



March 2010 Joint Scrutiny Corporate Healthcheck 2009/10




Traffic Light Red
Description **Caring about what's built (and) where**

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 9 th March 2010
EHPI204	Planning appeals allowed		33.0%	29.0%		Target not achieved with 3 out of 9 appeals allowed. These related to proposals for a farm managers dwelling, a change of use and a residential extension. Dismissed schemes included the wind turbine proposals at Benington, new residential development and residential extensions. As is often the case, comparing the decisions does not give any basis for a change in the approach to decision making on the basis of the monthly outcome. The performance for the six months Oct 09 - Mar 10 will be reported to the next meeting of the Development Control Committee	<p>April 2010 result</p> <p>36.0% 34.3% 33.0% 100.0%</p>	None

Traffic Light Red
Description **Fit for purpose, services fit for you**




Parking Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 9 th March 2010
EHPI7.0	Percentage of pre NTO challenges responded to within 10 working days.		23.00%	95.00%		Due to annual leave and the high level of PCNs issued in March across the three councils (East Herts, Welwyn and Stevenage).	<p>April 2010 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 9 th March 2010
EHPI6.8	Turnaround of Pre NTO PCN challenges (10 working days)		17 days	14 days		Due to annual leave and the high level of PCNs issued in March across the three councils (East Herts, Welwyn and Stevenage).	<p>April 2010 result</p> 	None

Traffic Light **Amber**
Description **Shaping now, shaping the future**

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 9th March 2010
NI 157a (BV109a)	Processing of planning applications: Major applications		67.00%	69.00%		Target not achieved as one out of three decisions was made outside the target period. This application was considered by the Councils Development Control Committee on 2 July 2008. Subsequent protracted negotiations and lengthy periods of inactivity by applicant in relation to section 106 legal agreement resulted in lengthy delay beyond target decision making date.	<p>April 2010 result</p> 	None

Traffic Light Green
Description Caring about what's built (and) where


Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 9 th March 2010
EHPI2.2 (45)	Waste: missed collections per 100,000 collections of household waste	✓	43.72	50	↑	Missed collections per 100,000 have continued to fall since the introduction of ARC and are below the target for the first time since ARC began.	<p>April 2010 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 9 th March 2010
EHPI2.10 (3)	Building sites: 3 months re-inspections	✓	81%	70%	↑	Performance on target.	<p>March 2010 result</p>	None

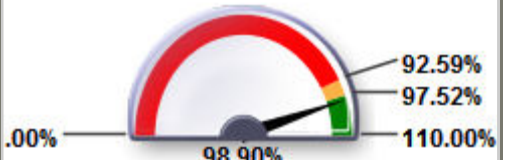
Planning and Building Control


PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 9 th March 2010
EHPI2.23 (188)	Planning decisions delegated to officers	✓	94%	92%	↑	163 applications decided out of 173 by delegated powers	<p>March 2010 result</p> 	None


Traffic Light GreenDescription **Fit for purpose, services fit for you****Business Support Service**


PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 9 th March 2010
EHPI7.35	Commitment compared to profile	✓	1.3%	0%	↑	March 2010 commitment £443,062 against revised profile £437,550 being 1.3% above profile. The provisional figures show that although slightly above profile it is still anticipated that actual spend will match profile or be within 1% by the year end. The revised profile was due to having offered up savings of £10,000 and virements of £10,000 to other budget holders.	<p>March 2010 result</p> 	None


Customer Services								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 9 th March 2010
EHP15.4	% of complaints to the Local Government Ombudsman that are upheld	✓	.00%	.00%	↓	4 complaints were decided by the LGO during this quarter.	<p>Q4 2009/10 result</p> 	None

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 9 th March 2010
EHP18	% of invoices paid on time	✓	98.44%	98.50%	↑	Performance for March is marginally below target but an improvement on the previous months.	<p>April 2010 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 9 th March 2010
EHP16.9	Turnaround of NTO Representations	✓	17 days	28 days	↓	Indicator remains within target	<p>March 2010 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 9 th March 2010
EHP17.1	Percentage of NTO representations replied to within 28 calendar days	✓	99.00%	80.00%	↓	Indicator remains within target	<p>March 2010 result</p> 	None

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 9 th March 2010
EHPI12a	No. of short-term sickness absence days per FTE staff in post	✓	0.37 days	0.50 days	↑	Absence levels within council standards.	<p>March 2010 result</p>  <p>0.53 days 0.50 days 0.00 days 0.37 days 5.00 days</p>	None




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 9 th March 2010
EHPI12b	No. of long-term sickness absence days per FTE staff in post	✓	0.20 days	0.20 days	↑	Absence levels within council standards.	<p>March 2010 result</p>  <p>0.21 days 0.20 days 0.00 days 0.20 days 5.00 days</p>	None

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 9 th March 2010
EHP112c	Total number of sickness absence days per FTE staff in post	✓	0.57 days	0.70 days	↑	Absence levels within council standards.	<p>April 2010 result</p>	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 9 th March 2010
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	✓	3.7 days	10.0 days	↑	Data extracted from the system for the period from 16 February 2010 to 16 March 2010 in which performance is at 3.74 days. The cumulative position is 10.06 days.	<p>April 2010 result</p>	None

Traffic Light Green
Description Pride in East Herts

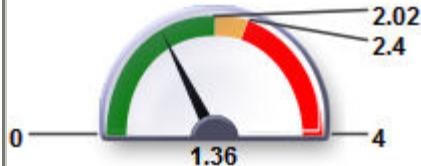
Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 9 th March 2010
EHPI218a	Abandoned vehicles - % investigated within 24 hrs		100.00%	77.00%		Each of the 30 inspections was undertaken within a day, making a second consecutive month at 100%	<p>March 2010 result</p>  <p>72.38% 76.23% 100.00%</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 9 th March 2010
EHPI218b	Abandoned Vehicles - % removed within 24 hours of required time		100.00%	90.00%		1 car removed within 1 days, continued 100% performance.	<p>March 2010 result</p>  <p>84.60% 89.10% 100.00%</p>	None


Environmental Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 9 th March 2010
EHPI2.4 (47)	Fly-tips: removal	✓	1.36	2	↑	A reduction in time to clear fly-tips on the previous month and within target.	<p>March 2010 result</p> 	None



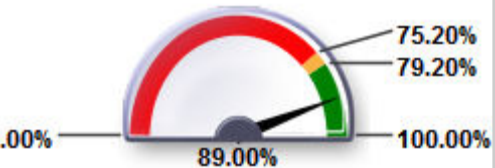
Traffic Light GreenDescription **Promoting prosperity & well being providing access & opportunities****Health and Housing**




PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 9 th March 2010
NI 156	Number of households living in temporary accommodation	✓	27	33	↓	This is a snap shot figure at 31 March 2010. Target figure is a reduction from 2004 of 63 households to no more than 33 by March 2010. Achieved and Government office acknowledged that we have met our target.	<p>Q4 2009/10 result</p> 	None

Health and Housing								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 9 th March 2010
EHPI2.15 (42)	Health & safety inspections	✓	88%	85%	↑	Target exceeded for health & safety premises inspections. Achieved 88% (82% last month), excess of 4 inspections. This year, Environmental Health has inspected 128 premises out of 145 that were due for inspection.	<p>March 2010 result</p> 	None



Health and housing								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 9 th March 2010
EHPI213	Preventing Homelessness - number of households where homelessness prevented	✓	250	37.5	↑	Final figure for 2009/2010 not yet finalised however will meet and likely to exceed target. Actual figure available after 21 April 2010.	<p>Q4 2009/10 result</p> 	None



Traffic Light Green
Description Shaping now, shaping the future



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 9 th March 2010
NI 157b (BV109b)	Processing of planning applications: Minor applications		89.00%	79.00%		33 out of 37 applications.	<p>April 2010 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 9 th March 2010
NI 157c (BV109c)	Processing of planning applications: Other applications		94.00%	93.00%		116 out of 123 applications.	<p>April 2010 result</p> 	None



Traffic Light **Unknown**
Description **Fit for purpose, services fit for you**

Customer Services								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 9 th March 2010
EHP15.1	% of complaints resolved in 14 days or less.		65.00%	N/A		Qtr 4 - 12 out of 19 Stage One complaints were resolved within 10 working days. Some of the complaints received during this quarter were quite complex and took longer than 10 working days deadline.	N/A	None



Customer Services								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 9 th March 2010
EHP15.2a	% of complaints about the Council and its services that are upheld: 1st stage		26.32%	N/A		19 complaints recorded at Stage 1 for the last quarter and only 5 were upheld.	N/A	None



Customer Services								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 9 th March 2010
EHP15.2b	% of complaints about the Council and its services that are upheld: 2nd stage - appeal		10.00%	N/A		2009/10 Outturn - Only 10 complaints were escalated to Stage 2 during the year which is only 10% of complaints received. Only one complaint was upheld. This has met the estimated PI for this year.	N/A	None



Customer Services								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 9 th March 2010
EHP15.3	% of customers using the Council's complaint system that are fairly or very satisfied with the way in which their complaint was handled.		N/A	N/A		Data is still not available as there has not been many complainants to contact from the database. Surveying customers monthly still has not produced a high response to surveys. Services will be consulted on whether they are willing for all their complainants to be contacted once their case has been closed.	N/A	None



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 9 th March 2010
NI 179	Value for money – total net value of ongoing cash-releasing value for money gains that have impacted since the start of the 2008-09 financial year		1620120	N/A		The current data is an estimate as the end of year figure will not be known until the financial year accounts close in July 2010.	N/A	None

Traffic Light **Unknown** Description **Leading the way, working together**



Community and Cultural Services								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 9 th March 2010
EHP13a	Usage: number of swims (under 16)		10,771	N/A		The higher volumes of attendance are attributed to the Easter holiday period and the completion of improvement works on leisure facilities.	N/A	None

Community and Cultural Services								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 9 th March 2010
EHPI2	Net cost/subsidy per visit		£1.66	N/A		Revised management fee £42,676 x 3 months = £128,028, throughput 50,933 swims, 26,236 gym visits. 3 monthly management fee divided by total visits equals cost per user = £128,028/77,169 = £1.66	N/A	None



Community and Cultural Services								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 9 th March 2010
EHPI4a	Usage: Gym (16 – under 60 year olds)		24,614	N/A		The higher volumes of attendance are attributed to the Easter holiday period and the completion of improvement works on leisure facilities.	N/A	None

Community and Cultural Services								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 9 th March 2010
EHPI4b	Usage: Gym (60 + year olds)		1,622	N/A		The higher volumes of attendance are attributed to the Easter holiday period and the completion of improvement works on leisure facilities.	N/A	None



Community and Cultural Services



PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 9 th March 2010
EHPI3b	Usage: number of swims (16 – under 60 year olds)		19,386	N/A		The higher volumes of attendance are attributed to the Easter holiday period and the completion of improvement works on leisure facilities.	N/A	None



Community and Cultural Services












PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 9 th March 2010
EHPI3c	Usage: number of swims (60 year old +)		10,371	N/A		The higher volumes of attendance are attributed to the Easter holiday period and the completion of improvement works on leisure facilities.	N/A	None

Traffic Light UnknownDescription **Promoting prosperity & well being providing access & opportunities****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 9 th March 2010
NI 15	Number of most Serious violent crime rate per 1,000 population		2	N/A		iQuanta data shows that East Herts featured the lowest for most serious violence when compared to other partnerships, with 0.007 crimes per 1000 head of population (1 December 2009 - 28 February 2010)	N/A	None

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 9 th March 2010
NI 16	Number of Serious acquisitive crime rate per 1,000 population		135	N/A		This is a percentage increase of 36.4 compared to the same period last year and is an increase of 36 crimes. In comparison to the other 9 districts in Hertfordshire, East Herts experienced the highest levels of serious accusative crimes in March. See supporting document.	N/A	None

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 9 th March 2010
NI 20	Number of Assault with injury crime rate offences per 1,000 population		22	N/A		In March there were 23 Assaults with Less Serious Injury from 1 March 2010 to 31 March 2010. This is 13 crimes less when compared to the same period last year.	N/A	None

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

SALARIES/AGENCY/APPOINTMENT OF STAFF/RELOCATION**Essential Reference Paper 'C-4'**

	Probable Estimate	Actual to 31.03.10	Projected outturn	Projected Outturn Variance to Probable
	£	£	£	£
Executive / Corp support	623,350	622,100	622,100	-1,250
Internal Services	4,864,300	4,905,060	4,905,060	40,760
Neighbourhood Services	3,780,700	3,771,100	3,771,100	-9,600
Customer & Community	2,787,360	2,777,770	2,777,770	-9,590
Summary	12,055,710	12,076,030	12,076,030	20,320
Employer's Pension Cost (not charged to services)	452,900	532,300	532,300	79,400
TOTAL	12,508,610	12,608,330	12,608,330	99,720

g:P&F/SALARIES HEALTHCHECK MARCH 10