



September/Quarter 2 Executive Corporate Healthcheck 2014/15




Traffic Light Red
Corporate Priority: People

Revenues and Benefits Services



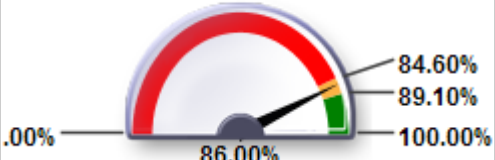
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge
EHPI 181	Time taken to process Housing Benefit new claims and change events. (MINIMISING INDICATOR)		13.4 days	10 days		Performance is below target for September. Period is covering from 5 August 2014 to 9 September 2014 is at 23.09 days, which moves cumulative position to 13.4 days.	<p>September 2014 result</p> <p>0 days 10.1 days 10.6 days 20 days</p> <p>13.4 days</p>

Traffic Light Amber
Corporate Priority: Place

Environmental Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge
EHPI 2.4 (47)	Fly-tips: removal. (MINIMISING INDICATOR)		2.02 days	2.00 days		Performance is just below target. 118 out of 137 applications were determined on time.	<p>September 2014 result</p> 

Planning and Building Control

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge
EHPI 157c	Processing of planning applications: Other applications. (MAXIMISING INDICATOR)		86.00%	90.00%		Performance is just below target. 118 out of 137 applications determined on time.	<p>September 2014 result</p> 

Traffic Light Green
Corporate Priority: Place

Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge
EHPI 2.2	Waste: missed collections per 100,000 collections of household. (MINIMISING INDICATOR)		31.15	46.00		Performance is exceeding target. Up on last month, mainly to do with missed organic collections, still well within target.	<p>September 2014 result</p> <p>48.76 46.46 .00 31.15 200.00</p>

Planning and Building Control

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge
EHPI 157a	Processing of planning applications: Major applications. (MAXIMISING INDICATOR)		100.00%	60.00%		Performance is exceeding target. 2 out of 2 applications determined within the ETA date.	<p>September 2014 result</p> <p>.00% 56.40% 59.40% 100.00% 100.00%</p>

Planning and Building Control							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge
EHPI 157b	Processing of planning applications: Minor applications. (MAXIMISING INDICATOR)		89.00%	80.00%		Performance is exceeding target. 24 out of 27 applications determined on time	<p>September 2014 result</p>



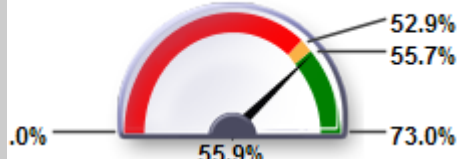
Traffic Light Green
Corporate Priority: Prosperity



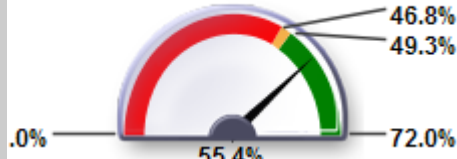
Financial Support Services							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge
EHPI 8	% of invoices paid on time. (MAXIMISING INDICATOR)		98.12%	98.50%		The number of invoices paid on time is just below the target of 98.5%. Of the 851 invoices paid, 835 were paid on time.	<p>September 2014 result</p>

Parking Services							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge
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.	<p>September 2014 result</p> <p>15 days 14 days 0 days 12 days 30 days</p>

Parking Services							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge
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.	<p>September 2014 result</p> <p>21 days 22 days 0 days 12 days 35 days</p>

People Services & Organisational Development							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge
EHPI 12c	Total number of sickness absence days per FTE staff in post (MINIMISING INDICATOR)		0.41 days	0.54 days		Total absence for the year so far is 1.66 days (end of year target is 6.5 days)	<p>September 2014 result</p> <p>0.55 days 0.57 days 0.00 days 0.41 days 1.00 days</p>

Revenues and Benefits							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge
EHPI 10.2	Council tax collection, % of current year liability collected. (MAXIMISING INDICATOR)		55.9%	56.3%		Performance on target.	<p>September 2014 result</p> 

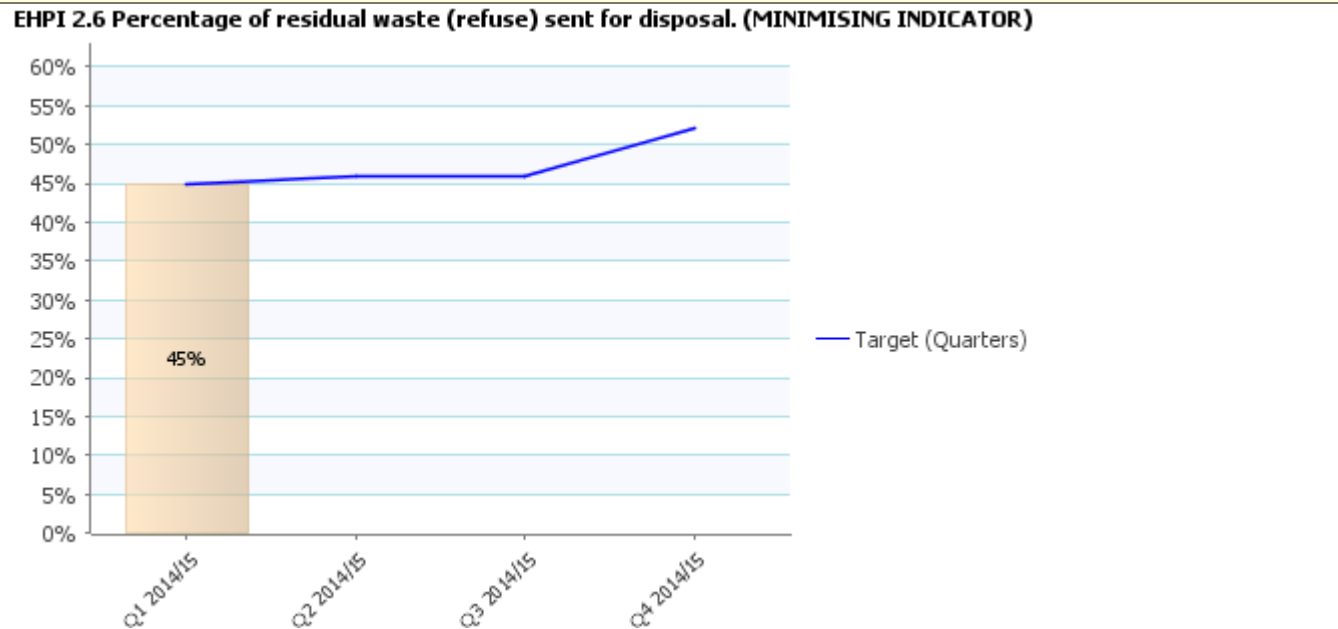
Revenues and Benefits							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge
EHPI 10.4	NNDR (Business rates) collection, % of current year liability collected. (MAXIMISING INDICATOR)		55.4%	49.8%		Performance exceeding target.	<p>September 2014 result</p> 

Traffic Light Unknown
Corporate Priority: Place

Environment Services

Short Name	Status	Current Value	Current target	Short term trend	Notes
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.

Trend Chart **Performance Gauge**



TBA

Environment Services																	
Short Name	Status	Current Value	Current target	Short term trend	Notes												
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.												
Trend Chart																	
<p>EHPI 192 Percentage of household waste sent for reuse, recycling and composting. (MAXIMISING INDICATOR)</p> <table border="1"> <caption>Chart Data</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>April 2014</td> <td>54.04%</td> </tr> <tr> <td>May 2014</td> <td>55.10%</td> </tr> <tr> <td>June 2014</td> <td>55.18%</td> </tr> <tr> <td>July 2014</td> <td>54.29%</td> </tr> <tr> <td>August 2014</td> <td>53.49%</td> </tr> </tbody> </table>					Month	Percentage	April 2014	54.04%	May 2014	55.10%	June 2014	55.18%	July 2014	54.29%	August 2014	53.49%	TBA
Month	Percentage																
April 2014	54.04%																
May 2014	55.10%																
June 2014	55.18%																
July 2014	54.29%																
August 2014	53.49%																

PI Status	
	Alert
	Warning
	OK

Short Term Trends	
	Improving
	No Change
	Getting Worse