







Code	Indicator	Past Performance	Current Performance					Future Performance			Lead Service
		2010/11	2011/12					2012/13	2013/14	2014/15	
		Outturn	Target 2011/12	Outturn	Performance Short term trend	Status	Notes	Target	Target	Target	
<b>FIT FOR PURPOSE, SERVICE FIT FOR YOU: Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation</b>											
EHPI 6.8	Turnaround of Pre NTO PCN challenges	22 days	14 days	20 days	▲	☹️	This is below target. Due to a combination of: A) High volume of correspondence B) Staff seconded on to carpark stewarding duties in December 2011. C) Staff being trained on new IT systems linked to the new contract in January 2012. Overtime to help catch up on this predicted back log was agreed and undertaken during February 2012. A growth bid for 20 additional hours of notice processing resource is currently before members. However all statutory targets have been met.	14 days	14 days	14 days	Customer Services and Parking
EHPI 6.9	Turnaround of PCN Representations	22 days	28 days	21 days	▲	😊	Performance exceeding target.	28 days	28 days	28 days	Customer Services and Parking
<b>PRIDE IN EAST HERTS: Improve standards of the neighbourhood and environmental management in our towns and villages.</b>											
NI 191	Residual household waste per household	472kg	459kg	474kg	▼	😐	Performance slightly off target. Although the outturn is above expectations although this was a 53 week year. in a normal year the outturn would have been 465 kgs per household, some 6kgs or 1.3% above expectation. This is lower than waste growth nationally.	454kg	450kg	448kg	Environmental Services

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NI 192	Percentage of household waste sent for reuse,	48.29%	50.00%	48.35%	▲	☹️	Whole year performance is below original expectation of 50%, although with increasing waste levels and reducing recycling levels, expectation was revised internally to 48%, with final outturn at 48.35. The trends follow the national pattern, but the increase in waste and decrease in recycling is less marked in East Herts, than nationally. Waste Services Team focus for 12/13 is to promote waste minimisation, increase recycling performance in areas where participation and capture rates are lowest and increase the level of food waste in the brown bins.	50.0%	51.0%	52.0%	Environmental Services
NI 195a	Improved street and environmental cleanliness: Litter	1%	2%	2%	▼	😊	Performance on target. Performance fell in the winter partly due to the contractor not being granted permission by Herts Highways to litter pick the A10 under traffic management, allied to a number of marginal failures on other main roads, i.e. of the 15 failures 12 failed by only half a grade, probably due to being inspected close to the next scheduled litter pick.	2%	2%	2%	Environmental Services
NI 195b	Improved street and environmental cleanliness: Detritus	10%	7%	7%	▲	😊	Performance on target. Performance has been achieved at the targetted level, despite higher than normal levels of detritus during the winter.	7%	7%	7%	Environmental Services
NI 195c	Improved street and environmental cleanliness: Graffiti	1%	1%	0.67%	—	😊	Performance betters target with only a 0.67% failure rate for graffiti.	1%	1%	1%	Environmental Services
NI 195d	Improved street and environmental cleanliness: Fly-posting	0%	1%	0%	—	😊	Performance is better than targetted level due to low incidence of fly posting.	1%	1%	1%	Environmental Services
NI 197	Improved Local Biodiversity – proportion of Local Sites where positive conservation management has been or is being implemented	27.40%	32.40%	27.40%	—	☹️	Performance is off target due to there being very little change from last years position as there have only been a few new sites added.	37.40%	42.40%	47.40%	Environmental Services
EHPI 218a	Abandoned vehicles - identified within 24 hours	98.45%	85.00%	99.99%	▲	😊	Performance exceeding target. Apart from 1 car in July 2012 all 161 cars reported were inspected within 24 hours.	90.00%	91.00%	92.00%	Environmental Services
EHPI 218b	Abandoned vehicles - removed in 24 hours	100.00%	95.00%	100.00%	—	😊	Performance exceeding target. All cars requiring removal were taken from our streets within 24 hours of our being allowed to do so.	96.00%	96.00%	96.00%	Environmental Services
EHPI2.2 (45)	Waste: missed collections per 100,000 collections of household waste	34.56	50.00	36.80	▼	😊	Performance exceeding target. Performance under the new contract which commenced in May 2011 has exceeded expectations, leading to a outturn that is comfortably within the target level.	48	47	46	Environmental Services
EHPI 2.4	Fly-tips: removal.	1.12 days	2 days	1.21 days	▼	😊	Performance exceeding target. Performance is better than target as the Environmental Inspectors continue to prioritise the removal of fly tipping.	2 days	2 days	2 days	Environmental Services

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EHPI 86	Cost of household waste collection	£61.21	£50.06	TBA	TBA	TBA	Outturn currently not available. Data will be reported to Members through the Corporate Healthcheck process, once the Council's budget has been finalised.	£42.81	£43.88	£44.98	Financial/Environmental Services
EHPI 90b	Satisfaction with waste recycling	N/A	75.00%	77.00%	▲	😊	Performance exceeding target. More than three quarters of residents (77%) expressed satisfaction with the service overall but 14% said that they are dissatisfied. All of these results are broadly in line with the findings from the 2009 survey. This performance shows a 9% increase in satisfaction when comparison is made to the performance in 2009/10. Going forward the Council's objective is to ensure high satisfaction with the council, therefore it is proposed that the target for 2013/14 be retained at 75%.	N/A	75.00%	N/A	Environmental Services

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<b>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</b>											
NI 157a	Processing of planning applications: major applications	65.00%	69.00%	48.00%	▼	☹️	This is below target. Delays have been encountered during the year as a result of legal agreements, legislative requirements and the complex nature of proposals requiring extensive consultation. For the next (and forthcoming) years targets have been reduced but aligned with that expected nationally of 60%.	60.00%	60.00%	60.00%	Planning and Building Control
NI 157b	Processing of planning applications: minor applications	83.00%	80.00%	80.00%	▼	😊	Performance on target. Local target met and national target exceeded.	70.00%	70.00%	70.00%	Planning and Building Control
NI 157c	Processing of planning applications: other applications	94.00%	93.00%	92.00%	▼	😐	Performance slightly off target. Local target met and national target exceeded.	90.00%	90.00%	90.00%	Planning and Building Control
NI 159	Supply of ready to develop housing sites	N/A	N/A	TBA	TBA	TBA	Data analysis of housing delivery undertaken by Hertfordshire County Council at the end of year and details are usually available by June/July. Calculation of land supply not possible until data on supply which has been utilised (housing built) is available. Data will be included in the Councils Annual Monitoring Report due to be produced in December 2012. The Council's performance management system will be updated at the same time.	TBD	TBD	TBD	Planning and Building Control
EHPI 2.1d	Planning Enforcement: Initial Site Inspections	New PI introduced in 2011/12	75.00%	Next outturn data available in 2012/13	N/A	N/A	There is no performance outturn available for 2011/12 as this is a new PI and the systems used to collect the data were put in place in January 2012 so there is not a full years worth of data to produce an annual outturn. The next available outturn will be for 2012/13 and will be reported in the 2012/13 outturn report.	75%	75%	75%	Planning and building control
EHPI 2.1e	Planning Enforcement: Service of formal Notices	New PI introduced in 2011/12	50.00%	Next outturn data available in 2012/13	N/A	N/A	There is no performance outturn available for 2011/12 as this is a new PI and the systems used to collect the data were put in place in January 2012 so there is not a full years worth of data to produce an annual outturn. The next available outturn will be for 2012/13 and will be reported in the 2012/13 outturn report.	50%	50%	50%	Planning and building control
EHPI 2.23	Planning decisions delegated.	90%	90%	92%	▲	😊	Performance exceeding target. Outturn target met 149 out of 1875 decision decided by committee.	90%	90%	90%	Planning and building control
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

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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 2010/11</b>	
	performance is improving
	performance is the same
	performance in worsening