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**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 10 <sup>th</sup> January 2012
NI 157a (BV109a)	Processing of planning applications: Major applications		50.00%	69.00%		Target not achieved. Six major application decision notices were issued. All three which were beyond the target timescale required the completion of legal agreements. Those achieved within the timescale either did not, or were refused. For the three which required agreements, one was particularly protracted, primarily because of land ownership issues raised by a third party.	<p>December 2011 result</p>  <p>64.86% 68.31% 0.00% 50.00% 100.00%</p>	None

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




Community and Cultural Services								
PI code	Short Name	Status	Current Value	Current target	Short term	Notes	Performance Gauge	Action taken during last Executive

					trend			meeting on 10 <sup>th</sup> January 2012
EHP13a	Usage: number of swims (under 16)		7,715	7,893		Quarter 3 show the normal seasonal drop and are comparable with previous Quarter 3 figures for 2010/11, just falling short of the Quarter 3 2011/2012 target.	<p>Q3 2011/12 result</p> 	None

**Traffic Light Green**

**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 10 <sup>th</sup> January 2012
EHP112c	Total number of sickness absence days per FTE staff in post		0.61 days	0.70 days		Absences are within council standards, cumulative position to date is at 4.33 days.	<p>December 2011 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 10 <sup>th</sup> January 2012
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EHPI4a	Usage: Gym (16 – under 60 year olds)		46,146	37,160		Quarter 3 show continual strong growth bucking the trend of the normal seasonal drop. Throughput exceeds previous Quarter 3 figures for 2010/11 and the Quarter 3 2011/2012 target.	<p style="text-align: center;">Q3 2011/12 result</p> 	None
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**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 10 <sup>th</sup> January 2012
EHPI4b	Usage: Gym (60 + year olds)		4,230	3,234		Quarter 3 show continual strong growth with no seasonal drop. Throughput exceeds previous Quarter 3 figures for 2010/11 and the Quarter 3 2011/2012 target.	<p style="text-align: center;">Q3 2011/12 result</p> 	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 10 <sup>th</sup> January 2012
EHPI3b	Usage: number of swims (16 – under 60 year olds)		20,539	19,546		Quarter 3 show the normal seasonal drop and are comparable with previous Quarter 3 figures for 2010/11, achieving the Quarter 3 2011/2012 target.	<p style="text-align: center;">Q3 2011/12 result</p> 	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 10 <sup>th</sup> January 2012
EHPI3c	Usage: number of swims (60 year old +)		5,513	5,185		Quarter 3 show the normal seasonal drop and are comparable with previous Quarter 3 figures for 2010/11, exceeding the Quarter 3 2011/2012 target.	<p>Q3 2011/12 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 10 <sup>th</sup> January 2012
EHPI2.4 (47)	Fly-tips: removal		1.35	2		Although performance in December is not as good as previous months it is still better than the target.	<p>December 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 10 <sup>th</sup> January 2012

EHP12.2 (45)	Waste: missed collections per 100,000 collections of household waste		21	50		Best performance since Veolia contract started in May.		None
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**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 10 <sup>th</sup> January 2012
EHP1129	Response time to ASB complaints made to EHC.		100.00 %	100.00 %		There were 4 ASB complaints made to the ASB officer at EHC, all of which were responded to within the minimum two working days.		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 10 <sup>th</sup> January 2012
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NI 157b (BV109b)	Processing of planning applications: Minor applications		80.00%	80.00%		Performance is on target.		None
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**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 10 <sup>th</sup> January 2012
NI 157c (BV109c)	Processing of planning applications: Other applications		96.00%	93.00%		Performance is exceeding target.		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 10 <sup>th</sup> January 2012
NI 191	Residual household waste per household		356			Waste levels are marginally above expected levels.	<b>N/A</b>	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 10 <sup>th</sup> January 2012
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NI 192	Percentage of household waste sent for reuse, recycling and composting					Performance data is not available during the writing of this report. The data will be made available in the Executive healthcheck report.	<b>N/A</b>	<b>None</b>
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PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				