

EAST HERTS COUNCIL

ENVIRONMENT SCRUTINY COMMITTEE – 13 MARCH 2012

ENVIRONMENT SCRUTINY HEALTHCHECK – SEPTEMBER TO  
DECEMBER 2011

REPORT BY THE DIRECTOR OF CUSTOMER AND COMMUNITY  
SERVICES

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 September 2011 to December 2011.

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

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1.0 Background




1.1 This is a performance report relevant to the Environment Scrutiny terms of reference covering the period September 2011 to December 2011.



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

- An overview of performance, in particular where there have been issues and remedial actions taken during the period. Should members want more detailed information on a specific month, they should refer to that month's Executive Corporate Healthcheck report available on the council website.
- The indicators where data is collected monthly, with performance for December 2011 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 is able to provide support and training on using the covalent system if required.
- 1.5 **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 in 'red' are listed first etc.

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

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

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

## 2.0 Report – Indicators grouped by Corporate Priority

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

### Pride in East Herts

#### Performance analysis

- 2.1 **NI 191 – Residual household waste per household.** Waste levels are marginally above expected levels for December.
- 2.1 **NI 192 - Percentage of household waste sent for reuse, recycling and composting.** Due to lower gardening activity in the winter months performance has fallen to just below expected for the first time since April.
- 2.2 Performance for the following indicators were 'Green', which means that targets were either being met or exceeded for December 2011. They are;

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

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

### Fit for purpose

#### **Performance analysis**

- 2.3 **EHPI 6.8 - Turnaround of pre NTO PCN challenges.** Performance was 'Red' for December 2011. Performance has slipped below target following the Christmas holidays and stewarding undertaken by the team in support of Christmas shoppers. Turnaround of formal representations remains within target.
- 2.4 The following indicator was 'Green', meaning that targets were either met or exceeded for December 2011. It is:
- EHPI 6.9 – Turnaround of NTO Representations

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

### Shaping now, shaping the future

#### **Performance analysis**

- 2.5 **NI 157a - Processing of planning applications: 'Major' applications.** Performance was 'Red' for December 2011. Target not achieved. Six major decision notices were issued. The decision making timescale in three cases took longer than the target timescale. This is because they required the completion of legal agreements. The timescale for dealing with one of these agreements was particularly protracted, primarily because of land ownership issues raised by a third party. Decisions were made within the target timescale where either an approval was issued and a legal agreement was not necessary, or the proposals were refused.
- 2.6 The following indicators were 'Green', meaning that targets were either met or exceeded for December 2011. They are:
- NI157b – Processing of planning applications: 'Minor' applications.
  - NI 157c - Processing of planning applications: Other applications.
  - EHPI 2.1b - Enforcement actions: planning b) formal actions.

- EHPI 2.1c - Enforcement actions: planning c) prosecutions.
- EHPI 2.2(45) - Number of collections missed per 100,000 collections of household waste.
- EHPI 2.23 - Planning decisions delegated to officers.
- EHPI 204 – Planning appeals allowed.

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

### 3.0 Implications/Consultation

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

#### Background Papers:

- Guidance note available on Environment Scrutiny Corporate Healthcheck May 2009 to July 2009 report (Submitted to committee on 15 September 2009) - Essential Reference Paper D.
- List of Performance Indicator definitions available on Environment Scrutiny Corporate Healthcheck May 2009 to July 2009 report (Submitted to committee on 15 September 2009) - Essential Reference Paper E.
- Joint Scrutiny 15 February 2011 – 2010/11 Estimates and Future Targets report.

#### Contact member:

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#### Essential Reference Papers:

Essential Reference Paper B – Performance Indicator set relating to Environment Scrutiny Committee for period September 2011 to December 2011.

ESSENTIAL REFERENCE PAPER 'A'

Contribution to the Council's Corporate Priorities/ Objectives:	<p><b>Promoting prosperity and well-being; providing access and opportunities</b> <i>Enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</i></p> <p><b>Fit for purpose, services fit for you</b> <i>Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation.</i></p> <p><b>Pride in East Herts</b> <i>Improve standards of the neighborhood and environmental management in our towns and villages.</i></p>
Consultation:	Performance monitoring discussions have taken place between, Chief Executive, Directors and Heads of Service.
Legal:	None specific to this report
Financial:	None specific to this report
Human Resource:	None specific to this report
Risk Management:	None specific to this report