






January Executive Corporate Healthcheck 2012/13




Traffic Light Red
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 5 th February 2013.
EHPI129	Response time to ASB complaints made to EHC.		85.00 %	100.00 %		January 2013 - there were six reports made to the ASB officer at EHC, five of which were responded to within the minimum two working days. The one that was not responded to in time was because the person had made complaints previously and advice from senior staff was required.	<p>January 2013 result</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 5 th February 2013.
NI 157a (BV109a)	Processing of planning applications: Major applications		50.00%	60.00%		Jan 2013 - target not achieved: 6 decisions made with 3 within target timescale. The three which fell outside of the target timescale either had associated legal agreements which involved extensive negotiations or were significant schemes for which extensive local consultation was undertaken.	 <p>January 2013 result</p> <p>56.40%</p> <p>59.40%</p> <p>100.00%</p> <p>50.00%</p> <p>0.00%</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 5 th February 2013.
EHP18	% of invoices paid on time		94.92%	98.00%		The number of invoices paid on time is below target this month. Full details are available in the attached document.	<p>January 2013 result</p> 	None

Traffic Light Green
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 5 th February 2013.
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events		9.8 days	10.0 days		For the period 21 January 2013 to 19 February 2013 performance is 9.83 days. This has made the cumulative 22.36 days.	<p>January 2013 result</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 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 5 th February 2013.
EHPI2.4 (47)	Fly-tips: removal	✓	1.62	2	↑	Performance improved this month compared to December, with the year to date average remaining better than target.	<p>January 2013 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 5 th February 2013.
EHPI2.2 (45)	Waste: missed collections per 100,000 collections of household waste	✓	32.52	48	↓	Although performance in January was not as good as the preceding quarter it is still far better than the target and the year to date figure also remains better than the target.	<p>January 2013 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 5 th February 2013.
NI 157b (BV109b)	Processing of planning applications: Minor applications		83.00%	70.00%		January 2013: Target Achieved. 24 applications out of 29 were determined on time	 <p>January 2013 result</p> <p>65.80% 69.30% 83.00% 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 5 th February 2013.
NI 157c (BV109c)	Processing of planning applications: Other applications		95.00%	90.00%		January 2013: Target Achieved. 121 applications out of 128 were determined on time.	 <p>January 2013 result</p> <p>84.60% 89.10% 95.00% 100.00%</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 5 th February 2013.
EHPI 2.1d	Planning Enforcement: Initial Site Inspections		94.00%	75.00%		Performance exceeding target.	<p>January 2013 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 5 th February 2013.
EHPI6.9	Turnaround of NTO Representations		11 days	28 days		This PI remains within target	<p>January 2013 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 5 th February 2013.
EHPI6.8	Turnaround of Pre NTO PCN challenges (10 working days)		11 days	14 days		This PI remains within target	<p>January 2013 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 5 th February 2013.
EHPI12c	Total number of sickness absence days per FTE staff in post		0.64 days	0.70 days		Total absence for the year so far = 5.19 (Target = 6.25)	<p>January 2013 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 5 th February 2013.
NI 191	Residual household waste per household		346			The January performance data for this indicator was not available for inclusion in this report, however the data for this period will be verbally reported by the Chief Executive and Director of Customer and Community Services.	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 5 th February 2013.
NI 192	Percentage of household waste sent for reuse, recycling and composting		49.39%			The January performance data for this indicator was not available for inclusion in this report, however the data for this period will be verbally reported by the Chief Executive and Director of Customer and Community Services.	N/A	None

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 5 th February 2013.
EHPI 2.1e	Planning Enforcement: Service of formal Notices		N/A	50.00%		No notices were served in January 2013.	N/A	None

Essential Reference Paper 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				