



May Executive Corporate Healthcheck 2012/13




Traffic Light Red
Description 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 22 nd May 2012
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events		11.4 days	10.0 days		Performance for the periods from 11 April 2012 to 14 May 2012 is at 11.41 days. The cumulative position is at 10.81 days.	<p>May 2012 result</p> <p>10.6 days 10.1 days .0 days 11.4 days 25.0 days</p>	None




Traffic Light Red
Description 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 22 nd May 2012
NI 157a (BV109a)	Processing of planning applications: Major applications		40.00%	60.00%		Two out of five applications were decided within 13 weeks. Three of the decisions released in the month required associated legal agreements. These resulted in a delay beyond the end of the decision target period.	 <p>May 2012 result</p> <p>0.00% 40.00% 56.40% 59.40% 100.00%</p>	None




Traffic Light Amber
Description Prosperity

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 22 nd May 2012
EHPI12c	Total number of sickness absence days per FTE staff in post		0.73 days	0.70 days		Total absence for the year so far = 1.17 (target = 1.25). Although performance did not meet the monthly target it was only slightly off. Management are actively monitoring for any trends.	 <p>May 2012 result</p> <p>0.00 days 0.71 days 0.73 days 0.74 days 5.00 days</p>	None




Traffic Light Green
Description 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 22 nd May 2012
EHPI129	Response time to ASB complaints made to EHC.		100.00 %	100.00 %		There were five complaints made to the ASB officer at EHC, all of which were responded to within the minimum two working days.	<p>May 2012 result</p> 	None




Traffic Light Green
Description 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 22 nd May 2012
EHPI2.4 (47)	Fly-tips: removal		0.92	2		Performance improved in May, compared to April, keeping year to date figure better than the targeted 2 days.	<p>May 2012 result</p> 	None

Essential Reference Paper 'B'




Environment Services								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 22 nd May 2012
EHPI2.2 (45)	Waste: missed collections per 100,000 collections of household waste		29.44	48		Marginal improvement in performance compared to April, keeping the year to date figure much better than targeted.	<p>May 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 22 nd May 2012
NI 157b (BV109b)	Processing of planning applications: Minor applications		73.00%	70.00%		Performance is exceeding target.	<p>May 2012 result</p> 	None




Essential Reference Paper 'B'

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 22 nd May 2012
NI 157c (BV109c)	Processing of planning applications: Other applications	✓	90.00%	90.00%	↑	Performance is exceeding target.	<p>May 2012 result</p> <p>90.00%</p> <p>84.60%</p> <p>89.10%</p> <p>100.00%</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 22 nd May 2012
EHPI 2.1d	Planning Enforcement: Initial Site Inspections	✓	94.00%	75.00%	↑	18 site visits out of 36 files within target	<p>May 2012 result</p> <p>94.00%</p> <p>70.50%</p> <p>74.25%</p> <p>100.00%</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 22 nd May 2012
EHPI 2.1e	Planning Enforcement: Service of formal Notices		100.00%	50.00%		Performance is exceeding target. No short term trend comparison can be made for this period due to no enforcement notices were issued in the April period.	<p>May 2012 result</p> 	None

Traffic Light Green
Description Prosperity

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 22 nd May 2012
EHPI8	% of invoices paid on time		97.78%	98.00%		Number of invoices paid on time has improved slightly over the previous month but still a bit below target.	<p>May 2012 result</p> 	None

Essential Reference Paper 'B'

Parking Services								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 22 nd May 2012
EHPI6.9	Turnaround of NTO Representations	✔	11 days	28 days	↑	This PI is now within target	<p style="text-align: center;">May 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 22 nd May 2012
EHPI6.8	Turnaround of Pre NTO PCN challenges (10 working days)	✔	11 days	14 days	↑	This PI is now within target	<p style="text-align: center;">May 2012 result</p>	None

Traffic Light Unknown
Description 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 22 nd May 2012
NI 191	Residual household waste per household		TBA	N/A	TBA	May performance data not provided by service. The latest position will be presented at the Executive meeting.	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 22 nd May 2012
NI 192	Percentage of household waste sent for reuse, recycling and composting		TBA	N/A	TBA	May performance data not provided by service. The latest position will be presented at the Executive meeting.	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				