



**For information only: Performance indicator guidance**

Sorted by PI code

<b>EHPI 157a</b> – Processing of planning applications: Major applications
<b>PI Definition</b>
<p><b>Percentage of planning applications by type determined in a timely manner.</b>                  A timely manner is defined as</p> <ul style="list-style-type: none"> <li>• within 13 weeks for Major applications;</li> <li>• within 8 weeks for Minor and Other applications; and</li> </ul> <p><b>Good performance</b>                  Good performance is typified by reaching or exceeding the target.</p>
<b>Data Source</b>
Planning and Building Control
<b>EHPI 157b</b> – Processing of planning applications: Minor applications
<b>PI Definition</b>
Percentage of planning applications by type determined in a timely manner.

A timely manner is defined as

- within 13 weeks for Major applications;
- within 8 weeks for Minor and Other applications; and

**Good performance**

Good performance is typified by reaching or exceeding the target.

**Data Source**

Planning and Building Control

**EHPI 157c** – Processing of planning applications: Other applications

**PI Definition**

Percentage of planning applications by type determined in a timely manner.

A timely manner is defined as

- within 13 weeks for Major applications;
- within 8 weeks for Minor and Other applications; and

**Good performance**

Good performance is typified by reaching or exceeding the target.

**Data Source**

Planning and Building Control

**EHPI 191** – Residual household waste per household

### PI Definition

**This indicator is the number of kilograms of residual household waste collected per household.**

The **Numerator** (X) for this indicator is total kilograms of household waste less any household waste arisings sent for reuse, sent for recycling, sent for composting, or sent for anaerobic digestion.

The **denominator** (Y) is the number of households as given by the dwelling stock figures from the Council Taxbase. The

number of dwellings in each band at the end of the financial year (March figures) to which the indicator pertains, as

provided by the Valuation Office, will be used. These are available from [Local government finance statistics council tax and national nondomestic rates, dwelling numbers on valuation list \(external link\)](#).

Residual waste is any collected household waste that is not sent for reuse, recycling or composting.

### Good performance

Good performance is typified by a lower figure per household

### Data Source

Environment Services

**EHPI 192** – Percentage of household waste sent for reuse, recycling and composting

### PI Definition

**The percentage of household waste arisings which have been sent by the authority for reuse, recycling, composting or anaerobic digestion.**

The numerator is the total tonnage of household waste collected which is sent for reuse, recycling, composting or anaerobic digestion.

The denominator is the total tonnage of household waste collected.

**Good performance**

Good performance is typified by a higher percentage

**Data Source**

Environment Services

**EHPI 2.1d – Planning Enforcement: Initial Site Inspections**

**PI Definition**

Sum of enforcement cases where working days elapsed between date of receipt of enforcement case to initial site inspection date is equal to/less than 15 divided by total number of initial site inspections undertaken

**Other Guidance**

**Enforcement case:** each individual potential breach of planning control brought to the attention of the service.  
**Initial Site Inspection:** the first visit to and inspection of the location of the enforcement case to establish relevant information.

**EHPI 2.1e** – Planning Enforcement: Service of formal Notices

**PI Definition**

Sum of Formal Notices where the Date of Service is within 30 working days of the date of the DC Committee by which its service is authorised

**Other Guidance**

**Formal Notice:** Planning Enforcement notices authorised to be served by the DC Committee (Does not include any other form of notice such as Listed Building of Advertisement) **Date of Service:** Date on which a Formal Notice is first served on any relevant party which has an interest in relation to it.

**EHPI 2.2 (45)** – Waste: missed collections per 100,000 collections of household waste

**PI Definition**

Number of properties served by refuse, recycling and composting collections multiplied by frequency of each collection type, divided by 100,000 then divided into nos. of missed collections.

**Data Source**

Environment Services

**EHPI 2.23 (188)** – Planning decisions delegated to officers

<b>PI Definition</b>
Number of applications decided by planning officers under a scheme of delegation and without referral to committee. APAS - Formula: $\frac{\text{PS2 (Total Decisions)} - \text{GAFquery (total Committee Decisions)}}{\text{Total Decisions}} \times 100 = \%$
<b>Data Source</b>
Planning and Building Control

<b>EHPI 2.4 (47) - Fly-tips: removal</b>
<b>PI Definition</b>
This PI is measured by the total time taken to clear fly-tips divided by number of fly-tips recorded on Mayrise, plus those reported and cleared same day by MRS.
<b>Data Source</b>
Environmental Services

**EHPI 2.5** - Total waste collected by the district (kg per household).

**PI Definition**

This indicator shows over time whether waste produced by householders is reducing or increasing. The Council works with the Herts Waste Partnership to actively encourage residents to think about how they can minimise the amount of waste they produce and therefore the cost to the tax payer of collecting and disposing of it.

**Data Source**

Environment Services

**EHPI 2.6** - Percentage of residual waste (refuse) sent for disposal.

**PI Definition**

**The percentage of residual waste (refuse) which has been sent by the authority for disposal.**

The numerator is the total tonnage of residual waste collected which is sent for disposal.

The denominator is the total tonnage of residual waste collected.

**Data Source**

Environment Services

**EHPI 6.8** - Turnaround of Pre Notice to Owner (NTO) Parking Charge Notice (PCN) challenges (10 working days)

**PI Definition**

Sum of days elapsed from receipt of challenges (scanning date used as proxy for challenge received date) to response / total number of challenges.

**Data Source**

Parking Services

**Other Guidance**

Data for this PI taken from ICPS which works in calendar days; therefore adjust target to 14 days when calculating figure to allow for weekends.



<b>EHPI 6.9 - Turnaround of Notice to Owner (NTO) Representations</b>
<b>PI Definition</b>
Sum of days elapsed from receipt of NtO representations (scanning date used as proxy for representation received date) to response / total number of NtO representations.
<b>Data Source</b>
Parking Services
<b>Other Guidance</b>
Calculated from ICPS but using calendar days not working days.