

March/Quarter 4 Corporate business Scruinty Healthcheck 2011/12






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

Parking Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 5 th March 2012
EHP16.8	Turnaround of Pre NTO PCN challenges (10 working days)		25 days	14 days		The introduction of the Council's largest residents' permit parking scheme has resulted in high call volumes and additional administrative work. The new parking IT system has also taken a short time to settle down. As a result, team productivity was reduced but is now returning to previous levels of performance. The service has continued to meet statutory deadlines on formal representations.	<p>March 2012 result</p>	None




Traffic Light Red
Description Leading the way, working together; People

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 5 th March 2012
EHP13a	Usage: number of swims (under 16)		9,401	11,840		Figures for 2011/12 Quarter 4 shows that there has been a decline in throughput for the same period last year. This may be due to the prevailing economic climate; The estimate performance for the end of the year indicates the annual target will not be met, the service will be monitoring any further declines that may suggest an emerging trend.	<p>Q4 2011/12 result</p> 	None




Traffic Light Amber
Description Fit for purpose, services fit for you; Working together to improve the efficiency of the Council

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 5 th March 2012
EHP18	% of invoices paid on time		95.85%	98.00%		Number of invoices paid on time has slightly improved over previous month but still below target.	<p>March 2012 result</p> 	None




Traffic Light Amber
Description Shaping now, shaping the future; Place

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 5 th March 2012
NI 157c (BV109c)	Processing of planning applications: Other applications		90.00%	93.00%		Target not achieved. 15 decisions were made beyond the target timescale, but of these 7 were reported to the DC committee either because of referral requests or because they were proposals that were contrary to policy. Of the remaining 8 decisions the reasons for delay were varying, but included the need for amended proposals to be supplied and be consulted upon and, in two cases, for legal advice to be sought.	<p>March 2012 result</p> 	None

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

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 5 th March 2012
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events		4.5 days	10.0 days		The period 13 February 2012 to 12 March 2012 was 4.53 days, giving an outturn for the year of 10.28.days	<p>March 2012 result</p>  <p>10.6 days 10.1 days 0 days 4.5 days 25.0 days</p>	None

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

Parking Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 5 th March 2012
EHPI6.9	Turnaround of NTO Representations		25 days	28 days		The introduction of the Council's largest residents' permit parking scheme has resulted in high call volumes and additional administrative work. The new parking IT system has also taken a short time to settle down. As a result, team productivity was reduced but is now returning to previous levels of performance. The service has continued to meet statutory deadlines on formal representations.	<p>March 2012 result</p>	None

People Services and Organisational Development

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 5 th March 2012
EHPI12c	Total number of sickness absence days per FTE staff in post		0.21 days	0.70 days		Total absence for the year so far = 5.50 (target = 7.50)	<p>March 2012 result</p>	None

Traffic Light Green
Description Leading the way, working together; People

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 5 th March 2012
EHPI4a	Usage: Gym (16 - under 60 year olds)		58,877	47,146		Performance for this quarter is exceeding the target.	<p>Q4 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 5 th March 2012
EHPI4b	Usage: Gym (60 + year olds)		4,890	4,338		Performance for this quarter is exceeding the target.	<p>Q4 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 5 th March 2012
EHPI3b	Usage: number of swims (16 – under 60 year olds)	✓	26,509	20,641	↑	Performance for this quarter is exceeding the target.	<p>Q4 2011/12 result</p> <p>20,434.59 19,402.54 0 26,509 50,000</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 5 th March 2012
EHPI3c	Usage: number of swims (60 year old +)	✓	7,239	5,429	↑	Performance for this quarter is exceeding the target.	<p>Q4 2011/12 result</p> <p>5,374.71 5,103.26 0 7,239 20,000</p>	None

Traffic Light Green
Description Pride in East Herts; Place

Environmental Services




PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 5 th March 2012
EHPI2.4 (47)	Fly-tips: removal		0.98	2		Although the number of fly tips that had to be removed rose this month the performance was better than most months.	<p>March 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 5 th March 2012
EHPI2.2 (45)	Waste: missed collections per 100,000 collections of household waste		37.64	50		Performance was not as good in March as in previous months due to rescheduling of some rounds to form a separate trade/communal/weekly collections round. Nonetheless the performance continues to be much better than targeted.	<p>March 2012 result</p>	None




Traffic Light Green
Description Promoting prosperity and well being providing access and opportunities; People




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 5 th March 2012
EHPI129	Response time to ASB complaints made to EHC.		100.00 %	100.00 %		There were nine complaints made to the ASB Officer at EHC, all of which were responded to within two working days.	<p>March 2012 result</p> 	None



Traffic Light Green
Description Shaping now, shaping the future; Place



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 5 th March 2012
NI 157a (BV109a)	Processing of planning applications: Major applications		100.00%	69.00%			<p>March 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 5 th March 2012
NI 157b (BV109b)	Processing of planning applications: Minor applications		80.00%	80.00%		Performance is on target.	 <p>March 2012 result</p>	None

Traffic Light Unknown
Description Pride in East Herts; Place

Environment Services								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 5 th March 2012
NI 191	Residual household waste per household		474			Waste arisings in March, a 5 week month, were the highest monthly amount this year.	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 5 th March 2012
NI 192	Percentage of household waste sent for reuse, recycling and composting		48.35%			Performance dipped slightly in March, primarily due to the highest monthly level of waste disposed of this year.	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				