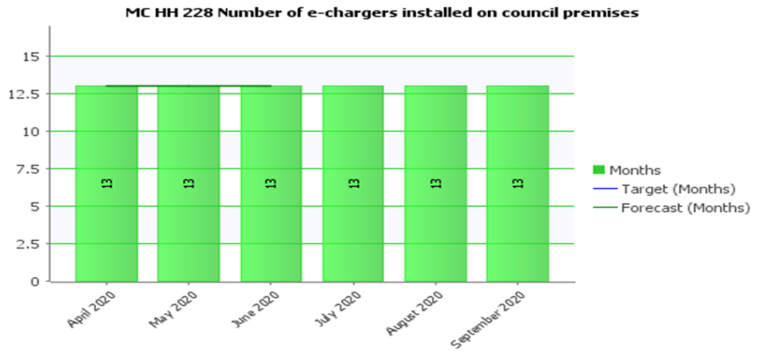
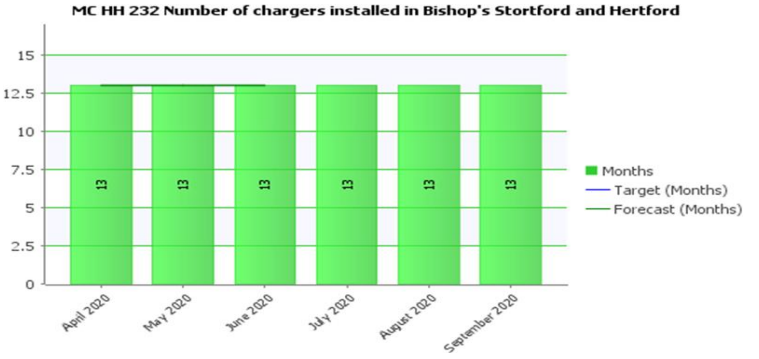
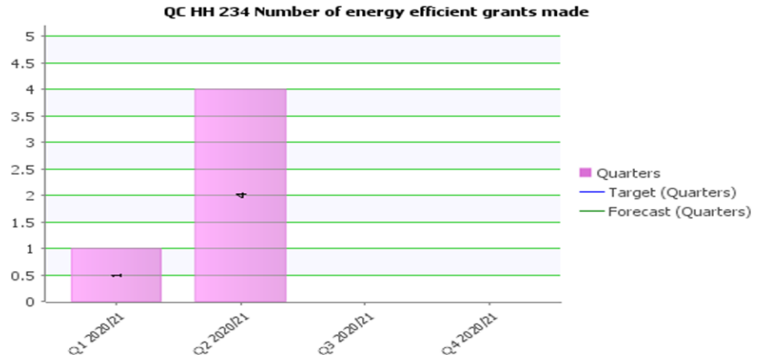
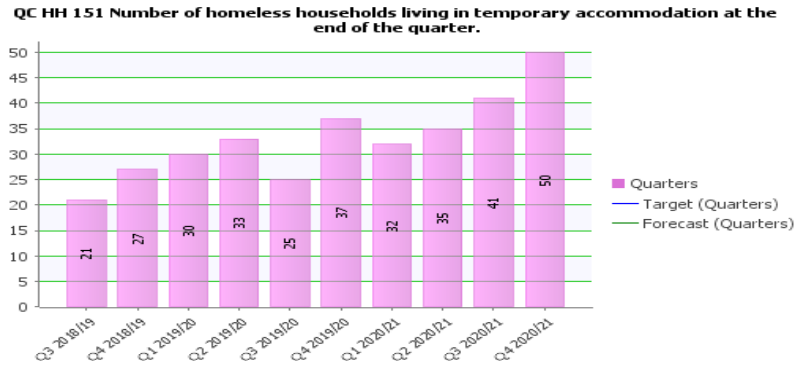
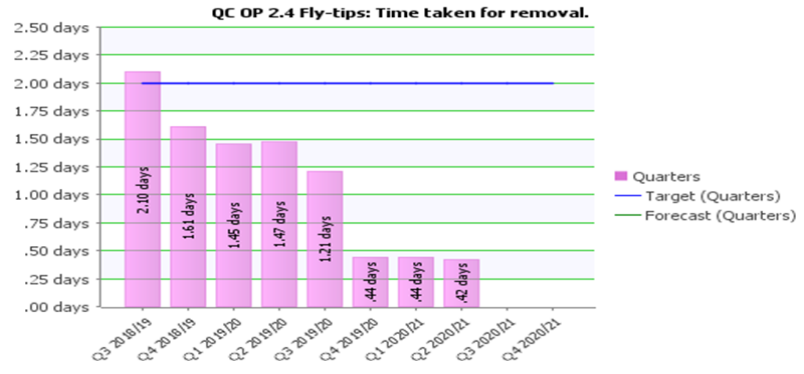
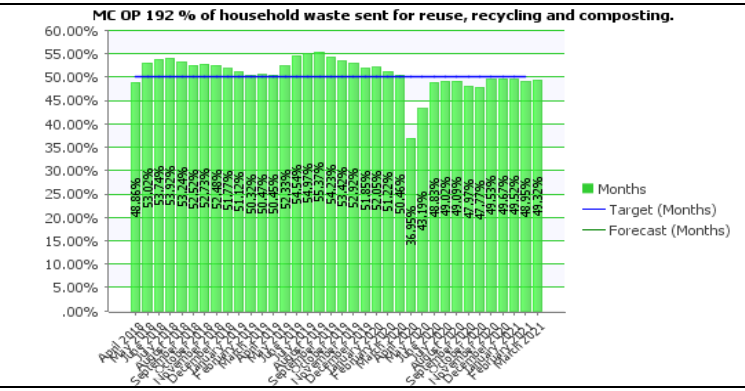
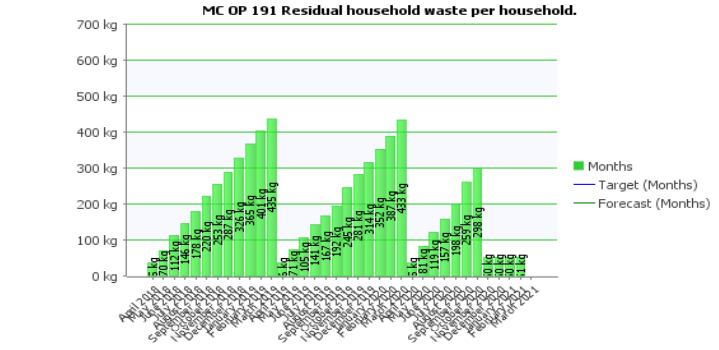
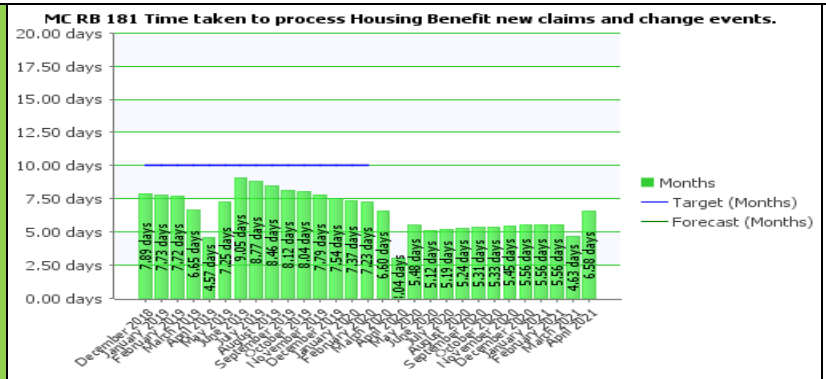
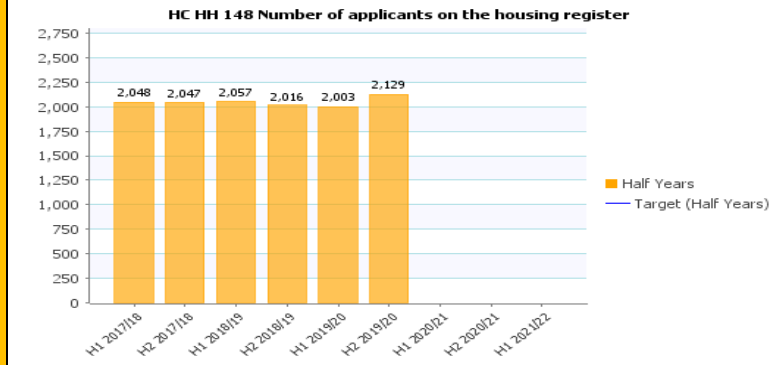
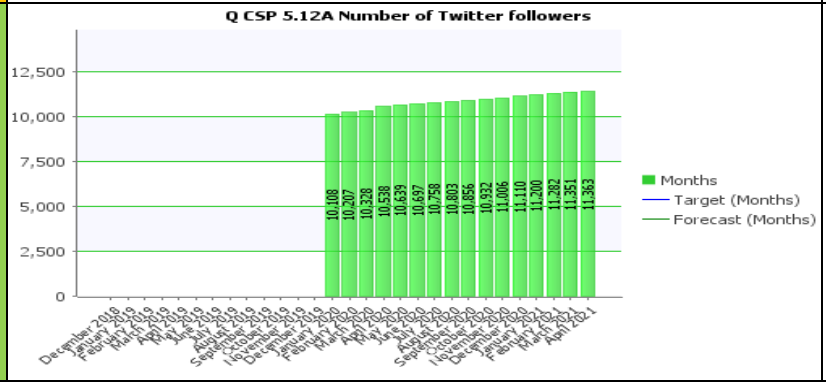
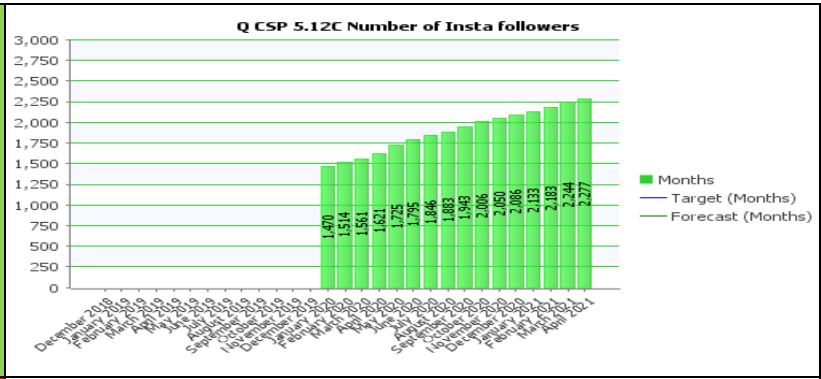
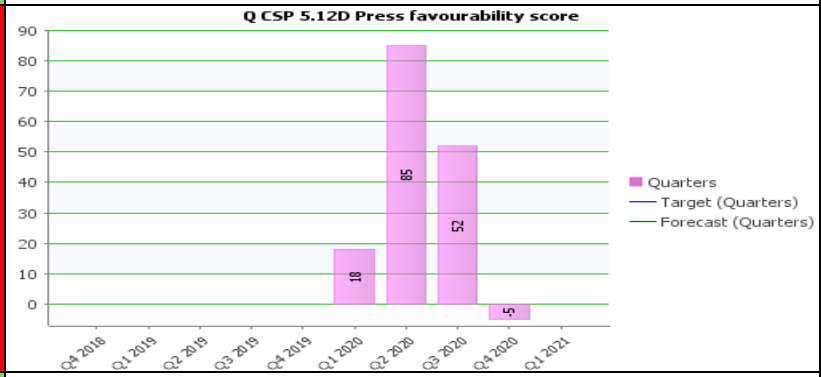
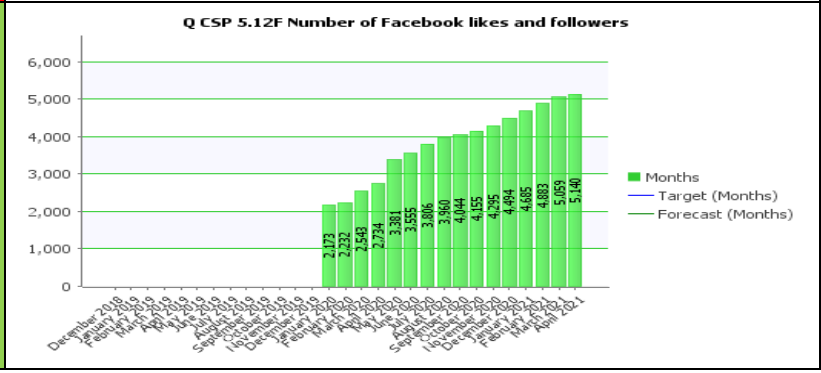
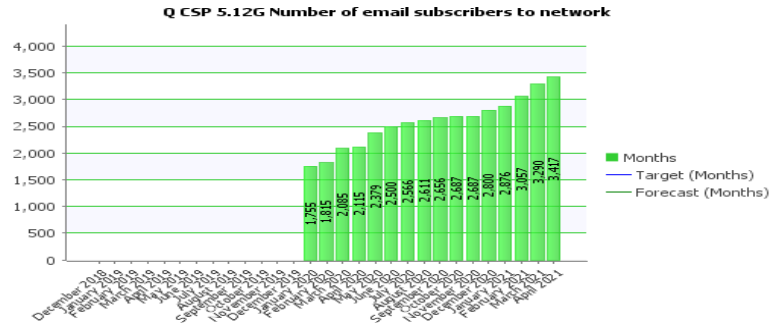
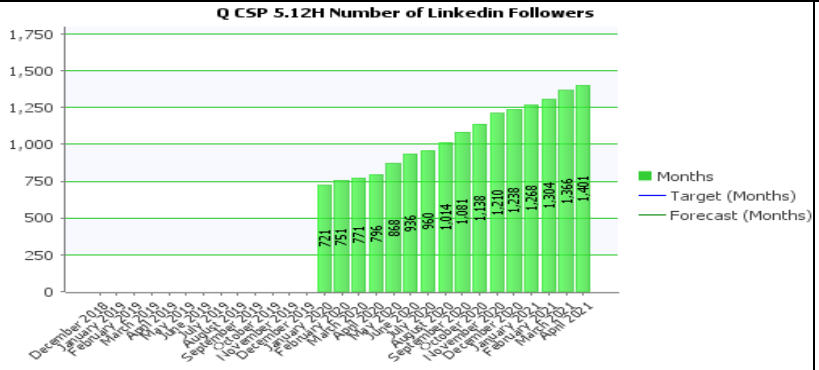
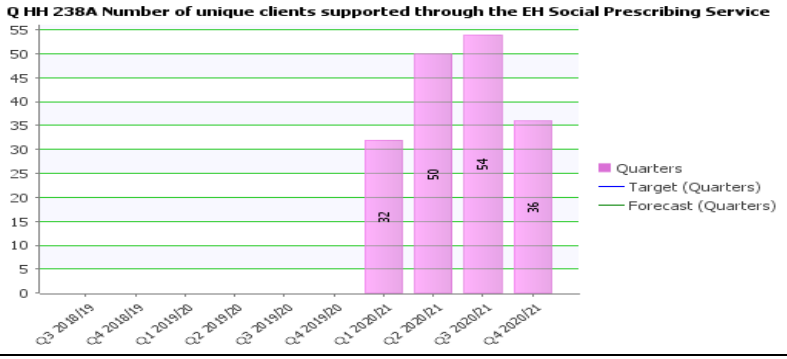
Performance Indicator	2020/21 Q3 performance OR 2019/20 annual performance	2020/21 Q4 performance OR 2020/21 annual performance	Performance target	General trend complared to previous quarter/ year	Performance Data Trend	Notes & History
Sustainability at the Heart of Everything We Do						
MC HH 228: Number of e-chargers installed on council premises	13	13 (annual)	N/A			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).
MC HH 232: Number of chargers installed in Bishop's Stortford and Hertford	13	13 (annual)	N/A			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).

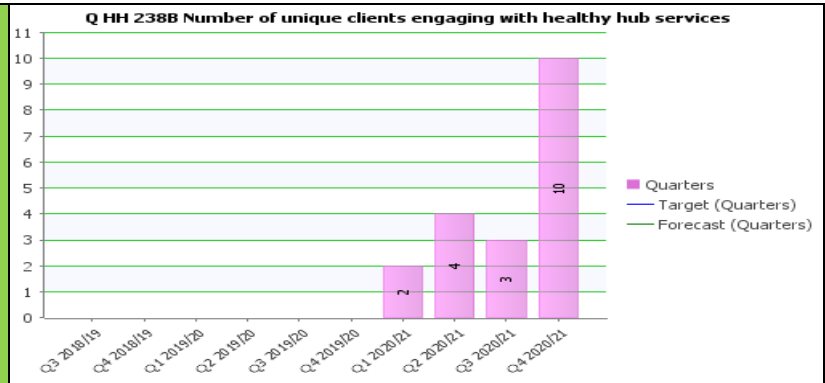
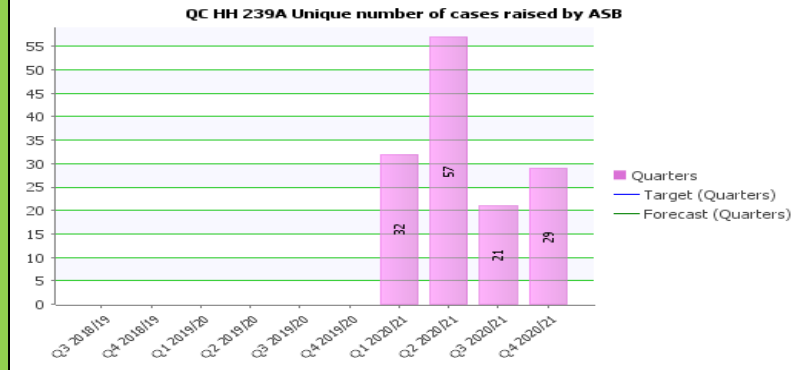
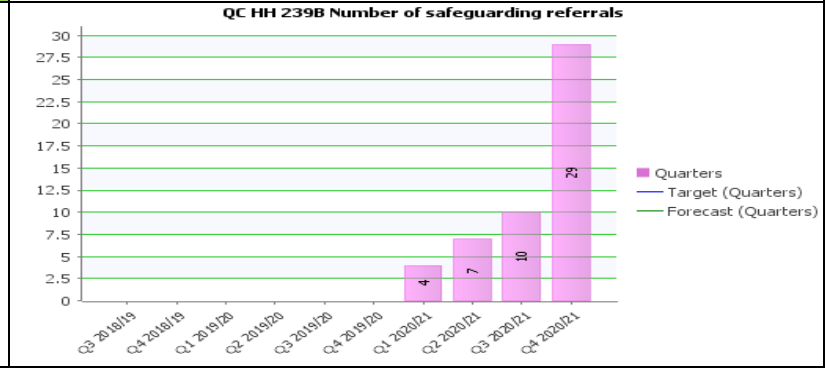
QC HH 234 Number of energy efficient grants made	1	4	N/A			First time central heating installations provided through Herts Warm Homes Fund. Aiming to award to 20 privately owned homes for vulnerable customers who are currently off the gas network and required first time central heating.
QC HROD 223: Attendance at carbon neutrality training		0%	0%			Training package is being drafted in conjunction with APSE (Association of Public Service Excellence) with an aim to commence training in 2021/22
Enabling Communities						
QC HH 151: Number of homeless households living in temporary accommodation at the end of the quarter	41	50 (as at 31 March)	N/A			At the end of March 2021 the council had 50 households in temporary accommodation under statutory homeless duties. Nineteen were accommodated in the council's hostel accommodation, 5 were in private sector leased accommodation and a further 26 were in B&B accommodation. The number of households in temporary accommodation remains high due to an increase in homeless approaches from single complex needs households and because fewer general needs properties have been advertised this year through Choice Based Lettings. In addition a further 14 households were being provided with discretionary B&B accommodation under the governments rough sleeper 'Everyone In' and Protect Plus initiatives due to their vulnerabilities to COVID 19.

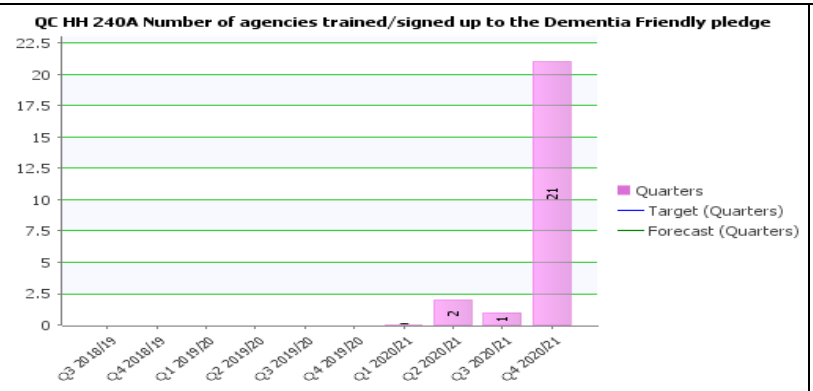
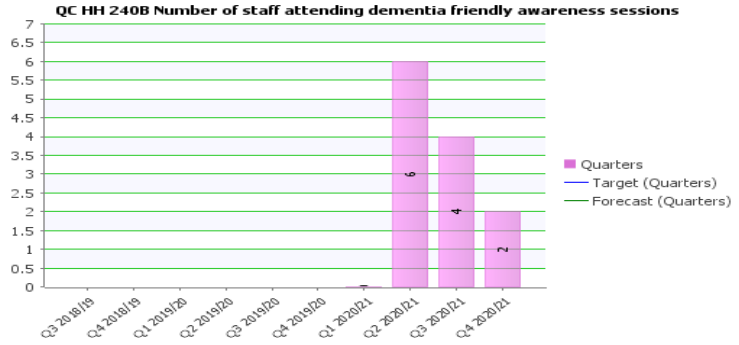
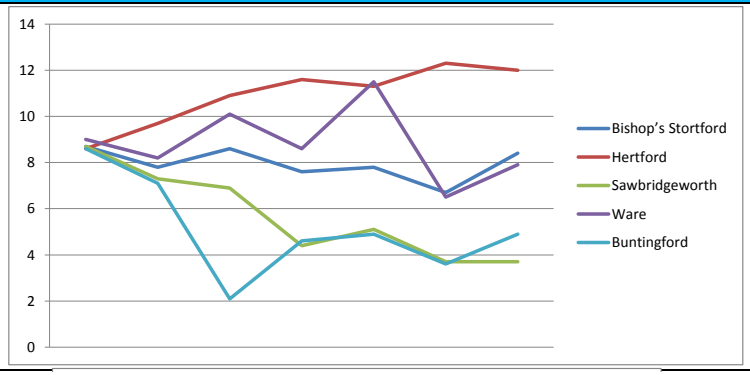
QC OP 2.4 Fly-tips: Time taken for removal.	0.44 days	0.42 days	2.00 days			Performance remains strong in this area
MC OP 192 % of household waste sent for reuse, recycling and composting.	48%	49.32% (annual)	50.00%			Performance was just shy if the 50% target for 2020/21
MC OP 191 Residual household waste per household.	433kg (2019/20)	459 kg (annual)	450kg			The target for 2020/21 was reduced from 475kg to 450kg per household due to continuing trends in reduction of household waste. Figure has increased from 433kg last year to 459 kg in 2020/21. Covid-19 restrictions has led to more people being forced to stay home and thus generating more waste

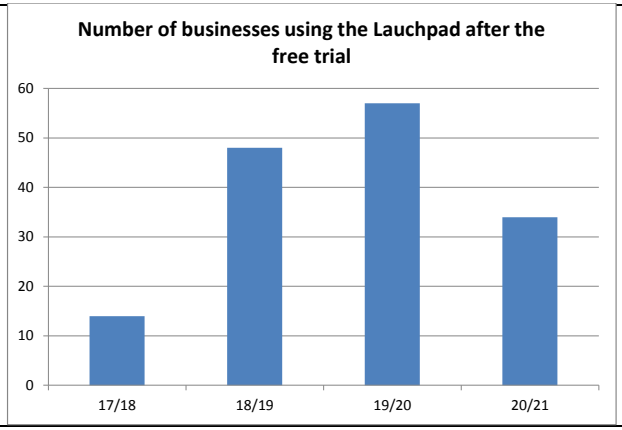
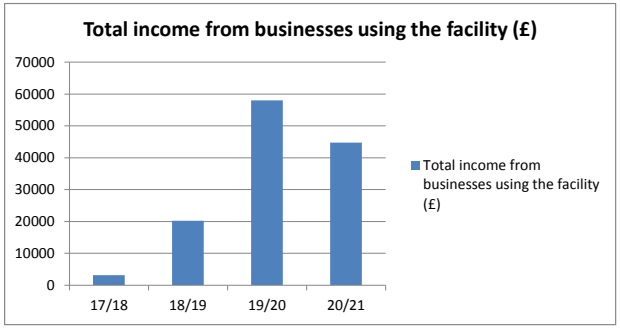
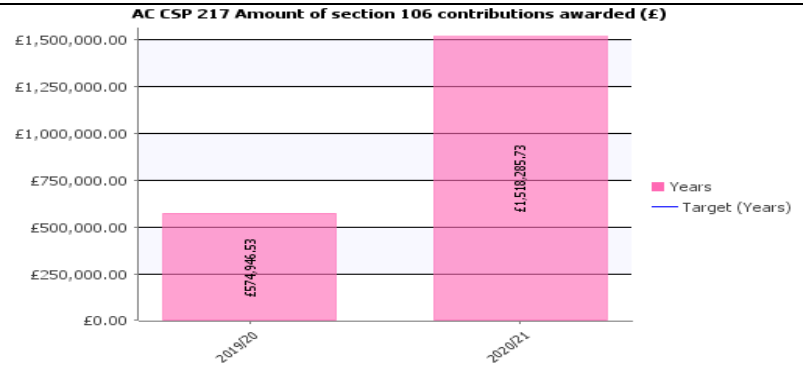
MC RB 181: Time taken to process Housing Benefit new claims and change events	5.31 days	4.63 days	10 days			Performance remains strong despite the face the shared Revenues and Benefits service have been working on admnistration of additional grants to businesses
HC HH 148 Number of applicants on the housing register	2003	2.168	Trend only			At the end of March 2021 there were 2,168 households on the East Herts Housing Register . The breakdown of accommodation required was: 1 bedroom - 1,100 households, 2 bedrooms 635 households, 3 bedrooms 334 households and 76 households required 4 bedroom accommodation. The demand for 2 bedroom and 4 bedroom homes has seen the most significant increase since the beginning of 20/21.
Q CSP 5.12A: Number of Twitter followers	10 856	11 351	N/A			Twitter followers have increased over the year and this channel remains our most popular channel for engagement

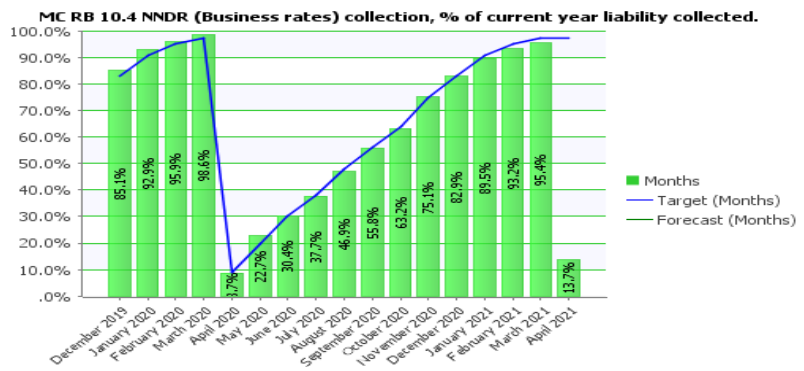
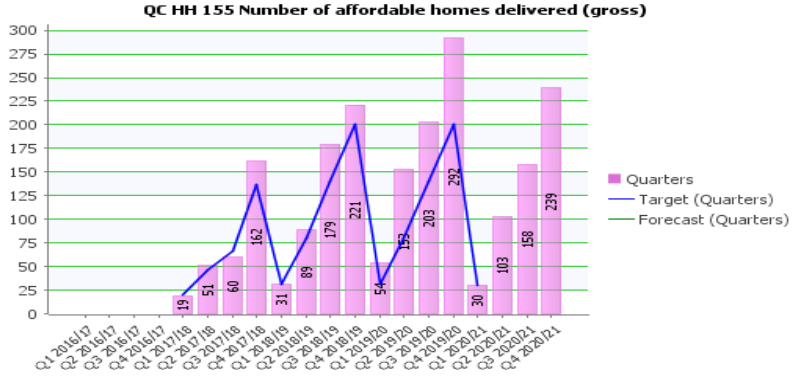
Q CSP 5.12C: Number of Instagram followers	1 943	2 244	N/A			Insta followers have steadily increased over the year
Q CSP 5.12D: Press favourability score	67	-5	N/A			This is measured by looking at whether press coverage is positive or negative which then translates into an overall score. Scores were negative in Feb and March due to articles and letters from residents raising concerns over ORL, garden waste, and council tax rises.
Q CSP 5.12F: Number of Facebook likes and followers	4 044	5 059	N/A			Facebook continues to grow as a channel

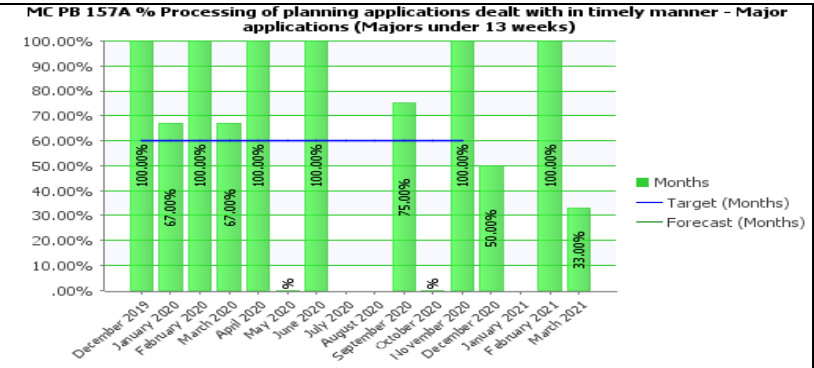
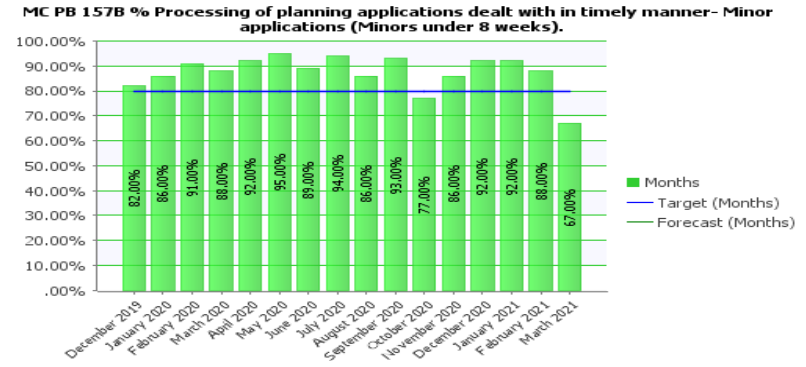
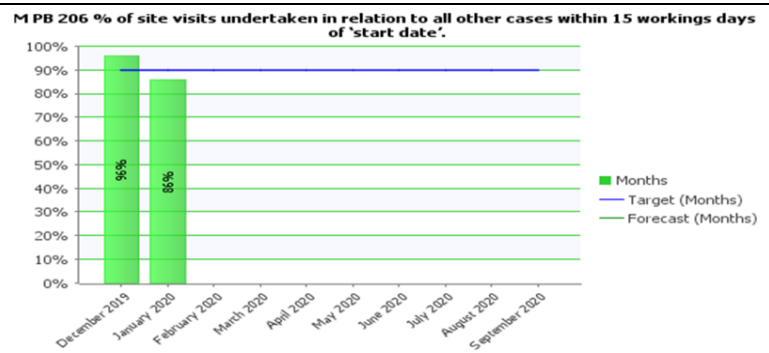
Q CSP 5.12G: Number of email subscribers to network	2 656	3 290	N/A			Number of subscibers have increased over the year
Q CSP 5.12H: Number of Linkedin Followers	1 081	1 366	N/A			LinkedIn continues to grow as a platform for sharing business to business news, events and job advertisements
Q HH 238A: Number of unique clients supported through the EH Social Prescribing Service	50	36	N/A			Referrals dipped through the winter lockdown. EHSPS services now merged with Healthy Hubs moving forward.

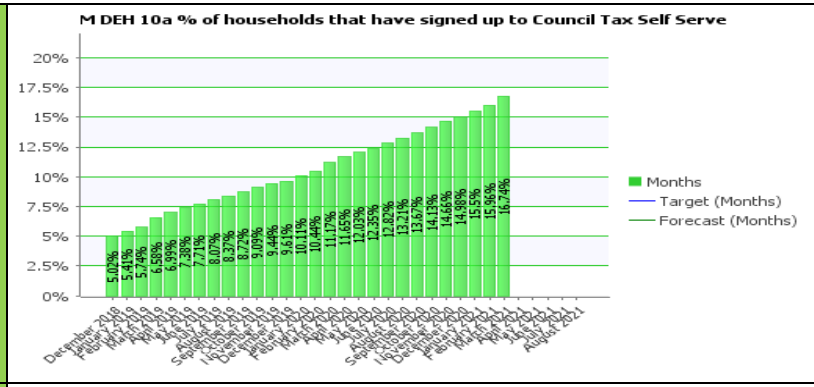
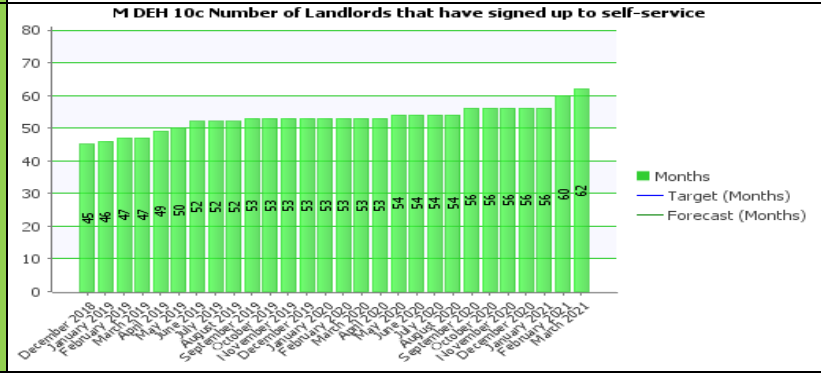
Q HH 238B: Number of unique clients engaging with healthy hub services	4	10	N/A			A successful Facebook campaign, messaging through OWL and a review of promotional approach are taking an impact on the awareness and sign up of Healthy Hub.
QC HH 239A: Unique number of cases raised by antisocial behaviour	57	29	N/A			
QC HH 239B: Number of safeguarding referrals	7	29	N/A			Referral continued to increase in Q4. Cases included Mental Health, Homelessness, Emotional Abuse and self neglect.

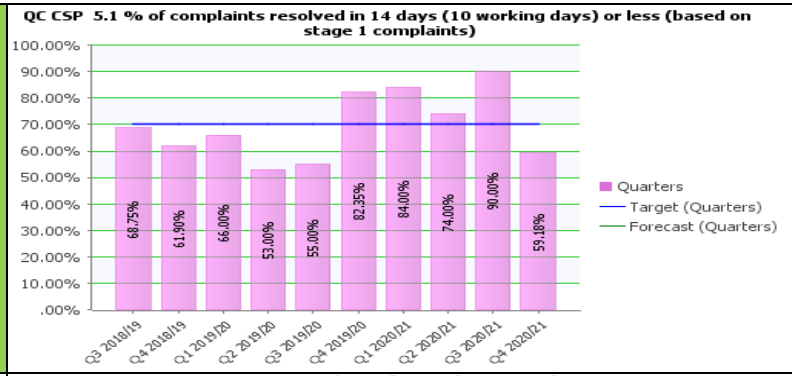
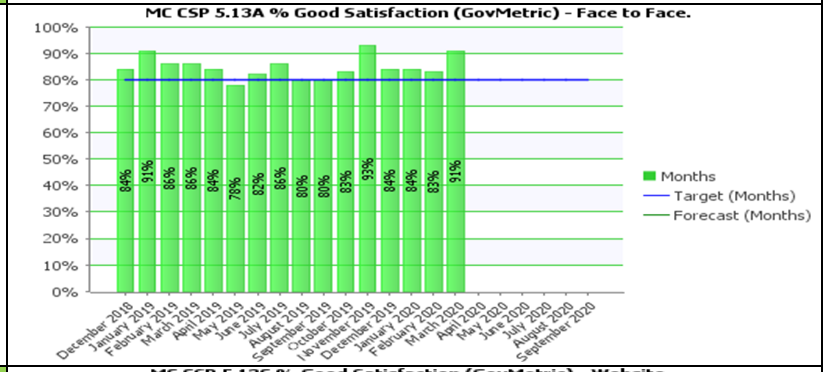
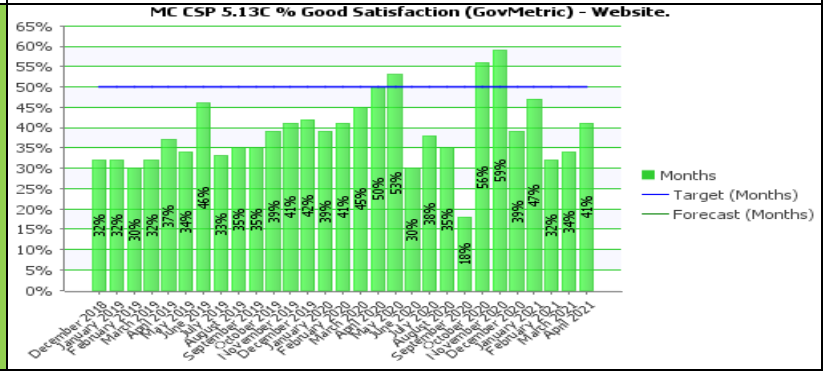
QC HH 240A: Number of agencies trained/signed up to the Dementia Friendly pledge	2	21	N/A			
QC HH 240B: Number of staff attending dementia friendly awareness sessions	6	2	N/A			Event took place on 12 May 2021 which was well attended after futher work was undertaken to publicise events to staff and encourage more participation
Encouraging Economic Growth						
AC CSP 111 Vacancy Rates in Town Centres	8.89%	7.90%	N/A			The vacancy figures show a slight decrease over December's figures, partly due to stirring demand for small retail premises. Overall vacancy rates in the district are very healthy considering the impact of the pandemic with plenty of demand for vacant retail space in our towns. Our smallest towns (Buntingford and Sawbridgeworth) have the lowest vacancy rates.

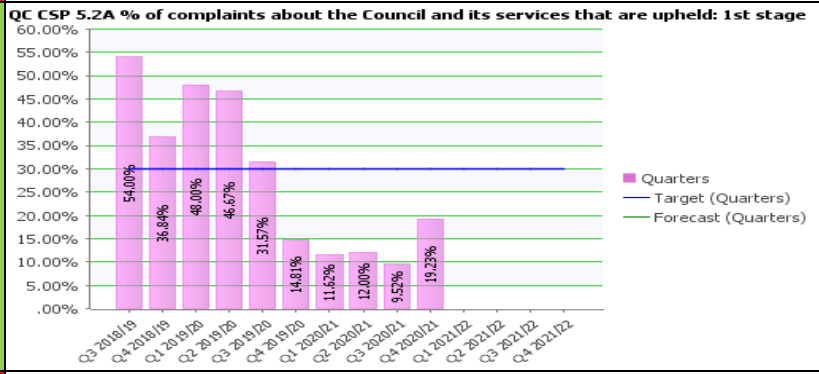
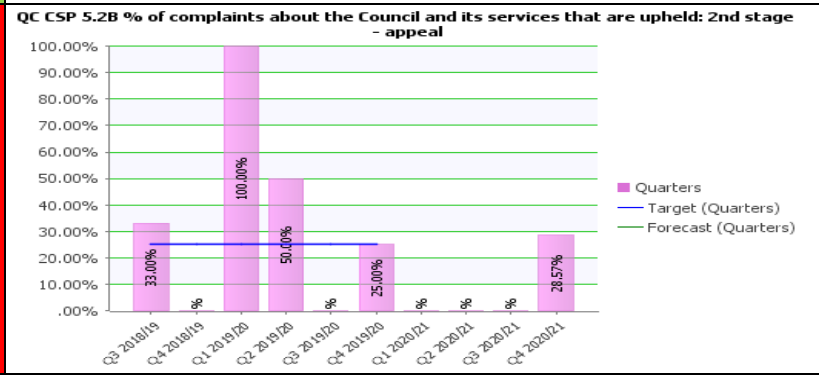
AC CSP 13.1 Total number of businesses using the Launchpad facility	56	37	N/A			The Launchpad closed in March 2020 due to Covid restrictions meaning there were zero users until the facility re-opened in June. Space has been limited since then due to the need for Covid restrictions however clients have started to return. As at March 31st there were 34 regular users (6 in Ware and 28 in Bishop's Stortford). This is down from the pre-Covid high of 58 in March 2020 however we are receiving high volumes of queries from new clients and, as restrictions ease, expect user numbers to increase
AC CSP 13.3 Total income from businesses using the Launchpad facility	£57,500 (2019/20)	£44,737 (annual)	N/A			Despite having no income for 3 months the facility has recovered well and managed to achieve income just above the annual target. Income for 2020/21 was below that the of the previous year but we anticipate income for 2021/22 to be return to previous levels
AC CSP 217 Amount of section 106 contributions awarded (£)	574,946.53 (2019/20)	1518285.73 (annual)	N/A			Payment was triggered from thirteen (13) individual Section 106 Agreements in 2020/2021. resulting in receipt of £1,518,285.73 in financial contributions. This figure includes the indexation added on to the original contribution amount.

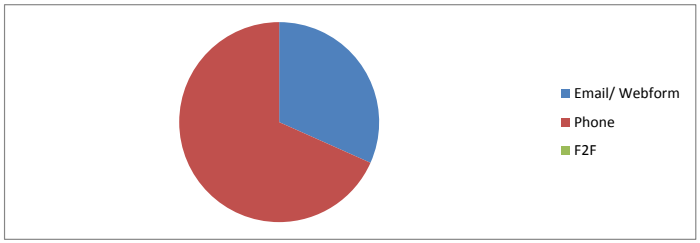
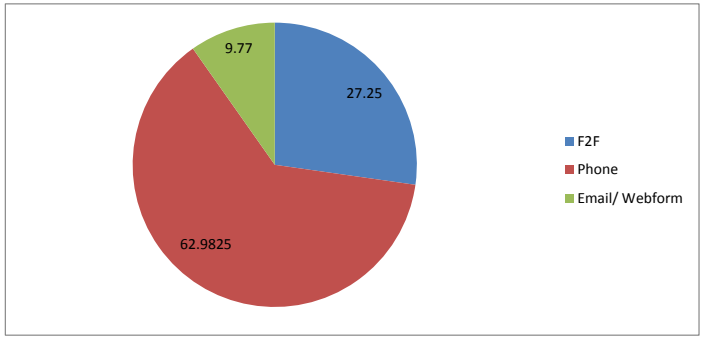
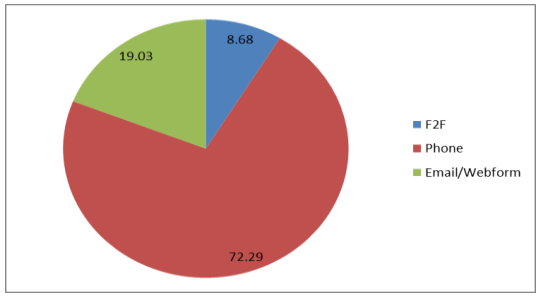
MC RB 10.4: NNDR (Business rates) collection, % of current year liability collected	55.80%	95.40%	97.50%			Business rates collection percentage decreased in April due to Covid 19 pandemic but this has seen a steady increase over quarter 2 as businesses start to reopen
QC HH 155 Number of affordable homes delivered (gross)	239	200	N/A			Cumulatively to the end of March 2021 a total of 239 new affordable homes (104 affordable rented homes and 135 shared ownership) were completed and advertised through the council's Choice Based Lettings Service or Home Buy Agent. The majority of the properties were developed as part of Section 106 planning obligations aside from 2 affordable rented homes on a redevelopment site owned by Clarion and a site developed by Metropolitan Housing predominately for shared ownership. The handover of properties was slightly delayed during the year because of the suspension of building works during the lock down period earlier in the pandemic.

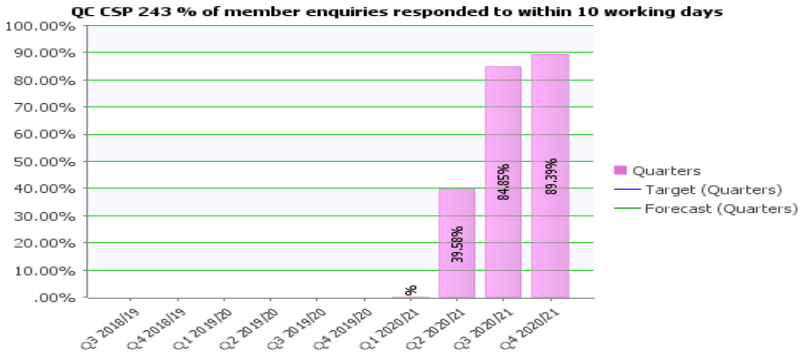
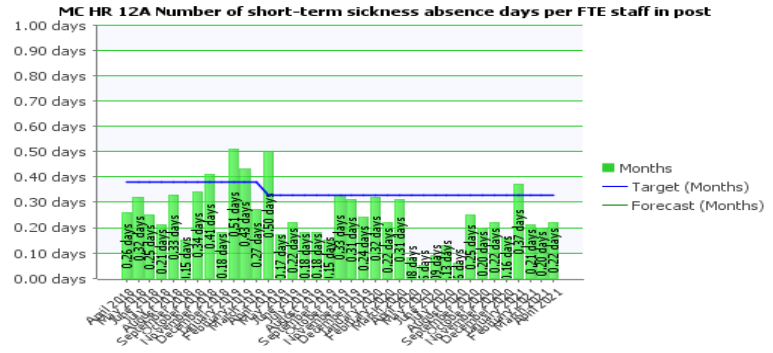
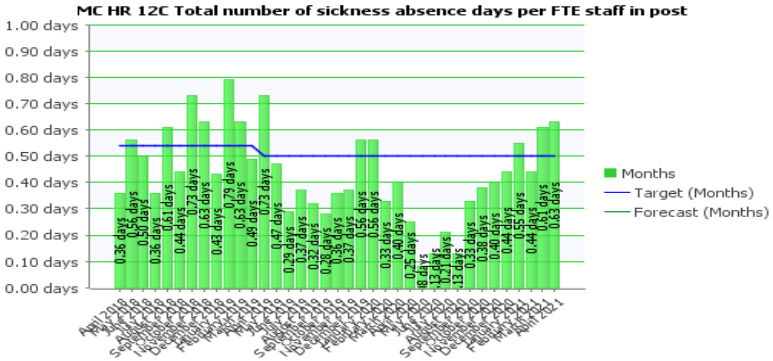
MC PB 157A: % Processing of planning applications dealt with in timely manner - Major applications (Majors under 13 weeks)	75.00%	33.00%	60.00%			1 out of 3.
MC PB 157B: % Processing of planning applications dealt with in timely manner- Minor applications (Minors under 8 weeks)	93.00%	67.00%	80.00%			18 out of 27.
M PB 206: % of site visits undertaken in relation to all other cases within 15 workings days of 'start date'	N/A	N/A	90%	N/A		Site visits have not been achievable due to Covid 19 restrictions

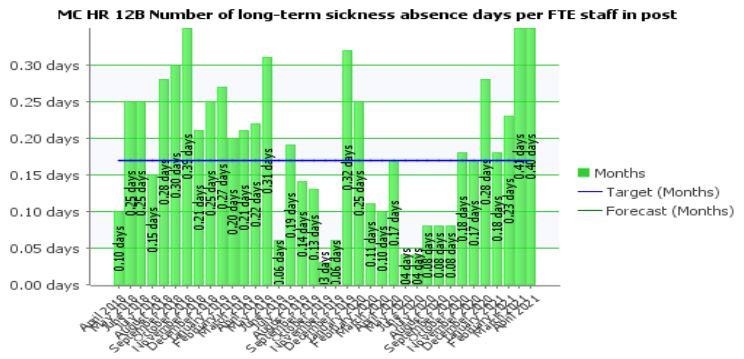
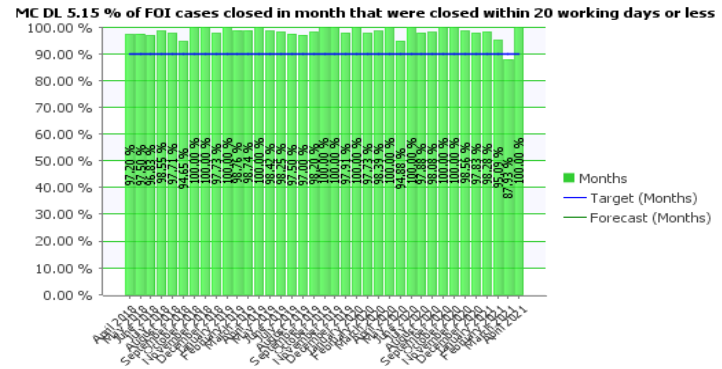
M DEH 10a: % of households that have signed up to Council Tax Self Serve	13.67%	16.74%	N/A			The last quarter has seen a steady increase in the number of households accessing Council Tax Self Service as this may be attributed to the Council offices being closed and more people making use of our online services.
M DEH 10b: % of Businesses that have registered to self-service (business rates)	3.18%	3.50%	N/A			The last quarter has seen a steady increase in the number of businesses accessing Self Service. This may be attributed to the COVID19 response and businesses preferring online options.
M DEH 10c: Number of Landlords that have signed up to self-service	56	62	N/A			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.

QC CSP 5.1: % of complaints resolved in 14 days (10 working days) or less (based on stage 1 complaints)	64% (2019/20)	78.57% (annual)	70.00%			Over the year we have 155 formal, stage 1 complaints and 32 stage 2 complaints. However it is worth noting we also had over 1000 complaints and concerns regarding green waste charges. These were not recorded as offical complaints as they related to a Council decision
MC CSP 5.13A: % Good Satisfaction (GovMetric) - Face to Face	N/A	N/A	N/A	N/A		Latest statistics not recorded due to COVID19 preventing us from offering a face to face service.
MC CSP 5.13C: % Good Satisfaction (GovMetric) - Website	51.00%	41.00%	50%			Despite making numerous changes to the website and improving content, we still struggle to gain satisfaction scores.

MC CSP 5.13D % Good Satisfaction (GovMetric) - Email	79.00%	64.00%	80.00%			152 green, 21 amber and 64 red for the quarter. No trend data as this was only introduced mid way through 2020
QC CSP 5.2A: % of complaints about the Council and its services that are upheld: 1st stage	32.00%	19.23%	30.00%			Final quarter - Out of 52 stage 1 complaints, only 10 were upheld.
QC CSP 5.2B: % of complaints about the Council and its services that are upheld: 2nd Stage - appeal	18.00%	28.57%	N/A			For the last quarter - 2 out of 7 stage 2 complaints were upheld.

QC 1A - C Volume + Proportion of Contacts by Channel	F2F: 0.00% Email/ Webform: 24.57% Phone: 75.43%	F2F: 0.00% Email/Webform: 31.67% Phone: 68.33%	Trend only		Annual Data for 2020/21  Annual data for 2019/20  Annual data for 2018/29 	Telephony remains the contact channel of choice for most residents however email and webforms are increasing. We aim to contiue this trend by encouraging more customers to interact online where possible as in most cases this leads to a quicker resolution for the customer (eg. reporting a missed bin) as well as reduced costs for us

QC CSP 243: % of member enquiries responded to within 10 working days	39.58%	89.39%	N/A			132 members enquiries received between 01.01.21 and 31.03.21 118 of these were completed within 10 working days however we are aware that there have been issues with responses not being delivered
CORPORATE HEALTH INDICATORS						
MC HR 12A Number of short-term sickness absence days per FTE staff in post	0.22 days	0.33 days				2021 S/T absence for the year so far = 0.22 (end of year target = 4)
MC HR 12C Total number of sickness absence days per FTE staff in post	0.63 days	0.50 days				Total absence for the year so far = 0.63 (end of year target = 6) Over target this month due to a number of ongoing long term sickness cases which HR Officers are working on with Managers.

MC HR 12B Number of long-term sickness absence days per FTE staff in post	0.40 days	0.17 days				L/T absence for the year so far = 0.40 (end of year target = 2) Over target this month due to a number of ongoing long term sickness cases which HR Officers are working on with Managers.
MC DL 5.15 % of FOI cases closed in month that were closed within 20 working days or less		100.00%	90.00%			The lower figure in March is due to an issue with our software not correctly displaying cases where a response was ready.

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	

**** NOTE FOR BEN - MISSED BINS INFO IS MISSING

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