






| Code                      | Indicator   | Past Performance | Current Performance |                   |             |        |   | Future Performance |                |                              |        | Lead Service                  |
|---------------------------|---|------------------|---------------------|-------------------|-------------|--------|---|--------------------|----------------|------------------------------|--------|-------------------------------|
|                           |   | 2011/12          | 2012/13             |                   |             |        | 2013/14   | 2013/14            | 2014/15        | 2015/16                      |        |                               |
|                           |   | Outturn          | Target 2012/13      | Outturn           | Performance | Status | Notes   | Target             | Stretch Target | Target                       | Target |                               |
| Corporate Priority: Place |   |                  |                     |                   |             |        |   |                    |                |                              |        |                               |
| EHPI 157a                 | Processing of planning applications: major applications | 48.00%           | 60.00%              | <b>56.00%</b>     | ▲           | ☹      | Target not met. There was a total of 43 major decisions in the year of which 19 required a timescale that extended beyond the target. This remains primarily the result of negotiations required to resolve legal agreement matters.  | 60.00%             | 60.00%         | 60.00%                       | 60.00% | Planning and Building Control |
| EHPI 157b                 | Processing of planning applications: minor applications | 70.00%           | 70.00%              | <b>78.00%</b>     | ▲           | 😊      | Performance exceeding target.   | 80.00%             | 80.00%         | 80.00%                       | 80.00% | Planning and Building Control |
| EHPI 157c                 | Processing of planning applications: other applications | 95.00%           | 90.00%              | <b>92.00%</b>     | ▼           | 😊      | Performance exceeding target, however slightly lower than previous year.  | 90.00%             | 90.00%         | 90.00%                       | 90.00% | Planning and Building Control |
| EHPI 159                  | Supply of ready to develop housing sites                | 88.0%            | 72 - 86%            | <b>72 - 86%**</b> | ▼           | 😊      | The Council has now confirmed that the timescale for the publication of its District Plan is delayed because of crucial issues on which further information and resolution is required. However, work has progressed on the production of an Annual Monitoring Report for the 2011/12 year. This sets out an assessment of the supply of ready to develop housing sites which is following the East of England plan. The actual outturn will be available by July 2013. | 90.0%              | 90.0%          | Unable to set future targets |        | Planning and Building Control |
| EHPI 2.1d                 | Planning Enforcement: Initial Site Inspections          | N/A              | 75.00%              | <b>82.00%</b>     | N/A         | 😊      | Performance exceeding target.   | 75.00%             | 75.00%         | 75.00%                       | 75.00% | Planning and Building Control |
| EHPI 2.1e                 | Planning Enforcement: Service of formal Notices         | N/A              | 50.00%              | <b>56.00%</b>     | N/A         | 😊      | Performance exceeding target.   | 50.00%             | 50.00%         | 50.00%                       | 50.00% | Planning and Building Control |
| EHPI 2.23                 | Planning decisions delegated.                           | 92%              | 90%                 | <b>93%</b>        | ▲           | 😊      | Performance exceeding target.   | 90%                | 90%            | 90%                          | 90%    | Planning and Building Control |

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|-----------|--|------------------|---------------------|---------|-------------|-------|---|--------------------|---------|---------|--------|-----------------------------|
|           |  | 2011/12          | 2012/13             |         |             |       | 2013/14   | 2013/14            | 2014/15 | 2015/16 |        |                             |
|           |  | Outturn          | Target 2012/13      | Outturn | Performance | Notes | Target  | Stretch Target     | Target  | Target  |        |                             |
|           |  |                  | Short term trend    | Status  |             |       |   |                    |         |         |        |                             |
| EHPI 64   | Vacant dwellings returned to occupation or demolished                  | 11               | 10                  | 10      | ▼           | 😊     | 10 dwellings brought back into use of which 3 had been empty for 10 or more years.  | 10                 | 10      | 10      | 10     | Community Safety and Health |
| EHPI 191  | Residual household waste per household                                 | 474 kg           | 454kg               | 464kg   | ▲           | 😐     | Although the Kgs of waste per household is above target expectancy it still represents a decrease of 10kgs per household from the previous year. Overall the tonnage of waste collected across all streams has fallen by 1477 tonnes (2.8%) - a good result from the perspective of waste minimisation  | 450kg              | 450kg   | 448kg   | 446kg  | Environment Services        |
| EHPI 192  | Percentage of household waste sent for reuse, recycling and composting | 48.35%           | 50.00%              | 47.27%  | ▼           | 😐     | Kerbside paper continues to fall in line with the national trend and is 10% down. Glass collected kerbside has remained at last years level, whilst plastics and cans have increased almost 19%, but this represents only 289 tonnes. Composting levels are down over 800 tonnes, 5.2%. Collectively this has resulted in a lower than anticipated recycling performance but a better performance in terms of waste minimisation. | 50.00%             | 50.00%  | 51.00%  | 52.00% | Environment Services        |
| EHPI 195a | Improved street and environmental cleanliness: Litter                  | 2%               | 2%                  | 2%      | —           | 😊     | Although failure rate of grading is already very low this years outturn shows performance is on target.   | 2%                 | 2%      | 2%      | 2%     | Environment Services        |
| EHPI 195b | Improved street and environmental cleanliness: Detritus                | 7%               | 7%                  | 7%      | —           | 😊     | Performance has been maintained at last years level and on target.  | 7%                 | 7%      | 7%      | 7%     | Environment Services        |
| EHPI 195c | Improved street and environmental cleanliness: Graffiti                | 0.67%            | 1.00%               | 0.00%   | ▲           | 😊     | Performance exceeding target. There is a low level of graffiti in the district.   | 1.00%              | 1.00%   | 1.00%   | 1.00%  | Environment Services        |
| EHPI 195d | Improved street and environmental cleanliness: Fly-posting             | 0%               | 1%                  | 0%      | —           | 😊     | Performance exceeding target. Fly posting levels across the district are low.   | 1%                 | 1%      | 1%      | 1%     | Environment Services        |

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|              |   | 2011/12          | 2012/13             |                                    | Performance      |   | 2013/14   | 2013/14            | 2014/15        | 2015/16 |                          |                      |
|              |   | Outturn          | Target 2012/13      | Outturn                            | Short term trend | Status  | Notes   | Target             | Stretch Target | Target  | Target                   |                      |
| EHPI 197     | Improved Local Biodiversity – proportion of Local Sites where positive conservation management has been or is being implemented | 27.40%           | 37.40%              | <b>27.40%**</b>                    | —                |    | This is an estimated outturn as the year end position is expected to be the same as last Autumn. The service is awaiting data from the wild life trust which will become available in June 2013, but unfortunately due to financial savings less activity and a reduced level of monitoring are potentially likely to mean that the data shows no increase in activity. | 27.40%             | 27.40%         | 27.40%  | 27.40%                   | Environment Services |
| EHPI 218a    | Abandoned vehicles - identified within 24 hours   | 99.99%           | 90.00%              | <b>99.19%</b>                      | ▼                |    | Performance exceeding target. Only one vehicle out of the 124 inspected was not checked within 24 hours of report.  | 95.00%             | 95.00%         | 95.00%  | 95.00%                   | Environment Services |
| EHPI 218b    | Abandoned vehicles - removed in 24 hours  | 100.00%          | 96.00%              | <b>100.00%</b>                     | —                |   | Performance exceeding target. All vehicles that required removal were taken away within 24 hours of our legal entitlement to do so.   | 96.00%             | 96.00%         | 96.00%  | 96.00%                   | Environment Services |
| EHPI2.2 (45) | Waste: missed collections per 100,000 collections of household waste  | 36.8             | 48.0                | <b>29.0</b>                        | ▲                |  | Performance exceeding target. This is the second year of the contract with Veolia and the best annual performance for 8 years reflects not only the maturing of the contract but the client management of the contract utilising the measures included in the contract.   | 47.0               | 47.0           | 46.0    | 45.0                     | Environment Services |
| EHPI 2.4     | Fly-tips: removal.  | 1.21             | 2.00                | <b>1.47</b>                        | ▼                |  | 2012/13 outturn performance is better than target. Although not as good as previous years this is due to a reduction in small fly tips, which can be removed within a day, and an increase in larger ones, which take longer to clear. The number of flytips in the district has fallen from 889 in 2011/12 to 700 in 2012/13 (21%).                                    | 2.00               | 2.00           | 2.00    | 2.00                     | Environment Services |
| EHPI 90b     | Satisfaction with waste recycling   | 77.00%           | N/A                 | <b>No survey due until 2013/14</b> | N/A              | N/A   | No outturn required as the next resident survey is due to be conducted in 2013/14. Future target for 2015/16 will be provided following 2013/14 resident survey has been completed.   | 75.00%             | 75.00%         | N/A     | TBA after 2013/14 survey | Environment Services |

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|---------------------------------------|--------------------------------------|------------------|---------------------|--------------------|-------------|--|----------------------------------|--------------------|--------------------|--------------------|--------------------|-------------------------------|
|                                       |                                      | 2011/12          | 2012/13             |                    |             |  | 2013/14                          | 2013/14            | 2014/15            | 2015/16            |                    |                               |
|                                       |                                      | Outturn          | Target 2012/13      | Outturn            | Performance |  | Notes                            | Target             | Stretch Target     | Target             | Target             |                               |
|                                       |                                      |                  |                     | Short term trend   | Status      |  |                                  |                    |                    |                    |                    |                               |
| <b>Corporate Priority: Prosperity</b> |                                      |                  |                     |                    |             |  |                                  |                    |                    |                    |                    |                               |
| EHPI 6.8                              | Turnaround of Pre NTO PCN challenges | 20 days          | 14 days (calendar)  | 12 days (calendar) |             |  | Performance is exceeding target. | 14 days (calendar) | 14 days (calendar) | 14 days (calendar) | 14 days (calendar) | Customer Services and Parking |
| EHPI 6.9                              | Turnaround of PCN Representations    | 21 days          | 28 days (calendar)  | 12 days (calendar) |             |  | Performance is exceeding target. | 21 days            | 21 days            | 21 days            | 21 days            | Customer Services and Parking |

\*\* - These are estimated figures based on the information currently available to the service. See the PI's note section for date of actual outturn data availability.

| 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 2011/12</b>      |                                    |
|  | performance is improving           |
|  | performance is the same            |
|  | performance in worsening           |