
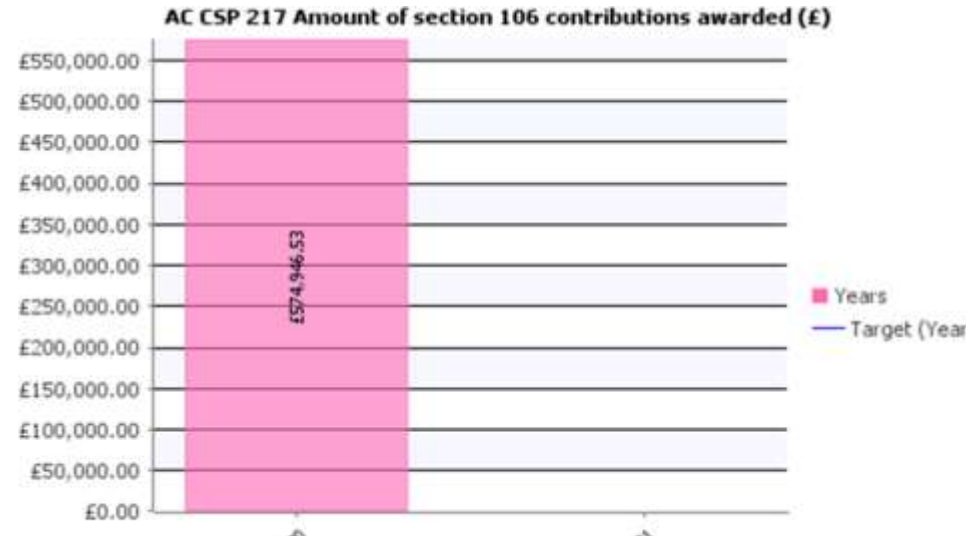

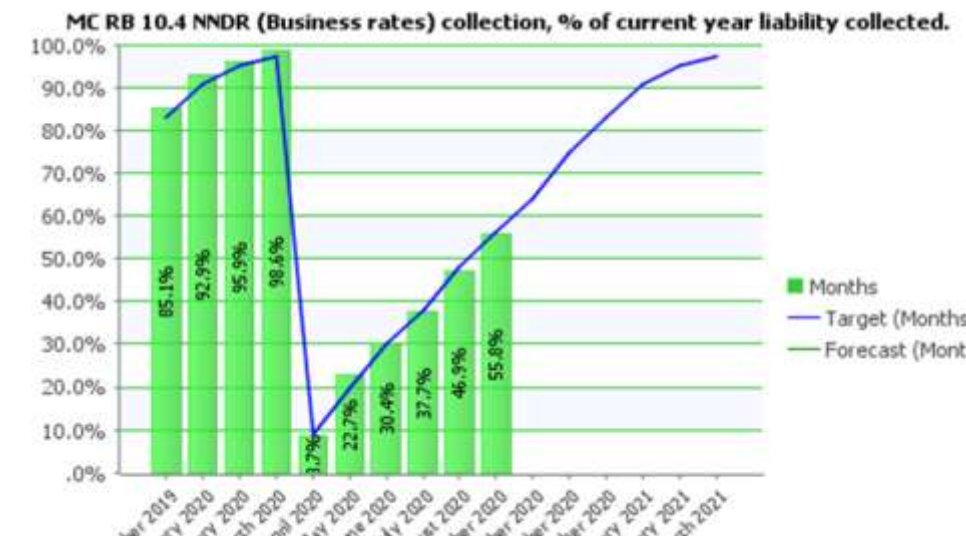

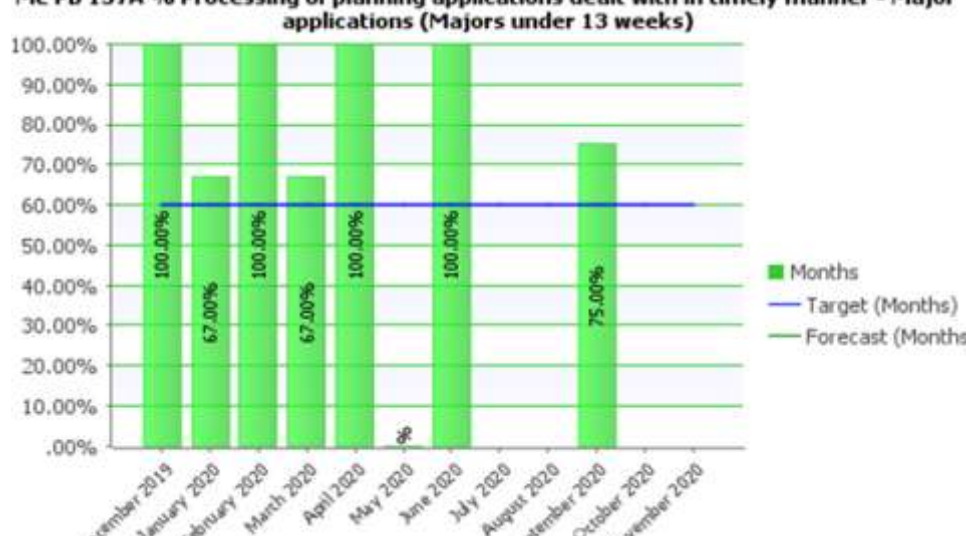

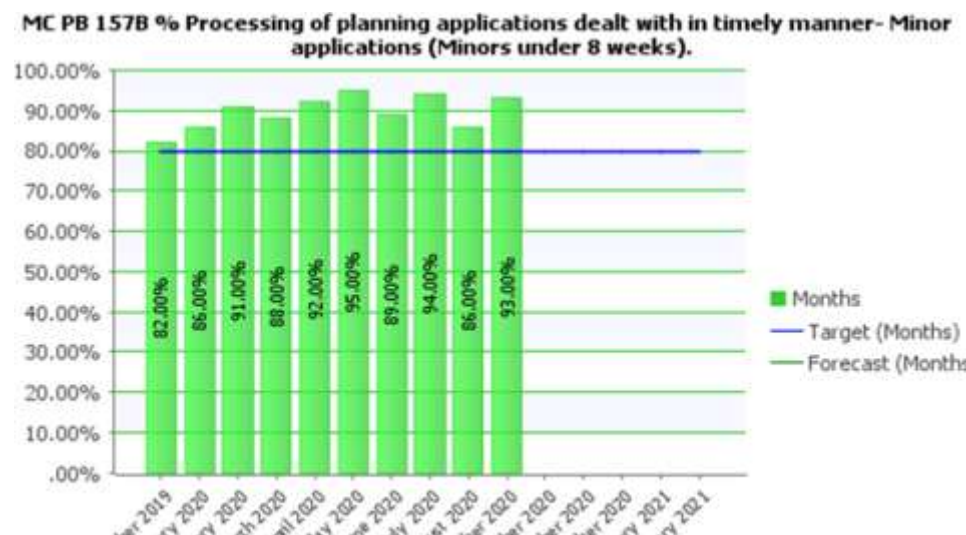
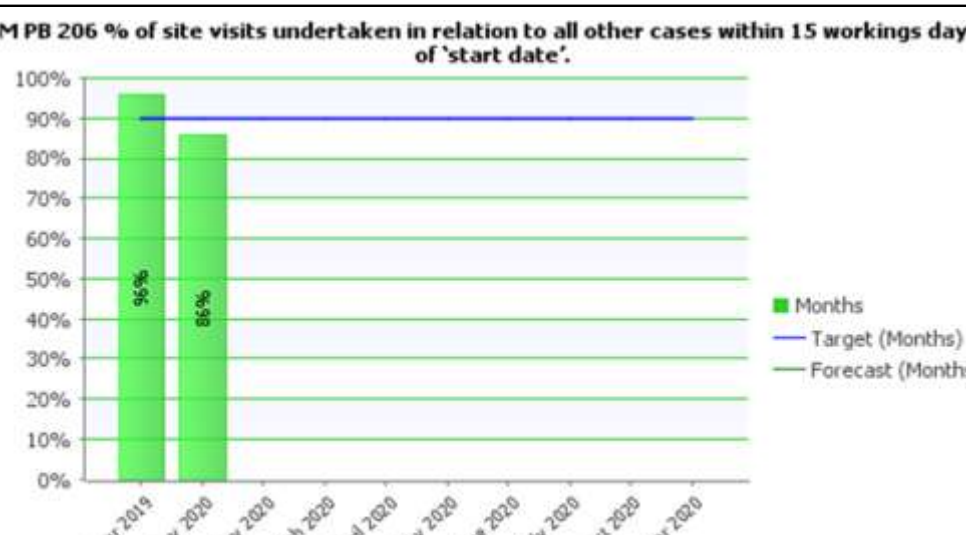
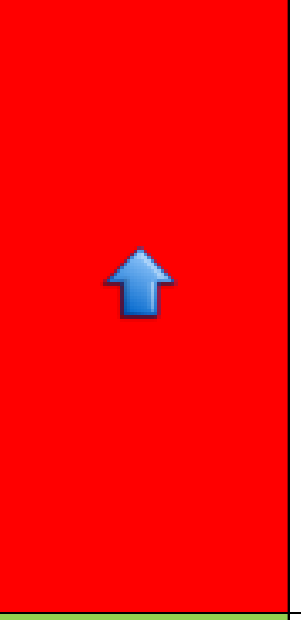


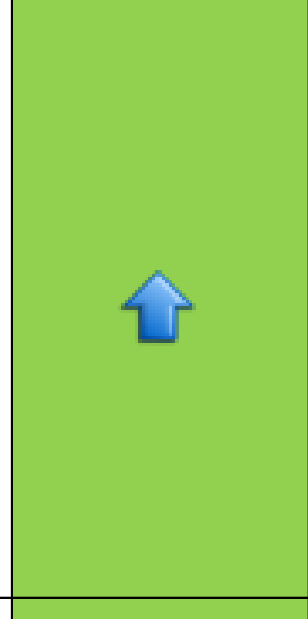
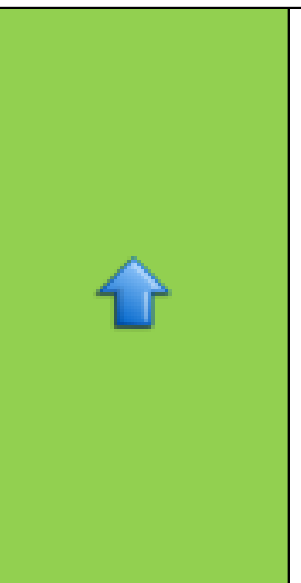
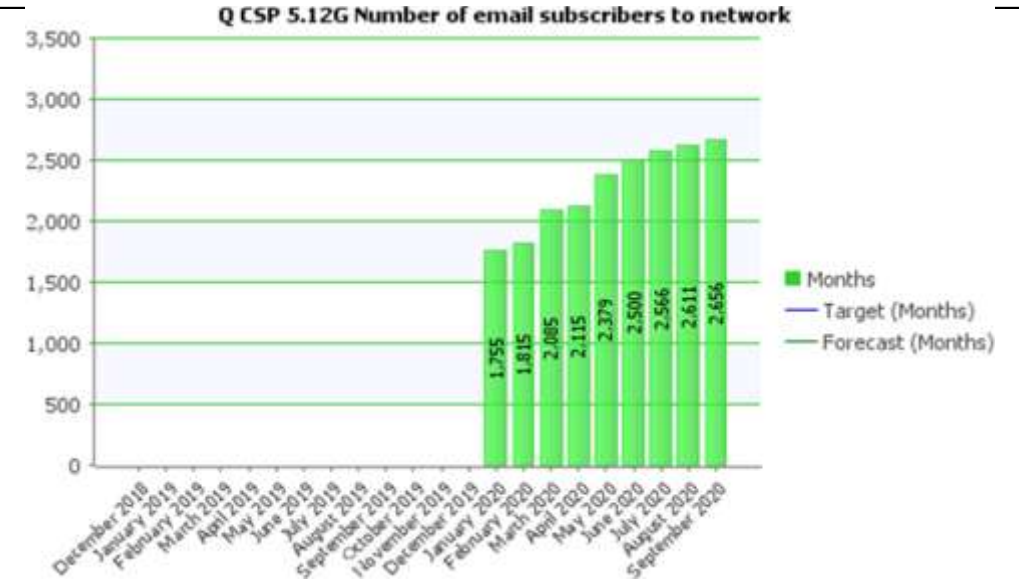
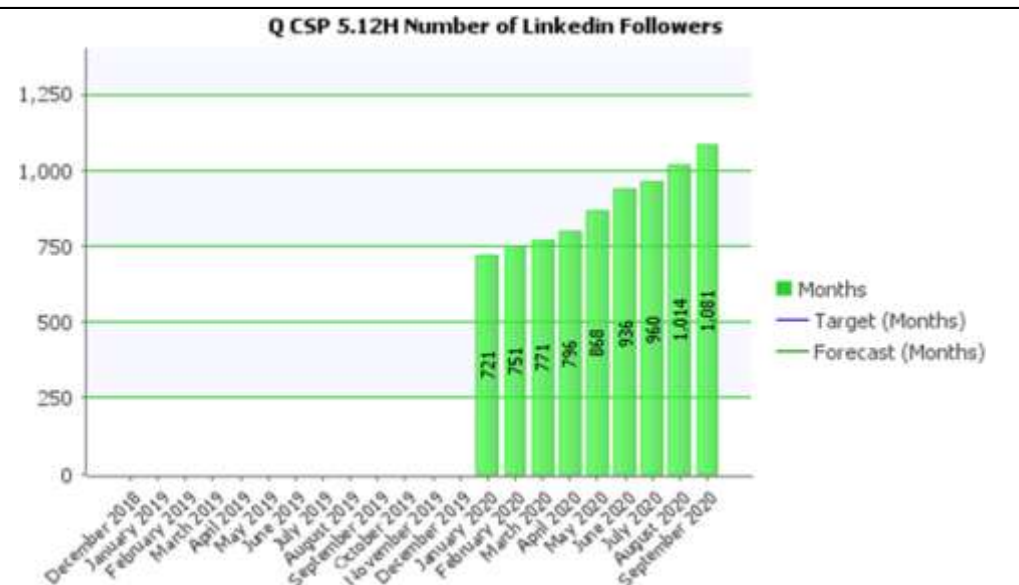
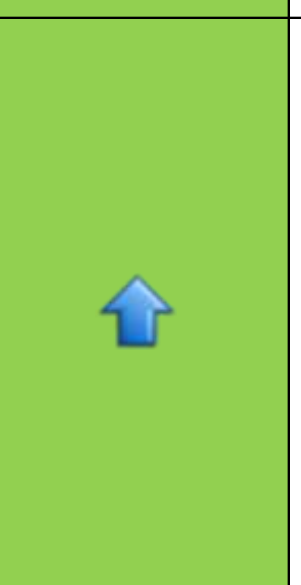

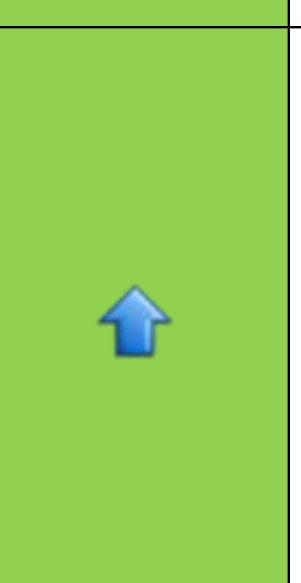
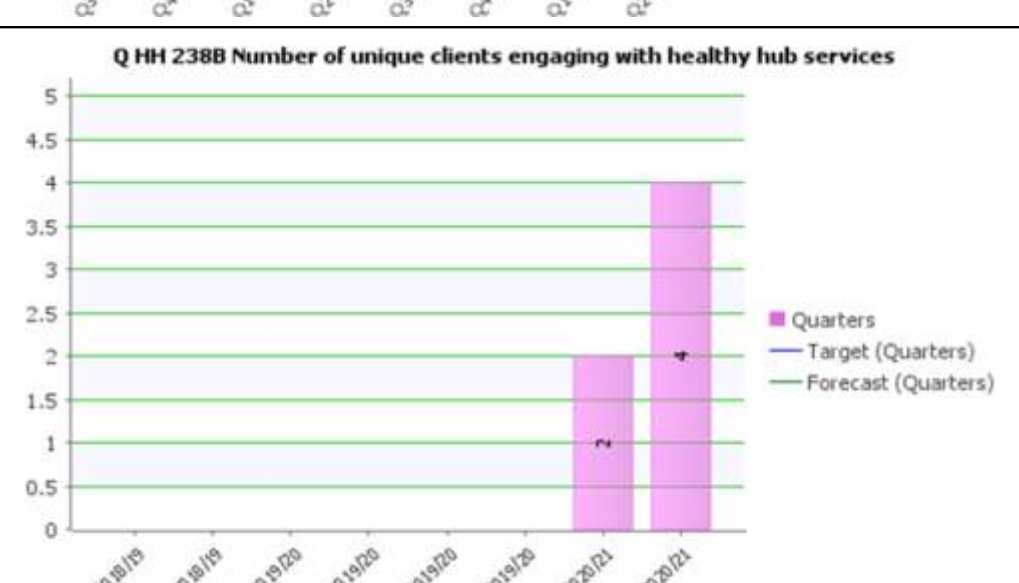

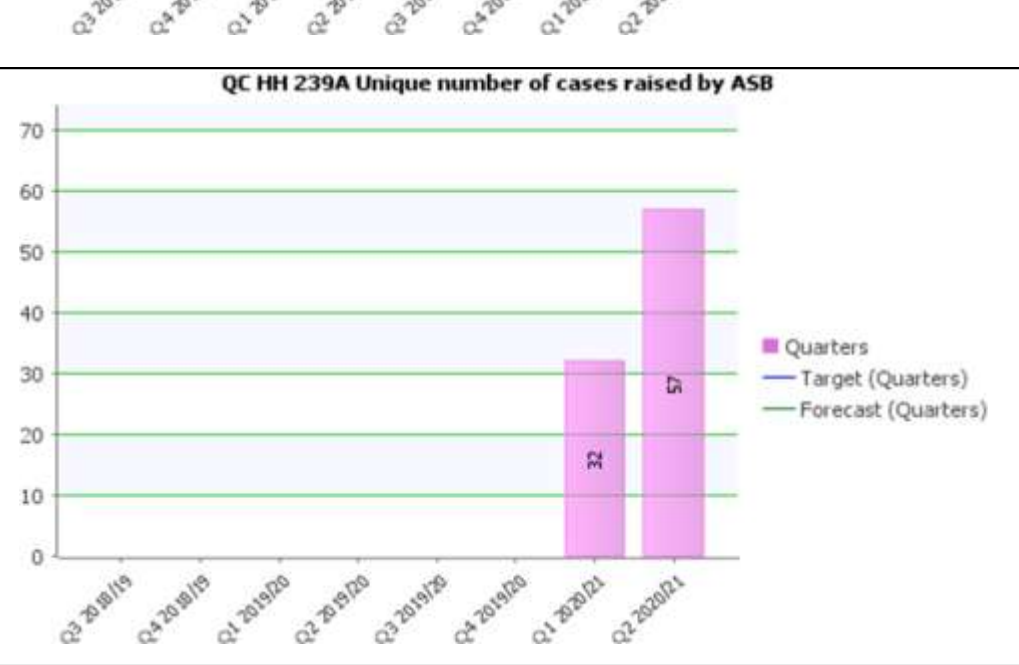



Performance Indicator	Previous quarter performance value	Latest quarterly performance value	Performance target	Increase/Decrease from last quarter	Performance Data Trend	Notes
<b>Encouraging Economic Growth</b>						
AC CSP 111 Vacancy Rates in Town Centres	8.18%	7.53%	N/A	↓	<p>AC CSP 111 Vacancy Rates in Town Centres</p>	Town Centre vacancy rates not unduly changed since the start of Covid. It appears that businesses that have closed are largely being replaced by new tenants. NB of the 50 vacant premises in Hertford TC 19 are 'under conversion' although whether this involved change of use is unclear at this stage. Please note this measure includes officer as well as retail units which is why figures tend to be slightly higher than measures used by other organisations
AC CSP 13.1 Total number of businesses using the Launchpad facility	0	37	N/A	↑	<p>AC CSP 13.1 Total number of businesses using the Launchpad facility</p>	Figures for Q1 were at zero as Launchpad was shut. This saw an improvement in Q2 with reopening as restrictions eased and more businesses made use of the facilities. There are currently 117 members/dormant members/users.
AC CSP 13.2 Number of businesses using the Launchpad facility after expiry of free trial	0	6	20	↑	<p>AC CSP 13.2 Number of businesses using the Launchpad facility after expiry of free trial</p>	Figures for Q1 were at zero as there were no businesses using Launchpad facilities after expiry of free trial due to COVID 19. This saw an improvement in Q2 as restrictions eased and more businesses made use of the facilities and continued to do so after expiry of the free trial.
AC CSP 13.3 Total income from businesses using the Launchpad facility	£0	£13,241.99	N/A	↑	<p>AC CSP 13.3 Total income from businesses using the Launchpad facility</p>	First 3 months of 20/21 financial year revenues have been £0 due to Covid 19 closure but there has been an increase in income over Q2 as more businesses use facilities

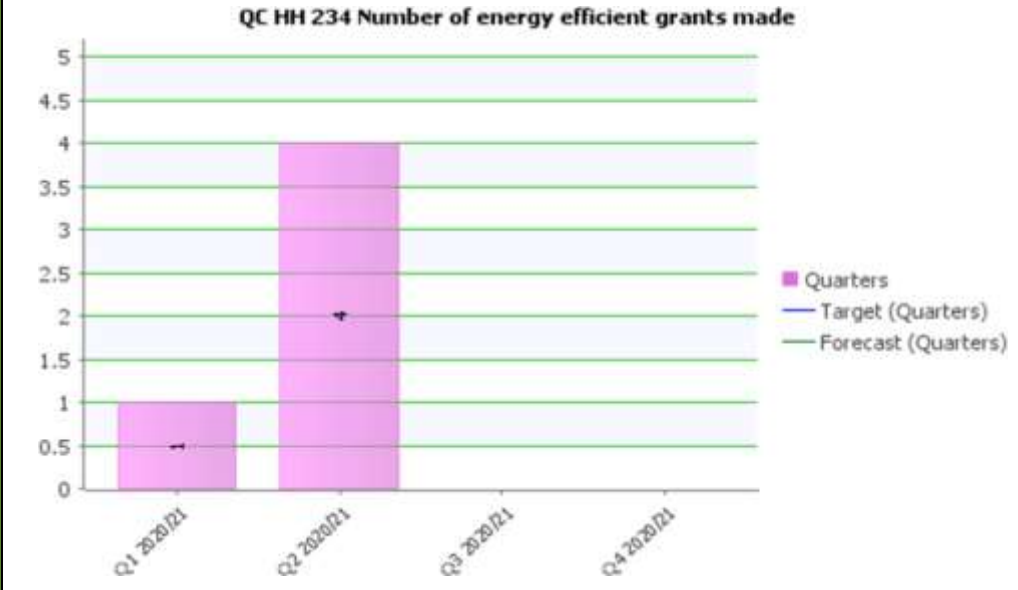
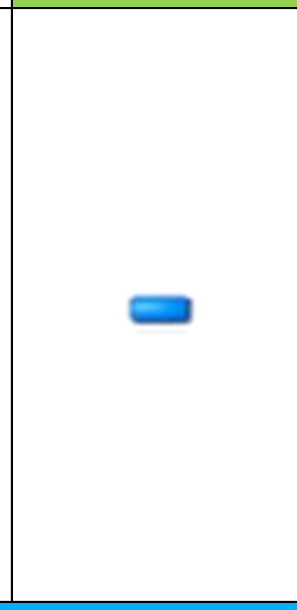

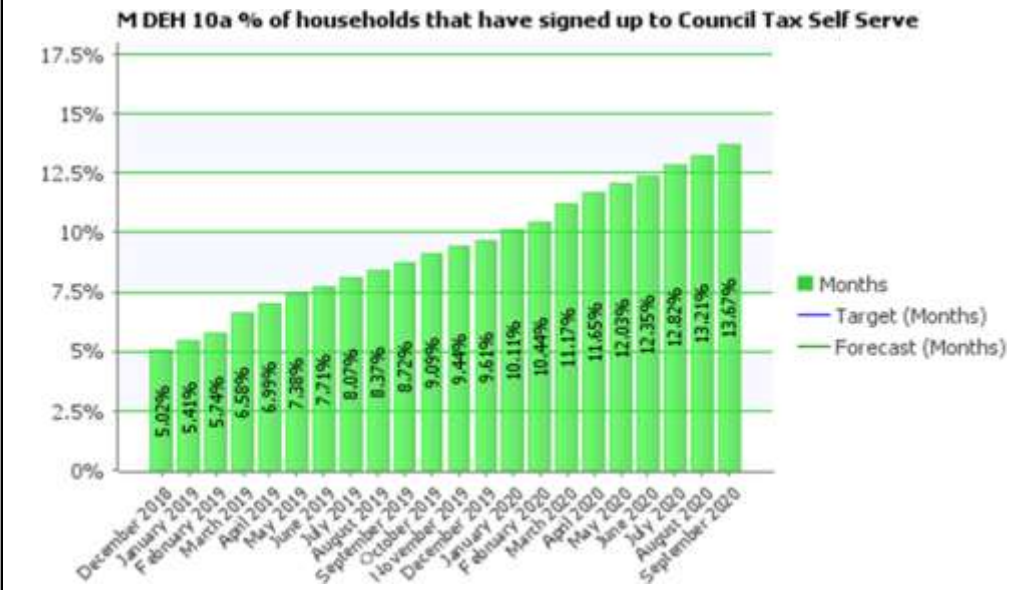
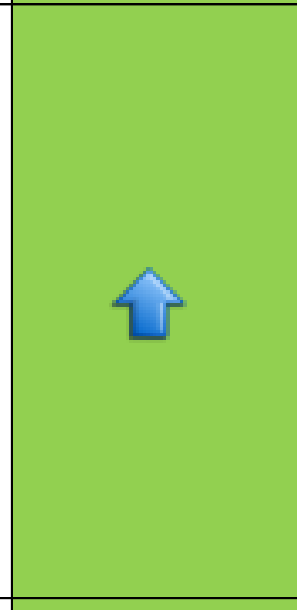
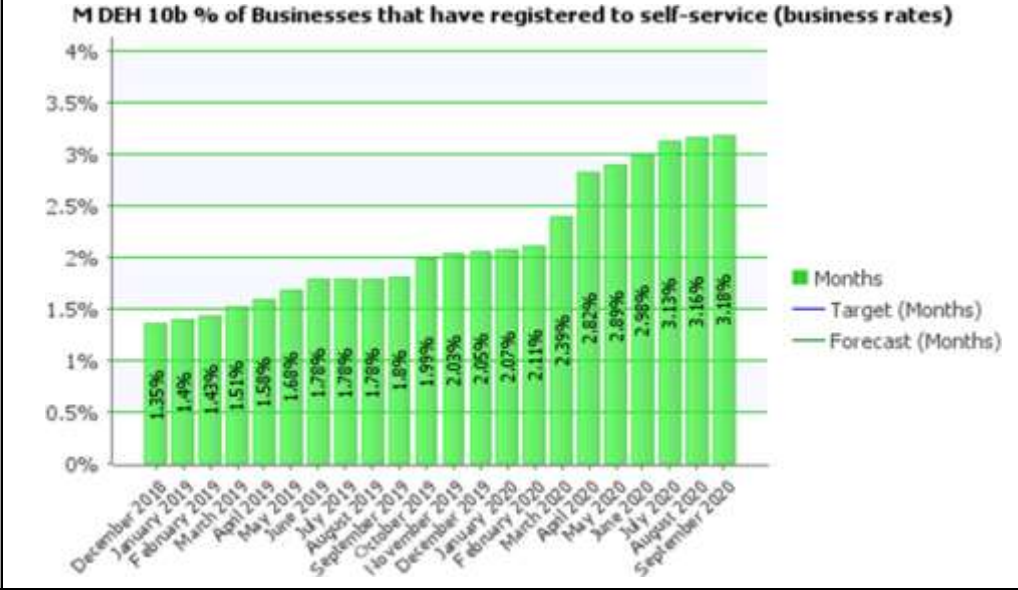
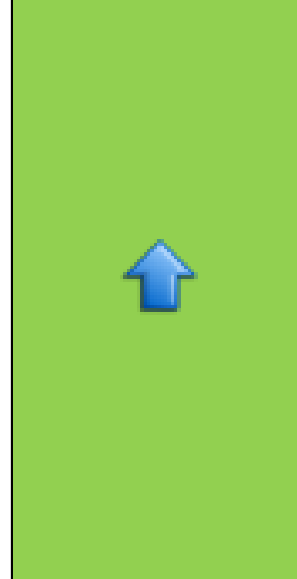
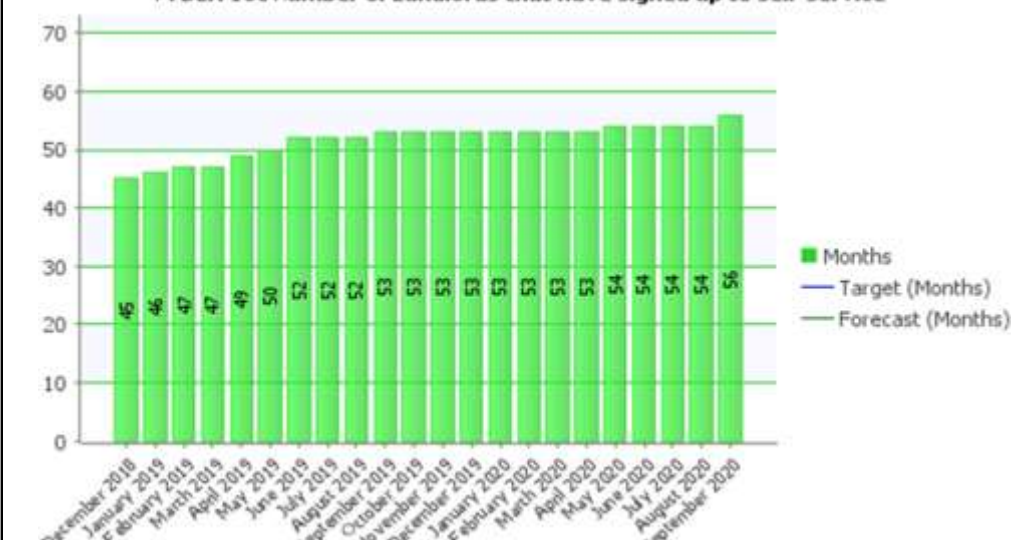
<p>AC CSP 217 Amount of section 106 contributions awarded (£)</p>	<p>£0</p>	<p>£0</p>	<p>N/A</p>			<p>Covid has had an impact on the organisations bidding for S106 funding, but funding is currently being agreed for two community projects (Stanstead Abbots Play Area - c£40k &amp; High Wych Play Area - c£75k), and the transfer of contribution for a named allocation (£110,211.00 to BCAT Trust for funding of the Buntingford Hopper Bus) is currently being arranged.</p>
<p>MC RB 10.4: NNDR (Business rates) collection, % of current year liability collected</p>	<p>20.60%</p>	<p>55.80%</p>	<p>56.00%</p>			<p>Business rates collection percentage decreased in April due to Covid 19 pandemic but this has seen a steady increase over quarter 2 as businesses start to reopen</p>
<p>MC PB 157A: % Processing of planning applications dealt with in timely manner - Major applications (Majors under 13 weeks)</p>	<p>100.00%</p>	<p>75.00%</p>	<p>60.00%</p>			<p>3 out of 4 major planning applications were dealt with in under 13 weeks. There was an additional application this quarter that caused a decrease in performance but the PI still remains well above the target.</p>
<p>MC PB 157B: % Processing of planning applications dealt with in timely manner - Minor applications (Minors under 8 weeks)</p>	<p>92.00%</p>	<p>93.00%</p>	<p>80.00%</p>			<p>28 out of 30 minor planning applications were dealt with in under 8 weeks in September. This PI is measured monthly and performance has been within target consistently</p>
<p>M PB 206: % of site visits undertaken in relation to all other cases within 15 workings days of 'start date'</p>	<p>N/A</p>	<p>N/A</p>	<p>90%</p>	<p>N/A</p>		<p>Site visits have not been achievable due to Covid 19 restrictions</p>

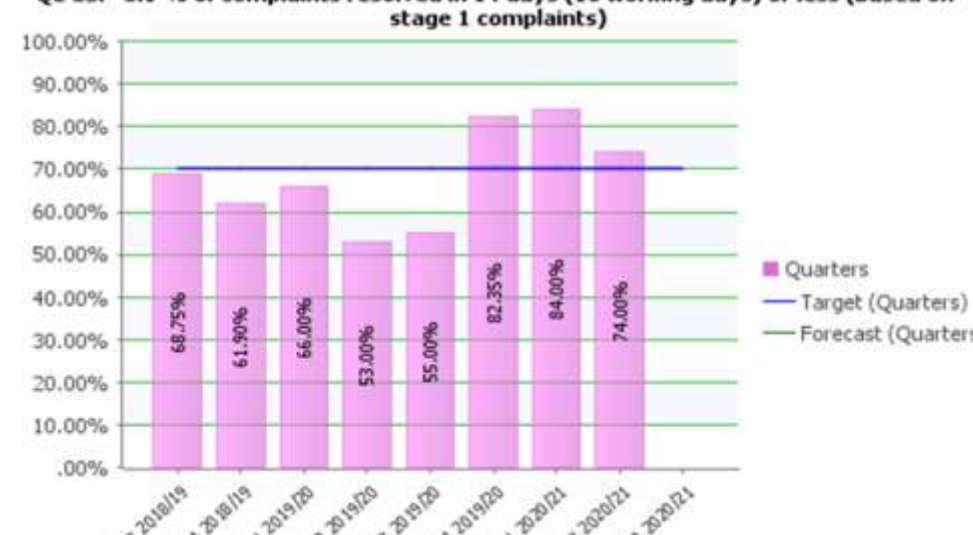
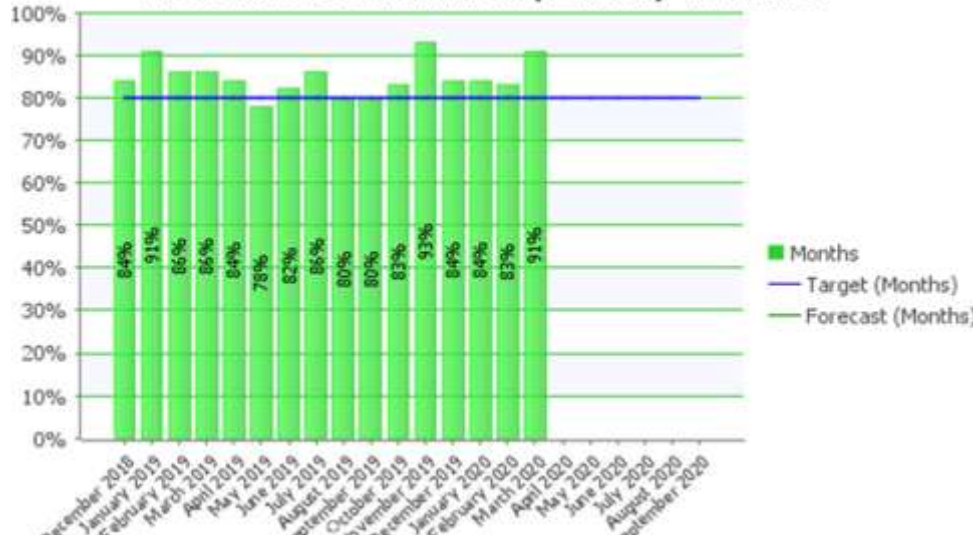
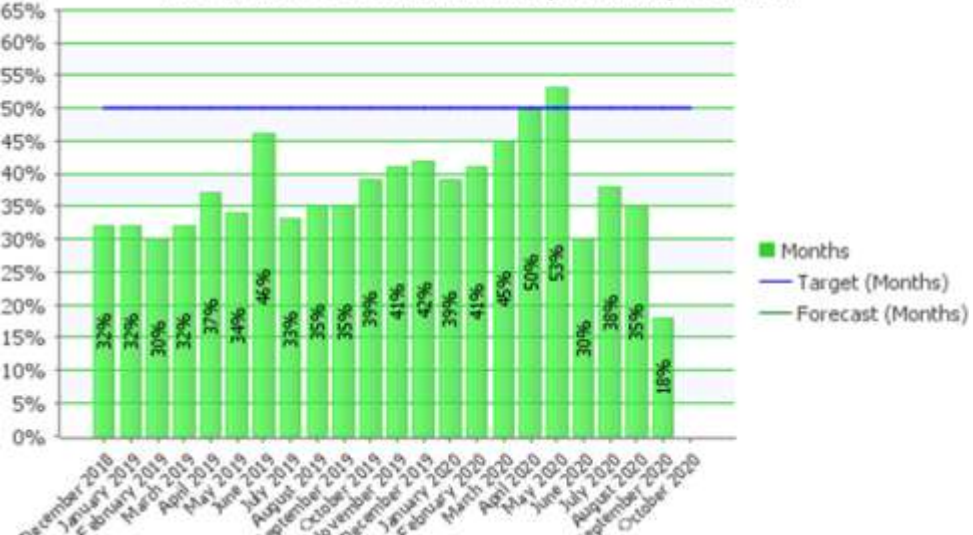
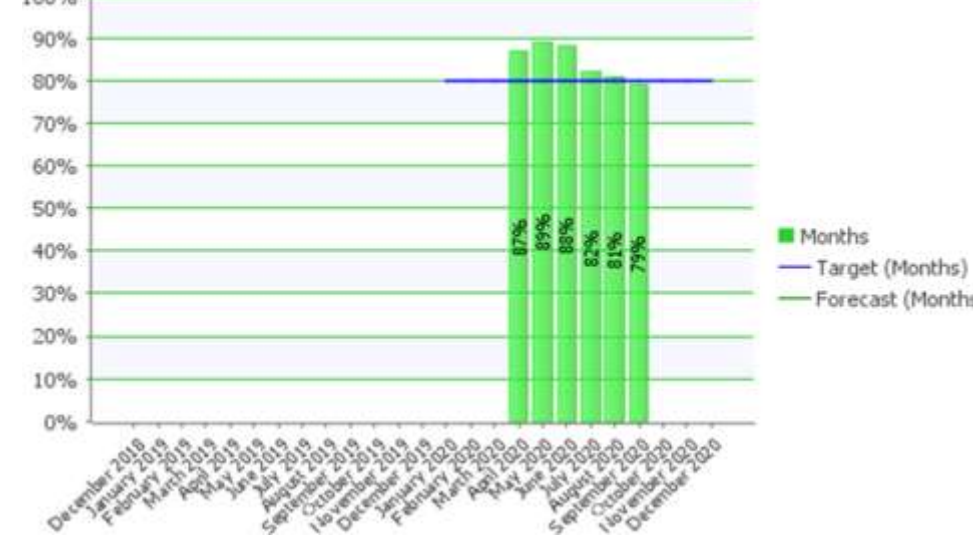
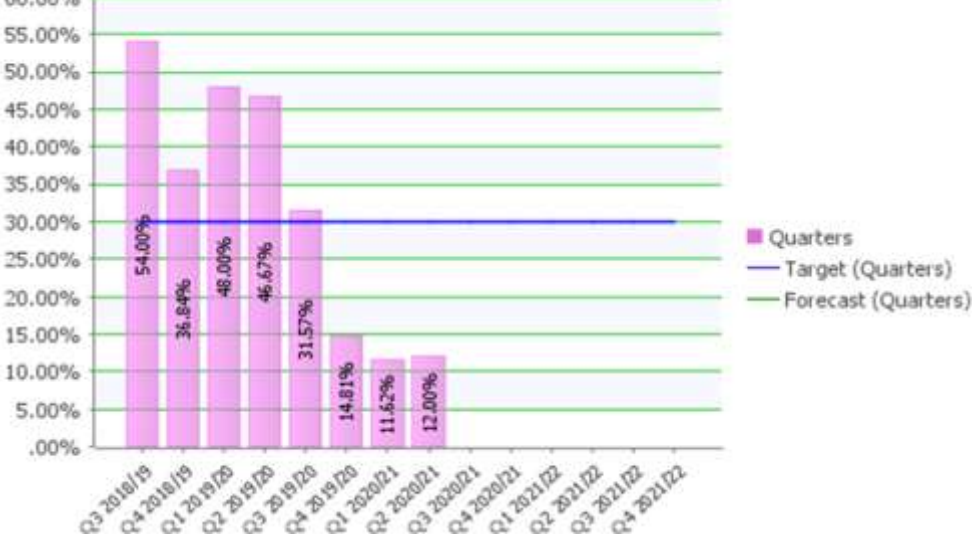
<b>QC PB 216:</b> Number of strategic sites approved	N/A	3	N/A			Since the last update the following District Plan Strategic Sites have been granted planning permission subject to S106: <ul style="list-style-type: none"> <li>• BISH6 - Bishop's Stortford High School Site, London Road</li> <li>• BISH9 - East of Manor Links</li> <li>• SAWB4 - Land to the North of Sawbridgeworth</li> </ul>
<b>HC CSP 213</b> Number of discretionary business rate grants awarded	N/A					Action removed as business rates reliefs were granted under the Chancellor's business support programme for Covid-19 making this scheme redundant
<b>HC CSP 214</b> Amount of discretionary business rate grants awarded (£) (max value £65,000)	N/A					As above, action removed
<b>Enabling Communities</b>						
<b>QC HH 151:</b> Number of homeless households living in temporary accommodation at the end of the quarter	32	35	N/A		<b>QC HH 151 Number of homeless households living in temporary accommodation at the end of the quarter.</b> 	At the end of September 2020 the council had 35 households in temporary accommodation. Eight were accommodated in the council's hostel accommodation, 3 were in private sector leased accommodation and a further 24 were in B&B accommodation. In addition 9 households were being accommodated under the governments rough sleeper 'Everyone In' initiative due to their vulnerabilities to COVID 19.
<b>QC OP 2.4</b> Fly-tips: Time taken for removal.	0.44 days	0.42 days	2.00 days		<b>QC OP 2.4 Fly-tips: Time taken for removal.</b> 	

<p>MC RB 181: Time taken to process Housing Benefit new claims and change events</p>	<p>3.88 days</p>	<p>5.31 days</p>	<p>N/A</p>		<p><b>MC RB 181 Time taken to process Housing Benefit new claims and change events.</b></p> 	<p>Performance has slipped although remains well within target</p>
<p>Q CSP 5.12A: Number of Twitter followers</p>	<p>10 697</p>	<p>10 856</p>	<p>N/A</p>		<p><b>Q CSP 5.12A Number of Twitter followers</b></p> 	<p>The number of Twitter followers has increased steadily over the last quarter from 10 697 (Q1) to 10 856 (Q2) reflecting a general trend in people becoming more digitally engaged during lockdown</p>
<p>Q CSP 5.12C: Number of Instagram followers</p>	<p>1 795</p>	<p>1 943</p>	<p>N/A</p>		<p><b>Q CSP 5.12C Number of Insta followers</b></p> 	<p>The number of Instagram followers has increased steadily over the last quarter from 1795 (Q1) to 1943 (Q2)</p>
<p>Q CSP 5.12D: Press favourability score</p>	<p>2</p>	<p>67</p>	<p>N/A</p>		<p><b>Q CSP 5.12D Press favourability score</b></p> 	<p>Press score increased this quarter thanks to positive coverage on the council's major projects, sustainability initiatives and coronavirus service updates. This PI follows the calendar year so Q3 data is the latest.</p>
<p>Q CSP 5.12F: Number of Facebook likes and followers</p>	<p>3 555</p>	<p>4 044</p>	<p>N/A</p>		<p><b>Q CSP 5.12F Number of Facebook likes and followers</b></p> 	<p>The number of Facebook likes and followers has increased steadily over the last quarter from 3 555 at the end of Q1 to 4044 at the end of Q2.</p>

<p><b>Q CSP 5.12G:</b> Number of email subscribers to network</p>	<p>2 500</p>	<p>2 656</p>	<p>N/A</p>			<p>The number of email subscribers to the network increased steadily over the last quarter, from 2 500 at the end of Q1 to 2 656 at the end of Q2.</p>
<p><b>Q CSP 5.12H:</b> Number of LinkedIn Followers</p>	<p>936</p>	<p>1 081</p>	<p>N/A</p>			<p>LinkedIn followers have increased steadily over the last quarter, from 936 at the end of Q1 to 1 081 at the end of Q2.</p>
<p><b>Q HH 238A:</b> Number of unique clients supported through the EH Social Prescribing Service</p>	<p>32</p>	<p>50</p>	<p>N/A</p>			<p>Despite the lockdown, and with the majority of patient appointments now restricted to mainly telephone calls, the number of GP/Health Professional referrals sent to our EHSPS continue to be received at a steady pace</p>
<p><b>Q HH 238B:</b> Number of unique clients engaging with healthy hub services</p>	<p>2</p>	<p>4</p>	<p>N/A</p>			<p>Healthy Hubs delivery impacted by Covid-19. Virtual Healthy Hubs launched 29th September has seen an instant increase in clients engaging with Healthy Hub services.</p>
<p><b>QC HH 239A:</b> Unique number of cases raised by antisocial behaviour</p>	<p>32</p>	<p>57</p>	<p>N/A</p>			

<p><b>QC HH 239B:</b> Number of safeguarding referrals</p>	4	7	N/A	↑	 <p>QC HH 239B Number of safeguarding referrals</p> <p>This bar chart shows the number of safeguarding referrals per quarter from Q1 2019/20 to Q2 2020/21. The y-axis ranges from 0 to 9. The x-axis shows quarters from Q1 2019/20 to Q2 2020/21. Data points are: Q1 2019/20: 0, Q2 2019/20: 0, Q3 2019/20: 0, Q4 2019/20: 0, Q1 2020/21: 4, Q2 2020/21: 7. A target line is at 7 and a forecast line is at 7.</p>	<p>Referrals from 1st April - 30th September, include child neglect, physical, psychological, mental health and financial abuse. Eight of the referrals resulted in an onward referral to HCC Safeguarding. The remaining referrals were given advice on where they could seek advice or report their concerns.</p>
<p><b>QC HH 240A:</b> Number of agencies trained/signed up to the Dementia Friendly pledge</p>	0	2	N/A	↑	 <p>QC HH 240A Number of agencies trained/signed up to the Dementia Friendly pledge</p> <p>This bar chart shows the number of agencies trained/signed up to the Dementia Friendly pledge per quarter from Q1 2019/20 to Q2 2020/21. The y-axis ranges from 0 to 2.5. The x-axis shows quarters from Q1 2019/20 to Q2 2020/21. Data points are: Q1 2019/20: 0, Q2 2019/20: 0, Q3 2019/20: 0, Q4 2019/20: 0, Q1 2020/21: 0, Q2 2020/21: 2. A target line is at 2 and a forecast line is at 2.</p>	<p>Alzheimer's Society training now up and running following on from Covid-19 delays.</p>
<p><b>QC HH 240B:</b> Number of staff attending dementia friendly awareness sessions</p>	0	6	N/A	↑	 <p>QC HH 240B Number of staff attending dementia friendly awareness sessions</p> <p>This bar chart shows the number of staff attending dementia friendly awareness sessions per quarter from Q1 2019/20 to Q2 2020/21. The y-axis ranges from 0 to 7. The x-axis shows quarters from Q1 2019/20 to Q2 2020/21. Data points are: Q1 2019/20: 0, Q2 2019/20: 0, Q3 2019/20: 0, Q4 2019/20: 0, Q1 2020/21: 0, Q2 2020/21: 6. A target line is at 6 and a forecast line is at 6.</p>	<p>Sessions now being delivered online due to Covid-19 and 6 staff members have attended sessions during Q2.</p>
<b>Sustainability</b>						
<p><b>MC HH 228:</b> Number of e-chargers installed on council premises</p>	13	13	N/A	↔	 <p>MC HH 228 Number of e-chargers installed on council premises</p> <p>This bar chart shows the number of e-chargers installed on council premises per month from April 2020 to September 2020. The y-axis ranges from 0 to 15. The x-axis shows months from April 2020 to September 2020. Data points are: April 2020: 13, May 2020: 13, June 2020: 13, July 2020: 13, August 2020: 13, September 2020: 13. A target line is at 13 and a forecast line is at 13.</p>	<p>No new e-chargers have been installed over the quarter due to COVID 19. However, looking to the future a significant number of chargers will be installed as part of the Northgate End MSCP development (20 active /20 passive).</p>
<p><b>MC HH 232:</b> Number of chargers installed in Bishop's Stortford and Hertford</p>	13	13	N/A	↔	 <p>MC HH 232 Number of chargers installed in Bishop's Stortford and Hertford</p> <p>This bar chart shows the number of chargers installed in Bishop's Stortford and Hertford per month from April 2020 to September 2020. The y-axis ranges from 0 to 15. The x-axis shows months from April 2020 to September 2020. Data points are: April 2020: 13, May 2020: 13, June 2020: 13, July 2020: 13, August 2020: 13, September 2020: 13. A target line is at 13 and a forecast line is at 13.</p>	<p>No new e-chargers have been installed over the quarter due to COVID 19. Rapid chargers at sites in both Hertford and Stortford are currently being progressed, to primarily facilitate electric taxi recharging (having been delayed due to the extended furlough of the contractor partner). In addition a significant number of chargers will be installed as part of the Northgate End MSCP development (20 active /20 passive).</p>

<p>QC HH 234 Number of energy efficient grants made</p>	<p>1</p>	<p>4</p>	<p>N/A</p>			<p>First time central heating installations provided through Herts Warm Homes Fund. Aiming to award to 20 privately owned homes for vulnerable customers who are currently off the gas network and required first time central heating.</p>
<p>QC HROD 223: Attendance at carbon neutrality training</p>		<p>0%</p>	<p>0%</p>			<p>Training package is being drafted in conjunction with APSE (Association of Public Service Excellence) with an aim to commence training in January</p>
<p>Digital by Design</p>						
<p>M DEH 10a: % of households that have signed up to Council Tax Self Serve</p>	<p>12.01%</p>	<p>13.67%</p>	<p>N/A</p>			<p>The last quarter has seen a steady increase in the number of households accessing Council Tax Self Service as this may be attributed to the Council offices being closed and more people making use of our online services</p>
<p>M DEH 10b: % of Businesses that have registered to self-service (business rates)</p>	<p>2.90%</p>	<p>3.18%</p>	<p>N/A</p>			<p>The last quarter has seen a steady increase in the number of businesses accessing Self Service. This may be attributed to the Covid 19 response and businesses preferring online options</p>
<p>M DEH 10c: Number of Landlords that have signed up to self-service</p>	<p>54</p>	<p>56</p>	<p>N/A</p>			<p>The last quarter has seen an increase in the number of landlords that have signed up to self-service. This may be attributed to council offices being closed</p>

<p>QC CSP 5.1 : % of complaints resolved in 14 days (10 working days) or less (based on stage 1 complaints)</p>	84.00%	73.00%	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>48 out of 66 Stage 1 complaints were resolved within 10 working days over the six months between April – September this year.</p>
<p>MC CSP 5.13A: % Good Satisfaction (GovMetric) – Face to Face</p>	86%	N/A	N/A	N/A	<p>MC CSP 5.13A % Good Satisfaction (GovMetric) – Face to Face.</p> 	<p>There is no data available for this PI as receptions have been shut since late March</p>
<p>MC CSP 5.13C: % Good Satisfaction (GovMetric) – Website</p>	44.30%	18.00%	50%	↓	<p>MC CSP 5.13C % Good Satisfaction (GovMetric) – Website.</p> 	<p>There were 2 green, 1 amber and 8 red ratings with 11 total for Q2. More details in covering report</p>
<p>MC CSP 5.13D % Good Satisfaction (GovMetric) – Email</p>	88.00%	79.00%	80.00%	↓	<p>MC CSP 5.13D % Good Satisfaction (GovMetric) – Email</p> 	<p>There were 94 green, 9 amber and 16 red ratings with 119 total for Q2</p>
<p>QC CSP 5.2A: % of complaints about the Council and its services that are upheld: 1st stage</p>	11.62%	32.00%	30.00%	↓	<p>QC CSP 5.2A % of complaints about the Council and its services that are upheld: 1st stage</p> 	<p>21 out of 66 stage 1 complaints upheld at stage 1 for the period April – September this year. O&amp;S will be receiving a detailed report on complaints on 3rd november.</p>

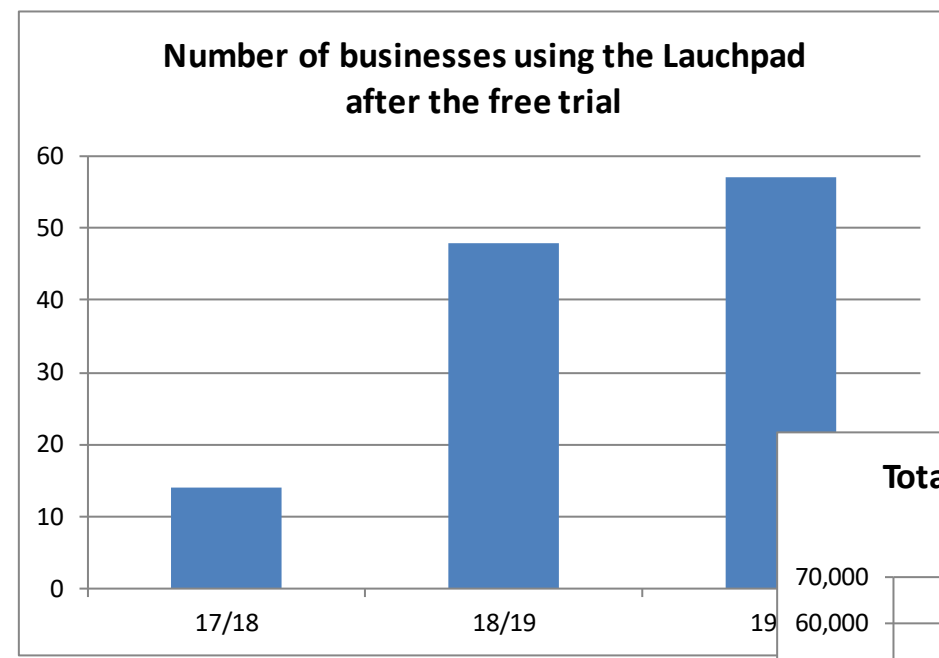


<b>QC CSP 5.2B:</b> % of complaints about the Council and its services that are upheld: 2nd Stage - appeal	0.00%	18%	N/A	↓		Over the period April – September a total of 16 stage 2 complaints were received and 3 of these were upheld or partially upheld. The report to O&S Committee on 3rd November contains more details.
<b>QC 1A – C</b> Volume + Proportion of Contacts by Channel	F2F: 0.00% Email/ Webform: 32.93% Phone: 68.59%	F2F: 0.00% Email/Webform: 24.57% Phone: 75.43%	Trend only	↓	Quarter 1 data by channel for 2020/21  Quarter 1 data by channel for 2020/21 	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 decrease in the use of webforms and emails when compared to the previous quarter. F2F contact (ie. visits to reception) has remained at 0% but may change with the partial reopening of reception areas. Telephony remains the contact channel of choice in the district and has seen an increase since the last quarter. Proportion of contacts doesn't provide the whole story as total numbers of customer contacts are still relevant. We plan to launch a webchat function in mid November as a trial to see if this channel reduces phone contact.
<b>QC CSP 243:</b> % of member enquiries responded to within 10 working days	0.00%	39.58%	N/A	↑	<b>QC CSP 243 % of member enquiries responded to within 10 working days</b> 	19 out of 48 members enquiries responded to within 10 working days. This is new PI for the 2020/21 year and the poor performance has been discussed at Leadership Team. All managers have been reminded of the importance of responding to member queries in a timely manner.

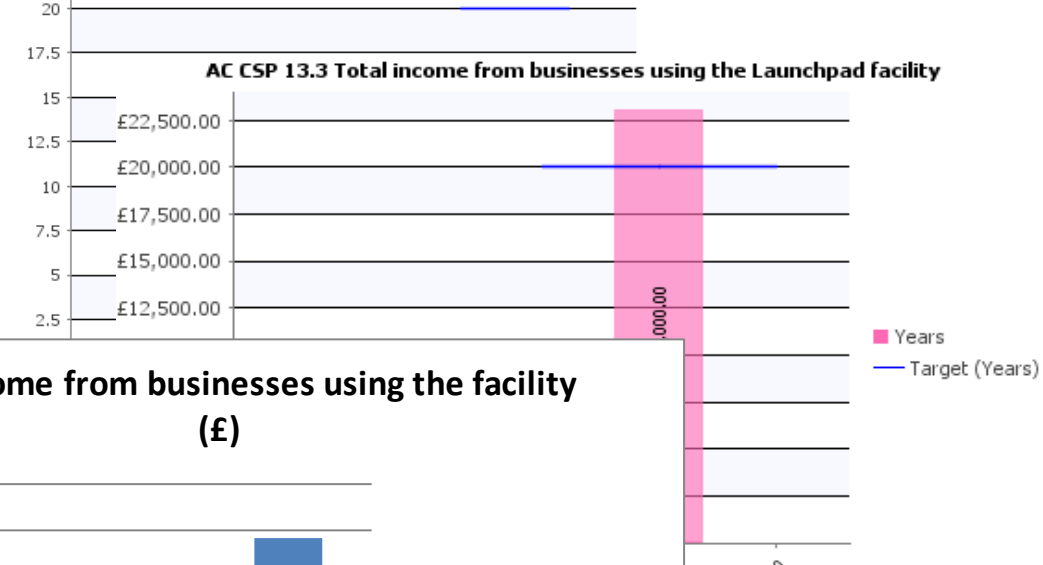
KEY PI Status	
Performance is 6% or more off target	
Performance is less than 6% or more off target	
Performance is on target or exceeding target	
No target to set performance against	Trend Only
Monthly/Q4/Annual data unavailable	

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

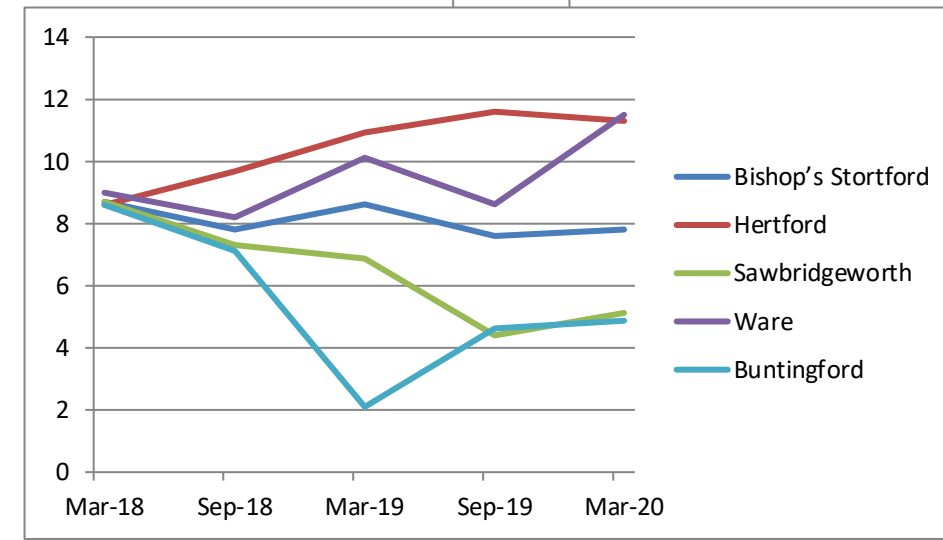
	17/18	18/19	19/20
Number of businesses using	14	48	57
Total income from	3,155	20,243	58,000



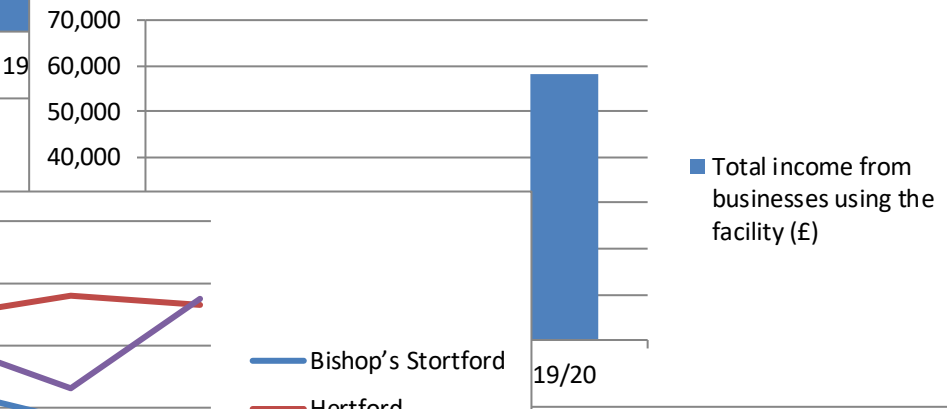
AC CSP 13.2 Number of businesses using the Launchpad facility after expiry of free trial



	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

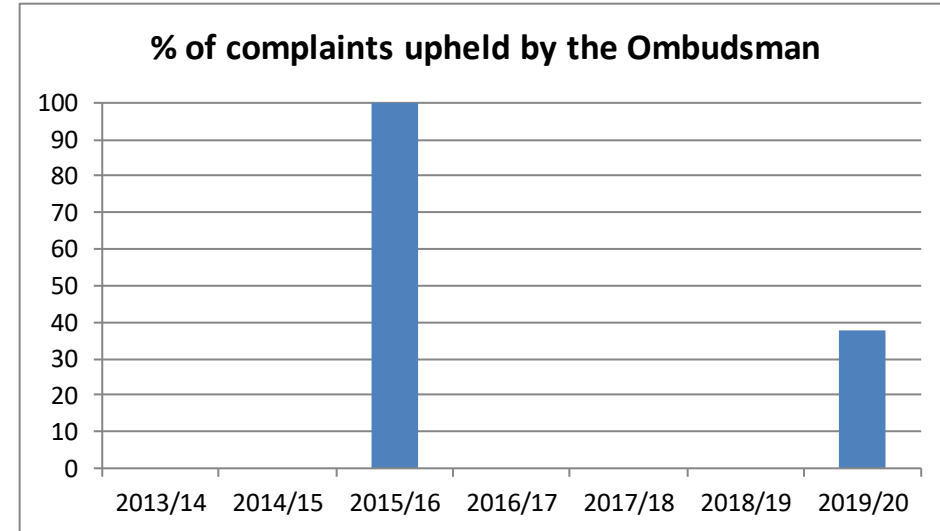


Total income from businesses using the facility (£)



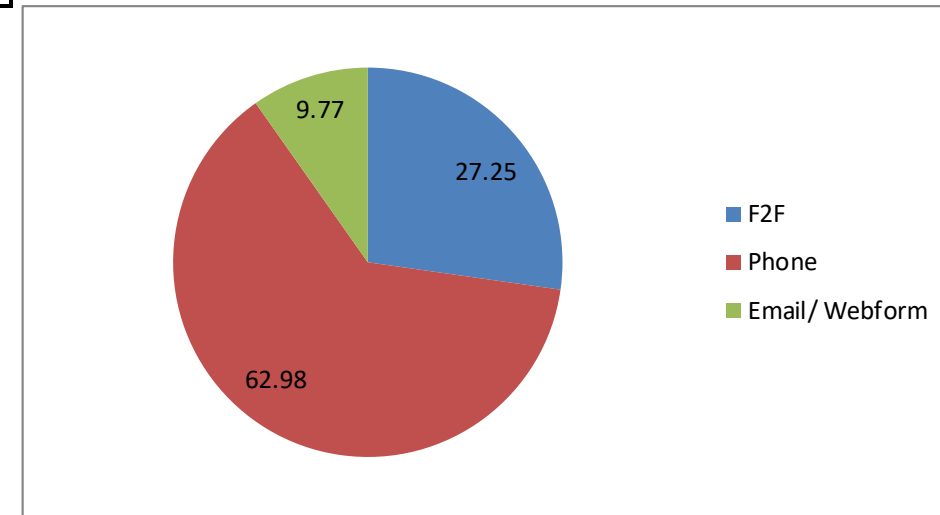
Bishops St Buntingfo Hertford Sawbridge Ware  
7.847534 4.819277 11.32075 5.147059 11.47541

	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
% of complaints upheld	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	14	28	65.55	Phone	62.98
0.31147541	31	30	64.35	F2F	27.25
	46	27	60.67	Email/wel	9.77
	48	24	61.36	F2F	27.25
	34.75	27.25	62.9825	Phone	62.98
				Email/ We	9.77