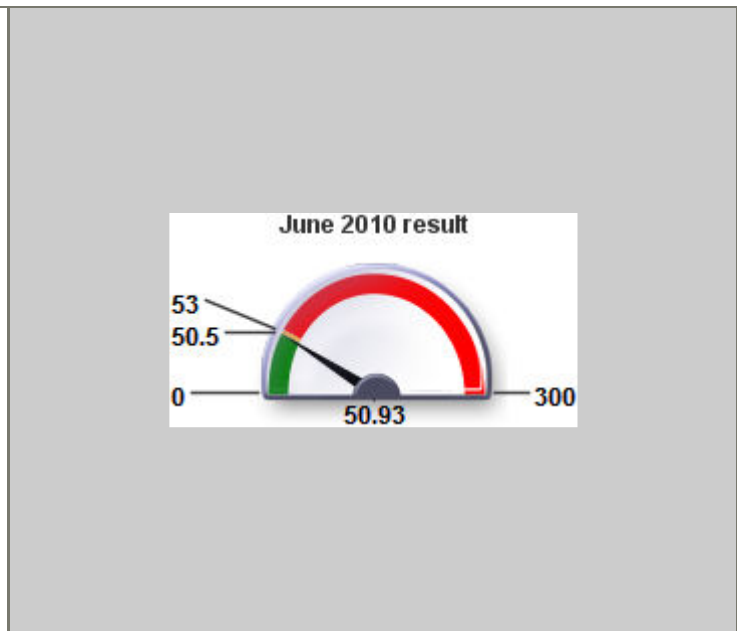
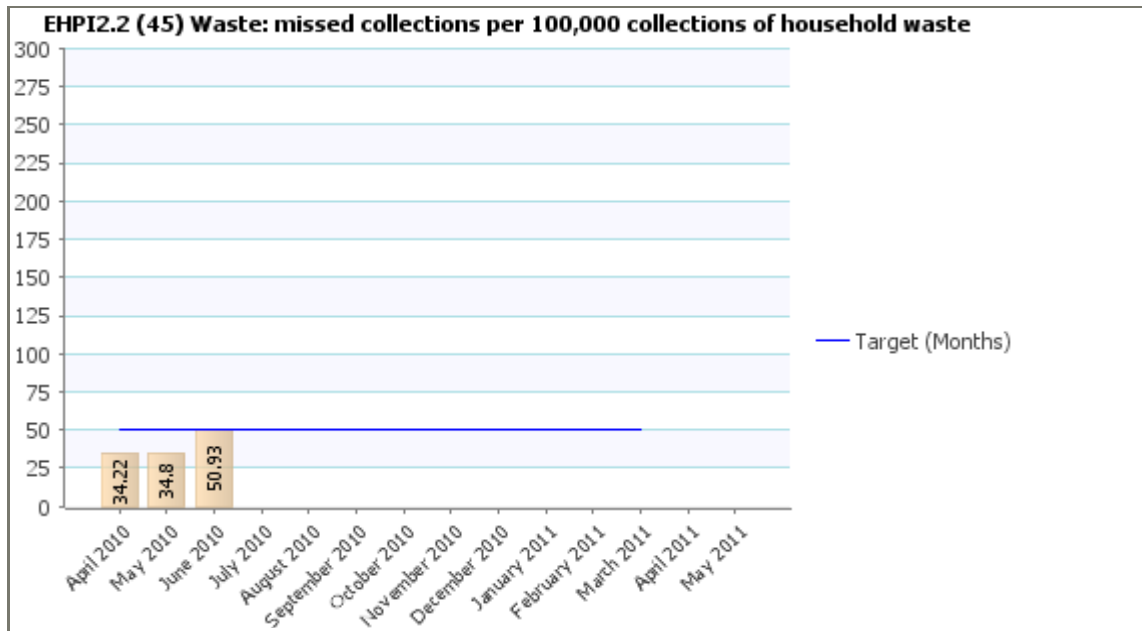






October 2009 – January 2010 Environment Scrutiny Corporate Health check 2009/10

Traffic Light Red
Description **Caring about what's built (and) where**



Environment Services							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 1 st December 2009
EHPI2.2 (45)	Waste: missed collections per 100,000 collections of household waste		78.33	50		Performance has further improved this month, despite disruptions due to snow and ice, as new post ARC schedules settle down with both residents and collection crews becoming familiar with the revised routines.	Members commented on when Officers expected that the off target performance would be recovered. The Head of Environmental Service commented that the roll-out of Alternate Refuse Collections (ARC) had impacted on performance as residents and recycling crews adjusted to the new scheme.
Trend Chart						Performance Gauge	

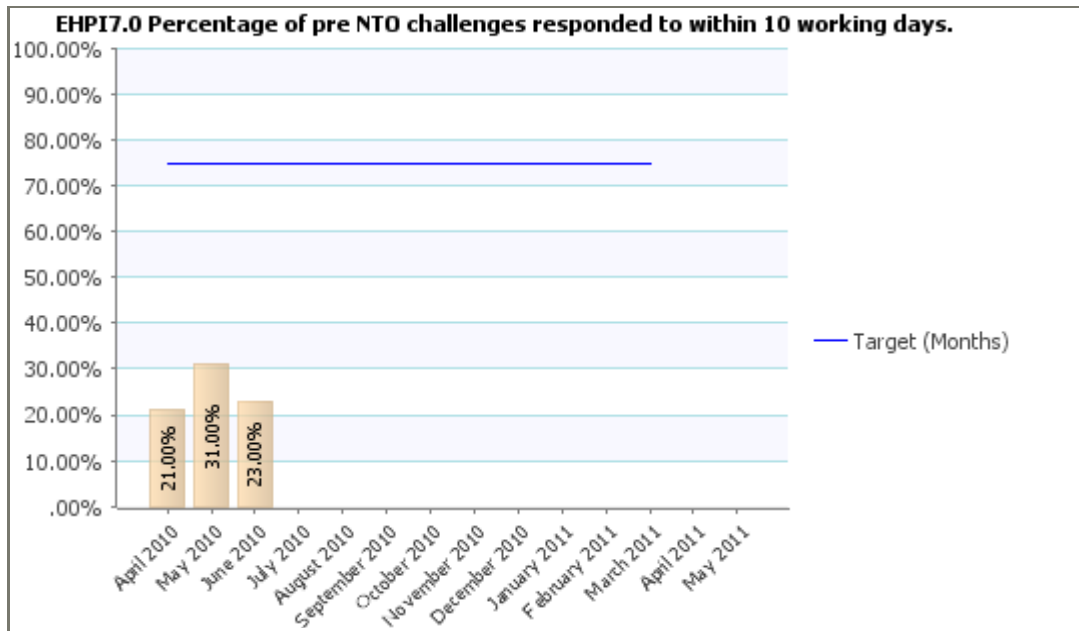


Planning and Building Control																																										
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 1 st December 2009.																																			
EHPI204	Planning appeals allowed		36.0%	29.0%		Four out of eleven appeals were allowed. All decisions were delegated. Three of the allowed appeals related to residential extensions, the fourth was the change of use of a shop unit to a takeaway. Three of the dismissed appeals also related to residential extensions and a fourth to a change of use to a restaurant/cafe. Proposals for an education centre, change of use from office to residential and a new dwelling were also dismissed	None.																																			
Trend Chart						Performance Gauge																																				
<p>EHPI204 Planning appeals allowed</p> <table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>April 2010</td><td>33.0%</td></tr> <tr><td>May 2010</td><td>100.0%</td></tr> <tr><td>June 2010</td><td>36.0%</td></tr> <tr><td>July 2010</td><td></td></tr> <tr><td>August 2010</td><td></td></tr> <tr><td>September 2010</td><td></td></tr> <tr><td>October 2010</td><td></td></tr> <tr><td>November 2010</td><td></td></tr> <tr><td>December 2010</td><td></td></tr> <tr><td>January 2011</td><td></td></tr> <tr><td>February 2011</td><td></td></tr> <tr><td>March 2011</td><td></td></tr> <tr><td>April 2011</td><td></td></tr> <tr><td>May 2011</td><td></td></tr> </tbody> </table>						Month	Value (%)	April 2010	33.0%	May 2010	100.0%	June 2010	36.0%	July 2010		August 2010		September 2010		October 2010		November 2010		December 2010		January 2011		February 2011		March 2011		April 2011		May 2011		<p>June 2010 result</p> <table border="1"> <caption>Performance Gauge Data</caption> <thead> <tr> <th>Marker (%)</th> </tr> </thead> <tbody> <tr><td>0.0%</td></tr> <tr><td>34.3%</td></tr> <tr><td>36.0%</td></tr> <tr><td>100.0%</td></tr> </tbody> </table>		Marker (%)	0.0%	34.3%	36.0%	100.0%
Month	Value (%)																																									
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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	Recommendations made during last Scrutiny meeting on 1 st December 2009.
EHPI7.0	Percentage of pre NTO challenges responded to within 10 working days.		54.00%	95.00%		A slight fall in performance from 57% to 54% due to short-term sickness absence within January.	Members queried whether 95% was a sensible target for the percentage of NTO challenges responded to within 10 working days. The Director stated that this was a fair comment as the national standard was 14 to 15 days and the target may have been over ambitious. The Director undertook to discuss the issue with the Parking Manager.
Trend Chart						Performance Gauge	

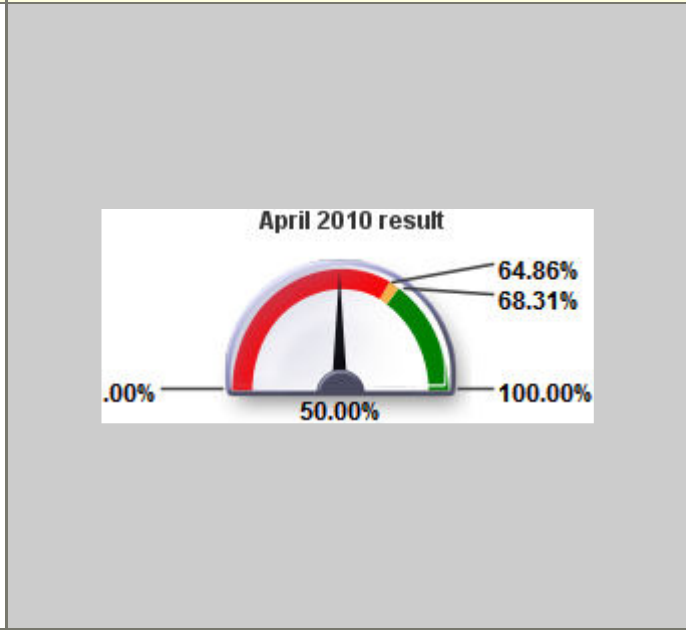
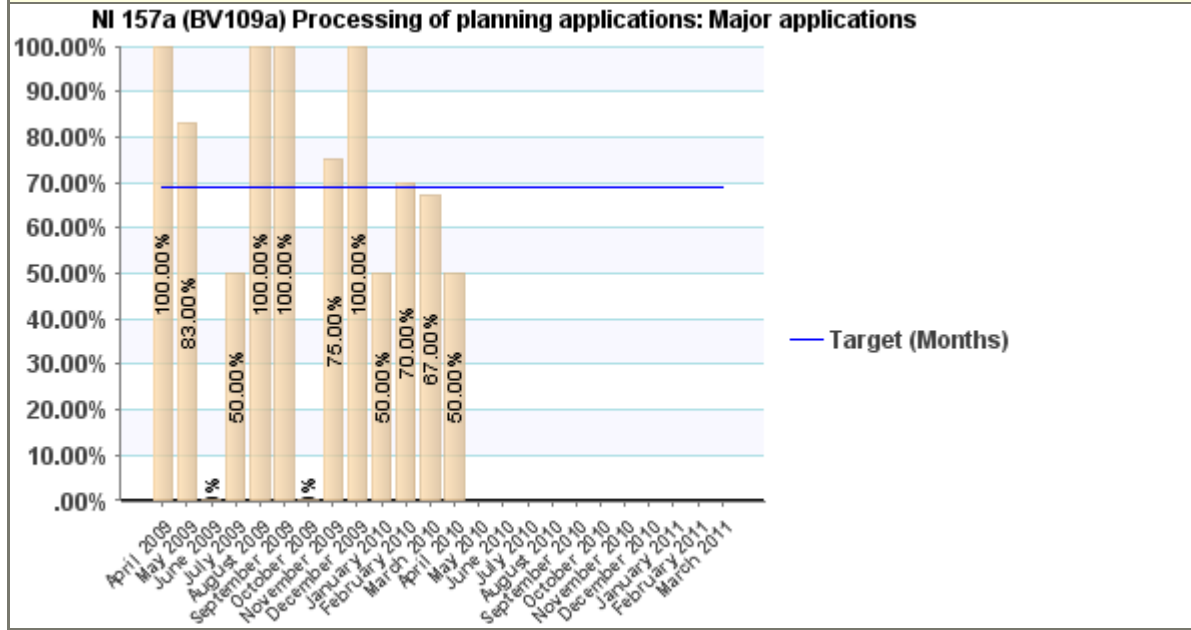


Traffic Light Red
Description **Shaping now, shaping the future**

Planning and Building Control



PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 1 st December 2009.
NI 157a (BV109a)	Processing of planning applications: Major applications		50.00%	69.00%		Two major application decisions were made. That by the Council was within the target timescale. The second decision related to the Sainsbury's Hertford proposals which were determined by the Secretary of State following a call in appeal.	None.

Trend Chart **Performance Gauge**

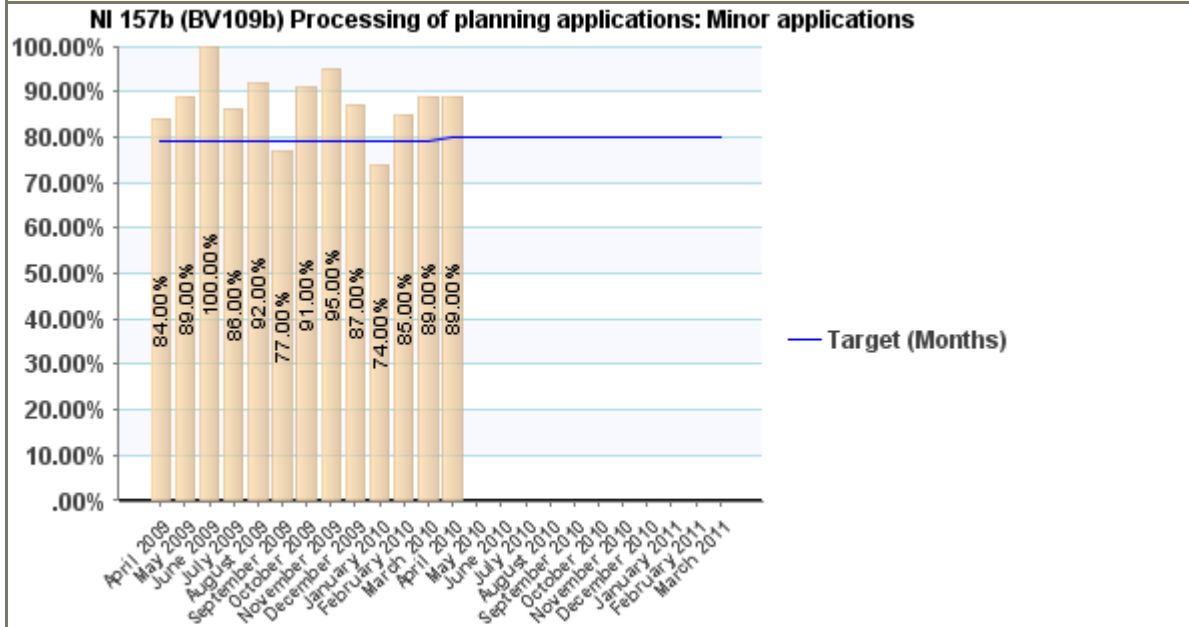


Essential Reference Paper B

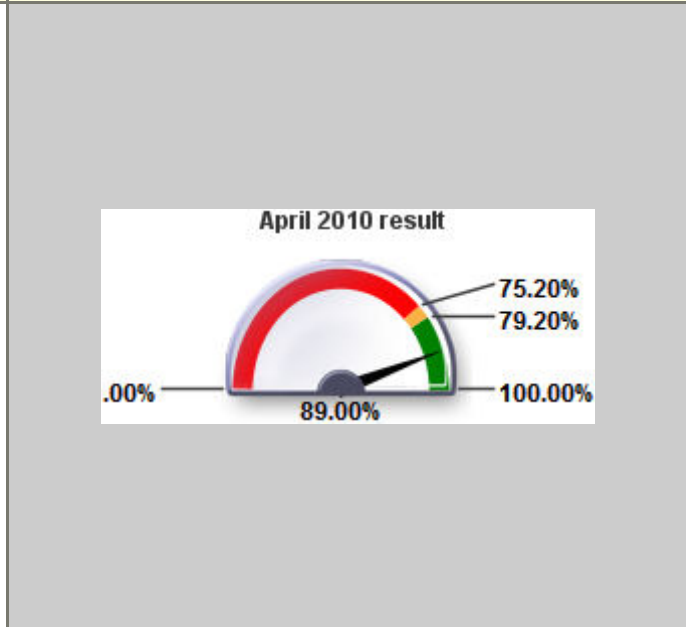
Planning and Building Control

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 1 st December 2009.
NI 157b (BV109b)	Processing of planning applications: Minor applications		74.00%	79.00%		Performance has reduced as a result of staff absences and the diversion of resources previously to high profile appeal work	None.

Trend Chart





Performance Gauge

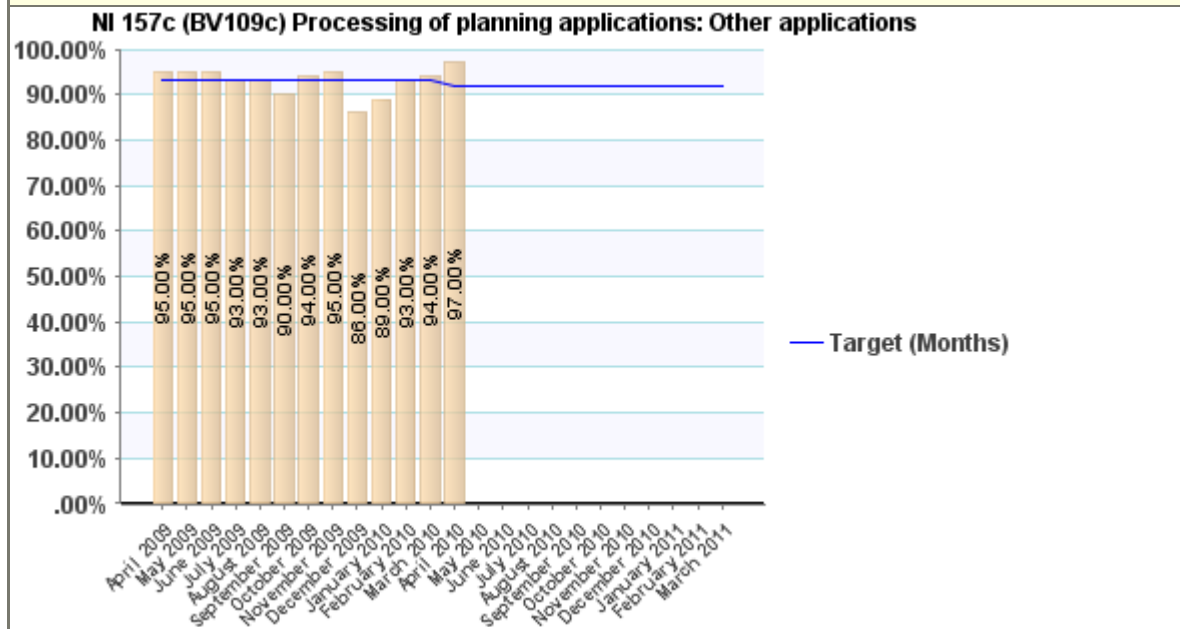


Traffic Light Amber
Description **Shaping now, shaping the future**

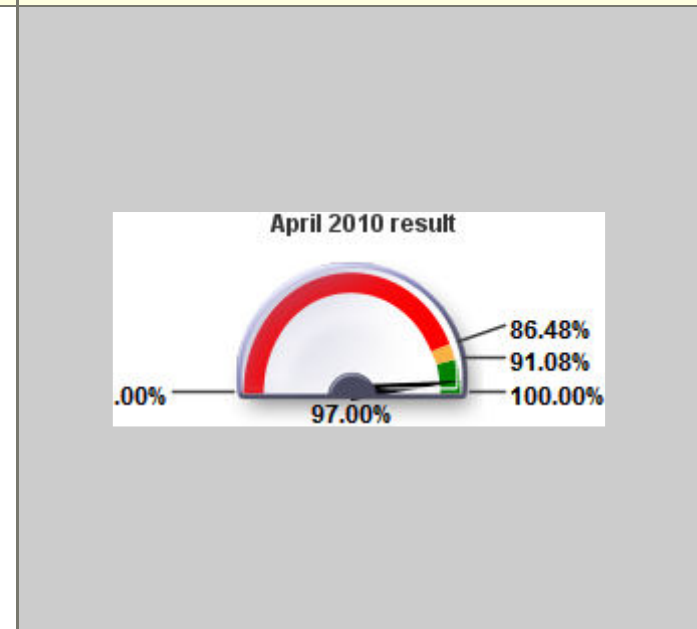
Planning and Building Control

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 1 st December 2009.
NI 157c (BV109c)	Processing of planning applications: Other applications		89.00%	93.00%		Performance has reduced as a result of staff absences and the diversion of resources previously to high profile appeal work.	None.



Trend Chart

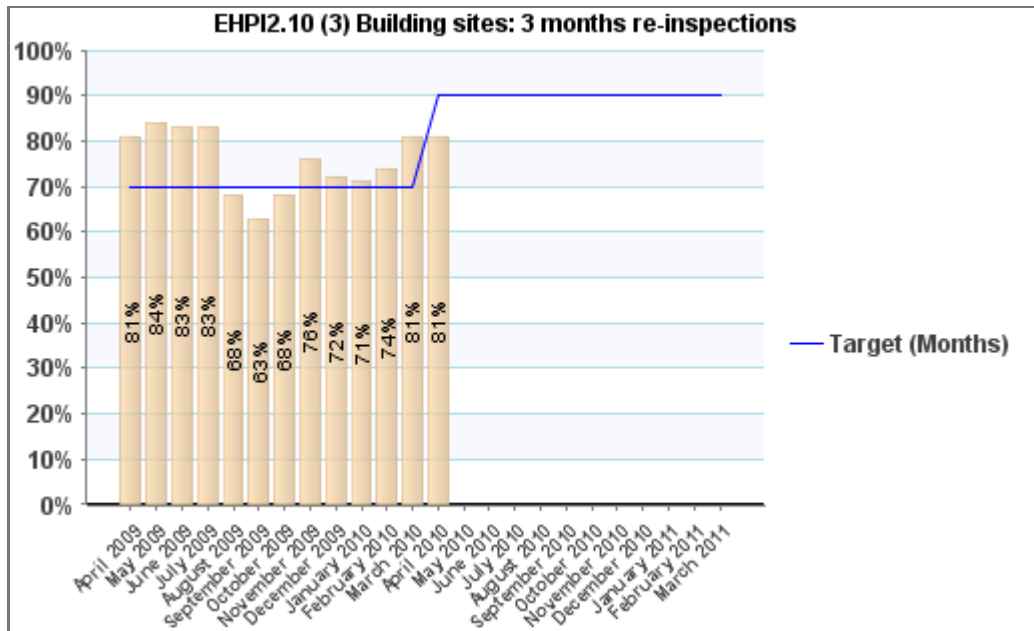


Performance Gauge



Traffic Light Green
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	Recommendations made during last Scrutiny meeting on 1st December 2009.
EHPI2.10 (3)	Building sites: 3 months re-inspections		71%	70%		Performance on target.	Members commented that it was very important that building sites were inspected to ensure that plans were adhered to. Clarification was sought on whether an Officer had been recruited to replace the agency surveyor. Officers undertook to provide a written response after the meeting. Concerns that the Committee had no information relating to the service implications of efficiencies involving the loss of vacant posts.
Trend Chart						Performance Gauge	



Planning and Building Control																																																									
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 1 st December 2009.																																																		
EHPI2.23 (188)	Planning decisions delegated to officers		96%	92%		163 out of 169 applications determined under delegated powers	Members suggested that this indicator should be reviewed before attempts were made to limit the number of planning applications reported to the Development Control Committee.																																																		
Trend Chart						Performance Gauge																																																			
<p>EHPI2.23 (188) Planning decisions delegated to officers</p> <table border="1"> <caption>Monthly Data for Trend Chart</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>April 2009</td><td>95%</td></tr> <tr><td>May 2009</td><td>91%</td></tr> <tr><td>June 2009</td><td>96%</td></tr> <tr><td>July 2009</td><td>92%</td></tr> <tr><td>August 2009</td><td>95%</td></tr> <tr><td>September 2009</td><td>89%</td></tr> <tr><td>October 2009</td><td>96%</td></tr> <tr><td>November 2009</td><td>93%</td></tr> <tr><td>December 2009</td><td>95%</td></tr> <tr><td>January 2010</td><td>96%</td></tr> <tr><td>February 2010</td><td>89%</td></tr> <tr><td>March 2010</td><td>94%</td></tr> <tr><td>April 2010</td><td>95%</td></tr> <tr><td>May 2010</td><td>95%</td></tr> <tr><td>June 2010</td><td>95%</td></tr> <tr><td>July 2010</td><td>95%</td></tr> <tr><td>August 2010</td><td>95%</td></tr> <tr><td>September 2010</td><td>95%</td></tr> <tr><td>October 2010</td><td>95%</td></tr> <tr><td>November 2010</td><td>95%</td></tr> <tr><td>December 2010</td><td>95%</td></tr> <tr><td>January 2011</td><td>95%</td></tr> <tr><td>February 2011</td><td>95%</td></tr> <tr><td>March 2011</td><td>95%</td></tr> </tbody> </table> <p>— Target (Months)</p>						Month	Percentage	April 2009	95%	May 2009	91%	June 2009	96%	July 2009	92%	August 2009	95%	September 2009	89%	October 2009	96%	November 2009	93%	December 2009	95%	January 2010	96%	February 2010	89%	March 2010	94%	April 2010	95%	May 2010	95%	June 2010	95%	July 2010	95%	August 2010	95%	September 2010	95%	October 2010	95%	November 2010	95%	December 2010	95%	January 2011	95%	February 2011	95%	March 2011	95%	<p>April 2010 result</p> <p>84.6% 89.1% 100% 95%</p>	
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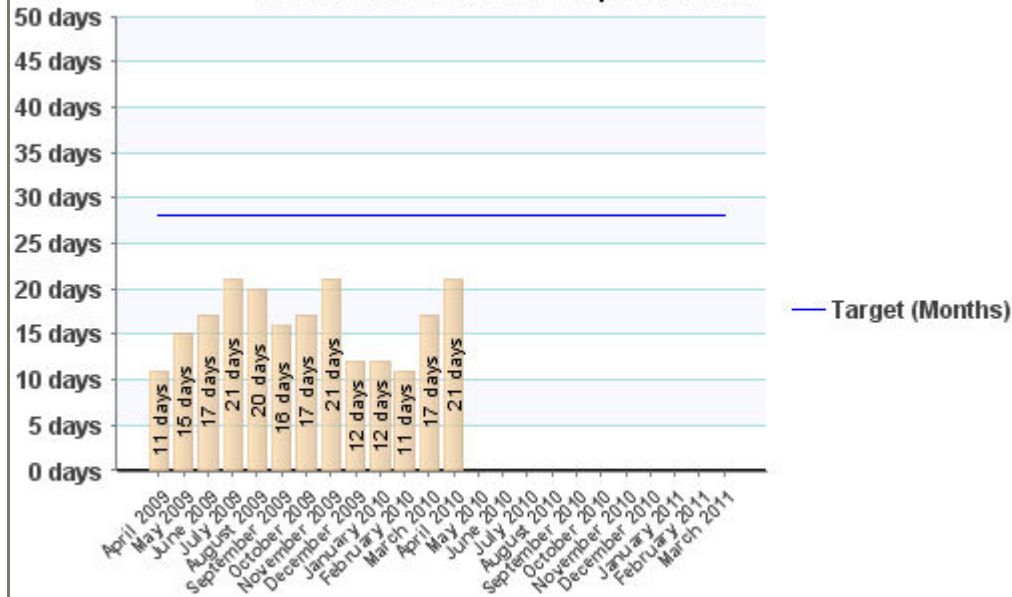
Traffic Light **Green**
 Description **Fit for purpose, services fit for you**

Parking Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 1 st December 2009.
EHP16.9	Turnaround of NTO Representations		12 days	28 days		This PI is unchanged from last month and remains within target	None.

Trend Chart

EHP16.9 Turnaround of NTO Representations

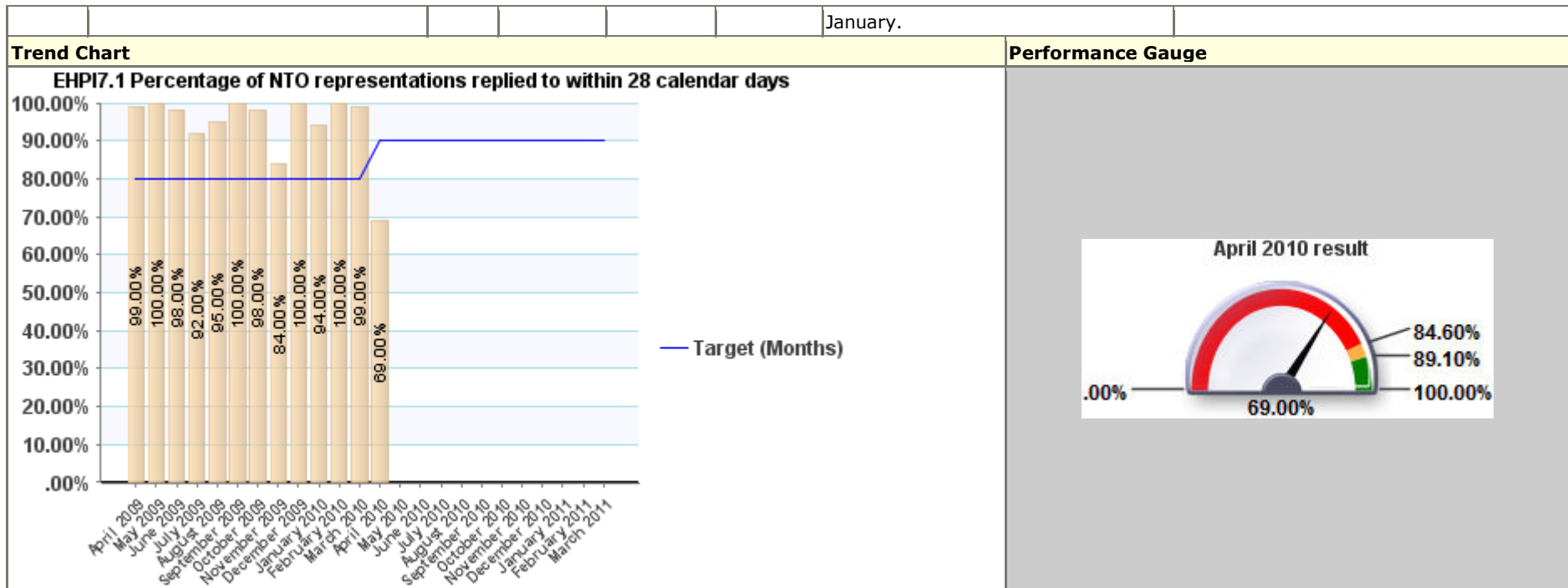


Performance Gauge



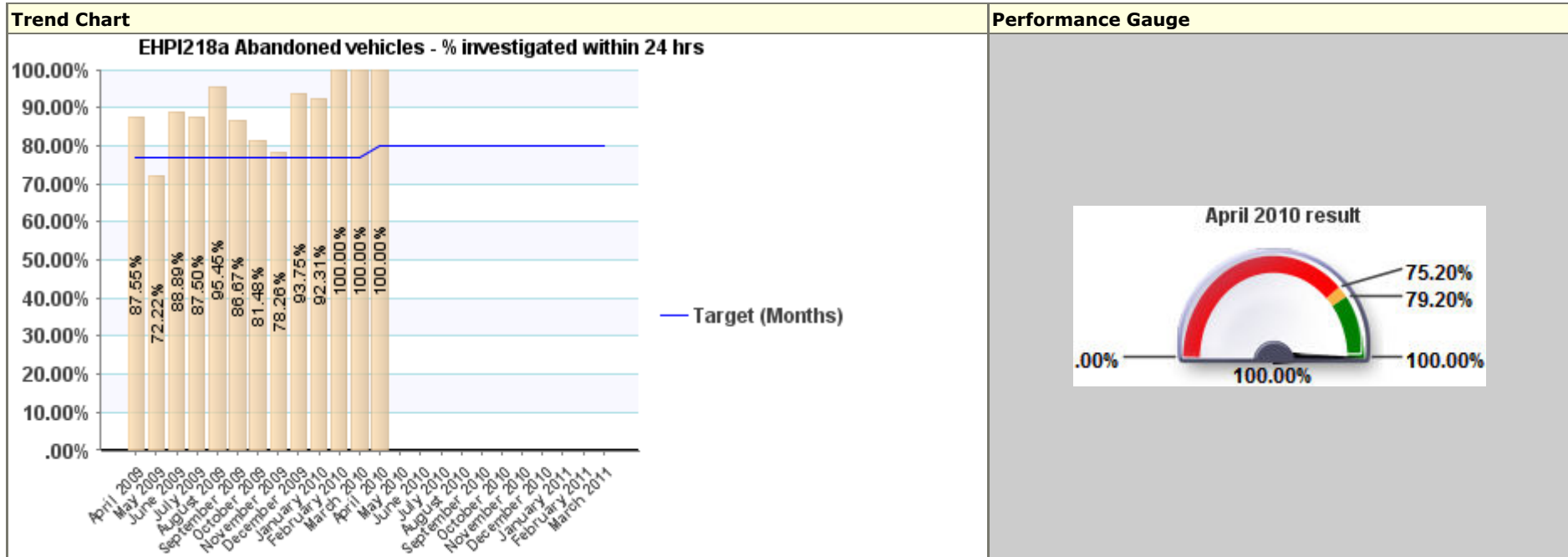
Parking Services															
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 1 st December 2009.								
EHP16.8	Turnaround of Pre NTO PCN challenges (10 working days)		13 days	14 days		This PI is unchanged from last month and remains within target	None.								
Trend Chart						Performance Gauge									
<p>EHP16.8 Turnaround of Pre NTO PCN challenges (10 working days)</p> <table border="1"> <caption>Turnaround Times (Days)</caption> <thead> <tr> <th>Month</th> <th>Turnaround (Days)</th> </tr> </thead> <tbody> <tr> <td>April 2010</td> <td>22</td> </tr> <tr> <td>May 2010</td> <td>18</td> </tr> <tr> <td>June 2010</td> <td>16</td> </tr> </tbody> </table> <p>— Target (Months)</p>						Month	Turnaround (Days)	April 2010	22	May 2010	18	June 2010	16	<p>June 2010 result</p> <p>15 days 14 days 0 days 16 days 50 days</p>	
Month	Turnaround (Days)														
April 2010	22														
May 2010	18														
June 2010	16														

Parking Services							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 1 st December 2009.
EHP17.1	Percentage of NTO representations replied to within 28 calendar days		94.00%	80.00%		A slight dip in performance from last month due to staff sickness during	None.





Traffic Light Green
Description **Pride in East Herts**

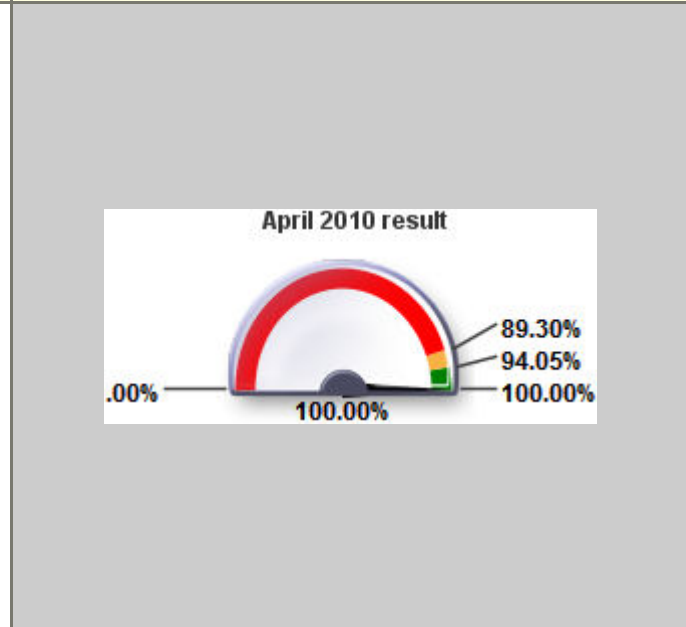
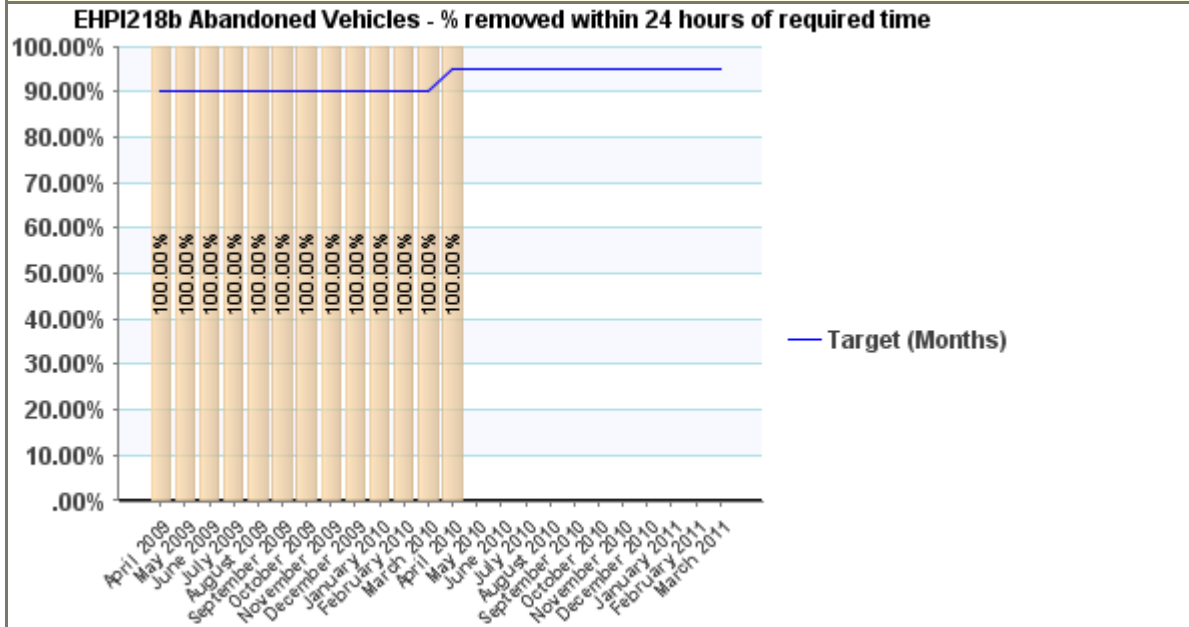
Environment Services							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 1 st December 2009.
EHP1218a	Abandoned vehicles - % investigated within 24 hrs		92.31%	77.00%		The Environmental Services Team continues to perform this function above target.	None.



Environment Services



PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 1 st December 2009.
EHP1218b	Abandoned Vehicles - % removed within 24 hours of required time		100.00%	90.00%		Contractor's performance remains perfect with 2 cars removed in January.	None.

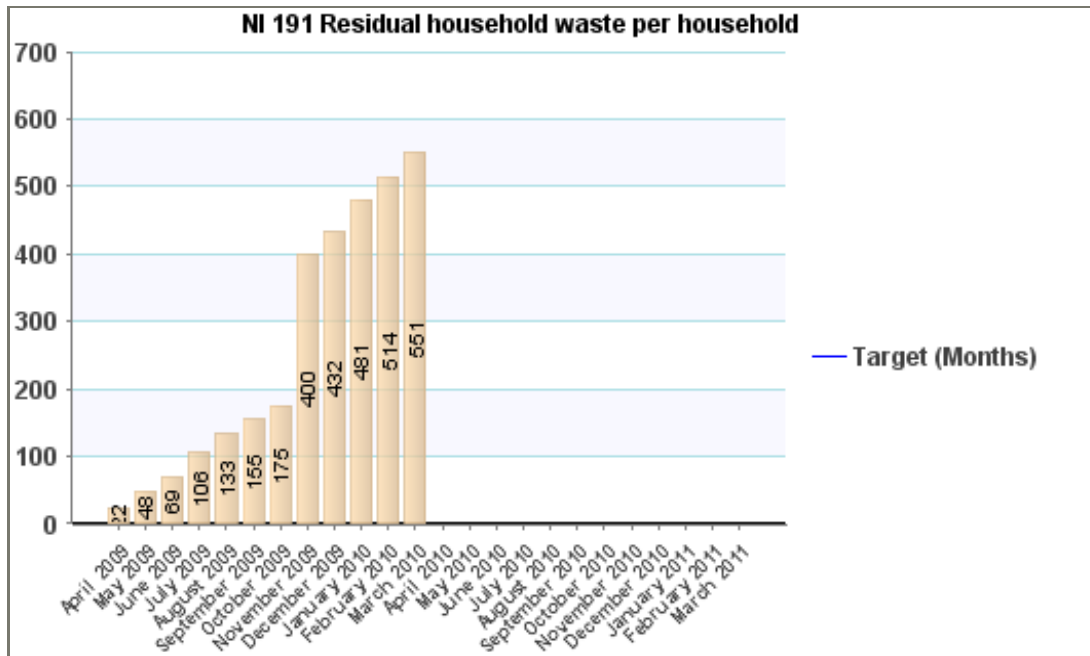
Trend Chart **Performance Gauge**



Traffic Light **Unknown**
Description **Pride in East Herts**

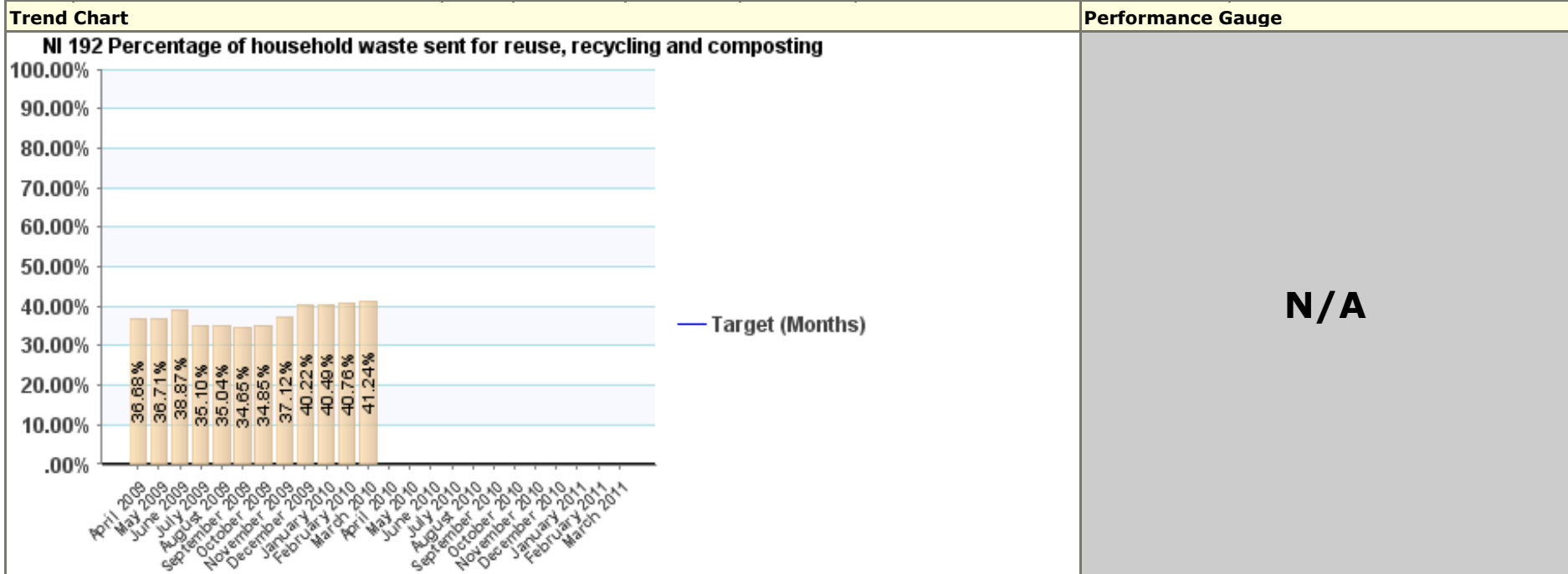
Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 1 st December 2009.
NI 191	Residual household waste per household		432	N/A		Waste levels remain high as a result of the introduction of ARC.	Members commented on why there was no current target for residual waste collected per household. The Head of Environmental Services commented that the amount of residual waste per house was not an issue that Officers could directly control. The Committee was advised that with more recycling under ARC, the figure for residual waste should fall.
Trend Chart						Performance Gauge	











N/A

Environment Services							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 1 st December 2009.
NI 192	Percentage of household waste sent for reuse, recycling and composting		40.22%	N/A		Performance continues below annual target, which has been set to allow for affect of ARC.	None.



PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving

Essential Reference Paper B

	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				