



Executive Corporate Healthcheck April 2011/12




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 24 th May 2011
EHPI6.8	Turnaround of Pre NTO PCN challenges (10 working days)		26 days	14 days		Continued effects of high numbers of PCNs.	<p>April 2011 result</p>	None




Traffic Light Red
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 24 th May 2011
EHP1129	Response time to ASB complaints made to EHC.		82.00 %	100.00 %		There were 11 ASB complaints made directly to the ASB Officer at East Herts Council for the month of April 2011. 9 of these were dealt with within the minimum standards of two working days. The two that were not dealt with were online ASB forms submitted over the Easter break.	<p>April 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 24 th May 2011
NI 157a (BV109a)	Processing of planning applications: Major applications		.00%	69.00%		1 out of 1 major over time (Sacombe Road S106)	<p>April 2011 result</p> 	




Traffic Light Amber

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 24 th May 2011
EHP18	% of invoices paid on time		95.38%	98.00%		April 2011 sees performance on 95.38% of invoices paid within the 30 days target.	<p>April 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 24 th May 2011
EHP16.9	Turnaround of NTO Representations		29 days	28 days		PI affected by annual leave. The service is planning that performance will meet target next month.	<p>April 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 24 th May 2011
EHPI2.2 (45)	Waste: missed collections per 100,000 collections of household waste		29.1	50		Although performance turned up somewhat this month, compared to March, it is still much better than target.	<p>April 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 24 th May 2011
EHPI2.1b	Enforcement actions: planning b) formal actions		3	3		Performance on target	<p>April 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 24 th May 2011
EHP12.1c	Enforcement actions: planning c) prosecutions		1	1		Performance on target	<p>April 2011 result</p>	None




Traffic Light Green
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 24 th May 2011
EHP12c	Total number of sickness absence days per FTE staff in post		0.44 days	0.70 days		Absence levels within council standards. Total absence for the year so far = 0.44 days (Target = 0.63 days)	<p>April 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 24 th May 2011
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events		9.8 days	10.0 days		Performance on target.	<p>April 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 24 th May 2011
NI 157b (BV109b)	Processing of planning applications: Minor applications		96.00%	80.00%		Performance exceeding target with 27 out of 28 applications determined on time	<p>April 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 24 th May 2011
NI 157c (BV109c)	Processing of planning applications: Other applications		97.00%	93.00%		Performance exceeding target with 107 out of 110 applications determined on time.	<p>April 2011 result</p> 	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 24 th May 2011
NI 191	Residual household waste per household		472			Waste arisings higher this month, in common with all of Quarter 4. Performance still much better (lower) than service 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 24 th May 2011
NI 192	Percentage of household waste sent for reuse, recycling and composting		48.29%			Performance improved this month compared to January & February but composting levels lower than expected believed to be due to dry spring.	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				