



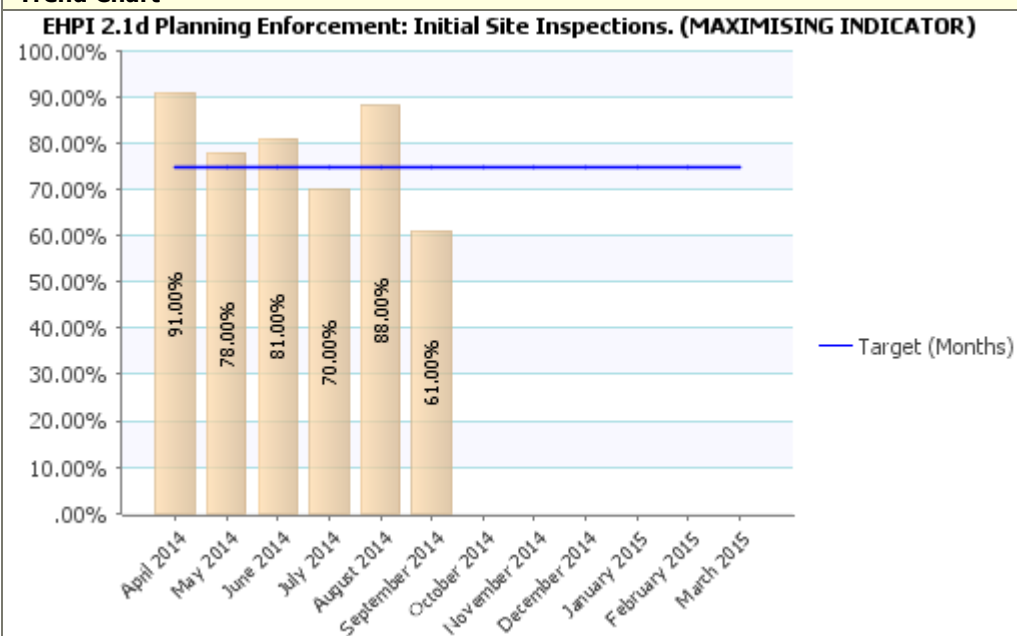
August to September/Quarter 2 Environment Scrutiny Healthcheck 2014/15

Traffic Light Red
Corporate Priority: Place

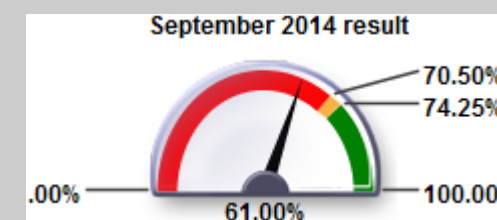
Planning and Building Control

| PI code | Short Name | Status | Current Value | Current target | Short term trend | Notes | Recommendations made during last Scrutiny meeting on 9 September 2014. |
|-----------|--|--------|---------------|----------------|------------------|---|--|
| EHPI 2.1d | Planning Enforcement: Initial Site Inspections. (MAXIMISING INDICATOR) | | 61.00% | 75.00% | | Target not met due to higher number of inspection cases in the September period. 31 out of 51 site inspections completed. | None. |

Trend Chart



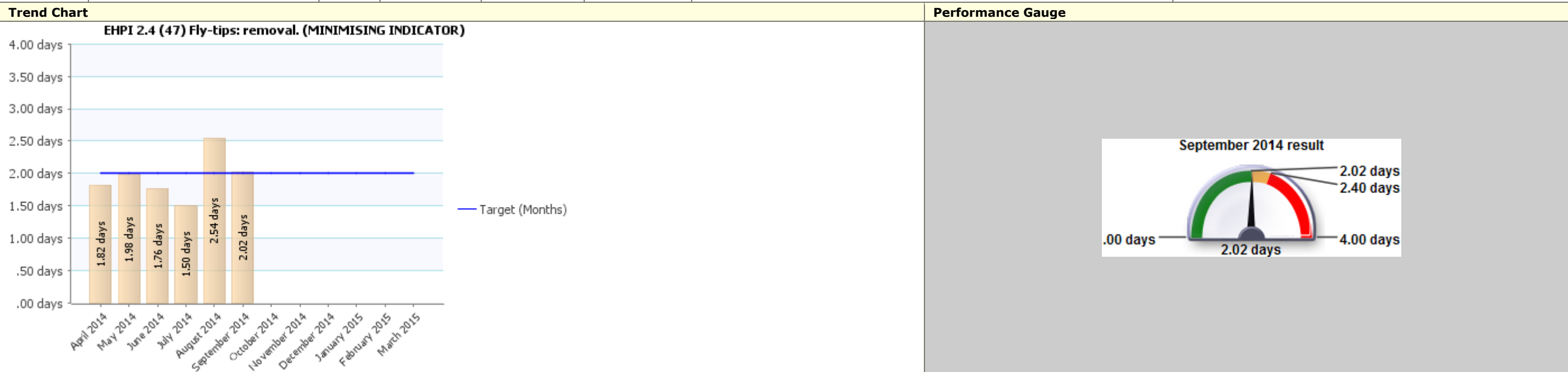
Performance Gauge



Traffic Light Amber
Corporate Priority: Place

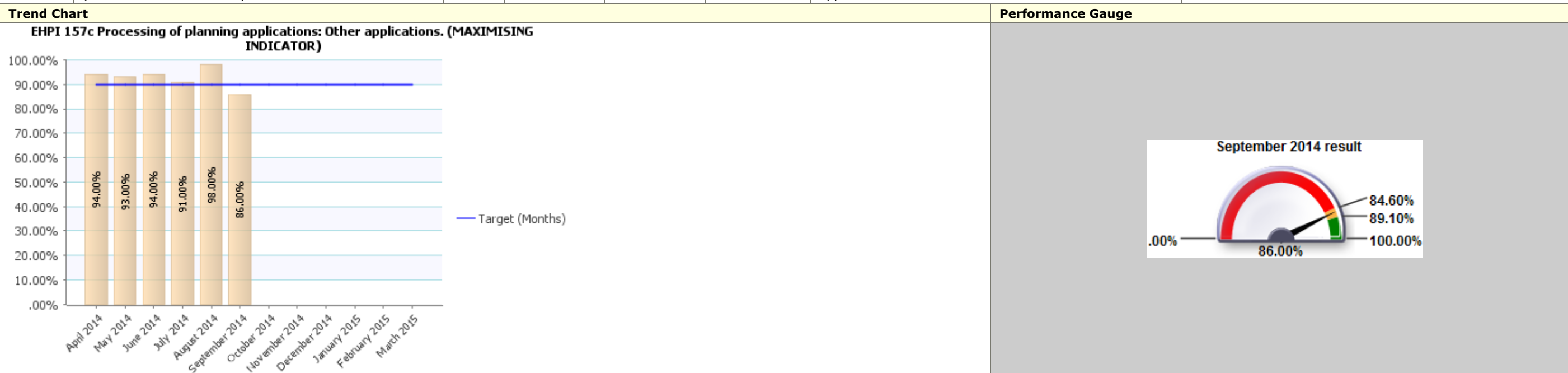
Environmental Services

| PI code | Short Name | Status | Current Value | Current target | Short term trend | Notes | Recommendations made during last Scrutiny meeting on 9 September 2014. |
|---------------|---|--------|---------------|----------------|------------------|--|--|
| EHPI 2.4 (47) | Fly-tips: removal. (MINIMISING INDICATOR) | | 2.02 days | 2.00 days | | Performance improved from previous month, as fly tipping removal times have improved to expected levels. | None. |



Planning and Building Control

| PI code | Short Name | Status | Current Value | Current target | Short term trend | Notes | Recommendations made during last Scrutiny meeting on 9 September 2014. |
|-----------|---|--------|---------------|----------------|------------------|--|--|
| EHPI 157c | Processing of planning applications: Other applications. (MAXIMISING INDICATOR) | | 86.00% | 90.00% | | Performance slightly below target. 118 out of 137 applications determined on time. | None. |



Traffic Light Green
Corporate Priority: Place

Environment Services

| PI code | Short Name | Status | Current Value | Current target | Short term trend | Notes | Recommendations made during last Scrutiny meeting on 9 September 2014. |
|----------|--|--------|---------------|----------------|------------------|---|--|
| EHPI 2.2 | Waste: missed collections per 100,000 collections of household. (MINIMISING INDICATOR) | | 31.15 | 46.00 | | Up on last month, mainly to do with missed organic collections, still well within target. | None. |



Planning and Building Control

| PI code | Short Name | Status | Current Value | Current target | Short term trend | Notes | Recommendations made during last Scrutiny meeting on 9 September 2014. |
|-----------|---|--------|---------------|----------------|------------------|---|--|
| EHPI 157a | Processing of planning applications: Major applications. (MAXIMISING INDICATOR) | | 100.00% | 60.00% | | Performance exceeding target. 2 out of 2 applications determined within the ETA date. | None. |



| Planning and Building Control | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|--------|---------------|----------------|------------------|---|--|------------|--------|----------|--------|-----------|--------|-----------|--------|-------------|--------|----------------|--------|---|--|-----------|--------|--------|--------|---------|
| PI code | Short Name | Status | Current Value | Current target | Short term trend | Notes | Recommendations made during last Scrutiny meeting on 9 September 2014. | | | | | | | | | | | | | | | | | | | |
| EHPI 157b | Processing of planning applications: Minor applications. (MAXIMISING INDICATOR) | | 89.00% | 80.00% | | Performance exceeding target. 24 out of 27 applications determined on time. | None. | | | | | | | | | | | | | | | | | | | |
| Trend Chart | | | | | | Performance Gauge | | | | | | | | | | | | | | | | | | | | |
| <p>EHPI 157b Processing of planning applications: Minor applications. (MAXIMISING INDICATOR)</p> <table border="1"> <caption>EHPI 157b Performance Data</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>April 2014</td><td>95.00%</td></tr> <tr><td>May 2014</td><td>82.00%</td></tr> <tr><td>June 2014</td><td>88.00%</td></tr> <tr><td>July 2014</td><td>89.00%</td></tr> <tr><td>August 2014</td><td>63.00%</td></tr> <tr><td>September 2014</td><td>89.00%</td></tr> </tbody> </table> | | | | | | Month | Value (%) | April 2014 | 95.00% | May 2014 | 82.00% | June 2014 | 88.00% | July 2014 | 89.00% | August 2014 | 63.00% | September 2014 | 89.00% | <p>September 2014 result</p> <table border="1"> <thead> <tr> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>75.20%</td></tr> <tr><td>79.20%</td></tr> <tr><td>89.00%</td></tr> <tr><td>100.00%</td></tr> </tbody> </table> | | Value (%) | 75.20% | 79.20% | 89.00% | 100.00% |
| Month | Value (%) | | | | | | | | | | | | | | | | | | | | | | | | | |
| April 2014 | 95.00% | | | | | | | | | | | | | | | | | | | | | | | | | |
| May 2014 | 82.00% | | | | | | | | | | | | | | | | | | | | | | | | | |
| June 2014 | 88.00% | | | | | | | | | | | | | | | | | | | | | | | | | |
| July 2014 | 89.00% | | | | | | | | | | | | | | | | | | | | | | | | | |
| August 2014 | 63.00% | | | | | | | | | | | | | | | | | | | | | | | | | |
| September 2014 | 89.00% | | | | | | | | | | | | | | | | | | | | | | | | | |
| Value (%) | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 75.20% | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 79.20% | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 89.00% | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 100.00% | | | | | | | | | | | | | | | | | | | | | | | | | | |

| Planning and Building Control | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|--------|---------------|----------------|------------------|---|--|------------|---------|----------|---------|-----------|---------|-----------|---------|-------------|---------|----------------|---------|--|--|-----------|--------|--------|---------|
| PI code | Short Name | Status | Current Value | Current target | Short term trend | Notes | Recommendations made during last Scrutiny meeting on 9 September 2014. | | | | | | | | | | | | | | | | | | |
| EHPI 2.1e | Planning Enforcement: Service of formal Notices. (MAXIMISING INDICATOR) | | 100.00% | 70.00% | | Performance exceeding target. 1 of 1 notices were served within time scale. | None. | | | | | | | | | | | | | | | | | | |
| Trend Chart | | | | | | Performance Gauge | | | | | | | | | | | | | | | | | | | |
| <p>EHPI 2.1e Planning Enforcement: Service of formal Notices. (MAXIMISING INDICATOR)</p> <table border="1"> <caption>EHPI 2.1e Performance Data</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>April 2014</td><td>100.00%</td></tr> <tr><td>May 2014</td><td>100.00%</td></tr> <tr><td>June 2014</td><td>100.00%</td></tr> <tr><td>July 2014</td><td>100.00%</td></tr> <tr><td>August 2014</td><td>100.00%</td></tr> <tr><td>September 2014</td><td>100.00%</td></tr> </tbody> </table> | | | | | | Month | Value (%) | April 2014 | 100.00% | May 2014 | 100.00% | June 2014 | 100.00% | July 2014 | 100.00% | August 2014 | 100.00% | September 2014 | 100.00% | <p>September 2014 result</p> <table border="1"> <thead> <tr> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>65.80%</td></tr> <tr><td>69.30%</td></tr> <tr><td>100.00%</td></tr> </tbody> </table> | | Value (%) | 65.80% | 69.30% | 100.00% |
| Month | Value (%) | | | | | | | | | | | | | | | | | | | | | | | | |
| April 2014 | 100.00% | | | | | | | | | | | | | | | | | | | | | | | | |
| May 2014 | 100.00% | | | | | | | | | | | | | | | | | | | | | | | | |
| June 2014 | 100.00% | | | | | | | | | | | | | | | | | | | | | | | | |
| July 2014 | 100.00% | | | | | | | | | | | | | | | | | | | | | | | | |
| August 2014 | 100.00% | | | | | | | | | | | | | | | | | | | | | | | | |
| September 2014 | 100.00% | | | | | | | | | | | | | | | | | | | | | | | | |
| Value (%) | | | | | | | | | | | | | | | | | | | | | | | | | |
| 65.80% | | | | | | | | | | | | | | | | | | | | | | | | | |
| 69.30% | | | | | | | | | | | | | | | | | | | | | | | | | |
| 100.00% | | | | | | | | | | | | | | | | | | | | | | | | | |

| Planning and Building Control | | | | | | | | | | | | | | | | | | | | | |
|---|---|--------|---------------|----------------|------------------|--|--|------------|-----|----------|-----|-----------|-----|-----------|-----|-------------|-----|----------------|-----|------------------------------|--|
| PI code | Short Name | Status | Current Value | Current target | Short term trend | Notes | Recommendations made during last Scrutiny meeting on 9 September 2014. | | | | | | | | | | | | | | |
| EHPI 2.23 (188) | Planning decisions delegated to officers (MAXIMISING INDICATOR) | | 96% | 90% | | Performance exceeding target. 6 out of 137 decisions were delegated to officers. | None. | | | | | | | | | | | | | | |
| Trend Chart | | | | | | Performance Gauge | | | | | | | | | | | | | | | |
| <p>EHPI 2.23 (188) Planning decisions delegated to officers (MAXIMISING INDICATOR)</p> <table border="1"> <caption>EHPI 2.23 (188) Planning decisions delegated to officers (MAXIMISING INDICATOR) - Trend Chart Data</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>April 2014</td><td>96%</td></tr> <tr><td>May 2014</td><td>95%</td></tr> <tr><td>June 2014</td><td>95%</td></tr> <tr><td>July 2014</td><td>96%</td></tr> <tr><td>August 2014</td><td>93%</td></tr> <tr><td>September 2014</td><td>96%</td></tr> </tbody> </table> | | | | | | Month | Value (%) | April 2014 | 96% | May 2014 | 95% | June 2014 | 95% | July 2014 | 96% | August 2014 | 93% | September 2014 | 96% | <p>September 2014 result</p> | |
| Month | Value (%) | | | | | | | | | | | | | | | | | | | | |
| April 2014 | 96% | | | | | | | | | | | | | | | | | | | | |
| May 2014 | 95% | | | | | | | | | | | | | | | | | | | | |
| June 2014 | 95% | | | | | | | | | | | | | | | | | | | | |
| July 2014 | 96% | | | | | | | | | | | | | | | | | | | | |
| August 2014 | 93% | | | | | | | | | | | | | | | | | | | | |
| September 2014 | 96% | | | | | | | | | | | | | | | | | | | | |

Traffic Light Green
Corporate Priority: Prosperity

| Parking Services | | | | | | | | | | | | | | | | | | | | | |
|---|--|--------|---------------|----------------|------------------|--|--|------------|--------|----------|--------|-----------|--------|-----------|--------|-------------|--------|----------------|---------|------------------------------|--|
| PI code | Short Name | Status | Current Value | Current target | Short term trend | Notes | Recommendations made during last Scrutiny meeting on 9 September 2014. | | | | | | | | | | | | | | |
| EHPI 6.8 | Turnaround of Pre NTO PCN challenges (10 working days). (MINIMISING INDICATOR) | | 12 days | 14 days | | The parking system has been migrated to a new server and downtime accrued has caused a drop with the average turnaround although PI still remains within target. | None. | | | | | | | | | | | | | | |
| Trend Chart | | | | | | Performance Gauge | | | | | | | | | | | | | | | |
| <p>EHPI 6.8 Turnaround of Pre NTO PCN challenges (10 working days). (MINIMISING INDICATOR)</p> <table border="1"> <caption>EHPI 6.8 Turnaround of Pre NTO PCN challenges (10 working days). (MINIMISING INDICATOR) - Trend Chart Data</caption> <thead> <tr> <th>Month</th> <th>Value (days)</th> </tr> </thead> <tbody> <tr><td>April 2014</td><td>7 days</td></tr> <tr><td>May 2014</td><td>7 days</td></tr> <tr><td>June 2014</td><td>7 days</td></tr> <tr><td>July 2014</td><td>7 days</td></tr> <tr><td>August 2014</td><td>9 days</td></tr> <tr><td>September 2014</td><td>12 days</td></tr> </tbody> </table> | | | | | | Month | Value (days) | April 2014 | 7 days | May 2014 | 7 days | June 2014 | 7 days | July 2014 | 7 days | August 2014 | 9 days | September 2014 | 12 days | <p>September 2014 result</p> | |
| Month | Value (days) | | | | | | | | | | | | | | | | | | | | |
| April 2014 | 7 days | | | | | | | | | | | | | | | | | | | | |
| May 2014 | 7 days | | | | | | | | | | | | | | | | | | | | |
| June 2014 | 7 days | | | | | | | | | | | | | | | | | | | | |
| July 2014 | 7 days | | | | | | | | | | | | | | | | | | | | |
| August 2014 | 9 days | | | | | | | | | | | | | | | | | | | | |
| September 2014 | 12 days | | | | | | | | | | | | | | | | | | | | |

Parking Services

| PI code | Short Name | Status | Current Value | Current target | Short term trend | Notes | Recommendations made during last Scrutiny meeting on 9 September 2014. |
|----------|---|--------|---------------|----------------|------------------|--|--|
| EHPI 6.9 | Turnaround of NTO Representations. (MINIMISING INDICATOR) | | 12 days | 21 days | | The parking system has been migrated to a new server and downtime accrued has caused a drop with the average turnaround although PI still remains within target. | None. |

| Trend Chart | Performance Gauge | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|-------------------|-------|------------|---|----------|---|-----------|---|-----------|---|-------------|---|----------------|----|--------------|---|---------------|---|---------------|---|--------------|---|---------------|---|------------|---|---|
| <p>EHPI 6.9 Turnaround of NTO Representations. (MINIMISING INDICATOR)</p> <table border="1"> <caption>Turnaround of NTO Representations (Days)</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>April 2014</td><td>7</td></tr> <tr><td>May 2014</td><td>7</td></tr> <tr><td>June 2014</td><td>7</td></tr> <tr><td>July 2014</td><td>7</td></tr> <tr><td>August 2014</td><td>9</td></tr> <tr><td>September 2014</td><td>12</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 | 7 | May 2014 | 7 | June 2014 | 7 | July 2014 | 7 | August 2014 | 9 | September 2014 | 12 | October 2014 | - | November 2014 | - | December 2014 | - | January 2015 | - | February 2015 | - | March 2015 | - | <p>September 2014 result</p> <p>0 days — 12 days — 21 days — 22 days — 35 days</p> |
| Month | Value | | | | | | | | | | | | | | | | | | | | | | | | | | |
| April 2014 | 7 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| May 2014 | 7 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| June 2014 | 7 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| July 2014 | 7 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| August 2014 | 9 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| September 2014 | 12 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| October 2014 | - | | | | | | | | | | | | | | | | | | | | | | | | | | |
| November 2014 | - | | | | | | | | | | | | | | | | | | | | | | | | | | |
| December 2014 | - | | | | | | | | | | | | | | | | | | | | | | | | | | |
| January 2015 | - | | | | | | | | | | | | | | | | | | | | | | | | | | |
| February 2015 | - | | | | | | | | | | | | | | | | | | | | | | | | | | |
| March 2015 | - | | | | | | | | | | | | | | | | | | | | | | | | | | |

Traffic Light Unknown
Corporate Priority: Place

Environment Services

| PI code | Short Name | Status | Current Value | Current target | Short term trend | Notes | Recommendations made during last Scrutiny meeting on 9 September 2014. |
|----------|--|--------|---------------|----------------|------------------|---|--|
| EHPI 2.5 | Total waste collected by the district (kg per household). (MAXIMISING INDICATOR) | TBA | TBA | 242 kgs | TBA | Still awaiting data for September to complete quarter 2 recycling bank information. Performance status will be verbally updated by the Chief Executive and Director of Customer and Community Services. | None. |

| Trend Chart | Performance Gauge | | | | | | | | | | |
|--|-------------------|-------|------------|-----|------------|---|------------|---|------------|---|-------------------|
| <p>EHPI 2.5 Total waste collected by the district (kg per household). (MAXIMISING INDICATOR)</p> <table border="1"> <caption>Total waste collected by the district (kg per household)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2014/15</td><td>247</td></tr> <tr><td>Q2 2014/15</td><td>-</td></tr> <tr><td>Q3 2014/15</td><td>-</td></tr> <tr><td>Q4 2014/15</td><td>-</td></tr> </tbody> </table> | Quarter | Value | Q1 2014/15 | 247 | Q2 2014/15 | - | Q3 2014/15 | - | Q4 2014/15 | - | <p>TBA</p> |
| Quarter | Value | | | | | | | | | | |
| Q1 2014/15 | 247 | | | | | | | | | | |
| Q2 2014/15 | - | | | | | | | | | | |
| Q3 2014/15 | - | | | | | | | | | | |
| Q4 2014/15 | - | | | | | | | | | | |

| Environment Services | | | | | | | | | | | | | | | | | |
|--|---|--------|---------------|----------------|------------------|---|--|------------|-----|------------|-----|------------|-----|------------|------|-------------------|--|
| PI code | Short Name | Status | Current Value | Current target | Short term trend | Notes | Recommendations made during last Scrutiny meeting on 9 September 2014. | | | | | | | | | | |
| EHPI 2.6 | Percentage of residual waste (refuse) sent for disposal. (MINIMISING INDICATOR) | TBA | TBA | 46% | TBA | Still awaiting data for September to complete quarter 2 recycling bank information. Performance status will be verbally updated by the Chief Executive and Director of Customer and Community Services. | None. | | | | | | | | | | |
| Trend Chart | | | | | | Performance Gauge | | | | | | | | | | | |
| <p>EHPI 2.6 Percentage of residual waste (refuse) sent for disposal. (MINIMISING INDICATOR)</p> <table border="1"> <caption>EHPI 2.6 Percentage of residual waste (refuse) sent for disposal. (MINIMISING INDICATOR)</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>45%</td> </tr> <tr> <td>Q2 2014/15</td> <td>45%</td> </tr> <tr> <td>Q3 2014/15</td> <td>45%</td> </tr> <tr> <td>Q4 2014/15</td> <td>~52%</td> </tr> </tbody> </table> | | | | | | Quarter | Value (%) | Q1 2014/15 | 45% | Q2 2014/15 | 45% | Q3 2014/15 | 45% | Q4 2014/15 | ~52% | <p>TBA</p> | |
| Quarter | Value (%) | | | | | | | | | | | | | | | | |
| Q1 2014/15 | 45% | | | | | | | | | | | | | | | | |
| Q2 2014/15 | 45% | | | | | | | | | | | | | | | | |
| Q3 2014/15 | 45% | | | | | | | | | | | | | | | | |
| Q4 2014/15 | ~52% | | | | | | | | | | | | | | | | |

| Environment Services | | | | | | | | | | | | | | | | | | | |
|---|--|--------|---------------|----------------|------------------|--|--|------------|------|----------|-------|-----------|--------|-----------|--------|-------------|--------|-------------------|--|
| PI code | Short Name | Status | Current Value | Current target | Short term trend | Notes | Recommendations made during last Scrutiny meeting on 9 September 2014. | | | | | | | | | | | | |
| EHPI 191 | Residual household waste per household. (MINIMISING INDICATOR) | N/A | TBA | N/A | TBA | Service is currently awaiting recycling bank data for September. Performance status will be verbally updated by the Chief Executive and Director of Customer and Community Services. | None. | | | | | | | | | | | | |
| Trend Chart | | | | | | Performance Gauge | | | | | | | | | | | | | |
| <p>EHPI 191 Residual household waste per household. (MINIMISING INDICATOR)</p> <table border="1"> <caption>EHPI 191 Residual household waste per household. (MINIMISING INDICATOR)</caption> <thead> <tr> <th>Month</th> <th>Value (kg)</th> </tr> </thead> <tbody> <tr> <td>April 2014</td> <td>5 kg</td> </tr> <tr> <td>May 2014</td> <td>68 kg</td> </tr> <tr> <td>June 2014</td> <td>111 kg</td> </tr> <tr> <td>July 2014</td> <td>146 kg</td> </tr> <tr> <td>August 2014</td> <td>180 kg</td> </tr> </tbody> </table> | | | | | | Month | Value (kg) | April 2014 | 5 kg | May 2014 | 68 kg | June 2014 | 111 kg | July 2014 | 146 kg | August 2014 | 180 kg | <p>N/A</p> | |
| Month | Value (kg) | | | | | | | | | | | | | | | | | | |
| April 2014 | 5 kg | | | | | | | | | | | | | | | | | | |
| May 2014 | 68 kg | | | | | | | | | | | | | | | | | | |
| June 2014 | 111 kg | | | | | | | | | | | | | | | | | | |
| July 2014 | 146 kg | | | | | | | | | | | | | | | | | | |
| August 2014 | 180 kg | | | | | | | | | | | | | | | | | | |

Environment Services

| PI code | Short Name | Status | Current Value | Current target | Short term trend | Notes | Recommendations made during last Scrutiny meeting on 9 September 2014. |
|----------|--|--------|---------------|----------------|------------------|--|--|
| EHPI 192 | Percentage of household waste sent for reuse, recycling and composting. (MAXIMISING INDICATOR) | N/A | TBA | N/A | TBA | Service is currently awaiting recycling bank data for September. Performance status will be verbally updated by the Chief Executive and Director of Customer and Community Services. | None. |



| PI Status | |
|-----------|---------|
| | Alert |
| | Warning |
| | OK |

| Short Term Trends | |
|-------------------|---------------|
| | Improving |
| | No Change |
| | Getting Worse |