



**For information only: Performance indicators guidance**

<b>EHPI 8 – % of invoices paid on time (MAXIMISING INDICATOR)</b>
<b>PI Definition</b>
Percentage of invoices for commercial goods & services paid by the Authority within 30 days of receipt or within the agreed payment terms
<b>Data Source</b>
Financial Support and performance Services
<b>EHPI 5.1 – % of complaints resolved in 14 days or less. (MAXIMISING INDICATOR)</b>
<b>PI Definition</b>
'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
<b>Data Source</b>

Information, Parking and Customer Service
<b>Other Guidance</b>
This indicator will enable the effectiveness of the Council's Complaints system to be monitored across the Council. This is an indicator to monitor the effectiveness of our customer feedback process.
<b>EHPI 5.2a – % of complaints about the Council and its services that are upheld: 1st stage (MINIMISING INDICATOR)</b>
<b>PI Definition</b>
'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
<b>Data Source</b>
Information, Parking and Customer Service
<b>Other Guidance</b>
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  
(MINIMISING INDICATOR)

**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 (MINIMISING INDICATOR)

**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.

**EHPI 9.1** – Percentage availability of core systems during supported hours. (MAXIMISING INDICATOR)

**PI Definition**

Number of hours lost during major incidents as a proportion of total time available during period in question.

**Data Source**

ICT Services

**EHPI 9.2** – Percentage Resolution of Incidents Within 4 Hours. (MAXIMISING INDICATOR)

**PI Definition**

Total number of incidents resolved within 4 hours as a proportion of the total number of incidents recorded in the period in question.

Time starts from the moment that the incident is reported or identified proactively by the IT service.

**Data Source**

ICT Services

**EHPI 9.3 – Average Incidents per day (MINIMISING INDICATOR)**

**PI Definition**

Total number of incidents resolved within 4 hours as a proportion of the total number of incidents recorded in the period in question.  
Time starts from the moment that the incident is reported or identified proactively by the IT service.

**Data Source**

ICT Services

**EHPI 9.4 – Percentage of Calls Abandoned on ICT Service Desk (MINIMISING INDICATOR)**

**PI Definition**

Total number of calls where the caller hangs up after 5 seconds as a proportion of all calls received in the period in question.

**Data Source**

ICT Services

**EHPI 9.5 – Percentage of Calls Resolved at First Point of Contact (MAXIMISING INDICATOR)**

<b>PI Definition</b>
Total number of incidents dealt with at first point of contact as a proportion of total number of incidents reported during the period in question.
<b>Data Source</b>
ICT Services
<b>EHPI 9.6 – Satisfaction with ICT Services (MAXIMISING INDICATOR)</b>
<b>PI Definition</b>
Scores are first calculated by an average of all commissioners and staff scores. The overall score is then calculated by weighting the staff response at 2/3 the weighting of the commissioners average response. This reflects the larger population of the staff group on one hand and the relative priority of the questions put to commissioners on the other.
<b>Data Source</b>
ICT Services
<b>Other Guidance</b>
Questions were originally taken from a standard set provided by CIPFA. They have subsequently been amended to more clearly differentiate between the adequacy of the technology and the adequacy of the

service delivered by ICT.

**EHPI 9.7 – Delivery of Key ICT Projects (MAXIMISING INDICATOR)**

**PI Definition**

Performance will be reported on a cumulative basis for all projects completed in the year in question, according to the overall weightings assigned for individual projects.

A series of tolerances will be established and agreed by ITSG to allow different levels of performance to be categorised.

**Data Source**

ICT Services

**EHPI 9.8 – Delivery of Key Milestones in the ICT Strategy (MAXIMISING INDICATOR)**

**PI Definition**

Performance will be reported on a cumulative basis by calculating a score for the percentage delivery of the overall programme. In any quarter this will be all milestones delivered in the programme to date against those milestones due for delivery by the period in question. The overall percentage score for delivery of the overall programme will be 100% over the lifetime of the strategy.



No changes to the due dates for the delivery of milestones will be made without the agreement of the Shared Services Partnership Board.

**Data Source**

ICT Services

**EHPI 10.2** – Council tax collection, % of current year liability collected. (MAXIMISING INDICATOR)

**PI Definition**

Extract of data from 1st of the month. Data is extracted from CT6560 capita system.

**Data Source**

Revenues and Benefits

**Other Guidance**

Reported on CT6560 capita system.

**EHPI 10.4** – NNDR (Business rates) collection, % of current year liability collected. (MAXIMISING INDICATOR)

**PI Definition**

Extract of data from 1st of the month. Data is extracted from NR6297 capita system.

**Data Source**

Revenues and Benefits

**Other Guidance**

Reported on NR6297 capita system.

**EHPI 2.4 (47) – Fly-tips: removal**

**PI Definition**

This PI is measured by the total time taken to clear fly-tips divided by number of fly-tips recorded on Mayrise, plus those reported and cleared same day by MRS.

**Data Source**

Environmental Services

**EHPI 3a - Usage: number of swims (under 16)**

**PI Definition**

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
<b>Other Guidance</b>
SLM – Sport & Leisure Management Ltd – contact made through the Leisure Services Manager.

**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
<b>Other Guidance</b>
None.

<b>EHPI 157c</b> – Processing of planning applications: Other applications
<b>PI Definition</b>
<p>Percentage of planning applications by type determined in a timely manner.                  A timely manner is defined as</p> <ul style="list-style-type: none"> <li>• within 13 weeks for Major applications;</li> <li>• within 8 weeks for Minor and Other applications; and</li> </ul> <p><b>Good performance</b>                  Good performance is typified by reaching or exceeding the target.</p>
<b>Data Source</b>
Planning and Building Control