Code	Indicator	Past Performance	Current Performance					Lead Service	LG Inform (LGA) Benchmarking Data	
		2013/14	2014/15							
		Outturn	Target 2014/15	Outturn	Performance				Average (All Districts)	Status (East Herts estimated performance compared to all district average position)
					Short term trend	Status				
Corporate Priority: People										
EHPI 181	Time taken to process Housing Benefit new claims and change events (calendar days)	9.2 days	10 days	10 days	V	😊		Revenues and Benefits Shared Service	11 days (Q2 2014/15 data)	Better than average
Corporate Priority: Place										
EHPI 155	Number of affordable homes delivered (gross)	76	200	124	▲	☹		Housing Services	83 (2013/14)	Better than average
EHPI 157a	Processing of planning applications: major applications	57.00%	60.00%	63.00%	▲	😊		Planning and Building Control	73% (Q3 2014/15 data)	Below average
EHPI 157b	Processing of planning applications: minor applications	81.00%	80.00%	85.00%	▲	😊		Planning and Building Control	70% (Q3 2014/15 data)	Better than average
EHPI 157c	Processing of planning applications: other applications	93.00%	90.00%	92.00%	V	😊		Planning and Building Control	82% (Q3 2014/15 data)	Better than average
EHPI 191	Residual household waste per household	461 kgs	448 kgs	TBA (end June 2015)	TBA	TBA		Environmental Services	466.91kg 2013/14	TBA
EHPI 192	Percentage of household waste sent for reuse, recycling and composting	48.98%	51.00%	TBA (end June 2015)	TBA	TBA		Environmental Services	43.78% 2013/14	TBA

Status	
The 'smiley faces' reflect performance against target	
🙁	indicator is 6% or more off target
😐	indicator is 1-5% off target
🙂	indicator is on or above target
The 'arrows' reflect performance against 2013/14	
▲	performance is improving
—	performance is the same
▼	performance is worsening