



May Executive Corporate Healthcheck 2014/15

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 3 June 2014.
EHPI 8	% of invoices paid on time. (MAXIMISING INDICATOR)		96.09%	98.50%		The number of invoices paid on time in May is below target for the second month in a row. Of the 716 invoices paid only 688 were paid on time.	<p>May 2014 result</p>	None

Traffic Light Green
Corporate Priority People

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 3 June 2014.
EHPI 181	Time taken to process Housing Benefit new claims and change events. (MINIMISING INDICATOR)		7.4 days	10 days		Performance exceeding target. Data extraction period from 8 April 2014 to 13 May 2014 was 8.85 moving cumulative to 7.4 workload higher than resources.	<p>May 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 3 June 2014.
EHPI 2.4 (47)	Fly-tips: removal. (MINIMISING INDICATOR)		1.83 days	2.00 days		Performance is exceeding target. 2.18 for the year so far. Lower (better) than last month, less issues with the new Mayrise system. Larger fly-tips cleared very quickly by contractors. More small Veolia fly-tips at recycling sites than last month.	<p>May 2014 result</p>	None

Essential Reference Paper C

Environment Services								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 3 June 2014.
EHPI 2.2	Waste: missed collections per 100,000 collections of household. (MINIMISING INDICATOR)		27.04	46.00		Performance exceeding target. An improvement on April, with a return to the performance levels enjoyed pre the introduction of the comingled recycling service (SPARC) in November.	<p>May 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 3 June 2014.
EHPI 157a	Processing of planning applications: Major applications. (MAXIMISING INDICATOR)		100.00%	60.00%		Performance exceeding target. Four decisions made all within the required timescale	<p>May 2014 result</p> 	None




Essential Reference Paper C

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 3 June 2014.
EHPI 157b	Processing of planning applications: Minor applications. (MAXIMISING INDICATOR)	✓	82.00%	80.00%	↓	Performance exceeding target. Total of 34 decisions, 28 within the required timescale.	<p style="text-align: center;">May 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 3 June 2014.
EHPI 157c	Processing of planning applications: Other applications. (MAXIMISING INDICATOR)	✓	93.00%	90.00%	↓	Performance exceeding target. Total 137 decisions, 127 within the required timescale.	<p style="text-align: center;">May 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 3 June 2014.
EHPI 6.8	Turnaround of Pre NTO PCN challenges (10 working days). (MINIMISING INDICATOR)		7 days	14 days		This PI remains within target	<p>May 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 3 June 2014.
EHPI 6.9	Turnaround of NTO Representations. (MINIMISING INDICATOR)		7 days	21 days		This PI remains within target	<p>May 2014 result</p> 	None

Essential Reference Paper C

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 3 June 2014.
EHPI 12c	Total number of sickness absence days per FTE staff in post (MINIMISING INDICATOR)	✔	0.32 days	0.54 days	↓	Total absence for the year so far = 0.64 days.	<p style="text-align: center;">May 2014 result</p> <p style="text-align: center;">0.00 days 0.32 days 1.00 days</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 3 June 2014.
EHPI 10.2	Council tax collection, % of current year liability collected. (MAXIMISING INDICATOR)	✔	20.7%	20.8%	↑	Performance on target.	<p style="text-align: center;">May 2014 result</p> <p style="text-align: center;">.0% 20.7% 27.0%</p>	None

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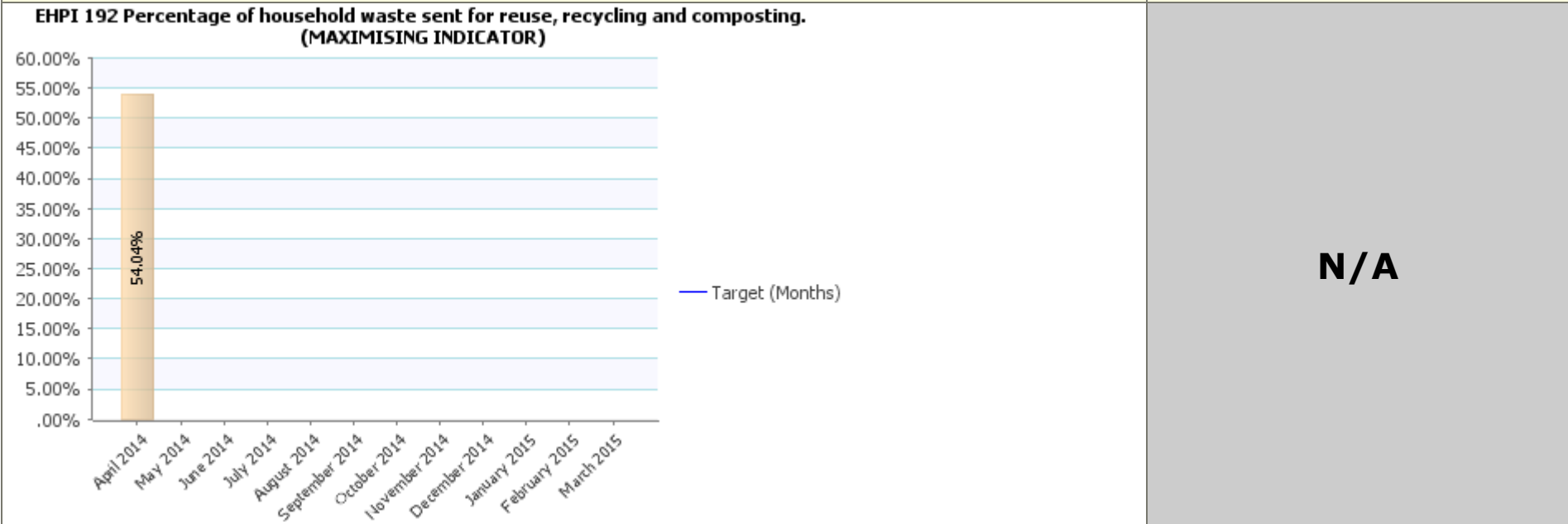
Revenues and Benefits								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 3 June 2014.
EHPI 10.4	NNDR (Business rates) collection, % of current year liability collected. (MAXIMISING INDICATOR)	✓	21.1%	16.6%	↑	Performance exceeding target.	<p>May 2014 result</p> <p>The performance gauge is a semi-circular dial with a needle. The dial is divided into three color-coded segments: red (0% to 15.6%), yellow (15.6% to 16.4%), and green (16.4% to 27.0%). The needle points to 21.1%, which is in the green segment. The target value of 16.4% is marked on the dial. A previous value of 15.6% is also marked. The current value of 21.1% is shown below the dial.</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 3 June 2014.
EHPI 192	Percentage of household waste sent for reuse, recycling and composting. (MAXIMISING INDICATOR)	N/A	TBA	N/A	TBA	May performance data was not available at the time of writing this report. Performance data will be verbally updated by the Chief Executive and Director of Customer and Community Services to Executive on 1 July 2014.	None


Trend Chart **Performance Gauge**



Essential Reference Paper C

PI Status	
	Alert
	Warning
	OK
	Unknown
	Data Only

Long Term Trends	
	Improving
	No Change
	Getting Worse

Short Term Trends	
	Improving
	No Change
	Getting Worse