

Code	Indicator	Notes	Data collection frequency	Lead Service
<b>FIT FOR PURPOSE, SERVICE FIT FOR YOU: Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation</b>				
EHPI 5.3	% of customers using the Council's complaints system that are fairly of very satisfied with the way in which their complaint was handled	Number of customer feedback received in the data collection process is insufficient to generate useful data.	Quarterly/Annual	Customer Services and New Media
EHPI 7.0	% Pre NTO PCN challenges responded to within 10 days	The data collected from this indicator is replicated in EHPI 6.8 in the form of working days as opposed to a percentage.	Monthly/Annual	Customer Services and New Media
EHPI 7.1	% PCN Representations responded to within 28 days	The data collected from this indicator is replicated in EHPI 6.9 in the form of working days as opposed to a percentage.	Monthly/Annual	Customer Services and New Media
NI 14	Reducing avoidable contact: minimising the proportion of customer contact that is of low or no value to the customer	The mechanisms in place to collect data is extensive and does not contribute directly towards delivering the councils corporate priorities.	Annual	Customer Services and New Media
NI 138	Satisfaction of people over 65 with both home and neighbourhood	Not being collected due to the cancellation of the place survey.	Annual	Strategic Direction
NI 179	Value for money – total net value of ongoing cash-releasing value for money gains that have impacted since the start of the 2008-09 financial year	This indicator serves no value towards the council in delivering efficiencies.	Bi annual	Financial Support Services
NI 180	The number of changes of circumstances which affect customers' HB/CTB entitlement within the year.	Details around data collection for this indicator was never finalised in central government and has since been abandoned with the announcement of NIs being discontinued.	Monthly/Annual	Revenues and Benefits
<b>LEADING THE WAY, WORKING TOGETHER: Deliver responsible community le</b>				
NI 4	% of people who feel they can influence decisions in their locality	Not being collected due to the cancellation of the place survey.	Annual	Strategic Direction
NI 5	Overall / general satisfaction with local area	Not being collected due to the cancellation of the place survey.	Annual	Strategic Direction
NI 140	Fair treatment by local services	Not being collected due to the cancellation of the place survey.	Annual	Strategic Direction

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<b>PROMOTING PROSPERITY AND WELL BEING; PROVIDING ACCESS AND OPPORTUNITIES: Enhance the quality of life, health and wellbeing of individuals, families and communities,</b>				
NI 3	Civic participation in the local area	Not being collected due to the cancellation of the place survey.	Annual	Community and Cultural Services
NI 6	Participation in regular volunteering	Not being collected due to the cancellation of the place survey.	Annual	Community and Cultural Services
NI 8	Adult participation in sport and active recreation	Service has chosen to discontinue this indicator to focus on indicators which focus more on East Herts and delivering corporate priorities.	Annual	Community and Cultural Services
NI 139	The extent to which older people receive the support they need to live independently at home	Not being collected due to the cancellation of the place survey.	Annual	Strategic Direction
NI 156	Number of households living in temporary accommodation	Service has chosen to discontinue this indicator to focus on indicators which focus more on East Herts and delivering corporate priorities.	Annual	Health and Housing
NI 182	Satisfaction of business with local authority regulatory services	Service has chosen to discontinue this indicator to focus on indicators which focus more on East Herts and delivering corporate priorities.	Annual	Health and Housing
NI 187(i)	Tackling fuel poverty - % of people receiving income based benefits living in homes with a low energy efficiency rating (i) Low energy efficiency	Service has chosen to discontinue this indicator to focus on indicators which focus more on East Herts and delivering corporate priorities.	Annual	Health and Housing
NI 187(ii)	Tackling fuel poverty - % of people receiving income based benefits living in homes with a low energy efficiency rating (i) High energy efficiency	Service has chosen to discontinue this indicator to focus on indicators which focus more on East Herts and delivering corporate priorities.	Annual	Health and Housing
EHPI 213	Housing Advice Service: preventing homelessness.	This indicator has been discontinued as the definition surrounding this indicator was unclear and did not provide value in the data that was being reported.	Quarterly/Annual	Health and Housing
NI 1	% of people who believe people from different backgrounds get on well together in their local area	Not being collected due to the cancellation of the Place Survey.	Annual	Strategic Direction
NI 2	% of people who feel that they belong to their neighbourhood	Not being collected due to the cancellation of the Place Survey.	Annual	Strategic Direction
NI 119	Self-reported measure of people's overall health and wellbeing	Not being collected due to the cancellation of the Place Survey.	Annual	Strategic Direction
NI 120	All-age all cause mortality rate	Data was previously provided by ONS on to the Data Interchange HUB. The HUB has since been discontinued and data collection for this indicator is not sustainable.	Annual	Health and Housing
NI 121	Mortality rate from all circulatory diseases at ages under 75	Data was previously provided by ONS on to the Data Interchange HUB. The HUB has since been discontinued and data collection for this indicator is not sustainable.	Annual	Health and Housing
NI 122	Mortality rate from all cancers at ages under 75	Data was previously provided by ONS on to the Data Interchange HUB. The HUB has since been discontinued and data collection for this indicator is not sustainable.	Annual	Health and Housing
NI 129	End of life care – access to appropriate care enabling people to be able to choose to die at home	Data was previously provided by ONS on to the Data Interchange HUB. The HUB has since been discontinued and data collection for this indicator is not sustainable.	Annual	Health and Housing
NI 137	Healthy life expectancy at age 65	Not being collected due to the cancellation of the Place Survey.	Annual	Strategic Direction
NI 15	Serious violent crime	The service has previously proposed two new local performance indicators to replace this as it is currently not effective in supporting East Herts priorities. The indicators are EHPI 129 - Response time to ASB complaints made to EHC and EHPI 130 - Number of council endorsed community safety projects that receive positive publicity.	Monthly/Annual	Licensing and Community Safety
NI 16	Serious acquisitive crime	The service has previously proposed two new local performance indicators to replace this as it is currently not effective in supporting East Herts priorities. The indicators are EHPI 129 - Response time to ASB complaints made to EHC and EHPI 130 - Number of council endorsed community safety projects that receive positive publicity.	Monthly/Annual	Licensing and Community Safety
NI 17	Perceptions of anti-social behaviour	Not being collected due to the cancellation of the Place Survey.	Annual	Strategic Direction
NI 20	Assault with injury crime rate	The service has previously proposed two new local performance indicators to replace this as it is currently not effective in supporting East Herts priorities. The indicators are EHPI 129 - Response time to ASB complaints made to EHC and EHPI 130 - Number of council endorsed community safety projects that receive positive publicity.	Monthly/Annual	Licensing and Community Safety
NI 21	Dealing with local concerns about anti-social behaviour and crime by the local council and police	Not being collected due to the cancellation of the Place Survey.	Annual	Licensing and Community Safety

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NI 22	Perceptions of parents taking responsibility for the behaviour of their children in the area	Not being collected due to the cancellation of the Place Survey.	Annual	Strategic Direction
NI 23	Perceptions that people in the area treat one another with respect and consideration	Not being collected due to the cancellation of the Place Survey.	Annual	Strategic Direction
NI 27	Understanding of local concerns about anti-social behaviour and crime by the local council and police	Not being collected due to the cancellation of the Place Survey.	Annual	Licensing and Community Safety
NI 32	Repeat incidents of domestic violence	The service believes that obtaining data from the police for this indicator will be too difficult to maintain.	Annual	Licensing and Community Safety
NI 35	Building resilience to violent extremism	Data was previously provided by the Police Constabulary on to the Data Interchange HUB. The HUB has since been discontinued and data collection for this indicator is not sustainable.	Annual	Licensing and Community Safety
NI 36	Protection against terrorist attack	Data was previously provided by the Police Constabulary on to the Data Interchange HUB. The HUB has since been discontinued and data collection for this indicator is sustainable.	Annual	Licensing and Community Safety
NI 37	Awareness of civil protection arrangements in the local area	Not being collected due to the cancellation of the Place Survey.	Annual	Strategic Direction
NI 41	Perceptions of drunk or rowdy behaviour as a problem	Not being collected due to the cancellation of the Place Survey.	Annual	Strategic Direction
NI 42	Perceptions of drug use or drug dealing as a problem	Not being collected due to the cancellation of the Place Survey.	Annual	Strategic Direction
NI 47	People killed or seriously injured in road traffic accidents	Data was previously provided by the Police Constabulary on to the Data Interchange HUB. The HUB has since been discontinued and data collection for this indicator is not sustainable.	Annual	Licensing and Community Safety
NI 48	Children killed or seriously injured in road traffic accidents	Data was previously provided by the Police Constabulary on to the Data Interchange HUB. The HUB has since been discontinued and data collection for this indicator is not sustainable.	Annual	Licensing and Community Safety
NI 70	Hospital admissions caused by unintentional and deliberate injuries to children and young people	Not being collected due to the cancellation of the Place Survey.	Annual	Strategic Direction
EHPI 130	Number of council endorsed community safety projects that receive positive publicity.	This is a new indicator the service introduced during 2010/11 to ensure there were crime indicators that focused more on East Herts priorities, rather than just NI 15, NI 16 and NI 20. However the service has raised concerns over the continuity of this indicator due to budget cuts being made which reduces the number of community safety projects. With the few remaining community safety projects it might not be feasible to have PI monitoring this issue.	Monthly/Annual	Licensing and Community Safety

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<b>PRIDE IN EAST HERTS: Improving standards of the built neighbourhood and environmental management in our towns and villages.</b>				
EHPI 204	Planning appeals allowed.	This is a reactive indicator and the service has very little control in influencing performance.	Monthly/Annual	Planning and building control
EHPI 2.1a	Enforcement actions: planning a) informal actions	The service have had meetings with members in a task and finish group and it was determined that new indicators will be used to replace this one. The new PI details are yet to be finalised.	Annual	Planning and building control
EHPI 2.1b	Enforcement actions: planning b) formal actions	The service have had meetings with members in a task and finish group and it was determined that new indicators will be used to replace this one. The new PI details are yet to be finalised.	Monthly/Annual	Planning and building control
EHPI 2.1c	Enforcement actions: planning c) prosecutions	The service have had meetings with members in a task and finish group and it was determined that new indicators will be used to replace this one. The new PI details are yet to be finalised.	Monthly/Annual	Planning and building control
EHPI 2.10	Building sites: re-inspections.	The service believes that this indicator is not customer focused and service resource should focus on other customer focused indicators.	Monthly/Annual	Planning and building control
NI 186	Per capita reduction in CO2 emissions in the LA area	Service has chosen to discontinue this indicator as data was collected in conjunction with Hertfordshire County Council and is more focused on county objectives.	Annual	Business support services/Environment Services
NI 188	Planning to Adapt to Climate Change	Data was previously provided by Hertfordshire County Council on to the Data Interchange HUB. The HUB has since been discontinued and data collection for this indicator is not sustainable.	Annual	Environmental Services
NI 189	Flood and coastal erosion risk management	Data was previously provided by Hertfordshire County Council on to the Data Interchange HUB. The HUB has since been discontinued and data collection for this indicator is not sustainable.	Annual	Business Support Services
NI 194	Air quality - % reduction in NOx and primary PM10 emissions through local authority's estate and operations	Service has chosen to discontinue this indicator to focus on indicators which focus more on East Herts and delivering corporate priorities.	Annual	Business support services
NI 196	Improved street and environmental cleanliness – fly tipping	The service has chosen not to continue this indicator as there are other local indicators in place which provides more East Herts focused data.	Annual	Environmental Services
<b>SHAPING NOW, SHAPING THE FUTURE: Safeguard and enhance our unique mix of rural and urban communities, ensuring sustainable, economic and social opportunities including effective development control and other measures</b>				
NI 170	Previously developed land that has been vacant or derelict for more than 5 years	Service has chosen to discontinue this indicator to focus on indicators which focus more on East Herts and delivering corporate priorities.	Annual	Planning and Building Control
NI 171	New business registration rate	Service has chosen to discontinue this indicator to focus on indicators which focus more on East Herts and delivering corporate priorities.	Annual	Community and Cultural Services
NI 172	Percentage of small businesses in an area showing employment growth	Service has chosen to discontinue this indicator to focus on indicators which focus more on East Herts and delivering corporate priorities.	Annual	Community and Cultural Services
NI 173	Flows on to incapacity benefits from employment	Service has chosen to discontinue this indicator to focus on indicators which focus more on East Herts and delivering corporate priorities.	Annual	Community and Cultural Services