



# October Executive Corporate Healthcheck 2012/13




**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 6 <sup>th</sup> November 2012.
EHPI129	Response time to ASB complaints made to EHC.		100.00 %	100.00 %		There were two complaints made to the ASB officer at EHC both of which were responded to within the minimum two working days.	<p>October 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 6 <sup>th</sup> November 2012.
EHPI2.4 (47)	Fly-tips: removal		1.78	2		Although this was the worst performance this year it was still within the target and the year to date performance is much better than the target.	<p>October 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 6 <sup>th</sup> November 2012.
EHPI2.2 (45)	Waste: missed collections per 100,000 collections of household waste		26.8	48		This is the best monthly performance so far this year.	<p>October 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 6 <sup>th</sup> November 2012.
NI 157a (BV109a)	Processing of planning applications: Major applications		75.00%	60.00%		Performance exceeding target.	<p>October 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 6 <sup>th</sup> November 2012.
NI 157b (BV109b)	Processing of planning applications: Minor applications		70.00%	70.00%		Performance exceeding target.	<p>October 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 6 <sup>th</sup> November 2012.
NI 157c (BV109c)	Processing of planning applications: Other applications		95.00%	90.00%		Performance exceeding target.	<p>October 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 6 <sup>th</sup> November 2012.
EHPI 2.1d	Planning Enforcement: Initial Site Inspections		93.30%	75.00%		Performance exceeding target.	<p>October 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 6 <sup>th</sup> November 2012.
EHPI 2.1e	Planning Enforcement: Service of formal Notices		100.00%	50.00%		1 noticed served within time	<p>October 2012 result</p> 	<b>None</b>

### 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 6 <sup>th</sup> November 2012.
EHPI8	% of invoices paid on time		97.59%	98.00%		The number of invoices paid on time is better than previous months. It is only slightly below target. Full details are available in the attached document.	<p>October 2012 result</p> 	<b>None</b>

## 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 6 <sup>th</sup> November 2012.
EHPI6.9	Turnaround of NTO Representations		8 days	28 days		This PI remains within target	<p>October 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 6 <sup>th</sup> November 2012.
EHPI6.8	Turnaround of Pre NTO PCN challenges (10 working days)		8 days	14 days		This PI is now within target	<p>October 2012 result</p> 	None

## Essential Reference Paper B

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 6 <sup>th</sup> November 2012.
EHP112c	Total number of sickness absence days per FTE staff in post		0.43 days	0.70 days		Total absence for the year so far = 3.73 (Target = 4.38)	<p style="text-align: center;">October 2012 result</p> 	None



### 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 6 <sup>th</sup> November 2012.
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events		N/A	10.0 days	N/A	Performance was not available for inclusion in this report, however October performance data will be verbally reported by the Chief Executive and Director of Customer and Community Services.	N/A	None


## Essential Reference Paper B












### 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 6 <sup>th</sup> November 2012.
NI 191	Residual household waste per household		265	N/A		The level of residual waste disposed of this month maintains the belief that this will be under expectation at year end.	<b>N/A</b>	<b>None</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 6 <sup>th</sup> November 2012.
NI 192	Percentage of household waste sent for reuse, recycling and composting		N/A	N/A	N/A	October 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.	<b>N/A</b>	<b>None</b>

PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				