



For information only: Performance Indicator Guidance

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

EHPI 151 – Number of homeless households living in temporary accommodation at the end of the quarter. (MINIMISING INDICATOR)

PI Definition

Total number of homeless households living in temporary accommodation, provided by the council, on the last day of the quarter as reported to Communities and Local Government on the P1E form.

Data Source

Housing

Other Guidance

Number of homeless households living in temporary accommodation provided by the council at the end of the quarter.

EHPI 152 – The number of applicants accepted as owed the main homelessness duty to secure accommodation. (MINIMISING INDICATOR)

PI Definition

Figure as reported to Communities and Local Government on the P1E form.

Data Source
Housing
Other Guidance
The number of applicants found to be eligible, unintentionally homeless and in priority need i.e. applicants accepted as owed the main homelessness duty to secure accommodation duty (under Section 193(2)) during the quarter.
EHPI 153 – Number of applicants that presented to the council as homeless. (MINIMISING INDICATOR)
PI Definition
Figure as reported to Communities and Local Government on the P1E form.
Data Source
Housing
Other Guidance

Total number of applicants that presented to the council as homeless for whom a decision was made during the quarter where:
 - the council had reason to believe the applicant was, or may have been, homeless, or threatened with homelessness (in accordance with Section 183) and - as a result, the council made inquiries under Section 184.
 Irrespective of the outcome of the decision.

EHPI 2.12 (41a) – Service requests: environmental health (MAXIMISING INDICATOR)

PI Definition

Formal requests of Environmental Health services as recorded on Idox.

Data Source

Community Safety and Health

EHPI 3.1 – The number of formal warnings issued to drivers and operators by the Licensing team. (This includes matters like - failure to produce documents, parking issues and driver conduct). (MAXIMISING INDICATOR)

PI Definition

Number of matters which are recorded on computer records.

Data Source

Community Safety and Health

EHPI 3.2 – The number of taxi licensing matters taken forward to the Licensing Sub Committee.
(MAXIMISING INDICATOR)

PI Definition

This PI is being reviewed by the service.

Data Source

Community Safety and Health

EHPI 3.3 – Number of events notified to the Safety Advisory Group by event organisers.
(MAXIMISING INDICATOR)

PI Definition

Number of events notified to safety advisory group by way of an event notification form.

Data Source

Community Safety and Health

EHPI 3.4 – The number of visits by Licensing Enforcement officers to Licensed premises (MAXIMISING INDICATOR)

PI Definition

Number of recorded visits to licensed premises.

Data Source

Community Safety and Health

EHPI 3.5 – The number of applications received by the Licensing team in respect of Licensed premises (MAXIMISING INDICATOR)

PI Definition

Number of formal applications recorded on licensing systems.

Data Source

Community Safety and Health

EHPI 3.6 – The number of these applications that have received representations against them (MAXIMISING INDICATOR)

PI Definition

This PI is being reviewed by the service.

Data Source

Community Safety and Health

EHPI 3.7 – The number of these applications that are taken forward to Licensing Sub Committee (MAXIMISING INDICATOR)

PI Definition

This PI is being reviewed by the service.

Data Source
Community Safety and Health