






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								
<b>Corporate Priority: Place</b>												
EHPI 157a	Processing of planning applications: major applications	56.00%	60.00%	<b>57.00%</b>			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%	<b>81.00%</b>			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%	<b>93.00%</b>			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	<b>Data will not be available until July 2014</b>	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%	<b>79.50%</b>			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%	<b>100.00%</b>			Performance exceeded target.	70.00%	N/A	70.00%	70.00%	Planning and Building Control
EHPI 2.23	Planning decisions delegated.	90%	90%	<b>96%</b>			Performance exceeded target. 1913 out of 1995 decisions delegated.	90%	N/A	90%	90%	Planning and Building Control
EHPI 191	Residual household waste per household	464 kgs	458 kgs	<b>461 kgs</b>			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

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		Target	Stretch Target	Target	Target						
			Short term trend	Status	Notes											
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.	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 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.									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

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								
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		Target	Stretch Target	Target	Target		
											Notes	
											Short term trend	Status
<b>Corporate Priority: Prosperity</b>												
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
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

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 2012/13</b>	
	performance is improving
	performance is the same
	performance is worsening