

Essential Reference Paper E - Performance Analysis (E is externally sourced)

PI code and Name	Status	Latest Value	Current Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note
<b>Directorate</b> Improve the health & wellbeing of our communities						
<b>Service:</b> Health & Housing						
(E) QC HH 140 Number of over 50s participating in 'Forever Active' programme (Cumulative figure) (Calendar year results)		446	650	Cumulative Figure		A further 33 participants have signed up, the delay was due to some facilities not providing the figures initially. This has improved results but is still short of targets sets
QC HH 151 Number of homeless households living in temporary accommodation at the end of the quarter.	trend only	22	none set			At the end of September 2018 the council had 22 households in temporary accommodation . The council's temporary accommodation hostel had 11 out of 12 flats occupied. The twelfth flat is undergoing major repairs. Six households were in B&B. Five were single person households unsuitable for the hostel. Four households were in temporary supported accommodation and one was in longer term private leased self contained accommodation.
HC HH 148 Number of applicants on the housing register		2057	None Set			At the end of September 2018 there were 2,057 households on the Housing Register. This is broken down by property size required as follows: 1 bed need - 1,078; 2 bed need - 645; 3 bed need - 276; 4+ bed need - 58. The number of households on the Housing Register is similar to that at beginning of April 2018. The net change of 10 additional households being the difference between households being housed, applications not being renewed and new applications being accepted onto the Housing Register.

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QC HH 150 Number of prevented homeless applications		155	100	Cumulative Figure		By the end of the second quarter of 2018/19 the Housing Service prevented a total of 155 households becoming homeless. This is above the target for the second quarter. This was achieved by a variety of housing options including the provision of housing advice to relieve homelessness or securing alternative accommodation through an offer of accommodation from the council's housing register, a referral to supported accommodation or by actively assisting applicants secure accommodation through the private sector with the council's rent deposit offer.
<b>Service: Revs &amp; Bens</b>						
MC RB 181 Time taken to process Housing Benefit new claims and change events.		9.03	10 days	↓		Current Figures are well within targets
<b>Directorate Enhance the quality of people's lives</b>						
<b>Service: Health &amp; Housing</b>						
QC HH 149C % of Affordable homes delivered on section 106 developments in Towns against an annual 40% cumulative Planning Policy target	trend only	32%	N/A	↑		New affordable homes from four Section 106 schemes were handed over by the end of Qtr2 . The completed schemes had a total of 314 new homes of which 101 were affordable which is 32% of the total new homes. This is below the policy target of 40% for the towns. Two of the schemes were policy compliant and 2 achieved 21% and 24% affordable homes respectively. Both schemes were under policy following viability assessments which were agreed at Development Control Committee.

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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																																							
QC HH 149D % of Affordable homes delivered on section 106 developments in Villages	trend only	29%	none set		<p>QC HH 149D % of Affordable homes delivered on section 106 developments in villages</p> <table border="1"> <caption>QC HH 149D % of Affordable homes delivered</caption> <thead> <tr> <th>Quarter</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2016/17</td><td>0</td><td>25</td></tr> <tr><td>Q2 2016/17</td><td>0</td><td>25</td></tr> <tr><td>Q3 2016/17</td><td>0</td><td>25</td></tr> <tr><td>Q4 2016/17</td><td>0</td><td>25</td></tr> <tr><td>Q1 2017/18</td><td>0</td><td>25</td></tr> <tr><td>Q2 2017/18</td><td>0</td><td>25</td></tr> <tr><td>Q3 2017/18</td><td>0</td><td>25</td></tr> <tr><td>Q4 2017/18</td><td>0</td><td>25</td></tr> <tr><td>Q1 2018/19</td><td>0</td><td>25</td></tr> <tr><td>Q2 2018/19</td><td>0</td><td>25</td></tr> <tr><td>Q3 2018/19</td><td>29</td><td>25</td></tr> <tr><td>Q4 2018/19</td><td>29</td><td>25</td></tr> </tbody> </table>	Quarter	Actual (%)	Target (%)	Q1 2016/17	0	25	Q2 2016/17	0	25	Q3 2016/17	0	25	Q4 2016/17	0	25	Q1 2017/18	0	25	Q2 2017/18	0	25	Q3 2017/18	0	25	Q4 2017/18	0	25	Q1 2018/19	0	25	Q2 2018/19	0	25	Q3 2018/19	29	25	Q4 2018/19	29	25	Two new affordable homes from one Section 106 schemes were handed over in quarter 1 in a village. No schemes were handed over or due to handed over in Qtr2. The completed scheme had a total of 7 new homes of which 2 were affordable which is 29% of the total new homes and was therefore above the policy target of 25% for villages.
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Q1 2016/17	0	25																																											
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Q3 2018/19	29	25																																											
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QC HH 155 Number of affordable homes delivered (gross)		89	80	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)</caption> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q1 2016/17</td><td>0</td><td>80</td></tr> <tr><td>Q2 2016/17</td><td>0</td><td>80</td></tr> <tr><td>Q3 2016/17</td><td>0</td><td>80</td></tr> <tr><td>Q4 2016/17</td><td>0</td><td>80</td></tr> <tr><td>Q1 2017/18</td><td>15</td><td>80</td></tr> <tr><td>Q2 2017/18</td><td>51</td><td>80</td></tr> <tr><td>Q3 2017/18</td><td>82</td><td>80</td></tr> <tr><td>Q4 2017/18</td><td>82</td><td>80</td></tr> <tr><td>Q1 2018/19</td><td>31</td><td>80</td></tr> <tr><td>Q2 2018/19</td><td>89</td><td>80</td></tr> <tr><td>Q3 2018/19</td><td>88</td><td>80</td></tr> <tr><td>Q4 2018/19</td><td>88</td><td>80</td></tr> </tbody> </table>	Quarter	Actual	Target	Q1 2016/17	0	80	Q2 2016/17	0	80	Q3 2016/17	0	80	Q4 2016/17	0	80	Q1 2017/18	15	80	Q2 2017/18	51	80	Q3 2017/18	82	80	Q4 2017/18	82	80	Q1 2018/19	31	80	Q2 2018/19	89	80	Q3 2018/19	88	80	Q4 2018/19	88	80	On target
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<b>Service: Planning &amp; Building Control</b>																																													
MC PB 157A % Processing of planning applications dealt with in timely manner - Major applications (Majors under 13 weeks).		100.00%	60.00%		<p>MC PB 157A % Processing of planning applications dealt with in timely manner - Major applications (Majors under 13 weeks)</p> <table border="1"> <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>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>Apr 2018</td><td>100</td><td>60</td></tr> <tr><td>May 2018</td><td>100</td><td>60</td></tr> <tr><td>Jun 2018</td><td>100</td><td>60</td></tr> <tr><td>Jul 2018</td><td>100</td><td>60</td></tr> <tr><td>Aug 2018</td><td>100</td><td>60</td></tr> <tr><td>Sep 2018</td><td>100</td><td>60</td></tr> <tr><td>Oct 2018</td><td>100</td><td>60</td></tr> <tr><td>Nov 2018</td><td>100</td><td>60</td></tr> <tr><td>Dec 2018</td><td>100</td><td>60</td></tr> <tr><td>Jan 2019</td><td>100</td><td>60</td></tr> <tr><td>Feb 2019</td><td>100</td><td>60</td></tr> <tr><td>Mar 2019</td><td>100</td><td>60</td></tr> </tbody> </table>	Month	Actual (%)	Target (%)	Apr 2018	100	60	May 2018	100	60	Jun 2018	100	60	Jul 2018	100	60	Aug 2018	100	60	Sep 2018	100	60	Oct 2018	100	60	Nov 2018	100	60	Dec 2018	100	60	Jan 2019	100	60	Feb 2019	100	60	Mar 2019	100	60	2 out of 2 applications dealt with within a timely manner.
Month	Actual (%)	Target (%)																																											
Apr 2018	100	60																																											
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MC PB 157B % Processing of planning applications dealt with in timely manner- Minor applications (Others - under 8 weeks).		58.00%	80.00%	↓	<p>MC PB 157B % Processing of planning applications dealt with in timely manner- Minor applications (Others under 8 weeks).</p>	22 out of 38
MC PB 157C % Processing of planning applications dealt with in timely manner- Other applications (Others - under 8 weeks).		81.00%	90.00%	↓	<p>MC PB 157C % Processing of planning applications dealt with in timely manner- Other applications (Others under 8 weeks).</p>	79 out of 98
MC PB 205 % of site visits undertaken in relation to urgent cases within 2 workings days of 'start date'.		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>	No Urgent cases reported.

Service: Operations

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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
(E) MC OP 191 Residual household waste per household.	trend only	178kg	none set	Cumulative Figure		Latest results are August as figures come from HCC
(E)MC OP 192 % of household waste sent for reuse, recycling and composting.		53.24%	50%	↑		The recycling rate remains about the target but has dipped compared to the previous month. Garden waste was again lower than anticipated as a result of the very warm weather. This figure does include some estimates for paper as we are still confirming some of the collections. Latest results are from August as figures come from HCC
MC OP 2.2 - Waste: missed collections per 100,000 collections of household.		60.32	30	↑		Missed collections have increased on the previous month despite the trend of reductions. This is as a result of holidays and having to use agency staff whilst preparing for the phase 2. (Route optimization planned for 12 November)

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QC OP 2.4 Fly-tips: Time taken for removal (Latest figure Q1 18/19).		3.87 days	2.00 days	↑	<table border="1"> <caption>QC OP 2.4 Fly-tips: Time taken for removal</caption> <thead> <tr> <th>Quarter</th> <th>Time taken (days)</th> </tr> </thead> <tbody> <tr><td>Q1 2018/19</td><td>1.68</td></tr> <tr><td>Q2 2018/19</td><td>1.55</td></tr> <tr><td>Q3 2018/19</td><td>1.46</td></tr> <tr><td>Q4 2018/19</td><td>1.80</td></tr> <tr><td>Q1 2019/20</td><td>1.94</td></tr> <tr><td>Q2 2019/20</td><td>1.87</td></tr> <tr><td>Q3 2019/20</td><td>1.79</td></tr> <tr><td>Q4 2019/20</td><td>2.27</td></tr> <tr><td>Q1 2020/21</td><td>2.93</td></tr> <tr><td>Q2 2020/21</td><td>3.87</td></tr> </tbody> </table>	Quarter	Time taken (days)	Q1 2018/19	1.68	Q2 2018/19	1.55	Q3 2018/19	1.46	Q4 2018/19	1.80	Q1 2019/20	1.94	Q2 2019/20	1.87	Q3 2019/20	1.79	Q4 2019/20	2.27	Q1 2020/21	2.93	Q2 2020/21	3.87	The time taken to clear flytips on average is higher than the target. In some cases this is a result of jobs that take longer to clear for example larger flytips containing asbestos which need an external contractor. However it does appear that some of the flytips could have been cleared much sooner. It is in these circumstances that performance management is instigated and rectifications and defaults are applied for works not completed in time. This should ensure that the contractor works towards meeting this target.
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<b>Directorate</b> Enable a flourishing local economy																												
<b>Service:</b> Health & Housing																												
QC HH 184 % of food premises in the area which are broadly compliant with food hygiene law (Latest figure Q4 17/18).		95.00%	85.00%	→	<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>Percentage</th> </tr> </thead> <tbody> <tr><td>Q1 2018/19</td><td>90%</td></tr> <tr><td>Q2 2018/19</td><td>90%</td></tr> <tr><td>Q3 2018/19</td><td>90%</td></tr> <tr><td>Q4 2018/19</td><td>95%</td></tr> <tr><td>Q1 2019/20</td><td>95%</td></tr> <tr><td>Q2 2019/20</td><td>95%</td></tr> <tr><td>Q3 2019/20</td><td>95%</td></tr> <tr><td>Q4 2019/20</td><td>95%</td></tr> <tr><td>Q1 2020/21</td><td>95%</td></tr> <tr><td>Q2 2020/21</td><td>95%</td></tr> </tbody> </table>	Quarter	Percentage	Q1 2018/19	90%	Q2 2018/19	90%	Q3 2018/19	90%	Q4 2018/19	95%	Q1 2019/20	95%	Q2 2019/20	95%	Q3 2019/20	95%	Q4 2019/20	95%	Q1 2020/21	95%	Q2 2020/21	95%	2018/2019 Qtr 2 - Target exceeded. 95% of registered food businesses in East Herts are broadly compliant with food law; this represents 988 businesses.
Quarter	Percentage																											
Q1 2018/19	90%																											
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<b>Directorate</b> Supporting All Priorities																												
<b>Service:</b> Revs & Bens																												
MC RB 10.2 Council tax collection, % of current year liability collected.		56.20%	56.00%	→	<table border="1"> <caption>MC RB 10.2 Council tax collection, % of current year liability collected</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Apr</td><td>11.1%</td></tr> <tr><td>May</td><td>17.8%</td></tr> <tr><td>Jun</td><td>26.7%</td></tr> <tr><td>Jul</td><td>37.8%</td></tr> <tr><td>Aug</td><td>50.0%</td></tr> <tr><td>Sep</td><td>63.3%</td></tr> <tr><td>Oct</td><td>77.8%</td></tr> <tr><td>Nov</td><td>93.3%</td></tr> <tr><td>Dec</td><td>99.9%</td></tr> </tbody> </table>	Month	Percentage	Apr	11.1%	May	17.8%	Jun	26.7%	Jul	37.8%	Aug	50.0%	Sep	63.3%	Oct	77.8%	Nov	93.3%	Dec	99.9%	On target		
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MC RB 10.4 NNDR (Business rates) collection, % of current year liability collected.		57.10%	56.00%	Cumulative Figure		Business rate collection is over set target and is in a better position than this time last year (56.4% Sept 2017)
<b>Service: Human Resources</b>						
MC HR 12A Number of short-term sickness absence days per FTE staff in post		0.15 days	0.38 days	↓		S/T absence for the year so far = 1.54 (end of year target = 4.5)
MC HR 12B Number of long-term sickness absence days per FTE staff in post		0.30 days	0.17 days	↑		L/T absence for the year so far = 1.35 (end of year target = 2)  Over target this month due to a number of ongoing long term sickness cases which HR Officers are working on with Managers.
MC HR 12C Total number of sickness absence days per FTE staff in post		0.44 days	0.54 days	↓		Total absence for the year so far = 2.89 (end of year target = 6.5)
<b>Service: Democratic &amp; Legal Services</b>						

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MC DL 5.15 % of FOI cases closed in month that were closed within 20 working days or less		94.65%	90.00%	↑	<p>MC DL 5.15 % of FOI cases closed in month that were closed within 20 working days or less</p>	There were 56 cases closed in September, of which 53 were closed within 20 working days
<b>Service: Communications, Strategy &amp; Policy</b>						
(E)MC CSP 5.13A % Good Satisfaction (GovMetric) - Face to Face.		84%	80%	↑	<p>MC CSP 5.13A % Good Satisfaction (GovMetric) - Face to Face.</p>	There were 161 scores provided in September. 136 or 84% were positive with a further 9 average scores. There were 17 poor records.
(E)MC CSP 5.13B % Good Satisfaction (GovMetric) - Telephone.	N/A	N/A	90%	●	<p>MC CSP 5.13B % Good Satisfaction (GovMetric) - Telephone.</p>	There were no scores provided in September







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(E)MC CSP 5.13C % Good Satisfaction (GovMetric) - Website.		42%	50%	↓	<p>MC CSP 5.13C % Good Satisfaction (GovMetric) - Website.</p>	Scores were much higher this month than the previous month with 24 or 42% of scores being good. 9 or 16% of records are average with 24 of 42% being poor. Poor records, as is common, often continue to be unreflective of genuine improvement opportunity within the confines of the website.
QC CSP 5.1 % of complaints resolved in 14 days (10 working days) or less.		76.00%	70.00%	↑	<p>QC CSP 5.1 % of complaints resolved in 14 days (10 working days) or less.</p>	19 of 25 complaints were dealt with within 14 working days during Q2 which was the highest % value since Q4 of 16/17
QC CSP 5.2A % of complaints about the Council and its services that are upheld: 1st stage		43.50%	30.00%	↑	<p>QC CSP 5.2A % of complaints about the Council and its services that are upheld: 1st stage</p>	Of 23 complaints at stage 1, 10 were upheld. This meant our 30% target was exceeded. The majority of these complaints upheld were in waste services where there were many complaints about the time taken to receive replacement bins that had broken. The Council was having long standing supply issues which now being dealt with.
QC CSP 5.2B % of complaints about the Council and its services that are upheld: 2nd stage - appeal		0.00%	25.00%	↓	<p>QC CSP 5.2B % of complaints about the Council and its services that are upheld: 2nd stage - appeal</p>	There were 2 complaints at stage 2, neither of which were upheld.

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<b>Service:</b> Digital East Herts						
1a Volume & Proportion of Contacts by Email	New PI	3% - 542	Trend only	New PI	This is a new set of PIs we are using to measure how customers prefer to contact us and any trends over time. Many council actions encourage customers to contact us and make service requests on line as oppose to face to face. These PIs will tell us what kind of impact is being made	
1b Volume & Proportion of Contacts by F2F	New PI	28.4% - 5,030	Trend only	New PI		
1c Volume & Proportion of Contacts by Phone	New PI	62% - 10,705	Trend only	New PI		
1d Volume & Proportion of Contacts by Web Forms	New PI	6.6%- 1,160	Trend only	New PI		

**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