



# October 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
EHPI 181	Time taken to process Housing Benefit new claims and change events. (MINIMISING INDICATOR)		13.4 days	10 days		Performance off target. For the performance period 9 September 2014 to 7 October 2014 cumulative performance is at 13.38 days, performance for the month is 13.28 days. The service is currently resizing to reflect the increase in demands placed upon it and new permanent staff are expected to be in post in January 2015. This will enable stability and longer term planning on performance than has been previously possible when reliant on agency staff. Consequently the cumulative position is expected to improve and be within the performance target by the end of the financial year.	<p>October 2014 result</p> <p>0 days — 10.1 days — 10.6 days — 20 days</p> <p>13.4 days</p>




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

**Parking Services**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge
EHPI 6.8	Turnaround of Pre NTO PCN challenges (10 working days). (MINIMISING INDICATOR)		22 days	14 days		Performance off target due to problems with the migration of the contractors parking system to a new server and the subsequent running issues encountered with new processes and time outs of the system. Therefore the backlog has increased and the performance indicator target has not been met. Many of the problems encountered in October have now been resolved and a significant improvement is expected in November.	 <p>October 2014 result</p> <p>15 days 14 days 0 days 22 days 30 days</p>

**Traffic Light Amber**  
**Corporate Priority:** Prosperity

**Parking Services**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge
EHPI 6.9	Turnaround of NTO Representations. (MINIMISING INDICATOR)		22 days	21 days		Performance off target due to problems with the migration of the contractors parking system to a new server and the subsequent running issues encountered with new processes and time outs of the system. Therefore the backlog has increased and the performance indicator target has not been met. Many of the problems encountered in October have now been resolved and a significant improvement is expected in November.	 <p>October 2014 result</p> <p>21 days 22 days 0 days 22 days 35 days</p>

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

**Environmental Services**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge
EHPI 2.4 (47)	Fly-tips: removal. (MINIMISING INDICATOR)		1.89 days	2.00 days		Performance within target. The figure would have been lower but one fly tip was inaccessible due to road closure.	<p>October 2014 result</p>

**Environment Services**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge
EHPI 2.2	Waste: missed collections per 100,000 collections of household. (MINIMISING INDICATOR)		23.04	46.00		Well within target. A decrease compared to last month, all services improved and reduced the number of missed collections.	<p>October 2014 result</p>

Planning and Building Control							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge
EHPI 157a	Processing of planning applications: Major applications. (MAXIMISING INDICATOR)		100.00%	60.00%		Performance exceeding target. Two out of two major applications were determined on time.	<p>October 2014 result</p> <p>56.40% 59.40% 100.00%</p>

Planning and Building Control							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge
EHPI 157b	Processing of planning applications: Minor applications. (MAXIMISING INDICATOR)		88.00%	80.00%		Performance exceeding target. 28 out of 32 minor applications were determined on time.	<p>October 2014 result</p> <p>75.20% 79.20% 100.00%</p>

Planning and Building Control							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge
EHPI 157c	Processing of planning applications: Other applications. (MAXIMISING INDICATOR)		91.00%	90.00%		Performance exceeding target. 112 out of 123 other planning applications were determined on time.	<p>October 2014 result</p> <p>84.60% 89.10% 100.00%</p>



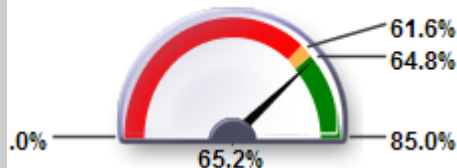
**Traffic Light Green**  
**Corporate Priority: Prosperity**



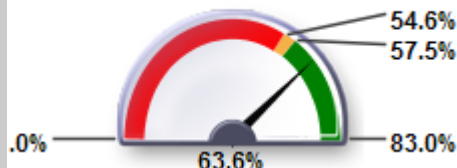
**Financial Support Services**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge
EHPI 8	% of invoices paid on time. (MAXIMISING INDICATOR)		99.09%	98.50%		Performance exceeding target. The number of invoices paid on time is above the target of 98.5%. Of the 880 invoices paid, 872 were paid on time.	<p>October 2014 result</p>

**People Services & Organisational Development**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge
EHPI 12c	Total number of sickness absence days per FTE staff in post (MINIMISING INDICATOR)		0.49 days	0.54 days		Performance within target. Total absence for the year so far is 2.16 days (against an end of year target of 6.5 days)	<p>October 2014 result</p>

Revenues and Benefits							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge
EHPI 10.2	Council tax collection, % of current year liability collected. (MAXIMISING INDICATOR)		65.2%	65.5%		Performance on target.	<p>October 2014 result</p> 

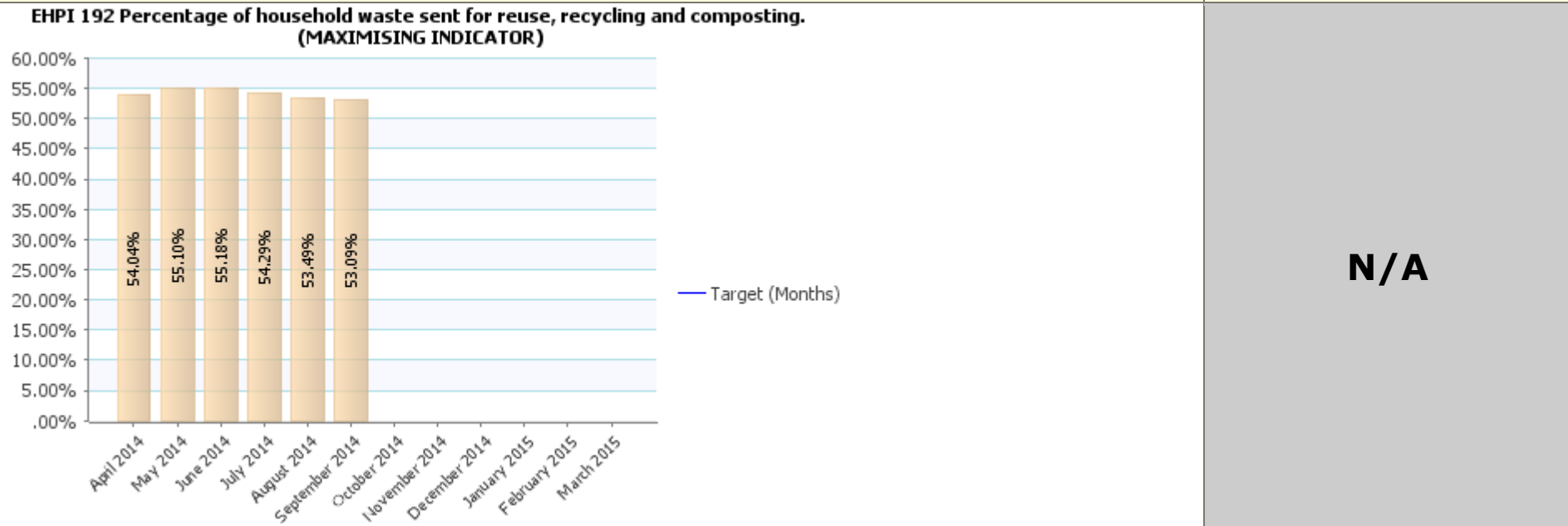
Revenues and Benefits							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge
EHPI 10.4	NNDR (Business rates) collection, % of current year liability collected. (MAXIMISING INDICATOR)		63.6%	58.1%		Performance exceeding target.	<p>October 2014 result</p> 




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




**Environment Services**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes
EHPI 192	Percentage of household waste sent for reuse, recycling and composting. (MAXIMISING INDICATOR)	TBA	TBA	N/A	TBA	Service is currently awaiting data from Hertfordshire County Council.

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



PI Status	
	Alert
	Warning
	OK

Short Term Trends	
	Improving
	No Change
	Getting Worse