

EAST HERTS COUNCIL

ENVIRONMENT SCRUTINY – 10 JUNE 2014

LEADER OF THE COUNCIL AND THE CHIEF EXECUTIVE AND
DIRECTOR OF CUSTOMER AND COMMUNITY SERVICES

2013/14, 2012/13 and 2011/12 SERVICE PLANS – END OF YEAR
MONITORING REPORT

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

- This report provides a summary of the Council’s achievements against its priorities for 2013/14 at Essential Reference Paper “B” and details those service plan actions that are outstanding at Essential Reference Paper “C”. This report also monitors the outstanding eight service plan actions from 2012/13 and 2011/12, which are detailed in Essential Reference Paper “D” and “E”.

RECOMMENDATION FOR ENVIRONMENT SCRUTINY:

That:

(A)	The progress against the Council’s priorities and the status of the outstanding actions detailed against 2013/14, 2012/13 and 2011/12 Service Plan actions be received; and
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(B)	The Executive be advised of any recommendations.
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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 October 2013 to 31 March 2014 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 formed part of the 2013/14 monitoring process.

2.0 Report

2013/14 Service Plan Analysis

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

	Status at the 6 monthly report (reported October - November 2013)	Status at the twelve month stage – end of year report
Have already been achieved	10% (3)	62% (18)
Are on target	55% (16)	-
Are off target	3% (1)	-
Have had their completion dates revised	17% (5)	17% (5)
Have been suspended	10% (3)	14% (4)
Have been deleted	3% (1)	7% (2)
Total	100% (29)	100% (29)

2.2 One action that was deleted was reported in the first six monthly report and a further one has been identified in this final monitoring report:

13-IPCS09	Mobile Parking Enforcement	January 2014 - March 2014. Change in government policy including pending legislation means the Executive have approved cancellation of this project. Action to be deleted.
13-IPCS10	Vehicle Removals	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.

2.3 Three actions that were suspended were reported in the first six monthly report and a further one was identified in the interim monitoring report:

13-ES07	Develop and deliver campaigns to promote recycling of waste electrical equipment and textiles	April - September 2013. Action Suspended until 2014/15 as a result of the Council's decision to implement SPARC which fully utilised team resources.
13-ES08	Reduce recycling contamination at communal properties through fitting aperture lids where necessary.	October - December 2013. Action suspended due to the Council's decision to implement commingled recycling services. Following the successful implementation of the scheme the service is now reviewing how to extend this to communal properties, which may negate the need for aperture lids in many

		locations.
13-ES10	Research and report on the viability of obtaining sponsorship for recycling incentives	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.
13-ES14	Review of Environmental Crime enforcement procedures.	April - September 2013. Action suspended. Currently waiting 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.

2.4 An overview of the achievements by Corporate Priority for 2013/14 are detailed in **Essential Reference Paper “B”** . Please note that this is a working draft and as outturn data and financial data for 2013/14 is verified further information will be added. It is this information that will be used later in the year to feed into the Annual Report.

2.5 In summary:

- 62% of actions have been achieved - with most supporting the 'Place' priority.
- The majority of the actions with a revised completion date support the 'Prosperity' priority.
- Out of the 5 actions that have been given a revised completion date, 3 actions have been revised for the first time and 2 for the second time.

Analysis of performance by corporate priority shows:

- **People** – 83% of actions have been achieved (5 out of 6) and 1 action has a revised completion date
- **Place** – 59% of actions have been achieved (10 out of 17); 4 actions have been suspended, 2 actions have been deleted and 1 action has a revised completion date
- **Prosperity** – 50% of actions have been achieved (3 out of 6) and 50% of the actions have a revised completion date (3 out of 6)

2.6 **Essential Reference Paper “C”** details 2013/14 Service Plan actions that are either:

- have had their completion dates revised
- have been deleted/suspended.

2012/13 Service Plan Analysis

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

	Status at the 6 monthly report (reported October - November 2013)	Status at the twelve month stage – end of year report
Have already been achieved	33% (2)	50% (3)
Have had their completion dates revised	17% (1)	-
Have been deleted	50% (3)	50% (3)
Total	100% (6)	100% (6)

2.8 The actions that were deleted were reported in the first six monthly report and were deleted because the activity was duplicated in 2013/14 service plans.

2.9 **Essential Reference Paper “D”** details the outstanding 2012/13 Service Plan actions and their current status.

2011/12 Service Plan Analysis

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

	Status at the 6 monthly report (reported October - November 2013)	Status at the twelve month stage – end of year report
Have already been achieved	50% (1)	50% (1)
Are on target	50% (1)	50% (1)
Total	100% (2)	100% (2)

- 2.11 **Essential Reference Paper “E”** details the outstanding 2011/12 Service Plan actions and their current status.

- 2.12 2013/14, 2012/13 and 2011/12 actions that are still active will be reported as part of the 2014/15 service plan monitoring reports.

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.

2013/14, 2012/13 and 2011/12 Service Plans – Six Monthly Report – Environment Scrutiny – 12 November 2013

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