



March/Quarter 4 Executive Corporate Healthcheck 2012/13

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 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

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 <sup>+</sup> 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.	<p>Q4 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 5 th March 2013.
EHPI3c	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.	<p>Q4 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 5 th March 2013.
EHP14a	Usage: Gym (16 & under 60 year olds)		55,594	58,877		Performance is below target, however the council will be working with SLM to improve throughput at Grange Paddocks and Fanshawe. Lower than expected performance in this quarter and last quarter means that the annual target for 2012/13 has not been met.	<p>Q4 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 5 th March 2013.
EHP14b	Usage: Gym (60 + year olds)		4,621	4,890		Performance is slightly below target; however throughput is within service expectations.	<p>Q4 2012/13 result</p>	None

Traffic Light Amber
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 March 2013.
EHP1 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.	<p>April 2013 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 5 th March 2013.
EHP13a	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.	<p>Q4 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 5 th March 2013.
EHPI 129	Response time to ASB complaints made to EHC.		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.	<p>April 2013 result</p>	None

Traffic Light Green
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 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.	<p>April 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 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	<p>April 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 March 2013.
EHPI 157c	Processing of planning applications: Other applications	✓	90.00%	90.00%	↓	Target Achieved. 103 applications out of 114 were determined on time.		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 March 2013.
EHPI 2.1d	Planning Enforcement: Initial Site Inspections	✓	96.00%	75.00%	↑	Performance exceeding target.		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 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.		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 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		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 5 th March 2013.
EHPI 6.9	Turnaround of NTO Representations		12 days	28 days		This PI remains within target		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 March 2013.
EHPI 12c	Total number of sickness absence days per FTE staff in post		0.48 days	0.70 days		Total absence for the year so far = 6.19 (Target = 7.50)		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 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

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

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
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				