





















Code	Indicator	Past Performance	Current Performance					Lead Service
		2013/14	2014/15					
		Outturn	Target 2014/15	Outturn	Performance		Notes	
			Short term trend	Status				
Corporate Priority: People								
EHPI 1a	% of customers satisfied with leisure services All	N/A (Data could not be provided)	65%	N/A (Data can not be provided)	N/A	N/A	There will not be a 2014/15 outturn due to data quality issues with the data collection methods used previously. A new survey was sent out at the end of January 2015 to collect data. First outturn data will be available for 2015/16. The service will need to collect at least 2 years of data to establish a base line for setting future targets.	Environmental Services
EHPI 1b	% of customers satisfied with leisure services - Leventhorpe	N/A (Data could not be provided)	65%	N/A (Data can not be provided)	N/A	N/A		Environmental Services
EHPI 1c	% of customers satisfied with leisure services Hartham	N/A (Data could not be provided)	65%	N/A (Data can not be provided)	N/A	N/A		Environmental Services
EHPI 1d	% of customers satisfied with leisure services Fanshawe	N/A (Data could not be provided)	65%	N/A (Data can not be provided)	N/A	N/A		Environmental Services
EHPI 1e	% of customers satisfied with leisure services Buntingford	N/A (Data could not be provided)	65%	N/A (Data can not be provided)	N/A	N/A		Environmental Services
EHPI 1f	% of customers satisfied with leisure services Grange Paddocks	N/A (Data could not be provided)	65%	N/A (Data can not be provided)	N/A	N/A		Environmental Services
EHPI 3a	Usage: number of swims (under 16)	53,396	49,000	50,261	▼	😊		Performance exceeded target.



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EHPI 3b	Usage: number of swims (16 - 60)	101,583	101,500	95,590			Performance off target. The 2014/15 target was not achieved as expected due to performance in Quarter 1 through to Quarter 3 being below expectations caused by increasing gym membership (gym members can swim without this being recorded). Therefore this has had a knock on affect on the annual total. Everyone Active had sought to stem the decline by adding additional early morning swims at Grange Paddocks and looked into other promotional activities.	Environmental Services
EHPI 3c	Usage: number of swims (60 +)	27,395	27,000	29,268			Performance exceeded target and is in line with normal trend patterns.	Environmental Services
EHPI 4a	Usage: Gym (16 - 60)	187,830	187,000	193,446			Performance exceeded target and is in line with normal trend patterns.	Environmental Services
EHPI 4b	Usage: Gym (60 +)	17,365	16,800	21,267			Performance exceeded target. Future targets have been revised to 17,500 to reflect the rise in usage.	Environmental Services
EHPI 129	Response time to Anti Social Behaviour complaints made to East Herts Council	100.00%	100.00%	100.00%			Performance on target.	Community Safety and Health
EHPI 2.15	Health & safety inspections (proactive project based on health and safety interventions)	100%	80%	100.00%			Target exceeded for health & safety interventions. Achieved 100%. Indicator agreed for deletion on 3 March 2015 by the Executive and a new indicator agreed for implementation in 2015/16.	Community Safety and Health

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EHPI 184	Food establishments in the area which are broadly compliant with food hygiene law	90%	85%	94%	▼	😊	Performance exceeding target. 94% of food businesses within East Herts are classed as broadly compliant.	Community Safety and Health
EHPI 10.1	Council Tax Support caseload	N/A (New measure for 14/15)	N/A (Trend only)	6,623	N/A	N/A	This was a new indicator for 2014/15 so no previous data is available and no target was set for 2014/15. Going forward this measure will be reported for trend analysis only.	Revenues and Benefits Shared Service
EHPI 10.3	Housing benefit caseload	N/A (New measure for 14/15)	N/A (Trend only)	6,173	N/A	N/A	This was a new indicator for 2014/15 so no previous data is available and no target was set for 2014/15. Going forward this measure will be reported for trend analysis only.	Revenues and Benefits Shared Service
EHPI 181	Time taken to process Housing Benefit new claims and change events (Calendar days)	9.2 days	10 days	10 days	▼	😊	Performance on target.	Revenues and Benefits Shared Service
Corporate Priority: Place								
EHPI 154	Net additional homes provided	366	467	TBA (due June/July 2015)	TBA	TBA	The data is compiled by Hertfordshire County Council on behalf of East Herts. Count data will not be available until June/July 2015 and therefore the outturn figure is not currently available.	Planning and Building Control

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				Short term trend				
EHPI 155	Number of affordable homes delivered (gross)	76	200	124			Performance off target. The number of new affordable homes delivered has been less than the estimate for a number of reasons. The number of affordable homes developed depends on the number of residential sites given planning permission that are eligible for affordable housing and the percentage of affordable homes approved as part of the planning process. There have been a number of Section 106 schemes that have achieved less than 40% affordable homes because of viability. In addition some of the housing association sites anticipated for completion by April 2015 did not achieve planning permission. The outturn is less than the January 2015 estimate as 23 new affordable housing association homes have had their completion delayed whilst awaiting for connection to utilities. These properties are now due for completion in April 2015.	Housing Services
EHPI 157a	Processing of planning applications: major applications	57.00%	60.00%	63.00%			Performance exceeded target at 63% - 27 out of 43 applications were processed in time.	Planning and Building Control
EHPI 157b	Processing of planning applications: minor applications	81.00%	80.00%	85.55%			Performance exceeding target at 85.55% - 314 out of 367 applications were processed in time.	Planning and Building Control
EHPI 157c	Processing of planning applications: other applications	93.00%	90.00%	92.24%			Performance exceeded target at 92.24% - 1273 out of 1380 applications were processed in time.	Planning and Building Control


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EHPI 159	Supply of ready to develop housing sites	68.0%	N/A (Trend only)	TBA (due mid June 2015)	TBA	N/A	The council's published position is set out in the Authority Monitoring Report, dated December 2014. This assesses the 5 year supply position for the 5 years commencing in 2015/16 and ending in 2019/20. This assumes a level of housing delivery in the 2014/15 year of 581 and against a target delivery of 750 per annum (included in draft District Plan). On that basis of supply figure of 3.4years is available (applying the Sedgefield method) and 3.9 years (applying the Liverpool method). Further assessment of the supply position will not be possible until the actual 2014/15 outturn figure for housing delivery is available (EHPI 154) in June/July this year (2015).	Planning and Building Control
EHPI 2.1d	Planning Enforcement: Initial Site Inspections	79.50%	75.00%	75.80%	▼	😊	Performance exceeded target.	Planning and Building Control
EHPI 2.1e	Planning Enforcement: Service of formal Notices	100.00%	70.00%	100.00%	—	😊	Performance exceeded target.	Planning and Building Control
EHPI 2.23	Planning decisions delegated.	96%	90%	96%	—	😊	Performance exceeding target. 2045 out of 2127 delegated decisions.	Planning and Building Control
EHPI 64	Vacant dwellings returned to occupation or demolished	10	10	13	▲	😊	Performance exceeding target as the total is now 13. 13 brought back into use, all had been empty for over 2 years. 8 of which for 4+ years, several with complaints. This exceeds the target of 10 brought back into use of which at least 2 being particularly long term or problematic.	Community Safety and Health



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EHPI 191	Residual household waste per household	461 kgs	448 kgs	TBA (end June 2015)	TBA	TBA	Performance outturn is not available at the time of writing this report as the service is still waiting recycling bank data from Hertfordshire County Council which will not be available until late June 2015.	Environmental Services
EHPI 192	Percentage of household waste sent for reuse, recycling and composting	48.98%	51.00%	TBA (end June 2015)	TBA	TBA	Performance outturn is not available at the time of writing this report as the service is still waiting recycling bank data from Hertfordshire County Council which will not be available until late June 2015.	Environmental Services
EHPI 195a	Improved street and environmental cleanliness: Litter	3%	2%	2%			Performance on target and has improved this year, particularly in the last 4 months, due to improved litter picking of residential roads, rural roads and industrial areas. This has resulted in the annual outturn being better than expected.	Environmental Services
EHPI 195b	Improved street and environmental cleanliness: Detritus	5%	7%	5%			Performance exceeding target and better than anticipated mainly due to last 4 months not being as wet/cold as previous winters so less detritus, particularly on rural roads.	Environmental Services
EHPI 195c	Improved street and environmental cleanliness: Graffiti	0.17%	1.00%	0.00%			Performance exceeding target. Performance shows continuing low levels of graffiti and swift removal when it occurs.	Environmental Services
EHPI 195d	Improved street and environmental cleanliness: Fly-posting	0%	1%	0%			Performance exceeds target. Performance reflects continuing low levels of fly posting and swift removal when it does occur.	Environmental Services

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		2013/14	2014/15					
		Outturn	Target 2014/15	Outturn	Performance		Notes	
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EHPI2.2 (45)	Waste: missed collections per 100,000 collections of household waste	53.54	46.00	29.18			Performance exceeding target. End of year figure the second best figure since records began. A strong contract management procedure has been put in place which is reflected in the yearly figure.	Environmental Services
EHPI 2.4	Fly-tips: removal	1.41 days	2 days	1.70 days			Performance exceeding target. The average fly tipping clearance time was higher than previous years due to some problem fly tips which involved more investigation than usual but performance is still within the target of 2 days.	Environmental Services
EHPI 2.5	Total waste collected by the district (kg per household)	N/A (New measure for 14/15)	N/A	TBA (end June 2015)	N/A	N/A	Performance outturn is not available at the time of writing this report as the service is still waiting recycling bank data from Hertfordshire County Council which will not be available until late June 2015.	Environmental Services
EHPI 2.6	Percentage of residual waste (refuse) sent for disposal	N/A (New measure for 14/15)	N/A	TBA (end June 2015)	N/A	N/A	Performance outturn is not available at the time of writing this report as the service is still waiting recycling bank data from Hertfordshire County Council which will not be available until late June 2015.	Environmental Services
EHPI 86	Cost of household waste collection	£40.92	£48.05	TBA (due in line with closure of accounts)	TBA	TBA	Performance outturn was not available at the time of writing this report as the finance accounts for 2014/15 have not been closed. The service expects to have the outturn available by the end of May 2015.	Financial and Support Services and Performance
EHPI 90b	Satisfaction with waste recycling	80.00%	N/A (Next survey 2014/15)	N/A	N/A	N/A	No Residents Survey in 2014/15. Next survey due in 2015/16.	Environmental Services







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		2013/14	2014/15					
		Outturn	Target 2014/15	Outturn	Performance Short term trend	Status		
Corporate Priority: Prosperity								
EHPI 5.1	% of complaints resolved in 14 days or less	79.16%	70.00%	77.89%	▼	😊	Performance exceeded target. The final average value was 77.89%.	Information, Parking and Customer Services
EHPI 5.2a	% of complaints about the Council and its services that are upheld a) 1st stage	32.35%	30.00%	35.44%	▼	😞	Performance off target. The target of 30% was missed this year. There was high % values in the first two quarters and although the next two quarters were within the target, the overall annual target was not reached. Please note a small number of complaints can have a big impact on the final percentage.	Information, Parking and Customer Services
EHPI 5.2b	% of complaints about the Council and its services that are upheld b) 2nd stage (appeal)	11.11%	25.00%	31.25%	▼	😞	Performance off target. Performance was not achieved as five out of 16 complaints were upheld.	Information, Parking and Customer Services
EHPI 5.4	% of complaints to the Local Government Ombudsmen that are upheld	0%	0%	0%	—	😊	Performance on target. The target of 0% was reached across the year.	Information, Parking and Customer Services
EHPI 6.8	Turnaround of Pre Notice To Owner (NTO) Penalty Charge Notice (PCN) challenges (calendar days)	8 days	14 days	12 days	▼	😊	Performance exceeded target. Indicators agreed for deletion on 3 March 2015 by the Executive and a new indicator covering both activities agreed for implementation in 2015/16.	Information, Parking and Customer Services
EHPI 6.9	Turnaround of PCN Representations (calendar days)	8 days	21 days	12 days	▼	😊		Information, Parking and Customer Services

Code	Indicator	Past Performance	Current Performance					Essential Reference Paper 'B'
		2013/14	2014/15					
		Outturn	Target 2014/15	Outturn	Performance		Notes	
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EHPI 8	Percentage of invoices paid on time	98.87%	98.50%	98.02%	▼	😊	Performance is still within the targeted threshold. Slipping performance in April and May 2014 and January 2015 attribute to the council not reaching or exceeding the target.	Governance and Risk Management
EHPI 3	Overall satisfaction with the authority.	70.00%	N/A (Next survey 2014/15)	N/A	N/A	N/A	No Residents Survey in 2014/15. Next survey due in 2015/16.	Communications, Engagement and Cultural Services
EHPI 10.2	Council tax collection, % of current year liability collected.	N/A (New measure for 14/15)	N/A	98.2%	N/A	N/A	This was a new indicator for 2014/15 so no previous data is available and no target was set for 2014/15. Targets have been set for 2015/16 onwards.	Revenues and Benefits Shared Service
EHPI 10.4	NNDR (Business rates) collection, % of current year liability collected.	N/A (New measure for 14/15)	N/A	97.0%	N/A	N/A	This was a new indicator for 2014/15 so no previous data is available and no target was set for 2014/15. Targets have been set for 2015/16 onwards.	Revenues and Benefits Shared Service
EHPI 11.1	Rental income from market traders.	N/A (New measure for 14/15)	N/A	£97,132.35	N/A	N/A	This is the first year where a complete set of annual data has become available. Data will continue to be collected, targets will be set when sufficient benchmarking data is available.	Economic Development
EHPI 11.2	Number of producers at Hertford farmers market.	N/A (New measure for 14/15)	N/A	57	N/A	N/A	This is the first year where a complete set of annual data has become available. Data will continue to be collected, targets will be set when sufficient benchmarking data is available.	Economic Development

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EHPI 12a	Number of short- term sickness absence days per FTE staff in post	4.64 days	4.50 days	3.35 days			Short term absence for the year is 3.35 days which is within the target of 4.50 days.	Human Resources and Organisational Development
EHPI 12b	Number of long-term sickness absence days per FTE staff in post	1.26 days	2.00 days	1.02 days			Long term absence for year is 1.02 days which is within the target of 2.00 days.	Human Resources and Organisational Development
EHPI 12c	Total number of sickness absence days per FTE staff in post	5.89 days	6.50 days	4.37 days			Total absence for the year is 4.37 days which is within the target of 6.50 days.	Human Resources and Organisational Development
EHPI 15	Ill Health Retirements	0.00%	3.23%	0.00%			There have been no ill health retirements for this period.	Human Resources and Organisational Development
EHPI 9.1	Percentage availability of core ICT systems during supported hours	N/A (New measure for 14/15)	99.00%	98.83%	N/A		Performance just within the target threshold but has improved consistently since Quarter 2.	Shared Business and Technology Services
EHPI 9.2	Percentage Resolution of ICT Incidents Within 4 Hours	N/A (New measure for 14/15)	80.00%	62.96%	N/A		Performance off target. While performance is significantly below target, it has improved substantially in Quarter 4 which bodes well for the new financial year.	Shared Business and Technology Services
EHPI 9.3	Average ICT Incidents per day	N/A (New measure for 14/15)	10.00	7.96	N/A		Performance exceeded target. Performance has been substantially above target throughout the year.	Shared Business and Technology Services
EHPI 9.4	Percentage of Calls Abandoned on ICT Service Desk	N/A (New measure for 14/15)	9.00%	9.30%	N/A		Performance within the target threshold. Overall performance for year missed the target by 0.3%. Performance was strong all year except in January and February 2015, when the new service desk team were being trained.	Shared Business and Technology Services

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EHPI 9.5	Percentage of ICT Calls Resolved at First Point of Contact	N/A (New measure for 14/15)	70.00%	46.36%	N/A		Performance off target. The new service desk team once trained will be able to handle more calls at the first point of contact. However there are other factors that need to be taken into account to understand whether the current target is achievable. They include the total number of incidents (which are very low); the residual incidents are quite technical in nature and many will never resolved over the phone straight away. There has been a large increase in the communication with the service desk by e-mail.	Shared Business and Technology Services
EHPI 9.6	Satisfaction with ICT Services	N/A (New measure for 14/15)	65.00%	50.78%	N/A		Performance off target. Over the course of 2014/15 it has been established that satisfaction amongst normal users is relatively strong. Satisfaction from managers is low overall but very variable with some managers expressing high degrees of confidence and others very low levels of satisfaction. The IT management team has recently met with the majority of East Herts managers to understand their issues and to communicate better IT issues and plans. Work to implement new networking and wireless solutions all scheduled for completion by June 2015. May improve confidence in the service in the new financial year.	Shared Business and Technology Services
EHPI 9.7	Delivery of Key ICT Projects	N/A (New measure for 14/15)	N/A	N/A	N/A	N/A	Indicator agreed for deletion on 3 March 2015 by the Executive. Projects are monitored in a more detailed and individual way through the IT Strategy Group (ITSG) making this indicator redundant. It will be removed from the corporate basket for 2015/16.	Shared Business and Technology Services
EHPI 9.8	Delivery of Key Milestones in the ICT Strategy	N/A (New measure for 14/15)	N/A	N/A	N/A	N/A	This indicator goes live with effect from April 2015, the start date for the East Herts ICT strategy.	Shared Business and Technology Services

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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 in worsening