Performance Indicators by Corporate Priority

Th	People
Ob	Improve outcomes for vulnerable families and individuals

PI Code & Short Name
EHPI 181 Time taken to process Housing Benefit new claims and change events

Th	People
Ob	Reduce health inequalities, for example, by addressing obesity, smoking and physical inactivity

PI Code & Short Name
EHPI 184 Food establishments in the area which are broadly compliant with food hygiene law
EHPI 1a % of customers satisfied with the service - All Leisure Facilities
EHPI 1b % of customers satisfied with the service - Leventhorpe
EHPI 1c % of customers satisfied with the service - Hartham
EHPI 1d % of customers satisfied with the service - Fanshawe
EHPI 1e % of customers satisfied with the service - Ward Freman
EHPI 1f % of customers satisfied with the service - Grange Paddocks
EHPI 2 Net cost/subsidy per visit
EHPI 2.15 (42) Health & safety inspections
EHPI 3a Usage: number of swims (under 16)
EHPI 3b Usage: number of swims (16 – under 60 year olds)
EHPI 3c Usage: number of swims (60 year old +)
EHPI 4a Usage: Gym (16 – under 60 year olds)
EHPI 4b Usage: Gym (60 + year olds)

Th	Place
Ob	Ensure future development meets the need of the district and its residents

PI Code & Short Name
EHPI 154 Net additional homes provided
EHPI 155 Number of affordable homes delivered (gross)
EHPI 64 No of private sector vacant dwellings that are returned into occupation or demolished

Th	Place
Ob	Reduce anti social behaviour and the fear of crime

PI Code & Short Name
EHPI 129 Response time to ASB complaints made to EHC.

Th	Prosperity
Ob	Deliver value for money
PI Code & Short Name	
EHPI 8.11 Net cost of Housing and Council Tax Benefit per claim	
EHPI 8.33 Net cost of Licensing per Hackney Carriage license	
EHPI 8.34a Net cost of Licensing per LA2003 Premises Licenses	
EHPI 8.34b Net cost of Licensing per all Premises Licenses (LA2003, GA2005 and Misc)	
EHPI 8.35 Net cost of East Herts funded Police Community Support Officers per head of population	
EHPI 8.37 Net cost of Environmental Health per food inspection	
~~EHPI 8.38 Net cost of Environmental Health per health and safety inspection~~	
EHPI 8.40 Net cost of the Homelessness Service per presentation	
~~EHPI 8.41 Net cost of swimming pool per swim~~	
EHPI 8.42 Net cost of Citizen Advice Bureau per contact	
~~EHPI 8.43 Net cost of Meals on Wheels per number served per annum~~	

NEW	Housing Benefit caseload
NEW	Council Tax Support caseload
NEW	A further indicator will be introduced to measure the processing of council tax support
NEW	Rental income from Traders
NEW	Number of Producers at Hertford Farmers Market

~~Text~~   Strikethrough text = deleted unit cost measures as agreed in 2012/13 outside the PI Review