










Code	Indicator	Past Performance	Current Performance				Notes	Lead Service
		2013/14	2014/15					
		Outturn	Target 2014/15	Outturn	Performance	Status		
				Short term trend				
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
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

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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
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

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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
Corporate Priority: Prosperity								
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

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