



# February Executive Corporate Healthcheck 2013/14




**Traffic Light:** Red  
**Corporate Priority:** 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 4 March 2014
EHPI 157c	Processing of planning applications: Other applications		83.00%	90.00%		89 out of 107 applications were determined within 8 weeks. The 18 applications that were determined outside the timeframe were due to a number of reasons, the main ones being a) the need for amended plans and b) the requirement of further information in order to secure a satisfactory outcome and efficient use of resources. Also six of these applications were also referred to Development Management Committee.	<p>February 2014 result</p>	None.



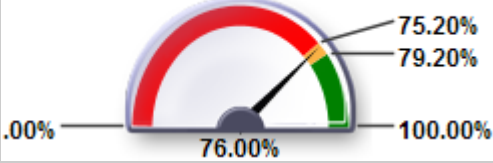
**Traffic Light:** Red  
**Corporate Priority:** Prosperity

### 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 4 March 2014
EHPI 12c	Total number of sickness absence days per FTE staff in post		0.65 days	0.60 days		Total absence for the year so far is 5.31 days.	<p>February 2014 result</p> 	None.




**Traffic Light:** Amber  
**Corporate Priority:** 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 4 March 2014
EHPI 157b	Processing of planning applications: Minor applications		76.00%	80.00%		25 out of 33 applications were determined on time. The eight applications that were determined outside the timeframe were due to the cases being referred to the Development Management Committee.	<p>February 2014 result</p> 	None.

**Traffic Light:** Green  
**Corporate Priority:** 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 4 March 2014
EHPI 129	Response time to ASB complaints made to EHC.		100.00 %	100.00 %		There were three complaints made to the ASB officer at East Herts Council all of which were responded to within the minimum of two working days, therefore meeting the 100% target.		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 4 March 2014
EHPI 181	Time taken to process Housing Benefit new claims and change events		12.6 days	15 days		For the period 14 January 2014 to 11 February 2014 performance was 6.99 days, making the cumulative position 12.63 days.		None.



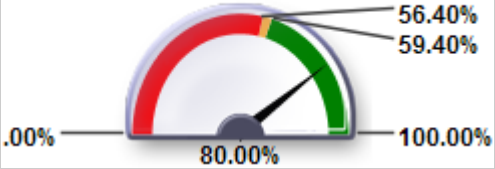
**Traffic Light:** Green  
**Corporate Priority:** Place



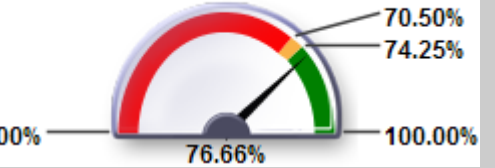
**Environmental Services**




PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 4 March 2014
EHPI 2.4 (47)	Fly-tips: removal		1.55 days	2.00 days		Fewer smaller fly tips this month saw an increase in average clearance time, compared to January, but the year to date figure is well within target parameters.	<p>February 2014 result</p>	None.

**Environment Services**



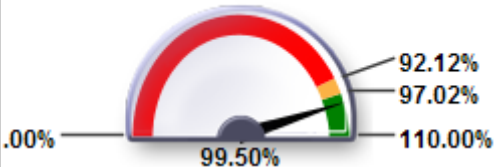
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 4 March 2014
EHPI 2.2	Waste: missed collections per 100,000 collections of household waste		30.42	47.00		With improving performances by all three collection services the year to date figure is now 55.35 missed collections per 100,000, but with only one month of the year left it is unlikely that the target of no more than 47 will be met, due to the major changes to collection schedules to accommodate the move to comingled recycling.	<p>February 2014 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 4 March 2014
EHPI 157a	Processing of planning applications: Major applications		80.00%	60.00%		This performance indicator is exceeding its target.	<p>February 2014 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 4 March 2014
EHPI 2.1d	Planning Enforcement: Initial Site Inspections		76.66%	75.00%		23 out of 30 site inspections were on target.	<p>February 2014 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 4 March 2014
EHPI 2.1e	Planning Enforcement: Service of formal Notices		100.00%	50.00%		1 Contravention notice and 4 Enforcement notices issued within time	<p>February 2014 result</p> 	None.

**Traffic Light:** Green  
**Corporate Priority:** 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 4 March 2014
EHPI 8	% of invoices paid on time		99.50%	98.00%		The number of invoices paid on time is above the target. Of the 802 invoices paid in February 798 were paid on time.	<p>February 2014 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 4 March 2014
EHPI 6.8	Turnaround of Pre NTO PCN challenges (10 working days)		6 days	14 days		Performance remains within target.	<p>February 2014 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 4 March 2014
EHPI 6.9	Turnaround of NTO Representations		6 days	21 days		Performance remains within target.	<p>February 2014 result</p> 	None.

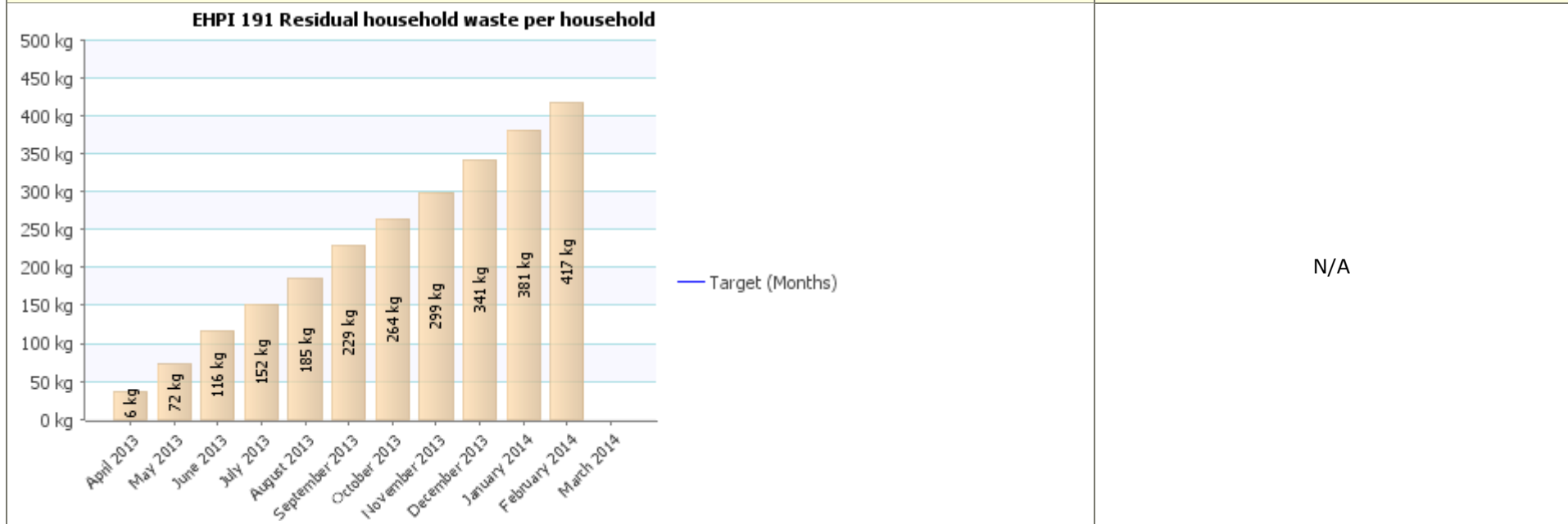
**Traffic Light:** Unknown  
**Corporate Priority:** Place

**Environment Services**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Executive meeting on 4 March 2014
EHPI 191	Residual household waste per household	N/A	417 kg	N/A	↓	Waste levels are below last years and although the outturn will be above original expectancy it will still be some 4kgs per household below last year.	<b>None.</b>

**Trend Chart**

**Performance Gauge**



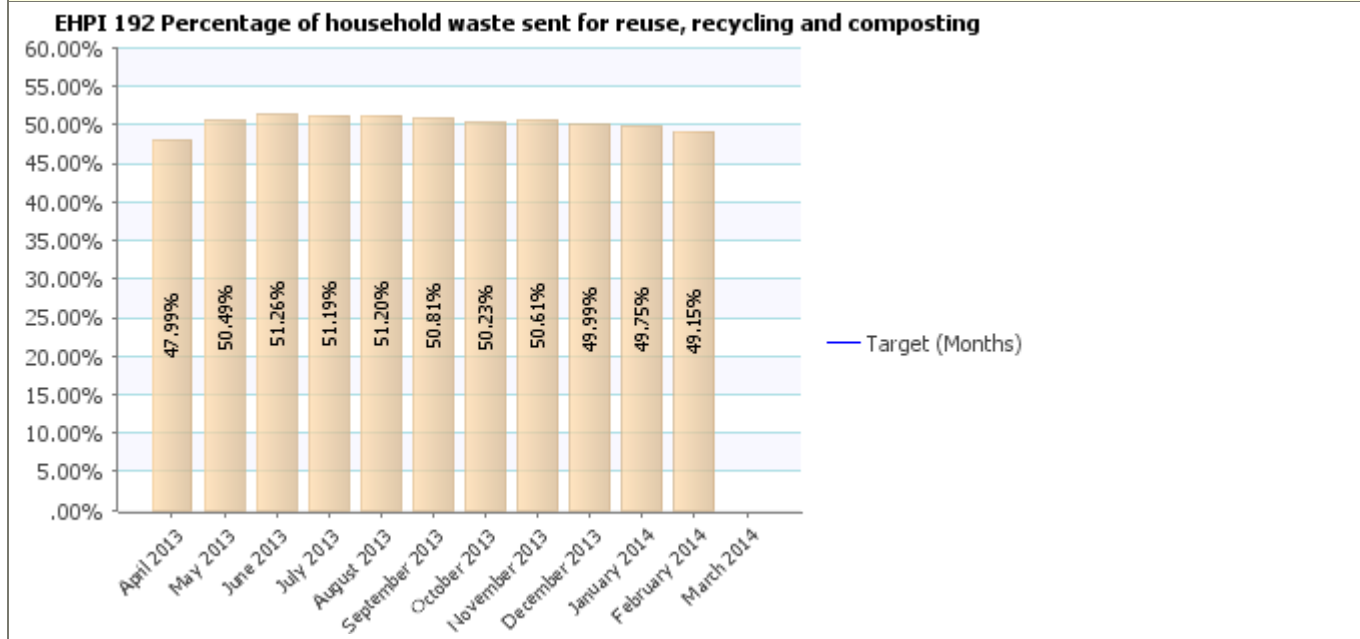
N/A



**Environment Services**












PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Executive meeting on 4 March 2014
EHPI 192	Percentage of household waste sent for reuse, recycling and composting	N/A	49.15%	N/A	↓	Although the dry recycling collected through the comingled service was higher than last February there was a greater drop in the amount of material composted. Nonetheless the year to date performance is a percentage point above same period last year.	None.

**Trend Chart** **Performance Gauge**



N/A

Key

PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				