



For information only: Performance indicators guidance

EHPI 8 – % of invoices paid on time (MAXIMISING INDICATOR)
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. (MAXIMISING INDICATOR)
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 an 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 (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) 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
(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)

PI Definition
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.
Data Source
ICT Services
EHPI 9.6 – Satisfaction with ICT Services (MAXIMISING INDICATOR)
PI Definition
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.
Data Source
ICT Services
Other Guidance
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 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 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
Other Guidance
None.

EHPI 2.6 Percentage of residual waste (refuse) sent for disposal. (MINIMISING INDICATOR)
PI Definition
Percentage of residual waste (refuse) sent for disposal.
Data Source
Environment Services
Other Guidance
None.

EHPI 12c Total number of sickness absence days per FTE staff in post (MINIMISING INDICATOR)
PI Definition
Full Time Equivalent all sickness days.
Data Source
People and Property
Other Guidance
None.