#### **November Executive Corporate Healthcheck 2011/12**



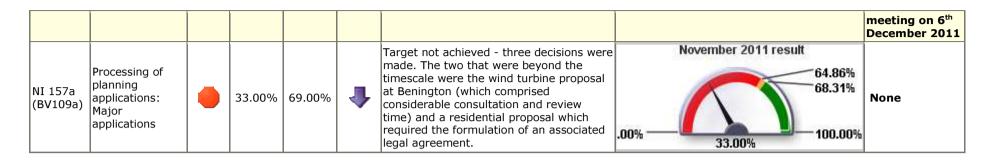
Traffic Light Red Description Fit for purpose, services fit for you

People	eople Services & Organisational Development											
PI code	Short Name	Status	Current Value	Current	term Notes Performance Gauge		Action taken during last Executive meeting on 6 <sup>th</sup> December 2011					
EHPIIZO	Total number of sickness absence days per FTE staff in post	•	0.81 days	0.70 days	•	Performance off target for November, however management has taken corrective action.	0.74 days 0.71 days 0.00 days 0.81 days	None				

Traffic Light Red

Description Shaping now, shaping the future

Planning	Planning and Building Control										
PI code	Short Name	Status	Current Value	Curront	Short term trend	Notes	Performance Gauge	Action taken during last Executive			



Traffic Light Amber

Description Shaping now, shaping the future

Planning	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 6 <sup>th</sup> December 2011				
NI 157h	Processing of planning applications: Minor applications	_	76.00%	80.00%	•	Target not achieved. Eight decisions took longer than the target timescale. Of these four were referred to the committee or committee decision was required because the Council had an interest in the application. In the other cases additional time was permitted for consultation and consideration because of the nature of the issues raised by the applications.	November 2011 result 75.20% 79.20%	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 6 <sup>th</sup> December 2011		



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

Finan	inancial Support Services											
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 6 <sup>th</sup> December 2011				
ЕНРІ8	% of invoices paid on time	<b>&gt;</b>	97.46%	98.00%	•	Performance for November has taken a dip on previous months to slightly below target.	November 2011 result 92.12% 97.02% 110.00%	None				

Parkin	Parking Services									
PI code	Short Name	Status		Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 6 <sup>th</sup> December 2011		

						November 2011 result	
EHPI6.9	Turnaround of NTO Representations	<b>Ø</b>	12 days	28 days	This PI remains within target	0 days 12 days	None

Parkin	arking Services											
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 6 <sup>th</sup> December 2011				
	Turnaround of Pre NTO PCN challenges (10 working days)	•	13 days	14 days	4	This PI remains within target	November 2011 result  15 days 14 days  0 days  13 days  50 days	None				

Reve	evenues and Benefits Services										
PI code	Short Name	STATUS		Current	Current term Notes Performance Gauge		Action taken during last Executive meeting on 6 <sup>th</sup> December 2011				
181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	•	9.7 days	10.0 days	1	Period from 7 November 2011 to 5 December 2011 = 9.71 days, Cumulative position 11.89 days. Case load continuing to rise	November 2011 result  10.6 days 10.1 days  .0 days  9.7 days  25.0 days	None			

# **Traffic Light** Green **Description** Pride in East Herts

<b>Environ</b>	mental S	ervices	;					
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 6 <sup>th</sup> December 2011
EHPI2.4 (47)	Fly-tips: removal	•	0.96	2	1	Improved performance this month keeps the year to date achievement much better than the target.	November 2011 result 2.02 2.4 0.96	None

<b>Environ</b>	invironment Services											
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 6 <sup>th</sup> December 2011				
(45)	Waste: missed collections per 100,000 collections of household waste	<b>S</b>	28.79	50	1	Best monthly performance since the new contract started.	November 2011 result  53 50.5 0 28.79 300	None				

Traffic Light Unknown

Description Promoting prosperity & well being providing access & opportunities

Licensi	Licensing and Community Safety									
PI code	Short Name	Status	Current	Current	Short term	Notes	Performance	Action taken during last Executive		

			Value	target	trend		Gauge	meeting on 6 <sup>th</sup> December 2011
EHPI129	Response time to ASB complaints made to EHC.	?				Data not available during the writing of this report	N/A	None

### Traffic Light Unknown Description Pride in East Herts

Envir	Environment Services									
PI code	Short Name	Status			Short term trend	Notes	Performance	Action taken during last Executive meeting on 6 <sup>th</sup> December 2011		
NI  191	Residual household waste per household	?	311			April – November figure is 311 Kg's per household. This is an annual equivalent of 471 Kg's which is slightly over the expected 459.	N/A	None		

Envi	Environment Services								
PI code	Short Name	Status	Current Value	Current	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 6 <sup>th</sup> December 2011	
	Percentage of household waste sent for reuse, recycling and composting	?	50.82%			April – November is 50.82%, with one small piece of data to come, which the service estimates may lift performance to 50.85%. composting collection levels will fall during the winter so it is anticipated that the outturn will be around 48%.	N/A	None	

	PI Status		Long Term Trends	Short Term Trends		
	Alert	1	Improving	1	Improving	
_	Warning	-	No Change	-	No Change	
<b>②</b>	ок	-	Getting Worse	-	Getting Worse	
?	Unknown					
4	Data Only					