
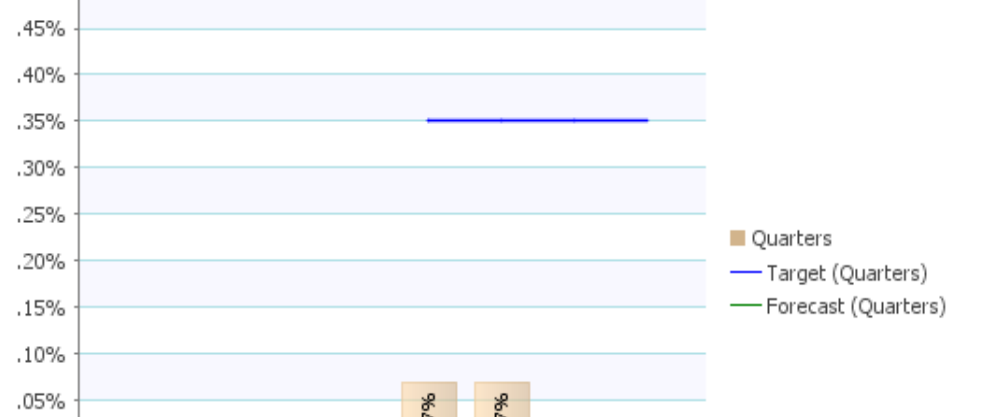


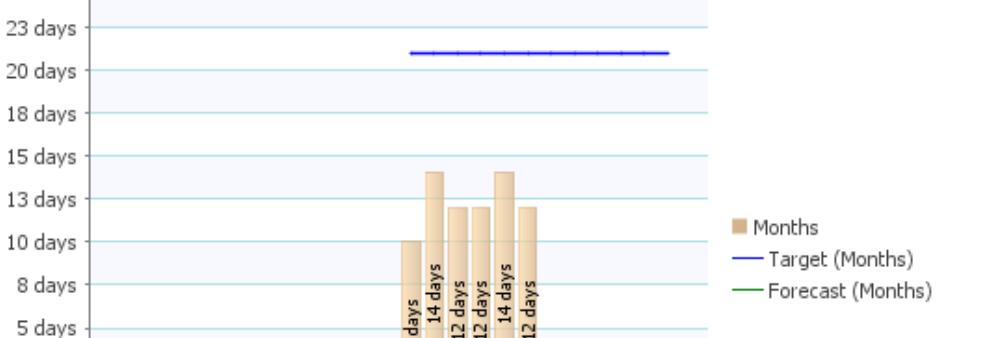



September/Quarter 2 Executive Corporate Healthcheck 2015/16



Directorate Customer and Community
Service Area Customer Services

PI Code & Short Name	EHPI 7.3 Percentage of appeals to the traffic penalty tribunal against the number of PCNs issued (MINIMISING INDICATOR)	Managed By	Andrew Pulham; Neil Sloper
EHPI 7.3 Percentage of appeals to the traffic penalty tribunal against the number of PCNs issued (MINIMISING INDICATOR)		Short Term Trend Arrow	
		Long Term Trend Arrow /Forecast line	New indicator therefore more data is required before long term trend can be analysed.
Traffic Light Icon			Current Value
Current Target		.07%	Current Target
Notes & History Latest Note		5 appeals received against a total of 6903 PCNs issued in the second quarter.	
Management Response / Action		No further management response required at this stage.	

PI Code & Short Name	EHPI 7.2 Turnaround of PCN Challenges and Representations (MINIMISING INDICATOR)	Managed By	Andrew Pulham; Neil Sloper
EHPI 7.2 Turnaround of PCN Challenges and Representations (MINIMISING INDICATOR)		Short Term Trend Arrow	
		Long Term Trend Arrow /Forecast line	New indicator therefore more data is required before long term trend can be analysed.
Traffic Light Icon			Current Value
Current Target		12 days	Current Target
Notes & History Latest Note		This performance indicator remains within target.	
Management Response / Action		No further management response required at this stage.	

Directorate Customer and Community Services
Service Area Environmental Services and Leisure

PI Code & Short Name	EHPI 2.2 Waste: missed collections per 100,000 collections of household. (MINIMISING INDICATOR)	Managed By	Cliff Cardoza;																																						
EHPI 2.2 Waste: missed collections per 100,000 collections of household. (MINIMISING INDICATOR)		Short Term Trend Arrow																																							
<table border="1"> <caption>EHPI 2.2 Waste: missed collections per 100,000 collections of household. (MINIMISING INDICATOR)</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>April 2014</td><td>35.43</td></tr> <tr><td>May 2014</td><td>27.04</td></tr> <tr><td>June 2014</td><td>32.29</td></tr> <tr><td>July 2014</td><td>39.15</td></tr> <tr><td>August 2014</td><td>29.63</td></tr> <tr><td>September 2014</td><td>31.15</td></tr> <tr><td>October 2014</td><td>23.04</td></tr> <tr><td>November 2014</td><td>27.32</td></tr> <tr><td>December 2014</td><td>25.85</td></tr> <tr><td>January 2015</td><td>24.71</td></tr> <tr><td>February 2015</td><td>24.19</td></tr> <tr><td>March 2015</td><td>22.97</td></tr> <tr><td>April 2015</td><td>29.37</td></tr> <tr><td>May 2015</td><td>25.42</td></tr> <tr><td>June 2015</td><td>22.04</td></tr> <tr><td>July 2015</td><td>23.62</td></tr> <tr><td>August 2015</td><td>16.23</td></tr> <tr><td>September 2015</td><td>22.64</td></tr> </tbody> </table>		Month	Value	April 2014	35.43	May 2014	27.04	June 2014	32.29	July 2014	39.15	August 2014	29.63	September 2014	31.15	October 2014	23.04	November 2014	27.32	December 2014	25.85	January 2015	24.71	February 2015	24.19	March 2015	22.97	April 2015	29.37	May 2015	25.42	June 2015	22.04	July 2015	23.62	August 2015	16.23	September 2015	22.64	Long Term Trend Arrow / Forecast line	
Month	Value																																								
April 2014	35.43																																								
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August 2015	16.23																																								
September 2015	22.64																																								
		Traffic Light Icon																																							
		Current Value	22.64																																						
		Current Target	45.00																																						
Notes & History Latest Note		Still performing on target.																																							
Management Response / Action		No further management response required at this stage.																																							

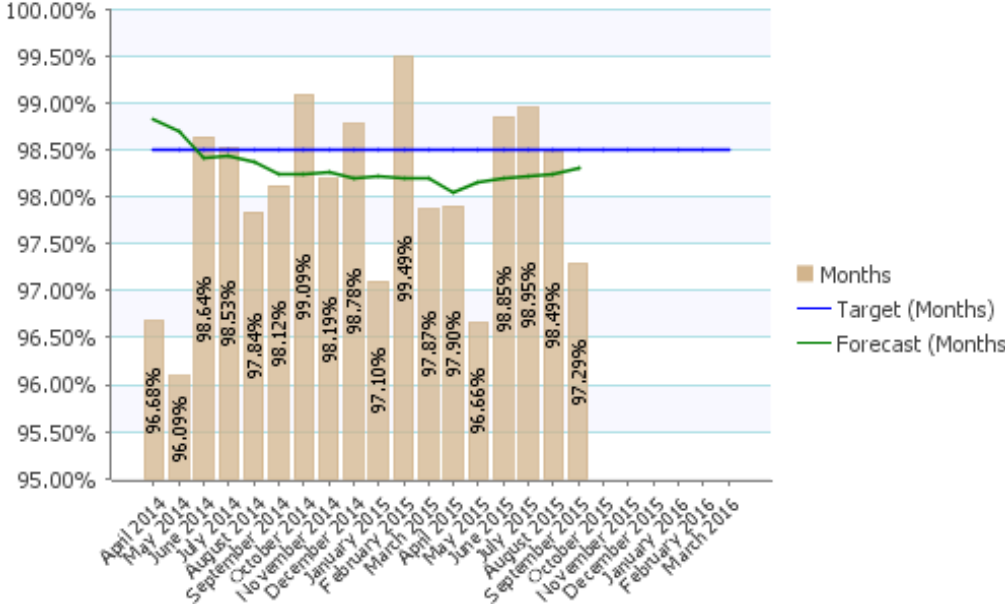
PI Code & Short Name	EHPI 2.4 (47) Fly-tips: removal. (MINIMISING INDICATOR)	Managed By	Cliff Cardoza;														
EHPI 2.4 (47) Fly-tips: removal. (MINIMISING INDICATOR)		Short Term Trend Arrow															
<table border="1"> <caption>EHPI 2.4 (47) Fly-tips: removal. (MINIMISING INDICATOR)</caption> <thead> <tr> <th>Quarter</th> <th>Value (days)</th> </tr> </thead> <tbody> <tr><td>Q1 2014/15</td><td>2.17</td></tr> <tr><td>Q2 2014/15</td><td>1.97</td></tr> <tr><td>Q3 2014/15</td><td>1.75</td></tr> <tr><td>Q4 2014/15</td><td>1.48</td></tr> <tr><td>Q1 2015/16</td><td>1.78</td></tr> <tr><td>Q2 2015/16</td><td>1.72</td></tr> </tbody> </table>		Quarter	Value (days)	Q1 2014/15	2.17	Q2 2014/15	1.97	Q3 2014/15	1.75	Q4 2014/15	1.48	Q1 2015/16	1.78	Q2 2015/16	1.72	Long Term Trend Arrow / Forecast line	
Quarter	Value (days)																
Q1 2014/15	2.17																
Q2 2014/15	1.97																
Q3 2014/15	1.75																
Q4 2014/15	1.48																
Q1 2015/16	1.78																
Q2 2015/16	1.72																
		Traffic Light Icon															
		Current Value	1.72 days														
		Current Target	2.00 days														
Notes & History Latest Note		Quarter 2 performance still within target with a slight improvement on the previous quarter.															
Management Response / Action		No further management response required at this stage.															

Essential Reference Paper 'H'


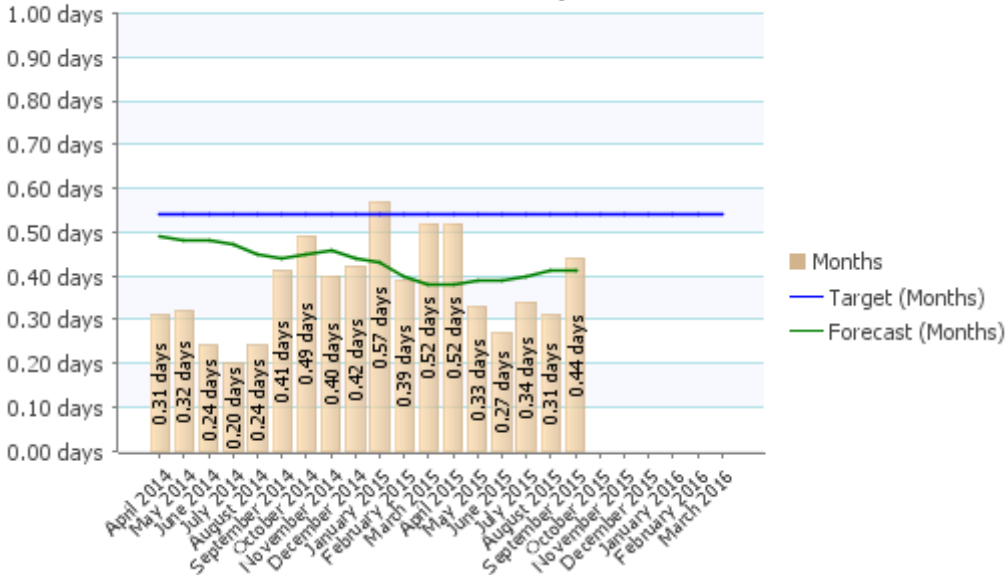


PI Code & Short Name	EHPI 2.6 Percentage of residual waste (refuse) sent for disposal. (MINIMISING INDICATOR)	Managed By	Cliff Cardoza;														
<p>EHPI 2.6 Percentage of residual waste (refuse) sent for disposal. (MINIMISING INDICATOR)</p> <table border="1" style="margin-top: 10px;"> <caption>EHPI 2.6 Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2014/15</td><td>45%</td></tr> <tr><td>Q2 2014/15</td><td>47%</td></tr> <tr><td>Q3 2014/15</td><td>47%</td></tr> <tr><td>Q4 2014/15</td><td>49%</td></tr> <tr><td>Q1 2015/16</td><td>50%</td></tr> <tr><td>Q2 2015/16</td><td>49%</td></tr> </tbody> </table>		Quarter	Value (%)	Q1 2014/15	45%	Q2 2014/15	47%	Q3 2014/15	47%	Q4 2014/15	49%	Q1 2015/16	50%	Q2 2015/16	49%	Short Term Trend Arrow	↑
		Quarter	Value (%)														
		Q1 2014/15	45%														
		Q2 2014/15	47%														
		Q3 2014/15	47%														
		Q4 2014/15	49%														
		Q1 2015/16	50%														
Q2 2015/16	49%																
Long Term Trend Arrow / Forecast line	↓																
Traffic Light Icon	N/A – Trend only indicator																
Current Value	49%																
Current Target	N/A – Trend only indicator																
Notes & History Latest Note	This is a rolling period from June to August. Waste is growing as the economy improves and dry recycling (paper) is reducing due to increase use of electronic media.																
Management Response / Action	No further management response required at this stage.																

PI Code & Short Name	EHPI 192 Percentage of household waste sent for reuse, recycling and composting. (MAXIMISING INDICATOR)	Managed By	Cliff Cardoza;																																				
<p>EHPI 192 Percentage of household waste sent for reuse, recycling and composting (MAXIMISING INDICATOR)</p> <table border="1" style="margin-top: 10px;"> <caption>EHPI 192 Data</caption> <thead> <tr> <th>Month</th> <th>Value (%)</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> <tr><td>December 2014</td><td>51.70%</td></tr> <tr><td>January 2015</td><td>50.90%</td></tr> <tr><td>February 2015</td><td>50.20%</td></tr> <tr><td>March 2015</td><td>49.62%</td></tr> <tr><td>April 2015</td><td>50.31%</td></tr> <tr><td>May 2015</td><td>50.43%</td></tr> <tr><td>June 2015</td><td>51.63%</td></tr> <tr><td>July 2015</td><td>51.55%</td></tr> <tr><td>August 2015</td><td>50.90%</td></tr> </tbody> </table>		Month	Value (%)	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%	December 2014	51.70%	January 2015	50.90%	February 2015	50.20%	March 2015	49.62%	April 2015	50.31%	May 2015	50.43%	June 2015	51.63%	July 2015	51.55%	August 2015	50.90%	Short Term Trend Arrow	↓
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Traffic Light Icon	N/A – Trend only indicator																																						
Current Value	50.90%																																						
Current Target	N/A – Trend only indicator																																						
Notes & History Latest Note	Percentage down 2.59% on same period last year, this is due to an increase in residual waste. Waste analysis will report on the amount of recycle waste being placed in the waste stream.																																						
Management Response / Action	No further management response required at this stage.																																						

Directorate Finance and Support Services
Service Area Governance and Risk Management

PI Code & Short Name	EHPI 8 % of invoices paid on time. (MAXIMISING INDICATOR)	Managed By	Chris Gibson																																																		
<p>EHPI 8 % of invoices paid on time. (MAXIMISING INDICATOR)</p>  <table border="1"> <caption>EHPI 8 % of invoices paid on time. (MAXIMISING INDICATOR) - Data Points</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>April 2014</td><td>96.68%</td></tr> <tr><td>May 2014</td><td>96.09%</td></tr> <tr><td>June 2014</td><td>98.64%</td></tr> <tr><td>July 2014</td><td>98.53%</td></tr> <tr><td>August 2014</td><td>97.84%</td></tr> <tr><td>September 2014</td><td>98.12%</td></tr> <tr><td>October 2014</td><td>99.09%</td></tr> <tr><td>November 2014</td><td>98.19%</td></tr> <tr><td>December 2014</td><td>98.78%</td></tr> <tr><td>January 2015</td><td>97.10%</td></tr> <tr><td>February 2015</td><td>99.49%</td></tr> <tr><td>March 2015</td><td>97.87%</td></tr> <tr><td>April 2015</td><td>97.90%</td></tr> <tr><td>May 2015</td><td>96.66%</td></tr> <tr><td>June 2015</td><td>98.85%</td></tr> <tr><td>July 2015</td><td>98.95%</td></tr> <tr><td>August 2015</td><td>98.49%</td></tr> <tr><td>September 2015</td><td>97.29%</td></tr> <tr><td>October 2015</td><td></td></tr> <tr><td>November 2015</td><td></td></tr> <tr><td>December 2015</td><td></td></tr> <tr><td>January 2016</td><td></td></tr> <tr><td>February 2016</td><td></td></tr> <tr><td>March 2016</td><td></td></tr> </tbody> </table>		Month	Value (%)	April 2014	96.68%	May 2014	96.09%	June 2014	98.64%	July 2014	98.53%	August 2014	97.84%	September 2014	98.12%	October 2014	99.09%	November 2014	98.19%	December 2014	98.78%	January 2015	97.10%	February 2015	99.49%	March 2015	97.87%	April 2015	97.90%	May 2015	96.66%	June 2015	98.85%	July 2015	98.95%	August 2015	98.49%	September 2015	97.29%	October 2015		November 2015		December 2015		January 2016		February 2016		March 2016		Short Term Trend Arrow	↓
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		Traffic Light Icon	⚠																																																		
		Current Value	97.29%																																																		
		Current Target	98.50%																																																		
		Notes & History Latest Note	<p>The target is slightly down for the month of September. There is no particular reason for this. Although September performance is below the long term average for this period, the direction of the long term trend is improving.</p>																																																		
		Management Response / Action	<p>Directorates have queried the relevant service areas where they are not achieving their targets.</p>																																																		

Directorate Finance and Support Services
Service Area HR and Organisational Development

PI Code & Short Name	EHPI 12c Total number of sickness absence days per FTE staff in post (MINIMISING INDICATOR)	Managed By	Vicki David; Emma Freeman; Adele Taylor
EHPI 12c Total number of sickness absence days per FTE staff in post (MINIMISING INDICATOR)		Short Term Trend Arrow	
 <p>Legend: ■ Months — Target (Months) — Forecast (Months)</p>		Long Term Trend Arrow / Forecast line	
		Traffic Light Icon	
		Current Value	0.44 days
		Current Target	0.54 days
		Notes & History Latest Note	Total absence for the year so far is 2.19 days (end of year target is 6.5 days). The higher level of total sickness absence was due to higher levels of long term absence in September 2015.
		Management Response / Action	Managers have been alerted to the trend and it is being discussed regularly at DMT meetings.

Directorate Finance and Support Services
Service Area Revenues and Benefits

PI Code & Short Name	EHPI 10.2 Council tax collection, % of current year liability collected. (MAXIMISING CUMULATIVE INDICATOR)	Managed By	Su Tarran; Adele Taylor																																						
EHPI 10.2 Council tax collection, % of current year liability collected. (MAXIMISING CUMULATIVE INDICATOR)		Short Term Trend Arrow																																							
<p>Legend: Months (tan bars), Target (Months) (blue line), Forecast (Months) (green line)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Actual Collection (%)</th> </tr> </thead> <tbody> <tr><td>April 2014</td><td>11.8%</td></tr> <tr><td>May 2014</td><td>20.7%</td></tr> <tr><td>June 2014</td><td>29.6%</td></tr> <tr><td>July 2014</td><td>38.4%</td></tr> <tr><td>August 2014</td><td>47.2%</td></tr> <tr><td>September 2014</td><td>55.9%</td></tr> <tr><td>October 2014</td><td>65.2%</td></tr> <tr><td>November 2014</td><td>74.2%</td></tr> <tr><td>December 2014</td><td>83.0%</td></tr> <tr><td>January 2015</td><td>91.5%</td></tr> <tr><td>February 2015</td><td>95.8%</td></tr> <tr><td>March 2015</td><td>98.2%</td></tr> <tr><td>April 2015</td><td>11.9%</td></tr> <tr><td>May 2015</td><td>20.9%</td></tr> <tr><td>June 2015</td><td>29.9%</td></tr> <tr><td>July 2015</td><td>38.8%</td></tr> <tr><td>August 2015</td><td>47.5%</td></tr> <tr><td>September 2015</td><td>56.3%</td></tr> </tbody> </table>		Month	Actual Collection (%)	April 2014	11.8%	May 2014	20.7%	June 2014	29.6%	July 2014	38.4%	August 2014	47.2%	September 2014	55.9%	October 2014	65.2%	November 2014	74.2%	December 2014	83.0%	January 2015	91.5%	February 2015	95.8%	March 2015	98.2%	April 2015	11.9%	May 2015	20.9%	June 2015	29.9%	July 2015	38.8%	August 2015	47.5%	September 2015	56.3%	Long Term Trend Arrow /Forecast line	N/A – Cumulative indicator
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		Notes & History Latest Note	Performance on target.																																						
		Management Response / Action	No further management response required at this stage.																																						

PI Code & Short Name	EHPI 10.4 NNDR (Business rates) collection, % of current year liability collected. (MAXIMISING CUMULATIVE INDICATOR)	Managed By	Su Tarran; Adele Taylor																																						
EHPI 10.4 NNDR (Business rates) collection, % of current year liability collected. (MAXIMISING CUMULATIVE INDICATOR)		Short Term Trend Arrow																																							
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		Current Target	55.4%																																						
		Notes & History Latest Note	Performance on target																																						
		Management Response / Action	No further management response required at this stage.																																						

Essential Reference Paper 'H'

PI Code & Short Name	EHPI 181 Time taken to process Housing Benefit new claims and change events. (MINIMISING INDICATOR)	Managed By	Su Tarran; Adele Taylor																																																		
<p>EHPI 181 Time taken to process Housing Benefit new claims and change events. (MINIMISING INDICATOR)</p> <table border="1" style="margin: 10px auto; border-collapse: collapse;"> <thead> <tr> <th>Month</th> <th>Value (days)</th> </tr> </thead> <tbody> <tr><td>April 2014</td><td>5.94</td></tr> <tr><td>May 2014</td><td>7.40</td></tr> <tr><td>June 2014</td><td>6.36</td></tr> <tr><td>July 2014</td><td>8.56</td></tr> <tr><td>August 2014</td><td>11.09</td></tr> <tr><td>September 2014</td><td>13.40</td></tr> <tr><td>October 2014</td><td>13.38</td></tr> <tr><td>November 2014</td><td>13.56</td></tr> <tr><td>December 2014</td><td>13.78</td></tr> <tr><td>January 2015</td><td>13.70</td></tr> <tr><td>February 2015</td><td>13.59</td></tr> <tr><td>March 2015</td><td>10.00</td></tr> <tr><td>April 2015</td><td>11.02</td></tr> <tr><td>May 2015</td><td>11.69</td></tr> <tr><td>June 2015</td><td>11.79</td></tr> <tr><td>July 2015</td><td>11.77</td></tr> <tr><td>August 2015</td><td>11.46</td></tr> <tr><td>September 2015</td><td>11.14</td></tr> <tr><td>October 2015</td><td></td></tr> <tr><td>November 2015</td><td></td></tr> <tr><td>December 2015</td><td></td></tr> <tr><td>January 2016</td><td></td></tr> <tr><td>February 2016</td><td></td></tr> <tr><td>March 2016</td><td></td></tr> </tbody> </table>		Month	Value (days)	April 2014	5.94	May 2014	7.40	June 2014	6.36	July 2014	8.56	August 2014	11.09	September 2014	13.40	October 2014	13.38	November 2014	13.56	December 2014	13.78	January 2015	13.70	February 2015	13.59	March 2015	10.00	April 2015	11.02	May 2015	11.69	June 2015	11.79	July 2015	11.77	August 2015	11.46	September 2015	11.14	October 2015		November 2015		December 2015		January 2016		February 2016		March 2016		Short Term Trend Arrow	↑
		Month	Value (days)																																																		
		April 2014	5.94																																																		
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Long Term Trend Arrow / Forecast line	↑																																																				
Traffic Light Icon																																																					
Current Value	11.14 days																																																				
Current Target	12.00 days																																																				
Notes & History Latest Note	Performance for the period of 4 August 2015 to 8 September 2015 is 9.67 days, bringing the cumulative down to 11.14 days																																																				
Management Response / Action	No further management response required at this stage.																																																				

Directorate Neighbourhood Services
Service Area Housing

PI Code & Short Name	EHPI 151 Number of homeless households living in temporary accommodation at the end of the quarter. (MINIMISING INDICATOR)	Managed By	Simon Drinkwater																
<p>EHPI 151 Number of homeless households living in temporary accommodation at the end of the quarter. (MINIMISING INDICATOR)</p> <table border="1"> <caption>EHPI 151 Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>22</td> </tr> <tr> <td>Q2 2014/15</td> <td>19</td> </tr> <tr> <td>Q3 2014/15</td> <td>16</td> </tr> <tr> <td>Q4 2014/15</td> <td>19</td> </tr> <tr> <td>Q1 2015/16</td> <td>20</td> </tr> <tr> <td>Q2 2015/16</td> <td>23</td> </tr> <tr> <td>Q3 2015/16 (Forecast)</td> <td>20</td> </tr> </tbody> </table>		Quarter	Value	Q1 2014/15	22	Q2 2014/15	19	Q3 2014/15	16	Q4 2014/15	19	Q1 2015/16	20	Q2 2015/16	23	Q3 2015/16 (Forecast)	20	Short Term Trend Arrow	↓
		Quarter	Value																
		Q1 2014/15	22																
		Q2 2014/15	19																
		Q3 2014/15	16																
		Q4 2014/15	19																
Q1 2015/16	20																		
Q2 2015/16	23																		
Q3 2015/16 (Forecast)	20																		
Long Term Trend Arrow /Forecast line	↓																		
Traffic Light Icon	N/A - Trend only indicator																		
Current Value	23																		
Current Target	N/A - Trend only indicator																		
Notes & History Latest Note	<p>At end of September 2015 there were 23 households in temporary accommodation. The council owned temporary accommodation (hostel) remains full with 12 households. The average length of stay for those with a homeless duty before moving onto a housing association tenancy is 12 weeks. Four households were in B&B waiting for accommodation in the council's hostel. Six households were in temporary supported accommodation and one household was in a long-term private sector leased property.</p>																		
Management Response / Action	No further management response required at this stage.																		

Essential Reference Paper 'H'

PI Code & Short Name	EHPI 152 The number of applicants accepted as owed the main homelessness duty to secure accommodation. (MINIMISING INDICATOR)	Managed By	Simon Drinkwater																		
		Short Term Trend Arrow	↑																		
		Long Term Trend Arrow / Forecast line	↓																		
		Traffic Light Icon	N/A - Trend only indicator																		
		Current Value	17																		
		Current Target	N/A - Trend only indicator																		
<p>EHPI 152 The number of applicants accepted as owed the main homelessness duty to secure accommodation. (MINIMISING INDICATOR)</p> <table border="1" style="margin-top: 10px;"> <caption>EHPI 152 Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>7</td> </tr> <tr> <td>Q2 2014/15</td> <td>16</td> </tr> <tr> <td>Q3 2014/15</td> <td>13</td> </tr> <tr> <td>Q4 2014/15</td> <td>13</td> </tr> <tr> <td>Q1 2015/16</td> <td>19</td> </tr> <tr> <td>Q2 2015/16</td> <td>17</td> </tr> <tr> <td>Q3 2015/16</td> <td>Forecast: 15</td> </tr> <tr> <td>Q4 2015/16</td> <td>Forecast: 17</td> </tr> </tbody> </table>		Quarter	Value	Q1 2014/15	7	Q2 2014/15	16	Q3 2014/15	13	Q4 2014/15	13	Q1 2015/16	19	Q2 2015/16	17	Q3 2015/16	Forecast: 15	Q4 2015/16	Forecast: 17	<p>Notes & History Latest Note</p> <p>The number of homeless acceptances in the 2nd quarter was 17 compared with 16 for the 2nd quarter 2014/15. The cumulative total is 36 households compared to 23 households for the first two quarters of 2014/15. The primary reason for homelessness remains the end of a private sector assured short hold tenancy because the landlord requires the property back.</p>	
Quarter	Value																				
Q1 2014/15	7																				
Q2 2014/15	16																				
Q3 2014/15	13																				
Q4 2014/15	13																				
Q1 2015/16	19																				
Q2 2015/16	17																				
Q3 2015/16	Forecast: 15																				
Q4 2015/16	Forecast: 17																				
		<p>Management Response / Action</p> <p>Work is underway to profile homelessness presentations, results of this and how it might explain performance will be available from Quarter 3.</p>																			

Essential Reference Paper 'H'

PI Code & Short Name	EHPI 153 Number of applicants that presented to the council as homeless. (MINIMISING INDICATOR)	Managed By	Simon Drinkwater																		
<p>EHPI 153 Number of applicants that presented to the council as homeless. (MINIMISING INDICATOR)</p> <table border="1" style="margin-top: 10px; width: 100%; border-collapse: collapse;"> <caption>Data for EHPI 153 Number of applicants that presented to the council as homeless</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>19</td> </tr> <tr> <td>Q2 2014/15</td> <td>22</td> </tr> <tr> <td>Q3 2014/15</td> <td>35</td> </tr> <tr> <td>Q4 2014/15</td> <td>23</td> </tr> <tr> <td>Q1 2015/16</td> <td>29</td> </tr> <tr> <td>Q2 2015/16</td> <td>26</td> </tr> <tr> <td>Q3 2015/16</td> <td>26</td> </tr> <tr> <td>Q4 2015/16</td> <td>26</td> </tr> </tbody> </table>		Quarter	Value	Q1 2014/15	19	Q2 2014/15	22	Q3 2014/15	35	Q4 2014/15	23	Q1 2015/16	29	Q2 2015/16	26	Q3 2015/16	26	Q4 2015/16	26	Short Term Trend Arrow	↑
		Quarter	Value																		
		Q1 2014/15	19																		
		Q2 2014/15	22																		
		Q3 2014/15	35																		
Q4 2014/15	23																				
Q1 2015/16	29																				
Q2 2015/16	26																				
Q3 2015/16	26																				
Q4 2015/16	26																				
Long Term Trend Arrow /Forecast line	↑																				
Traffic Light Icon	N/A - Trend only indicator																				
Current Value	26																				
Current Target	N/A - Trend only indicator																				
		Notes & History Latest Note	The second quarter recorded 26 households as presenting as homeless compared to 22 for the same quarter 2014/15. The cumulative total for 2015/16 is 55 compared to 41 for the same two quarters in 2014/15. The primary reasons remains the end of an assured short hold tenancy in the private sector where the landlord wants the property back to either sell or re-let at a higher rent.																		
		Management Response / Action	No further management response required at this stage.																		

Directorate Neighbourhood Services
Service Area Planning and Building Control

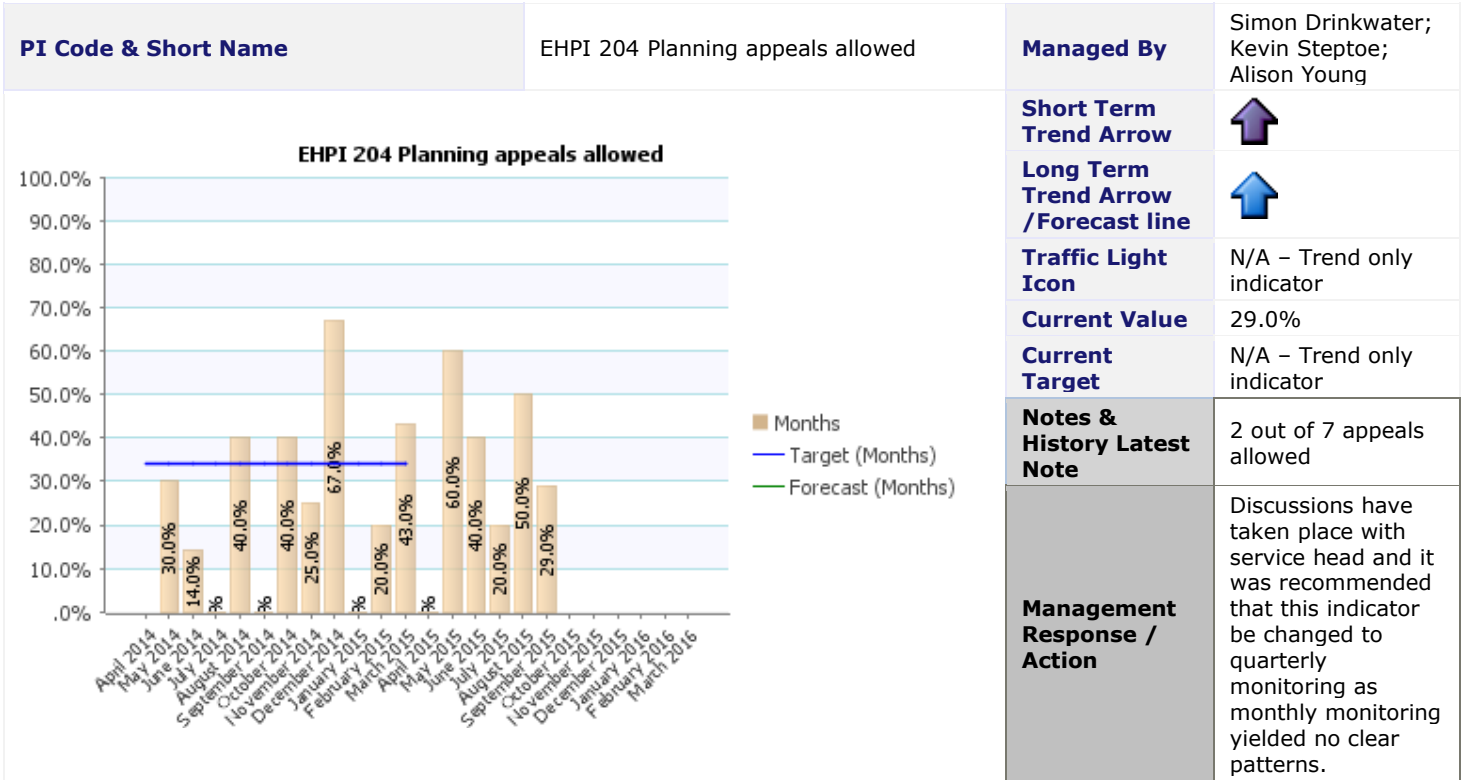
PI Code & Short Name	EHPI 157c Processing of planning applications: Other applications. (MAXIMISING INDICATOR)	Managed By	Simon Drinkwater; Kevin Steptoe; Alison Young																																																		
<p>EHPI 157c Processing of planning applications: Other applications. (MAXIMISING INDICATOR)</p> <table border="1"> <caption>Monthly Performance Data (Estimated from Chart)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>April 2014</td><td>94.00%</td></tr> <tr><td>May 2014</td><td>93.00%</td></tr> <tr><td>June 2014</td><td>94.00%</td></tr> <tr><td>July 2014</td><td>91.00%</td></tr> <tr><td>August 2014</td><td>98.00%</td></tr> <tr><td>September 2014</td><td>86.00%</td></tr> <tr><td>October 2014</td><td>91.00%</td></tr> <tr><td>November 2014</td><td>94.00%</td></tr> <tr><td>December 2014</td><td>91.00%</td></tr> <tr><td>January 2015</td><td>96.00%</td></tr> <tr><td>February 2015</td><td>88.00%</td></tr> <tr><td>March 2015</td><td>92.00%</td></tr> <tr><td>April 2015</td><td>93.00%</td></tr> <tr><td>May 2015</td><td>91.00%</td></tr> <tr><td>June 2015</td><td>90.00%</td></tr> <tr><td>July 2015</td><td>90.00%</td></tr> <tr><td>August 2015</td><td>89.00%</td></tr> <tr><td>September 2015</td><td>88.00%</td></tr> <tr><td>October 2015</td><td>88.00%</td></tr> <tr><td>November 2015</td><td>88.00%</td></tr> <tr><td>December 2015</td><td>88.00%</td></tr> <tr><td>January 2016</td><td>88.00%</td></tr> <tr><td>February 2016</td><td>88.00%</td></tr> <tr><td>March 2016</td><td>88.00%</td></tr> </tbody> </table>		Month	Value (%)	April 2014	94.00%	May 2014	93.00%	June 2014	94.00%	July 2014	91.00%	August 2014	98.00%	September 2014	86.00%	October 2014	91.00%	November 2014	94.00%	December 2014	91.00%	January 2015	96.00%	February 2015	88.00%	March 2015	92.00%	April 2015	93.00%	May 2015	91.00%	June 2015	90.00%	July 2015	90.00%	August 2015	89.00%	September 2015	88.00%	October 2015	88.00%	November 2015	88.00%	December 2015	88.00%	January 2016	88.00%	February 2016	88.00%	March 2016	88.00%	Short Term Trend Arrow	↓
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Long Term Trend Arrow / Forecast line	↓																																																				
Traffic Light Icon	⚠																																																				
Current Value	88.00%																																																				
Current Target	90.00%																																																				
Notes & History Latest Note	<p>104 out of 118 processed and 2 within Extension of time agreement (ETA). The matters which most often have an impact on the ability to reach a decision within the target timescale include the need to re-consult on revised proposals and where the issues raised by an application are complex and resolution cannot be achieved rapidly. Case Officers and Managers will continue to review these cases to ensure that early resolution is reached where possible.</p>																																																				
Management Response / Action	<p>No further management response required at this stage.</p>																																																				

Essential Reference Paper 'H'

PI Code & Short Name	EHPI 157b Processing of planning applications: Minor applications. (MAXIMISING INDICATOR)	Managed By	Simon Drinkwater; Kevin Steptoe; Alison Young																																						
EHPI 157b Processing of planning applications: Minor applications. (MAXIMISING INDICATOR)		Short Term Trend Arrow																																							
<table border="1" style="display: none;"> <caption>EHPI 157b Monthly Performance Data</caption> <thead> <tr> <th>Month</th> <th>Actual Performance (%)</th> </tr> </thead> <tbody> <tr><td>April 2014</td><td>95.00%</td></tr> <tr><td>May 2014</td><td>82.00%</td></tr> <tr><td>June 2014</td><td>88.00%</td></tr> <tr><td>July 2014</td><td>89.00%</td></tr> <tr><td>August 2014</td><td>63.00%</td></tr> <tr><td>September 2014</td><td>89.00%</td></tr> <tr><td>October 2014</td><td>88.00%</td></tr> <tr><td>November 2014</td><td>87.00%</td></tr> <tr><td>December 2014</td><td>85.00%</td></tr> <tr><td>January 2015</td><td>83.00%</td></tr> <tr><td>February 2015</td><td>84.00%</td></tr> <tr><td>March 2015</td><td>81.00%</td></tr> <tr><td>April 2015</td><td>81.00%</td></tr> <tr><td>May 2015</td><td>96.00%</td></tr> <tr><td>June 2015</td><td>84.00%</td></tr> <tr><td>July 2015</td><td>87.00%</td></tr> <tr><td>August 2015</td><td>91.00%</td></tr> <tr><td>September 2015</td><td>86.00%</td></tr> </tbody> </table>		Month	Actual Performance (%)	April 2014	95.00%	May 2014	82.00%	June 2014	88.00%	July 2014	89.00%	August 2014	63.00%	September 2014	89.00%	October 2014	88.00%	November 2014	87.00%	December 2014	85.00%	January 2015	83.00%	February 2015	84.00%	March 2015	81.00%	April 2015	81.00%	May 2015	96.00%	June 2015	84.00%	July 2015	87.00%	August 2015	91.00%	September 2015	86.00%	Long Term Trend Arrow / Forecast line	
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September 2015	86.00%																																								
Traffic Light Icon		Current Value	86.00%																																						
Current Target	80.00%	Notes & History Latest Note	Performance on target. 36 out of 42 processed including 7 within Extension of time agreement (ETA).																																						
Management Response / Action	No further management response required at this stage.																																								

PI Code & Short Name	EHPI 157a Processing of planning applications: Major applications. (MAXIMISING INDICATOR)	Managed By	Simon Drinkwater; Kevin Steptoe; Alison Young																																										
EHPI 157a Processing of planning applications: Major applications. (MAXIMISING INDICATOR)		Short Term Trend Arrow																																											
<table border="1" style="display: none;"> <caption>EHPI 157a Monthly Performance Data</caption> <thead> <tr> <th>Month</th> <th>Actual Performance (%)</th> </tr> </thead> <tbody> <tr><td>April 2014</td><td>67.00%</td></tr> <tr><td>May 2014</td><td>100.00%</td></tr> <tr><td>June 2014</td><td>67.00%</td></tr> <tr><td>July 2014</td><td>%</td></tr> <tr><td>August 2014</td><td>50.00%</td></tr> <tr><td>September 2014</td><td>100.00%</td></tr> <tr><td>October 2014</td><td>100.00%</td></tr> <tr><td>November 2014</td><td>100.00%</td></tr> <tr><td>December 2014</td><td>86.00%</td></tr> <tr><td>January 2015</td><td>67.00%</td></tr> <tr><td>February 2015</td><td>67.00%</td></tr> <tr><td>March 2015</td><td>25.00%</td></tr> <tr><td>April 2015</td><td>40.00%</td></tr> <tr><td>May 2015</td><td>%</td></tr> <tr><td>June 2015</td><td>75.00%</td></tr> <tr><td>July 2015</td><td>100.00%</td></tr> <tr><td>August 2015</td><td>100.00%</td></tr> <tr><td>September 2015</td><td>%</td></tr> <tr><td>October 2015</td><td>100.00%</td></tr> <tr><td>November 2015</td><td>100.00%</td></tr> </tbody> </table>		Month	Actual Performance (%)	April 2014	67.00%	May 2014	100.00%	June 2014	67.00%	July 2014	%	August 2014	50.00%	September 2014	100.00%	October 2014	100.00%	November 2014	100.00%	December 2014	86.00%	January 2015	67.00%	February 2015	67.00%	March 2015	25.00%	April 2015	40.00%	May 2015	%	June 2015	75.00%	July 2015	100.00%	August 2015	100.00%	September 2015	%	October 2015	100.00%	November 2015	100.00%	Long Term Trend Arrow / Forecast line	
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Traffic Light Icon		Current Value	100.00%																																										
Current Target	60.00%	Notes & History Latest Note	Performance exceeding target. 6 out of 6 majors within Extension of time agreement (ETA).																																										
Management Response / Action	No further management response required at this stage.																																												

Essential Reference Paper 'H'



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