March/Quarter 4 Executive Corporate Healthcheck 2012/13



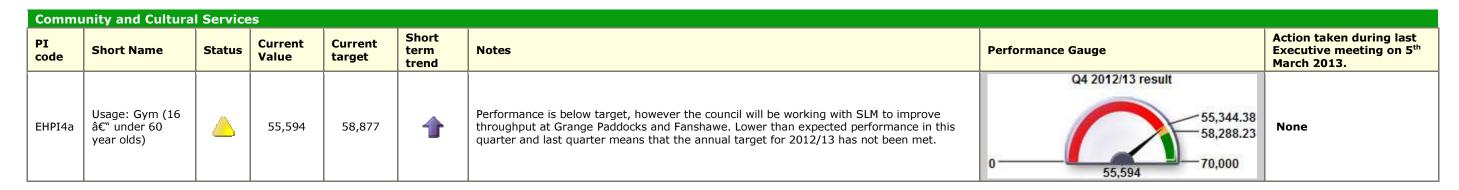
Traffic Light Red Description Place

Planni	nning 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 March 2013.				
EHPI 157a	Processing of planning applications: Major applications	•	40.00%	60.00%	•	Five decisions were made in the month of which only two were within the target timescale. Decisions which took longer were as a result of legal obligation agreements and deferral from committee to seek further information.		None				

Traffic Light Amber Description People

Commu	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 5 th March 2013.			
EHPI3b	Usage: number of swims (16 â€" under 60 year olds)		26,229	26,509	•	Performance is slightly below target, however throughput is within service expectations and year end target has been exceeded.	Q4 2012/13 result 24,918.46 26,243.91 0 26,229 50,000	None			

Commu	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 5 th March 2013.			
ЕНРІЗс	Usage: number of swims (60 year old +)	_	6,914	7,239	•	Performance is slightly below target, however throughput is within service expectations and year end target has been exceeded.	Q4 2012/13 result 7,166.61 6,804.66 0 6,914 -20,000	None			



Commu	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 5 th March 2013.				
EHPI4b	Usage: Gym (60 + year olds)	_	4,621	4,890	•	Performance is slightly below target; however throughput is within service expectations.	Q4 2012/13 result 4,596.6 4,841.1 5,000	None				

Traffic Light Amber Description Place

Environn	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 March 2013.			
EHPI 2.4 (47)	Fly-tips: removal	_	2.29	2	•	Performance off target due to fewer small fly tips which can be cleared on the same day and an increase in larger ones, which can take longer to arrange clearance.	April 2013 result 2.02 2.4 1.22	None			

Traffic Light Green Description People

Commi	Community and Cultural Services										
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Executive meeting on 5 th March 2013.				
EHPI3a	Usage: number of swims (under 16)	>	10,240	9,401	•	Figures for 2012/13 Quarter 4 shows that there has been an increase in throughput for this period and performance shows a favourable position against target.	9,306.99 8,836.94 0 10,240 Q4 2012/13 result	None			

Licensi	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 March 2013.			
EHPI 129	Response time to ASB complaints made to EHC.	S	100.00 %	100.00 %	-	There were three complaints made to the ASB officer at EHC all of which were responded to within the minimum two working days.	April 2013 result 94.00 % 99.00 % 100.00 %	None			

Traffic Light Green Description Place

Environr	Environment Services										
PI code	PI code Short Name		Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 5 th March 2013.			
EHPI 2.2 (45)	Waste: missed collections per 100,000 collections of household waste	>	25.02	48	•	Performance maintained very closely to last month, which was the best monthly performance for 2 years.	April 2013 result 47.47 49.82 0 25.64	None			

Plannin	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 March 2013.			
EHPI 157b	Processing of planning applications: Minor applications	•	78.00%	70.00%	•	Target Achieved. 21 applications out of 27 were determined on time	April 2013 result 75.20% 79.20% 100.00%	None			

Plannin	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 March 2013.			
EHPI 157c	Processing of planning applications: Other applications	S	90.00%	90.00%	•	Target Achieved. 103 applications out of 114 were determined on time.	April 2013 result 84.60% 89.10% 100.00%	None			

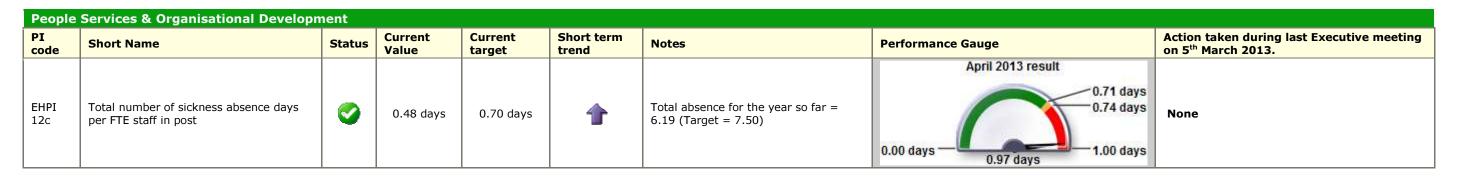
Planning	Planning and Building Control										
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 5 th March 2013.			
EHPI 2.1d	Planning Enforcement: Initial Site Inspections	⊘	96.00%	75.00%	•	Performance exceeding target.	April 2013 result 70.50% 74.25% 100.00%	None			

Traffic Light Green Description Prosperity

Financi	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 March 2013.				
EHPI 8	% of invoices paid on time	>	99.16%	98.00%	•	The number of invoices paid on time is above the target.	April 2013 result 92.12% 97.02% 110.00%	None				

Parking	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 March 2013.			
EHPI 6.8	Turnaround of Pre NTO PCN challenges (10 working days)	•	12 days	14 days	-	This PI remains within target	April 2013 result 15 days 14 days 0 days 12 days 30 days	None			

Parking	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 March 2013.			
EHPI 6.9	Turnaround of NTO Representations	②	12 days	28 days	-	This PI remains within target	April 2013 result 21 days 22 days 0 days 12 days	None			



Traffic Light Unknown Description People

Reven	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 March 2013.			
EHPI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	?	N/A	10.0 days	?	Please refer to data quality spot check section in main report.	N/A	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 Unknown Description Place

Environ	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 March 2013.			
EHPI 191	Residual household waste per household	?	464			The level of waste for disposal was comparable to last March.	N/A	None			

Enviro	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 March 2013.		
EHPI 192	Percentage of household waste sent for reuse, recycling and composting	?	47.46%		•	Please note that the performance includes an estimate for paper bank tonnage throughout Quarter 4, but this would only amount to 55 tonnes out of the 9,740 tonnes recycled/composted this year. Dry recycling tonnages were comparable with last month and March 2012, but composting levels were some 340 tonne, 27% below last March, due to the poor weather delaying some gardening activity. As a result the year to date performance has fallen below 48%.	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 March 2013.
EHPI 2.1e	Planning Enforcement: Service of formal Notices	?	N/A	50.00%	?	No notices served	N/A	None

	PI Status		Long Term Trends		Short Term Trends		
•	Alert	•	Improving		-	Improving	
<u> </u>	Warning	-	No Change		-	No Change	
②	ОК	-	Getting Worse		-	Getting Worse	
?	Unknown	-		_			
2	Data Only						