

## Guidance Notes

### Performance Indicator Break down

- PI code – Identifies the specific indicator and is separated into 3 categories;
  - NI – National Indicator – Performance Indicator that is required to be monitored by the government.
  - EHPI – East Herts Performance Indicators – Local performance indicators that are used to monitor areas of interest specifically to the Council.
  - SPI – Service Performance Indicator – performance indicator that monitor areas of interest to a specific service (This indicator is for management information and is not utilised for reporting).
  
- Status icon - Separated into 3 types;
  - Green circular icon with white tick in centre – Performance is on or exceeding target.
  - Yellow/Amber triangle icon with exclamation mark in centre – Performance is 1% - 5% below target.
  - Red octagon icon – Performance is 6% or more off target.
  
- Current value – The most recent monthly performance data available. This could be a monthly figure but where data is only collected quarterly, this will be to the most recent quarter.
  
- Current Target – The current target set for the appropriate period i.e. the month/Quarter.
  
- Short term trend – States if performance has improved, declined or remained the same since the last time it was measured (i.e. change from previous month or quarter).
  
- Notes – Any additional information supplied by officers responsible for the performance indicator, giving details for any discrepancies that may have occurred during the

monitoring period that contributed to performance outcome and any action to be taken.

- Actioned since last meeting – Details of any remedial actions carried out from the previous meeting affecting the performance indicator.
- Trend Chart – Bar chart detailing actual performance over the course of the financial year starting from April 2008 to date. Blue line shows target set for the indicator across the whole year.
- Performance Gauge – Performance Gauge works on a ‘speedometer’ principal with the needle pointer indicating current value, this value is also written under the dial pointer. The background colour to each gauge of green, amber and red are fixed for each separate PI to show the appropriate bands of performance (i.e. good, caution and poor respectively). This pattern varies for each PI depending on the target level set. If the performance gauge shows the green sector on the ‘**Left**’ and red on the right, this means the performance indicator is a ‘**Minimising**’ indicator where the ‘**lower**’ the value the ‘**better**’ the performance. However if the performance gauge shows the green sector on the ‘**right**’ and the red sector on the left, this means the performance indicator is a ‘**Maximising**’ indicator where the ‘**higher**’ the value the ‘**better**’ the performance.

### Key Definitions/abbreviations

BVPI	Best Value Performance Indicators
EHPI	East Herts Performance Indicator
LPI	Local Performance Indicators
SPI	Service Performance Indicators
NI	National Indicators
CPA	Comprehensive Performance Assessment
OU	Organisational Units
CMT	Corporate Management Team
DMT	Department Management Team
PSA	Public Service Agreements
CLG	Communities and Local Government
DSO	Departmental Strategic Objectives
DEFRA	Department for Environment, Food and Rural Affairs

PCN	Penalty Charge Notice
NTO	Notice To Owner
DCMS	Department for Culture Media and Sport
BERR	Business, Enterprise and Regulatory Reform