






## June/Quarter 1 Executive Corporate Healthcheck 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 5 <sup>th</sup> July 2011
EHPI6.8	Turnaround of Pre NTO PCN challenges (10 working days)		28 days	14 days		Staff absences continue to affect this PI. Arrangements have been put in place to improve this situation.	<p>June 2011 result</p> 	None

## Essential Reference Paper B




### 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 5 <sup>th</sup> July 2011
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events		17.5 days	10.0 days		Performance period from 16 May 2011 to 13 June 2011.	<p>June 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 5 <sup>th</sup> July 2011
EHPI3a	Usage: number of swims (under 16)		12,501	13,354		Service is conducting an investigation in to the apparent reduction of swim throughput with this age category, results will be reported in quarter 2.	<p>Q1 2011/12 result</p> 	None




## Essential Reference Paper B

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 5 <sup>th</sup> July 2011
EHPI3b	Usage: number of swims (16 – under 60 year olds)		26,765	43,016		Service is conducting an investigation in to the apparent reduction of swim throughput with this age category, results will be reported in quarter 2.	<p style="text-align: center;">Q1 2011/12 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 5 <sup>th</sup> July 2011
EHPI3c	Usage: number of swims (60 year old +)		5,442	8,143		Service expected decline in attendance due to exclusion of government funded free swims for this age group, but throughput remains at a consistent level.	<p style="text-align: center;">Q1 2011/12 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 5 <sup>th</sup> July 2011
NI 157a (BV109a)	Processing of planning applications: Major applications		29.00%	69.00%		Seven major application decisions were released - two of which were within the target timescale. The reason for the delays in relation to the remaining five were varied. It was necessary in one case to refer the matter to the Secretary of State. One of the proposals required the formulation of a legal agreement. One was subject to independent financial viability assessment and, in the case of an application to vary the proposals for the Sainsbury's development at Hartham, Hertford, there were protracted issues in relation to the impact of the proposals on the historic building to be resolved. These varying reasons lead to poor performance in the month overall.	<p>June 2011 result</p>  <p>0.00%      29.00%      100.00%</p> <p>64.86% 68.31%</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 5 <sup>th</sup> July 2011
EHP18	% of invoices paid on time		96.90%	98.00%		For the third month running the performance has improved with 96.90% of invoices being paid within 30 days. Unfortunately this is still below target.	<p>June 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 5 <sup>th</sup> July 2011
EHP16.9	Turnaround of NTO Representations		29 days	28 days		PI affected by staff absences. Arrangements have been put in place to improve this situation	<p>June 2011 result</p> 	None

## Essential Reference Paper B

**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 5 <sup>th</sup> July 2011
EHP112c	Total number of sickness absence days per FTE staff in post	✔	0.54 days	0.70 days	↑	Total absence for the year so far = 1.58 days (target = 1.88)	<p>June 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 5 <sup>th</sup> July 2011
EHP14a	Usage: Gym (16 – under 60 year olds)	✔	40,963	40,184	↓	Performance is on target consistent with seasonal trends.	<p>Q1 2011/12 result</p>	None

## Essential Reference Paper B




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 5 <sup>th</sup> July 2011
EHPI4b	Usage: Gym (60 + year olds)	✔	3,758	3,007	↓	Performance continues to show favourable position against target.	<p style="text-align: center;">Q1 2011/12 result</p>	None

### Traffic Light Green Description Pride in East Herts

Environmental Services								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 5 <sup>th</sup> July 2011
EHPI2.4 (47)	Fly-tips: removal	✔	1.13	2	↓	Performance continues to better target.	<p style="text-align: center;">June 2011 result</p>	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 5 <sup>th</sup> July 2011
EHPI2.2 (45)	Waste: missed collections per 100,000 collections of household waste		49.06	50		Improved performance this month as new contract settles down.	<p>June 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 5 <sup>th</sup> July 2011
EHPI129	Response time to ASB complaints made to EHC.		100.00 %	100.00 %		There were 8 ASB complaints made directly to the ASB Officer at East Herts Council for the month of May 2011. <b>8</b> of these were dealt with within the minimum standards of two working days (100%)	<p>June 2011 result</p> 	None






## Essential Reference Paper B

**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 5 <sup>th</sup> July 2011
NI 157b (BV109b)	Processing of planning applications: Minor applications		84.00%	80.00%		Performance exceeding target.	<p>June 2011 result</p> 	<b>None</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 5 <sup>th</sup> July 2011
NI 157c (BV109c)	Processing of planning applications: Other applications		93.00%	93.00%		Performance exceeding target.	<p>June 2011 result</p> 	<b>None</b>



## Essential Reference Paper 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 5 <sup>th</sup> July 2011
NI 191	Residual household waste per household		83	N/A		Waste collected increased this month compared to April and some 3% up on May 2010.	<b>N/A</b>	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 5 <sup>th</sup> July 2011
NI 192	Percentage of household waste sent for reuse, recycling and composting		50.05%	N/A		Performance improved in May to take cumulative performance just above annual target. there were increases in both kerbside dry recycling and composting, compared to April, slightly countermanded by an increase in the waste collected.	<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				