

November Executive Corporate Healthcheck 2011/12



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




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 6 th December 2011
EHP112c	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.	<p>November 2011 result</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
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									meeting on 6th December 2011
NI 157a (BV109a)	Processing of planning applications: Major applications		33.00%	69.00%		Target not achieved - three decisions were made. The two that were beyond the timescale were the wind turbine proposal at Benington (which comprised considerable consultation and review time) and a residential proposal which required the formulation of an associated legal agreement.		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 6 th December 2011
NI 157b (BV109b)	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.		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 th December 2011
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NI 157c (BV109c)	Processing of planning applications: Other applications		92.00%	93.00%		Performance improved from previous month but is just below target.	<p>November 2011 result</p> 	None
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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 6 th December 2011
EHP18	% of invoices paid on time		97.46%	98.00%		Performance for November has taken a dip on previous months to slightly below target.	<p>November 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 6 th December 2011
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EHPI6.9	Turnaround of NTO Representations		12 days	28 days		This PI remains within target	<p>November 2011 result</p> 	None
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Parking Services




PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 6 th December 2011
EHPI6.8	Turnaround of Pre NTO PCN challenges (10 working days)		13 days	14 days		This PI remains within target	<p>November 2011 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 6 th December 2011
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events		9.7 days	10.0 days		Period from 7 November 2011 to 5 December 2011 = 9.71 days, Cumulative position 11.89 days. Case load continuing to rise	<p>November 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 6 th December 2011
EHPI2.4 (47)	Fly-tips: removal		0.96	2		Improved performance this month keeps the year to date achievement much better than the target.	<p>November 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 6 th December 2011
EHPI2.2 (45)	Waste: missed collections per 100,000 collections of household waste		28.79	50		Best monthly performance since the new contract started.	<p>November 2011 result</p> 	None

Traffic Light Unknown
Description Promoting prosperity & well being providing access & opportunities


Licensing and Community Safety

PI code	Short Name	Status	Current	Current	Short term	Notes	Performance	Action taken during last Executive
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			Value	target	trend		Gauge	meeting on 6 th December 2011
EHP1129	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

Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 6 th 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

Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 6 th December 2011
NI 192	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		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				

