



**MEETING** : ENVIRONMENT SCRUTINY COMMITTEE  
**VENUE** : COUNCIL CHAMBER, WALLFIELDS, HERTFORD  
**DATE** : TUESDAY 12 NOVEMBER, 2013  
**TIME** : 7.00 PM

**PLEASE NOTE TIME AND VENUE**

**MEMBERS OF THE COMMITTEE**

Councillor Daniel Abbott (Chairman)  
Councillors W Ashley, P Ballam, E Buckmaster, P Gray, M Pope,  
C Rowley, K Warnell, B Wrangles and J Wyllie (Vice-Chairman)

Conservative Group Substitutes: Councillors R Beeching and  
A Dearman

Liberal Democrat Group Substitutes:

Independent Group Substitute: Councillor M Newman

*(Note: Substitution arrangements must be notified by the absent Member  
to Democratic Services 24 hours before the meeting)*

**CONTACT OFFICER:** Lorraine Blackburn  
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## DISCLOSABLE PECUNIARY INTERESTS

1. A Member, present at a meeting of the Authority, or any committee, sub-committee, joint committee or joint sub-committee of the Authority, with a Disclosable Pecuniary Interest (DPI) in any matter to be considered or being considered at a meeting:
  - must not participate in any discussion of the matter at the meeting;
  - must not participate in any vote taken on the matter at the meeting;
  - must disclose the interest to the meeting, whether registered or not, subject to the provisions of section 32 of the Localism Act 2011;
  - if the interest is not registered and is not the subject of a pending notification, must notify the Monitoring Officer of the interest within 28 days;
  - must leave the room while any discussion or voting takes place.
  
2. A DPI is an interest of a Member or their partner (which means spouse or civil partner, a person with whom they are living as husband or wife, or a person with whom they are living as if they were civil partners) within the descriptions as defined in the Localism Act 2011.
  
3. The Authority may grant a Member dispensation, but only in limited circumstances, to enable him/her to participate and vote on a matter in which they have a DPI.

4. It is a criminal offence to:

- fail to disclose a disclosable pecuniary interest at a meeting if it is not on the register;
- fail to notify the Monitoring Officer, within 28 days, of a DPI that is not on the register that a Member disclosed to a meeting;
- participate in any discussion or vote on a matter in which a Member has a DPI;
- knowingly or recklessly provide information that is false or misleading in notifying the Monitoring Officer of a DPI or in disclosing such interest to a meeting.

(Note: The criminal penalties available to a court are to impose a fine not exceeding level 5 on the standard scale and disqualification from being a councillor for up to 5 years.)

## AGENDA

1. Apologies

To receive apologies for absence.

2. Minutes (Pages 5 - 10)

To receive the Minutes of the meeting held on 17 September 2013.

3. Chairman's Announcements

4. Declarations of Interest

To receive any Member's Declarations of Interest and Party Whip arrangements.

5. CIL (Community Infrastructure Levy) : the position in East Herts

A Presentation by the Head of Planning and Building Control and Director of Neighbourhood Services

6. Work Programme (Pages 11 - 18)

7. Environment Scrutiny Healthcheck August to September 2013 (Pages 19 - 54)

8. Performance Indicator Review (Pages 55 - 70)

9. Service Plans Monitoring April 2013 - September 2013 (Pages 71 - 94)

10. Urgent Business

To consider such other business as, in the opinion of the Chairman of the meeting, is of sufficient urgency to warrant consideration and is not likely to involve the disclosure of exempt information.

MINUTES OF A MEETING OF THE  
ENVIRONMENT SCRUTINY COMMITTEE  
HELD IN THE COUNCIL CHAMBER,  
WALLFIELDS, HERTFORD ON TUESDAY  
17 SEPTEMBER 2013, AT 7.00 PM

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PRESENT: Councillor D Abbott (Chairman).  
Councillors W Ashley, P Ballam, R Beeching,  
E Buckmaster, M Pope, C Rowley and  
K Warnell.

ALSO PRESENT:

Councillor D Andrews.

OFFICERS IN ATTENDANCE:

Marian Langley	- Scrutiny Officer
Peter Mannings	- Democratic Services Officer
George A Robertson	- Chief Executive and Director of Customer and Community Services
David Thorogood	- Environmental Co- Ordinator
Trevor Watkins	- Waste Services Manager

230 APOLOGIES

Apologies for absence were received from Councillors B Wrangles and J Wyllie. It was noted that Councillor R Beeching was substituting for Councillor J Wyllie.

231 MINUTES – 11 JUNE 2013

RESOLVED – that the Minutes of the meeting held on 11 June 2013 be confirmed as a correct record and signed by the Chairman, subject to the following amendment:

Minute 60 – Contract Performance Environmental Operations 2012/13.

Delete in middle of 1<sup>st</sup> sentence 3<sup>rd</sup> paragraph – ‘.....brakes even.’

Replace with – ‘breaks even’.

## 232 CHAIRMAN'S ANNOUNCEMENTS

The Chairman advised that, with Members' consent, he would like to move the report in respect of Fuel Poverty up the Agenda so this report could be considered after the Environment Scrutiny Work Programme.

Members were also advised that a larger print copy of pages 47 – 55 of the agenda had been circulated to Members.

## 233 ENVIRONMENT SCRUTINY – WORK PROGRAMME

The Chairman submitted a report setting out the future work programme for Environment Scrutiny for 2013/14 to 2014/15, the detail of which had been set out in Essential Reference Paper “B”.

Members were advised that the report in respect of Automatic Number Plate Recognition (ANPR) would now be considered at the 10 June 2014 meeting of the Committee.

Members were also advised of two new requests for the work programme as follows:

- 25 February 2014 – Review of Affordable Warmth Strategy.
- 10 June 2014 – Parks and Open Spaces high level action plan.

The Committee approved the work programme as now detailed.

RESOLVED – that the work programme, as now detailed, be approved.

## 234 FUEL POVERTY – AN OVERVIEW

The Executive Member for Health, Housing and Community Support submitted a report in respect of the revised national definition of fuel poverty. The report highlighted the activity being undertaken in East Herts to help address the issue amongst vulnerable residents.

The Committee was reminded that, at the 11 June 2013 meeting, Members had requested that an initial report be presented to their next meeting outlining measures relating to fuel poverty in East Herts. Members were already aware that the specific aim of reducing fuel poverty formed part of the Council's 2013/14 Vision and corporate priorities.

Members were advised that, in the UK, the concept of fuel poverty had traditionally been taken as occurring when a family spent more than 10% of household income on heating a property to a comfortable level.

Members were referred to paragraph 4.3 of the report now submitted for a summary of the principal issues relating to fuel poverty across the District. East Herts had a diverse mix of house types with many older hard to treat homes and many of these homes were off gas.

Members were reminded of the '*Green Deal*', a Government initiated scheme, which had been fully launched in January 2013 and had been set up to provide a loan to householders to provide for a wide range of energy efficiency improvements. Councillor K Warnell commented that the elderly were particularly vulnerable.

The Committee was advised that Home Heating Oil buying clubs operated mainly in rural areas, where residents combined their orders to achieve a more competitive price from the supplier. Several such clubs

operated across East Herts and savings of at least 10% were achieved due to less delivery journeys, thereby saving time and diesel as well as reducing congestion.

Members were advised that some homes in East Herts would not be suitable for top-ups of insulation due to unsuitable cavities following the construction process. The Committee received the report.

RESOLVED – that (A) the activity relating to fuel poverty in East Herts be noted;

(B) the progress made with the Green Deal and the interim grant scheme now being put in place be noted; and

(C) a review of the Council's Affordable Warmth Strategy be submitted to a future meeting of the Committee and, if possible, before the end of the Civic Year, following the expected publication of the Government's Fuel Poverty Strategy in 2014.

#### 235 NEW RECYCLING SCHEME – REMOVING CARD FROM THE ORGANIC WASTE STREAM – PROGRESS WITH IMPLEMENTATION

The Executive Member for Community Safety and Environment submitted a report updating Members on the progress being made to change dry recycling collections to a dual stream system.

Members were reminded that in March 2013, Council had approved a scheme to change the current kerbside sorting of dry recyclables using boxes to a dual stream comingled system, with paper being kept separate in a box and all other dry recyclables placed in a third wheeled bin.

The Waste Services Manager advised that the primary motive was to enable cardboard to be moved from the organic waste stream into the dry recycling, as changing



standards for compost quality meant it would be impossible for processors to meet the new standards with the level of coated card being collected.

Members were advised of progress regarding the delivery schedule for the new wheeled bins, as well as the publication and delivery of publicity advising residents of the new scheme.

Officers would give a full briefing at Council on 16 October 2013, and Members would receive an information pack prior to the new service going live on 11 November 2013.

The Waste Services Manager gave a presentation setting out the background, the benefits and the suggested timescales for the new recycling service, known as Separate Paper and Recycling Collections (SPARC). The communication methods due to be used were also summarised for Members.

In response to a query from Councillor R Beeching, Members were advised that the collection of additional cardboard outside of the new wheeled bin was not possible as the new service and vehicles were bin based and all the comingled material needed to be contained in the bin.

The Committee received the report.

RESOLVED – that the progress in implementing the new recycling scheme be noted.

#### 236 ENVIRONMENT HEALTHCHECK MAY TO JULY 2013

The Chief Executive and Director of Customer and Community Services submitted a report on the performance of key indicators for Environment Scrutiny Committee for the period May to July 2013, the detail of which was set out in the report now submitted and within the attached Essential Reference Papers.

Members were advised that, in respect of EHPI 157a – processing of planning applications: ‘Major’ applications, Performance was ‘Red’ for July 2013 as 1 out of 5 decisions had been made within the target timescale. Members were advised that the remaining four decisions had been delayed either by applicants or as a result of the requirement for additional input from third party organisations.

The Director stated that, in respect of EHPI 218b – percentage of abandoned vehicles removed within 24 hours of the required time, Performance was ‘Red’ for July 2013 as targets had not been met as two vehicles collected on behalf of Riversmead were outside of the timescale as a result of access issues.

The Director updated Members in respect of the performance of the Authority relating to NI 191 – residual household waste per household and NI 192 – percentage of household waste sent for reuse, recycling and composting.

The Committee received the report.

**RESOLVED** – that the reported performance for the period May to July 2013 be received.

The meeting closed at 8.25 pm

Chairman .....
Date .....

## EAST HERTS COUNCIL

ENVIRONMENT SCRUTINY COMMITTEE: 12 NOVEMBER 2013

REPORT BY CHAIRMAN OF ENVIRONMENT SCRUTINY

SCRUTINY WORK PROGRAMME

WARD(S) AFFECTED: *none*

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### **Purpose/Summary of Report**

- To review and determine Environment Scrutiny Committee's future work programme

<b><u>RECOMMENDATION FOR DECISION:</u></b>	
<b>(A)</b>	the work programme shown in this report be agreed

#### 1.0 Background

1.1 Items previously required, identified or suggested for the Environment Scrutiny work programme are set out in **Essential Reference Paper B**.

#### 2.0 Report

2.1 An article explaining the role of scrutiny and inviting suggestions from residents was published in the spring 2013 'council tax' edition of LINK magazine. No new topics for scrutiny have been received from the public to date.

2.2 The agenda for the February 2014 meeting of Environment Scrutiny Committee is shown in **Essential Reference Paper B**. Members are asked whether there is any additional topic they wish to put forward for inclusion on this, or any future agenda.

2.3 Members will have an opportunity to undertake a full review of the 2013/14 scrutiny year and set out more detailed plans for 2014/15 at a workshop event in April 2014 (date to be confirmed).

### 3.0 Implications/Consultations

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

Background Papers: none

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Contact Officer: Jeff Hughes – Head of Democratic and Legal Support Services  
Extn 2170  
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Report Author: Marian Langley – Scrutiny Officer  
[marian.langley@eastherts.gov.uk](mailto:marian.langley@eastherts.gov.uk)

## ESSENTIAL REFERENCE PAPER 'A'

### IMPLICATIONS/CONSULTATIONS

<p>Contribution to the Council's Corporate Priorities/ Objectives</p> <p><i>(updated to 2013/14 wording)</i></p>	<p><b>People</b> This priority focuses on enhancing the quality of life, health and wellbeing, particularly for those who are vulnerable, and delivering strong services</p> <p><b>Place</b> This priority focuses on sustainability, the built environment and ensuring our towns and villages are safe and clean.</p> <p><b>Prosperity</b> This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic opportunities and delivering cost effective services.</p> <p>Effective use of the scrutiny process contributes to the Council's ability to meet one or more of its corporate objectives:</p>
<p>Consultation:</p>	<p>Potential topics for scrutiny are always invited from members of the public, the Executive and all Members.</p>
<p>Legal:</p>	<p>According to the Council's constitution, the scrutiny committees are responsible for the setting of their own work programme in consultation with the Executive and in doing so they shall take into account wishes of members on that committee who are not members of the largest political group on the Council.</p>
<p>Financial:</p>	<p>Any additional meetings and every task and finish group has resource needs linked to officer support activity and time for officers from the services to make the required input.</p>
<p>Human Resource:</p>	<p>none</p>
<p>Risk Management:</p>	<p>Matters which may benefit from scrutiny may be overlooked. The selection of inappropriate topics for review would risk inefficient use of resources. Where this involved partners, it could risk damaging the reputation of the council and relations with partners.</p>

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Environment Scrutiny Committee work programme 2013/14 and into 2014/15

meeting	date	topic	Contact officer/lead	Next Exec
<b>THIS</b>	<b>CIVIC YEAR</b>			
<b>JOINT SCRUTINY</b>	14 Jan 2014	<ul style="list-style-type: none"> <li>• <b>2014/15 Budget items</b></li> </ul>		
<b>JOINT SCRUTINY</b>	11 Feb 2014	<ul style="list-style-type: none"> <li>• <b>2014/15 Service Plans</b></li> <li>• <b>2013/14 Estimates and 2014/15 Future targets</b></li> <li>• <b>Residents' Survey analysis and action plan</b></li> </ul>		
4 in 2013/14	25 Feb 2014  Report deadline 12 Feb	<ul style="list-style-type: none"> <li>• Review of Affordable Warmth Strategy</li> <li>• Verbal update on implementation of changes to recycling services</li> <li>• <b>vacancy</b></li> <li>• Healthcheck through to Jan 2014</li> <li>• Work Programme: planning for 2014/15</li> </ul>	<ul style="list-style-type: none"> <li>• Lead Officers</li> <li>• Head of Service</li> <li>• X</li> <li>• Lead Officer - Performance</li> <li>• Scrutiny Officer</li> </ul>	4 Mar 2014 8 Apr 2014 6 May 2014 3 June 2014
<b>2014/15</b>	<b>CIVIC YEAR</b>			
1 in 2014/15	10 June 2014	<ul style="list-style-type: none"> <li>• Work Programme 2014/15</li> <li>• Healthcheck through to March 2014 (which includes relevant 2013/14 Out turns and Targets)</li> <li>• Service Plan monitoring – Oct 2013 to March 2014</li> <li>• Contract Performance for 2013/14</li> <li>• Climate Change – report on progress against action plan with data on savings from 2013/14 year</li> <li>• Parks and Open Spaces – high level action plan</li> <li>• Implementation of ANPR mobile</li> </ul>	<ul style="list-style-type: none"> <li>• Scrutiny Officer</li> <li>• Lead Officer - Performance</li> <li>• Lead Officer – Corporate Planning</li> <li>• Head of Service</li> <li>• Lead Officer with Head of Service</li> <li>• Lead Officer with Head of Service</li> <li>• Head of Service and Lead</li> </ul>	1 July 2014 5 Aug 2014 2 Sept 2014

**Scrutiny work programme  
Essential Reference Paper B**

		camera – short report on implementation phase with first few months of data (TBC)	Officer ( <i>report timing subject to confirmation of implementation date</i> )	
2 in 2014/15	09 Sept 2014  Report deadline 27 Aug	<ul style="list-style-type: none"> <li>• Changes to recycling services – implementation and analysis of results</li> <li>• Work Programme</li> <li>• <b>vacancy</b></li> <li>• <b>vacancy</b></li> <li>• Healthcheck through to June 2014</li> </ul>	<ul style="list-style-type: none"> <li>• HoS (Cliff)</li> <li>• Scrutiny Officer</li> <li>• X</li> <li>• X</li> <li>• Lead Officer - Performance</li> </ul>	7 Oct 2014 4 Nov 2014



**The four principles of good public scrutiny:**

- ***provides ‘critical friend’ challenge to executive policy-makers and decision-makers***
- ***enables the voice and concerns of the public and its communities***
- ***is carried out by ‘independent-minded governors’ who lead and own the scrutiny role***
- ***drives improvement in public services***

**Environment  
Scrutiny**

1. To develop policy options and to review and scrutinise the policies of the Council relating to planning policy, local development framework, Building Control, Planning Enforcement, Development Control, transport policy (concessionary fares and subsidised bus routes), Highways Partnership, parking and economic development, energy conservation, waste management, parks and open spaces, historic buildings, conservation – green agenda, Local Strategic Partnership and street scene.
2. To make recommendations to the Executive on matters within the remit of the Committee.
3. To take evidence from interested groups and individuals and make recommendations to the Executive and Council for policy change on matters within the remit of the Committee.
4. To consider issues referred by the Executive, or members of the Committee and where the views of outsiders may contribute, take evidence and report to the Executive and Council on matters within the remit of the Committee.
5. To consider any item referred to the Committee by any Member of the Council who is not a member of this Committee and decide whether that item should be pursued on matters within the remit of the Committee.
6. To appoint annually Standing Panels as may be determined which shall be given a brief to consider a specified service area relating to matters within the remit of the Committee and report back to the Committee on a regular basis as determined by the Committee.
7. To consider, should it choose to do so, any item within the remit of the Committee to be considered by the Executive (except items of urgent business). The relevant report to the Executive will be made available to the Scrutiny Committee. The Executive shall consider any report and recommendations on the item submitted by the Scrutiny Committee.
8. To consider matters referred to the Committee by the Executive/ Portfolio Holder on matters within the remit of the Committee and refer the matter to the Executive following consideration of the matter.

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## EAST HERTS COUNCIL

### ENVIRONMENT SCRUTINY COMMITTEE – 12 NOVEMBER 2013

#### REPORT BY THE CHIEF EXECUTIVE AND DIRECTOR OF CUSTOMER AND COMMUNITY SERVICES

#### ENVIRONMENT SCRUTINY HEALTHCHECK – AUGUST 2013 TO SEPTEMBER 2013

WARD (S) AFFECTED: All

Purpose/Summary of Report:

To set out a report on the performance of the key indicators that relate to Environment Scrutiny for the period August 2013 to September 2013.

<b>RECOMMENDATION FOR ENVIRONMENT SCRUTINY:</b>	
<b>That</b>	
<b>(A)</b>	<b>the reported performance for the period August 2013 to September 2013 be received;</b>
<b>(B)</b>	<b>the Executive be advised of any further recommendations; and</b>
<b>(C)</b>	<b>to provide feedback on the Dashboard module detailed in Essential Reference Paper “D”. (Paragraph 2.8)</b>

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### 1.0 Background

1.1 This is a performance report relevant to Environment Scrutiny’s terms of reference covering the period August 2013 to September 2013.

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 Healthcheck

report available on the council website.




- The indicators where data is collected monthly, with performance for September 2013 presented in detail (the most up to date available) with previous months summarised in a trend chart.



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 are able to provide support and training on using the Covalent system if required.

1.5 The performance team is currently trialling a new module on the Council’s performance management system Covalent called ‘Dashboards’. Dashboard that provides visual representation of performance level for Environment Scrutiny through Performance Indicator (PI) summaries and simple at-a-glance charts. The new module will come as an additional cost should the Council decide to adopt this module following feedback. Members are asked to comment on whether you find this additional reference paper useful or add any value in supporting this committee.

1.6 **Essential Reference Paper ‘B’** Shows the full set of performance indicators that are reported on a monthly basis to this committee. Essential Reference Paper B has been sorted by status e.g. all performance indicators that are ‘red’ are listed first etc.  
**Essential Reference Paper ‘C’** Provides guidance notes and definitions for the performance indicators relating to Environment Scrutiny Committee.  
**Essential Reference Paper ‘D’** Provides a dashboard view of all performance indicators relating to Environment Scrutiny Committee (please refer to paragraph 2.7 for more information).

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

### Place

#### **Performance analysis**

- 2.1 **EHPI 191 – Residual household waste per household.** Waste levels for the first half of the year are at the same level as last year, so the expectancy of a reduction may not be fulfilled.
- 2.2 **EHPI 192 - Percentage of household waste sent for reuse, recycling and composting.** Cumulative performance is lower in September and slightly below the half year level when compared to the same period in 2012/13. The primary variant being a 3% reduction in dry recycling.
- 2.3 **EHPI 2.1e - Planning Enforcement: Service of formal Notices.** No notices were served in September 2013, so there is no status to report for this indicator for this month.
- 2.4 The following indicators were 'Green', meaning that the targets were either met or exceeded for September 2013. They were:
- EHPI 2.1d – Planning Enforcement: Initial Site Inspections.
  - EHPI 2.2(45) – Number of collections missed per 100,000 collections of household waste
  - EHPI 2.23 – Planning decisions delegated to officers
  - EHPI 2.4 – Fly-tips: Removal
  - EHPI 218a – Abandoned Vehicles – % investigated within 24 hours.
  - EHPI 218b – Abandoned Vehicles – % removed within 24 hours of required time.
  - EHPI 157a - Processing of planning applications: 'Major' applications.
  - EHPI 157b – Processing of planning applications: 'Minor' applications.
  - EHPI 157c – Processing of planning applications: Other applications.
- 2.5 However, despite meeting the target for September 2013 the following indicators showed a declining trend when performance was compared to the previous month:
- EHPI 2.1d – Planning Enforcement: Initial Site Inspections.

- EHPI 2.2(45) – Number of collections missed per 100,000 collections of household waste.

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

## **Prosperity**

### **Performance analysis**

- 2.6 The following indicators were ‘Green’, meaning that the targets were either met or exceeded for September 2013. They were:
- EHPI 6.8 – Turnaround of pre NTO PCN challenges
  - EHPI 6.9 – Turnaround of NTO Representations
- 2.7 Both measures showed an improving trend when performance was compared to the previous month.

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

## **Dashboards Module - Covalent**

- 2.8 The performance team is currently trialling a new module on the Council’s performance management system Covalent called ‘Dashboards’. Dashboards provide a visual representation of performance through performance indicator summaries and simple at-a-glance charts. The new module will come as an additional cost should the Council decide to adopt it following member and officer consultation. Members are asked to comment on whether they find this additional reference paper - **Essential Reference Paper “D”** - useful to support the overall evaluation of the module. Please note analysis in this paper for EHPI 191 – Residual household waste per household and EHPI 192 - Percentage of household waste sent for reuse, recycling and composting is based on the latest available data on the system, which is August.

## **CONCLUSION**

- 2.9 In conclusion Members are asked to:
- Note the performance indicator analysis for the period August 2013 to September 2013 in **Essential Reference Paper ‘B’**
  - Agree the recommendations at the start of this report.

### 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:

- 2012/13 Estimates and Future Targets Report – Executive 5 March 2013.
- 2012/13 Performance Outturns – Executive 4 June 2013.

#### Contact Member:

Councillor Malcolm Alexander – Executive Member for Community Safety and Environment.

Councillor Paul Phillips – Executive Member for Economic Development.

#### Contact Officer:

Ceri Pettit – Corporate Planning and Performance Manager

Contact Tel Ext No 2240

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#### Report Author:

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ESSENTIAL REFERENCE PAPER 'A'

Contribution to the Council's Corporate Priorities/ Objectives:	<p><b>Place</b> <i>This priority focuses on the standard of the built environment and our neighbourhoods and ensuring our towns and villages are safe and clean.</i></p> <p><b>Prosperity</b> <i>This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic and social opportunities.</i></p>
Consultation:	Performance monitoring discussions have taken place between 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.

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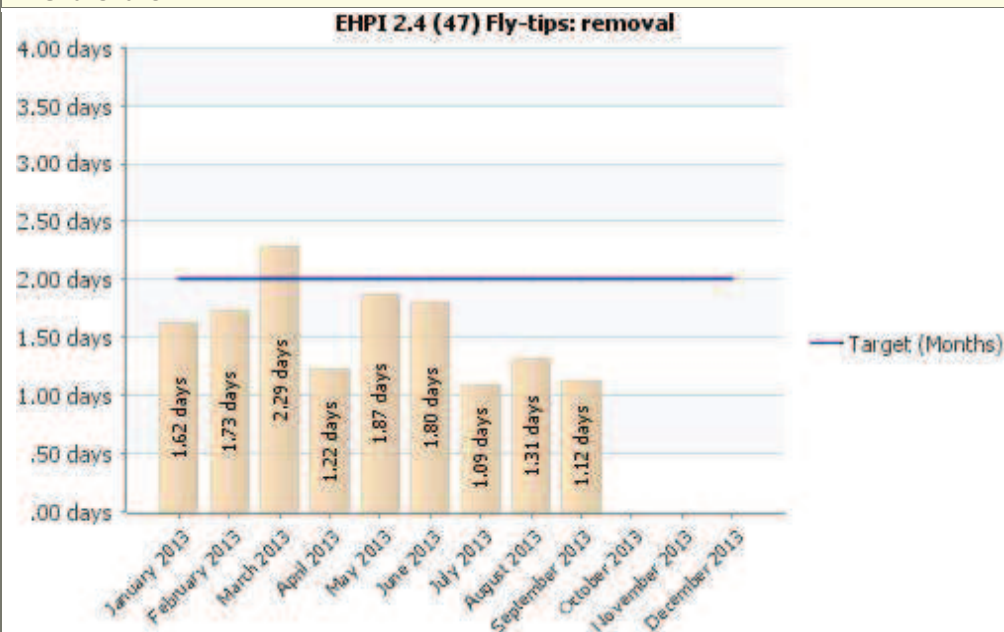
## Environment Scrutiny Corporate Healthcheck August to September 2013/14

**Traffic Light Green**  
Description Place

### Environmental Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 17 <sup>th</sup> September 2013.
EHPI 2.4 (47)	Fly-tips: removal		1.12 days	2 days		70 fly-tips was cleared in September compared to 81 in the previous month. Performance is exceeding target.	None

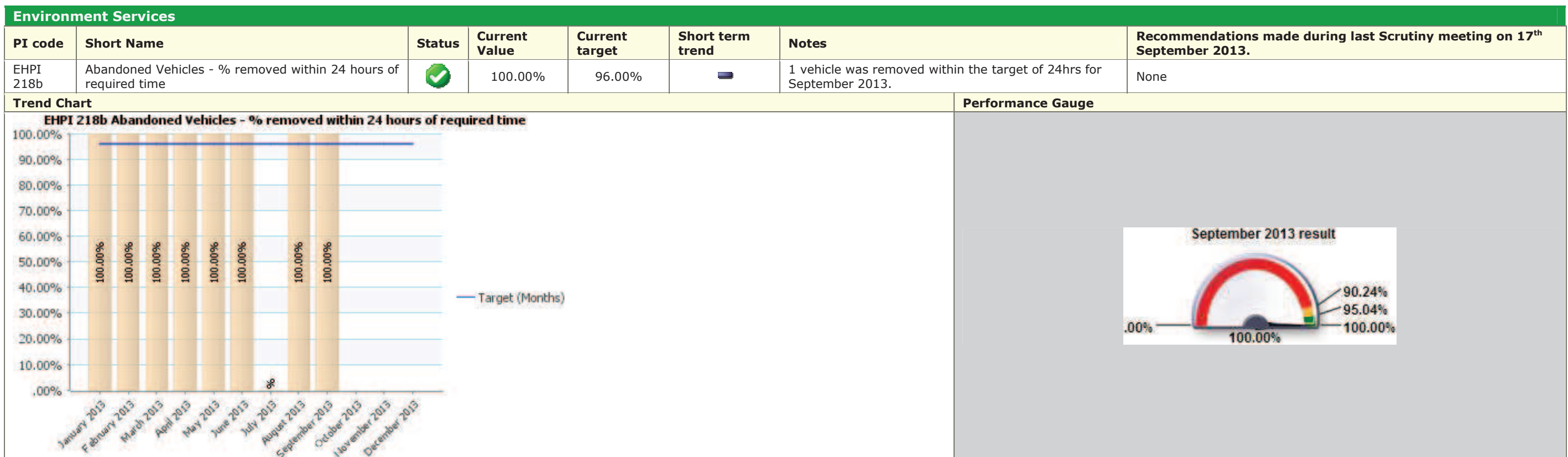
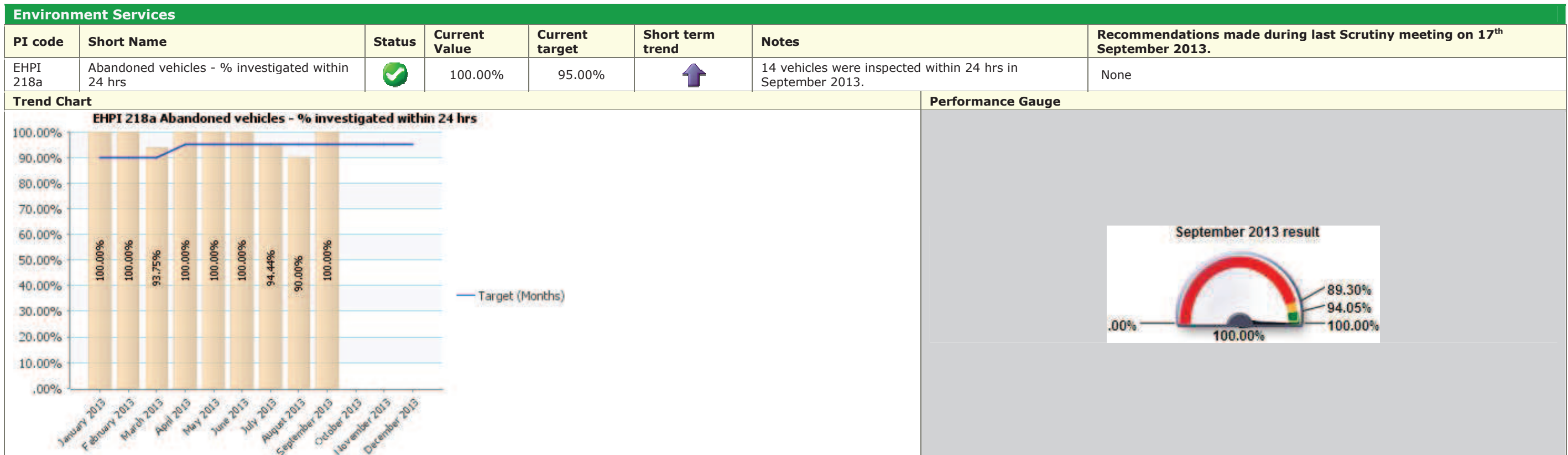
#### Trend Chart



#### Performance Gauge



Environment Services																											
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 17 <sup>th</sup> September 2013.																				
EHPI 2.2 (45)	Waste: missed collections per 100,000 collections of household waste		36.02	47		Performance has fallen compared to last month however it is with the target. The service will explore this with the contractor however the service anticipates this is as a result of moving crews around to accommodate SPARC	None																				
<b>Trend Chart</b>						<b>Performance Gauge</b>																					
<p><b>EHPI 2.2 (45) Waste: missed collections per 100,000 collections of household waste</b></p> <table border="1"> <caption>Monthly Waste Missed Collections Data</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>January 2013</td><td>32.52</td></tr> <tr><td>February 2013</td><td>24.88</td></tr> <tr><td>March 2013</td><td>25.02</td></tr> <tr><td>April 2013</td><td>25.64</td></tr> <tr><td>May 2013</td><td>31.68</td></tr> <tr><td>June 2013</td><td>26.96</td></tr> <tr><td>July 2013</td><td>29.57</td></tr> <tr><td>August 2013</td><td>28.74</td></tr> <tr><td>September 2013</td><td>36.02</td></tr> </tbody> </table> <p>— Target (Months)</p>						Month	Value	January 2013	32.52	February 2013	24.88	March 2013	25.02	April 2013	25.64	May 2013	31.68	June 2013	26.96	July 2013	29.57	August 2013	28.74	September 2013	36.02	<p>September 2013 result</p>	
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Planning and Building Control																																					
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 17 <sup>th</sup> September 2013.																														
EHPI 157a	Processing of planning applications: Major applications		100.00%	60.00%		Performance exceeding target. All 4 applications were determined on time.	None																														
<b>Trend Chart</b>						<b>Performance Gauge</b>																															
<p><b>EHPI 157a Processing of planning applications: Major applications</b></p> <table border="1"> <thead> <tr> <th>Month</th> <th>Current Value</th> </tr> </thead> <tbody> <tr><td>January 2013</td><td>50.00%</td></tr> <tr><td>February 2013</td><td>80.00%</td></tr> <tr><td>March 2013</td><td>40.00%</td></tr> <tr><td>April 2013</td><td>0%</td></tr> <tr><td>May 2013</td><td>0%</td></tr> <tr><td>June 2013</td><td>0%</td></tr> <tr><td>July 2013</td><td>20.00%</td></tr> <tr><td>August 2013</td><td>67.00%</td></tr> <tr><td>September 2013</td><td>100.00%</td></tr> <tr><td>October 2013</td><td>0%</td></tr> <tr><td>November 2013</td><td>0%</td></tr> <tr><td>December 2013</td><td>0%</td></tr> </tbody> </table>						Month	Current Value	January 2013	50.00%	February 2013	80.00%	March 2013	40.00%	April 2013	0%	May 2013	0%	June 2013	0%	July 2013	20.00%	August 2013	67.00%	September 2013	100.00%	October 2013	0%	November 2013	0%	December 2013	0%	<p><b>September 2013 result</b></p> <table border="1"> <thead> <tr> <th>Value</th> </tr> </thead> <tbody> <tr><td>56.40%</td></tr> <tr><td>59.40%</td></tr> <tr><td>100.00%</td></tr> </tbody> </table>		Value	56.40%	59.40%	100.00%
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EHPI 157b	Processing of planning applications: Minor applications		89.00%	80.00%		Performance exceeding target. Out of a total of 38 decisions, 4 were out of the target timescale.	None																															
<b>Trend Chart</b>						<b>Performance Gauge</b>																																
<p><b>EHPI 157b Processing of planning applications: Minor applications</b></p> <table border="1"> <thead> <tr> <th>Month</th> <th>Current Value</th> </tr> </thead> <tbody> <tr><td>January 2013</td><td>83.00%</td></tr> <tr><td>February 2013</td><td>67.00%</td></tr> <tr><td>March 2013</td><td>78.00%</td></tr> <tr><td>April 2013</td><td>85.00%</td></tr> <tr><td>May 2013</td><td>69.00%</td></tr> <tr><td>June 2013</td><td>86.00%</td></tr> <tr><td>July 2013</td><td>86.00%</td></tr> <tr><td>August 2013</td><td>74.00%</td></tr> <tr><td>September 2013</td><td>89.00%</td></tr> <tr><td>October 2013</td><td>0%</td></tr> <tr><td>November 2013</td><td>0%</td></tr> <tr><td>December 2013</td><td>0%</td></tr> </tbody> </table>						Month	Current Value	January 2013	83.00%	February 2013	67.00%	March 2013	78.00%	April 2013	85.00%	May 2013	69.00%	June 2013	86.00%	July 2013	86.00%	August 2013	74.00%	September 2013	89.00%	October 2013	0%	November 2013	0%	December 2013	0%	<p><b>September 2013 result</b></p> <table border="1"> <thead> <tr> <th>Value</th> </tr> </thead> <tbody> <tr><td>75.20%</td></tr> <tr><td>79.20%</td></tr> <tr><td>89.00%</td></tr> <tr><td>100.00%</td></tr> </tbody> </table>		Value	75.20%	79.20%	89.00%	100.00%
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EHPI 157c	Processing of planning applications: Other applications		99.00%	90.00%		Performance exceeding target. Out of a total of 148 decisions, 2 were out of the target timescale.	None																										
<b>Trend Chart</b>						<b>Performance Gauge</b>																											
<p><b>EHPI 157c Processing of planning applications: Other applications</b></p> <table border="1"> <caption>Monthly Performance Data for EHPI 157c</caption> <thead> <tr> <th>Month</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr><td>January 2013</td><td>95.00%</td></tr> <tr><td>February 2013</td><td>96.00%</td></tr> <tr><td>March 2013</td><td>90.00%</td></tr> <tr><td>April 2013</td><td>94.00%</td></tr> <tr><td>May 2013</td><td>92.00%</td></tr> <tr><td>June 2013</td><td>92.00%</td></tr> <tr><td>July 2013</td><td>91.00%</td></tr> <tr><td>August 2013</td><td>93.00%</td></tr> <tr><td>September 2013</td><td>99.00%</td></tr> </tbody> </table>						Month	Performance (%)	January 2013	95.00%	February 2013	96.00%	March 2013	90.00%	April 2013	94.00%	May 2013	92.00%	June 2013	92.00%	July 2013	91.00%	August 2013	93.00%	September 2013	99.00%	<p><b>September 2013 result</b></p> <table border="1"> <thead> <tr> <th>Value</th> </tr> </thead> <tbody> <tr><td>0.00%</td></tr> <tr><td>84.60%</td></tr> <tr><td>89.10%</td></tr> <tr><td>99.00%</td></tr> <tr><td>100.00%</td></tr> </tbody> </table>		Value	0.00%	84.60%	89.10%	99.00%	100.00%
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EHPI 2.23 (188)	Planning decisions delegated to officers		98%	90%		Performance exceeding target. 4 out of 190	None																										
<b>Trend Chart</b>						<b>Performance Gauge</b>																											
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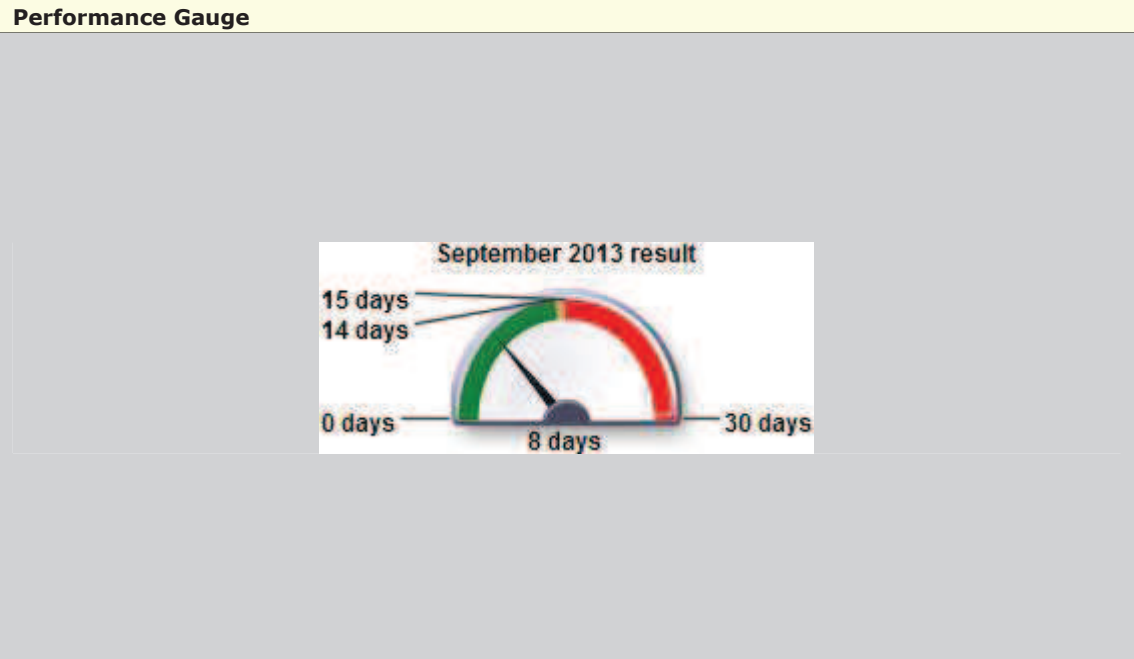
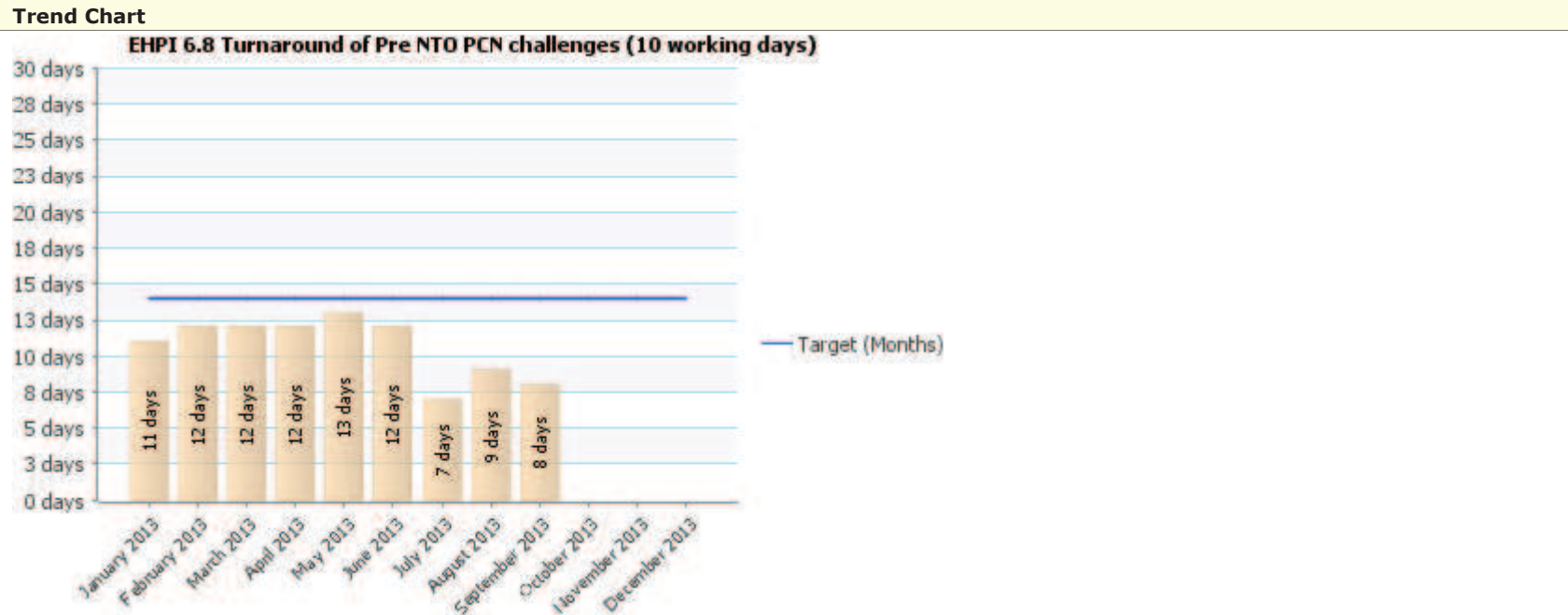
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 17 <sup>th</sup> September 2013.																										
EHPI 2.1d	Planning Enforcement: Initial Site Inspections		88.00%	75.00%		Performance exceeding target.	None																										
<b>Trend Chart</b>						<b>Performance Gauge</b>																											
<p><b>EHPI 2.1d Planning Enforcement: Initial Site Inspections</b></p> <table border="1"> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>January 2013</td><td>94.00%</td></tr> <tr><td>February 2013</td><td>82.00%</td></tr> <tr><td>March 2013</td><td>96.00%</td></tr> <tr><td>April 2013</td><td>100.00%</td></tr> <tr><td>May 2013</td><td>88.00%</td></tr> <tr><td>June 2013</td><td>76.00%</td></tr> <tr><td>July 2013</td><td>82.00%</td></tr> <tr><td>August 2013</td><td>96.00%</td></tr> <tr><td>September 2013</td><td>88.00%</td></tr> </tbody> </table> <p>— Target (Months)</p>						Month	Value (%)	January 2013	94.00%	February 2013	82.00%	March 2013	96.00%	April 2013	100.00%	May 2013	88.00%	June 2013	76.00%	July 2013	82.00%	August 2013	96.00%	September 2013	88.00%	<p><b>September 2013 result</b></p> <table border="1"> <thead> <tr> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>0.00%</td></tr> <tr><td>70.50%</td></tr> <tr><td>74.25%</td></tr> <tr><td>88.00%</td></tr> <tr><td>100.00%</td></tr> </tbody> </table>		Value (%)	0.00%	70.50%	74.25%	88.00%	100.00%
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**Traffic Light Green**  
**Description Prosperity**

**Parking Services**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 17 <sup>th</sup> September 2013.
EHPI 6.8	Turnaround of Pre NTO PCN challenges (10 working days)		8 days	14 days		This PI remains within target	None

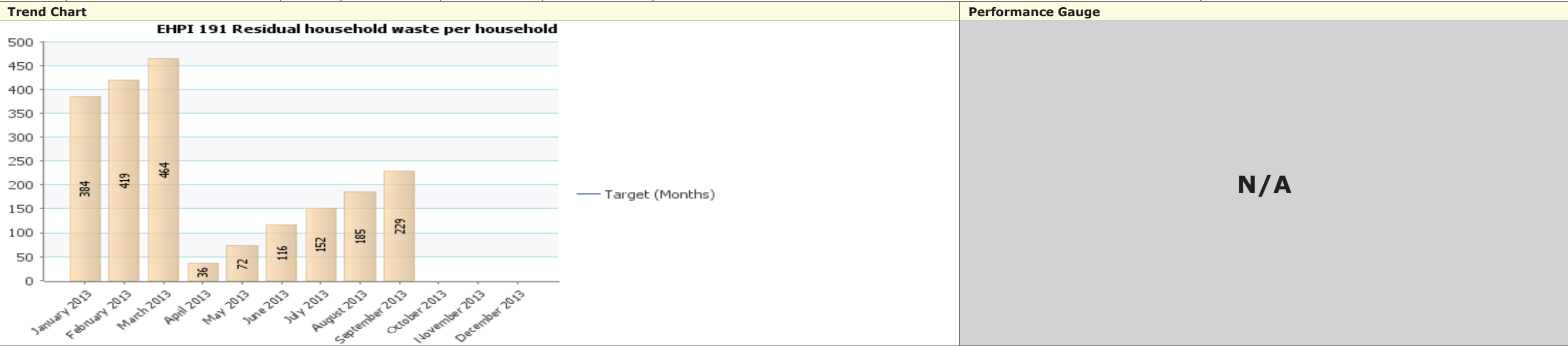


Parking Services																																					
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 17 <sup>th</sup> September 2013.																														
EHPI 6.9	Turnaround of NTO Representations		8 days	21 days		This PI remains within target	None																														
Trend Chart					Performance Gauge																																
<p><b>EHPI 6.9 Turnaround of NTO Representations</b></p> <table border="1"> <caption>Monthly Turnaround of NTO Representations (2013)</caption> <thead> <tr> <th>Month</th> <th>Turnaround (days)</th> </tr> </thead> <tbody> <tr><td>January 2013</td><td>11</td></tr> <tr><td>February 2013</td><td>12</td></tr> <tr><td>March 2013</td><td>12</td></tr> <tr><td>April 2013</td><td>12</td></tr> <tr><td>May 2013</td><td>13</td></tr> <tr><td>June 2013</td><td>12</td></tr> <tr><td>July 2013</td><td>7</td></tr> <tr><td>August 2013</td><td>9</td></tr> <tr><td>September 2013</td><td>8</td></tr> </tbody> </table>					Month	Turnaround (days)	January 2013	11	February 2013	12	March 2013	12	April 2013	12	May 2013	13	June 2013	12	July 2013	7	August 2013	9	September 2013	8	<p><b>September 2013 result</b></p> <table border="1"> <caption>Performance Gauge Scale</caption> <thead> <tr> <th>Days</th> <th>Zone</th> </tr> </thead> <tbody> <tr><td>0</td><td>Green</td></tr> <tr><td>21</td><td>Green</td></tr> <tr><td>22</td><td>Yellow</td></tr> <tr><td>35</td><td>Red</td></tr> </tbody> </table>			Days	Zone	0	Green	21	Green	22	Yellow	35	Red
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**Traffic Light** Unknown  
**Description** Place

**Environment Services**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 17 <sup>th</sup> September 2013.
EHPI 191	Residual household waste per household	?	229	N/A	↓	Waste levels for the first half of the year are at the same level as last year, so the expectancy of a reduction may not be fulfilled.	None



Environment Services																													
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 17 <sup>th</sup> September 2013.																						
EHPI 192	Percentage of household waste sent for reuse, recycling and composting	?	50.81%	N/A	↓	Cumulative performance is lower in September and slightly below the half year level when compared to the same period in 2012/13. The primary variant being a 3% reduction in dry recycling.	None																						
<b>Trend Chart</b>						<b>Performance Gauge</b>																							
<p><b>EHPI 192 Percentage of household waste sent for reuse, recycling and composting</b></p> <table border="1"> <caption>EHPI 192 Performance Data (2013)</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>January 2013</td><td>48.68%</td></tr> <tr><td>February 2013</td><td>48.24%</td></tr> <tr><td>March 2013</td><td>47.46%</td></tr> <tr><td>April 2013</td><td>47.99%</td></tr> <tr><td>May 2013</td><td>50.49%</td></tr> <tr><td>June 2013</td><td>51.26%</td></tr> <tr><td>July 2013</td><td>51.19%</td></tr> <tr><td>August 2013</td><td>51.20%</td></tr> <tr><td>September 2013</td><td>50.81%</td></tr> <tr><td>October 2013</td><td>50.81%</td></tr> </tbody> </table>						Month	Percentage	January 2013	48.68%	February 2013	48.24%	March 2013	47.46%	April 2013	47.99%	May 2013	50.49%	June 2013	51.26%	July 2013	51.19%	August 2013	51.20%	September 2013	50.81%	October 2013	50.81%	<p><b>N/A</b></p>	
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PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 17 <sup>th</sup> September 2013.
EHPI 2.1e	Planning Enforcement: Service of formal Notices	N/A	N/A	50.00%	N/A	No notices were served in September 2013, so no performance to report for this month.	None
<b>Trend Chart</b>						<b>Performance Gauge</b>	
<p><b>EHPI 2.1e Planning Enforcement: Service of formal Notices</b></p> <p>100.00% 90.00% 80.00% 70.00% 60.00% 50.00% 40.00% 30.00% 20.00% 10.00% .00%</p> <p>January 2013 February 2013 March 2013 April 2013 May 2013 June 2013 July 2013 August 2013 September 2013 October 2013 November 2013 December 2013</p> <p>— Target (Months)</p>						<p><b>N/A</b></p>	

PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				

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For information only: Performance indicator guidance

Sorted by PI code

<b>EHPI 157a</b> - Processing of planning applications: Major applications
<b>PI Definition</b>
<p><b>Percentage of planning applications by type determined in a timely manner.</b>                  A timely manner is defined as</p> <ul style="list-style-type: none"> <li>• within 13 weeks for Major applications;</li> <li>• within 8 weeks for Minor and Other applications; and</li> </ul> <p><b>Good performance</b>                  Good performance is typified by reaching or exceeding the target.</p>
<b>Data Source</b>
Planning and Building Control

<b>EHPI 157b</b> - Processing of planning applications: Minor applications
<b>PI Definition</b>
<p>Percentage of planning applications by type determined in a timely manner.                  A timely manner is defined as</p> <ul style="list-style-type: none"> <li>• within 13 weeks for Major applications;</li> <li>• within 8 weeks for Minor and Other applications; and</li> </ul> <p><b>Good performance</b>                  Good performance is typified by reaching or exceeding the target.</p>
<b>Data Source</b>
Planning and Building Control



**EHPI 157c** - Processing of planning applications: Other applications

**PI Definition**

Percentage of planning applications by type determined in a timely manner.

A timely manner is defined as

- within 13 weeks for Major applications;
- within 8 weeks for Minor and Other applications; and

**Good performance**

Good performance is typified by reaching or exceeding the target.

**Data Source**

Planning and Building Control

**EHPI 191** - Residual household waste per household

### PI Definition

**This indicator is the number of kilograms of residual household waste collected per household.**

The **Numerator** (X) for this indicator is total kilograms of household waste less any household waste arisings sent for reuse, sent for recycling, sent for composting, or sent for anaerobic digestion.

The **denominator** (Y) is the number of households as given by the dwelling stock figures from the Council Taxbase. The number of dwellings in each band at the end of the financial year (March figures) to which the indicator pertains, as provided by the Valuation Office, will be used. These are available from [Local government finance statistics council tax and national nondomestic rates, dwelling numbers on valuation list \(external link\)](#).

Residual waste is any collected household waste that is not sent for reuse, recycling or composting.

#### **Good performance**

Good performance is typified by a lower figure per household

### Data Source

Environment Services

**EHPI 192** - Percentage of household waste sent for reuse, recycling and composting

**PI Definition**

**The percentage of household waste arisings which have been sent by the authority for reuse, recycling, composting or anaerobic digestion.**

The numerator is the total tonnage of household waste collected which is sent for reuse, recycling, composting or anaerobic digestion.

The denominator is the total tonnage of household waste collected.

**Good performance**

Good performance is typified by a higher percentage

**Data Source**

Environment Services

**EHPI 2.1d** - Planning Enforcement: Initial Site Inspections**PI Definition**

Sum of enforcement cases where working days elapsed between date of receipt of enforcement case to initial site inspection date is equal to/less than 15 divided by total number of initial site inspections undertaken

**Other Guidance**

**Enforcement case:** each individual potential breach of planning control brought to the attention of the service. **Initial Site Inspection:** the first visit to and inspection of the location of the enforcement case to establish relevant information.

<b>EHPI 2.1e</b> - Planning Enforcement: Service of formal Notices
<b>PI Definition</b>
Sum of Formal Notices where the Date of Service is within 30 working days of the date of the DC Committee by which its service is authorised
<b>Other Guidance</b>
<b>Formal Notice:</b> Planning Enforcement notices authorised to be served by the DC Committee (Does not include any other form of notice such as Listed Building of Advertisement) <b>Date of Service:</b> Date on which a Formal Notice is first served on any relevant party which has an interest in relation to it.

<b>EHPI 2.2 (45)</b> - Waste: missed collections per 100,000 collections of household waste
<b>PI Definition</b>
Number of properties served by refuse, recycling and composting collections multiplied by frequency of each collection type, divided by 100,000 then divided into nos. of missed collections.
<b>Data Source</b>
Environment Services

<b>EHPI 2.23 (188)</b> - Planning decisions delegated to officers
<b>PI Definition</b>
Number of applications decided by planning officers under a scheme of delegation and without referral to committee. APAS - Formula: $PS2 \text{ (Total Decisions)} \text{ minus } GAF\text{query (total Committee Decisions)} = No \times 100 / \text{Total Decisions} = \%$
<b>Data Source</b>
Planning and Building Control

<b>EHPI 2.4 (47)</b> - Fly-tips: removal
<b>PI Definition</b>
This PI is measured by the total time taken to clear fly-tips divided by number of fly-tips recorded on Mayrise, plus those reported and cleared same day by MRS.
<b>Data Source</b>
Environmental Services

**EHPI 218a** - Abandoned vehicles - % investigated within 24 hrs**PI Definition**

- To encourage quick investigation of reports of abandoned vehicles. Abandoned vehicles add to fear of crime as well as being a hazard in themselves.

**'Investigation'** means that the Local Authority authorised officer will make enquiries into the status of the vehicle to confirm whether in their opinion it is abandoned. The 24hr target is met at the point when the authority has determined whether, in their opinion, the vehicle is abandoned, and is in a position to remove it or put a notice on it. The 24-hour period in the title of this PI excludes weekends and bank holidays, but does include other hours outside of the normal working day.

*Formula/ Worked Eg.*

$$N = (a / b) \times 100$$

Where:

a = number of reports of abandoned vehicles investigated within 24 hours

b = total number of abandoned vehicles reported

**Data Source**

Environment Services

**EHPI 218b** - Abandoned Vehicles - % removed within 24 hours of required time**PI Definition**

To encourage quick removal of abandoned vehicles from the public realm. Abandoned vehicles add to fear of crime as well as being a hazard in themselves.

The returns from the PI will be used to establish a baseline figure to inform us how many abandoned vehicles are being removed within this time period.

*Definition*

As per the Refuse Disposal (Amenity) Act 1978 the term '**vehicle**' is any motor vehicle or trailer, or anything which forms part of a motor vehicle or trailer, including any item contained within it.

An '**abandoned vehicle**' is one which:

- appears to a local authority to have been abandoned without lawful authority, and
- the authorised officer at the local authority decides that it is abandoned.

**'Legally entitled to remove the vehicle'** is defined as the point at which the authority can remove the vehicle, which will vary according to the vehicle and where it is abandoned. Once the report of an abandoned vehicle has been investigated by the authorised office and a decision made to the status of the vehicle, under current legislation the notification period is;

**Vehicle on public highway and only fit for destruction**

Notice period: 24 hours , Section 10 of RDV Regulations 1986;

Period before removal from confirmation the vehicle is abandoned: 48 hrs

**Vehicle on public highway and not only fit for destruction**

Notice period: None, Section 3 of RDA Act 1978;



Period before removal from confirmation the vehicle is abandoned: 24 hrs

**Vehicle not on public highway**

Notice period: 15 days for removal, Section 8 of RDV Regulations 1986

Period before removal from point at which confirmation the vehicle is abandoned: 16 days

Whether the vehicle is fit for destruction is down to the discretion of the local authority officer involved.

The 24-hour period in the title of this PI excludes weekends and bank holidays, but should include other hours outside of the normal working day.

*Formula/ Worked Eg.*

$$N = (a / b) \times 100$$

where:

a = Number of vehicles which are in the opinion of the local authority officer to be abandoned which are removed within 24 hours

b = Total number of abandoned vehicles removed

**Data Source**

Environment Services

**EHPI 6.8** - Turnaround of Pre Notice to Owner (NTO) Parking Charge Notice (PCN) challenges (10 working days)

**PI Definition**

Sum of days elapsed from receipt of challenges (scanning date used as proxy for challenge received date) to response / total number of challenges.

**Data Source**

Parking Services

**Other Guidance**

Data for this PI taken from ICPS which works in calendar days; therefore adjust target to 14 days when calculating figure to allow for weekends.

<b>EHPI 6.9</b> - Turnaround of Notice to Owner (NTO) Representations
<b>PI Definition</b>
Sum of days elapsed from receipt of NtO representations (scanning date used as proxy for representation received date) to response / total number of NtO representations.
<b>Data Source</b>
Parking Services
<b>Other Guidance</b>
Calculated from ICPS but using calendar days not working days.

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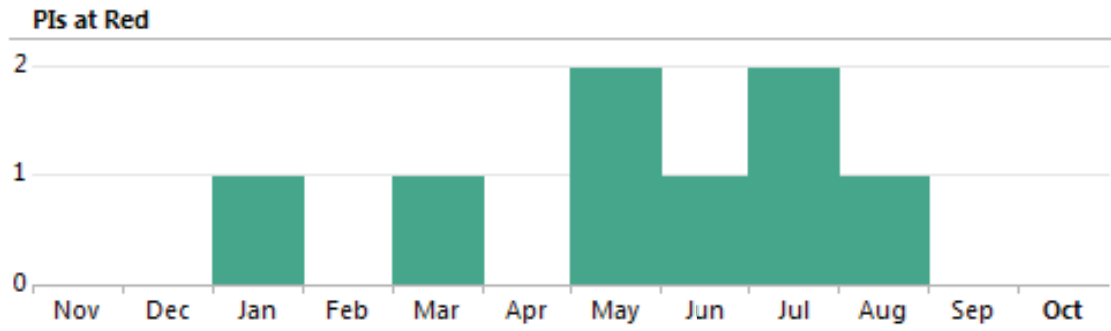
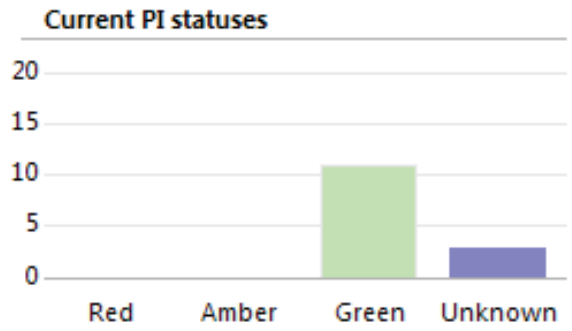
Environment Scrutiny Dashboard - Essential Reference Paper D

0 PIs at Red

0 PIs at Amber

11 PIs at Green

14 Total number of PIs



Best Performing (PIs)	Value	Target	Gauge
EHPI 6.9 Turnaround of NTO Representations	8 days	21 days	
EHPI 2.2 (45) Waste: missed collections per 100,000 c...	36.02	47	
EHPI 157a Processing of planning applications: Majo...	100.00%	60.00%	
EHPI 2.4 (47) Fly-tips: removal	1.12 da...	2.00 da...	
EHPI 6.8 Turnaround of Pre NTO PCN challenges (10 ...	8 days	14 days	
EHPI 2.1d Planning Enforcement: Initial Site Inspecti...	88.00%	75.00%	
EHPI 157b Processing of planning applications: Min...	89.00%	80.00%	
EHPI 157c Processing of planning applications: Othe...	99.00%	90.00%	
EHPI 2.23 (188) Planning decisions delegated to offic...	98%	90%	
EHPI 218a Abandoned vehicles - % investigated withi...	100.00%	95.00%	
EHPI 218b Abandoned Vehicles - % removed within 2...	100.00%	96.00%	
EHPI 191 Residual household waste per household	229		
EHPI 192 Percentage of household waste sent for re...	50.81%		
EHPI 2.1e Planning Enforcement: Service of formal N...		50.00%	

Worst Performing (PIs)	Value	Target	Gauge
EHPI 218b Abandoned Vehicles - % removed within 2...	100.00%	96.00%	
EHPI 218a Abandoned vehicles - % investigated withi...	100.00%	95.00%	
EHPI 2.23 (188) Planning decisions delegated to offic...	98%	90%	
EHPI 157c Processing of planning applications: Othe...	99.00%	90.00%	
EHPI 157b Processing of planning applications: Min...	89.00%	80.00%	
EHPI 2.1d Planning Enforcement: Initial Site Inspecti...	88.00%	75.00%	
EHPI 6.8 Turnaround of Pre NTO PCN challenges (10 ...	8 days	14 days	
EHPI 2.4 (47) Fly-tips: removal	1.12 da...	2.00 da...	
EHPI 157a Processing of planning applications: Majo...	100.00%	60.00%	
EHPI 2.2 (45) Waste: missed collections per 100,000 c...	36.02	47	
EHPI 6.9 Turnaround of NTO Representations	8 days	21 days	
EHPI 191 Residual household waste per household	229		
EHPI 192 Percentage of household waste sent for re...	50.81%		
EHPI 2.1e Planning Enforcement: Service of formal N...		50.00%	

Improving (PIs)	Value	Target	History
EHPI 157a Processing of planning applications: Majo...	100.00%	60.00%	
EHPI 157b Processing of planning applications: Min...	89.00%	80.00%	
EHPI 2.4 (47) Fly-tips: removal	1.12 da...	2.00 da...	
EHPI 218a Abandoned vehicles - % investigated withi...	100.00%	95.00%	
EHPI 6.9 Turnaround of NTO Representations	8 days	21 days	
EHPI 6.8 Turnaround of Pre NTO PCN challenges (10 ...	8 days	14 days	
EHPI 157c Processing of planning applications: Othe...	99.00%	90.00%	
EHPI 2.23 (188) Planning decisions delegated to offic...	98%	90%	

Deteriorating (PIs)	Value	Target	History
EHPI 2.2 (45) Waste: missed collections per 100,000 c...	36.02	47	
EHPI 191 Residual household waste per household	229		
EHPI 2.1d Planning Enforcement: Initial Site Inspecti...	88.00%	75.00%	
EHPI 192 Percentage of household waste sent for re...	50.81%		

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## EAST HERTS COUNCIL

### ENVIRONMENT SCRUTINY COMMITTEE – 12 NOVEMBER 2013

#### REPORT BY THE ENVIRONMENT SCRUTINY REVIEW TEAM

#### PERFORMANCE INDICATOR REVIEW

WARD(S) AFFECTED: ALL

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#### **Purpose/Summary of Report**

To report the findings of the performance indicator review.

#### **RECOMMENDATION FOR ENVIRONMENT SCRUTINY COMMITTEE:**

**That:**

<b>(A)</b>	The recommendations set out in paragraph 1.5 of <b>Essential Reference Paper 'B'</b> be noted and are incorporated into the 2013/14 Performance Indicator Estimate and Future Targets report, for the Executive to consider in March 2014, in preparation for 2014/15.
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#### 1.0 Background

1.1 In June 2013 the Executive requested that scrutiny review the relevance of the council's performance indicators and to determine if any new measures need to be introduced to help support the delivery of the council's priorities.

#### 2.0 Report

2.1 The review was undertaken by all three scrutiny committees, with each committee scrutinising their basket of performance indicators.

2.2 **Essential Reference Paper 'B'** sets out the purpose of the review, the methodology followed and the review team's recommendations.

2.3 **Essential Reference Paper 'C'** details all the lines of enquiry the review team raised, along with officer responses.

2.4 **Essential Reference Paper ‘D’** lists the proposed set of indicators for this scrutiny committee, assuming all recommendations are supported.

### 3.0 Implications/Consultations

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

### Background Papers

None.

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## ESSENTIAL REFERENCE PAPER 'A'

### IMPLICATIONS/CONSULTATIONS

Contribution to the Council's Corporate Priorities/ Objectives <i>(delete as appropriate):</i>	<p><b>Place</b></p> <p>This priority focuses on sustainability, the built environment and ensuring our towns and villages are safe and clean.</p> <p><b>Prosperity</b></p> <p>This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic opportunities and delivering cost effective services.</p>
Consultation:	All officers were consulted on the recommendations of the review.
Legal:	There are no legal implications.
Financial:	There are no financial implications.
Human Resource:	There are no human resource implications.
Risk Management:	Performance monitoring is in itself one aspect of the councils approach to risk management. Therefore a relevant and 'fit for purpose' basket of performance indicators is essential.

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## Scrutiny review of Performance Indicators - Environment Scrutiny

### Review Findings

- 1.1 **Purpose:** To review the relevance of the council's performance indicators and to determine if any new measures need to be introduced to help support the delivery of the council's priorities.
- 1.2 **Introduction:** Each scrutiny committee appointed a review team to scrutinise their basket of performance indicators. The team worked alongside the Performance Team, with technical support from service teams, to consider different options.
- 1.3 Background information was provided for each scrutiny committee as follows:
- How to establish good performance indicators
  - The different types of performance indicators available
  - Terms of reference of each scrutiny committee
  - The current basket of performance indicators for each committee
- 1.4 **Scrutiny focus:** Each review team asked the following questions:
1. Are there any measures in the current performance indicator set that you find unhelpful? If yes could we amend or remove them?
  2. Are there areas based on your committee's terms of reference and council priorities that are not covered by a performance measure? If 'yes' would be it beneficial to have a measure?  
  
A further question you may ask is 'What do I need to know in my role as scrutiny member to make sure things are getting better in the council?'
  3. Can measures from the LGA 'LG Inform' performance system be utilised? Are any relevant to what you would like to measure?

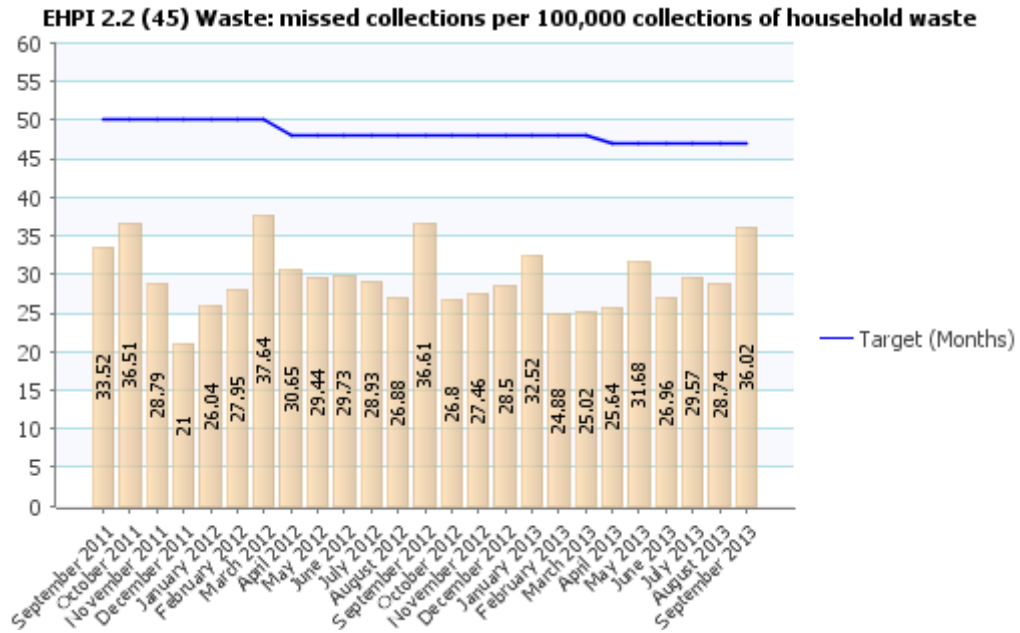
<b>Environment Scrutiny Committee</b>		
Review Team Members	Councillor Daniel Abbott	
	Councillor John Wyllie	
	Ceridwen Pettit - Corporate Planning and Performance Manager	
	Karl Chui - Performance Officer	
Number of review meetings held	2	Tuesday 2 July Tuesday 23 July
Total number of Performance Indicators relevant to Environment Scrutiny's terms of reference <b><u>pre review</u></b>	28 (76 indicators in total across the council, inclusive of unit cost measures)	

### 1.5 Scrutiny Review Recommendations - Summary:

1. All performance indicators were felt to be current and relevant, apart from the following which have been proposed for deletion:
  - Local Biodiversity - EHPI 197
  - Abandoned Vehicles - EHPI 218a and EHPI 218b
  
2. Members were keen that further measures be provided regarding the waste and recycling service and support the introduction of two new waste minimisation measures as follows:
  - Total waste collected by the district (kg per household) - the purpose behind this indicator is to show over time whether waste produced by householders is reducing or increasing. The Council works with the Herts Waste Partnership to actively encourage residents to think

about how they can minimise the amount of waste they produce and therefore the cost to the tax payer of collecting and disposing of it.

- Percentage of residual waste (refuse) sent for disposal - the aim behind this indicator is show how much 'black bin' residual waste (refuse) is being disposed of. The indicator will be the opposite of EHPI 192 – which only shows the percentage of recycling and not whether less is going to landfill.
3. Members felt that no further measures, available on the LG Inform performance system, need to be utilised at this stage. Key service areas are already covered by the council's current indicator set e.g. planning applications, waste and recycling and unit cost measures.
  4. The concern regarding road closure applications does not lend itself to performance indicator monitoring. Therefore the review team request that Environment Scrutiny Committee consider scrutinising this as part of their overall work programme.
  5. Lastly Members supported the recommendations made by the:
    - Community Scrutiny review team that an additional reference paper to the Healthcheck report be added, setting out a more detailed description of each performance indicator.
    - Corporate Business Scrutiny review team that:
      - i) the format of the scrutiny healthcheck reports are updated to show two years of trend data to assist performance analysis (see illustrative graph below) and



- ii) wording is added to all indicators in the indicator title section indicating whether it is a minimising or maximising measure.

Full details on the review team’s comments and recommendations can be found in **Essential Reference Paper ‘C’ and Essential Reference Paper ‘D’**.

1.6 Scrutiny Review Conclusion:

If Environment Scrutiny Committee support the review team’s findings and recommendations:

- The number of indicators relevant to Environment Scrutiny will reduce to 27. (Less the three proposed for deletion and an increase of two in relation to waste minimisation).
- The proposed changes will be incorporated into the 2013/14 Performance Indicator Estimate and Future Targets report, for Executive to consider in March 2014, in preparation for 2014/15.

Review of Environment Scrutiny Basket of Performance Indicators

Recommendations

Performance Indicator	Scrutiny Review - Comments	Officer Response	Scrutiny Review - Recommendation
<p><b>Planning Applications - EHPI 157a, 157b and 157c</b></p>	<p>Concern that performance for EHPI 157a was red for the 2012/13 annual outturn and within the year performance has been off target. Would like to know whether the indicator can be modified to show performance based on the 'process' that the council can control. For example can the clock be stopped if further negotiation is required due to third parties?</p> <p><i>What we need to know</i> - is it possible to 'stop the clock'; what would that mean for the statutory returns that are completed and how will we be affected by the new assessment framework for planning authorities.</p>	<p>These indicators have been in place at national level for many years. Throughout their life, the government has always been very clear that the time taken in dealing with an application is to be calculated from the day it is received with all the relevant information, through to the day that a decision notice is dispatched from the planning authority.</p> <p>No dispensation is permissible when progress is not being made, regardless of whether this is as a result of the actions of the applicants or other third parties, and not inaction on the part of the Council. So, it has always been the case that the clock cannot be stopped when, for example, an amendment to the submitted plans is being drawn up by the applicant and the Council is waiting to receive it, or the Council is awaiting response from an applicants solicitor in relation to a legal agreement.</p> <p>Because of this very strict consistent and nationally applied interpretation of the indicator, all software providers have geared their reporting systems in this way. The software system used by East Herts (Swift APAS) certainly works in that way. As a result, there is no automatic or system generated reporting that can be used to identify periods of inactivity that are due to third parties (and not the Council).</p> <p>To undertake such recording, manual systems, or secondary software systems would be required. The volume of applications dealt with by the service is in excess of 2000 per year, with up to 50 being dealt with each week. Additional resources would be required to operate an additional and/or separate manual time recording system as it would be beyond the current capacity of the team.</p>	<p><b>No additional monitoring to be undertaken to identify periods of inactivity due to third parties and the indicators remain as they are.</b></p> <p>Accepted officer advice and noted the extra resources that would be required to record such information separately.</p> <p><b>Suggest that the service continues to provide contextual information when performance data is reported. So when off target the reasons are clear. In addition the review team support the introduction for an additional reference paper to the Healthcheck report, setting out a more detailed description of each indicator.</b></p>

Performance Indicator	Scrutiny Review - Comments	Officer Response	Scrutiny Review - Recommendation
<b>Local Biodiversity - EHPI 197</b>	How much can we influence this indicator? Last 2 years there has been no change in the outturn. With the current pressure on resources are there any plans to improve performance? Also is it possible to monitor progress on local biodiversity through other means e.g. service plan monitoring.	This is an old national performance indicator. It is no longer a meaningful performance indicator as the sources of the data are external and, due to financial pressures, some of the organisations that captured the data are no longer able to do so which results in a year on year comparison being meaningless. The Council itself cannot influence the capture of the data and therefore officers support the proposal to drop the indicator.	<b>EHPI 197 is no longer monitored.</b>
<b>Abandoned Vehicles - EHPI 218a</b>	Should the focus be more on EHPI 218b removal of abandoned vehicles and therefore is EHPI 218a needed now. At the meeting the benefits of EHPI 218a in terms of measuring the speed of response and that it can help support contractor performance were discussed. <i>What we need to know</i> - Are there any other issues that need to be considered before a recommendation is made to drop EHPI 218a from the scrutiny healthcheck basket?	This indicator is fine as an internal management indicator as it monitors how quickly our staff inspect a vehicle once reported (a) and how quickly our contractor removes it (b). However, the number of abandoned vehicles in the district is now so low due to changes in legislation to control registration of vehicles and steel prices, that the indicator is really meaningless in terms of monitoring impact on the local environment.	<b>EHPI 218a and EHPI 218b is no longer monitored.</b> Status will be changed to SPI, as they will continue to be monitored by the service.
<b>Unit Cost - Penalty Charge Notice - EHPI 8.44</b>	The unit cost shows that the cost of processing the penalty charge notice is higher than the actual penalty charge. Obviously the unit cost will vary dependent on the number of notices processed. But should service costs be driven down to bring the unit cost lower? <i>What we need to know</i> - is it possible to reduce some of the service cost?	This is a statutory function. The charge is set by government and the council has no control over this. On-street enforcement costs more than one would ever have in the form of penalty charge notice. It always will. Compliance is the aim of on-street enforcement not income generation, in which case the cost per PCN issue will always increase. High levels of compliance reduce PCN issue and in turn increase unit cost. Only large city conurbations will break even or receive more receipts from penalty charge notice payment due to the nature of the towns.	Explanation helpful in understanding the full position. <b>Support continued promotion of positive parking messages, so local residents are clear on what we do, how we do it and how much it costs.</b>



Performance Indicator	Scrutiny Review - Comments	Officer Response	Scrutiny Review - Recommendation
		<p><b>Points to note:</b></p> <ul style="list-style-type: none"> <li>➤ The cost of the parking enforcement contract fell by in excess of £200,000 per annum when re-tendered. The service has been successful in driving the costs of enforcement down and running a very successful shared service contract.</li> <li>➤ Enforcement activities are subsidised by our car park pay and display income and this income, which far exceeds these costs continues to be the key source of council income after Council Tax.</li> <li>➤ Enforcement activities and hence cost are also governed by the enforcement policy, set by council in the Parking Strategy.</li> <li>➤ Members approved additional notice processing resource within the MTFP as a part investment in customer service and providing a good penalty charge notice processing operation given the magnitude of the contract saving achieved.</li> <li>➤ The costs can not be reduced further without changes to policies regarding levels of enforcement, or impacting notice processing performance.</li> </ul>	
<p><b>Recycling - new measures</b></p>	<p>An indicator (s) so the Committee can monitor the effectiveness of the new recycling collection that is being introduced in Autumn 2013. Obviously the current recycling indicator will play a significant part in this.</p> <p><i>What we need to know - Are there other measures that the service will be able to share with members, so they can scrutinise performance around this change. E.g. complaints, telephone enquiries. The Cllrs agreed if any new measures were introduced they only saw them as short term measures until the change in the service had settled down.</i></p>	<p>The service will be providing the Committee with feedback on the implementation of the scheme at their meeting in February 2014, June 2014 (as part of the contract performance report) and then a full analysis in September 2014. The number of extra enquiries the council receives about the new scheme will be included as part of the 'post implementation' reports. The Council already has a system for monitoring the number of corporate complaints.</p> <p>From next year the service will be recommending some new measures for waste collection performance, in addition to EHPI 191 and EHPI 192.</p> <p>Historically there has been an over emphasis on the amount of waste recycled which came out of the targets set by the previous Government. In fact the amount of waste reduced is more important environmentally than the amount recycled. The suggested new measures are:</p> <p>Total waste collected by the district (kg per household) - the</p>	<p><b>Support the introduction of two new waste minimisation indicators.</b></p>

Performance Indicator	Scrutiny Review - Comments	Officer Response	Scrutiny Review - Recommendation
<p>Page 66</p>		<p>purpose behind this indicator is to show over time whether waste produced by householders is</p> <ul style="list-style-type: none"> <li>➤ reducing or increasing. The Council works with the Herts Waste Partnership to actively encourage residents to think about how they can minimise the amount of waste they produce and therefore the cost to the tax payer of collecting and disposing of it.</li> <li>➤ Percentage of residual waste (refuse) sent for disposal - the aim behind this indicator is show how much 'black bin' residual waste (refuse) is being disposed of. The indicator will be the opposite of EHPI 192 – which only shows the percentage of recycling and not whether less is going to landfill.</li> </ul> <p><b>Targets</b> - both these measures will be given profiled targets (e.g. targets will vary each quarter) to take account of seasonal trends. There will be one annual target.</p> <p><b>Monitoring frequency:</b></p> <ul style="list-style-type: none"> <li>➤ <b>Quarterly</b> - average based on the outturn for the three months in the quarter e.g. outturn for Quarter 1 will be based on April, May and June data.</li> <li>➤ <b>Annually</b> - as part of the normal outturn process.</li> </ul> <p>The service has tested these measures.</p>	
<p><b>Cycle paths - new measures</b></p>	<p>Local concerns are emerging in the district regarding the lack of cycle paths and the poor condition of some. It would not be appropriate to develop a performance indicator on this topic. However it was suggested that perhaps a question could be considered for inclusion in the residents' survey to ascertain evidence of need across the District. Once the data is available a decision can be made as to whether there is a need for a council wide response or whether the need is managed within the local community.</p>	<p>The residents' survey is being undertaken this year and 'cycle paths' could be added as an option in the list of areas available for the following questions:</p> <ul style="list-style-type: none"> <li>➤ Which of the things below would you say are most important in making somewhere a good place to live?</li> <li>➤ Thinking about this local area, which of the things below, if any, do you think most need improving?</li> </ul> <p>Request has been left with the Engagement and Partnerships Officer (Equalities &amp; Consultation) to consider and share with SMG as part of the drafting of the Resident Survey questions.</p>	<p><b>Support the inclusion of cycle paths in the list of issues for residents to choose from in the residents' survey so that the level of need can be ascertained.</b></p>

Performance Indicator	Scrutiny Review - Comments	Officer Response	Scrutiny Review - Recommendation
<p><b>Road Closures - new measures</b></p>	<p>An indicator to measure the speed of processing road closure applications. Concern that there have been cases across the District where the process has taken too long. They are aware that other parties as well as the council have a role to play in making the decision.</p> <p><i>What we need to know</i> - Do you have a service standard in place for this? Having researched the website the road closure form states that HCC need 6 months notice. Is this for all types of roads or does the notice vary dependent on road type? How many decisions take longer than 6 months?</p>	<p>Community Safety and Health only have a small part of dealing with road closures. They are the single point of contact for all large events. Event organisers are encouraged to notify the service of an event using an event form available online. This form is also used to ask for information on road closures. Most of the delay is because the organisers do not clearly state what they are asking for and the service has to liaise them about this. Some very simple road closures fall to the District Council to grant. Where this is the case the details are passed onto Democratic Services. Other road closures are dealt with by HCC highways who ask for 6 months notice.</p> <p>The council has no control over road closure request sent to HCC or timing, the determining criteria for us is the purpose of the closure derived from legislation.</p>	<p>Recognise that this area may not lend itself to performance indicator monitoring but would still like to scrutinise the process further due concerns with road closure applications recently submitted. <b>Review team to take this issue back to Environment Scrutiny to consider as part of their overall work programme.</b></p>

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## Performance Indicators by Corporate Priority



Th	Place
Ob	Ensure future development meets the need of the district and its residents
<b>PI Code &amp; Short Name</b>	
EHPI 157a Processing of planning applications: Major applications	
EHPI 157b Processing of planning applications: Minor applications	
EHPI 157c Processing of planning applications: Other applications	
EHPI 159 Supply of ready to develop housing sites	
EHPI 2.1d Planning Enforcement: Initial Site Inspections	
EHPI 2.1e Planning Enforcement: Service of formal Notices	
EHPI 2.23 (188) Planning decisions delegated to officers	

Th	Place
Ob	Maintain our clean streets and reduce litter
<b>PI Code &amp; Short Name</b>	
EHPI 195a Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter	
EHPI 195b Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus	
EHPI 195c Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Graffiti	
EHPI 195d Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Fly-posting	

Th	Place
Ob	Maintain our parks, play areas and open spaces
<b>PI Code &amp; Short Name</b>	
EHPI 197 Improved Local Biodiversity — proportion of Local Sites where positive conservation management has been or is being implemented	
EHPI 2.4 (47) Fly-tips: removal	
EHPI 218a Abandoned vehicles — % investigated within 24 hrs	
EHPI 218b Abandoned Vehicles — % removed within 24 hours of required time	

Th	Place
Ob	Reduce residual waste and increase our recycling rate
<b>PI Code &amp; Short Name</b>	
EHPI 2.2 (45) Waste: missed collections per 100,000 collections of household waste	
EHPI 191 Residual household waste per household	
EHPI 192 Percentage of household waste sent for reuse, recycling and composting	
EHPI 90b Satisfaction with waste recycling	

<b>Th</b>	<b>Prosperity</b>
<b>Ob</b>	Deliver value for money
<b>PI Code &amp; Short Name</b>	
EHPI 8.28 Net cost of Development Control per application	
EHPI 8.30 Net cost of Building Control per inspection	
EHPI 8.44 Net average cost per penalty charge notice processed	
EHPI 8.47 Net cost of Street Cleaning per annual linear metres 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	
EHPI 86 Cost of household waste collection	

<b>Th</b>	<b>Prosperity</b>
<b>Ob</b>	Enhance the economic well being of East Herts
<b>PI Code &amp; Short Name</b>	
EHPI 6.8 Turnaround of Pre NTO PCN challenges (10 working days)	
EHPI 6.9 Turnaround of NTO Representations	

<b>NEW</b>	Total waste collected by the district (kg per household)
<b>NEW</b>	Percentage of residual waste (refuse) sent for disposal

~~Text~~ Strikethrough text = proposed deleted performance indicators

## EAST HERTS COUNCIL

### ENVIRONMENT SCRUTINY – 12 NOVEMBER 2013

#### CHIEF EXECUTIVE AND DIRECTOR OF CUSTOMER AND COMMUNITY SERVICES

#### 2013/14 SERVICE PLANS – SUMMARY OF PROGRESS AND EXCEPTIONS REPORT

WARD(S) AFFECTED: ALL

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#### **Purpose/Summary of Report**

- This exception report provides a mid-year summary of the council's achievements against its priorities for 2013/14 and details those service plan actions that are either off target, require a revised completion date or are proposed for deletion or suspension. This report also monitors the outstanding service plan actions from 2012/13 and 2011/12, which are detailed in **Essential Reference Papers "D" and "E"**.

<b><u>RECOMMENDATION FOR ENVIRONMENT SCRUTINY: That:</u></b>	
<b>(A)</b>	<b>The progress against the council's priorities and the revised completion dates, suspensions and deletions against 2013/14 Service Plan actions and 2012/13 and 2011/12 Service Plan actions be received;</b>
<b>(B)</b>	<b>The Executive be advised of any recommendations; and</b>
<b>(C)</b>	<b>Scrutiny Committee be requested to provide feedback on the Dashboard module detailed in Essential Reference Paper "Ci". (Paragraph 2.4)</b>

#### 1.0 Background

- 1.1 The 2013/14 Service Plans were scrutinised by the joint meeting of Scrutiny Committees held on 12 February 2013 and approved by the Executive at its meeting on 5 March 2013.
- 1.2 Service plan reports are exception reports. To help focus scrutiny discussion officers have listed the actions that are either off

target, have a revised completion date, been deleted or suspended.

1.3 This report covers the period 1 April to 30 September 2013 for the following services:

- Information, Parking and Customer Services (in relation to Parking only)
- Environmental Services
- Planning and Building Control

1.4 In addition, outstanding actions from 2012/13 and 2011/12 Service Plans will also form part of the 2013/14 monitoring process.

2.0 Report

### **2013/14 Analysis**

2.1 In total, there are 29 actions in the 2013/14 Service Plans, of which:

10% (3) have been achieved

55% (16) are on target

3% (1) is off target

17% (5) have had their completion dates revised.

10% (3) have been suspended.

3% (1) has been deleted.

2.2 An overview of all council achievements by Corporate Priority for 2013/14 are detailed in **Essential Reference Paper “B”**

2.3 **Essential Reference Paper “C”** details 2013/14 Service Plan actions that are either off target, had their completion dates revised, been suspended or have been deleted. For ease of reference, these have been categorised by Corporate Priority. Full progress comments on all 2013/14 Service Plan actions can be accessed by referring to the Council’s performance



management system, Covalent ([www.covalentcpm.com/eastherts](http://www.covalentcpm.com/eastherts)).

- 2.4 **Essential Reference Paper “Ci”** provides a visual representation of performance through action summaries and simple at-a-glance charts. The Performance Team is currently trialling a new module on the Council’s performance management system Covalent called ‘Dashboards’. The new module will come as an additional cost should the Council decide to adopt it following member and officer consultation. Members are asked to comment on whether they find this additional reference paper useful to support the overall evaluation of the module.

### **2012/13 Analysis**

- 2.5 In total, there are six outstanding actions from the 2012/13 Environment Service Plan and Planning and Building Control Plan of which:

33% (2) have been achieved.

17% (1) has had its completion date revised.

50% (3) have been deleted as the activity is duplicated in a 2013/14 Service Plan. The actions to be deleted are:

- 12-PBC03 - Planning Policy - Production of and consultation on LDF Core Strategy, preferred options
- 12-PBC04 - Conservation - programme of Conservation Area Assessment work
- 12-PBC06 - DC and BC - Procurement process for replacement IT system for BC and DC

- 2.6 **Essential Reference Paper “D”** provides more detail on the status of these six actions.

### **2011/12 Analysis**

- 2.7 In total, there are two outstanding actions from the 2011/12 Environment Service Plan of which:

50% (1) has been achieved.

50% (1) is on target.

2.8 **Essential Reference Paper “E”** provides more detail on the status of these two actions.

### 3.0 Implications/Consultations

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

### Background Papers

2013/14 Service Plans report to Executive on 5 March 2013.

<http://online.eastherts.gov.uk/moderngov/ieListDocuments.aspx?CId=119&MId=1792&Ver=4>

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**IMPLICATIONS/CONSULTATIONS**

<p>Contribution to the Council's Corporate Priorities/ Objectives <i>(delete as appropriate):</i></p>	<p><b><i>People</i></b> This priority focuses on enhancing the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</p> <p><b><i>Place</i></b> This priority focuses on the standard of the built environment and our neighbourhoods and ensuring our towns and villages are safe and clean.</p> <p><b><i>Prosperity</i></b> This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic and social opportunities.</p>
<p>Consultation:</p>	<p>There are no specific consultation implications arising directly from this report.</p>
<p>Legal:</p>	<p>There are no specific legal implications arising directly from this report.</p>
<p>Financial:</p>	<p>There are no specific financial implications arising directly from this report.</p>
<p>Human Resource:</p>	<p>There are no specific human resource implications arising directly from this report.</p>
<p>Risk Management:</p>	<p>There is a generic risk management implication arising from this report, in terms of not completing the actions from Service Plans would be likely to result in not achieving the Corporate Priorities and Objectives.</p>

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**Telling the Story – An overview of achievements by Corporate Priority up to 30 September 2013:**

Please note only the objectives where there are achievements to report have been listed and where an achievement relates to a specific service plan action this has been referenced.

Priority: People	What we want to achieve	What we have done
	<p><b>Objective:</b> Reduce fuel poverty</p>	<ul style="list-style-type: none"> <li>• Considered options for a partnership model to support the introduction of the Green Deal in 2013. However, national uptake of Green Deal (GD) scheme remains very low, so developing a Hertfordshire option is not considered viable at this stage. A working group will review the Green Deal scheme in the next year. In interim, East Herts Insulation Grants will be re-launched in October 2013. (13-CSHS04)</li> </ul>
	<p><b>Objective:</b> Increase community engagement</p>	<ul style="list-style-type: none"> <li>• Worked in partnership with Inspirational Arts and the Hertfordshire Music Service to give young performers the opportunity to step into the limelight with the 3music project. Over the years 3Music has successfully acted as a starting block for many young performers seeking a career in the theatre and music industry.</li> <li>• Held 3<sup>rd</sup> annual Community Sports Awards event to recognise local sporting talent and celebrate achievements of East Herts Schools in Herts School &amp; Youth Games - 16 awards were presented in 9 categories with individuals winning Sports Performer of the Year (over &amp; under 18), Volunteer of the Year (over &amp; under 18), Coach of the</li> </ul>

		<p>Year (over &amp; under 18) and Service to Sport Award and clubs winning Sporting Achievement of the Year and Club of the Year. Award winners came from across the district - Bishops Stortford Canoe Club winning Coach of the Year and Bury Rangers FC winning Club of the Year and individual performers in swimming, cycling, badminton and canoeing coming from Hertford, Ware, Great Amwell and Bishops Stortford. There was good press coverage of the Awards.</p> <ul style="list-style-type: none"> <li>Revised all councillor role descriptions to highlight the requirements of community engagement as well as providing a programme of support to help members respond to this increasing role (13-DLSS02) and three community engagement grants have been allocated to councillors to date to support public engagement meetings within their constituency.</li> </ul>
	<p><b>Objective:</b> Deliver strong and relevant services</p>	<ul style="list-style-type: none"> <li>Continued to explore a range of shared service provision with other councils by jointly procuring a new cleaning contract with Stevenage and North Herts Council so that we can improve the level of cleanliness in council offices within the budget we have and now share a Payroll and HR system with Stevenage Council, to improve resilience. (13-FMEM02 and 13-HR04)</li> </ul>
	<p><b>Objective:</b> Improve outcomes for vulnerable families and individuals</p>	<ul style="list-style-type: none"> <li>Contributed, as part of the East Herts Local Strategic Partnership to: <ul style="list-style-type: none"> <li>Jointly funding a new time banking scheme in Buntingford in partnership with Hertfordshire County Council. The scheme is run by the North Herts Centre for Voluntary Service. Participants who sign up are able to donate time towards helping others in any way they feel they are able. In return they receive an equivalent</li> </ul> </li> </ul>

amount of time back from somebody helping them. The scheme is aimed at engaging some of the most vulnerable members of society, but is open to anybody to join in.

- Helped a group of widows and widowers aged 70 plus develop their cooking skills and to reduce social isolation that is increasing in this age group. A seven week course held at Dixon Place sheltered housing, facilitated a supportive atmosphere for people to develop their cooking skills, consider portion size, increase their confidence and build friendships.
- Developed a three-year agreement which will provide East Herts Citizens Advice Service with £129,000 on an annual basis, subject to a yearly review. This will help to ensure a wide range of support on many issues affecting people's lives continues to be provided. For example housing debt, benefits and housing advice.
- Built a young persons supported accommodation in Hertford. The new accommodation will provide 14 flats to support up to 28 East Herts residents aged 16 - 24 that are in housing need. In addition residents will also receive training and support whilst living there. The accommodation opened on 18 October 2013. (13-HO1)
- Of the 36 discretionary "activity" grants that we have awarded, 16 were to groups serving vulnerable adults or children. It is anticipated that this grant aid will support older and vulnerable people to live more fulfilling and independent lives, reducing their isolation and providing opportunities for physical and mental activity.

Priority: Place	What we want to achieve	What we have done
	<p><b>Objective:</b> Reduce the carbon dioxide emissions from our own operations by 25% by 2020 and work with partners to reduce the emissions of households and businesses</p>	<ul style="list-style-type: none"> <li>• Introduced measures and changes to ensure the Council is on target to reduce carbon dioxide emissions from its own buildings and the services it provides. Changes that have been introduced include:               <ul style="list-style-type: none"> <li>➤ Pool covers at Fanshawe and Ward Freeman leisure centres as well as motion sensor lighting to reduce lighting use and energy-efficiency glazing has been installed at Grange Paddocks to reduce heating costs.</li> <li>➤ Solar reflective blinds in the council's Wallfields offices in Hertford.</li> <li>➤ Sensor-controlled lighting and new glazing at Hertford Theatre.</li> <li>➤ Newer more efficient vehicles as part of the waste contract and the rescheduling of collection rounds to maximise efficiency by using mapping software</li> </ul> </li> </ul> <p>All these initiatives have contributed to a 13% reduction in CO<sub>2</sub> emissions since 2009. (13-ES17)</p>
	<p><b>Objective:</b> Maintain our clean streets and reduce litter</p>	<ul style="list-style-type: none"> <li>• Supported litter picking campaigns across the district to help improve environment cleanliness, encourage as many people as possible to pick up litter and promote policies that will stop people littering. For example:               <ul style="list-style-type: none"> <li>➤ Ware Beavers took part in a litter pick in Ware and the Council provided each Beaver with a litter picking set.</li> </ul> </li> </ul>





		<ul style="list-style-type: none"> <li>➤ Staff from Hanbury Manor Hotel and Country Club in Ware walked along the River Lea towpath from Ware to St Margarets.</li> <li>• Worked with local housing associations and the Dogs Trust to provide free micro chipping as part of a campaign associated with a national drive to encourage responsible pet ownership. Micro chipping pets ensures they can be reunited with owners quickly should they stray and helps reduce kennelling and re-homing costs. During the campaigns 148 dogs were 'chipped'. From 2016 it will be a legal requirement for owners to have their dogs micro chipped.</li> <li>• Won the silver footprint RSPCA award, which is a national scheme that recognises local authorities that have clear procedures and policy on stray dogs. Up to end of September 2013 the council received 174 reports of stray dogs (both lost and found). 71 were collected by the Council of which 47 were reunited with their owners. The remainder were rehomed. (13-ES12).</li> </ul>
	<p><b>Objective:</b> Maintain our parks, play areas and open spaces</p>	<ul style="list-style-type: none"> <li>• Consulted on the Parks and Open Spaces Strategy for the next five years, to ensure that our green spaces, parks and playgrounds continue to be looked after. Consultation was held with 30 external stakeholders and 42 other interest groups. Responses and comments were integrated into the strategy and it was approved at the Executive on 1st October 2013. (13-ES16)</li> <li>• Hartham Common joined a national scheme - the Queen Elizabeth II Fields Challenge - to provide a permanent legacy of the Diamond Jubilee 2012 and the London 2012 Olympics. The green space is one of 2,012 sports pitches, woodlands, play areas, gardens and parks across Britain joining the challenge which has committed to ensuring</li> </ul>




		<p>these sites are preserved for the future.</p> <ul style="list-style-type: none"> <li>• Raised awareness and use of open spaces by holding a 'Love Parks' week, at Southern Country Park and Pishiobury Park. The Get Park Active events are designed to promote outdoor leisure and healthy lifestyles.</li> <li>• Retained our two 'green flags' for The Ridgeway in Hertford (for the fifth year running) and Southern Country Park in Bishop's Stortford (for the sixth year running).</li> </ul>
	<p><b>Objective:</b> Reduce anti social behaviour and the fear of crime</p>	<ul style="list-style-type: none"> <li>• Launched 'Who should I call?' leaflet in partnership with Hertfordshire Police and Hertfordshire County Council. It lists the most common subjects that people are unsure about from potholes and street lights to anti-social behaviour and includes telephone, website and Twitter contact details.</li> <li>• Grant funded 20 projects in partnership with CVS to provide summer activities for young people. The activities ranged from outdoor games and sports, holiday play schemes, gardening for people with learning difficulties, dance, drama and podcasting activities to den building, educational events, fun days and trips out. For the first time, we were able to expand our popular Play Ranger project into Sawbridgeworth and Bishop's Stortford. In 2013, more than 2,800 children and young people took part. This is slightly lower than the participation level in 2012 of 2,980 children and young people. The reduction is due to fewer providers putting forward high volume programmes in 2013.</li> </ul>




Priority: Prosperity	What we want to achieve	What we have done
	<p><b>Objective:</b> Deliver value for money</p>	<ul style="list-style-type: none"> <li>• Approved a plan for East Herts Council to join forces with Stevenage Borough Council to provide ICT, Business Improvement, Print and Design Services in partnership. The plan was also approved by the Executive at Stevenage. As well as delivering financial savings, the shared service will strengthen resilience and improve the efficiency of the services we provide to our customers. (13-HR02 and 13-ICT01)</li> </ul>
	<p><b>Objective:</b> Enhance the economic well being of East Herts</p>	<ul style="list-style-type: none"> <li>• Contributed, as part of the East Herts Local Strategic Partnership to the: <ul style="list-style-type: none"> <li>➤ Development of a Work Club. Hertford Fire and Rescue Service in partnership with Jobcentre Plus formed a work club at their Hertford based head quarters to help support the Get East Herts Working Initiative. Championed and awarded funding by the Local Strategic Partnership (LSP), the scheme is aimed at helping people who are looking for work who do not have access to IT facilities at home, get online and find employment.</li> </ul> </li> <li>• Supported the Love Your Local Market initiative by showcasing locally grown produce regularly available at Hertford's markets in May 2013.</li> <li>• Made additional short stay parking available at Gascoyne Way car park in Hertford on Saturdays, making visits to the Town easier. All four levels of the car park will give customers the option of parking for 1, 2, 3, 4, or 5 hours on Saturday. The change comes in response to public feedback, backed up by the Council's own findings, that the</li> </ul>



		bottom two floors are sometimes unable to meet short stay parking demand on Saturdays.
	<b>Objective:</b> Deliver sustainable rural business growth	<ul style="list-style-type: none"><li>• Provided free advice for rural businesses through a scheme set up by East and North Herts Councils.</li></ul>
	<b>Objective:</b> Protect the environment	<ul style="list-style-type: none"><li>• Facilitated a habitat restoration project to protect the wet grassland and botanical species at Thorley Wash Nature Reserve (a Site of Special Scientific Interest). The project was awarded money from a number of agencies, including £64,288.80 from the Rural Development Programme for England (RDPE), managed by East Herts Council. Funding was also secured from Growth Area Funding via Harlow Council, the Environment Agency, and the Highways Department of Hertfordshire County Council.</li></ul>



Action Code	Action Title	Action Description	Due Date	April - September 2013 Status	Notes
<b>People</b>					
<b>Deilver strong and relevant services</b>					
13-IPCS08	Self-Service Parking Permits	<p><b>Target:</b> Residents in controlled permit zones will no longer be required to always visit Council Offices in normal opening hours to purchase their permits</p> <p><b>Outcome:</b> 50% of permit transactions delivered on-line</p> <p><b>Critical Success Factors:</b> IT and contractor interfaces, contractor IT capability</p> <p><b>Environmental Impacts:</b> Positive, efficient electronic service design.</p>	<p><del>31 August 2013</del></p> <p>31 March 2014</p>	 Revised Completion Date	April - September 2013. IT solution in full testing phase. Issues discovered within IT processes which are being addressed. Completion date revised to March 31st 2014.
<b>Place</b>					
<b>Maintain our clean streets and reduce litter</b>					
13-ES14	Review of Environmental Crime enforcement procedures.	<p><b>Target:</b> Completed review of all environmental crime enforcement procedures and increased public knowledge of environmental crime</p> <p><b>Outcome:</b> Review Environmental Crime Policies to ensure they are up to date. Improved service and customer knowledge of Environmental Crime and enforcement procedures via publicity, website improvements and customer service training</p> <p><b>Critical Success Factors:</b> Staff resources, Web and IT support. Support of external partners. Member support. Government implementing planned changes to Anti-social Behaviour legislation</p> <p><b>Environmental Impacts:</b> Reduction in Environmental Crime across the District.</p>	30-Dec-2013	 Action Suspended	April - September 2013. Action suspended. Currently awaiting for Government to complete legislation. This is unlikely to be done in the current year and therefore the project has been put back to 2014/15, as reported to Environment Scrutiny Committee in June 2013.

Action Code	Action Title	Action Description	Due Date	April - September 2013 Status		Notes
13-IPCS09	Mobile Parking Enforcement	<p><b>Target:</b> Cost effective enforcement of non-compliance hot spots implemented in line with approved council policy and operational within Q1</p> <p><b>Outcome:</b> Increased compliance with parking restrictions in line with approved Council policy</p> <p><b>Critical Success Factors:</b> Contractor delivery to specification</p> <p><b>Environmental Impacts:</b> n/a</p>	<p><del>31-August-2013</del></p> <p>31 March 2014</p>		Revised Completion Date	<p>April - September 2013. Hertfordshire County Council (HCC) unable to confirm status of TROs in place for school zig-zags. Solution to resolve this in place with HCC support. Ministers have proposed legislation to change use of mobile ANPR vehicles. Council will proceed with checking TROs but will not incur further cost on project until legislative direction clear. Completion date revised to March 31st 2014.</p>
13-IPCS10	Vehicle Removals	<p><b>Target:</b> Cost effective operation of vehicle removal in respect of motorists in persistent contravention</p> <p><b>Outcome:</b> Increased compliance and reduction in level of persistent evasion</p> <p><b>Critical Success Factors:</b> Delivery of efficient service by contractor</p> <p><b>Environmental Impacts:</b> n/a</p>	31-Aug-2013		Action To Be Deleted	<p>April - September 2013. Further cost/benefit analysis showed that proposal would not be effective in terms of enforcement or tax payers money so Executive approved recommended abandonment of action on 6 August 2013.</p>
<b>Reduce residual waste and increase our recycling rate</b>						
13-ES07	Develop and deliver campaigns to promote recycling of waste electrical equipment and textiles	<p><b>Target:</b> Campaign delivered</p> <p><b>Outcome:</b> Reduced disposal to landfill, increase in WEEE and textiles reuse/recycling</p> <p><b>Critical Success Factors:</b> Support from contracts and partners</p> <p><b>Environmental Impacts:</b> Reduction in disposal. Increase in WEEE and textile recycling</p>	31-Dec-2013		Action Suspended	<p>April - September 2013. Action Suspended. As a result of the Council's decision to implement SPARC the current priority for the service is the delivery of the new recycling service and resources are fully utilised on this project. This project will slip to 2014/15.</p>

Action Code	Action Title	Action Description	Due Date	April - September 2013 Status		Notes
13-ES08	Reduce recycling contamination at communal properties through fitting aperture lids where necessary.	<p><b>Target:</b> Project implemented</p> <p><b>Outcome:</b> Reduced disposal, increased recycling and income. Reduced contract costs</p> <p><b>Critical Success Factors:</b> Funding; cooperation of contractor</p> <p><b>Environmental Benefits:</b> Increased recycling, decreased disposal.</p>	31-Mar-2014		Action Off Target	April - September 2013. Action delayed. Currently the priority for the service is the delivery of the new recycling service and resources are fully utilised on this project. Review of collection arrangements at communal properties to include new materials will be undertaken as part of a second phase of the SPARC project. This will include consideration of different container types.
13-ES10	Research and report on the viability of obtaining sponsorship for recycling incentives	<p><b>Target:</b> Report assessing business case</p> <p><b>Outcome:</b> Provide report on viability of sponsorship, levels and form of incentives</p> <p><b>Critical Success Factors:</b> Possibility of sufficient sponsorship</p> <p><b>Environmental Benefits:</b> Increased recycling if sponsorship obtained and incentives introduced.</p>	31-Mar-2014		Action Suspended	April - September 2013: Action suspended. As a result of the Council's decision to implement SPARC the current priority for the service is the delivery of the new recycling service and resources are fully utilised on this project. This project will slip to 2014/15.
<b>Prosperity</b>						
<b>Deliver value for money</b>						
13-PBC05	BC - consideration of service delivery methods - possible mutual arrangement	<p>Target: Future method of service delivery established</p> <p>Outcome: Efficient service delivery</p> <p>Critical Success Factors: Fully assessed potential scope of business</p> <p>Environmental Impacts: Maintaining safe and healthy built environment</p>	<p><del>30 June 2013</del></p> <p>31 December 2013</p>		Revised Completion Date	April - September 2013. Action not achieved by the anticipated date. However, assessment of future service delivery is now taking place through joint work with other Herts authorities and facilitated by the LGA. Anticipated that the outcome of this will be reported prior to the end of the year. Revised completion date of December 2013 from June 2013.

Action Code	Action Title	Action Description	Due Date	April - September 2013 Status	Notes	
<b>Enhance the economic well being of East Herts</b>						
13-IPCS11	Grange Paddocks Project	<p><b>Target:</b> Increased use of car park on the outskirts of town, motorists benefitting from lower long stay rates, successful use of Link and Northgate End for short term stays, encouraging more shopping/visits to the town</p> <p><b>Outcome:</b> Occupancy levels in grange Paddocks long stay increase creating capacity for short stay closer to the town as measured by changes in ticket issue and occupancy counts</p> <p><b>Critical Success Factors:</b> Successful implementation of Traffic Regulation Orders, consistency in pricing policy, stability in availability of parking (Council and non-Council)</p> <p><b>Environmental Impacts:</b> n/a</p>	<p><del>31 August 2013</del></p> <p>31 March 2014</p>		Revised Completion Date	<p>April - September 2013. Main Chantry Scheme TRO amendments following 6 month consultation of implementation complete. Order in process of being sealed. Implementation in October 2013 on street. Late petition from Willow Close after statutory process has led Council to recommend further review of implementation in this Close 6 months after implementation of the extension of the scheme to include Willow Close. Consultation planned for March 2014. Completion date revised to March 31st 2014.</p>
13-IPCS12	Car Park Fees and Charges	<p><b>Target:</b> Maintenance of car parking income whilst encouraging the use of businesses in our towns</p> <p><b>Outcome:</b> Delivery of budgeted income, positive feedback from motorists and businesses regarding the impact of charging policies</p> <p><b>Critical Success Factors:</b> The retail offers in our towns remain competitive, effective communication and promotion of policies</p> <p><b>Environmental Impacts:</b> n/a</p>	<p><del>31 August 2013</del></p> <p>30 November 2014</p>		Revised Completion Date	<p>April - September 2013. Modelling undertaken by Officers for portfolio holder. Large fluctuations in income in the first half of the year require close monitoring as budgeted levels of income are unlikely to be achieved based on parking behaviour observed. Completion date revised to 30 November 2013.</p>

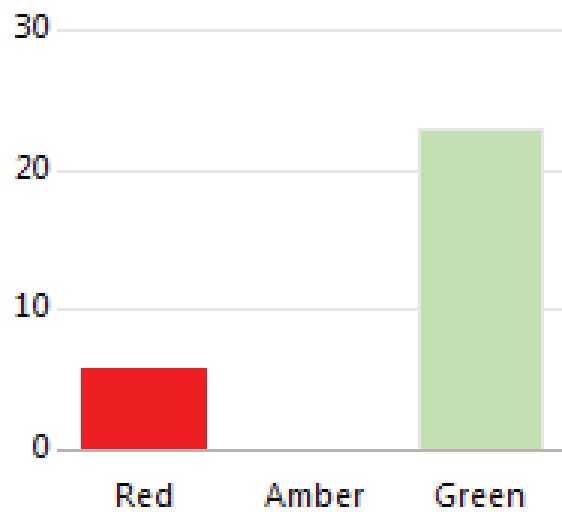


## 2013/14 Environment Scrutiny - Service Plan Analysis - ERP 'Ci'

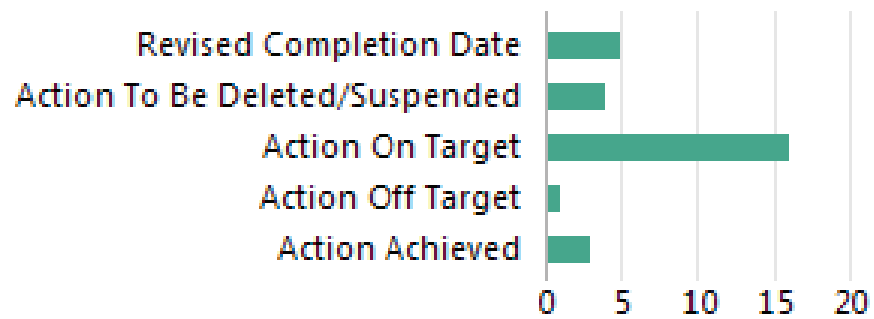
**29** Actions on this dashboard

**6** Overdue Actions on this dashboard

Traffic Light






Expected Outcome






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## Outstanding 2012/13 Service Planning Report (April - September 2013 progress)

Action Code	Action Title	Action Description	Original Due Date	April - September 2012 status	October - December 2012 status	January - March 2013 status	April - September 2013 Status	Notes
<b>Prosperity</b>								
Continue the streamlining of back office functions in order to ensure an efficient and sustainable Council for the future.								
12-PBC06	DC and BC - Procurement process for replacement IT system for BC and DC	<p><b>Target:</b> Single replacement software for both services</p> <p><b>Outcome:</b> More resilient and flexible services</p> <p><b>Critical Success Factors:</b> Cost of software and implementation process</p> <p><b>Environmental Impacts:</b> Greater customer self-service</p>	31-Mar-13	Action On Target	Revised Completion Date (to 31 March 2014)	Action On Target	 Action to be deleted	April - September 2013. Further progress made with the identification of a programme of soft market testing. This action is a duplicate of 13-PBC04, therefore it is suggested that this activity is only monitored once through the 2013/14 Service Plan and is therefore discontinued.
12-ES01	Carry out a feasibility study to identify further opportunities for commercial business and income generation by the service within the available resources	<p><b>Target:</b> Feasibility study complete</p> <p><b>Outcome:</b> Proposals on income generation opportunities brought forward. Potential to increase income to support statutory functions</p> <p><b>Critical Success Factors:</b> Staff resources; Support from legal services (powers and duties legislation); economic climate</p> <p><b>Environmental Impacts:</b> Potential to improve pest control services to residents and businesses</p>	30-Sep-12	Revised Completion Date (to 31 March 2013)	Off Target	Revised Completion Date (to 30 June 2013)	 Achieved	April - September 2013. Action Completed. New changes agreed by Council for events and activities on open spaces from April 2013. Transaction costs for selling low value items to the public are currently prohibitive and this issue is to be picked up as part of a wider corporate project to look at streamlining sales and income collection to keep overheads on small items down.
12-ES14	Implement Business Process Improvement Recommendations for the delivery of remote and mobile working for field staff	<p><b>Target:</b> Remote working IT systems and procedures in place and operational</p> <p><b>Outcome:</b> Improved efficiency and speed of response. MTFP financial targets achieved</p> <p><b>Critical Success Factors:</b> Staff resources; approval of IT Capital Programme; Support from IT Services and Customer Services</p> <p><b>Environmental Impacts:</b> Increased speed of response for dealing local environmental issues such as fly tipping, litter, graffiti which will improve the quality of the local environment</p>	30-Sep-12	Revised Completion Date (to 31 March 2013)	Action On Target	Revised Completion Date (To 30 June 2013)	 Revised Completion Date	April - September 2013: Revised completion date. Project proceeding well but delayed due to supply issues for new handhelds. New system implemented and currently in the final stages of testing. Anticipate full role out by end December 2013.

Page 92 Action Code	Action Title	Action Description	Original Due Date	April - September 2012 status	October - December 2012 status	January - March 2013 status	April - September 2013 Status		Notes
12-ES15	Provide business environment for remote and mobile working function within Environmental Services	<b>Target:</b> New business processes in place <b>Outcome:</b> Real time data capture resulting in faster response to issues and complaints. Demonstrable efficiency gains <b>Critical Success Factors:</b> Staff resources; support from IT Services <b>Environmental Impacts:</b> Increased speed of response for dealing local environmental issues such as fly tipping, litter, graffiti which will improve the quality of the local environment	30-Sep-12	Revised Completion Date (to 31 March 2013)	Action On Target	Revised Completion Date (To 30 June 2013)		Achieved	April - September 2013. Action Complete. Procedures in place. Final phase of systems testing before role out. Action ES12-14 refers.
Establish a sound planning framework for the District through the implementation of the Local Development Framework (LDF).									
12-PBC03	Planning Policy - Production of and consultation on LDF Core Strategy, preferred options	<b>Target:</b> Consultation version available by end of 2012 <b>Outcome:</b> Further progress toward final Core Strategy <b>Critical Success Factors:</b> Staff skills and availability <b>Environmental Impacts:</b> Shaping of the future built environment of the district	31-Dec-12	Action On Target	Revised Completion Date (to 30 September 2013)	Action On Target		Action to be deleted	April - September 2013. The action has not been achieved during the six months. Regular updates on progress have been reported to the District Plan Panel outlining that further assessment of highway infrastructure and education capacity have been the primary areas which have resulted in delay. Now anticipated that a draft District Plan will be reported to the Executive Panel in December 2013 and thereafter published. Therefore a revised completion date required from September 2013 to December 2013. This action is a duplicate of 13-PBC02, therefore it is suggested that this activity is only monitored once through the 2013/14 Service Plan and is therefore discontinued.
12-PBC04	Conservation - programme of Conservation Area Assessment work	<b>Target:</b> Undertaking of further programme of Conservation Area assessment work. <b>Outcome:</b> Conservation Area assessments <b>Critical Success Factors:</b> Appropriate professional input, consultation and Member support <b>Environmental Impacts:</b> Further understanding	31-Mar-13	Action On Target	Action On Target	Revised Completion Date (to 31 December 2013)		Action to be deleted	April - September 2013. Resource availability has enabled progress to be made in the last six months. Public consultation has been undertaken on three area appraisals and the outcome of consultation on a fourth has been reported back to Executive. This action is a duplicate of 13-PBC03, therefore it is suggested that this activity is only monitored once through the 2013/14 Service Plan and is therefore discontinued.



Action Code	Action Title	Action Description	Original Due Date in 2011/12 Service Plan	April - September 2012 status	October - Decemeber 2012 status	January - March 2013 status	April - September 2013 Status	Notes	
<b>Pride in East Herts</b>									
By 2013 - Sustain the percentage of residents satisfied with street and environmental cleanliness by increasing partnership working to maintain environmental standards.									
11-ES01	Deliver completed management plans for major parks in consultation with stakeholders.	<p><b>Target:</b> Management plans in place for the remaining major parks (Hertford Castle; Waytemore Castle; Hartham).</p> <p><b>Outcome:</b> Clear direction and allocation of resources to meet local needs. Able to demonstrate local community involvement. Develop a consistent approach to producing Management Plans for the 40+ smaller parks and open spaces.</p> <p><b>Critical Success Factors:</b> Staff resources. Support from the local community and external partners such as Groundwork Trust and CMS.</p> <p><b>Environmental Impacts:</b> The development of parks considers environmental management, landscape and biodiversity implications.</p>	31-Dec-11	Revised Completion Date (to 30 September 2013)	Action on Target	Action on Target		Achieved	April - September 2013. Action Complete. This action now superceded by events and action from later years plans. Hartham Park consultation on draft management plan complete. Castle Hertford - ongoing discussions with the Town Council on a joint management plan as site jointly owned. Waytemore Castle - working with BS Town Council on joint management for this park and adjacent Sworders Field with the objective of a single plan for both sites. Public consultation carried out by the Town Council in July.
By 2015 - Reduce by 25% the carbon dioxide emissions from local authority operations by 2020.									
11-ES21	Implement the Castle Weir Micro Hydro Scheme at Hertford Theatre.	<p><b>Target:</b> Facility commissioned.</p> <p><b>Outcome:</b> Exempla project. Production of sustainable energy and income generated from the sale of green electricity and feed in tariffs. Contributes to the enhancement of the town centre of Hertford.</p> <p><b>Critical Success Factors:</b> Staff resources. Design and build of facility by Contractor. Support from the Council's Engineering and Property teams. Planning approval agreed.</p> <p><b>Environmental Impacts:</b> Reduce Council's carbon footprint. Demonstration project for businesses in Hertfordshire.</p>	31-Oct-11	Revised Completion Date (to 31 July 2013)	Revised Completion Date (to 31 March 2014)	Action On Target		Action On Target	April - September 2013. Action delayed due to the need to undertake further work for the Environment Agency, however still within target. Have now completed studies that demonstrate the Hydro presents no increased flood risk and that hydrology and biodiversity in the river will not be adversely affected by the scheme. Currently finalising discussions with a view to continuing with planning application in the winter.

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