

		Monthly target	Quarterly Target - 1	Quarterly Target - 2	Quarterly Target - 3	Quarterly Target - 4	Cumulative Indicator Yes/No - This is where performance is reported to date e.g. Monthly reporting - May data would report the position from April to May. Quarterly reporting - Q2 position would report the position from April to September.	Lead Service	Committee
Corporate Priority: People									
Objective: Reduce health inequalities, for example, by addressing obesity, smoking and physical inactivity									
EHPI 3a	Usage: number of swims (under 16)	N/A	12000	16000	9000	12000	No	Environmental Services	CMT Community
EHPI 3b	Usage: number of swims (16 - 60)	N/A	27000	30000	19500	25000	No	Environmental Services	CMT Community
EHPI 3c	Usage: number of swims (60 +)	N/A	6500	7500	6000	7000	No	Environmental Services	CMT Community
EHPI 4a	Usage: Gym (16 - 60)	N/A	49000	42000	41000	55000	No	Environmental Services	CMT Community
EHPI 4b	Usage: Gym (60 +)	N/A	3800	3800	4200	5000	No	Environmental Services	CMT Community
Objective: Deliver strong and relevant services									
EHPI 5.1	% of complaints resolved in 14 days or less	N/A	70.00%	70.00%	70.00%	70.00%	No	Customer Services and Parking	Corporate Business
EHPI 5.2a	% of complaints about the Council and its services that are upheld a) 1st stage	N/A	30.00%	30.00%	30.00%	30.00%	No	Customer Services and Parking	Corporate Business
EHPI 5.2b	% of complaints about the Council and its services that are upheld b) 2nd stage (appeal)	N/A	25.00%	25.00%	25.00%	25.00%	No	Customer Services and Parking	Corporate Business
EHPI 5.4	% of complaints to the Local Government Ombudsmen that are upheld	N/A	0%	0%	0%	0%	No	Customer Services and Parking	Corporate Business
Objective: Improve outcomes for vulnerable families and individuals									
EHPI 181	Time taken to process Housing Benefit new claims and change events	10.0 days	N/A	N/A	N/A	N/A	Yes	Revenues and Benefits	CMT Executive Community

		Monthly target	Quarterly Target - 1	Quarterly Target - 2	Quarterly Target - 3	Quarterly Target - 4	Cumulative Indicator Yes/No - This is where performance is reported to date e.g. Monthly reporting - May data would report the position from April to May. Quarterly reporting - Q2 position would report the position from April to September.	Lead Service	Committee
NEW EHPI 10.1	Council Tax Support caseload	No target is to be set. Just collecting actual number.	N/A	N/A	N/A	N/A	Performance analysis is based on trend data and comparison with the previous year.	Revenues and Benefits	CMT Community
NEW EHPI 10.3	Housing Benefit caseload	No target is to be set. Just collecting actual number.	N/A	N/A	N/A	N/A	Performance analysis is based on trend data and comparison with the previous year.	Revenues and Benefits	CMT Community
Corporate Priority: Place									
Objective: Reduce residual waste and increase our recycling rate									
EHPI 191	Residual household waste per household	N/A	N/A	N/A	N/A	N/A	Yes - reported monthly. Performance analysis is based on trend data and comparison with the previous year.	Environmental Services	CMT Environment
EHPI 192	Percentage of household waste sent for reuse,	N/A	N/A	N/A	N/A	N/A	Yes - reported monthly. Performance analysis is based on trend data and comparison with the previous year.	Environmental Services	CMT Executive Environment
EHPI2.2 (45)	Waste: missed collections per 100,000 collections of household waste	46.00	N/A	N/A	N/A	N/A	No	Environmental Services	CMT Executive Environment
NEW EHPI 2.5	Total waste and recycling collected per household in kgs	N/A	260kg	242kg	242kg	223kg	No	Environmental Services	CMT Environment
NEW EHPI 2.6	Percentage of residual waste (refuse) sent for disposal	N/A	45%	46%	46%	52%	No	Environmental Services	CMT Executive Environment
Objective: Maintain our clean streets and reduce litter									
EHPI 2.4	Fly-tips: removal.	2 days	N/A	N/A	N/A	N/A	No	Environmental Services	CMT Executive Environment
Objective: Ensure future development best meets the need of the district and its residents									
EHPI 129	Response time to ASB complaints made to EHC.	100%	N/A	N/A	N/A	N/A	No	Community Safety and Health	CMT Community
Objective: Ensure future development best meets the need of the district and its residents									
EHPI 157a	Processing of planning applications: major applications	60.00%	N/A	N/A	N/A	N/A	No	Planning and Building Control	CMT Executive Environment
EHPI 157b	Processing of planning applications: minor applications	80.00%	N/A	N/A	N/A	N/A	No	Planning and Building Control	CMT Executive Environment
EHPI 157c	Processing of planning applications: other applications	90.00%	N/A	N/A	N/A	N/A	No	Planning and Building Control	CMT Executive Environment
EHPI 2.1d	Planning Enforcement: Initial Site Inspections	75.00%	N/A	N/A	N/A	N/A	No	Planning and Building Control	CMT Environment

		Monthly target	Quarterly Target - 1	Quarterly Target - 2	Quarterly Target - 3	Quarterly Target - 4	Cumulative Indicator Yes/No - This is where performance is reported to date e.g. Monthly reporting - May data would report the position from April to May. Quarterly reporting - Q2 position would report the position from April to September.	Lead Service	Committee
EHPI 2.1e	Planning Enforcement: Service of formal Notices	70.00%	N/A	N/A	N/A	N/A	No	Planning and Building Control	CMT Environment
EHPI 2.23	Planning decisions delegated.	90%	N/A	N/A	N/A	N/A	No	Planning and Building Control	Environment
Corporate Priority: Prosperity									
Objective: Deliver value for money and reduce our reliance on central government funding									
EHPI 12a	Number of short-term sickness absence days per FTE staff in post	0.38 days	N/A	N/A	N/A	N/A	No	People and Property Services	Human Resources *Corporate Business Scrutiny when 'Red' or 'Amber' only.
EHPI 12b	Number of long-term sickness absence days per FTE staff in post	0.17 days	N/A	N/A	N/A	N/A	No	People and Property Services	Human Resources *Corporate Business Scrutiny when 'Red' or 'Amber' only.
EHPI 12c	Total number of sickness absence days per FTE staff in post	0.54 days	N/A	N/A	N/A	N/A	No	People and Property Services	CMT Executive Human Resources *Corporate Business Scrutiny when 'Red' or 'Amber' only.
EHPI 8	Percentage of invoices paid on time.	98.50%	N/A	N/A	N/A	N/A	No	Financial Services and Performance	CMT Executive Corporate Business
NEW EHPI 9.1	Percentage availability of core systems during supported hours.	N/A	99.00%	99.00%	99.00%	99.00%	No	Shared ICT, Business Improvement and Print and Design Services.	CMT Corporate Business
NEW EHPI 9.2	Percentage Resolution of Incidents Within 4 Hours	N/A	65.00%	80.00%	88.00%	88.00%	No	Shared ICT, Business Improvement and Print and Design Services.	CMT Corporate Business
NEW EHPI 9.3	Percentage Reduction in the Number of Incidents	N/A	20.00	15.00	12.00	11.00	No	Shared ICT, Business Improvement and Print and Design Services.	CMT Corporate Business
NEW EHPI 9.4	Percentage of Calls Abandoned on ICT Service Desk	N/A	9.5%	9.0%	8.5%	8.0%	No	Shared ICT, Business Improvement and Print and Design Services.	CMT Corporate Business
NEW EHPI 9.5	Percentage of Calls Resolved at First Point of Contact	N/A	55.00%	70.00%	75.00%	75.00%	No	Shared ICT, Business Improvement and Print and Design Services.	CMT Corporate Business

		Monthly target	Quarterly Target - 1	Quarterly Target - 2	Quarterly Target - 3	Quarterly Target - 4	Cumulative Indicator Yes/No - This is where performance is reported to date e.g. Monthly reporting - May data would report the position from April to May. Quarterly reporting - Q2 position would report the position from April to September.	Lead Service	Committee
NEW EHPI 9.6	Satisfaction with ICT Services	N/A	60.00%	65.00%	65.00%	65.00%	No	Shared ICT, Business Improvement and Print and Design Services.	CMT Corporate Business
NEW EHPI 9.7	Delivery of Key ICT Projects	N/A	75.00%	75.00%	75.00%	75.00%	No	Shared ICT, Business Improvement and Print and Design Services.	CMT Corporate Business
NEW EHPI 9.8	Delivery of Key Milestones in the ICT Strategy	N/A	Establish targets once strategy is in place.				No	Shared ICT, Business Improvement and Print and Design Services.	CMT Corporate Business
NEW EHPI 10.2	Council tax collection, % of current year liability collected.	See 'Cumulative Indicator' column	N/A	N/A	N/A	N/A	Yes - 11.8% April, 20.8% May, 29.6% June, 38.6% July, 47.5% August, 56.3% September, 65.5% October, 74.4% November, 83.4% December, 91.8% January, 95.9% February, 98.5% March	Revenues and Benefits	CMT Executive Corporate Business
NEW EHPI 10.4	NNDR (Business rates) collection, % of current year liability collected.	See 'Cumulative Indicator' column	N/A	N/A	N/A	N/A	Yes - 8.3% April, 16.6% May, 24.9% June, 33.2% July, 41.5% August, 49.8% September, 58.1% October, 66.4% November, 74.7% December, 83% January, 91.3% February, 95% March	Revenues and Benefits	CMT Executive Corporate Business
Objective: Enhance the economic wellbeing of East Herts									
EHPI 6.8	Turnaround of Pre NTO PCN challenges	14 days	N/A	N/A	N/A	N/A	No	Customer Services and Parking	CMT Executive Environment
EHPI 6.9	Turnaround of PCN Representations	21 days	N/A	N/A	N/A	N/A	No	Customer Services and Parking	CMT Executive Environment
NEW EHPI 11.1	Rental income from traders.	N/A	Targets will be established after indicators have been piloted during 2014/15				No	Economic Development	CMT Community
NEW EHPI 11.2	Number of producers at Hertford farmers market.	N/A					No	Economic Development	CMT Community

The following new measure can not be implemented at this stage:

NEW EHPI 10.5	Processing of council tax support (CTS)	Not possible to measure	N/A	N/A	N/A	N/A	Not possible to measure	Revenues and Benefits	CMT Executive Community
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Map of All Monthly and Quarterly Performance Indicators for 2014/15 - 43 in total (22 reported monthly and 21 reported quarterly)

Vision	To improve the quality of people's lives and preserve all that's best in East Herts		
Priorities	People – Fair and accessible services for those who use them and opportunities for everyone to contribute	Place – Safe and Clean	Prosperity – Improving the economic and social opportunities available to our communities
Objectives	<p>Reduce health inequalities, for example, by addressing obesity, smoking and physical inactivity EHPI 3a - Usage: number of swims (under 16) EHPI 3b - Usage: number of swims (16 - 60) EHPI 3c - Usage: number of swims (60 +) EHPI 4a - Usage: Gym (16 - 60) EHPI 4b - Usage: Gym (60 +)</p>	<p>Reduce residual waste and increase our recycling rate EHPI 191 - Residual household waste per household EHPI 192 - Percentage of household waste sent for reuse, recycling and composting EHPI 2.2 (45) - Waste: missed collections per 100,000 collections of household waste NEW - EHPI 2.5 - Total waste collected by the district (kg per household) NEW - EHPI 2.6 - Percentage of residual waste (refuse) sent for disposal</p>	<p>Deliver value for money and reduce our reliance on central government funding EHPI12a - Number of short-term sickness absence days per FTE staff in post EHPI12b - Number of long-term sickness absence days per FTE staff in post EHPI12c - Total number of sickness absence days per FTE staff in post EHPI 8 - Percentage of invoices paid on time NEW - EHPI 9.1 - Percentage availability of core systems during supported hours NEW - EHPI 9.2 - Percentage Resolution of Incidents Within 4 Hours NEW - EHPI 9.3 - Percentage Reduction in the Number of Incidents (Average number of incidents per day) NEW - EHPI 9.4 - Percentage of Calls Abandoned on ICT Service Desk NEW - EHPI 9.5 - Percentage of Calls Resolved at First Point of Contact NEW - EHPI 9.6 - Satisfaction with ICT Services NEW - EHPI 9.7 - Delivery of Key ICT Projects NEW - EHPI 9.8 - Delivery of Key Milestones in the ICT Strategy NEW - EHPI 10.2 - Council tax collection, % of current year liability collected NEW - EHPI 10.4 - NNDR (Business rates) collection, % of current year liability collected</p>
	<p>Reduce fuel poverty</p>	<p>Reduce the carbon dioxide emissions from our own operations by 25% by 2020 and work with partners to reduce the emissions of households and businesses</p>	<p>Enhance the economic wellbeing of East Herts EHPI 6.8 - Turnaround of Pre NTO PCN challenges EHPI 6.9 - Turnaround of PCN Representations NEW - EHPI 11.1 - Rental income from traders NEW - EHPI 11.2 - Number of producers at Hertford farmers market</p>
	<p>Increase community engagement</p>	<p>Maintain our clean streets and reduce litter EHPI 2.4 - Fly-tips: removal</p>	<p>Deliver sustainable rural business growth</p>
	<p>Deliver strong and relevant services EHPI 5.1 - % of complaints resolved in 14 days or less EHPI 5.2a - % of complaints about the Council and its services that are upheld a) 1st stage EHPI 5.2b - % of complaints about the Council and its services that are upheld b) 2nd stage (appeal) EHPI 5.4 - % of complaints to the Local Government Ombudsmen that are upheld</p>	<p>Maintain our parks, play areas and open spaces in good order</p>	
	<p>Improve outcomes for vulnerable families and individuals EHPI 181 - Time taken to process Housing Benefit new claims and change events NEW - EHPI 10.1 - Council Tax Support caseload NEW - EHPI 10.3 - Housing Benefit caseload</p>	<p>Reduce anti social behaviour and the fear of crime EHPI 129 - Response time to ASB complaints made to EHC</p> <p>Ensure future development best meets the need of the district and its residents EHPI 157a - Processing of planning applications: major applications EHPI 157b - Processing of planning applications: minor applications EHPI 157c - Processing of planning applications: other applications EHPI 2.1d - Planning Enforcement: Initial Site Inspections EHPI 2.1e - Planning Enforcement: Service of formal Notices EHPI 2.23 - Planning decisions delegated</p>	<p>Protect the environment</p>

Map of **Executive** Monthly and Quarterly Performance Indicators for 2014/15 - 13 in total (12 reported monthly and 1 reported quarterly)

Vision	To improve the quality of people's lives and preserve all that's best in East Herts		
Priorities	People – Fair and accessible services for those who use them and opportunities for everyone to contribute	Place – Safe and Clean	Prosperity – Improving the economic and social opportunities available to our communities
Objectives	Reduce health inequalities, for example, by addressing obesity, smoking and physical inactivity	<p>Reduce residual waste and increase our recycling rate EHPI 192 - Percentage of household waste sent for reuse, recycling and composting EHPI 2.2 (45) - Waste: missed collections per 100,000 collections of household waste NEW - EHPI 2.6 - Percentage of residual waste (refuse) sent for disposal</p>	<p>Deliver value for money and reduce our reliance on central government funding EHPI12c - Total number of sickness absence days per FTE staff in post EHPI 8 - Percentage of invoices paid on time NEW - EHPI 10.2 - Council tax collection, % of current year liability collected NEW - EHPI 10.4 - NNDR (Business rates) collection, % of current year liability collected</p>
	Reduce fuel poverty	Reduce the carbon dioxide emissions from our own operations by 25% by 2020 and work with partners to reduce the emissions of households and businesses	<p>Enhance the economic wellbeing of East Herts EHPI 6.8 - Turnaround of Pre NTO PCN challenges EHPI 6.9 - Turnaround of PCN Representations</p>
	Increase community engagement	<p>Maintain our clean streets and reduce litter EHPI 2.4 - Fly-tips: removal</p>	Deliver sustainable rural business growth
	Deliver strong and relevant services	Maintain our parks, play areas and open spaces in good order	Protect the environment
	<p>Improve outcomes for vulnerable families and individuals EHPI 181 - Time taken to process Housing Benefit new claims and change events</p>	<p>Reduce anti social behaviour and the fear of crime</p> <p>Ensure future development best meets the need of the district and its residents EHPI 157a - Processing of planning applications: major applications EHPI 157b - Processing of planning applications: minor applications EHPI 157c - Processing of planning applications: other applications</p>	

Map of CMT Monthly and Quarterly Performance Indicators for 2014/15 - 36 in total (19 reported monthly and 17 reported quarterly)

Vision	To improve the quality of people's lives and preserve all that's best in East Herts		
Priorities	People – Fair and accessible services for those who use them and opportunities for everyone to contribute	Place – Safe and Clean	Prosperity – Improving the economic and social opportunities available to our communities
Objectives	<p>Reduce health inequalities, for example, by addressing obesity, smoking and physical inactivity EHPI 3a - Usage: number of swims (under 16) EHPI 3b - Usage: number of swims (16 - 60) EHPI 3c - Usage: number of swims (60 +) EHPI 4a - Usage: Gym (16 - 60) EHPI 4b - Usage: Gym (60 +)</p>	<p>Reduce residual waste and increase our recycling rate EHPI 191 - Residual household waste per household EHPI 192 - Percentage of household waste sent for reuse, recycling and composting EHPI 2.2 (45) - Waste: missed collections per 100,000 collections of household waste NEW - EHPI 2.5 - Total waste collected by the district (kg per household) NEW - EHPI 2.6 - Percentage of residual waste (refuse) sent for disposal</p>	<p>Deliver value for money and reduce our reliance on central government funding EHPI12c - Total number of sickness absence days per FTE staff in post EHPI 8 - Percentage of invoices paid on time NEW - EHPI 9.1 - Percentage availability of core systems during supported hours NEW - EHPI 9.2 - Percentage Resolution of Incidents Within 4 Hours NEW - EHPI 9.3 - Percentage Reduction in the Number of Incidents (Average number of incidents per day) NEW - EHPI 9.4 - Percentage of Calls Abandoned on ICT Service Desk NEW - EHPI 9.5 - Percentage of Calls Resolved at First Point of Contact NEW - EHPI 9.6 - Satisfaction with ICT Services NEW - EHPI 9.7 - Delivery of Key ICT Projects NEW - EHPI 9.8 - Delivery of Key Milestones in the ICT Strategy NEW - EHPI 10.2 - Council tax collection, % of current year liability collected NEW - EHPI 10.4 - NNDR (Business rates) collection, % of current year liability collected</p>
	<p>Reduce fuel poverty</p>	<p>Reduce the carbon dioxide emissions from our own operations by 25% by 2020 and work with partners to reduce the emissions of households and businesses</p>	<p>Enhance the economic wellbeing of East Herts EHPI 6.8 - Turnaround of Pre NTO PCN challenges EHPI 6.9 - Turnaround of PCN Representations NEW - EHPI 11.1 - Rental income from traders NEW - EHPI 11.2 - Number of producers at Hertford farmers market</p>
	<p>Increase community engagement</p>	<p>Maintain our clean streets and reduce litter EHPI 2.4 - Fly-tips: removal</p>	<p>Deliver sustainable rural business growth</p>
	<p>Deliver strong and relevant services</p>	<p>Maintain our parks, play areas and open spaces in good order</p>	
	<p>Improve outcomes for vulnerable families and individuals EHPI 181 - Time taken to process Housing Benefit new claims and change events NEW - EHPI 10.1 - Council Tax Support caseload NEW - EHPI 10.3 - Housing Benefit caseload</p>	<p>Reduce anti social behaviour and the fear of crime EHPI 129 - Response time to ASB complaints made to EHC</p> <p>Ensure future development best meets the need of the district and its residents EHPI 157a - Processing of planning applications: major applications EHPI 157b - Processing of planning applications: minor applications EHPI 157c - Processing of planning applications: other applications EHPI 2.1d - Planning Enforcement: Initial Site Inspections EHPI 2.1e - Planning Enforcement: Service of formal Notices</p>	<p>Protect the environment</p>