



Code	Indicator	Past Performance	Current Performance					Future Performance				Lead Service
		2012/13	2013/14				2014/15	2014/15	2015/16	2016/17		
		Outturn	Target 2013/14	Outturn	Performance		Notes	Target	Stretch Target	Target	Target	
			Short term trend	Status								
<b>Corporate Priority: People</b>												
EHPI 1a	% of customers satisfied with the service - All	85%	65%	N/A	N/A	N/A	There is no performance outturn available for 2013/14. SLM as a company, changed the way they collect customer feedback data in Quarter 1 of 2013/14 and this no longer ties in with the Council's traditional satisfaction indicators. As a result of this there will be no outturn available for 2013/14. SLM and East Herts Council are in discussions around the methodology for collecting this data and is expecting to have the issue resolved for 2014/15. This issue was discussed at Community Scrutiny Committee.	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	Environment Services
EHPI 1b	% of customers satisfied with the service - Leventhorpe	87%	65%	N/A	N/A	N/A		"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	Environment Services
EHPI 1c	% of customers satisfied with the service - Hartham	89%	65%	N/A	N/A	N/A		"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	Environment Services

Code	Indicator	Past Performance	Current Performance					Future Performance				Lead Service
		2012/13	2013/14				2014/15	2014/15	2015/16	2016/17		
		Outturn	Target 2013/14	Outturn	Performance		Notes	Target	Stretch Target	Target	Target	
			Short term trend	Status								
EHPI 1d	% of customers satisfied with the service - Fanshawe	70%	65%	N/A	N/A	N/A		"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	Environment Services
EHPI 1e	% of customers satisfied with the service - Buntingford	90%	65%	N/A	N/A	N/A	There is no performance outturn available for 2013/14. SLM as a company, changed the way they collect customer feedback data in Quarter 1 of 2013/14 and this no longer ties in with the Council's traditional satisfaction indicators. As a result of this there will be no outturn available for 2013/14. SLM and East Herts Council are in discussions around the methodology for collecting this data and is expecting to have the issue resolved for 2014/15. This issue was discussed at Community Scrutiny Committee.	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	Environment Services
EHPI 1f	% of customers satisfied with the service - Grange Paddocks	67%	65%	N/A	N/A	N/A		"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	Environment Services
EHPI 3a	Usage: number of swims (under 16)	40,427	38,000	53,396				Performance exceeded target. In 2013/14 SLM have been very successful in the promotion of junior swims and has invested in equipment (inflatables) to encourage the junior fun swims at as well as adding several additional fun swim sessions aimed at younger swimmers.	49,000	49,000	49,000	49,000

Code	Indicator	Past Performance	Current Performance					Future Performance				Lead Service
		2012/13	2013/14		Performance		2014/15	2014/15	2015/16	2016/17		
		Outturn	Target 2013/14	Outturn	Short term trend	Status	Notes	Target	Stretch Target	Target	Target	
EHPI 3b	Usage: number of swims (16 - 60)	109,546	105,000	<b>101,583</b>	▼	☹️	performance was below target but at similar levels to previous year.	101,500	101,500	101,500	101,500	Environment Services
EHPI 3c	Usage: number of swims (60 +)	28,542	25,000	<b>27,395</b>	▼	😊	Performance exceeded target.	27,000	27,000	27,000	27,000	Environment Services
EHPI 4a	Usage: Gym (16 - 60)	182,172	187,000	<b>187,380</b>	▲	😊	Performance exceeded target.	187,000	187,000	187,000	187,000	Environment Services
EHPI 4b	Usage: Gym (60 +)	16,102	16,800	<b>17,365</b>	▲	😊	Performance exceeded target.	16,800	16,800	16,800	16,800	Environment Services
EHPI 129	Response time to Anti Social Behaviour complaints made to East Herts Council	98.75%	100.00%	<b>100.00%</b>	▲	😊	Performance on target.	100.00%	100.00%	100.00%	100.00%	Community Safety and Health
EHPI 2.15	Health & safety Projects (proactive project based on health and safety interventions)	100%	80%	<b>100%</b>	—	😊	Performance exceeded target.	80%	N/A	80%	80%	Community Safety and Health
EHPI 184	Food establishments in the area which are broadly compliant with food hygiene law	88%	85%	<b>90%</b>	▲	😊	Performance exceeded target.	85%	90%	85%	85%	Community Safety and Health
EHPI 181	Time taken to process Housing Benefit new claims and change events (Calendar days)	18.4 days	15 days	<b>9.2 days</b>	▲	😊	Performance exceeded target.	15 days	15 days	15 days	15 days	Revenues and Benefits

Code	Indicator	Past Performance	Current Performance				Future Performance				Lead Service	
		2012/13	2013/14			2014/15	2014/15	2015/16	2016/17			
		Outturn	Target 2013/14	Outturn	Performance	Notes	Target	Stretch Target	Target	Target		
			Short term trend	Status								
<b>Corporate Priority: Place</b>												
EHPI 154	Net additional homes provided	699	507	Data will not be available until July 2014	TBA	TBA	Performance outturn will not be available until July 2014 as the Service is still awaiting surveys to be completed by Herts County Council.	467	N/A	349	427	Planning and Building Control
EHPI 155	Number of affordable homes delivered (gross)	175	200	76	▼	☹️	The number of affordable homes gross for 2013/14 is 76. The figure is lower than the target for two reasons. The number of new private developments being built directly affects the number of affordable homes as this is the primary route for accessing new affordable homes. There have been private sites that have been slower on site than previously predicted and some significant delays. In addition a number of asset sites that the housing associations proposed to build new homes on have been delayed or postponed and it is now anticipated that those with planning permission will be completed in 2014/15.	200	N/A	200	200	Housing Services
EHPI 64	Vacant dwellings returned to occupation or demolished	10	10	10	▬	😊	Performance on target. 10 empty properties brought back into occupation. Of these 5 had been empty for more than two-years.	10	N/A	10	10	Community Safety and Health

Status	
<b>The 'smiley faces' reflect performance against target</b>	
☹️	indicator is 6% or more off target
😐	indicator is 1-5% off target
😊	indicator is on or above target
<b>The 'arrows' reflect performance against 2012/13</b>	
▲	performance is improving
▬	performance is the same
▼	performance in worsening