



January Executive Corporate Healthcheck 2013/14



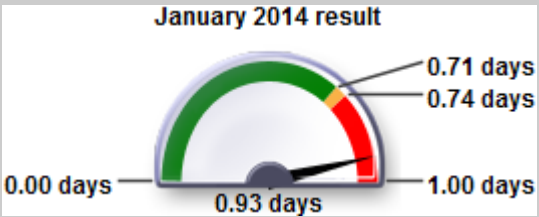
Traffic Light Red
Description Place

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 February 2014
EHPI 2.2	Waste: missed collections per 100,000 collections of household waste		57.28	47.00		Performance has improved considerably this month, with refuse and composting levels returning to near normal levels. Missed collections on recycling remain higher than the norm, but have reduced considerably compared to the first two months of the comingled service. It is anticipated that levels may not reduce sufficiently throughout February 2014 & March 2014 for the target to be met.	<p>January 2014 result</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 February 2014
EHPI 12c	Total number of sickness absence days per FTE staff in post		0.93 days	0.70 days		Total absence for the year so far is 4.65 days. Absences were over the council absence levels due to seasonal illnesses causing higher volumes of short-term absences across a number of services. Management have taken action to ensure illnesses are logged and support staff on returning to work.	<p>January 2014 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 February 2014
EHPI 129	Response time to ASB complaints made to EHC.		100.00 %	100.00 %		There were three complaints made to the ASB officer at East Herts Council all of which were responded to within the minimum of two working days, therefore meeting the 100% target.	<p>January 2014 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 February 2014
EHPI 181	Time taken to process Housing Benefit new claims and change events		12.6 days	15 days		Data extraction period from 14 January 2014 to 11 February 2014 is at 6.99 days making cumulative position 12.63 days.	<p>January 2014 result</p> 	None




Traffic Light Green
Description Place




Environmental Services



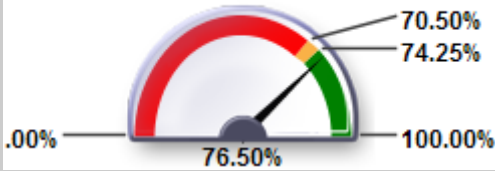
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 4 th February 2014
EHPI 2.4 (47)	Fly-tips: removal		1.15 days	2.00 days		A good performance this month which has brought the year to date figure down to 1.35 days on average.	<p>January 2014 result</p>  <p>2.02 days 2.40 days 1.15 days 4.00 days .00 days</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 February 2014
EHPI 157a	Processing of planning applications: Major applications		100.00%	60.00%		Performance exceeding target. 2 out of 2 applications were determined within the agreed time limits.	<p>January 2014 result</p>  <p>56.40% 59.40% 100.00% 100.00% .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 February 2014
EHPI 157b	Processing of planning applications: Minor applications		93.00%	80.00%		Performance exceeding target. 29 out of 31 applications were determined within the agreed time limits.	<p>January 2014 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 February 2014
EHPI 157c	Processing of planning applications: Other applications		94.00%	90.00%		Performance exceeding target. 121 out of 128 applications were determined within the agreed time limits.	<p>January 2014 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 4 th February 2014
EHPI 2.1d	Planning Enforcement: Initial Site Inspections		76.50%	75.00%		Performance on target.	<p>January 2014 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 4 th February 2014
EHPI 2.1e	Planning Enforcement: Service of formal Notices		100.00%	50.00%	N/A	Performance exceeding target. 2 notices were served and both were within the time scale.	<p>January 2014 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 February 2014
EHPI 8	% of invoices paid on time		97.34%	98.00%		The number of invoices paid on time is below target. Of the 714 invoices paid in January 695 were paid on time.	<p>January 2014 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 February 2014
EHPI 6.8	Turnaround of Pre NTO PCN challenges (10 working days)		9 days	14 days		This PI remains within target	<p>January 2014 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 February 2014
EHPI 6.9	Turnaround of NTO Representations		9 days	21 days		This PI remains within target		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 February 2014
EHPI 191	Residual household waste per household	N/A	381 kg	N/A		The level of waste to date this year is 3 Kg per household, equivalent to 0.78% lower than last year.	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 February 2014
EHPI 192	Percentage of household waste sent for reuse, recycling and composting	N/A	49.75%	N/A		With comingled tonnage exceeding expectations the year to date performance is 1.1% points better than year to date 2012/13.	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				