



November 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 4 th December 2012.
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events		18.3 days	10.0 days		Performance for the period from 12 November 2012 to 8 December 2012 = 18.25 days. The Cumulative position is 17.91 days.	<p>November 2012 result</p> <p>10.6 days</p> <p>10.1 days</p> <p>0 days</p> <p>18.3 days</p> <p>25.0 days</p>	Executive members agreed during the meeting on 4th September 2012 that additional resources are allocated to help improve performance. This resource is providing intensive support to target backlogs and reduce waiting times




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 4 th December 2012.
EHPI129	Response time to ASB complaints made to EHC.		100.00 %	100.00 %		There were three complaints made to the ASB officer at EHC both of which were responded to within the minimum two working days.	<p>November 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 th December 2012.
EHPI2.4 (47)	Fly-tips: removal		1.53	2		Performance improved this month, with the cumulative achievement remaining better than the targeted performance level.	<p>November 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 th December 2012.
EHP12.2 (45)	Waste: missed collections per 100,000 collections of household waste		27.46	48		Another good performance this month maintains the year to date level far better than the targeted performance.	<p>November 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 th December 2012.
NI 157b (BV109b)	Processing of planning applications: Minor applications		87.00%	70.00%		Target achieved. 33 applications out of 38 were determined on time.	<p>November 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 th December 2012.
NI 157c (BV109c)	Processing of planning applications: Other applications	✓	92.00%	90.00%	↓	Target Achieved. 157 applications out of 171 were determined on time.	<p>November 2012 result</p>	None




PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 4 th December 2012.
EHPI 2.1d	Planning Enforcement: Initial Site Inspections	✓	84.00%	75.00%	↓	27 out of 32 visits undertaken within time.	<p>November 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 4 th December 2012.
EHP18	% of invoices paid on time		98.93%	98.00%		The number of invoices paid on time is above target.	<p>November 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 4 th December 2012.
EHP16.9	Turnaround of NTO Representations		10 days	28 days		This PI remains within target	<p>November 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 4 th December 2012.
EHPI6.8	Turnaround of Pre NTO PCN challenges (10 working days)		10 days	14 days		This PI remains within target	<p>November 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 th December 2012.
EHPI12c	Total number of sickness absence days per FTE staff in post		0.42 days	0.70 days		Total absence for the year so far = 4.17 (Target = 5.00)	<p>November 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 4 th December 2012.
NI 191	Residual household waste per household		N/A	N/A	N/A	November performance data was not available at the time of writing this report. Data for this period will be verbally reported by the Chief Executive and Director of Customer and Community Services at this meeting.	<u>N/A</u>	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 th December 2012.
NI 192	Percentage of household waste sent for reuse, recycling and composting		N/A	N/A	N/A	November performance data was not available at the time of writing this report. Data for this period will be verbally reported by the Chief Executive and Director of Customer and Community Services at this meeting.	<u>N/A</u>	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 th December 2012.
NI 157a (BV109a)	Processing of planning applications: Major applications		N/A	60.00%		No major applications were determined this month.	<u>N/A</u>	None

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 4 th December 2012.
EHPI 2.1e	Planning Enforcement: Service of formal Notices		N/A	50.00%		No notices were served in November.	<u>N/A</u>	None

PI Status	
	Alert
	Warning
	OK
	Unknown
	Data Only

Long Term Trends	
	Improving
	No Change
	Getting Worse

Short Term Trends	
	Improving
	No Change
	Getting Worse