

Code	Indicator	Notes	Lead Service
Corporate Priority: People			
EHPI 1a	% of customers satisfied with the service - All	Data quality concerns were identified in the 2011/12 performance outturn report. A follow up data quality spot check is required to identify if previous outlined concerns have been rectified.	Environment Services
EHPI 1b	% of customers satisfied with the service - Leventhorpe		Environment Services
EHPI 1c	% of customers satisfied with the service - Hartham		Environment Services
EHPI 1d	% of customers satisfied with the service - Fanshawe		Environment Services
EHPI 1e	% of customers satisfied with the service - Buntingford		Environment Services
EHPI 1f	% of customers satisfied with the service - Grange Paddocks		Environment Services
EHPI 3a	Usage: number of swims (under 16)		Environment Services
EHPI 4b	Usage: Gym (60 +)		Environment Services
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events		Availability of timely performance data and a further investigation of data collection process is required.
Corporate Priority: Place			
EHPI 2.1d	Planning Enforcement: Initial Site Inspections	New indicator introduced in 2011/12. Data inputted for these indicators were challenged during 2012/13 due to inaccuracies being identified in the corporate healthcheck process. A further review of data collection process is required.	Planning and Building control
EHPI 2.1e	Planning Enforcement: Service of formal Notices		Planning and Building control
Corporate Priority: Prosperity			

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EHPI 5.2a	% of complaints about the Council and its services that are upheld a) 1st stage	Performance data was challenged in Quarter 1 for 2012/13 as supporting note calculation was not consistent with the quarter performance data supplied.	Customer Services and Parking