




# Executive Quarter 3 Performance Report 2016/17 (October - December 2016)

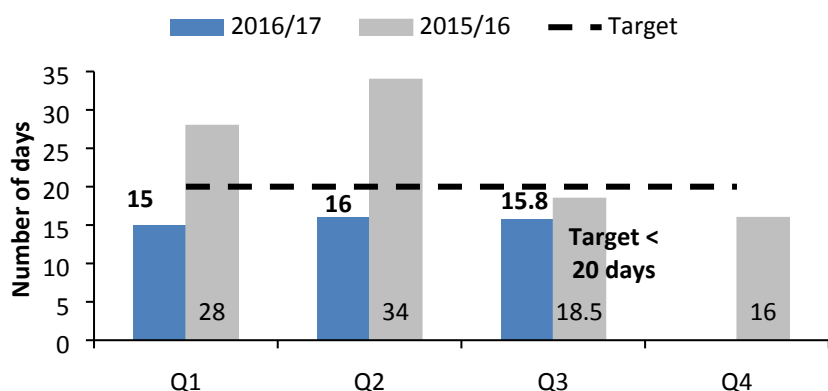
RAG Legend		Graph Lines Legend	
On target	<b>Green</b>	Waverley 2016/17 (current year outturn)	
Up to 5% off target	<b>Amber</b>	Waverley Outturn 2015/16 prior year	
More than 5% off target	<b>Red</b>	Waverley Target	
Data not available	<b>Not available</b>		
Data only/ no target/ not due	<b>No target</b>		

FINANCE

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

GREEN

Time taken to process Housing Benefit (lower outturn is better)



Quarter	2016/17	2015/16	Target
Q1	15	28	20
Q2	16	34	20
Q3	15.8	18.5	20
Q4	-	16	20

Comments

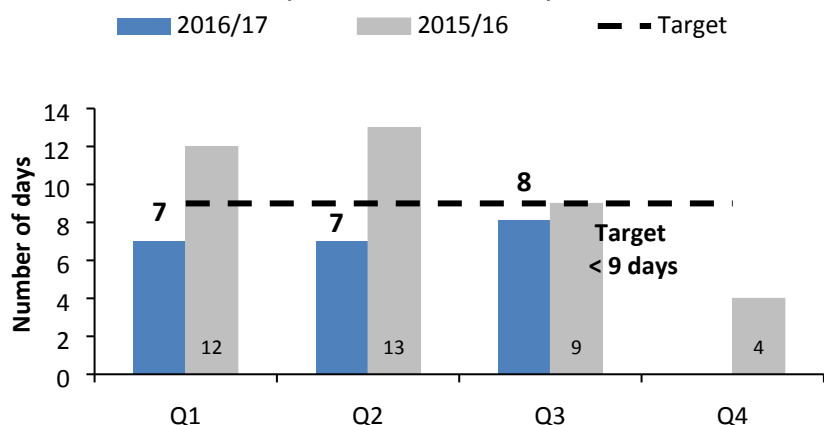
Third quarter performance remains well within target and continues the improving trend from last year.

FINANCE

NI 181b Time taken to process Housing Benefit change events

GREEN

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



Quarter	2016/17	2015/16	Target
Q1	7	12	9
Q2	7	13	9
Q3	8	9	9
Q4	-	4	9

Comments

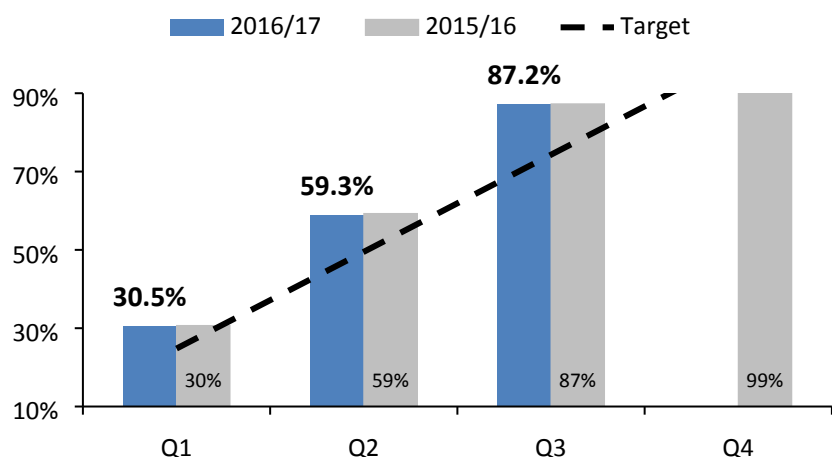
Third quarter performance has dipped slightly by 1 day in the number of days to process change events, but it is still within the target by 10%.

FINANCE

F1: Percentage of Council Tax collected

GREEN

% of Council Tax collected (higher outturn is better)



Quarter	2016/17	2015/16	Target
Q1	30.5%	30.7%	24.8%
Q2	59.0%	59.3%	49.5%
Q3	87.2%	87.3%	74.3%
Q4	-	99.1%	99.0%

Comments

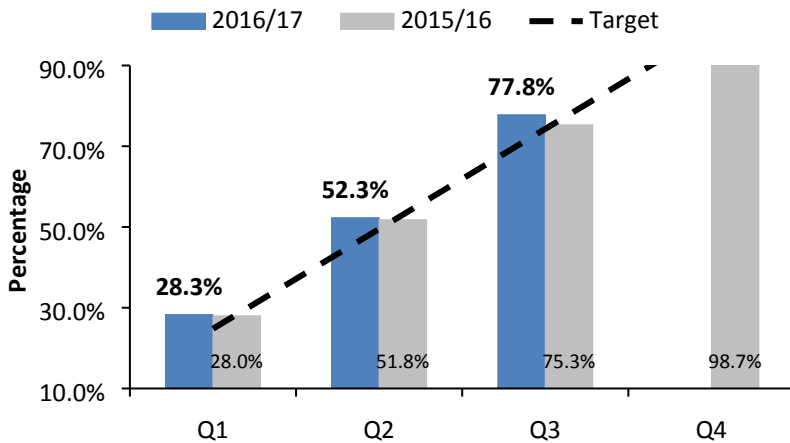
Council Tax collection for the third quarter is well within the target by 17.5% and is similar to the corresponding quarter last year.

**FINANCE**

**F2: Percentage of non-domestic rates collected**

**GREEN**

% of non domestic rates collected (higher outturn is better)



Quarter	2016/17	2015/16	Target
Q1	28.3%	28.0%	24.8%
Q2	52.3%	51.8%	49.5%
Q3	77.8%	75.3%	74.3%
Q4		98.7%	99.0%

**Comments**

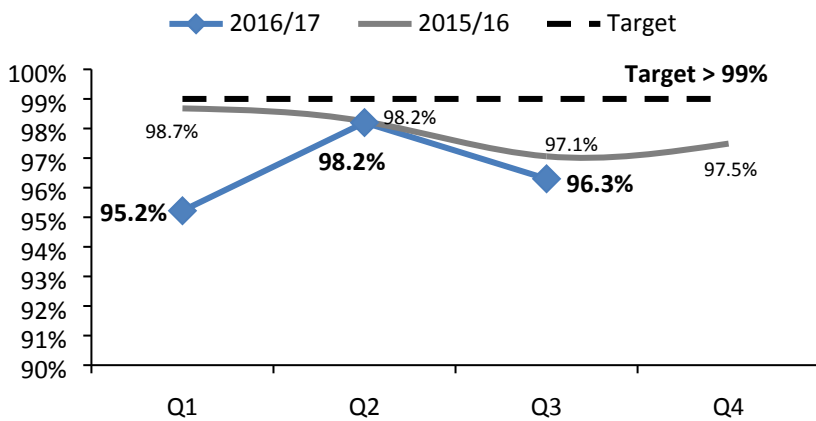
Third quarter rates are well within target and slightly higher than the corresponding quarter last year.

**FINANCE**

**F3: Percentage of invoices paid within 30 days**

**AMBER**

% of invoices paid within 30 days (higher outturn is better)



Quarter	2016/17	2015/16	Target
Q1	95.2%	98.7%	99%
Q2	98.2%	98.2%	99%
Q3	96.3%	97.1%	99%
Q4		97.5%	99%

**Comments**

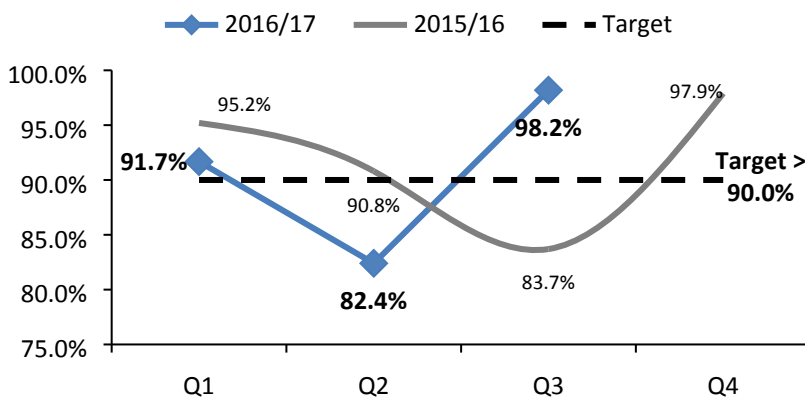
The overall performance in Q3 has dropped slightly by 1.9% as a result of the holiday period at Christmas. It still remains slightly outside the target.

**FINANCE**

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

**GREEN**

% of invoices from small/ local businesses paid within 10 days (higher outturn is better)



Quarter	2016/17	2015/16	Target
Q1	91.7%	95.2%	90.0%
Q2	82.4%	90.8%	90.0%
Q3	98.2%	83.7%	90.0%
Q4		97.9%	90.0%

**Comments**

Of the 441 invoices in this category only 8 missed the target. The performance shows an excellent improvement by over 19% from the previous quarter.

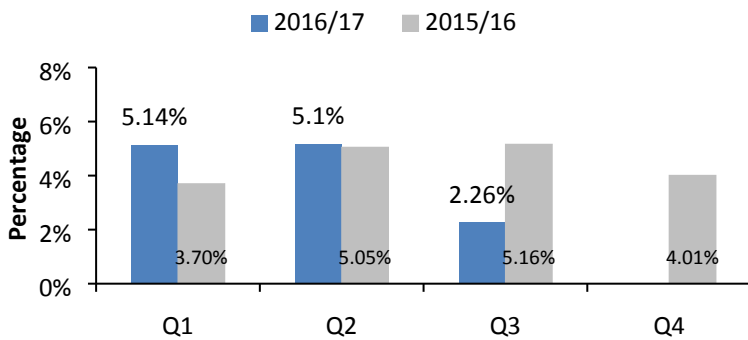
STRATEGIC HR

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	2016/17	2015/16
Q1	5.14%	3.7%
Q2	5.18%	5.05%
Q3	2.26%	5.16%
Q4		4.01%

Comments

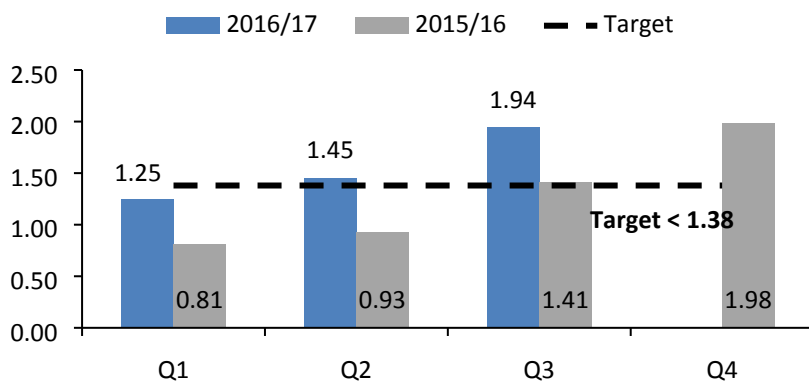
The Council’s staff turnover decreased to 2.26% in the third quarter, a reduction of 5.18% in quarter 2, and it is at the lowest rate since the start of 2013

RESOURCES

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

RED

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



Quarter	2016/17	2015/16	Target
Q1	1.25	0.81	1.38
Q2	1.45	0.93	1.38
Q3	1.94	1.41	1.38
Q4		1.98	1.38

Comments

The average number of days lost due to sickness absence per person has increased from 1.45 days in Quarter 2 to 1.94 days in Quarter 3. Whilst this takes it outside the challenging target of 1.38 days (5.52 days per annum), target revision is recommended at the next O&S meeting to reflect comparative data which indicates that the national average is 6.3 days per annum.

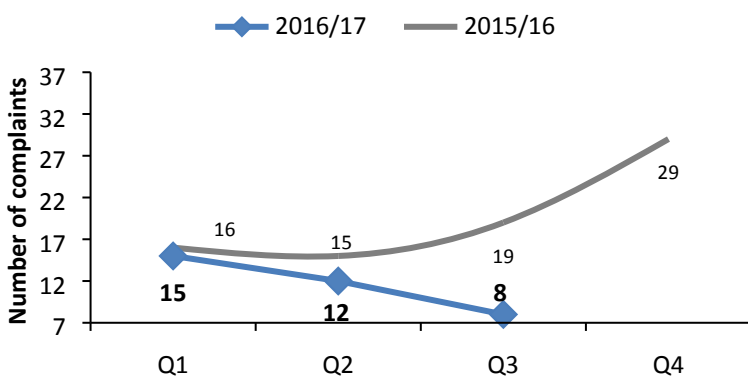
COMPLAINTS

COMPLAINTS

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

No target

Number of Level 3 (CEX) and Ombudsman complaints received



Quarter	2016/17	2015/16
Q1	15	16
Q2	12	15
Q3	8	19
Q4		29

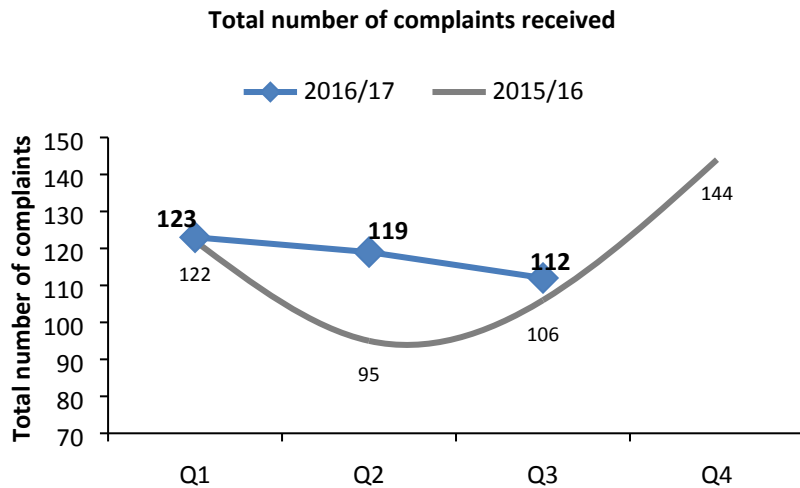
Comments

The number of the Level 3 complaints in Q3 is the lowest since 2013 with an excellent improvement of 33.33% from the previous quarter.

## COMPLAINTS

M2: Total number of complaints received

No target



Quarter	2016/17	2015/16
Q1	123	122
Q2	119	95
Q3	112	106
Q4		144

### Comments

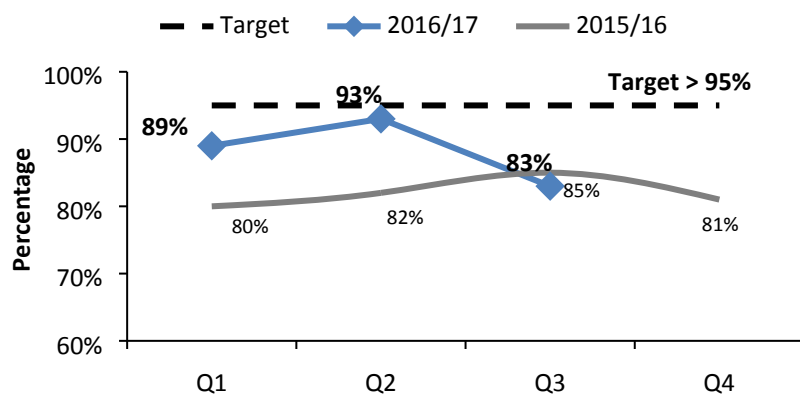
The number of complaints has decreased but remains higher than the corresponding quarter last year.

## COMPLAINTS

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

RED

% of complaints responded to within WBC target times of Level 1 (10 days) and Level 2,3 (15 days) (higher outturn is better)



Quarter	2016/17	2015/16	Target
Q1	89%	80%	95%
Q2	93%	82%	95%
Q3	83%	85%	95%
Q4		81%	95%

### Comments

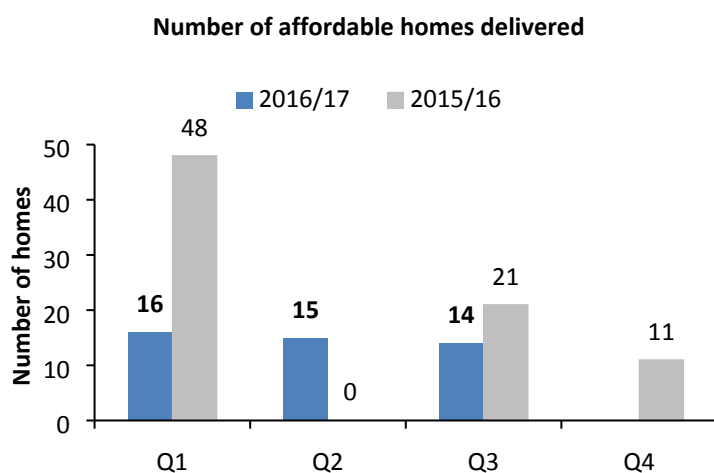
The performance has dropped by 10% from previous quarter due to the increased complexity of Level 2 issues raised, taking more time to resolve.

## HOUSING

### HOUSING

H1: Number of affordable homes delivered by all housing providers

No target



Time period	2016/17	2015/16
Q1	16	48
Q2	15	0
Q3	14	21
Q4		11

### Comments

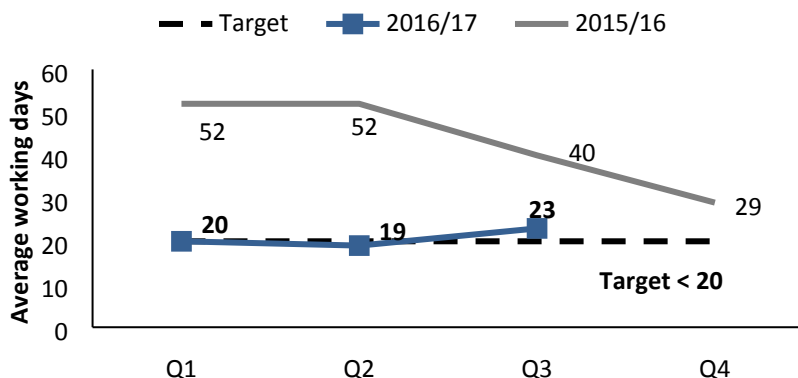
14 affordable homes were completed in Q3. All homes were delivered at Church View, Waverley's Station Road development in Godalming, for rent. 10 two bedroom homes (2 maisonettes, 6 flats and 2 houses) and 4 three bedroom houses.

## 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	2016/17	2015/16
Q1	20	20	52
Q2	20	19	52
Q3	20	23	40
Q4	20		29

#### Comments

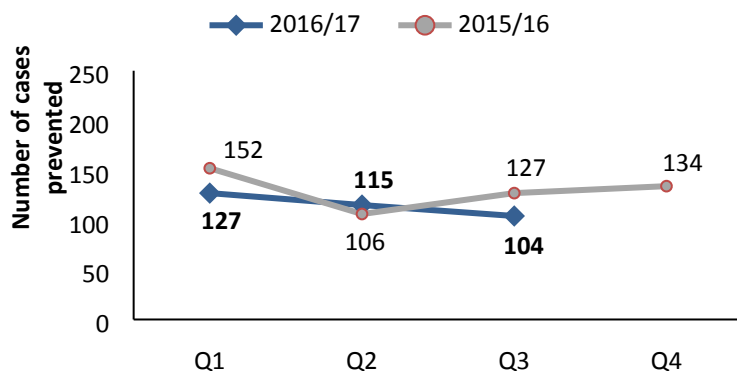
56 homes were relet in Q3. The average time taken from tenancy end to tenancy start was 23 working days, missing the target by 3 days. Problems with the return condition and harder to let homes impacted performance this quarter. Further details provided in Annexe 2  
(Void progress report Q3 2016/17)

## HOUSING

### H3: Housing advice service – homelessness cases prevented

No target

Number of homelessness cases prevented  
(higher outturn is better)



Quarter	2016/17	2015/16
Q1	127	152
Q2	115	106
Q3	104	127
Q4		134

#### Comments

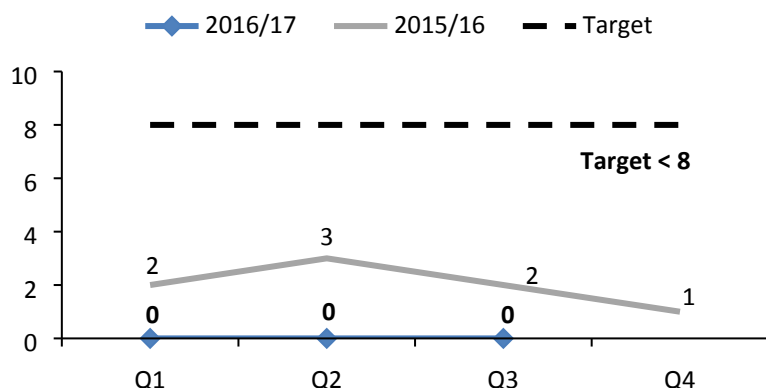
The data includes results from all housing teams and Waverley CAB. This indicator uses the P1E definition, which is that prevention is to be as a result of casework and the solution to last for six months.

## HOUSING

### H4: Number of households living in temporary accommodation

GREEN

Number of Households living in temporary accommodation  
(lower outturn is better)



Quarter	Target	2016/17	2015/16
Q1	<8	0	2
Q2	<8	0	3
Q3	<8		2
Q4	<8		1

#### Comments

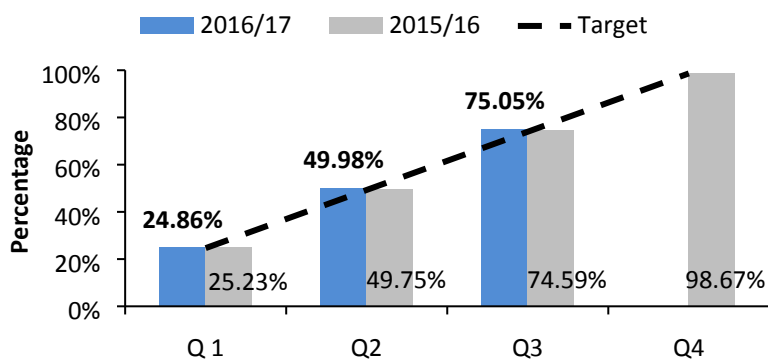
There were no households in temporary accommodation at the end of December. There have been five households in temporary accommodation so far this year (maximum period seven days).

## HOUSING

### H5: Percentage of estimated annual rent debit collected

GREEN

% of estimated annual rent debit collected (higher outturn is better)



Quarter	2016/17	2015/16	Target
Q 1	24.86%	25.23%	24.65%
Q 2	49.98%	49.75%	49.30%
Q 3	75.05%	74.59%	73.95%
Q 4		98.67%	98.65%

#### Comments

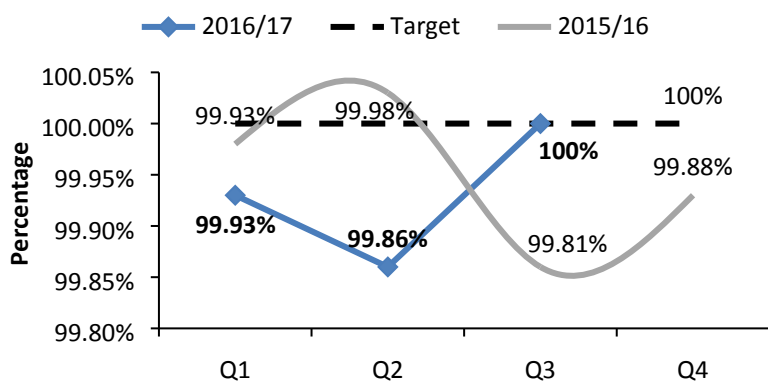
The team performed above target and above last years performance collecting some £7.7m rent due in Q3. In total £23.2m has been collected of the estimated annual rent of £31m

## HOUSING

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

GREEN

% of annual boiler services and gas safety checks undertaken on time (higher outturn is better)



Quarter	2016/17	2015/16	Target
Q1	99.93%	99.93%	100%
Q2	99.86%	99.98%	100%
Q3	100.00%	99.81%	100%
Q4		99.88%	100%

#### Comments

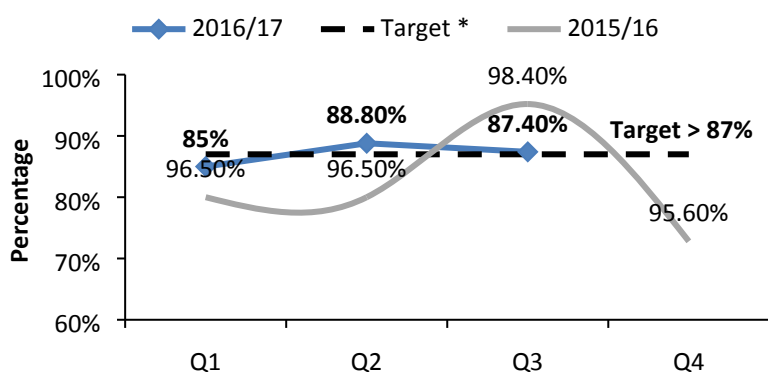
All checks were completed at the end of December which reflects the team's proactive approach.

## HOUSING

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

GREEN

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



Quarter	2016/17	2015/16	Target *
Q1	85.00%	96.50%	87%
Q2	88.80%	96.50%	87%
Q3	87.40%	98.40%	87%
Q4		95.60%	87%

#### Comments

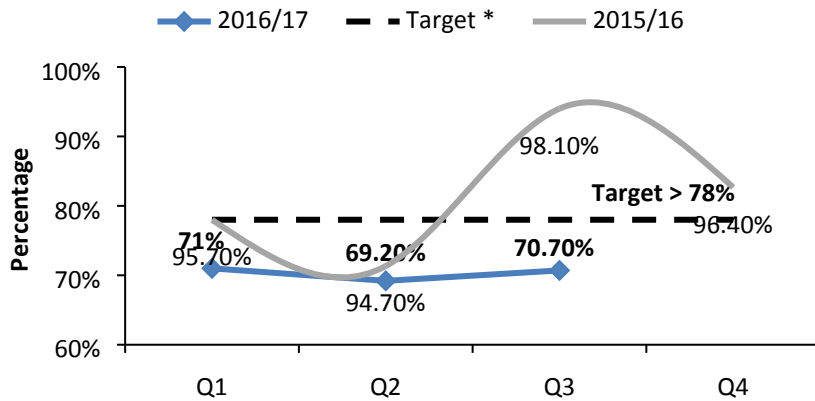
The responsive repairs data is not truly comparable due to new means of collection. In 2015/16 data was collected through operatives handheld devices. For 2016/17 tenants views are collected by an independent telephone survey.

**HOUSING**

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

No target agreed

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



Quarter	2016/17	2015/16	Target *
Q1	71.00%	95.70%	78%
Q2	69.20%	94.70%	78%
Q3	70.70%	98.10%	78%
Q4		96.40%	78%

**Comments**

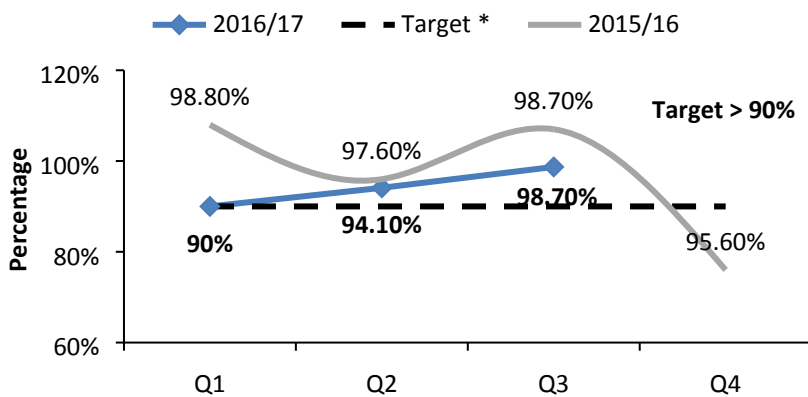
The responsive repairs data is not truly comparable due to new means of collection. In 2015/16 data was collected through operatives handheld devices. For 2016/17 tenants views are collected by an independent telephone survey.

**HOUSING**

**H9: Did the tradesperson arrive within the appointment slot**

No target agreed

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



Quarter	2016/17	2015/16	Target *
Q1	90.00%	98.80%	90%
Q2	94.10%	97.60%	90%
Q3	98.70%	98.70%	90%
Q4		95.60%	90%

**Comments**

The responsive repairs data is not truly comparable due to new means of collection. In 2015/16 data was collected through operatives handheld devices. For 2016/17 tenants views are collected by an independent telephone survey.

\* The targets have been set using past performance data and the market research company’s benchmarking data. The targets have been set to deliver realistic service improvements. These targets are **not** contractual KPIs, the team are currently negotiating the contract targets.



COMMUNITY

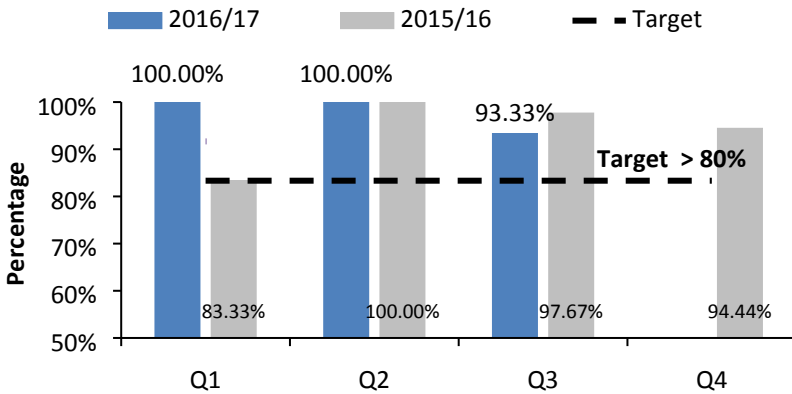
PLANNING

PLANNING

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

GREEN

Major applications: % determined in 13 weeks (national indicator) (higher outturn is better)



Quarter	2016/17	2015/16	Target
Q1	100.00%	83.33%	80%
Q2	100.00%	100.00%	80%
Q3	93.33%	97.67%	80%
Q4	-	94.44%	80%

Comments

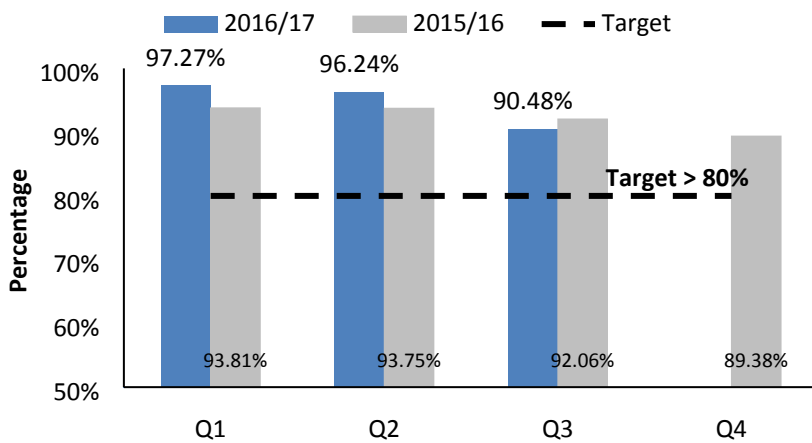
The target for this indicator was increased from 75% to 80% for 2016/2017. Performance continues to exceed target, the third quarter saw 14 out of 15 applications determined within 13 weeks.

PLANNING:

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

GREEN

Minor applications: % determined in 8 weeks (national indicator) (higher outturn is better)



Quarter	2016/17	2015/16	Target
Q1	97.27%	93.81%	80%
Q2	96.24%	93.75%	80%
Q3	90.48%	92.06%	80%
Q4	-	89.38%	80%

Comments

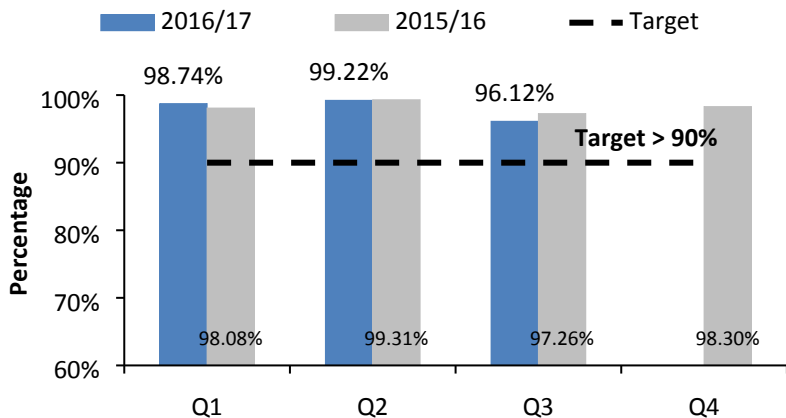
In the third quarter 114 out of 126 minor applications were determined within the given timescale of 8 weeks. Performance has slightly decreased, yet it is still over 10% above the target of 80%.

PLANNING

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

GREEN

Other applications: % determined within 8 weeks (national indicator) (higher outturn is better)



Quarter	2016/17	2015/16	Target
Q1	98.74%	98.08%	90%
Q2	99.22%	99.31%	90%
Q3	96.12%	97.26%	90%
Q4	-	98.30%	90%

Comments

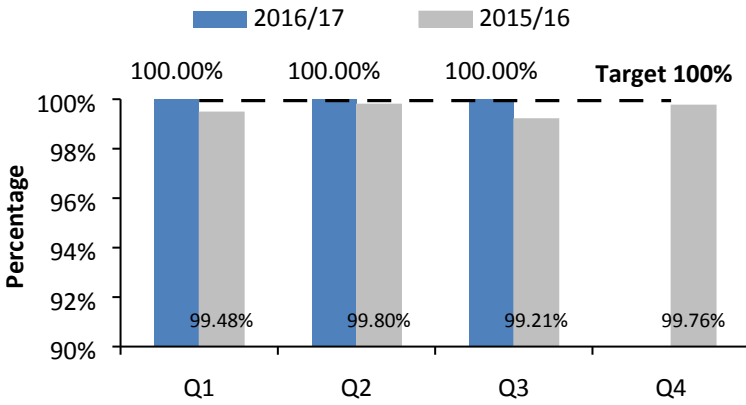
Quarter 3 performance continues to remain steadily above the target, continuing the excellent performance since the beginning of 2015. 347 out of 361 applications were determined within the expected 8 weeks time frame.

**PLANNING:**

**P1: All planning applications - % determined within 26 weeks**

**GREEN**

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



Quarter	2016/17	2015/16	Target
Q1	100%	99.48%	100%
Q2	100%	99.80%	100%
Q3	100%	99.21%	100%
Q4	-	99.76%	100%

**Comments**

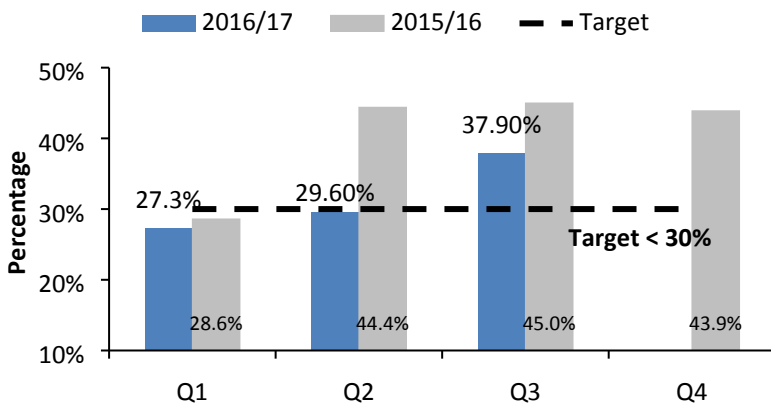
All 503 applications were successfully determined within the 26 weeks target in this quarter, maintaining the excellent performance for this year.

**PLANNING:**

**P2: Planning appeals allowed (cumulative year to date)**

**RED**

**Planning appeals allowed (lower outturn is better)**



Quarter	2016/17	2015/16	Target
Q1	27.3%	28.6%	30%
Q2	29.6%	44.4%	30%
Q3	37.90%	45.0%	30%
Q4	-	43.9%	30%

**Comments**

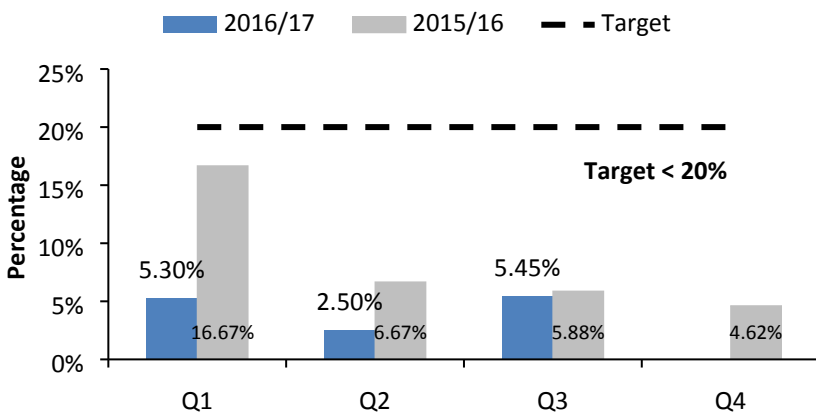
11 out of 29 appeals were allowed in the third quarter. The overall number of appeals has increased from 22 in quarter 2 to 29 this quarter, which shows the indicator performance slightly below target.

**PLANNING**

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

**GREEN**

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



Quarter	2016/17	2015/16	Target
Q1	5.26%	16.67%	20%
Q2	2.50%	6.67%	20%
Q3	5.45%	5.88%	20%
Q4	-	4.62%	20%

**Comments**

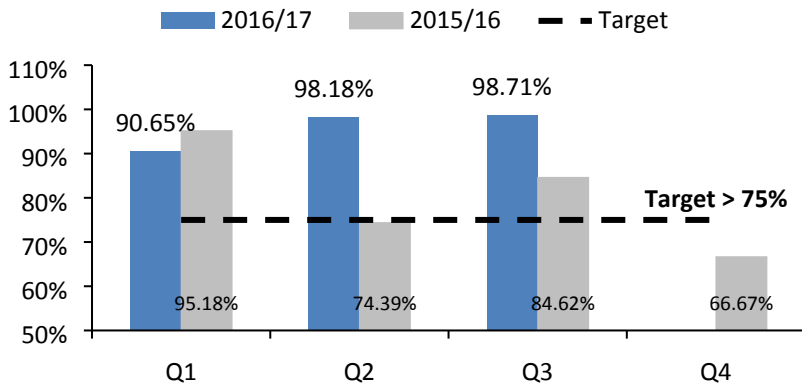
Since April 2016, a total of 3 major appeals have been allowed out of 55 major applications determined year to date. 1 appeal in the first quarter and 2 appeals in quarter 3.

**PLANNING:**

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

**GREEN**

**% of enforcement cases actioned within 12 weeks of receipt (higher outturn is better)**



Quarter	2016/17	2015/16	Target
Q1	90.65%	95.18%	75%
Q2	98.18%	74.39%	75%
Q3	98.71%	84.62%	75%
Q4	-	66.67%	75%

**Comments**

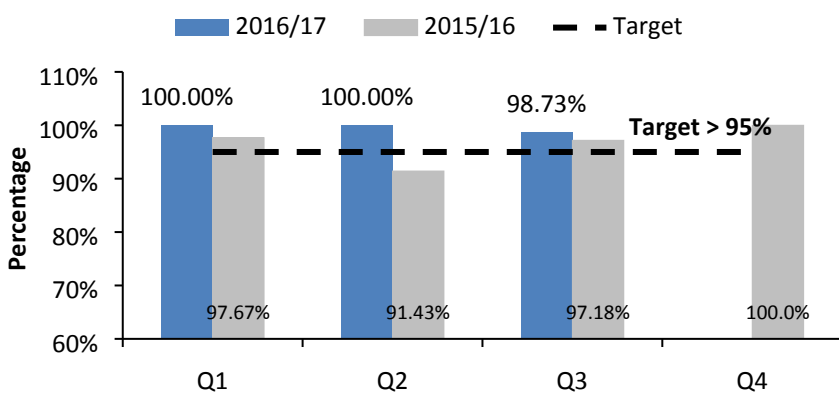
In quarter 3, 77 out of 78 enforcement cases were actioned within 12 weeks of receipt. This is the best quarterly performance since records started in 2009/10.

**PLANNING:**

**P5: Percentage of Tree applications determined within 8 weeks**

**GREEN**

**% of tree applications determined within 8 weeks (higher outturn is better)**



Quarter	2016/17	2015/16	Target
Q1	100%	97.67%	95%
Q2	100%	91.43%	95%
Q3	98.73%	97.18%	95%
Q4	-	100%	95%

**Comments**

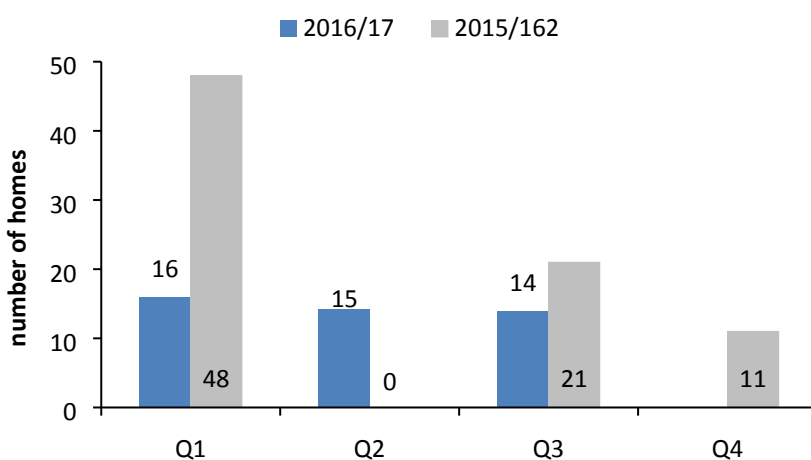
In the third quarter 78 out of 79 tree applications were determined within target. Although performance dipped slightly, it still exceeds the target by 3.73%.

**PLANNING**

**P6: Number of Affordable homes delivered by all housing providers**

**No target**

**Number of affordable homes delivered (gross)**



Quarter	2016/17	2015/16
Q1	16	48
Q2	15	0
Q3	14	21
Q4	-	11

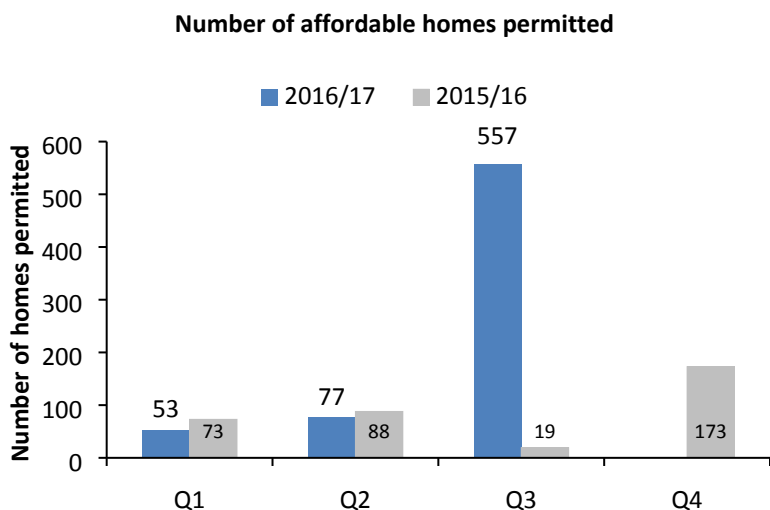
**Comments**

14 homes for affordable rent were completed in the third quarter at Station Road in Godalming.

**PLANNING:**

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

No target



Quarter	2016/17	2015/16
Q1	53	73
Q2	77	88
Q3	557	19
Q4	19	173

**Comments**

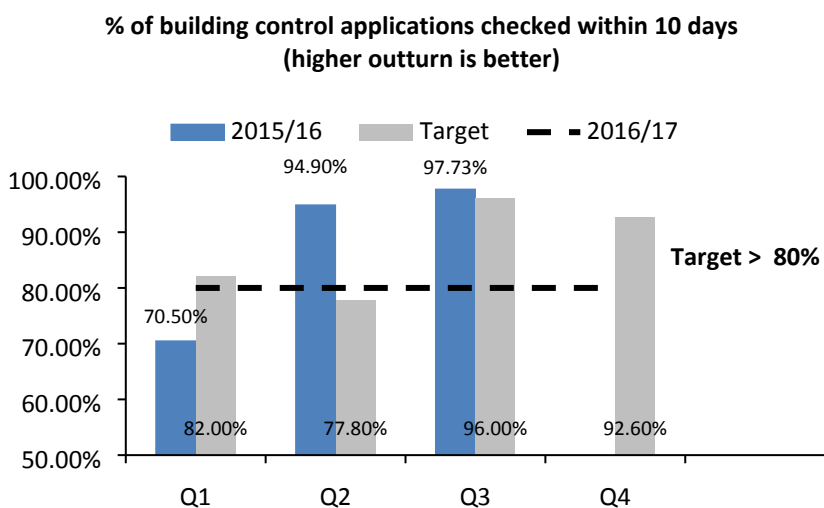
A total of 557 affordable new homes were granted permission in quarter 3:

- 540 affordable homes at Dunsfold Park, Stovolds Hill;
- 17 affordable homes at Nugents Close, Dunsfold ;

**PLANNING:**

**P8: Percentage of complete Building Control applications checked within 10 days**

GREEN



Quarter	2016/17	2015/16	Target
Q1	70.54%	82%	80%
Q2	94.90%	77.8%	80%
Q3	97.73%	96%	80%
Q4	92.6%	92.6%	80%

**Comments**

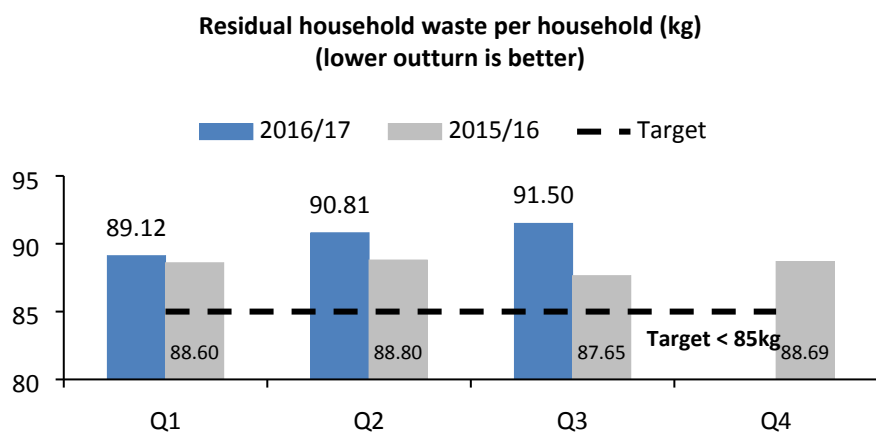
The target for this indicator has been changed for 2016/17 and will require at least 80% of applications to be checked within 10 instead of 15 days. In this quarter 86 out of 88 Building Control Applications were checked within the given target. This is the best performance since records started in 2011.

**ENVIRONMENTAL SERVICES**

**ENVIRONMENTAL SERVICES**

**NI 191: Residual household waste per household (kg)**

RED



Quarter	2016/17	2015/16	Target
Q1	89.12	88.6	85
Q2	90.81	88.8	85
Q3	91.50	87.65	85
Q4	88.69	88.69	85

**Comments**

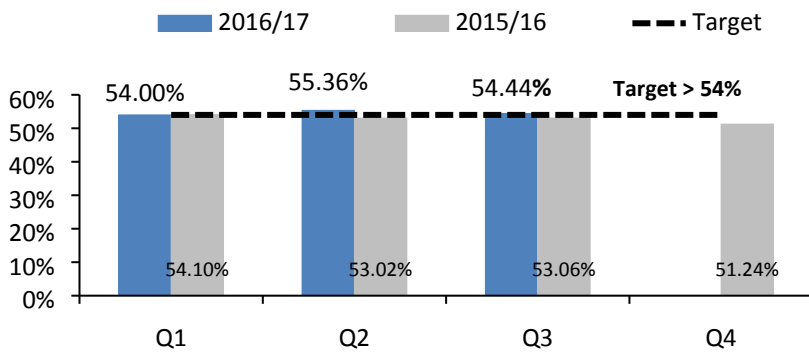
The Q3 level has continued to rise, and it is now at its highest since Q3 in 2014/15. The contributing factor was the high level of residual waste number in December, most likely due to seasonal trends with more waste collected over Christmas period.

**ENVIRONMENTAL SERVICES**

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

**GREEN**

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



Quarter	2016/17	2015/16	Target
Q1	54.21%	54.1%	54%
Q2	55.36%	53.02%	54%
Q3	54.44%	53.06%	54%
Q4	-	51.24%	54%

**Comments**

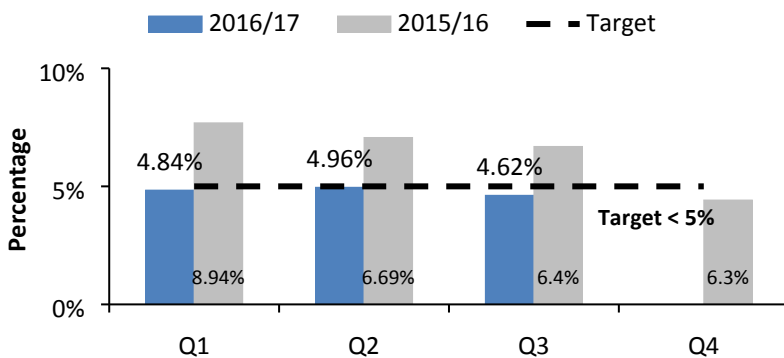
The third quarter performance dropped slightly from Q2, but it still continues to be just within the target.

**ENVIRONMENTAL SERVICES**

**E1: MRF (materials recycling facility) reject rate**

**GREEN**

**MRF Reject Rate (lower outturn is better)**



Quarter	2016/17	2015/16	Target
Q1	4.84%	7.69%	5%
Q2	4.96%	7.07%	5%
Q3	4.62%	6.69%	5%
Q4	-	4.42%	5%

**Comments**

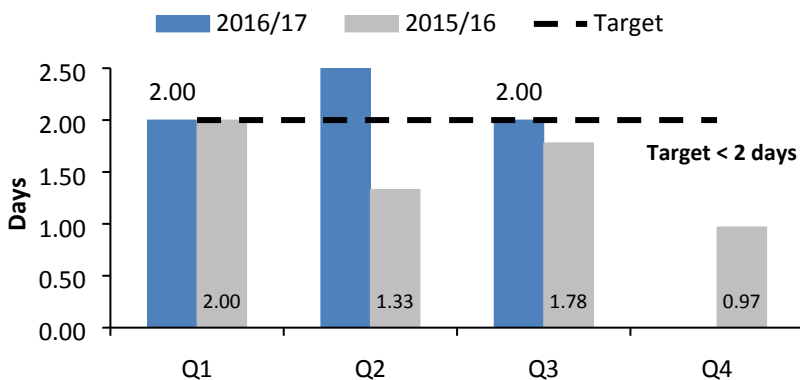
The reject rate has slightly improved since last quarter by 0.34% and the performance remains within the given target.

**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	2016/17	2015/16	Target
Q1	2	2	2
Q2	5	1.33	2
Q3	2	1.78	2
Q4	-	0.97	2

**Comments**

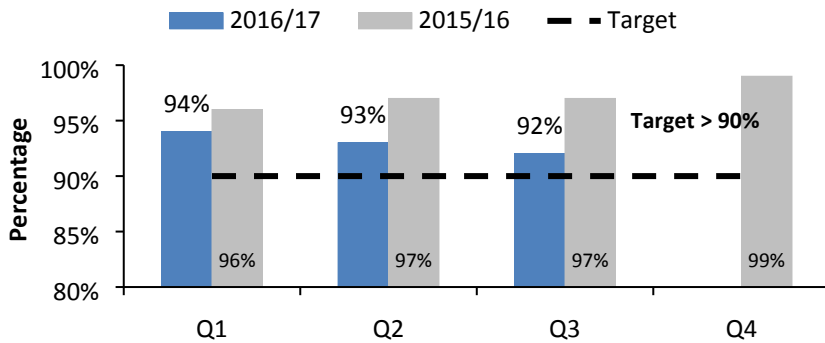
The third quarter saw a good improvement in the number of days needed to remove fly-tips, dropping from 5 days in Q2 to 2 days in Q3. Meetings with the contractors were held to ensure that the target is being met.

**ENVIRONMENTAL SERVICES**

**E3: Percentage of compliance for litter and detritus**

**GREEN**

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



Quarter	2016/17	2015/16	Target
Q1	94%	96%	90%
Q2	93%	97%	90%
Q3	92%	97%	90%
Q4	-	99%	90%

**Comments**

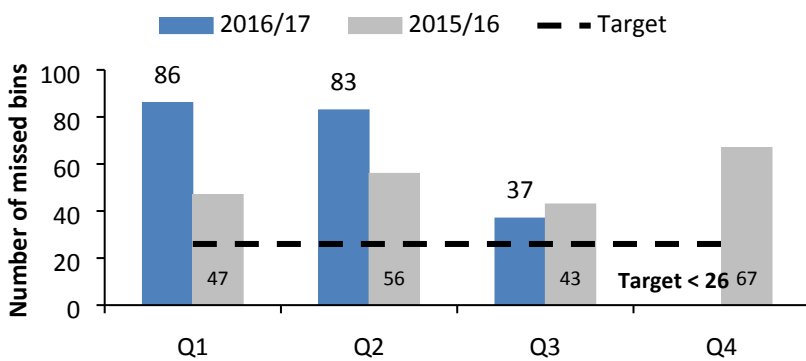
Quarter three figures are still within target, but have slightly dipped since the previous quarter by 1%.

**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	2016/17	2015/16	Target
Q1	86	47	26
Q2	83	56	26
Q3	37	43	26
Q4	-	67	26

**Comments**

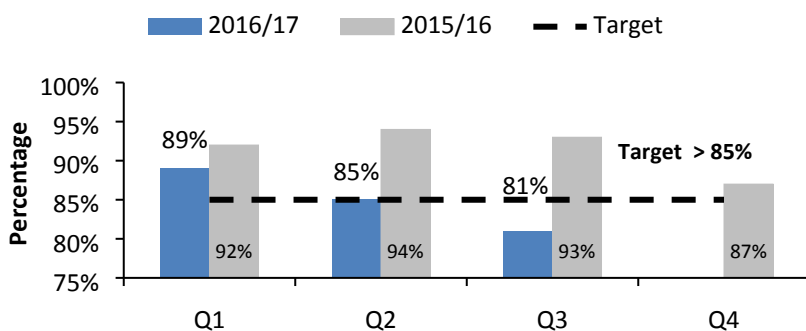
The number of missed bins is still above the challenging target set, however the third quarter figure shows an outstanding improvement in performance, with over a 55% reduction in weekly missed collections, and the number falling from 83 in Q2 to only 37 in Q3. The success can be attributed to the increase in meeting frequency with contractors from quarterly to monthly performance follow-ups.

**ENVIRONMENTAL SERVICES**

**NI 182: Satisfaction of Business with local authority regulation services**

**AMBER**

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



Quarter	2016/17	2015/16	Target
Q1	89%	92%	85%
Q2	85%	94%	85%
Q3	81%	93%	85%
Q4	-	87%	85%

**Comments**

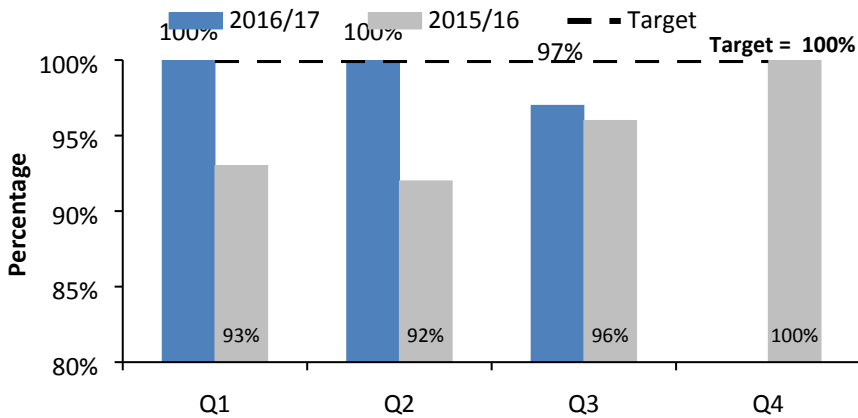
A monthly survey of business customers of Environmental Health shows a slight drop in satisfaction of 4% from the previous quarter which takes it below target.

## ENVIRONMENTAL SERVICES

E5: Percentage of higher risk food premises inspections (category A&B) carried out within 28 days of being due

AMBER

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



Quarter	2016/17	2015/16	Target
Q1	100%	93%	100%
Q2	100%	92%	100%
Q3	97%	96%	100%
Q4		100%	100%

### Comments

31 programmed inspections for category A/ B (High Risk) Food premises have been carried out, 30 within the targeted timescale of 28 days, and 1 outside of the timescale due to access issues. This has now been inspected.

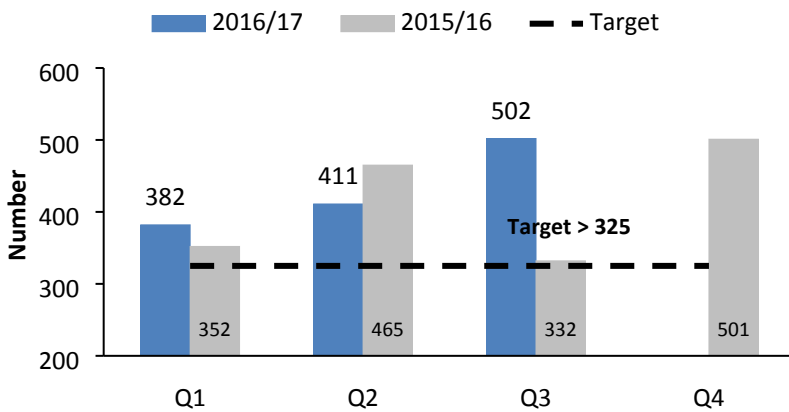
## COMMUNITY SERVICES

### COMMUNITY SERVICES

CS1: Number of Access to Leisure Cards issued

GREEN

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



Quarter	2016/17	2015/16	Target
Q1	382	352	325
Q2	411	465	325
Q3	502	332	325
Q4		501	325

### Comments

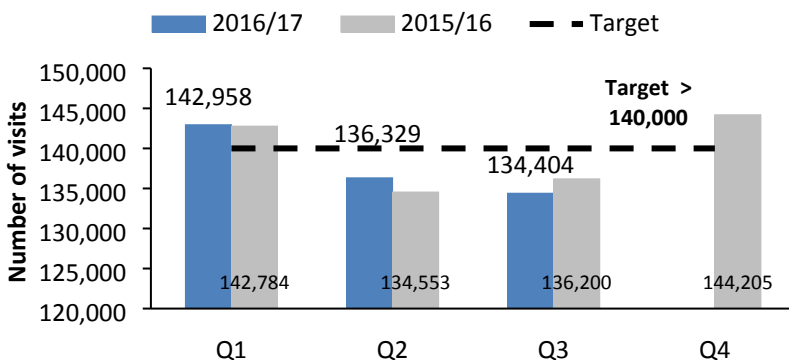
The third quarter figure shows an increase since the previous quarter, with the performance exceeding the target by over 54%.

### COMMUNITY SERVICES

CS2: Number of Visits to Farnham Leisure Centre

AMBER

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



Quarter	2016/17	2015/16	Target
Q1	142,958	142,784	140,000
Q2	136,329	134,553	140,000
Q3	134,404	136,200	140,000
Q4		144,205	140,000

### Comments

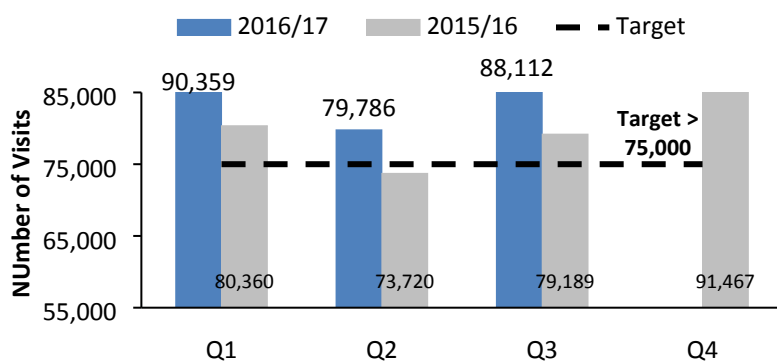
Q3 figures show a small drop in performance which might have been caused by a lower attendance during the holiday season in December.

COMMUNITY SERVICES

CS3: Number of Visits to Cranleigh Leisure Centre

GREEN

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



Quarter	2016/17	2015/16	Target
Q1	90,359	80,360	75,000
Q2	79,786	73,720	75,000
Q3	88,112	79,189	75,000
Q4		91,467	75,000

Comments

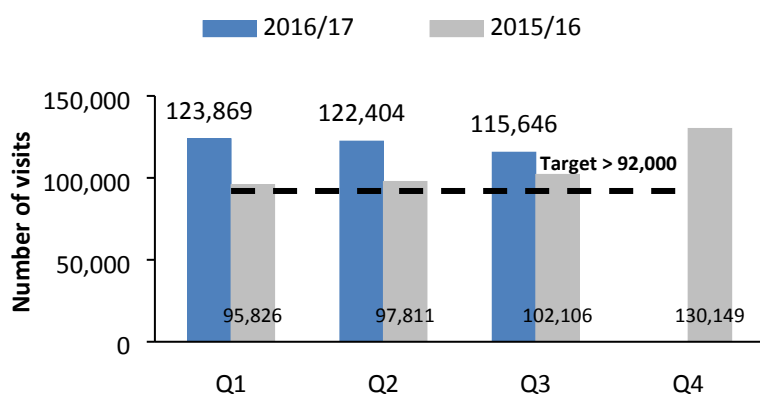
Performance in the third quarter has improved from Q2 by 8326 visits and exceeds the given target by over 17%.

COMMUNITY SERVICES

CS4: Number of visits to Haslemere Leisure Centre

GREEN

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



Quarter	2016/17	2015/16	Target
Q1	123,869	95,826	92,000
Q2	122,404	97,811	92,000
Q3	115,646	102,106	92,000
Q4		130,149	92,000

Comments

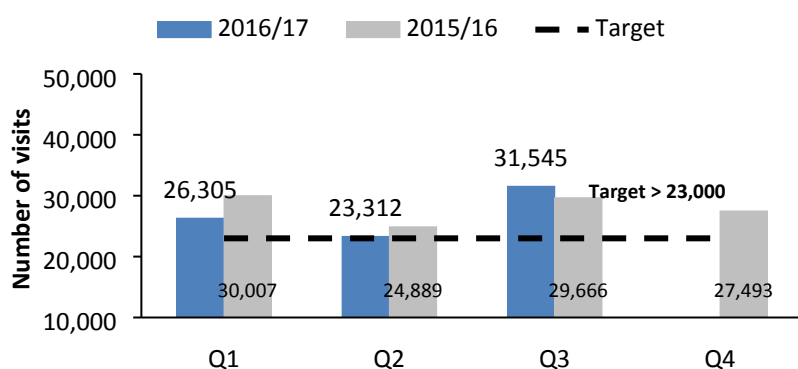
Performance continues to exceed the target (in Q3 by 25.7%) but it has slightly decreased in comparison to the previous quarter. This might be due to the holiday season.

COMMUNITY SERVICES

CS5: Number of Visits to The Edge Leisure Centre

GREEN

Number of visits to the Edge Leisure Centre (higher outturn is better)



Quarter	2016/17	2015/16	Target
Q1	26,305	30,007	23,000
Q2	23,312	24,889	23,000
Q3	31,545	29,666	23,000
Q4		27,493	23,000

Comments

Performance in the third quarter has improved by 8233 visits from the quarter before, and exceeds the given target by over 25%.

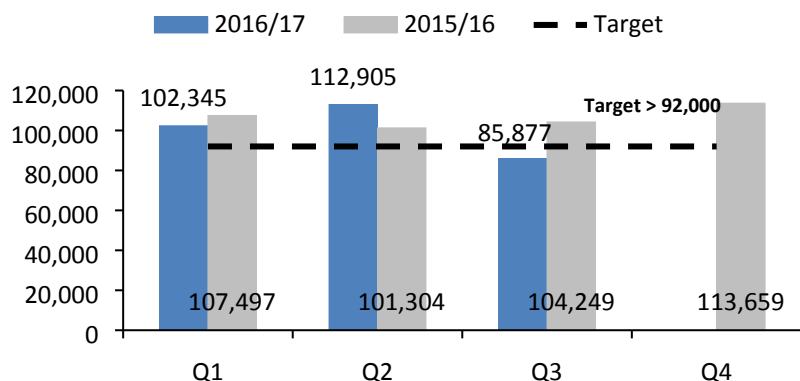


**COMMUNITY SERVICES**

**CS6: Number of Visits to Godalming Leisure Centre**

**GREEN**

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



Quarter	2016/17	2015/16	Target
Q1	114,759	107,497	92,000
Q2	112,911	101,304	92,000
Q3	110,253	104,249	92,000
Q4		113,659	92,000

**Comments**

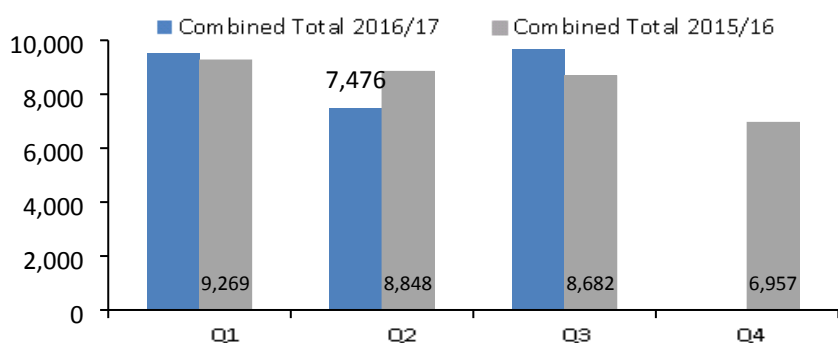
Performance in the third quarter has slightly dropped from Q2 but still exceeds the target by over 19%. It is possible that the holiday season might have affected the performance.

**COMMUNITY SERVICES**

**CS7: Total number of visits to and use of museums**

**No target**

**Total number of visits to and use Museums**



**Comments**

The figures for quarter 3 show a significant improvement with an increase of 2190 visits from Q2, and a return to the Q1 2016-17 level of performance.

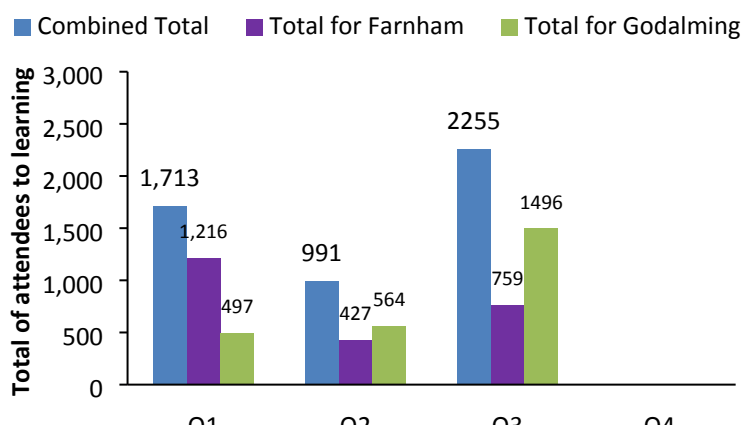
Quarter	Combined Total 2016/17	Total for Farnham 2016/17	Total for Godalming 2016/17	Combined Total 2015/16	Total for Farnham 2015/16	Total for Godalming 2015/16
Q1	9,496	5,997	3,499	9,269	5,697	3,582
Q2	7,476	3,345	4,131	8,848	4,715	4,133
Q3	9,666	4,893	4,773	8,682	4,362	4,320
Q4				6,957	4,260	2,697

**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	Combined Total 2016/17	Total for Farnham 2016/17	Total for Godalming 2016/17
Q1	1,713	1,216	497
Q2	991	427	564
Q3	2,255	759	1,496
Q4			

**Comments**

The total number of learning activities has significantly increased, due to the popularity of the loan boxes scheme with schools.