

| Code | Indicator | Past Performance | Current Performance | | | | | Future Performance | | | Lead Service |
|---|--|------------------|---------------------|-----------|------------------|--------|---|--------------------|-----------|-----------|---------------------------------|
| | | 2010/11 | 2011/12 | | Performance | | 2012/13 | 2013/14 | 2014/15 | | |
| | | Outturn | Target 2011/12 | Outturn | Short term trend | Status | Notes | Target | Target | Target | |
| FIT FOR PURPOSE, SERVICE FIT FOR YOU: Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation | | | | | | | | | | | |
| EHPI 156 | Buildings accessible to people with a disability. | 91.30% | 90.91% | 91.30% | — | 😊 | Performance on target. Performance shows that Public Areas in 91.30% of buildings operated by East Herts Council are suitable for and accessible to Disabled Persons. The Causeway Offices have not been excluded from this years outturn as East Herts were still occupying the building between April 2011 till November 2012. The Causeway was duly closed in November 2012 and will be reflected in the 2012/13 outturn. | 90.91% | 90.91% | 90.91% | People, ICT & Property services |
| NI 181 | Time taken to process Housing Benefit/Council Tax Benefit new claims and change events | 10.0 days | 10.0 days | 10.3 days | ∇ | 😐 | Performance slightly off target. | 10.0 days | 10.0 days | 10.0 days | Revenues and Benefits |
| LEADING THE WAY, WORKING TOGETHER: Deliver responsible community leadership that engages with our partners and the public | | | | | | | | | | | |
| EHPI 1a | % of customers satisfied with the service - All | 70% | 70% | TBA | TBA | TBA | Performance data is not currently available as data is scheduled to be extracted from Govmetric database on June 2012. The data will be available to be presented in the Executive version of the Outturns report on 10 July 2012. | Plus 1% | Plus 1% | Plus 1% | Environmental Services |
| EHPI 1b | % of customers satisfied with the service - Leventhorpe | 68% | 68% | TBA | TBA | TBA | Performance data is not currently available as data is scheduled to be extracted from Govmetric database on June 2012. The data will be available to be presented in the Executive version of the Outturns report on 10 July 2012. | Plus 1% | Plus 1% | Plus 1% | Environmental Services |
| EHPI 1c | % of customers satisfied with the service - Hartham | 71% | 70% | TBA | TBA | TBA | Performance data is not currently available as data is scheduled to be extracted from Govmetric database on June 2012. The data will be available to be presented in the Executive version of the Outturns report on 10 July 2012. | Plus 1% | Plus 1% | Plus 1% | Environmental Services |
| EHPI 1d | % of customers satisfied with the service - Fanshawe | 75% | 70% | TBA | TBA | TBA | Performance data is not currently available as data is scheduled to be extracted from Govmetric database on June 2012. The data will be available to be presented in the Executive version of the Outturns report on 10 July 2012. | Plus 1% | Plus 1% | Plus 1% | Environmental Services |
| EHPI 1e | % of customers satisfied with the service - Buntingford | 59% | 59% | TBA | TBA | TBA | Performance data is not currently available as data is scheduled to be extracted from Govmetric database on June 2012. The data will be available to be presented in the Executive version of the Outturns report on 10 July 2012. | Plus 1% | Plus 1% | Plus 1% | Environmental Services |
| EHPI 1f | % of customers satisfied with the service - Grange Paddocks | 77% | 77% | TBA | TBA | TBA | Performance data is not currently available as data is scheduled to be extracted from Govmetric database on June 2012. The data will be available to be presented in the Executive version of the Outturns report on 10 July 2012. | Plus 1% | Plus 1% | Plus 1% | Environmental Services |
| EHPI 2 | Net cost/subsidy per visit | £0.91 | £0.90 | £0.23 | ▲ | 😊 | Performance exceeding target. The service has revised future targets to provide greater clarity and a value has now been provided for the next three years. The value has been calculated based on the usage for 2011/12 and the fact that the management fee is known for the next three years. Performance will fluctuate over the next three years due to a) planned changes in the management fee b) small variances due to RPIX and c) throughput. The revised targets are 0.02p for 2012/13, 0.16p for 2013/14 and 0.47p for 2014/15. | £0.02 | £0.16 | £0.47 | Environmental Services |

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| EHPI 3a | Usage: number of swims (under 16) | 48,631 | 46,328 | 46,936 | ▼ | 😊 | Performance exceeding target. However 2011/12 total throughput down on previous year. This may be due to the prevailing economic climate, the service will be monitoring any further declines that may suggest an emerging trend. | 46,900 | 46,900 | 46,900 | Environmental Services |
| EHPI 3b | Usage: number of swims (16 - 60) | 111,501 | 112,616 | 101,033 | ▼ | 😞 | This is below target. 2011/12 throughput down on previous year total, however, this may not be a true reflection due to highlighted concerns raised in Q1 2010/11 and the potential double counting of Direct Debit gym members/swimmers. The service will continue to monitor and expects throughput stabilise in subsequent years. | 101,000 | 101,000 | 101,000 | Environmental Services |
| EHPI 3c | Usage: number of swims (60 +) | 25,356 | 25,610 | 24,315 | ▼ | 😐 | Performance slightly off from target this may be due to the current economic climate, the service will continue to monitor for future trends. | 24,300 | 24,300 | 24,300 | Environmental Services |
| EHPI 4a | Usage: Gym (16 - 60) | 173,309 | 175,042 | 187,535 | ▲ | 😊 | Performance exceeding target. Throughput has performed well against previous year and target. | 187,500 | 187,500 | 187,500 | Environmental Services |
| EHPI 4b | Usage: Gym (60 +) | 13,329 | 13,462 | 16,886 | ▲ | 😊 | Performance exceeding target. Throughput has performed well against previous year and target. | 16,800 | 16,800 | 16,800 | Environmental Services |
| 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 | | | | | | | | | | | |
| EHPI 129 | Response time to ASB complaints made to EHC. | 100% | 100% | 97% | ▼ | 😐 | Performance slightly off target. Performance fell below 100% achievement on just two months of the year. This was caused by unexpected staff absence as a result of sickness and training. | 100% | 100% | 100% | Community Safety and Health |

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| 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 | | | | | | | | | | | |
| NI 154 | Net additional homes provided | 200 | 466 | 378 | ▲ | ☹ | This is below target. | 401 | 507 | 691 | Planning and Building Control |
| NI 155 | Number of affordable homes delivered (gross) | 64 | 200 | 132 | ▲ | ☹ | This is a substantial increase on last year and furthermore there has been significant refurbishment schemes which are not accounted for in this indicator. | 200 | 200 | 200 | Housing Services |
| EHPI 64 | Vacant dwellings returned to occupation or demolished | 10 | 10 | 11 | ▲ | 😊 | Performance on target. 11 dwellings have been returned to occupation, 5 of which were vacant for more than 6 years. | 10 | 10 | 10 | Community Safety and Health |

| 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 2010/11 | |
| ▲ | performance is improving |
| ▬ | performance is the same |
| ▼ | performance is worsening |