



January Executive Corporate Healthcheck 2014/15



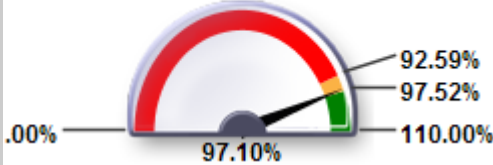
Traffic Light Red
Corporate Priority: People

Revenues and Benefits




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 CUMULATIVE INDICATOR)		13.7 days	10 days		Performance did not meet the target for January 2015. However, the short-term trend for this month shows that performance has improved slightly. The service is going through the process of recruiting further new staff although it is encountering some difficulty. There are currently 5.8 FTE posts vacant; temporary staff are supporting the service whilst recruitment continues.	<p>January 2015 result</p> <p>0 days — 13.7 days — 10.6 days — 10.1 days — 20 days</p>

Traffic Light Amber
Corporate Priority: Prosperity

Governance and Risk Management

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge
EHPI 8	% of invoices paid on time. (MAXIMISING INDICATOR)		97.10%	98.50%		There was a small dip in performance due to a delay in processing invoices in one section and delays in transfer of information. Remedial action has been taken and we do not expect this to reoccur. Overall performance in the month was 97.1% against a target of 98.5%.	<p>January 2015 result</p> 

People and Property

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)		0.57 days	0.54 days		Performance for January has resulted in this performance indicator performing outside council standards for the first time this year. As a result the short and long term trends are indicating that performance is declining (ie getting worse). Total absence for the year so far is 3.52 days (end of year target is 6.5 days) and the indicator is off target this month due to a number of ongoing long term sickness cases which HR Officers are working on with service managers.	<p>January 2015 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)		24.71	46.00		Performance exceeding target. This is the second lowest level for this year. Looking at the different types of collections, refuse is low, and garden/kitchen is low like last month. However mixed recycling is at a medium level, higher than the last three months.	<p>January 2015 result</p>

Environment 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)		1.41 days	2.00 days		Good performance this month exceeding the target.	<p>January 2015 result</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)		67.00%	60.00%		Target achieved for January 2015. 2 applications out of 3 were determined on time. However the long term trend indicates that performance is declining.	<p>January 2015 result</p> <p>56.40% 59.40% 100.00% 67.00%</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)		83.00%	80.00%		Target achieved for January 2015. 24 applications out of 29 were determined on time. However the long term trend indicates that performance is declining.	<p>January 2015 result</p> <p>75.20% 79.20% 100.00% 83.00%</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)		96.00%	90.00%		Target achieved for January 2015. 104 applications out of 108 were determined on time.	<p>January 2015 result</p> <p>84.60% 89.10% 100.00% 96.00%</p>



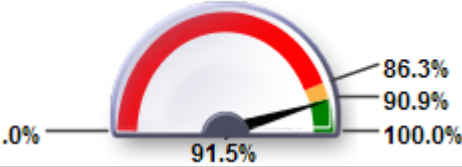
Traffic Light Green
Corporate Priority: Prosperity



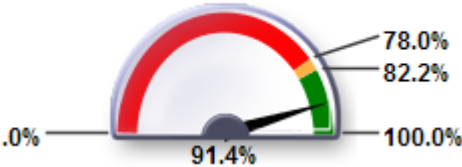
Parking Services

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		Indicator remains on target, however the long term trend indicates that performance is declining.	<p>January 2015 result</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		Performance is within target, however the long term trend indicates that performance is declining.	<p>January 2015 result</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 CUMULATIVE INDICATOR)		91.5%	91.8%		Performance is within the target threshold for January 2015.	<p>January 2015 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 CUMULATIVE INDICATOR)		91.4%	83.0%		Performance for January 2015 is exceeding the target.	<p>January 2015 result</p> 

Traffic Light Unknown
Corporate Priority: Place

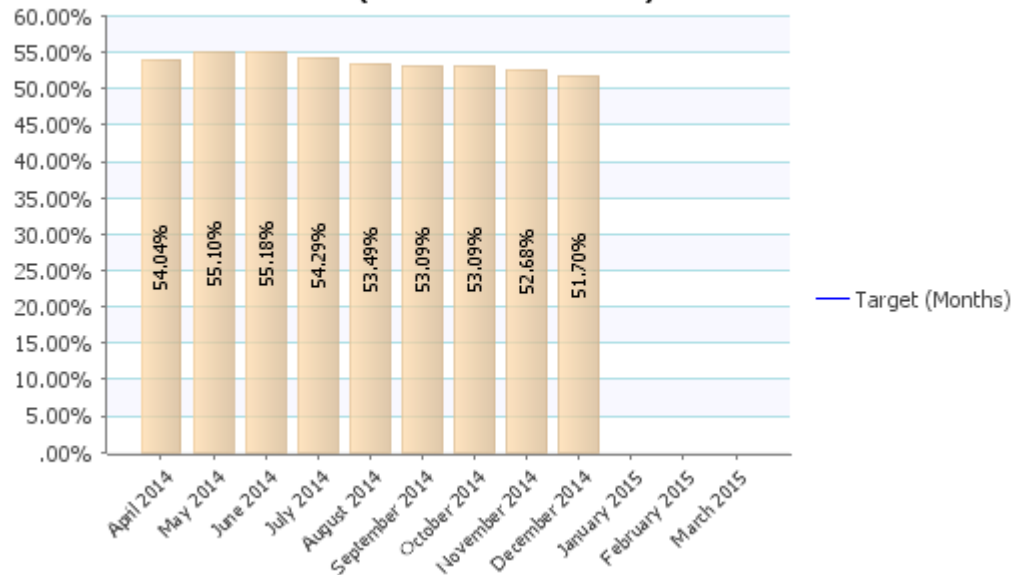
Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes
EHPI 192	Percentage of household waste sent for reuse, recycling and composting. (MAXIMISING INDICATOR)	N/A	51.70%	N/A	↓	Performance is within service expectations for this period of the year and above performance for the same period last year (December 2013) which achieved 49.99%.




Trend Chart




Performance Gauge

EHPI 192 Percentage of household waste sent for reuse, recycling and composting. (MAXIMISING INDICATOR)



N/A

PI Status	
	Alert
	Warning
	OK

Short Term Trends	
	Improving
	No Change
	Getting Worse