



## May Executive Corporate Healthcheck 2011/12




**Traffic Light Red**  
**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 <sup>th</sup> May 2011
EHPI2.2 (45)	Waste: missed collections per 100,000 collections of household waste		66.73	50		Performance fell this month due to the new contract start up, there were some difficulties with the new rounds which now provides all three collection services to difficult access properties. Issues have now been resolved and levels are improving. Year to date performance is still better than annual target.	<p>May 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 24 <sup>th</sup> May 2011
EHPI6.8	Turnaround of Pre NTO PCN challenges (10 working days)		28 days	14 days		Continued effects of high numbers of PCN's and staff absences mean that this PI continues to suffer.	<p>May 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 <sup>th</sup> May 2011
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events		13.4 days	10.0 days		11.4.11-16.5.11 13.38 days. cumulative 11.73 days	<p>May 2011 result</p> 	None




**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 <sup>th</sup> May 2011
EHP18	% of invoices paid on time		96.04%	98.00%		May 2011 - Improvement on the April 11 performance and substantially more invoices processed during May.	<p>May 2011 result</p> 	None

**Traffic Light Amber**  
**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 <sup>th</sup> May 2011
NI 157b (BV109b)	Processing of planning applications: Minor applications		77.00%	80.00%		6 decisions out of a total of 26 were made outside of the target timescale. Five of these delayed decisions were made by the committee as a result of referrals, legal agreements, or because they related to matters previously determined by the committee.	<p>May 2011 result</p> 	None

**Traffic Light Green**  
**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 <sup>th</sup> May 2011
EHPI6.9	Turnaround of NTO Representations	✓	27 days	28 days	↑	This PI is now within target	<p>May 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 24 <sup>th</sup> May 2011
EHPI12c	Total number of sickness absence days per FTE staff in post	✓	0.59 days	0.70 days	↓	Total absence for the year so far = 1.03 days (target = 1.25)	<p>May 2011 result</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 24 <sup>th</sup> May 2011
EHP1129	Response time to ASB complaints made to EHC.		100.00 %	100.00 %		There were <b>11</b> ASB complaints made directly to the ASB Officer at East Herts Council for the month of May 2011. <b>11</b> of these were dealt with within the minimum standards of two working days (100%)	<p>May 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 <sup>th</sup> May 2011
NI 157a (BV109a)	Processing of planning applications: Major applications		100.00%	69.00%		Target Achieved. One major application was determined and this was on time	<p>May 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 24 <sup>th</sup> May 2011
NI 157c (BV109c)	Processing of planning applications: Other applications		93.00%	93.00%		Target Achieved. 134 applications out of 144 were determined on time.	<p>May 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 <sup>th</sup> May 2011
NI 191	Residual household waste per household		39			Waste level in April would meet target if sustained throughout year, but there is a national trend towards increasing waste levels, which showed itself here in the last quarter of last year.	<b>N/A</b>	None

## Essential Reference Paper 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 24 <sup>th</sup> May 2011
NI 192	Percentage of household waste sent for reuse, recycling and composting		49.60%			Performance this month marginally below target. Kerbside collection of glass and compostable material just above last April's figure but paper is some 80 tonnes (19%) below last April's level. Nationally paper recovery levels are lower than they were.	<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				