



## December/Quarter 3 Executive Corporate Healthcheck 2014/15



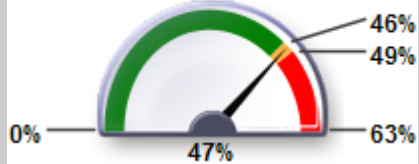
**Traffic Light Red**  
**Corporate Priority: People**

### 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 CUMULATIVE INDICATOR)		13.8 days	10 days		Performance did not meet the target for December 2014. This is the fifth consecutive month where this indicator has not met the target and the second consecutive month where this indicator has shown a declining trend. Performance has not been helped by a data matching exercise that the DWP are requiring the service to carry out, which is very resource intensive. In addition recruitment to the new posts which were agreed as part of previous Corporate Healthcheck reports continues slowly. However the cumulative position is 13.78 days, compared to 13.72 days for the same period last year. The estimated outturn for 2014/15 is 10 days and therefore is expecting to meet its annual target.	<p><b>December 2014 result</b></p> <p>0 days      10.1 days      10.6 days      20 days</p> <p>13.8 days</p>




**Traffic Light Amber**  
**Corporate Priority: Place**

**Environment Services**




PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge
EHPI 2.6	Percentage of residual waste (refuse) sent for disposal. (MINIMISING INDICATOR)		47%	46%		Trend similar to that experienced last quarter. This is a rolling quarter covering the periods from September to November.	<p>Q3 2014/15 result</p> 



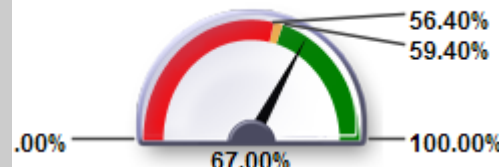
**Traffic Light Green**  
**Corporate Priority: Place**



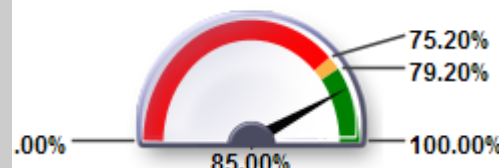
**Environmental Services**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge
EHPI 2.4 (47)	Fly-tips: removal. (MINIMISING INDICATOR)		1.60 days	2.00 days		Performance improved this month due to faster removal times of large fly tips, still within target of 2 days.	<p>December 2014 result</p> 




## Essential Reference Paper 'C'

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)		25.85	46.00		Small decrease from last month (which is good). Still well within target.	<p>December 2014 result</p> 



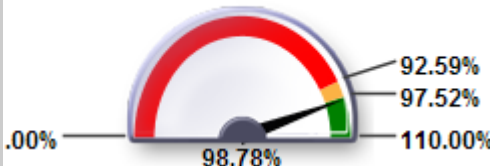
Planning and Building Control							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge
EHPI 157a	Processing of planning applications: Major applications. (MAXIMISING INDICATOR)		67.00%	60.00%		Performance is above target in December 2014 with 4 out of 6 major applications determined on time.	<p>December 2014 result</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)		85.00%	80.00%		Performance is above target for December 2014. 22 out of 26 minor applications were determined on time.	<p>December 2014 result</p> 

## Essential Reference Paper 'C'

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 on target for December 2014. 100 out of 110 other applications were determined on time.	<p>December 2014 result</p> 

## Traffic Light Green Corporate Priority: Prosperity

Governance and Risk Management							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge
EHPI 8	% of invoices paid on time. (MAXIMISING INDICATOR)		98.78%	98.50%		Performance is exceeding target for December 2014. Of the 905 invoices paid, 894 were paid on time.	<p>December 2014 result</p> 



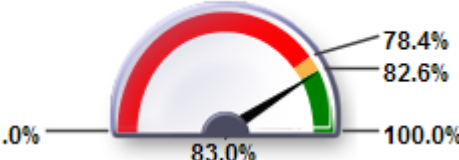
## Essential Reference Paper 'C'



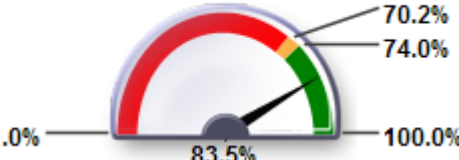
Parking Services							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge
EHPI 6.8	Turnaround of Pre NTO PCN challenges (10 working days). (MINIMISING INDICATOR)		14 days	14 days		Performance has again improved and once again indicator is on target.	<p>December 2014 result</p> <p>15 days 14 days 0 days 14 days 30 days</p>

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)		14 days	21 days		Performance is within target.	<p>December 2014 result</p> <p>21 days 22 days 0 days 14 days 35 days</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)		0.42 days	0.54 days		Sickness absences for December 2014 are within the target. Total absence for the year so far is 2.98 days (end of year target is 6.5 days)	<p>December 2014 result</p> <p>0.55 days 0.57 days 0.00 days 0.42 days 1.00 days</p>







## Essential Reference Paper 'C'

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 CUMULATIVE INDICATOR)		83.0%	83.4%		Performance is on target for December 2014.	<p>December 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 CUMULATIVE INDICATOR)		83.5%	74.7%		Performance for December 2014 is exceeding the target.	<p>December 2014 result</p> 

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)	N/A	52.68%	N/A	↓	Although November 2014 performance has slightly declined from the previous month (this indicator reports one month in arrears), performance has improved when a comparison is made to the same period last year (52.68% in November 2014 compared to 50.61% in November 2013).																		
Trend Chart						Performance Gauge																		
<p><b>EHPI 192 Percentage of household waste sent for reuse, recycling and composting. (MAXIMISING INDICATOR)</b></p> <table border="1"> <caption>EHPI 192 Percentage of household waste sent for reuse, recycling and composting. (MAXIMISING INDICATOR)</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>April 2014</td><td>54.04%</td></tr> <tr><td>May 2014</td><td>55.10%</td></tr> <tr><td>June 2014</td><td>55.18%</td></tr> <tr><td>July 2014</td><td>54.29%</td></tr> <tr><td>August 2014</td><td>53.49%</td></tr> <tr><td>September 2014</td><td>53.09%</td></tr> <tr><td>October 2014</td><td>53.09%</td></tr> <tr><td>November 2014</td><td>52.68%</td></tr> </tbody> </table>						Month	Percentage	April 2014	54.04%	May 2014	55.10%	June 2014	55.18%	July 2014	54.29%	August 2014	53.49%	September 2014	53.09%	October 2014	53.09%	November 2014	52.68%	<p><b>N/A</b></p>
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## Essential Reference Paper 'C'

PI Status		Short Term Trends	
	Alert		Improving
	Warning		No Change
	OK		Getting Worse