



## March 2016/Quarter 4 Executive Corporate Healthcheck 2015/16

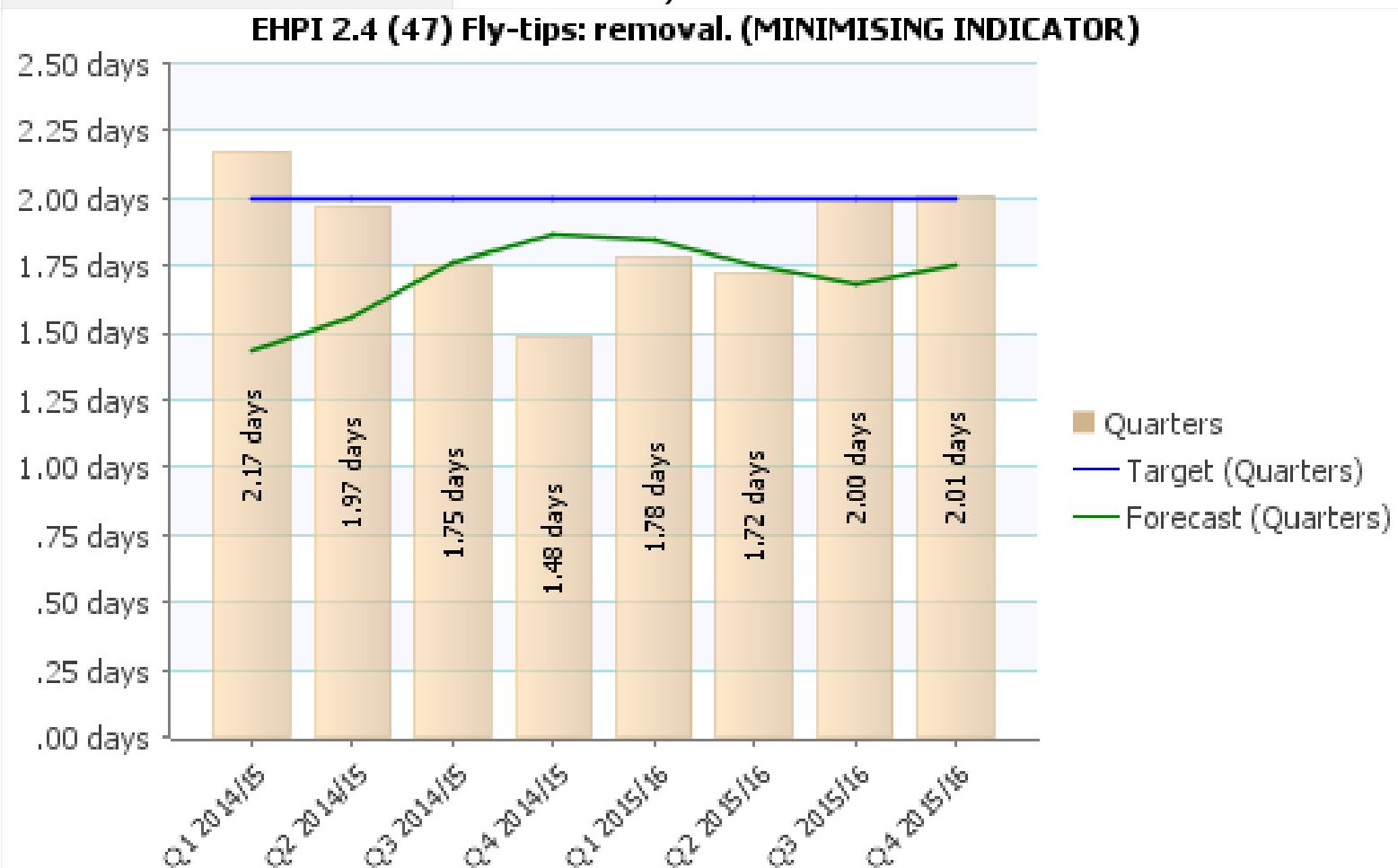
**Service Area** Information, Parking and Customer Services

<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>	↓
		<b>Long Term Trend Arrow</b>	N/A – New indicator for 2015/16 therefore no Long term trend to analyse.
		<b>Traffic Light Icon</b>	🟢
		<b>Current Value</b>	11 days
		<b>Current Target</b>	21 days
	<p>Legend: Months (tan bars), Target (Months) (blue line), Forecast (Months) (green line)</p>	<b>Notes &amp; History Latest Note</b>	This performance indicator remains within target.
		<b>Management Response / Action</b>	No further management response required at this stage.




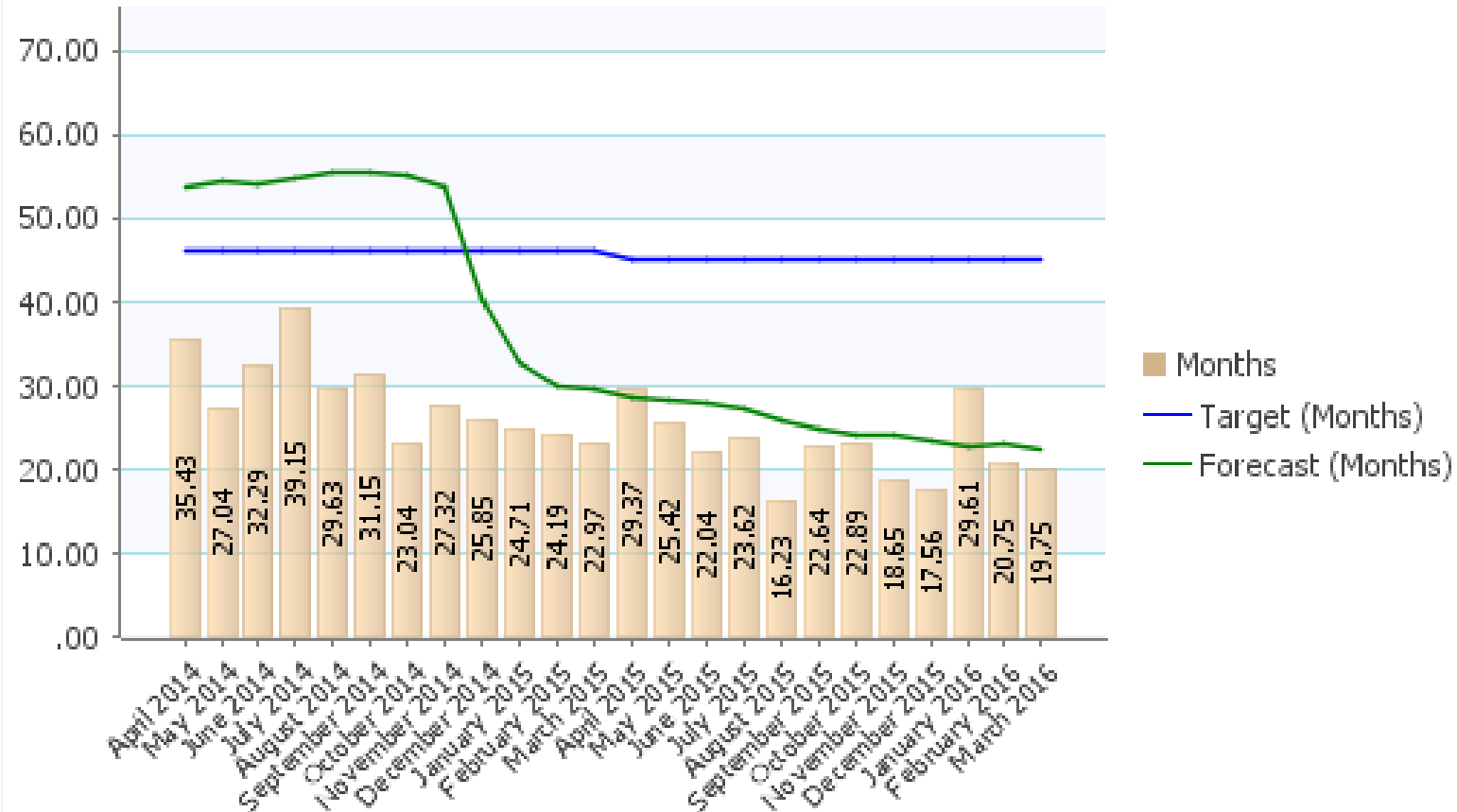
<b>PI Code &amp; Short Name</b>	EHPI 7.3 Percentage of appeals to the traffic penalty tribunal against the number of PCNs issued (MINIMISING INDICATOR)	<b>Managed By</b>	Andrew Pulham; Neil Sloper																		
<b>EHPI 7.3 Percentage of appeals to the traffic penalty tribunal against the number of PCNs issued (MINIMISING INDICATOR)</b>		<b>Short Term Trend Arrow</b>	↑																		
<table border="1"> <caption>EHPI 7.3 Percentage of appeals to the traffic penalty tribunal against the number of PCNs issued (MINIMISING INDICATOR)</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</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>0.17%</td> </tr> </tbody> </table>		Quarter	Percentage	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	0.17%	<b>Long Term Trend Arrow</b>	N/A – New indicator for 2015/16 therefore no long term trend to analyse.
Quarter	Percentage																				
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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	0.17%																				
		<b>Traffic Light Icon</b>																			
		<b>Current Value</b>	.17%																		
		<b>Current Target</b>	.35%																		
		<b>Notes &amp; History Latest Note</b>	12 appeals received against a total of 6,919 PCNs issued in the last quarter.																		
		<b>Management Response / Action</b>	No further management response required at this stage.																		

**Service Area** Environmental Services and Leisure

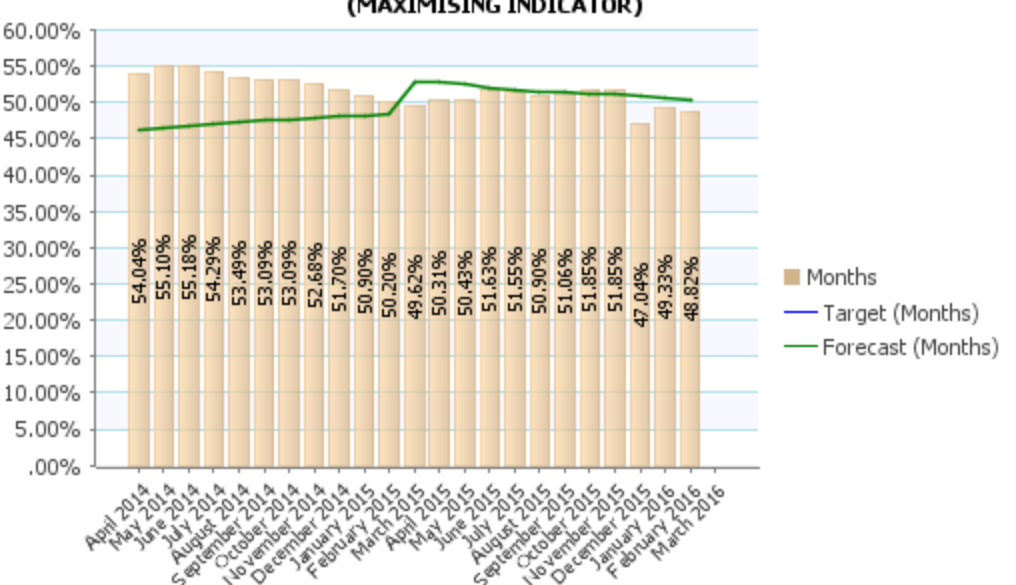


**PI Code & Short Name** EHPI 2.4 (47) Fly-tips: removal. (MINIMISING INDICATOR)




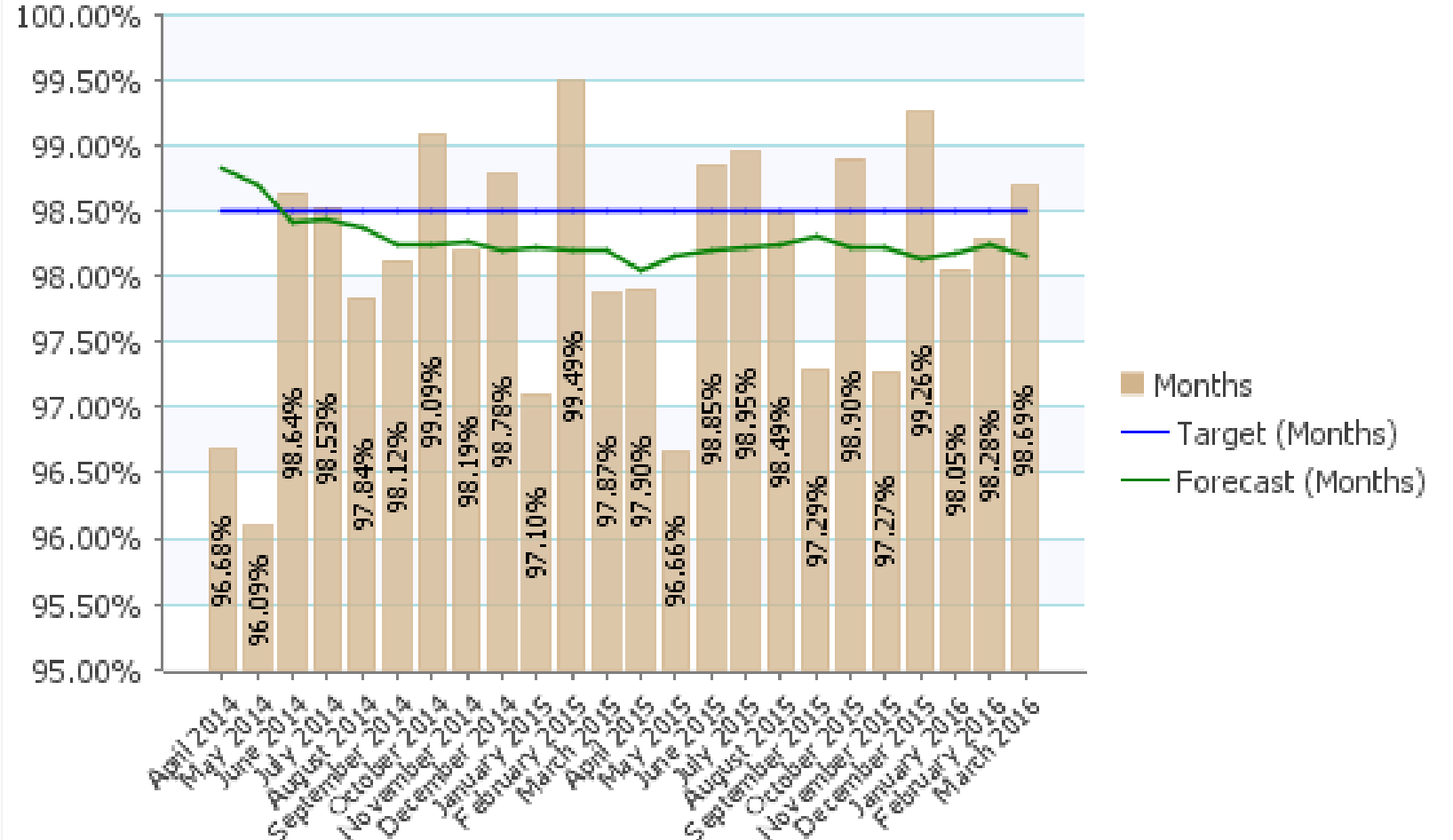


<b>Managed By</b>	Cliff Cardoza; Karl Chui
<b>Short Term Trend Arrow</b>	↓
<b>Long Term Trend Arrow</b>	↓
<b>Traffic Light Icon</b>	🟢
<b>Current Value</b>	2.01 days
<b>Current Target</b>	2.00 days
<b>Notes &amp; History Latest Note</b>	Quarter four performance is just within the target threshold of 2 days. There were delays in clearance due to an increase in larger fly tips which take longer to clear. However the end of year annual target has been achieved.
<b>Management Response / Action</b>	No further management response required at this stage.

<b>PI Code &amp; Short Name</b>	EHPI 2.2 Waste: missed collections per 100,000 collections of household. (MINIMISING INDICATOR)	<b>Managed By</b>	Cliff Cardoza;
<b>EHPI 2.2 Waste: missed collections per 100,000 collections of household. (MINIMISING INDICATOR)</b>		<b>Short Term Trend Arrow</b>	
		<b>Long Term Trend Arrow</b>	
		<b>Traffic Light Icon</b>	
		<b>Current Value</b>	19.75
		<b>Current Target</b>	45.00
<b>Notes &amp; History Latest Note</b>		<b>Management Response / Action</b>	A slightly better performance for March which is very good considering Easter fell at the end of this month and revised collections can often cause missed collections to increase. Annual figure for missed collections is 22.4.
			No further management response required at this stage.

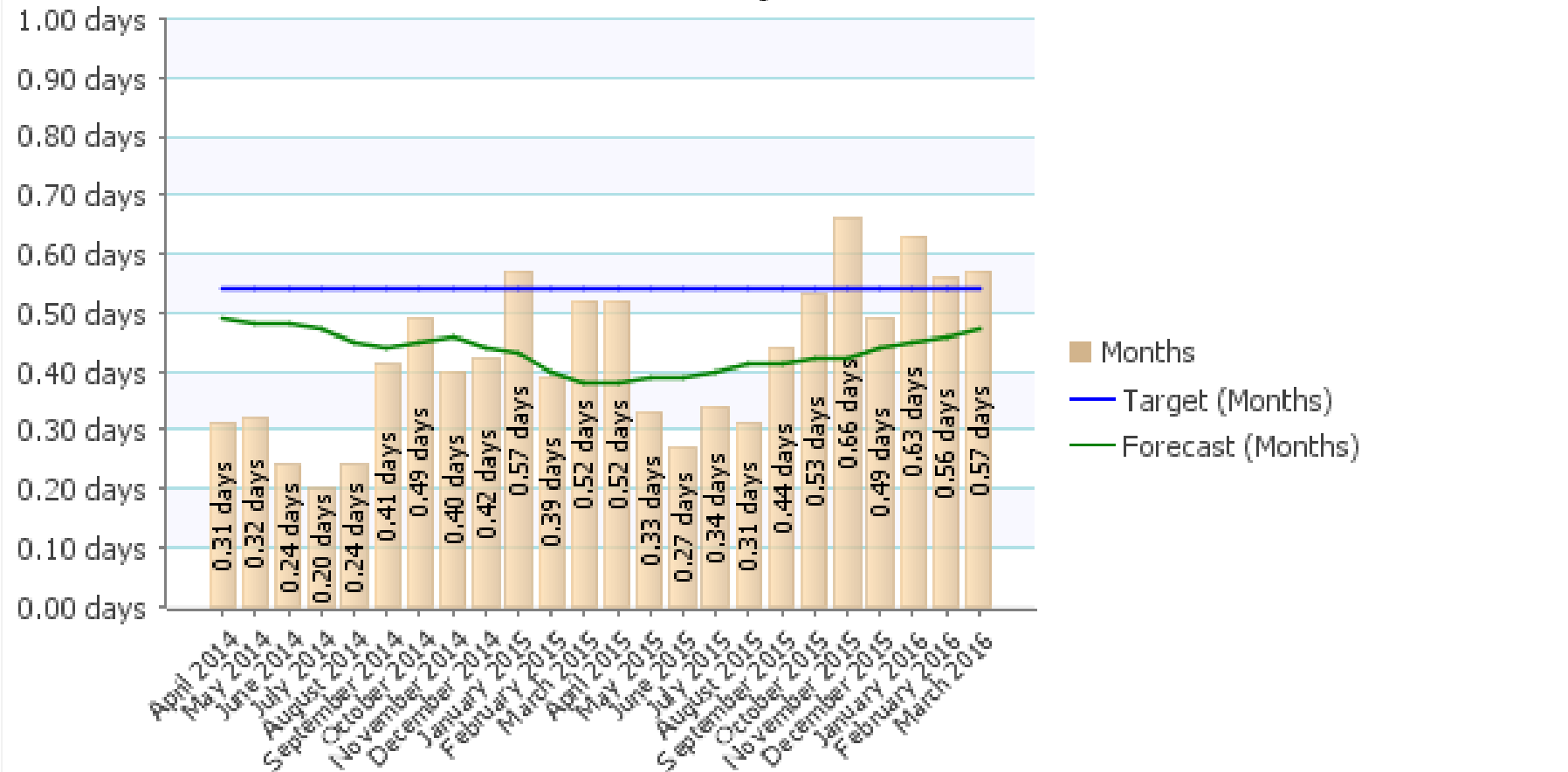
<b>PI Code &amp; Short Name</b>	EHPI 2.6 Percentage of residual waste (refuse) sent for disposal out of the total collected. (MINIMISING INDICATOR)	<b>Managed By</b>	Cliff Cardoza;																		
<p><b>EHPI 2.6 Percentage of residual waste (refuse) sent for disposal out of the total collected. (MINIMISING INDICATOR)</b></p>  <table border="1"> <caption>EHPI 2.6 Percentage of residual waste (refuse) sent for disposal out of the total collected. (MINIMISING INDICATOR)</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>45%</td> </tr> <tr> <td>Q2 2014/15</td> <td>47%</td> </tr> <tr> <td>Q3 2014/15</td> <td>47%</td> </tr> <tr> <td>Q4 2014/15</td> <td>49%</td> </tr> <tr> <td>Q1 2015/16</td> <td>50%</td> </tr> <tr> <td>Q2 2015/16</td> <td>49%</td> </tr> <tr> <td>Q3 2015/16</td> <td>50%</td> </tr> <tr> <td>Q4 2015/16</td> <td>56%</td> </tr> </tbody> </table>		Quarter	Percentage	Q1 2014/15	45%	Q2 2014/15	47%	Q3 2014/15	47%	Q4 2014/15	49%	Q1 2015/16	50%	Q2 2015/16	49%	Q3 2015/16	50%	Q4 2015/16	56%	<b>Short Term Trend Arrow</b>	
Quarter	Percentage																				
Q1 2014/15	45%																				
Q2 2014/15	47%																				
Q3 2014/15	47%																				
Q4 2014/15	49%																				
Q1 2015/16	50%																				
Q2 2015/16	49%																				
Q3 2015/16	50%																				
Q4 2015/16	56%																				
		<b>Long Term Trend Arrow</b>																			
		<b>Traffic Light Icon</b>	Trend only indicator																		
		<b>Current Value</b>	56%																		
		<b>Current Target</b>	Trend only indicator																		
		<b>Notes &amp; History Latest Note</b>	The higher percentage for quarter 4 is expected as a result of the lower composting tonnages. Annual figure comes out at 51%																		
		<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;																																																		
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		<b>Current Value</b>	48.82%																																																		
		<b>Current Target</b>	Trend only indicator																																																		
		<b>Notes &amp; History Latest Note</b>	Recycling and composting percentage is less than the same period last year despite the total amount of recycling being greater than in 2014/15.																																																		
		<b>Management Response / Action</b>	No further management response required at this stage.																																																		

**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
<b>EHPI 8 % of invoices paid on time. (MAXIMISING INDICATOR)</b>		<b>Short Term Trend Arrow</b>	
		<b>Long Term Trend Arrow</b>	
		<b>Traffic Light Icon</b>	
		<b>Current Value</b>	98.69%
		<b>Current Target</b>	98.50%
		<b>Notes &amp; History Latest Note</b>	March performance has exceeded target of 98.50%.
		<b>Management Response / Action</b>	No further management response required at this stage.


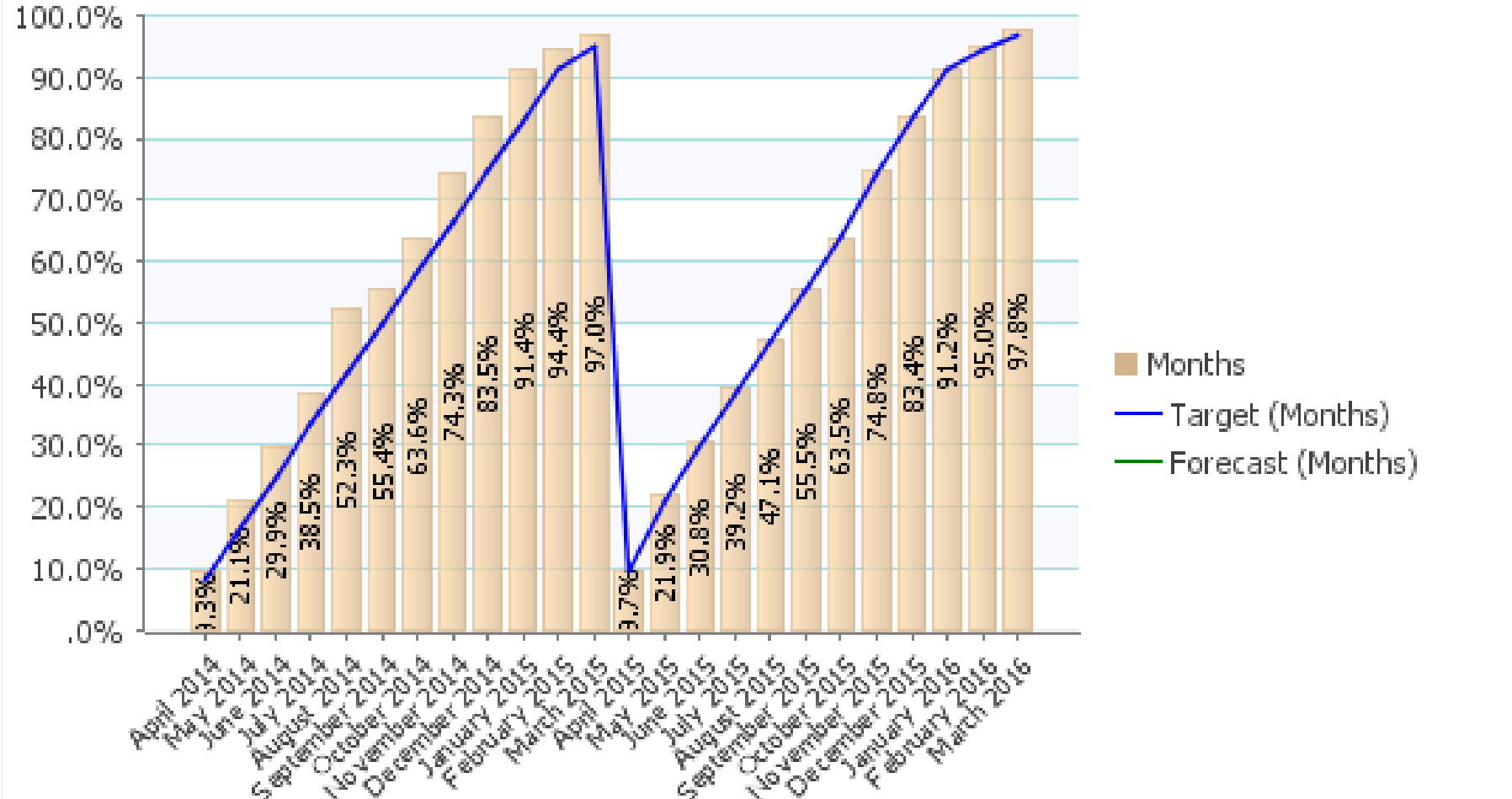


**Service Area** HR and Organisational Development


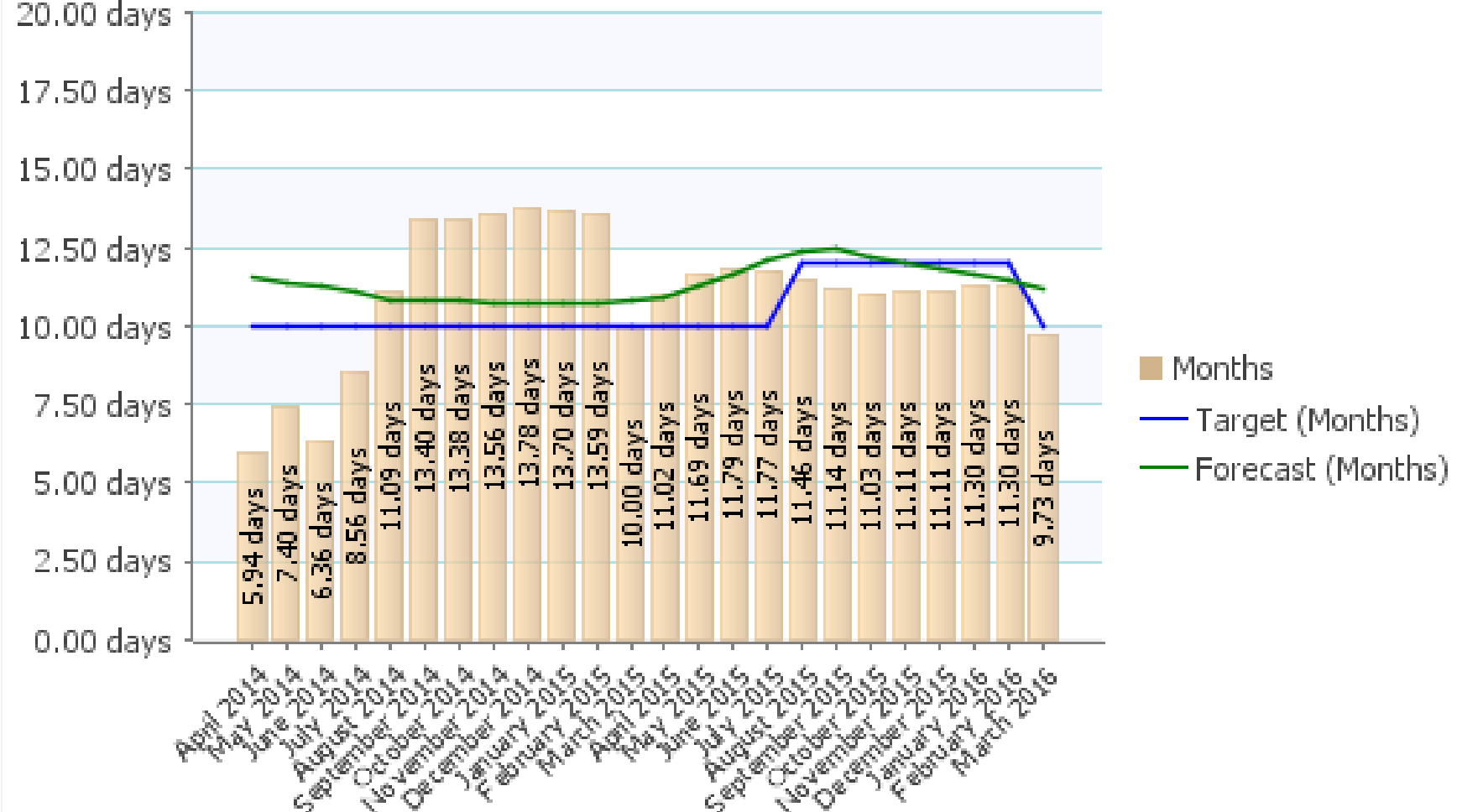


<p><b>PI Code &amp; Short Name</b></p>	<p>EHPI 12c Total number of sickness absence days per FTE staff in post (MINIMISING INDICATOR)</p>	<p><b>Managed By</b></p>	<p>Vicki David; Emma Freeman;</p>																																																		
<p><b>EHPI 12c Total number of sickness absence days per FTE staff in post (MINIMISING INDICATOR)</b></p>		<p><b>Short Term Trend Arrow</b></p>	<p>↓</p>																																																		
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		<p><b>Current Target</b></p>	<p>0.54 days</p>																																																		
		<p><b>Notes &amp; History Latest Note</b></p>	<p>Total absence for the year so far is 5.62 days (end of year target is 6.5 days) Over target this month due to higher levels of seasonal short term sickness.</p>																																																		
		<p><b>Management Response / Action</b></p>	<p>Managers are continuing to keep track of sickness absence cases.</p>																																																		

**Service Area Revenues and Benefits**

<p><b>PI Code &amp; Short Name</b></p>	<p>EHPI 10.2 Council tax collection, % of current year liability collected. (MAXIMISING CUMULATIVE INDICATOR)</p>	<p><b>Managed By</b></p>	<p>Su Tarran</p>																																																		
<p><b>EHPI 10.2 Council tax collection, % of current year liability collected. (MAXIMISING CUMULATIVE INDICATOR)</b></p>	<p><b>EHPI 10.2 Council tax collection, % of current year liability collected. (MAXIMISING CUMULATIVE INDICATOR)</b></p>	<p><b>Short Term Trend Arrow</b></p>	<p>↑</p>																																																		
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		<p><b>Management Response / Action</b></p>	<p>No further management response required at this stage.</p>																																																		

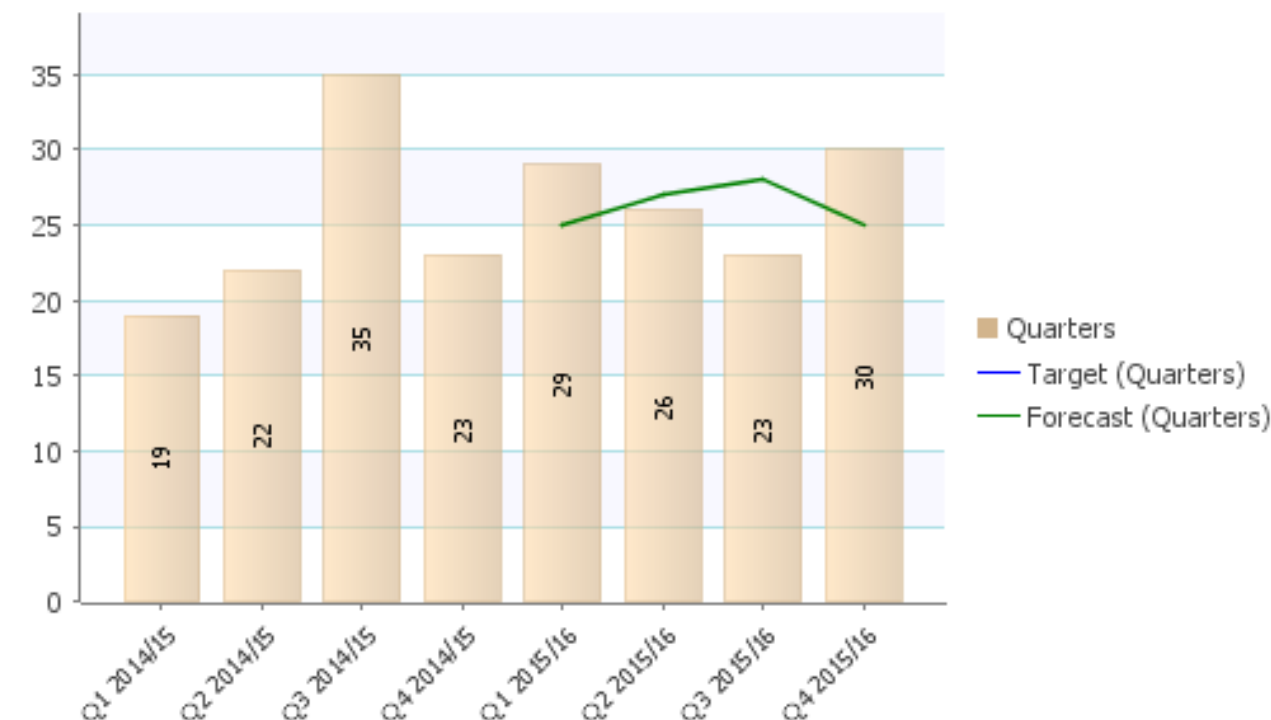




<b>PI Code &amp; Short Name</b>	EHPI 10.4 NNDR (Business rates) collection, % of current year liability collected. (MAXIMISING CUMULATIVE INDICATOR)	<b>Managed By</b>	Su Tarran;
<b>EHPI 10.4 NNDR (Business rates) collection, % of current year liability collected. (MAXIMISING CUMULATIVE INDICATOR)</b>		<b>Short Term Trend Arrow</b>	
		<b>Long Term Trend Arrow</b>	
		<b>Traffic Light Icon</b>	
<b>Current Value</b>		97.8%	
<b>Current Target</b>		97.0%	
<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 181 Time taken to process Housing Benefit new claims and change events. (MINIMISING INDICATOR)	<b>Managed By</b>	Su Tarran;
<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>	9.73 days
		<b>Current Target</b>	10.00 days
<b>Notes &amp; History Latest Note</b>		Performance on target. Period from 9 February 2016 to 8 March 2016 is 3.39 days making cumulative 9.73 days	
<b>Management Response / Action</b>		No further management response required at this stage.	

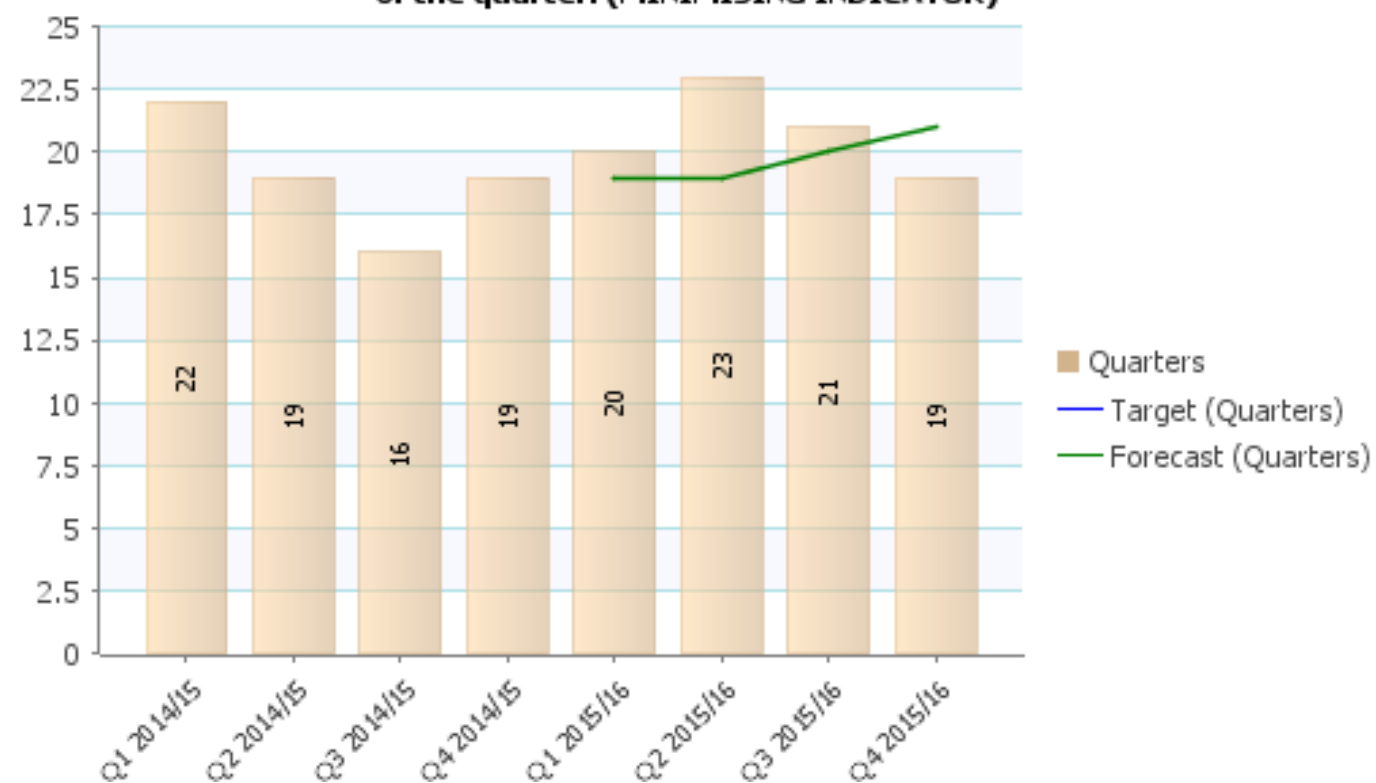
**Service Area Housing**

<p><b>PI Code &amp; Short Name</b></p>	<p>EHPI 152 The number of applicants accepted as owed the main homelessness duty to secure accommodation. (MINIMISING INDICATOR)</p>	<p><b>Managed By</b></p>	<p>Claire Bennett</p>																		
<p><b>EHPI 152 The number of applicants accepted as owed the main homelessness duty to secure accommodation. (MINIMISING INDICATOR)</b></p>		<p><b>Short Term Trend Arrow</b></p>	<p>↓</p>																		
<table border="1"> <caption>Quarterly Data for EHPI 152</caption> <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</td> <td>18</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	18	<p><b>Long Term Trend Arrow</b></p>	<p>↓</p>
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	18																				
		<p><b>Traffic Light Icon</b></p>	<p>N/A – Trend only indicator</p>																		
		<p><b>Current Value</b></p>	<p>18</p>																		
		<p><b>Current Target</b></p>	<p>N/A – Trend only indicator</p>																		
		<p><b>Notes &amp; History Latest Note</b></p>	<p>The number of households accepted as being owed a rehousing duty has remained very similar for each of the 4 quarters. However the total annual figure is 45% higher than the annual figure for 2014/15.</p>																		
		<p><b>Management Response / Action</b></p>	<p>No further management response required at this stage.</p>																		

<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>	Claire Bennett																		
<p><b>EHPI 153 Number of applicants that presented to the council as homeless. (MINIMISING INDICATOR)</b></p>  <table border="1" data-bbox="178 462 1365 1134"> <thead> <tr> <th>Quarter</th> <th>Value</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>30</td> </tr> </tbody> </table>		Quarter	Value	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	30	<b>Short Term Trend Arrow</b>	
		Quarter	Value																		
		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	30																				
<b>Long Term Trend Arrow</b>																					
<b>Traffic Light Icon</b>	N/A – Trend only indicator																				
<b>Current Value</b>	30																				
<b>Current Target</b>	N/A – Trend only indicator																				
<b>Notes &amp; History Latest Note</b>	The fourth quarter recorded 30 households as presenting as homeless compared to 23 for the same quarter 2014/15. The cumulative total for 2015/16 is 113 compared to 99 for the same four 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.																				
<b>Management Response / Action</b>	No further management response required at this stage.																				


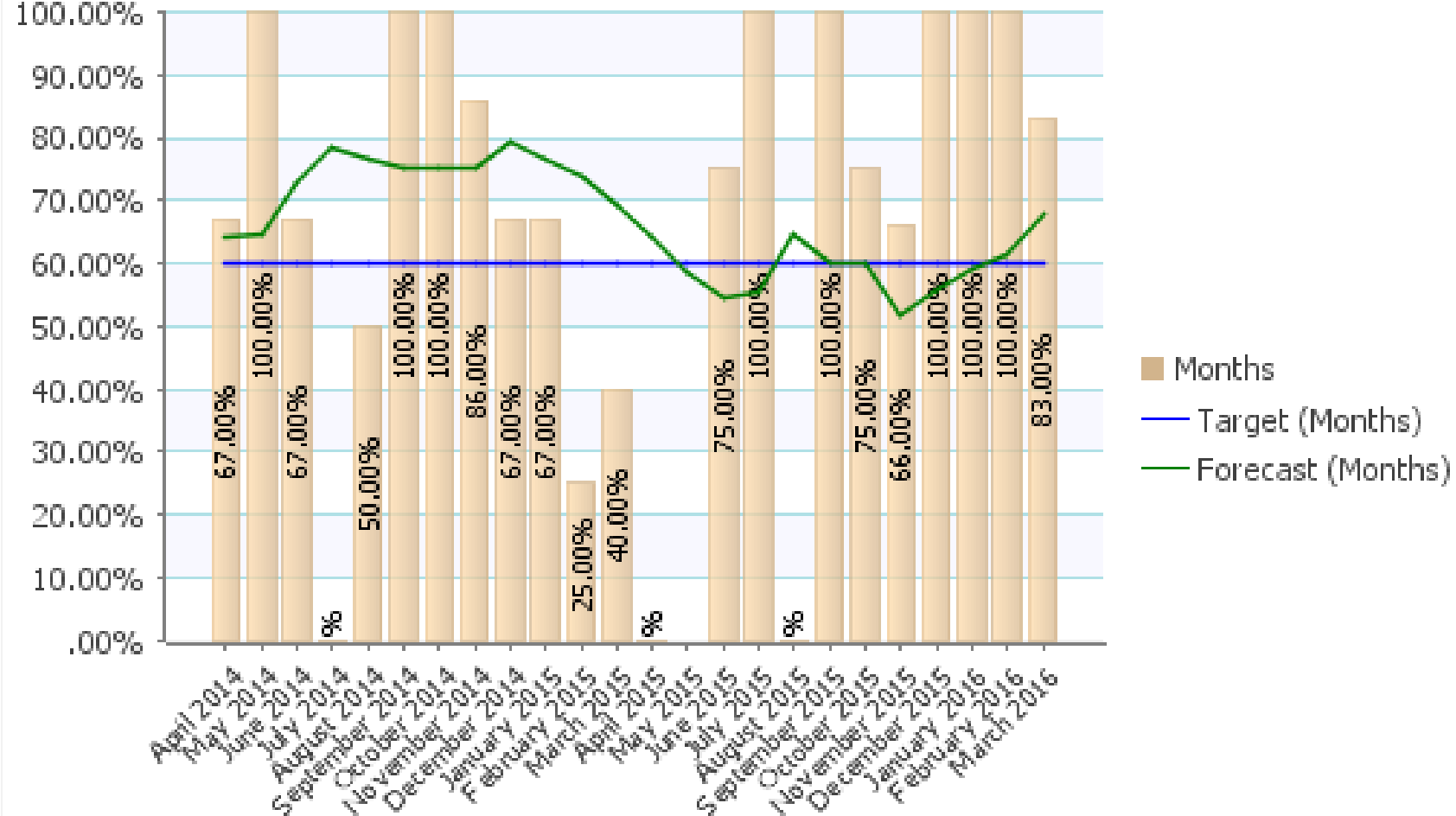


**PI Code & Short Name** EHPI 151 Number of homeless households living in temporary accommodation at the end of the quarter. (MINIMISING INDICATOR)


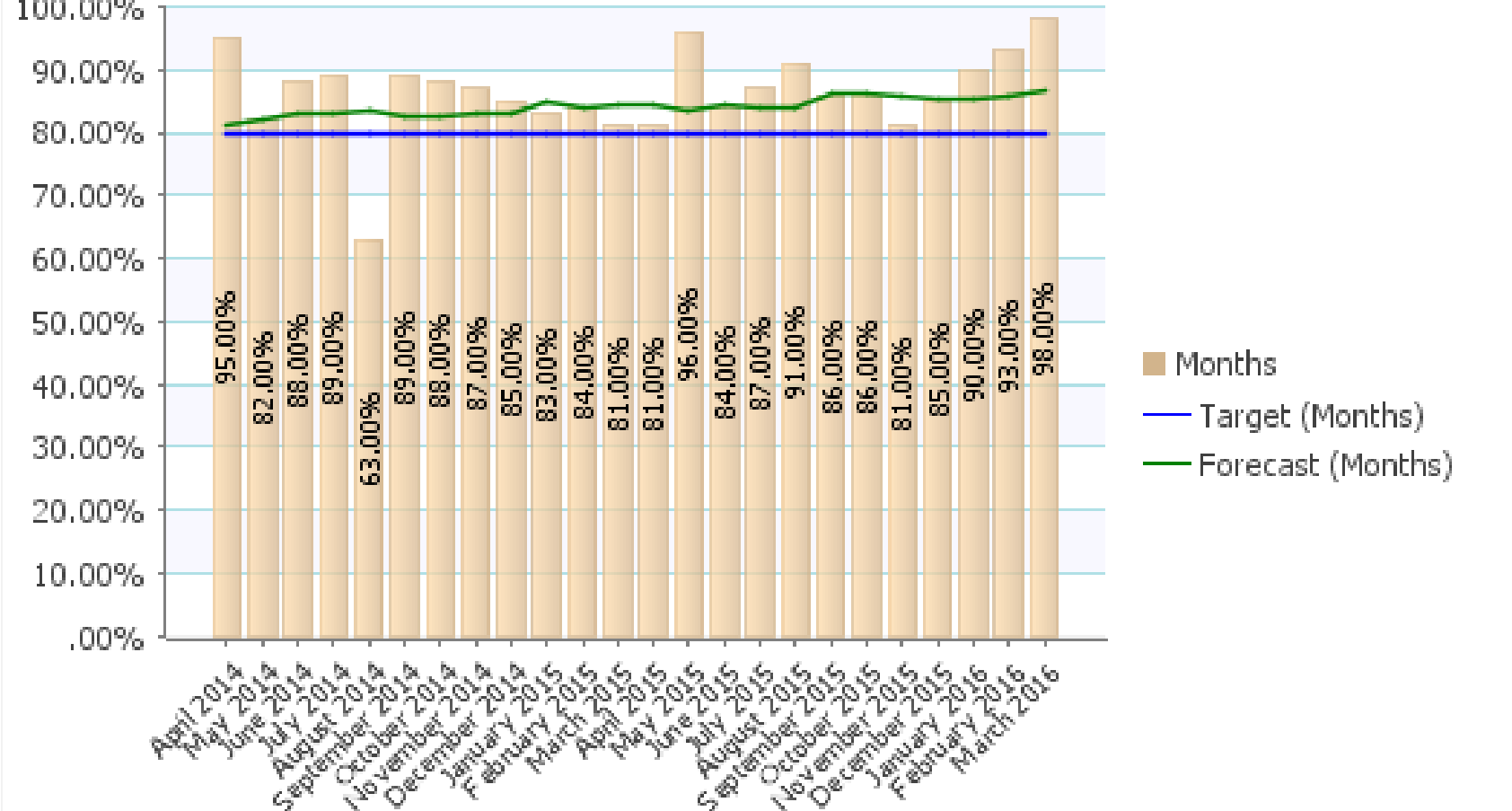


**EHPI 151 Number of homeless households living in temporary accommodation at the end of the quarter. (MINIMISING INDICATOR)**


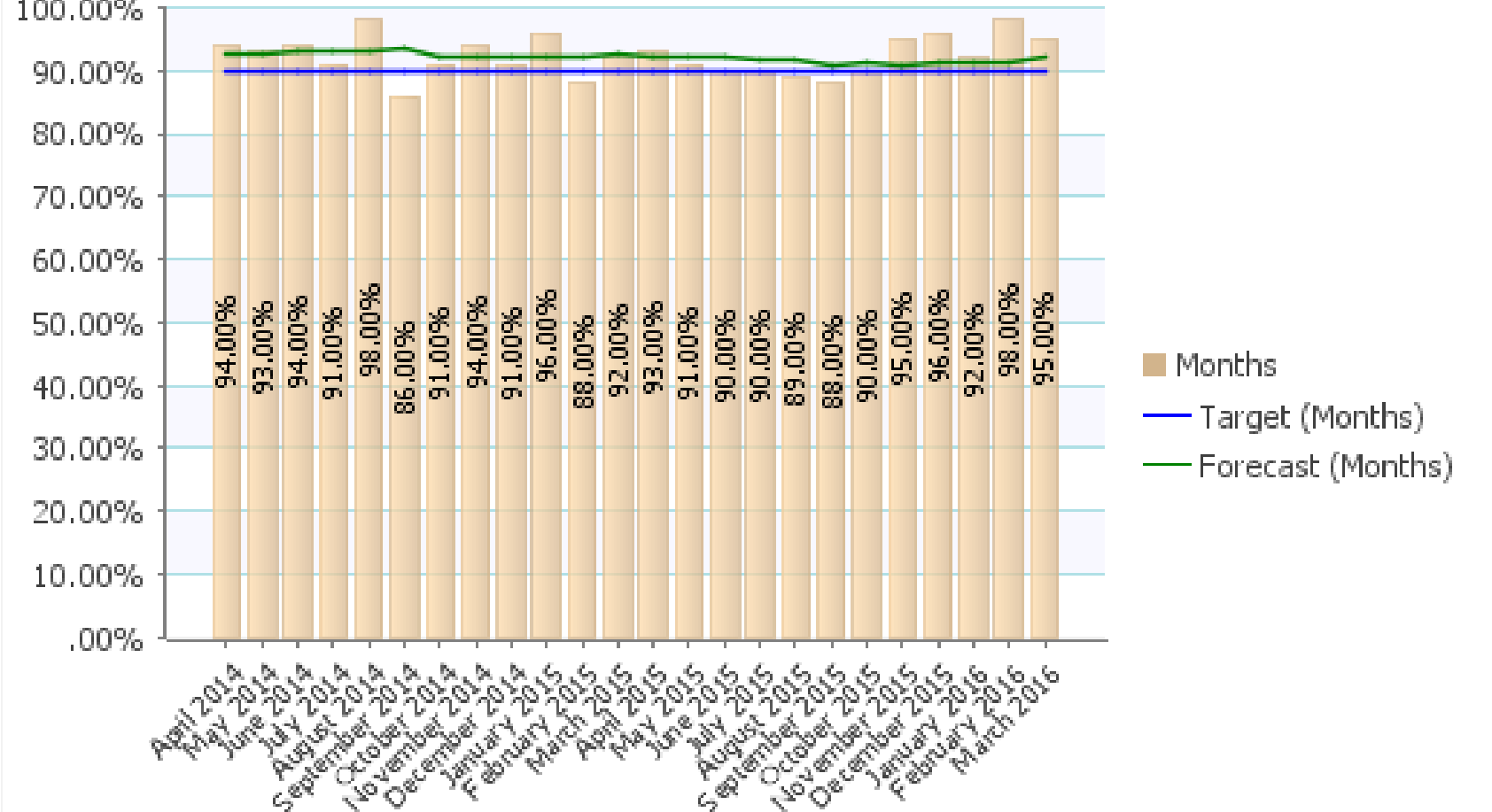




<b>Managed By</b>	Claire Bennett
<b>Short Term Trend Arrow</b>	↑
<b>Long Term Trend Arrow</b>	↑
<b>Traffic Light Icon</b>	N/A – Trend only indicator
<b>Current Value</b>	19
<b>Current Target</b>	N/A – Trend only indicator
<b>Notes &amp; History Latest Note</b>	There were 11 households in the council's hostel accommodation (maximum household occupancy is 12) and no households in Bed and Breakfast. Of the remaining 8 households all had a homeless duty: 6 were in temporary supported accommodation and 2 were in self contained temporary accommodation.
<b>Management Response / Action</b>	No further management response required at this stage.

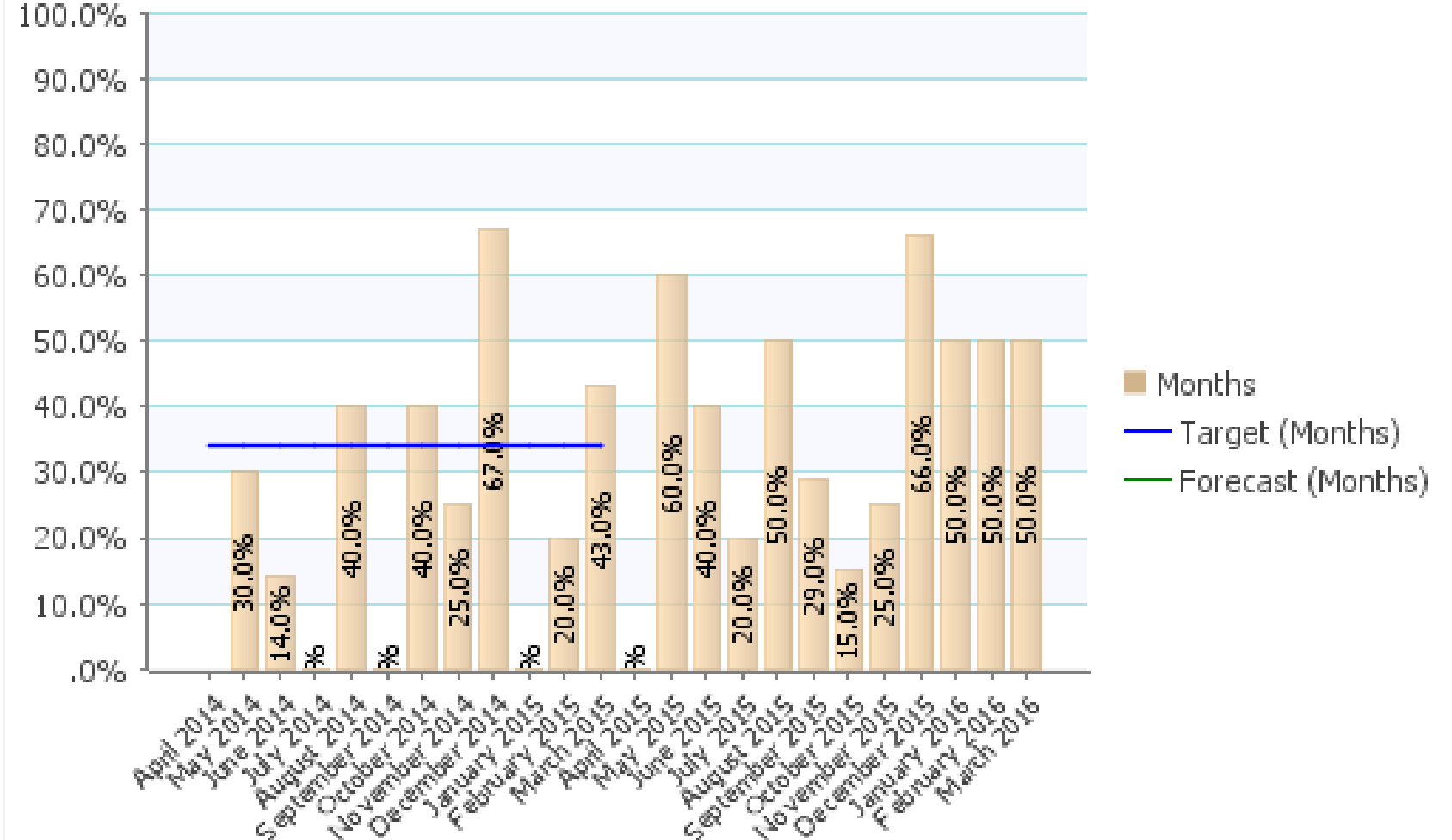
**Service Area** Planning and Building Control

<b>PI Code &amp; Short Name</b>	EHPI 157a Processing of planning applications: Major applications. (MAXIMISING INDICATOR)	<b>Managed By</b>	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>	83.00%
		<b>Current Target</b>	60.00%
		<b>Notes &amp; History Latest Note</b>	Performance exceeding target. 5 out of 6 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 157b Processing of planning applications: Minor applications. (MAXIMISING INDICATOR)	<b>Managed By</b>	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>	98.00%
		<b>Current Target</b>	80.00%
		<b>Notes &amp; History Latest Note</b>	Performance exceeding target. 46 out of 47 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 157c Processing of planning applications: Other applications. (MAXIMISING INDICATOR)	<b>Managed By</b>	Kevin Steptoe; Alison Young
<b>EHPI 157c Processing of planning applications: Other 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>	95.00%
		<b>Current Target</b>	90.00%
		<b>Notes &amp; History Latest Note</b>	Performance exceeding target. 133 out of 140 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>	Kevin Steptoe; Alison Young
<b>EHPI 204 Planning appeals allowed</b>		<b>Short Term Trend Arrow</b>	▬
		<b>Long Term Trend Arrow</b>	↓
		<b>Traffic Light Icon</b>	N/A – Trend only indicator
		<b>Current Value</b>	50.0%
		<b>Current Target</b>	N/A – Trend only indicator
		<b>Notes &amp; History Latest Note</b>	7 out of 14 allowed.
		<b>Management Response / Action</b>	No further management response required at this stage.

PI Status		Long Term Trends		Short Term Trends	
🔴	6% off target	📈	Improving	📈	Improving
🟡	1% – 5% off target	▬	No Change	▬	No Change
🟢	OK	📉	Getting Worse	📉	Getting Worse