

# 2015 Performance



# 16 Indicator Outturns

Code	Indicator	Past Performance		Current performance			Lead Service	
		2014/15	2015/16					
		Outturn	Target 2015/16	Outturn	Performance			
			Short term trend	Status				

## Corporate Priority: People

EHPI 1a	% of customers satisfied with leisure services - All	No data collected in 2014/15 due to change in the survey methodology		81.00%	N/A	N/A	Operations
EHPI 1b	% of customers satisfied with leisure services - Leventhorpe	No data collected in 2014/15 due to change in the survey methodology		91.00%	N/A	N/A	Operations
EHPI 1c	% of customers satisfied with leisure services - Hartham	No data collected in 2014/15 due to change in the survey methodology		80.00%	N/A	N/A	Operations
EHPI 1d	% of customers satisfied with leisure services - Fanshawe	No data collected in 2014/15 due to change in the survey methodology		72.00%	N/A	N/A	Operations
EHPI 1e	% of customers satisfied with leisure services - Buntingford	No data collected in 2014/15 due to change in the survey methodology		80.00%	N/A	N/A	Operations
EHPI 1f	% of customers satisfied with leisure services - Grange Paddocks	No data collected in 2014/15 due to change in the survey methodology		57.00%	N/A	N/A	Operations
EHPI 3a	Usage: number of swims (under 16)	50,261	49,000	47,787	▼	☹️	Operations
EHPI 3b	Usage: number of swims (16 - 60)	95,590	95,000	92,856	▼	☹️	Operations
EHPI 3c	Usage: number of swims (60 +)	29,268	27,000	25,352	▼	☹️	Operations
EHPI 4a	Usage: Gym (16 - 60)	193,446	187,000	163,671	▼	☹️	Operations
EHPI 4b	Usage: Gym (60 +)	21,267	16,800	20,292	▼	😊	Operations
EHPI 129	Response time to Anti Social Behaviour complaints made to East Herts Council	100.00%	100.00%	100.00%	—	😊	Health and Housing
EHPI 3.1	The number of formal warnings issued to drivers and operators by the Licensing team. (This includes matters like - failure to produce documents, parking issues and driver conduct)	N/A	Trend only	22	N/A	N/A	Health and Housing
EHPI 3.2	The number of taxi licensing matters taken forward to the Licensing Sub Committee	N/A	Trend only	11	N/A	N/A	Health and Housing
EHPI 3.3	Number of events notified to the Safety Advisory Group by event organisers	N/A	Trend only	76	N/A	N/A	Health and Housing

Code	Indicator	Past Performance		Current performance			Lead Service	
		2014/15	2015/16					
		Outturn	Target 2015/16	Outturn	Performance			
					Short term trend	Status		
EHPI 3.4	The number of visits by Licensing Enforcement officers to Licensed premises	N/A	Trend only	201	N/A	N/A	Health and Housing	
EHPI 3.5	The number of applications received by the Licensing team in respect of Licensed premises	N/A	Trend only	1125	N/A	N/A	Health and Housing	
EHPI 3.6	The number of these applications that have received representations against them	N/A	Trend only	8	N/A	N/A	Health and Housing	
EHPI 3.7	The number of these applications that are taken forward to Licensing Sub Committee	N/A	Trend only	2	N/A	N/A	Health and Housing	
EHPI 184	Food establishments in the area which are broadly compliant with food hygiene law	94%	85%	Not available until December 2016	TBA	TBA	Health and Housing	
EHPI 2.12	Service requests: environmental health	94%	98%	Not available until December 2016	TBA	TBA	Health and Housing	
EHPI 10.1	Council Tax Support caseload	6,623	Trend only	6,267	▼	N/A	Revenues and Benefits Shared Service	
EHPI 10.3	Housing benefit caseload	6,173	Trend only	6,017	▼	N/A	Revenues and Benefits Shared Service	
EHPI 151	Number of homeless households living in temporary accommodation at the end of the quarter	N/A new PI from 2015/16	Trend only	19	N/A	N/A	Health and Housing	
EHPI 152	The number of applicants accepted as owed the main homelessness duty to secure accommodation	N/A new PI from 2015/16	Trend only	71	N/A	N/A	Health and Housing	
EHPI 153	Number of applicants that presented to the council as homeless	N/A new PI from 2015/16	Trend only	113	N/A	N/A	Health and Housing	
EHPI 181	Time taken to process Housing Benefit new claims and change events (Calendar days)	10.00 days	10.00 days	9.73 days	▲	😊	Revenues and Benefits Shared Service	

### Corporate Priority: Place

EHPI 154	Net additional homes provided	581	604	Not available until December 2016	TBA	TBA	Planning and Building Control
EHPI 155	Number of affordable homes delivered (gross)	124	200	147	▲	😞	Health and Housing
EHPI 157a	Processing of planning applications: major applications	63.00%	60.00%	78.00%	▲	😊	Planning and Building Control
EHPI 157b	Processing of planning applications: minor applications	85.00%	80.00%	89.00%	▲	😊	Planning and Building Control
EHPI 157c	Processing of planning applications: other applications	92.00%	90.00%	92.00%	▬	😊	Planning and Building Control
EHPI 159	Supply of ready to develop housing sites	60.0%	Trend only	Not available until December 2016	TBA	N/A	Planning and Building Control
EHPI 2.1d	Planning Enforcement: Initial Site Inspections	75.80%	75.00%	84.00%	▲	😊	Planning and Building Control
EHPI 2.1e	Planning Enforcement: Service of formal Notices	100.00%	85.00%	100.00%	▬	😊	Planning and Building Control
EHPI 2.23	Planning decisions delegated	96%	90%	97%	▲	😊	Planning and Building Control

Code	Indicator	Past Performance		Current performance			Lead Service
		2014/15	2015/16				
		Outturn	Target 2015/16	Outturn	Performance		
					Short term trend	Status	
EHPI 204	Planning appeals allowed	29%	Trend only	39.0%	▼	N/A	Planning and Building Control
EHPI 64	Vacant dwellings returned to occupation or demolished	13	10	11	▼	😊	Health and Housing
EHPI 191	Residual household waste per household	456 kgs	448 kgs	467 kg	▼	😐	Operations
EHPI 192	Percentage of household waste sent for reuse, recycling and composting	49.61%	51.00%	48.69%	▼	😐	Operations
EHPI 195a	Improved street and environmental cleanliness: Litter	2%	2%	3%	▼	😞	Operations
EHPI 195b	Improved street and environmental cleanliness: Detritus	5%	7%	8%	▼	😞	Operations
EHPI 195c	Improved street and environmental cleanliness: Graffiti	0.00%	1.00%	0.11%	▼	😊	Operations
EHPI 195d	Improved street and environmental cleanliness: Fly-posting	0%	1%	0%	—	😊	Operations
EHPI2.2 (45)	Waste: missed collections per 100,000 collections of household waste	29.18	45.00	22.47	▲	😊	Operations
EHPI 2.4	Fly-tips: removal	1.70 days	2.00 days	1.88 days	▼	😊	Operations
EHPI 2.5	Total waste collected by the district (kg per household)	904 kgs	916 kgs	910 kgs	▼	😊	Operations
EHPI 2.6	Percentage of residual waste (refuse) sent for disposal	50%	47%	51%	▼	😞	Operations
EHPI 86	Cost of household waste collection	£47.55	£52.61	£48.66	▼	😊	Strategic Finance and Property
EHPI 90b	Satisfaction with waste recycling	No survey in 2014/15	80%	79%	▼	😐	Operations

### Corporate Priority: Prosperity

EHPI 5.1	% of complaints resolved in 14 days or less	77.89%	70.00%	77.63%	▼	😊	Communications, Strategy and Performance
EHPI 5.2a	% of complaints about the Council and its services that are upheld a) 1st stage	35.44%	30.00%	24.60%	▲	😊	Communications, Strategy and Performance
EHPI 5.2b	% of complaints about the Council and its services that are upheld b) 2nd stage (appeal)	31.25%	25.00%	18.18%	▲	😊	Communications, Strategy and Performance
EHPI 5.4	% of complaints to the Local Government Ombudsmen that are upheld	37.50%	0%	0%	▲	😊	Communications, Strategy and Performance
EHPI 7.2	Turnaround of PCN Challenges and Representations	N/A new PI from 2015/16	21 days	11 days	N/A	😊	Communications, Strategy and Performance
EHPI 7.3	Percentage of appeals to the traffic penalty tribunal against the number of PCNs issued	N/A new PI from 2015/16	0.35%	0.14%	N/A	😊	Communications, Strategy and Performance
EHPI 8	Percentage of invoices paid on time	98.02%	98.50%	98.23%	▲	😊	Strategic Finance and Property
EHPI 3	Overall satisfaction with the authority	No survey in 2014/15	65%	69%	▼	😊	Communications, Strategy and Performance

Code	Indicator	Past Performance		Current performance			Lead Service
		2014/15	2015/16				
		Outturn	Target 2015/16	Outturn	Performance		
					Short term trend	Status	
EHPI 10.2	Council tax collection, % of current year liability collected	98.2%	98.3%	98.4%			Revenues and Benefits Shared Service
EHPI 10.4	NNDR (Business rates) collection, % of current year liability collected	97.0%	97.0%	97.8%			Revenues and Benefits Shared Service
EHPI 11.1	Rental income from market traders	£97,132.35	Trend only	£61,580.40		N/A	Communications, Strategy and Performance
EHPI 11.2	Number of producers at Hertford farmers market	57	Trend only	61		N/A	Communications, Strategy and Performance
EHPI 12a	Number of short- term sickness absence days per FTE staff in post	3.35 days	4.50 days	3.92 days			Human Resources and Organisational Development
EHPI 12b	Number of long-term sickness absence days per FTE staff in post	1.02 days	2.00 days	1.71 days			Human Resources and Organisational Development
EHPI 12c	Total number of sickness absence days per FTE staff in post	4.37 days	6.50 days	5.62 days			Human Resources and Organisational Development
EHPI 15	Ill Health Retirements	0.00%	3.23%	0.00%			Human Resources and Organisational Development
EHPI 9.1	Percentage availability of core ICT systems during supported hours	98.83%	99.00%	99.34%			Shared Business and Technology Services
EHPI 9.2	Percentage Resolution of ICT Incidents Within 4 Hours	62.96%	82.50%	80.79%			Shared Business and Technology Services
EHPI 9.3	Average ICT Incidents per day	7.96	10.00	7.06			Shared Business and Technology Services
EHPI 9.4	Percentage of Calls Abandoned on ICT Service Desk	9.30%	6.00%	6.72%			Shared Business and Technology Services
EHPI 9.6	Satisfaction with ICT Services	50.78%	53.75%	63.00%			Shared Business and Technology Services
EHPI 9.8	Delivery of Key Milestones in the ICT Strategy	N/A new PI from 2015/16	100.00%	76.47%	N/A		Shared Business and Technology 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 2014/15



performance is improving



performance is the same



performance in worsening