

EAST HERTS COUNCIL

ENVIRONMENT SCRUTINY COMMITTEE – 16 MARCH 2010

REPORT BY THE DIRECTOR OF CUSTOMER AND COMMUNITY SERVICES

8. ENVIRONMENT SCRUTINY HEALTHCHECK – FROM OCTOBER 2009 TO JANUARY 2010

WARD (S) AFFECTED: All

Purpose/Summary of Report:

To set out an exception report on the performance of the key indicators that relate to Environment Scrutiny for the period October 2009 to January 2010.

RECOMMENDATION FOR ENVIRONMENT SCRUTINY COMMITTEE

(A)	Performance be scrutinised and the Executive be informed of any recommendations.
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1.0 Background

1.1 This is a performance report relevant to Environment Scrutiny Committee terms of reference covering the period from October 2009 to January 2010.




1.2 The report contains a breakdown of the following information by each Corporate Priority:



- An overview of performance, in particular where there have been issues and remedial actions taken during the period. Should members want more detailed information on a specific month, they should refer to that month's Executive Corporate Health check report available on the council website.
- The indicators where data is collected monthly, with performance for January 2010 presented in detail (the most up to date available) with previous months summarised in a trend chart.
- The indicators where data is collected quarterly, with performance for Quarter 3 presented in detail (the most up to

date available) with previous months summarised in a trend chart.

- 1.3 All Councillors have access to Covalent (the Council’s performance management system), should they wish to interrogate the full range of performance indicators. The Performance Team is able to provide support and training on using the Covalent system if required.
- 1.4 **Essential Reference Paper ‘B’** shows the full set of performance indicators that are reported on a monthly and quarterly basis to this committee. **Essential Reference paper B** has been sorted by status e.g. all performance in ‘red’ are listed first etc.

The codes used in relation to performance indicator monitoring are as follows:

Status	
	This PI is 6% or more off target.
	This PI is 1-5% off target.
	This PI is on target.

Short Term Trends	
	The value of this PI has changed in the short term.
	The value of this PI has not changed in the short term.

2.0 Report – Indicators grouped by Corporate Priority

Caring about what’s built and where

Performance analysis:

- 2.1 **EHPI 204 – Planning appeals allowed.** Performance is currently in ‘Red’ for January 2010. 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. The service has predicted that

the end of year performance outturn is not going to achieve the target of 29.0% and has an estimated outturn of 34.0%. The service has requested that future targets should be set at 34.0% in the 2009/10 Estimates and targets report that went to Executive on 9 March 2010.

2.2 EHPI 2.2(45) - Waste: missed collections per 100,000 collections of household waste. Performance in November 2009 saw a significant decline due to three factors: 1) Major changes to schedules with the introduction of ARC mean both collection crews and public have to become familiar with new arrangements/bin locations. 2) With waste collections on alternate weeks residents more likely to report missed collections rather than wait another week. 3) The base over which collections is expressed has reduced with waste collections now every other week, rather than weekly. Performance is currently in 'Red' for January 2010 however there is a marked improvement seen in the months since ARC was introduced with January 2010 achieving 78.33 in comparison to last month at 121.46, despite disruptions due to snow and ice. The improvement is attributed to the new ARC schedules settling down with both residents and collection crews and them becoming familiar with the revised routines. The service has predicted that the end of year performance outturn will not quite meet the annual target of 50 due to the major schedule changes for ARC and estimates total year performance at 68.19. The service believes however that the current target of 50 should be retained..

2.3 Performance in the following indicators were 'Green', which means that targets are either being met or exceeded for January 2010. They are:

- EHPI 2.10(3) – Percentage of building sites re-inspected in less than 3 months.
- EHPI 2.23(188) – Planning decisions delegated to officers.

Please refer to **Essential Reference Paper 'B'** for full details.

Pride in East Herts

Performance analysis

2.4 Performance in the following indicators were 'Green', which means that targets are either being met or exceeded for January 2010. They are:

- EHPI 218a - Abandoned Vehicles - % investigated within 24 hours.
- EHPI 218b - Abandoned Vehicles - % removed within 24 hours of required time.

Please refer to **Essential Reference Paper 'B'** for full details.

Fit for purpose

- 2.5 **EHPI 7.0 - % pre NTO PCN challenges responded to within 10 days.** Performance is currently in 'Red' for January 2010. A slight decline in performance from 57% to 54% due to short-term sickness absence within January. The service has predicted that the end of year outturn performance for this indicator is not likely to meet the annual target and will remain 'Red'. The service proposed future target be reduced to 75% which the service believes better reflects the balance of demand against resources.
- 2.6 Performance in the following indicators were 'Green', which means that targets are either being met or exceeded for January 2010. They are:
- EHPI 6.8 - Turnaround of pre NTO PCN challenges.
 - EHPI 6.9 - Turnaround of PCN Representations.
 - EHPI 7.1 - % PCN Representations responded to within 28 days.

Please refer to **Essential Reference Paper 'B'** for full details.

Shaping now, Shaping the future

Performance analysis

- 2.7 **NI 157a - Processing of planning applications: Major applications.** Performance is currently 'Red' for January 2010. In January 2010 two major application decisions were made by the Council that were within the target timescale. The second decision related to the Sainsbury's Hertford proposal, which was determined by the Secretary of State following a call in appeal. Members' attention is to be drawn to performance in October 2009 which was 0%. This was due to there being no major applications submitted for that period so no applications could be processed. The service predicts that the end of year outturn will

just be short of meeting the annual target of 70.00%, at 69.00%.

2.8 **NI 157b – Processing of planning applications: ‘Minor’ applications.** Performance is currently ‘Red’ for January 2010. In January 2010 there were 26 out of 35 applications that were on time. Performance has reduced as a result of staff absences and the diversion of resources to high profile appeal work. Although performance in January 2010 is ‘Red’ the service is expecting to exceed the annual target of 79.00% with an estimated end of year performance of 88.00%.

2.9 **NI 157c – Processing of planning applications: Other applications.** Performance is currently in ‘Amber’ for January 2010. In January 2010 there were 118 out of 132 applications that were on time. Performance has reduced as a result of staff absences and the diversion of resources during December 2009. In December 2009 there were a large number of "other" applications determined (144 compared to 124 in the previous month). This coincided with a reduction in staff resources with two key Planning Officers on maternity leave. A number of applications also required referral to the Development Control Committee resulting in a delay to their determination. Although performance in January 2010 is ‘Red’ the service is expecting to meet the annual target of 93.00%.

Please refer to **Essential Reference Paper ‘B’** for full details.

3.0 Implications/Consultation

3.1 Information on any corporate issues and consultation associated with this report can be found within **Essential Reference Paper ‘A’**.

Background Papers:

- Guidance note available on Environment Scrutiny Corporate Healthcheck May 2009 to July 2009 report (Submitted to committee on 15 September 2009) - Essential Reference Paper D.
- List of Performance Indicator definitions available on Environment Scrutiny Corporate Healthcheck May 2009 to July 2009 report (Submitted to committee on 15 September 2009) - Essential Reference Paper E.

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<p>Contribution to the Council's Corporate Priorities/ Objectives:</p>	<p>Promoting prosperity and well-being; providing access and opportunities <i>Enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</i></p> <p>Fit for purpose, services fit for you <i>Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation.</i></p> <p>Pride in East Herts <i>Improve standards of the neighbourhood and environmental management in our towns and villages.</i></p> <p>Caring about what's built and where <i>Care for and improve our natural and built environment.</i></p>
<p>Consultation:</p>	<p>Performance monitoring discussions have taken place between, Chief Executive, Directors and Heads of Service.</p>
<p>Legal:</p>	<p>There are no legal implications.</p>
<p>Financial:</p>	<p>There are no financial implications.</p>
<p>Human Resource:</p>	<p>There are no Human Resource implications.</p>
<p>Risk Management:</p>	<p>There are no Risk implications.</p>