					Essential Reference Paper - 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
Directorate Improve the health & wellbeing of our communities						
Service: Health & Housing						
(E) QC HH 140 Number of over 50s participating in 'Forever Active' programme (Cumulative figure) (Calendar year results)		642	854	Cumulative Figure	QC HH 140 Number of over 50s participating in 'Forever Active' programme (Cumulative figure)	The provisional results show that there was a total of 196 new participants during the final 3 months of 2018 though there are still some centres that have not provided data to date so it is likely this value will increase.. As a total of 642, this has not met our target value.

Overall, however, FAEH exceeded 3 year Sport England target of 2,562 individuals by more than 100 people.

While Sport England and council funding for the Forever Active programme has finished, the programme in continuing - more than 80% of classes are still being delivered in village halls, community centres and churches.

As a result of this funding loss, forever active figures will no longer be monitored as a corporately reported indicator for the 2019/20 period |

Essential Reference Paper - 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
QC HH 151 Number of homeless households living in temporary accommodation at the end of the quarter.	trend only	21	none set		QC HH 151 Number of homeless households living in temporary accommodation at the end of the quarter.	At the end of December 2018 the council had 21 households in temporary accommodation . The council's temporary accommodation hostel had 11 out of 12 flats occupied. Five households were in B&B. Four were single person households unsuitable for the hostel and one was a household with a child waiting for a space in Refuge. Four single person households were in temporary supported accommodation for people with mental health conditions and one family household was in longer term private leased self contained accommodation.
QC HH 150 Number of prevented homeless applications		221	150	Cumulative Figure	QC HH 150 Number of homeless prevention cases across the year	the end of the third quarter of 2018/19 the Housing Service prevented a total of 221 households becoming homeless. This is above the target for the third 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.

Essential Reference Paper - 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**
MC RB 181 Time taken to process Housing Benefit new claims and change events.		7.89	10 days	⬇		Current Figures are well within targets
Directorate Enhance the quality of people's lives						
Service: Health & Housing						
QC HH 149C % of Affordable homes delivered on section 106 developments in Towns against an annual 40% cumulative Planning Policy target	trend only	38%	N/A	⬆		New affordable homes from five Section 106 schemes were handed over by the end of Qtr3 . The completed schemes had a total of 361 new homes of which 137 were affordable which is 38% of the total new homes. This is very slightly below the policy target of 40% for the towns. Three 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 Management Committee.
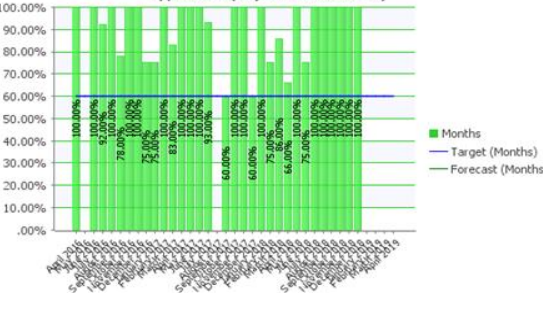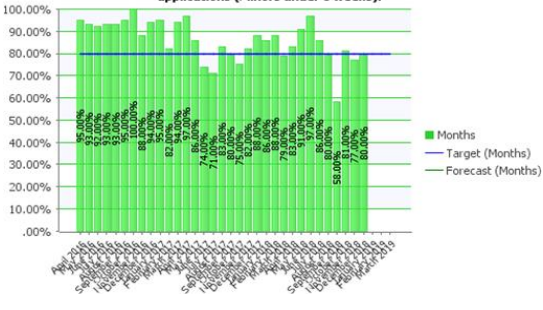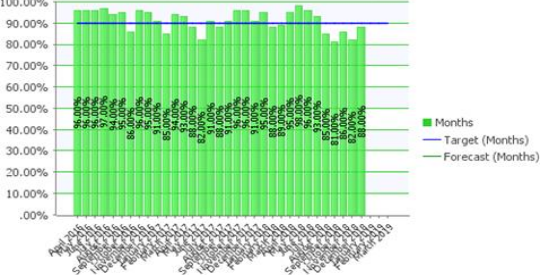
Essential Reference Paper - Performance Analysis (E is externally sourced)						
PI code and Name	Status	Latest Value	Current Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note
QC HH 149D % of Affordable homes delivered on section 106 developments in Villages	trend only	39%	none set	⬆		A total of twelve new affordable homes from two Section 106 schemes were handed over in quarter 1 and quarter 3 in two villages. No schemes were handed over or due to handed over in Qtr2. The completed schemes had a total of 31 new homes of which 12 were affordable which is 39% of the total new homes and was therefore above the policy target of 25% for villages.
QC HH 155 Number of affordable homes delivered (gross)		179	140	Cumulative Figure		A total of 179 new affordable homes (92 affordable rented homes and 87 shared ownership) were completed up to the end of the third quarter of 2018/19. This is on target to the programmed delivery due. The primary source of new affordable homes for 2018/19 is through Section 106 agreements between the council, developers and housing associations.

Service: Planning & Building Control

					Essential Reference Paper - 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
MC PB 157A % Processing of planning applications dealt with in timely manner - Major applications (Majors under 13 weeks).		100.00%	60.00%			2 out of 2 were within time limits
MC PB 157B % Processing of planning applications dealt with in timely manner- Minor applications (Others - under 8 weeks).		80.00%	80.00%			Figures improved on previous months 37 out of 46 applications within time limits
MC PB 157C % Processing of planning applications dealt with in timely manner- Other applications (Others - under 8 weeks).		88.00%	90.00%			104 out of 118. Improved performance, delivering very close to target

Essential Reference Paper - 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
MC PB 205 % of site visits undertaken in relation to urgent cases within 2 workings days of 'start date'.		100%	100%	N/A		No urgent cases opened in this period
Service: Operations						
(E) MC OP 191 Residual household waste per household.	trend only	326kg	none set	Cumulative Figure		Residual (black bin waste) is down 20kgs compared to the same time last year. This is the best position the figures have been in in the last 3 December periods of 2018,2017 and 2016
(E)MC OP 192 % of household waste sent for reuse, recycling and composting.		52.48%	50%			The recycling rate remains above target however it is typically in quarter 3 that we see recycling drop and garden waste reach its lowest tonnages.

PI code and Name	Status	Latest Value	Current Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note
MC OP 2.2 - Waste: missed collections per 100,000 collections of household.	(red)	44.38	30	(down arrow)	MC OP 2.2 Waste: missed collections per 100,000 collections of household.	Missed collection are down on the previous month as anticipated for December. Still not within target but this is still positive given the changes to crews and rounds that occurred in the middle of November. An increase in missed collections is anticipated for January as seasonally residents collections alter as a result of Christmas and New Year.
QC OP 2.4 Fly-tips: Time taken for removal (Latest figure Q4 17/18).	(red)	2.10 days	2.00 days	(down arrow)	QC OP 2.4 Fly-tips: Time taken for removal.	We are very pleased to report that the time to clear flytips has reduced. This is a combination of improved reporting and improved response times from the contractor. There is still work to do to meet targets set

Directorate Enable a flourishing local economy

Service: Health & Housing

Essential Reference Paper - 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
					Essential Reference Paper - Performance Analysis (E is externally sourced)	
QC HH 184 % of food premises in the area which are broadly compliant with food hygiene law (Latest figure Q4 17/18).		96.00%	85.00%	⬆		December 2018 - Target exceeded. 96% of registered food businesses in East Herts are broadly compliant with food law; this represents 997 businesses.
Directorate Supporting All Priorities						
Service: Revs & Bens						
MC RB 10.2 Council tax collection, % of current year liability collected.		83.10%	83.00%	Cumulative Figure		Above target though slightly lower than this time in 2017

PI code and Name	Status	Latest Value	Current Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note
Essential Reference Paper - Performance Analysis (E is externally sourced)						
MC RB 10.4 NNDR (Business rates) collection, % of current year liability collected.	(green)	85.60%	83.00%	Cumulative Figure	MC RB 10.4 NNDR (Business rates) collection, % of current year liability collected.	Business rate collection is over set target and is in a better position than this time last year (December 2017)
Service: Human Resources						
MC HR 12A Number of short-term sickness absence days per FTE staff in post	(green)	0.18 days	0.38 days	(down arrow)	MC HR 12A Number of short-term sickness absence days per FTE staff in post	S/T absence for the year so far = 2.43 (end of year target = 4.5)
MC HR 12B Number of long-term sickness absence days per FTE staff in post	(red)	0.25 days	0.17 days	(up arrow)	MC HR 12B Number of long-term sickness absence days per FTE staff in post	L/T absence for the year so far = 2.17 (end of year target = 2). Over target due to ongoing sickness cases which HR Officers are working on with Managers.

Essential Reference Paper - 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
MC HR 12C Total number of sickness absence days per FTE staff in post		0.43 days	0.54 days			Total absence for the year so far = 4.59 (end of year target = 6.5)
Service: Democratic & Legal Services						
MC DL 5.15 % of FOI cases closed in month that were closed within 20 working days or less		97.73%	90.00%			There were 44 cases during December, of which one was overdue
Service: Communications, Strategy & Policy						

PI code and Name	Status	Latest Value	Current Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note
					Essential Reference Paper - Performance Analysis (E is externally sourced)	
(E)MC CSP 5.13A % Good Satisfaction (GovMetric) - Face to Face.		84%	80%		MC CSP 5.13A % Good Satisfaction (GovMetric) - Face to Face.	80 entries were recorded in December, 67 of which were positive. A further 3 were average.
(E)MC CSP 5.13B % Good Satisfaction (GovMetric) - Telephone.	N/A	N/A	90%		MC CSP 5.13B % Good Satisfaction (GovMetric) - Telephone.	There were no scores provided in December
(E)MC CSP 5.13C % Good Satisfaction (GovMetric) - Website.		32%	35%		MC CSP 5.13C % Good Satisfaction (GovMetric) - Website.	Scores in December continued to fall despite continuously reviewing the website. There were some comments that we were able to act on and these improvements have been made already. There were a great deal of comments where the information was there already but the customer did not see it and this may be considered in the event of designing of a new site as to how we make key links to pages and forms clearer.

Essential Reference Paper - 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
QC CSP 5.1 % of complaints resolved in 14 days (10 working days) or less.		68.75%	70.00%			There were much less formal complaints during Q3, totalling 16, in comparison to 25 and 23 for Q2 and Q1 respectively. The target at Q3 was marginally missed, achieving 69% against a 70% target. The small number of complaints and festive period have contributed to this score.
QC CSP 5.2A % of complaints about the Council and its services that are upheld: 1st stage		54.42%	30.00%			At stage 1, there were 13 complaints, of which 7 were upheld which is over set targets. Of the 7 upstage complaints, 5 were only partially upheld, meaning we only accepted elements of fault within the complaint
QC CSP 5.2B % of complaints about the Council and its services that are upheld: 2nd stage - appeal		33.00%	25.00%			There were 3 complaints at stage 2. Of these 3, one was partially upheld meaning the target set was missed.

Service: Digital East Herts

Essential Reference Paper - 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
1a Proportion & Volume of Contacts by Email (Customer Services as Proxy)	Trend only	2.37% - 381	none set	Movement on % ⬇		There were 381 emails during this quarter that were considered customer contact emails and that were not captured in an eform
1b Volume & Proportion of Contacts by F2F (Customer Services as Proxy)	Trend only	27.61% - 4,441	none set	Movement on % ⬇	**Q3 Customer Contact by Channel %** ■ Email ■ F2F ■ E-form ■ Phone 2% 28% 64% 6%	There were 4,441 visits during Q3
1c Volume & Proportion of Contacts by Phone (Customer Services as Proxy)	Trend only	64.35% - 10,348	none set	Movement on % ⬆		There were 10,348 answered calls during Q3
1d Volume & Proportion of Contacts by Web Forms (Customer Services as Proxy)	Trend only	5.67% - 912	none set	Movement on % ⬆		There were 912 general enquiry forms filled in in Q3. There has been a general decline in people filling in this particular form as there is better signposting to other forms prior to filling this form out

Essential Reference Paper - 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

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