

**For information only: Performance Indicator Guidance**

Sorted by PI code.

<b>EHPI 3a</b> - Usage: number of swims (under 16)
<b>PI Definition</b>
Total number at all pools
<b>Data Source</b>
Community and Cultural Services
<b>Other Guidance</b>
SLM – Sport & Leisure Management Ltd – contact made through the Leisure Services Manager.

<b>EHPI 3b</b> - Usage: number of swims (16 – under 60 year olds)
<b>PI Definition</b>
Total number at all pools
<b>Data Source</b>
Community and Cultural Services

**Other Guidance**

SLM – Sport & Leisure Management Ltd – contact made through the Leisure Services Manager.

**EHPI 3c** - Usage: number of swims (60 year old +)

**PI Definition**

Total number at all pools

**Data Source**

Community and Cultural Services

**Other Guidance**

SLM – Sport & Leisure Management Ltd – contact made through the Leisure Services Manager.

**EHPI 4a** - Usage: Gym (16 – under 60 year olds)

**PI Definition**

Total number from; Fanshawe, Grange Paddocks, Hartham & Leventhorpe

**Data Source**

Community and Cultural Services

**Other Guidance**

SLM – Sport & Leisure Management Ltd – contact made through the Leisure Services Manager.

**EHPI 4b** - Usage: Gym (60 + year olds)

**PI Definition**

Total number from; Fanshawe, Grange Paddocks, Hartham & Leventhorpe

**Data Source**

Community and Cultural Services

**Other Guidance**

SLM – Sport & Leisure Management Ltd – contact made through the Leisure Services Manager.

**EHPI 129** - Response time to Anti Social Behaviour (ASB) complaints made to East Herts Council (EHC).

**PI Definition**

Number of ASB complaints made or referred to EHC ASB Officer that have response within two working days (in line with minimum standards) from the total number of complaints received.

**Data Source**

Licensing and Community Safety

### Other Guidance

Full details of minimum standards for ASB can be found on EHC website.

**EHPI 181** - Time taken to process Housing Benefit new claims and change events

### PI Definition

**The average time taken in calendar days to process all new claims and change events in Housing Benefit (HB) and Council Tax Benefit (CTB)**

**New Claims:** Any new claim to HB/CTB

**Change Event:** Notification of a change of circumstances which requires a decision to be made by the local authority but excluding automatic up-rating and annual council tax increases, batch changes to Council Tax liability, and revisions to earlier decisions, e.g. following an accuracy and/or management check or appeal/reconsideration/revision.

**Time taken to process:** The time elapsed between receipt of claim or notification of change event and a decision being recorded. The day on which the claim is received is counted as Day 1.

**Decision:** As defined in HB and CTB regulations

**Date of receipt:** Date that notification of the claim or change event was received by the authority. Either from the customer, Jobcentre Plus or The Pensions, Disability and Carers Service or other

third party.

**Good performance**

Good performance is typified by a lower average number of calendar days taken to process new claims and change events

**Data Source**

Revenues and Benefits Services

**Other Guidance**

None.

**EHPI 10.1** – Council Tax Support caseload.

PI Definition

This indicator will measure the total number of recipients of Council Tax Support with live claims on a particular date.

Data Source

Revenues and Benefits

**Other Guidance**

Data extracted from Capita System

**EHPI 10.3** – Housing Benefit caseload.

PI Definition

This indicator will measure the total number of recipients of Housing Benefit with live claims on a particular date.

Data Source

Revenues and Benefits

**Other Guidance**

Calculated trend reports stats 121 and stats 122 produced as part of the Single Housing Benefits Extract (SHBE) programme to PTO.

**EHPI 11.1** – Rental Income from Traders.

PI Definition

Rental income from traders. The markets that will be included are:

- Hertford Saturday
- Bishops Stortford Saturday
- Bishops Stortford Thursday
- Ware Tuesday
- Plus individual pitch hires in the towns on non-market days

Data Source
Economic Development
<b>Other Guidance</b>
None

<b>EHPI 11.2</b> – Number of Producers at Hertford Farmers Market.
PI Definition
This indicator monitors the total number of producers at Hertford Farmers Market.
Data Source
Economic Development
<b>Other Guidance</b>
None