
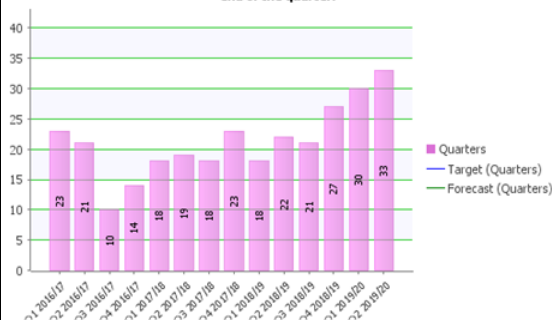


Essential Reference Paper D - Performance Analysis

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

<p>QC HH 151 Number of homeless households living in temporary accommodation at the end of the quarter.</p>	<p>trend only</p>	<p>33</p>	<p>none set</p>		<p>QC HH 151 Number of homeless households living in temporary accommodation at the end of the quarter.</p> 	<p>At the end of September 2019 the council had 33 households in temporary accommodation . The council's temporary accommodation hostel had 11 of 12 flats occupied with the 12th undergoing significant refurbishment. Twelve households were in B&B. Seven 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>
---	-------------------	-----------	-----------------	---	--	--

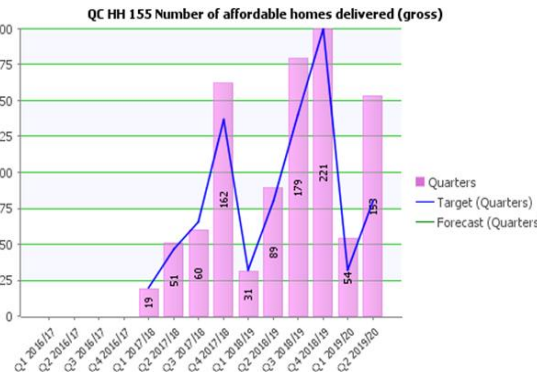

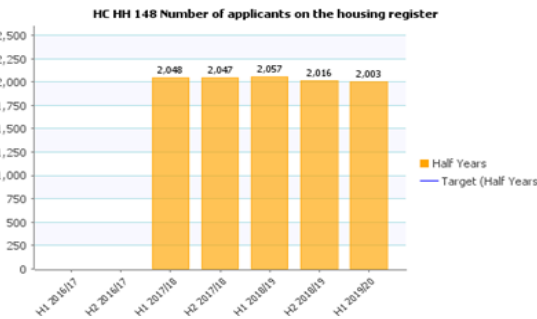
Service: Revs & Bens

<p>MC RB 181 Time taken to process Housing Benefit new claims and change events.</p>		<p>8.04 days</p>	<p>10 days</p>		<p>MC RB 181 Time taken to process Housing Benefit new claims and change events.</p> 	<p>Value is 8.04 days which is slightly lower than last month.</p>
--	--	------------------	----------------	---	--	--


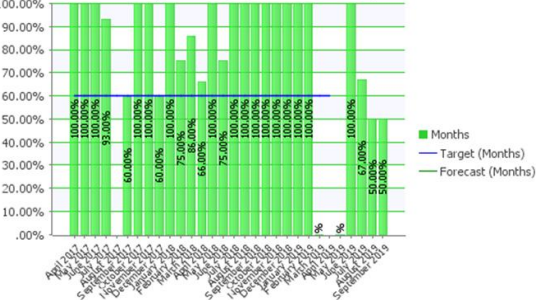

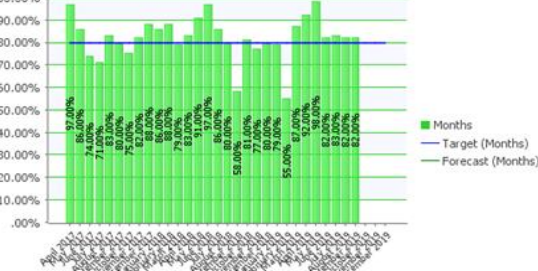
Priority 2: Place

Service: Health & Housing


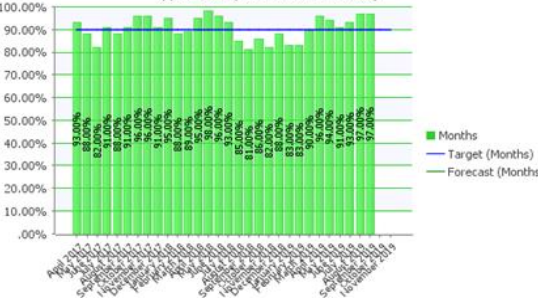
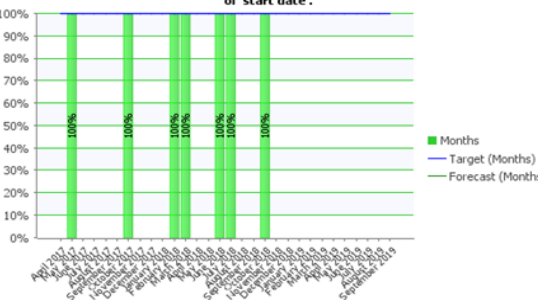
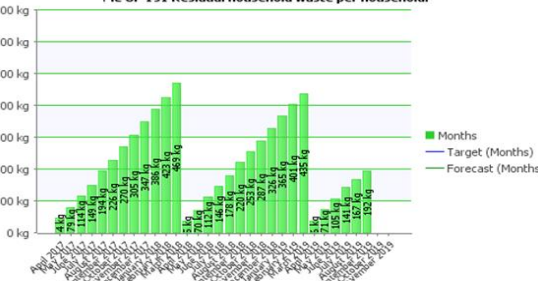
Essential Reference Paper D - Performance Analysis

PI code and Name	Status	Latest Value	Current Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note
QC HH 155 Number of affordable homes delivered (gross)		153	80	Cumulative Figure		<p>A total of 153 new affordable homes (116 affordable rented homes and 37 shared ownership) were completed up to the end of the second quarter 2019/20. The expected delivery for the quarter was 165 but 12 properties on Network's regeneration site in Hertford have been delayed. Of the total homes delivered 59 were directly developed by Network and the remaining are from Section 106 agreements between the council, developers and housing associations.</p>
HC HH 148 - Number of applicants on the housing register	trend only	2003	none set			<p>At the end of September 2019 there were 2,003 households on the Housing Register. This is broken down by property size required as follows: 1 bed need - 993; 2 bed need - 665; 3 bed need - 285; 4+ bed need - 60. The number of households on the Housing Register is slightly lower than that at beginning of April 2019. 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.</p>


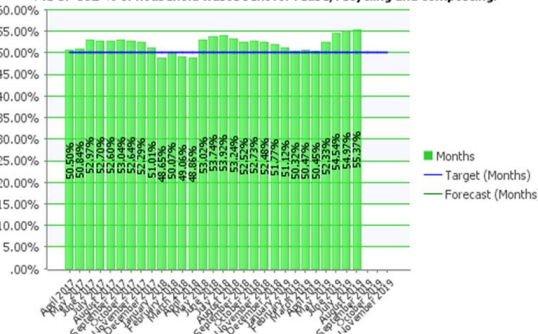

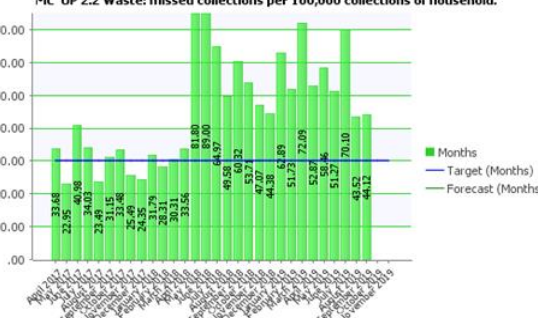

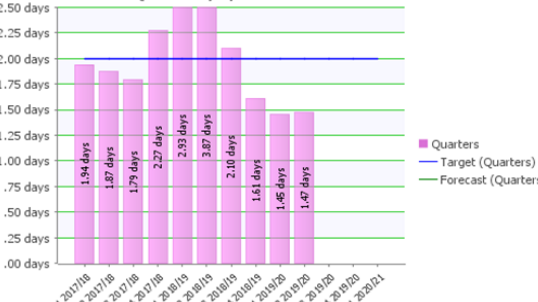
Essential Reference Paper D - Performance Analysis

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).		50.00%	60.00%		<p>MC PB 157A % Processing of planning applications dealt with in timely manner - Major applications (Majors under 13 weeks)</p> 	1 of 2 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 (Minors 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).		97.00%	90.00%		<p>MC PB 157C % Processing of planning applications dealt with in timely manner- Other applications (Others under 8 weeks).</p> 	92 of 95 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	<p>MC PB 205 % of site visits undertaken in relation to urgent cases within 2 workings days of 'start date'.</p> 	There have been 0 cases in the latest period
Service: Operations						
MC OP 191 Residual household waste per household	trend only	192kg	none set	Cumulative Figure	<p>MC OP 191 Residual household waste per household.</p> 	The most recent data available is 192kg which is 28kg less than at the same time last year and represents a large improvement and best results since results have been captured

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
<p>LATEST UPDATE August 2019 - MC OP 192 % of household waste sent for reuse, recycling and composting.</p>		55.37%	50%		<p>MC OP 192 % of household waste sent for reuse, recycling and composting.</p> 	<p>The most recent data available is 55.37% recycling which is 2.1% higher than at the same point last year. This is one of the highest % recorded</p>
<p>MC OP 2.2 - Waste: missed collections per 100,000 collections of household.</p>		44.12%	30		<p>MC OP 2.2 Waste: missed collections per 100,000 collections of household.</p> 	<p>Missed bin collections are slowly improving month on month, however the target set is yet to be achieved. The target will be reviewed in line with the new corporate strategy. The Overview and Scrutiny Committee discussed the reasons for not achieving this target at their meeting on the 5th November 2019.</p>
<p>QC OP 2.4 Fly-tips: Time taken for removal</p>		1.47 days	2.00 days		<p>QC OP 2.4 Fly-tips: Time taken for removal.</p> 	<p>Systems and communications are now embedded between the contractor and client team to ensure enforcement officers are able to gather evidence from fly tips before removal. This target has now improved in year 2 of the Urbaser contract.</p>

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>Value (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>94.4%</td></tr> <tr><td>Q2 2017/18</td><td>95.5%</td></tr> <tr><td>Q3 2017/18</td><td>94.4%</td></tr> <tr><td>Q4 2017/18</td><td>96.9%</td></tr> <tr><td>Q1 2018/19</td><td>95.5%</td></tr> <tr><td>Q2 2018/19</td><td>95.5%</td></tr> <tr><td>Q3 2018/19</td><td>96.9%</td></tr> <tr><td>Q4 2018/19</td><td>96.9%</td></tr> <tr><td>Q1 2019/20</td><td>97.9%</td></tr> <tr><td>Q2 2019/20</td><td>97.9%</td></tr> <tr><td>Q3 2019/20</td><td>97.9%</td></tr> <tr><td>Q4 2019/20</td><td>97.9%</td></tr> </tbody> </table>	Quarter	Value (%)	Q1 2017/18	94.4%	Q2 2017/18	95.5%	Q3 2017/18	94.4%	Q4 2017/18	96.9%	Q1 2018/19	95.5%	Q2 2018/19	95.5%	Q3 2018/19	96.9%	Q4 2018/19	96.9%	Q1 2019/20	97.9%	Q2 2019/20	97.9%	Q3 2019/20	97.9%	Q4 2019/20	97.9%	Qtr 2 - Target exceeded. 97% of registered food businesses in East Herts are broadly compliant with food law; this represents 1035 businesses.																																																																																																																																												
Quarter	Value (%)																																																																																																																																																																											
Q1 2017/18	94.4%																																																																																																																																																																											
Q2 2017/18	95.5%																																																																																																																																																																											
Q3 2017/18	94.4%																																																																																																																																																																											
Q4 2017/18	96.9%																																																																																																																																																																											
Q1 2018/19	95.5%																																																																																																																																																																											
Q2 2018/19	95.5%																																																																																																																																																																											
Q3 2018/19	96.9%																																																																																																																																																																											
Q4 2018/19	96.9%																																																																																																																																																																											
Q1 2019/20	97.9%																																																																																																																																																																											
Q2 2019/20	97.9%																																																																																																																																																																											
Q3 2019/20	97.9%																																																																																																																																																																											
Q4 2019/20	97.9%																																																																																																																																																																											
Priority: Supporting All																																																																																																																																																																												
Service: Revs & Bens																																																																																																																																																																												
MC RB 10.2 Council tax collection, % of current year liability collected.		56.10%	56.00%	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>Value (%)</th> </tr> </thead> <tbody> <tr><td>Apr 19</td><td>11.1%</td></tr> <tr><td>May 19</td><td>12.2%</td></tr> <tr><td>Jun 19</td><td>13.3%</td></tr> <tr><td>Jul 19</td><td>14.4%</td></tr> <tr><td>Aug 19</td><td>15.5%</td></tr> <tr><td>Sep 19</td><td>16.6%</td></tr> <tr><td>Oct 19</td><td>17.7%</td></tr> <tr><td>Nov 19</td><td>18.8%</td></tr> <tr><td>Dec 19</td><td>19.9%</td></tr> <tr><td>Jan 20</td><td>21.0%</td></tr> <tr><td>Feb 20</td><td>22.1%</td></tr> <tr><td>Mar 20</td><td>23.2%</td></tr> <tr><td>Apr 20</td><td>24.3%</td></tr> <tr><td>May 20</td><td>25.4%</td></tr> <tr><td>Jun 20</td><td>26.5%</td></tr> <tr><td>Jul 20</td><td>27.6%</td></tr> <tr><td>Aug 20</td><td>28.7%</td></tr> <tr><td>Sep 20</td><td>29.8%</td></tr> <tr><td>Oct 20</td><td>30.9%</td></tr> <tr><td>Nov 20</td><td>32.0%</td></tr> <tr><td>Dec 20</td><td>33.1%</td></tr> <tr><td>Jan 21</td><td>34.2%</td></tr> <tr><td>Feb 21</td><td>35.3%</td></tr> <tr><td>Mar 21</td><td>36.4%</td></tr> <tr><td>Apr 21</td><td>37.5%</td></tr> <tr><td>May 21</td><td>38.6%</td></tr> <tr><td>Jun 21</td><td>39.7%</td></tr> <tr><td>Jul 21</td><td>40.8%</td></tr> <tr><td>Aug 21</td><td>41.9%</td></tr> <tr><td>Sep 21</td><td>43.0%</td></tr> <tr><td>Oct 21</td><td>44.1%</td></tr> <tr><td>Nov 21</td><td>45.2%</td></tr> <tr><td>Dec 21</td><td>46.3%</td></tr> <tr><td>Jan 22</td><td>47.4%</td></tr> <tr><td>Feb 22</td><td>48.5%</td></tr> <tr><td>Mar 22</td><td>49.6%</td></tr> <tr><td>Apr 22</td><td>50.7%</td></tr> <tr><td>May 22</td><td>51.8%</td></tr> <tr><td>Jun 22</td><td>52.9%</td></tr> <tr><td>Jul 22</td><td>54.0%</td></tr> <tr><td>Aug 22</td><td>55.1%</td></tr> <tr><td>Sep 22</td><td>56.2%</td></tr> <tr><td>Oct 22</td><td>57.3%</td></tr> <tr><td>Nov 22</td><td>58.4%</td></tr> <tr><td>Dec 22</td><td>59.5%</td></tr> <tr><td>Jan 23</td><td>60.6%</td></tr> <tr><td>Feb 23</td><td>61.7%</td></tr> <tr><td>Mar 23</td><td>62.8%</td></tr> <tr><td>Apr 23</td><td>63.9%</td></tr> <tr><td>May 23</td><td>65.0%</td></tr> <tr><td>Jun 23</td><td>66.1%</td></tr> <tr><td>Jul 23</td><td>67.2%</td></tr> <tr><td>Aug 23</td><td>68.3%</td></tr> <tr><td>Sep 23</td><td>69.4%</td></tr> <tr><td>Oct 23</td><td>70.5%</td></tr> <tr><td>Nov 23</td><td>71.6%</td></tr> <tr><td>Dec 23</td><td>72.7%</td></tr> <tr><td>Jan 24</td><td>73.8%</td></tr> <tr><td>Feb 24</td><td>74.9%</td></tr> <tr><td>Mar 24</td><td>76.0%</td></tr> <tr><td>Apr 24</td><td>77.1%</td></tr> <tr><td>May 24</td><td>78.2%</td></tr> <tr><td>Jun 24</td><td>79.3%</td></tr> <tr><td>Jul 24</td><td>80.4%</td></tr> <tr><td>Aug 24</td><td>81.5%</td></tr> <tr><td>Sep 24</td><td>82.6%</td></tr> <tr><td>Oct 24</td><td>83.7%</td></tr> <tr><td>Nov 24</td><td>84.8%</td></tr> <tr><td>Dec 24</td><td>85.9%</td></tr> <tr><td>Jan 25</td><td>87.0%</td></tr> <tr><td>Feb 25</td><td>88.1%</td></tr> <tr><td>Mar 25</td><td>89.2%</td></tr> <tr><td>Apr 25</td><td>90.3%</td></tr> <tr><td>May 25</td><td>91.4%</td></tr> <tr><td>Jun 25</td><td>92.5%</td></tr> <tr><td>Jul 25</td><td>93.6%</td></tr> <tr><td>Aug 25</td><td>94.7%</td></tr> <tr><td>Sep 25</td><td>95.8%</td></tr> <tr><td>Oct 25</td><td>96.9%</td></tr> <tr><td>Nov 25</td><td>98.0%</td></tr> <tr><td>Dec 25</td><td>99.1%</td></tr> <tr><td>Jan 26</td><td>100.2%</td></tr> </tbody> </table>	Month	Value (%)	Apr 19	11.1%	May 19	12.2%	Jun 19	13.3%	Jul 19	14.4%	Aug 19	15.5%	Sep 19	16.6%	Oct 19	17.7%	Nov 19	18.8%	Dec 19	19.9%	Jan 20	21.0%	Feb 20	22.1%	Mar 20	23.2%	Apr 20	24.3%	May 20	25.4%	Jun 20	26.5%	Jul 20	27.6%	Aug 20	28.7%	Sep 20	29.8%	Oct 20	30.9%	Nov 20	32.0%	Dec 20	33.1%	Jan 21	34.2%	Feb 21	35.3%	Mar 21	36.4%	Apr 21	37.5%	May 21	38.6%	Jun 21	39.7%	Jul 21	40.8%	Aug 21	41.9%	Sep 21	43.0%	Oct 21	44.1%	Nov 21	45.2%	Dec 21	46.3%	Jan 22	47.4%	Feb 22	48.5%	Mar 22	49.6%	Apr 22	50.7%	May 22	51.8%	Jun 22	52.9%	Jul 22	54.0%	Aug 22	55.1%	Sep 22	56.2%	Oct 22	57.3%	Nov 22	58.4%	Dec 22	59.5%	Jan 23	60.6%	Feb 23	61.7%	Mar 23	62.8%	Apr 23	63.9%	May 23	65.0%	Jun 23	66.1%	Jul 23	67.2%	Aug 23	68.3%	Sep 23	69.4%	Oct 23	70.5%	Nov 23	71.6%	Dec 23	72.7%	Jan 24	73.8%	Feb 24	74.9%	Mar 24	76.0%	Apr 24	77.1%	May 24	78.2%	Jun 24	79.3%	Jul 24	80.4%	Aug 24	81.5%	Sep 24	82.6%	Oct 24	83.7%	Nov 24	84.8%	Dec 24	85.9%	Jan 25	87.0%	Feb 25	88.1%	Mar 25	89.2%	Apr 25	90.3%	May 25	91.4%	Jun 25	92.5%	Jul 25	93.6%	Aug 25	94.7%	Sep 25	95.8%	Oct 25	96.9%	Nov 25	98.0%	Dec 25	99.1%	Jan 26	100.2%	Figure sits 0.1% above set target
Month	Value (%)																																																																																																																																																																											
Apr 19	11.1%																																																																																																																																																																											
May 19	12.2%																																																																																																																																																																											
Jun 19	13.3%																																																																																																																																																																											
Jul 19	14.4%																																																																																																																																																																											
Aug 19	15.5%																																																																																																																																																																											
Sep 19	16.6%																																																																																																																																																																											
Oct 19	17.7%																																																																																																																																																																											
Nov 19	18.8%																																																																																																																																																																											
Dec 19	19.9%																																																																																																																																																																											
Jan 20	21.0%																																																																																																																																																																											
Feb 20	22.1%																																																																																																																																																																											
Mar 20	23.2%																																																																																																																																																																											
Apr 20	24.3%																																																																																																																																																																											
May 20	25.4%																																																																																																																																																																											
Jun 20	26.5%																																																																																																																																																																											
Jul 20	27.6%																																																																																																																																																																											
Aug 20	28.7%																																																																																																																																																																											
Sep 20	29.8%																																																																																																																																																																											
Oct 20	30.9%																																																																																																																																																																											
Nov 20	32.0%																																																																																																																																																																											
Dec 20	33.1%																																																																																																																																																																											
Jan 21	34.2%																																																																																																																																																																											
Feb 21	35.3%																																																																																																																																																																											
Mar 21	36.4%																																																																																																																																																																											
Apr 21	37.5%																																																																																																																																																																											
May 21	38.6%																																																																																																																																																																											
Jun 21	39.7%																																																																																																																																																																											
Jul 21	40.8%																																																																																																																																																																											
Aug 21	41.9%																																																																																																																																																																											
Sep 21	43.0%																																																																																																																																																																											
Oct 21	44.1%																																																																																																																																																																											
Nov 21	45.2%																																																																																																																																																																											
Dec 21	46.3%																																																																																																																																																																											
Jan 22	47.4%																																																																																																																																																																											
Feb 22	48.5%																																																																																																																																																																											
Mar 22	49.6%																																																																																																																																																																											
Apr 22	50.7%																																																																																																																																																																											
May 22	51.8%																																																																																																																																																																											
Jun 22	52.9%																																																																																																																																																																											
Jul 22	54.0%																																																																																																																																																																											
Aug 22	55.1%																																																																																																																																																																											
Sep 22	56.2%																																																																																																																																																																											
Oct 22	57.3%																																																																																																																																																																											
Nov 22	58.4%																																																																																																																																																																											
Dec 22	59.5%																																																																																																																																																																											
Jan 23	60.6%																																																																																																																																																																											
Feb 23	61.7%																																																																																																																																																																											
Mar 23	62.8%																																																																																																																																																																											
Apr 23	63.9%																																																																																																																																																																											
May 23	65.0%																																																																																																																																																																											
Jun 23	66.1%																																																																																																																																																																											
Jul 23	67.2%																																																																																																																																																																											
Aug 23	68.3%																																																																																																																																																																											
Sep 23	69.4%																																																																																																																																																																											
Oct 23	70.5%																																																																																																																																																																											
Nov 23	71.6%																																																																																																																																																																											
Dec 23	72.7%																																																																																																																																																																											
Jan 24	73.8%																																																																																																																																																																											
Feb 24	74.9%																																																																																																																																																																											
Mar 24	76.0%																																																																																																																																																																											
Apr 24	77.1%																																																																																																																																																																											
May 24	78.2%																																																																																																																																																																											
Jun 24	79.3%																																																																																																																																																																											
Jul 24	80.4%																																																																																																																																																																											
Aug 24	81.5%																																																																																																																																																																											
Sep 24	82.6%																																																																																																																																																																											
Oct 24	83.7%																																																																																																																																																																											
Nov 24	84.8%																																																																																																																																																																											
Dec 24	85.9%																																																																																																																																																																											
Jan 25	87.0%																																																																																																																																																																											
Feb 25	88.1%																																																																																																																																																																											
Mar 25	89.2%																																																																																																																																																																											
Apr 25	90.3%																																																																																																																																																																											
May 25	91.4%																																																																																																																																																																											
Jun 25	92.5%																																																																																																																																																																											
Jul 25	93.6%																																																																																																																																																																											
Aug 25	94.7%																																																																																																																																																																											
Sep 25	95.8%																																																																																																																																																																											
Oct 25	96.9%																																																																																																																																																																											
Nov 25	98.0%																																																																																																																																																																											
Dec 25	99.1%																																																																																																																																																																											
Jan 26	100.2%																																																																																																																																																																											

Essential Reference Paper D - Performance Analysis

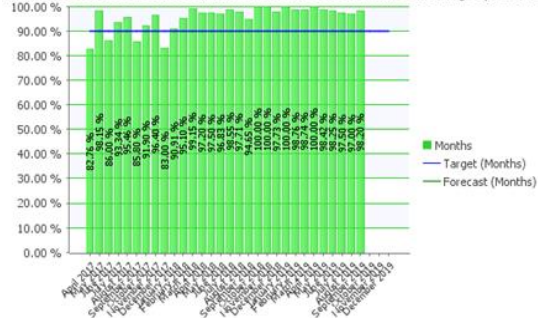
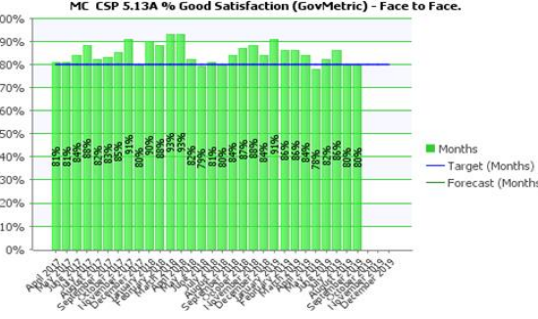
PI code and Name	Status	Latest Value	Current Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note
MC RB 10.4 NNDR (Business rates) collection, % of current year liability collected.		56.40%	56.00%	Cumulative Figure		Figures are 0.4% above set targets
Service: Human Resources						
MC HR 12A Number of short-term sickness absence days per FTE staff in post		0.15 days	0.33 days			S/T absence for the year so far = 1.37 (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		0.13 days	0.17 days	↓		L/T absence for the year so far = 1.02 (end of year target = 2)
MC HR 12C Total number of sickness absence days per FTE staff in post		0.28 days	0.50 days	↓		Total sickness for the year so far = 2.39 (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		98.20%	90.00%	↑	<p>MC DL 5.15 % of FOI cases closed in month that were closed within 20 working days or less</p> 	There were 53 cases closed in September, of which 1 was overdue
Service: Communications, Strategy & Policy						
MC CSP 5.13A % Good Satisfaction (GovMetric) - Face to Face.		80%	80%	●	<p>MC CSP 5.13A % Good Satisfaction (GovMetric) - Face to Face.</p> 	90 of the 113 scores were positive. A further 13 were average

Essential Reference Paper D - Performance Analysis

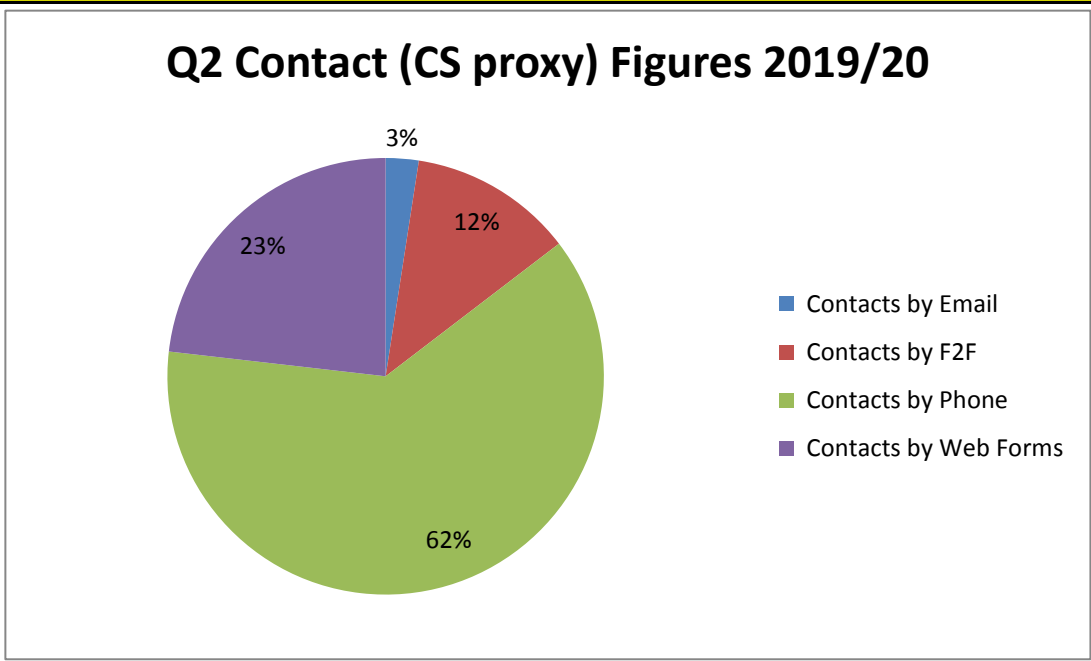
PI code and Name	Status	Latest Value	Current Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note
(E)MC CSP 5.13C % Good Satisfaction (GovMetric) - Website.		35%	50%	↑	<p>MC CSP 5.13C % Good Satisfaction (GovMetric) - Website.</p>	<p>The score for September was again 35% with 80 of 231 scores positive. There were a further 33 average scores. The new website launch was delayed until the 3rd October so an improvement is anticipated to be shown in the next month of scoring</p>
QC CSP 5.1 % of complaints resolved in 14 days (10 working days) or less.		53.00%	70.00%	↓	<p>QC CSP 5.1 % of complaints resolved in 14 days (10 working days) or less (based on stage 1 complaints)</p>	<p>7 of the 15 Stage 1 complaints took longer than 10 working days to resolve.</p>
QC CSP 5.2A % of complaints about the Council and its services that are upheld: 1st stage		46.70%	30.00%	↓	<p>QC CSP 5.2A % of complaints about the Council and its services that are upheld: 1st stage</p>	<p>7 of the 15 stage 1 complaints were upheld or partially upheld. 3 related to bin collection issues, 2 were for planning, 1 for CPS and 1 for H&H</p>


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		50.00%	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	559 (3%) 276 in Q1	Trend only	↑
1b Volume & Proportion of Contacts by F2F	trend only	2,793 (12%) 3,991 in Q1	Trend only	↓
1c Volume & Proportion of Contacts by Phone	trend only	14,271 (62%) 14,746 in Q1	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	5320 (23%) 4,423 in Q1	Trend only			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 and is the same methodology used in Q1. There has been a large increase in web form traffic as we continue to build new forms and people become more aware of them online. Phone calls are broadly similar to Q1 (475 less calls) but the proportion reduced significantly. Face to Face interactions declined during this period, a common theme around the summer holidays.

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