

Code	Indicator	Past Performance	Current Performance				Future Performance				Lead Service	LG Inform (LGA) Benchmarking Data	
		2013/14	2014/15		2015/16	2015/16	2016/17	2017/18	Average (All Districts)	Status <small>(East Herts estimated performance compared to all district average position)</small>			
		Outturn	Target 2014/15	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)	9.2 days	15 days	10 days	▼	😊	10 days	10 days	10 days	10 days	Revenues and Benefits Shared Service	10 days (Q1 2014/15 data)	Average
Corporate Priority: Place													
EHPI 155	Number of affordable homes delivered (gross)	76	200	142	▲	😞	200	200	200	200	Housing Services	83 (2013/14)	Better than average
EHPI 157a	Processing of planning applications: major applications	57.00%	60.00%	60.00%	▲	😊	60.00%	60.00%	60.00%	60.00%	Planning and Building Control	73% (Q2 2014/15 data)	Below Average
EHPI 157b	Processing of planning applications: minor applications	81.00%	80.00%	80.00%	▼	😊	80.00%	80.00%	80.00%	80.00%	Planning and Building Control	68% (Q2 2014/15 data)	Better than average
EHPI 157c	Processing of planning applications: other applications	93.00%	90.00%	90.00%	▼	😊	90.00%	90.00%	90.00%	90.00%	Planning and Building Control	81% (Q2 2014/15 data)	Better than average
EHPI 191	Residual household waste per household	461 kgs	448 kgs	450kg	▲	😊	448 kgs	448 kgs	448 kgs	448 kgs	Environmental Services	466.91kg 2013/14	Better than average
EHPI 192	Percentage of household waste sent for reuse, recycling and composting	48.98%	51.00%	51.00%	▲	😊	51.00%	51.00%	51.00%	52.00%	Environmental Services	43.78% 2013/14	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 2013/14	
▲	performance is improving
—	performance is the same
▼	performance is worsening