



# October Executive Corporate Healthcheck 2013/14

**Traffic Light Green**  
**Description People**



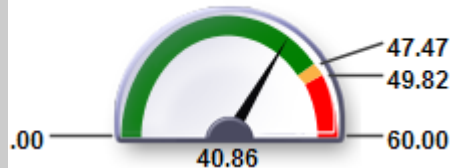
**Licensing and Community Safety**




PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 5 <sup>th</sup> November 2013.
EHPI 129	Response time to ASB complaints made to EHC.		100.00 %	100.00 %		There were 2 complaints made to the ASB officer at EHC all of which were responded to within the minimum of two working days, therefore meeting the 100% target. One of the complaints was however for North Herts district so the complainant was signposted to North Herts Council.	<p>October 2013 result</p>	None



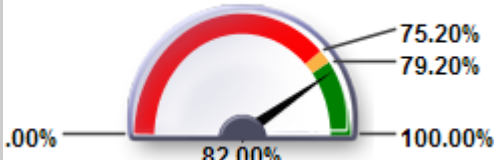
Revenues and Benefits Services								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 5 <sup>th</sup> November 2013.
EHPI 181	Time taken to process Housing Benefit new claims and change events	✓	14.1 days	15.0 days	↓	10 September 2013 - 8 October 2013 is at 17.85 days, this moves cumulative to 14.09	<p>October 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 <sup>th</sup> November 2013.
EHPI 2.4 (47)	Fly-tips: removal	✓	1.35 days	2.00 days	↓	Performance in October was not as good as the previous month due to some inaccurate location descriptions received from the public. However the year to date performance remains well inside the target.	<p>October 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 <sup>th</sup> November 2013.
EHPI 2.2 (45)	Waste: missed collections per 100,000 collections of household waste		40.86	47.00		Performance this month fell below the level that has been enjoyed throughout 2013/14, due to an increase in missed collections for the composting service. However the year to date figure remains comfortably inside the target level.	<p>October 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 <sup>th</sup> November 2013.
EHPI 157a	Processing of planning applications: Major applications		100.00%	60.00%		Target Achieved. Our only application was determined on time.	<p>October 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 <sup>th</sup> November 2013.
EHPI 157b	Processing of planning applications: Minor applications		82.00%	80.00%		Target Achieved. 32 applications out of 39 were determined on time.	<p>October 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 <sup>th</sup> November 2013.
EHPI 157c	Processing of planning applications: Other applications		96.00%	90.00%		Target Achieved. 114 applications out of 119 were determined on time.	<p>October 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 <sup>th</sup> November 2013.
EHPI 2.1d	Planning Enforcement: Initial Site Inspections		100.00%	75.00%		Performance exceeding target.	<p>October 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 5 <sup>th</sup> November 2013.
EHPI 8	% of invoices paid on time		98.69%	98.00%		The number of invoices paid on time is above target. Of the 766 invoices paid in October 756 were paid on time.	<p>October 2013 result</p> 	None

Essential Reference Paper B

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 <sup>th</sup> November 2013.
EHPI 6.8	Turnaround of Pre NTO PCN challenges (10 working days)		5 days	14 days		This PI remains within target	<p>October 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 5 <sup>th</sup> November 2013.
EHPI 6.9	Turnaround of NTO Representations		5 days	21 days		This PI remains within target	<p>October 2013 result</p> 	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 <sup>th</sup> November 2013.
EHPI 12c	Total number of sickness absence days per FTE staff in post		0.40 days	0.70 days		Total absence for the year so far = 2.60 days	<p>October 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 5 <sup>th</sup> November 2013.
EHPI 191	Residual household waste per household	N/A	N/A	N/A	N/A	The October 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.	<b>N/A</b>	None

## Essential Reference Paper B

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 <sup>th</sup> November 2013.
EHPI 192	Percentage of household waste sent for reuse, recycling and composting	N/A	N/A	N/A	N/A	The October 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.	<b>N/A</b>	<b>None</b>

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 5 <sup>th</sup> November 2013.
EHPI 2.1e	Planning Enforcement: Service of formal Notices	N/A	N/A	50.00%	N/A	No notices served in October; therefore no performance status is available.	<b>N/A</b>	<b>None</b>

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