



January 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 8 th February 2011
EHPI204	Planning appeals allowed		67.0%	34.0%		Six appeal decisions were made and four were allowed. A review has been undertaken of those allowed. One of these was a committee decision relating to the opening hours of business premises, a decision was made attempting to balance the requirements of the business and neighbouring residential amenity. The three delegated decisions included residential extensions considered to be excessive. The decisions of the Council were supported in relation to the refusal to allow the change of use of a premise in Bishop's Stortford from retail to hot food takeaway and the construction of residential outbuildings considered to impact harmfully on listed buildings and the green belt.	<p>January 2011 result</p> <p>36.0% 34.3% 0.0% 67.0% 100.0%</p>	None

Essential Reference Paper B




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 8 th February 2011
EHPI2.10 (3)	Building sites: 3 months re-inspections		66%	90%		Performance reflects recent prioritisation given to application processing to clear the backlog at the end of the year	<p>January 2011 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 8 th February 2011
EHPI7.0	Percentage of pre NTO challenges responded to within 10 working days.		21.00%	75.00%		This target has slipped slightly due to the printing of statutory notices was delayed for nearly 3 weeks to allow for the holiday period which has resulted in greater numbers of correspondence received throughout January.	<p>January 2011 result</p> 	None




Essential Reference Paper B

Parking Services								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 8 th February 2011
EHP16.8	Turnaround of Pre NTO PCN challenges (10 working days)		21 days	14 days		This target has slipped slightly due the printing of statutory notices was delayed for nearly 3 weeks to allow for the holiday period which has resulted in greater numbers of correspondence received throughout January.	<p>January 2011 result</p> 	None

Traffic Light Red 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 8 th February 2011
NI 157a (BV109a)	Processing of planning applications: Major applications		50.00%	69.00%		Two applications were determined in the month. One was subject to deferral by the Development Control Committee from the previous month which resulted in the target timescale being exceeded.	<p>January 2011 result</p> 	None

Essential Reference Paper B

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 8 th February 2011
NI 157c (BV109c)	Processing of planning applications: Other applications		86.00%	92.00%		Target not achieved this month with 102 decisions made within the target timescale out of a total of 119. Performance to remain under review to determine whether this is a short term reduction or influenced by longer term factors.	<p>January 2011 result</p> 	None

Traffic Light Amber

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 8 th February 2011
EHP112c	Total number of sickness absence days per FTE staff in post		0.72 days	0.70 days		Total absence for the year so far = 5.65 days (target = 7.08 days)	<p>January 2011 result</p> 	None




Traffic Light Green

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 8 th February 2011
EHPI2.2 (45)	Waste: missed collections per 100,000 collections of household waste		31.61	50		Strong performance this month, keeping the year to date below (better) the target.	<p>January 2011 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 8 th February 2011
EHPI2.1b	Enforcement actions: planning b) formal actions		3	3		Performance on target.	<p>January 2011 result</p> 	None

Essential Reference Paper B

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 8 th February 2011
EHP12.1c	Enforcement actions: planning c) prosecutions		1	1		Performance on target.	<p style="text-align: center;">January 2011 result</p> 	None

Traffic Light Green
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 8 th February 2011
EHP18	% of invoices paid on time		97.65%	98.50%		Performance this month not quite as good as previous month although fewer invoices were paid.	<p style="text-align: center;">January 2011 result</p> 	None

Essential Reference Paper B

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 8 th February 2011
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	✔	8.9 days	10.0 days	↑	17.1.11-14.2.11 8.91 days. Cumulative now 11.64 days	<p style="text-align: center;">January 2011 result</p> <p>10.6 days 10.1 days .0 days 8.9 days 25.0 days</p>	None.




<p>Traffic Light Green Description Promoting prosperity & well being providing access & opportunities</p>
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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 8 th February 2011
EHPI129	Response time to ASB complaints made to EHC.	✔	100.00 %	100.00 %	▬	Performance on target.	<p style="text-align: center;">January 2011 result</p> <p>0.00 % 100.00 % 94.00 % 99.00 % 100.00 %</p>	None

Essential Reference Paper B



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 8 th February 2011
NI 157b (BV109b)	Processing of planning applications: Minor applications		89.00%	80.00%		Target Achieved. 25 applications out of 28 were determined on time.	<p>January 2011 result</p> 	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 8 th February 2011
NI 15	Number of most Serious violent crime rate per 1,000 population		4			Due to modifications to the iQuanta website, the number of serious violent crimes can no longer be viewed.	<p>January 2011 result</p> <p>4</p>	None

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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 8 th February 2011
NI 16	Number of Serious acquisitive crime rate per 1,000 population		86			Due to modifications to the iQuanta website, the number of serious acquisitive crimes can no longer be viewed.	January 2011 result 86	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 8 th February 2011
NI 20	Number of Assault with injury crime rate offences per 1,000 population		32			Due to modifications to the iQuanta website, assault figures can no longer be viewed.	January 2011 result 32	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 8 th February 2011
EHPI130	Number of council endorsed community safety projects that receive positive publicity.		1 days			East Herts funded the Westminster Drugs Project peer led art project.	January 2011 result 1 days	None



Essential Reference Paper B












Traffic Light Unknown
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 8 th February 2011
NI 191	Residual household waste per household		341			Waste levels remain below expectations with performance expected to be around predicted outturn at year end, well below (better) target.	N/A	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 8 th February 2011
NI 192	Percentage of household waste sent for reuse, recycling and composting		50.72%			Although performance is lower this month due to combination of the season, bad weather and disruption to collection schedules it is still above target for the year.	N/A	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				