

Theme: Encouraging Economic Growth

Performance Indicator	Latest performance value	Previous reporting period	Performance target	Increase / Decrease from last quarter	Performance Data Trend	Notes & History																						
QC CSP 111 Vacancy Rates in Town Centres	8.26%	7.92%	Trend Only	↑	<p>QC CSP 111 Vacancy Rates in Town Centres</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Vacancy Rate (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2019/20</td><td>7.52%</td></tr> <tr><td>Q2 2019/20</td><td>7.52%</td></tr> <tr><td>Q3 2019/20</td><td>7.52%</td></tr> <tr><td>Q4 2019/20</td><td>7.52%</td></tr> <tr><td>Q1 2020/21</td><td>8.10%</td></tr> <tr><td>Q2 2020/21</td><td>7.53%</td></tr> <tr><td>Q3 2020/21</td><td>8.89%</td></tr> <tr><td>Q4 2020/21</td><td>7.95%</td></tr> <tr><td>Q1 2021/22</td><td>7.52%</td></tr> <tr><td>Q2 2021/22</td><td>8.26%</td></tr> </tbody> </table>	Quarter	Vacancy Rate (%)	Q1 2019/20	7.52%	Q2 2019/20	7.52%	Q3 2019/20	7.52%	Q4 2019/20	7.52%	Q1 2020/21	8.10%	Q2 2020/21	7.53%	Q3 2020/21	8.89%	Q4 2020/21	7.95%	Q1 2021/22	7.52%	Q2 2021/22	8.26%	Slight rise across some town as businesses realign post Covid. NB smaller town vacancies skewed by multi-unit redevelopment
Quarter	Vacancy Rate (%)																											
Q1 2019/20	7.52%																											
Q2 2019/20	7.52%																											
Q3 2019/20	7.52%																											
Q4 2019/20	7.52%																											
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Q4 2020/21	7.95%																											
Q1 2021/22	7.52%																											
Q2 2021/22	8.26%																											
MC RB 10.4: NNDR (Business rates) collection, % of current year liability collected	50.70%	50.50%	56.00%	Cumulative over year	<p>MC RB 10.4 NNDR (Business rates) collection, % of current year liability collected.</p>	Business rates collection % is less than at the same period last year by 6%																						
MC PB 157A: % Processing of planning applications dealt with in timely manner - Major applications (Majors under 13 weeks)	83.00%	n/a	60.00%	n/a	<p>MC PB 157A % Processing of planning applications dealt with in timely manner - Major applications (Majors under 13 weeks)</p>	5 out of 6 applications this month. There was no applications the previous month																						

Performance Indicator	Latest performance value	Previous reporting period	Performance target	Increase / Decrease from last quarter	Performance Data Trend	Notes & History
MC PB 157B: % Processing of planning applications dealt with in timely manner- Minor applications (Minors under 8 weeks)	56.00%	67.00%	80.00%	↓	MC PB 157B % Processing of planning applications dealt with in timely manner- Minor applications (Minors under 8 weeks). 	9 out of 16 applications this month which again fell on the previous month and missed target. The Council has received a record number of planning applications in 2021. This increase is not unique to East Herts and is being experienced nationwide as a result of COVID 19 with people looking to improve their living environments. This increase in planning applications has also coincided with some staff turnover during a very short period of time mainly due to retirement and change in individual circumstances. As a result this has meant that applications are taking longer to determine. An action plan is in place to assist with this. Recent recruitment has been successful and every effort is being made by staff to try and maintain normal operational measures but these changes are having an impact on timescales and services provided. However, the measures in place should mean that we will be better placed to meet these targets in coming months.
MC PB 157C: % Processing of planning applications dealt with in timely manner- Other applications (Others under 8 weeks).	78.00%	70.00%	90.00%	↑	MC PB 157C % Processing of planning applications dealt with in timely manner- Other applications (Others under 8 weeks). 	99 of 127 applications this month which was an improvement on the previous month but still is not reaching targets. Please see above for reasoning
QC HH 155 Number of affordable homes delivered and advertised through housing associations	55	38	Trend Only	↑	QC HH 155 Number of affordable homes delivered and advertised through housing associations 	To the end of September 2021 a total of 55 new affordable homes (49 affordable rented homes and 9 shared ownership) that were completed and advertised through the council's Choice Based Lettings Service or Home Buy Agent. A further 7 properties were due to be completed for affordable rent but have been delayed on site due to an issue with building materials. All of the properties were developed as part of Section 106 planning obligations We will consider assigning targets for future reporting periods as targets have not been set for this indicator for a year or so

Theme: Enabling Communities

Performance Indicator	Latest performance	Previous reporting period	Performance target	Increase / Decrease from	Performance Data Trend	Notes & History
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Performance Indicator	Latest performance value	Previous reporting period	Performance target	Increase / Decrease from last quarter	Performance Data Trend	Notes & History
QC HH 151: Number of homeless households living in temporary accommodation at the end of the quarter	41	46	Trend Only	↓	QC HH 151 Number of homeless households living in temporary accommodation at the end of the quarter. 	At the end of September 2021 the council had 41 households in temporary accommodation under statutory homeless duties. 19 were accommodated in the council's hostel provision, 7 were in private sector leased accommodation and a further 15 were in B&B accommodation.
QC OP 2.4 % of fly tips removed completed within our 2 day SLA	100%	100%	100%	●	QC OP 2.4 % of fly tips removed completed within our 2 day SLA 	This is a new indicator that replaces 'average time taken to remove any fly tips' as this was considered a more insightful measure
MC RB 181: Time taken to process Housing Benefit new claims and change events	9.2 days	10.6 days	10 days	↓	MC RB 181 Time taken to process Housing Benefit new claims and change events. 	

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MC RB 10.2: Council tax collection, % of current year liability collected	55.90%	47.10%	56.00%	Cumulative over year	<p>MC RB 10.2 Council tax collection, % of current year liability collected.</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Actual (%)</th> <th>Target (%)</th> <th>Forecast (%)</th> </tr> </thead> <tbody> <tr><td>Apr 2019</td><td>11.0%</td><td>11.0%</td><td>11.0%</td></tr> <tr><td>May 2019</td><td>21.0%</td><td>21.0%</td><td>21.0%</td></tr> <tr><td>Jun 2019</td><td>27.0%</td><td>27.0%</td><td>27.0%</td></tr> <tr><td>Jul 2019</td><td>35.0%</td><td>35.0%</td><td>35.0%</td></tr> <tr><td>Aug 2019</td><td>47.0%</td><td>47.0%</td><td>47.0%</td></tr> <tr><td>Sep 2019</td><td>55.0%</td><td>55.0%</td><td>55.0%</td></tr> <tr><td>Oct 2019</td><td>65.0%</td><td>65.0%</td><td>65.0%</td></tr> <tr><td>Nov 2019</td><td>74.0%</td><td>74.0%</td><td>74.0%</td></tr> <tr><td>Dec 2019</td><td>81.0%</td><td>81.0%</td><td>81.0%</td></tr> <tr><td>Jan 2020</td><td>85.0%</td><td>85.0%</td><td>85.0%</td></tr> <tr><td>Feb 2020</td><td>88.0%</td><td>88.0%</td><td>88.0%</td></tr> <tr><td>Mar 2020</td><td>91.0%</td><td>91.0%</td><td>91.0%</td></tr> <tr><td>Apr 2020</td><td>11.0%</td><td>11.0%</td><td>11.0%</td></tr> <tr><td>May 2020</td><td>20.0%</td><td>20.0%</td><td>20.0%</td></tr> <tr><td>Jun 2020</td><td>26.0%</td><td>26.0%</td><td>26.0%</td></tr> <tr><td>Jul 2020</td><td>35.0%</td><td>35.0%</td><td>35.0%</td></tr> <tr><td>Aug 2020</td><td>46.0%</td><td>46.0%</td><td>46.0%</td></tr> <tr><td>Sep 2020</td><td>55.0%</td><td>55.0%</td><td>55.0%</td></tr> <tr><td>Oct 2020</td><td>64.0%</td><td>64.0%</td><td>64.0%</td></tr> <tr><td>Nov 2020</td><td>72.0%</td><td>72.0%</td><td>72.0%</td></tr> <tr><td>Dec 2020</td><td>79.0%</td><td>79.0%</td><td>79.0%</td></tr> <tr><td>Jan 2021</td><td>85.0%</td><td>85.0%</td><td>85.0%</td></tr> <tr><td>Feb 2021</td><td>90.0%</td><td>90.0%</td><td>90.0%</td></tr> <tr><td>Mar 2021</td><td>95.0%</td><td>95.0%</td><td>95.0%</td></tr> <tr><td>Apr 2021</td><td>11.0%</td><td>11.0%</td><td>11.0%</td></tr> <tr><td>May 2021</td><td>20.0%</td><td>20.0%</td><td>20.0%</td></tr> <tr><td>Jun 2021</td><td>26.0%</td><td>26.0%</td><td>26.0%</td></tr> <tr><td>Jul 2021</td><td>35.0%</td><td>35.0%</td><td>35.0%</td></tr> <tr><td>Aug 2021</td><td>45.0%</td><td>45.0%</td><td>45.0%</td></tr> <tr><td>Sep 2021</td><td>55.0%</td><td>55.0%</td><td>55.0%</td></tr> </tbody> </table>	Month	Actual (%)	Target (%)	Forecast (%)	Apr 2019	11.0%	11.0%	11.0%	May 2019	21.0%	21.0%	21.0%	Jun 2019	27.0%	27.0%	27.0%	Jul 2019	35.0%	35.0%	35.0%	Aug 2019	47.0%	47.0%	47.0%	Sep 2019	55.0%	55.0%	55.0%	Oct 2019	65.0%	65.0%	65.0%	Nov 2019	74.0%	74.0%	74.0%	Dec 2019	81.0%	81.0%	81.0%	Jan 2020	85.0%	85.0%	85.0%	Feb 2020	88.0%	88.0%	88.0%	Mar 2020	91.0%	91.0%	91.0%	Apr 2020	11.0%	11.0%	11.0%	May 2020	20.0%	20.0%	20.0%	Jun 2020	26.0%	26.0%	26.0%	Jul 2020	35.0%	35.0%	35.0%	Aug 2020	46.0%	46.0%	46.0%	Sep 2020	55.0%	55.0%	55.0%	Oct 2020	64.0%	64.0%	64.0%	Nov 2020	72.0%	72.0%	72.0%	Dec 2020	79.0%	79.0%	79.0%	Jan 2021	85.0%	85.0%	85.0%	Feb 2021	90.0%	90.0%	90.0%	Mar 2021	95.0%	95.0%	95.0%	Apr 2021	11.0%	11.0%	11.0%	May 2021	20.0%	20.0%	20.0%	Jun 2021	26.0%	26.0%	26.0%	Jul 2021	35.0%	35.0%	35.0%	Aug 2021	45.0%	45.0%	45.0%	Sep 2021	55.0%	55.0%	55.0%	Figures very much within targets and slightly higher than this point last year
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QC CSP 5.12A: Number of Twitter followers	11,437	11317	Trend Only	<p>QC CSP 5.12A Number of Twitter followers</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> <th>Forecast</th> </tr> </thead> <tbody> <tr><td>Q1 2019/20</td><td>10,108</td><td>10,108</td><td>10,108</td></tr> <tr><td>Q2 2019/20</td><td>10,538</td><td>10,538</td><td>10,538</td></tr> <tr><td>Q3 2019/20</td><td>10,758</td><td>10,758</td><td>10,758</td></tr> <tr><td>Q4 2019/20</td><td>10,932</td><td>10,932</td><td>10,932</td></tr> <tr><td>Q1 2020/21</td><td>11,200</td><td>11,200</td><td>11,200</td></tr> <tr><td>Q2 2020/21</td><td>11,363</td><td>11,363</td><td>11,363</td></tr> <tr><td>Q3 2020/21</td><td>11,317</td><td>11,317</td><td>11,317</td></tr> <tr><td>Q4 2020/21</td><td>11,437</td><td>11,437</td><td>11,437</td></tr> </tbody> </table>	Quarter	Actual	Target	Forecast	Q1 2019/20	10,108	10,108	10,108	Q2 2019/20	10,538	10,538	10,538	Q3 2019/20	10,758	10,758	10,758	Q4 2019/20	10,932	10,932	10,932	Q1 2020/21	11,200	11,200	11,200	Q2 2020/21	11,363	11,363	11,363	Q3 2020/21	11,317	11,317	11,317	Q4 2020/21	11,437	11,437	11,437	Steady rise of around 100 a month over the past few quarters																																																																																									
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QC CSP 5.12B: Number of LinkedIn followers	1,495	1,437	Trend Only	<p>QC CSP 5.12B Number of LinkedIn followers</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> <th>Forecast</th> </tr> </thead> <tbody> <tr><td>Q1 2019/20</td><td>721</td><td>721</td><td>721</td></tr> <tr><td>Q2 2019/20</td><td>769</td><td>769</td><td>769</td></tr> <tr><td>Q3 2019/20</td><td>1,138</td><td>1,138</td><td>1,138</td></tr> <tr><td>Q4 2019/20</td><td>1,368</td><td>1,368</td><td>1,368</td></tr> <tr><td>Q1 2020/21</td><td>1,401</td><td>1,401</td><td>1,401</td></tr> <tr><td>Q2 2020/21</td><td>1,437</td><td>1,437</td><td>1,437</td></tr> <tr><td>Q3 2020/21</td><td>1,495</td><td>1,495</td><td>1,495</td></tr> </tbody> </table>	Quarter	Actual	Target	Forecast	Q1 2019/20	721	721	721	Q2 2019/20	769	769	769	Q3 2019/20	1,138	1,138	1,138	Q4 2019/20	1,368	1,368	1,368	Q1 2020/21	1,401	1,401	1,401	Q2 2020/21	1,437	1,437	1,437	Q3 2020/21	1,495	1,495	1,495	Small increase this quarter																																																																																													
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Performance Indicator	Latest performance value	Previous reporting period	Performance target	Increase / Decrease from last quarter	Performance Data Trend	Notes & History																		
Q CSP 5.12C: Number of Instagram followers	2,444	2,337	Trend Only	↑	QC CSP 5.12C No of Instagram Followers <table border="1"> <caption>QC CSP 5.12C No of Instagram Followers</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2019/20</td><td>1,470</td></tr> <tr><td>Q2 2019/20</td><td>1,621</td></tr> <tr><td>Q3 2019/20</td><td>1,848</td></tr> <tr><td>Q4 2019/20</td><td>2,006</td></tr> <tr><td>Q1 2020/21</td><td>2,113</td></tr> <tr><td>Q2 2020/21</td><td>2,277</td></tr> <tr><td>Q3 2020/21</td><td>2,337</td></tr> <tr><td>Q4 2020/21</td><td>2,444</td></tr> </tbody> </table>	Quarter	Value	Q1 2019/20	1,470	Q2 2019/20	1,621	Q3 2019/20	1,848	Q4 2019/20	2,006	Q1 2020/21	2,113	Q2 2020/21	2,277	Q3 2020/21	2,337	Q4 2020/21	2,444	Small increase this quarter
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Q CSP 5.12D: Press favourability score	48	106	Trend Only	↓	QC CSP 5.12D Press favourability score <table border="1"> <caption>QC CSP 5.12D Press favourability score</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2019/20</td><td>18</td></tr> <tr><td>Q2 2019/20</td><td>85</td></tr> <tr><td>Q3 2019/20</td><td>51</td></tr> <tr><td>Q4 2019/20</td><td>106</td></tr> <tr><td>Q1 2020/21</td><td>48</td></tr> <tr><td>Q2 2020/21</td><td>98</td></tr> </tbody> </table>	Quarter	Value	Q1 2019/20	18	Q2 2019/20	85	Q3 2019/20	51	Q4 2019/20	106	Q1 2020/21	48	Q2 2020/21	98	This is a fall on the previous quarter which had experienced several positive press articles				
Quarter	Value																							
Q1 2019/20	18																							
Q2 2019/20	85																							
Q3 2019/20	51																							
Q4 2019/20	106																							
Q1 2020/21	48																							
Q2 2020/21	98																							
Q CSP 5.12E Number of Facebook likes and followers	5,568	5279	Trend Only	↑	QC CSP 5.12E Number of Facebook followers (facebook likes). <table border="1"> <caption>QC CSP 5.12E Number of Facebook followers (facebook likes).</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2019/20</td><td>2,173</td></tr> <tr><td>Q2 2019/20</td><td>2,734</td></tr> <tr><td>Q3 2019/20</td><td>3,516</td></tr> <tr><td>Q4 2019/20</td><td>4,013</td></tr> <tr><td>Q1 2020/21</td><td>4,513</td></tr> <tr><td>Q2 2020/21</td><td>5,147</td></tr> <tr><td>Q3 2020/21</td><td>5,279</td></tr> <tr><td>Q4 2020/21</td><td>5,568</td></tr> </tbody> </table>	Quarter	Value	Q1 2019/20	2,173	Q2 2019/20	2,734	Q3 2019/20	3,516	Q4 2019/20	4,013	Q1 2020/21	4,513	Q2 2020/21	5,147	Q3 2020/21	5,279	Q4 2020/21	5,568	Followers continue to rise
Quarter	Value																							
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Performance Indicator	Latest performance value	Previous reporting period	Performance target	Increase / Decrease from last quarter	Performance Data Trend	Notes & History																
Q CSP 5.12F: Number of email subscribers to network	3,647	3,559	Trend Only	↑	QC CSP 5.12F Number of email subscribers to network <table border="1"> <caption>QC CSP 5.12F Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2019/20</td><td>2,563</td></tr> <tr><td>Q2 2019/20</td><td>2,667</td></tr> <tr><td>Q3 2019/20</td><td>2,664</td></tr> <tr><td>Q4 2020/21</td><td>3,400</td></tr> <tr><td>Q1 2021/22</td><td>3,559</td></tr> <tr><td>Q2 2021/22</td><td>3,647</td></tr> </tbody> </table>	Quarter	Value	Q1 2019/20	2,563	Q2 2019/20	2,667	Q3 2019/20	2,664	Q4 2020/21	3,400	Q1 2021/22	3,559	Q2 2021/22	3,647			
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Q3 2019/20	2,664																					
Q4 2020/21	3,400																					
Q1 2021/22	3,559																					
Q2 2021/22	3,647																					
QC HH 238A: Number of unique clients supported through the EH Social Prescribing Service	36	30	Trend Only	↑	QC HH 238A Number of unique clients supported through the Healthy Hub <table border="1"> <caption>QC HH 238A Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2019/20</td><td>32</td></tr> <tr><td>Q2 2019/20</td><td>36</td></tr> <tr><td>Q3 2019/20</td><td>50</td></tr> <tr><td>Q4 2020/21</td><td>54</td></tr> <tr><td>Q1 2021/22</td><td>36</td></tr> <tr><td>Q2 2021/22</td><td>30</td></tr> <tr><td>Q3 2021/22</td><td>36</td></tr> </tbody> </table>	Quarter	Value	Q1 2019/20	32	Q2 2019/20	36	Q3 2019/20	50	Q4 2020/21	54	Q1 2021/22	36	Q2 2021/22	30	Q3 2021/22	36	
Quarter	Value																					
Q1 2019/20	32																					
Q2 2019/20	36																					
Q3 2019/20	50																					
Q4 2020/21	54																					
Q1 2021/22	36																					
Q2 2021/22	30																					
Q3 2021/22	36																					
QC HH 238B: Number of unique clients engaging with healthy hub services	3	7	Trend Only	↓	QC HH 238B Number of EH residents registering for Healthy Hubs <table border="1"> <caption>QC HH 238B Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2019/20</td><td>2</td></tr> <tr><td>Q2 2019/20</td><td>4</td></tr> <tr><td>Q3 2019/20</td><td>3</td></tr> <tr><td>Q4 2020/21</td><td>10</td></tr> <tr><td>Q1 2021/22</td><td>7</td></tr> <tr><td>Q2 2021/22</td><td>3</td></tr> </tbody> </table>	Quarter	Value	Q1 2019/20	2	Q2 2019/20	4	Q3 2019/20	3	Q4 2020/21	10	Q1 2021/22	7	Q2 2021/22	3			
Quarter	Value																					
Q1 2019/20	2																					
Q2 2019/20	4																					
Q3 2019/20	3																					
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Q2 2021/22	3																					

Performance Indicator	Latest performance value	Previous reporting period	Performance target	Increase / Decrease from last quarter	Performance Data Trend	Notes & History												
QC HH 238C: Number of EH residents attending Healthy Hub sessions	20	22	Trend Only	↓	<p>QC HH 238C Number of EH residents attending Healthy Hub sessions</p> <table border="1"> <caption>Data for QC HH 238C</caption> <thead> <tr> <th>Quarter</th> <th>Actual Value</th> <th>Target (Quarters)</th> <th>Forecast (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>22</td> <td>22.5</td> <td>22.5</td> </tr> <tr> <td>Q2 2021/22</td> <td>20</td> <td>22.5</td> <td>22.5</td> </tr> </tbody> </table>	Quarter	Actual Value	Target (Quarters)	Forecast (Quarters)	Q1 2021/22	22	22.5	22.5	Q2 2021/22	20	22.5	22.5	
Quarter	Actual Value	Target (Quarters)	Forecast (Quarters)															
Q1 2021/22	22	22.5	22.5															
Q2 2021/22	20	22.5	22.5															
QC HH 238D: Number of Healthy Hub sessions delivered	9	6	Trend Only	↑	<p>QC HH 238D Number of Healthy Hub sessions delivered</p> <table border="1"> <caption>Data for QC HH 238D</caption> <thead> <tr> <th>Quarter</th> <th>Actual Value</th> <th>Target (Quarters)</th> <th>Forecast (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q2 2021/22</td> <td>6</td> <td>6</td> <td>6</td> </tr> <tr> <td>Q3 2021/22</td> <td>9</td> <td>6</td> <td>6</td> </tr> </tbody> </table>	Quarter	Actual Value	Target (Quarters)	Forecast (Quarters)	Q2 2021/22	6	6	6	Q3 2021/22	9	6	6	
Quarter	Actual Value	Target (Quarters)	Forecast (Quarters)															
Q2 2021/22	6	6	6															
Q3 2021/22	9	6	6															
QC HH 238E: Number of onward referrals through Healthy Hubs	7	20	Trend Only	↓	<p>QC HH 238E Number of onward referrals through Healthy Hubs</p> <table border="1"> <caption>Data for QC HH 238E</caption> <thead> <tr> <th>Quarter</th> <th>Actual Value</th> <th>Target (Quarters)</th> <th>Forecast (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>20</td> <td>20</td> <td>20</td> </tr> <tr> <td>Q2 2021/22</td> <td>7</td> <td>20</td> <td>20</td> </tr> </tbody> </table>	Quarter	Actual Value	Target (Quarters)	Forecast (Quarters)	Q1 2021/22	20	20	20	Q2 2021/22	7	20	20	
Quarter	Actual Value	Target (Quarters)	Forecast (Quarters)															
Q1 2021/22	20	20	20															
Q2 2021/22	7	20	20															

Performance Indicator	Latest performance value	Previous reporting period	Performance target	Increase / Decrease from last quarter	Performance Data Trend	Notes & History
QC HH 239A: Unique number of cases raised by antisocial behaviour	41	20	Trend Only	↑	QC HH 239A Unique number of cases raised by ASB 	
QC HH 239B: Number of safeguarding referrals	12	4	Trend Only	↑	QC HH 239B Number of safeguarding referrals 	
QC HH 240A: Number of agencies trained/signed up to the Dementia Friendly pledge	1	0	Trend Only	↑	QC HH 240A Number of agencies trained/signed up to the Dementia Friendly pledge 	Re-engaged with Bentley House Care home after a four year absence from the network

Performance Indicator	Latest performance value	Previous reporting period	Performance target	Increase / Decrease from last quarter	Performance Data Trend	Notes & History																																																		
QC HH 240B: Number of staff attending dementia friendly awareness sessions	0	0	Trend Only		QC HH 240B Number of staff attending dementia friendly awareness sessions <table border="1"> <caption>QC HH 240B Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2019/20</td><td>0</td></tr> <tr><td>Q2 2019/20</td><td>0</td></tr> <tr><td>Q3 2019/20</td><td>0</td></tr> <tr><td>Q4 2019/20</td><td>0</td></tr> <tr><td>Q1 2020/21</td><td>0</td></tr> <tr><td>Q2 2020/21</td><td>6</td></tr> <tr><td>Q3 2020/21</td><td>4</td></tr> <tr><td>Q4 2020/21</td><td>2</td></tr> <tr><td>Q1 2021/22</td><td>0</td></tr> <tr><td>Q2 2021/22</td><td>0</td></tr> </tbody> </table>	Quarter	Value	Q1 2019/20	0	Q2 2019/20	0	Q3 2019/20	0	Q4 2019/20	0	Q1 2020/21	0	Q2 2020/21	6	Q3 2020/21	4	Q4 2020/21	2	Q1 2021/22	0	Q2 2021/22	0	No sessions planned until 19th October																												
Quarter	Value																																																							
Q1 2019/20	0																																																							
Q2 2019/20	0																																																							
Q3 2019/20	0																																																							
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Q4 2020/21	2																																																							
Q1 2021/22	0																																																							
Q2 2021/22	0																																																							
QC HH 148: Number of applicants on the housing register	2,152	2,154	Trend Only	Trend Only	<table border="1"> <caption>QC HH 148 Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2020/21</td><td>2,152</td></tr> <tr><td>Q2 2020/21</td><td>2,140</td></tr> <tr><td>Q3 2020/21</td><td>2,206</td></tr> <tr><td>Q4 2020/21</td><td>2,168</td></tr> <tr><td>Q1 2021/22</td><td>2,154</td></tr> <tr><td>Q2 2021/22</td><td>2,152</td></tr> </tbody> </table>	Quarter	Value	Q1 2020/21	2,152	Q2 2020/21	2,140	Q3 2020/21	2,206	Q4 2020/21	2,168	Q1 2021/22	2,154	Q2 2021/22	2,152	At the end of September 2021 there were 2,152 households on the East Herts Housing Register . The breakdown of accommodation required was: 1 bedroom - 1,068 households, 2 bedrooms 637 households, 3 bedrooms 360 households and 87 households required 4 bedroom accommodation. The demand for larger homes particularly 4 bedroom homes continues to increase compared to other size homes which is compounded by the availability of larger homes for re-let.																																				
Quarter	Value																																																							
Q1 2020/21	2,152																																																							
Q2 2020/21	2,140																																																							
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Q4 2020/21	2,168																																																							
Q1 2021/22	2,154																																																							
Q2 2021/22	2,152																																																							
QC OP 191: Residual household waste per household - Latest Updated Aug 21	187kg	160kg	Trend only	Cumulative over year	MC OP 191 Residual household waste per household. <table border="1"> <caption>MC OP 191 Data</caption> <thead> <tr> <th>Month</th> <th>Value (kg)</th> </tr> </thead> <tbody> <tr><td>Apr 2020</td><td>81</td></tr> <tr><td>May 2020</td><td>71</td></tr> <tr><td>Jun 2020</td><td>104</td></tr> <tr><td>Jul 2020</td><td>157</td></tr> <tr><td>Aug 2020</td><td>192</td></tr> <tr><td>Sep 2020</td><td>231</td></tr> <tr><td>Oct 2020</td><td>281</td></tr> <tr><td>Nov 2020</td><td>314</td></tr> <tr><td>Dec 2020</td><td>327</td></tr> <tr><td>Jan 2021</td><td>357</td></tr> <tr><td>Feb 2021</td><td>433</td></tr> <tr><td>Mar 2021</td><td>314</td></tr> <tr><td>Apr 2021</td><td>119</td></tr> <tr><td>May 2021</td><td>157</td></tr> <tr><td>Jun 2021</td><td>182</td></tr> <tr><td>Jul 2021</td><td>256</td></tr> <tr><td>Aug 2021</td><td>315</td></tr> <tr><td>Sep 2021</td><td>351</td></tr> <tr><td>Oct 2021</td><td>381</td></tr> <tr><td>Nov 2021</td><td>401</td></tr> <tr><td>Dec 2021</td><td>461</td></tr> <tr><td>Jan 2022</td><td>216</td></tr> <tr><td>Feb 2022</td><td>121</td></tr> <tr><td>Mar 2022</td><td>187</td></tr> </tbody> </table>	Month	Value (kg)	Apr 2020	81	May 2020	71	Jun 2020	104	Jul 2020	157	Aug 2020	192	Sep 2020	231	Oct 2020	281	Nov 2020	314	Dec 2020	327	Jan 2021	357	Feb 2021	433	Mar 2021	314	Apr 2021	119	May 2021	157	Jun 2021	182	Jul 2021	256	Aug 2021	315	Sep 2021	351	Oct 2021	381	Nov 2021	401	Dec 2021	461	Jan 2022	216	Feb 2022	121	Mar 2022	187	This figure has fallen 9kg on this time last year as people return to the office
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Performance Indicator	Latest performance value	Previous reporting period	Performance target	Increase / Decrease from last quarter	Performance Data Trend	Notes & History
QC OP 192: % of household waste sent for reuse, recycling and composting- Latest Updated Aug 21	50.76		50%	↑	MC OP 192 % of household waste sent for reuse, recycling and composting (Calculated cumulatively and reset each financial year) 	This figure is slightly better than this period last year
QC OP 2.2: % of collections emptied on the scheduled day.	99.94%	99.94%	Trend only	→	QC OP 2.2 % of collections emptied on the scheduled day. 	
QC OP 184 % of food premises in the area which are broadly compliant with food hygiene law	61.00%	n/a	85%	n/a	QC HH 184 % of food premises in the area which are broadly compliant with food hygiene law 	Qtr 2 2021/22 - Below Target. 61% of eligible food businesses within East Herts are Broadly Compliant (in otherwords, they have a food hygiene rating of 3, 4 or 5); this equates to 785 businesses. 469 elible new food businesses are waiting to be inspected and awarded their first Food Hygiene Rating.

Performance Indicator	Latest performance value	Previous reporting period	Performance target	Increase / Decrease from last quarter	Performance Data Trend	Notes & History
QC OP 208 Number of public burials undertaken	10	5	Trend Only	↑		Qtr 2 2021/22 - Target Exceeded. 100% of public health burial requests were responded to within target times. This equates to 0 request(s) missing their first responses since April 2021. 10 requests for service have been received since April 2021; this compares with 2 requests for service received on average, over the last three years, for the same period.
MC OP 300 Inspector's grading of Urbaser street cleaning - % of Contract Officer street inspections graded B or above	100%	100%	100%	↔		


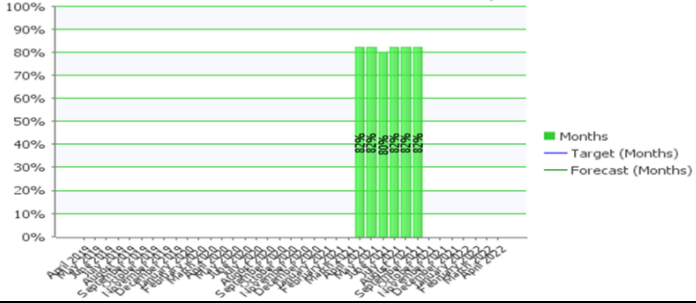
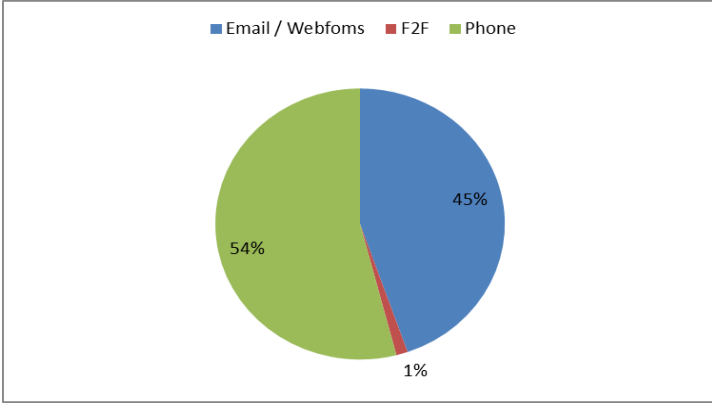

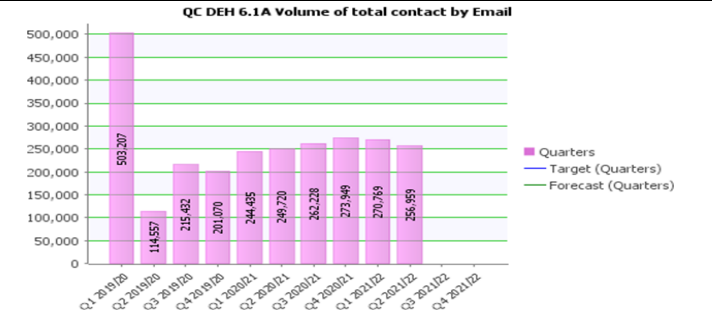
Theme: Digital by Design

Performance Indicator	Latest performance value	Previous reporting period	Performance target	Increase / Decrease from last quarter	Performance Data Trend	Notes & History
M DEH 10a: % of households that have signed up to Council Tax Self Serve	19.23%	18.84%	Trend Only	↑		

Performance Indicator	Latest performance value	Previous reporting period	Performance target	Increase / Decrease from last quarter	Performance Data Trend	Notes & History
M DEH 10b: % of Businesses that have registered to self-service (business rates)	4.37%	4.03%	Trend Only	↑	<p>MC CSP 10b % of Businesses that have registered to self-service (business rates)</p>	
M DEH 10c: Number of Landlords that have signed up to self-service	68	66	N/A	↑	<p>MC CSP 10c Number of Landlords that have signed up to self-service</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.
QC CSP 5.1: % of complaints resolved in 14 days (10 working days) or less (based on stage 1 complaints)	74.47%	73.21%	70.00%	↑	<p>QC CSP 5.1 % of complaints resolved in 14 days (10 working days) or less (based on stage 1 complaints)</p>	35 out of 47 stage 1 complaints resolved within 10 days

Performance Indicator	Latest performance value	Previous reporting period	Performance target	Increase / Decrease from last quarter	Performance Data Trend	Notes & History																																																				
QC CSP 5.2A: % of complaints about the Council and its services that are upheld: 1st stage	10.53%	19.35%	30.00%	↓	QC CSP 5.2A % of complaints about the Council and its services that are upheld: 1st stage <table border="1"> <caption>QC CSP 5.2A Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Actual (%)</th> <th>Target (%)</th> <th>Forecast (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2019/20</td><td>48.00%</td><td>30.00%</td><td>30.00%</td></tr> <tr><td>Q2 2019/20</td><td>46.67%</td><td>30.00%</td><td>30.00%</td></tr> <tr><td>Q3 2019/20</td><td>31.57%</td><td>30.00%</td><td>30.00%</td></tr> <tr><td>Q4 2019/20</td><td>14.81%</td><td>30.00%</td><td>30.00%</td></tr> <tr><td>Q1 2020/21</td><td>11.62%</td><td>30.00%</td><td>30.00%</td></tr> <tr><td>Q2 2020/21</td><td>12.00%</td><td>30.00%</td><td>30.00%</td></tr> <tr><td>Q3 2020/21</td><td>9.52%</td><td>30.00%</td><td>30.00%</td></tr> <tr><td>Q4 2020/21</td><td>19.27%</td><td>30.00%</td><td>30.00%</td></tr> <tr><td>Q1 2021/22</td><td>19.35%</td><td>30.00%</td><td>30.00%</td></tr> <tr><td>Q2 2021/22</td><td>10.53%</td><td>30.00%</td><td>30.00%</td></tr> <tr><td>Q3 2021/22</td><td>-</td><td>30.00%</td><td>30.00%</td></tr> <tr><td>Q4 2021/22</td><td>-</td><td>30.00%</td><td>30.00%</td></tr> </tbody> </table>	Quarter	Actual (%)	Target (%)	Forecast (%)	Q1 2019/20	48.00%	30.00%	30.00%	Q2 2019/20	46.67%	30.00%	30.00%	Q3 2019/20	31.57%	30.00%	30.00%	Q4 2019/20	14.81%	30.00%	30.00%	Q1 2020/21	11.62%	30.00%	30.00%	Q2 2020/21	12.00%	30.00%	30.00%	Q3 2020/21	9.52%	30.00%	30.00%	Q4 2020/21	19.27%	30.00%	30.00%	Q1 2021/22	19.35%	30.00%	30.00%	Q2 2021/22	10.53%	30.00%	30.00%	Q3 2021/22	-	30.00%	30.00%	Q4 2021/22	-	30.00%	30.00%	4 out of 38 stage 1 complaints were upheld
Quarter	Actual (%)	Target (%)	Forecast (%)																																																							
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QC CSP 5.2B: % of complaints about the Council and its services that are upheld: 2nd Stage - appeal	0.00%	0.00%	25%	0	QC CSP 5.2B % of complaints about the Council and its services that are upheld: 2nd stage - appeal <table border="1"> <caption>QC CSP 5.2B Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Actual (%)</th> <th>Target (%)</th> <th>Forecast (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2019/20</td><td>100.00%</td><td>25.00%</td><td>25.00%</td></tr> <tr><td>Q2 2019/20</td><td>50.00%</td><td>25.00%</td><td>25.00%</td></tr> <tr><td>Q3 2019/20</td><td>0%</td><td>25.00%</td><td>25.00%</td></tr> <tr><td>Q4 2019/20</td><td>0%</td><td>25.00%</td><td>25.00%</td></tr> <tr><td>Q1 2020/21</td><td>25.00%</td><td>25.00%</td><td>25.00%</td></tr> <tr><td>Q2 2020/21</td><td>0%</td><td>25.00%</td><td>25.00%</td></tr> <tr><td>Q3 2020/21</td><td>0%</td><td>25.00%</td><td>25.00%</td></tr> <tr><td>Q4 2020/21</td><td>0%</td><td>25.00%</td><td>25.00%</td></tr> <tr><td>Q1 2021/22</td><td>28.57%</td><td>25.00%</td><td>25.00%</td></tr> <tr><td>Q2 2021/22</td><td>0%</td><td>25.00%</td><td>25.00%</td></tr> <tr><td>Q3 2021/22</td><td>0%</td><td>25.00%</td><td>25.00%</td></tr> <tr><td>Q4 2021/22</td><td>0%</td><td>25.00%</td><td>25.00%</td></tr> </tbody> </table>	Quarter	Actual (%)	Target (%)	Forecast (%)	Q1 2019/20	100.00%	25.00%	25.00%	Q2 2019/20	50.00%	25.00%	25.00%	Q3 2019/20	0%	25.00%	25.00%	Q4 2019/20	0%	25.00%	25.00%	Q1 2020/21	25.00%	25.00%	25.00%	Q2 2020/21	0%	25.00%	25.00%	Q3 2020/21	0%	25.00%	25.00%	Q4 2020/21	0%	25.00%	25.00%	Q1 2021/22	28.57%	25.00%	25.00%	Q2 2021/22	0%	25.00%	25.00%	Q3 2021/22	0%	25.00%	25.00%	Q4 2021/22	0%	25.00%	25.00%	No stage 2 complaints upheld.
Quarter	Actual (%)	Target (%)	Forecast (%)																																																							
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Q4 2021/22	0%	25.00%	25.00%																																																							
QC CSP 5.6 % of member enquiries responded to within 10 working days	84.70%	93.88%	80%	↓	QC CSP 5.6 % of member enquiries responded to within 10 working days <table border="1"> <caption>QC CSP 5.6 Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Actual (%)</th> <th>Target (%)</th> <th>Forecast (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2019/20</td><td>0%</td><td>80.00%</td><td>80.00%</td></tr> <tr><td>Q2 2019/20</td><td>39.58%</td><td>80.00%</td><td>80.00%</td></tr> <tr><td>Q3 2019/20</td><td>84.65%</td><td>80.00%</td><td>80.00%</td></tr> <tr><td>Q4 2019/20</td><td>88.33%</td><td>80.00%</td><td>80.00%</td></tr> <tr><td>Q1 2020/21</td><td>93.88%</td><td>80.00%</td><td>80.00%</td></tr> <tr><td>Q2 2020/21</td><td>93.88%</td><td>80.00%</td><td>80.00%</td></tr> <tr><td>Q3 2020/21</td><td>84.70%</td><td>80.00%</td><td>80.00%</td></tr> <tr><td>Q4 2020/21</td><td>84.70%</td><td>80.00%</td><td>80.00%</td></tr> <tr><td>Q1 2021/22</td><td>-</td><td>80.00%</td><td>80.00%</td></tr> <tr><td>Q2 2021/22</td><td>-</td><td>80.00%</td><td>80.00%</td></tr> <tr><td>Q3 2021/22</td><td>-</td><td>80.00%</td><td>80.00%</td></tr> <tr><td>Q4 2021/22</td><td>-</td><td>80.00%</td><td>80.00%</td></tr> </tbody> </table>	Quarter	Actual (%)	Target (%)	Forecast (%)	Q1 2019/20	0%	80.00%	80.00%	Q2 2019/20	39.58%	80.00%	80.00%	Q3 2019/20	84.65%	80.00%	80.00%	Q4 2019/20	88.33%	80.00%	80.00%	Q1 2020/21	93.88%	80.00%	80.00%	Q2 2020/21	93.88%	80.00%	80.00%	Q3 2020/21	84.70%	80.00%	80.00%	Q4 2020/21	84.70%	80.00%	80.00%	Q1 2021/22	-	80.00%	80.00%	Q2 2021/22	-	80.00%	80.00%	Q3 2021/22	-	80.00%	80.00%	Q4 2021/22	-	80.00%	80.00%	78 members enquires out of 92 were responded with 10 working days
Quarter	Actual (%)	Target (%)	Forecast (%)																																																							
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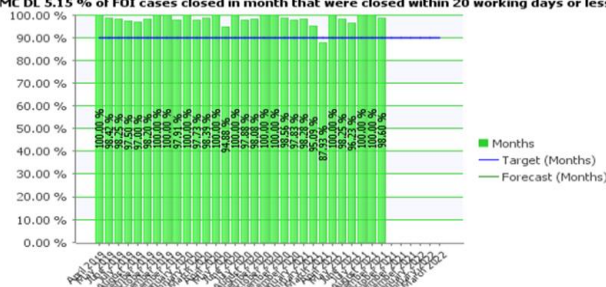
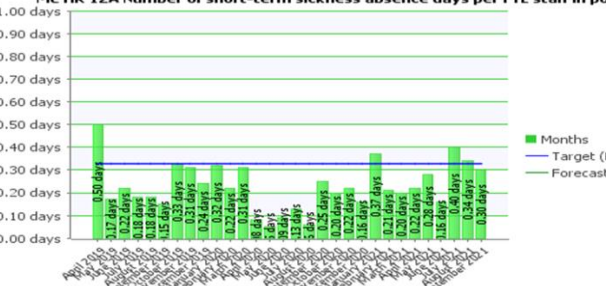
Performance Indicator	Latest performance value	Previous reporting period	Performance target	Increase / Decrease from last quarter	Performance Data Trend	Notes & History
MC CSP 5.13A: % Good Satisfaction (GovMetric) - Face to Face	N/A	N/A	80%	N/A	<p>MC CSP 5.13A % Good Satisfaction (GovMetric) - Face to Face.</p>	Latest statistics not recorded due to small numbers of customers coming into offices for face to face appointments
MC CSP 5.13C: % Good Satisfaction (GovMetric) - Website	35.00%	49.00%	50%	↓	<p>MC CSP 5.13C % Good Satisfaction (GovMetric) - Website.</p>	The garden waste pages continue to get a negative response (3 unsatisfied responses out of 1768 visits) this is due to the change in service. The team are now alerted to any negative feedback, so if appropriate, it can be looked into there and then to avoid further negative comments. The Bins and Recycling section has also been reconfigured to display information more intuitively which will help customers in the future. The last month, has also seen unavoidable issues with bin collections which would have also impacted on the website feedback
MC CSP 5.13D % Good Satisfaction (GovMetric) - Email	72.00%	81.00%	80.00%	↓	<p>MC CSP 5.13D % Good Satisfaction (GovMetric) - Email</p>	


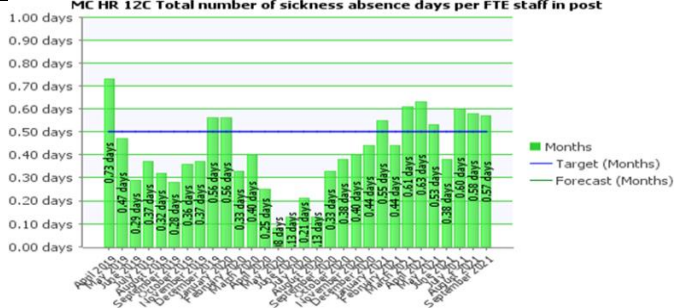
Performance Indicator	Latest performance value	Previous reporting period	Performance target	Increase / Decrease from last quarter	Performance Data Trend	Notes & History
MC CSP5.10C East Herts website accessibility score	82.00%	82%	Trend only		MC CSP 5.10C East Herts website accessibility score 	The website Silktide (https://index.silktide.com/uk-councils-may-2021/east-hertfordshire-district-council) scores a random sample of our website pages and pdfs every month and scores our accessibility score out of 100.
QC 1A - C Proportion of Contacts by Channel (into Customer Service)	F2F: 1.29% Email/ Webform: 44.67% Phone: 54.04%	F2F: 0.00% Email/Webform: 40.15% Phone: 59.85%	Trend only	Trend only		Offices are now open one days a week which has brought a small number of visitors. Phone contact decreased on the previous quarter
QC DEH 6.1A Volume of total contact by Email	256,959	270,769	Trend Only		QC DEH 6.1A Volume of total contact by Email 	

Performance Indicator	Latest performance value	Previous reporting period	Performance target	Increase / Decrease from last quarter	Performance Data Trend	Notes & History																										
QC DEH 6.1B Volume of total contact by F2F	246	0	Trend Only	↑	<p>QC DEH 6.1B Volume of total contact by F2F</p> <table border="1"> <caption>QC DEH 6.1B Volume of total contact by F2F</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2019/20</td><td>3,991</td></tr> <tr><td>Q2 2019/20</td><td>2,798</td></tr> <tr><td>Q3 2019/20</td><td>2,900</td></tr> <tr><td>Q4 2019/20</td><td>2,310</td></tr> <tr><td>Q1 2020/21</td><td>0</td></tr> <tr><td>Q2 2020/21</td><td>0</td></tr> <tr><td>Q3 2020/21</td><td>0</td></tr> <tr><td>Q4 2020/21</td><td>0</td></tr> <tr><td>Q1 2021/22</td><td>0</td></tr> <tr><td>Q2 2021/22</td><td>246</td></tr> <tr><td>Q3 2021/22</td><td>0</td></tr> <tr><td>Q4 2021/22</td><td>0</td></tr> </tbody> </table>	Quarter	Value	Q1 2019/20	3,991	Q2 2019/20	2,798	Q3 2019/20	2,900	Q4 2019/20	2,310	Q1 2020/21	0	Q2 2020/21	0	Q3 2020/21	0	Q4 2020/21	0	Q1 2021/22	0	Q2 2021/22	246	Q3 2021/22	0	Q4 2021/22	0	Limited reopening of reception areas. F2F services still largely unavailable
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QC DEH 6.1A Volume of total contact by Phone	63,290	71,799	Trend Only	↓	<p>QC DEH 6.1C Volume of total contact by Phone</p> <table border="1"> <caption>QC DEH 6.1C Volume of total contact by Phone</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2019/20</td><td>85,607</td></tr> <tr><td>Q2 2019/20</td><td>72,609</td></tr> <tr><td>Q3 2019/20</td><td>69,955</td></tr> <tr><td>Q4 2019/20</td><td>71,465</td></tr> <tr><td>Q1 2020/21</td><td>58,336</td></tr> <tr><td>Q2 2020/21</td><td>69,587</td></tr> <tr><td>Q3 2020/21</td><td>61,725</td></tr> <tr><td>Q4 2020/21</td><td>74,462</td></tr> <tr><td>Q1 2021/22</td><td>71,799</td></tr> <tr><td>Q2 2021/22</td><td>63,290</td></tr> <tr><td>Q3 2021/22</td><td>0</td></tr> <tr><td>Q4 2021/22</td><td>0</td></tr> </tbody> </table>	Quarter	Value	Q1 2019/20	85,607	Q2 2019/20	72,609	Q3 2019/20	69,955	Q4 2019/20	71,465	Q1 2020/21	58,336	Q2 2020/21	69,587	Q3 2020/21	61,725	Q4 2020/21	74,462	Q1 2021/22	71,799	Q2 2021/22	63,290	Q3 2021/22	0	Q4 2021/22	0	
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QC DEH 6.1A Volume of total contact by Email	7,868	10,918	Trend Only	↓	<p>QC DEH 6.1D Volume of total contact by Web Forms</p> <table border="1"> <caption>QC DEH 6.1D Volume of total contact by Web Forms</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2019/20</td><td>4,423</td></tr> <tr><td>Q2 2019/20</td><td>5,320</td></tr> <tr><td>Q3 2019/20</td><td>5,912</td></tr> <tr><td>Q4 2019/20</td><td>8,383</td></tr> <tr><td>Q1 2020/21</td><td>8,672</td></tr> <tr><td>Q2 2020/21</td><td>3,888</td></tr> <tr><td>Q3 2020/21</td><td>4,680</td></tr> <tr><td>Q4 2020/21</td><td>6,346</td></tr> <tr><td>Q1 2021/22</td><td>10,918</td></tr> <tr><td>Q2 2021/22</td><td>7,868</td></tr> <tr><td>Q3 2021/22</td><td>0</td></tr> <tr><td>Q4 2021/22</td><td>0</td></tr> </tbody> </table>	Quarter	Value	Q1 2019/20	4,423	Q2 2019/20	5,320	Q3 2019/20	5,912	Q4 2019/20	8,383	Q1 2020/21	8,672	Q2 2020/21	3,888	Q3 2020/21	4,680	Q4 2020/21	6,346	Q1 2021/22	10,918	Q2 2021/22	7,868	Q3 2021/22	0	Q4 2021/22	0	
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Theme: Supporting All

Performance Indicator	Latest performance	Previous reporting period	Performance target	Increase / Decrease from	Performance Data Trend	Notes & History
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Performance Indicator	Latest performance value	Previous reporting period	Performance target	Increase / Decrease from last quarter	Performance Data Trend	Notes & History
MC DL 5.15 % of FOI cases closed in month that were closed within 20 working days or less	98.60%	100%	90%	↓	MC DL 5.15 % of FOI cases closed in month that were closed within 20 working days or less 	
MC HR 12A Number of short-term sickness absence days per FTE staff in post	0.3 days	0.34 days	0.33 Days	↓	MC HR 12A Number of short-term sickness absence days per FTE staff in post 	S/T absence for the year so far = 1.71 (end of year target = 4)
MC HR 12B Number of long-term sickness absence days per FTE staff in post	0.27 days	0.25 days	0.17 days	↑	MC HR 12B Number of long-term sickness absence days per FTE staff in post 	L/T absence for the year so far = 1.60 (end of year target = 2)

Performance Indicator	Latest performance value	Previous reporting period	Performance target	Increase / Decrease from last quarter	Performance Data Trend	Notes & History
MC HR 12C Total number of sickness absence days per FTE staff in post	0.57 days	0.58 days	0.50 days			Total absence for the year so far = 3.31 (end of year target = 6)

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