2009/10 PIs by Corporate Priority (Relates to Snapshot '2009/10 Corporate PIs')

Priority: Caring about what's built (and) where	
Objective: Develop cost effective, integrated & sustainable transport plan	
None	
Objective: Encourage developers etc towards energy efficient building usage	
Although no performance indicators sit underneath this objective a number of service actions do.	
Objective: Ensure that developments meet statutory/policy requirements	
EHPI204 Planning appeals allowed	Planning and Building Control
EHPI64 No of private sector vacant dwellings that are returned into occupation or demolished	Health and Housing
EHPI 2.10 (3) Building sites: inspections	Planning and Building Control
EHPI 2.1a Enforcement actions: planning informal	Planning and Building Control
EHPI 2.1b Enforcement actions: planning formal	Planning and Building Control
EHPI 2.1c Enforcement actions: planning	Planning and Building Control
EHPI 2.23 (188) Planning decisions delegated to officers	Planning and Building Control
Objective: Protect the natural environment	
EHPI90b Satisfaction with waste recycling	Environmental Services
EHPI 2.2 (45) Waste: missed collections	Environmental Services
Priority: Fit for purpose, services fit for you	
Objective: Achieve unqualified Corporate Governance statement of assurance	
Although no performance indicators sit underneath this objective a number of service actions do.	
Objective: Ensure effective performance management	
EHPI 5.1 - % of complaints resolved in 14 days or less	Customer services and new media
EHPI 5.2a - % of complaints about the Council and its services that are upheld a) 1st stage	Customer services and new media
EHPI 5.2b - % of complaints about the Council and its services that are upheld b) 2nd stage (appeal)	Customer services and new media
EHPI 5.3 - % of customers using the Council's complaints system that are fairly of very satisfied with the way in which their complaint was handled	Customer services and new media
EHPI 5.4 - % of complaints to the Local Government Ombudsmen that are upheld	Customer services and new media
EHPI 6.8 - Turnaround of Pre NTO PCN challenges (Target 10 days)	Customer services and new media
EHPI 6.9 - Turnaround of PCN Representations (Target 28 days)	Customer services and new media
EHPI 7.0 % Pre NTO PCN challenges responded to within 10 days (Target 90%)	Customer services and new media
EHPI 7.1 % PCN Representations responded to within 28 days (Target 90%)	Customer services and new media
EHPI8 % of invoices paid on time	Financial Support Services
Objective: Improve resident & staff satisfaction	
NI14 Avoidable contact: The average number of customer contacts per resolved request	Customer Services & New Media
NI138 Satisfaction of people over 65 with both home and neighbourhood	Strategic Direction
EHPI156 Buildings Accessible to People with a Disability	Property
EHPI3 Overall satisfaction with the authority	Strategic Direction
EHPI4 Satisfaction with complaint handling	Customer Services & New Media
Objective: Provide adequate, effective & sustainable resources	
NI179 Value for money - total net value of ongoing cash-releasing value for money gains that have impacted since the start of the 2008/09 financial year	Financial Support Services
NI180 Changes in Housing Benefit/ Council Tax benefit entitlements within the year	Revenues and Benefits
NI181 Time taken to process housing benefit/ Council taxt benefit new claims and change events	Revenues and Benefits
EHPI 7.35 Commitment compared to profile	Property

Priority: Leading the way, working together	
Objective: Deliver a strategy for young people	
Although no performance indicators sit underneath this objective a number of service actions do.	
Objective: Encourage resident participation in Council	
NI4 % of people who feel they can influence decisions in their locality	Strategic Direction
Objective: Lead the LSP & deliver Community Strategy & LAA	
NI5 Overall/ general satisfaction with local area	Strategic Direction
NI140 Fair treatment by local services	Strategic Direction
Priority: Promoting prosperity & well being providing access & opportunities	
Objective: Ensure access to opportunities for sport, leisure & culture	
NI8 Adult participation in sport and active recreation	Community and Cultural Services
NI3 Civic participation in the local area	Community and Cultural Services
NI6 Participation in regular volunteering	Community and Cultural Services
Pools and outdoor activities - satisfaction of serivce users with cleanliness	Community and Cultural Services
Pools and outdoor activities - satisfaction of serivce users with temperature of water	Community and Cultural Services
Pools and outdoor activities - approachability of staff	Community and Cultural Services
Pools and outdoor activities - outdoor services customer satisfaction rating	Community and Cultural Services
Pools and outdoor activities - satisfaction of service users with pricing	Community and Cultural Services
Pools and outdoor activities - satisfaction of service users with maintenance	Community and Cultural Services
Pools and outdoor activities - satisfaction of service users with: programming i.e accessibility and artistic policy	Community and Cultural Services
Castle Hall - net cost per attendance	Community and Cultural Services
Castle Hall - Level of usage (diversity)	Community and Cultural Services
Castle Hall - Ease of booking tickets	Community and Cultural Services
Castle Hall - Quality of program	Community and Cultural Services
Objective: Ensure vulnerable people have access to benefits & support	
NI139 The extent to which older people receive the support they need to live independently at home	Strategic Direction
NI187 Tackling fuel poverty - people receiving income based benefits living in homes with a low energy efficiency rating	Health and Housing
Objective: Improve safety, health & wellbeing of community	
NI120 All-age all cause mortality rate	Health and Housing
NI121 Mortality rate from all circulatory diseases at ages under 75	Health and Housing
NI122 Mortality rate from all cancers at ages under 75	Health and Housing
NI129 End of life care – access to appropriate care enabling people to be able to choose to die at home	Health and Housing
NI1 % of people who believe people from different backgrounds get on well together in their local area.	Strategic Direction
NI2% of people who feel that they belong to their neighbourhood	Strategic Direction
NI119 Self-reported measure of people's overall health and wellbeing	Strategic Direction
NI137 Health life expectancy at age 65	Strategic Direction
NI184 food establishments in the area which are broadly compliant with food hygiene law	Health and Housing
NI182 Satisfaction of businesses with local authority regulation services	Health and Housing
EHPI 2.15 (42) Health & safety inspections	Health and Housing
Objective: Work with partners to improve safety of communities	
Protection against terrorist attack	Licensing and Community Safety
NI27 Understanding of local concerns about anti-social behaviour and crime by the local council and police	Licensing and Community Safety
NI15 Serious violent crime	Licensing and Community Safety
NI16 Serious acquisitive crime	Licensing and Community Safety
NI17 Perceptions of anti-social behaviour	Strategic Direction

8.43

NI20 Assault with injury crime rate	Licensing and Community Safety
NI21 Dealing with local concerns about anti-social behaviour and crime by the local council and police	Licensing and Community Safety
NI22 Perceptions of parents taking responsibility for the behaviour of their children in the area	Strategic Direction
NI23 Perceptions that people in the area treat one another with respect and consideration	Strategic Direction
NI32 Repeat incidents of domestic violence	Licensing and Community Safety
NI35* Building resilience to violent extremism	Licensing and Community Safety
NI37 Awareness of civil protection arrangements in the local area	Strategic Direction
NI41 Perceptions of drunk or rowdy behaviour as a problem	Strategic Direction
NI42 Perceptioms of drug use or drug dealing as a problem	Strategic Direction
NI47 People killed or seriosuly injured in road traffic accidents	Licensing and Community Safety
NI48 Children killed or seriously injured in road traffic accidents	Licensing and Community Safety

Priority: Pride in East Herts

Objective: Develop & deliver publicity campaign on envtal crime

Although no performance indicators sit underneath this objective a number of service actions do.	

Objective: Implement policies to increase enforcement against envtal crime

Although no performance indicators sit underneath this objective a number of service actions do.	

Objective: Implement range of initiatives to improve/sustain envtal quality

NI189 Flood and coastal erosion risk management	Environmental Services
NI186 Per capita reduction in CO2 emissions in the LA area	Environmental Services
NI188 Adapting to climate change	Environmental Services
NI192 Household waste recycled and composted	Environmental Services
NI185 CO2 reduction in Local Authority operations	Environmental Services
NI191 Residual household waste per head	Environmental Services
NI193 Municipal waste landfilled	Environmental Services
NI194 Level of air quality - reduction in Nox and primary PM10 emissions through local authority's estate and operations	Environmental Services
NI195 Improved street and environmental cleanliness (levels of graffiti, litter, detritus and fly posting)	Environmental Services
NI196 Improved street and environmental cleanliness - fly tipping	Environmental Services
NI197 Improved local biodiversity - active management of local sites	Environmental Services
EHPI218a Abandoned vehicles - % investigated within 24 hrs	Environmental Services
EHPI218b Abandoned Vehicles - % removed within 24 hours of required time	Environmental Services
EHPI 2.4 (47) Fly-tips: removal	Environmental Services

Priority: Shaping now, shaping the future

Objective: Manage & monitor role of Council as co-ord of planning policy

NI154 Net additional homes provided	Planning and Building Control
NI155 Number of affordable homes delivered (gross)	Planning and Building Control
NI157 Processing of planning applications as measured against targets for major, minor and other application types	Planning and Building Control
NI159 Supply of ready to develop housing sites	
NI170 Previously developed land that has been vacant or derelict for more than 5 years	

Objective: Maximise community engagement in Local & Regional Planning

Although no performance indicators sit underneath this objective a number of service actions do.	

Objective: Seek a well-balanced local economy

NI171 New business registration rate	Community and Cultural Services
NI172 Percentage of small businesses in an area showing employment growth	Community and Cultural Services
NI173 Flows on to incapacity benefits from employment	Community and Cultural Services

Objective: Seek to enable 40% affordable housing on developments

Although no performance indicators sit underneath this objective a number of service actions do.	

New unit cost performance indicators. (Currently not been mapped to a corporate priority as this process is still taking place but will be updated once consultation with services have taken place)	
Net cost of Housing and Council Tax Benefit per claim	Revenues and benefits
Net cost of Collecting Council Tax per property	Revenues and benefits
Net cost of Accountancy as a % of Gross Expenditure (I&E Account)	Financial Support Services
Net cost of Land Charges service per the number of Land Charges searches	Democratic and Legal Support Services
Net cost of Corporate and Democratic Core per head of population	Democratic and Legal Support Services
Net cost of the Council's training budgets per East Herts employee headcount	People and Organisational Development Service
Net cost of Human Resources service to the Council's 2007/08 net cost of services budget	People and Organisational Development Service
Percentage of revenue budget spent on ICT	Business Support Services
Percentage of revenue budget spent on office space	Business Support Services
Net cost of Development Control per application	Planning & Building Control
Net cost of Building Control per inspection	Planning & Building Control
Net cost of Licensing per Hackney Carriage license	Licensing & Community Safety
3a. Net cost of Licensing per LA2003 Premises Licences	Licensing & Community Safety
3b Net cost of Licensing per all Premises Licenses (LA2003, GA2005 and Misc)	Licensing & Community Safety
Net cost of East Herts funded Police Community Support Officers per head of population	Licensing & Community Safety
Net cost of Environmental Health per food inspection	Health & Housing
Net cost of Environmental Health per health and safety inspection	Health & Housing
Net cost of the Homelessness Service per presentation	Health & Housing
Net cost of swimming pools per swim	Community and Cultural Services
Net cost of Citizen Advice Bureau per contact	Community and Cultural Services
Net cost of Meals on Wheels per number served per annum	Community and Cultural Services
Net average cost per penalty charge notice processed	Customer Services
Net average cost per interaction delivered by the Customer Service Team by channel	Customer Services
Net average cost per visitor session interaction delivered by the Web Team	Customer Services
Net cost of Street Cleaning per annual linnear kilometres cleansed	Environment Services
Net cost of Domestic Refuse Collection per the number of properties	Environment Services
Net cost of Recycling per the number of collections per annum	Environment Services