

Code	Indicator	Past Performance	Current Performance				Future Performance				Lead Service	LG Inform (LGA) Benchmarking Data		Value for Money Profiles (Audit Commission) Benchmarking Data	
		2012/13	2013/14			2014/15	2015/16	2016/17	2017/18	Average (All Districts)		Status (East Herts estimated performance compared to all district average position)	Average (All Districts)	Status (East Herts estimated performance compared to all district average position)	
		Outturn	Target 2013/14	Estimated outturn	Performance Short term trend	Status	Target	Stretch Target	Target						Target
Corporate Priority: People															
EHPI 181	Time taken to process Housing Benefit new claims and change events (calendar days)	18.4 days	15 days	10days	▲	😊	15 days	15 days	15 days	15 days	Revenues and Benefits	10 days (2012/13)	Average	Not available	Not available
Corporate Priority: Place															
EHPI 155	Number of affordable homes delivered (gross)	175	200	137	▼	😞	200	N/A	200	200	Housing Services	85 (2012/13)	Better than average	103 (2011/12)	Better than average
EHPI 157a	Processing of planning applications: major applications	56.00%	60.00%	50.00%	▼	😞	60.00%	N/A	60.00%	60.00%	Planning and Building Control	65% (Q3 2013 data)	Below Average	62% (Q1 2012 data)	Below Average
EHPI 157b	Processing of planning applications: minor applications	78.00%	70.00%	80.00%	▲	😊	80.00%	N/A	80.00%	80.00%	Planning and Building Control	68% (Q3 2013 data)	Better than average	68% (Q1 2012 data)	Better than average
EHPI 157c	Processing of planning applications: other applications	92.00%	90.00%	91.00%	▼	😊	90.00%	N/A	90.00%	90.00%	Planning and Building Control	82% (Q3 2013 data)	Better than average	82% (Q1 2012 data)	Better than average
EHPI 191	Residual household waste per household	464 kgs	458 kgs	450 kgs	▲	😊	448 kgs	N/A	446kgs	446kgs	Environment Services	466.35kg 2012/13	Better than average	471kg 2011/12	Better than average
EHPI 192	Percentage of household waste sent for reuse, recycling and composting	47.46%	51.00%	49.00%	▲	😊	51.00%	N/A	52.00%	52.00%	Environment Services	43.31% 2012/13	Better than average	43.42% 2011/12	Better than average

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 2012/13	
▲	performance is improving
—	performance is the same
▼	performance is worsening