





# Executive Quarter 3 Performance Report 2015/16 (October -December 2015)

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

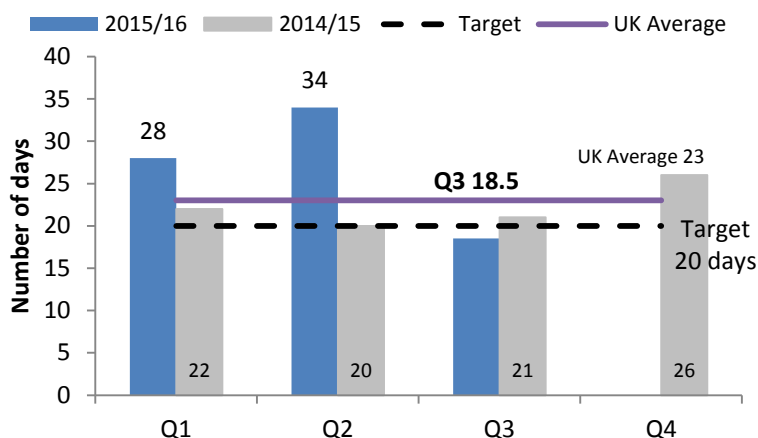
## FINANCE

### FINANCE

#### NI 181a Time taken to process Housing Benefit & Council Tax support new claims

GREEN

**Time taken to process benefits - 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	-	26

#### Comments

Quarter 3 performance has greatly improved and is below target. The trial data matching exercise with HMRC and DWP continues to occur with between 500-800 items received each week.

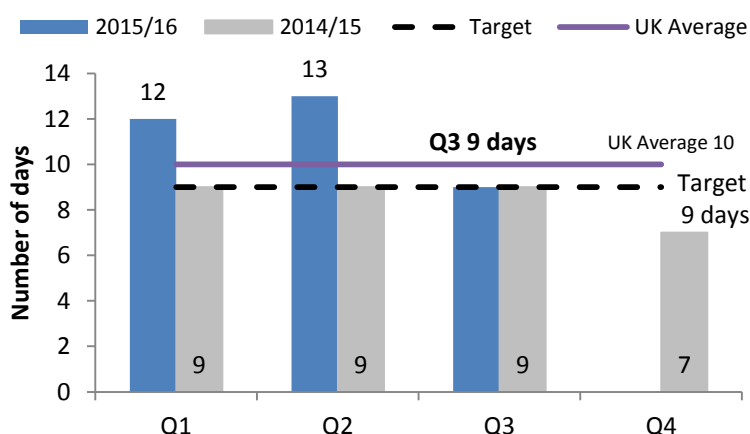
UK average at end of Q2 was 23 days.

### FINANCE

#### NI 181b Time taken to process Housing Benefit & Council Tax support change events

GREEN

**Time taken to process benefits - 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	-	7

#### Comments

The impact of the welfare reforms and the new trial data matching exercise with HMRC and DWP continues to impact upon workload however, the Benefits Team have successfully managed to meet target in quarter 3.

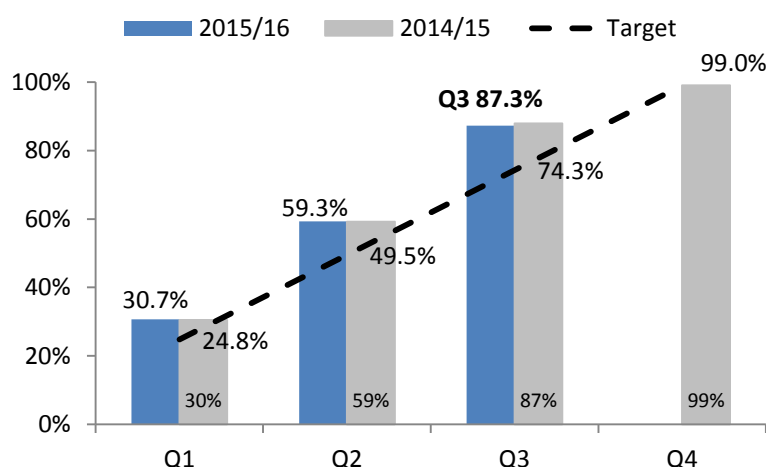
UK average at end of Q2 was 10 days.

### FINANCE

#### F1: Percentage of Council Tax collected

GREEN

**% of Council Tax collected (higher outturn is better)**

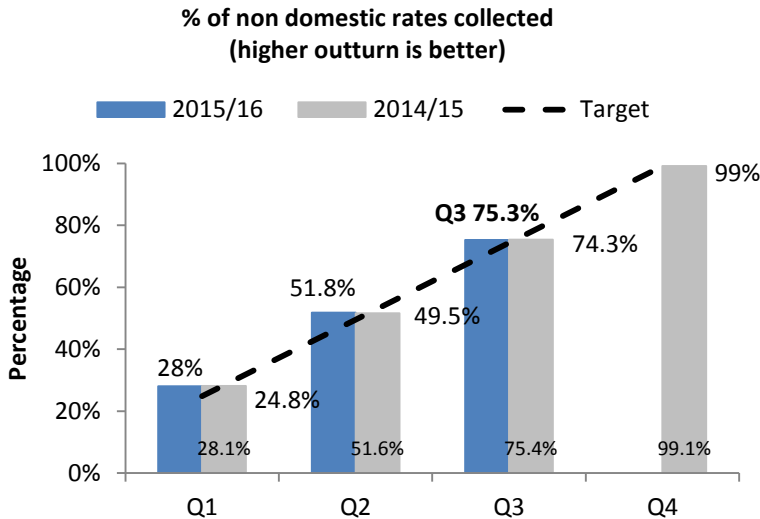


Quarter	Target	2015/16	2014/15
Q1	24.8%	30.7%	30.5%
Q2	49.5%	59.3%	59.2%
Q3	74.3%	87.3%	87.9%
Q4	99.0%	-	99.1%

#### Comments

Waverley collected 87.3% of council tax due by the end of this quarter. This is slightly below Q3 2014/15 collection rate of 87.9%.

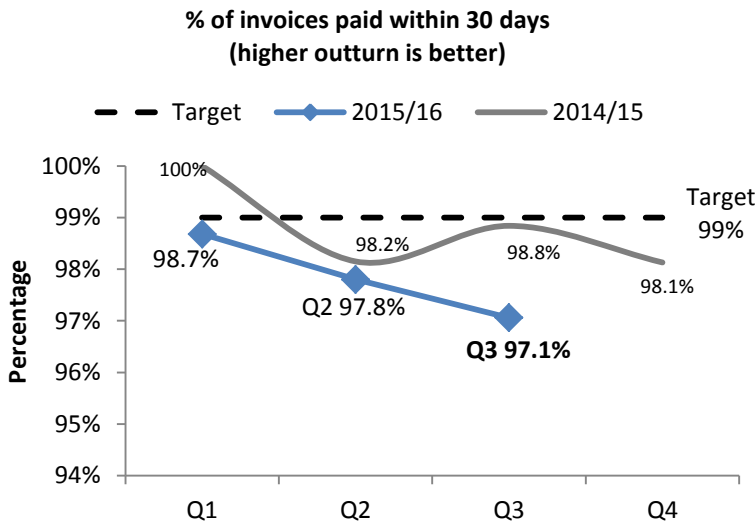
The South East England average collection rate for 2014/15 was 98.19% by end of quarter 4.



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%	-	99.1%

**Comments**

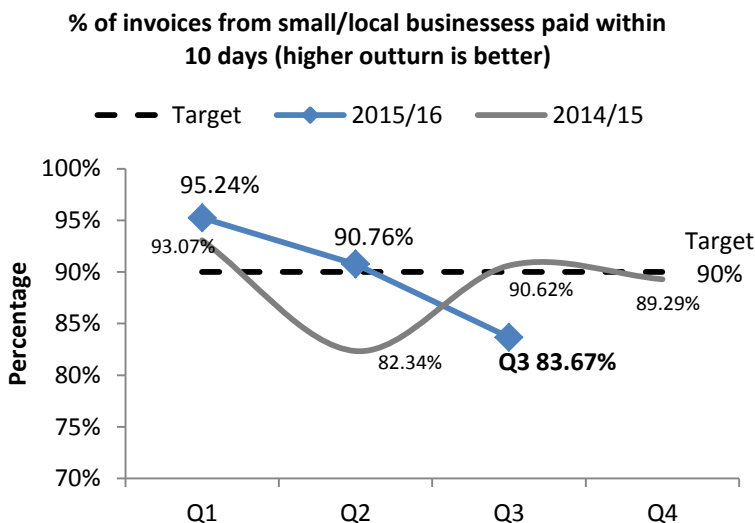
By the end of quarter 3 Waverley collected 75.3% of business rates due for 2015/16. This quarter is similar to performance in quarter 3 2014/15. The South East England average collection rate for 2014/15 was 98.52% by end of quarter 4.



Quarter	Target	2015/16	2014/15
Q1	99%	98.7%	100.0%
Q2	99%	97.8%	98.2%
Q3	99%	97.1%	98.8%
Q4	99%	-	98.8%

**Comments**

3,104 out of 3,198 paid in time. Thus, 94 invoices were not paid within 30 days. Waverley continues to work towards maintaining a 99% target of paying invoices within 30 days.



Quarter	Target	2015/16	2014/15
Q1	90%	95.24%	93.07%
Q2	90%	90.76%	82.34%
Q3	90%	83.67%	90.62%
Q4	90%	-	90.14%

**Comments**

41 out of 49 paid in time. For the month of January 2016, 100% of invoices from small/local businesses were paid in 10 days. It is forecast that quarter 4 outturn should show a significant improvement.

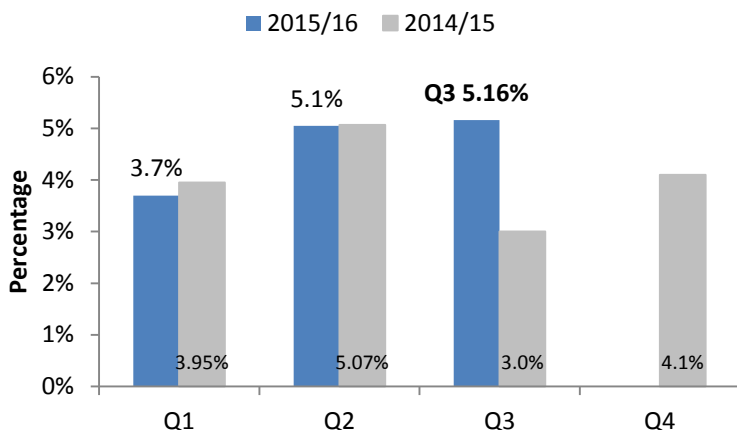
RESOURCES

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		4.1%

Comments

Staff turnover shows all leavers including retirees, voluntary and non-voluntary leavers.

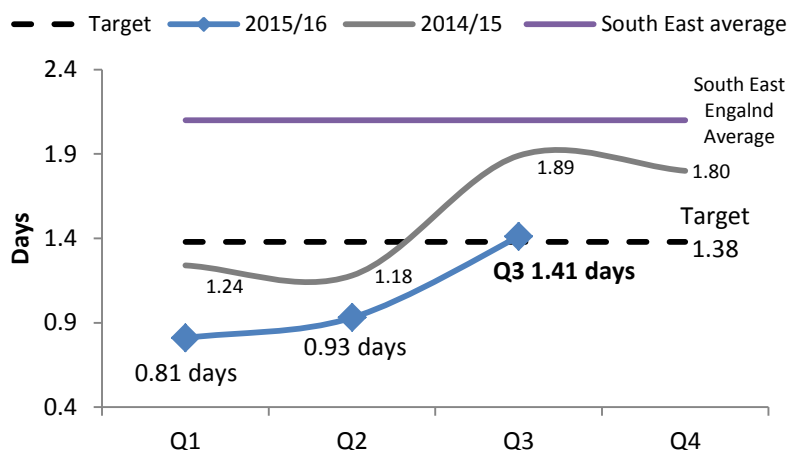
There were 17 leavers in quarter 1.  
 There were 23 leavers in quarter 2.  
 There were 23 leavers in quarter 3.

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		1.80

Comments

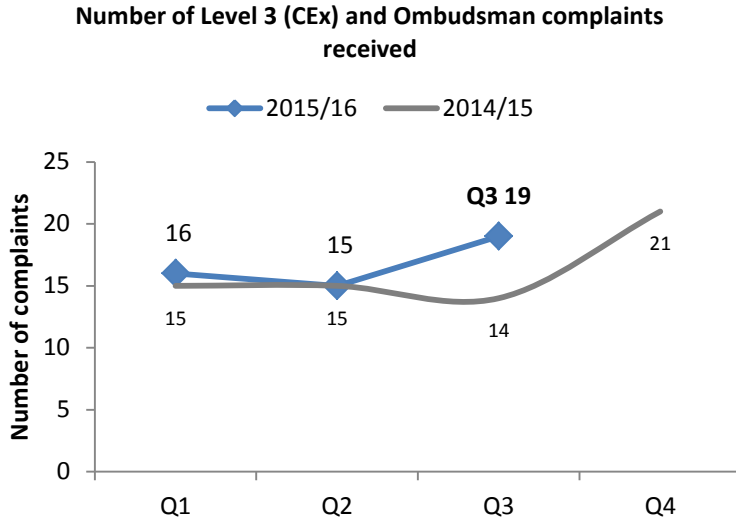
Quarter 3 performance shows that working days lost due to sickness absence was 1.41 days per employee which, with the winter season, was an expected rise and just above target. The South East England average in Q2 was 2.1 days per employee.

## 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		21

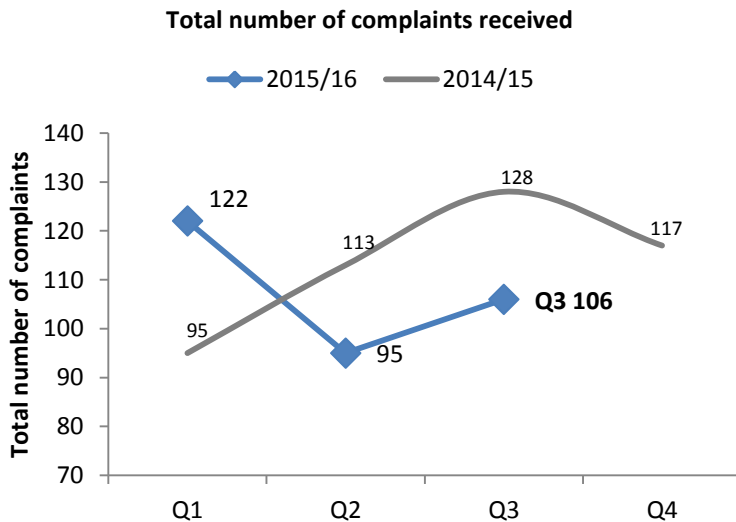
**Comments**

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

### COMPLAINTS

M2: Total number of complaints received

No target



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

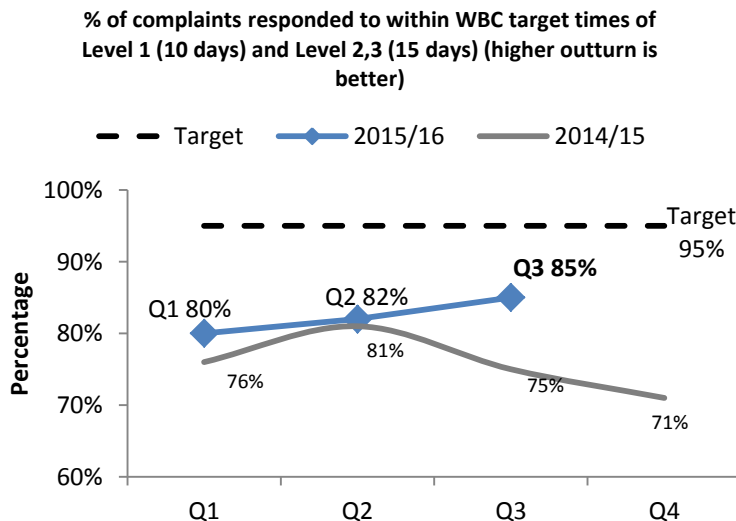
**Comments**

There was an increase in the number of complaints received in quarter 3 compared to quarter 2. The majority of complaints were related to Planning, Housing, and Environmental waste.

### 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%		71%

**Comments**

The percentage of complaints responded to within Waverley target times has seen an improvement for quarter 3 although still remaining below target.

- 84% of Level 1 responded to in time
- 83% of Level 2 responded to in time
- 93% of Level 3 responded to in time.

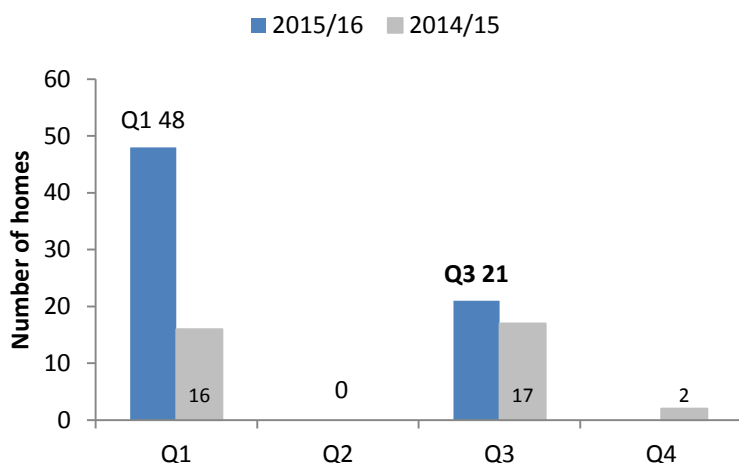
## HOUSING

### 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		2

#### Comments

21 new homes were delivered in Q3:

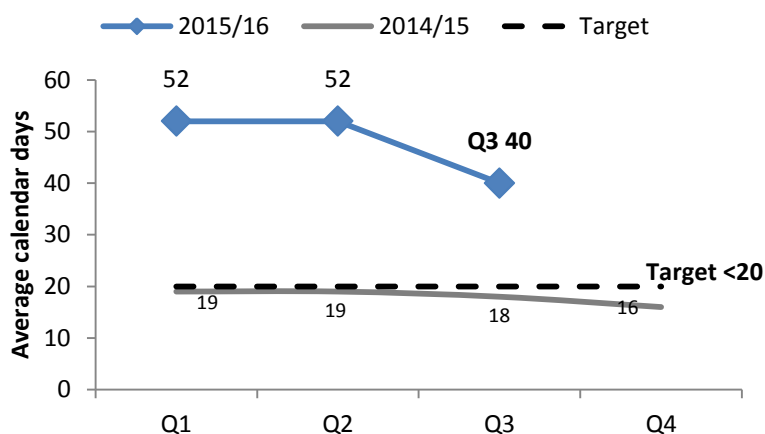
- 2 council homes at Shamley Green
- 1 shared equity in Farnham and
- 18 Thames Valley/David Wilson homes in Milford.

### HOUSING

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

RED

Average number of calendar 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		16

#### Comments

57 homes were relet in Q3.

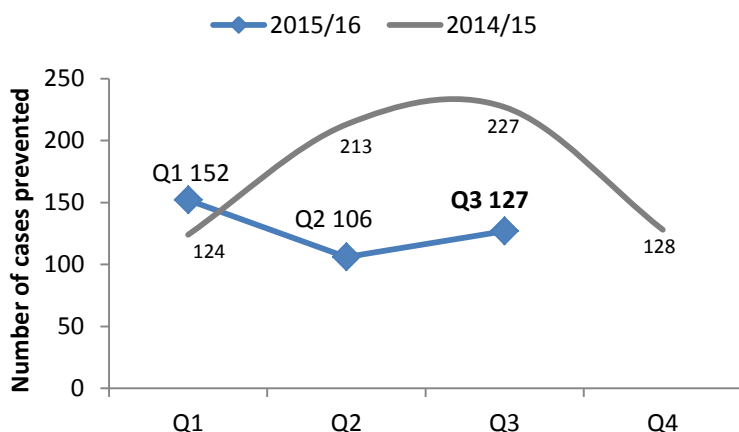
Performance has improved; the new Voids & Maintenance Officer started in November 2015 and together with the team, are working towards achieving target.

### 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		128

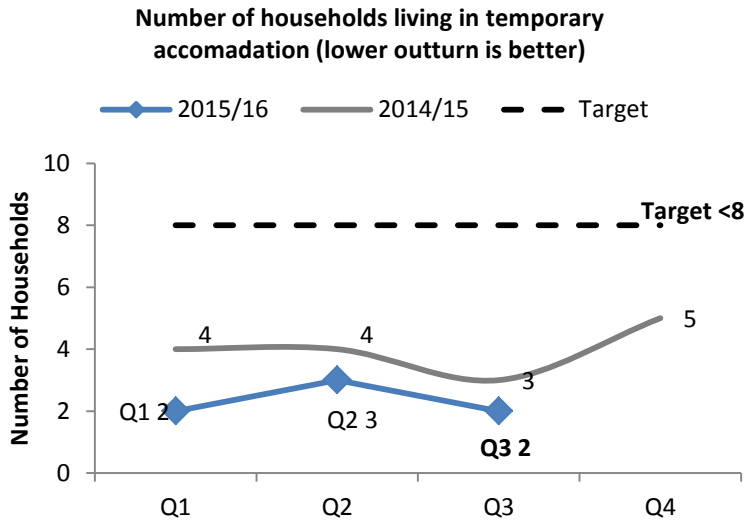
#### Comments

The data includes results from all housing teams and Waverley CAB. This indicator uses the P1E definition of homelessness prevention. The prevention is to be as a result of casework and the solution to last for six months. Housing Options had 217 advice enquiries in Q3.

**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	-	5

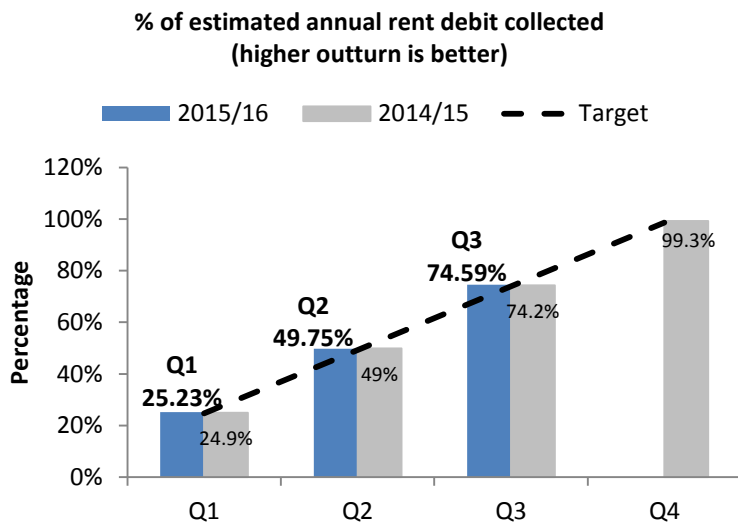
**Comments**

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%	-	99.30%

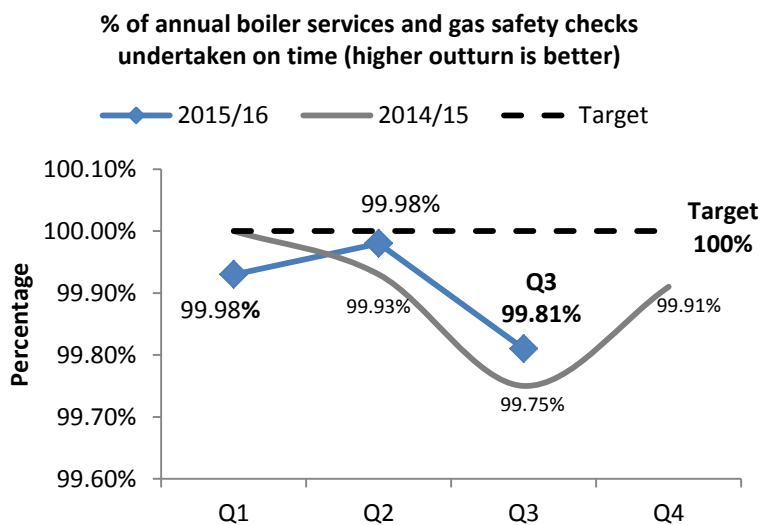
**Comments**

The Rent Team exceeded the target for rent collection. £7.8m was collected in Quarter One, £7.6m in Quarter Two and £7.7m in Quarter Three.

**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%	-	99.91%

**Comments**

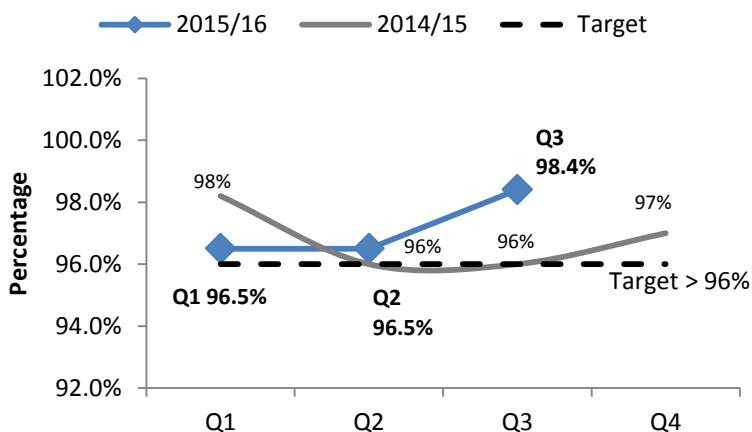
Eight checks were outstanding at the end of December due to the tenants not giving access to their home despite numerous appointments and contacts. Two homes have now become vacant and two homes were serviced in January. Four cases have been referred to the Legal Team to apply to court for access.

**HOUSING**

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

**GREEN**

**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%	-	97%

**Comments**

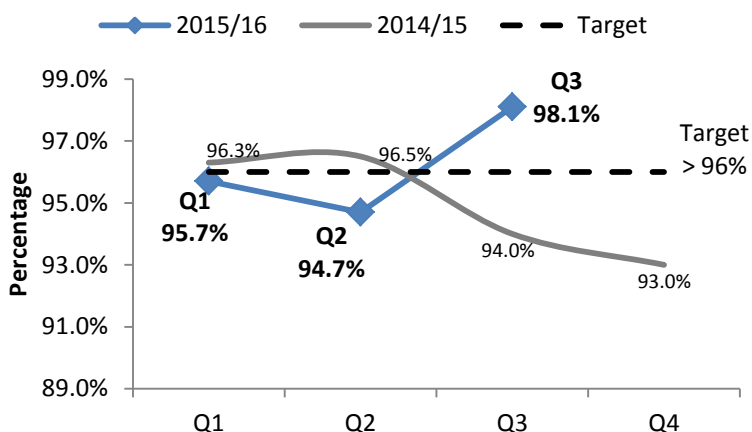
Information collated from 630 responses to a post work survey. The indicator shows the % of tenants who rated the overall service as excellent or good.

**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%	-	93.0%

**Comments**

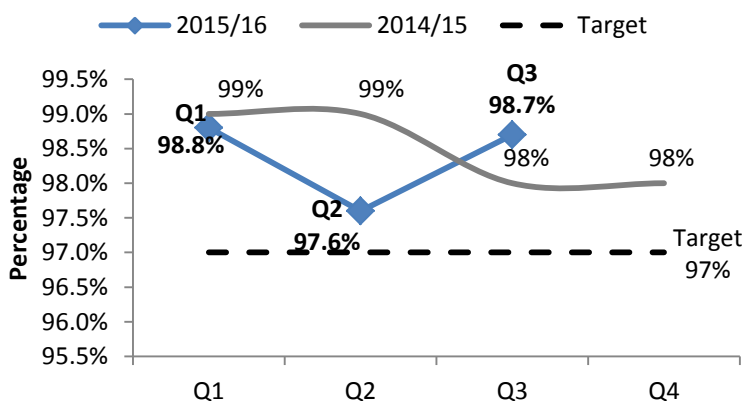
Information collated from 630 responses to a post work survey. The indicator reflects the tenants' view of the completed repair.

**HOUSING**

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

**GREEN**

**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%	-	98%

**Comments**

Information collated from 630 responses to a post work survey. The indicator reflects the tenants' view of the service.

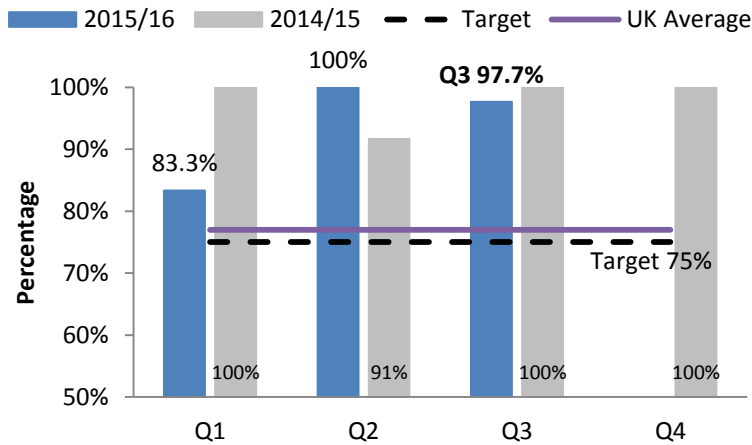


**PLANNING:**

**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	Target	2015/16	2014/15
Q1	75%	83.33%	100%
Q2	75%	100%	91.66%
Q3	75%	97.67%	100%
Q4	75%	-	100%

**Comments**

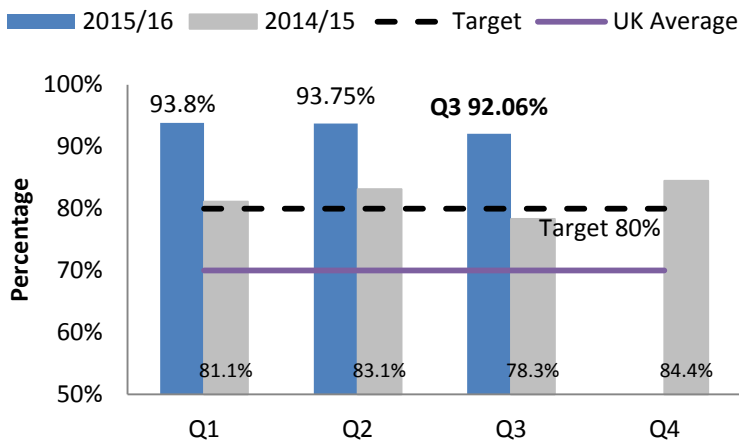
Quarter 1: 10 out of 12 in time.  
 Quarter 2: 18 out of 18 in time.  
 Quarter 3: 42 out of 43 in time.

**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	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%	-	84.48%

**Comments**

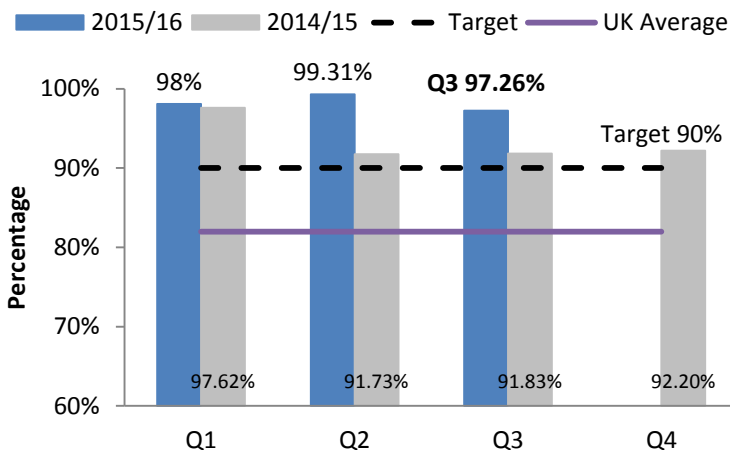
Quarter 1: 91 out of 97 in time.  
 Quarter 2: 105 out of 112 in time.  
 Quarter 3: 116 out of 126 in time.

**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	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%	-	92.20%

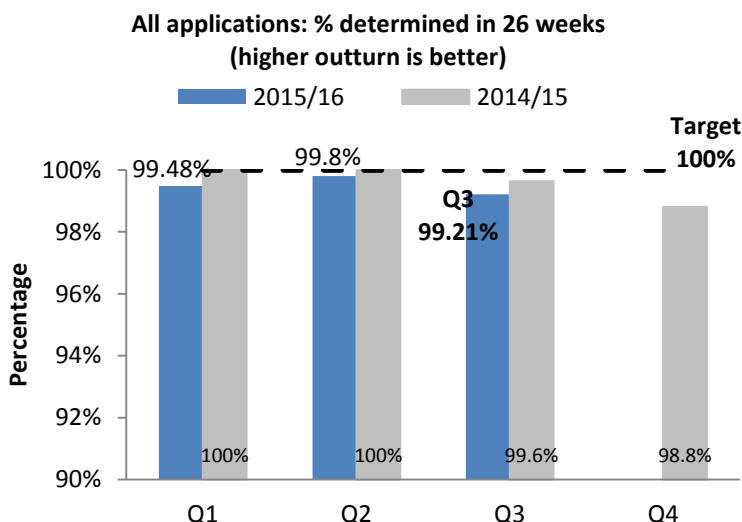
**Comments**

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

**PLANNING:**

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

**AMBER**



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

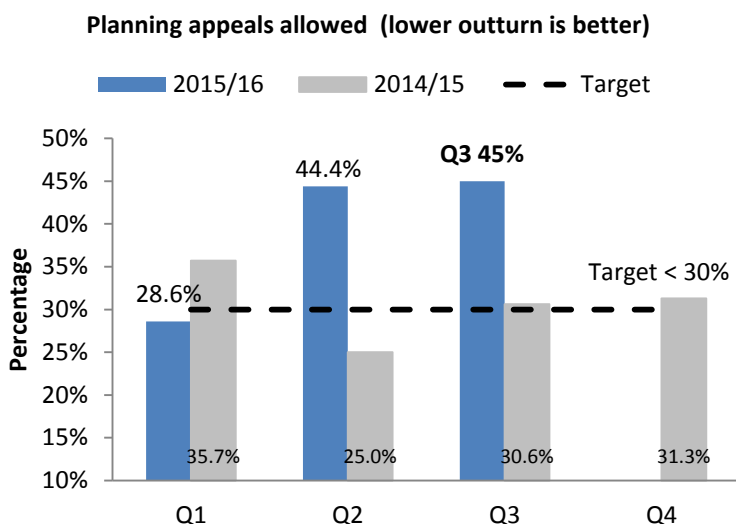
**Comments**

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.

**PLANNING:**

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

**RED**



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%	-	31.3%

**Comments**

18 appeals allowed out of 40 determined since April 2015 (cumulative total).

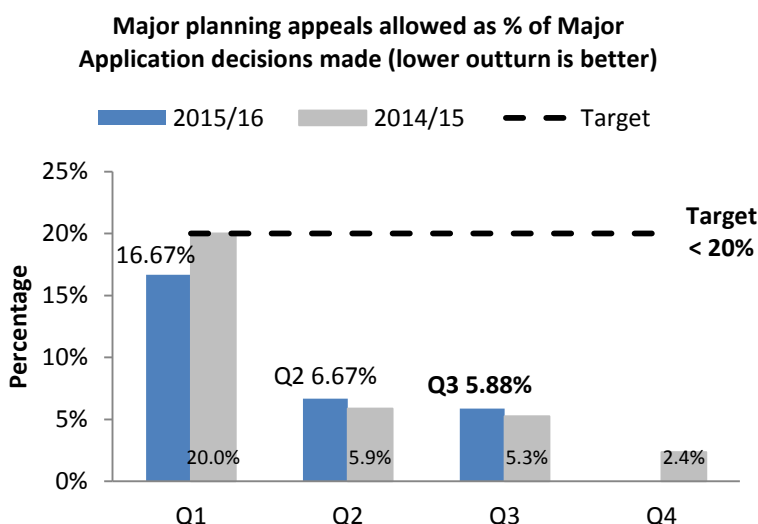
Quarterly this is:

Q1: 4 appeals allowed out of 14 determined  
 Q2: 8 appeals allowed out of 13 determined  
 Q3: 6 appeals allowed out of 13 determined.

**PLANNING**

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

**GREEN**



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%	-	2.4%

**Comments**

3 major appeals allowed since April 2015 out of 51 major appeal decisions made (year to date cumulative).

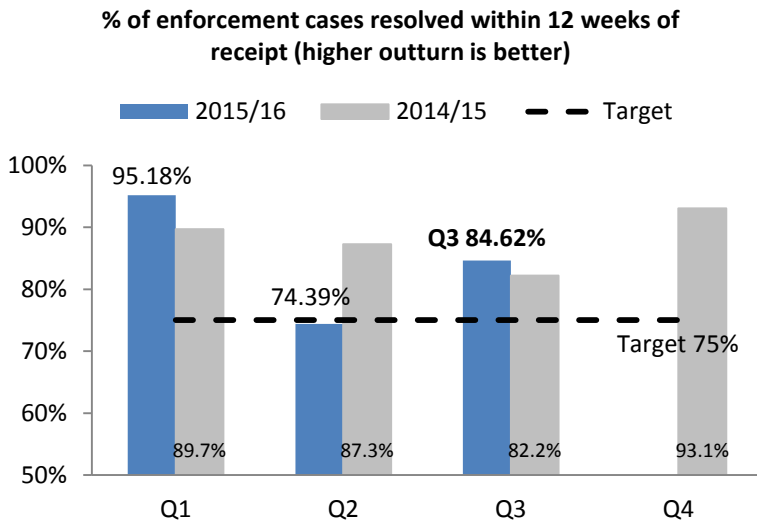
Quarterly this is:

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.

**PLANNING:**

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

**GREEN**



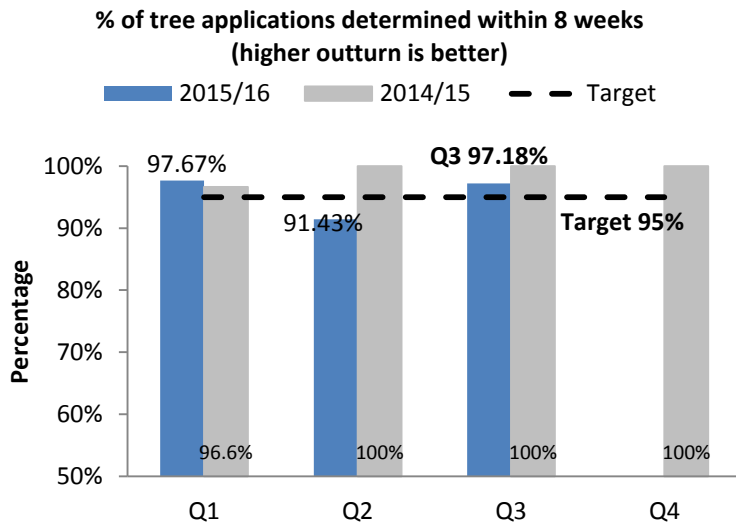
Quarter	Target	2015/16	2014/15
Q1	75%	95.18%	89.7%
Q2	75%	74.39%	87.3%
Q3	75%	84.62%	82.2%
Q4	75%	-	93.1%

**Comments**  
 Quarter 1: 79 out of 83 in time.  
 Quarter 2: 69 out of 82 in time.  
 Quarter 3: 44 out of 52 in time.

**PLANNING:**

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

**GREEN**



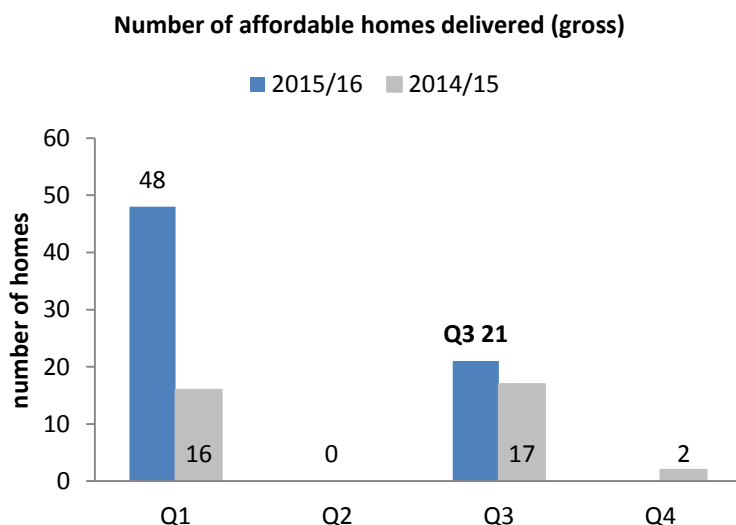
Quarter	Target	2015/16	2014/15
Q1	95%	97.67%	96.6%
Q2	95%	91.43%	100%
Q3	95%	97.18%	100%
Q4	95%	-	100%

**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.

**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	-	2

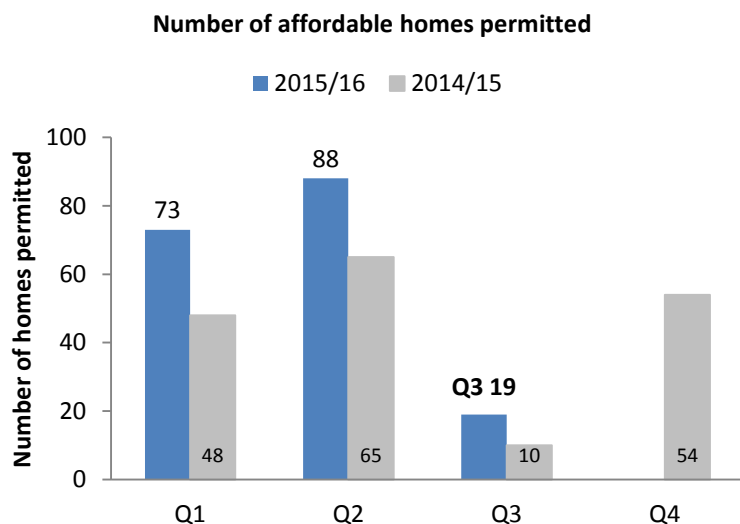
**Comments**  
 21 new homes were delivered in Q3.

- 2 council homes at Shamley Green
- one shared equity in Farnham
- 18 Thames Valley/David Wilson homes in Milford.

**PLANNING:**

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

No target



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

**Comments**

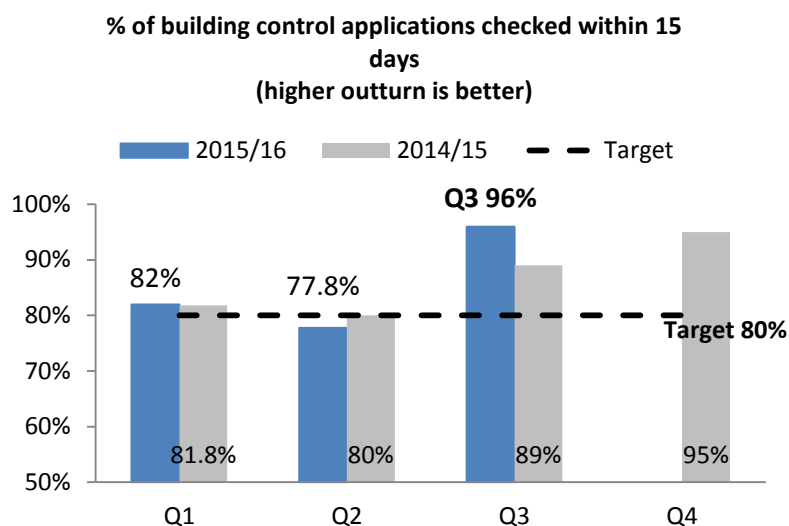
19 affordable new homes were granted planning permission during quarter 3.

- 17 affordable homes granted permission in Farnham (allowed at appeal)
- 2 affordable homes granted permission at Bridge Road, Haslemere.

**PLANNING:**

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

GREEN



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

**Comments**

- 105 out of 109 plans checked in 15 days
- 88 out of 109 plans checked in 10 days (81% checked in 10 days)

Performance is exceptional this quarter exceeding the new target of 80% set in quarter 1. The remedial action taken by the Team improving the efficiency of work flows and IT, has resulted in the highest performance rate achieved to date.

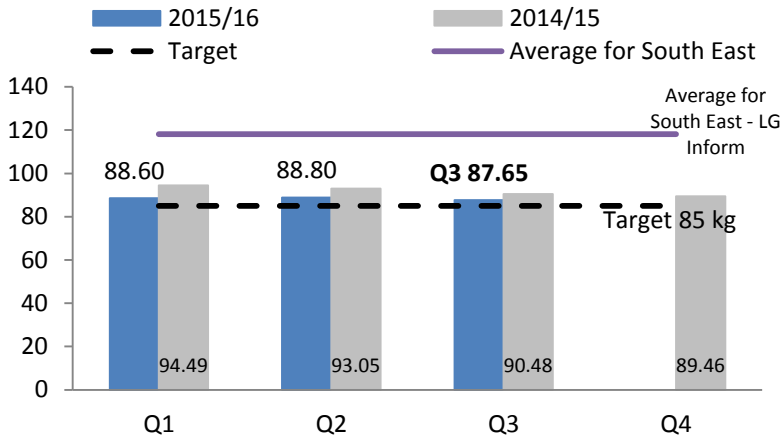
ENVIRONMENTAL SERVICES

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		89.46

Comments

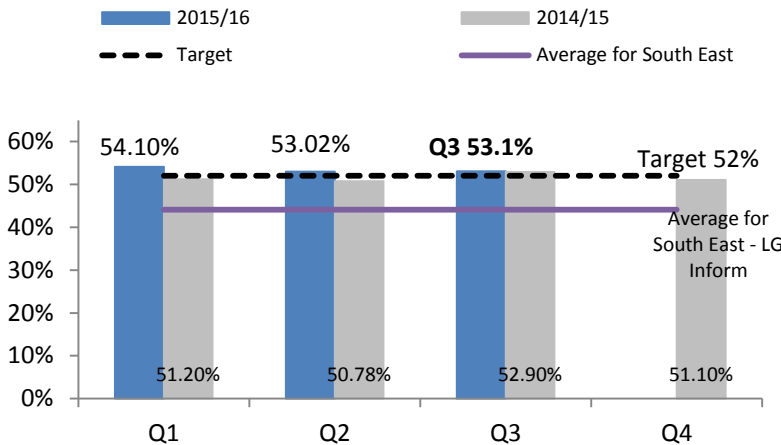
Outturn declining overall (long term trend). 16 South East local authorities are participating in benchmarking waste and recycling with LGInform and quarter 2 average for South East England was 118.10kg. Why Recycle promotion/ advisory campaign ongoing to encourage greater recycling.

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	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%		51.10%

Comments

The Why Recycle promotional campaign is in process this year to encourage greater resident recycling and reduce recycling contamination.

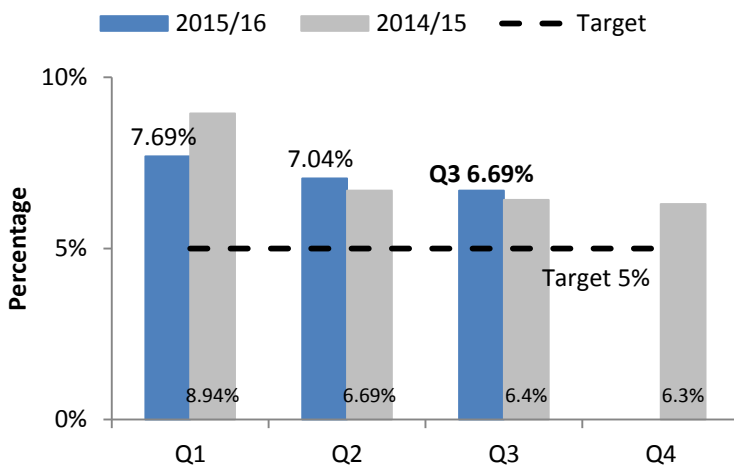
Surrey has a joint borough target of 60% to be achieved by 2022/2023.

ENVIRONMENTAL SERVICES

E1: MRF (materials recycling facility) reject rate

RED

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%		6.30%

Comments

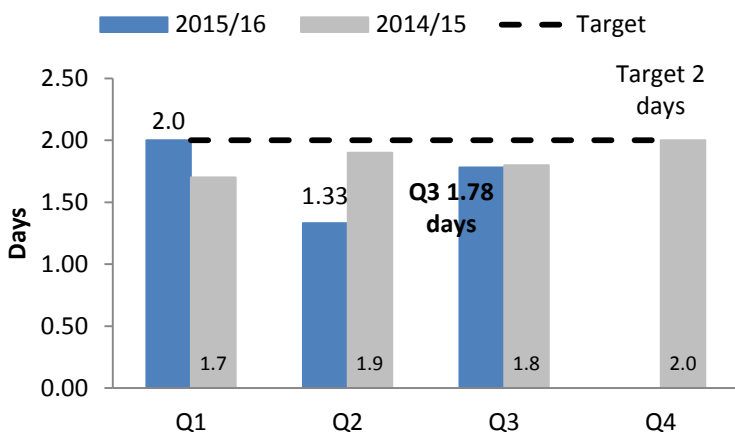
In December Southwark (Veolia) altered how contamination is reported moving "plastic pots, tubs and packaging" to non-recyclable items. From January Veolia will be using Grudon sites for recycling. In future, the rejection rate may alter comparatively.

**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		2.0

**Comments**

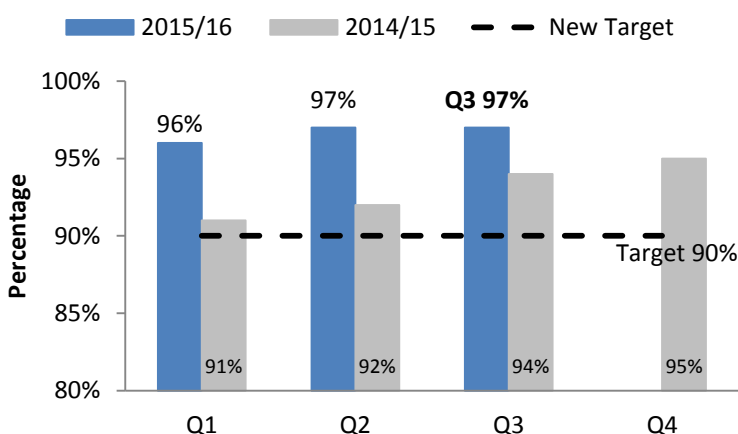
Q1 76 fly-tips requiring removals  
 Q2 116 fly-tips requiring removals  
 Q3 113 fly tips requiring removals.

**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%		95%

**Comments**

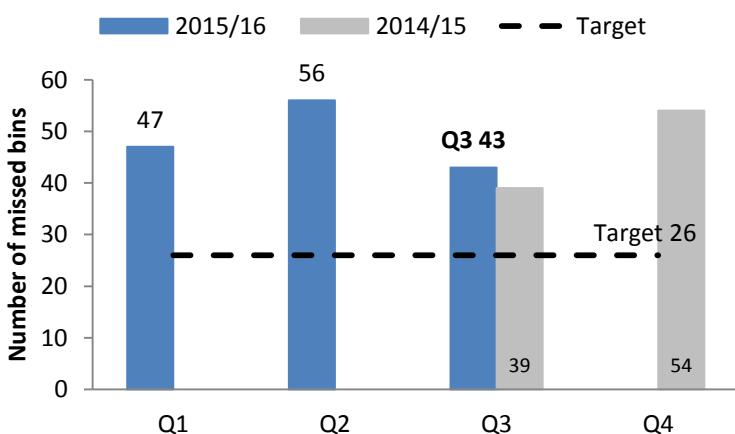
A random collection of 25% of streets reported as cleaned are inspected on a weekly basis across the Borough based on the report received by the street cleaning contractor.

**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)**

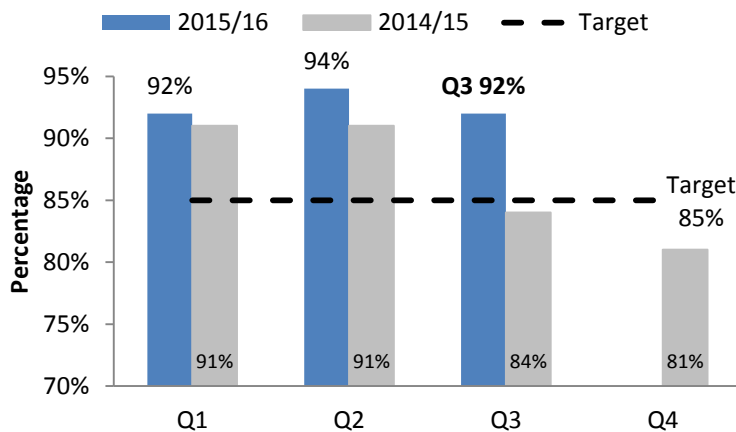


Quarter	Target	2015/16	2014/15
Q1	26	47	-
Q2	26	56	-
Q3	26	43	39
Q4	26		54

**Comments**

Ongoing issue with floor hoppers of vehicles being worn due to glass collection on collection vehicles. This has led to some collections being stopped mid round. The floors are being renewed, with each vehicle sent away for replacement, which takes approximately 4 days per vehicle.

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

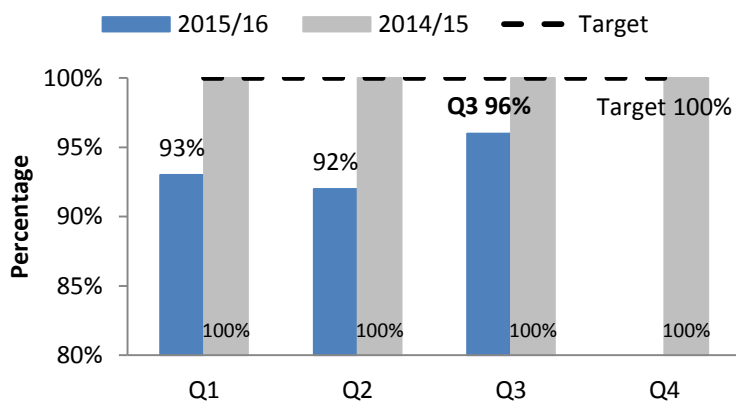


Quarter	Target	2015/16	2014/15
Q1	85%	92%	91%
Q2	85%	94%	91%
Q3	85%	89%	84%
Q4	85%	-	81%

**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%

**Comments**

28 programmed inspections for category A/ B (High Risk) food premises have been carried out, 27 within the target timescale of 28 days. One was outside the timescale by 2 days and has now been inspected.

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

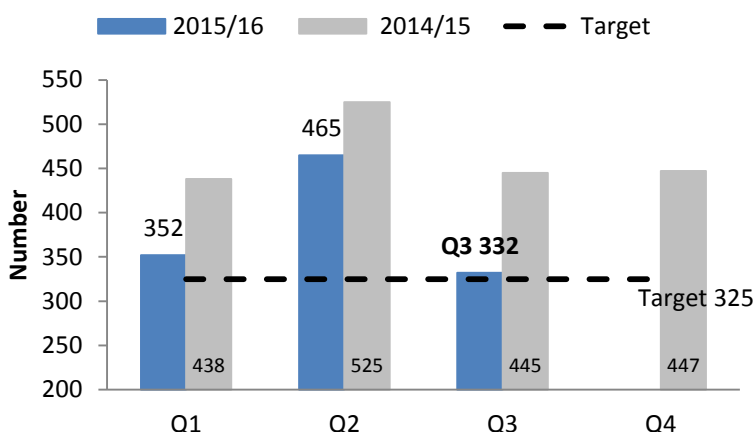
## COMMUNITY SERVICES

### 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		447

**Comments**

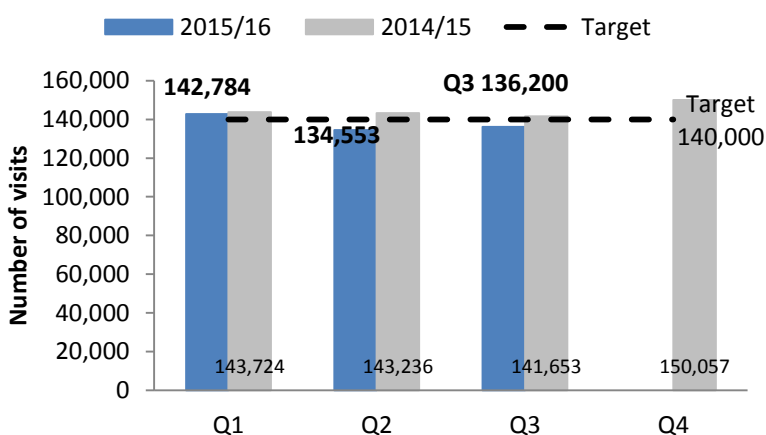
A good performance exceeding target, despite the fact that Q2 is always the highest due to student applications and an increase in competition.

### COMMUNITY SERVICES

#### CS2: Number of Visits to Farnham Leisure Centre

AMBER

**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		150,057

**Comments**

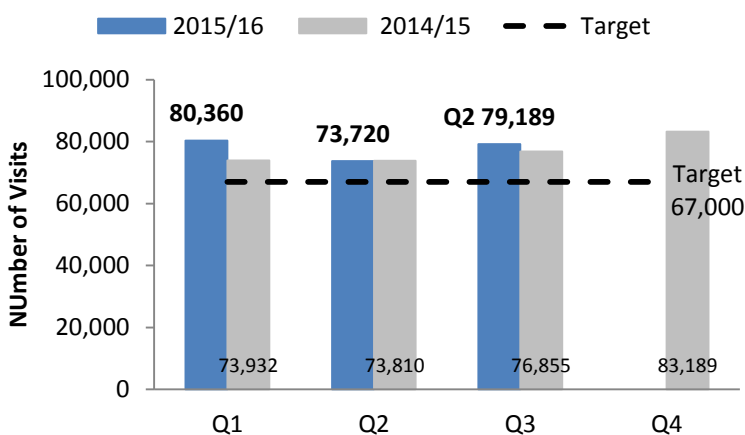
Quarter 3 outturn has improved and is 2.7% off target. Good performance for the toughest quarter of the year, despite new 24 hour competition within 100 yards of the centre.

### 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		83,189

**Comments**

Excellent performance with the sales team driving an extended outreach programme to help with increasing participation rates.

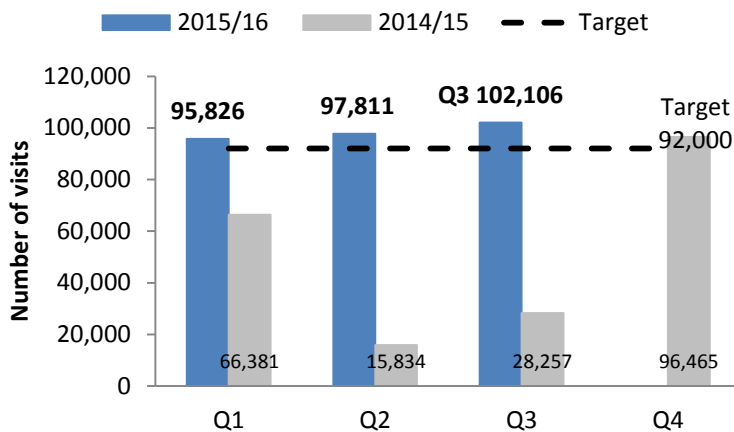


**COMMUNITY SERVICES**

**CS4: Number of visits to Haslemere Leisure Centre**

**GREEN**

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



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	-	96,465

**Comments**

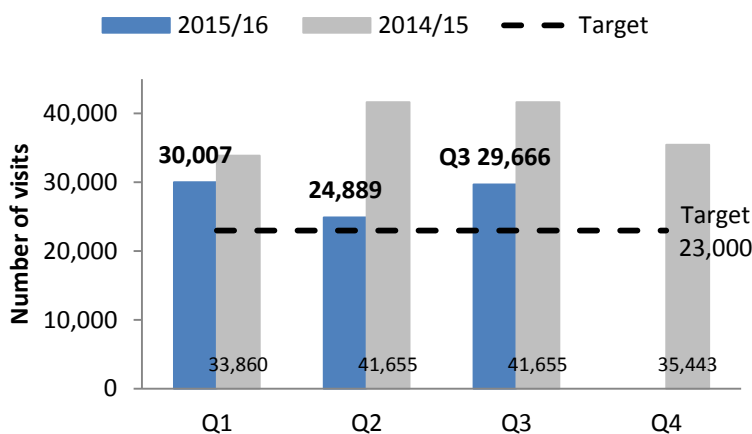
Very strong performance from the site above target again following the completion of the refurbishment, seeing a major increase on usage compared to all prior quarters.

**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	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	-	35,443

**Comments**

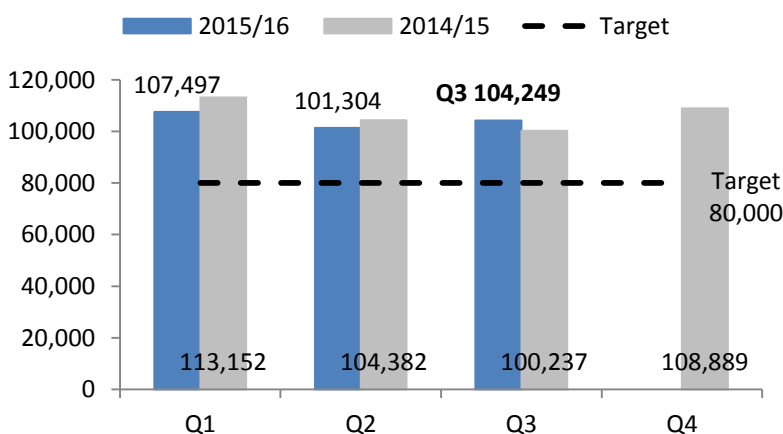
Fantastic performance from the site due to an increase in club bookings and school hours being fully utilised to accommodate other local schools within the facilities.

**COMMUNITY SERVICES**

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

**GREEN**

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



Quarter	Target	2015/16	Year 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	-	108,889

**Comments**

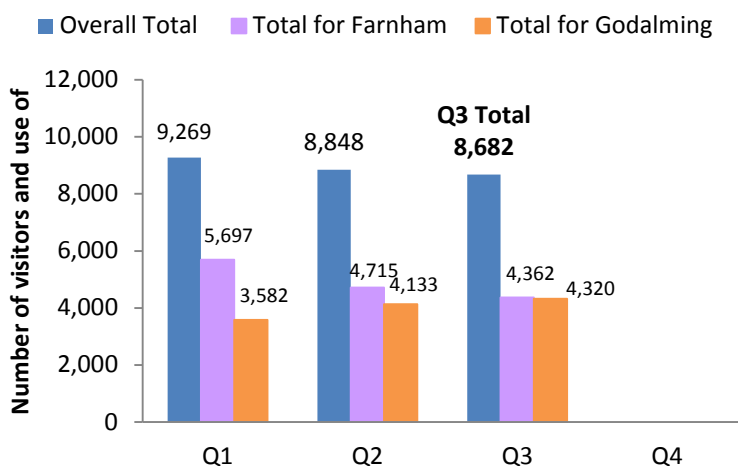
Excellent performance with the centre continuing to exceed expectation. A decrease in usage figures is expected, due to the centre reaching capacity at peak times.

**COMMUNITY SERVICES**

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

No target

**Total users of Waverley Museum services**



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			

**Comments**

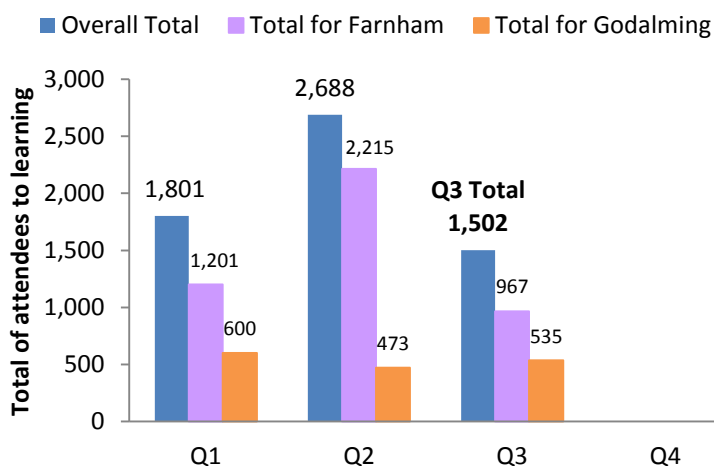
Results for quarter 3 remain strong despite a quiet December period which both Museums state, sees a seasonal decline in visits. However, this decline in visits has impacted Farnham whilst Godalming has seen an increase since quarter 2. One possible explanation for this could be the presence of the scaffolding at the front of the building.

**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			

**Comments**

Performance for Farnham learning activities has significantly decreased this quarter down to 967. Farnham has indicated this is mainly due to a decline in onsite visits. Godalming continues to see an increase in schools use of its services.