









July 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 26 th July 2011
EHPI6.8	Turnaround of Pre NTO PCN challenges (10 working days)		20 days	14 days		An improvement from last month with an improvement from 28 days to 20 days	<p>July 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 26 th July 2011
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events		16.4 days	10.0 days		Performance period from 13 June 2011 to 11 July 2011.	<p>July 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 26 th July 2011
EHPI129	Response time to ASB complaints made to EHC.		83.00 %	100.00 %		There were 6 complaints made directly to the ASB and Projects Officer at East Herts Council for the month of July 2011. One of which was not dealt with within 2 working days due to officer training.	<p>July 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 26 th July 2011
EHP18	% of invoices paid on time		96.53%	98.00%		Performance for July similar to previous month but still below target. Full details by service available in the attached document.	<p>July 2011 result</p> 	Directors continue to take corrective action where services are performing below targets for the payment of invoices.

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 26 th July 2011
NI 157c (BV109c)	Processing of planning applications: Other applications		91.00%	93.00%		119 applications out of a total of 131 that were determined on time.	<p>July 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 26 th July 2011
EHP16.9	Turnaround of NTO Representations	✓	20 days	28 days	↑	This PI is now within target	<p>July 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 26 th July 2011
EHP112c	Total number of sickness absence days per FTE staff in post	✓	0.52 days	0.70 days	↑	Total sickness for the year so far = 2.12 days (target = 2.5)	<p>July 2011 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 26 th July 2011
EHPI2.4 (47)	Fly-tips: removal		1.73	2		Whilst performance was not as good as previous months it was still better than the target. Fall was due to fewer small fly-tips which are cleared same day. Reduction in small fly tips is probably related to removal of recycling banks, which have been a favourite spot for small deposits of waste. Cumulative performance remains well below target.	<p>July 2011 result</p> 	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 26 th July 2011
EHPI2.2 (45)	Waste: missed collections per 100,000 collections of household waste		43.6	50		Further improvement in performance this month as contract continues to be tightly managed and remedial measures applied when service delivery fails.	<p>July 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 26 th July 2011
NI 157a (BV109a)	Processing of planning applications: Major applications	✓	100.00%	69.00%	↑	Target Achieved. 2 applications out of 2 were determined on time.	<p>July 2011 result</p> <p>64.86% 68.31% 100.00%</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 26 th July 2011
NI 157b (BV109b)	Processing of planning applications: Minor applications	✓	86.00%	80.00%	↑	Target Achieved. 24 applications out of 28 were determined on time.	<p>July 2011 result</p> <p>75.20% 79.20% 100.00%</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 26 th July 2011
NI 191	Residual household waste per household		119	N/A		Performance exceeds service expectations for this month.	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 26 th July 2011
NI 192	Percentage of household waste sent for reuse, recycling and composting		50.56%	N/A		Performance improved this month, with cumulative slightly better than expectation.	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				