



August Monthly Executive Corporate Healthcheck 2014/15




Traffic Light Red
Corporate Priority: People

Revenues and Benefits Services



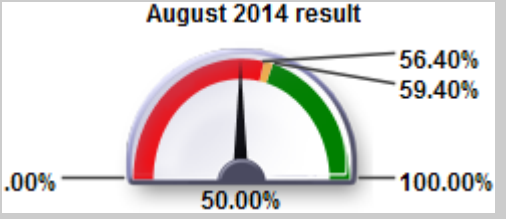
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 2 September 2014.
EHPI 181	Time taken to process Housing Benefit new claims and change events. (MINIMISING INDICATOR)		11.1 days	10 days		Performance for period from 8 July 2014 to 5 August 2014 is at 22.76 days, moving cumulative to 11.09 days. Performance was off target and a re-sizing report has been sent to the Finance Directors of Stevenage and East Herts to review the level of resources in the team. This report will be progressing through to CMT and Executive shortly.	<p>August 2014 result</p> <p>0 days — 10.1 days — 11.1 days — 20 days</p>	None

Traffic Light Red
Corporate Priority: Place



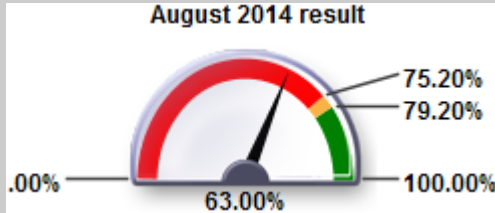
Environmental Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 2 September 2014.
EHPI 2.4 (47)	Fly-tips: removal. (MINIMISING INDICATOR)		2.54 days	2.00 days		Performance this month was above the expected response time as two fly tips took longer than normal to remove due to a communication failure by a contractor and a question over ownership of land. However the year to date performance is better than anticipated.	 <p>August 2014 result</p> <p>2.02 days 2.40 days 2.54 days 4.00 days .00 days</p>	None



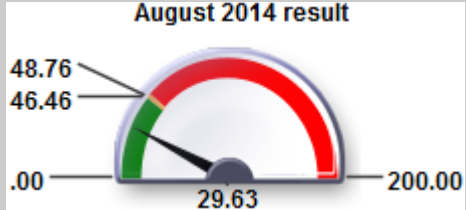
Planning and Building Control

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 2 September 2014.
EHPI 157a	Processing of planning applications: Major applications. (MAXIMISING INDICATOR)		50.00%	60.00%		Only two major application decisions this month. One of these was delayed beyond the target timescale due to additional investigation work that was required prior to determination and the completion of a legal agreement.	 <p>August 2014 result</p> <p>56.40% 59.40% 50.00% 100.00% .00%</p>	None


Essential Reference Paper C

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 2 September 2014.
EHPI 157b	Processing of planning applications: Minor applications. (MAXIMISING INDICATOR)		63.00%	80.00%		32 decisions were made in the month. 13 of these were delayed beyond the target timescale. Delays resulted from the requirement for additional information to enable the determination of applications and a number of referrals from delegated to committee decision making.		None



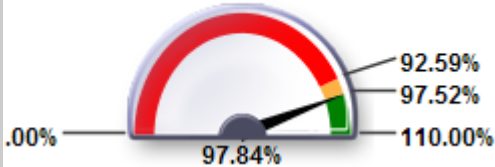
Traffic Light Green Description Place

Environment Services								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 2 September 2014.
EHPI 2.2	Waste: missed collections per 100,000 collections of household. (MINIMISING INDICATOR)		29.63	46.00		Performance across all collection services improved this month.		None




Essential Reference Paper C




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 2 September 2014.
EHPI 157c	Processing of planning applications: Other applications. (MAXIMISING INDICATOR)		98.00%	90.00%		August 2014: Target achieved. 117 applications out of 120 were determined on time.	<p>August 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 2 September 2014.
EHPI 8	% of invoices paid on time. (MAXIMISING INDICATOR)		97.84%	98.50%		The number of invoices paid on time is below the target of 98.5%. Of the 694 invoices paid, 679 were paid on time.	<p>August 2014 result</p> 	None



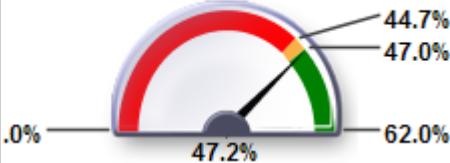
Essential Reference Paper C

Parking Services								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 2 September 2014.
EHPI 6.8	Turnaround of Pre NTO PCN challenges (10 working days). (MINIMISING INDICATOR)		9 days	14 days		Performance remains within target but has dropped slightly due to the holiday period and resulting staff shortages.	<p>August 2014 result</p> 	None



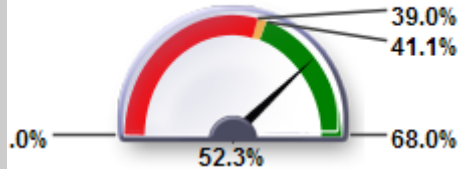
Parking Services								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 2 September 2014.
EHPI 6.9	Turnaround of NTO Representations. (MINIMISING INDICATOR)		9 days	21 days		Performance remains within target but has dropped slightly due to the holiday period and resulting staff shortages	<p>August 2014 result</p> 	None

Essential Reference Paper C

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 2 September 2014.
EHPI 12c	Total number of sickness absence days per FTE staff in post (MINIMISING INDICATOR)		0.24 days	0.54 days		Total absence for the year so far = 1.29 (end of year target = 6.5)	<p>August 2014 result</p> 	None

Revenues and Benefits								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 2 September 2014.
EHPI 10.2	Council tax collection, % of current year liability collected. (MAXIMISING INDICATOR)		47.2%	47.5%		Performance is on target.	<p>August 2014 result</p> 	None

Essential Reference Paper C

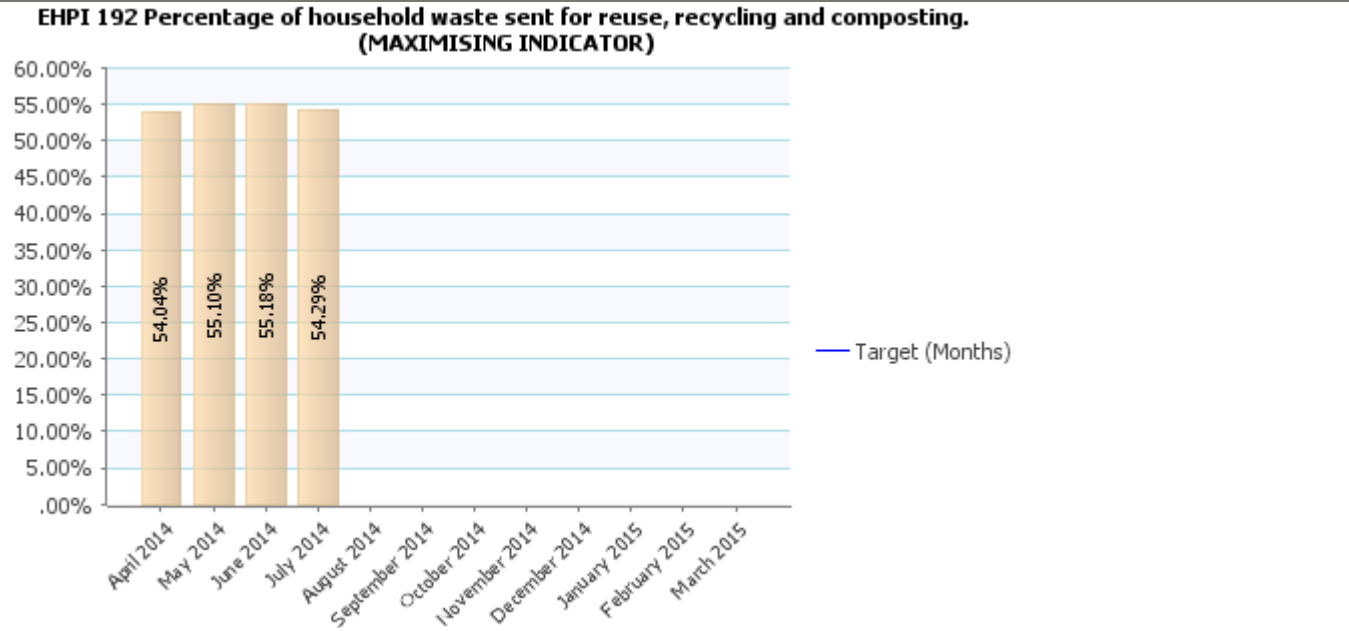
Revenues and Benefits								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 2 September 2014.
EHPI 10.4	NNDR (Business rates) collection, % of current year liability collected. (MAXIMISING INDICATOR)		52.3%	41.5%		Performance is exceeding target.	<p>August 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 2 September 2014.
EHPI 192	Percentage of household waste sent for reuse, recycling and composting. (MAXIMISING INDICATOR)	N/A	TBA	N/A	N/A	Performance data was not available at the time of writing this report. The data will be verbally updated by the Chief Executive and Director of Customer and Community Services at this meeting.	None




Trend Chart **Performance Gauge**



TBA

Essential Reference Paper C

PI Status	
	Alert
	Warning
	OK
	Data Only

Short Term Trends	
	Improving
	No Change
	Getting Worse