

Performance Indicator Break down:

- PI code – Identifies the specific indicator;
 - NI – National Indicator – Performance Indicator that was 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.

- Status icon - Separated into 3 types;
 - Green smiley face – Performance is on or exceeding target.
 - Amber face – Performance is 1% - 5% below target.
 - Red sad face – Performance is 6% or more off target.

- Trend arrow icon – States if performance has improved, declined or remained the same since the last time it was measured (i.e. change from previous year).

- 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.

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