

# December/Quarter 3 Executive Corporate Healthcheck 2015/16



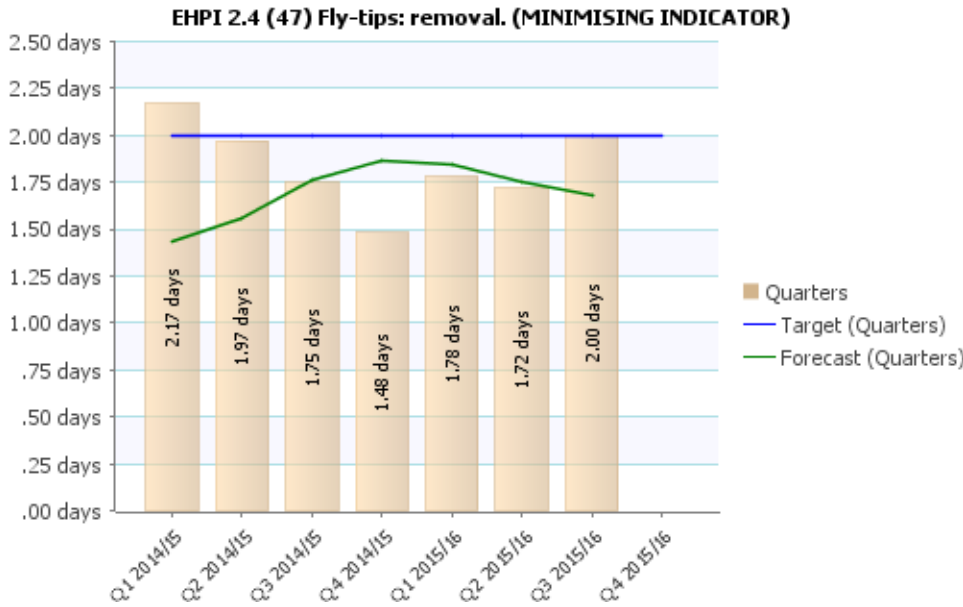
**Directorate** Customer and Community  
**Service Area** Customer Services

<b>PI Code &amp; Short Name</b>	EHPI 7.3 Percentage of appeals to the traffic penalty tribunal against the number of PCNs issued (MINIMISING INDICATOR)	<b>Managed By</b>	Andrew Pulham; Neil Sloper																		
<b>EHPI 7.3 Percentage of appeals to the traffic penalty tribunal against the number of PCNs issued (MINIMISING INDICATOR)</b>		<b>Short Term Trend Arrow</b>																			
<table border="1"> <caption>Data for EHPI 7.3 Percentage of appeals to the traffic penalty tribunal against the number of PCNs issued</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>0.00%</td> </tr> <tr> <td>Q2 2014/15</td> <td>0.00%</td> </tr> <tr> <td>Q3 2014/15</td> <td>0.00%</td> </tr> <tr> <td>Q4 2014/15</td> <td>0.00%</td> </tr> <tr> <td>Q1 2015/16</td> <td>0.07%</td> </tr> <tr> <td>Q2 2015/16</td> <td>0.07%</td> </tr> <tr> <td>Q3 2015/16</td> <td>0.20%</td> </tr> <tr> <td>Q4 2015/16</td> <td>0.00%</td> </tr> </tbody> </table>		Quarter	Value	Q1 2014/15	0.00%	Q2 2014/15	0.00%	Q3 2014/15	0.00%	Q4 2014/15	0.00%	Q1 2015/16	0.07%	Q2 2015/16	0.07%	Q3 2015/16	0.20%	Q4 2015/16	0.00%	<b>Long Term Trend Arrow</b>	New indicator for 2015/16 therefore no long term trend can be analysed.
Quarter	Value																				
Q1 2014/15	0.00%																				
Q2 2014/15	0.00%																				
Q3 2014/15	0.00%																				
Q4 2014/15	0.00%																				
Q1 2015/16	0.07%																				
Q2 2015/16	0.07%																				
Q3 2015/16	0.20%																				
Q4 2015/16	0.00%																				
		<b>Traffic Light Icon</b>																			
		<b>Current Value</b>	0.20%																		
		<b>Current Target</b>	0.35%																		
		<b>Notes &amp; History Latest Note</b>	Performance exceeding target. 15 appeals received against a total of 6532 PCNs issued in the third quarter.																		
		<b>Management Response / Action</b>	No further management response required at this stage.																		

<b>PI Code &amp; Short Name</b>	EHPI 7.2 Turnaround of PCN Challenges and Representations (MINIMISING INDICATOR)	<b>Managed By</b>	Andrew Pulham; Neil Sloper																																																		
<b>EHPI 7.2 Turnaround of PCN Challenges and Representations (MINIMISING INDICATOR)</b>		<b>Short Term Trend Arrow</b>																																																			
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		<b>Current Target</b>	21 days																																																		
		<b>Notes &amp; History Latest Note</b>	Performance exceeding target.																																																		
		<b>Management Response / Action</b>	No further management response required at this stage.																																																		

**Directorate** Customer and Community Services  
**Service Area** Environmental Services and Leisure

**PI Code & Short Name** EHPI 2.4 (47) Fly-tips: removal. (MINIMISING INDICATOR)



**Managed By** Cliff Cardoza; Karl Chui;

**Short Term Trend Arrow**

**Long Term Trend Arrow**

**Traffic Light Icon**

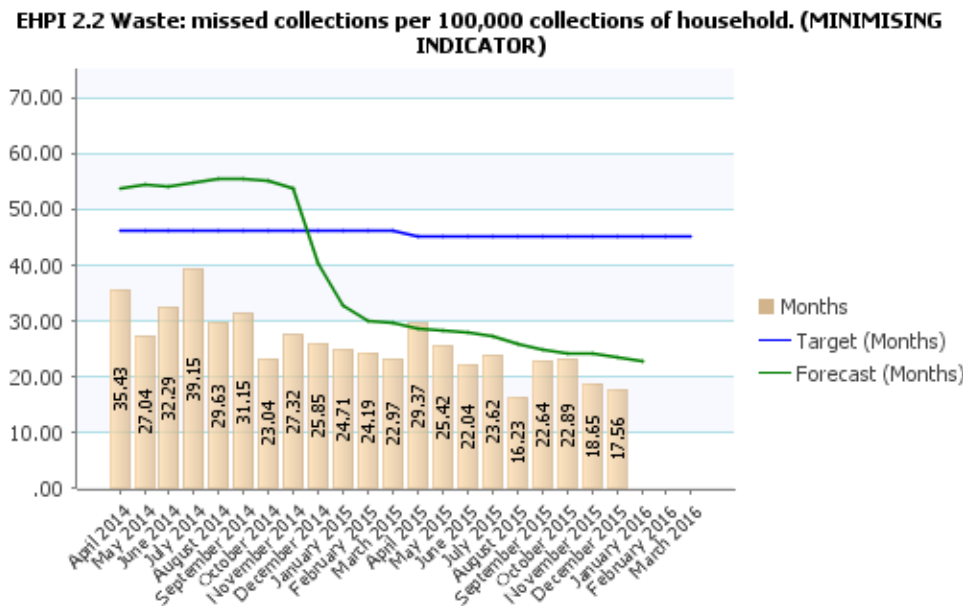
**Current Value** 2.00 days

**Current Target** 2.00 days

**Notes & History Latest Note**  
 Performance is still on target of 2 days, although performance not quite as good as previous quarter due to an increased number of fly tips removed and some larger fly tips which required specialist contractors.

**Management Response / Action**  
 No further management response required at this stage.

**PI Code & Short Name** EHPI 2.2 Waste: missed collections per 100,000 collections of household. (MINIMISING INDICATOR)



**Managed By** Cliff Cardoza;

**Short Term Trend Arrow**

**Long Term Trend Arrow**

**Traffic Light Icon**

**Current Value** 17.56

**Current Target** 45.00

**Notes & History Latest Note**  
 December generally sees missed collections fall. Well below target and also below the previous month. Anticipate an increase for January as a result of Christmas and adjusted collections.

**Management Response / Action**  
 No further management response required at this stage.

## Essential Reference Paper 'H'

<b>PI Code &amp; Short Name</b>	EHPI 2.6 Percentage of residual waste (refuse) sent for disposal out of the total collected. (MINIMISING INDICATOR)	<b>Managed By</b>	Cliff Cardoza;																		
<b>EHPI 2.6 Percentage of residual waste (refuse) sent for disposal out of the total collected. (MINIMISING INDICATOR)</b>		<b>Short Term Trend Arrow</b>																			
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Q3 2015/16	50%																				
Q4 2015/16	50%																				
		<b>Traffic Light Icon</b>	N/A - Trend only indicator																		
		<b>Current Value</b>	49%																		
		<b>Current Target</b>	N/A - Trend only indicator																		
		<b>Notes &amp; History Latest Note</b>	This is a rolling period from September to November 2015. Waste is growing as the economy improves and dry recycling (paper) is reducing due to increase use of electronic media.																		
		<b>Management Response / Action</b>	No further management response required at this stage.																		

<b>PI Code &amp; Short Name</b>	EHPI 192 Percentage of household waste sent for reuse, recycling and composting. (MAXIMISING INDICATOR)	<b>Managed By</b>	Cliff Cardoza;																																																		
<b>EHPI 192 Percentage of household waste sent for reuse, recycling and composting. (MAXIMISING INDICATOR)</b>		<b>Short Term Trend Arrow</b>																																																			
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		<b>Notes &amp; History Latest Note</b>	No status note has been added.																																																		
		<b>Management Response / Action</b>	No further management response required at this stage.																																																		


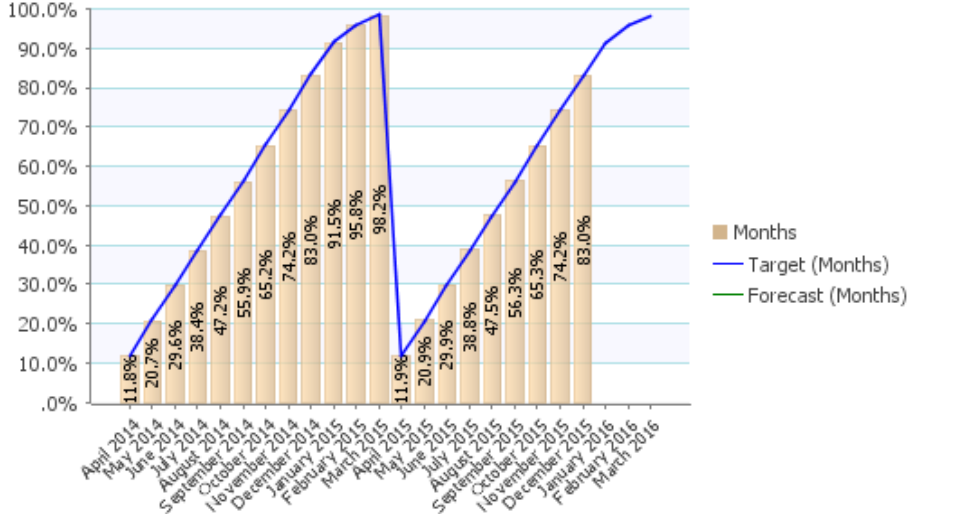

**Directorate** Finance and Support Services  
**Service Area** Governance and Risk Management




<b>PI Code &amp; Short Name</b>	EHPI 8 % of invoices paid on time. (MAXIMISING INDICATOR)	<b>Managed By</b>	Chris Gibson																																																		
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		<b>Management Response / Action</b>	No further management response required at this stage.																																																		

**Directorate** Finance and Support Services  
**Service Area** HR and Organisational Development


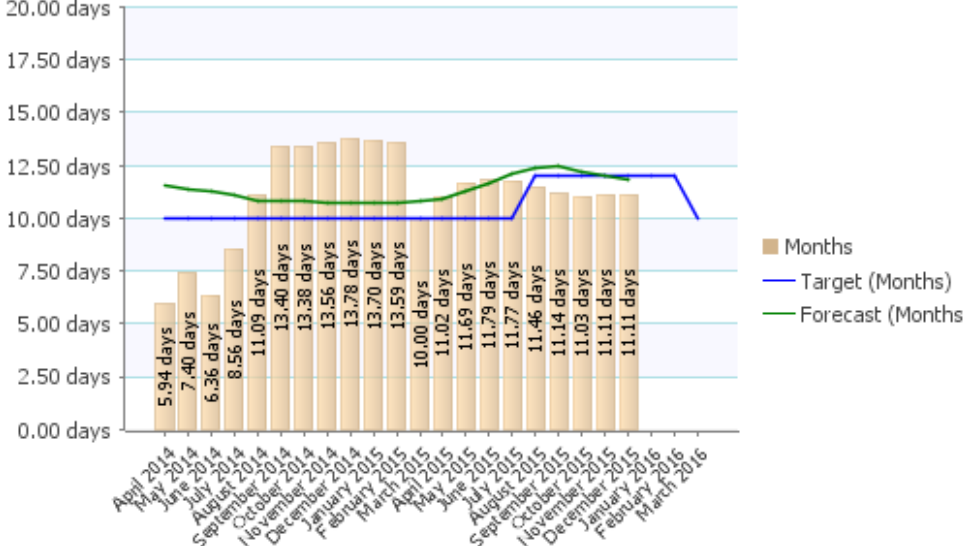


<b>PI Code &amp; Short Name</b>	EHPI 12c Total number of sickness absence days per FTE staff in post (MINIMISING INDICATOR)	<b>Managed By</b>	Vicki David; Emma Freeman; Adele Taylor																																																		
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		<b>Current Target</b>	0.54 days																																																		
		<b>Notes &amp; History Latest Note</b>	Total absence for the year so far is 3.86 days (end of year target is 6.5 days)																																																		
		<b>Management Response / Action</b>	No further management response required at this stage.																																																		

**Directorate Finance and Support Services**  
**Service Area Revenues and Benefits**

<b>PI Code &amp; Short Name</b>	EHPI 10.2 Council tax collection, % of current year liability collected. (MAXIMISING CUMULATIVE INDICATOR)	<b>Managed By</b>	Su Tarran; Adele Taylor
<b>EHPI 10.2 Council tax collection, % of current year liability collected. (MAXIMISING CUMULATIVE INDICATOR)</b>		<b>Short Term Trend Arrow</b>	
		<b>Long Term Trend Arrow</b>	N/A – Cumulative indicator
		<b>Traffic Light Icon</b>	
		<b>Current Value</b>	83.0%
		<b>Current Target</b>	83.0%
		<b>Notes &amp; History Latest Note</b>	Performance on target.
		<b>Management Response / Action</b>	No further management response required at this stage.

<b>PI Code &amp; Short Name</b>	EHPI 10.4 NNDR (Business rates) collection, % of current year liability collected. (MAXIMISING CUMULATIVE INDICATOR)	<b>Managed By</b>	Su Tarran; Adele Taylor
<b>EHPI 10.4 NNDR (Business rates) collection, % of current year liability collected. (MAXIMISING CUMULATIVE INDICATOR)</b>		<b>Short Term Trend Arrow</b>	
		<b>Long Term Trend Arrow</b>	N/A – Cumulative indicator
		<b>Traffic Light Icon</b>	
		<b>Current Value</b>	83.4%
		<b>Current Target</b>	83.5%
		<b>Notes &amp; History Latest Note</b>	Performance on target.
		<b>Management Response / Action</b>	No further management response required at this stage.

## Essential Reference Paper 'H'


<b>PI Code &amp; Short Name</b>	EHPI 181 Time taken to process Housing Benefit new claims and change events. (MINIMISING INDICATOR)	<b>Managed By</b>	Su Tarran; Adele Taylor
<b>EHPI 181 Time taken to process Housing Benefit new claims and change events. (MINIMISING INDICATOR)</b>		<b>Short Term Trend Arrow</b>	
		<b>Long Term Trend Arrow</b>	
		<b>Traffic Light Icon</b>	
		<b>Current Value</b>	11.11 days
		<b>Current Target</b>	12.00 days
		<b>Notes &amp; History Latest Note</b>	Performance exceeding target. Performance for the Period 3 November 2015 to 1 December 2015 is 11.11 days,
		<b>Management Response / Action</b>	No further management response required at this stage.

**Directorate** Neighbourhood Services  
**Service Area** Housing

**PI Code & Short Name** EHPI 151 Number of homeless households living in temporary accommodation at the end of the quarter. (MINIMISING INDICATOR)

**Managed By** Simon Drinkwater

**Short Term Trend Arrow** 

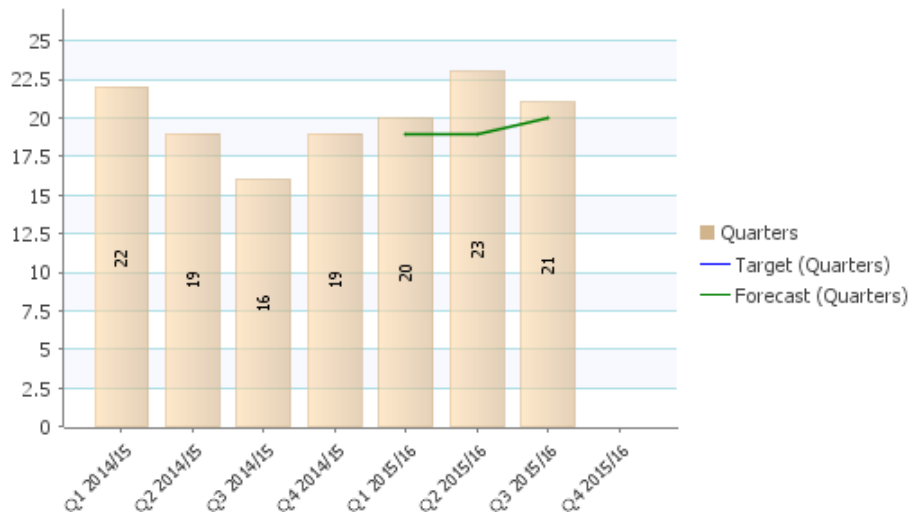
**Long Term Trend Arrow** 

**Traffic Light Icon** N/A - Trend only indicator

**Current Value** 21

**Current Target** N/A - Trend only indicator

**EHPI 151 Number of homeless households living in temporary accommodation at the end of the quarter. (MINIMISING INDICATOR)**

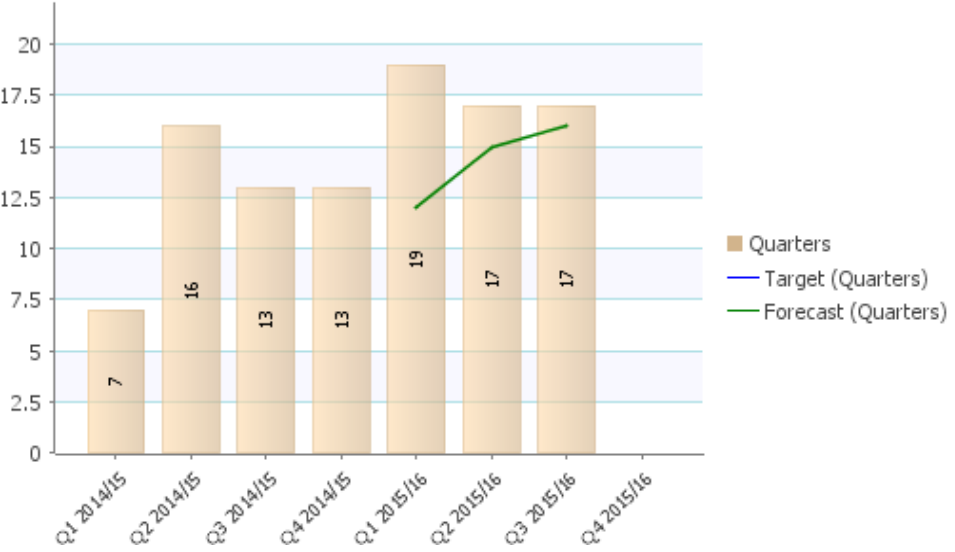




**Notes & History Latest Note**  
 At the end of December there were 21 households in temporary accommodation. The council owned temporary accommodation (hostel ) remains full with 12 households. Two households were in B&B, both were single applicants where a decision on the homeless duty owed has yet to be made. Six households were in temporary supported accommodation for people with mental health issues and one household was in a long-term private sector leased property.

**Management Response / Action**  
 No further management response required at this stage.

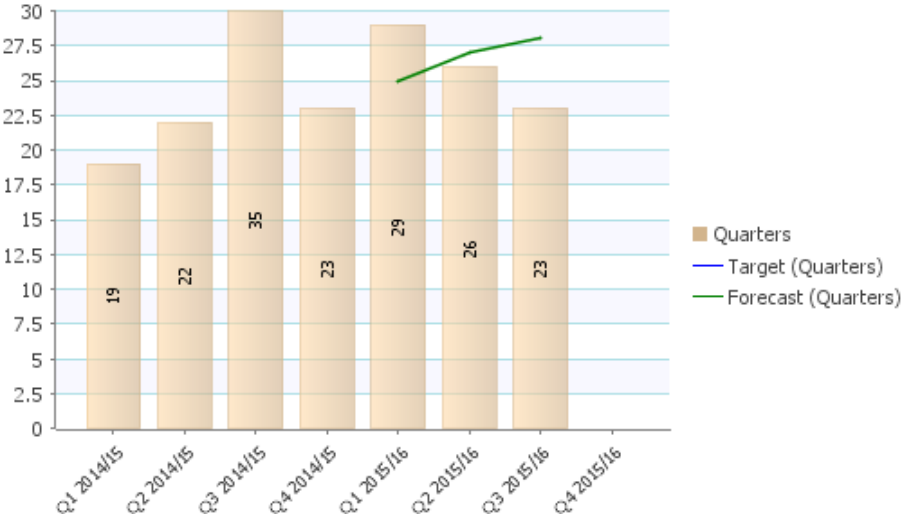




## Essential Reference Paper 'H'


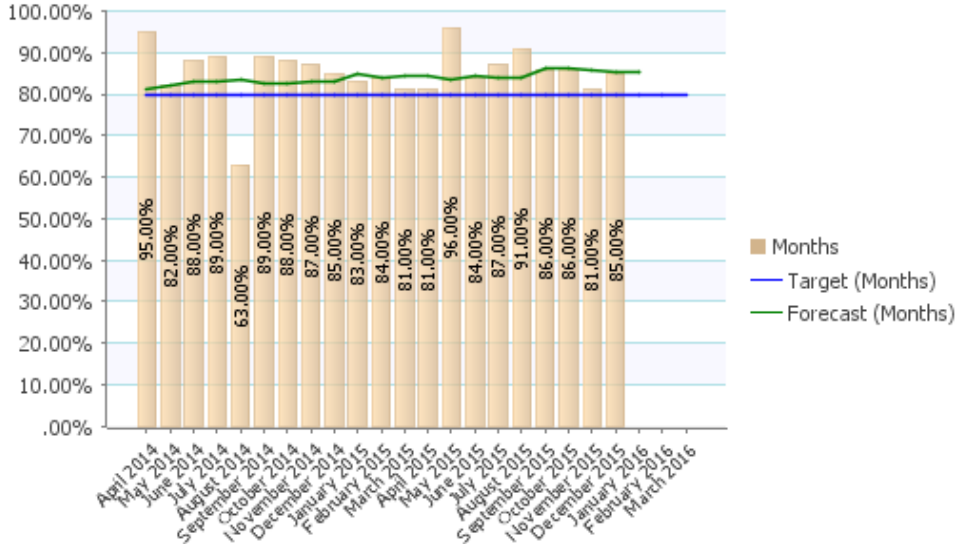


<b>PI Code &amp; Short Name</b>	EHPI 152 The number of applicants accepted as owed the main homelessness duty to secure accommodation. (MINIMISING INDICATOR)	<b>Managed By</b>	Simon Drinkwater																		
<div data-bbox="76 421 1002 474"> <p><b>EHPI 152 The number of applicants accepted as owed the main homelessness duty to secure accommodation. (MINIMISING INDICATOR)</b></p> </div>  <table border="1" data-bbox="76 481 1034 1030"> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>7</td> </tr> <tr> <td>Q2 2014/15</td> <td>16</td> </tr> <tr> <td>Q3 2014/15</td> <td>13</td> </tr> <tr> <td>Q4 2014/15</td> <td>13</td> </tr> <tr> <td>Q1 2015/16</td> <td>19</td> </tr> <tr> <td>Q2 2015/16</td> <td>17</td> </tr> <tr> <td>Q3 2015/16</td> <td>17</td> </tr> <tr> <td>Q4 2015/16 (Forecast)</td> <td>17</td> </tr> </tbody> </table>		Quarter	Value	Q1 2014/15	7	Q2 2014/15	16	Q3 2014/15	13	Q4 2014/15	13	Q1 2015/16	19	Q2 2015/16	17	Q3 2015/16	17	Q4 2015/16 (Forecast)	17	<b>Short Term Trend Arrow</b>	
		Quarter	Value																		
		Q1 2014/15	7																		
		Q2 2014/15	16																		
		Q3 2014/15	13																		
		Q4 2014/15	13																		
Q1 2015/16	19																				
Q2 2015/16	17																				
Q3 2015/16	17																				
Q4 2015/16 (Forecast)	17																				
<b>Long Term Trend Arrow</b>																					
<b>Traffic Light Icon</b>	N/A - Trend only indicator																				
<b>Current Value</b>	17																				
<b>Current Target</b>	N/A - Trend only indicator																				
		<b>Notes &amp; History Latest Note</b>	<p>The number of homeless acceptances in this quarter was 17. The cumulative total is 53 households for 2015/16 compared to 36 households for the first three quarters of 2014/15. The primary reason for the homelessness remains the end of a private sector assured short hold tenancy because the landlord requires the property back.</p>																		
		<b>Management Response / Action</b>	<p>No further management response required at this stage.</p>																		


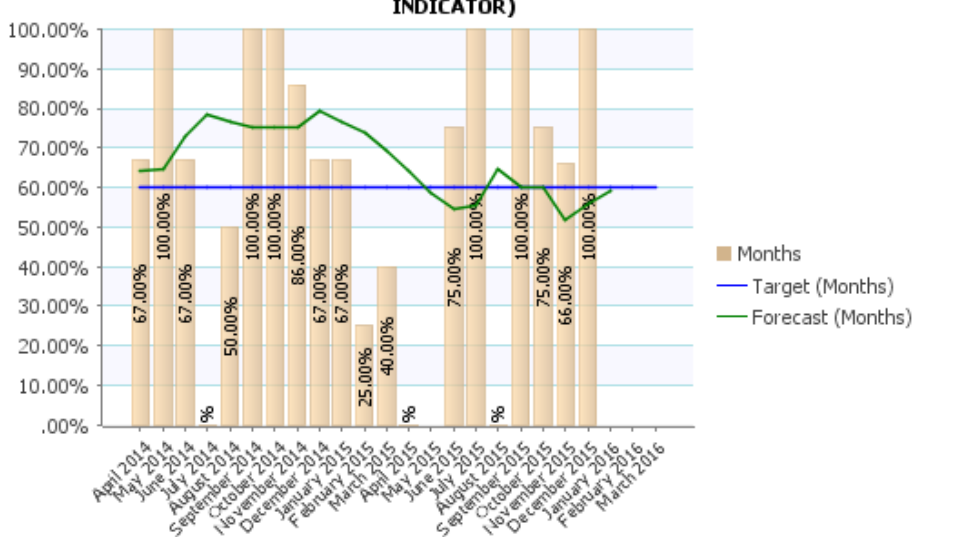




## Essential Reference Paper 'H'

<b>PI Code &amp; Short Name</b>	EHPI 153 Number of applicants that presented to the council as homeless. (MINIMISING INDICATOR)	<b>Managed By</b>	Simon Drinkwater																		
<p><b>EHPI 153 Number of applicants that presented to the council as homeless. (MINIMISING INDICATOR)</b></p>  <table border="1" data-bbox="76 517 981 1041"> <thead> <tr> <th>Quarter</th> <th>Number of Applicants</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>19</td> </tr> <tr> <td>Q2 2014/15</td> <td>22</td> </tr> <tr> <td>Q3 2014/15</td> <td>35</td> </tr> <tr> <td>Q4 2014/15</td> <td>23</td> </tr> <tr> <td>Q1 2015/16</td> <td>29</td> </tr> <tr> <td>Q2 2015/16</td> <td>26</td> </tr> <tr> <td>Q3 2015/16</td> <td>23</td> </tr> <tr> <td>Q4 2015/16</td> <td>23</td> </tr> </tbody> </table>		Quarter	Number of Applicants	Q1 2014/15	19	Q2 2014/15	22	Q3 2014/15	35	Q4 2014/15	23	Q1 2015/16	29	Q2 2015/16	26	Q3 2015/16	23	Q4 2015/16	23	<b>Short Term Trend Arrow</b>	
		Quarter	Number of Applicants																		
		Q1 2014/15	19																		
		Q2 2014/15	22																		
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<b>Long Term Trend Arrow</b>																					
<b>Traffic Light Icon</b>	N/A - Trend only indicator																				
<b>Current Value</b>	23																				
<b>Current Target</b>	N/A - Trend only indicator																				
<p><b>Notes &amp; History Latest Note</b></p> <p>The third quarter recorded 23 households as presenting as homeless compared to 35 for the same quarter 2014/15. The cumulative total for 2015/16 is 78 compared to 76 for the same three quarters in 2014/15. The primary reasons remains the end of an assured short hold tenancy in the private sector where the landlord wants the property back to either sell or re-let at a higher rent.</p>		<p><b>Notes &amp; History Latest Note</b></p>	<p>The third quarter recorded 23 households as presenting as homeless compared to 35 for the same quarter 2014/15. The cumulative total for 2015/16 is 78 compared to 76 for the same three quarters in 2014/15. The primary reasons remains the end of an assured short hold tenancy in the private sector where the landlord wants the property back to either sell or re-let at a higher rent.</p>																		
<p><b>Management Response / Action</b></p>		<p><b>Management Response / Action</b></p>	<p>No further management response required at this stage.</p>																		

**Directorate** Neighbourhood Services  
**Service Area** Planning and Building Control

<b>PI Code &amp; Short Name</b>	EHPI 157b Processing of planning applications: Minor applications. (MAXIMISING INDICATOR)	<b>Managed By</b>	Simon Drinkwater; Kevin Steptoe; Alison Young
<b>EHPI 157b Processing of planning applications: Minor applications. (MAXIMISING INDICATOR)</b>		<b>Short Term Trend Arrow</b>	
		<b>Long Term Trend Arrow</b>	
		<b>Traffic Light Icon</b>	
		<b>Current Value</b>	85.00%
		<b>Current Target</b>	80.00%
		<b>Notes &amp; History Latest Note</b>	Performance exceeding target with 28 out of 33 applications processed on time.
		<b>Management Response / Action</b>	Performance in December is only 0.42% off the against the long term trend, therefore no management response required at this stage.




<b>PI Code &amp; Short Name</b>	EHPI 157a Processing of planning applications: Major applications. (MAXIMISING INDICATOR)	<b>Managed By</b>	Simon Drinkwater; Kevin Steptoe; Alison Young
<b>EHPI 157a Processing of planning applications: Major applications. (MAXIMISING INDICATOR)</b>		<b>Short Term Trend Arrow</b>	
		<b>Long Term Trend Arrow</b>	
		<b>Traffic Light Icon</b>	
		<b>Current Value</b>	100.00%
		<b>Current Target</b>	60.00%
		<b>Notes &amp; History Latest Note</b>	Performance is exceeding target with 5 out of 5 applications processed on time.
		<b>Management Response / Action</b>	No further management response required at this stage.




## Essential Reference Paper 'H'




<b>PI Code &amp; Short Name</b>	EHPI 157c Processing of planning applications: Other applications. (MAXIMISING INDICATOR)	<b>Managed By</b>	Simon Drinkwater; Kevin Steptoe; Alison Young																																																		
<b>EHPI 157c Processing of planning applications: Other applications. (MAXIMISING INDICATOR)</b>		<b>Short Term Trend Arrow</b>																																																			
<table border="1" style="font-size: small; margin-top: 5px;"> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>April 2014</td><td>94.00%</td></tr> <tr><td>May 2014</td><td>93.00%</td></tr> <tr><td>June 2014</td><td>94.00%</td></tr> <tr><td>July 2014</td><td>91.00%</td></tr> <tr><td>August 2014</td><td>98.00%</td></tr> <tr><td>September 2014</td><td>86.00%</td></tr> <tr><td>October 2014</td><td>94.00%</td></tr> <tr><td>November 2014</td><td>91.00%</td></tr> <tr><td>December 2014</td><td>96.00%</td></tr> <tr><td>January 2015</td><td>88.00%</td></tr> <tr><td>February 2015</td><td>92.00%</td></tr> <tr><td>March 2015</td><td>93.00%</td></tr> <tr><td>April 2015</td><td>90.00%</td></tr> <tr><td>May 2015</td><td>89.00%</td></tr> <tr><td>June 2015</td><td>88.00%</td></tr> <tr><td>July 2015</td><td>90.00%</td></tr> <tr><td>August 2015</td><td>88.00%</td></tr> <tr><td>September 2015</td><td>90.00%</td></tr> <tr><td>October 2015</td><td>95.00%</td></tr> <tr><td>November 2015</td><td>96.00%</td></tr> <tr><td>December 2015</td><td>96.00%</td></tr> <tr><td>January 2016</td><td></td></tr> <tr><td>February 2016</td><td></td></tr> <tr><td>March 2016</td><td></td></tr> </tbody> </table>		Month	Value (%)	April 2014	94.00%	May 2014	93.00%	June 2014	94.00%	July 2014	91.00%	August 2014	98.00%	September 2014	86.00%	October 2014	94.00%	November 2014	91.00%	December 2014	96.00%	January 2015	88.00%	February 2015	92.00%	March 2015	93.00%	April 2015	90.00%	May 2015	89.00%	June 2015	88.00%	July 2015	90.00%	August 2015	88.00%	September 2015	90.00%	October 2015	95.00%	November 2015	96.00%	December 2015	96.00%	January 2016		February 2016		March 2016		<b>Long Term Trend Arrow</b>	
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		<b>Current Target</b>	90.00%																																																		
		<b>Notes &amp; History Latest Note</b>	Performance is exceeding target with 129 out of 134 applications processed on time.																																																		
		<b>Management Response / Action</b>	No further management response required at this stage.																																																		

<b>PI Code &amp; Short Name</b>	EHPI 204 Planning appeals allowed	<b>Managed By</b>	Simon Drinkwater; Kevin Steptoe; Alison Young																																																		
<b>EHPI 204 Planning appeals allowed</b>		<b>Short Term Trend Arrow</b>																																																			
<table border="1" style="font-size: small; margin-top: 5px;"> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>April 2014</td><td>30.0%</td></tr> <tr><td>May 2014</td><td>14.0%</td></tr> <tr><td>June 2014</td><td>3%</td></tr> <tr><td>July 2014</td><td>40.0%</td></tr> <tr><td>August 2014</td><td>3%</td></tr> <tr><td>September 2014</td><td>40.0%</td></tr> <tr><td>October 2014</td><td>25.0%</td></tr> <tr><td>November 2014</td><td>67.0%</td></tr> <tr><td>December 2014</td><td>3%</td></tr> <tr><td>January 2015</td><td>20.0%</td></tr> <tr><td>February 2015</td><td>43.0%</td></tr> <tr><td>March 2015</td><td>3%</td></tr> <tr><td>April 2015</td><td>60.0%</td></tr> <tr><td>May 2015</td><td>40.0%</td></tr> <tr><td>June 2015</td><td>20.0%</td></tr> <tr><td>July 2015</td><td>50.0%</td></tr> <tr><td>August 2015</td><td>29.0%</td></tr> <tr><td>September 2015</td><td>15.0%</td></tr> <tr><td>October 2015</td><td>25.0%</td></tr> <tr><td>November 2015</td><td>66.0%</td></tr> <tr><td>December 2015</td><td></td></tr> <tr><td>January 2016</td><td></td></tr> <tr><td>February 2016</td><td></td></tr> <tr><td>March 2016</td><td></td></tr> </tbody> </table>		Month	Value (%)	April 2014	30.0%	May 2014	14.0%	June 2014	3%	July 2014	40.0%	August 2014	3%	September 2014	40.0%	October 2014	25.0%	November 2014	67.0%	December 2014	3%	January 2015	20.0%	February 2015	43.0%	March 2015	3%	April 2015	60.0%	May 2015	40.0%	June 2015	20.0%	July 2015	50.0%	August 2015	29.0%	September 2015	15.0%	October 2015	25.0%	November 2015	66.0%	December 2015		January 2016		February 2016		March 2016		<b>Long Term Trend Arrow</b>	
		Month	Value (%)																																																		
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		<b>Traffic Light Icon</b>	N/A - Trend only indicator																																																		
		<b>Current Value</b>	66.0%																																																		
		<b>Current Target</b>	N/A - Trend only indicator																																																		
		<b>Notes &amp; History Latest Note</b>	4 out of 6 appeals allowed.																																																		
		<b>Management Response / Action</b>	No further management response required at this stage.																																																		

## Essential Reference Paper 'H'

PI Status	
	Alert
	Warning
	OK

Long Term Trends	
	Improving
	No Change
	Getting Worse

Short Term Trends	
	Improving
	No Change
	Getting Worse