

Code	Indicator	Monthly	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Lead Service	Reported to:					
								CMT	DMT	Executive	CBS	CS	ES
Corporate Priority: People													
EHPI 3a	Usage: number of swims (under 16)	N/A	9,503	13,879	6,805	10,240	Environment Services	Yes	Yes	Yes	No	Yes	No
EHPI 3b	Usage: number of swims (16 - 60)	N/A	28,344	33,752	20,941	26,229	Environment Services	Yes	Yes	Yes	No	Yes	No
EHPI 3c	Usage: number of swims (60 +)	N/A	6,448	8,332	6,858	6,914	Environment Services	Yes	Yes	Yes	No	Yes	No
EHPI 4a	Usage: Gym (16 - 60)	N/A	44,586	43,333	38,659	55,594	Environment Services	Yes	Yes	Yes	No	Yes	No
EHPI 4b	Usage: Gym (60 +)	N/A	3,661	4,035	3,785	4,621	Environment Services	Yes	Yes	Yes	No	Yes	No
EHPI 129	Response time to Anti Social Behaviour (ASB) complaints made to East Herts Council	100.00%	N/A	N/A	N/A	N/A	Community Safety and Health	Yes	Yes	Yes	No	Yes	No
EHPI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	15 days	N/A	N/A	N/A	N/A	Revenues and Benefits	Yes	Yes	Yes	No	Yes	No

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Corporate Priority: Place													
EHPI 157a	Processing of planning applications: major applications	60.00%	N/A	N/A	N/A	N/A	Planning and Building Control	Yes	Yes	Yes	No	No	Yes
EHPI 157b	Processing of planning applications: minor applications	80.00%	N/A	N/A	N/A	N/A	Planning and Building Control	Yes	Yes	Yes	No	No	Yes
EHPI 157c	Processing of planning applications: other applications	90.00%	N/A	N/A	N/A	N/A	Planning and Building Control	Yes	Yes	Yes	No	No	Yes
EHPI 2.1d	Planning Enforcement: Initial Site Inspections	75.00%	N/A	N/A	N/A	N/A	Planning and Building Control	Yes	Yes	Yes	No	No	Yes
EHPI 2.1e	Planning Enforcement: Service of formal Notices	50.00%	N/A	N/A	N/A	N/A	Planning and Building Control	Yes	Yes	Yes	No	No	Yes
EHPI 2.23	Planning decisions delegated.	90%	N/A	N/A	N/A	N/A	Planning and Building Control	No	Yes	No	No	No	Yes
EHPI 191	Residual household waste per household	See detail in main report	N/A	N/A	N/A	N/A	Environment Services	Yes	Yes	Yes	No	No	Yes
EHPI 192	Percentage of household waste sent for reuse, recycling and composting	See detail in main report	N/A	N/A	N/A	N/A	Environment Services	Yes	Yes	Yes	No	No	Yes
EHPI 218a	Abandoned vehicles - identified within 24 hours	95.00%	N/A	N/A	N/A	N/A	Environment Services	No	Yes	No	No	No	Yes

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EHPI 218b	Abandoned vehicles - removed in 24 hours	96.00%	N/A	N/A	N/A	N/A	Environment Services	No	Yes	No	No	No	Yes
EHPI2.2 (45)	Waste: missed collections per 100,000 collections of household waste	47.0	N/A	N/A	N/A	N/A	Environment Services	Yes	Yes	Yes	No	No	Yes
EHPI 2.4	Fly-tips: removal.	2.00	N/A	N/A	N/A	N/A	Environment Services	Yes	Yes	Yes	No	No	Yes
Corporate Priority: Prosperity													
EHPI 5.1	% of complaints resolved in 14 days or less	N/A	70.00%	70.00%	70.00%	70.00%	Customer Services and Parking	No	Yes	No	Yes	No	No
EHPI 5.2a	% of complaints about the Council and its services that are upheld a) 1st stage	N/A	30.00%	30.00%	30.00%	30.00%	Customer Services and Parking	No	Yes	No	Yes	No	No

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EHPI 5.2b	% of complaints about the Council and its services that are upheld b) 2nd stage (appeal)	N/A	25.00%	25.00%	25.00%	25.00%	Customer Services and Parking
EHPI 5.4	% of complaints to the Local Government Ombudsmen (LGO) that are upheld	N/A	0%	0%	0%	0%	Customer Services and Parking
EHPI 6.8	Turnaround of Pre NTO PCN challenges	14 days (calendar)	N/A	N/A	N/A	N/A	Customer Services and Parking
EHPI 6.9	Turnaround of PCN Representations	21 days	N/A	N/A	N/A	N/A	Customer Services and Parking
EHPI 8	Percentage of invoices paid on time.	98.00%	N/A	N/A	N/A	N/A	Financial Support Services and Performance
EHPI 7.35	Commitment compared to profile. (This indicator measures effectiveness of forecasting expenditure. The budget covers areas such as maintenance and repair of all East Herts operational and non operational properties)	+/-5%	N/A	N/A	N/A	N/A	People, ICT & Property services
EHPI 9.1	Percentage availability of core systems during supported hours.	N/A	99%	99%	99%	99%	People, ICT & Property services
EHPI 9.2	Percentage Resolution of Incidents Within 4 Hours	N/A	85%	85%	85%	85%	People, ICT & Property services

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No	Yes	No	Yes	No	No
Yes	Yes	Yes	No	No	No
Yes	Yes	Yes	No	No	Yes
Yes	Yes	Yes	Yes	No	No
No	Yes	No	Yes	No	No
Yes	Yes	Yes	Yes	No	No
Yes	Yes	Yes	Yes	No	No

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EHPI 9.3	Percentage Reduction in the Number of Incidents	N/A	TBD	TBD	TBD	TBD	People, ICT & Property services
EHPI 9.4	Percentage of Calls Abandoned on ICT Service Desk	N/A	10%	10%	10%	10%	People, ICT & Property services
EHPI 9.5	Percentage of Calls Resolved at First Point of Contact	N/A	TBD	TBD	TBD	TBD	People, ICT & Property services
EHPI 9.6	Satisfaction with ICT Services	N/A	70%	70%	70%	70%	People, ICT & Property services
EHPI 9.7	Delivery of Key ICT Projects	N/A	TBD	TBD	TBD	TBD	People, ICT & Property services
EHPI 9.8	Delivery of Key Milestones in the ICT Strategy	N/A	TBD	TBD	TBD	TBD	People, ICT & Property services
EHPI 12a	Number of short- term sickness absence days per FTE staff in post	0.50 days	This is currently the monthly target carried over from 20112/13 and is subject to change. HR Targets to be set through following HR Committee in July 2013				People, ICT & Property services

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Yes	Yes	Yes	Yes	No	No
Yes	Yes	Yes	Yes	No	No
Yes	Yes	Yes	Yes	No	No
Yes	Yes	Yes	Yes	No	No
Yes	Yes	Yes	Yes	No	No
Yes	Yes	Yes	Yes	No	No
No	Yes	No	Yes	No	No

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EHPI 12b	Number of long-term sickness absence days per FTE staff in post	0.20 days	This is currently the monthly target carried over from 20112/13 and is subject to change. HR Targets to be set through following HR Committee in July 2014				People, ICT & Property services
EHPI 12c	Total number of sickness absence days per FTE staff in post	0.70 days	This is currently the monthly target carried over from 20112/13 and is subject to change. HR Targets to be set through following HR Committee in July 2015				People, ICT & Property services

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No	Yes	No	Yes	No	No
Yes	Yes	Yes	Yes	No	No