





Corporate Business Scrutiny Corporate Healthcheck January 2010/11

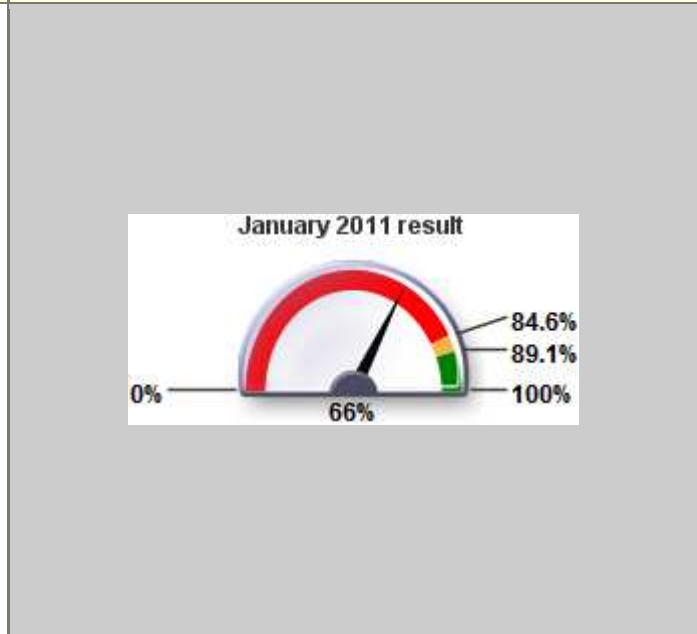
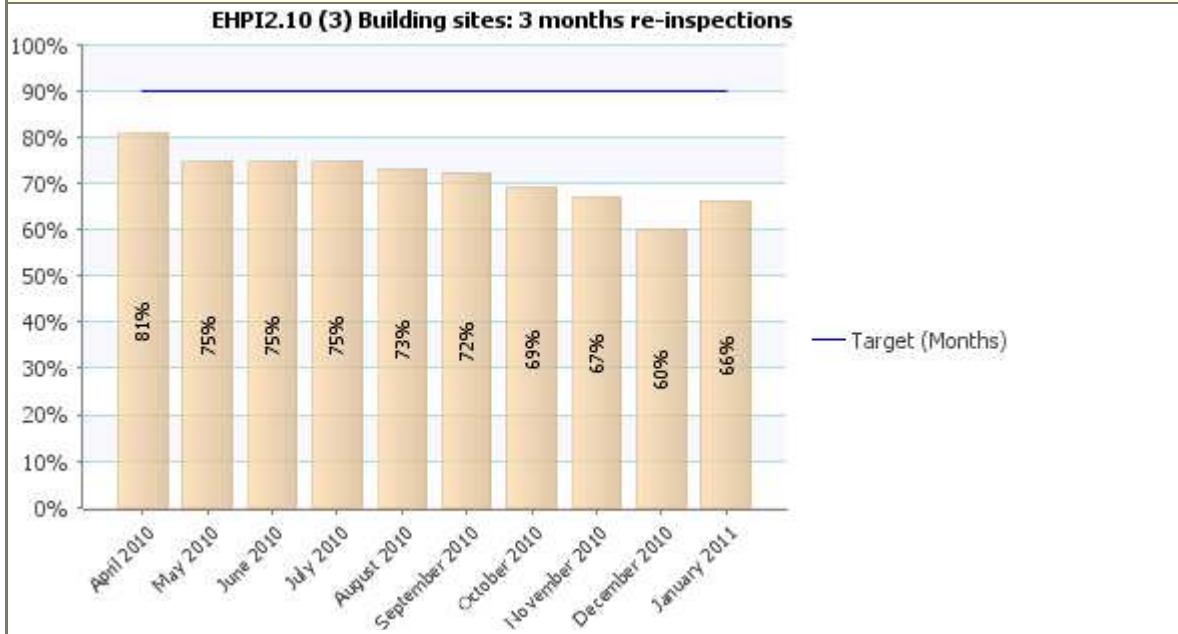
PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				

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	Recommendations made during last Scrutiny meeting on 30 November 2010
EHPI2.10 (3)	Building sites: 3 months re-inspections		66%	90%		Reflects present prioritisation given to application processing to clear backlog at end of year.	None

Trend Chart **Performance Gauge**

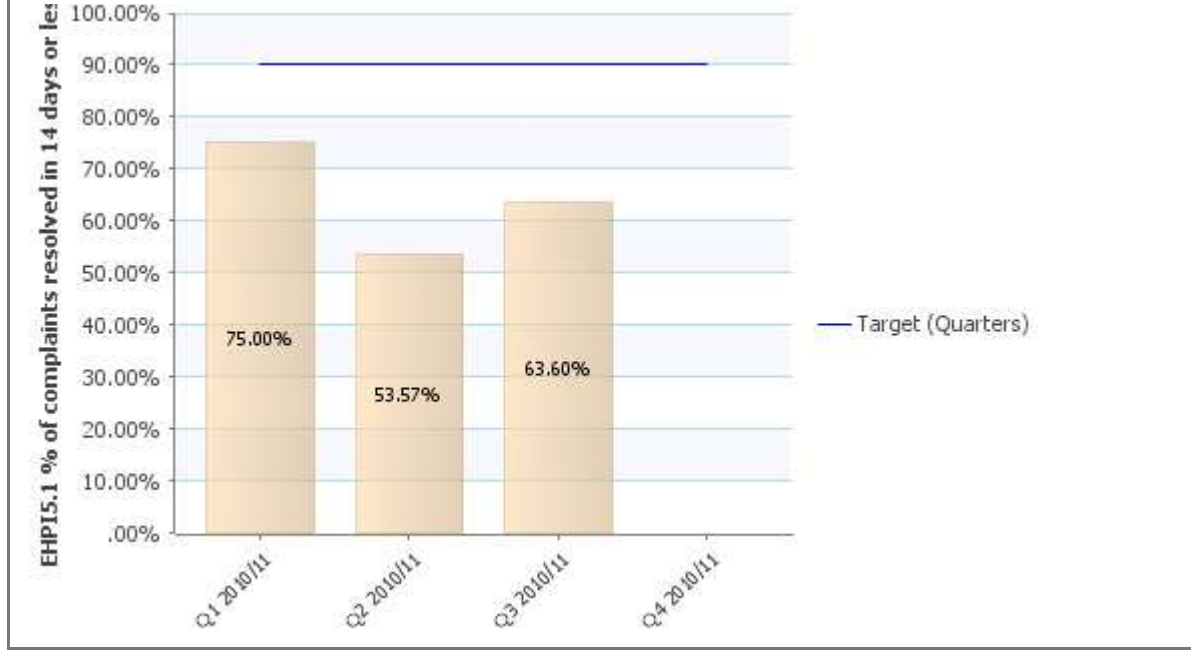


Traffic Light Red
Description Fit for purpose, services fit for you

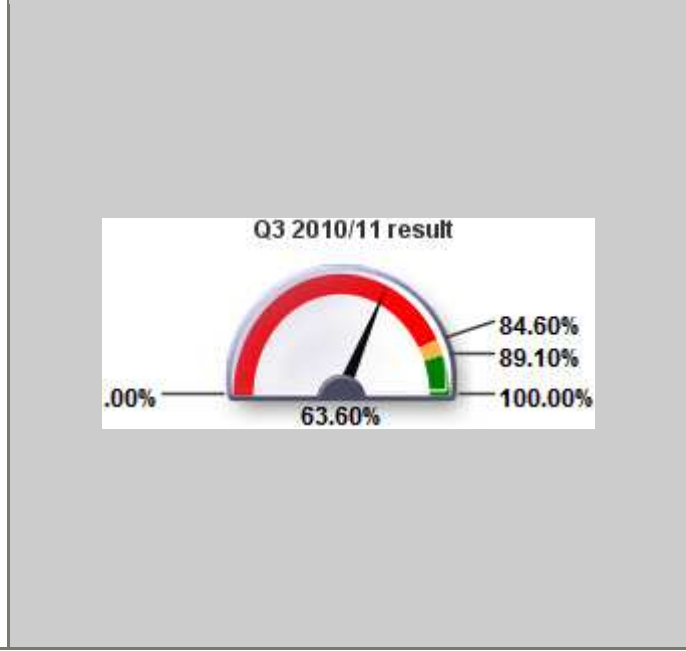
Customer Services



PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 30 November 2010
EHP15.1	% of complaints resolved in 14 days or less.		63.60%	90.00%		Some services have received twice as many complaints as in the last quarter. The number of Stage 2 complaints has stayed the same. These two factors may have caused a delay in responding to complaints within the 10 day deadline.	None



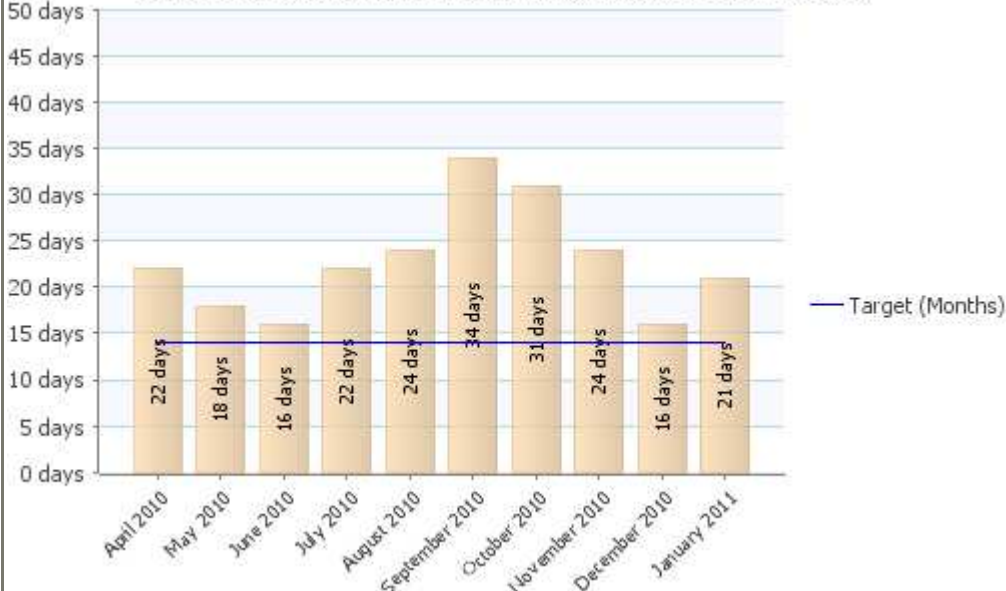

Trend Chart




Performance Gauge



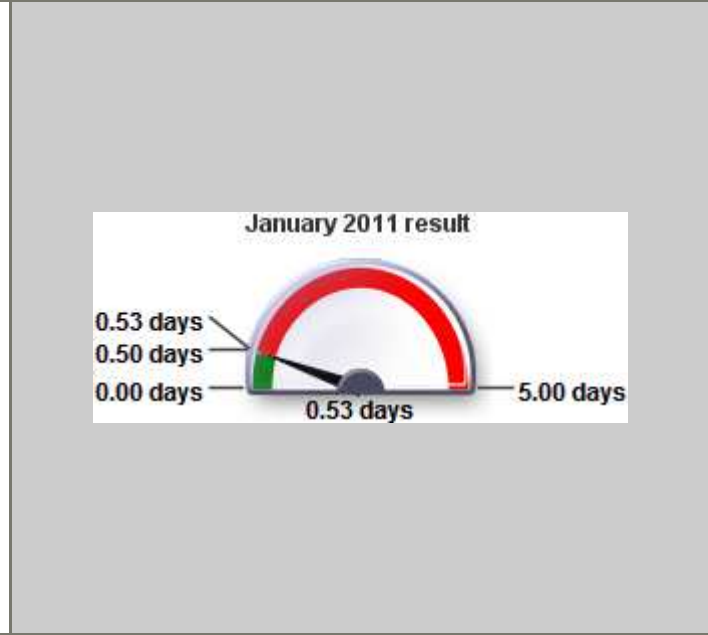
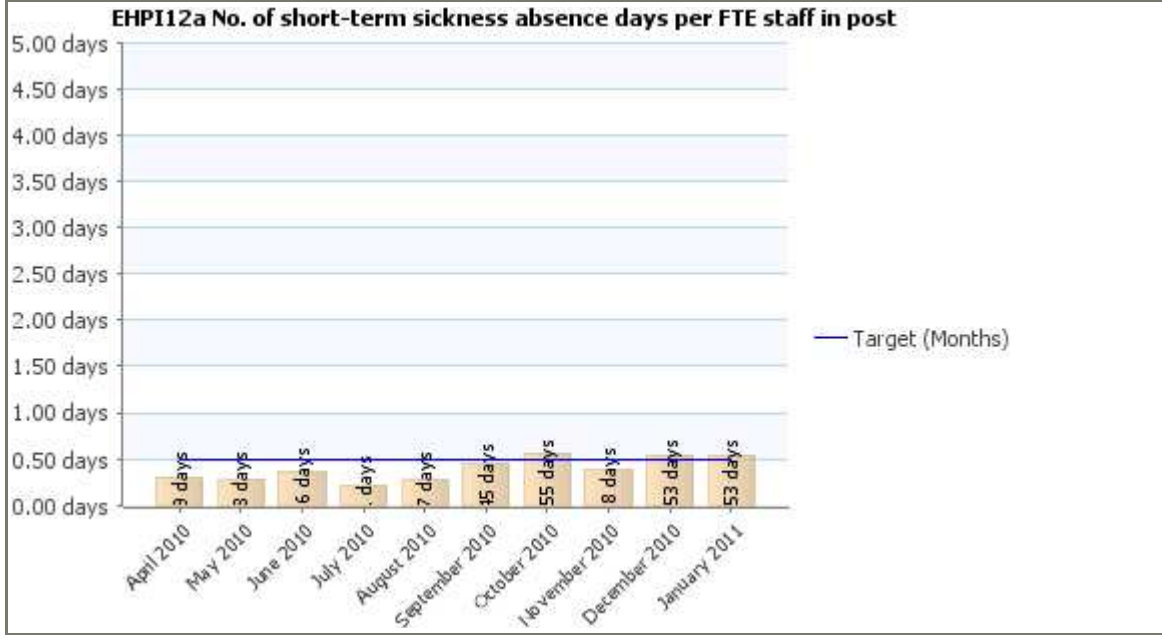
Parking Services																													
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 30 November 2010																						
EHPI7.0	Percentage of pre NTO challenges responded to within 10 working days.		21.00%	75.00%		Fall in performance due to prioritisation of formal notice to owners and greater correspondence following the delay of issuing notices over the Christmas holiday period.	None																						
Trend Chart						Performance Gauge																							
<p>EHPI7.0 Percentage of pre NTO challenges responded to within 10 working days.</p> <table border="1"> <caption>Monthly Performance Data</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>April 2010</td><td>21.00%</td></tr> <tr><td>May 2010</td><td>31.00%</td></tr> <tr><td>June 2010</td><td>23.00%</td></tr> <tr><td>July 2010</td><td>20.00%</td></tr> <tr><td>August 2010</td><td>19.00%</td></tr> <tr><td>September 2010</td><td>15.00%</td></tr> <tr><td>October 2010</td><td>0.00%</td></tr> <tr><td>November 2010</td><td>1.00%</td></tr> <tr><td>December 2010</td><td>36.00%</td></tr> <tr><td>January 2011</td><td>21.00%</td></tr> </tbody> </table>						Month	Percentage	April 2010	21.00%	May 2010	31.00%	June 2010	23.00%	July 2010	20.00%	August 2010	19.00%	September 2010	15.00%	October 2010	0.00%	November 2010	1.00%	December 2010	36.00%	January 2011	21.00%	<p>January 2011 result</p>	
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Parking Services																													
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 30 November 2010																						
EHPI6.8	Turnaround of Pre NTO PCN challenges (10 working days)		21 days	14 days		Slight reduction in performance mainly due to greater correspondence in January, caused by delay of issuing statutory notices for 3 weeks over Christmas holiday period.	None																						
Trend Chart						Performance Gauge																							
<p>EHPI6.8 Turnaround of Pre NTO PCN challenges (10 working days)</p>  <table border="1"> <caption>Monthly Turnaround Data</caption> <thead> <tr> <th>Month</th> <th>Turnaround (days)</th> </tr> </thead> <tbody> <tr><td>April 2010</td><td>22</td></tr> <tr><td>May 2010</td><td>18</td></tr> <tr><td>June 2010</td><td>16</td></tr> <tr><td>July 2010</td><td>22</td></tr> <tr><td>August 2010</td><td>24</td></tr> <tr><td>September 2010</td><td>34</td></tr> <tr><td>October 2010</td><td>31</td></tr> <tr><td>November 2010</td><td>24</td></tr> <tr><td>December 2010</td><td>16</td></tr> <tr><td>January 2011</td><td>21</td></tr> </tbody> </table>						Month	Turnaround (days)	April 2010	22	May 2010	18	June 2010	16	July 2010	22	August 2010	24	September 2010	34	October 2010	31	November 2010	24	December 2010	16	January 2011	21	 <p>January 2011 result</p> <p>15 days 14 days 0 days 21 days 50 days</p>	
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October 2010	31																												
November 2010	24																												
December 2010	16																												
January 2011	21																												

People Services & Organisational Development



PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 30 November 2010
EHP112a	No. of short-term sickness absence days per FTE staff in post		0.53 days	0.50 days		Short term absence for the year so far is 4 days (annual target is 5 days)	None

Trend Chart **Performance Gauge**

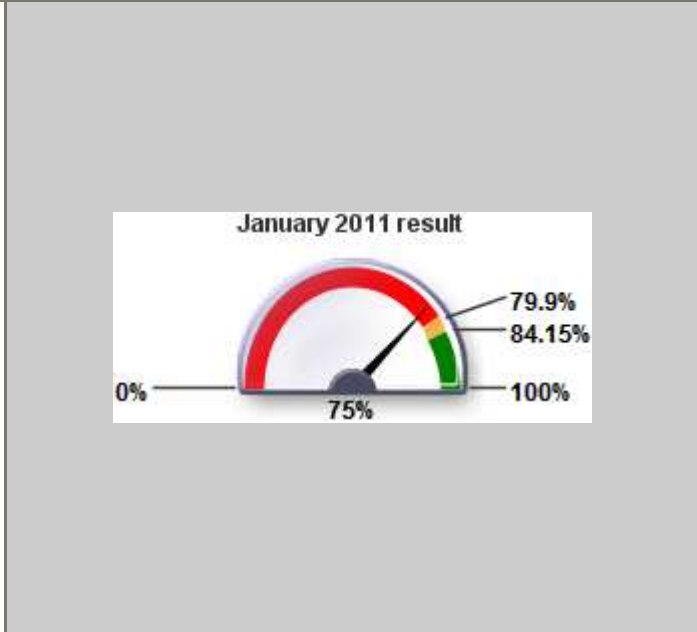
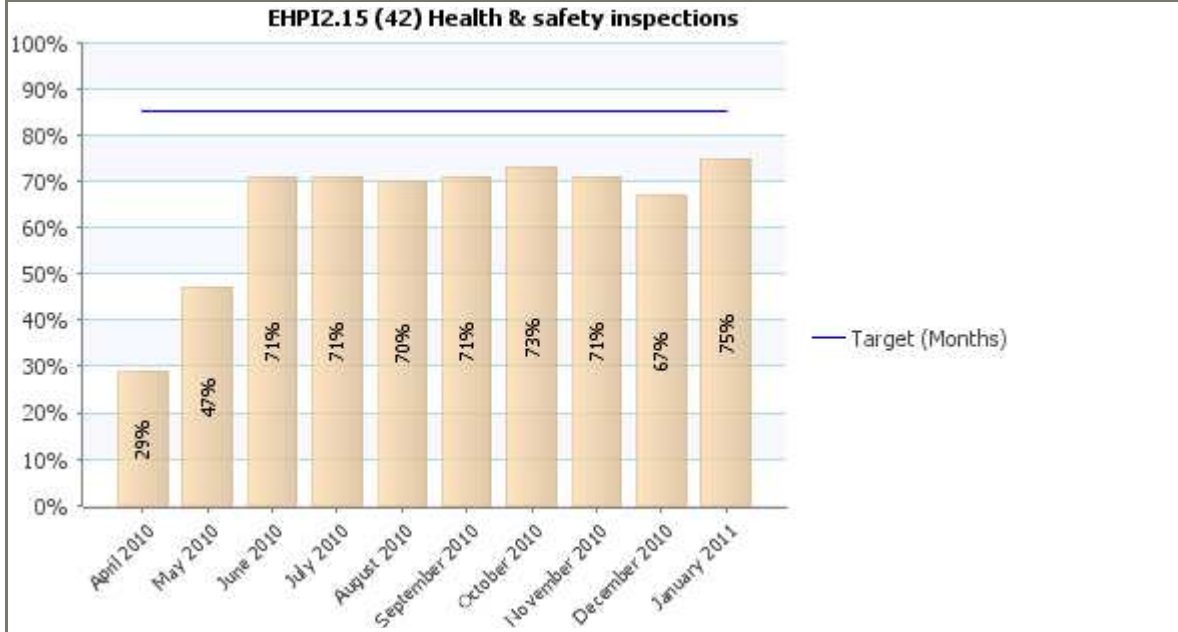


Traffic Light Red
Description Promoting prosperity & well being providing access & opportunities

Health and Housing



PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 30 November 2010
EHPI2.15 (42)	Health & safety inspections		75%	85%		Below target for health & safety premises inspections. Achieved 75% (67% last month), this is a shortfall of 10 inspections. Shortfall due to reduced staffing numbers and other operational priorities. Shortfall of inspections are being contracted out to recover target	None

Trend Chart **Performance Gauge**

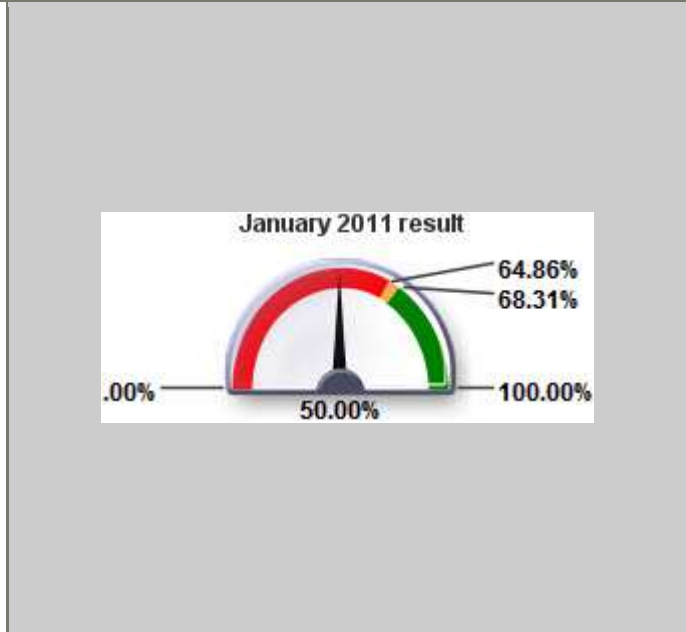
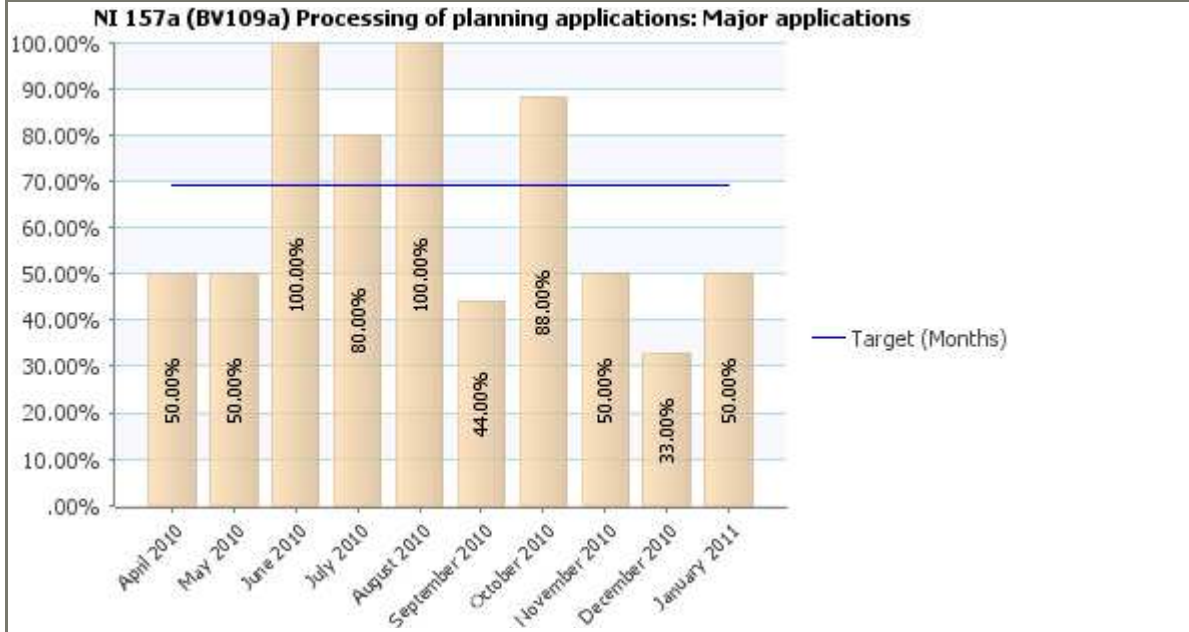


Traffic Light Red
Description Shaping now, shaping the future



Planning and Building Control

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 30 November 2010
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.	None

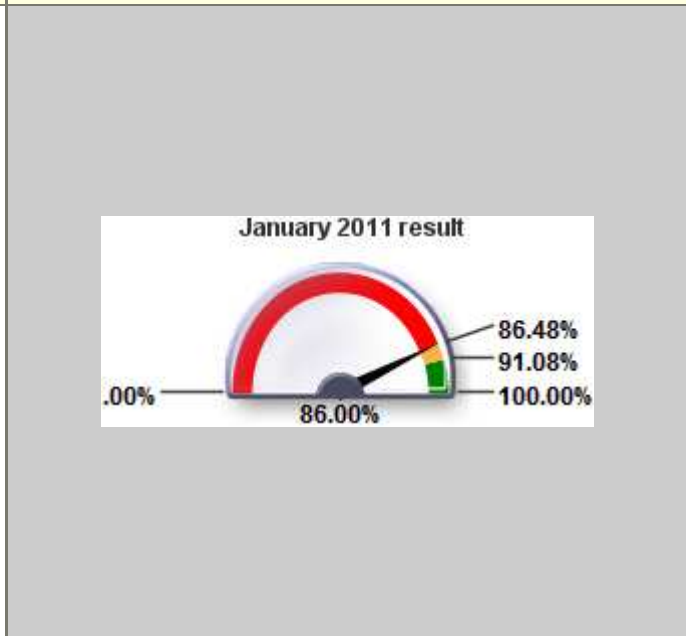
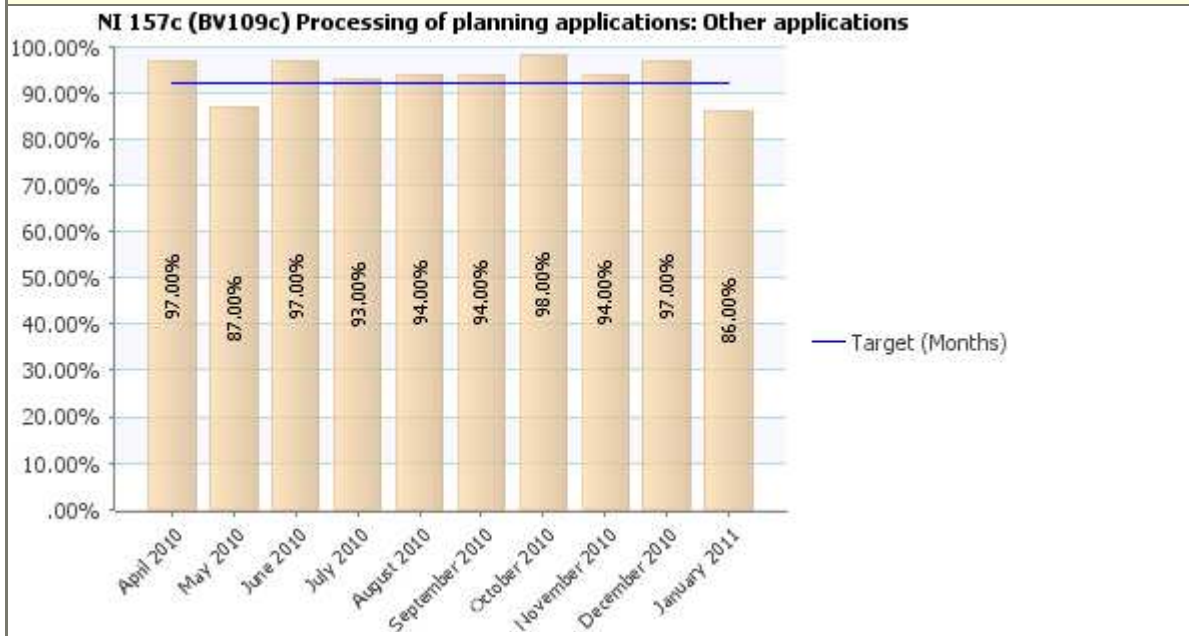
Trend Chart **Performance Gauge**



Planning and Building Control



PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 30 November 2010
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.	None

Trend Chart **Performance Gauge**

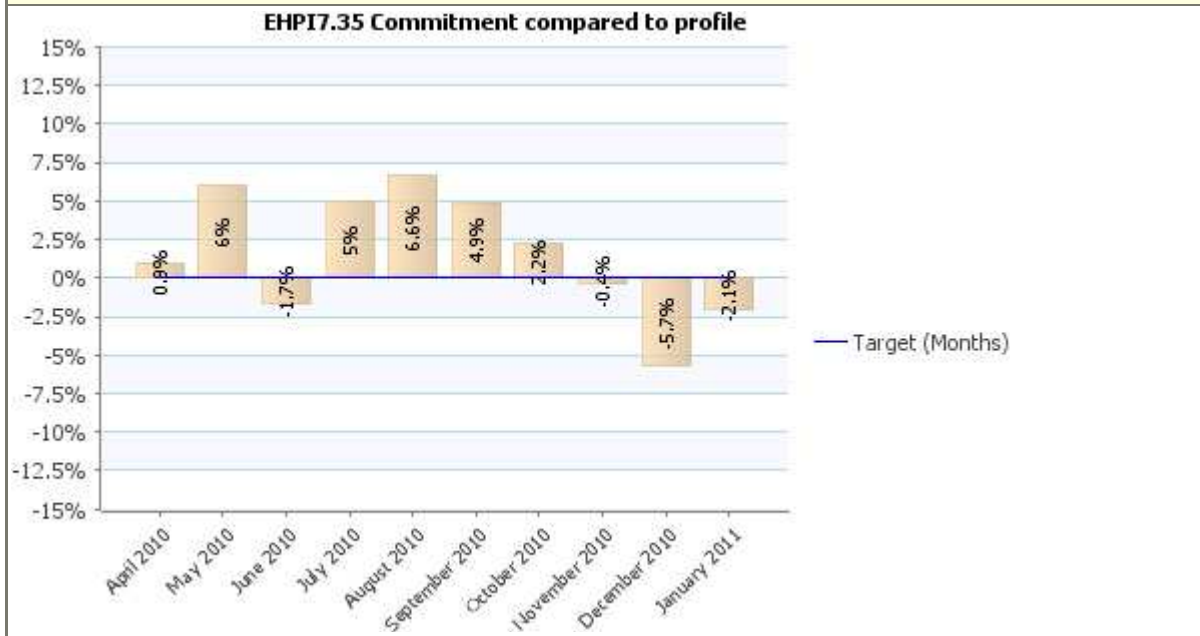


Traffic Light Amber
Description Fit for purpose, services fit for you

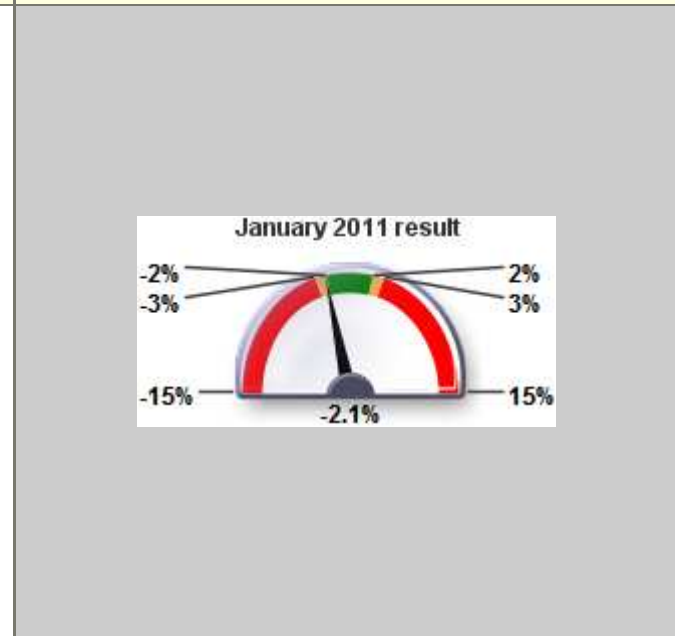
Business Support Service

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 30 November 2010
EHP17.35	Commitment compared to profile		-2.1%	0%		Commitment is £362,326 against profile £370,000 being 2.1% below Profile. The accumulative commitment for the ten months to January is now a little below the anticipated profile regarding repairs & maintenance and general annual maintenance agreements. However, it is expected that commitment will come into line with profile over the remaining months of the year.	None



Trend Chart



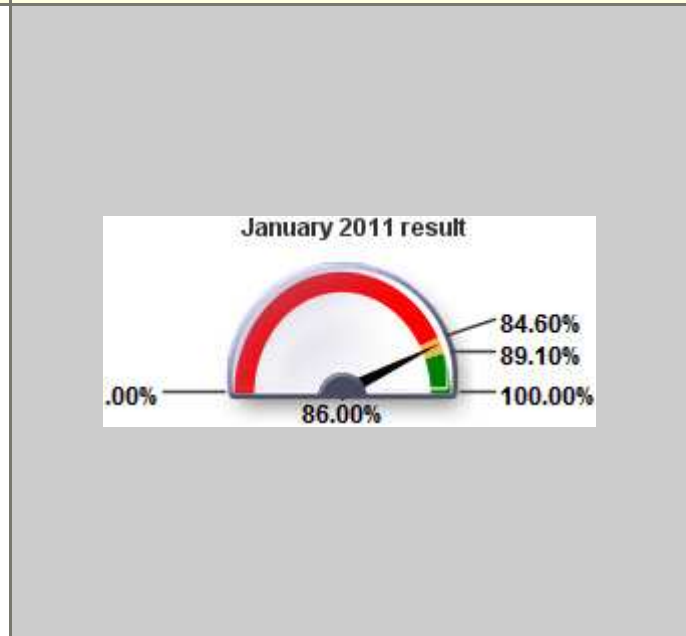
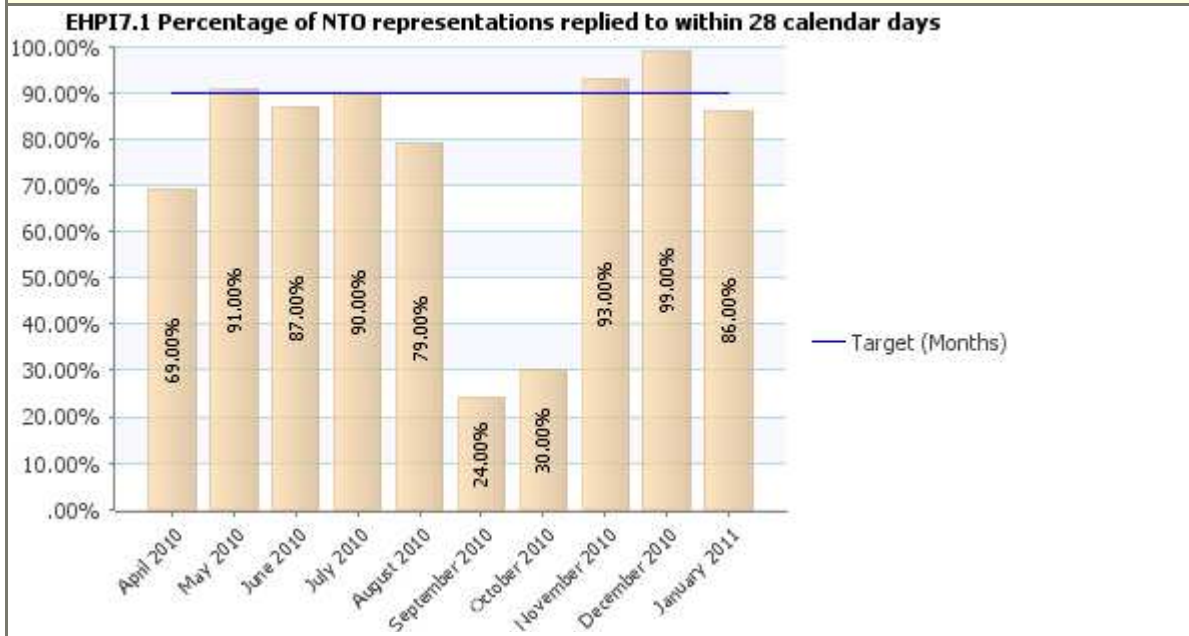
Performance Gauge



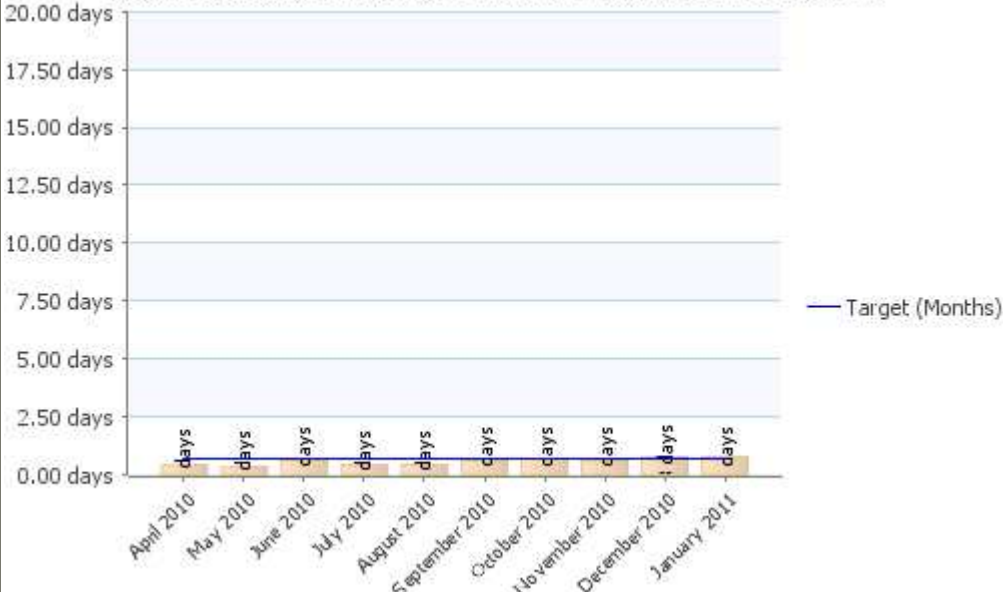



Parking Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 30 November 2010
EHPI7.1	Percentage of NTO representations replied to within 28 calendar days		86.00%	90.00%		Slight reduction in performance mainly due to greater correspondence in January, caused by delay of issuing statutory notices for 3 weeks over Christmas holiday period.	None

Trend Chart **Performance Gauge**



People Services & Organisational Development																													
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 30 November 2010																						
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 is 5.65 days (annual target is 7.08 days)	None																						
Trend Chart						Performance Gauge																							
<p>EHP112c Total number of sickness absence days per FTE staff in post</p>  <table border="1"> <caption>Monthly Sickness Absence Data (Estimated from Chart)</caption> <thead> <tr> <th>Month</th> <th>Sickness Absence Days</th> </tr> </thead> <tbody> <tr><td>April 2010</td><td>0.05</td></tr> <tr><td>May 2010</td><td>0.05</td></tr> <tr><td>June 2010</td><td>0.05</td></tr> <tr><td>July 2010</td><td>0.05</td></tr> <tr><td>August 2010</td><td>0.05</td></tr> <tr><td>September 2010</td><td>0.05</td></tr> <tr><td>October 2010</td><td>0.05</td></tr> <tr><td>November 2010</td><td>0.05</td></tr> <tr><td>December 2010</td><td>0.05</td></tr> <tr><td>January 2011</td><td>0.72</td></tr> </tbody> </table>						Month	Sickness Absence Days	April 2010	0.05	May 2010	0.05	June 2010	0.05	July 2010	0.05	August 2010	0.05	September 2010	0.05	October 2010	0.05	November 2010	0.05	December 2010	0.05	January 2011	0.72	<p>January 2011 result</p> 	
Month	Sickness Absence Days																												
April 2010	0.05																												
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July 2010	0.05																												
August 2010	0.05																												
September 2010	0.05																												
October 2010	0.05																												
November 2010	0.05																												
December 2010	0.05																												
January 2011	0.72																												

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

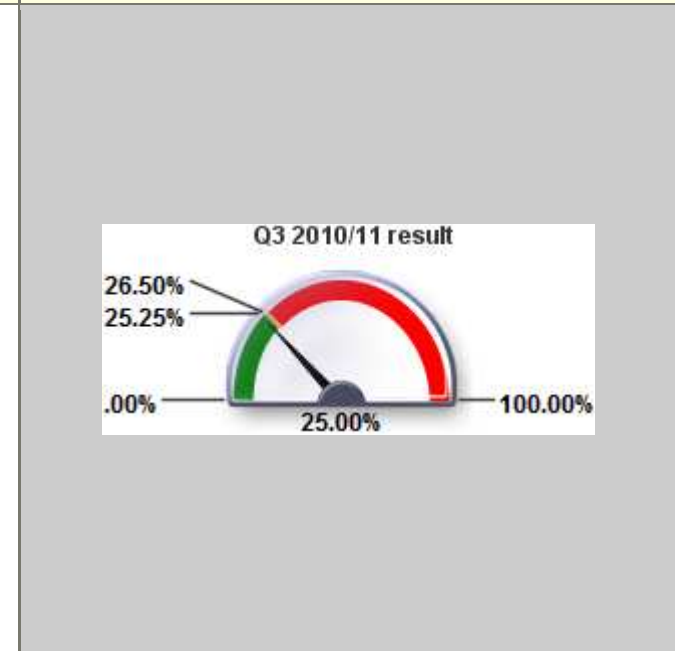
Customer Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 30 November 2010
EHP15.2a	% of complaints about the Council and its services that are upheld: 1st stage		25.00%	25.00%		A high percentage of complaints were disagreeing with council policy or decision especially within Development Control.	None



Trend Chart

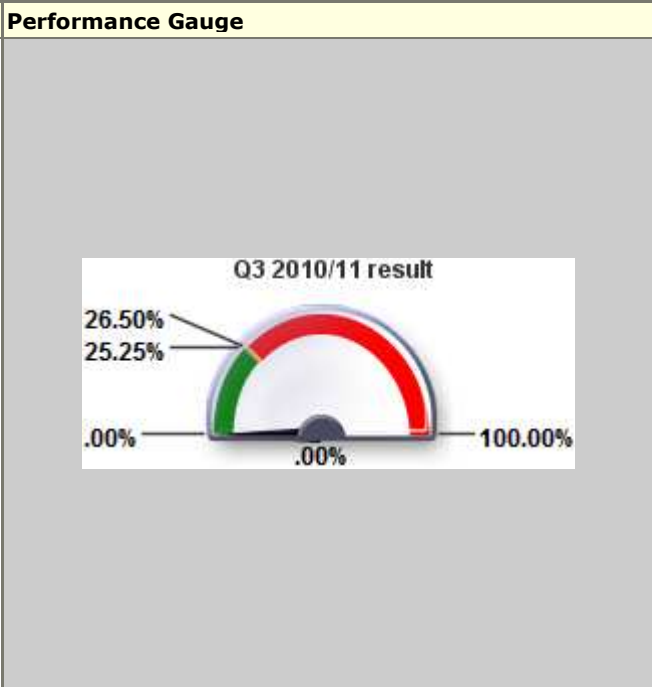


Performance Gauge





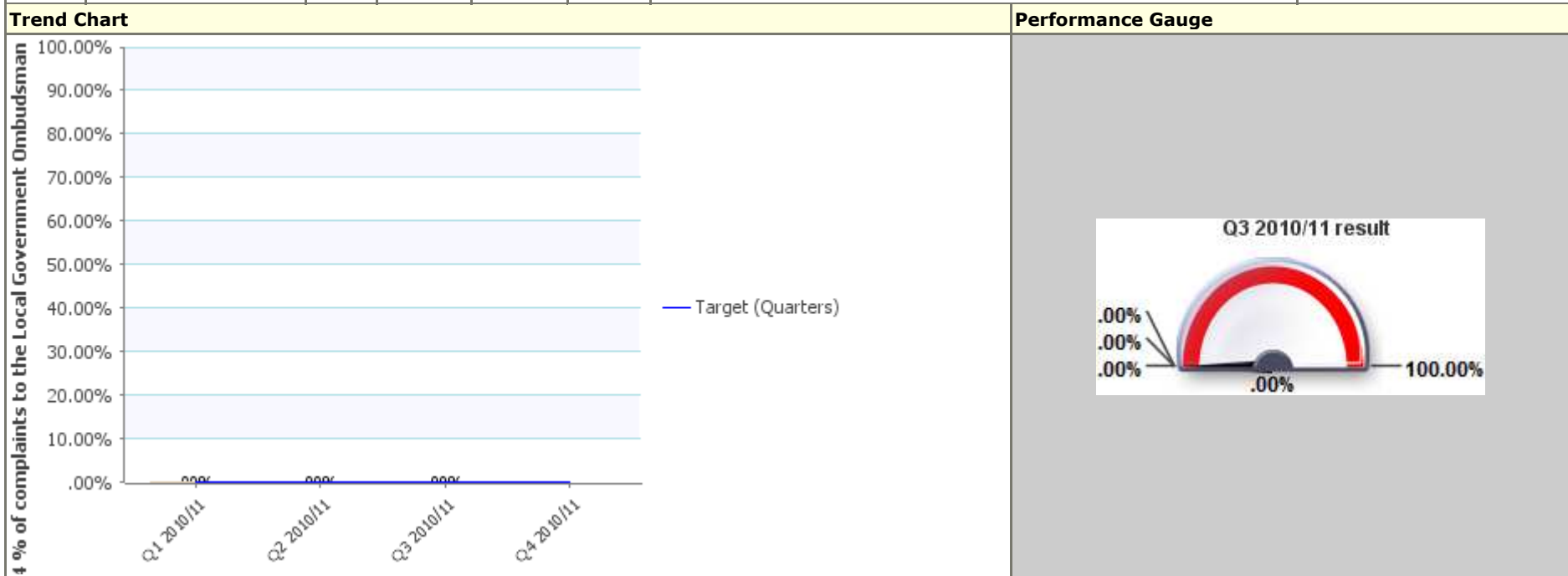
Customer Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 30 November 2010
EHP15.2b	% of complaints about the Council and its services that are upheld: 2nd stage - appeal		.00%	25.00%		Five Stage 2 complaints were decided within this period. All 5 were complaining about the Council's policies and procedures.	None





Customer Services

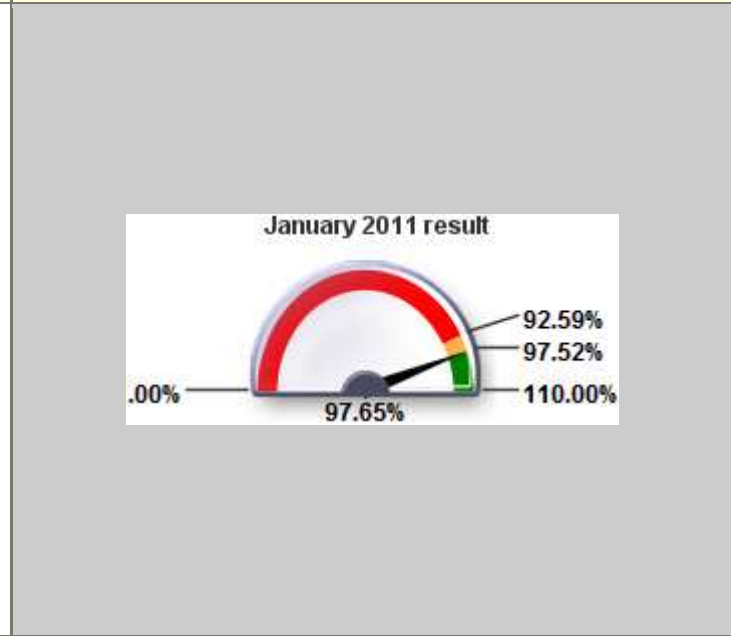
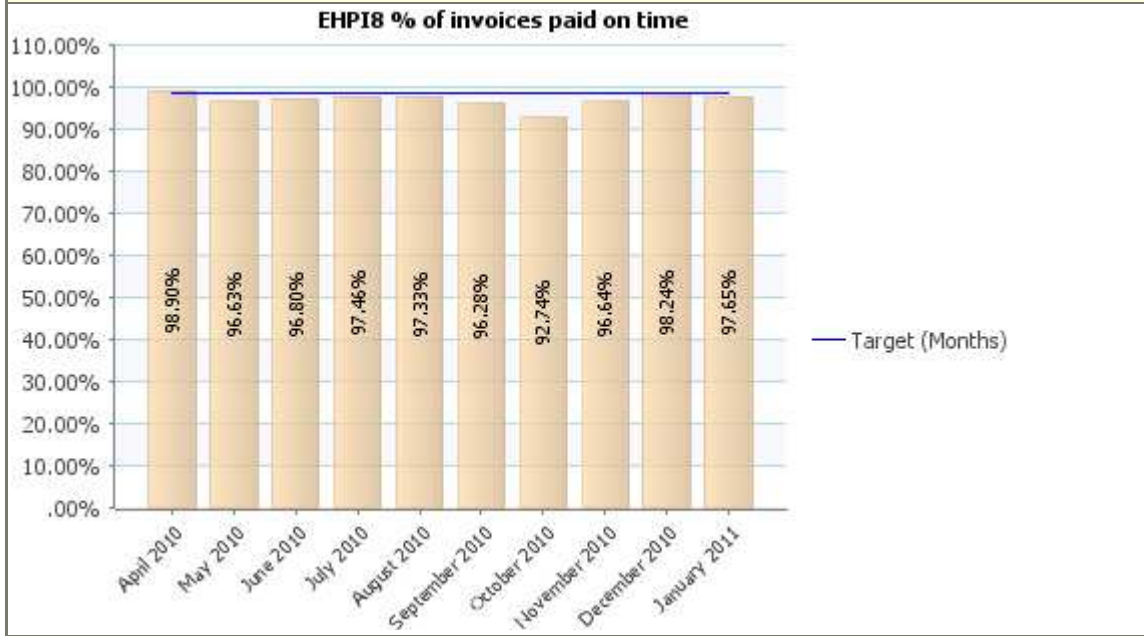
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 30 November 2010
EHP15.4	% of complaints to the Local Government Ombudsman that are upheld		.00%	.00%		5 decisions were received during this period. Three concerned the same development site in Buntingford.4 complaints were against the Development Control service, with the other case involving Environmental Health. The decision for all five cases was that there was no or insufficient evidence found of maladministration or service failure.	None



Financial Support Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 30 November 2010
EHP18	% of invoices paid on time		97.65%	98.50%		Performance this month not quite as good as previous month which is disappointing considering fewer invoices were paid.	None

Trend Chart **Performance Gauge**



People Services & Organisational Development																													
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 30 November 2010																						
EHP112b	No. of long-term sickness absence days per FTE staff in post		0.20 days	0.20 days		Long-term absence for the year so far is 1.65 days (annual target is 2.08 days)	None																						
Trend Chart						Performance Gauge																							
<p>EHP112b No. of long-term sickness absence days per FTE staff in post</p> <table border="1"> <caption>Monthly Sickness Absence Data (Estimated)</caption> <thead> <tr> <th>Month</th> <th>Value (days)</th> </tr> </thead> <tbody> <tr><td>April 2010</td><td>0.15</td></tr> <tr><td>May 2010</td><td>0.10</td></tr> <tr><td>June 2010</td><td>0.15</td></tr> <tr><td>July 2010</td><td>0.15</td></tr> <tr><td>August 2010</td><td>0.15</td></tr> <tr><td>September 2010</td><td>0.15</td></tr> <tr><td>October 2010</td><td>0.15</td></tr> <tr><td>November 2010</td><td>0.15</td></tr> <tr><td>December 2010</td><td>0.15</td></tr> <tr><td>January 2011</td><td>0.20</td></tr> </tbody> </table>						Month	Value (days)	April 2010	0.15	May 2010	0.10	June 2010	0.15	July 2010	0.15	August 2010	0.15	September 2010	0.15	October 2010	0.15	November 2010	0.15	December 2010	0.15	January 2011	0.20	<p>January 2011 result</p> <p>0.21 days 0.20 days 0.00 days 0.20 days 5.00 days</p>	
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December 2010	0.15																												
January 2011	0.20																												

Revenues and Benefits Services																													
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 30 November 2010																						
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events		8.9 days	10.0 days		Period from 17 January 2011 to 14 February 2011 is 8.91 days. Cumulative position is 11.64 days	None																						
Trend Chart						Performance Gauge																							
<p>NI 181 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events</p> <table border="1"> <caption>Monthly Time Taken (Days)</caption> <thead> <tr> <th>Month</th> <th>Time Taken (Days)</th> </tr> </thead> <tbody> <tr><td>April 2010</td><td>12.6</td></tr> <tr><td>May 2010</td><td>14.1</td></tr> <tr><td>June 2010</td><td>15.8</td></tr> <tr><td>July 2010</td><td>13.0</td></tr> <tr><td>August 2010</td><td>10.2</td></tr> <tr><td>September 2010</td><td>11.2</td></tr> <tr><td>October 2010</td><td>10.3</td></tr> <tr><td>November 2010</td><td>9.9</td></tr> <tr><td>December 2010</td><td>10.1</td></tr> <tr><td>January 2011</td><td>8.9</td></tr> </tbody> </table>						Month	Time Taken (Days)	April 2010	12.6	May 2010	14.1	June 2010	15.8	July 2010	13.0	August 2010	10.2	September 2010	11.2	October 2010	10.3	November 2010	9.9	December 2010	10.1	January 2011	8.9	<p>January 2011 result</p>	
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January 2011	8.9																												

Traffic Light Data Only
Description Fit for purpose, services fit for you

Customer Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 30 November 2010
EHP15.3	% of customers using the Council's complaint system that are fairly or very satisfied with the way in which their complaint was handled.		N/A			Three survey forms were sent out and only one returned. It is very difficult to come to any conclusions with so little evidence.	None

