
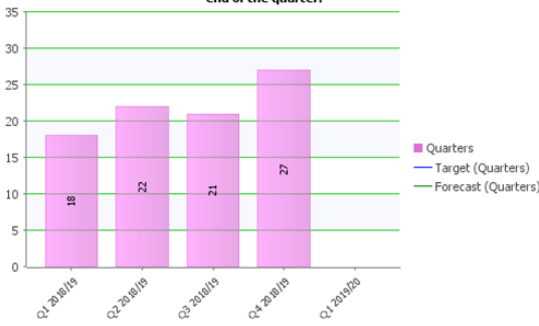

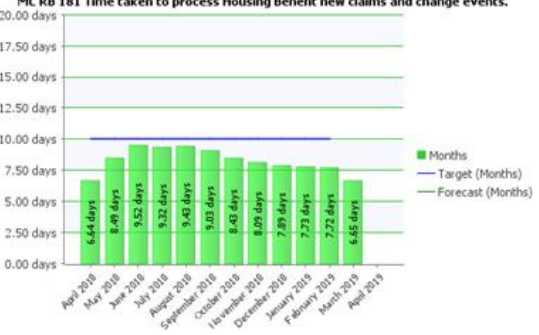



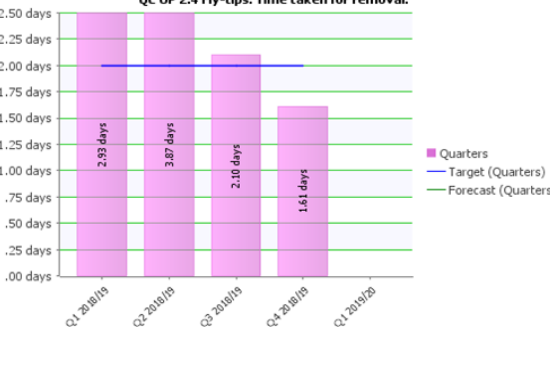
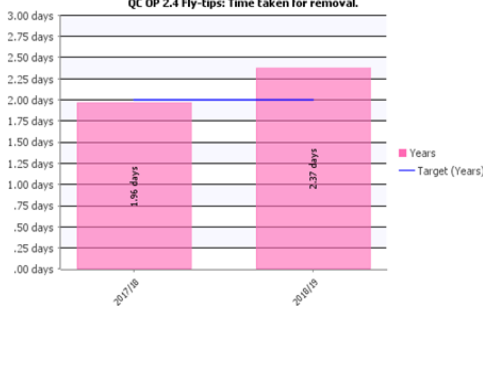

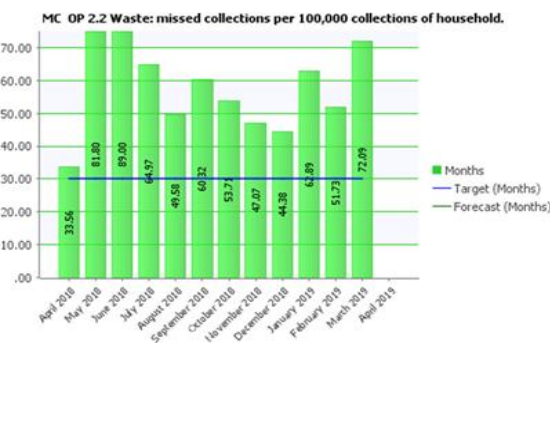

PI Name	Latest Value (Annual Tar)	Target (annual target)	(+/-) since last	Short term Performance Trend	Long Term Performance Trend	Notes																		
Priority 1 - People (5 Indicators)																								
Service Area Health and Housing																								
QC HH 140 Number of over 50s participating in 'Forever Active' programme (Cumulative figure)	N/A	N/A	N/A	<p>QC HH 140 Number of over 50s participating in 'Forever Active' programme (Cumulative figure)</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2018/19</td> <td>193</td> <td>~300</td> </tr> <tr> <td>Q2 2018/19</td> <td>311</td> <td>~500</td> </tr> <tr> <td>Q3 2018/19</td> <td>446</td> <td>~650</td> </tr> <tr> <td>Q4 2018/19</td> <td>642</td> <td>~850</td> </tr> <tr> <td>Q1 2019/20</td> <td>-</td> <td>~1050</td> </tr> </tbody> </table>	Quarter	Actual	Target	Q1 2018/19	193	~300	Q2 2018/19	311	~500	Q3 2018/19	446	~650	Q4 2018/19	642	~850	Q1 2019/20	-	~1050	N/A	As discussed during Q3 results, this two year program was being monitored by the conventional year rather than the financial year and the funding has ceased. The majority of classes are now self sufficient and has been an overwhelming success, exceeding set target by over 100 people
Quarter	Actual	Target																						
Q1 2018/19	193	~300																						
Q2 2018/19	311	~500																						
Q3 2018/19	446	~650																						
Q4 2018/19	642	~850																						
Q1 2019/20	-	~1050																						
HC HH 148 Number of applicants on the housing register	2,016	trend only	↓	<p>HC HH 148 Number of applicants on the housing register</p> <table border="1"> <thead> <tr> <th>Half Year</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>H1 2018/19</td> <td>2,057</td> <td>~2,000</td> </tr> <tr> <td>H2 2018/19</td> <td>2,016</td> <td>~2,000</td> </tr> <tr> <td>H1 2019/20</td> <td>-</td> <td>~2,000</td> </tr> </tbody> </table>	Half Year	Actual	Target	H1 2018/19	2,057	~2,000	H2 2018/19	2,016	~2,000	H1 2019/20	-	~2,000	N/A	At the end of March 2019 there were 2,016 households on the Housing Register. This is broken down by property size required as follows: 1 bed need - 1,020; 2 bed need - 644; 3 bed need - 294; 4+ bed need - 58. The net change of households being the difference between households being housed, applications not being renewed and new applications being accepted onto the Housing Register. The profile of the size of the properties required is broadly the same with one and bedroom homes being the greatest need.						
Half Year	Actual	Target																						
H1 2018/19	2,057	~2,000																						
H2 2018/19	2,016	~2,000																						
H1 2019/20	-	~2,000																						

PI Name	Latest Value (Annual Tar)	Target (annual target)	(+/-) since last	Short term Performance Trend	Long Term Performance Trend	Notes																
QC HH 150 Number of homeless prevention cases across the year	277	200	N/A	<p style="text-align: center;">QC HH 150 Number of homeless prevention cases across the year</p> <table border="1"> <caption>QC HH 150 Number of homeless prevention cases across the year</caption> <thead> <tr> <th>Quarter</th> <th>Actual Cases</th> <th>Target (Quarters)</th> <th>Forecast (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2018/19</td> <td>55</td> <td>~55</td> <td>~55</td> </tr> <tr> <td>Q2 2018/19</td> <td>221</td> <td>~150</td> <td>~150</td> </tr> <tr> <td>Q4 2018/19</td> <td>277</td> <td>~200</td> <td>~200</td> </tr> </tbody> </table>	Quarter	Actual Cases	Target (Quarters)	Forecast (Quarters)	Q1 2018/19	55	~55	~55	Q2 2018/19	221	~150	~150	Q4 2018/19	277	~200	~200	N/A	<p>By the end of the fourth quarter of 2018/19 the Housing Service prevented a total of 277 households becoming homeless. This is 77 households above the target for the year. 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.</p>
Quarter	Actual Cases	Target (Quarters)	Forecast (Quarters)																			
Q1 2018/19	55	~55	~55																			
Q2 2018/19	221	~150	~150																			
Q4 2018/19	277	~200	~200																			

PI Name	Latest Value (Annual Tar)	Target (annual target)	(+/-) since last	Short term Performance Trend	Long Term Performance Trend	Notes
QC HH 151 Number of homeless households living in temporary accommodation at the end of the quarter.	27	trend only		<p>QC HH 151 Number of homeless households living in temporary accommodation at the end of the quarter.</p> 	N/A	<p>At the end of March 2019 the council had 27 households in temporary accommodation . The council's temporary accommodation hostel had all 12 flats occupied. Six households were in B&B. Four were single person households unsuitable for the hostel and two were households with children waiting for a space in our hostel. Six single person households were in temporary supported accommodation for people with mental health conditions and three households were in longer term private leased self contained accommodation.</p>
Service Area Revenues and Benefits						
MC RB 181 Time taken to process Housing Benefit new claims and change events.	7.63	10.00 days		<p>MC RB 181 Time taken to process Housing Benefit new claims and change events.</p> 	N/A	<p>By the end of the year, time taken to process housing benefit had dropped dramatically</p>

PI Name	Latest Value (Annual Tar)	Target (annual target)	(+/-) since last	Short term Performance Trend	Long Term Performance Trend	Notes																																		
Priority 2 - Place (15 Indicators)																																								
Service Area - Planning & Building Control																																								
MC PB 205 % of site visits undertaken in relation to urgent cases within 2 workings days of 'start date'.	N/A (100%)	100%	N/A	<p>MC PB 205 % of site visits undertaken in relation to urgent cases within 2 workings days of 'start date'.</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>0%</td></tr> <tr><td>May 2018</td><td>0%</td></tr> <tr><td>June 2018</td><td>0%</td></tr> <tr><td>July 2018</td><td>100%</td></tr> <tr><td>August 2018</td><td>100%</td></tr> <tr><td>September 2018</td><td>100%</td></tr> <tr><td>October 2018</td><td>0%</td></tr> <tr><td>November 2018</td><td>0%</td></tr> <tr><td>December 2018</td><td>0%</td></tr> <tr><td>January 2019</td><td>0%</td></tr> <tr><td>February 2019</td><td>0%</td></tr> <tr><td>March 2019</td><td>0%</td></tr> <tr><td>April 2019</td><td>0%</td></tr> </tbody> </table>	Month	Performance (%)	April 2018	0%	May 2018	0%	June 2018	0%	July 2018	100%	August 2018	100%	September 2018	100%	October 2018	0%	November 2018	0%	December 2018	0%	January 2019	0%	February 2019	0%	March 2019	0%	April 2019	0%	<p>MC PB 205 % of site visits undertaken in relation to urgent cases within 2 workings days of 'start date'.</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr><td>2017/18</td><td>100%</td></tr> <tr><td>2018/19</td><td>100%</td></tr> </tbody> </table>	Year	Performance (%)	2017/18	100%	2018/19	100%	For the first three months there were no site visits done. There were several months during this year where this was the case. For the months where there was, all visits were taken within set time frames.
Month	Performance (%)																																							
April 2018	0%																																							
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2018/19	100%																																							
MC PB 157A % Processing of planning applications dealt with in timely manner - Major applications (Majors under 13 weeks)	N/A (91%)	60.0%	N/A	<p>MC PB 157A % Processing of planning applications dealt with in timely manner - Major applications (Majors under 13 weeks)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>66.00%</td></tr> <tr><td>May 2018</td><td>100.00%</td></tr> <tr><td>June 2018</td><td>75.00%</td></tr> <tr><td>July 2018</td><td>100.00%</td></tr> <tr><td>August 2018</td><td>100.00%</td></tr> <tr><td>September 2018</td><td>100.00%</td></tr> <tr><td>October 2018</td><td>100.00%</td></tr> <tr><td>November 2018</td><td>100.00%</td></tr> <tr><td>December 2018</td><td>100.00%</td></tr> <tr><td>January 2019</td><td>100.00%</td></tr> <tr><td>February 2019</td><td>100.00%</td></tr> <tr><td>March 2019</td><td>100.00%</td></tr> <tr><td>April 2019</td><td>0%</td></tr> </tbody> </table>	Month	Performance (%)	April 2018	66.00%	May 2018	100.00%	June 2018	75.00%	July 2018	100.00%	August 2018	100.00%	September 2018	100.00%	October 2018	100.00%	November 2018	100.00%	December 2018	100.00%	January 2019	100.00%	February 2019	100.00%	March 2019	100.00%	April 2019	0%	<p>MC PB 157A % Processing of planning applications dealt with in timely manner - Major applications (Majors under 13 weeks)</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr><td>2017/18</td><td>83.00%</td></tr> <tr><td>2018/19</td><td>91.00%</td></tr> </tbody> </table>	Year	Performance (%)	2017/18	83.00%	2018/19	91.00%	There were 0 applications processed during March but in terms of a trend, targets have been exceeded every month and our annual position is better than in 2017/18
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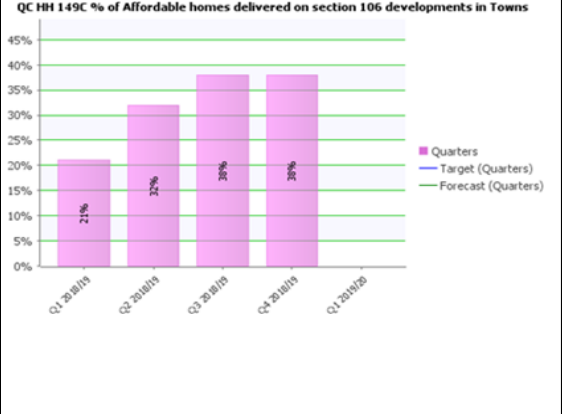

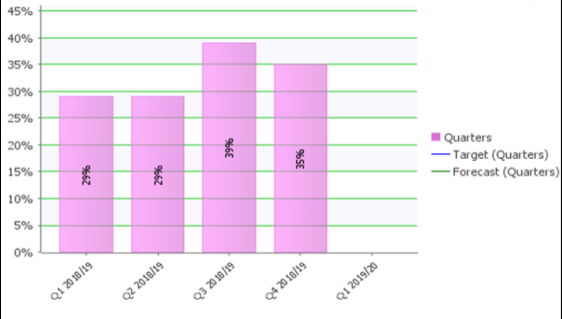
PI Name	Latest Value (Annual Tar)	Target (annual target)	(+/-) since last	Short term Performance Trend	Long Term Performance Trend	Notes
MC PB 157B % Processing of planning applications dealt with in timely manner- Minor applications (Minors under 8 weeks).	(87%) 79%	80.0%		<p>MC PB 157B % Processing 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>	33 of 38 applications were dealt with within time frames. This was a major improvements on previous months. The annual figures show a slight drop on the previous year but this is now expected to improve in the future as there had been vacancy issues at points throughout the year
MC PB 157C % Processing of planning applications dealt with in timely manner- Other applications (Others under 8 weeks).	90% (88%)	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>	101 out of 112 during this month. This is the first month in many where the set target has been met. 2017/18 figures are slightly better than this year but there have been vacancy issues which looks to be resolved
Service Area Operations						


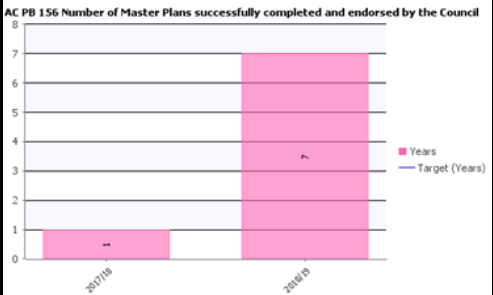
PI Name	Latest Value (Annual Tar)	Target (annual target)	(+/-) since last	Short term Performance Trend	Long Term Performance Trend	Notes
QC OP 2.4 Fly tips: Time taken for removal.	1.61 (2.37)	2.00 days		<p>QC OP 2.4 Fly-tips: Time taken for removal.</p> 	<p>QC OP 2.4 Fly-tips: Time taken for removal.</p> 	<p>Time taken to remove has gradually reduced over the year and coincides with the implementation of new shared waste contract which took some time to get up to speed. As a result, the annual figure is worse than last year but over the short term, this is an improving picture</p>
MC OP 2.2 Waste: missed collections per 100,000 collections of household.	72.09 (58.80)	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 missed collections has risen during March. Across the year, the missed bin rate has fluctuated with the implementation of a shared waste contract with a new contractor in May 2018 which has meant a change in the way that crews operate. There is lots of work being conducted in tackling this issue and it is anticipated that the indicator will fall inline with set targets in due course.</p>




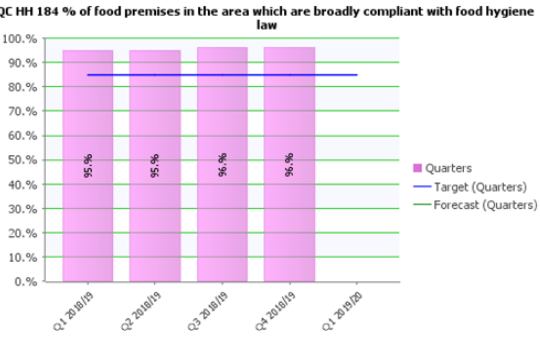
PI Name	Latest Value (Annual Tar)	Target (annual target)	(+/-) since last	Short term Performance Trend	Long Term Performance Trend	Notes
MC OP 191 Residual household waste per household.	401kg	trend only	N/A	<p>MC OP 191 Residual household waste per household.</p>	<p>MC OP 191 Residual household waste per household.</p>	Latest figures available in February show a reduction year on year of 22kg per household which is a good reduction
MC OP 192 % of household waste sent for reuse, recycling and composting.	50.32%	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>	Latest figures available in February show a reduction on the % recycling rate on the previous month but a slightly better % value than this time last year (50.07%)

PI Name	Latest Value (Annual Tar)	Target (annual target)	(+/-) since last	Short term Performance Trend	Long Term Performance Trend	Notes									
AC OP 195a Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter	N/A	2.00%	N/A	N/A	<p>AC OP 195A Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter</p> <table border="1"> <caption>AC OP 195A Litter Data</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>~2.8</td> <td>2.00</td> </tr> <tr> <td>2018/19</td> <td>-</td> <td>2.00</td> </tr> </tbody> </table>	Year	Value (%)	Target (%)	2017/18	~2.8	2.00	2018/19	-	2.00	Due to the moved to a shared waste service and contract mobilisation these inspections have not been completed. Streets have been inspected and monitored but not as per this PI
Year	Value (%)	Target (%)													
2017/18	~2.8	2.00													
2018/19	-	2.00													
AC OP 195b Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus	N/A	7%	N/A	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>AC OP 195B Detritus Data</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>~7.5</td> <td>7</td> </tr> <tr> <td>2018/19</td> <td>-</td> <td>7</td> </tr> </tbody> </table>	Year	Value (%)	Target (%)	2017/18	~7.5	7	2018/19	-	7	Due to the moved to a shared waste service and contract mobilisation these inspections have not been completed. Streets have been inspected and monitored but not as per this PI
Year	Value (%)	Target (%)													
2017/18	~7.5	7													
2018/19	-	7													
Service Area Health & Housing															

PI Name	Latest Value (Annual Tar)	Target (annual target)	(+/-) since last	Short term Performance Trend	Long Term Performance Trend	Notes																								
QC HH 155 Number of affordable homes delivered (gross)	221	200	N/A	<p>QC HH 155 Number of affordable homes delivered (gross)</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Actual (Quarters)</th> <th>Target (Quarters)</th> <th>Forecast (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2018/19</td> <td>31</td> <td>35</td> <td>35</td> </tr> <tr> <td>Q2 2018/19</td> <td>86</td> <td>70</td> <td>70</td> </tr> <tr> <td>Q3 2018/19</td> <td>179</td> <td>105</td> <td>105</td> </tr> <tr> <td>Q4 2018/19</td> <td>221</td> <td>140</td> <td>140</td> </tr> <tr> <td>Q1 2019/20</td> <td>-</td> <td>140</td> <td>140</td> </tr> </tbody> </table>	Quarter	Actual (Quarters)	Target (Quarters)	Forecast (Quarters)	Q1 2018/19	31	35	35	Q2 2018/19	86	70	70	Q3 2018/19	179	105	105	Q4 2018/19	221	140	140	Q1 2019/20	-	140	140	N/A	<p>A total of 221 new affordable homes (116 affordable rented homes and 105 shared ownership) were completed up to the end of the fourth of 2018/19. This is significantly above the target of 140 new affordable homes for 2018/19 and is the highest number of affordable homes completed in a single year in the district since 2006/07. The primary source of new affordable homes for 2018/19 is through Section 106 agreements between the council, developers and housing associations.</p>
Quarter	Actual (Quarters)	Target (Quarters)	Forecast (Quarters)																											
Q1 2018/19	31	35	35																											
Q2 2018/19	86	70	70																											
Q3 2018/19	179	105	105																											
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PI Name	Latest Value (Annual Tar)	Target (annual target)	(+/-) since last	Short term Performance Trend	Long Term Performance Trend	Notes												
QC HH 149C % of Affordable homes delivered on section 106 developments in Towns	38%	trend only		<p>QC HH 149C % of Affordable homes delivered on section 106 developments in Towns</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>% of Affordable homes delivered</th> </tr> </thead> <tbody> <tr> <td>Q1 2018/19</td> <td>21%</td> </tr> <tr> <td>Q2 2018/19</td> <td>32%</td> </tr> <tr> <td>Q3 2018/19</td> <td>38%</td> </tr> <tr> <td>Q4 2018/19</td> <td>38%</td> </tr> <tr> <td>Q1 2019/20</td> <td>38%</td> </tr> </tbody> </table>	Quarter	% of Affordable homes delivered	Q1 2018/19	21%	Q2 2018/19	32%	Q3 2018/19	38%	Q4 2018/19	38%	Q1 2019/20	38%	N/A	<p>New affordable homes from five Section 106 schemes in towns were handed over by the end of Qtr4 . 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 Control Committee.</p>
Quarter	% of Affordable homes delivered																	
Q1 2018/19	21%																	
Q2 2018/19	32%																	
Q3 2018/19	38%																	
Q4 2018/19	38%																	
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QC HH 149D % of Affordable homes delivered on section 106 developments in villages	35%	trend only		<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 on section 106 developments in villages</caption> <thead> <tr> <th>Quarter</th> <th>% of Affordable homes delivered</th> </tr> </thead> <tbody> <tr> <td>Q1 2018/19</td> <td>29%</td> </tr> <tr> <td>Q2 2018/19</td> <td>29%</td> </tr> <tr> <td>Q3 2018/19</td> <td>39%</td> </tr> <tr> <td>Q4 2018/19</td> <td>35%</td> </tr> <tr> <td>Q1 2019/20</td> <td>35%</td> </tr> </tbody> </table>	Quarter	% of Affordable homes delivered	Q1 2018/19	29%	Q2 2018/19	29%	Q3 2018/19	39%	Q4 2018/19	35%	Q1 2019/20	35%	N/A	<p>A total of 33 new affordable homes from six Section 106 village schemes were handed over by the end of quarter 4 . The completed schemes had a total of 105 new homes of which 33 were affordable which is 35% of the total new homes and was therefore above the policy target of 25% for villages.</p>
Quarter	% of Affordable homes delivered																	
Q1 2018/19	29%																	
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Service Area - Planning & Building Control																		

PI Name	Latest Value (Annual Tar)	Target (annual target)	(+/-) since last	Short term Performance Trend	Long Term Performance Trend	Notes									
AC PB 156 Number of Master Plans successfully completed and endorsed by the Council	7	trend only		N/A	 <p>AC PB 156 Number of Master Plans successfully completed and endorsed by the Council</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Actual (Years)</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>1</td> <td>7</td> </tr> <tr> <td>2018/19</td> <td>7</td> <td>7</td> </tr> </tbody> </table>	Year	Actual (Years)	Target (Years)	2017/18	1	7	2018/19	7	7	<p>The following Master Plans have now been completed and endorsed by Council:</p> <ul style="list-style-type: none"> SAWB2 - North of West Road, Sawbridgeworth - endorsed by Council on 25 July 2018 SAWB3 - South of West Road, Sawbridgeworth - endorsed by Council on 25 July 2018 BISH5 - Bishop's Stortford South - endorsed by Council on 25 July 2018 EOS1 - East of Stevenage - endorsed by Council on 17 October 2018 HERT2 - Mead Lane Area, Hertford - endorsed by Council on 19 December 2018 HERT3 - North of Welwyn Road, Hertford - endorsed by Council on 5 March 2019 HERT3 - South of Welwyn Road, Hertford - endorsed by Council on 5 March 2019
Year	Actual (Years)	Target (Years)													
2017/18	1	7													
2018/19	7	7													



PI Name	Latest Value (Annual Tar)	Target (annual target)	(+/-) since last	Short term Performance Trend	Long Term Performance Trend	Notes
AC PB 158 Years of Housing Land Supply available to build on	5.8 (2017/18)	5		N/A		The 2017/2018 AMR shows that the Council can demonstrate land supply to deliver 5.8 years of deliverable housing sites. This value is above policy target although 18/19 values are not currently available as operates a year in arrears
Priority 3 - Business (15 Indicators)						
Service Area: Health & Housing						
QC HH 184 % of food premises in the area which are broadly compliant with food hygiene law	96%	85%			N/A	2018/2019 Qtr 4 - Target exceeded. 96% of registered food businesses in East Herts are broadly compliant with food law; this represents 1015 businesses.
Service Area - Communications Strategy & Policy						


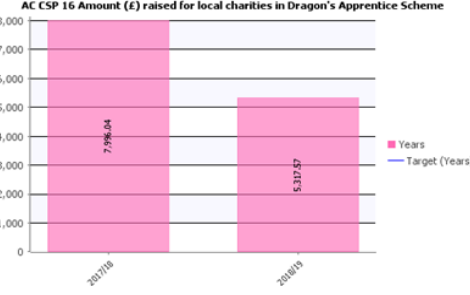
PI Name	Latest Value (Annual Tar)	Target (annual target)	(+/-) since last	Short term Performance Trend	Long Term Performance Trend	Notes
AC CSP 13.1 Total number of businesses using the Launchpad facility (target: 30) October Annually	48	30	N/A	N/A	<p data-bbox="1234 384 1713 416">AC CSP 13.1 Total number of businesses using the Launchpad facility (target: 30) October Annually</p> 	<p data-bbox="1727 459 2078 619">Figures reported annually from October, for the first 6 months from October 17 - March 2018, there were 48 businesses. In October, the 18/19 figures will be available</p>
AC CSP 13.2 Number of businesses using the Launchpad facility for more than 3 months (October Annually)	74	20	N/A	N/A	<p data-bbox="1234 722 1713 754">AC CSP 13.2 Number of businesses using the Launchpad facility for more than 3 months (October Annually)</p> 	<p data-bbox="1727 858 2078 954">For the first full year (October 17 to October 18), 74 businesses had used Launchpad for over 3 months</p>

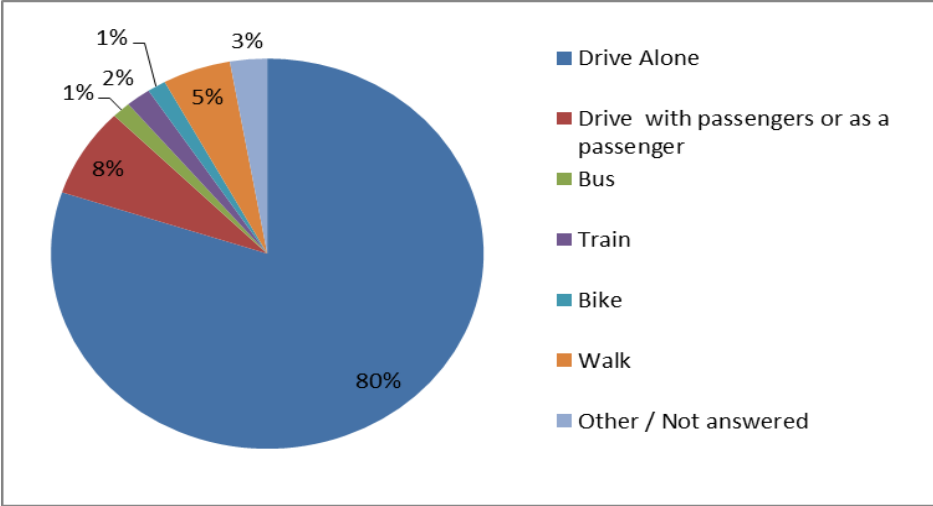
PI Name	Latest Value (Annual Tar)	Target (annual target)	(+/-) since last	Short term Performance Trend	Long Term Performance Trend	Notes										
AC CSP 13.3 Total income from businesses using the Launchpad facility	£23,243	£20,000	↑	N/A	<p>AC CSP 13.3 Total income from businesses using the Launchpad 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>Income (£)</th> </tr> </thead> <tbody> <tr> <td>2016/17</td> <td>0</td> </tr> <tr> <td>2017/18</td> <td>3,152.00</td> </tr> <tr> <td>2018/19</td> <td>23,243.00</td> </tr> </tbody> </table>	Year	Income (£)	2016/17	0	2017/18	3,152.00	2018/19	23,243.00	£23,243 was generated in 2018/19		
Year	Income (£)															
2016/17	0															
2017/18	3,152.00															
2018/19	23,243.00															
AC CSP 14.1 Number of successful applications to the Business Rate Discount Grant Scheme	17	trend only	↑	N/A	<p>AC CSP 14.1 Number of successful applications to the Business Rate Discount Grant Scheme</p>  <table border="1"> <caption>AC CSP 14.1 Number of successful applications to the Business Rate Discount Grant Scheme</caption> <thead> <tr> <th>Year</th> <th>Number of Applications</th> </tr> </thead> <tbody> <tr> <td>2016/16</td> <td>0</td> </tr> <tr> <td>2016/17</td> <td>0</td> </tr> <tr> <td>2017/18</td> <td>11</td> </tr> <tr> <td>2018/19</td> <td>17</td> </tr> </tbody> </table>	Year	Number of Applications	2016/16	0	2016/17	0	2017/18	11	2018/19	17	Increase on last year
Year	Number of Applications															
2016/16	0															
2016/17	0															
2017/18	11															
2018/19	17															

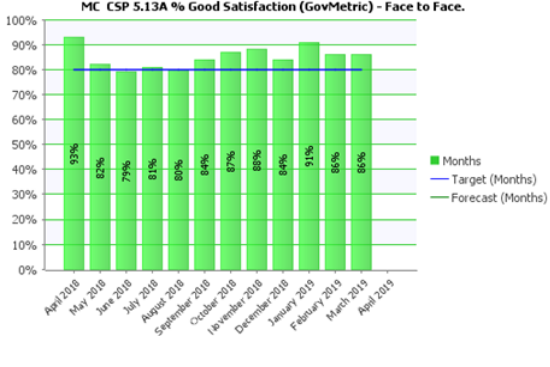
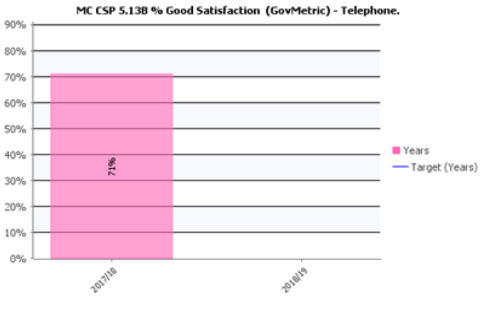
PI Name	Latest Value (Annual Tar)	Target (annual target)	(+/-) since last	Short term Performance Trend	Long Term Performance Trend	Notes																											
AC CSP 14.2 Number of additional jobs created as a result of awarding the scheme	17	trend only		N/A	<p>AC CSP 14.2 Number of additional jobs created as a result of awarding the scheme</p>  <table border="1"> <caption>AC CSP 14.2 Data</caption> <thead> <tr> <th>Year</th> <th>Jobs Created</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>4</td> <td>0</td> </tr> <tr> <td>2018/19</td> <td>17</td> <td>0</td> </tr> </tbody> </table>	Year	Jobs Created	Target (Years)	2017/18	4	0	2018/19	17	0	Increase on last year																		
Year	Jobs Created	Target (Years)																															
2017/18	4	0																															
2018/19	17	0																															
AC CSP 14.3 Total value of visitor economy to East Herts	N/A	trend only	new indicator	N/A	<p>AC CSP 14.3 Total value of visitor economy to East Herts</p>  <table border="1"> <caption>AC CSP 14.3 Data</caption> <thead> <tr> <th>Year</th> <th>Value (£)</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr> <td>2013/13</td> <td>£252,500,000.00</td> <td>0</td> </tr> <tr> <td>2014/14</td> <td>£262,000,007.00</td> <td>0</td> </tr> <tr> <td>2015/15</td> <td>£274,354,000.00</td> <td>0</td> </tr> <tr> <td>2016/16</td> <td>£274,354,000.00</td> <td>0</td> </tr> <tr> <td>2017/17</td> <td>£274,354,000.00</td> <td>0</td> </tr> <tr> <td>2018/18</td> <td>£274,354,000.00</td> <td>0</td> </tr> <tr> <td>2019/19</td> <td>£274,354,000.00</td> <td>0</td> </tr> </tbody> </table>	Year	Value (£)	Target (Years)	2013/13	£252,500,000.00	0	2014/14	£262,000,007.00	0	2015/15	£274,354,000.00	0	2016/16	£274,354,000.00	0	2017/17	£274,354,000.00	0	2018/18	£274,354,000.00	0	2019/19	£274,354,000.00	0	Latest results for this indicator are from 2016/17 of £274,354,000. This is an increase of the 2015 study (£262,000,007) This survey is normally done every over year so will next be done for the period of 2018/19 with results expected next year			
Year	Value (£)	Target (Years)																															
2013/13	£252,500,000.00	0																															
2014/14	£262,000,007.00	0																															
2015/15	£274,354,000.00	0																															
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2017/17	£274,354,000.00	0																															
2018/18	£274,354,000.00	0																															
2019/19	£274,354,000.00	0																															
AC CSP 14.4 Total number of day trips and overnight trips to district	N/A	trend only	new indicator	N/A	<p>AC CSP 14.4 Total number of day trips and overnight trips to district</p>  <table border="1"> <caption>AC CSP 14.4 Data</caption> <thead> <tr> <th>Year</th> <th>Number of Trips</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr> <td>2012/12</td> <td>1,288,400</td> <td>0</td> </tr> <tr> <td>2013/13</td> <td>1,371,000</td> <td>0</td> </tr> <tr> <td>2014/14</td> <td>1,371,000</td> <td>0</td> </tr> <tr> <td>2015/15</td> <td>1,371,000</td> <td>0</td> </tr> <tr> <td>2016/16</td> <td>1,369,000</td> <td>0</td> </tr> <tr> <td>2017/17</td> <td>1,369,000</td> <td>0</td> </tr> <tr> <td>2018/18</td> <td>1,369,000</td> <td>0</td> </tr> <tr> <td>2019/19</td> <td>1,369,000</td> <td>0</td> </tr> </tbody> </table>	Year	Number of Trips	Target (Years)	2012/12	1,288,400	0	2013/13	1,371,000	0	2014/14	1,371,000	0	2015/15	1,371,000	0	2016/16	1,369,000	0	2017/17	1,369,000	0	2018/18	1,369,000	0	2019/19	1,369,000	0	Latest results for this indicator are from 2016/17 of £1,369,000. This is slight decrease of the 2015 study (£1371,000) This survey is normally done every over year so will next be done for the period of 2018/19 with results expected next year
Year	Number of Trips	Target (Years)																															
2012/12	1,288,400	0																															
2013/13	1,371,000	0																															
2014/14	1,371,000	0																															
2015/15	1,371,000	0																															
2016/16	1,369,000	0																															
2017/17	1,369,000	0																															
2018/18	1,369,000	0																															
2019/19	1,369,000	0																															

PI Name	Latest Value (Annual Tar)	Target (annual target)	(+/-) since last	Short term Performance Trend	Long Term Performance Trend	Notes						
AC CSP 14.5 Total number of jobs in district attributed to visitor economy	N/A	trend only	new indicator	N/A	<p>AC CSP 14.5 Total number of jobs in district attributed to visitor economy</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>4,914</td> </tr> <tr> <td>2016/17</td> <td>5,164</td> </tr> </tbody> </table>	Year	Value	2014/15	4,914	2016/17	5,164	Latest results for this indicator are from 2016/17 of £5,164. This is slight decrease of the 2015 study (4,914) This survey is normally done every over year so will next be done for the period of 2018/19 with results expected next year
Year	Value											
2014/15	4,914											
2016/17	5,164											
AC CSP 14.6 Number of Business awarded £ through the RDP programme	6	trend only	↔	N/A	<p>AC CSP 14.6 Number of Business awarded £ through the RDP programme</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>6</td> </tr> <tr> <td>2018/19</td> <td>6</td> </tr> </tbody> </table>	Year	Value	2017/18	6	2018/19	6	Same number of businesses awarded. This indicator will discontinue going forward as per the notes in the Performance Report
Year	Value											
2017/18	6											
2018/19	6											
AC CSP 14.7 - Amount of £ invested in East Herts through the RDP	£572,672	trend only	↑	N/A	<p>AC CSP 14.7 Amount of £ invested in East Herts through the RDP</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>166,672</td> </tr> <tr> <td>2018/19</td> <td>572,672</td> </tr> </tbody> </table>	Year	Value	2017/18	166,672	2018/19	572,672	The investment increased significantly across 18/19. This was topped up with private investment levied in totalling approx. £800,000 with a total rural investment in East Herts of £1.3m
Year	Value											
2017/18	166,672											
2018/19	572,672											



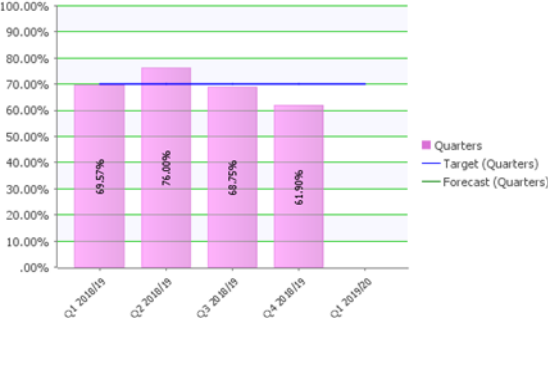
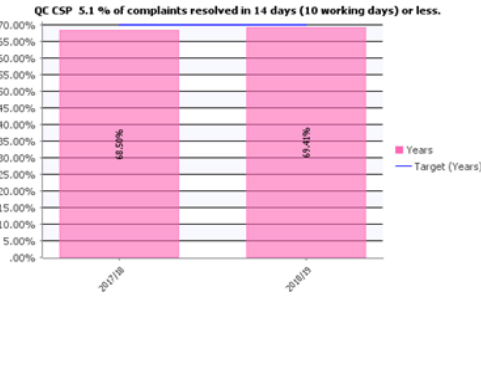
PI Name	Latest Value (Annual Tar)	Target (annual target)	(+/-) since last	Short term Performance Trend	Long Term Performance Trend	Notes
AC CSP 14.8 No. of new jobs in East Herts created through the RDP	4	trend only		N/A		<p>There were 4 jobs created directly out of the RDP program in 18/19 directly. The investment may lead to ability to be more sufficient and create more jobs as a result</p>


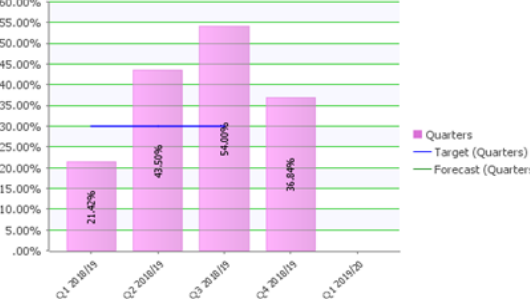
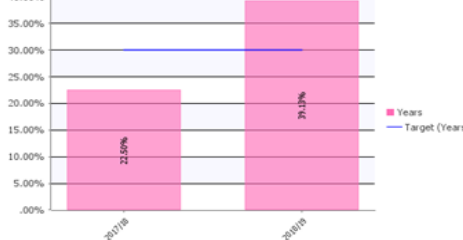

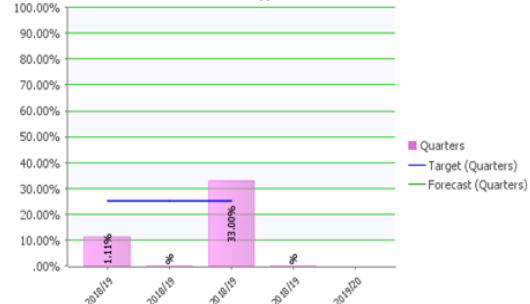
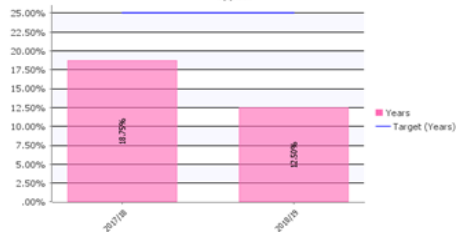
PI Name	Latest Value (Annual Tar)	Target (annual target)	(+/-) since last	Short term Performance Trend	Long Term Performance Trend	Notes						
AC CSP 16 Amount (£) raised for local charities in Dragon's Apprentice Scheme	£5,137.57	trend only		N/A	 <p>AC CSP 16 Amount (£) raised for local charities in Dragon's Apprentice Scheme</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Amount (£)</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>7,986.04</td> </tr> <tr> <td>2018/19</td> <td>5,137.57</td> </tr> </tbody> </table>	Year	Amount (£)	2017/18	7,986.04	2018/19	5,137.57	<p>This year 5 teams took part in the senior dragon's apprentice programme. They were Freman College (£1357 raised for the charity guiding lights, Dragon was Councillor Jeff Jones), Bishop's Stortford High School (£60 raised for Carers Connected, Dragon was Councillor Graham McAndrew), Simon Balle (£161 raised, Dragon was Councillor Jan Goodeve), Chauncy (£955 raised for the Southern Maltings) and Herts and Essex High School (£2778 raised). An award ceremony took place at the Southern Maltings on 18th March, presented by Cllr Suzanne Rutland-Barsby. Although less than the amount raised last year the programme continues to generate money for local causes and teach young people key business skills.</p>
Year	Amount (£)											
2017/18	7,986.04											
2018/19	5,137.57											

PI Name	Latest Value (Annual Tar)	Target (annual target)	(+/-) since last	Short term Performance Trend	Long Term Performance Trend	Notes																
AC CSP 17 Modal shift of East Herts staff commuting patterns	see chart	trend only	new indicator	 <table border="1" data-bbox="714 392 1644 900"> <caption>Modal Shift of East Herts Staff Commuting Patterns</caption> <thead> <tr> <th>Mode</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Drive Alone</td> <td>80%</td> </tr> <tr> <td>Drive with passengers or as a passenger</td> <td>8%</td> </tr> <tr> <td>Walk</td> <td>5%</td> </tr> <tr> <td>Other / Not answered</td> <td>3%</td> </tr> <tr> <td>Train</td> <td>1%</td> </tr> <tr> <td>Bike</td> <td>2%</td> </tr> <tr> <td>Bus</td> <td>1%</td> </tr> </tbody> </table>		Mode	Percentage	Drive Alone	80%	Drive with passengers or as a passenger	8%	Walk	5%	Other / Not answered	3%	Train	1%	Bike	2%	Bus	1%	<p>These were the figures for the survey conducted in July 2018 which forms a baseline. The last survey was done in 2009 and the figures had shown an increase in single use car journeys. Another survey will be run mid 2019 to see if the council's green travel plan has made an impact. This is against 2009 figures of; Car (alone) 80%, car sharing in anyway 1%, Bus 2%, Train 3%, Walking 10%, Bike 2%, other less than 1%. So whilst there have been good progress in encouraging car sharing, there have been declines in public transport options</p>
Mode	Percentage																					
Drive Alone	80%																					
Drive with passengers or as a passenger	8%																					
Walk	5%																					
Other / Not answered	3%																					
Train	1%																					
Bike	2%																					
Bus	1%																					
Supporting all Priorities (15 indicators)																						
Service Area - Communications Strategy & Policy																						

PI Name	Latest Value (Annual Tar)	Target (annual target)	(+/-) since last	Short term Performance Trend	Long Term Performance Trend	Notes																																		
MC CSP 5.13A % Good Satisfaction (GovMetric) - Face to Face.	86% (84%)	80%		 <p>MC CSP 5.13A % Good Satisfaction (GovMetric) - Face to Face.</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>93%</td></tr> <tr><td>May 2018</td><td>82%</td></tr> <tr><td>June 2018</td><td>75%</td></tr> <tr><td>July 2018</td><td>81%</td></tr> <tr><td>August 2018</td><td>80%</td></tr> <tr><td>September 2018</td><td>84%</td></tr> <tr><td>October 2018</td><td>87%</td></tr> <tr><td>November 2018</td><td>88%</td></tr> <tr><td>December 2018</td><td>84%</td></tr> <tr><td>January 2019</td><td>91%</td></tr> <tr><td>February 2019</td><td>86%</td></tr> <tr><td>March 2019</td><td>86%</td></tr> <tr><td>April 2019</td><td>86%</td></tr> </tbody> </table>	Month	Value (%)	April 2018	93%	May 2018	82%	June 2018	75%	July 2018	81%	August 2018	80%	September 2018	84%	October 2018	87%	November 2018	88%	December 2018	84%	January 2019	91%	February 2019	86%	March 2019	86%	April 2019	86%	 <p>MC CSP 5.13A % Good Satisfaction (GovMetric) - Face to Face.</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>2017/18</td><td>85%</td></tr> <tr><td>2018/19</td><td>84%</td></tr> </tbody> </table>	Year	Value (%)	2017/18	85%	2018/19	84%	102 or 86% of face to face scores were positive this month. Overall this indicator remains on target although there are marginal peaks and troughs through the year
Month	Value (%)																																							
April 2018	93%																																							
May 2018	82%																																							
June 2018	75%																																							
July 2018	81%																																							
August 2018	80%																																							
September 2018	84%																																							
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December 2018	84%																																							
January 2019	91%																																							
February 2019	86%																																							
March 2019	86%																																							
April 2019	86%																																							
Year	Value (%)																																							
2017/18	85%																																							
2018/19	84%																																							
MC CSP 5.13B % Good Satisfaction (GovMetric) - Telephone.	N/A (N/A%)	90%	N/A	 <p>MC CSP 5.13B % Good Satisfaction (GovMetric) - Telephone.</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>May 2018</td><td>100%</td></tr> </tbody> </table>	Month	Value (%)	May 2018	100%	 <p>MC CSP 5.13B % Good Satisfaction (GovMetric) - Telephone.</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>2017/18</td><td>71%</td></tr> </tbody> </table>	Year	Value (%)	2017/18	71%	This indicator will be removed for 2019/20 due to very little feedback ever provided via phone. We will look at the possibility of installing this Gov Metric Scoring system via email instead going forward																										
Month	Value (%)																																							
May 2018	100%																																							
Year	Value (%)																																							
2017/18	71%																																							

PI Name	Latest Value (Annual Tar)	Target (annual target)	(+/-) since last	Short term Performance Trend	Long Term Performance Trend	Notes																																		
MC CSP 5.13C % Good Satisfaction (GovMetric) - Website.	32%(36%)	50%	↑	<p style="text-align: center;">MC CSP 5.13C % Good Satisfaction (GovMetric) - Website.</p> <table border="1"> <caption>MC CSP 5.13C % Good Satisfaction (GovMetric) - Website (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>46%</td></tr> <tr><td>May 2018</td><td>41%</td></tr> <tr><td>June 2018</td><td>44%</td></tr> <tr><td>July 2018</td><td>48%</td></tr> <tr><td>August 2018</td><td>32%</td></tr> <tr><td>September 2018</td><td>42%</td></tr> <tr><td>October 2018</td><td>43%</td></tr> <tr><td>November 2018</td><td>36%</td></tr> <tr><td>December 2018</td><td>32%</td></tr> <tr><td>January 2019</td><td>32%</td></tr> <tr><td>February 2019</td><td>30%</td></tr> <tr><td>March 2019</td><td>32%</td></tr> <tr><td>April 2019</td><td>32%</td></tr> </tbody> </table>	Month	Value (%)	April 2018	46%	May 2018	41%	June 2018	44%	July 2018	48%	August 2018	32%	September 2018	42%	October 2018	43%	November 2018	36%	December 2018	32%	January 2019	32%	February 2019	30%	March 2019	32%	April 2019	32%	<p style="text-align: center;">MC CSP 5.13C % Good Satisfaction (GovMetric) - Website.</p> <table border="1"> <caption>MC CSP 5.13C % Good Satisfaction (GovMetric) - Website (Years)</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>2017/18</td><td>42%</td></tr> <tr><td>2018/19</td><td>36%</td></tr> </tbody> </table>	Year	Value (%)	2017/18	42%	2018/19	36%	<p>103 of 321 scores were positive which means the trend continues to fall.</p> <p>A new website with a new provider is due to launch in August and we envisage a major improvement in perception of our site and it will deliver on a number of key themes of frustration on our current website</p>
Month	Value (%)																																							
April 2018	46%																																							
May 2018	41%																																							
June 2018	44%																																							
July 2018	48%																																							
August 2018	32%																																							
September 2018	42%																																							
October 2018	43%																																							
November 2018	36%																																							
December 2018	32%																																							
January 2019	32%																																							
February 2019	30%																																							
March 2019	32%																																							
April 2019	32%																																							
Year	Value (%)																																							
2017/18	42%																																							
2018/19	36%																																							
AC DEH 5.10A % of key Services that are available via a digital channel	91.67%	trend only	↑	N/A	<p style="text-align: center;">AC DEH 5.10A % of key Services that are available via a digital channel</p> <table border="1"> <caption>AC DEH 5.10A % of key Services that are available via a digital channel (Years)</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>2017/18</td><td>82.3</td></tr> <tr><td>2018/19</td><td>91.67</td></tr> </tbody> </table>	Year	Value (%)	2017/18	82.3	2018/19	91.67	<p>Using the same methodology and set of variables as was proposed in 2016/17 review, we have moved up to 79 of 86 services now able to do online. A couple of key services are no longer available thus shouldn't be considered in the % terms such as requesting dog bins which are no longer being treated separately to general waste bins</p>																												
Year	Value (%)																																							
2017/18	82.3																																							
2018/19	91.67																																							

PI Name	Latest Value (Annual Tar)	Target (annual target)	(+/-) since last	Short term Performance Trend	Long Term Performance Trend	Notes
AC DEH 5.10B Socitm (Society of IT Managers) rating for website usability / accessibility	N/A	trend only	N/A	N/A	<p>AC DEH 5.10B Socitm (Society of IT Managers) rating for website usability / accessibility</p> 	Results will be published by Better Connected and it is anticipated to be published around June. The methodology of scoring will focus more on accessibility and this change is due to new EU regulations meaning Local Authorities need to adhere to much higher accessibility standards.
QC CSP 5.1 % of complaints resolved in 14 days (10 working days) or less.	61.90%	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> 	13 of the 21 complaints were resolved within 14 working days during Q4, missing the 70% target. The annual figure was slightly better than the previous year. Average performance for the year was 69.1% - narrowly missing the target of 70%. Further analysis of recent complaint data was reported to Overview and Scrutiny on 5th February 2019

PI Name	Latest Value (Annual Tar)	Target (annual target)	(+/-) since last	Short term Performance Trend	Long Term Performance Trend	Notes																		
QC CSP 5.2A % of complaints about the Council and its services that are upheld: 1st stage	36.84 (39.13%)	30.00%		<p>QC CSP 5.2A % of complaints about the Council and its services that are upheld: 1st stage</p>  <table border="1"> <caption>QC CSP 5.2A % of complaints about the Council and its services that are upheld: 1st stage</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2018/19</td> <td>21.42%</td> </tr> <tr> <td>Q2 2018/19</td> <td>43.50%</td> </tr> <tr> <td>Q3 2018/19</td> <td>54.00%</td> </tr> <tr> <td>Q4 2018/19</td> <td>36.84%</td> </tr> <tr> <td>Q1 2019/20</td> <td>36.84%</td> </tr> </tbody> </table>	Quarter	Value (%)	Q1 2018/19	21.42%	Q2 2018/19	43.50%	Q3 2018/19	54.00%	Q4 2018/19	36.84%	Q1 2019/20	36.84%	<p>QC CSP 5.2A % of complaints about the Council and its services that are upheld: 1st stage</p>  <table border="1"> <caption>QC CSP 5.2A % of complaints about the Council and its services that are upheld: 1st stage</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>22.00%</td> </tr> <tr> <td>2018/19</td> <td>39.13%</td> </tr> </tbody> </table>	Year	Value (%)	2017/18	22.00%	2018/19	39.13%	<p>7 of 19 complaints were upheld or partially upheld at stage one which is a reduction on the previous quarter. Three complaints were upheld to varying degrees within the planning team.</p>
Quarter	Value (%)																							
Q1 2018/19	21.42%																							
Q2 2018/19	43.50%																							
Q3 2018/19	54.00%																							
Q4 2018/19	36.84%																							
Q1 2019/20	36.84%																							
Year	Value (%)																							
2017/18	22.00%																							
2018/19	39.13%																							
QC CSP 5.2B % of complaints about the Council and its services that are upheld: 2nd stage - appeal	0% (12.5%)	25.00%		<p>QC CSP 5.2B % of complaints about the Council and its services that are upheld: 2nd stage - appeal</p>  <table border="1"> <caption>QC CSP 5.2B % of complaints about the Council and its services that are upheld: 2nd stage - appeal</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2018/19</td> <td>1.11%</td> </tr> <tr> <td>Q2 2018/19</td> <td>0%</td> </tr> <tr> <td>Q3 2018/19</td> <td>33.00%</td> </tr> <tr> <td>Q4 2018/19</td> <td>0%</td> </tr> <tr> <td>Q1 2019/20</td> <td>0%</td> </tr> </tbody> </table>	Quarter	Value (%)	Q1 2018/19	1.11%	Q2 2018/19	0%	Q3 2018/19	33.00%	Q4 2018/19	0%	Q1 2019/20	0%	<p>QC CSP 5.2B % of complaints about the Council and its services that are upheld: 2nd stage - appeal</p>  <table border="1"> <caption>QC CSP 5.2B % of complaints about the Council and its services that are upheld: 2nd stage - appeal</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>18.75%</td> </tr> <tr> <td>2018/19</td> <td>0.00%</td> </tr> </tbody> </table>	Year	Value (%)	2017/18	18.75%	2018/19	0.00%	<p>There were 2 complaints at stage 2 this quarter, of which none were upheld. There was also less complaints at stage 2 upheld than the previous year</p>
Quarter	Value (%)																							
Q1 2018/19	1.11%																							
Q2 2018/19	0%																							
Q3 2018/19	33.00%																							
Q4 2018/19	0%																							
Q1 2019/20	0%																							
Year	Value (%)																							
2017/18	18.75%																							
2018/19	0.00%																							

PI Name	Latest Value (Annual Tar)	Target (annual target)	(+/-) since last	Short term Performance Trend	Long Term Performance Trend	Notes
QC 1A - D Volume + Proportion of Contacts by	see chart	trend only	N/A	<p>■ Phone ■ Email ■ F2F ■ Webform</p>		The proportions of contact have moved slightly over the course of the year. In general there has been an increase in eforms being used rather than traditional email contact and F2F contact has declined over the year
Service Area: Revenues & Benefits						
MC RB 10.2 Council tax collection, % of current year liability collected.	98.10%	98.6%	N/A	<p>MC RB 10.2 Council tax collection, % of current year liability collected.</p>		N/A Slightly under target. This is 0.2% less than last years figures





PI Name	Latest Value (Annual Tar)	Target (annual target)	(+/-) since last	Short term Performance Trend	Long Term Performance Trend	Notes																																				
MC RB 10.4 NNDR (Business rates) collection, % of current year liability collected.	98.50%	97.5%	N/A	<p>MC RB 10.4 NNDR (Business rates) collection, % of current year liability collected.</p> <table border="1"> <caption>MC RB 10.4 NNDR (Business rates) collection, % of current year liability collected.</caption> <thead> <tr> <th>Month</th> <th>Collection %</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>10.2%</td></tr> <tr><td>May 2018</td><td>23.3%</td></tr> <tr><td>June 2018</td><td>31.8%</td></tr> <tr><td>July 2018</td><td>40.4%</td></tr> <tr><td>August 2018</td><td>48.3%</td></tr> <tr><td>September 2018</td><td>57.1%</td></tr> <tr><td>October 2018</td><td>64.2%</td></tr> <tr><td>November 2018</td><td>76.8%</td></tr> <tr><td>December 2018</td><td>85.6%</td></tr> <tr><td>January 2019</td><td>92.8%</td></tr> <tr><td>February 2019</td><td>96.4%</td></tr> <tr><td>March 2019</td><td>98.4%</td></tr> <tr><td>April 2019</td><td>98.5%</td></tr> </tbody> </table>	Month	Collection %	April 2018	10.2%	May 2018	23.3%	June 2018	31.8%	July 2018	40.4%	August 2018	48.3%	September 2018	57.1%	October 2018	64.2%	November 2018	76.8%	December 2018	85.6%	January 2019	92.8%	February 2019	96.4%	March 2019	98.4%	April 2019	98.5%	N/A	Target was reached and exceeded, showing an improvement on the previous year (98.4%)								
Month	Collection %																																									
April 2018	10.2%																																									
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February 2019	96.4%																																									
March 2019	98.4%																																									
April 2019	98.5%																																									
Service Area HR																																										
MC HR 12A Number of short-term sickness absence days per FTE staff in post	0.27 (3.64)		↓	<p>MC HR 12A Number of short-term sickness absence days per FTE staff in post</p> <table border="1"> <caption>MC HR 12A Number of short-term sickness absence days per FTE staff in post</caption> <thead> <tr> <th>Month</th> <th>Sickness Absence (days)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>0.26 days</td></tr> <tr><td>May 2018</td><td>0.32 days</td></tr> <tr><td>June 2018</td><td>0.25 days</td></tr> <tr><td>July 2018</td><td>0.21 days</td></tr> <tr><td>August 2018</td><td>0.33 days</td></tr> <tr><td>September 2018</td><td>0.15 days</td></tr> <tr><td>October 2018</td><td>0.34 days</td></tr> <tr><td>November 2018</td><td>0.41 days</td></tr> <tr><td>December 2018</td><td>0.18 days</td></tr> <tr><td>January 2019</td><td>0.51 days</td></tr> <tr><td>February 2019</td><td>0.43 days</td></tr> <tr><td>March 2019</td><td>0.27 days</td></tr> <tr><td>April 2019</td><td>0.27 days</td></tr> </tbody> </table>	Month	Sickness Absence (days)	April 2018	0.26 days	May 2018	0.32 days	June 2018	0.25 days	July 2018	0.21 days	August 2018	0.33 days	September 2018	0.15 days	October 2018	0.34 days	November 2018	0.41 days	December 2018	0.18 days	January 2019	0.51 days	February 2019	0.43 days	March 2019	0.27 days	April 2019	0.27 days	<p>MC HR 12A Number of short-term sickness absence days per FTE staff in post</p> <table border="1"> <caption>MC HR 12A Number of short-term sickness absence days per FTE staff in post</caption> <thead> <tr> <th>Year</th> <th>Sickness Absence (days)</th> </tr> </thead> <tbody> <tr><td>2017/18</td><td>3.26 days</td></tr> <tr><td>2018/19</td><td>3.64 days</td></tr> <tr><td>Target (2018/19)</td><td>4.5 days</td></tr> </tbody> </table>	Year	Sickness Absence (days)	2017/18	3.26 days	2018/19	3.64 days	Target (2018/19)	4.5 days	Number of short – term sickness absence days per FTE staff in post. The council's target for 2018/19 was 4.5 days. The actual was 3.64 days which is under target.
Month	Sickness Absence (days)																																									
April 2018	0.26 days																																									
May 2018	0.32 days																																									
June 2018	0.25 days																																									
July 2018	0.21 days																																									
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2017/18	3.26 days																																									
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Target (2018/19)	4.5 days																																									

PI Name	Latest Value (Annual Tar)	Target (annual target)	(+/-) since last	Short term Performance Trend	Long Term Performance Trend	Notes																																		
MC HR 12B Number of long-term sickness absence days per FTE staff in post	0.21 (2.85)		↑	<p>MC HR 12B Number of long-term sickness absence days per FTE staff in post</p> <table border="1"> <caption>MC HR 12B Monthly Data</caption> <thead> <tr><th>Month</th><th>Value (days)</th></tr> </thead> <tbody> <tr><td>April 2018</td><td>0.10</td></tr> <tr><td>May 2018</td><td>0.25</td></tr> <tr><td>June 2018</td><td>0.25</td></tr> <tr><td>July 2018</td><td>0.15</td></tr> <tr><td>August 2018</td><td>0.28</td></tr> <tr><td>September 2018</td><td>0.30</td></tr> <tr><td>October 2018</td><td>0.35</td></tr> <tr><td>November 2018</td><td>0.21</td></tr> <tr><td>December 2018</td><td>0.25</td></tr> <tr><td>January 2019</td><td>0.27</td></tr> <tr><td>February 2019</td><td>0.20</td></tr> <tr><td>March 2019</td><td>0.21</td></tr> <tr><td>April 2019</td><td>0.21</td></tr> </tbody> </table>	Month	Value (days)	April 2018	0.10	May 2018	0.25	June 2018	0.25	July 2018	0.15	August 2018	0.28	September 2018	0.30	October 2018	0.35	November 2018	0.21	December 2018	0.25	January 2019	0.27	February 2019	0.20	March 2019	0.21	April 2019	0.21	<p>MC HR 12B Number of long-term sickness absence days per FTE staff in post</p> <table border="1"> <caption>MC HR 12B Annual Data</caption> <thead> <tr><th>Year</th><th>Value (days)</th></tr> </thead> <tbody> <tr><td>2017/18</td><td>3.05</td></tr> <tr><td>2018/19</td><td>2.85</td></tr> </tbody> </table>	Year	Value (days)	2017/18	3.05	2018/19	2.85	<p>Number of long - term sickness absence days per FTE staff in post. The council's target for 2018/19 was 2 days. The actual was 2.85 days which has not met the target.</p>
Month	Value (days)																																							
April 2018	0.10																																							
May 2018	0.25																																							
June 2018	0.25																																							
July 2018	0.15																																							
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Year	Value (days)																																							
2017/18	3.05																																							
2018/19	2.85																																							
MC HR 12C Total number of sickness absence days per FTE staff in post	0.49(6.49)		↓	<p>MC HR 12C Total number of sickness absence days per FTE staff in post</p> <table border="1"> <caption>MC HR 12C Monthly Data</caption> <thead> <tr><th>Month</th><th>Value (days)</th></tr> </thead> <tbody> <tr><td>April 2018</td><td>0.36</td></tr> <tr><td>May 2018</td><td>0.56</td></tr> <tr><td>June 2018</td><td>0.50</td></tr> <tr><td>July 2018</td><td>0.36</td></tr> <tr><td>August 2018</td><td>0.61</td></tr> <tr><td>September 2018</td><td>0.44</td></tr> <tr><td>October 2018</td><td>0.73</td></tr> <tr><td>November 2018</td><td>0.63</td></tr> <tr><td>December 2018</td><td>0.44</td></tr> <tr><td>January 2019</td><td>0.79</td></tr> <tr><td>February 2019</td><td>0.63</td></tr> <tr><td>March 2019</td><td>0.63</td></tr> <tr><td>April 2019</td><td>0.49</td></tr> </tbody> </table>	Month	Value (days)	April 2018	0.36	May 2018	0.56	June 2018	0.50	July 2018	0.36	August 2018	0.61	September 2018	0.44	October 2018	0.73	November 2018	0.63	December 2018	0.44	January 2019	0.79	February 2019	0.63	March 2019	0.63	April 2019	0.49	<p>MC HR 12C Total number of sickness absence days per FTE staff in post</p> <table border="1"> <caption>MC HR 12C Annual Data</caption> <thead> <tr><th>Year</th><th>Value (days)</th></tr> </thead> <tbody> <tr><td>2017/18</td><td>6.13</td></tr> <tr><td>2018/19</td><td>6.49</td></tr> </tbody> </table>	Year	Value (days)	2017/18	6.13	2018/19	6.49	<p>Total number of sickness absence days per FTE staff in post. The council's target for 2018/19 was 6.5 days. The actual was 6.49 days which is just under target.</p>
Month	Value (days)																																							
April 2018	0.36																																							
May 2018	0.56																																							
June 2018	0.50																																							
July 2018	0.36																																							
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December 2018	0.44																																							
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Year	Value (days)																																							
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Service Area Legal & Democratic Services																																								






PI Name	Latest Value (Annual Tar)	Target (annual target)	(+/-) since last	Short term Performance Trend	Long Term Performance Trend	Notes
MC DL 5.15 % of FOI cases closed in month that were closed within 20 working days or less	98.74% (98.39%)	90%		<p>MC DL 5.15 % of FOI cases closed in month that were closed within 20 working days or less</p> 	<p>MC DL 5.15 % of FOI cases closed in month that were closed within 20 working days or less</p> 	65 of 66 cases were closed within 20 working days. This continues to sit well above target and is in a much better position annually than it was last year

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