

EAST HERTS COUNCIL

ENVIRONMENT SCRUTINY COMMITTEE – 8 JUNE 2010

REPORT BY THE DIRECTOR OF CUSTOMER AND COMMUNITY SERVICES

7. ENVIRONMENT SCRUTINY HEALTH CHECK – FROM FEBRUARY 2010 TO APRIL 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 February 2010 to April 2010.

RECOMMENDATION FOR SCRUTINY MEMBERS:

<u>RECOMMENDATION FOR SCRUTINY MEMBERS:</u>	
(A)	That performance be scrutinised and the Executive be informed of any recommendations.

1.0 Background

1.1 This is a performance report relevant to the Environment Scrutiny terms of reference covering the period February 2010 to April 2010.




1.3 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 months Executive Corporate Healthcheck report available on the council website.
- The indicators where data is collected monthly, with performance for April 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 4 presented in detail (the most up to date available) with previous quarters summarised in a trend chart.

- The indicators where data is collected annually, with performance for 2009/10 presented in detail.

- 1.4 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.
- 1.5 **Essential Reference Paper ‘B’** (page *) 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 2.10(3) – Percentage of building sites re-inspected in less than 3 months.** Performance is currently ‘Red’ for April 2010. The service is currently putting new measures in place to adapt to the new target of 90%. The service anticipates that performance will improve once the new measures have been integrated.
- 2.2 Performance in the following indicators were ‘Green’, which means that targets are either being met or exceeded for the 2009/10 outturn or April 2010 position. They are:
- EHPI 2.1b - Enforcement actions: planning b) formal actions.
 - EHPI 2.1c - Enforcement actions: planning c) prosecutions.

- EHPI 2.2(45) – Waste: missed collections per 100,000 collections of household waste.
- EHPI 2.23(188) – Planning decisions delegated to officers.
- EHPI 204 – Planning appeals allowed.
- EHPI 90b - Satisfaction with waste recycling.

2.3 The following unit cost performance indicator currently does not have performance data available as the 2009/10 financial accounts will not be closed until July 2010. Performance data for this indicator will therefore be made available to members in the next Environment Scrutiny report at their meeting on 14 September 2010:

- EHPI 86 - Cost of household waste collection.

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

Pride in East Herts

Performance analysis

2.4 **NI 195a - Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter.** Performance is 'Red' for the 2009/10 outturn. Annual performance indicated that 3% of inspections for litter were below Grade B. This is slightly above the expected outturn of 2%. Inspection data will be used to target any particular land types where litter was graded below B.

2.5 The following unit cost performance indicators currently do not have performance data available as the 2009/10 financial accounts will not be closed until July 2010. Performance data for these indicators will therefore be made available to members in the next Environment Scrutiny report at their meeting on 14 September 2010:

- EHPI 8.47 - Net cost of street cleaning per annual linear kilometres cleansed.
- EHPI 8.48 - Net cost of domestic refuse Collection per the number of properties.
- EHPI 8.49 - Net cost of recycling per the number of collections per annum.

2.6 **NI 185 - CO2 reduction from local authority operations. CO2 reduction from local authority operations.** Performance for 2009/10 is 0%. For 2009/10 and 2010/11 it will be difficult to achieve an immediate efficiency saving. However by 2011/12 the service

expects a 3.5% energy efficiency saving and for 2012/13 an energy efficiency saving of 4%.

- 2.7 **NI 186 - Per capita reduction in CO2 emissions in the LA area.** There is currently no 2009/10 performance data available for this indicator, data has been provided from East Herts to Hertfordshire County Council (Herts CC), Herts CC are in the process of analysing the data and have yet to update the Data Interchange HUB. New LAA targets for 2012/13 have been released with Herts CC target set at 9.10%. Herts CC have yet to release guidance on setting local targets.
- 2.8 **NI 191 - Residual household waste per household.** Performance for April 2010 (note this indicator is reported one month in arrears so indicator will state the performance for March in the April period) shows waste arisings continue to be lower than anticipated due to the beneficial affect of ARC on waste reduction and increasing recycling/composting. The 2009/10 annual performance outturn for this indicator significantly exceeded the performance target.
- 2.9 **NI 192 - Percentage of household waste sent for reuse, recycling and composting.** Performance for April 2010 (note this indicator is reported one month in arrears so indicator will state the performance for March in the April period) show that the cumulative position of 41.24% at the end of 2009/10 had achieved its target of 41.00%.
- 2.10 As explained in the 2009/10 Performance Outturns report that went Joint Scrutiny on 1 June 2010 a number of national indicators are dependant on information supplied from either Hertfordshire County Council or third parties and those 2009/10 outturns will not be available until a later date. Below are the indicators that are still awaiting information to become available:
- NI 188 - Planning to Adapt to Climate Change.
 - NI 193 - Percentage of municipal waste land filled.
 - NI 194a - Air quality - % reduction in NOx and primary PM10 emissions through local authority's estate and operations.
 - NI 194b - Air quality – % reduction in NOx and primary PM10 emissions through local authority's estate and operations - Emissions of PM10.
 - NI 197 - Improved Local Biodiversity – proportion of Local Sites where positive conservation management has been or is being implemented.

2.11 Performance in the following indicators were 'Green', which means that targets are either being met or exceeded for the 2009/10 outturn or the April 2010 position. They are;

- NI 195b - Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus.
- NI 195c - Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Graffiti.
- NI 195d - Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Fly posting.
- NI 196 - Improved street and environmental cleanliness – fly tipping.
- 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

2.12 **EHPI 6.8 - Turnaround of pre NTO PCN challenges and EHPI 7.0 - % pre NTO PCN challenges responded to within 10 days.**

Performance is currently in 'Red' for April 2010. Following the second highest PCN issue ever in March 2010 correspondence subsequently increased in April 2010. A failure of the IT system resulted in the loss of 16 hours of notice processing time. The contractor has been defaulted to fund overtime which will begin to recover the position. The annual target was not achieved for the 2009/10 outturn, which was due to the increased number of challenges received in 2009/10 (14,029) compared with 2008/09 (12,729) whilst employing the same staff resources. For EHPI 7.0 the target has been reduced from 95% in 2009/10 to 75% for 2010/11 to reflect resource limitations.

2.13 **EHPI 7.1 - % PCN Representations responded to within 28 days.**

Performance is currently in 'Red' for April 2010. Following the second highest PCN issue ever in March 2010 correspondence subsequently increased in April 2010 (explanation for why target was missed is seen in paragraph 2.12). The 2009/10 annual target for this indicator has been exceeded having achieved 97%.

2.14 Performance for the following indicator was 'Green', which means

the target was either met or exceeded for April 2010;

- EHPI 6.9 - Turnaround of PCN Representations.

2.15 The following unit cost performance indicators currently do not have performance data available as the 2009/10 financial accounts will not be closed until July 2010. Performance data for these indicators will therefore be made available to members in the next Environment Scrutiny report at their meeting on 14 September 2010:

- EHPI 8.28 - Net cost of Development Control per application.
- EHPI 8.30 - Net cost of Building Control per inspection.

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

Shaping now, Shaping the future

Performance analysis

2.16 **NI 157a - Processing of planning applications: Major applications.** Performance is currently 'Red' for April 2010. Two major decisions were made in the month. One required the completion of a legal agreement and lengthy negotiations took the decision outside of the timescale target. The 2009/10 annual target for this indicator has been exceeded having achieved 79%.

2.17 **NI 159 - Supply of ready to develop housing sites.** The current 2009/10 performance outturn of 90.9% for this indicator is a mid-year estimate as the data collection period for this indicator closes in December 2010 and full outturn data will not be available until then.

2.18 Performance in the following indicators were 'Green', which means that targets are either being met or exceeded for the 2009/10 outturn or the April 2010 position. They are;

- NI 157b – Processing of planning applications: 'Minor' applications.
- NI 157c – Processing of planning applications: Other applications.

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.
- Joint Scrutiny 1 June 2010 - 2009/10 Performance Outturns report.

Essential Reference Papers:

Essential Reference Paper B – Performance Indicator set relating to Environment Scrutiny Committee for period February 2010 to April 2010.

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ESSENTIAL REFERENCE PAPER 'A'

Contribution to the Council's Corporate Priorities/ Objectives:	<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>
Consultation:	Performance monitoring discussions have taken place between, Chief Executive, Directors and Heads of Service.
Legal:	There are no legal implications.
Financial:	There are no financial implications.
Human Resource:	There are no Human Resource implications.
Risk Management:	There are no Risk implications.