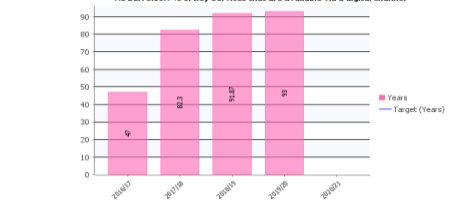
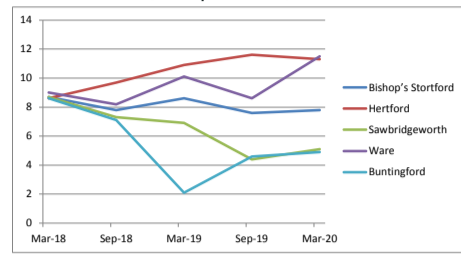
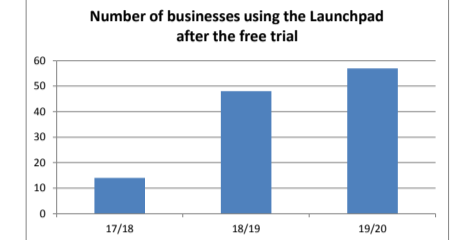
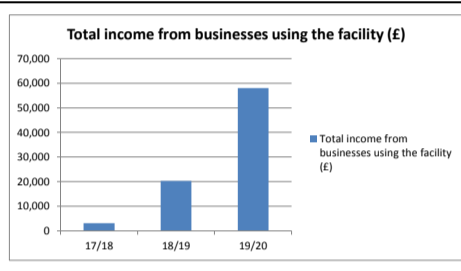
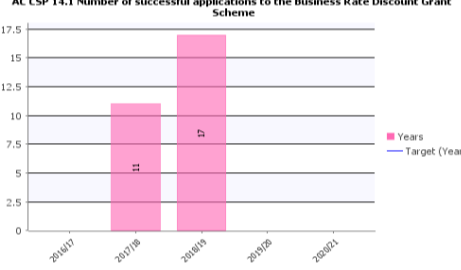
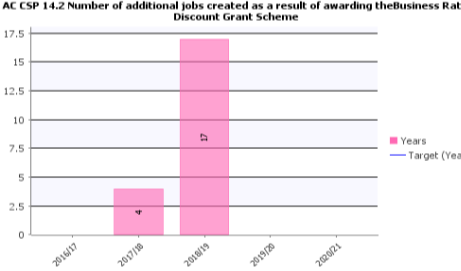
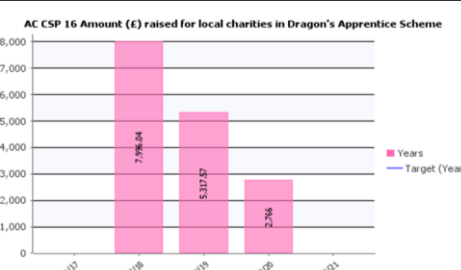
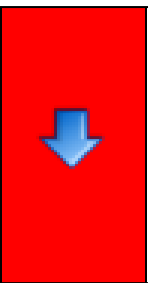
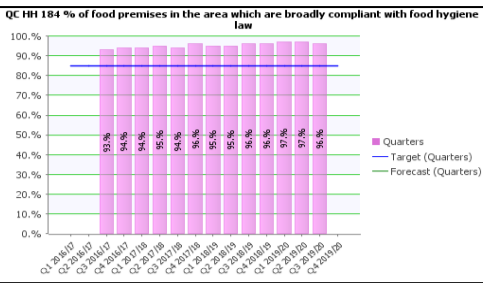

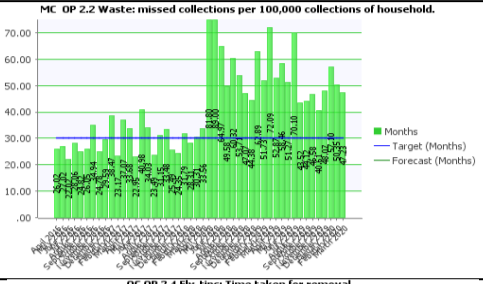

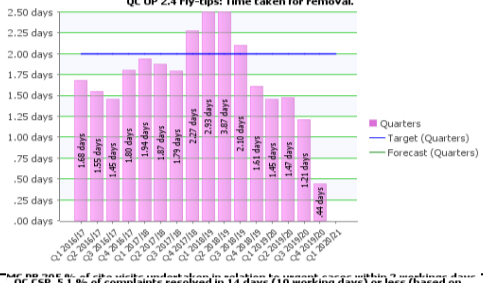
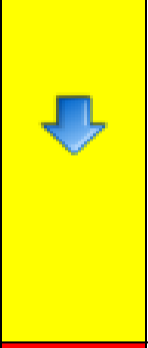
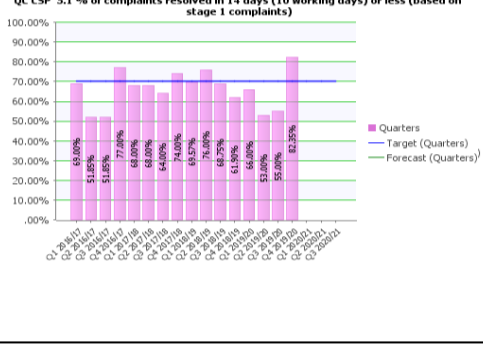
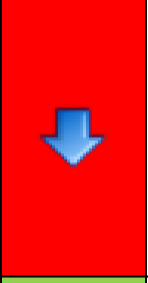
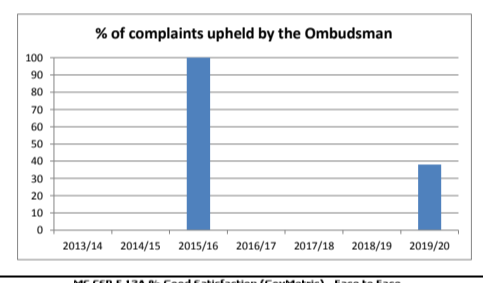

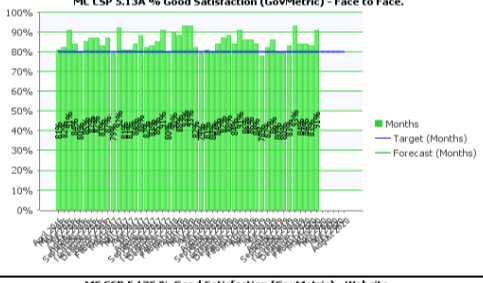

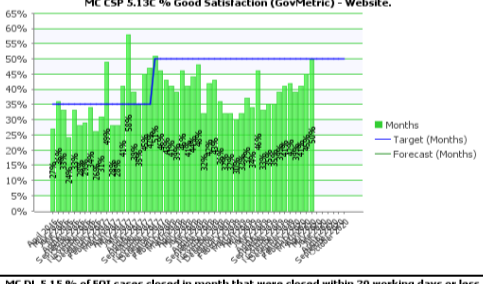

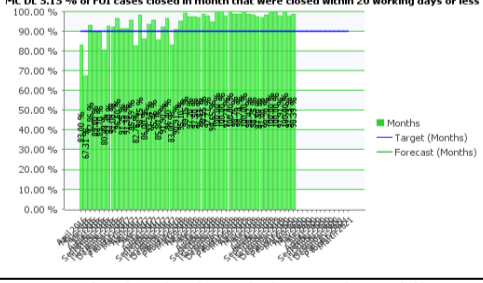

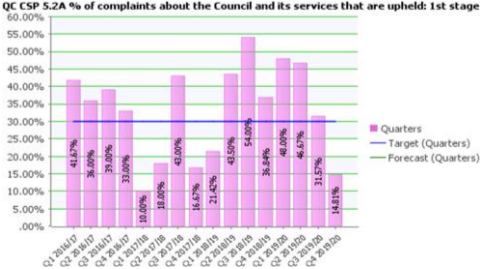

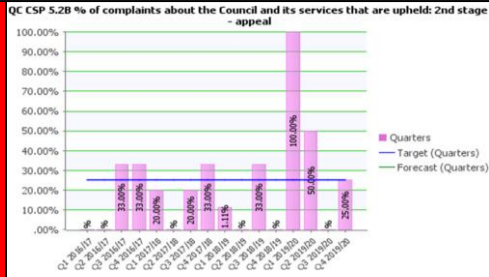
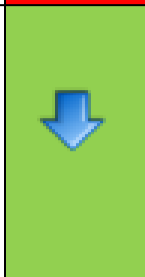
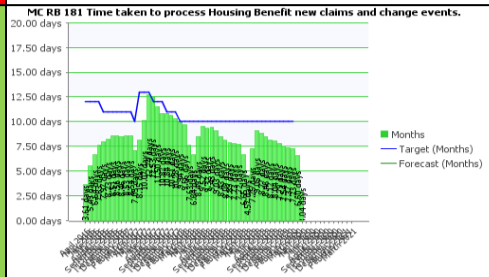

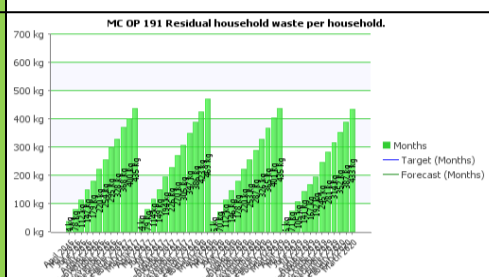
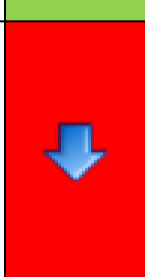
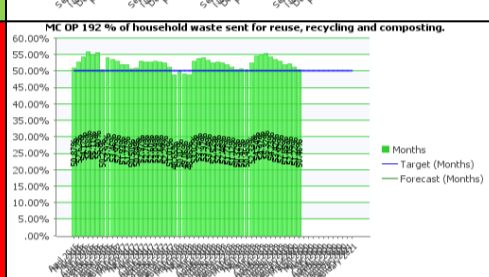
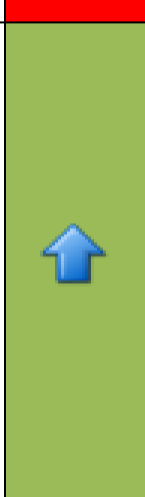
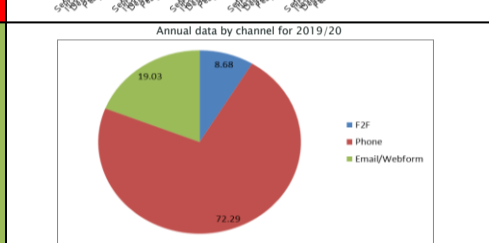
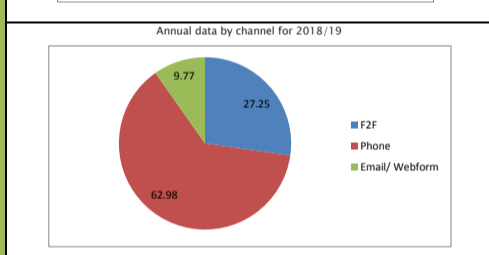









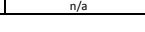

Performance Indicator	Annual Value	Target (annual Target)	Increase/Decrease from last year	Performance Data Trend Chart	Notes & History Latest Note																				
AC DEH 5.10A % of Key Services that are available via a digital channel	93	100	↑		This is a proxy for looking at how many services can be delivered over the website or similar self-service platforms. We now have over 70 web forms in place for different service requests. There are a small number of services that cannot be requested and resolved digitally and these are where we have third party IT systems (e.g., booking bulky goods collections and paperless business rate direct debits).																				
AC CSP 111 Vacancy Rates in Town Centres	N/A	Trend only	TBC		This measure looks at all rateable properties in town centres including commercial/ office units as well as retail which is why it is higher than most measures. Hertford's vacancy rate has traditionally been very low however due to Bircherley Green being shut it has increased. The vast majority of shops were shut on the w/c 23 March and we are not yet sure of the full impact of Covid-19 restrictions on our town centres.																				
AC CSP 13.2 Number of businesses using the Launchpad facility after expiry of free trial	57	30	↑		As of 24th March (when the facility had to close) we had 57 paying Members. 6 of these were at the Ware Launchpad and 51 at Bishop's Stortford. The target is very low and will be revised for 20/21																				
AC CSP 13.3 Total income from businesses using the Launchpad facility	£56,000.00	£25,000.00	↑		Prior to closure income had started to stabilise at around £4-5k per month																				
AC CSP 14.1 Number of successful applications to the Business Rate Discount Grant Scheme	0	Trend only	N/A		Scheme for allocating more grants was agreed by Executive in October 2019. However in the Autumn budget the chancellor announced 1/3rd business rates discount for certain types of business with a rateable value of up to 51k. At that point we had 6 applications in progress and had agreed to allocate the grant to cover 20/21 payments. Subsequent announcements from the Chancellor then granted full relief for these businesses for one year to cope with Covid-19 restrictions. As a consequence this grant scheme currently has no applicants.																				
AC CSP 14.2 Number of additional jobs created as a result of awarding the Business Rate Discount Grant Scheme	0	Trend only	N/A		As above																				
AC CSP 14.3 Total value of visitor economy to East Herts	N/A	Trend only	N/A	<table border="1"> <thead> <tr> <th>Measure</th> <th>2014/15</th> <th>2015/16</th> <th>2016/17</th> </tr> </thead> <tbody> <tr> <td>No. of day trips</td> <td>3,698,000</td> <td>3,573,000</td> <td>4,280,000</td> </tr> <tr> <td>No. of overnight trips</td> <td>224,000</td> <td>236,000</td> <td>250,000</td> </tr> <tr> <td>Total number of nights</td> <td>1,298,000</td> <td>1,371,000</td> <td>1,369,000</td> </tr> <tr> <td>Total value of visits (£)</td> <td>252,560,000</td> <td>262,007,000</td> <td>275,354,000</td> </tr> </tbody> </table>	Measure	2014/15	2015/16	2016/17	No. of day trips	3,698,000	3,573,000	4,280,000	No. of overnight trips	224,000	236,000	250,000	Total number of nights	1,298,000	1,371,000	1,369,000	Total value of visits (£)	252,560,000	262,007,000	275,354,000	This is a study that happens biannually and there is also a significant lag in publishing due to the time taken for analysis. The work is undertaken by Visit Herts and data is broken down by each of the 5 towns. Analysis has been undertaken for the 2018/19 year and expect the results to be published in late 2020.
Measure	2014/15	2015/16	2016/17																						
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AC CSP 14.4 Total number of day trips and overnight trips to district	N/A	Trend only	N/A	The visitor economy is an important and often overlooked part of the East Herts economy. East Herts benefits the most in terms of spend and number of visitors out of all the districts in the county. In addition to above Visit Herts produces a monthly Business Barometer which provides more regular, qualitative feedback from businesses on the visitor economy to supplement the Value and Volume data (albeit on a countywide as opposed to a district basis). Reports can be accessed here: https://www.visitherts.co.uk/business-barometer/																					
AC CSP 14.5 Total number of jobs in district attributed to visitor economy	N/A	Trend only	N/A																						
AC CSP 14.6 Number of Business awarded £ through the RDP programme	8	Trend only	N/A	<table border="1"> <thead> <tr> <th colspan="2">RDP Measures</th> </tr> </thead> <tbody> <tr> <td>Number of successful grant applications</td> <td>25</td> </tr> <tr> <td>Total value of grants awarded (£)</td> <td>2,236,000</td> </tr> <tr> <td>Number of East Herts businesses that have successfully applied</td> <td>8</td> </tr> <tr> <td>Total amount invested in East Herts including match funding from the private sector (£)</td> <td>801,000</td> </tr> </tbody> </table>	RDP Measures		Number of successful grant applications	25	Total value of grants awarded (£)	2,236,000	Number of East Herts businesses that have successfully applied	8	Total amount invested in East Herts including match funding from the private sector (£)	801,000	Over the last 3 years we have successfully managed the European Funded Rural Development Programme with a total Programme value of £2.236m. East Herts have acted as the accountable body and worked across the 'Eastern Plateau' (covering all the rural areas of East Herts, North Herts, Uttlesford and Epping Forest). The scheme closed in summer 2019 and the focus since then has been on ensuring funds are spent and accounted for. 25 grants were given out in total and within that 8 businesses in East Herts benefited from a total £572,672 grant funding. "matched" private investment totalled around £800,000 with a total rural investment in East Herts of £1.3m.										
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AC CSP 14.7 Amount of £ invested in East Herts through the RDP	572,672	Trend only	N/A																						
AC CSP 16 Amount (£) raised for local charities in Dragon's Apprentice Scheme	2,766	Trend only	↓		Amount raised is less than previous years due to fewer senior schools taking part. This year schools included Chauncy, St. Mary's Catholic School and Herts and Essex High School																				

<p>AC CSP 17 Bus – Modal shift of East Herts staff commuting patterns</p>	<p>1%</p>	<p>TBC</p>	<p>TBC</p>		<p>The last survey prior to 17/18 was done in 2009 and the figure for bus use was 2% so there has been a marginal decrease in the last 10 years. Another survey was due in early 2020 to assess any progress however this was suspended due to the offices being closed which would have distorted results. There are opportunities once restrictions are lifted to maximise modal shift for staff commuting</p>
<p>AC CSP 17 Car – Modal shift of East Herts staff commuting patterns</p>	<p>80</p>	<p>Trend only</p>	<p>TBC</p>		<p>The last survey prior to 17/18 was done in 2009 and the figure for car use (single occupancy) was also 80% so no change overall. However single occupancy car use was 1% in 2009 and had increased to 8% in 2018. As above we were unable to run a survey in early 2020.</p>
<p>AC CSP 17 Train – Modal shift of East Herts staff commuting patterns</p>	<p>2%</p>	<p>Trend only</p>	<p>TBC</p>		<p>The last survey prior to 17/18 was done in 2009 and the figure for train use was 3%.</p>
<p>AC CSP 17 Walk – Or Cycle: Modal shift of East Herts staff commuting patterns</p>	<p>1%</p>	<p>TBC</p>	<p>TBC</p>		<p>Walking figures were 10% in 2009 and have dropped since then. As above we were unable to run another survey in early 2022</p>
<p>AC DEH 5.10B Socitm (Society of IT Managers) rating for website usability / accessibility</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>		<p>Socitm now focus on accessibility and have done away with star ratings. There are no results for 2018/2019 nor 2019/2020 and therefore no comparable data. This indicator will be closed. The Shaw Trust will be providing us with accessibility scores in future</p>
<p>AC PB 156 Number of Master Plans successfully completed and endorsed by the Council</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>		<p>This will continue to be monitored under the action: E PBC – Agree masterplans on: the Clifton Area Villages 1-7; NE of Ware; East of Welwyn Garden City; significant windfall development sites through collaborative process with developers and Members'</p>
<p>AC PB 158 Years of Housing Land Supply available to build on</p>	<p>6.64</p>	<p>5</p>			<p>This will continue to be monitored under: EPBC – development meets the needs of the district population</p>
<p>MC RB 10.2 Council tax collection, % of current year liability collected.</p>	<p>97.80%</p>	<p>98.60%</p>	<p>N/A</p>		
<p>MC RB 10.4 NNDR (Business rates) collection, % of current year liability collected.</p>	<p>98.60%</p>	<p>97.50%</p>	<p>N/A</p>		

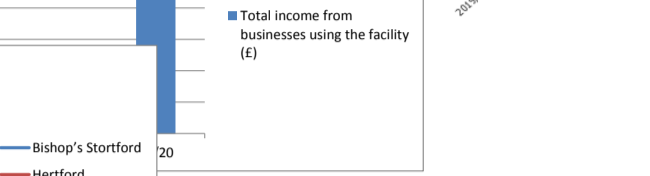
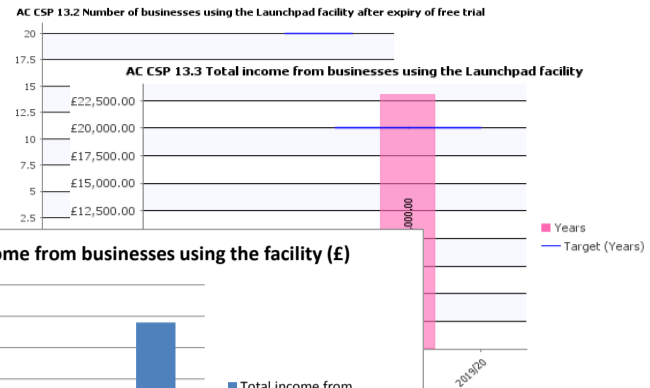
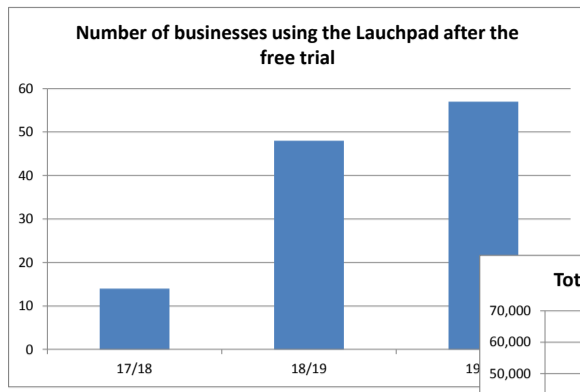
<p>MC HR 12A Number of short-term sickness absence days per FTE staff in post</p>	0.31 days	0.33 days	↑	<p>MC HR 12A Number of short-term sickness absence days per FTE staff in post</p>	Within target
<p>MC HR 12B Number of long-term sickness absence days per FTE staff in post</p>	0.10 days	0.17 days	↓	<p>MC HR 12B Number of long-term sickness absence days per FTE staff in post</p>	Within target
<p>MC HR 12C Total number of sickness absence days per FTE staff in post</p>	0.40 days	0.50 days	↑	<p>MC HR 12C Total number of sickness absence days per FTE staff in post</p>	Within target
<p>HC HH 148 Number of applicants on the housing register</p>	2,129	Trend only	↑	<p>HC HH 148 Number of applicants on the housing register</p>	At the end of March 2020 there were 2,129 households on the Housing Register. This is broken down by property size required as follows: 1 bed need - 1,031; 2 bed need - 714; 3 bed need - 312; 4+ bed need - 72. The number of households on the Housing Register is slightly higher than that at beginning of October 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 bedroom homes being the greatest need.
<p>QC HH 151 Number of homeless households living in temporary accommodation at the end of the quarter.</p>	37	Trend only	↑	<p>QC HH 151 Number of homeless households living in temporary accommodation at the end of the quarter.</p>	At the end of March 2020 the council had 37 households in temporary accommodation. The council's temporary accommodation hostel had all 12 flats occupied plus 3 additional units of self accommodation procured through a lease arrangement with Network Homes. 19 households were in B&B accommodation under homeless duties. One person was in temporary supported accommodation for people with mental health conditions and one household was in longer term private leased self contained accommodation. In the last 2 months the council has experienced significant delays on new build accommodation where households in our temporary accommodation have been nominated to new build properties and then there has been subsequent delays on handing the properties over to the housing associations which has impacted on residents being able moving out of our temporary accommodation.
<p>QC HH 155 Number of affordable homes delivered (gross)</p>	292	200	N/A	<p>QC HH 155 Number of affordable homes delivered (gross)</p>	A total of 292 new affordable homes (217 affordable rented homes and 75 shared ownership) were completed and advertised through the council's Choice Based Lettings Service or Home Buy Agent up to the end of the fourth quarter 2019/20. This is the highest number of new affordable homes achieved.
<p>MC PB 157A % Processing of planning applications dealt with in timely manner - Major applications (Majors under 13 weeks)</p>	67.00%	60.00%	N/A	<p>MC PB 157A % Processing of planning applications dealt with in timely manner - Major applications (Majors under 13 weeks)</p>	2 out of 3
<p>MC PB 157B % Processing of planning applications dealt with in timely manner - Minor applications (Minors under 8 weeks)</p>	88.00%	80.00%	↓	<p>MC PB 157B % Processing of planning applications dealt with in timely manner - Minor applications (Minors under 8 weeks)</p>	23 out of 26
<p>MC PB 157C % Processing of planning applications dealt with in timely manner - Other applications (Others under 8 weeks)</p>	94.00%	90.00%	↑	<p>MC PB 157C % Processing of planning applications dealt with in timely manner - Other applications (Others under 8 weeks)</p>	70 out of 74

<p>QC HH 184 % of food premises in the area which are broadly compliant with food hygiene law</p>	96.00%	85.00%		<p>QC HH 184 % of food premises in the area which are broadly compliant with food hygiene law</p> 	2019/2020 Qtr. 4 – Data unavailable due to resources being diverted to deal with Coronavirus epidemic
<p>MC OP 2.2 Waste: missed collections per 100,000 collections of household.</p>	51.00	30.00		<p>MC OP 2.2 Waste: missed collections per 100,000 collections of household.</p> 	Report to O&S report in November 2019 outlined reasons behind performance levels. Going forward the target has changed to a percentage instead of number per 100,000 collections in order to be more representative of the service performance.
<p>QC OP 2.4 Fly-tips: Time taken for removal.</p>	0.44 days	2.00 days		<p>QC OP 2.4 Fly-tips: Time Taken for removal.</p> 	Fly-tip removal remains within in target, and performance has improved since last year with most flytips being cleared on the day they are reported.
<p>QC CSP 5.1 % of complaints resolved in 14 days (10 working days) or less (based on stage 1 complaints)</p>	60.66%	70.00%		<p>QC CSP 5.1 % of complaints resolved in 14 days (10 working days) or less (based on stage 1 complaints)</p> 	Over the 19/20 year we had 61 Stage 1 complaints. Of these, 37 were resolved within 10 days and 24 took longer than 10 days. 12 complaints were escalated to stage 2. Operations tends to be the service area in which most complaints are received (usually related to waste) followed by planning. 24 of the 61 complaints were related to Operations and 13 related to planning. Complaints is a priority for 20/21 in terms of improving our service. Typically we received around 100 - 130 complaints per year however a reduction to just 61 does not indicate that less complaints are being made. It is likely that complaints are not being recorded and monitored properly. Training on the complaints process is being rolled out across the organisation to ensure this does happen (this started in March and has had a positive impact on the last quarter figures).
<p>CSP 5.4 % of complaints to the Local Government Ombudsman that are upheld</p>	38.00%	0.00%		<p>% of complaints upheld by the Ombudsman</p> 	Over 2019/20 8 complaints were referred to the Ombudsman. Of these, 2 were partially upheld (1 in Planning and 1 in Operations) and one was fully upheld (Housing). Of the remaining 5, 3 were not investigated (i.e. initial investigation by the ombudsman indicated there were no grounds to do so), 1 was not upheld and 1 is still being investigated. A % count for this measure is misleading – as numbers are small changes result in large swings. The key issue is whether we recognise the ombudsman's decision, take remedial action and change our processes/ approach going forward. In the 3 cases where the ombudsman upheld/ partially upheld the complaint, the findings have been shared with staff.
<p>MC CSP 5.13A % Good Satisfaction (GovMetric) - Face to Face.</p>	84.75	80%		<p>MC CSP 5.13A % Good Satisfaction (GovMetric) - Face to Face.</p> 	Face to face interactions remain the most popular in terms of customer experience. East Herts is regularly in the top 10 list of authorities that use govmetric for customer feedback with regards to face to face
<p>MC CSP 5.13C % Good Satisfaction (GovMetric) - Website.</p>	44%	50%		<p>MC CSP 5.13C % Good Satisfaction (GovMetric) - Website.</p> 	Our new website launched in November 2019 and there has been a steady increase in positive feedback since then. In the last month we hit target for the first time in over 2 years. However ratings have not increased as much as we had expected. Work was undertaken on the govmetric tool in March to adjust its placement when visiting the website (it is now a widget on the side of the screen rather than a click option at the bottom) and users are asked to clarify whether the rating they give is in relation to a service/ outcome they are not happy with or specific web content/ pages. In March this led to a better score and we hope to maintain this.
<p>MC DL 5.15 % of FOI cases closed in month that were closed within 20 working days or less</p>	98.39%	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 62 requests responded to in march with a response rate of 98.39% response rate on time
<p>QC CSP 5.2A % of complaints about the Council and its services that are upheld: 1st stage</p>	34.00%	30.00%		<p>QC CSP 5.2A % of complaints about the Council and its services that are upheld: 1st stage</p> 	% of the complaints upheld or partially upheld was just off target. In the case of Operations, 41% of the complaints were upheld or partially upheld. In the case of Planning 31% of complaints were upheld or partially upheld

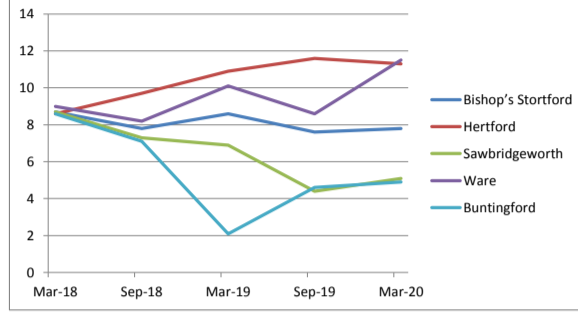
<p>QC CSP 5.2B % of complaints about the Council and its services that are upheld: 2nd stage appeal</p>	25.00%	25.00%		<p>QC CSP 5.2B % of complaints about the Council and its services that are upheld: 2nd stage - appeal</p> 	<p>Given the numbers are small this can skew the % figure. Of the 12 stage 2 complaints over the year, 3 were upheld or partially upheld</p>
<p>MC RB 181 Time taken to process Housing Benefit new claims and change events.</p>	6.60 days	10 days		<p>MC RB 181 Time taken to process Housing Benefit new claims and change events.</p> 	
<p>MC OP 191 Residual household waste per household.</p>	433 kg	450 kg		<p>MC OP 191 Residual household waste per household.</p> 	<p>The trend of reduce waste is continuing. The expected year end figure is anticipated to be well under the target. Therefore the target for 2020/21 has been reduced from 475kg to 450kg per household.</p>
<p>MC OP 192 % of household waste sent for reuse, recycling and composting.</p>	50.46%	50.00%		<p>MC OP 192 % of household waste sent for reuse, recycling and composting.</p> 	<p>Performance throughout the year is on target to achieve the 50% target, however the seasonal impacts of garden waste in Q4 can significantly impact on end of year figures.</p>
<p>QC 1A - D Volume - Proportion of Contacts by Channel</p>	<p>F2F: 8.68% Email / Web form: 19.03% Phone: 72.29</p>	Trend only		<p>Annual data by channel for 2019/20</p>  <p>Annual data by channel for 2018/19</p> 	<p>This measure is designed to be a proxy for assessing how well channel shift is taking place in terms of how customers interact with us. There has been a trend in terms of increasing use of web forms and emails when compared to the previous year. Similarly, F2F contact (i.e., visits to reception) have decreased as a proportion. This is positive in terms of channel shift as face to face is the most expensive / costly type of transaction. Telephony remains the contact channel of choice in the district. Proportion of contacts doesn't provide the whole story as total numbers of customer contacts are still relevant. Even though the proportion of F2F contacts has decreased we are still getting roughly the same number of visitors to our receptions as in previous years. In 20/21 we will be focusing more on providing self-service facilities in our reception areas and trialling new schemes like webchat</p>

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

	17/18	18/19	19/20
Number of businesses using	14	48	57
	17/18	18/19	19/20
Total income from	3,155	20,243	58,000

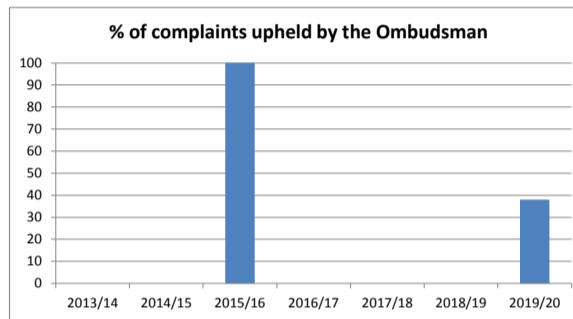


	Sep-17	Mar-18	Sep-18	Mar-19	Sep-19	Mar-20
Bishop's Stortford	11	8.7	7.8	8.6	7.6	7.8
Hertford	8.5	8.6	9.7	10.9	11.6	11.3
Sawbridgeworth	8.6	8.7	7.3	6.9	4.4	5.1
Ware	10.6	9	8.2	10.1	8.6	11.5
Buntingford	7.4	8.6	7.1	2.1	4.6	4.9



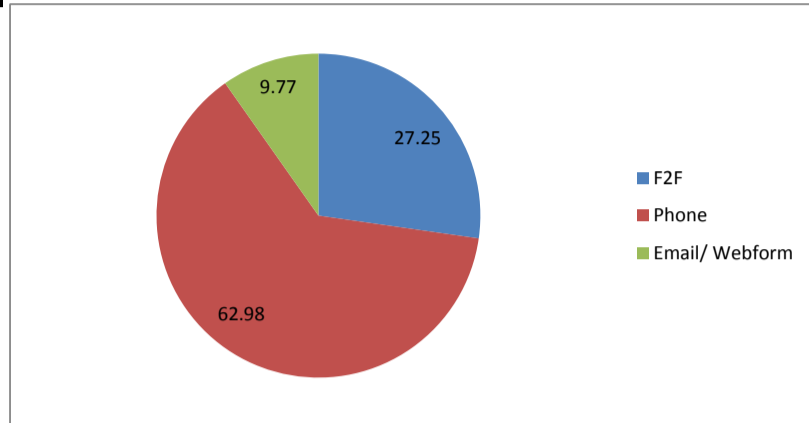
Bishops Str Buntingfori Hertford Sawbridge Ware
7.847534 4.819277 11.32075 5.147059 11.47541

	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
% of compl	0	0	100	0	0	0	38



Measure	2014/15	2015/16	2016/17
No. of day trips	3,698,000	3,573,000	4,280,000
No. of overnight trips	224,000	236,000	250,000
Total number of nights	1,298,000	1,371,000	1,369,000
Total value of visits (£)	252,560,000	262,007,000	275,354,000

RDP Measures	
Number of successful grant applications	25
Total value of grants awarded (£)	2,236,000
Number of East Herts businesses that have successfully applied	8
Total amount invested in East Herts including match funding from the private sector (£)	801,000



3.75
0.31147541

14 28 65.55
31 30 64.35
46 27 60.67
48 24 61.36
34.75 27.25 62.9825

Phone 62.98
F2F 27.25
Email/web 9.77
F2F 27.25
Phone 62.98
Email/ Wel 9.77