



# April Executive Corporate Healthcheck 2014/15



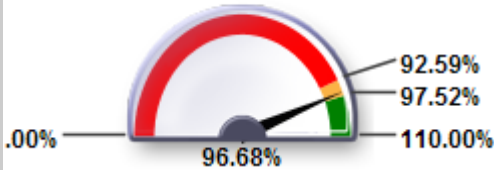
**Traffic Light Red**  
**Corporate Priority: Place**

**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. (MINIMISING INDICATOR)		2.52 days	2.00 days		Performance in April was above (worse) than target due to familiarisation issues with the hand held PDA's the Inspectors have just started using. Training has rectified this.	<p>April 2014 result</p>	None




**Traffic Light Amber**  
**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. (MAXIMISING INDICATOR)		96.68%	98.50%		The number of invoices paid on time in April is below target. Of the 752 invoices paid only 727 were paid on time.	<p>April 2014 result</p> 	None

**Traffic Light Green**  
**Corporate Priority: 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 8 April 2014
EHPI 129	Response time to ASB complaints made to EHC. (MAXIMISING INDICATOR)		100.00 %	100.00 %		There were 6 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>April 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. (MINIMISING INDICATOR)		5.9 days	10 days		Performance exceeding target. First data cut for 2014/15 is at 5.94 days.	<p>April 2014 result</p>	None

**Traffic Light Green**  
**Corporate Priority:** 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 8 April 2014
EHPI 2.2	Waste: missed collections per 100,000 collections of household. (MINIMISING INDICATOR)		35.43	46.00		Overall good performance this month, but one recycling crew is now being more closely managed to improve their performance further.	<p>April 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 8 April 2014
EHPI 157a	Processing of planning applications: Major applications. (MAXIMISING INDICATOR)	✓	67.00%	60.00%	↓	Performance exceeding target.	<p>April 2014 result</p> <p>67.00%</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. (MAXIMISING INDICATOR)	✓	95.00%	80.00%	↑	Performance exceeding target.	<p>April 2014 result</p> <p>95.00%</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 157c	Processing of planning applications: Other applications. (MAXIMISING INDICATOR)	✓	94.00%	90.00%	↓	Performance exceeding target.	<p>April 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 8 April 2014
EHPI 2.1d	Planning Enforcement: Initial Site Inspections. (MAXIMISING INDICATOR)	✓	91.00%	75.00%	↑	Performance exceeding target. The Service undertook 33 visits in April with 30 within the target timescale.	<p>April 2014 result</p>	None




**Traffic Light Green**  
**Corporate Priority: Prosperity**


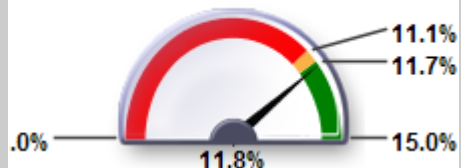
**Parking Services**


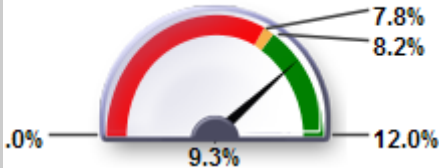
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 8 April 2014
EHPI 6.8	Turnaround of Pre NTO PCN challenges (10 working days). (MINIMISING INDICATOR)		7 days	14 days		This performance indicator remains within target	<p>April 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 6.9	Turnaround of NTO Representations. (MINIMISING INDICATOR)		7 days	21 days		This performance indicator remains within target	<p>April 2014 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 8 April 2014
EHPI 12c	Total number of sickness absence days per FTE staff in post (MINIMISING INDICATOR)		0.31 days	0.54 days		Total absence for the year so far = 0.31 (end of year target = 6.5)	<p>April 2014 result</p> 	None

Revenues and Benefits								
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 10.2	Council tax collection, % of current year liability collected. (MAXIMISING INDICATOR)		11.8%	11.8%	N/A	Performance on target.	<p>April 2014 result</p> 	None

Revenues and Benefits								
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 10.4	NNDR (Business rates) collection, % of current year liability collected. (MAXIMISING INDICATOR)		9.3%	8.3%	N/A	Performance exceeding target.	<p>April 2014 result</p> 	None

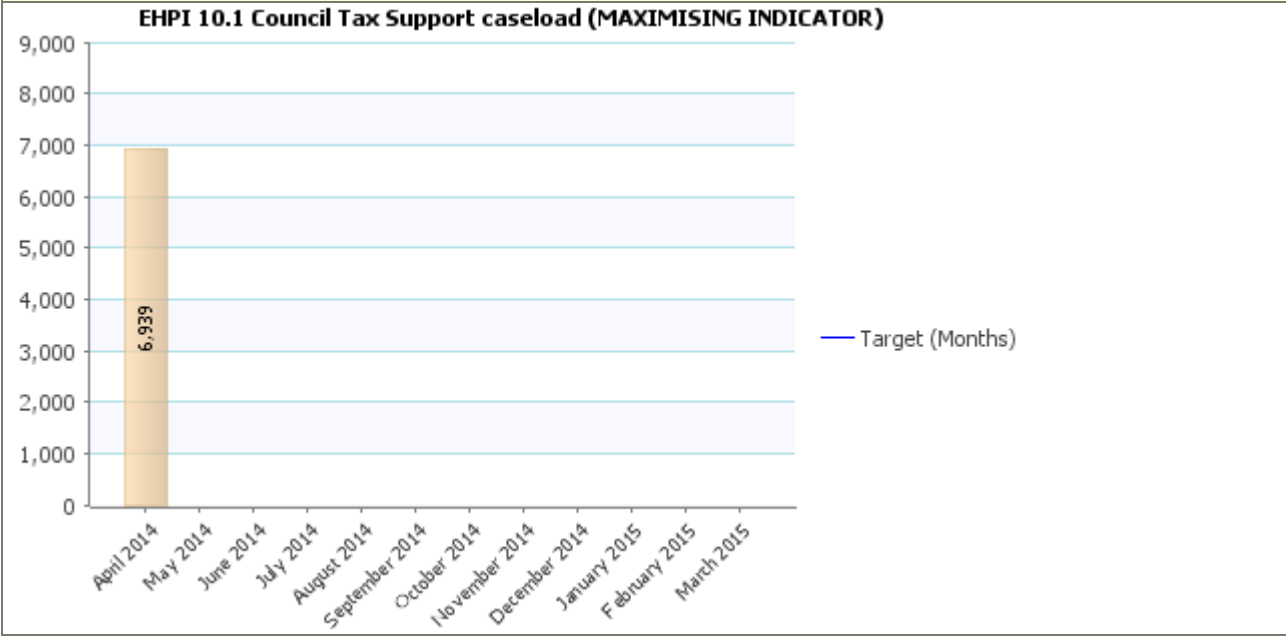


**Traffic Light Data Only**  
**Corporate Priority: People**

**Revenues and Benefits**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Executive meeting on 8 April 2014
EHPI 10.1	Council Tax Support caseload (MAXIMISING INDICATOR)	N/A	6,939	N/A	N/A	Trend analysis will commence from May 2014 as this is a new indicator.	None

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



**April 2014 result**  
6,939

Revenues and Benefits																																	
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Executive meeting on 8 April 2014																										
EHPI 10.3	Housing benefit caseload (MAXIMISING INDICATOR).	N/A	6,356	N/A	N/A	Trend analysis will commence from May 2014 as this is a new indicator.	None																										
Trend Chart						Performance Gauge																											
<p><b>EHPI 10.3 Housing benefit caseload (MAXIMISING INDICATOR).</b></p> <table border="1"> <caption>EHPI 10.3 Housing benefit caseload (MAXIMISING INDICATOR) - Data from Chart</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>April 2014</td> <td>6,356</td> </tr> <tr> <td>May 2014</td> <td>-</td> </tr> <tr> <td>June 2014</td> <td>-</td> </tr> <tr> <td>July 2014</td> <td>-</td> </tr> <tr> <td>August 2014</td> <td>-</td> </tr> <tr> <td>September 2014</td> <td>-</td> </tr> <tr> <td>October 2014</td> <td>-</td> </tr> <tr> <td>November 2014</td> <td>-</td> </tr> <tr> <td>December 2014</td> <td>-</td> </tr> <tr> <td>January 2015</td> <td>-</td> </tr> <tr> <td>February 2015</td> <td>-</td> </tr> <tr> <td>March 2015</td> <td>-</td> </tr> </tbody> </table>						Month	Value	April 2014	6,356	May 2014	-	June 2014	-	July 2014	-	August 2014	-	September 2014	-	October 2014	-	November 2014	-	December 2014	-	January 2015	-	February 2015	-	March 2015	-	<p><b>April 2014 result</b> 6,356</p>	
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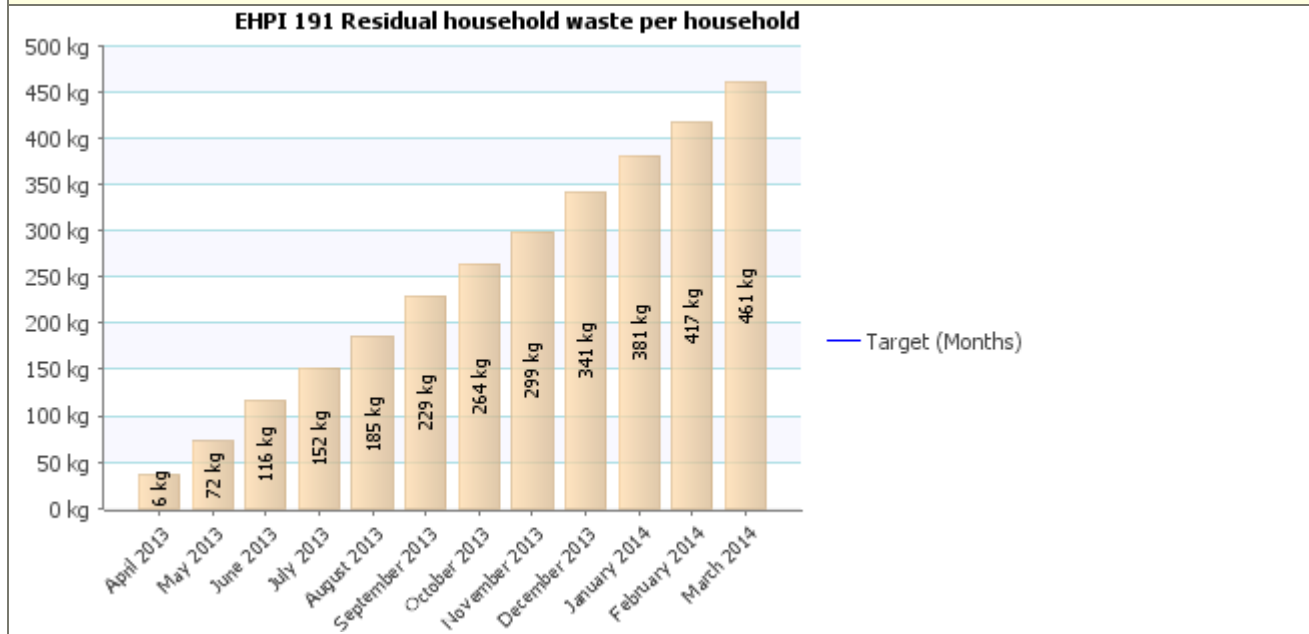
**Traffic Light Unknown**  
**Description Place**

**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	TBA	N/A	TBA	April performance data was not available at the time of writing this report an update of the April position will be verbally reported by the Chief Executive and Director of Customer and Community Services.	None

**Trend Chart**

**Performance Gauge**

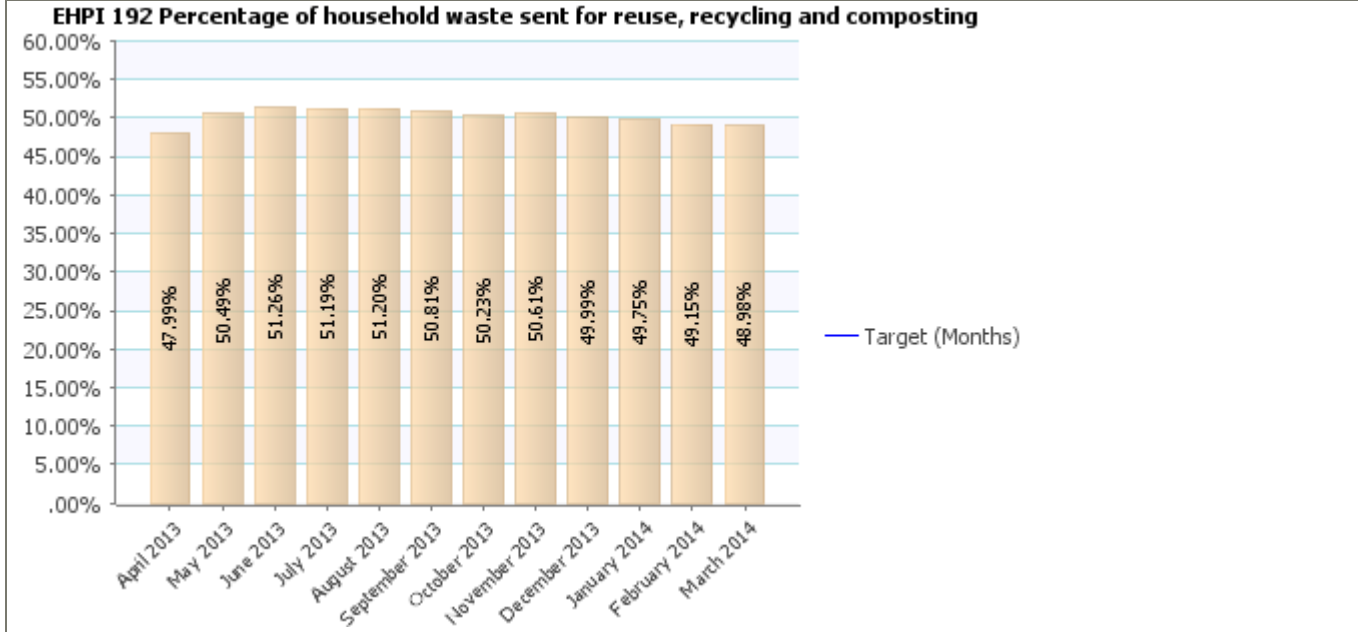


N/A

**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	TBA	N/A	TBA	April performance data was not available at the time of writing this report an update of the April position will be verbally reported by the Chief Executive and Director of Customer and Community Services.	None

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



**N/A**

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 2.1e	Planning Enforcement: Service of formal Notices. (MAXIMISING INDICATOR)	N/A	N/A	70.00%	N/A	No notices were served in April.	<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				