For information only: Performance indicators guidance

Sorted by PI code

EHPI 12a No. of short-term sickness absence days per FTE staff in post
PI Definition
Monthly:
accumulated FTE sickness x 100
FTE Staff in Post)
Yearly:
accumulated FTE sickness x 100
Average FTE Staff in Post)
Data Source
People and property services

Other Guidance
An employees FTE Sickness day = FTE x number of work days off sick. Short-term sickness: 28 days or less continuous days off sick. If the report is for more than a month, take an average FTE for whole period.

EHPI 12b No. of long-term sickness absence days per FTE staff in post
PI Definition
Monthly: accumulated FTE long-term sickness x 100 FTE Staff in Post) Yearly: accumulated FTE long-term sickness x 100 Average FTE Staff in Post)
Data Source
People and property services
Other Guidance
An employees FTE Sickness day = FTE x number of work days off sick. Long-term sickness: 29 days or more continuous days off sick. If the report is for more than a month, take an average FTE for whole period.

EHPI 12c Total number of sickness absence days per FTE staff in post
PI Definition
Monthly: accumulated FTE sickness sickness x 100 FTE Staff in Post) Yearly: accumulated FTE sickness x 100 Average FTE Staff in Post)
Data Source
People and property services
Other Guidance
An employees FTE Sickness day = FTE x number of work days off sick. If the report is for more than a month, take an average FTE for whole period.

EHPI 7.35 Commitment compared to profile
PI Definition
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
Data Source
People and property services

EHPI 8 % of invoices paid on time
PI Definition
Percentage of invoices for commercial goods & services paid by the Authority within 30 days of receipt or within the agreed payment terms
Data Source
Financial Support and performance Services

EHPI 5.1 % of complaints resolved in 14 days or less.
PI Definition
'total number of complaints resolved during the period in 14 days or less by the Council' / 'total number complaints resolved during the period' x 100
Data Source
Information, Parking and Customer Service
Other Guidance
This indicator will enable the effectiveness of the Council's Complaints system to be monitored across the Council. This is a new indicator to monitor the effectiveness of our customer feedback process.

EHPI 5.2a % of complaints about the Council and its services that are upheld: 1st stage
PI Definition
'Total number of complaints upheld during the period by the Council / 'total number of complaints determined during the period by the Council (this is not the same number as those received as not all received are determined within the period monitored) x 100
Data Source
Information, Parking and Customer Service

Other Guidance
This indicator has been established to show a negative impact when the Council has identified that it has failed to deliver a service it should have or that the way in which the service was delivered fell short of the service standards that we would expect. Previous indicators LPI 5.2a and 5.2b are deleted as they show as negative indicators when a complaint is resolved as opposed to whether the complaint was upheld and the Council made a mistake. Any customer has the right to complain but their appeal may not be upheld. This is a positive outcome for the authority.

EHPI 5.2b % of complaints about the Council and its services that are upheld: 2nd stage - appeal
PI Definition
'total number of complaints upheld during the period by the Council / 'total number of complaints determined during the period by the Council (this is not the same number as those received as not all received are determined within the period monitored) x100
Data Source
Information, Parking and Customer Service
Other Guidance
This indicator has been established to show a negative impact when the Council has identified that it has failed to deliver a service it should have or that the way in which the service was delivered fell short of the service standards that we would expect. Previous indicators LPI 5.2a and 5.2b are deleted as they show as negative indicators when a complaint is resolved as opposed to whether the complaint was upheld and the Council

made a mistake. Any customer has the right to complain but their appeal may not be upheld. This is a positive outcome for the authority.

EHPI 5.4 % of complaints to the Local Government Ombudsman that are upheld

PI Definition

'Total number of complaints upheld (with maladministration) during the period by the LGO / 'total number of complaints determined during the period by the LGO (this is not the same number as those received as not all received are determined within the period monitored) x100

Data Source

Information, Parking and Customer Service

Other Guidance

This indicator has been established to show a negative impact when the Ombudsman has found maladministration with the authority in replacement of LPI 5.1a. Previous indicators LPI 5.1b to 5.1f are deleted as they show as negative indicators when the Ombudsman has received a complaint yet had not investigated or indeed found maladministration. Any customer has the right to appeal to the LGO but their appeal may not be upheld. This is a positive outcome for the authority.

The following performance indicators are being piloted during 2013/14. Details on definition will be available following the pilot phase:

- EHPI 9.1 Percentage availability of core systems during supported hours.

- EHPI 9.2 Percentage Resolution of Incidents Within 4 Hours
- EHPI 9.3 Percentage Reduction in the Number of Incidents
- EHPI 9.4 Percentage of Calls Abandoned on ICT Service Desk
- EHPI 9.5 Percentage of Calls Resolved at First Point of Contact
- EHPI 9.6 Satisfaction with ICT Services
- EHPI 9.7 Delivery of Key ICT Projects
- EHPI 9.8 Delivery of Key Milestones in the ICT Strategy