr><td>January 2018</td><td>60.00%</td><td>60%</td></tr> <tr><td>February 2018</td><td>100.00%</td><td>60%</td></tr> <tr><td>March 2018</td><td>75.00%</td><td>60%</td></tr> <tr><td>April 2018</td><td>86.00%</td><td>60%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2016	100.00%	60%	May 2016	100.00%	60%	June 2016	100.00%	60%	July 2016	91.00%	60%	August 2016	97.00%	60%	September 2016	100.00%	60%	October 2016	78.00%	60%	November 2016	100.00%	60%	December 2016	100.00%	60%	January 2017	75.00%	60%	February 2017	75.00%	60%	March 2017	100.00%	60%	April 2017	83.00%	60%	May 2017	100.00%	60%	June 2017	100.00%	60%	July 2017	100.00%	60%	August 2017	100.00%	60%	September 2017	93.00%	60%	October 2017	60.00%	60%	November 2017	100.00%	60%	December 2017	100.00%	60%	January 2018	60.00%	60%	February 2018	100.00%	60%	March 2018	75.00%	60%	April 2018	86.00%	60%	<p style="text-align: center;">MC PB 157A % Processing of planning applications dealt with in timely manner - Major applications (Majors under 13 weeks)</p>  <table border="1" style="display: none;"> <caption>MC PB 157A % Processing of planning applications dealt with in timely manner - Major applications (Majors under 13 weeks)</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2016/17</td> <td>78.00%</td> <td>60%</td> </tr> <tr> <td>2017/18</td> <td>87.00%</td> <td>60%</td> </tr> <tr> <td>2018/19</td> <td>83.00%</td> <td>60%</td> </tr> </tbody> </table>	Year	Value (%)	Target (%)	2016/17	78.00%	60%	2017/18	87.00%	60%	2018/19	83.00%	60%	6 out of 7 for March. The monthly and annual figure continues to sit above set targets though there has been a slight drop in the previous year
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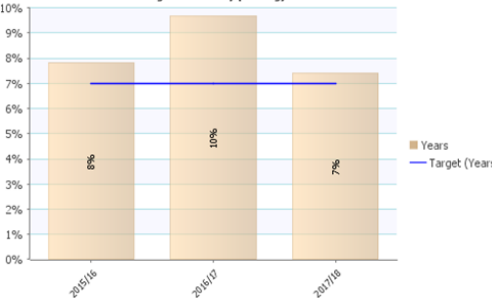
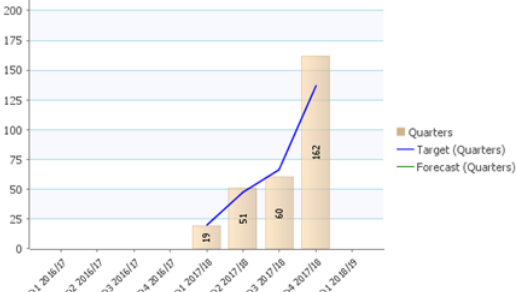
PI Code & Name	Latest Value (Annual figure)	Target (annual target if different)	Movement since last update	Short term Performance Trend	Long Term Performance Trend	Notes
MC PB 157B % Processing of planning applications dealt with in timely manner- Minor applications (Minors under 8 weeks).	(79%) 83%	80.0%		<p>MC PB 157B % Processing of planning applications dealt with in timely manner- Minor applications (Minors under 8 weeks).</p> 	<p>MC PB 157B % Processing of planning applications dealt with in timely manner- Minor applications (Minors under 8 weeks).</p> 	30 out of 38 for the month, marginally missing the 80% target set. The annual figure continues to sit above set targets though there has been a slight drop in the previous year
MC PB 157C % Processing of planning applications dealt with in timely manner- Other applications (Others under 8 weeks).	89% (91%)	90.0%		<p>MC PB 157C % Processing of planning applications dealt with in timely manner- Other applications (Others under 8 weeks).</p> 	<p>MC PB 157C % Processing of planning applications dealt with in timely manner- Other applications (Others under 8 weeks).</p> 	112 out of 126 marginally missing the 90% target set. The annual figure continues to sit above set targets though there has been a slight drop in the previous year


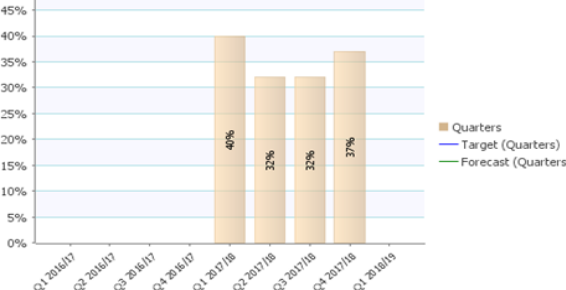
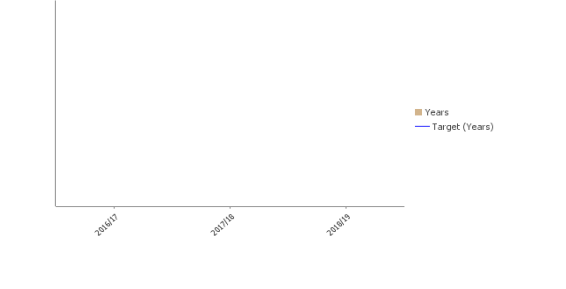

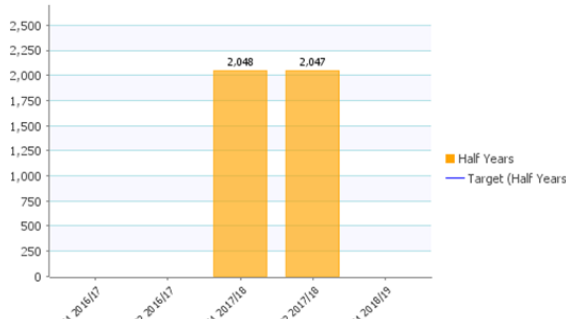
PI Code & Name	Latest Value (Annual figure)	Target (annual target if different)	Movement since last update	Short term Performance Trend	Long Term Performance Trend	Notes
MC PB 205 % of site visits undertaken in relation to urgent cases within 2 workings days of 'start date'.	100%	100%		<p>MC PB 205 % of site visits undertaken in relation to urgent cases within 2 workings days of 'start date'.</p> 	<p>MC PB 205 % of site visits undertaken in relation to urgent cases within 2 workings days of 'start date'.</p> 	
AC PB 159 Supply of ready to develop housing sites. Annual Figures not available at this time	N/A	trend only	N/A	N/A	N/A	<p>Prior to the publication of the Councils Authority monitoring Report in Feb 2018, the Council was not in the position to be able to demonstrate sufficient supply of ready to develop housing sites. This indicator will be removed for the 2018/19 period in exchange for a more insightful indicator which will be developed.</p>

PI Code & Name	Latest Value (Annual figure)	Target (annual target if different)	Movement since last update	Short term Performance Trend	Long Term Performance Trend	Notes																														
LATEST FIGURES 2016/17 AC PB 154 Net additional homes provided	619 (16/17)	455	↓	N/A	 <p>AC PB 154 Net additional homes provided</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>674</td> <td>600</td> </tr> <tr> <td>2016/17</td> <td>619</td> <td>455</td> </tr> <tr> <td>2017/18</td> <td>-</td> <td>700</td> </tr> </tbody> </table>	Year	Actual	Target	2015/16	674	600	2016/17	619	455	2017/18	-	700	New homes in 2016-17 exceeds the target set in 2016/17. This target has been increased for the 2017/18 period																		
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<b>Service Area Operations</b>																																				
QC OP 2.4 Fly-tips: Time taken for removal.	2.27 (1.96)	2.00 days	↑	 <p>QC OP 2.4 Fly-tips: Time taken for removal.</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Time taken (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>1.45</td></tr> <tr><td>Q4 2016/17</td><td>1.80</td></tr> <tr><td>Q1 2017/18</td><td>1.94</td></tr> <tr><td>Q2 2017/18</td><td>1.87</td></tr> <tr><td>Q3 2017/18</td><td>1.75</td></tr> <tr><td>Q4 2017/18</td><td>2.27</td></tr> <tr><td>Q1 2018/19</td><td>-</td></tr> </tbody> </table>	Quarter	Time taken (days)	Q1 2016/17	1.68	Q2 2016/17	1.55	Q3 2016/17	1.45	Q4 2016/17	1.80	Q1 2017/18	1.94	Q2 2017/18	1.87	Q3 2017/18	1.75	Q4 2017/18	2.27	Q1 2018/19	-	 <p>QC OP 2.4 Fly-tips: Time taken for removal.</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Time taken (days)</th> </tr> </thead> <tbody> <tr> <td>2016/16</td> <td>1.88</td> </tr> <tr> <td>2016/17</td> <td>1.62</td> </tr> <tr> <td>2017/18</td> <td>1.96</td> </tr> <tr> <td>2018/19</td> <td>-</td> </tr> </tbody> </table>	Year	Time taken (days)	2016/16	1.88	2016/17	1.62	2017/18	1.96	2018/19	-	Quarter 4 fly tipping removal times were 2.27 days. This is higher than the target of 2 days. Mainly due to a number of larger fly tips which took time to remove. There has recently been a fresh campaign to stop fly tipping (S.C.R.A.P) and to encourage residents to report any fly tipping they see and be more aware where there waste is going.
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2017/18	1.96																																			
2018/19	-																																			

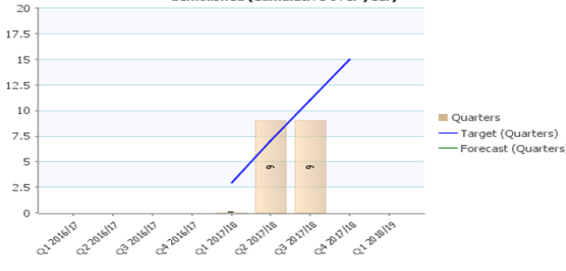
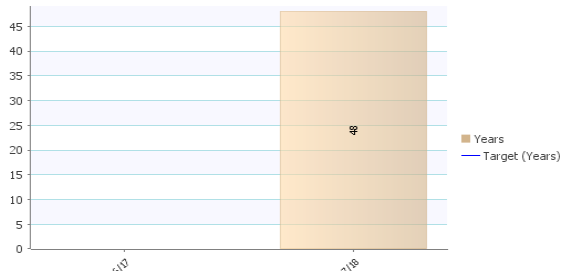
PI Code & Name	Latest Value (Annual figure)	Target (annual target if different)	Movement since last update	Short term Performance Trend	Long Term Performance Trend	Notes
MC OP 2.2 Waste: missed collections per 100,000 collections of household.	30.31% (30.31%)	30		<p>MC OP 2.2 Waste: missed collections per 100,000 collections of household.</p> 	<p>MC OP 2.2 Waste: missed collections per 100,000 collections of household.</p> 	<p>The end of the year has seen Veolia's missed collections improve however the remain slightly above target. The average of the year was just slightly up on the target which we see as a vast improvement based on the high missed collections at the front end of the year. The figure is coincidentally the same as the month of March figure</p>
MC OP 191 Residual household waste per household.	468kg	trend only	N/A	<p>MC OP 191 Residual household waste per household.</p> 	<p>MC OP 191 Residual household waste per household.</p> 	<p>Residual waste collected per household has maintained its rise on 2016/17 and ended being 34kgs greater. But does still remain within the 475kgs per household target.</p>

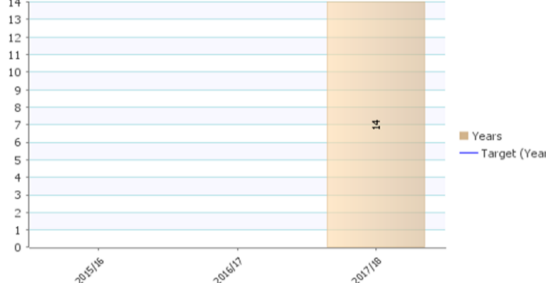
PI Code & Name	Latest Value (Annual figure)	Target (annual target if different)	Movement since last update	Short term Performance Trend	Long Term Performance Trend	Notes
MC OP 192 % of household waste sent for reuse, recycling and composting.	49.06%	50%		<p>MC OP 192 % of household waste sent for reuse, recycling and composting.</p> 	<p>MC OP 192 % of household waste sent for reuse, recycling and composting.</p> 	<p>The provisional recycling rate for 17/18 is 49.06%. There is some confirmations to make with county on some of the figures but it is not anticipated at this stage we will make it to 50%. The main reason factor behind this is the amount of garden waste which looks to be down on the quarter. Garden waste for Jan - Mar 2016/17 2251 tonnes vs 2017/18 1978.40 tonnes</p>
AC OP 195a Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter	2.56%	2.00%		N/A	<p>AC OP 195A Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter</p> 	<p>The actual figure is 2.56% which is above target of 2% (or lower) but improved slightly on previous year of 2.67%. Litter on main roads remains an issue but officers have been working with contractor to try and improve this where accessible.</p>

PI Code & Name	Latest Value (Annual figure)	Target (annual target if different)	Movement since last update	Short term Performance Trend	Long Term Performance Trend	Notes																						
AC OP 195b Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus	7.41%	7%		N/A	<p>AC OP 195B Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus</p>  <table border="1"> <caption>Detritus Levels (2016/16 - 2017/18)</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>2016/16</td> <td>8%</td> </tr> <tr> <td>2016/17</td> <td>10%</td> </tr> <tr> <td>2017/18</td> <td>7%</td> </tr> <tr> <td>Target (Years)</td> <td>7%</td> </tr> </tbody> </table>	Year	Value (%)	2016/16	8%	2016/17	10%	2017/18	7%	Target (Years)	7%	<p>Target marginally missed the 7% target, achieving 7.41%. This figure achieved is the best figure in 3 years. The biggest challenge to achieving target is the detritus on rural roads, of which East Herts has a great deal of and the subsequent challenges of accessing many rural roads.</p>												
Year	Value (%)																											
2016/16	8%																											
2016/17	10%																											
2017/18	7%																											
Target (Years)	7%																											
<b>Service Area: Health &amp; Housing.</b>																												
QC HH 155 Number of affordable homes delivered (gross)	162	137	N/A	<p>QC HH 155 Number of affordable homes delivered (gross)</p>  <table border="1"> <caption>Quarterly Delivery of Affordable Homes (2016/17 - 2017/18)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>0</td> </tr> <tr> <td>Q2 2016/17</td> <td>0</td> </tr> <tr> <td>Q3 2016/17</td> <td>0</td> </tr> <tr> <td>Q4 2016/17</td> <td>0</td> </tr> <tr> <td>Q1 2017/18</td> <td>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>132</td> </tr> <tr> <td>Target (Quarters)</td> <td>137</td> </tr> <tr> <td>Forecast (Quarters)</td> <td>162</td> </tr> </tbody> </table>	Quarter	Value	Q1 2016/17	0	Q2 2016/17	0	Q3 2016/17	0	Q4 2016/17	0	Q1 2017/18	19	Q2 2017/18	51	Q3 2017/18	60	Q4 2017/18	132	Target (Quarters)	137	Forecast (Quarters)	162	N/A	<p>A total of 162 new affordable homes were delivered in 2017/18. This is significantly above the 2017/18 target of 137 new affordable homes. The primary source of new affordable homes for 2017/18 is through Section 106 agreements between the council, developers and housing associations.</p>
Quarter	Value																											
Q1 2016/17	0																											
Q2 2016/17	0																											
Q3 2016/17	0																											
Q4 2016/17	0																											
Q1 2017/18	19																											
Q2 2017/18	51																											
Q3 2017/18	60																											
Q4 2017/18	132																											
Target (Quarters)	137																											
Forecast (Quarters)	162																											

PI Code & Name	Latest Value (Annual figure)	Target (annual target if different)	Movement since last update	Short term Performance Trend	Long Term Performance Trend	Notes															
QC HH 149C % of Affordable homes delivered on section 106 developments in Towns	37%	trend only		<p><b>QC HH 149C % of Affordable homes delivered on section 106 developments in Towns</b></p>  <table border="1"> <caption>QC HH 149C % of Affordable homes delivered on section 106 developments in Towns</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</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> <tr> <td>Q3 2017/18</td> <td>32%</td> <td>40%</td> </tr> <tr> <td>Q4 2017/18</td> <td>37%</td> <td>40%</td> </tr> </tbody> </table>	Quarter	Value (%)	Target (%)	Q1 2017/18	40%	40%	Q2 2017/18	32%	40%	Q3 2017/18	32%	40%	Q4 2017/18	37%	40%	N/A	New affordable homes from seven Section 106 schemes were handed over 17/18. The cumulative percentage of affordable homes achieved was 37% against a policy target of 40% of those schemes that are eligible for affordable homes.
Quarter	Value (%)	Target (%)																			
Q1 2017/18	40%	40%																			
Q2 2017/18	32%	40%																			
Q3 2017/18	32%	40%																			
Q4 2017/18	37%	40%																			
QC HH 149D % of Affordable homes delivered on section 106 developments in villages	N/A	trend only	N/A	<p><b>QC HH 149D % of Affordable homes delivered on section 106 developments in villages</b></p>  <table border="1"> <caption>QC HH 149D % of Affordable homes delivered on section 106 developments in villages</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2016/17</td> <td>0</td> <td>0</td> </tr> <tr> <td>2017/18</td> <td>0</td> <td>0</td> </tr> <tr> <td>2018/19</td> <td>0</td> <td>0</td> </tr> </tbody> </table>	Year	Value (%)	Target (%)	2016/17	0	0	2017/18	0	0	2018/19	0	0	N/A	No village affordable homes were handed over or due to be handed over in this quarter.			
Year	Value (%)	Target (%)																			
2016/17	0	0																			
2017/18	0	0																			
2018/19	0	0																			
HC HH 148 Number of applicants on the housing register	2,047	trend only		<p><b>HC HH 148 Number of applicants on the housing register</b></p>  <table border="1"> <caption>HC HH 148 Number of applicants on the housing register</caption> <thead> <tr> <th>Half Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>H1 2017/18</td> <td>2,048</td> <td>2,000</td> </tr> <tr> <td>H2 2017/18</td> <td>2,047</td> <td>2,000</td> </tr> </tbody> </table>	Half Year	Value	Target	H1 2017/18	2,048	2,000	H2 2017/18	2,047	2,000	N/A	There are currently 2,047 households on the Housing Register. This is broken down by property size needed as follows: 1 bed need - 1,090; 2 bed need - 622; 3 bed need - 275; 4+ bed need - 60.						
Half Year	Value	Target																			
H1 2017/18	2,048	2,000																			
H2 2017/18	2,047	2,000																			



PI Code & Name	Latest Value (Annual figure)	Target (annual target if different)	Movement since last update	Short term Performance Trend	Long Term Performance Trend	Notes																																								
QC HH 64 Number of private sector vacant dwellings that are returned into occupation or demolished (Cumulative over year)	N/A	15	N/A	<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 Value</th> <th>Target (Quarters)</th> <th>Forecast (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2018/17</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Q2 2018/17</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Q3 2018/17</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Q4 2018/17</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Q1 2017/18</td> <td>0</td> <td>3</td> <td>3</td> </tr> <tr> <td>Q2 2017/18</td> <td>8</td> <td>6</td> <td>6</td> </tr> <tr> <td>Q3 2017/18</td> <td>8</td> <td>9</td> <td>9</td> </tr> <tr> <td>Q4 2017/18</td> <td>-</td> <td>12</td> <td>12</td> </tr> <tr> <td>Q1 2018/19</td> <td>-</td> <td>15</td> <td>15</td> </tr> </tbody> </table>	Quarter	Actual Value	Target (Quarters)	Forecast (Quarters)	Q1 2018/17	0	0	0	Q2 2018/17	0	0	0	Q3 2018/17	0	0	0	Q4 2018/17	0	0	0	Q1 2017/18	0	3	3	Q2 2017/18	8	6	6	Q3 2017/18	8	9	9	Q4 2017/18	-	12	12	Q1 2018/19	-	15	15	First Full year of collection	The Council will continue to tackle empty homes but will work through Council Tax route going forward as opposed to a dedicated officer for it. As such, there was no progress in the original methodology in private homes returned to occupation or demolished.
Quarter	Actual Value	Target (Quarters)	Forecast (Quarters)																																											
Q1 2018/17	0	0	0																																											
Q2 2018/17	0	0	0																																											
Q3 2018/17	0	0	0																																											
Q4 2018/17	0	0	0																																											
Q1 2017/18	0	3	3																																											
Q2 2017/18	8	6	6																																											
Q3 2017/18	8	9	9																																											
Q4 2017/18	-	12	12																																											
Q1 2018/19	-	15	15																																											
<b>Priority 3 - Enable a flourishing Economy (1 Indicator) + 3 indicators from 2018/19 Indicators</b>																																														
<b>Service Area: Communications Strategy &amp; Policy (2018/19 - 6 months of data)</b>																																														
AC CSP 13.1 Total number of businesses using the Launchpad facility (target: 30) October Annually	48	30	N/A	<p>AC CSP 13.1 Total number of businesses using the Launchpad facility (target: 30) October Annually</p>  <table border="1"> <caption>AC CSP 13.1 Performance Data</caption> <thead> <tr> <th>Year</th> <th>Actual Value</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr> <td>2016/17</td> <td>0</td> <td>0</td> </tr> <tr> <td>2017/18</td> <td>48</td> <td>30</td> </tr> </tbody> </table>	Year	Actual Value	Target (Years)	2016/17	0	0	2017/18	48	30	N/A	For the first 6 months of the year, 48 businesses used the Launchpad facility. This has already achieved more than our original target																															
Year	Actual Value	Target (Years)																																												
2016/17	0	0																																												
2017/18	48	30																																												

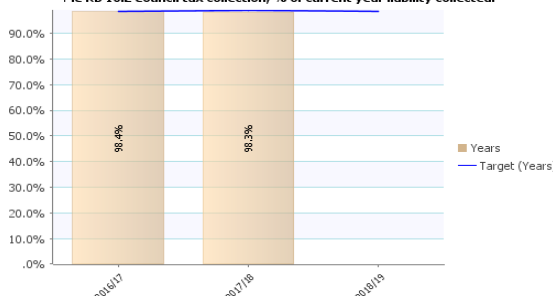
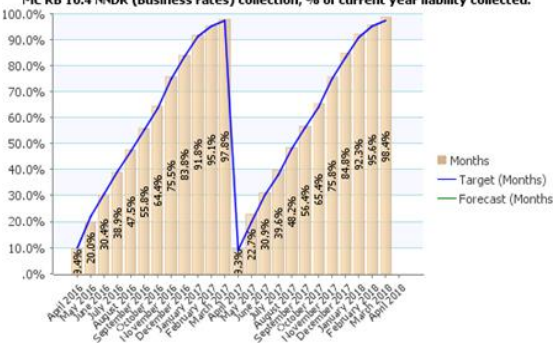

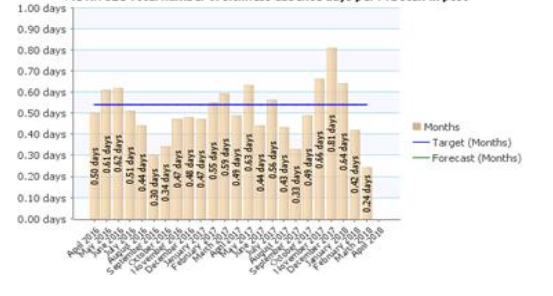
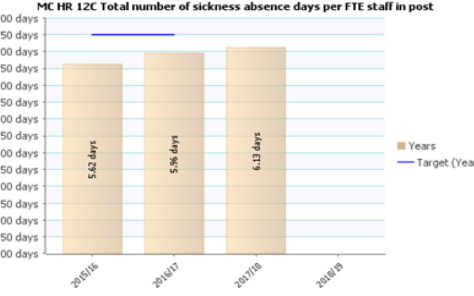
PI Code & Name	Latest Value (Annual figure)	Target (annual target if different)	Movement since last update	Short term Performance Trend	Long Term Performance Trend	Notes												
AC CSP 13.2 Number of businesses using the Launchpad facility for more than 3 months (October Annually)	14	20	N/A	<p data-bbox="645 531 1189 563">AC CSP 13.2 Number of businesses using the Launchpad facility for more than 3 months (October Annually)</p>  <table border="1" data-bbox="645 563 1189 847"> <caption>AC CSP 13.2 Number of businesses using the Launchpad facility for more than 3 months (October Annually)</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2016/16</td> <td>14</td> <td>20</td> </tr> <tr> <td>2017/17</td> <td>14</td> <td>20</td> </tr> <tr> <td>2018/18</td> <td>14</td> <td>20</td> </tr> </tbody> </table>	Year	Value	Target	2016/16	14	20	2017/17	14	20	2018/18	14	20	N/A	<p data-bbox="1731 448 2089 906">The 3 month period is significant as it is the point at which businesses/ individuals using the Launchpad move from having free space to paid for space (albeit this is nominal at £150 p/m). The conversion rate from businesses signing up to the Launchpad to those that stay beyond the free period will tell us much about the success rate for business start ups in the area. 14 out of 48 suggests a conversion rate of just under 30% however half of those 48 were not at the 3 month period at the end of March so it is too early to make any conclusions. The Launchpad is a 12 month pilot and will be reviewed in September 2018.</p>
Year	Value	Target																
2016/16	14	20																
2017/17	14	20																
2018/18	14	20																


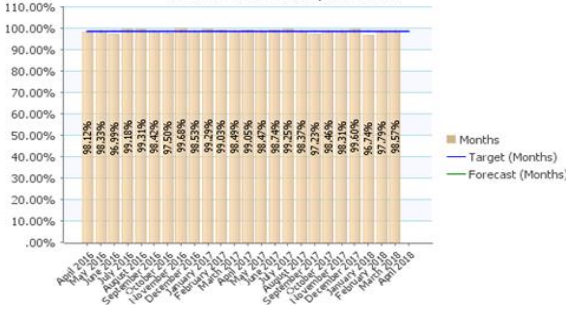
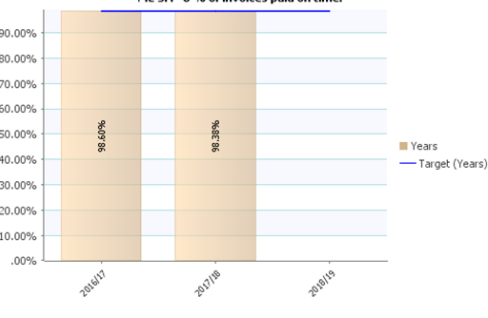

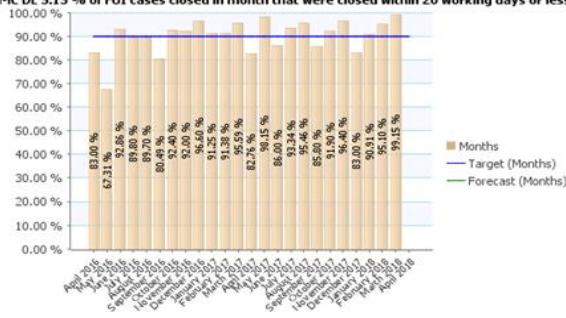
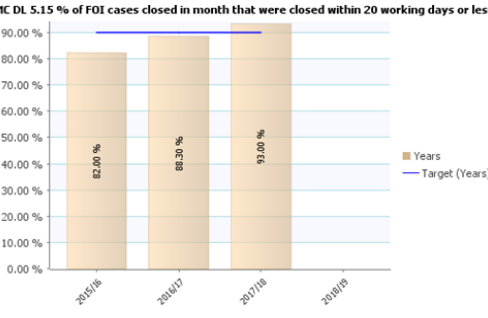
PI Code & Name	Latest Value (Annual figure)	Target (annual target if different)	Movement since last update	Short term Performance Trend	Long Term Performance Trend	Notes												
AC CSP 13.3 Total income from businesses using the Launchpad facility (October Annually)	£3,155	£20,000		<p>AC CSP 13.3 Total income from businesses using the Launchpad facility (October Annually)</p> <table border="1"> <caption>AC CSP 13.3 Total income from businesses using the Launchpad facility (October Annually)</caption> <thead> <tr> <th>Year</th> <th>Value (£)</th> <th>Target (£)</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>0</td> <td>20,000</td> </tr> <tr> <td>2016/17</td> <td>0</td> <td>20,000</td> </tr> <tr> <td>2017/18</td> <td>3,155</td> <td>20,000</td> </tr> </tbody> </table>	Year	Value (£)	Target (£)	2015/16	0	20,000	2016/17	0	20,000	2017/18	3,155	20,000	N/A	An annual income figure of £20,000 requires something equivalent to 11 businesses/ individuals using the facility on a paid for basis for one year. It is too early to know if this income figure will be achieved however it should be noted that this facility is designed to support business growth and not generate a commercial return. However any income received helps cover the costs of running the facility
Year	Value (£)	Target (£)																
2015/16	0	20,000																
2016/17	0	20,000																
2017/18	3,155	20,000																

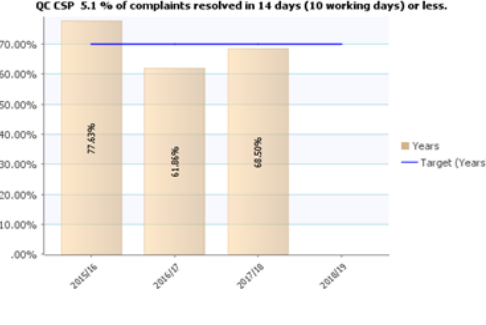

Service Area: Health & Housing.


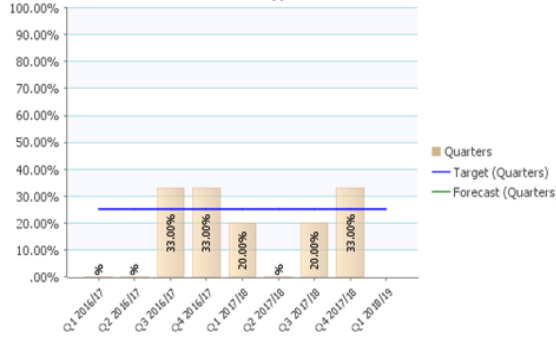
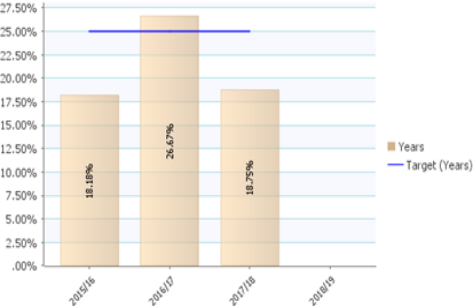

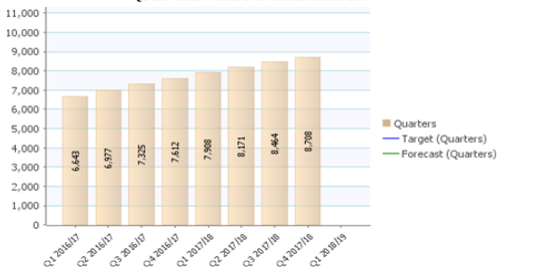
QC HH 184 % of food premises in the area which are broadly compliant with food hygiene law	96%	85%		<p>QC HH 184 % of food premises in the area which are broadly compliant with food hygiene law</p> <table border="1"> <caption>QC HH 184 % of food premises in the area which are broadly compliant with food hygiene law</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>93.0</td> <td>85.0</td> </tr> <tr> <td>Q2 2016/17</td> <td>94.0</td> <td>85.0</td> </tr> <tr> <td>Q3 2016/17</td> <td>94.0</td> <td>85.0</td> </tr> <tr> <td>Q4 2016/17</td> <td>95.0</td> <td>85.0</td> </tr> <tr> <td>Q1 2017/18</td> <td>94.0</td> <td>85.0</td> </tr> <tr> <td>Q2 2017/18</td> <td>94.0</td> <td>85.0</td> </tr> <tr> <td>Q3 2017/18</td> <td>96.0</td> <td>85.0</td> </tr> <tr> <td>Q4 2017/18</td> <td>96.0</td> <td>85.0</td> </tr> <tr> <td>Q1 2018/19</td> <td>96.0</td> <td>85.0</td> </tr> </tbody> </table>	Quarter	Value (%)	Target (%)	Q1 2016/17	93.0	85.0	Q2 2016/17	94.0	85.0	Q3 2016/17	94.0	85.0	Q4 2016/17	95.0	85.0	Q1 2017/18	94.0	85.0	Q2 2017/18	94.0	85.0	Q3 2017/18	96.0	85.0	Q4 2017/18	96.0	85.0	Q1 2018/19	96.0	85.0	<p>QC HH 184 % of food premises in the area which are broadly compliant with food hygiene law</p> <table border="1"> <caption>QC HH 184 % of food premises in the area which are broadly compliant with food hygiene law</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2016/18</td> <td>93.0</td> <td>85.0</td> </tr> <tr> <td>2018/19</td> <td>94.0</td> <td>85.0</td> </tr> </tbody> </table>	Year	Value (%)	Target (%)	2016/18	93.0	85.0	2018/19	94.0	85.0	March 2018 - Target exceeded. 96% of registered food businesses in East Herts are broadly compliant with food law; this represents 969 businesses.
Quarter	Value (%)	Target (%)																																											
Q1 2016/17	93.0	85.0																																											
Q2 2016/17	94.0	85.0																																											
Q3 2016/17	94.0	85.0																																											
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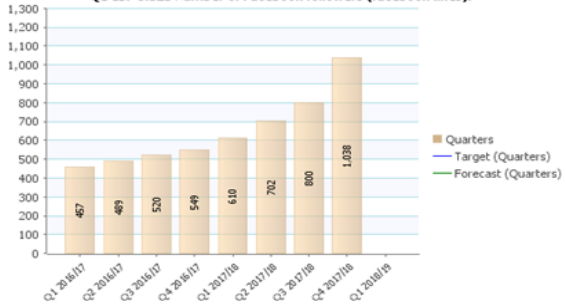

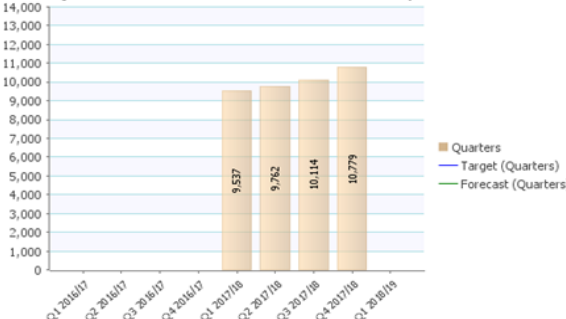
Supporting all priorities (12 indicators)

PI Code & Name	Latest Value (Annual figure)	Target (annual target if different)	Movement since last update	Short term Performance Trend	Long Term Performance Trend	Notes
MC RB 10.2 Council tax collection, % of current year liability collected.	98.30%	98.6%	N/A	<p>MC RB 10.2 Council tax collection, % of current year liability collected.</p> 	N/A	Slightly off target for end of the year. No cash posted for long bank holiday weekend and new finance system may have had an impact on people's ability to make payments before the end of 17/18
MC RB 10.4 NNDR (Business rates) collection, % of current year liability collected.	98.4	97.5%	N/A	<p>MC RB 10.4 NNDR (Business rates) collection, % of current year liability collected.</p> 	N/A	Target was reached and exceeded, showing an improvement on the previous year
<b>Service Area HR</b>						
MC HR 12C Total number of sickness absence days per FTE staff in post	0.24 days (6.13 days)	0.54 days (6.5 days)		<p>MC HR 12C Total number of sickness absence days per FTE staff in post</p> 	<p>MC HR 12C Total number of sickness absence days per FTE staff in post</p> 	Total absence for the year so far = 6.13 (end of year target = 6.5). This was within target but is up on the previous year. Though recent trends show this is an improving picture

PI Code & Name	Latest Value (Annual figure)	Target (annual target if different)	Movement since last update	Short term Performance Trend	Long Term Performance Trend	Notes
<b>Service Area - Strategic Finance &amp; Property</b>						
MC SFP 8 % of invoices paid on time (within 30 days of receiving).	98.57%	98.5% (98.38%)		<p style="text-align: center;"><b>MC SFP 8 % of invoices paid on time.</b></p> 	<p style="text-align: center;"><b>MC SFP 8 % of invoices paid on time.</b></p> 	<p>Target was met in March. The Annual figure was marginally missed by 0.12%. Going forward, it has been decided that we will use Payment Terms and only pay the invoice when it becomes due rather than ASAP. Thus there is little value in monitoring in its current wording</p>
<b>Service Area Legal &amp; Democratic Services</b>						
MC DL 5.15 % of FOI cases closed in month that were closed within 20 working days or less	99.15% (93%)	90%		<p style="text-align: center;"><b>MC DL 5.15 % of FOI cases closed in month that were closed within 20 working days or less</b></p> 	<p style="text-align: center;"><b>MC DL 5.15 % of FOI cases closed in month that were closed within 20 working days or less</b></p> 	<p>There were 118 cases closed in March with one overdue, giving a response rate of 99.15. The figure kept improving as the year went on which meant the annual target was comfortably met.</p>
<b>Service Area Communications, Strategy and Policy</b>						

PI Code & Name	Latest Value (Annual figure)	Target (annual target if different)	Movement since last update	Short term Performance Trend	Long Term Performance Trend	Notes
QC CSP 5.1 % of complaints resolved in 14 days (10 working days) or less.	74% (68.5%)	70.00%		<p>QC CSP 5.1 % of complaints resolved in 14 days (10 working days) or less.</p> 	<p>QC CSP 5.1 % of complaints resolved in 14 days (10 working days) or less.</p> 	<p>The total number of complaints received over the year was 105 and the majority of these were in the planning department. Although relatively small in number, our performance around complaints is a concern and we are in the process of radically changing our approach to how they are handled. An updated policy will be proposed to Council in 2018/19</p>
QC CSP 5.2A % of complaints about the Council and its services that are upheld: 1st stage	16.7 (22.5%)	30.00%		<p>QC CSP 5.2A % of complaints about the Council and its services that are upheld: 1st stage</p> 	<p>QC CSP 5.2A % of complaints about the Council and its services that are upheld: 1st stage</p> 	<p>4 of 24 complaints were upheld at stage 1 during this quarter meaning our target of 30% or below was met comfortably. The annual figure was also comfortably met.</p>

PI Code & Name	Latest Value (Annual figure)	Target (annual target if different)	Movement since last update	Short term Performance Trend	Long Term Performance Trend	Notes
QC CSP 5.2B % of complaints about the Council and its services that are upheld: 2nd stage - appeal	33% (18.75%)	25.00%		<p>QC CSP 5.2B % of complaints about the Council and its services that are upheld: 2nd stage - appeal</p> 	<p>QC CSP 5.2B % of complaints about the Council and its services that are upheld: 2nd stage - appeal</p> 	<p>1 of 3 complaints were upheld during this quarter. This complaint was only partially upheld on the basis that we accepted fault for an element of the complaint but could not agree of total fault. This means we failed to meet our target of 25% or below during this quarter but the low level of stage two complaints mean any upheld complaints dramatically impact the % figures. It may be more significant to say that only three stage two complaints were made which is very low and suggests we are dealing with the initial stage one complaint appropriately. Across the year, our targetd were comfortably met and were much lower than 2016/17.</p>
QC CSP 5.12A Number of Twitter followers	8,708	trend only		<p>QC CSP 5.12A Number of Twitter followers</p> 	N/A	Steady increase in Twitter followers

PI Code & Name	Latest Value (Annual figure)	Target (annual target if different)	Movement since last update	Short term Performance Trend	Long Term Performance Trend	Notes																				
QC CSP 5.12B Number of Facebook followers (Facebook likes).	1,038	trend only		<p style="text-align: center;"><b>QC CSP 5.12B Number of Facebook followers (facebook likes).</b></p>  <table border="1" style="display: none;"> <caption>QC CSP 5.12B Data</caption> <thead> <tr><th>Quarter</th><th>Value</th></tr> </thead> <tbody> <tr><td>Q1 2016/17</td><td>457</td></tr> <tr><td>Q2 2016/17</td><td>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> <tr><td>Q4 2017/18</td><td>1,038</td></tr> <tr><td>Q1 2018/19</td><td>1,038</td></tr> </tbody> </table>	Quarter	Value	Q1 2016/17	457	Q2 2016/17	489	Q3 2016/17	520	Q4 2016/17	548	Q1 2017/18	610	Q2 2017/18	702	Q3 2017/18	800	Q4 2017/18	1,038	Q1 2018/19	1,038	N/A	A dramatic increase in Facebook followers during Q4 with over 200 new followers
Quarter	Value																									
Q1 2016/17	457																									
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QC CSP 5.12C Number of subscribers to the Gov Delivery news bulletins	10,779	trend only		<p style="text-align: center;"><b>QC CSP 5.12C Number of subscribers to the Gov Delivery news bulletins</b></p>  <table border="1" style="display: none;"> <caption>QC CSP 5.12C Data</caption> <thead> <tr><th>Quarter</th><th>Value</th></tr> </thead> <tbody> <tr><td>Q1 2016/17</td><td>0</td></tr> <tr><td>Q2 2016/17</td><td>0</td></tr> <tr><td>Q3 2016/17</td><td>0</td></tr> <tr><td>Q4 2016/17</td><td>0</td></tr> <tr><td>Q1 2017/18</td><td>9,537</td></tr> <tr><td>Q2 2017/18</td><td>9,762</td></tr> <tr><td>Q3 2017/18</td><td>10,114</td></tr> <tr><td>Q4 2017/18</td><td>10,779</td></tr> <tr><td>Q1 2018/19</td><td>10,779</td></tr> </tbody> </table>	Quarter	Value	Q1 2016/17	0	Q2 2016/17	0	Q3 2016/17	0	Q4 2016/17	0	Q1 2017/18	9,537	Q2 2017/18	9,762	Q3 2017/18	10,114	Q4 2017/18	10,779	Q1 2018/19	10,779	N/A	Continues to grow steadily
Quarter	Value																									
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PI Code & Name	Latest Value (Annual figure)	Target (annual target if different)	Movement since last update	Short term Performance Trend	Long Term Performance Trend	Notes																				
QC CSP 5.12D Press favourability score	29	trend only	↓	<p style="text-align: center;">QC CSP 5.12D Press favourability score</p> <table border="1"> <caption>QC CSP 5.12D Press favourability score - Quarterly Data</caption> <thead> <tr> <th>Quarter</th> <th>Score</th> </tr> </thead> <tbody> <tr><td>Q1 2016/17</td><td>~18</td></tr> <tr><td>Q2 2016/17</td><td>~18</td></tr> <tr><td>Q3 2016/17</td><td>~18</td></tr> <tr><td>Q4 2016/17</td><td>~18</td></tr> <tr><td>Q1 2017/18</td><td>~18</td></tr> <tr><td>Q2 2017/18</td><td>~18</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	Score	Q1 2016/17	~18	Q2 2016/17	~18	Q3 2016/17	~18	Q4 2016/17	~18	Q1 2017/18	~18	Q2 2017/18	~18	Q3 2017/18	~18	Q4 2017/18	~18	Q1 2018/19	~18	N/A	Press favourability is slightly down on the previous quarter.
Quarter	Score																									
Q1 2016/17	~18																									
Q2 2016/17	~18																									
Q3 2016/17	~18																									
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**KEY**

**PI Status**

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

**Movement since last period**

Value is higher than previous period & this is positive movement	↑
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