



# March/Quarter 4 Executive Corporate Healthcheck 2013/14



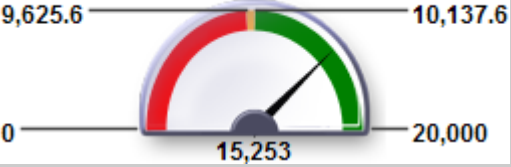
**Traffic Light Amber**  
**Corporate Priority: People**

**Environment Services**




PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 8 April 2014.
EHPI 3b	Usage: number of swims (16 € under 60 year olds)		25,699	26,229		Performance is slightly below target. Throughput is up in line with normal trend patterns.	<p>Q4 2013/14 result</p> <p>24,655.26 — 25,966.71</p> <p>0 — 50,000</p> <p>25,699</p>	None

**Traffic Light Green**  
**Corporate Priority: People**

**Environment Services**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 8 April 2014.
EHPI 3a	Usage: number of swims (under 16)		15,253	10,240		Performance exceeding target. There has been an increase in throughput for this period in line with normal trends.	<p>Q4 2013/14 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 8 April 2014.
EHPI 3c	Usage: number of swims (60 year old +)		7,125	6,914		Performance is exceeding target and has increased in line with normal seasonal trends.	<p>Q4 2013/14 result</p> 	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 8 April 2014.
EHPI 4a	Usage: Gym (16 € under 60 year olds)		55,922	55,594		Performance is on target. Throughput is in line with normal trends for this period.	<p>Q4 2013/14 result</p> <p>52,258.36 55,038.06 0 55,922 70,000</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 8 April 2014.
EHPI 4b	Usage: Gym (60 + year olds)		5,417	4,621		Performance is exceeding target. Throughput is in line with normal trends for this period.	<p>Q4 2013/14 result</p> <p>4,343.74 4,574.79 0 5,417 6,000</p>	None

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 8 April 2014.
EHPI 129	Response time to Anti-Social Behaviour (ASB) complaints made to East Herts Council (EHC).		100.00 %	100.00 %		Performance on target. There were 7 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.	<p>March 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 8 April 2014.
EHPI 181	Time taken to process Housing Benefit new claims and change events		9.2 days	15 days		Performance exceeding target. Period covers from 11 February 2014 to 11 March 2014 is at 1.92 days making outturn for the year 9.22 days.	<p>March 2014 result</p>	None

**Traffic Light Green**  
**Corporate Priority: 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 8 April 2014.
EHPI 2.4 (47)	Fly-tips: removal		2.01 days	2.00 days		Performance was not as strong in March due to the nature of some of the material requiring specialist removal, but the contractor could not reach them along bridle paths until the ground had dried out enough in the early days of the month.	<p>March 2014 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 8 April 2014.
EHPI 2.2	Waste: missed collections per 100,000 collections of household waste		32.77	47.00		Another good performance this month as crews settle down following the schedule changes for the comingled service.	<p>April 2014 result</p> 	None

Essential Reference Paper B




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 8 April 2014.
EHPI 157a	Processing of planning applications: Major applications	✓	100.00%	60.00%	↑	Performance exceeding target. 2 out of 2 applications were determined on time.	<p>March 2014 result</p> <p>56.40% 59.40% 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 8 April 2014.
EHPI 157b	Processing of planning applications: Minor applications	✓	81.00%	80.00%	↑	Performance on target. 25 out of 31 applications were determined on time.	<p>March 2014 result</p> <p>75.20% 79.20% 100.00%</p>	None




Essential Reference Paper B

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 8 April 2014.
EHPI 157c	Processing of planning applications: Other applications	✓	97.00%	90.00%	↑	Performance exceeding target. 131 out of 135 applications were determined on time.	<p>March 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 8 April 2014.
EHPI 2.1d	Planning Enforcement: Initial Site Inspections	✓	76.00%	75.00%	↓	Performance on target with 33 enforcement files undertaken, 25 visits were within the agreed timescale.	<p>March 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 8 April 2014.
EHPI 2.1e	Planning Enforcement: Service of formal Notices		100.00%	50.00%		3 enforcement notices served in March, all within the agreed timescale.	<p>March 2014 result</p> 	None




**Traffic Light Green**  
**Corporate Priority: 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 8 April 2014.
EHPI 8	% of invoices paid on time		99.69%	98.00%		Performance exceeding target. The number of invoices paid on time is above target. Of the 977 invoices paid in March 974 were paid on time.	<p>March 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 8 April 2014.
EHPI 6.8	Turnaround of Pre NTO PCN challenges (10 working days)		5 days	14 days		Performance exceeding target.	<p>March 2014 result</p>  <p>15 days 14 days 0 days 5 days 30 days</p>	None

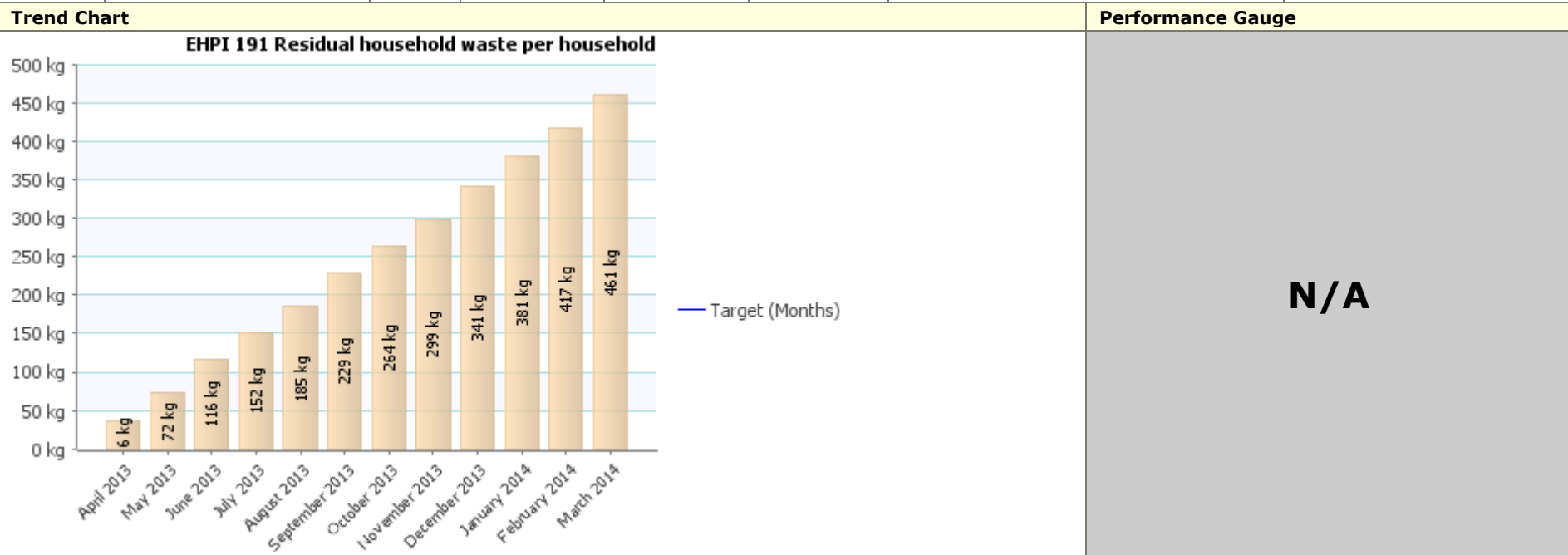
Parking Services								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 8 April 2014.
EHPI 6.9	Turnaround of NTO Representations		5 days	21 days		Performance exceeding target.	<p>March 2014 result</p>  <p>21 days 22 days 0 days 5 days 35 days</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 8 April 2014.
EHPI 12c	Total number of sickness absence days per FTE staff in post		0.54 days	0.60 days		Absence levels were within council standards. Total absence for the year is at 5.86 days (end of year target is 7.50 days)	<p>March 2014 result</p>  <p>0.00 days — 0.54 days — 1.00 days</p> <p>0.61 days 0.64 days</p>	None

**Traffic Light Unknown**  
**Corporate Priority: Place**

**Environment Services**

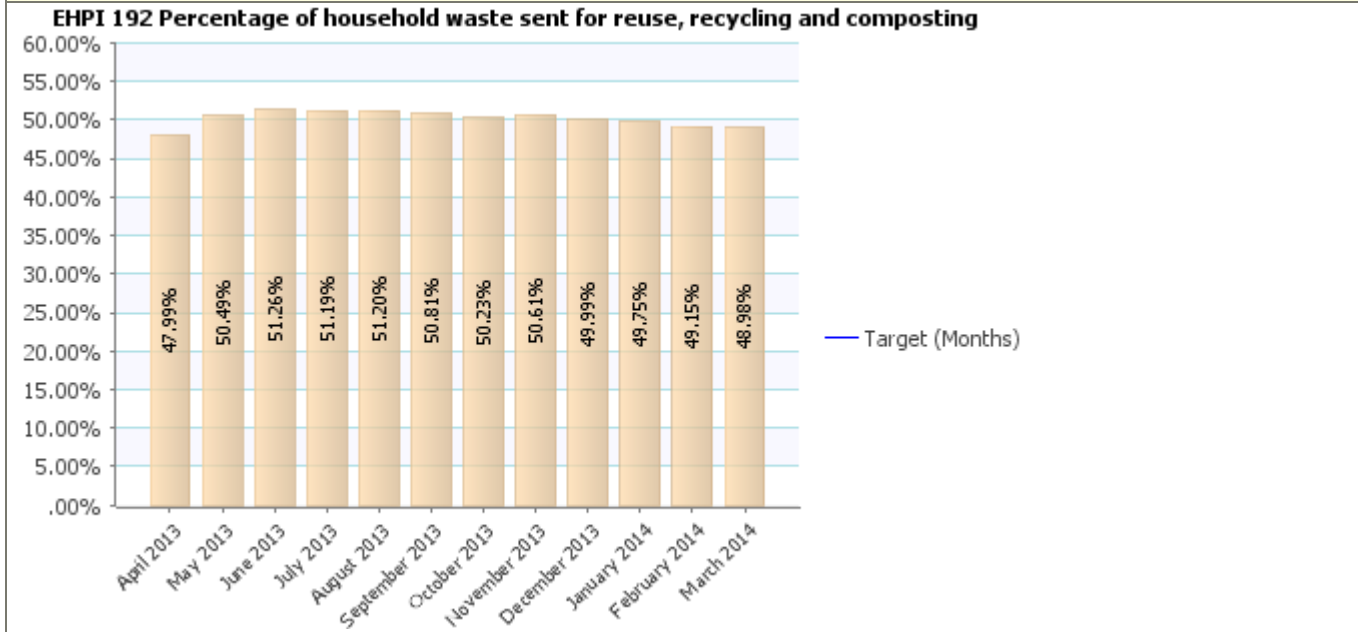
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Executive meeting on 8 April 2014.
EHPI 191	Residual household waste per household	N/A	461 kg	N/A	↓	Waste levels in March were slightly lower (1.7%) than March 2013.	None



**Environment Services**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Executive meeting on 8 April 2014.
EHPI 192	Percentage of household waste sent for reuse, recycling and composting	N/A	48.98%	N/A	↓	Both composting and kerbside recycling collections were higher than previous year March 2013.	None

**Trend Chart** **Performance Gauge**

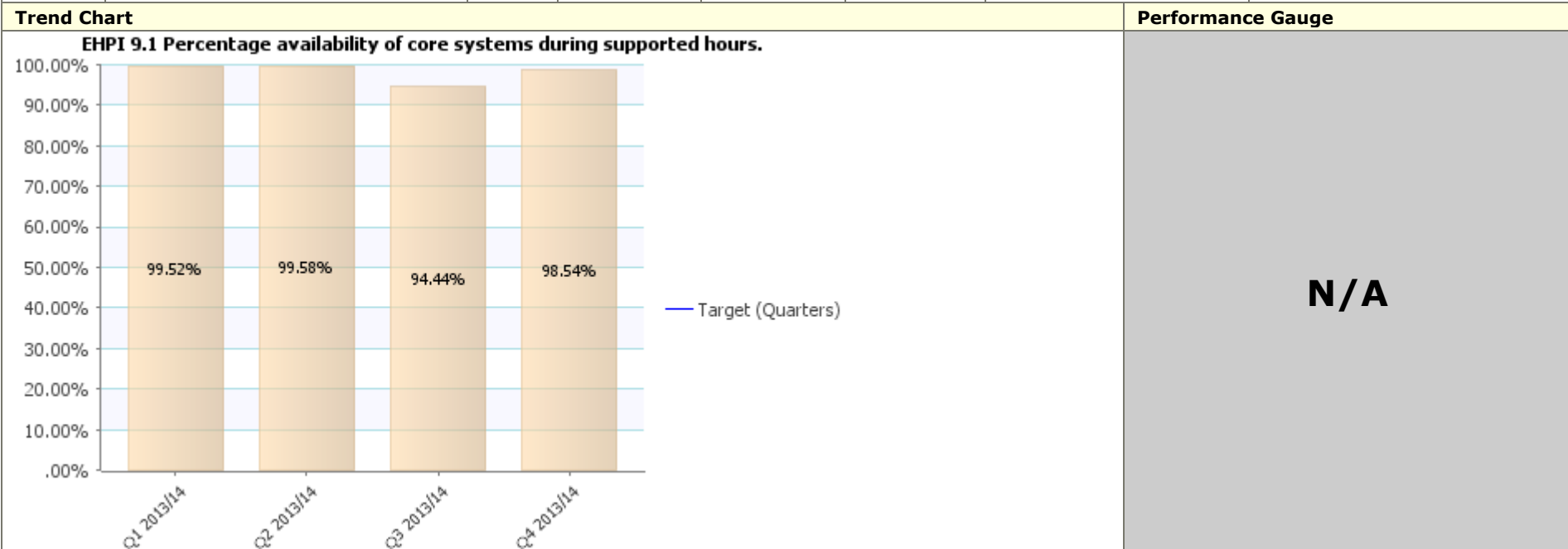


N/A

**Traffic Light** Unknown  
**Corporate Priority:** Prosperity

**ICT Services**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Executive meeting on 8 April 2014.
EHPI 9.1	Percentage availability of core systems during supported hours.	N/A	98.54%	N/A	↑	Performance improved on previous quarter.	None



ICT Services																	
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Executive meeting on 8 April 2014.										
EHPI 9.2	Percentage Resolution of Incidents Within 4 Hours	N/A	52.33%	N/A	↓	Performance against this indicator will improve significantly once the new Hosted Desk Top solution has been rolled out to all users	None										
Trend Chart						Performance Gauge											
<p><b>EHPI 9.2 Percentage Resolution of Incidents Within 4 Hours</b></p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Percentage Resolution</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>58.81%</td> </tr> <tr> <td>Q2 2013/14</td> <td>55.70%</td> </tr> <tr> <td>Q3 2013/14</td> <td>68.53%</td> </tr> <tr> <td>Q4 2013/14</td> <td>52.33%</td> </tr> </tbody> </table>						Quarter	Percentage Resolution	Q1 2013/14	58.81%	Q2 2013/14	55.70%	Q3 2013/14	68.53%	Q4 2013/14	52.33%	<p><b>N/A</b></p>	
Quarter	Percentage Resolution																
Q1 2013/14	58.81%																
Q2 2013/14	55.70%																
Q3 2013/14	68.53%																
Q4 2013/14	52.33%																

ICT Services								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 8 April 2014.
EHPI 9.3	Percentage Reduction in the Number of Incidents	N/A	N/A	N/A	N/A	Performance will be reported from Q1 2014/15 now that a baseline has been established for this measure.	N/A	None

ICT Services																						
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Executive meeting on 8 April 2014.															
EHPI 9.4	Percentage of Calls Abandoned on ICT Service Desk	N/A	9.4%	N/A	↑	Performance has improved since the service desk has been consolidated in one location.	None															
Trend Chart						Performance Gauge																
<p><b>EHPI 9.4 Percentage of Calls Abandoned on ICT Service Desk</b></p> <table border="1"> <caption>EHPI 9.4 Percentage of Calls Abandoned on ICT Service Desk - Quarterly Data</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>13.4%</td> <td>10.0%</td> </tr> <tr> <td>Q2 2013/14</td> <td>18.3%</td> <td>10.0%</td> </tr> <tr> <td>Q3 2013/14</td> <td>10.1%</td> <td>10.0%</td> </tr> <tr> <td>Q4 2013/14</td> <td>9.4%</td> <td>10.0%</td> </tr> </tbody> </table>						Quarter	Percentage	Target	Q1 2013/14	13.4%	10.0%	Q2 2013/14	18.3%	10.0%	Q3 2013/14	10.1%	10.0%	Q4 2013/14	9.4%	10.0%	<p><b>N/A</b></p>	
Quarter	Percentage	Target																				
Q1 2013/14	13.4%	10.0%																				
Q2 2013/14	18.3%	10.0%																				
Q3 2013/14	10.1%	10.0%																				
Q4 2013/14	9.4%	10.0%																				






ICT Services																	
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Executive meeting on 8 April 2014.										
EHPI 9.5	Percentage of Calls Resolved at First Point of Contact	N/A	36.33%	N/A	↓	Performance disappointing in the final quarter. Performance expected to improve significantly once the new Hosted Desk Top solution has been rolled out to all staff.											
Trend Chart						Performance Gauge											
<p><b>EHPI 9.5 Percentage of Calls Resolved at First Point of Contact</b></p> <table border="1"> <caption>EHPI 9.5 Percentage of Calls Resolved at First Point of Contact</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>40.67%</td> </tr> <tr> <td>Q2 2013/14</td> <td>43.90%</td> </tr> <tr> <td>Q3 2013/14</td> <td>46.29%</td> </tr> <tr> <td>Q4 2013/14</td> <td>36.33%</td> </tr> </tbody> </table>						Quarter	Percentage	Q1 2013/14	40.67%	Q2 2013/14	43.90%	Q3 2013/14	46.29%	Q4 2013/14	36.33%	<p><b>N/A</b></p>	
Quarter	Percentage																
Q1 2013/14	40.67%																
Q2 2013/14	43.90%																
Q3 2013/14	46.29%																
Q4 2013/14	36.33%																








ICT Services																						
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Executive meeting on 8 April 2014.															
EHPI 9.6	Satisfaction with ICT Services	N/A	56.00%	N/A	↓	User satisfaction improved in quarter 4 while satisfaction amongst managers surveyed reduced. A better assessment will be available once the new hosted desk top has been delivered to all staff.	None															
Trend Chart						Performance Gauge																
<p><b>EHPI 9.6 Satisfaction with ICT Services</b></p> <table border="1"> <caption>EHPI 9.6 Satisfaction with ICT Services Data</caption> <thead> <tr> <th>Quarter</th> <th>Satisfaction Value</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>58.66%</td> <td>58.66%</td> </tr> <tr> <td>Q2 2013/14</td> <td>58.00%</td> <td>58.66%</td> </tr> <tr> <td>Q3 2013/14</td> <td>58.66%</td> <td>58.66%</td> </tr> <tr> <td>Q4 2013/14</td> <td>56.00%</td> <td>58.66%</td> </tr> </tbody> </table>						Quarter	Satisfaction Value	Target (Quarters)	Q1 2013/14	58.66%	58.66%	Q2 2013/14	58.00%	58.66%	Q3 2013/14	58.66%	58.66%	Q4 2013/14	56.00%	58.66%	<p><b>N/A</b></p>	
Quarter	Satisfaction Value	Target (Quarters)																				
Q1 2013/14	58.66%	58.66%																				
Q2 2013/14	58.00%	58.66%																				
Q3 2013/14	58.66%	58.66%																				
Q4 2013/14	56.00%	58.66%																				

ICT Services								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 8 April 2014.
EHPI 9.7	Delivery of Key ICT Projects	N/A	N/A	N/A	N/A	Performance against this indicator will begin in 2014/15 once the new Development programme has been agreed.	<b>N/A</b>	<b>None</b>

ICT Services								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 8 April 2014.
EHPI 9.8	Delivery of Key Milestones in the ICT Strategy	N/A	N/A	N/A	N/A	Targets for 2014/15 will be established once the new ICT Strategy is in place.	<b>N/A</b>	<b>None</b>

PI Status	
	Alert
	Warning
	OK
	Unknown
	Data Only

Long Term Trends	
	Improving
	No Change
	Getting Worse

Short Term Trends	
	Improving
	No Change
	Getting Worse