
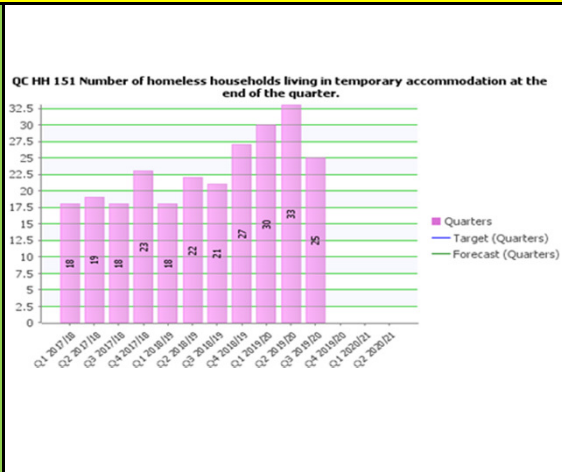


Appendix C - Performance Analysis

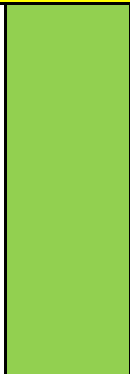
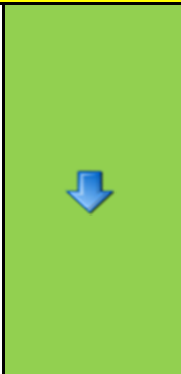
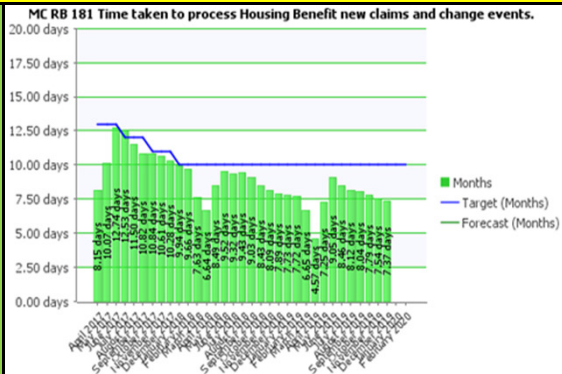
| PI code and Name | Status | Latest Value | Current Target | Movement since last update | Performance Data Trend Chart | Notes & History Latest Note |
|------------------|--------|--------------|----------------|----------------------------|------------------------------|-----------------------------|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

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 | 25 | none set |  |  | At the end of December 2019 the council had 25 households in temporary accommodation . The council's temporary accommodation hostel had 9 of 12 flats occupied with 3 rooms under going refurbishment to improve their disability accessibility. Ten households were in B&B. Five single person households were in temporary supported accommodation for people with mental health conditions and one household was in longer term private leased self contained accommodation. |
|--|------------|----|----------|---|--|---|

Service: Revs & Bens

| | | | | | | |
|---|--|----------|---------|--|---|---|
| MC RB 181 Time taken to process Housing Benefit new claims and change events. |  | 7.37days | 10 days |  |  | Value is 7.37 days which is slightly lower than last month. |
|---|--|----------|---------|--|---|---|

Priority 2: Place

Service: Health & Housing

Appendix C - 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) | | 203 | 140 | Cumulative Figure | | A total of 203 new affordable homes (157 affordable rented homes and 46 shared ownership) were completed up to the end of the third quarter 2019/20. |
| Service: Planning & Building Control | | | | | | |
| MC PB 157A % Processing of planning applications dealt with in timely manner - Major applications (Majors under 13 weeks). | | 100.00% | 60.00% | ↑ | | 2 of 2 applications were dealt with within time frames |

Appendix C - 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 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> | 33 of 40 applications were dealt with within time frames |
| MC PB 157C % Processing of planning applications dealt with in timely manner- Other applications (Others - under 8 weeks). | | 93.00% | 90.00% | ↑ | <p>MC PB 157C % Processing of planning applications dealt with in timely manner- Other applications (Others under 8 weeks).</p> | 101 of 109 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 |

Appendix C - Performance Analysis

| PI code and Name | Status | Latest Value | Current Target | Movement since last update | Performance Data Trend Chart | Notes & History Latest Note |
|---|------------|--------------|----------------|----------------------------|------------------------------|---|
| Service: Operations | | | | | | |
| LATEST UPDATE September 2019 - MC OP 191 Residual household waste per household | trend only | 192kg | none set | Cumulative Figure | | The trend of reduce waste is continuing into September with a reduction of 27kgs compared to September 2018 which was 219kgs per household. |
| LATEST UPDATE September 2019 - MC OP 192 % of household waste sent for reuse, recycling and composting. | | 54.23% | 50% | ↓ | | The most recent data available is 54.23% recycling which is 1.7% higher than at the same point last year although there has been a drop on the previous month, most likely due to reduced organic waste recycling |

Appendix C - Performance Analysis

| PI code and Name | Status | Latest Value | Current Target | Movement since last update | Performance Data Trend Chart | Notes & History Latest Note |
|---|--------|--------------|----------------|----------------------------|------------------------------|---|
| MC OP 2.2 - Waste: missed collections per 100,000 collections of household. | | 48.07 | 30 | ↑ | | <p>An increase on the previous months missed collections. December trends suggest that this month is usually a well performing month. The contractor will be asked to investigate why performance has dropped compared to the previous month.</p> |
| QC OP 2.4 Fly-tips: Time taken for removal | | 1.21 days | 2.00 days | ● | | <p>Fly tip removal remains within in target, with most fly tips being cleared on the day they are reported.</p> |

Priority 3: Business
Service: Health & Housing

Appendix C - 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 184 % of food premises in the area which are broadly compliant with food hygiene law | | 96.00% | 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>Quarterly Compliance Data</caption> <thead> <tr> <th>Quarter</th> <th>Compliance %</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>94%</td></tr> <tr><td>Q2 2017/18</td><td>95%</td></tr> <tr><td>Q3 2017/18</td><td>94%</td></tr> <tr><td>Q4 2017/18</td><td>96%</td></tr> <tr><td>Q1 2018/19</td><td>95%</td></tr> <tr><td>Q2 2018/19</td><td>95%</td></tr> <tr><td>Q3 2018/19</td><td>96%</td></tr> <tr><td>Q4 2018/19</td><td>97%</td></tr> <tr><td>Q1 2019/20</td><td>97%</td></tr> <tr><td>Q2 2019/20</td><td>96%</td></tr> <tr><td>Q3 2019/20</td><td>96%</td></tr> <tr><td>Q4 2019/20</td><td>96%</td></tr> </tbody> </table> | Quarter | Compliance % | Q1 2017/18 | 94% | Q2 2017/18 | 95% | Q3 2017/18 | 94% | Q4 2017/18 | 96% | Q1 2018/19 | 95% | Q2 2018/19 | 95% | Q3 2018/19 | 96% | Q4 2018/19 | 97% | Q1 2019/20 | 97% | Q2 2019/20 | 96% | Q3 2019/20 | 96% | Q4 2019/20 | 96% | Target exceeded. 96% of registered food businesses in East Herts are broadly compliant with food law; this represents 1,041 businesses, down 1% on previous quarter |
| Quarter | Compliance % | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q1 2017/18 | 94% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q2 2017/18 | 95% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q3 2017/18 | 94% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q4 2017/18 | 96% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q1 2018/19 | 95% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q2 2018/19 | 95% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q3 2018/19 | 96% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q4 2018/19 | 97% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q1 2019/20 | 97% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q2 2019/20 | 96% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q3 2019/20 | 96% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q4 2019/20 | 96% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Priority: Supporting All

Service: Revs & Bens

| LATEST UPDATE December 2019 - MC RB 10.2 Council tax collection, % of current year liability collected. | | 82.00% | 83.00% | Cumulative Figure | <p>MC RB 10.2 Council tax collection, % of current year liability collected.</p> <table border="1"> <caption>Monthly Cumulative Collection Data</caption> <thead> <tr> <th>Month</th> <th>Collection %</th> </tr> </thead> <tbody> <tr><td>Apr 17</td><td>11.9%</td></tr> <tr><td>May 17</td><td>27.3%</td></tr> <tr><td>Jun 17</td><td>41.3%</td></tr> <tr><td>Jul 17</td><td>54.2%</td></tr> <tr><td>Aug 17</td><td>65.7%</td></tr> <tr><td>Sep 17</td><td>75.7%</td></tr> <tr><td>Oct 17</td><td>83.2%</td></tr> <tr><td>Nov 17</td><td>88.6%</td></tr> <tr><td>Dec 17</td><td>92.0%</td></tr> <tr><td>Jan 18</td><td>94.2%</td></tr> <tr><td>Feb 18</td><td>95.4%</td></tr> <tr><td>Mar 18</td><td>96.0%</td></tr> <tr><td>Apr 18</td><td>96.3%</td></tr> <tr><td>May 18</td><td>96.5%</td></tr> <tr><td>Jun 18</td><td>96.6%</td></tr> <tr><td>Jul 18</td><td>96.7%</td></tr> <tr><td>Aug 18</td><td>96.7%</td></tr> <tr><td>Sep 18</td><td>96.7%</td></tr> <tr><td>Oct 18</td><td>96.7%</td></tr> <tr><td>Nov 18</td><td>96.7%</td></tr> <tr><td>Dec 18</td><td>96.7%</td></tr> <tr><td>Jan 19</td><td>96.7%</td></tr> <tr><td>Feb 19</td><td>96.7%</td></tr> <tr><td>Mar 19</td><td>96.7%</td></tr> <tr><td>Apr 19</td><td>96.7%</td></tr> <tr><td>May 19</td><td>96.7%</td></tr> <tr><td>Jun 19</td><td>96.7%</td></tr> <tr><td>Jul 19</td><td>96.7%</td></tr> <tr><td>Aug 19</td><td>96.7%</td></tr> <tr><td>Sep 19</td><td>96.7%</td></tr> <tr><td>Oct 19</td><td>96.7%</td></tr> <tr><td>Nov 19</td><td>96.7%</td></tr> <tr><td>Dec 19</td><td>82.0%</td></tr> <tr><td>Jan 20</td><td>82.0%</td></tr> <tr><td>Feb 20</td><td>82.0%</td></tr> <tr><td>Mar 20</td><td>82.0%</td></tr> <tr><td>Apr 20</td><td>82.0%</td></tr> </tbody> </table> | Month | Collection % | Apr 17 | 11.9% | May 17 | 27.3% | Jun 17 | 41.3% | Jul 17 | 54.2% | Aug 17 | 65.7% | Sep 17 | 75.7% | Oct 17 | 83.2% | Nov 17 | 88.6% | Dec 17 | 92.0% | Jan 18 | 94.2% | Feb 18 | 95.4% | Mar 18 | 96.0% | Apr 18 | 96.3% | May 18 | 96.5% | Jun 18 | 96.6% | Jul 18 | 96.7% | Aug 18 | 96.7% | Sep 18 | 96.7% | Oct 18 | 96.7% | Nov 18 | 96.7% | Dec 18 | 96.7% | Jan 19 | 96.7% | Feb 19 | 96.7% | Mar 19 | 96.7% | Apr 19 | 96.7% | May 19 | 96.7% | Jun 19 | 96.7% | Jul 19 | 96.7% | Aug 19 | 96.7% | Sep 19 | 96.7% | Oct 19 | 96.7% | Nov 19 | 96.7% | Dec 19 | 82.0% | Jan 20 | 82.0% | Feb 20 | 82.0% | Mar 20 | 82.0% | Apr 20 | 82.0% | Figure sits 1% below set target for the latest results in December, 0.3% down on the previous years results |
|---|--------------|--------|--------|-------------------|---|-------|--------------|--------|-------|--------|-------|--------|-------|--------|-------|--------|-------|--------|-------|--------|-------|--------|-------|--------|-------|--------|-------|--------|-------|--------|-------|--------|-------|--------|-------|--------|-------|--------|-------|--------|-------|--------|-------|--------|-------|--------|-------|--------|-------|--------|-------|--------|-------|--------|-------|--------|-------|--------|-------|--------|-------|--------|-------|--------|-------|--------|-------|--------|-------|--------|-------|--------|-------|--------|-------|--------|-------|--------|-------|--------|-------|---|
| Month | Collection % | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Apr 17 | 11.9% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| May 17 | 27.3% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Jun 17 | 41.3% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Jul 17 | 54.2% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Aug 17 | 65.7% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Sep 17 | 75.7% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Oct 17 | 83.2% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Nov 17 | 88.6% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Dec 17 | 92.0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Jan 18 | 94.2% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Feb 18 | 95.4% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Mar 18 | 96.0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Apr 18 | 96.3% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| May 18 | 96.5% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Jun 18 | 96.6% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Jul 18 | 96.7% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Aug 18 | 96.7% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Sep 18 | 96.7% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Oct 18 | 96.7% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Nov 18 | 96.7% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Dec 18 | 96.7% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Jan 19 | 96.7% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Feb 19 | 96.7% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Mar 19 | 96.7% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Apr 19 | 96.7% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| May 19 | 96.7% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Jun 19 | 96.7% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Jul 19 | 96.7% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Aug 19 | 96.7% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Sep 19 | 96.7% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Oct 19 | 96.7% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Nov 19 | 96.7% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Dec 19 | 82.0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Jan 20 | 82.0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Feb 20 | 82.0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Mar 20 | 82.0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Apr 20 | 82.0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Appendix C - 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 December 2019 - MC RB 10.4 NNDR (Business rates) collection, % of current year liability collected. | | 85.10% | 83.00% | Cumulative Figure | | Figures are 2.1% above set targets though are 0.5% lower than this point in the previous year. |
| Service: Human Resources | | | | | | |
| MC HR 12A Number of short-term sickness absence days per FTE staff in post | | 0.24 days | 0.33 days | | | S/T absence for the year so far = 2.26 (end of year target = 4) |

Appendix C - 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 | | 0.32 days | 0.17 days | ↑ | | L/T sickness for the year so far = 1.43 (end of year target = 2)Over target this month due to a number of new long term sickness cases which HR Officers are working on with Managers. |
| MC HR 12C Total number of sickness absence days per FTE staff in post | | 0.56 days | 0.50 days | ↑ | | Total absence for the year so far = 3.69 (end of year target = 6). Over target this month due to a number of new long term sickness cases which HR Officers are working on with Managers. |
| Service: Democratic & Legal Services | | | | | | |
| MC DL 5.15 % of FOI cases closed in month that were closed within 20 working days or less | | 97.91% | 90.00% | ↓ | | There were 48 cases of which one was overdue during December |

Appendix C - Performance Analysis

| PI code and Name | Status | Latest Value | Current Target | Movement since last update | Performance Data Trend Chart | Notes & History Latest Note |
|--|--------|--------------|----------------|----------------------------|--|--|
| Service: Communications, Strategy & Policy | | | | | | |
| MC CSP 5.13A % Good Satisfaction (GovMetric) - Face to Face. | | 84% | 80% | ↓ | <p align="center">MC CSP 5.13A % Good Satisfaction (GovMetric) - Face to Face.</p> | Scores continue to fluctuate slightly above our set targets |
| (E)MC CSP 5.13C % Good Satisfaction (GovMetric) - Website. | | 42% | 50% | ↑ | <p align="center">(E)MC CSP 5.13C % Good Satisfaction (GovMetric) - Website.</p> | Scores continue to rise as people understand our new website and we draw on comments from previous months. We are now closer to our 50% target with 182 positive reviews and a further 45 average. As always, we continue to review any negative comments or reviews to see if we can implement improvements |

Appendix C - 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 5.1 % of complaints resolved in 14 days (10 working days) or less. | | 55.00% | 70.00% | ↑ | <p>QC CSP 5.1 % of complaints resolved in 14 days (10 working days) or less (based on stage 1 complaints)</p> | There were 20 complaints during Q3 of which 11 were within 10 working days. This was a slight improvement on the previous quarter but has again failed to meet set targets |
| QC CSP 5.2A % of complaints about the Council and its services that are upheld: 1st stage | | 31.57% | 30.00% | ↓ | <p>QC CSP 5.2A % of complaints about the Council and its services that are upheld: 1st stage</p> | Of the 19 complaints during Q3, 5 were upheld and one partially upheld meaning the target was marginally missed |
| 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> | One complaint was made at stage 2 and this was not upheld |

Appendix C - Performance Analysis

| PI code and Name | Status | Latest Value | Current Target | Movement since last update | Performance Data Trend Chart | Notes & History Latest Note |
|---|------------|--------------------------------|----------------|----------------------------|--|---|
| Service: Digital East Herts | | | | | | |
| 1a Volume & Proportion of Contacts by Email | trend only | 858 (4%) 3% in Q2 | Trend only | ↓ | <p align="center">Q2 Contact (CS proxy) Figures Q3</p> <p align="center"> ■ Contacts by Email ■ Contacts by F2F ■ Contacts by Phone ■ Contacts by Web Forms </p> | <p>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 2019/20. 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. These web form figures reflect all of the web forms coming into council, of which around 80% come directly into customer services. Phone calls are broadly similar to Q2 but the proportion reduced significantly. Face to Face interactions rose slightly during this period.</p> |
| 1b Volume & Proportion of Contacts by F2F | trend only | 2,900 (13%)2,799 in Q2 | Trend only | ↑ | | |
| 1c Volume & Proportion of Contacts by Phone | trend only | 13,160 (58%)14,271 in Q2 | Trend only | ↓ | | |
| 1d Volume & Proportion of Contacts by Web Forms | trend only | 5,912 (26%) 5320 in Q2 | Trend only | ↑ | | |






Appendix C - Performance Analysis

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

PI Status

| | |
|--|------------|
| Performance is 6% or more off target | |
| Performance is 3% or more off target | |
| Performance is on target or exceeding target | |
| No target to set performance against | Trend Only |
| Latest data unavailable - last data shown | |
| 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 |