

EAST HERTS COUNCIL

ENVIRONMENT SCRUTINY COMMITTEE – 14 SEPTEMBER 2010

REPORT BY THE DIRECTOR OF CUSTOMER AND COMMUNITY SERVICES

11. ENVIRONMENT SCRUTINY HEALTHCHECK – FROM MAY TO JULY 2010

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 May to July 2010.

RECOMMENDATION FOR ENVIRONMENT SCRUTINY COMMITTEE

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| (A) | 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 Committee terms of reference covering the period May to July 2010.




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



- An overview of performance, in particular where there have been issues and remedial actions taken during the period. Should members want more detailed information on a specific month, they should refer to that months Executive Corporate Healthcheck report available on the council website.
- The indicators where data is collected monthly, with performance for July 2010 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 and quarterly basis to this committee. **Essential Reference paper B** has been sorted by status e.g. All performance in 'red' are listed first etc.

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

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

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

- 2.0 Report – Indicators grouped by Corporate Priority

Caring about what's built and where

Performance analysis

- 2.1 **EHPI 2.10(3) – Percentage of building sites re-inspected in less than 3 months.** Performance is currently 'Red' for July 2010. This is due to a reduction in resources in terms of officer working days. However performance for this indicator has remained stable at 75% since May 2010. Although performance has not met the target, members should note that the target of 90% was set when staff resources were higher.
- 2.2 **EHPI 2.1b - Enforcement actions: planning b) formal actions.** Performance is currently in 'Red' for July 2010. 35 notices were served in the month. 23 of these were enforcement notices and related to the Esbies site at Sawbridgeworth - following Development Control Committee authorisation to seek to control a range of breaches at the site. 3 further enforcement notices related to committee authorised action at other sites in the district. Four s215 (untidy site) notices were issued and five Planning Contravention Notices (PCNs) were issued.
- 2.3 **EHPI 204 – Planning appeals allowed.** Performance is currently in

'Red' for July 2010. The target was not met as 6 out of a total 12 appeal decision notices resulted in allowed appeals.

- 2.4 **EHPI 2.2(45) - Number of collections missed per 100,000 collections of household waste.** Performance is currently in 'Amber' for July 2010. Under performance by a communal/trade crew was identified as the reason. The contractor has implemented measures to rectify. The year to date performance is currently at 41.99, well below (better than) the target of 50.
- 2.5 **EHPI 2.23(188) – Planning decisions delegated to officers.** Performance is currently in 'Amber' for July 2010. 20 out of 176 decisions were decided by committee. Performance was slightly below the target due to some decisions from the 30th June committee being put through in July.
- 2.6 Performance in the following indicator was 'Green', which means that the target is either being met or exceeded for July. It is;
- EHPI 2.1c - Enforcement actions: planning c) prosecutions.

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

Pride in East Herts

Performance analysis:

- 2.7 **NI 191 - Residual household waste per household (performance data reported one month in arrears – data is cumulative).** The amount of waste needing to be disposed of showed a reduction to 34kg of household waste in July.
- 2.8 **NI 192 - Percentage of household waste sent for reuse, recycling and composting (performance data reported one month in arrears).** Performance in the first quarter of this year indicates that ARC is working well and better than anticipated.
- 2.9 Members are reminded that no monthly targets can be set for NI 191 and NI 192 as the service is in the process of collecting benchmarking data to set monthly targets which will allow modelling which takes into account seasonal trends.
- 2.10 Performance in the following indicators were 'Green', which means that targets are either being met or exceeded for July. 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

- 2.11 **EHPI 6.8 - Turnaround of pre NTO PCN challenges and EHPI 7.0 - % pre NTO PCN challenges responded to within 10 days.** Performance is currently in 'Red' for July 2010. July 2010 saw the highest level of PCNs issued since Decriminalised Parking Enforcement began (4152 across the three councils) with consequential increase in the amount of correspondence. The combination of the higher number of PCNs and lower staffing levels has reduced performance.
- 2.12 Performance for the following indicators were 'Green', which means the targets was either met or exceeded for July 2010;
- EHPI 6.9 - Turnaround of PCN Representations.
 - EHPI 7.1 - % PCN Representations responded to within 28 days.

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

Shaping now, Shaping the future

Performance analysis

- 2.13 **NI 157b - Processing of planning applications: Minor applications.** Performance is currently 'Red' for July 2010. Performance is currently in 'Red' for July 2010. Eight decisions relating to minor applications were made by the Development Control Committee during July. All of these decisions fell outside of the target decision making time. It was appropriate to report these cases to the committee.
- 2.14 Performance in the following indicators were 'Green', which means that targets are either being met or exceeded for July. They are;
- NI 157a – Processing of planning applications: 'Major' applications.

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

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

Unit Cost Indicators

2.15 The following unit cost performance indicators are to update members of the 2009/10 outturn. Full details of these indicators are listed in **Essential Reference Paper B**. Data for these indicators are only available after the 2009/10 financial accounts have closed. These indicators are used by officers as a tool to help drive out service efficiencies:

- EHPI 8.28 - Net cost of Development Control per application.
- EHPI 8.30 - Net cost of Building Control per inspection.
- EHPI 8.47 - Net cost of street cleaning per annual linear kilometres cleansed.
- EHPI 8.48 - Net cost of domestic refuse Collection per the number of properties.
- EHPI 8.49 - Net cost of recycling per the number of collections per annum.
- EHPI 86 - Cost of household waste collection.

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’**.

3.2 **Essential Reference Papers:**

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

Background Papers:

- Guidance note available on Environment Scrutiny Corporate Healthcheck May 2009 to July 2009 report (Submitted to committee on 15 September 2009) - **Essential Reference Paper D**.
- List of Performance Indicator definitions available on Environment Scrutiny Corporate Healthcheck May 2009 to July 2009 report (Submitted to committee on 15 September 2009) - **Essential Reference Paper E**.

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

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ESSENTIAL REFERENCE PAPER 'A'

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| Contribution to the Council's Corporate Priorities/ Objectives: | <p>Promoting prosperity and well-being; providing access and opportunities <i>Enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</i></p> <p>Fit for purpose, services fit for you <i>Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation.</i></p> <p>Pride in East Herts <i>Improve standards of the neighbourhood and environmental management in our towns and villages.</i></p> <p>Caring about what's built and where <i>Care for and improve our natural and built environment.</i></p> |
| Consultation: | Performance monitoring discussions have taken place between, Chief Executive, Directors and Heads of Service. |
| Legal: | There are no legal implications. |
| Financial: | There are no financial implications. |
| Human Resource: | There are no Human Resource implications. |
| Risk Management: | There are no Risk implications. |