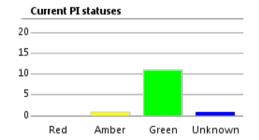
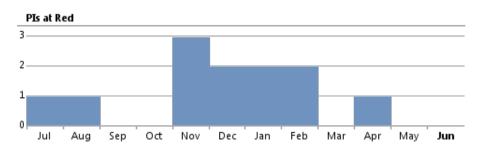
Essential Reference Paper B - Executive





Best Performing (PIs)	Value	Target	Gauge
EHPI 6.9 Turnaround of NTO Representations. (MINI	7 days	21 days	
EHPI 157a Processing of planning applications: Majo	100.00%	60.00%	
EHPI 12c Total number of sickness absence days per	0.32 da	0.54 da	
EHPI 6.8 Turnaround of Pre NTO PCN challenges (10	7 days	14 days	
EHPI 10.4 NNDR (Business rates) collection, % of curr	21.1%	16.6%	
EHPI 181 Time taken to process Housing Benefit new	7.4 days	10 days	
EHPI 2.2 Waste: missed collections per 100,000 collec	27.04	46.00	
EHPI 2.4 (47) Fly-tips: removal. (MINIMISING INDICAT	1.83 da	2.00 da	
EHPI 157c Processing of planning applications: Othe	93.00%	90.00%	-
EHPI 157b Processing of planning applications: Min	82.00%	80.00%	
EHPI 10.2 Council tax collection, % of current year lia	20.7%	20.8%	
EHPI 8 % of invoices paid on time. (MAXIMISING INDI	96.09%	98.50%	<u> </u>
EHPI 192 Percentage of household waste sent for re	54.04%		
⊼			

Improving (PIs)	Value	Target	History
EHPI 10.4 NNDR (Business rates) collection, % of curr	21.1%	16.6%	
EHPI 10.2 Council tax collection, % of current year lia	20.7%	20.8%	
EHPI 157a Processing of planning applications: Majo	100.00%	60.00%	
EHPI 2.4 (47) Fly-tips: removal. (MINIMISING INDICAT	1.83 da	2.00 da	
EHPI 2.2 Waste: missed collections per 100,000 collec	27.04	46.00	
EHPI 192 Percentage of household waste sent for re	54.04%		



Worst Performing (PIs)	Value	Target	Gauge
EHPI 8 % of invoices paid on time. (MAXIMISING INDI	96.09%	98.50%	<u> </u>
EHPI 10.2 Council tax collection, % of current year lia	20.7%	20.8%	
EHPI 157b Processing of planning applications: Min	82.00%	80.00%	
EHPI 157c Processing of planning applications: Othe	93.00%	90.00%	
EHPI 2.4 (47) Fly-tips: removal. (MINIMISING INDICAT	1.83 da	2.00 da	
EHPI 2.2 Waste: missed collections per 100,000 collec	27.04	46.00	
EHPI 181 Time taken to process Housing Benefit new	7.4 days	10 days	
EHPI 10.4 NNDR (Business rates) collection, % of curr	21.1%	16.6%	
EHPI 6.8 Turnaround of Pre NTO PCN challenges (10	7 days	14 days	
EHPI 12c Total number of sickness absence days per	0.32 da	0.54 da	
EHPI 157a Processing of planning applications: Majo	100.00%	60.00%	
EHPI 6.9 Turnaround of NTO Representations. (MINI	7 days	21 days	
EHPI 192 Percentage of household waste sent for re	54.04%		

Deteriorating (PIs)	Value	Target	History
EHPI 181 Time taken to process Housing Benefit new	7.4 days	10 days	
EHPI 157b Processing of planning applications: Min	82.00%	80.00%	
EHPI 12c Total number of sickness absence days per	0.32 da	0.54 da	
EHPI 157c Processing of planning applications: Othe	93.00%	90.00%	
EHPI 8 % of invoices paid on time. (MAXIMISING INDI	96.09%	98.50%	