



For information only: Performance Indicator Guidance

Sorted by PI code.

EHPI 3a - Usage: number of swims (under 16)
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 3b - Usage: number of swims (16 – under 60 year olds)
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 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

Other Guidance

None

EHPI 11.2 – 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

Other Guidance

None