



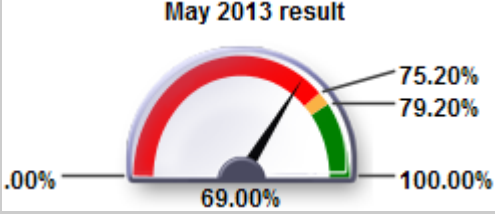


May Executive Corporate Healthcheck 2013/14

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 4 th June 2013.
EHPI 157a	Processing of planning applications: Major applications		N/A	60.00%		Target not achieved - Three decisions were made in the month. Two were delayed as a result of the timing of Development Control Committee meetings, the third resulted from the requirement to conclude a legal agreement.	<p>May 2013 result</p> <p>.00% .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 4 th June 2013.
EHPI 157b	Processing of planning applications: Minor applications		69.00%	80.00%		Target not met - 8 decisions were outside the target timescale. Three of these were as a result of referral to committee and the longer than usual gap between committee meetings prior to 22 May 2013. In relation to the other 5 delegated decisions delay was caused by a variety of reasons including: resolution of flood risk issue; additional publicity requirements and other priority workload areas.	 <p>May 2013 result</p> <p>75.20%</p> <p>79.20%</p> <p>100.00%</p> <p>69.00%</p>	None

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 4 th June 2013.
EHPI 12c	Total number of sickness absence days per FTE staff in post		0.83 days	0.70 days		Total absence for the year so far is 1.73 days As with last month, HR are still working with managers on a number of long term sickness cases which have carried over from last year. It is hoped that these will reduce over the next few months.	<p>May 2013 result</p> 	None

Traffic Light Green
Description People

Licensing and Community Safety



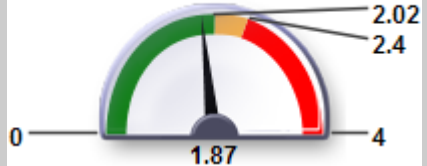
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 4 th June 2013.
EHPI 129	Response time to ASB complaints made to EHC.		100.00 %	100.00 %		There were 10 complaints made to the ASB officer at EHC all of which were responded to within the minimum of two working days.	<p>May 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 4 th June 2013.
EHPI 181	Time taken to process Housing Benefit new claims and change events		8.5 days	15.0 days		Performance from 16 April 2013 to 14 May 2013 is 8.79 days. Cumulative position 8.49 days.	<p>May 2013 result</p>	None




Traffic Light Green
Description Place



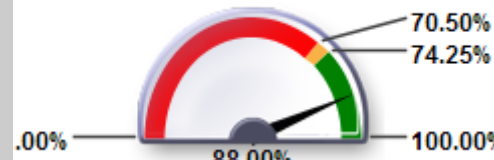
Environmental Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 4 th June 2013.
EHPI 2.4 (47)	Fly-tips: removal		1.87	2		There were some larger fly tips in May, the removal of which took longer to organise than small ones, hence a decrease in performance this month, but overall still better than expectation.	<p>May 2013 result</p> 	None

Environment Services



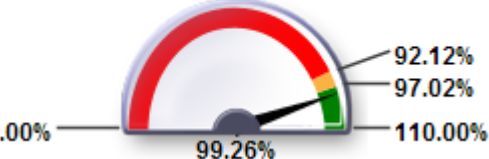
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 4 th June 2013.
EHPI 2.2 (45)	Waste: missed collections per 100,000 collections of household waste		31.68	47		Whilst there was a decrease in the missed collections there were increases on composting and recycling collections, but the performance in May and the year to date remains much better than the target.	<p>May 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 4 th June 2013.
EHPI 157c	Processing of planning applications: Other applications		92.00%	90.00%		Target achieved. 133 applications out of 145 were determined on time.	<p>May 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 4 th June 2013.
EHPI 2.1d	Planning Enforcement: Initial Site Inspections		88.00%	75.00%		Target exceeded	<p>May 2013 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 June 2013.
EHPI 8	% of invoices paid on time		99.26%	98.00%		The number of invoices paid on time is above the target.	<p>May 2013 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 June 2013.
EHPI 6.8	Turnaround of Pre NTO PCN challenges (10 working days)		13 days	14 days		This PI remains within target	<p>May 2013 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 June 2013.
EHPI 6.9	Turnaround of NTO Representations		13 days	21 days		This PI remains within target	<p>May 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 4 th June 2013.
EHPI 191	Residual household waste per household		72			Consistent with last month waste disposed of is running at 3% above last years level.	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 4 th June 2013.
EHPI 192	Percentage of household waste sent for reuse, recycling and composting		50.49%			An improved performance this month, compared to April, due to a 500 tonne increase in composting.	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 4 th June 2013.
EHPI 2.1e	Planning Enforcement: Service of formal Notices		N/A	50.00%		No notices were served in May.	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				