






October Executive Corporate Healthcheck 2011/12




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

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 8 th November 2011
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events		13.7 days	10.0 days		13.7 days with cumulative position 12.12.	<p>October 2011 result</p>  <p>10.6 days 10.1 days .0 days 13.7 days 25.0 days</p>	None

Traffic Light Red
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 8 th November 2011
NI 157a (BV109a)	Processing of planning applications: Major applications		60.00%	69.00%		Target not achieved, 2 out of 5 decisions were over the performance timescale. One of these was as a result of a legal agreement following from a committee decision of May 2011. The other followed the deferral of a matter from an earlier meeting of the committee.	<p>October 2011 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 8 th November 2011
NI 157b (BV109b)	Processing of planning applications: Minor applications		72.00%	80.00%		Target not achieved. Of the decisions outside of the performance timescale (total six) three were matters that were referred to the committee. In an eight week timescale this will almost always automatically ensure that the target is difficult to achieve (because of the committee timetable and report lead in times). The three remaining fell outside of the performance timescale because of discussions with applicants to seek further information or improvements to schemes.	<p>October 2011 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 8 th November 2011
NI 157c (BV109c)	Processing of planning applications: Other applications		89.00%	93.00%		85 out of 95 applications determined on time.	<p>October 2011 result</p> 	None

Traffic Light Green
Description Fit for purpose, services fit for you

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 8 th November 2011
EHP18	% of invoices paid on time		98.68%	98.00%		Best monthly performance of the year so far. In addition it is above target.	<p>October 2011 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 8 th November 2011
EHPI6.9	Turnaround of NTO Representations	✓	14 days	28 days	↓	This PI remains within target	<p>October 2011 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 8 th November 2011
EHPI6.8	Turnaround of Pre NTO PCN challenges (10 working days)	✓	14 days	14 days	↓	This PI remains within target	<p>October 2011 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 8 th November 2011
EHPI12c	Total number of sickness absence days per FTE staff in post	✓	0.60 days	0.70 days	↑	Absences remain within council Standards.	<p>October 2011 result</p>	None

Traffic Light Green
Description Pride in East Herts

Environmental Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 8 th November 2011
EHPI2.4 (47)	Fly-tips: removal		1.64	2		Although performance is not as good as previous 2 months, both the monthly and year to date performances are better than target.	<p>October 2011 result</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 8 th November 2011
EHPI2.2 (45)	Waste: missed collections per 100,000 collections of household waste		36.51	50		Performance of all three collection services continues to better the target.	<p>October 2011 result</p> 	None

Traffic Light Green
Description 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 8 th November 2011
EHPI129	Response time to ASB complaints made to EHC.		100.00 %	100.00 %		There were 5 ASB complaints have been made directly to the ASB officer at EHC, all of which have had a response within the minimum two working days	<p>October 2011 result</p>	None

Traffic Light Unknown
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 8 th November 2011
NI 191	Residual household waste per household		266			Although waste arisings were slightly above the average so far this year the expectations for the year should be achieved.	266	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 8 th November 2011
NI 192	Percentage of household waste sent for reuse, recycling and composting		51.91%			Not all performance data is available. The figure is a conservative estimate.	51.91%	None

PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving

Essential Reference Paper B

 Warning	 No Change	 No Change
 OK	 Getting Worse	 Getting Worse
 Unknown		
 Data Only		