





Executive Quarter 4 Performance Report 2015/16 (January - March 2016)

RAG Legend		Graph Lines Legend	
On target	Green	Waverley 2015/16 (current year outturn)	
Up to 5% off target	Amber	Waverley Outturn 2014/15 prior year	
More than 5% off target	Red	Waverley Target	
Data not available	Not available	UK Average	
Data only/ no target/ not due	No target		

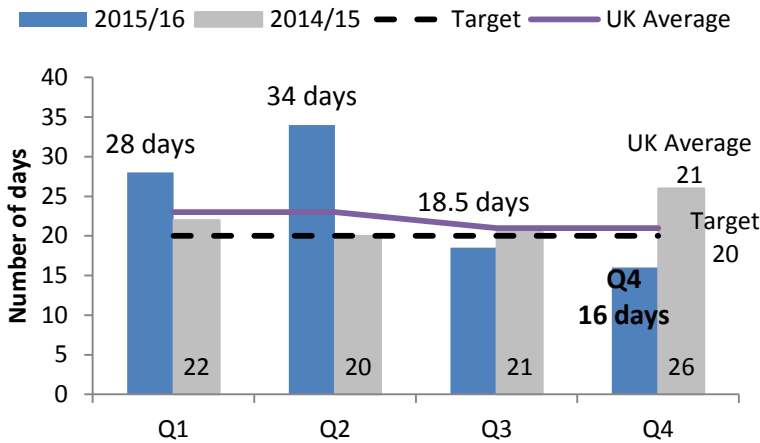
FINANCE

FINANCE

NI 181a Time taken to process Housing Benefit support new claims

GREEN

Time taken to process HB/CT support new claims (lower outturn is better)



Quarter	Target	2015/16	2014/15
Q1	20	28	22
Q2	20	34	20
Q3	20	18.5	21
Q4	20	16	26

Comments

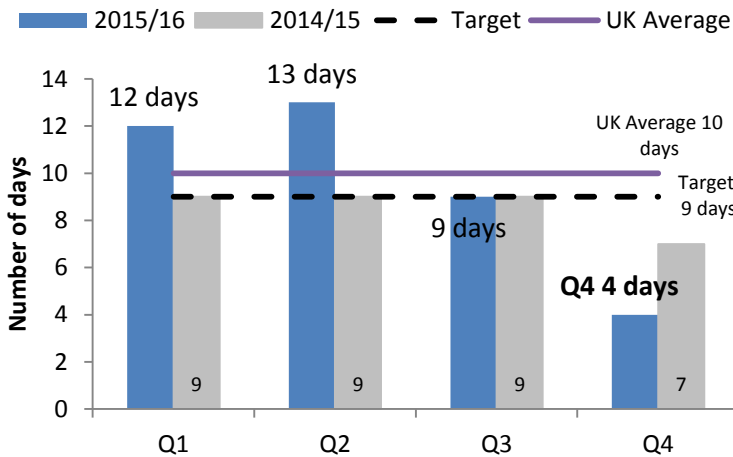
Quarter 4 performance is excellent and well below target including being well below the UK National Average and DWP Average.

FINANCE

NI 181b Time taken to process Housing Benefit change events

GREEN

Time taken to process HB/CT support change events (lower outturn is better)



Quarter	Target	2015/16	2014/15
Q1	9	12	9
Q2	9	13	9
Q3	9	9	9
Q4	9	4	7

Comments

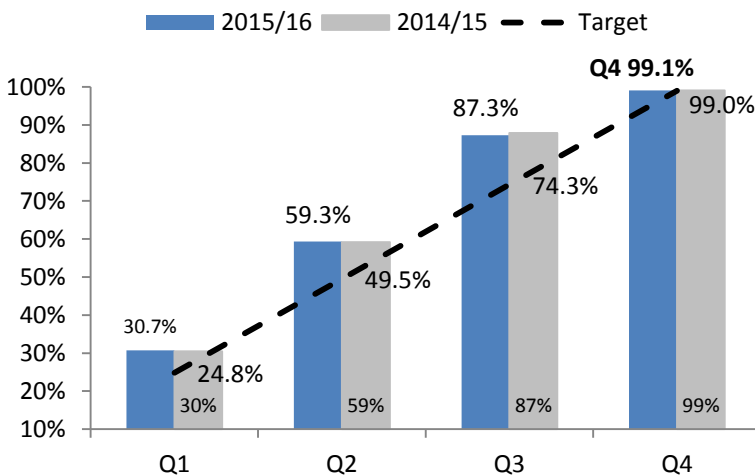
Quarter 4 performance is excellent and well below target taking 4 days to process change of circumstances. The UK Average and DWP average is 10 days.

FINANCE

F1: Percentage of Council Tax collected

GREEN

% of Council Tax collected (higher outturn is better)



Quarter	Target	2015/16	2014/15
Q1	24.8%	30.7%	30.5%
Q2	49.5%	59.3%	59.2%
Q3	74.3%	87.3%	87.9%
Q4	99.0%	99.1%	99.1%

Comments

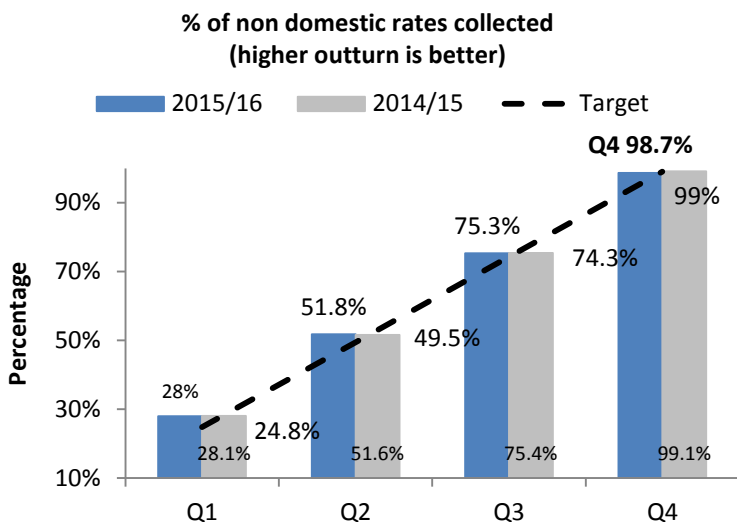
Waverley collected 99.1% of council tax due for 2015/16.

The South East England average collection rate for 2014/15 was 98.19%.

FINANCE

F2: Percentage of non-domestic rates collected

AMBER



Quarter	Target	2015/16	2014/15
Q1	24.8%	28%	28.1%
Q2	49.5%	51.8%	51.6%
Q3	74.3%	75.3%	75.4%
Q4	99.0%	98.7%	99.1%

Comments

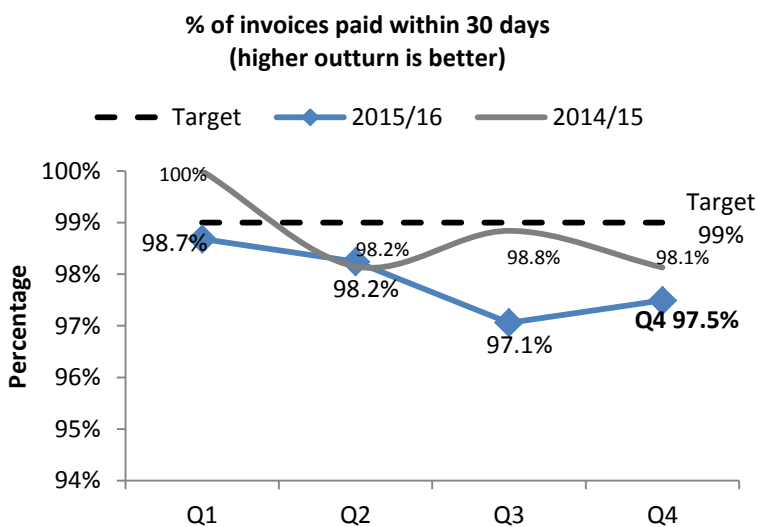
Waverley collected 98.7% of business rates due for 2015/16.

The South East England average collection rate for 2014/15 was 98%.

FINANCE

F3: Percentage of invoices paid within 30 days

AMBER



Quarter	Target	2015/16	2014/15
Q1	99%	98.7%	100.0%
Q2	99%	98.7%	98.2%
Q3	99%	97.1%	98.8%
Q4	99%	97.5%	98.8%

Comments

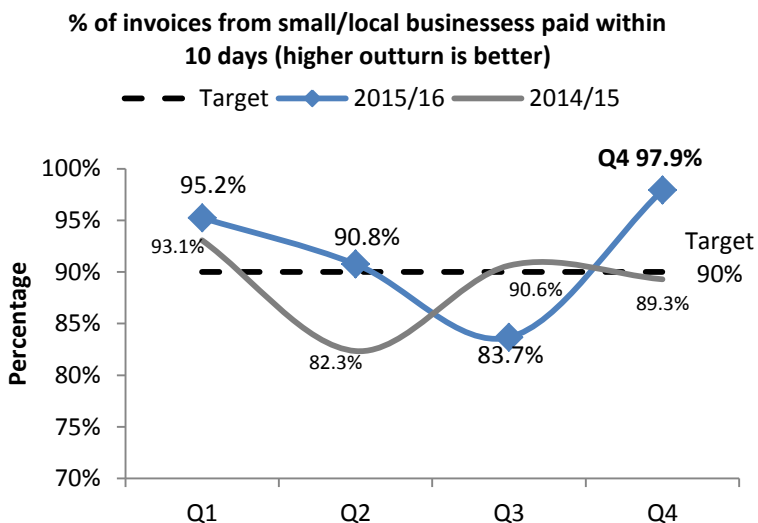
3,689 out of 3,784 invoices paid in time. Thus, 95 invoices were not paid within 30 days.

Annually, 12,441 out of 12,708 invoices were paid in time which is 98% of invoices paid within 30 days in 2015/16.

FINANCE

F4: Percentage of invoices from small/local businesses paid within 10 days

GREEN



Quarter	Target	2015/16	2014/15
Q1	90%	95.2%	93.1%
Q2	90%	90.8%	82.3%
Q3	90%	83.7%	90.6%
Q4	90%	97.9%	90.1%

Comments

47 out of 48 invoices paid in time. Thus, 1 invoice was not paid within 10 days.

Annually, 200 out of 216 local business invoices were paid in time which is 93% of invoices paid in 10 days in 2015/16.

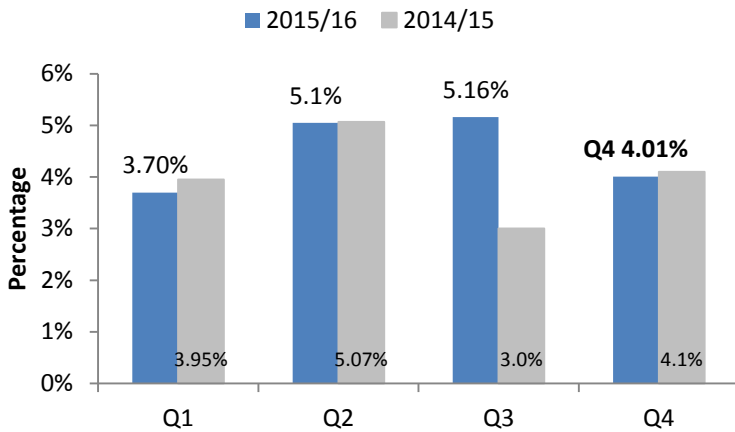
RESOURCES

RESOURCES

HR1: Staff turnover – all leavers as a percentage of the average number of staff in period

No target

Staff turnover - all leavers as a percentage of the average number of staff in a period



Quarter	2015/16	2014/15
Q1	3.7%	3.95%
Q2	5.05%	5.07%
Q3	5.16%	3.0%
Q4	4.01%	4.1%

Comments

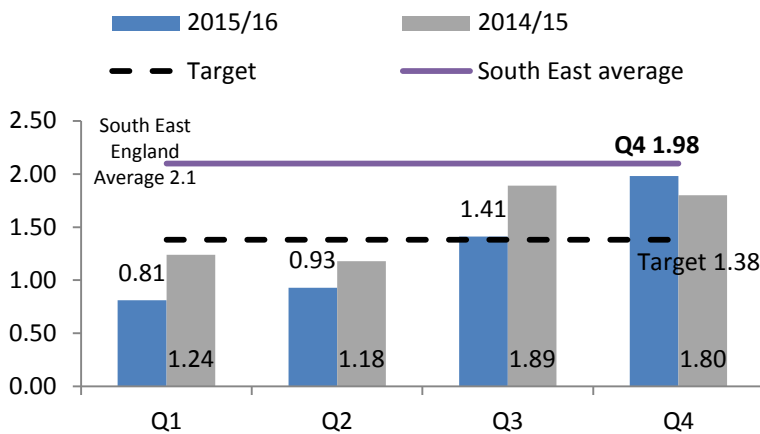
Annually, Waverley’s total turnover was 17.47% which represents a slight increase from the previous financial year (14.81%). In real terms the number of leavers was 79 which increased by 2 leavers compared to 2014/15. Staff turnover shows all leavers including retirees, voluntary and non-voluntary leavers.

RESOURCES

HR2: Average working days lost due to sickness absence per employee

AMBER

Working days lost due to sickness absence (lower outturn is better)



Quarter	Target	2015/16	2014/15
Q1	1.38	0.81	1.24
Q2	1.38	0.93	1.18
Q3	1.38	1.41	1.89
Q4	1.38	1.98	1.80

Comments

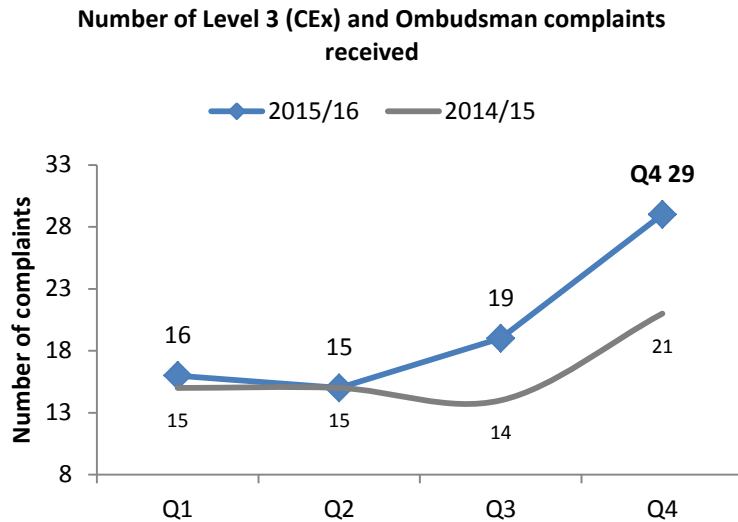
Quarter 4 performance shows that working days lost due to sickness absence was 1.98 days per employee. The quarterly average over the year is 1.28 days lost per employee which is below the target. Annually, the average number of days lost was 5.1 days per employee which is a reduction on the previous financial year of 6.1 days per employee.

COMPLAINTS

COMPLAINTS

M1: Number of Level 3 (Exec Dir) and Ombudsman Complaints received

No target



Quarter	2015/16	2014/15
Q1	16	15
Q2	15	15
Q3	19	14
Q4	29	21

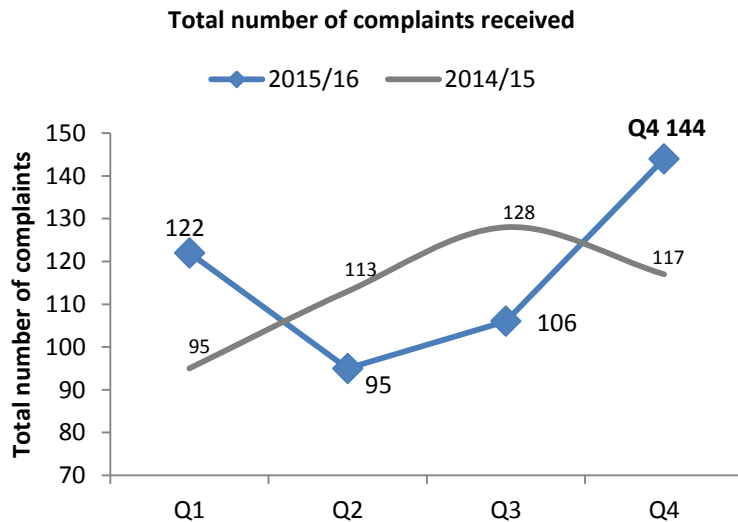
Comments

The number of Level 3 Executive Director and Ombudsman complaints significantly increased in quarter 4. The majority of complaints were related to Planning and Housing.

COMPLAINTS

M2: Total number of complaints received

No target



Quarter	2015/16	2014/15
Q1	122	95
Q2	95	113
Q3	106	128
Q4	144	117

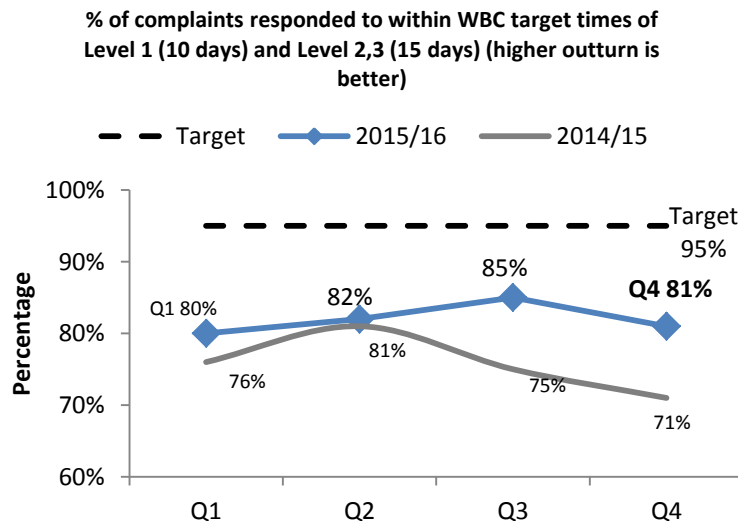
Comments

There was a significant increase in the number of complaints received in quarter 4 compared to all other quarters. The majority of complaints were related to Planning and Housing.

COMPLAINTS

M3: % of complaints responded to within target times of 10 days Level 1 & 15 days for Level 2 and 3

RED



Quarter	Target	2015/16	2014/15
Q1	95%	80%	76%
Q2	95%	82%	81%
Q3	95%	85%	75%
Q4	95%	81%	71%

Comments

The percentage of complaints responded to within Waverley target times has seen an overall improvement in 2015/16 compared to the prior financial year although still below target.

- 79% of Level 1 responded to in time
- 71% of Level 2 responded to in time
- 97% of Level 3 responded to in time.

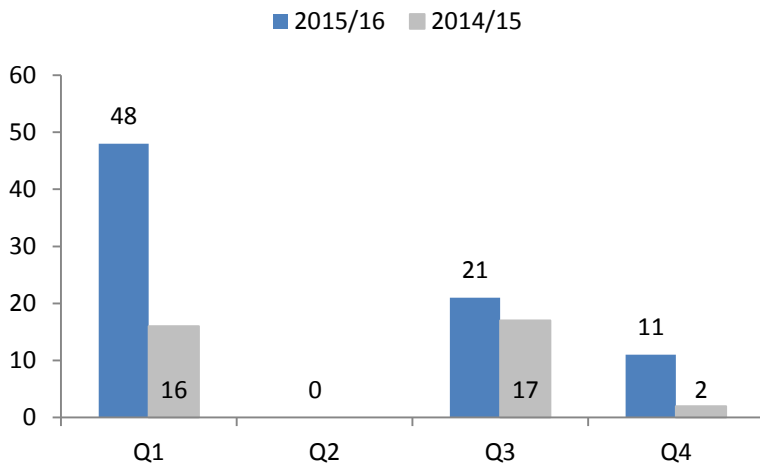
HOUSING

HOUSING

H1: Number of affordable homes delivered by all housing providers

No target

Number of affordable homes delivered



Time period	2015/16	2014/15
Q1	48	16
Q2	0	0
Q3	21	17
Q4	11	2

Comments

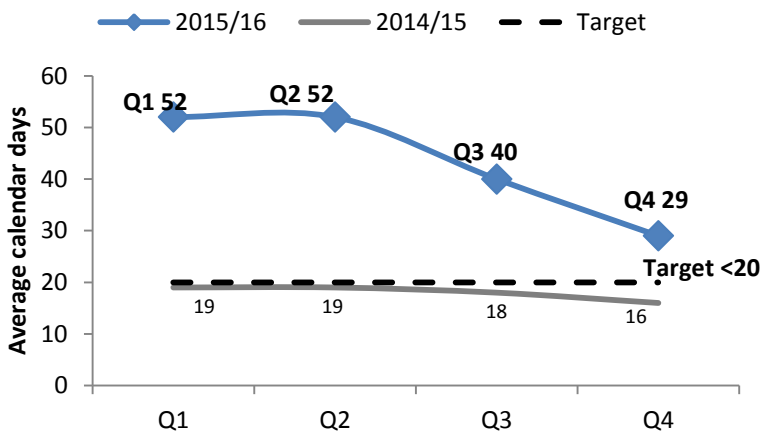
11 new homes were delivered in Q4. Four council homes at Ladymead, Wonersh and seven homes in Milford completed by Thames Valley/Wilson Homes. A total of 80 affordable homes were delivered during 2015/16.

HOUSING

H2: Average number of working days taken to re-let

RED

Average number of working days taken to re-let (lower outturn is better)



Quarter	Target	2015/16	2014/15
Q1	20	52	19
Q2	20	52	19
Q3	20	40	18
Q4	20	29	16

Comments

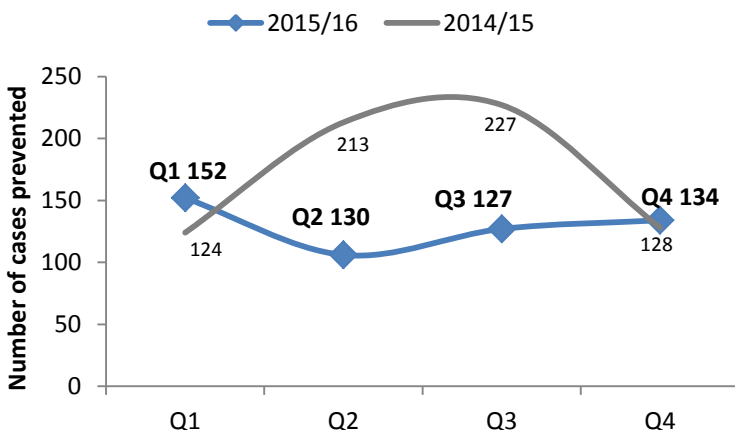
70 homes were relet in Q4. Performance has greatly improved since the start of the year and the team are continuing to work towards achieving the target.

HOUSING

H3: Housing advice service – homelessness cases prevented

No target

Number of homelessness cases prevented (higher outturn is better)



Quarter	2015/16	2014/15
Q1	152	124
Q2	106	213
Q3	127	227
Q4	134	128

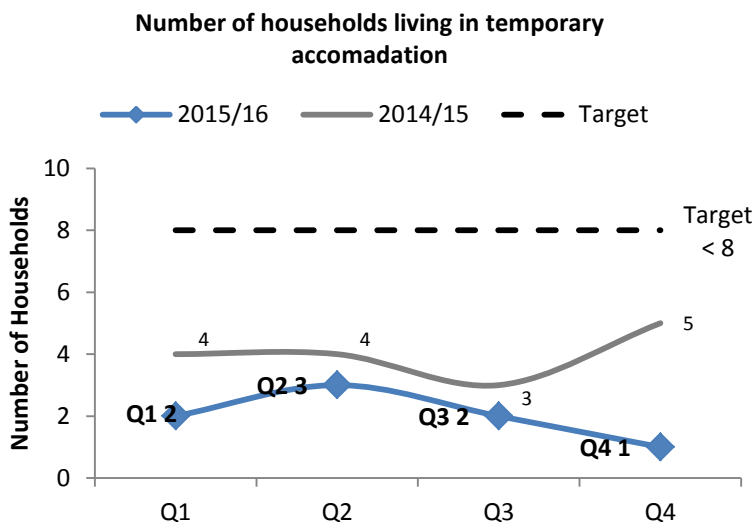
Comments

The data includes results from all housing teams and Waverley CAB. This indicator uses the P1E definition. The prevention is to be as a result of casework and the solution to last for six months. The team provide comprehensive advice to prevent homelessness not all of which meet this criteria. Housing Options had a total of 836 advice enquiries in 2015/16.

HOUSING

H4: Number of households living in temporary accommodation

GREEN



Quarter	Target	2015/16	2014/15
Q1	<8	2	4
Q2	<8	3	4
Q3	<8	2	3
Q4	<8	1	5

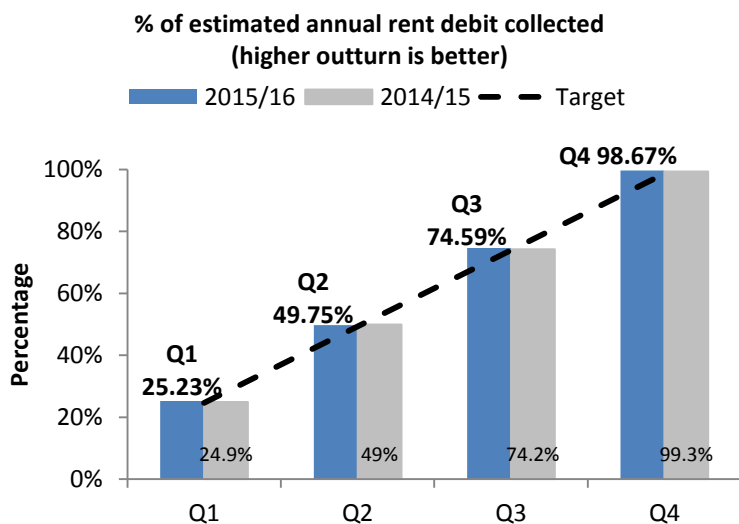
Comments

Waverley’s successful homelessness prevention work is reflected in the low number of households in temporary accommodation.

HOUSING

H5: Percentage of estimated annual rent debit collected

GREEN



Quarter	Target	2015/16	2014/15
Q 1	24.65%	25.23%	24.92%
Q2	49.30%	49.75%	49.90%
Q3	73.95%	74.59%	74.27%
Q4	98.65%	98.67%	99.30%

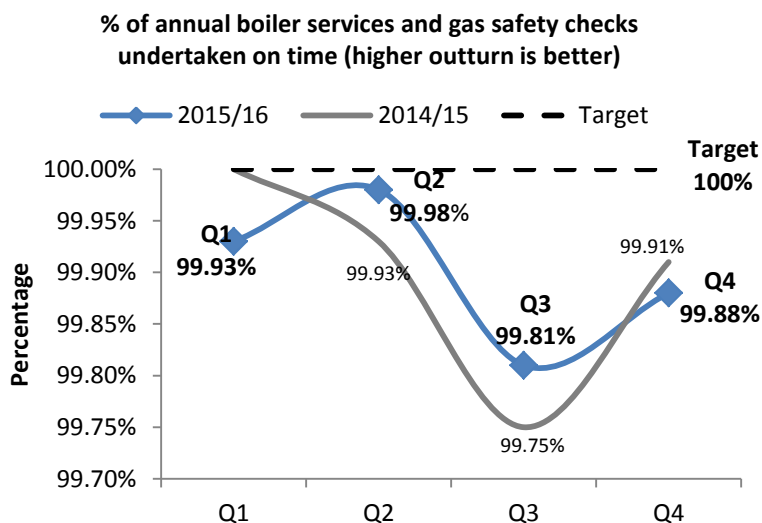
Comments

The Rent Team exceeded the target for rent collection by 0.02%. A total of £31m was collected in 2015/16. The total arrear at the end of the year was £350k.

HOUSING

H6: % of annual boiler services and gas safety checks undertaken on time

AMBER



Quarter	Target	2015/16	2014/15
Q1	100%	99.93%	100%
Q2	100%	99.98%	99.93%
Q3	100%	99.81%	99.75%
Q4	100%	99.88%	99.91%

Comments

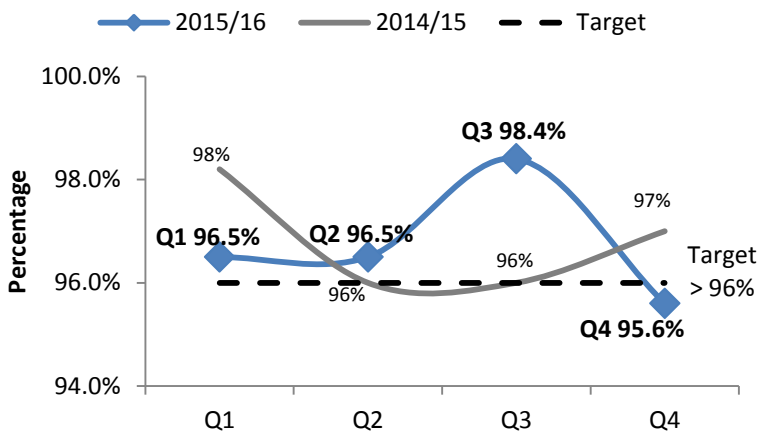
Five checks were outstanding at the end of March due to the tenants not giving access to their home despite numerous appointments and contacts. Three homes became vacant in April and will be serviced accordingly. Access was gained in April for one home and the remaining case has been referred to the Legal Team to apply to court for access.

HOUSING

H7: Responsive Repairs: how would you rate the overall service you have received

AMBER

Responsive Repairs: how would you rate the overall service you have received (higher outturn is better)



Quarter	Target	2015/16	2014/15
Q1	96%	96.5%	98%
Q2	96%	96.5%	96%
Q3	96%	98.4%	96%
Q4	96%	95.6%	97%

Comments

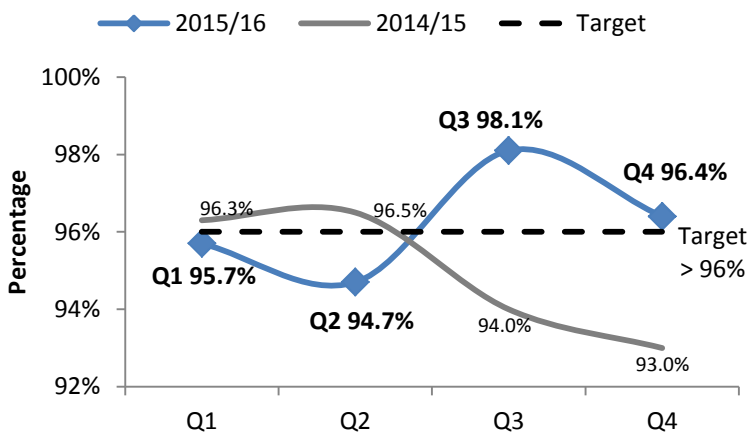
Information collated from 1030 responses to a post work survey. The indicator shows the % of tenants who rated the overall service as excellent or good. 3% rated the service as fair and 1% as poor.

HOUSING

H8: Responsive Repairs: Was the repair fixed right the first time

GREEN

Responsive Repairs: Was the repair completed right the first time (higher outturn is better)



Quarter	Target	2015/16	2014/15
Q1	96%	95.7%	96.3%
Q2	96%	94.7%	96.5%
Q3	96%	98.1%	94.0%
Q4	96%	96.4%	93.0%

Comments

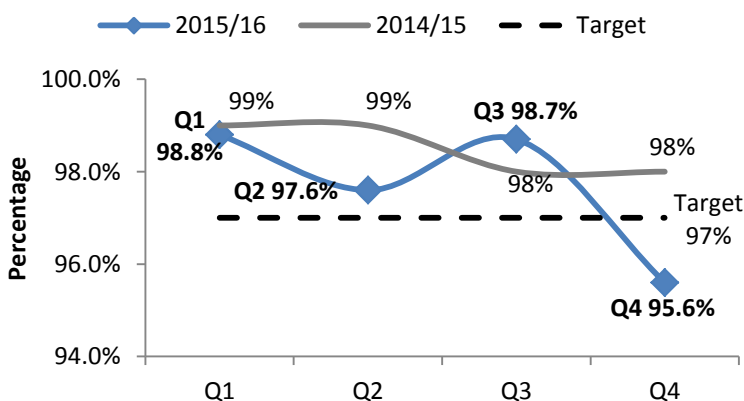
Information collated from 1030 responses to a post work survey. The indicator reflects the tenants' view of the completed repair.

HOUSING

H9: Did the tradesperson arrive within the two-hour appointment slot

RED

Responsive Repairs: Did the tradesperson arrive within the two-hour appointment slot (higher outturn is better)



Quarter	Target	2015/16	2014/15
Q1	97%	98.8%	99%
Q2	97%	97.6%	99%
Q3	97%	98.7%	98%
Q4	97%	95.6%	98%

Comments

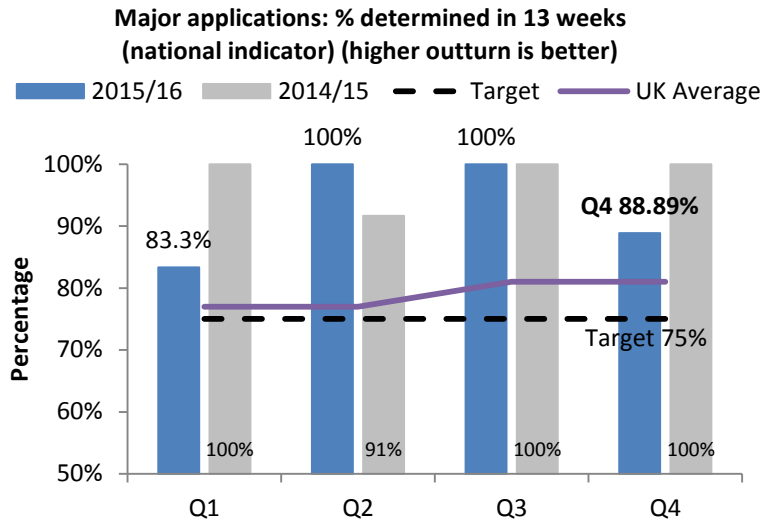
Information collated from 1030 responses to a post work survey. The indicator reflects the tenants' view of the service.

PLANNING

PLANNING:

NI157a: Processing of planning applications: Major applications - % determined within 13 weeks

GREEN



Quarter	Target	2015/16	2014/15
Q1	75%	83.33%	100%
Q2	75%	100%	91.66%
Q3	75%	100%	100%
Q4	75%	88.89%	100%

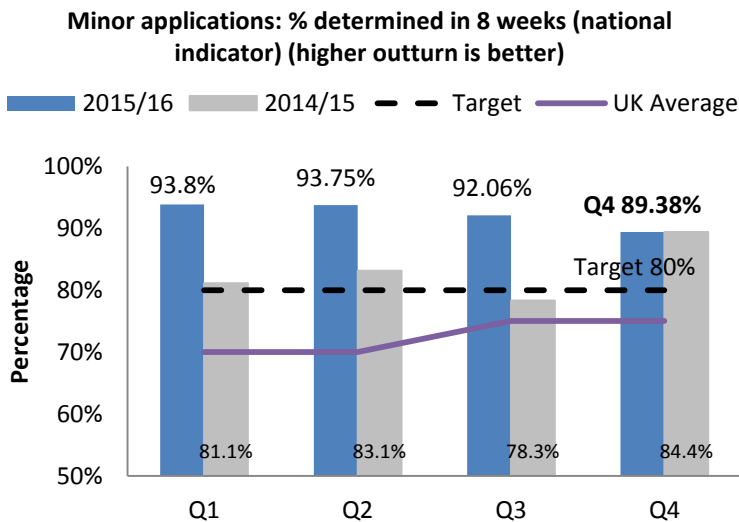
Comments

Quarter 1: 10 out of 12 in time.
 Quarter 2: 18 out of 18 in time.
 Quarter 3: 15 out of 15 in time.
 Quarter 4: 8 out of 9 in time.

PLANNING:

NI157b: Processing of planning applications: Minor applications - % determined within 8 weeks

GREEN



Quarter	Target	2015/16	2014/15
Q1	80%	93.81%	81.11%
Q2	80%	93.75%	83.13%
Q3	80%	92.06%	78.33%
Q4	80%	89.38%	84.48%

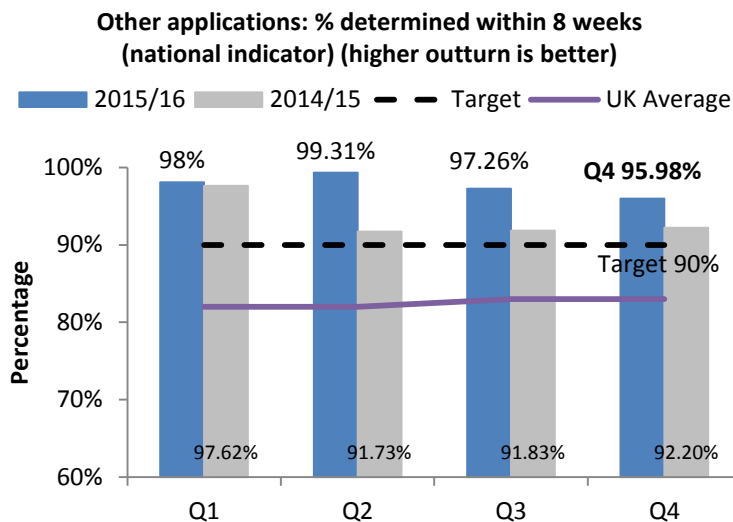
Comments

Quarter 1: 91 out of 97 in time.
 Quarter 2: 105 out of 112 in time.
 Quarter 3: 116 out of 126 in time.
 Quarter 4: 101 out of 113 in time.

PLANNING

NI157c: Processing of planning applications: Other applications - % determined within 8 weeks

GREEN



Quarter	Target	2015/16	2014/15
Q1	90%	98.08%	97.62%
Q2	90%	99.31%	91.73%
Q3	90%	97.26%	91.83%
Q4	90%	95.98%	92.20%

Comments

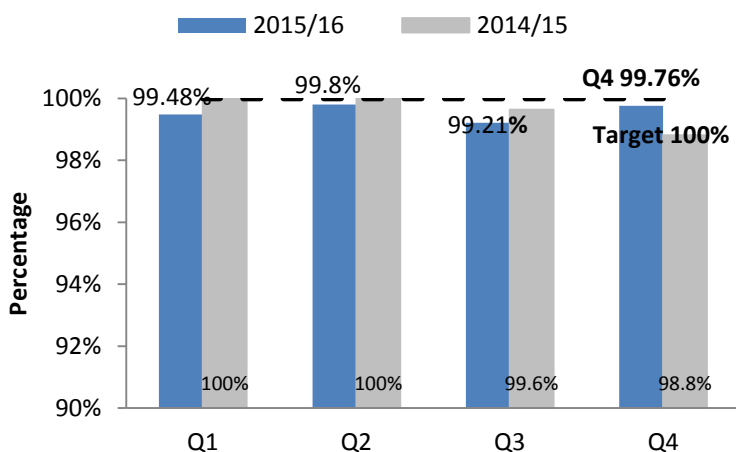
Quarter 1: 459 out of 468 in time.
 Quarter 2: 434 out of 437 in time.
 Quarter 3: 391 out of 402 in time.
 Quarter 4: 334 out of 349 in time.

PLANNING:

P1: All planning applications - % determined within 26 weeks

AMBER

All applications: % determined in 26 weeks (higher outturn is better)



Quarter	Target	2015/16	2014/15
Q1	100%	99.48%	100%
Q2	100%	99.8%	100%
Q3	100%	99.21%	99.6%
Q4	100%	99.76%	98.8%

Comments

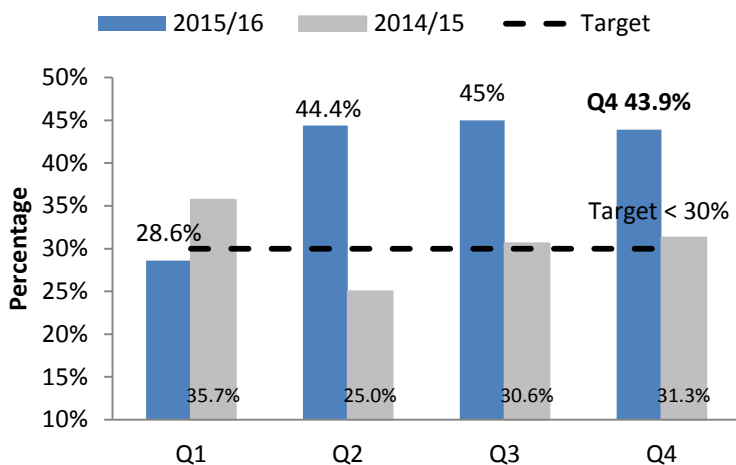
Quarter 1: 574 out of 577 within 26 weeks.
 Quarter 2: 505 out of 506 within 26 weeks.
 Quarter 3: 501 out of 505 within 26 weeks.
 Quarter 4: 415 out of 416 within 26 weeks or agreed timescale.

PLANNING:

P2: Planning appeals allowed (cumulative year to date)

RED

Planning appeals allowed (lower outturn is better)



Quarter	Target	2015/16	2014/15
Q1	30%	28.6%	35.7%
Q2	30%	44.4%	25.0%
Q3	30%	45%	30.6%
Q4	30%	43.9%	31.3%

Comments

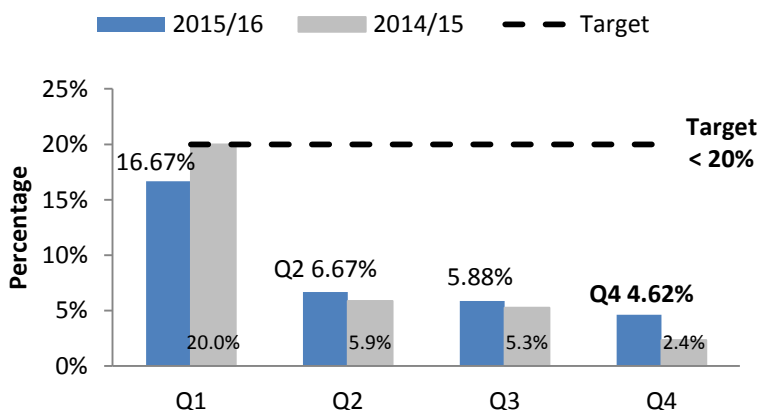
25 appeals allowed out of 57 determined since April 2015 (cumulative total).
 Quarterly this is:
 Q1: 4 appeals allowed out of 14 determined
 Q2: 8 appeals allowed out of 13 determined
 Q3: 6 appeals allowed out of 13 determined.
 Q4: 7 appeals allowed out of 17 determined.

PLANNING

P3: Major planning appeals allowed as % of major application decisions made (cumulative)

GREEN

Major planning appeals allowed as % of Major Application decisions made (cumulative) (lower outturn is better)



Quarter	Target	2015/16	2014/15
Q1	20%	16.67%	20.0%
Q2	20%	6.67%	5.9%
Q3	20%	5.88%	5.3%
Q4	20%	4.62%	2.4%

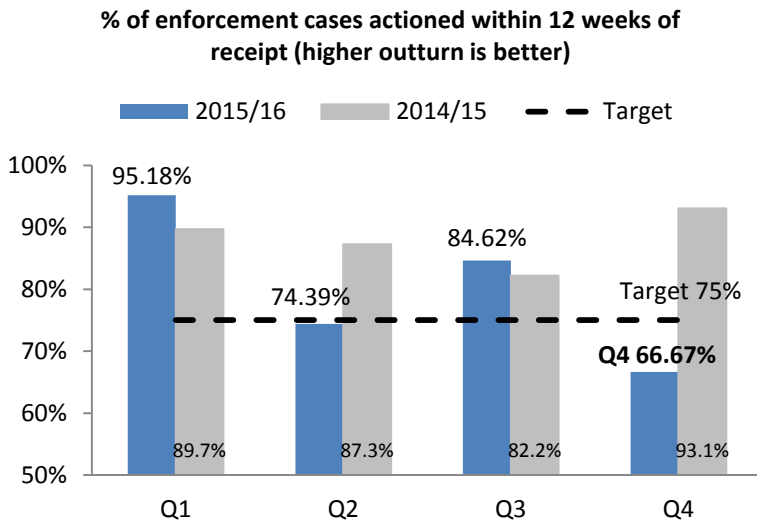
Comments

3 major appeals allowed since April 2015 out of 65 major appeal decisions made
 Quarterly this is:
 Q1: 2 major appeals out of 12 major decisions
 Q2: 0 major appeals out of 18 major decisions
 Q3: 1 major appeal out of 21 major decisions.
 Q4: 0 major appeals out of 14 major decisions.

PLANNING:

P4: Percentage of enforcement cases actioned within 12 weeks of receipt

RED



Quarter	Target	2015/16	2014/15
Q1	75%	95.18%	89.7%
Q2	75%	74.39%	87.3%
Q3	75%	84.62%	82.2%
Q4	75%	66.67%	93.1%

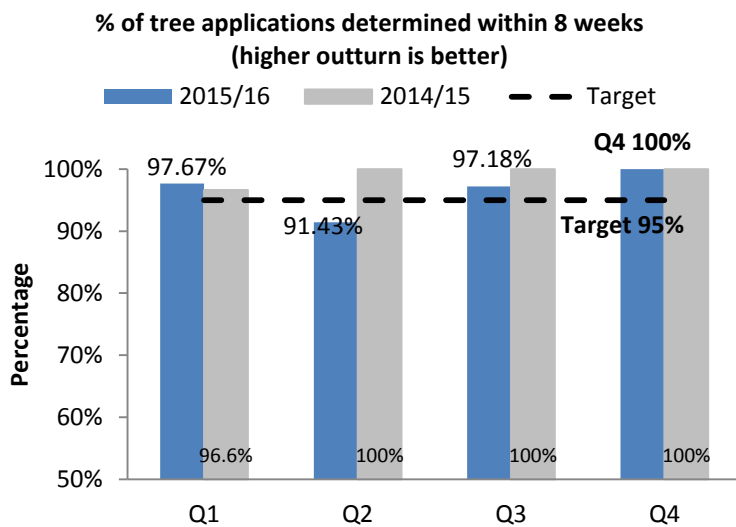
Comments

Quarter 1: 79 out of 83 in time.
 Quarter 2: 61 out of 82 in time.
 Quarter 3: 44 out of 52 in time.
 Quarter 4: 36 out of 54 in time.

PLANNING:

P5: Percentage of Tree applications determined within 8 weeks

GREEN



Quarter	Target	2015/16	2014/15
Q1	95%	97.67%	96.6%
Q2	95%	91.43%	100%
Q3	95%	97.18%	100%
Q4	95%	100%	100%

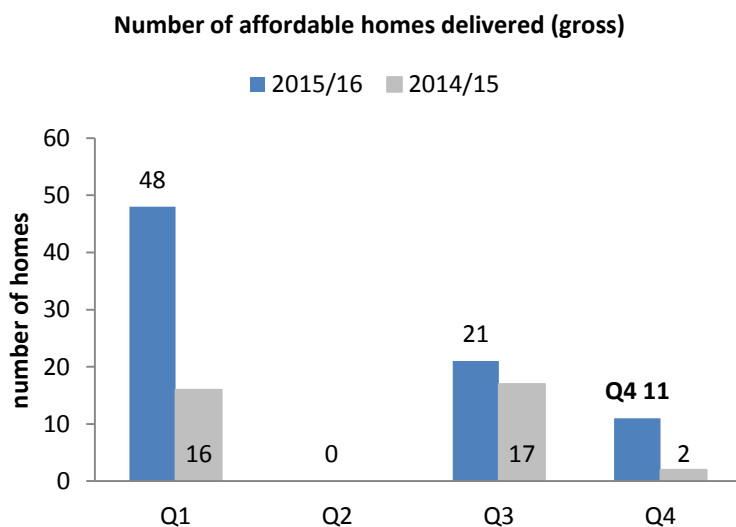
Comments

Quarter 1: 42 out of 43 in time.
 Quarter 2: 32 out of 35 in time.
 Quarter 3: 69 out of 71 in time.
 Quarter 4: 46 out of 46 in time.

PLANNING

P6: Number of Affordable homes delivered by all housing providers

No target



Quarter	2015/16	2014/15
Q1	48	16
Q2	0	0
Q3	21	17
Q4	11	2

Comments

11 new homes were delivered in Q3.

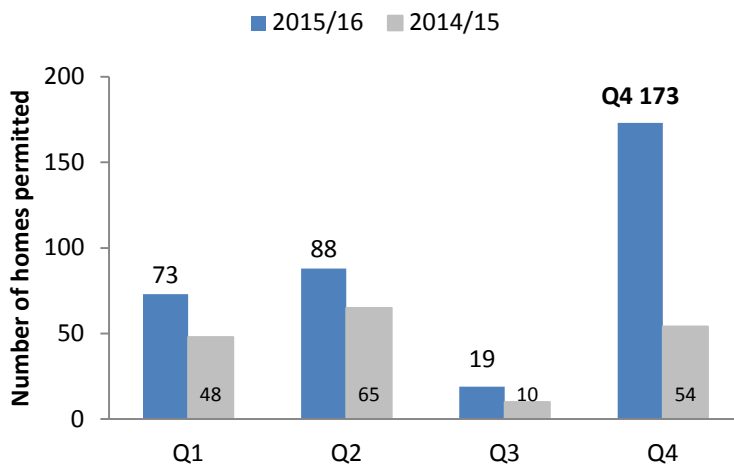
- Ladymead, Wonersh – 4 x social rented units completed by Waverley BC.
- Milford Green, Milford – 7 affordable homes completed by Thames Valley Housing / David Wilson Homes; 6 shared ownership units completed 07.03.2016 and 1 shared ownership unit.

PLANNING:

P7: Number of affordable homes permitted (homes granted planning permission)

No target

Number of affordable homes permitted



Quarter	2015/16	2014/15
Q1	73	48
Q2	88	65
Q3	19	10
Q4	173	54

Comments

173 affordable new homes granted permission.

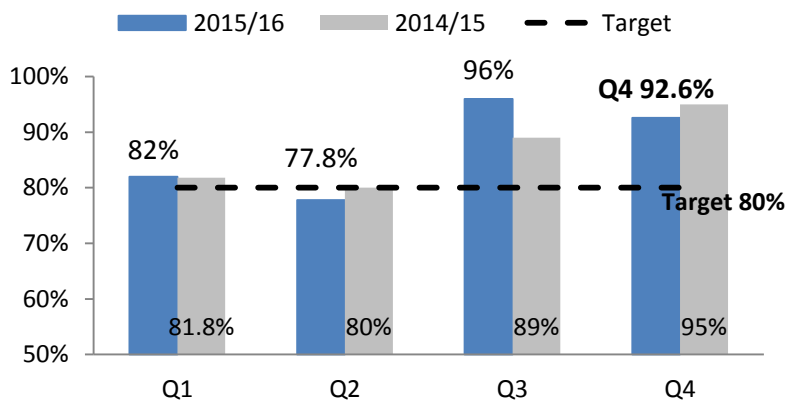
- Sherrydon, Cranleigh (2 affordable homes, Waverley BC) – planning permission granted 13.01.2016
- Weydon Lane, Farnham (21 affordable homes, Thames Valley Housing) – planning permission granted 02.02.2016
- Sweeters Copse, Alfold (22 affordable homes, Catesby Estates Ltd) – planning permission granted 17.02.2016
- Knowle Lane, Cranleigh (128 affordable homes, Berkeleys) – allowed at appeal

PLANNING:

P8: Percentage of complete Building Control applications checked within 15 days

GREEN

% of building control applications checked within 15 days (higher outturn is better)



Quarter	Target	2015/16	2014/15
Q1	80%	82%	81.8%
Q2	80%	77.8%	80%
Q3	80%	96%	89%
Q4	80%	92.6%	95%

Comments

112 out of 121 applications checked in time.

Performance is again excellent this quarter exceeding the new target of 80% set in quarter 1. The Team continues to focus on Customer Service and improving processes to maintain and improve performance.

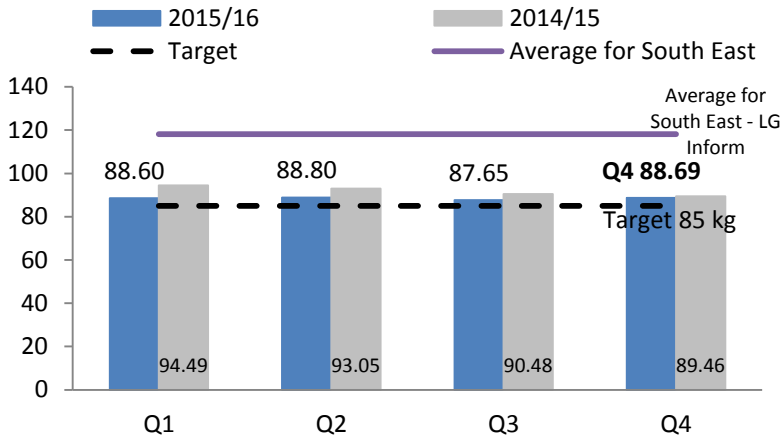
ENVIRONMENTAL SERVICES

ENVIRONMENTAL SERVICES

NI 191: Residual household waste per household (kg)

AMBER

Residual household waste per household (kg)
(lower outturn is better)



Quarter	Target	2015/16	2014/15
Q1	85	88.60	94.49
Q2	85	88.80	93.05
Q3	85	87.65	90.48
Q4	85	88.69	89.46

Comments

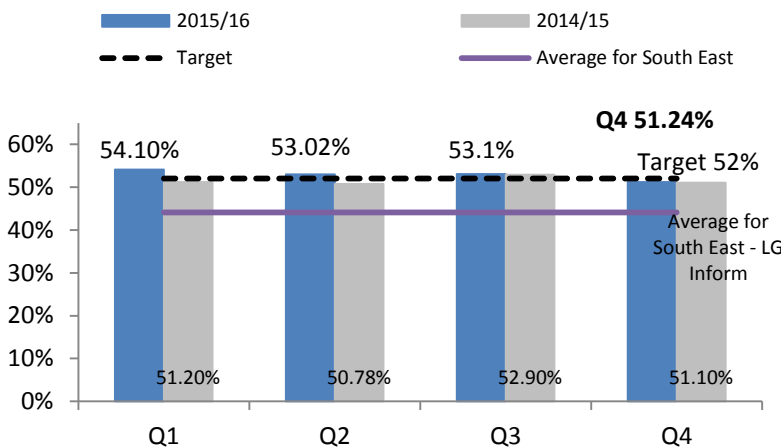
A slight rise compared to Q3 however, 2015/2016 has the lowest KG per household figure when compared to the past 3 years.

ENVIRONMENTAL SERVICES

NI192: Percentage of household waste sent for reuse, recycling and composting

AMBER

% of household waste sent for reuse, recycling and composting (higher outturn is better)



Quarter	Target	2015/16	2014/15
Q1	52%	54.10%	51.20%
Q2	52%	53.02%	50.78%
Q3	52%	53.06%	52.90%
Q4	52%	51.24%	51.10%

Comments

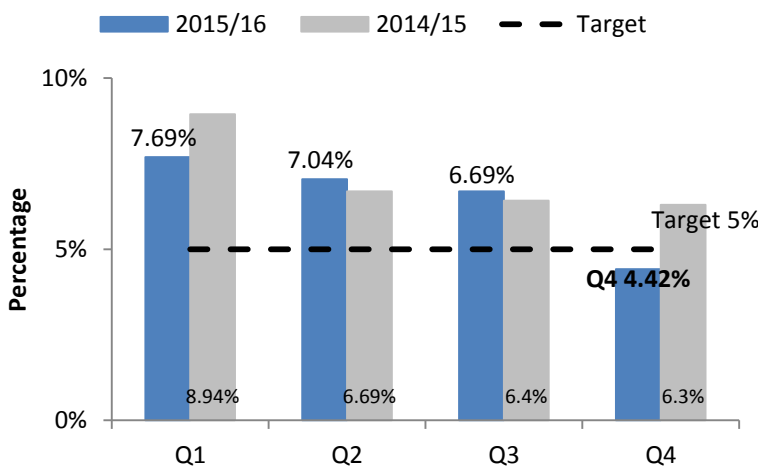
Q4 historically sees a fall in waste sent for recycling and composting. Garden waste tonnages are at a minimum between November and February and residual waste generally reaches a peak in February. A new target for 2016/17 has been set by the O&S Committee of 54% of household waste sent for recycling.

ENVIRONMENTAL SERVICES

E1: MRF (materials recycling facility) reject rate

GREEN

MRF Reject Rate (lower outturn is better)



Quarter	Target	2015/16	2014/15
Q1	5%	7.69%	8.94%
Q2	5%	7.07%	6.69%
Q3	5%	6.69%	6.42%
Q4	5%	4.42%	6.30%

Comments

The MRF rejection rate has substantially improved this quarter down to 4.42%.

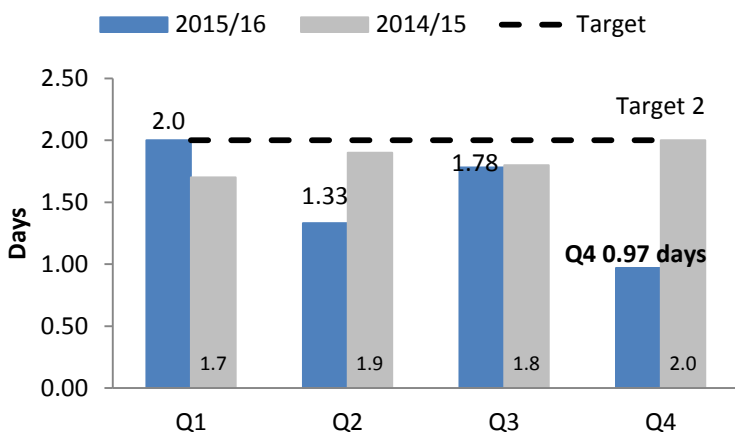
The *Why Recycle* promotional campaign was in progress throughout 2015/16 to encourage greater resident recycling and reduce recycling contamination.

ENVIRONMENTAL SERVICES

E2: Average number of days to remove fly-tips

GREEN

Average number of days to remove fly-tips (lower outturn is better)



Quarter	Target	2015/16	2014/15
Q1	2	2.0	1.7
Q2	2	1.33	1.9
Q3	2	1.78	1.8
Q4	2	0.97	2.0

Comments

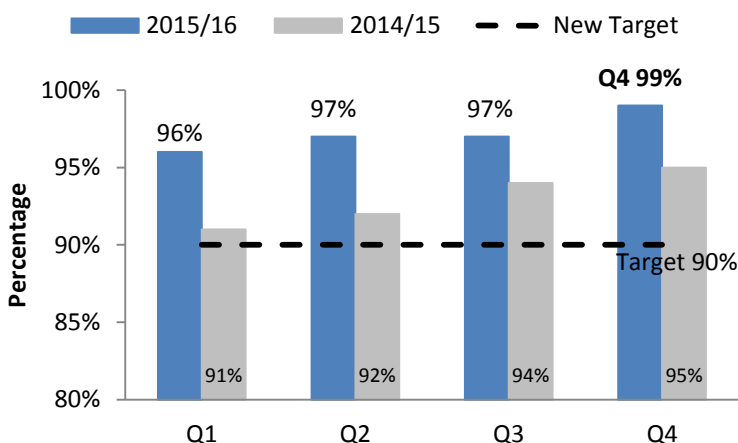
Q1 76 fly-tips requiring removals
 Q2 116 fly-tips requiring removals
 Q3 113 fly tips requiring removals.
 Q4 123 fly tips requiring removal.

ENVIRONMENTAL SERVICES

E3: Percentage of compliance for litter and detritus

GREEN

Percentage of compliance for litter and detritus (higher outturn is better)



Quarter	New Target	2015/16	2014/15
Q1	90%	96%	91%
Q2	90%	97%	92%
Q3	90%	97%	94%
Q4	90%	99%	95%

Comments

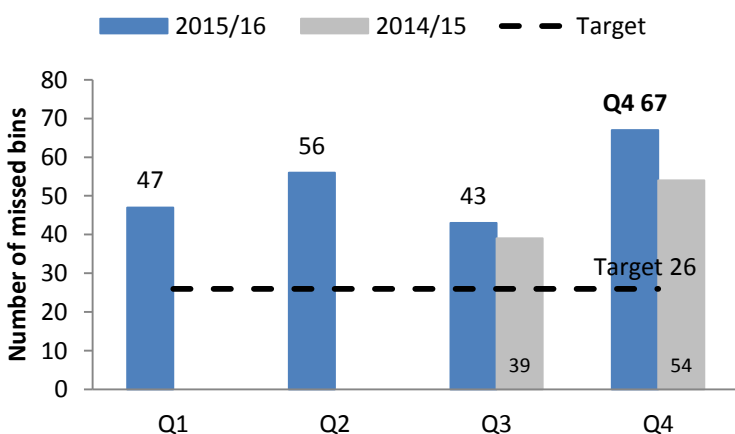
A random collection of 25% of streets reported as cleaned are inspected on a weekly basis across the Borough based on the report received by the street cleaning contractor.

ENVIRONMENTAL SERVICES

E4: Average number of missed bins per 104,000 bin collections each week

RED

Average number of missed bins per 104,000 bin collections each week (lower outturn is better)

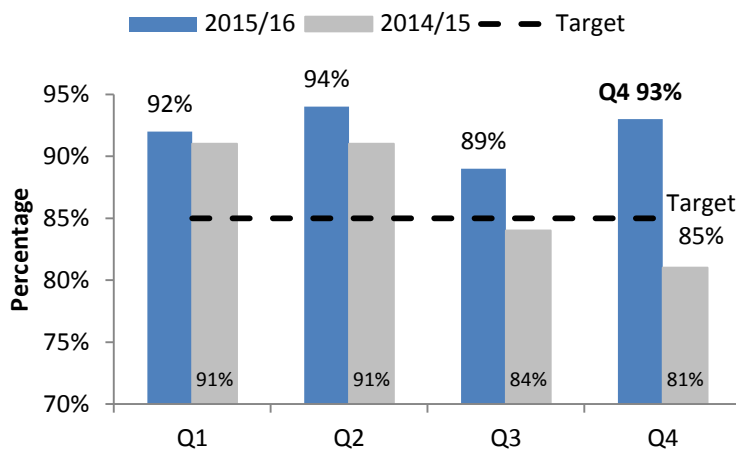


Quarter	Target	2015/16	2014/15
Q1	26	47	-
Q2	26	56	-
Q3	26	43	39
Q4	26	67	54

Comments

Q4 outturn has increased to 67 missed bins per 104,000 collected each week. This figure was affected by some vehicle breakdown events in the winter months, January and February. This equates to 0.06% of bins due for collection were missed each week.

% of businesses satisfied with LA regulation services (higher outturn is better)

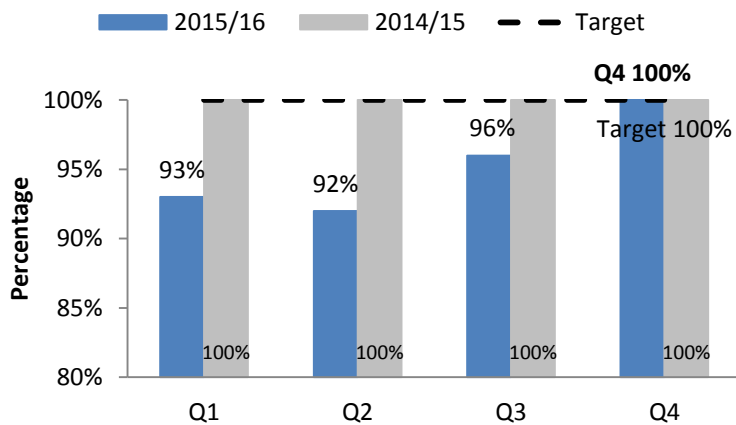


Quarter	Target	2015/16	2014/15
Q1	85%	92%	91%
Q2	85%	94%	91%
Q3	85%	89%	84%
Q4	85%	93%	81%

Comments

A monthly survey of business customers of Environmental Health is undertaken. The figure is the percentage of business customers who respond that they have been treated fairly and/or the contact has been helpful.

Percentage of higher risk food premises inspections (category A&B) carried out within 28 days of being due (higher outturn is better)



Quarter	Target	2015/16	2014/15
Q1	100%	93%	100%
Q2	100%	92%	100%
Q3	100%	96%	100%
Q4	100%	100%	100%

Comments

13 programmed inspections for category A/ B (High Risk) food premises have been carried out within the target timescale of 28 days.

- Q1 14 out of 15 in time
- Q2 12 out of 13 in time
- Q3 27 out of 28 in time.
- Q4 13 out of 13 in time.

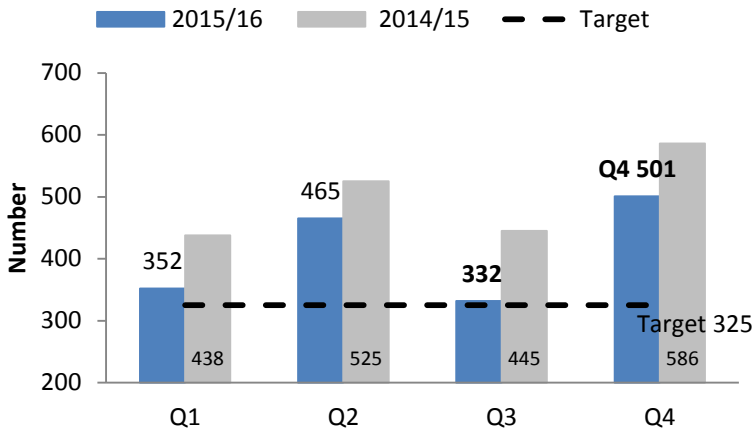
COMMUNITY SERVICES

COMMUNITY SERVICES

CS1: Number of Access to Leisure Cards issued

GREEN

**Number of Access to Leisure Cards issued
(higher outturn is better)**



Quarter	Target	2015/16	2014/15
Q1	325	352	438
Q2	325	465	525
Q3	325	332	445
Q4	325	501	586

Comments

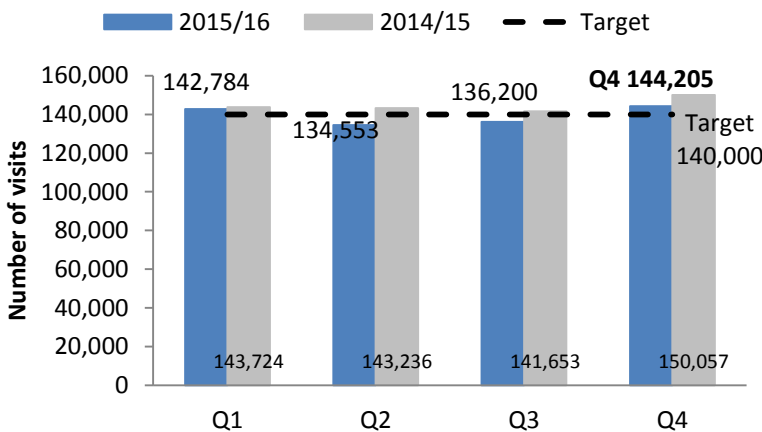
Excellent performance, significantly exceeding target due to improved partnership working and promotional work.

COMMUNITY SERVICES

CS2: Number of Visits to Farnham Leisure Centre

GREEN

**Number of visits to Farnham Leisure Centre
(higher outturn is better)**



Quarter	Target	2015/16	2014/15
Q1	140,000	142,784	143,724
Q2	140,000	134,553	143,236
Q3	140,000	136,200	141,653
Q4	140,000	144,205	150,057

Comments

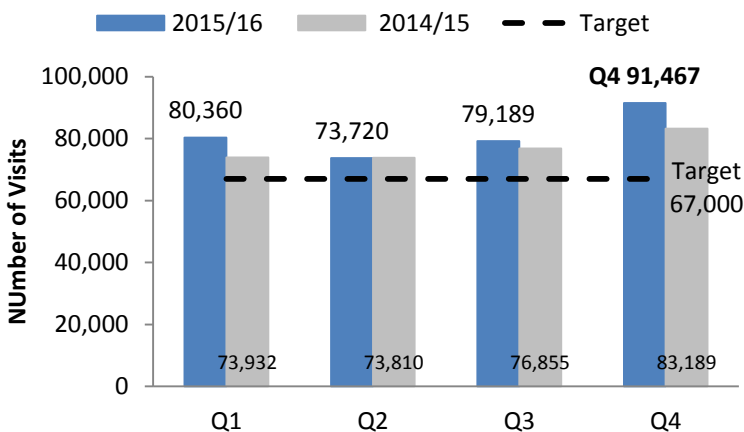
Excellent performance for the final quarter of 2015/16, despite a new 24 hour competition gym opening within 100 yards of the centre.

COMMUNITY SERVICES

CS3: Number of Visits to Cranleigh Leisure Centre

GREEN

**Number of visits to Cranleigh Leisure Centre
(higher outturn is better)**



Quarter	Target	2015/16	2014/15
Q1	67,000	80,360	73,932
Q2	67,000	73,720	73,810
Q3	67,000	79,189	76,855
Q4	67,000	91,467	83,189

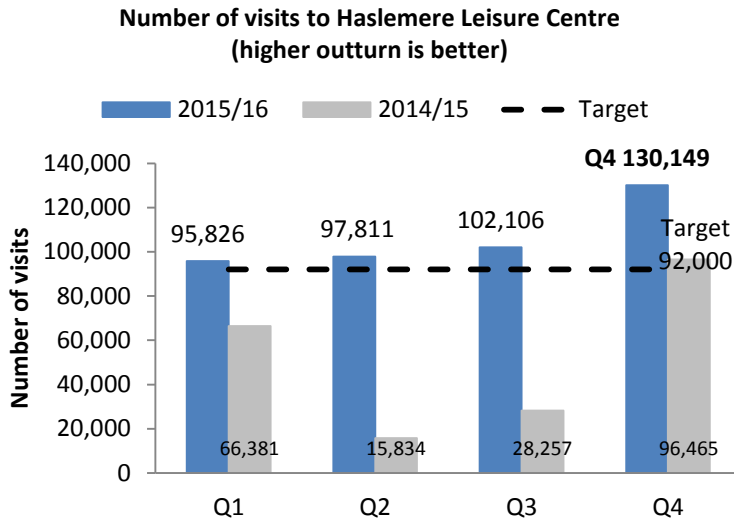
Comments

Outstanding performance far exceeding the target, with the installation of the new soft play area and the sales team driving an extended outreach programme.

COMMUNITY SERVICES

CS4: Number of visits to Haslemere Leisure Centre

GREEN



Quarter	Target	2015/16	2014/15
Q1	92,000	95,826	66,381
Q2	92,000	97,811	15,834
Q3	92,000	102,106	28,257
Q4	92,000	130,149	96,465

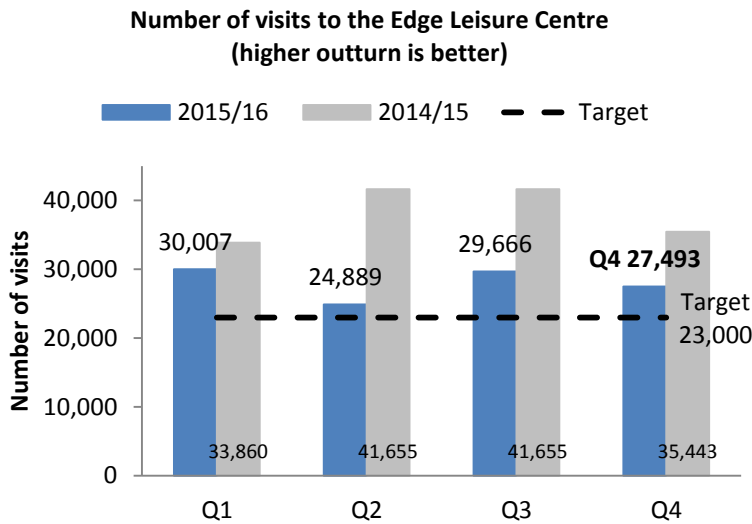
Comments

Outstanding performance, exceeding all expectation since the refurbishment and continuing to show a substantial increase on usage compared to all prior quarters.

COMMUNITY SERVICES

CS5: Number of Visits to The Edge Leisure Centre

GREEN



Quarter	Target	2015/16	2014/15
Q1	23,000	30,007	33,860
Q2	23,000	24,889	41,655
Q3	23,000	29,666	41,655
Q4	23,000	27,493	35,443

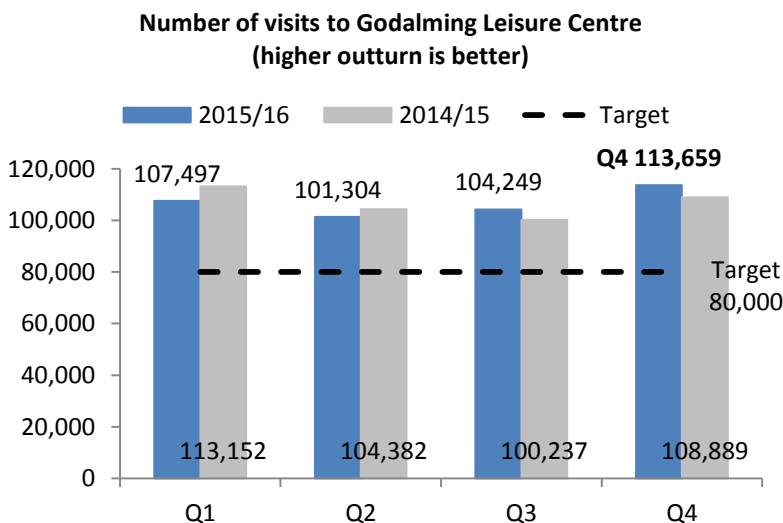
Comments

Fantastic performance from the site, despite the challenge of competing against the new facilities in Haslemere. The team are maximising club bookings and facility hire for events.

COMMUNITY SERVICES

CS6: Number of Visits to Godalming Leisure Centre

GREEN



Quarter	Target	2015/16	2014/15
Q1	80,000	107,497	113,152
Q2	80,000	101,304	104,382
Q3	80,000	104,249	100,237
Q4	80,000	113,659	108,889

Comments

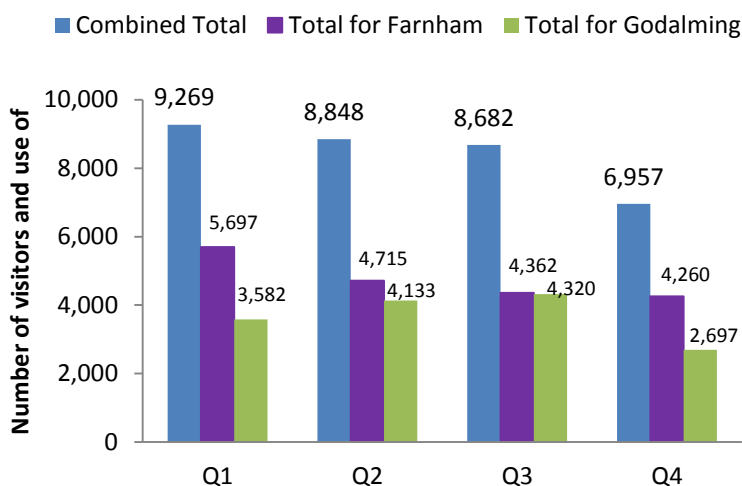
Excellent performance with the centre continuing to exceed expectation since the new build in 2012.

COMMUNITY SERVICES

CS7: Total number of visits to and use of museums

No target

Total users of museums



Quarter	Overall Total	Total for Farnham	Total for Godalming
Q1	9,269	5,697	3,582
Q2	8,848	4,715	4,133
Q3	8,682	4,362	4,320
Q4	6,957	4,260	2,697

Comments

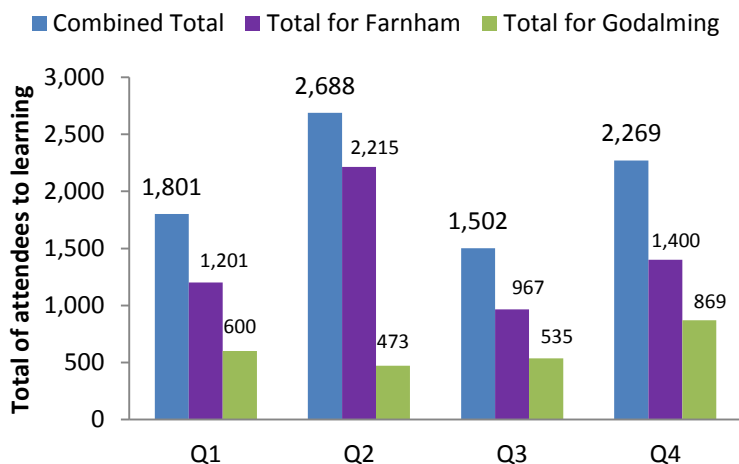
Results for quarter 4 (winter months) are at their lowest compared to other quarters. Nonetheless, both Museums have stated they have seen an overall increase in usage of their Museums in 2015/16 over 2014/15 results.

COMMUNITY SERVICES

CS8: Total users of learning activities (number of attendees to on-site and off-site learning activities)

No target

Total attendees to on-site/off-site learning activities



Quarter	Overall Total	Total for Farnham	Total for Godalming
Q1	1,801	1,201	600
Q2	2,688	2,215	473
Q3	1,502	967	535
Q4	2,269	1,400	869

Comments

Performance for both Godalming and Farnham learning activities has significantly increased in quarter 4. Godalming Museum has seen an increase in events held off site and visits out to schools stating those activities as the significant factor in the usage of the Museum's offerings.