

























Code	Indicator	Past Performance	Current Performance					Lead Service
		2013/14	2014/15					
		Outturn	Target 2014/15	Outturn	Performance Short term trend	Status	Notes	
Corporate Priority: Place								
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
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 1	Planning Enforcement: Service of formal Notices	100.00%	70.00%	100.00%			Performance exceeded target.	Planning and Building Control

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		2013/14	2014/15						
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			Short term trend	Status					
EHPI 2.23	Planning decisions delegated.	96%	90%	96%			Performance exceeding target. 2045 out of 2127 delegated decisions.	Planning and Building Control	
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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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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Corporate Priority: Prosperity								
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

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