



For information only: Performance Indicator Guidance

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| <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. |

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| <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

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| <b>Data Source</b>  |
| Community and Cultural Services   |
| <b>Other Guidance</b>   |
| SLM – Sport & Leisure Management Ltd – contact made through the Leisure Services Manager. |

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| <b>EHPI 4b</b> - Usage: Gym (60 + year olds)  |
| <b>PI Definition</b>  |
| Total number from; Fanshawe, Grange Paddocks, Hartham & Leventhorpe                       |
| <b>Data Source</b>  |
| Community and Cultural Services   |
| <b>Other Guidance</b>   |
| SLM – Sport & Leisure Management Ltd – contact made through the Leisure Services Manager. |

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| <b>EHPI 129</b> - Response time to Anti Social Behaviour (ASB) complaints made to East Herts Council (EHC). |
| <b>PI Definition</b>  |
| 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

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| <b>Formula Guidance</b>  |
| <b>PI code and description</b>   |
| EHPI 154 Net additional homes provided   |
| <b>PI Definition</b>   |
| <p>This indicator measures the net increase in dwelling stock over one year.</p> <p><b>Formula</b><br/> The net increase in dwelling stock over one year is calculated as the sum of new build completions, minus demolitions, plus any gains or losses through change of use and conversions:<br/> <math>a - b + c + d</math><br/> Where:<br/> a = new build completions;<br/> b = demolitions;<br/> c = change of use (net change)<br/> d = conversions (net change)</p> <p><b>Good performance</b><br/> Good performance is typified by an increase in numbers of net additional homes.</p> |
| <b>Data Source</b>   |
| Planning and Building Control  |



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| <b>Formula Guidance</b>   |
| <b>PI code and description</b>  |
| EHPI 155 Number of affordable homes delivered (gross)   |
| <b>PI Definition</b>  |
| Total supply of social rent housing and intermediate housing.   |
| <p><b>Formula</b></p> <p>Figure represents the simple count of affordable housing units provided (newly built, including gains from conversions such as subdivision, or acquired). Total supply is the sum of social rent housing and intermediate housing (low cost home ownership and intermediate rent):</p> $a + b$ <p>Where:</p> <p>a = sum of social rented housing;</p> <p>b = sum of intermediate housing.</p> <p><b>Good performance</b></p> <p>Good performance is typified by high numbers, in relation to targets and objectives set out in local strategies and assessments of need.</p> |
| <b>Data Source</b>  |
| Housing Services  |

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| <b>Formula Guidance</b>   |
| <b>PI code and description</b>  |
| EHPI 184 Percentage of food premises in the area which are broadly compliant with food hygiene law  |
| <b>PI Definition</b>  |
| <p>The percentage of food establishments within the local authority area which are 'broadly compliant' with food law.</p> <p><b>Formula</b></p> <p>The numerator, X, is the number of food establishments within the local authority area deemed to be 'Broadly Compliant'.</p> <p>The denominator, Y, is the total number of food establishments</p> <p>NB. for both the numerator and denominator, the total number of food establishments refers to the total number of food establishments for which the Authority is responsible, not just those which received an intervention in the year.</p> <p>Calculate the percentage which are broadly compliant:</p> $(x/y) * 100$ <p><b>Good performance</b></p> <p>Good performance will be demonstrated by higher percentages of food establishments deemed to be "Broadly Compliant".</p> |
| <b>Data Source</b>  |
| Housing Services  |

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| <b>Formula Guidance</b>   |
| <b>PI code and description</b>  |
| EHPI 1a % of customers satisfied with the service (leisure facilities) - All  |
| <b>PI Definition</b>  |
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| Data is collected twice yearly via GovMetric survey analysis. This indicator is monitoring customer experience levels in 5 key areas which are: Swimming lessons, group exercise classes, fitness (Gym), Reception and Cleanliness. |
| <b>Data Source</b>  |
| Environment Services  |

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| <b>Formula Guidance</b>   |
| <b>PI code and description</b>  |
| EHPI 1b % of customers satisfied with the service (leisure facilities) - Leventhorpe  |
| <b>PI Definition</b>  |
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| Data is collected twice yearly via GovMetric survey analysis. This indicator is monitoring customer experience levels in 5 key areas which are: Swimming lessons, group exercise classes, fitness (Gym), Reception and Cleanliness. |
| <b>Data Source</b>  |
| Environment Services  |

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| <b>Formula Guidance</b>   |
| <b>PI code and description</b>  |
| EHPI 1c % of customers satisfied with the service (leisure facilities) - Hartham  |
| <b>PI Definition</b>  |
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| Data is collected twice yearly via GovMetric survey analysis. This indicator is monitoring customer experience levels in 5 key areas which are: Swimming lessons, group exercise classes, fitness (Gym), Reception and Cleanliness. |
| <b>Data Source</b>  |
| Environment Services  |

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| <b>Formula Guidance</b>   |
| <b>PI code and description</b>  |
| EHPI 1d % of customers satisfied with the service (leisure facilities) - Fanshawe   |
| <b>PI Definition</b>  |
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| Data is collected twice yearly via GovMetric survey analysis. This indicator is monitoring customer experience levels in 5 key areas which are: Swimming lessons, group exercise classes, fitness (Gym), Reception and Cleanliness. |
| <b>Data Source</b>  |
| Environment Services  |

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| <b>Formula Guidance</b>   |
| <b>PI code and description</b>  |
| EHPI 1e % of customers satisfied with the service (leisure facilities) - Ward Freman  |
| <b>PI Definition</b>  |
| Data is collected twice yearly via GovMetric survey analysis. This indicator is monitoring customer experience levels in 5 key areas which are: Swimming lessons, group exercise classes, fitness (Gym), Reception and Cleanliness. |
| <b>Data Source</b>  |
| Environment Services  |

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| <b>Formula Guidance</b>   |
| <b>PI code and description</b>  |
| EHPI 1f % of customers satisfied with the service (leisure facilities) - Grange Paddocks  |
| <b>PI Definition</b>  |
| Data is collected twice yearly via GovMetric survey analysis. This indicator is monitoring customer experience levels in 5 key areas which are: Swimming lessons, group exercise classes, fitness (Gym), Reception and Cleanliness. |
| <b>Data Source</b>  |
| Environment Services  |

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| <b>Formula Guidance</b>   |
| <b>PI code and description</b>  |
| EHPI 64 No of private sector vacant dwellings that are returned into occupation or demolished |
| <b>PI Definition</b>  |
| Number of private sector vacant dwellings that are returned into occupation or demolished     |
| <b>Data Source</b>  |
| Housing Services  |