

EAST HERTS COUNCIL

ENVIRONMENT SCRUTINY COMMITTEE – 11 NOVEMBER 2014

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

ENVIRONMENT SCRUTINY HEALTHCHECK – AUGUST 2014 TO SEPTEMBER 2014

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 2014 to September 2014.

RECOMMENDATION FOR ENVIRONMENT SCRUTINY COMMITTEE:

That:

(A) The reported performance for the period August 2014 to September 2014 be noted; and

(B) The Executive be advised of any recommendations.

1.0 Background

1.1 This is a performance report relevant to Environment Scrutiny's terms of reference covering the period August 2014 to September 2014.

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 2014 presented in detail (the most up to date available) with previous months summarised in a trend chart.

- The indicators where data is collected quarterly, with performance for Quarter 2 presented in detail (the most up to date available) with previous quarters summarised in a trend chart.




1.3 All councillors have access to Covalent (the council's performance management system), should they wish to interrogate the full range of performance indicators. The Performance Team are able to provide support and training on using the Covalent system if required.



1.4 **Essential Reference Paper 'B'** Shows a summary analysis of the performance indicators that are reported to Environment Scrutiny. Please note when reviewing the summary where a performance indicator is showing a deteriorating trend compared to the previous period, it does not mean it is necessarily 'Red' or 'Amber'.

Essential Reference Paper 'C' Shows the full set of performance indicators that are reported on a monthly basis to this committee. Essential Reference Paper C has been sorted by status e.g. all performance indicators that are 'red' are listed first etc.

Essential Reference Paper 'D' Provides guidance notes and definitions for the performance indicators relating to Environment Scrutiny Committee.

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 2.1d – Planning Enforcement: Initial site inspections.** Performance was 'Red' for July 2014. The target was not met due to a higher number of inspection cases in the September period. 31 out of 51 site inspections were completed.
- 2.2 **EHPI 157c – Processing of planning applications: Other applications.** Performance was 'Amber' for September 2014. Performance was slightly below target for September 2014, 118 out of 137 applications were determined on time. 19 'other' applications had gone over the time scale.
- 2.3 **EHPI 2.4 – Fly-tips: Removal.** Performance was 'Amber' for September 2014. Although performance did not achieve the target, performance has improved from the previous month, as fly tipping removal times have improved to expected levels.
- 2.1 Performance data was not available at the time of writing this report for the following indicators due to the service still awaiting recycling data to come in from Herts County Council. The data will be verbally updated by the Chief Executive and Director of Customer and Community Services in the Executive report on 4 November 2014 if available:
- EHPI 191 – Residual household waste per household.
 - EHPI 192 – Percentage of household waste sent for reuse, recycling and composting.
 - EHPI 2.5 – Total waste collected by the district (kg per household).
 - EHPI 2.6 – Percentage of residual waste (refuse) sent for disposal.
- 2.4 The following indicators were 'Green', meaning that the targets were either met or exceeded for September 2014. They were:
- EHPI 2.1e – Planning Enforcement: Service of formal Notices.
 - EHPI 2.2(45) – Number of collections missed per 100,000 collections of household waste.
 - EHPI 2.23 – Planning decisions delegated to officers.
 - EHPI 157a – Processing of planning applications: 'Major'

- applications.
- EHPI 157b – Processing of planning applications: ‘Minor’ applications.

2.5 While meeting the target for September 2014 the following indicator showed a declining trend when performance was compared to the previous month:

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

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

Prosperity

Performance analysis

2.6 The following indicators were ‘Green’, meaning that the targets were either met or exceeded for September 2014. However both showed a declining trend (for two consecutive months) when performance was compared to the previous month. They were:

- EHPI 6.8 – Turnaround of pre NTO PCN challenges.
- EHPI 6.9 – Turnaround of NTO Representations.

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

3.0 **Implications/Consultation**

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

Background Papers:

- 2013/14 Estimates and Future Targets Report – Executive 4 March 2014.

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