

In total the dashboard will report on 42 performance indicators, of which 28 will be reported in the quarterly report and 13 will be reported annually and 1 biannually. Some performance indicators still need targets set, however in the past if no data exists the first year has been used to establish the baseline.

Code	Indicator / Action	Lead Service / Data Source	Monitoring Frequency	2015/16 Outturn	Future targets - Annual			Portfolio Holder
					2016/17	2017/18	2018/19	
Corporate Priority 1: Improve the health and wellbeing of our communities								
Outcome: Residents living active and healthy lives								
NEW - EHPI 130	Number of Green Flag awards.	Operations	Annual	2	N/A - Trend only indicator			Environment and the Public Space
NEW - EHPI 140	Number of over 50s participating in 'Forever Active' programme.	Health and Housing	Six monthly (Calendar year) / Annual	New PI N/A	854	To be determined later		Health and Wellbeing
Outcome: Support for our vulnerable families and individuals								
EHPI 181	Time taken to process Housing Benefit new claims and change events.	Shared Revenues and Benefits	Monthly / Annual	9.73 days	10 days	10 days	10 days	Health and Wellbeing
EHPI 151	Number of households living in temporary accommodation.	Housing and Health	Quarterly / Annual	19	N/A - Trend only indicator			Health and Wellbeing
New - EHPI 150	Number of prevented homeless applications.	Housing and Health	Quarterly / Annual	229	N/A - Trend only indicator			Health and Wellbeing
EHPI 155	Number of affordable homes delivered (gross).	Housing and Health	Annual	147	125	125	125	Health and Wellbeing
NEW - EHPI 132	Percentage of full applications for Disabled Facilities Grant (DFG) approved within 7 weeks	Housing and Health	Monthly / Annual	100%	95%	95%	95%	Health and Wellbeing
NEW - EHPI 133	Pilot council tax intervention project (total appointments attended).	Shared Revenues and Benefits	Monthly / Annual	New PI N/A	??	??	??	Health and Wellbeing
Outcome: Communities engaged in local issues								
EHPI 3	Overall satisfaction with the authority.	Communications, Strategy and Policy	Biannual	69%	2015/16 Residents Survey results due to be presented to Scrutiny Committee in May 2016. New target to be set by June 2016.			Development Management and Council Support
New - EHPI 5.13a	Customer Satisfaction (GovMetric) - Face to Face.	Communications, Strategy and Policy	Monthly / Annual	83%	80%	80%	80%	Development Management and Council Support
New - EHPI 5.13b	Customer Satisfaction (GovMetric) - Telephone.	Communications, Strategy and Policy	Monthly / Annual	92%	90%	90%	90%	Development Management and Council Support
New - EHPI 5.13c	Customer Satisfaction (GovMetric) - Website.	Communications, Strategy and Policy	Monthly / Annual	35%	35%	35%	35%	Development Management and Council Support
NEW - EHPI 141	Participation in Team Herts volunteering	Health and Housing	Six monthly (financial year) / Annual	New PI N/A	200	200	200	Health and Wellbeing
NEW - EHPI 5.10	Percentage of services accessible via digital channels.	Communications, Strategy and Policy - via Channel Shift Project Team	Annual	New PI N/A	Targets to be set after first full year (2016/17)			Development Management and Council Support
NEW - EHPI 5.11	Percentage of broadband accessibility in the district.	Operations	Annual	New PI N/A	N/A - Trend only indicator			Economic Development
NEW - EHPI 5.12a	Social Media: Number of followers (twitter followers).	Communications, Strategy and Policy	Quarterly / Annual	6274	N/A - Trend only indicator			Leader
NEW - EHPI 5.12b	Social Media: Number of followers (facebook likes).	Communications, Strategy and Policy	Quarterly / Annual	408	N/A - Trend only indicator			Leader
Corporate Priority 2: Enhance the quality of people's lives								
Outcome: Attractive places								
EHPI 2.4	Fly-tips: removal.	Operations	Quarterly / Annual	1.88 days	2 days	2 days	2 days	Environment and the Public Space

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					2016/17	2017/18	2018/19	
EHPI 195a	Improved street and environmental cleanliness: Litter.	Operations	Annual	3%	2%	2%	2%	Environment and the Public Space
EHPI 195b	Improved street and environmental cleanliness: Detritus.	Operations	Annual	8%	7%	7%	7%	Environment and the Public Space
EHPI 64	Vacant dwellings returned to occupation or demolished.	Housing and Health	Annual	11	10	10	10	Environment and the Public Space
EHPI 191	Residual household waste per household.	Operations	Monthly / Annual	467 kg	475 kgs	470 kgs	470 kgs	Environment and the Public Space
EHPI 192	Percentage of household waste sent for reuse, recycling and composting.	Operations	Monthly / Annual	48.69%	50%	50%	50%	Environment and the Public Space
EHPI2.2 (45)	Waste: missed collections per 100,000 collections of household waste.	Operations	Monthly / Annual	22.47	30.00	30.00	30.00	Environment and the Public Space
Outcome: Future housing development meeting the needs of the district								
New - EHPI 149	Percentage of affordable housing delivered on affordable sites.	Housing and Health or Planning and Building Control	Annual	60% (estimate)	N/A - Trend only indicator			Health and Wellbeing
EHPI 157a	Processing of planning applications: major applications.	Planning and Building Control	Monthly / Annual	78.00%	60.00%	60.00%	60.00%	Development Management and Council Support

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					2016/17	2017/18	2018/19	
EHPI 157b	Processing of planning applications: minor applications.	Planning and Building Control	Monthly / Annual	89.00%	80.00%	80.00%	80.00%	Development Management and Council Support
EHPI 157c	Processing of planning applications: other applications.	Planning and Building Control	Monthly / Annual	92.00%	90.00%	90.00%	90.00%	Development Management and Council Support
New - EHPI 205	Percentage of site visits undertaken in relation to urgent cases within 2 working days of 'start date'.	Planning and Building Control	Monthly / Annual	New PI N/A	100%	100%	100%	Development Management and Council Support
EHPI 154	Net additional homes provided.	Planning and Building Control	Annual	TBA (December 2016)	455	737	748	Development Management and Council Support
EHPI 159	Supply of ready to develop housing sites.	Planning and Building Control	Annual	TBA (December 2016)	N/A - Trend only indicator			Development Management and Council Support
Corporate Priority 3: Enable a flourishing local economy								
Outcome: Support for our businesses and the local economy								
New - EHPI 11.3a	Business Counts: Local units in East Herts.	Operations	Annual	8,505	N/A - Trend only indicator			Economic Development
New - EHPI 11.3b	Business Counts: Enterprises in East Herts.	Operations	Annual	7,625	N/A - Trend only indicator			Economic Development
EHPI 8	Percentage of invoices paid on time.	Strategic Finance and Property	Monthly / Annual	98.23%	98.50%	98.50%	98.50%	Finance and Support Services
Outcome: Vibrant town centres								
New - EHPI 11.6	Town centre footfall (proxy measure based on Wi-Fi connections).	Communications, Strategy and Policy	Monthly / Annual	41,537 (Baseline)	N/A - Trend only indicator			Economic Development
New - EHPI 5.6	Total number of jobs in East Herts.	Operations	Annual	69000 (2015)	N/A - Trend only indicator			Economic Development
Outcome: Working with others, to have achieved the right infrastructure for our businesses and communities								
No performance indicators measure this outcome however key actions contained in the Corporate Strategic Plan and Service Plans do.								
Supporting Corporate Priorities 1, 2 and 3								
Corporate Health								
Amended - EHPI 5.1	Number of complaints resolved in 14 days or less.	Communications, Strategy and Policy	Quarterly / Annual	77.63%	67	67	67	Development Management and Council Support
Amended - EHPI 5.2a	Number of complaints about the Council and its services that are upheld a) 1st stage.	Communications, Strategy and Policy	Quarterly / Annual	24.60%	22	22	22	Development Management and Council Support
EHPI 10.2	Council tax collection, % of current year liability collected.	Shared Revenues and Benefits	Monthly / Annual	98.4%	98.6%	98.8%	98.6%	Finance and Support Services
EHPI 10.4	NNDR (Business Rates) collection, % of current year liability collected.	Shared Revenues and Benefits	Monthly / Annual	97.8%	97.5%	98.0%	98.0%	Finance and Support Services
EHPI 12c	Total number of sickness absence days per FTE staff in post.	Human Resources and Organisation Development	Monthly / Annual	5.62 days	Targets are to be set by HR Committee in July 2016			N/A
New - EHPI 5.15	FOI compliance: Percentage of FOI requests responded to within 20 working days.	Communications, Strategy and Policy	Monthly / Annual	82.00%	90%	90%	90%	Finance and Support Services

New performance indicator