



## August Executive Corporate Healthcheck 2013/14

**Traffic Light Red**  
Description Place

**Planning and Building Control**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 3 September 2013.
EHPI 157b	Processing of planning applications: Minor applications		74.00%	80.00%		Target not achieved: Out of a total of 42 decisions, 11 were out of the target timescale. A number of cases on which decisions were made during the month were referred to the committee or were cases which raised complex and contentious issues. These included submissions made by local Housing Associations for the development of garage and amenity land sites. These cases extended beyond the target for these reasons.	<p>August 2013 result</p>	None

**Traffic Light Green**  
**Description People**

**Licensing and Community Safety**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 3 September 2013.
EHPI 129	Response time to ASB complaints made to EHC.	✓	100.00 %	100.00 %	▬	Performance on target.	<p>August 2013 result</p>	None

**Revenues and Benefits Services**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 3 September 2013.
EHPI 181	Time taken to process Housing Benefit new claims and change events	✓	11.8 days	15.0 days	↓	Period from 9 July 2013 to 6 August 2013 is 16.23 days moving the cumulative to 11.80 days. Workload continues to increase.	<p>August 2013 result</p>	None



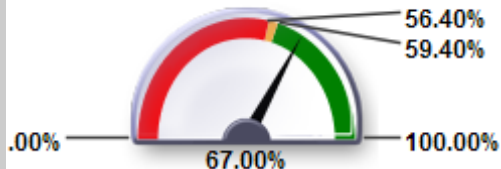
**Traffic Light Green**  
**Description Place**



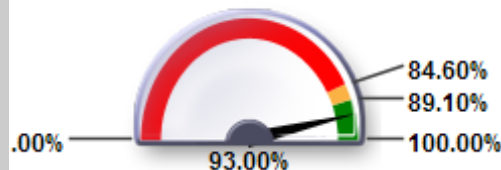
**Environmental Services**




PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 3 September 2013.
EHPI 2.4 (47)	Fly-tips: removal		1.31	2		Although this months performance is down on Julys, due to an increase in the number of larger & specialist removals required, the overall performance for the year still remains better than the expected performance.	<p>August 2013 result</p>	None

**Environment Services**




PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 3 September 2013.
EHPI 2.2 (45)	Waste: missed collections per 100,000 collections of household waste		28.74	47		A small improvement this month, keeping the year to date performance much better than the expectancy.	<p>August 2013 result</p>	None




Planning and Building Control								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 3 September 2013.
EHPI 157a	Processing of planning applications: Major applications		67.00%	60.00%		Target achieved. 2 applications out of 3 were determined on time.	<p>August 2013 result</p> 	None




Planning and Building Control								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 3 September 2013.
EHPI 157c	Processing of planning applications: Other applications		93.00%	90.00%		Target Achieved. 148 applications out of 195 were determined on time.	<p>August 2013 result</p> 	None




PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 3 September 2013.
EHPI 2.1d	Planning Enforcement: Initial Site Inspections		96.00%	75.00%		Performance exceeding target.	<p>August 2013 result</p> 	None

**Traffic Light Green**  
Description Prosperity

Financial Support Services								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 3 September 2013.
EHPI 8	% of invoices paid on time		99.34%	98.00%		The number of invoices paid on time is still above target.	<p>August 2013 result</p> 	None

Parking Services								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 3 September 2013.
EHPI 6.8	Turnaround of Pre NTO PCN challenges (10 working days)		9 days	14 days		This PI remains within target	<p>August 2013 result</p> 	None

Parking Services								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 3 September 2013.
EHPI 6.9	Turnaround of NTO Representations		9 days	21 days		This PI remains within target	<p>August 2013 result</p> 	None






People Services & Organisational Development								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 3 September 2013.
EHPI 12c	Total number of sickness absence days per FTE staff in post		0.44 days	0.70 days		Total absence for the year so far =1.93 days	<p>August 2013 result</p> 	Agreed that the April and May sickness absence data be restated, as detailed at paragraph 2.29 of the report.

**Traffic Light Unknown Description Place**

Environment Services								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 3 September 2013.
EHPI 191	Residual household waste per household	N/A	TBA	N/A	TBA	The August performance data for this indicator was not available for inclusion in this report, however the data for this period will be verbally reported by the Chief Executive and Director of Customer and Community Services at the Executive meeting on 1 October 2013.	<b>N/A</b>	<b>None</b>

Environment Services								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 3 September 2013..
EHPI 192	Percentage of household waste sent for reuse, recycling and composting	N/A	TBA	N/A	TBA	The August performance data for this indicator was not available for inclusion in this report, however the data for this period will be verbally reported by the Chief Executive and Director of Customer and Community Services at the Executive meeting on 1 October 2013.	N/A	None

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 3 September 2013.
EHPI 2.1e	Planning Enforcement: Service of formal Notices	N/A	N/A	50.00%	N/A	No notices were served in August.	N/A	None

PI Status	
	Alert
	Warning
	OK
	Unknown
	Data Only

Long Term Trends	
	Improving
	No Change
	Getting Worse

Short Term Trends	
	Improving
	No Change
	Getting Worse