



Performance Indicators by Corporate Priority

Th	People
Ob	Deliver strong and relevant services
PI Code & Short Name	
EHPI 5.1 % of complaints resolved in 14 days or less.	
EHPI 5.2a % of complaints about the Council and its services that are upheld: 1st stage	
EHPI 5.2b % of complaints about the Council and its services that are upheld: 2nd stage - appeal	
EHPI 5.4 % of complaints to the Local Government Ombudsman that are upheld	
EHPI 3 Overall satisfaction with the council	

Th	People
Ob	Reduce health inequalities, for example, by addressing obesity, smoking and physical inactivity
PI Code & Short Name	
EHPI 156 Buildings Accessible to People with a Disability	

Th	Prosperity
Ob	Deliver value for money
PI Code & Short Name	
EHPI 12c Total number of sickness absence days per FTE staff in post	
EHPI 8 % of invoices paid on time	
EHPI 12a No. of short term sickness absence days per FTE staff in post	
EHPI 12b No. of long term sickness absence days per FTE staff in post	
EHPI 15 III Health Retirements	
EHPI 7.35 Commitment compared to profile	
EHPI 8.12 Net cost of Collecting Council Tax per property	
EHPI 8.15 Net cost of Accountancy as a % of Gross Expenditure (I&E Account)	
EHPI 8.17 Net cost of Land Charges service per the number of Land Charges searches	
EHPI 8.21 Net cost of Corporate and Democratic Core per head of population	
EHPI 8.22 Net cost of the Council's training budgets per East Herts employee headcount	
EHPI 8.23 Net cost of Human Resources service to the council's 2011/12 net cost of services budget	
EHPI 8.25 Percentage of revenue budget spent on ICT	
EHPI 8.26 Percentage of revenue budget spent on office space	
EHPI 8.45 Net average cost per interaction delivered by the Customer Service Team by channel	

EHPI 8.46 Net average cost per visitor session interaction delivered by the Web Team

NEW	Council tax collection, % of current year liability collected
NEW	NNDR (Business Rates) collection, % of current year liability collected
NEW	EHPI 9.1 - Percentage availability of core systems during supported hours.
NEW	EHPI 9.2 - Percentage Resolution of Incidents Within 4 Hours
NEW	EHPI 9.3 - Percentage Reduction in the Number of Incidents
NEW	EHPI 9.4 - Percentage of Calls Abandoned on ICT Service Desk
NEW	EHPI 9.5 - Percentage of Calls Resolved at First Point of Contact
NEW	EHPI 9.6 - Satisfaction with ICT Services
NEW	EHPI 9.7 - Delivery of Key ICT Projects
NEW	EHPI 9.8 - Delivery of Key Milestones in the ICT Strategy

~~Text~~ Strikethrough text = proposed deleted performance indicators or in the case of sickness measures removed from the Corporate Business Scrutiny's basket.