



April Executive Corporate Healthcheck 2013/14

Traffic Light Red Description Prosperity

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 March 2013.
EHPI 12c	Total number of sickness absence days per FTE staff in post		0.97 days	0.70 days		Total absence for the year so far = 0.97 days HR are working with managers on a number of long term sickness cases which have carried over from last year. It is hoped that sickness levels will reduce over the next few months.	<p>April 2013 result</p>	None

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 5 March 2013.
EHPI 129	Response time to ASB complaints made to EHC.		100.00 %	100.00 %		There were 8 complaints made to the ASB officer at EHC all of which were responded to within the minimum of two working days.	<p>April 2013 result</p>	None

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 March 2013.
EHPI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events		8.1 days	15.0 days		Performance from 19 March 2013 to 16 April 2013 is 8.12 days (cumulative 8.12 days)	<p>April 2013 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 5 March 2013.
EHPI 2.4 (47)	Fly-tips: removal	✓	1.22	2	↑	A good performance this month, better than expectation and the overall performance for 2012/13.	<p>April 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 March 2013.
EHPI 2.2 (45)	Waste: missed collections per 100,000 collections of household waste	✓	25.64	47	↓	April's performance is better than the overall performance for 2012/13.	<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 March 2013.
EHPI 157b	Processing of planning applications: Minor applications	✓	85.00%	80.00%	↑	Performance exceeding target.	<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 March 2013.
EHPI 157c	Processing of planning applications: Other applications	✓	94.00%	90.00%	↑	Performance exceeding target.	<p>April 2013 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 5 March 2013.
EHPI 2.1d	Planning Enforcement: Initial Site Inspections		100.00%	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 March 2013.
EHPI 8	% of invoices paid on time		98.41%	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 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 March 2013.
EHPI 6.9	Turnaround of NTO Representations		12 days	21 days		This PI remains within target		None

Traffic Light Unknown
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 March 2013.
EHPI 157a	Processing of planning applications: Major applications		N/A	60.00%		There is no performance to report for this month as Development Control Committee was not held in April, therefore no major decisions were determined. This means that some applications may get carried over to May's committee meeting which could affect May's performance.	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 March 2013.
EHPI 2.1e	Planning Enforcement: Service of formal Notices		N/A	50.00%		No notices were served in April.	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 March 2013.
EHPI 191	Residual household waste per household		36kg	N/A		Waste disposed of in April 2013 was 36 kg. This is at the same level as April 2012.	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 March 2013.
EHPI 192	Percentage of household waste sent for reuse, recycling and composting					The April 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 at the Executive meeting on 4 June 2013.	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				