



July/Quarter 1 Executive Corporate Healthcheck 2012/13




Traffic Light Unknown
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 10 July 2012
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events		23.6 days	10.0 days		Performance from 13 July 2012 to 13 August 2012 is 23.56 days.	<p>July 2012 result</p> <p>10.6 days 10.1 days 0 days 23.6 days 25.0 days</p>	Members have agreed additional resources to help improve performance.




Traffic Light Red
Description 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 10 July 2012
EHPI3a	Usage: number of swims (under 16)		9,503	12,501		Figures for 2012/11 Quarter 1 shows that there has been a decline in throughput for the same period last year, although slightly up on the previous quarters throughput.	<p>Q1 2012/13 result</p> 	None

Traffic Light Amber
Description 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 10 July 2012
EHPI4b	Usage: Gym (60 + year olds)		3,661	3,758		Throughput slightly down on target, but following normal seasonal trend.	<p>Q1 2012/13 result</p> 	None

Traffic Light Amber
Description Place




PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 10 July 2012
EHPI 2.1d	Planning Enforcement: Initial Site Inspections		73.00%	75.00%		Performance just below target.	<p>July 2012 result</p> 	None

Traffic Light Amber
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 10 July 2012
EHPI8	% of invoices paid on time		96.30%	98.00%		The number of invoices paid on time is not as good as last month. Below target.	<p>July 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 10 July 2012
EHPI12c	Total number of sickness absence days per FTE staff in post		0.74 days	0.70 days		Total absence for the year so far = 2.40 (target = 2.50)	<p>July 2012 result</p> 	None

Traffic Light Green
Description 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 10 July 2012
EHPI4a	Usage: Gym (16 – under 60 year olds)		44,586	40,963		Performance for this quarter is exceeding the target.	<p>Q1 2012/13 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 July 2012
EHPI3b	Usage: number of swims (16 – under 60 year olds)	✓	28,344	26,765	↑	Performance for this quarter is exceeding the target.		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 July 2012
EHPI3c	Usage: number of swims (60 year old +)	✓	6,448	5,442	↓	Performance for this quarter is exceeding the target		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 10 July 2012
EHP1129	Response time to ASB complaints made to EHC.		100.00 %	100.00 %		July 2012 There were six complaints made to the ASB officer at EHC, all of which were responded to within the minimum two working days.	<p>July 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 10 July 2012
EHP12.4 (47)	Fly-tips: removal		1.28	2		Performance consistent with previous month, retaining the year to date value at better than target.	<p>July 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 10 July 2012
EHPI2.2 (45)	Waste: missed collections per 100,000 collections of household waste		28.93	48		July's missed collections per 100,000 have improved compared to June and are well below the target.	<p>July 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 10 July 2012
NI 157a (BV109a)	Processing of planning applications: Major applications		100.00%	60.00%		Performance on target.	<p>July 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 10 July 2012
NI 157b (BV109b)	Processing of planning applications: Minor applications		83.00%	70.00%		Performance on target.	<p>July 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 10 July 2012
NI 157c (BV109c)	Processing of planning applications: Other applications		91.00%	90.00%		Performance on target.	<p>July 2012 result</p> 	None




Essential Reference Paper B

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 10 July 2012
EHPI 2.1e	Planning Enforcement: Service of formal Notices		50.00%	50.00%		Performance on target.	<p>July 2012 result</p> 	None


Traffic Light Green
Description 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 10 July 2012
EHPI6.9	Turnaround of NTO Representations		8 days	28 days		This PI remains within target	<p>July 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 10 July 2012
EHP16.8	Turnaround of Pre NTO PCN challenges (10 working days)		8 days	14 days		This PI remains within target	<p>July 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 10 July 2012
NI 191	Residual household waste per household		TBA		TBA	July performance data was not available during the writing of this report. Data will be presented verbally by the Chief Executive and Director of Customer and Community in the Executive version on 4 th September 2012.	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 10 July 2012
NI 192	Percentage of household waste sent for reuse, recycling and composting		TBA		TBA	July performance data was not available during the writing of this report. Data will be presented verbally by the Chief Executive and Director of Customer and Community in the Executive version on 4 th September 2012.	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				