

# March/Quarter 4 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		74%	90%		Slight improvement this month. Inspections are currently mainly reactive.	<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.		19.00%	75.00%		Reduced staffing has impacted on this PI reducing number of challenges responded to within 10 working days from 21% to 19%	<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)		19 days	14 days		Reduced staffing has increased turnaround from 18 to 19 days.	<p>March 2011 result</p> 	None




**Traffic Light Red**

**Description** Leading the way, working together

**Community and Cultural 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
EHPI3c	Usage: number of swims (60 year old +)		5,375	10,474		Throughput down in comparison to previous years Quarter 4, but Quarter 4 2009/10 included free swimming numbers.	<p>Q4 2010/11 result</p>  <p>9,845.56 — 10,369.26 — 20,000</p> <p>0 — 5,375</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		73.00%	80.00%		10 decisions out of a total of 37 were made outside of the target timescale. Five of the out of timescale decisions were made by the committee, with the longer lead in times to decision making. There were delays in the other five cases as a result of potential building listing by English Heritage, legal agreement formulation, the requirement for amendment and negotiation with regard to the proposed development and sickness absence.	<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	✓	22.85	50	↑	Best monthly performance of the year.	<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	✓	22.0%	34.0%	↓	Performance on target, 6 of a total of 18 decisions were allowed. An outcome of 33.3%	<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		0	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

**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
EHP18	% of invoices paid on time	✓	98.94%	98.50%	↑	Best monthly performance of the year at 98.94% despite the second highest month for volume.	<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
EHP112c	Total number of sickness absence days per FTE staff in post	✓	0.60 days	0.70 days	↓	Total absence for the entire year = 6.8 days per FTE (target = 8.5)	<p>March 2011 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 8 March 2011
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	✓	3.6 days	10.0 days	↑	-14.2.11-14.3.11 3.55 days gives a cumulative for the year at 9.95 days	<p>March 2011 result</p>	None




### Traffic Light Green




Description Leading the way, working together

### Community and Cultural 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
EHPI3a	Usage: number of swims (under 16)	✓	11,723	10,878	↑	Performance continues to show favourable position against target	<p>Q4 2010/11 result</p>	None



Community and Cultural 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	Net cost/subsidy per visit		£0.29	£1.64		3 monthly management fee (including RPI) divided by total visits for the three month period, Jan - Mar 2011, equals cost per user subsidy; $£35,312.16/123,769 = £0.29$	<p>Q4 2010/11 result</p> 	None

Community and Cultural 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
EHPI4a	Usage: Gym (16 - under 60 year olds)		46,679	24,860		Numbers continue to grow due to the successful investment into the existing facilities. This figure does not include the 24,353 users that have attended Group Exercise classes this quarter.	<p>Q4 2010/11 result</p> 	None

### Community and Cultural 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
EHPI4b	Usage: Gym (60 + year olds)	✓	4,295	1,638	↑	Performance continues to show favourable position against target.	<p>Q4 2010/11 result</p> <p>1,621.62 1,539.72 0 4,295 5,000</p>	None

### Community and Cultural 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
EHPI3b	Usage: number of swims (16 – under 60 year olds)	✓	20,437	19,579	↑	Performance continues to show favourable position against target.	<p>Q4 2010/11 result</p> <p>19,383.21 18,404.26 0 20,437 50,000</p>	None

**Traffic Light Green**

**Description** Promoting prosperity & well being providing access & opportunities




**Health and Housing**




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 156	Number of households living in temporary accommodation		22	33		Actual performance is well inside of target of 33 households. This indicator has consistently been inside of target all year.	<p>Q4 2010/11 result</p>	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 March 2011
EHPI129	Response time to ASB complaints made to EHC.		100.00 %	100.00 %		There were 7 complaints made directly to EHC ASB Officer for the month of March 2011. All of the complainants were responded to within the minimum standards of 2 working days, either by phone or email.	<p>March 2011 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 8 March 2011
NI 157a (BV109a)	Processing of planning applications: Major applications		83.00%	69.00%		Target achieved. 5 applications out of 6 were determined on time.	<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
NI 157c (BV109c)	Processing of planning applications: Other applications		93.00%	92.00%		Target Achieved. 121 applications out of 130 were determined on time.	<p>March 2011 result</p> 	None



**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	Performance Gauge	Action taken during last Executive meeting on 8 March 2011
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			Insufficient number of reported cases to generate useable data.	Q4 2010/11 result	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		2			Due to modifications to the iQuanta website, the number of serious violent crimes can no longer be viewed.	March 2011 result 2	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 March 2011
NI 16	Number of Serious acquisitive crime rate per 1,000 population		123			Due to modifications to the iQuanta website, the number of serious acquisitive crimes can no longer be viewed.	March 2011 result 123	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 March 2011
NI 20	Number of Assault with injury crime rate offences per 1,000 population		30			Due to modifications to the iQuanta website, the number of serious acquisitive crimes can no longer be viewed.	March 2011 result 30	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 March 2011
EHP1130	Number of council endorsed community safety projects that receive positive publicity.		0 days			0 good news stories were released	March 2011 result 0 days	None

### 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		434			Performance year to date (this is a cumulative figure) is far better (lower) than expectations.	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 March 2011
NI 192	Percentage of household waste sent for reuse, recycling and composting		48.55%			Year to date performance slightly lower this month with kerbside collections of all materials lower than January, which is the usual pattern, but performance remains above target.	<b>N/A</b>	None

### Traffic Light Unknown

**Description** Promoting prosperity & well being providing access & opportunities

### Health and housing

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
EHPI213	Preventing Homelessness - number of households where homelessness prevented		N/A	37.5		Performance data is not currently available until end of April 2011.	<b>N/A</b>	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				