




































Code	Indicator	Past Performance	Current Performance					Future Performance				Lead Service
		2012/13	2013/14				2014/15	2014/15	2015/16	2016/17		
		Outturn	Target 2013/14	Outturn	Performance	Status	Notes	Target	Stretch Target	Target	Target	
Corporate Priority: People												
EHPI 1a	% of customers satisfied with the service - All	85%	65%	N/A	N/A	N/A		"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	Environment Services
EHPI 1b	% of customers satisfied with the service - Leventhorpe	87%	65%	N/A	N/A	N/A	There is no performance outturn available for 2013/14. SLM as a company, changed the way they collect customer feedback data in Quarter 1 of 2013/14 and this no longer ties in with the Council's traditional satisfaction indicators. As a result of this there will be no outturn available for 2013/14. SLM and East Herts Council are in discussions around the methodology for collecting this data and is expecting to have the issue resolved for 2014/15. This issue was discussed at Community Scrutiny Committee.	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	Environment Services
EHPI 1c	% of customers satisfied with the service - Hartham	89%	65%	N/A	N/A	N/A		"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	Environment Services











Code	Indicator	Past Performance	Current Performance					Future Performance				Lead Service
		2012/13	2013/14				2014/15	2014/15	2015/16	2016/17		
		Outturn	Target 2013/14	Outturn	Performance	Status	Notes	Target	Stretch Target	Target	Target	
			Short term trend									
EHPI 1d	% of customers satisfied with the service - Fanshawe	70%	65%	N/A	N/A	N/A		"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	Environment Services
EHPI 1e	% of customers satisfied with the service - Buntingford	90%	65%	N/A	N/A	N/A	There is no performance outturn available for 2013/14. SLM as a company, changed the way they collect customer feedback data in Quarter 1 of 2013/14 and this no longer ties in with the Council's traditional satisfaction indicators. As a result of this there will be no outturn available for 2013/14. SLM and East Herts Council are in discussions around the methodology for collecting this data and is expecting to have the issue resolved for 2014/15. This issue was discussed at Community Scrutiny Committee.	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	Environment Services
EHPI 1f	% of customers satisfied with the service - Grange Paddocks	67%	65%	N/A	N/A	N/A		"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	Environment Services
EHPI 3a	Usage: number of swims (under 16)	40,427	38,000	53,396				Performance exceeded target. In 2013/14 SLM have been very successful in the promotion of junior swims and has invested in equipment (inflatables) to encourage the junior fun swims at as well as adding several additional fun swim sessions aimed at younger swimmers.	49,000	49,000	49,000	49,000










Code	Indicator	Past Performance	Current Performance					Future Performance				Lead Service
		2012/13	2013/14				2014/15	2014/15	2015/16	2016/17		
		Outturn	Target 2013/14	Outturn	Performance		Notes	Target	Stretch Target	Target	Target	
			Short term trend	Status								
EHPI 3b	Usage: number of swims (16 - 60)	109,546	105,000	101,583			Performance is slightly below target for this age group.	101,500	101,500	101,500	101,500	Environment Services
EHPI 3c	Usage: number of swims (60 +)	28,542	25,000	27,395			Performance exceeded target.	27,000	27,000	27,000	27,000	Environment Services
EHPI 4a	Usage: Gym (16 - 60)	182,172	187,000	187,380			Performance exceeded target.	187,000	187,000	187,000	187,000	Environment Services
EHPI 4b	Usage: Gym (60 +)	16,102	16,800	17,365			Performance exceeded target.	16,800	16,800	16,800	16,800	Environment Services
EHPI 129	Response time to Anti Social Behaviour complaints made to East Herts Council	98.75%	100.00%	100.00%			Performance on target.	100.00%	100.00%	100.00%	100.00%	Community Safety and Health
EHPI 2.15	Health & safety Projects (proactive project based on health and safety interventions)	100%	80%	100%			Performance exceeded target.	80%	N/A	80%	80%	Community Safety and Health
EHPI 184	Food establishments in the area which are broadly compliant with food hygiene law	88%	85%	90%			Performance exceeded target.	85%	90%	85%	85%	Community Safety and Health
EHPI 181	Time taken to process Housing Benefit new claims and change events (Calendar days)	18.4 days	15 days	9.2 days			Performance exceeded target.	15 days	15 days	15 days	15 days	Revenues and Benefits

Code	Indicator	Past Performance	Current Performance				Future Performance				Lead Service	
		2012/13	2013/14			2014/15	2014/15	2015/16	2016/17			
		Outturn	Target 2013/14	Outturn	Performance	Notes	Target	Stretch Target	Target	Target		
			Short term trend	Status								
Corporate Priority: Place												
EHPI 154	Net additional homes provided	699	507	Data will not be available until July 2014	TBA	TBA	Performance outturn will not be available until July 2014 as the Service is still awaiting surveys to be completed by Herts County Council.	467	N/A	349	427	Planning and Building Control
EHPI 155	Number of affordable homes delivered (gross)	175	200	76	▼	☹	The number of affordable homes gross for 2013/14 is 76. The figure is lower than the target for two reasons. The number of new private developments being built directly affects the number of affordable homes as this is the primary route for accessing new affordable homes. There have been private sites that have been slower on site than previously predicted and some significant delays. In addition a number of asset sites that the housing associations proposed to build new homes on have been delayed or postponed and it is now anticipated that those with planning permission will be completed in 2014/15.	200	N/A	200	200	Housing Services
EHPI 157a	Processing of planning applications: major applications	56.00%	60.00%	57.00%	▲	☺	Performance target not met with 20 out of 35 decisions within timescales. 15 decisions taking longer than target timescales. This has primarily been as a result of the complex nature of some of these applications, requiring further information from applicants and consultation processes, the requirement for legal agreements to be completed in some cases and where Members have required further time to consider proposals before a decision can be reached.	60.00%	N/A	60.00%	60.00%	Planning and Building Control
EHPI 157b	Processing of planning applications: minor applications	78.00%	70.00%	81.00%	▲	☺	Performance exceeded target.	80.00%	N/A	80.00%	80.00%	Planning and Building Control
EHPI 157c	Processing of planning applications: other applications	92.00%	90.00%	93.00%	▲	☺	Performance exceeded target.	90.00%	N/A	90.00%	90.00%	Planning and Building Control
EHPI 159	Supply of ready to develop housing sites	90.0%	N/A	Data will not be available until July 2014	TBA	N/A	Performance outturn will not be available until July 2014 as the Service is still awaiting surveys to be completed by Herts County Council.	N/A				Planning and Building Control
EHPI 2.1d	Planning Enforcement: Initial Site Inspections	82.00%	75.00%	79.50%	▼	☺	Performance exceeded target.	75.00%	N/A	75.00%	75.00%	Planning and Building Control
EHPI 2.1e	Planning Enforcement: Service of formal Notices	56.00%	50.00%	100.00%	▲	☺	Performance exceeded target.	70.00%	N/A	70.00%	70.00%	Planning and Building Control

Code	Indicator	Past Performance	Current Performance					Future Performance				Lead Service
		2012/13	2013/14				2014/15	2014/15	2015/16	2016/17		
		Outturn	Target 2013/14	Outturn	Performance	Notes	Target	Stretch Target	Target	Target		
			Short term trend	Status								
EHPI 2.23	Planning decisions delegated.	90%	90%	96%			Performance exceeded target. 1913 out of 1995 decisions delegated.	90%	N/A	90%	90%	Planning and Building Control
EHPI 64	Vacant dwellings returned to occupation or demolished	10	10	10			Performance on target. 10 empty properties brought back into occupation. Of these 5 had been empty for more than two-years.	10	N/A	10	10	Community Safety and Health
EHPI 191	Residual household waste per household	464 kgs	458 kgs	461 kgs			Performance exceeded target. Although higher than expected, waste levels this year are 3 Kgs per household lower than last year.	448 kgs	N/A	446kgs	446kgs	Environment Services
EHPI 192	Percentage of household waste sent for reuse, recycling and composting	47.46%	51.00%	48.98%			Performance just off target. Overall performance is below expectancy, however recycling collections were almost 1,400 tonne above last years level since the comingled service was introduced. It is anticipated that a full year affect of the new service will result in future expectations being matched.	51.00%	N/A	52.00%	52.00%	Environment Services
EHPI 195a	Improved street and environmental cleanliness: Litter	2%	2%	3%			Litter levels during the first 8 months were low, but rose sharply in the last 4 months in Industrial & Warehousing areas and on main roads. The latter was due to access to central reservations using traffic management not being granted by the highways authority. Additional resources have been applied to those areas where levels were below Grade B of the Environment Protection Act (EPA), to return them to an acceptable standard.	2%	N/A	2%	2%	Environment Services
EHPI 195b	Improved street and environmental cleanliness: Detritus	7%	7%	5%			Performance exceeded target (lower value the better) Greater use of mechanical sweeping in areas that need to be cleaned less frequently has helped to improve performance.	7%	N/A	7%	7%	Environment Services
EHPI 195c	Improved street and environmental cleanliness: Graffiti	0.00%	1.00%	0.17%			Performance exceeded target (lower value the better). Low level of graffiti and quick response time to remove it when it does occur.	1.00%	N/A	1.00%	1.00%	Environment Services
EHPI 195d	Improved street and environmental cleanliness: Fly-posting	0%	1%	0%			Performance exceeded target (lower value the better). Low level of incidence and quick removal when it does occur.	1%	N/A	1%	1%	Environment Services
EHPI 197	Improved Local Biodiversity – proportion of Local Sites where positive conservation management has been or is being implemented	27.40%	42.40%	27.40%			The outturn is the same as last Autumn, due to financial saving there is less activity and reduced level of monitoring. This is likely to mean that future data will show no increase in activity.					Environment Services

Code	Indicator	Past Performance	Current Performance				Future Performance				Lead Service	
		2012/13	2013/14			2014/15	2014/15	2015/16	2016/17			
		Outturn	Target 2013/14	Outturn	Performance	Notes	Target	Stretch Target	Target	Target		
			Short term trend	Status								
EHPI 218a	Abandoned vehicles - identified within 24 hours	99.19%	90.00%	98.24%	▼	😊	Performance exceeded target with only 3 of the 170 vehicles requiring inspection not being seen within 24 hours of notification.	No future targets have been set as these indicators were agreed by Executive on 4 March 2014 to be deleted from 2014/15 as recommended by the Scrutiny PI review group.				Environment Services
EHPI 218b	Abandoned vehicles - removed in 24 hours	100.00%	96.00%	76.92%	▼	😞	Although performance is below the expected level only 13 vehicles had to be removed and of these two were delayed due to obstructions and the third where permission was sought from landowner to disable the handbrake.					Environment Services
EHPI2.2 (45)	Waste: missed collections per 100,000 collections of household waste	28.95	47.00	53.54	▼	😞	The overall performance is below target, but given that the introduction of the comingled recycling service in November 2013 required a change to 90%+ of the collection schedules, this represents a good performance and recovery, with monthly levels returning to the norm.	46.00	N/A	45.00	45.00	Environment Services
EHPI 2.4	Fly-tips: removal.	1.47 days	2.00 days	1.41 days	▲	😊	Performance exceeded target (lower value the better). Although there were more fly tips than in 2012/13 the average clearance time has been reduced slightly.	2 days	N/A	2 days	2 days	Environment Services
EHPI 86	Cost of household waste collection	£36.31	£43.88	TBA	TBA	TBA	Performance outturn will not be available until July 2014 when the 2013/14 financial accounts have been closed.	£48.05	N/A	£49.06	£50.04	Environment Services
EHPI 90b	Satisfaction with waste recycling	N/A	75%	80%	N/A	😊	Outturn exceeds target. 80% of residents said they were satisfied with the service for the collection of items for recycling and composting overall. The proportion of residents that reported satisfaction with the collection of items for recycling and composting overall was 77% in 2011.	N/A	N/A	80.00%	N/A	Environment Services

Code	Indicator	Past Performance	Current Performance				Future Performance				Lead Service	
		2012/13	2013/14			2014/15	2014/15	2015/16	2016/17			
		Outturn	Target 2013/14	Outturn	Performance	Notes	Target	Stretch Target	Target	Target		
			Short term trend	Status								
Corporate Priority: Prosperity												
EHPI 5.1	% of complaints resolved in 14 days or less	79.40%	70.00%	79.16%			Performance exceeded target. 95 cases out of 120 were dealt with in 10 working days. 82.5% of Stage One complaints were resolved within target compared to 63% of Stage Two complaints. Although there were only 18 Stage Two complaints, they are often complex and take longer to resolve. This tends to have a detrimental effect on the annual outturn for this PI.	70.00%	N/A	70.00%	70.00%	Customer Services and Parking
EHPI 5.2a	% of complaints about the Council and its services that are upheld a) 1st stage	36.70%	30.00%	32.35%			Performance target not met (lower the better) however has improved from previous year. 33 of the 102 complaints decided were upheld. There has been very little change over the last 5 years. The 30% has only been achieved once in 2011/12.	30.00%	N/A	30.00%	30.00%	Customer Services and Parking
EHPI 5.2b	% of complaints about the Council and its services that are upheld b) 2nd stage (appeal)	0.00%	25.00%	11.11%			Performance on target. Only two complaints out of the 18 resolved were upheld. As very few complaints are escalated to Stage Two, a small increase in the number of complaints upheld can have a major influence on the final statistics.	25.00%	N/A	25.00%	25.00%	Customer Services and Parking
EHPI 5.4	% of complaints to the Local Government Ombudsmen that are upheld	0%	0%	0%			Only 6 cases have been decided by the LGO this year. (4 x Development Management, 1 x Housing Options and 1 x Housing Benefits). The decrease in cases investigated by the LGO is a result of their new way of working.	0%	N/A	0%	0%	Customer Services and Parking
EHPI 6.8	Turnaround of Pre NTO PCN challenges (calendar days)	12 days	14 days	8 days			Performance exceeding target. I.T. efficiencies have continued to support the consistently good turnaround which has resulted in staff resources being able to be restructured to better suit the service. Allowing for the reduction in staff resources, a target of 10 working days remains appropriate for this PI.	14 days	N/A	14 days	14 days	Customer Services and Parking

Code	Indicator	Past Performance	Current Performance					Future Performance				Lead Service
		2012/13	2013/14				2014/15	2014/15	2015/16	2016/17		
		Outturn	Target 2013/14	Outturn	Performance	Status	Notes	Target	Stretch Target	Target	Target	
			Short term trend									
EHPI 6.9	Turnaround of PCN Representations (calendar days)	12 days	28 days	8 days			Performance exceeding target. The revised target for this indicator is 21 calendar days (from 14 days as agreed by Executive on 4 March 2014). This is to reflect that representations can take longer to process due to the complex nature of representations.	21 days	N/A	21 days	21 days	Customer Services and Parking
EHPI 8	Percentage of invoices paid on time.	97.59%	98.00%	98.87%			Performance exceeded target. The final outturn for the year shows we were above our target. Of the 10013 invoices paid in 2013/14 9900 were paid on time.	98.50%	99.00%	99.00%	99.00%	Financial Support Services and Performance
EHPI 3	Overall satisfaction with the authority.	N/A	65%	70%	N/A		Outturn exceeds target. 70% of residents were satisfied with the way East Herts Council runs things. The proportion of residents that reported satisfaction with the way East Herts Council is running East Herts was 51% in 2011. The difference in satisfaction between 2013 and 2011 may be due in part to the positioning of the question; being at the start of the questionnaire in 2013, rather than after the questions on the most important things that make somewhere a good place to live and what, if anything, most needs improving about the local area. A preamble (stipulated by the LGA guidance) was also present in the 2013 questionnaire and not in the 2011 questionnaire. This preamble explained that residents receive services from two councils, East Herts Council and Hertfordshire County Council. It then explained that the survey is asking about East Herts Council which is responsible for services such as refuse collection, street cleaning and planning. The	N/A	N/A	65.00%	N/A	Communications, Engagement and Cultural Services
EHPI 156	Buildings accessible to people with a disability.	91.00%	91.00%	91.00%			Performance on target. No change in performance as there was no new work undertaken in this year.	No future targets have been set as these indicators were agreed by Executive on 4 March 2014 to be deleted from 2014/15 as recommended by the Scrutiny PI review group.				People and Property Services
EHPI 7.35	Commitment compared to profile. (This indicator measures effectiveness of forecasting expenditure. The budget covers areas such as maintenance and repair of all East Herts operational and non operational properties)	-1.5%	1% +/-	-1.7%			Performance outturn is on target with a commitment of £404,197 against a the cumulative budget profile of £411,000, which is slightly below profile. March 2014 spend was much lower than expected due to previous month overspends; and although the March 2014 spend is significantly lower than expected the cumulative spend only just missed the target.					

Code	Indicator	Past Performance	Current Performance					Future Performance				Lead Service
		2012/13	2013/14				2014/15	2014/15	2015/16	2016/17		
		Outturn	Target 2013/14	Outturn	Performance		Notes	Target	Stretch Target	Target	Target	
			Short term trend	Status								
EHPI 12a	Number of short- term sickness absence days per FTE staff in post	4.50 days	5.00 days	4.64 days			Short Term absence for the year is at 4.64 days which is within the Council standard of 5.00 days	4.50 days	N/A	4.50 days	4.50 days	People and Property Services
EHPI 12b	Number of long-term sickness absence days per FTE staff in post	1.70 days	2.50 days	1.26 days			Long Term absence for the year is at 1.26 days which is within the Council standard of 2.50 days.	2.00 days	N/A	2.00 days	2.00 days	People and Property Services
EHPI 12c	Total number of sickness absence days per FTE staff in post	6.26 days	7.50 days	5.89 days			Total absence for the year is at 5.89 days which is within the Council standard of 7.50 days.	6.50 days	N/A	6.50 days	6.50 days	People and Property Services
EHPI 15	Ill Health Retirements	0.28%	3.23%	0.00%			Performance is exceeding target. There have been no ill health retirements for 2013/14 therefore no change from previous year.	3.23%	N/A	3.23%	3.23%	People and Property Services

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 in worsening