

Secure better services, quality of life and value for money

Performance Measure	Outturn					Frequency	Polarity	Direction of Travel <small>(same point last year)</small>
	2018/19 (Year end)	2019/20						
		End of May	Q2	Q3	Q4			
Increase in number of people interacting with council services on-line	-	302042 (number of users Q1)	284,173	311,891	334,561	Annual	Bigger is better	n/a
Website satisfaction: percentage of visitors that confirm that they were able to do what they set out to do in a satisfaction survey	64.74%	59%	69.6% (103/148)	-	69.0%	Monthly	Bigger is better	▲
Reduce sickness absence (12 month rolling)	8.24 days	8.59 days	8.76 days	9.04 days	9.11 days	Monthly	Smaller is better	▼
Rateable value of new business rates registrations	£48,641k	£48,424k	£48,731k	£48,516k	£48,134k	Monthly	Bigger is better	▼
Spend to the council's revenue budget	£595k underspend	£16k underspend	£146k overspend	£51k overspend	£569k underspend	Monthly	Smaller is better	▲
Progress against delivery of savings targets	£11,683k	£2,113k	£3,682	£3,682	£3,682	Quarterly	Bigger is better	n/a
Increase completion rates of mandatory training	-	3.90%	>95%	>95%		Annual	Bigger is better	▲
Increase flu vaccination uptake for Herefordshire Council staff and other defined staff groups	317				412	Annual	Bigger is better	▲