

Essential Reference Paper D - Performance Analysis

| PI code and Name | Status | Latest Value | Current Target | Movement since last update | Performance Data Trend Chart | Notes & History Latest Note |
|------------------|--------|--------------|----------------|----------------------------|------------------------------|-----------------------------|
|------------------|--------|--------------|----------------|----------------------------|------------------------------|-----------------------------|

Priority 1: People

Service: Health & Housing

| | | | | | | |
|--|------------|----|----------|---|---|--|
| QC HH 151 Number of homeless households living in temporary accommodation at the end of the quarter. | trend only | 30 | none set | ↑ | <p>QC HH 151 Number of homeless households living in temporary accommodation at the end of the quarter.</p> | At the end of June 2019 the council had 30 households in temporary accommodation . The council's temporary accommodation hostel had all 12 flats occupied. Eight households were in B&B. 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. |
|--|------------|----|----------|---|---|--|

| | | | | | | |
|---|-----|-----|-----|-------------------|-----|--|
| QC HH 150 Number of prevented homeless applications | N/A | N/A | N/A | Cumulative Figure | N/A | PI to be deleted and replaced in line with the Homelessness Reduction Act 2017 |
|---|-----|-----|-----|-------------------|-----|--|

Service: Revs & Bens

Essential Reference Paper D - Performance Analysis

| 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. | | 9.05 days | 10 days | ↑ | <p>MC RB 181 Time taken to process Housing Benefit new claims and change events.</p> | Value is 9.05 days which is slightly higher than last month but this value normally increases around this period of the year when there is typically more staff leave |
| Priority 2: Place | | | | | | |
| Service: Health & Housing | | | | | | |
| QC HH 149C % of Affordable homes delivered on section 106 developments in Towns against an annual 40% cumulative Planning Policy target | N/A | N/A | N/A | Cumulative Figure | N/A | These will continue to be monitored internally however the housing section who report this have limited control as to the outcome of each development so will be removed from this setting |

| Essential Reference Paper D - Performance Analysis | | | | | | |
|--|--------|--------------|----------------|----------------------------|------------------------------|---|
| 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 | N/A | N/A | N/A | Cumulative Figure | N/A | These will continue to be monitored internally however the housing section who report this have limited control as to the outcome of each development so will be removed from this setting |
| QC HH 155 Number of affordable homes delivered (gross) | | 54 | 32 | Cumulative Figure | | A total of 54 new affordable homes (37 affordable rented homes and 17 shared ownership) were completed up to the end of the first quarter 2019/20. The expected delivery for the quarter was 94 but 40 properties on Network's regeneration site in Hertford have been delayed by 6 weeks. Of the total homes delivered 21 were directly developed by Network and the remaining are from Section 106 agreements between the council, developers and housing associations. |
| Service: Planning & Building Control | | | | | | |

Essential Reference Paper D - Performance Analysis

| 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% | ↑ | <p>MC PB 157A % Processing of planning applications dealt with in timely manner - Major applications (Majors under 13 weeks)</p> | 3 of 3 applications were dealt with within time frames |
| MC PB 157B % Processing of planning applications dealt with in timely manner- Minor applications (Others - under 8 weeks). | | 82.00% | 80.00% | ↓ | <p>MC PB 157B % Processing of planning applications dealt with in timely manner- Minor applications (Others under 8 weeks).</p> | 23 of 28 applications were dealt with within time frames |

Essential Reference Paper D - Performance Analysis

| PI code and Name | Status | Latest Value | Current Target | Movement since last update | Performance Data Trend Chart | Notes & History Latest Note |
|--|------------|--------------|----------------|----------------------------|------------------------------|---|
| MC PB 157C % Processing of planning applications dealt with in timely manner- Other applications (Others - under 8 weeks). | | 91.00% | 90.00% | ↓ | | 75 of 82 applications were dealt with within time frames |
| MC PB 205 % of site visits undertaken in relation to urgent cases within 2 workings days of 'start date'. | N/A | N/A | 100% | N/A | | There have been 0 cases in the latest period |
| Service: Operations | | | | | | |
| LATEST UPDATE March 2019 - MC OP 191 Residual household waste per household | trend only | 435 | none set | Cumulative Figure | | The most recent data available is 435kg which is 34kg less than at the same time last year. |

Essential Reference Paper D - Performance Analysis

| PI code and Name | Status | Latest Value | Current Target | Movement since last update | Performance Data Trend Chart | Notes & History Latest Note |
|---|--------|--------------|----------------|----------------------------|------------------------------|---|
| LATEST UPDATE March 2019 - MC OP 192 % of household waste sent for reuse, recycling and composting. | | 50.47% | 50% | ↑ | | The most recent data available is 50.47% recycling which is slightly higher than the previous month and is 1.3% higher than at the same point last year. There still some small amount of data that are required for a final figure but this would not move the percentage by any significant amount. |
| MC OP 2.2 - Waste: missed collections per 100,000 collections of household. | | 51.27 | 30 | ↓ | | This indicator continues to fall closer to targets set however is currently still above targets set out in the previous contract. The new contractor is monitoring this indicator closely |
| QC OP 2.4 Fly-tips: Time taken for removal | | 1.45 | 2.00 days | ↓ | | This value has now fallen within set targets and has been a steady improvement over the past few quarters |

Essential Reference Paper D - Performance Analysis

| PI code and Name | Status | Latest Value | Current Target | Movement since last update | Performance Data Trend Chart | Notes & History Latest Note | | | | | | | | | | | | | | | | | | | | | | | | |
|--|--------------|--------------|----------------|----------------------------|--|-----------------------------|--------------|------------|-----|------------|-----|------------|-------|--|-----|------------|-----|------------|-----|------------|-----|------------|-----|------------|-----|------------|-----|------------|-----|--|
| Priority 3: Business | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Service: Health & Housing | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| QC HH 184 % of food premises in the area which are broadly compliant with food hygiene law | | 97.00% | 85.00% | ↑ | <p>QC HH 184 % of food premises in the area which are broadly compliant with food hygiene law</p> <table border="1"> <caption>QC HH 184 % of food premises in the area which are broadly compliant with food hygiene law</caption> <thead> <tr> <th>Quarter</th> <th>Compliance %</th> </tr> </thead> <tbody> <tr><td>Q1 2019/20</td><td>93%</td></tr> <tr><td>Q2 2019/20</td><td>94%</td></tr> <tr><td>Q3 2019/20</td><td>97%</td></tr> <tr><td>Q4 2018/19</td><td>94%</td></tr> <tr><td>Q1 2019/20</td><td>95%</td></tr> <tr><td>Q2 2019/20</td><td>94%</td></tr> <tr><td>Q3 2019/20</td><td>95%</td></tr> <tr><td>Q4 2019/20</td><td>96%</td></tr> <tr><td>Q1 2020/21</td><td>95%</td></tr> <tr><td>Q2 2020/21</td><td>96%</td></tr> <tr><td>Q3 2020/21</td><td>97%</td></tr> </tbody> </table> | Quarter | Compliance % | Q1 2019/20 | 93% | Q2 2019/20 | 94% | Q3 2019/20 | 97% | Q4 2018/19 | 94% | Q1 2019/20 | 95% | Q2 2019/20 | 94% | Q3 2019/20 | 95% | Q4 2019/20 | 96% | Q1 2020/21 | 95% | Q2 2020/21 | 96% | Q3 2020/21 | 97% | 2019/2020 Qtr 1 - Target exceeded. 97% of registered food businesses in East Herts are broadly compliant with food law; this represents 1025 businesses. |
| Quarter | Compliance % | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q1 2019/20 | 93% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q2 2019/20 | 94% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q3 2019/20 | 97% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q4 2018/19 | 94% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q1 2019/20 | 95% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q2 2019/20 | 94% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q3 2019/20 | 95% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q4 2019/20 | 96% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q1 2020/21 | 95% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q2 2020/21 | 96% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q3 2020/21 | 97% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Priority: Supporting All | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Service: Revs & Bens | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| MC RB 10.2 Council tax collection, % of current year liability collected. | | 29.80% | 30.00% | Cumulative Figure | <p>MC RB 10.2 Council tax collection, % of current year liability collected.</p> <table border="1"> <caption>MC RB 10.2 Council tax collection, % of current year liability collected</caption> <thead> <tr> <th>Month</th> <th>Collection %</th> </tr> </thead> <tbody> <tr><td>Q1 2019/20</td><td>10%</td></tr> <tr><td>Q2 2019/20</td><td>20%</td></tr> <tr><td>Q3 2019/20</td><td>29.8%</td></tr> </tbody> </table> | Month | Collection % | Q1 2019/20 | 10% | Q2 2019/20 | 20% | Q3 2019/20 | 29.8% | Figure sits 0.2% below set target, 0.1% lower than June 2018 | | | | | | | | | | | | | | | | |
| Month | Collection % | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q1 2019/20 | 10% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q2 2019/20 | 20% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q3 2019/20 | 29.8% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Essential Reference Paper D - Performance Analysis

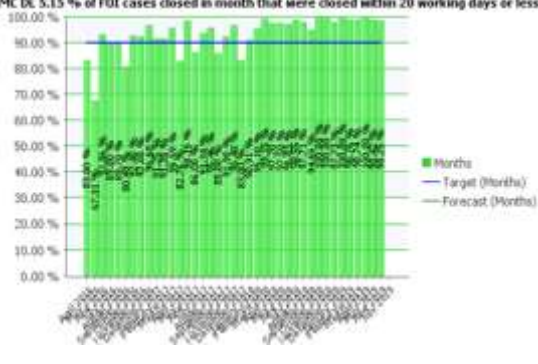
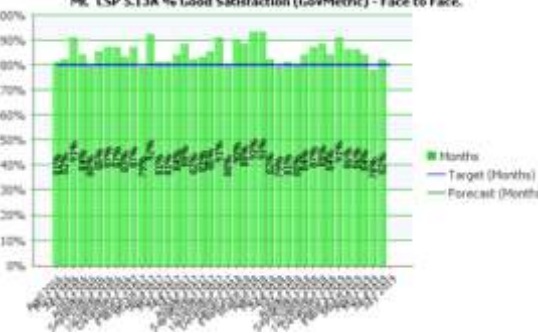
| PI code and Name | Status | Latest Value | Current Target | Movement since last update | Performance Data Trend Chart | Notes & History Latest Note |
|---|--------|--------------|----------------|----------------------------|--|---|
| MC RB 10.4 NNDR (Business rates) collection, % of current year liability collected. | | 31.80% | 30.00% | Cumulative Figure | <p>MC RB 10.4 NNDR (Business rates) collection, % of current year liability collected.</p> | Figures are above set targets and are the same as this time last year |
| Service: Human Resources | | | | | | |
| MC HR 12A Number of short-term sickness absence days per FTE staff in post | | 0.22 days | 0.33 days | | <p>MC HR 12A Number of short-term sickness absence days per FTE staff in post</p> | S/T absence for the year so far = 0.90 (end of year target = 4) |

Essential Reference Paper D - Performance Analysis

| PI code and Name | Status | Latest Value | Current Target | Movement since last update | Performance Data Trend Chart | Notes & History Latest Note |
|---|--------|--------------|----------------|----------------------------|------------------------------|--|
| MC HR 12B Number of long-term sickness absence days per FTE staff in post | | 0.06 days | 0.17 days | ↓ | | L/T absence for the year so far = 0.60 (end of year target = 2.00) |
| MC HR 12C Total number of sickness absence days per FTE staff in post | | | 0.54 days | ↓ | | Total absence for the year so far = 1.49 (end of year target = 6) |

Service: Democratic & Legal Services

Essential Reference Paper D - Performance Analysis

| PI code and Name | Status | Latest Value | Current Target | Movement since last update | Performance Data Trend Chart | Notes & History Latest Note |
|---|--------|--------------|----------------|----------------------------|---|---|
| MC DL 5.15 % of FOI cases closed in month that were closed within 20 working days or less | | 98.25% | 90.00% | ↓ | <p>MC DL 5.15 % of FOI cases closed in month that were closed within 20 working days or less</p>  | 57 of 58 cases were closed within allocated times |
| Service: Communications, Strategy & Policy | | | | | | |
| MC CSP 5.13A % Good Satisfaction (GovMetric) - Face to Face. | | 82% | 80% | ↑ | <p>MC CSP 5.13A % Good Satisfaction (GovMetric) - Face to Face.</p>  | 63 of 77 records were positive this month. A further 8 were average. There were only 6 poor satisfaction scores |

Essential Reference Paper D - Performance Analysis


| PI code and Name | Status | Latest Value | Current Target | Movement since last update | Performance Data Trend Chart | Notes & History Latest Note |
|---|--------|--------------|----------------|----------------------------|--|---|
| (E)MC CSP 5.13C % Good Satisfaction (GovMetric) - Website. | | | 35% | ↑ | <p>MC CSP 5.13C % Good Satisfaction (GovMetric) - Website.</p> | Scores for June were much improved on previous months which had been affected by lots of feedback on our elections pages. Some of that feedback had been down to unfair expectations as to what the Council was able to provide i.e. what particular parties stood for. |
| QC CSP 5.1 % of complaints resolved in 14 days (10 working days) or less. | | 66.00% | 70.00% | ↓ | <p>QC CSP 5.1 % of complaints resolved in 14 days (10 working days) or less.</p> | 27 complaints resolved over this period of which 18 were on time and 9 took longer than 10 working days. 7 of the 9 complaints related to waste services |
| QC CSP 5.2A % of complaints about the Council and its services that are upheld: 1st stage | | 48.00% | 30.00% | ↑ | <p>QC CSP 5.2A % of complaints about the Council and its services that are upheld: 1st stage</p> | Of the 27 Stage 1 complaints received over the quarter, 13 were upheld of partially upheld. 9 of those related to waste services |

Essential Reference Paper D - Performance Analysis


| PI code and Name | Status | Latest Value | Current Target | Movement since last update | Performance Data Trend Chart | Notes & History Latest Note |
|--|--------|--------------|----------------|----------------------------|---|--|
| QC CSP 5.2B % of complaints about the Council and its services that are upheld: 2nd stage - appeal | | 100.00% | 25.00% | ↑ | <p>QC CSP 5.2B % of complaints about the Council and its services that are upheld: 2nd stage - appeal</p> | 4 Stage 2 complaints were received over the quarter. All 4 of these were upheld or partially upheld. 2 related to planning, 1 to waste and 1 was regarding a tree preservation order |

Service: Digital East Herts






| | | | | | |
|---|------------|-----------------|------------|---|--|
| 1a Volume & Proportion of Contacts by Email | trend only | 276 (1.34%) | Trend only | ↓ | <h3>Q4 Contact (CS proxy) Q1 19/20</h3> <p>■ Phone ■ Email ■ F2F ■ Webform</p> |
| 1b Volume & Proportion of Contacts by F2F | trend only | 3,991(19.42%) | Trend only | ↓ | |
| 1c Volume & Proportion of Contacts by Phone | trend only | 14,746 (71.77%) | Trend only | ↑ | |

| Essential Reference Paper D - Performance Analysis | | | | | | |
|--|------------|--------------|----------------|---|------------------------------|---|
| PI code and Name | Status | Latest Value | Current Target | Movement since last update | Performance Data Trend Chart | Notes & History Latest Note |
| 1d Volume & Proportion of Contacts by Web Forms | trend only | 4,423 (7.5%) | Trend only |  | | There have been a number of subtle changes from when these measures were last reported in Q4. These records are based on contact into customer services as a comparable proxy for customer contact given total contact into the Council can often include internal comms and sales/marketing. The most obvious changes have been the merging of several email addresses into one which forms the progression of the single customer service team. The net results is that there have been less emails because this is now a new email address. Two phone groups have also been merged so as a result, phone calls have increased. Web forms continue to increase and F2F interactions continue to decline |

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 |  |
| Indicators to be deleted |  |

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 |