





Code	Indicator	LAA PI	Past Performance	Current Performance				Future Performance				Future Performance (Calendar Year)				Lead Service	
			2008/09	2009/10				2010/11	2010/11	2011/12	2012/13	2010	2010	2011	2012		
			Outturn	Target 2009/10	Estimated outturn	Performance	Notes	Target	Stretch Target	Target	Target	Target	Stretch Target	Target	Target		
CARING ABOUT WHAT'S BUILT (AND) WHERE - Care for and improve our natural and built environment																	
OBJECTIVE: PROTECT THE NATURAL ENVIRONMENT THROUGH: WASTE MINIMISATION AND RECYCLING; CONSERVING AND PROTECTING THE LOCAL AND WIDER ENVIRONMENT; SUSTAINABLE MANAGEMENT OF RESOURCES																	
EHPI 90b	Satisfaction with waste recycling	No	N/A	75.00%	81.00%		N/A	Performance is expecting to exceed target.	N/A	N/A	75.00%	N/A	N/A	N/A	N/A	N/A	Environmental Services
OBJECTIVE: ENSURE THE NEW AND EXISTING DEVELOPMENTS MEET ALL STATUTORY AND POLICY REQUIREMENTS AND ARE WELL DESIGNED, OF HIGH QUALITY CONSTRUCTION AND ARE SUSTAINABLE																	
EHPI 64	Vacant dwellings returned to occupation or demolished	No	12	12	8			Data not currently available on database, however there is a possibility that target may not be fully achieved. No revision proposed for target for future years, as this is dependent on decision on the current review of Empty Homes Strategy.	12	12	12	12	N/A	N/A	N/A	N/A	Health and Housing
EHPI 204	Planning appeals allowed.	No	38.0%	29.0%	34.0%			Expected to fall short of target. Development Control appeal performance has consistently underperformed against this target. The details of this has been reported to and scrutinised by the Development Control Committee on a six monthly basis over the last three years. Performance over that period has been closer to the national average of 34% and the committee has not indicated that it is inclined to move away from the current approach to decision making as a result. It is suggested therefore that there is no justifiable reason to indicate that the performance in East Herts should not accord with the national average and therefore a target of 34% is suggested.	34%	30%	34%	34%	N/A	N/A	N/A	N/A	Planning and building control
EHPI 2.1b	Enforcement actions: planning b) formal actions	No	41	30	45			This figure reflects increased level of complaints processed and enforced when appropriate.	35	30	30	30	N/A	N/A	N/A	N/A	Planning and building control
EHPI 2.1c	Enforcement actions: planning c) prosecutions	No	5	6	10			This figure reflects increased level of complaints processed and enforced when appropriate.	6	5	6	6	N/A	N/A	N/A	N/A	Planning and building control
EHPI 2.10	Building sites: re-inspections.	No	59%	50%	70%			Performance is expected to exceed target.	90%	90%	90%	90%	N/A	N/A	N/A	N/A	Planning and building control
EHPI 2.23	Planning decisions delegated.	No	92%	92%	93%			Expected to exceed Local target. Future targets have been set lower in line with the government target which has been reduced.	90%	92%	90%	90%	N/A	N/A	N/A	N/A	Planning and building control
OBJECTIVE: ENCOURAGE DEVELOPERS, PROPERTY OWNERS AND OCCUPIERS TOWARDS RESPONSIBLE ENERGY EFFICIENT BUILDING USE																	
Although no performance indicators sit underneath this objective a number of service actions do.																	
OBJECTIVE: DEVELOP A COST EFFECTIVE, INTEGRATED AND SUSTAINABLE TRANSPORT PLAN BY 2011 TO PROVIDE A BASIS FOR DECISION ON THE COUNCIL'S ROLE IN THE FUTURE																	
Although no performance indicators sit underneath this objective a number of service actions do.																	
FIT FOR PURPOSE, SERVICE FIT FOR YOU: Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation																	
OBJECTIVE: ACHIEVE UNQUALIFIED CORPORATE GOVERNANCE STATEMENT OF ASSURANCE																	
Although no performance indicators sit underneath this objective a number of service actions do.																	
OBJECTIVE: ENSURE EFFECTIVE PERFORMANCE MANAGEMENT IS USED TO DELIVER SUCCESS AND CONTINUOUS SERVICE IMPROVEMENT YEAR ON YEAR BY 2% OVERALL																	
EHPI 12a	Number of short- term sickness absence days per FTE staff in post	No	4.80 days	5.00 days	3.55 days			Targets for 2010/11, 2011/12 and 2012/13 will be agreed by HR Committee on 15 July 2010 and will be reviewed an annual basis. These will be based on the outturns and recommendations in the annual absence report for the previous year.	TBD	TBD	TBD	TBD	N/A	N/A	N/A	N/A	People & Organisational services
EHPI 12b	Number of long-term sickness absence days per FTE staff in post	No	2.38 days	3.00 days	1.98 days			Targets for 2010/11, 2011/12 and 2012/13 will be agreed by HR Committee on 15 July 2010 and will be reviewed an annual basis. These will be based on the outturns and recommendations in the annual absence report for the previous year.	TBD	TBD	TBD	TBD	N/A	N/A	N/A	N/A	People & Organisational services
EHPI 12c	Total number of sickness absence days per FTE staff in post	No	7.18 days	8.00 days	5.53 days			Targets for 2010/11, 2011/12 and 2012/13 will be agreed by HR Committee on 15 July 2010 and will be reviewed an annual basis. These will be based on the outturns and recommendations in the annual absence report for the previous year.	TBD	TBD	TBD	TBD	N/A	N/A	N/A	N/A	People & Organisational services
EHPI 5.1	% of complaints resolved in 14 days or less	No	100.00%	New PI	90.00%	N/A	N/A	Data has been collected for the first quarters of 2009/10 and the average at the moment is 93%. It is anticipated that more complaints will be recorded over the next 6 months as the service teams become more aware of the necessity of entering them on the 3Cs database.	90.00%	90.00%	90.00%	90.00%	N/A	N/A	N/A	N/A	Customer Services and New Media
EHPI 5.2a	% of complaints about the Council and its services that are upheld a) 1st stage	No	N/A	New PI	50.00%	N/A	N/A	Currently performance is about 50% but it is hoped that this will reduce significantly when the authority gets into the habit of recording all complaints that are received. This will reduce the impact of the number of complaints that are upheld.	25.00%	25.00%	25.00%	25.00%	N/A	N/A	N/A	N/A	Customer Services and New Media

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			Outturn	Target 2009/10	Estimated outturn	Performance	Notes	Target	Stretch Target	Target	Target	Target	Stretch Target	Target	Target		
EHPI 5.2b	% of complaints about the Council and its services that are upheld b) 2nd stage (appeal)	No	N/A	New PI	25.00%	N/A	N/A	The majority of complaints are dealt with at Stage One. Very few progress to Stage Two. A small number of complaints upheld at Stage Two can have a considerable impact on the reported PI.	25.00%	25.00%	25.00%	25.00%	N/A	N/A	N/A	N/A	Customer Services and New Media
EHPI 5.3	% of customers using the Council's complaints system that are fairly of very satisfied with the way in which their complaint was handled	No	N/A	New PI	Still awaiting data to become available	N/A	N/A	There is currently insufficient data for the service to provide an accurate estimate due to low response rates to survey. The service is amending the survey method so that customers receive a questionnaire after closure of a complaint to see if the response rate can be improved. The service is looking at reviewing progress in July 2010 to set a base line.	Next survey 2010/11	Next Survey 2010/11	TBD	TBD	N/A	N/A	N/A	N/A	Customer Services and New Media
EHPI 5.4	% of complaints to the Local Government Ombudsmen that are upheld	No	0%	0%	0%			In this financial year the LGO have only progressed three complaints against this Council. The LGO have introduced a new way of handling complaints which appears to have reduced the number received by the Council. There has also been a trend over the last few years that very few are upheld.	0%	0%	0%	0%	N/A	N/A	N/A	N/A	Customer Services and New Media
EHPI 6.8	Turnaround of Pre NTO PCN challenges	No	11 days	10 days	16 days			Likely outturn is 16 days. We have issued approx. 20% more PCNs in 2009/10 than in 2008/09. An increased range of options to access the service arising from the Customer Service Improvement programme has also meant that more challenges have been received.	14 days	14 days	14 days	14 days	N/A	N/A	N/A	N/A	Customer Services and New Media
EHPI 6.9	Turnaround of PCN Representations	No	12 days	28 days	17 days			Performance is expected to exceed target. The target of 28 days was established based on the guidance set by the committee of transport. To change this would mean the comparison with % in 28 days EHPI 7.1 would prove hard, the service has recommended to retain the 28 days target.	28 days	28 days	28 days	28 days	N/A	N/A	N/A	N/A	Customer Services and New Media
EHPI 7.0	% Pre NTO PCN challenges responded to within 10 days	No	50%	90%	40%			This PI was revised to bring it into line with the Council's service standard to respond to correspondence within 10 working days, as opposed to the previous 10 calendar days. During 2008/09 we issued approx. 20% more PCNs than in the previous year and, through the Customer Service Improvement Programme, the service has made challenging PCNs more convenient and accessible. Given these factors, whilst the target in the related PI (6.8) remains the same, the percentage of challenges that we may anticipate turning around within 14 days should be reduced. The target has been relaxed to 75%.	75%	75%	75%	75%	N/A	N/A	N/A	N/A	Customer Services and New Media
EHPI 7.1	% PCN Representations responded to within 28 days	No	97%	90%	95%			Performance is expected to exceed target.	80%	80%	80%	80%	N/A	N/A	N/A	N/A	Customer Services and New Media
EHPI 8	Percentage of invoices paid on time.	No	96.90%	98.50%	98.50%			Estimate set at 98.5% as we failed to meet this last year but are on track to be somewhere close this year.	98.50%	99.00%	99.00%	99.00%	N/A	N/A	N/A	N/A	Financial Support Services
OBJECTIVE: IMPROVE RESIDENT SATISFACTION WITH THE COUNCIL BY 2% AND STAFF SATISFACTION BY 2% (USING THE RESIDENTS SURVEY AND STAFF SURVEY AS THE MEASUREMENT TOOL)																	
NI 14	Reducing avoidable contact: minimising the proportion of customer contact that is of low or no value to the customer	No	11.74%	No target set due to insufficient data in 2008/09	21.00%	N/A		Estimated outturn for NI14 is 21% based on the services surveyed. This is based on the aggregate of the services sampled: Housing Options 34% Environmental Health 15% Environmental Services 30% Parking 12% Council Tax 12% There will be a further sample undertaken of Planning in the period 2009/10 An overall target for the Council has not been set as East Herts is using NI14 as a service improvement tool within the Customer Service Improvement programme. Individual service targets have been set as part of the service improvement options for review as part of the Benefits Realisation reviews of services 6 months after the service improvements are completed. So far the 2010/11 targets are: Parking Target 10% Council Tax Target 10% Housing Options Target TBC.	17.00%	17.00%	15.00%	15.00%	N/A	N/A	N/A	N/A	Customer Services and New Media
NI 138	Satisfaction of people over 65 with both home and neighbourhood	No	89.30%	N/A	N/A	N/A	N/A	Collected by Place Survey. Biennial. Results due in 2010/11.	89.00%	89.00%	Next Survey 2012/13	89.00%	N/A	N/A	N/A	N/A	Strategic Direction
EHPI 3	Overall satisfaction with the authority.	No	N/A	65.00%	61.00%			Performance figure based on results from 2009 residents survey.	N/A	N/A	65%	N/A	N/A	N/A	N/A	N/A	Strategic Direction



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			Outturn	Target 2009/10	Estimated outturn	Performance	Notes	Target	Stretch Target	Target	Target	Target	Stretch Target	Target	Target		
EHPI 156	Buildings accessible to people with a disability.	No	86.36%	95.24%	86.96%			Performance shows that Public Areas in 86.96% of Buildings operated by East Herts Council are suitable for and accessible to Disabled Persons. The proposed replacement of a Football Changing Room Building in 2009/10 is not expected to proceed until 2010/11. The minor increase in performance relates to Charingtons house being available for occupation in February 2010, however due to C3W East Herts will lose access to the Causeway building upon the completion of C3W. Future targets have been set accordingly to adjust for the change.	91.30%	91.30%	90.91%	90.91%	N/A	N/A	N/A	N/A	Business support services/Financial support services
OBJECTIVE: PROVIDE ADEQUATE, EFFECTIVE AND SUSTAINABLE RESOURCES TO DELIVER COUNCIL PRIORITIES, WITH 2.5% EFFICIENCY EACH YEAR AND A COUNCIL TAX INCREASE UNDER 5%																	
NI 179	Value for money – total net value of ongoing cash-releasing value for money gains that have impacted since the start of the 2008-09 financial year	No	£835,484	£1,652,551	£1,652,551			Service is anticipating that it will meet efficiencies.	£2,790,373	£2,790,373	£3,684,376	£4,605,470	N/A	N/A	N/A	N/A	Financial Support Services
NI 180	The number of changes of circumstances which affect customers' HB/CTB entitlement within the year.	No	N/A	N/A	No data available	N/A	N/A	There is no data for this indicator due to an issue with the system and data collection method DWP are using. DWP are working on identifying useful data that could be brought together, as well as possible alternatives to using administrative data. This work is ongoing however there is not yet a timetable for when the data or an alternative statistic might become available.	TBD	TBD	TBD	TBD	N/A	N/A	N/A	N/A	Revenues and Benefits
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	No	6.6 days	10.0 days	10.0 days			Target remains unchanged, reflecting increased pressures on service due to economic conditions	10.0 days	10.0 days	10.0 days	10.0 days	N/A	N/A	N/A	N/A	Revenues and Benefits
EHPI 7.35	Commitment compared to profile.	No	-0.8%	0%	-2%			Estimated position at the year end including outstanding creditors, is a budget of £449,750, expected outturn to be within 2% (below profile) for 2009/10.	0%	0%	0%	0%	N/A	N/A	N/A	N/A	Business support services/Financial support services
LEADING THE WAY, WORKING TOGETHER: Deliver responsible community leadership that engages with our partners and the public																	
OBJECTIVE: DELIVER A STRATEGY FOR YOUNG PEOPLE																	
Although no performance indicators sit underneath this objective a number of service actions do.																	
OBJECTIVE: ENCOURAGE RESIDENT PARTICIPATION IN COUNCIL																	
NI 4	% of people who feel they can influence decisions in their locality	Yes	28.1%	N/A	N/A	N/A	N/A	Collected by Place Survey. Biennial. Results due in 2010/11.	28.00%	28.00%	Next Survey 2012/13	28.00%	N/A	N/A	N/A	N/A	Strategic Direction
OBJECTIVE: LEAD THE LOCAL STRATEGIC PARTNERSHIP AND DELIVER THE COMMUNITY STRATEGY AND THE LOCAL AREA AGREEMENT TARGETS AND ENSURE CO-ORDINATION WITH OUR OWN PRIORITIES																	
NI 5	Overall / general satisfaction with local area	No	89.6%	N/A	N/A	N/A	N/A	Collected by Place Survey. Biennial. Results due in 2010/11.	90.00%	90.00%	Next Survey 2012/13	90.00%	N/A	N/A	N/A	N/A	Strategic Direction
NI 140	Fair treatment by local services	No	79.3%	N/A	N/A	N/A	N/A	Collected by Place Survey. Biennial. Results due in 2010/11.	79.00%	79.00%	Next Survey 2012/13	79.00%	N/A	N/A	N/A	N/A	Strategic Direction
PROMOTING PROSPERITY AND WELL BEING; PROVIDING ACCESS AND OPPORTUNITIES: Enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable																	
OBJECTIVE: ENSURE ACCESS TO OPPORTUNITIES TO TAKE PART IN SPORT, LEISURE AND CULTURAL COMMUNITY ACTIVITIES																	
NI 3	Civic participation in the local area	No	14.7%	N/A	N/A	N/A	N/A	Collected by Place Survey. Biennial. Results due in 2010/11.	15.00%	15.00%	Next Survey 2012/13	15.00%	N/A	N/A	N/A	N/A	Community and Cultural Services
NI 6	Participation in regular volunteering	Yes	28%	N/A	N/A	N/A	N/A	Collected by Place Survey. Biennial. Results due in 2010/11.	28.00%	28.00%	Next Survey 2012/13	28.00%	N/A	N/A	N/A	N/A	Community and Cultural Services
NI 8	Adult participation in sport and active recreation	Yes	23%	Target to be disaggregated by HCC	Data not available on HUB until 25 June 2010	N/A	N/A	Data collected through the Active People Survey. Data will be inputted directly into Data Interchange HUB.	Target to be disaggregated by HCC	Target to be disaggregated by HCC	Target to be disaggregated by HCC	Target to be disaggregated by HCC	N/A	N/A	N/A	N/A	Community and Cultural Services
EHPI 1a	% of customers satisfied with the service - All	No	N/A	New PI	No data available	N/A	N/A	Currently there is not enough available data to produce an estimated outturn. Performance data is collected bi-annually through Govmetrix, the first set of data was collected between June and July 2009 and achieved a customer satisfaction rating of 62% (fair). SLM have agreed that future targets are to be aiming to achieve top quartile in comparison to other facilities, however this will not be known until after the next Govmetrix data collection scheduled in March 2010 where there will be two periods of performance data to act as a baseline.	TBD	TBD	TBD	TBD	N/A	N/A	N/A	N/A	Community and Cultural Services

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			Outturn	Target 2009/10	Estimated outturn	Performance	Notes	Target	Stretch Target	Target	Target	Target	Stretch Target	Target	Target		
EHPI 1b	% of customers satisfied with the service - Leventhorpe	No	N/A	New PI	No data available	N/A	N/A	Currently there is not enough available data to produce an estimated outturn. Performance data is collected bi-annually through Govmetrix, the first set of data was collected between June and July 2009 and achieved a customer satisfaction rating of 66% (good). SLM have agreed that future targets are to be aiming to achieve top quartile in comparison to other facilities, however this will not be known until after the next Govmetrix data collection scheduled in March 2010 where there will be two periods of performance data to act as a baseline.	TBD	TBD	TBD	TBD	N/A	N/A	N/A	N/A	Community and Cultural Services
EHPI 1c	% of customers satisfied with the service - Hartham	No	N/A	New PI	No data available	N/A	N/A	Currently there is not enough available data to produce an estimated outturn. Performance data is collected bi-annually through Govmetrix, the first set of data was collected between June and July 2009 and achieved a customer satisfaction rating of 55% (fair). SLM have agreed that future targets are to be aiming to achieve top quartile in comparison to other facilities, however this will not be known until after the next Govmetrix data collection scheduled in March 2010 where there will be two periods of performance data to act as a baseline.	TBD	TBD	TBD	TBD	N/A	N/A	N/A	N/A	Community and Cultural Services
EHPI 1d	% of customers satisfied with the service - Fanshawe	No	N/A	New PI	No data available	N/A	N/A	Currently there is not enough available data to produce an estimated outturn. Performance data is collected bi-annually through Govmetrix, the first set of data was collected between June and July 2009 and achieved a customer satisfaction rating of 69% (good). SLM have agreed that future targets are to be aiming to achieve top quartile in comparison to other facilities, however this will not be known until after the next Govmetrix data collection scheduled in March 2010 where there will be two periods of performance data to act as a baseline.	TBD	TBD	TBD	TBD	N/A	N/A	N/A	N/A	Community and Cultural Services
EHPI 1e	% of customers satisfied with the service - Buntingford	No	N/A	New PI	No data available	N/A	N/A	Currently there is not enough available data to produce an estimated outturn. Performance data is collected bi-annually through Govmetrix, the first set of data was collected between June and July 2009 and achieved a customer satisfaction rating of 57% (fair). SLM have agreed that future targets are to be aiming to achieve top quartile in comparison to other facilities, however this will not be known until after the next Govmetrix data collection scheduled in March 2010 where there will be two periods of performance data to act as a baseline.	TBD	TBD	TBD	TBD	N/A	N/A	N/A	N/A	Community and Cultural Services
EHPI 1f	% of customers satisfied with the service - Grange Paddocks	No	N/A	New PI	No data available	N/A	N/A	Currently there is not enough available data to produce an estimated outturn. Performance data is collected bi-annually through Govmetrix, the first set of data was collected between June and July 2009 and achieved a customer satisfaction rating of 62% (fair). SLM have agreed that future targets are to be aiming to achieve top quartile in comparison to other facilities, however this will not be known until after the next Govmetrix data collection scheduled in March 2010 where there will be two periods of performance data to act as a baseline.	TBD	TBD	TBD	TBD	N/A	N/A	N/A	N/A	Community and Cultural Services
EHPI 2	Net cost/subsidy per visit	No	£11.44	No target set due to insufficient data in 2008/09	£3.31	N/A	▲	Data collection only began from January 2009 so there is not a complete financial year of data available to set future targets. Targets are expected to be available for 2011/12.	N/A	N/A	TBD	TBD	N/A	N/A	N/A	N/A	Community and Cultural Services
EHPI 3a	Usage: number of swims (under 16)	No	12,156	No target set due to insufficient data in 2008/09	16,673	N/A	▲	Estimated figures are likely to be disproportionate due to works being carried out on Grange Paddocks. This means the current years data will not be a true representation of actual attendance figures once all the works have been completed.	46,800	46,800	TBD	TBD	N/A	N/A	N/A	N/A	Community and Cultural Services
EHPI 3b	Usage: number of swims (16 - 60)	No	16,482	No target set due to insufficient data in 2008/09	30,628	N/A	▲	Estimated figures are likely to be disproportionate due to works being carried out on Grange Paddocks. This means the current years data will not be a true representation of actual attendance figures once all the works have been completed.	70,317	70,317	TBD	TBD	N/A	N/A	N/A	N/A	Community and Cultural Services
EHPI 3c	Usage: number of swims (60 +)	No	3,709	No target set due to insufficient data in 2008/09	5,528	N/A	▲	Estimated figures are likely to be disproportionate due to works being carried out on Grange Paddocks. This means the current years data will not be a true representation of actual attendance figures once all the works have been completed.	18,203	18,203	TBD	TBD	N/A	N/A	N/A	N/A	Community and Cultural Services

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EHPI 4a	Usage: Gym (16 - 60)	No	N/A	No target set due to insufficient data in 2008/09	13,798	N/A	N/A	Data collection only began from June 2009 so there is not a complete year of data available to set future targets. Additionally due to works being carried out on Grange Paddocks, this has affected the figures causing disproportionate trends to occur. This means the current year's data will not be a true representation of actual attendance figures once all the works have been completed. Targets at the earliest can only be set from June 2010 when there is a complete year of data available.	TBD	TBD	TBD	TBD	N/A	N/A	N/A	N/A	Community and Cultural Services
EHPI 4b	Usage: Gym (60 +)	No	N/A	No target set due to insufficient data in 2008/09	1,338	N/A	N/A	Data collection only began from June 2009 so there is not a complete year of data available to set future targets. Additionally due to works being carried out on Grange Paddocks, this has affected the figures causing disproportionate trends to occur. This means the current year's data will not be a true representation of actual attendance figures once all the works have been completed. Targets at the earliest can only be set from June 2010 when there is a complete year of data available.	TBD	TBD	TBD	TBD	N/A	N/A	N/A	N/A	Community and Cultural Services
OBJECTIVE: PROACTIVELY ENSURE THAT VULNERABLE PEOPLE HAVE ACCESS TO RELEVANT BENEFITS AND SUPPORT																	
NI 139	The extent to which older people receive the support they need to live independently at home	No	26.4%	New PI	N/A	N/A	N/A	Collected by Place Survey. Biennial. Results due in 2010/11.	27	27	N/A	27	N/A	N/A	N/A	N/A	Strategic Direction
NI 156	Number of households living in temporary accommodation	No	32	33	33			This is our individual target set by government to reduce our use of temporary accommodation by half from 67 households to 33. The target was achieved last year and remains a target for the Housing Options Service to maintain. This is likely to be the minimum level that the Housing Options Service can maintain taking into account the current and predicted level of homeless presentations and acceptances, the need to manage rent loss from the 11 units at the hostel and the need to ensure homeless applicants are placed in the most suitable temporary accommodation.	33	33	33	33	N/A	N/A	N/A	N/A	Health and Housing
NI 187(i)	Tackling fuel poverty - % of people receiving income based benefits living in homes with a low energy efficiency rating (i) Low energy efficiency	No	10%	No target set due to insufficient data in 2008/09	No data until after March 2010	N/A	N/A	The outcome will not be known until after the completion of a survey and analysis of returns (Expected by March 2010), and it is not possible to estimate beforehand. Currently no targets set.	TBD	TBD	TBD	TBD	N/A	N/A	N/A	N/A	Health and Housing
NI 187(ii)	Tackling fuel poverty - % of people receiving income based benefits living in homes with a low energy efficiency rating (i) High energy efficiency	No	24%	No target set due to insufficient data in 2008/09	No data until after March 2011	N/A	N/A	The outcome will not be known until after the completion of a survey and analysis of returns (Expected by March 2010), and it is not possible to estimate beforehand. Currently no targets set.	TBD	TBD	TBD	TBD	N/A	N/A	N/A	N/A	Health and Housing
EHPI 213	Housing Advice Service: preventing homelessness.	No	222	150	250			The estimate revised up from 150 households to 250. This is a local indicator and the data is obtained from a recently revised statutory return completed by all local authorities. The figures for the year to date show an increase on 2008/09 figures due to the economic situation and an increase in the number of households approaching the Housing Options Service and being helped to either retain their current accommodation or obtain alternative suitable accommodation.	250	250	250	250	N/A	N/A	N/A	N/A	Health and Housing
OBJECTIVE: IMPROVE THE SAFETY, HEALTH AND WELLBEING OF COMMUNITY THROUGH PROMOTION, REGULATION AND BY WORKING WITH OTHERS																	
NI 1	% of people who believe people from different backgrounds get on well together in their local area	Yes	81.8%	N/A	N/A	N/A	N/A	Collected by Place Survey. Biennial. Results due in 2010/11.	82	82	Next Survey 2012/13	82	N/A	N/A	N/A	N/A	Strategic Direction
NI 2	% of people who feel that they belong to their neighbourhood	No	62.8%	N/A	N/A	N/A	N/A	Collected by Place Survey. Biennial. Results due in 2010/11.	63	63	Next Survey 2012/13	63	N/A	N/A	N/A	N/A	Strategic Direction
NI 119	Self-reported measure of people's overall health and wellbeing	No	83.8%	N/A	N/A	N/A	N/A	Collected by Place Survey. Biennial. Results due in 2010/11.	84	84	Next Survey 2012/13	84	N/A	N/A	N/A	N/A	Strategic Direction
NI 120	All-age all cause mortality rate	No	520.09	No target set due to insufficient data in 2008/09	Data not available on HUB until 25 July 2010	N/A	N/A	Collected from ONS: death registrations and population statistics (data published by National Centre for Health Outcomes Development).	Target to be disaggregated by HCC	Target to be disaggregated by HCC	Target to be disaggregated by HCC	Target to be disaggregated by HCC	N/A	N/A	N/A	N/A	Health and Housing

Code	Indicator	LAA PI	Past Performance	Current Performance					Future Performance				Future Performance (Calendar Year)				Lead Service
			2008/09	2009/10					2010/11	2010/11	2011/12	2012/13	2010	2010	2011	2012	
			Outturn	Target 2009/10	Estimated outturn	Performance		Notes	Target	Stretch Target	Target	Target	Target	Stretch Target	Target	Target	
NI 121	Mortality rate from all circulatory diseases at ages under 75	No	48.81	No target set due to insufficient data in 2008/09	Data not available on HUB until 25 July 2010	N/A	N/A	Collected from ONS: death registrations and population statistics (data published by National Centre for Health Outcomes Development).	Target to be disaggregated by HCC	Target to be disaggregated by HCC	Target to be disaggregated by HCC	Target to be disaggregated by HCC	N/A	N/A	N/A	N/A	Health and Housing
NI 122	Mortality rate from all cancers at ages under 75	No	102.12	No target set due to insufficient data in 2008/09	Data not available on HUB until 25 July 2010	N/A	N/A	Collected from ONS: death registrations and population statistics (data published by National Centre for Health Outcomes Development).	Target to be disaggregated by HCC	Target to be disaggregated by HCC	Target to be disaggregated by HCC	Target to be disaggregated by HCC	N/A	N/A	N/A	N/A	Health and Housing
NI 129	End of life care – access to appropriate care enabling people to be able to choose to die at home	No	Data not available on HUB until 25 November 2010	No target set due to insufficient data in 2008/09	Data will be available from 2011	N/A	N/A	Collected from ONS mortality data (deaths by place of occurrence); DH analysis	Target to be disaggregated by HCC	Target to be disaggregated by HCC	Target to be disaggregated by HCC	Target to be disaggregated by HCC	N/A	N/A	N/A	N/A	Health and Housing
NI 137	Healthy life expectancy at age 65	No	Date for first data entry on to HUB is still to be determined	No target set due to insufficient data in 2008/09	Data will be available from 2011	N/A	N/A	Collected from ONS mortality data (deaths by place of occurrence); DH analysis	Target to be disaggregated by HCC	Target to be disaggregated by HCC	Target to be disaggregated by HCC	Target to be disaggregated by HCC	N/A	N/A	N/A	N/A	Strategic Direction
NI 182	Satisfaction of business with local authority regulatory services	No	79%	70%	70%			On track to meet target by March 2010.	70%	70%	70%	70%	N/A	N/A	N/A	N/A	Health and Housing
NI 184	Food establishments in the area which are broadly compliant with food hygiene law	No	N/A	No target set due to insufficient data in 2008/09	85%	N/A	N/A	On track to have 85% of businesses being classed as broadly compliant by March 2010.	85%	85%	85%	85%	N/A	N/A	N/A	N/A	Health and Housing
EHPI 2.15	Health & safety inspections.	No	97%	85%	85%			On track to recover and meet target by March 2010. Target was revised to 85% earlier in the year in reaction to the service having a vacant post that has not been filled.	85%	85%	85%	85%	N/A	N/A	N/A	N/A	Health and Housing
OBJECTIVE: WORK WITH OUR PARTNERS TO IMPROVE SAFETY OF OUR COMMUNITIES, THROUGH THE INTRODUCTION OF NEIGHBOURHOOD POLICING AND DEVELOPING OUR CRIME PREVENTION PARTNERSHIP																	
NI 15	Serious violent crime	No	39	No target set due to insufficient data in 2008/09	40	N/A		Given the current financial crisis and its unknown impact upon violence empirical data is not too reliable for this target.	351	351	351	351	N/A	N/A	N/A	N/A	Licensing and Community Safety
NI 16	Serious acquisitive crime	Yes	1323	No target set due to insufficient data in 2008/09	Awaiting data	N/A	N/A	Estimated outturn is currently being discussed between the Head of Licensing and Community Safety and police constabulary.	1391	1391	1391	1391	N/A	N/A	N/A	N/A	Licensing and Community Safety
NI 17	Perceptions of anti-social behaviour	Yes	13.9%	N/A	N/A	N/A	N/A	Collected by Place Survey. Biennial. Results due in 2010/11.	14.00%	14.00%	Next Survey 2012/13	14.00%	N/A	N/A	N/A	N/A	Strategic Direction
NI 20	Assault with injury crime rate	No	461	New PI	Awaiting data	N/A	N/A	The police constabulary have no specific Policing Plan Target (this measure was introduced part way through the year). Targets will be available once the police constabulary have obtained more data.	TBD	TBD	TBD	TBD	N/A	N/A	N/A	N/A	Licensing and Community Safety







Code	Indicator	LAA PI	Past Performance	Current Performance					Future Performance				Future Performance (Calendar Year)				Lead Service
			2008/09	2009/10					2010/11	2010/11	2011/12	2012/13	2010	2010	2011	2012	
			Outturn	Target 2009/10	Estimated outturn	Performance	Notes	Target	Stretch Target	Target	Target	Target	Stretch Target	Target	Target		
NI 21	Dealing with local concerns about anti-social behaviour and crime by the local council and police	No	29.5%	N/A	N/A	N/A	N/A	Collected by Place Survey. Biennial. Results due in 2010/11.	30.00%	30.00%	Next Survey 2012/13	30.00%	N/A	N/A	N/A	N/A	Licensing and Community Safety
NI 22	Perceptions of parents taking responsibility for the behaviour of their children in the area	No	36.5%	N/A	N/A	N/A	N/A	Collected by Place Survey. Biennial. Results due in 2010/11.	37.00%	37.00%	Next Survey 2012/13	37.00%	N/A	N/A	N/A	N/A	Strategic Direction
NI 23	Perceptions that people in the area treat one another with respect and consideration	No	22.6%	N/A	N/A	N/A	N/A	Collected by Place Survey. Biennial. Results due in 2010/11.	23.00%	23.00%	Next Survey 2012/13	23.00%	N/A	N/A	N/A	N/A	Strategic Direction
NI 27	Understanding of local concerns about anti-social behaviour and crime by the local council and police	No	23.1%	N/A	N/A	N/A	N/A	Collected by Place Survey. Biennial. Results due in 2010/11.	23.00%	23.00%	Next Survey 2012/13	23.00%	N/A	N/A	N/A	N/A	Licensing and Community Safety
NI 32	Repeat incidents of domestic violence	Yes	Not due to be collected until March 2010	No target set due to insufficient data in 2008/09	Data will be available on HUB from 25 July 2010	N/A	N/A	Unable to separate rolling data from Multi Agency Risk Assessment Conference (MARAC) at present as this structure has only been in place since January. Domestic violence is expected to rise as increased resources are applied, increasing victim confidence in our ability to resolve.	TBD	TBD	TBD	TBD	N/A	N/A	N/A	N/A	Licensing and Community Safety
NI 35	Building resilience to violent extremism	No	Level 1	No target set due to insufficient data in 2008/09	Awaiting data	N/A	N/A	Estimate and local targets are currently being discussed between the Head of Licensing and Community Safety and police constabulary.	TBD	TBD	TBD	TBD	N/A	N/A	N/A	N/A	Licensing and Community Safety
NI 36	Protection against terrorist attack	No	First data update on to HUB is still to be determined	No target set due to insufficient data in 2008/09	Awaiting data	N/A	N/A	Availability of data has not been announced on Data Interchange Hub at present but will update when made available.	TBD	TBD	TBD	TBD	N/A	N/A	N/A	N/A	Licensing and Community Safety
NI 37	Awareness of civil protection arrangements in the local area	No	13.9%	N/A	N/A	N/A	N/A	Collected by Place Survey. Biennial. Results due in 2010/11.	14.00%	14.00%	Next Survey 2012/13	14.00%	N/A	N/A	N/A	N/A	Strategic Direction
NI 41	Perceptions of drunk or rowdy behaviour as a problem	No	28.8%	N/A	N/A	N/A	N/A	Collected by Place Survey. Biennial. Results due in 2010/11.	29.00%	29.00%	Next Survey 2012/13	29.00%	N/A	N/A	N/A	N/A	Strategic Direction
NI 42	Perceptions of drug use or drug dealing as a problem	No	23.3%	N/A	N/A	N/A	N/A	Collected by Place Survey. Biennial. Results due in 2010/11.	23.00%	23.00%	Next Survey 2012/13	23.00%	N/A	N/A	N/A	N/A	Strategic Direction

Code	Indicator	LAA PI	Past Performance	Current Performance					Future Performance				Future Performance (Calendar Year)				Lead Service
			2008/09	2009/10					2010/11	2010/11	2011/12	2012/13	2010	2010	2011	2012	
			Outturn	Target 2009/10	Estimated outturn	Performance		Notes	Target	Stretch Target	Target	Target	Target	Stretch Target	Target	Target	
NI 47	People killed or seriously injured in road traffic accidents	No	Data not available on HUB until 25 February 2010	No target set due to insufficient data in 2008/09	Awaiting data	N/A	N/A	Collected by the Police.	TBD	TBD	TBD	TBD	N/A	N/A	N/A	N/A	Licensing and Community Safety
NI 48	Children killed or seriously injured in road traffic accidents	No	Data not available on HUB until 25 February 2010	No target set due to insufficient data in 2008/09	Awaiting data	N/A	N/A	Collected by the Police.	TBD	TBD	TBD	TBD	N/A	N/A	N/A	N/A	Licensing and Community Safety
NI 70	Hospital admissions caused by unintentional and deliberate injuries to children and young people	No	75.06%	No target set due to insufficient data in 2008/09	Awaiting data	N/A	N/A	Date collected from Information Centre for Health and Social Care Hospital Episode Statistics (HES) database.	TBD	TBD	TBD	TBD	N/A	N/A	N/A	N/A	Strategic Direction
PRIDE IN EAST HERTS: Improve standards of the neighbourhood and environmental management in our towns and villages.																	
OBJECTIVE: DEVELOP AND DELIVER A PUBLICITY CAMPAIGN TO RAISE AWARENESS AND CHANGE BEHAVIOUR ON ENVIRONMENTAL CRIME.																	
Although no performance indicators sit underneath this objective a number of service actions do.																	
OBJECTIVE: DEVELOP AND IMPLEMENT POLICIES AND INITIATIVES TO INCREASE ENFORCEMENT AGAINST ENVIRONMENTAL CRIME																	
Although no performance indicators sit underneath this objective a number of service actions do.																	
OBJECTIVE: CARRY OUT INITIATIVES TO IMPROVE AND SUSTAIN ENVIRONMENTAL QUALITY																	
NI 185	CO2 reduction from local authority operations	No	N/A	No target set due to insufficient data in 2008/09	0%	N/A	N/A	For 2009/10 and 2010/11 it will be difficult to achieve an efficiency saving due to the implementation of C3W. However by 2011/12 the service expects a 3.5% energy efficiency saving and for 2012/13 an energy efficiency of 4%.	0%	0%	3.50%	4%	N/A	N/A	N/A	N/A	Environmental Services
NI 186	Per capita reduction in CO2 emissions in the LA area	Yes	N/A	No target set due to insufficient data in 2008/09	Awaiting data from Herts CC	N/A	N/A	Data has been provided from East Herts to Hert CC, Herts CC are in process of analysing the data and have yet to update Data Interchange HUB.	Target to be disaggregated by HCC	Target to be disaggregated by HCC	Target to be disaggregated by HCC	9.10%	N/A	N/A	N/A	N/A	Environmental Services
NI 188	Planning to Adapt to Climate Change	No	Level 0	No target set due to insufficient data in 2008/09	Level 0	N/A	—	Service anticipates that Level 0 will be achieved for 2009/10.	Level 1	Level 1	Level 1	Level 2	N/A	N/A	N/A	N/A	Environmental Services
NI 189	Flood and coastal erosion risk management	No	100%	No target set due to insufficient data in 2008/09	Awaiting data	N/A	N/A	East Herts are currently in discussion with the Environment Agency & Herts County Council regarding this indicator. Targets can only be set pending on discussion outcomes which are due March 2010.	TBD	TBD	TBD	TBD	N/A	N/A	N/A	N/A	Business support services
NI 191	Residual household waste per household	No	277	current target 611 (Previous target 270)	611			The basis of calculation for this NI should be based on kgs of waste per household not per head of population as we have been reporting. The target needs to be changed from 270kgs to 611 kgs, based on a pro rata of the relationship between population and households against the current target, which is based on population. Although current performance, to October, is above target and for this NI the lower the better, ARC was introduced November and will impact beneficially on waste arisings and the levels of recycling & composting, so it is anticipated that the target will be met. Future years targets amended in line with using household rather than population.	595	595	577	577	N/A	N/A	N/A	N/A	Environmental Services

Code	Indicator	LAA PI	Past Performance	Current Performance				Future Performance				Future Performance (Calendar Year)				Lead Service	
			2008/09	2009/10			2010/11	2010/11	2011/12	2012/13	2010	2010	2011	2012			
			Outturn	Target 2009/10	Estimated outturn	Performance	Notes	Target	Stretch Target	Target	Target	Target	Stretch Target	Target	Target		
NI 192	Percentage of household waste sent for reuse, recycling and composting	No	34.85%	36.5%	41.0%			Performance currently below target but data is for April - October, pre ARC. It is in line with last years performance prior to the introduction of ARC in November this year. ARC will encourage and enable greater levels of recycling and composting so it is anticipated that the target will be achieved.	48.0%	48.0%	50.0%	50.0%	N/A	N/A	N/A	N/A	Environmental Services
NI 193	Percentage of municipal waste land filled	Yes	TBA	No target set due to insufficient data in 2008/09	Awaiting data	N/A	N/A	There are currently no targets set. East Herts is responsible for part of the data collection process as waste services only transport waste to the landfill but is not responsible for the disposal of the waste. Data for this indicator is collected and supplied by Herts County Council, East Herts will work with HCC to establish if local targets can be set.	Target to be disaggregated by HCC	Target to be disaggregated by HCC	Target to be disaggregated by HCC	Target to be disaggregated by HCC	N/A	N/A	N/A	N/A	Environmental Services
NI 194	Air quality - % reduction in NOx and primary PM10 emissions through local authority's estate and operations	No	2%	No target set due to insufficient data in 2008/09	No data available	N/A	N/A	In line with Hertfordshire County Council we will not be setting a target for NI 194 as there are currently uncertainties around the data that is being collected to be able to set useful targets.	TBA	TBA	TBA	TBA	N/A	N/A	N/A	N/A	Environmental Services
NI 195a	Improved street and environmental cleanliness: Litter	No	2%	2%	2%			Formerly combined with detritus this is a new, separate indicator this year. Current performance and outturn expected to be 2%.	2.0%	2.0%	2.0%	2.0%	N/A	N/A	N/A	N/A	Environmental Services
NI 195b	Improved street and environmental cleanliness: Detritus	No	12%	N/A	8%	N/A		New indicator, formerly combined with litter so no target in first year. Outturn expected to be 8%. Future targets require an initial improvement and then to maintain what is already a high level of performance.	7.0%	7.0%	7.0%	7.0%	N/A	N/A	N/A	N/A	Environmental Services
NI 195c	Improved street and environmental cleanliness: Graffiti	No	2%	2%	1%			Performance expected to meet target, which is to be maintained in future as failure incidence is extremely low and performance already in upper quartile.	1.0%	1.0%	1.0%	1.0%	N/A	N/A	N/A	N/A	Environmental Services
NI 195d	Improved street and environmental cleanliness: Fly-posting	No	0%	No target set due to insufficient data in 2008/09	1%	N/A		Outturn expected to meet target of only 1% failure rate. As performance already high future targets are designed to maintain this high performance.	1.0%	1.0%	1.0%	1.0%	N/A	N/A	N/A	N/A	Environmental Services
NI 196	Improved street and environmental cleanliness – fly tipping score	No	3	2	2			Performance is currently on target and it is expected this will also be outturn performance. Weighted incidents levels have been reduced whilst there has also been a slight reduction in enforcement actions due to staff departures/replacement/recruiting gap but not sufficient to deteriorate performance from the target of Efficient or 2.	2	2	2	2	N/A	N/A	N/A	N/A	Environmental Services

Code	Indicator	LAA PI	Past Performance	Current Performance					Future Performance				Future Performance (Calendar Year)				Lead Service
			2008/09	2009/10		2009/10		2010/11	2010/11	2011/12	2012/13	2010	2010	2011	2012		
			Outturn	Target 2009/10	Estimated outturn	Performance	Notes	Target	Stretch Target	Target	Target	Target	Stretch Target	Target	Target		
NI 197	Improved Local Biodiversity – proportion of Local Sites where positive conservation management has been or is being implemented	No	18%	No target set due to insufficient data in 2008/09	22%	N/A		Estimate of current position from County Council suggest likely to achieve 22% with an expected annual target increase of 5% year on year which is reflected in future targets.	27%	27%	32%	37%	N/A	N/A	N/A	N/A	Environmental Services
EHPI 218a	Abandoned vehicles - identified within 24 hours	No	80.04%	77.00%	82.00%			Although current performance is above predicted outturn, there has been a down turn in performance due to ARC workload. However both current and predicted outturn are/will be above/better than target. Future targets allow for gradual progression on an already high performance.	80.00%	80.00%	81.00%	82.00%	N/A	N/A	N/A	N/A	Environmental Services
EHPI 218b	Abandoned vehicles - removed in 24 hours	No	41.67%	96.00%	98.00%			Performance will be above target. Level of vehicles requiring removal is low, but may increase with economic changes, making it more difficult for current performance levels to be maintained.	95.00%	95.00%	96.00%	96.00%	N/A	N/A	N/A	N/A	Environmental Services
EHPI 2.4	Fly-tips: removal.	No	0.99 days	2 days	2 days			Performance will meet target. Although performance is better than target future targets are to remain unchanged at 2 days to ensure adequate time is allowed prior to removal to allow investigation and evidence searches for enforcement action purposes to take place.	2 days	2 days	2 days	2 days	N/A	N/A	N/A	N/A	Environmental Services
SHAPING NOW, SHAPING THE FUTURE: Safeguard and enhance our unique mix of rural and urban communities, ensuring sustainable, economic and social opportunities including effective development control and other measures																	
OBJECTIVE: PLAN, MANAGE AND MONITOR THE CORE ROLE OF THE COUNCIL AS CO-ORDINATOR OF LOCAL PLANNING POLICY TO ENSURE APPROPRIATE DEVELOPMENT AND INFRASTRUCTURE PROVISION TO MAINTAIN OUR SUSTAINABLE COMMUNITIES.																	
NI 154	Net additional homes provided	Yes	554	No target set due to insufficient data in 2008/09	425	N/A		Outturn for 2009/10 estimated at 425.	464	464	499	815	N/A	N/A	N/A	N/A	Planning and Building Control
NI 155	Number of affordable homes delivered (gross)	Yes	98	200 average per year	200			The figure is an average over a five year rolling period. This maybe revised following the publication of the Council's Strategic Housing Market Assessment and associated policy documents that will be formulated and agreed by Council in 2010/2011.	200 average per year	200 average per year	200 average per year	200 average per year	N/A	N/A	N/A	N/A	Planning and Building Control
NI 157a	Processing of planning applications: major applications	No	70.00%	70.00%	69.00%			There is a danger that we may fall short of target if the 12 Major applications currently over and pending decision or S106 are put through. We are expecting these early 2010. Reduction in future targets due to the service having had a reduction of 4 members of staff.	69.00%	71.00%	69.00%	69.00%	N/A	N/A	N/A	N/A	Planning and Building Control
NI 157b	Processing of planning applications: minor applications	No	85.00%	79.00%	88.00%			Performance exceed national & local target.	80.00%	81.00%	80.00%	80.00%	N/A	N/A	N/A	N/A	Planning and Building Control
NI 157c	Processing of planning applications: other applications	No	94.00%	93.00%	93.00%			Performance exceed national & local target. Lower than previous year as figures expected to drop due to 2 principal officers being on maternity leave.	92.00%	94.00%	93.00%	93.00%	N/A	N/A	N/A	N/A	Planning and Building Control
NI 159	Supply of ready to develop housing sites	No	N/A	No target set due to insufficient data in 2008/09	90.9%	N/A	N/A	The current Annual Monitoring Report looks ahead for 5 years and therefore enables an estimate to be made for 2010/11 - as each estimate requires five years of data. No estimates can currently be made beyond that because of the lack of data for the following years. The target for 2010/11 is set at 100.2%, this is due to the service having an excess of 5 years supply.	100.2%	N/A	TBD	TBD	N/A	N/A	N/A	N/A	Planning and Building Control
NI 170	Previously developed land that has been vacant or derelict for more than 5 years	No	N/A	No target set due to insufficient data in 2008/09	0%	N/A	N/A	Estimated outturn expected to be 0%.	0%	0%	0%	0%	N/A	N/A	N/A	N/A	Planning and Building Control

Code	Indicator	LAA PI	Past Performance	Current Performance					Future Performance				Future Performance (Calendar Year)				Lead Service
			2008/09	2009/10					2010/11	2010/11	2011/12	2012/13	2010	2010	2011	2012	
			Outturn	Target 2009/10	Estimated outturn	Performance	Notes	Target	Stretch Target	Target	Target	Target	Stretch Target	Target	Target		
OBJECTIVE: INCREASE COMMUNITY ENGAGEMENT IN THE LOCAL AND REGIONAL PLANNING PROCESSES SUPPORTED BY FORMAL ALLIANCES AND PARTNERSHIP, INCLUDING PROTECTING THE GREEN BELT.																	
Although no performance indicators sit underneath this objective a number of service actions do.																	
OBJECTIVE: SEEK A WELL BALANCED LOCAL ECONOMY BY PROVIDING EMPLOYMENT LAND, AND ENCOURAGING ACROSS ALL SECTORS ECONOMIC OPPORTUNITIES, BUSINESS SUPPORT AND WORKFORCE DEVELOPMENT.																	
NI 171	New business registration rate	No	88.9	New PI	Data will be available from 31 December 2010	N/A	N/A	Collected through BERR and ONS Websites.	TBD	TBD	TBD	TBD	N/A	N/A	N/A	N/A	Community and Cultural Services
NI 172	Percentage of small businesses in an area showing employment growth	Yes	13.4%	Target to be disaggregated by HCC	Data will be available from 31 December 2010	N/A	N/A	Collected through Inter Departmental Business Register- available from ONS at local authority level.	Target to be disaggregated by HCC	Target to be disaggregated by HCC	Target to be disaggregated by HCC	Target to be disaggregated by HCC	N/A	N/A	N/A	N/A	Community and Cultural Services
NI 173	Flows on to incapacity benefits from employment	No	Data not available on HUB until 26 March 2010	New PI	Availability of data is still awaiting to be published on HUB web site	N/A	N/A	Collected through IB flow data available from DWP 5% Terminations database; ONS Annual Population Survey available from 'NOMIS' via the internet. Quarterly.	TBD	TBD	TBD	TBD	N/A	N/A	N/A	N/A	Community and Cultural Services
OBJECTIVE: SEEK TO ENABLE 40% AFFORDABLE HOUSING ON ALL MAJOR AND OTHER RELEVANT DEVELOPMENT SITES DURING THE PLANNING PERIOD UP TO 2011.																	
Although no performance indicators sit underneath this objective a number of service actions do.																	

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 2004/05	
	performance is improving
	performance is the same
	performance is worsening