







Code	Indicator	Past Performance	Current Performance				Lead Service	LG Inform (LGA) Benchmarking Data	
		2013/14	2014/15		Performance	Status		Average (All Districts)	Status <small>(East Herts estimated performance compared to all district average position)</small>
		Outturn	Target 2014/15	Outturn					
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	▼	😊	Revenues and Benefits Shared Service	11 days (Q2 2014/15 data)	Better than average
Corporate Priority: Place									
EHPI 155	Number of affordable homes delivered (gross)	76	200	124	▲	😞	Housing Services	83 (2013/14)	Better than average
EHPI 157a	Processing of planning applications: major applications	57.00%	60.00%	63.00%	▲	😊	Planning and Building Control	73% (Q3 2014/15 data)	Below average
EHPI 157b	Processing of planning applications: minor applications	81.00%	80.00%	85.00%	▲	😊	Planning and Building Control	70% (Q3 2014/15 data)	Better than average
EHPI 157c	Processing of planning applications: other applications	93.00%	90.00%	92.00%	▼	😊	Planning and Building Control	82% (Q3 2014/15 data)	Better than average
EHPI 191	Residual household waste per household	461 kgs	448 kgs	TBA (end June 2015)	TBA	TBA	Environmental Services	466.91kg 2013/14	TBA
EHPI 192	Percentage of household waste sent for reuse, recycling and composting	48.98%	51.00%	TBA (end June 2015)	TBA	TBA	Environmental Services	43.78% 2013/14	TBA

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