

# February 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 March 2011
EHPI2.10 (3)	Building sites: 3 months re-inspections		67%	90%		Performance in this area remains constant reflecting priority given to plan checking and reactive site inspection areas of service.	<p>March 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 March 2011
EHPI7.0	Percentage of pre NTO challenges responded to within 10 working days.		21.00%	75.00%		Continued effects of the greater amount of correspondence received.	<p>March 2011 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 8 March 2011
EHPI6.8	Turnaround of Pre NTO PCN challenges (10 working days)		18 days	14 days		An improvement from last month with a reduction from 21 to 18 days	<p>March 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 March 2011
NI 157b (BV109b)	Processing of planning applications: Minor applications		68.00%	80.00%		17 out of 25 applications determined on time. Eight applications were determined outside the target timescale. Of these eight, five decisions were made by the committee. The committee decision making route extends the timescale but was necessary either because of member referrals, as it was considered that proposals could be supported despite policy requirements or because they were successor applications to previously committee determined matters.	<p>March 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 March 2011
EHPI2.2 (45)	Waste: missed collections per 100,000 collections of household waste		23.02	50		Performance has improved even further this month.	<p>March 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 March 2011
EHPI204	Planning appeals allowed		.0%	34.0%		all 4 appeals dismissed	<p>March 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 March 2011
EHPI2.1b	Enforcement actions: planning b) formal actions	✓	2	3	↑	Performance exceeding target.	<p>March 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 March 2011
EHPI2.1c	Enforcement actions: planning c) prosecutions	✓	0	1	↑	Performance exceeding target.	<p>March 2011 result</p>	None

**Traffic Light** Green

**Description** Fit for purpose, services fit for you

**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 March 2011
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	✓	N/A	10.0 days	↑	Period from 17 January 2011 to 14 February 2011 = 8.91 days cumulative position is at 11.64 days	<p>March 2011 result</p>	None

**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 March 2011
EHPI8	% of invoices paid on time	✓	98.81%	98.50%	↑	February 2011 - performance for February has improved against previous months and exceeds the target.	<p>March 2011 result</p>	None

### 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 March 2011
EHPI12c	Total number of sickness absence days per FTE staff in post	✓	0.47 days	0.70 days	↑	Total absence for the year so far = 6.09 days (target = 7.79)	<p>March 2011 result</p> <p>0.74 days 0.71 days 0.00 days 0.60 days 5.00 days</p>	None

### Traffic Light Green

**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 March 2011
EHPI129	Response time to ASB complaints made to EHC.	✓	100.00 %	100.00 %	▬	-- enter note --	<p>March 2011 result</p> <p>94.00 % 99.00 % 100.00 % 0.00 % 100.00 %</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 8 March 2011
NI 157a (BV109a)	Processing of planning applications: Major applications	✓	100.00%	69.00%	↑	Performance exceeding target, 2 out of 2	<p>March 2011 result</p> <p>83.00%</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 March 2011
NI 157c (BV109c)	Processing of planning applications: Other applications	✓	92.00%	92.00%	↑	Performance on target. 87 out of 95 determinations on time	<p>March 2011 result</p> <p>93.00%</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 March 2011
NI 15	Number of most Serious violent crime rate per 1,000 population		0			Due to modifications to the iQuanta website, the number of serious violent crimes can no longer be viewed.	<b>March 2011 result</b> 2	CMT noted that comparative data will no longer be available.



**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 March 2011
NI 16	Number of Serious acquisitive crime rate per 1,000 population		99			Due to modifications to the iQuanta website, the number of serious acquisitive crimes can no longer be viewed.	<b>March 2011 result</b> 123	CMT noted that comparative data will no longer be available.

**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 March 2011
NI 20	Number of Assault with injury crime rate offences per 1,000 population		29			Due to modifications to the iQuanta website, assault figures can no longer be viewed.	<b>March 2011 result</b> 30	CMT noted that comparative data will no longer be available.

### 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 March 2011
EHPI130	Number of council endorsed community safety projects that receive positive publicity.		0 days			There have been no planned partnership supported activities this month, and therefore no publicity.	<b>March 2011 result 0 days</b>	<b>None</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 March 2011
NI 191	Residual household waste per household		400			Waste continues to be lower than expected so outturn will be better (lower) than target.	<b>N/A</b>	<b>None</b>

### 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 March 2011
NI 192	Percentage of household waste sent for reuse, recycling and composting		51.25%			The year to date performance continues to better the target and expected outturn with high levels of recyclables collected through the kerbside service in January.	<b>N/A</b>	<b>None</b>

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