

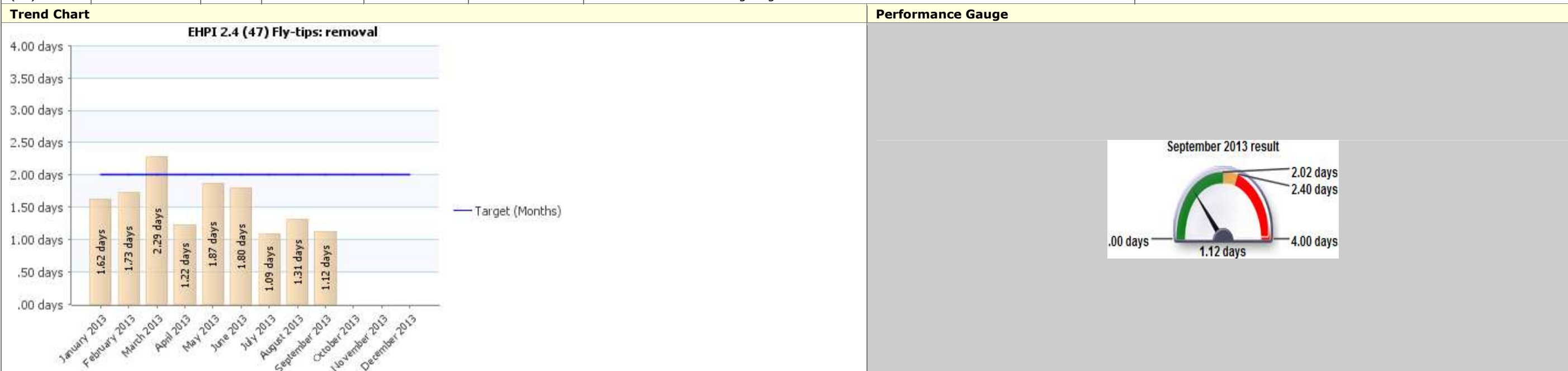


Environment Scrutiny Corporate Healthcheck August to September 2013/14

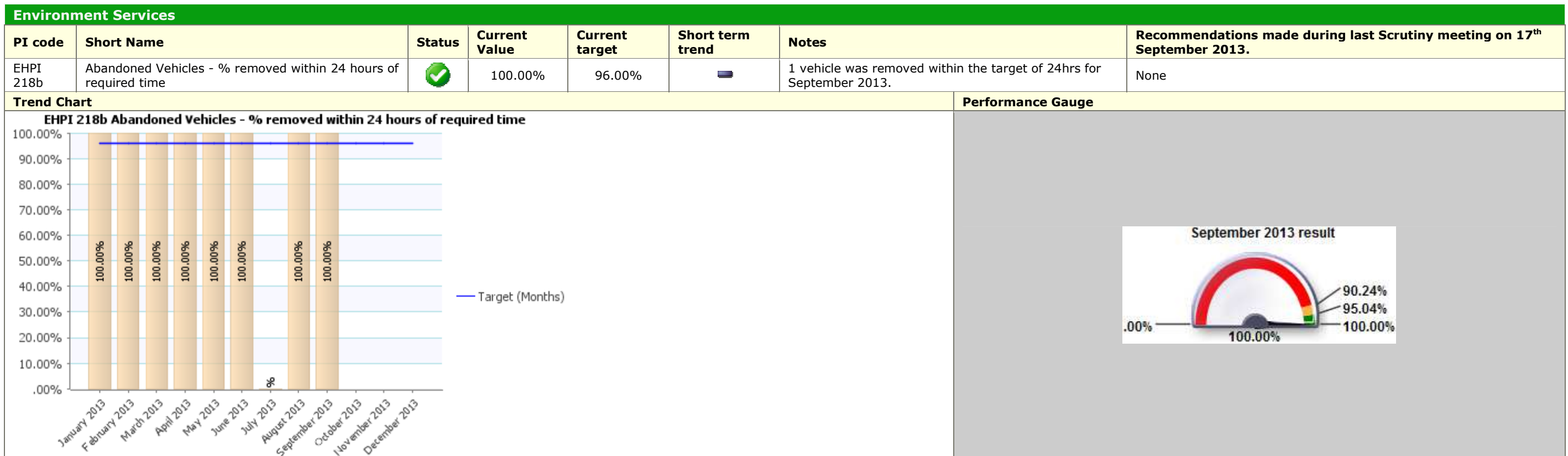
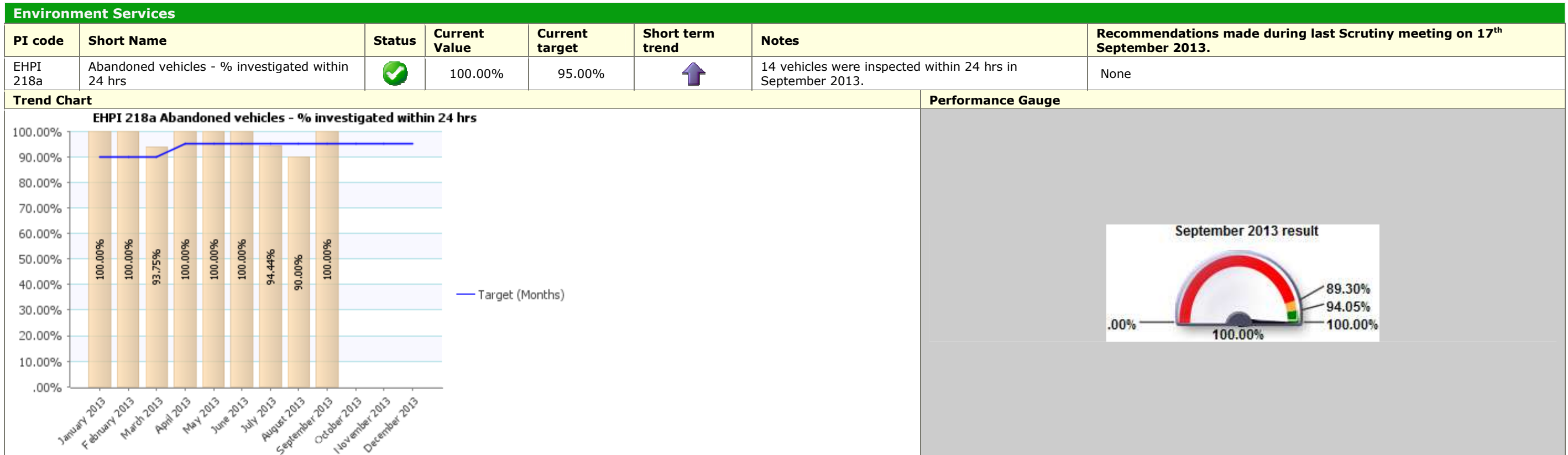
Traffic Light Green
Description Place

Environmental Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 17 th September 2013.
EHPI 2.4 (47)	Fly-tips: removal		1.12 days	2 days		70 fly-tips was cleared in September compared to 81 in the previous month. Performance is exceeding target.	None

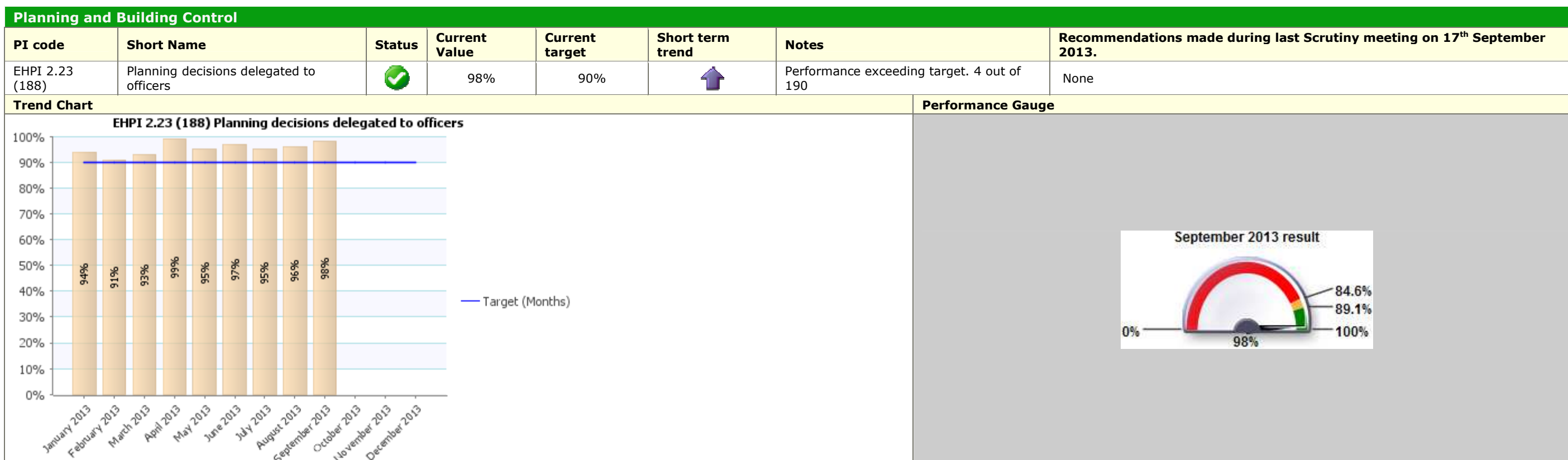
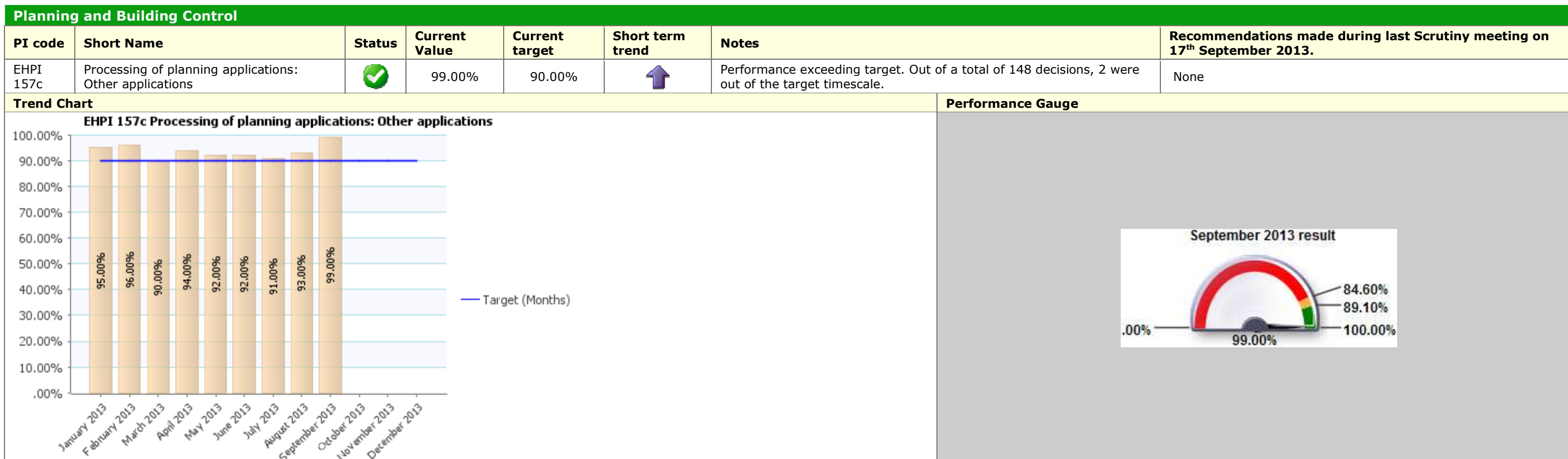


Environment Services																											
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 17 th September 2013.																				
EHPI 2.2 (45)	Waste: missed collections per 100,000 collections of household waste		36.02	47		Performance has fallen compared to last month however it is with the target. The service will explore this with the contractor however the service anticipates this is as a result of moving crews around to accommodate SPARC	None																				
Trend Chart						Performance Gauge																					
<p>EHPI 2.2 (45) Waste: missed collections per 100,000 collections of household waste</p> <table border="1"> <caption>Monthly Missed Collections Data</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>January 2013</td><td>32.52</td></tr> <tr><td>February 2013</td><td>24.88</td></tr> <tr><td>March 2013</td><td>25.02</td></tr> <tr><td>April 2013</td><td>25.64</td></tr> <tr><td>May 2013</td><td>31.68</td></tr> <tr><td>June 2013</td><td>26.96</td></tr> <tr><td>July 2013</td><td>29.57</td></tr> <tr><td>August 2013</td><td>28.74</td></tr> <tr><td>September 2013</td><td>36.02</td></tr> </tbody> </table>						Month	Value	January 2013	32.52	February 2013	24.88	March 2013	25.02	April 2013	25.64	May 2013	31.68	June 2013	26.96	July 2013	29.57	August 2013	28.74	September 2013	36.02	<p>September 2013 result</p>	
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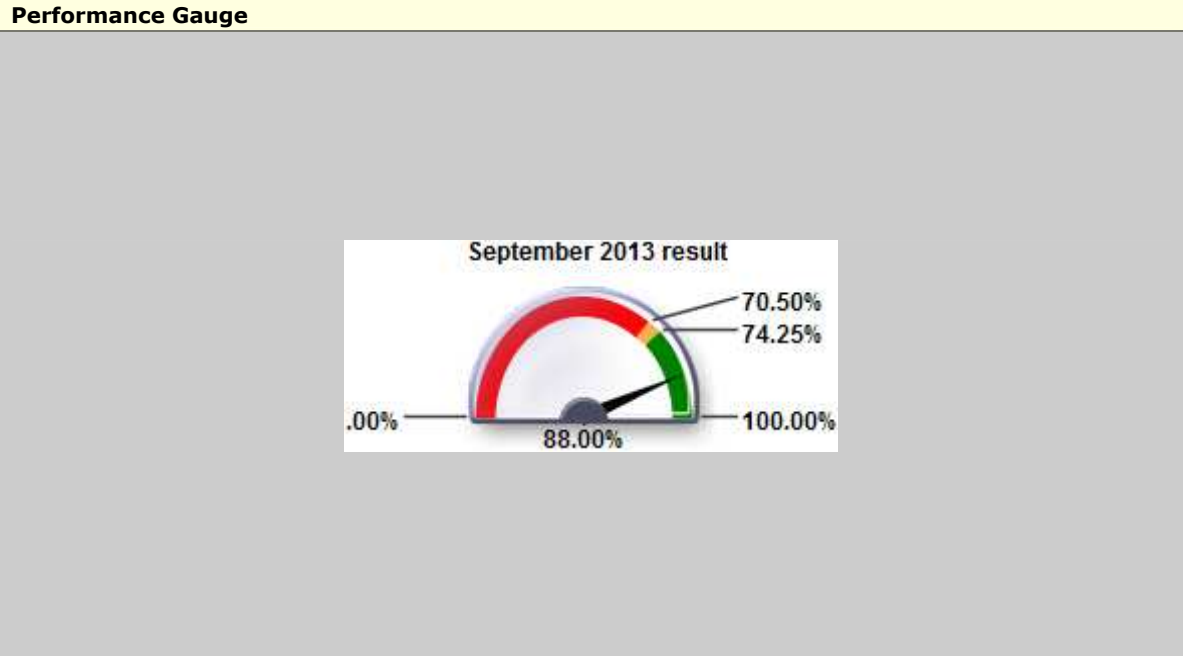
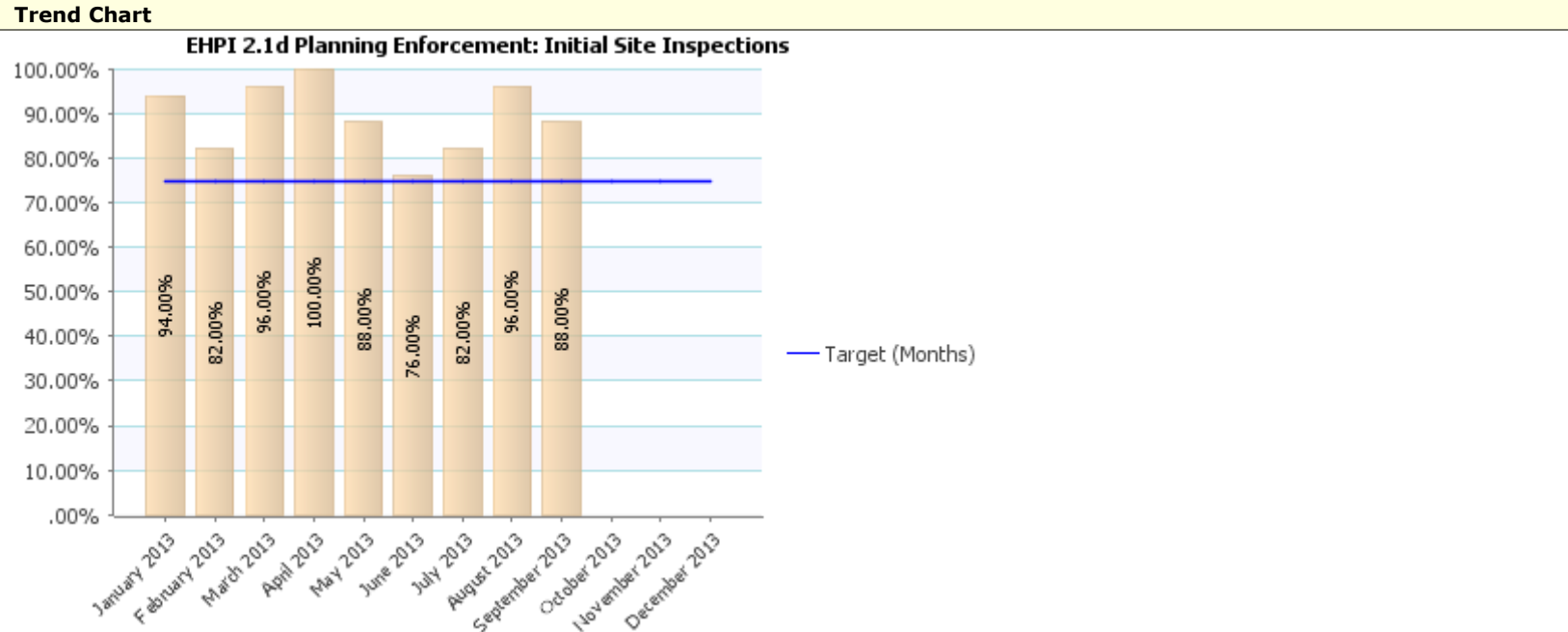


Planning and Building Control																																														
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 17 th September 2013.																																							
EHPI 157a	Processing of planning applications: Major applications		100.00%	60.00%		Performance exceeding target. All 4 applications were determined on time.	None																																							
Trend Chart						Performance Gauge																																								
<p>EHPI 157a Processing of planning applications: Major applications</p> <table border="1"> <caption>EHPI 157a Monthly Performance Data</caption> <thead> <tr> <th>Month</th> <th>Current Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>January 2013</td><td>50.00%</td><td>60.00%</td></tr> <tr><td>February 2013</td><td>80.00%</td><td>60.00%</td></tr> <tr><td>March 2013</td><td>40.00%</td><td>60.00%</td></tr> <tr><td>April 2013</td><td>0.00%</td><td>60.00%</td></tr> <tr><td>May 2013</td><td>0.00%</td><td>60.00%</td></tr> <tr><td>June 2013</td><td>0.00%</td><td>60.00%</td></tr> <tr><td>July 2013</td><td>20.00%</td><td>60.00%</td></tr> <tr><td>August 2013</td><td>67.00%</td><td>60.00%</td></tr> <tr><td>September 2013</td><td>100.00%</td><td>60.00%</td></tr> <tr><td>October 2013</td><td>0.00%</td><td>60.00%</td></tr> <tr><td>November 2013</td><td>0.00%</td><td>60.00%</td></tr> <tr><td>December 2013</td><td>0.00%</td><td>60.00%</td></tr> </tbody> </table>						Month	Current Value (%)	Target (%)	January 2013	50.00%	60.00%	February 2013	80.00%	60.00%	March 2013	40.00%	60.00%	April 2013	0.00%	60.00%	May 2013	0.00%	60.00%	June 2013	0.00%	60.00%	July 2013	20.00%	60.00%	August 2013	67.00%	60.00%	September 2013	100.00%	60.00%	October 2013	0.00%	60.00%	November 2013	0.00%	60.00%	December 2013	0.00%	60.00%	<p>September 2013 result: 56.40%</p>	
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Planning and Building Control																																														
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 17 th September 2013.																																							
EHPI 157b	Processing of planning applications: Minor applications		89.00%	80.00%		Performance exceeding target. Out of a total of 38 decisions, 4 were out of the target timescale.	None																																							
Trend Chart						Performance Gauge																																								
<p>EHPI 157b Processing of planning applications: Minor applications</p> <table border="1"> <caption>EHPI 157b Monthly Performance Data</caption> <thead> <tr> <th>Month</th> <th>Current Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>January 2013</td><td>83.00%</td><td>80.00%</td></tr> <tr><td>February 2013</td><td>67.00%</td><td>80.00%</td></tr> <tr><td>March 2013</td><td>78.00%</td><td>80.00%</td></tr> <tr><td>April 2013</td><td>85.00%</td><td>80.00%</td></tr> <tr><td>May 2013</td><td>69.00%</td><td>80.00%</td></tr> <tr><td>June 2013</td><td>86.00%</td><td>80.00%</td></tr> <tr><td>July 2013</td><td>86.00%</td><td>80.00%</td></tr> <tr><td>August 2013</td><td>74.00%</td><td>80.00%</td></tr> <tr><td>September 2013</td><td>89.00%</td><td>80.00%</td></tr> <tr><td>October 2013</td><td>0.00%</td><td>80.00%</td></tr> <tr><td>November 2013</td><td>0.00%</td><td>80.00%</td></tr> <tr><td>December 2013</td><td>0.00%</td><td>80.00%</td></tr> </tbody> </table>						Month	Current Value (%)	Target (%)	January 2013	83.00%	80.00%	February 2013	67.00%	80.00%	March 2013	78.00%	80.00%	April 2013	85.00%	80.00%	May 2013	69.00%	80.00%	June 2013	86.00%	80.00%	July 2013	86.00%	80.00%	August 2013	74.00%	80.00%	September 2013	89.00%	80.00%	October 2013	0.00%	80.00%	November 2013	0.00%	80.00%	December 2013	0.00%	80.00%	<p>September 2013 result: 89.00%</p>	
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PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 17 th September 2013.
EHPI 2.1d	Planning Enforcement: Initial Site Inspections		88.00%	75.00%		Performance exceeding target.	None

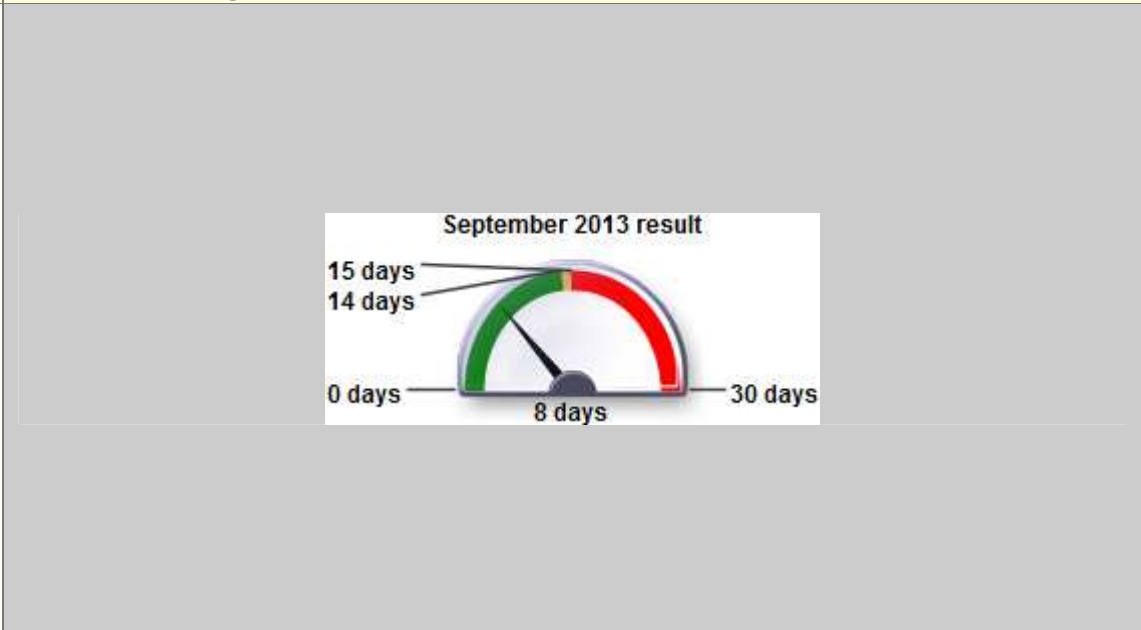
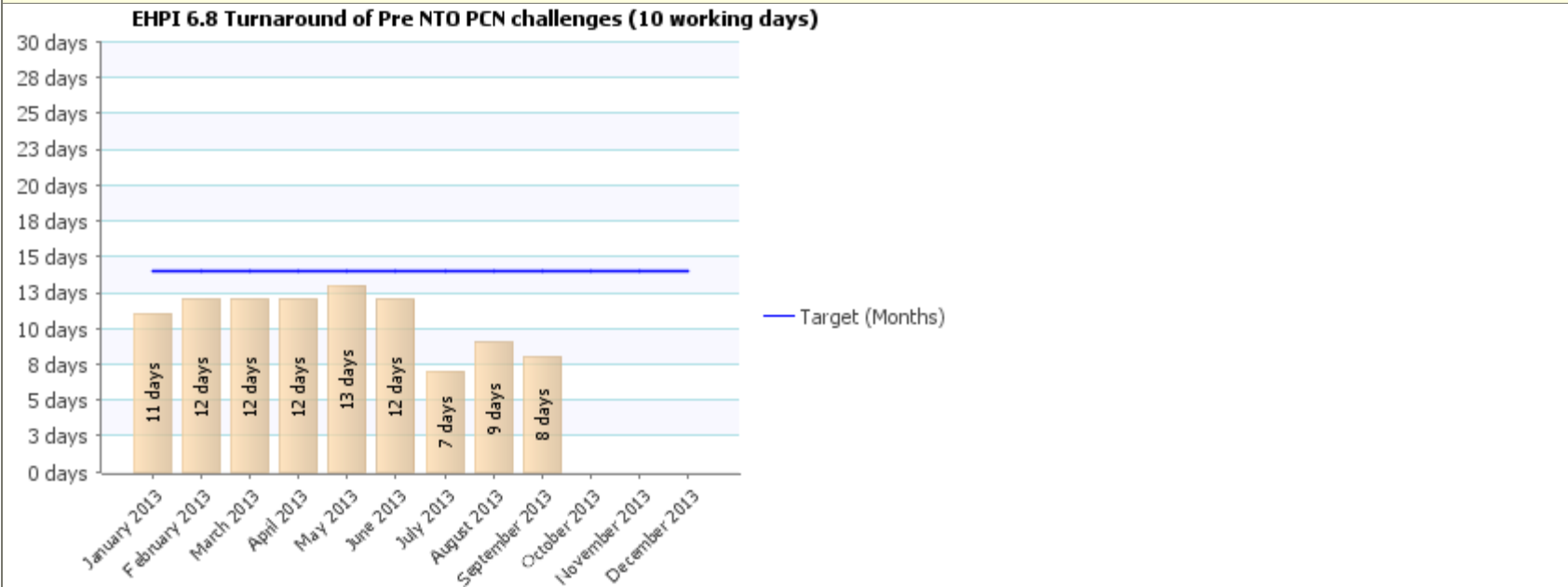


Traffic Light Green
Description Prosperity

Parking Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 17 th September 2013.
EHPI 6.8	Turnaround of Pre NTO PCN challenges (10 working days)		8 days	14 days		This PI remains within target	None

Trend Chart **Performance Gauge**



Parking Services																																					
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 17 th September 2013.																														
EHPI 6.9	Turnaround of NTO Representations		8 days	21 days		This PI remains within target	None																														
Trend Chart					Performance Gauge																																
<p>EHPI 6.9 Turnaround of NTO Representations</p> <table border="1"> <caption>Monthly Turnaround of NTO Representations (2013)</caption> <thead> <tr> <th>Month</th> <th>Turnaround (days)</th> </tr> </thead> <tbody> <tr><td>January 2013</td><td>11</td></tr> <tr><td>February 2013</td><td>12</td></tr> <tr><td>March 2013</td><td>12</td></tr> <tr><td>April 2013</td><td>12</td></tr> <tr><td>May 2013</td><td>13</td></tr> <tr><td>June 2013</td><td>12</td></tr> <tr><td>July 2013</td><td>7</td></tr> <tr><td>August 2013</td><td>9</td></tr> <tr><td>September 2013</td><td>8</td></tr> </tbody> </table>					Month	Turnaround (days)	January 2013	11	February 2013	12	March 2013	12	April 2013	12	May 2013	13	June 2013	12	July 2013	7	August 2013	9	September 2013	8	<p>September 2013 result</p> <table border="1"> <caption>Performance Gauge Scale</caption> <thead> <tr> <th>Days</th> <th>Zone</th> </tr> </thead> <tbody> <tr><td>0</td><td>Green</td></tr> <tr><td>21</td><td>Green</td></tr> <tr><td>22</td><td>Yellow</td></tr> <tr><td>35</td><td>Red</td></tr> </tbody> </table>			Days	Zone	0	Green	21	Green	22	Yellow	35	Red
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35	Red																																				

Traffic Light Unknown
Description Place

Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 17 th September 2013.
EHPI 191	Residual household waste per household		229	N/A		Waste levels for the first half of the year are at the same level as last year, so the expectancy of a reduction may not be fulfilled.	None



Environment Services																																	
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 17 th September 2013.																										
EHPI 192	Percentage of household waste sent for reuse, recycling and composting	?	50.81%	N/A	↓	Cumulative performance is lower in September and slightly below the half year level when compared to the same period in 2012/13. The primary variant being a 3% reduction in dry recycling.	None																										
Trend Chart						Performance Gauge																											
<p>EHPI 192 Percentage of household waste sent for reuse, recycling and composting</p> <table border="1"> <caption>EHPI 192 Monthly Performance Data</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>January 2013</td><td>48.68%</td></tr> <tr><td>February 2013</td><td>48.24%</td></tr> <tr><td>March 2013</td><td>47.46%</td></tr> <tr><td>April 2013</td><td>47.99%</td></tr> <tr><td>May 2013</td><td>50.49%</td></tr> <tr><td>June 2013</td><td>51.26%</td></tr> <tr><td>July 2013</td><td>51.19%</td></tr> <tr><td>August 2013</td><td>51.20%</td></tr> <tr><td>September 2013</td><td>50.81%</td></tr> <tr><td>October 2013</td><td>50.81%</td></tr> <tr><td>November 2013</td><td>-</td></tr> <tr><td>December 2013</td><td>-</td></tr> </tbody> </table>						Month	Percentage	January 2013	48.68%	February 2013	48.24%	March 2013	47.46%	April 2013	47.99%	May 2013	50.49%	June 2013	51.26%	July 2013	51.19%	August 2013	51.20%	September 2013	50.81%	October 2013	50.81%	November 2013	-	December 2013	-	<p>N/A</p>	
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PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 17 th September 2013.
EHPI 2.1e	Planning Enforcement: Service of formal Notices	N/A	N/A	50.00%	N/A	No notices were served in September 2013, so no performance to report for this month.	None
Trend Chart						Performance Gauge	
<p>EHPI 2.1e Planning Enforcement: Service of formal Notices</p> <p>100.00% 90.00% 80.00% 70.00% 60.00% 50.00% 40.00% 30.00% 20.00% 10.00% .00%</p> <p>January 2013 February 2013 March 2013 April 2013 May 2013 June 2013 July 2013 August 2013 September 2013 October 2013 November 2013 December 2013</p> <p>— Target (Months)</p>						<p>N/A</p>	

PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				