






August Executive Corporate Healthcheck 2010/11




Traffic Light Red
Description Caring about what's built (and) where




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 7 th September 2010
EHPI204	Planning appeals allowed		44.0%	34.0%		Target not met as four out of a total nine appeals allowed. Of the four allowed, two were delegated decisions and two committee decisions. Allowed decisions included two householder applications, a legal agreement occupancy restriction and a leisure based proposal. Dismissed appeals included the change of use of a shop unit, the creation of a residential annex and advertisement appeals.	<p>August 2010 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 7 th September 2010
EHPI2.10 (3)	Building sites: 3 months re-inspections		73%	90%		Building Control is currently not meeting performance targets as a result of a high level of workload and reduced staffing levels. The service is experiencing a high influx of applications (up 20%+ on last year) and this combined with particularly low staff resource has resulted in a backlog of applications and a temporary suspension of routine 'back-checking' of site inspections.	<p>August 2010 result</p> 	None

Traffic Light Red
Description Fit for purpose, services fit for you

Parking Services								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 7 th September 2010
EHPI7.0	Percentage of pre NTO challenges responded to within 10 working days.		19.00%	75.00%		The combination of the higher number of PCNs and lower staffing levels have reduced performance.	<p>August 2010 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 7 th September 2010
EHPI6.8	Turnaround of Pre NTO PCN challenges (10 working days)		24 days	14 days		The combination of the higher number of PCNs and lower staffing levels have reduced performance.	<p>August 2010 result</p> 	None

Traffic Light Amber
Description Caring about what's built (and) where



Environment Services								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 7 th September 2010
EHPI2.2 (45)	Waste: missed collections per 100,000 collections of household waste		51.3	50		Monthly performance has stabilised at just above target. Better performance earlier in the year means year to date performance is still better than target but remedial work will continue to improve performance.	<p>August 2010 result</p> 	None

Traffic Light Amber
Description Fit for purpose, services fit for you

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 7 th September 2010
EHP18	% of invoices paid on time		97.33%	98.50%		Performance for August is similar to previous months but below target of 98.50%.	<p>August 2010 result</p> 	None

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 7 th September 2010
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events		10.2 days	10.0 days		Latest position is for the period 9 August 2010 to 14 September 2010 = 10.19 days, cumulative position at 14 September 2010 = 13.12 days.	<p>August 2010 result</p> 	None

Traffic Light Green
Description Caring about what's built (and) where

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 7 th September 2010
EHP12.1b	Enforcement actions: planning b) formal actions	✓	1	3	↑	Performance on target	<p>August 2010 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 7 th September 2010
EHP12.1c	Enforcement actions: planning c) prosecutions	✓	1	1	▬	Performance on target	<p>August 2010 result</p>	None

Traffic Light Green
Description Fit for purpose, services fit for you



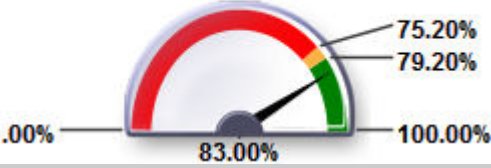
People Services & Organisational Development



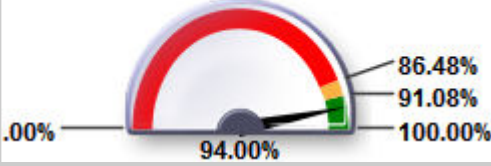
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 7 th September 2010
EHP112c	Total number of sickness absence days per FTE staff in post		0.37 days	0.70 days		Total absence for the financial year so far 2.14 days (target 3.54)	<p>August 2010 result</p>	None

Traffic Light Green
Description Shaping now, shaping the future

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 7 th September 2010
NI 157a (BV109a)	Processing of planning applications: Major applications		100.00%	69.00%		Target Achieved. 2 applications out of 2 were determined on time.	<p>August 2010 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 7 th September 2010
NI 157b (BV109b)	Processing of planning applications: Minor applications		83.00%	80.00%		Target Achieved. 33 applications out of 40 were determined on time.	<p>August 2010 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 7 th September 2010
NI 157c (BV109c)	Processing of planning applications: Other applications		94.00%	92.00%		Target Achieved. 109 applications out of 116 were determined on time.	<p>August 2010 result</p> 	None

Traffic Light Data Only
Description Pride in East Herts

Environment Services


PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 7 th September 2010
NI 191	Residual household waste per household		149			The amount of waste requiring disposal continues to be lower and better than the services expectations, with alternate collections not only encouraging increased recycling and composting but also reductions in the amount of waste generated in total.	149	None



Environment Services



PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 7 th September 2010
NI 192	Percentage of household waste sent for reuse, recycling and composting		52.70%			Performance continues above the services expectations, although there has been a slight dip in July due to a hot, dry period during which the need for residents to mow their lawns was reduced.	52.70%	None












Traffic Light Data Only
Description Promoting prosperity & well being providing access & opportunities

Licensing and Community Safety

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 7 th September 2010
NI 15	Number of most Serious violent crime rate per 1,000 population		3			East Herts featured in the highest quartile against our nearest most similar group for serious violence excluding GBH with 0.059 crimes per 1000 residents (1 May - 31 July 2010)	3	None

Licensing and Community Safety								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 7 th September 2010
NI 16	Number of Serious acquisitive crime rate per 1,000 population		109			When compared to the other 9 districts in Hertfordshire East Herts was the second lowest for acquisitive crimes. When compared to other similar partnerships East Herts featured above the average with 2.446 crimes per 1000 residents (1 May - 31 July 2010)	109	None

Licensing and Community Safety								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 7 th September 2010
NI 20	Number of Assault with injury crime rate offences per 1,000 population		31			East Herts featured below the average against our most similar group for assault with less serious injury with 0.715 crimes per 1000 residents (1 May - 30 June 2010). When compared to the other 9 districts in the county, East Herts was second lowest.	31	None

PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				