

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	9.2 days	▲	😊	15 days	15 days	15 days	15 days	Revenues and Benefits	11 days (Q4 2012/13)	Better than average	Not available	Not available
Corporate Priority: Place															
EHPI 155	Number of affordable homes delivered (gross)	175	200	76	▼	😞	200	N/A	200	200	Housing Services	85 (2012/13)	Below Average	103 (2011/12)	Below Average
EHPI 157a	Processing of planning applications: major applications	56.00%	60.00%	57.00%	▲	😊	60.00%	N/A	60.00%	60.00%	Planning and Building Control	71% (Q4 2013 data)	Below Average	62% (Q1 2012/13 data)	Below Average
EHPI 157b	Processing of planning applications: minor applications	78.00%	70.00%	81.00%	▲	😊	80.00%	N/A	80.00%	80.00%	Planning and Building Control	68% (Q4 2013 data)	Better than average	68% (Q1 2012/13 data)	Better than average
EHPI 157c	Processing of planning applications: other applications	92.00%	90.00%	93.00%	▲	😊	90.00%	N/A	90.00%	90.00%	Planning and Building Control	83% (Q4 2013 data)	Better than average	82% (Q1 2012/13 data)	Better than average
EHPI 191	Residual household waste per household	464 kgs	458 kgs	461 kgs	▲	😊	448 kgs	N/A	446kgs	446kgs	Environment Services	466.35kg 2012/13	Better than average	466kg 2012/13	Better than average
EHPI 192	Percentage of household waste sent for reuse, recycling and composting	47.46%	51.00%	48.98%	▲	😊	51.00%	N/A	52.00%	52.00%	Environment Services	43.31% 2012/13	Better than average	43.31% 2012/13	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