












# January Executive Corporate Healthcheck 2011/12

**Traffic Light Red**  
**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 7 <sup>th</sup> February 2012
EHPI8	% of invoices paid on time		84.45%	98.00%		Disappointing performance this month that see the % of invoices paid on time dip below 85% which is way below target.	<p>January 2012 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 7 <sup>th</sup> February 2012
EHPI12c	Total number of sickness absence days per FTE staff in post		0.89 days	0.70 days		Sickness absence levels did not meet the target due to an increase in short term sickness absences. The cumulative position for the year is at 4.82 days which is still within the annual target of 7.50 days.	<p>January 2012 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 7 <sup>th</sup> February 2012
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events		12.4 days	10.0 days		For the period 16 January 2012 to 13 February 2012 is 12.38 days. The Cumulative position is 11.87 days.	<p>January 2012 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 meeting on 7 <sup>th</sup> February 2012
NI 157a (BV109a)	Processing of planning applications: Major applications		.00%	69.00%		Target not achieved. One major application decision was made in the month. This application required the completion of a legal agreement. Negotiations on the agreement extended beyond the decision timescale.	<p>January 2012 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 7 <sup>th</sup> February 2012
NI 157b (BV109b)	Processing of planning applications: Minor applications		70.00%	80.00%		Target not achieved, 9 out of a total of 30 decisions were made beyond the target timescale. Five of these were as a result of the requirement for committee decisions which extended the timescale. A further decision was made by the committee following the referral of the matter at Member request. One decision was the subject of a legal agreement with protracted negotiations. Delays in the two remaining cases arose as a result of (in one) consideration by English	<p>January 2012 result</p> 	None

					Heritage of the listing of the property and (in the second) by the incorrect identification of the application site by the applicant.	
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**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 7 <sup>th</sup> February 2012
NI 157c (BV109c)	Processing of planning applications: Other applications		90.00%	93.00%		Target not achieved. A total of 115 decisions were made, 103 of which were within the target timescale. Of the 12 that were beyond the target timescale 6 required a committee decision to be made.	<p>January 2012 result</p> 	None

**Traffic Light Green**  
**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 7 <sup>th</sup> February 2012
EHPI6.9	Turnaround of NTO Representations		0 days	28 days		Due to data migration to a new IT system on 17th January, there has been an interruption in recording and it is not possible to return accurate data on the KPIs for January 2012.	<p>January 2012 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 7 <sup>th</sup> February 2012
EHPI6.8	Turnaround of Pre NTO PCN challenges (10 working days)		0 days	14 days		Due to data migration to a new IT system on 17th January, there has been an interruption in recording and it is not possible to return accurate data on the KPIs for January 2012.	<p>January 2012 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 7 <sup>th</sup> February 2012
EHPI2.4 (47)	Fly-tips: removal		1.54	2		Performance in January fell to 1.54 days, but the year to date performance at 1.24 days is still far better than the 2 day target.	<p>January 2012 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 7 <sup>th</sup> February 2012
EHPI2.2 (45)	Waste: missed collections per 100,000 collections of household waste		26.04	50		Although performance this month was not as good as December it is better than last January and follows the seasonal pattern.	<p>January 2012 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 7 <sup>th</sup> February 2012
EHPI129	Response time to ASB complaints made to EHC.		100.00 %	100.00 %		There were 7 complaints made to the ASB officer at EHC, all of which were responded to within the minimum two working days.	<p>January 2012 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 7 <sup>th</sup> February 2012
NI 191	Residual household waste per household		395			Waste collected rose this month due to the usual post Christmas increase. Outturn anticipated at 475kgs, which is above service expectations.	<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 7 <sup>th</sup> February 2012
NI 192	Percentage of household waste sent for reuse, recycling and composting					January performance data was not available during the writing of this report. The data will be reported in the February Executive corporate healthcheck report.	<b>N/A</b>	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				