



# Monthly / Quarterly Executive Corporate Healthcheck – September 2012

## 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 4 September 2012
EHPI3a	Usage: number of swims (under 16)		13,879	17,319	↑	Figures for 2012/13 Quarter 2 shows that there has been a decline in throughput for this period. The service is monitoring the continuing decline and is actively in discussion with SLM on ways to improve throughput for this age group.	<p>Q2 2012/13 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 4 September 2012
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events		22.0 days	10.0 days	↑	Performance was 'Red' for September 2012. Performance for September was 21.98 days against a target of 10 days. This was a slight improvement in performance when compared to the previous month. Cumulative performance is 17.48 days.	<p>September 2012 result</p>	

**Traffic Light Red**  
**Description Place**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 4 September 2012
EHPI 2.1e	Planning Enforcement: Service of formal Notices		.00%	50.00%		Performance was 'Red' for September 2012. This was because no notices were issued in September so the value entered was 0% against a target of 50%. There was no issue with performance.	<p>September 2012 result</p> 	None.




**Traffic Light Red**  
**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 4 September 2012
EHPI6.8	Turnaround of Pre NTO PCN challenges (10 working days)		15 days	14 days		Performance has slipped below target following increased staff absence due to annual leave in the month of September. Turnaround of formal representations remains within target.	<p>September 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 4 September 2012
EHP18	% of invoices paid on time		96.61%	98.00%		The number of invoices paid on time is slightly better than last month but is still below target.	<p>September 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 4 September 2012
EHP14a	Usage: Gym (16 – under 60 year olds)		43,333	41,849		Performance for this quarter is exceeding the target.	<p>Q2 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 4 September 2012
EHPI4b	Usage: Gym (60 + year olds)	✓	4,035	4,008	↑	Throughput is in line with target and the previous seasonal trend.	<p>Q2 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 4 September 2012
EHPI3b	Usage: number of swims (16 – under 60 year olds)	✓	33,752	27,220	↑	Performance for this quarter is exceeding the target.	<p>Q2 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 4 September 2012
EHPI3c	Usage: number of swims (60 year old +)	✓	8,332	6,121	↑	Performance for this quarter is exceeding the target.	<p>Q2 2012/13 result</p>	None.

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 4 September 2012
EHPI129	Response time to ASB complaints made to EHC.		100.00 %	100.00 %		September 2012 There were four complaints made to the ASB officer at EHC, all of which were responded to within the minimum two working days.	<p>September 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 4 September 2012
EHPI2.4 (47)	Fly-tips: removal		1.11	2		Another good performance this month, keeping the year to date average far better than the targeted performance.	<p>September 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 4 September 2012
EHPI2.2 (45)	Waste: missed collections per 100,000 collections of household waste		36.61	48		There has been a decrease in performance on waste and recycling collections in September. This has been addressed by the contractor. Performance is still well within target parameters.	<p>September 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 4 September 2012
NI 157a (BV109a)	Processing of planning applications: Major applications		67.00%	60.00%		Performance exceeding target.	<p>September 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 4 September 2012
NI 157b (BV109b)	Processing of planning applications: Minor applications		89.00%	70.00%		Performance exceeding target.	<p>September 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 4 September 2012
NI 157c (BV109c)	Processing of planning applications: Other applications	✔	93.00%	90.00%	▬	Performance exceeding target.	<p>September 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 4 September 2012
EHPI 2.1d	Planning Enforcement: Initial Site Inspections	✔	92.00%	75.00%	↑	Performance exceeding target.	<p>September 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 4 September 2012
EHPI6.9	Turnaround of NTO Representations	✔	15 days	28 days	↓	This performance indicator remains within target.	<p>September 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 4 September 2012
EHP112c	Total number of sickness absence days per FTE staff in post		0.33 days	0.70 days		Performance exceeding target. Total absence for the year so far = 3.32 (target = 3.75)	<p>September 2012 result</p> <p>0.74 days 0.71 days 0.00 days 0.33 days 5.00 days</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 4 September 2012
NI 191	Residual household waste per household	N/A	229	N/A		Waste arisings continue to be below expectations, against the national and county trend.	No gauge as no target set for this indicator.	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 4 September 2012
NI 192	Percentage of household waste sent for reuse, recycling and composting	N/A	TBC	N/A	TBC	No data for September available. To be verbally reported at Executive on 6 November 2012.		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				