

KPI no	KPI Description	Note	Results			
			Target	Q1	Method	Last year
BPI 11	Visits in person to, and use of, local museums and galleries (per 1,000 population)	This is a very pleasing result for Quarter One. The current Cresta Couture exhibition has appealed to a new audience and has been refreshed to run on to November. Private hires of Gallery One by local artists has attracted more visitors. The Cream Teas season began on Easter Sunday and the small changes made to its presentation and content this year has increased weekend visitor numbers. Social media posts remain good and the monthly magazine article we write for the local paper helps to drive visitors to both sites. Visitor numbers for the Welwyn Roman Bath House remain constant but we expect to see a rise as we open daily over the school summer holiday period, and we have a new Heritage Lottery funded project based there starting to explore local archaeology.	42	41	123	50
BPI 12	School group visits to, and use of, museums and galleries	Following the retirement of our Education Officer at the beginning of January, other team members worked hard to deliver the already booked school sessions in Quarter Four but they were not engaging with schools to promote further visits in Quarter One. So this had a knock on impact on school visitor numbers between April and June. When the new Officer arrived in March there was a period of settling in and relying on other staff to continue to assist with school visits. So this meant the service was 54 school children short of the Quarter One target which, without the efforts of other staff, would have been more adverse. The new Officer has adapted most of the taught sessions now and is actively engaging with teachers. The service expects to see an increase in school visits as the year unfolds based on the positive feedback received to date. Attendance for toddler morning sessions is also increasing due to better content.	600	546	123	830
BPI 14	The percentage of customers satisfied with value for money across all services offered by CW Entertainment	Overall customer satisfaction with value for money (VFM) at Campus West is reported at 89% in Quarter One. This is based on email responses from 1,048 customers who purchased a ticket for any activity or event between April and June. This is considered to be a very high percentage rating for leisure and entertainment facilities who use the Net Promoter Score system for measuring satisfaction with value for money.	90	89	%	89.5
BPI 15	The percentage of customers satisfied with all services and facilities offered by CWE	Overall customer satisfaction with Campus West is reported at 95.8% in Quarter One based on email responses from a total of 1,048 customers who purchased a ticket for any activity or event between April and June. This is up on the satisfaction level reported in the same period last year as we have acted on past survey findings to improve the overall visitor experience. Our Live on Screen broadcasts account for the highest individual level of customer satisfaction at this time.	78	95.8	%	94.3

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KPI no	KPI Description	Note	Target	Q1	Method	Last year
BPI 29	The total number of households living in temporary accommodation in the borough (where the council have a duty)	The total number of households in temporary accommodation continues to be high compared to past data. The number of households in hotel accommodation has dropped to almost zero since the new temporary accommodation sites were taken on, leading to a significant reduction in expense to the council, as well as providing more suitable accommodation for families locally. Individuals who are difficult to place in shared accommodation are sometimes placed in hotel whilst alternatives are arranged, but this is kept to a minimum.	75	115	123	113
BPI 30	The number of Decent Home assessments undertaken in properties in the Private Sector	The team has been restructured to provide targeted and discrete interventions for licensing, other housing standards work and PAL Accreditation. To reflect this new working arrangement the target for the forthcoming year has been significantly increased from 500 to 800 (125 to 200 pro rata per quarter). This quarter's target revised was exceeded by 7%. The team are now focussing their attention of pro-active measures to identify unlicensed HMOs as, despite an awareness raising campaign, there we suspect that there are a significant amount of licensable HMO where we have not received an application.	200	214	123	142