



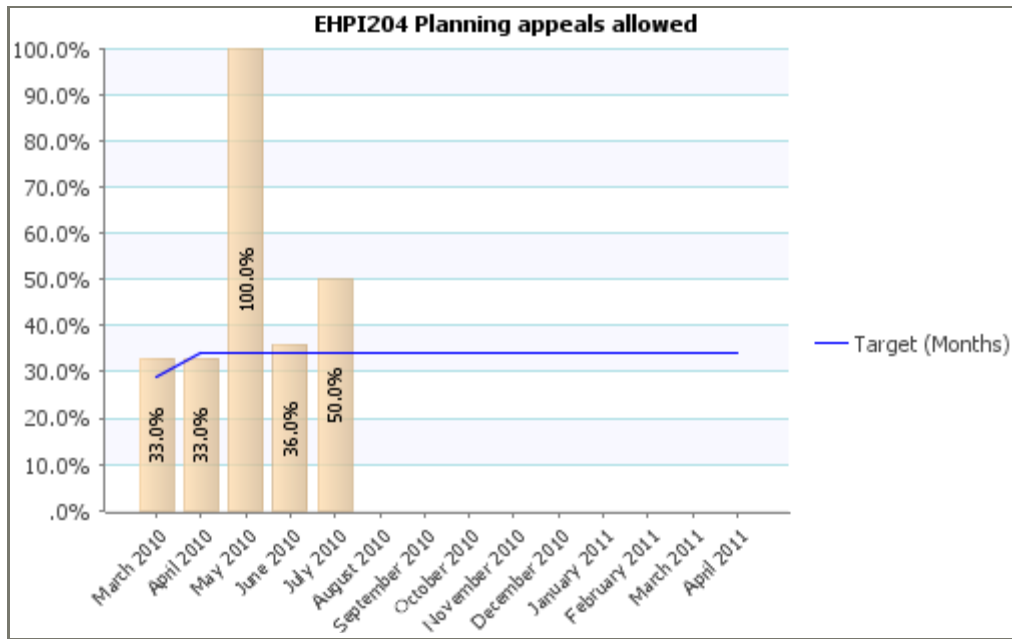


Environment Scrutiny Corporate Healthcheck May to July 2010/11



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

Traffic Light Red							
Description Caring about what's built (and) where							
Planning and Building Control							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 8 June 2010
EHPI204	Planning appeals allowed		50.0%	34.0%		July 2010 - Target not met as 6 out of a total 12 appeal decision notices resulted in allowed appeals. Of the six allowed, 5 related to householder type developments, new detached residential outbuildings or extensions to residential curtilages. New flats were allowed over current ground floor retail space at Maidenhead Street, Hertford. The Council has consistently maintained objection to the proposal as it is considered to compromise the public space at the entrance to the new library. Five of the dismissed appeals also related to householder developments or the creation of single new residential units by conversion. A significant decision related to residential development on land adjacent to Leventhorpe School, Sawbridgeworth, where a reserved matters scheme for 65 dwellings was dismissed.	None
Trend Chart						Performance Gauge	

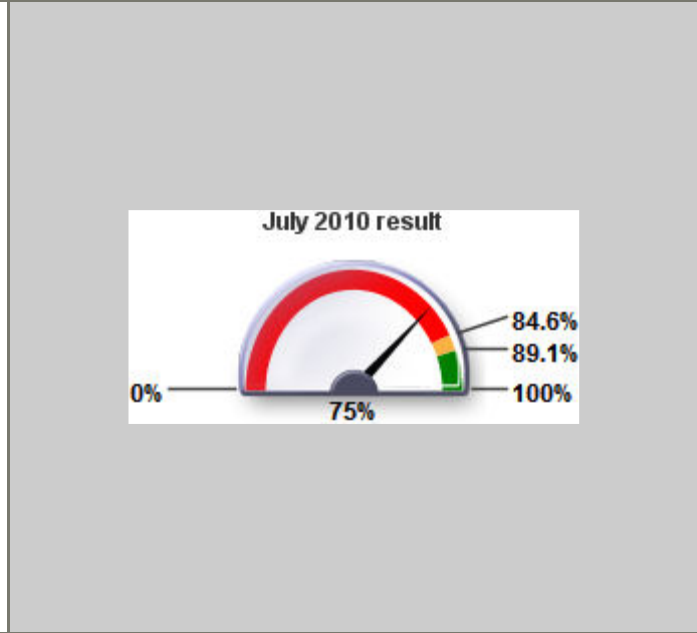
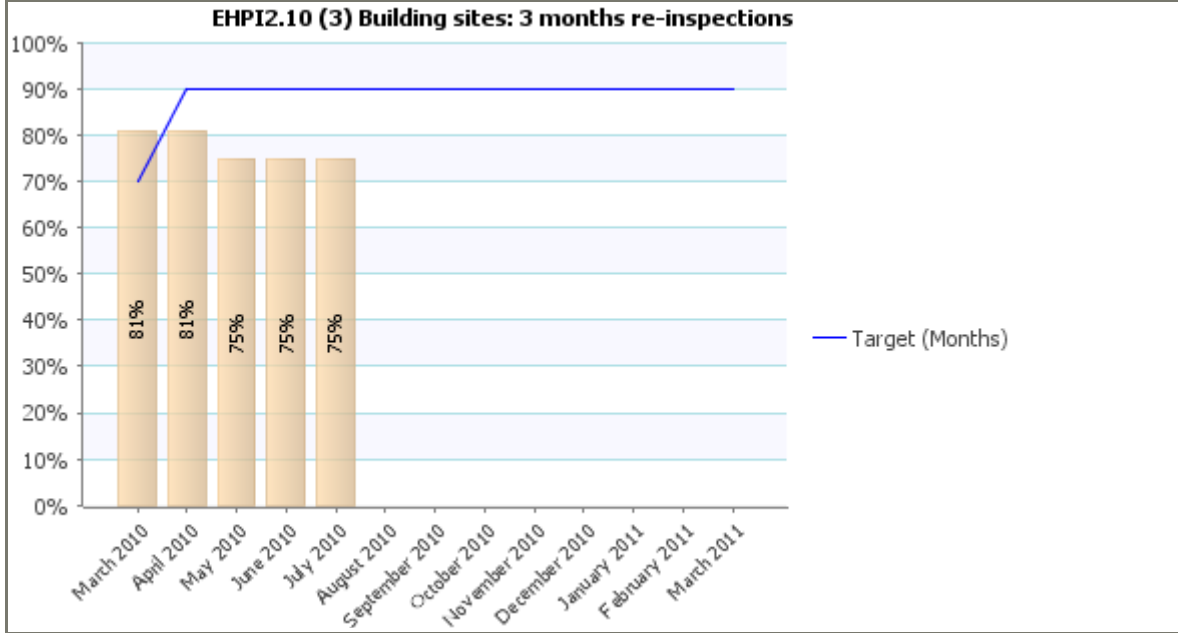
Essential Reference Paper B





Planning and Building Control

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 8 June 2010
EHPI2.10 (3)	Building sites: 3 months re-inspections		75%	90%		July 2010. Performance remains stable at 75%.	None

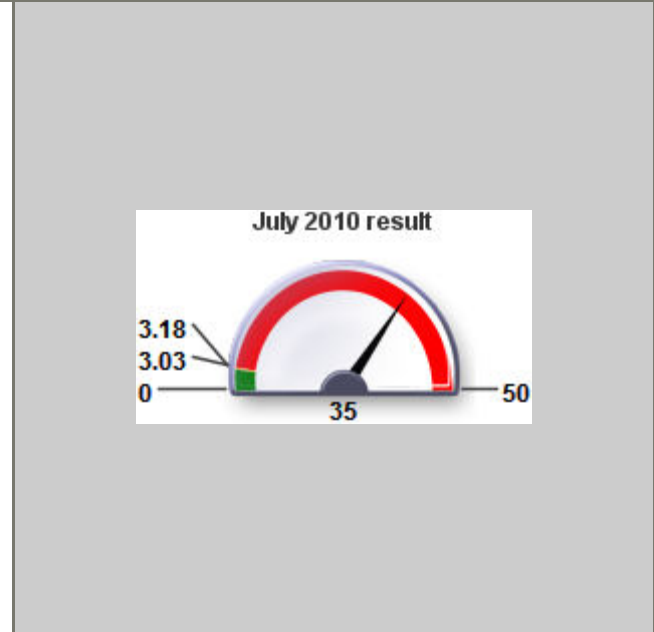
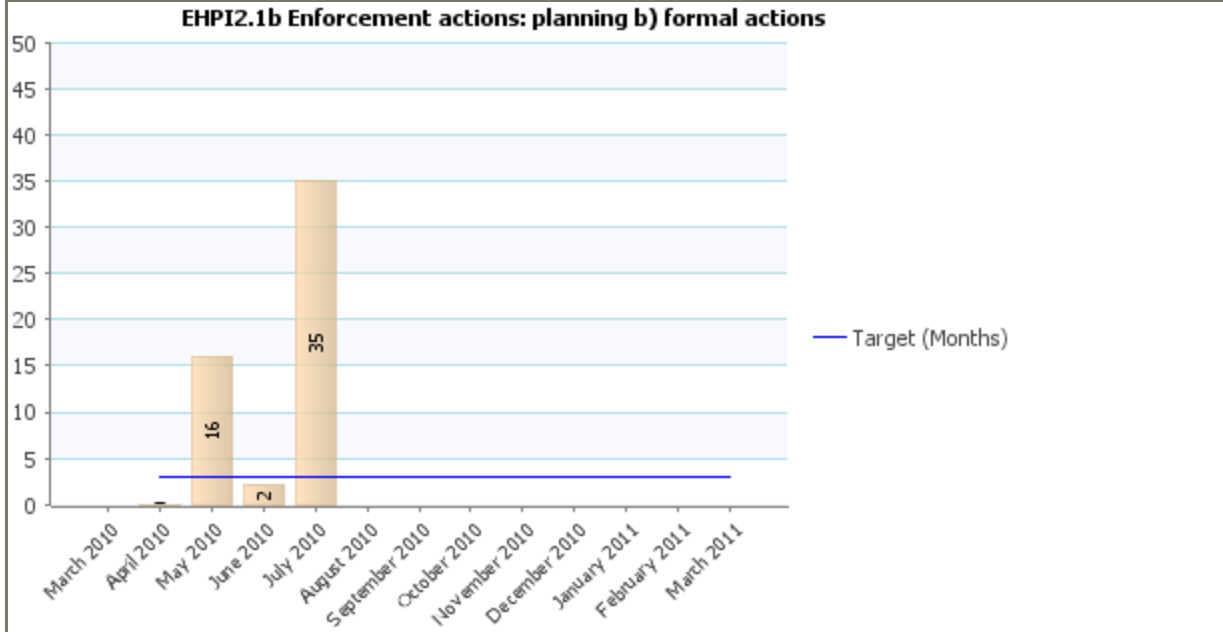
Trend Chart **Performance Gauge**



Planning and Building control

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 8 June 2010
EHPI2.1b	Enforcement actions: planning b) formal actions		35	3		July 2010 - 35 notices were served in the month. 23 of these were enforcement notices and related to the Esbies site at Sawbridgeworth - following DC 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.	None



Trend Chart **Performance Gauge**



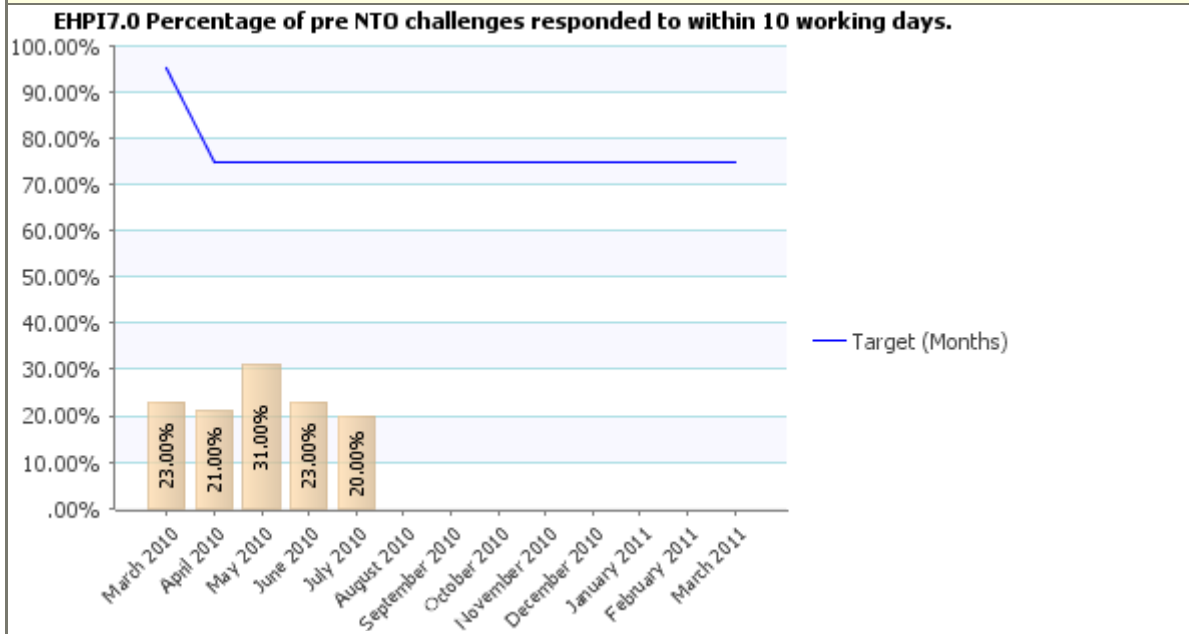
Traffic Light Red

Description Fit for purpose, services fit for you

Parking Services



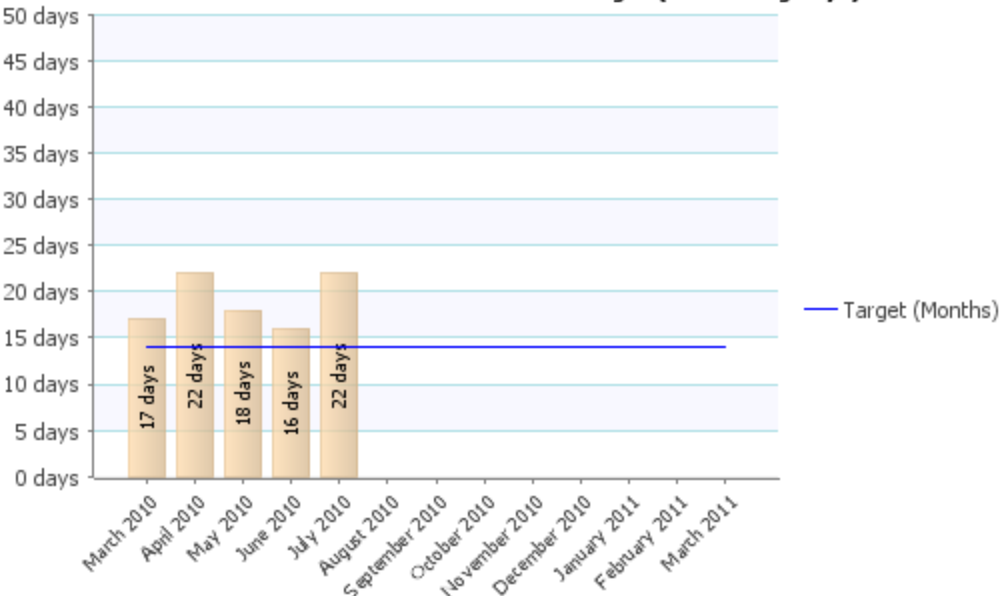

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 8 June 2010
EHPI7.0	Percentage of pre NTO challenges responded to within 10 working days.		20.00%	75.00%		July 10 saw the highest PCN issue across the 3 councils which has had an effect on levels of correspondence received this month. The high level of correspondence combined with annual leave and a part time secondment have impacted on this indicator.	None

Trend Chart





Performance Gauge

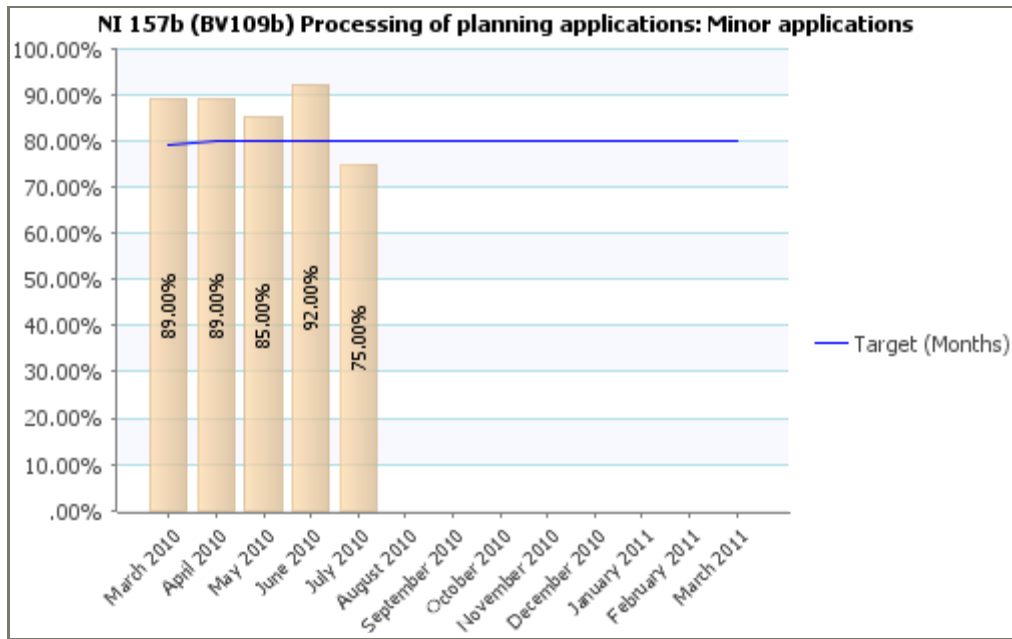


Parking Services																			
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 8 June 2010												
EHPI6.8	Turnaround of Pre NTO PCN challenges (10 working days)		22 days	14 days		July 2010 saw the highest level of PCNs issued since Decriminalised Parking Enforcement began (4152 across the three councils) which impacts on the level of correspondence received. A combination of the high issue of PCNs and lower staffing levels have impacted on this indicator.	Member queried why the council had the second highest figure for Penalty Charge Notices issued in March 2010. The Director of Customer and Community Services stated that there was no specific reason why that may be the case.												
Trend Chart						Performance Gauge													
<p>EHPI6.8 Turnaround of Pre NTO PCN challenges (10 working days)</p>  <table border="1"> <caption>EHPI6.8 Turnaround of Pre NTO PCN challenges (10 working days)</caption> <thead> <tr> <th>Month</th> <th>Turnaround (days)</th> </tr> </thead> <tbody> <tr><td>March 2010</td><td>17</td></tr> <tr><td>April 2010</td><td>22</td></tr> <tr><td>May 2010</td><td>18</td></tr> <tr><td>June 2010</td><td>16</td></tr> <tr><td>July 2010</td><td>22</td></tr> </tbody> </table> <p>— Target (Months)</p>						Month	Turnaround (days)	March 2010	17	April 2010	22	May 2010	18	June 2010	16	July 2010	22	<p>July 2010 result</p>  <p>15 days 14 days 0 days 22 days 50 days</p>	
Month	Turnaround (days)																		
March 2010	17																		
April 2010	22																		
May 2010	18																		
June 2010	16																		
July 2010	22																		

Essential Reference Paper B



Traffic Light Red							
Description Shaping now, shaping the future							
Planning and Building Control							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 8 June 2010
NI 157b (BV109b)	Processing of planning applications: Minor applications		75.00%	80.00%		July 2010 - Eight decisions relating to minor applications were made by the DC 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 as the development proposals were not in accordance with the Councils planning policies - and were recommended to be supported - had been referred by Members, or related to sites which had been subject to earlier committee consideration. All remaining decisions were delegated and all of these were completed within the target timescales, except one. This related to the use of a building at Bishop's Stortford for religious purposes and had been subject to previous appeal and enforcement action. The Council had given commitments to assist and enable the occupiers to regularise their use in planning terms which included delaying further planning decisions to enable marketing exercises to be undertaken.	None
Trend Chart						Performance Gauge	

Essential Reference Paper B

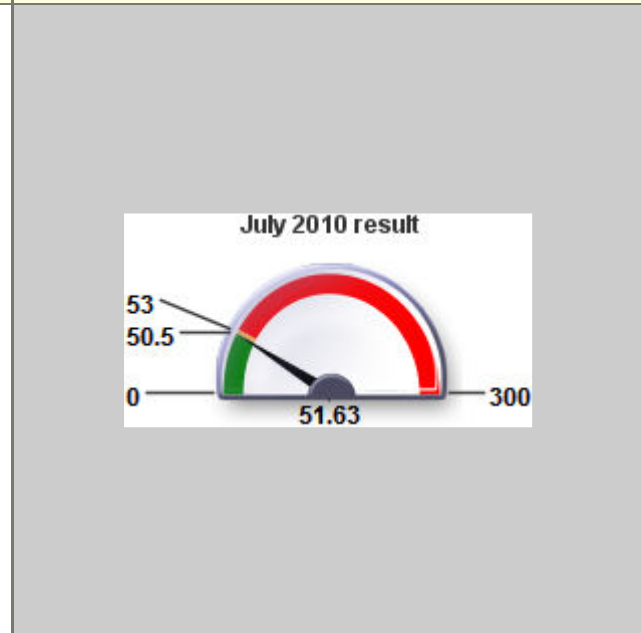
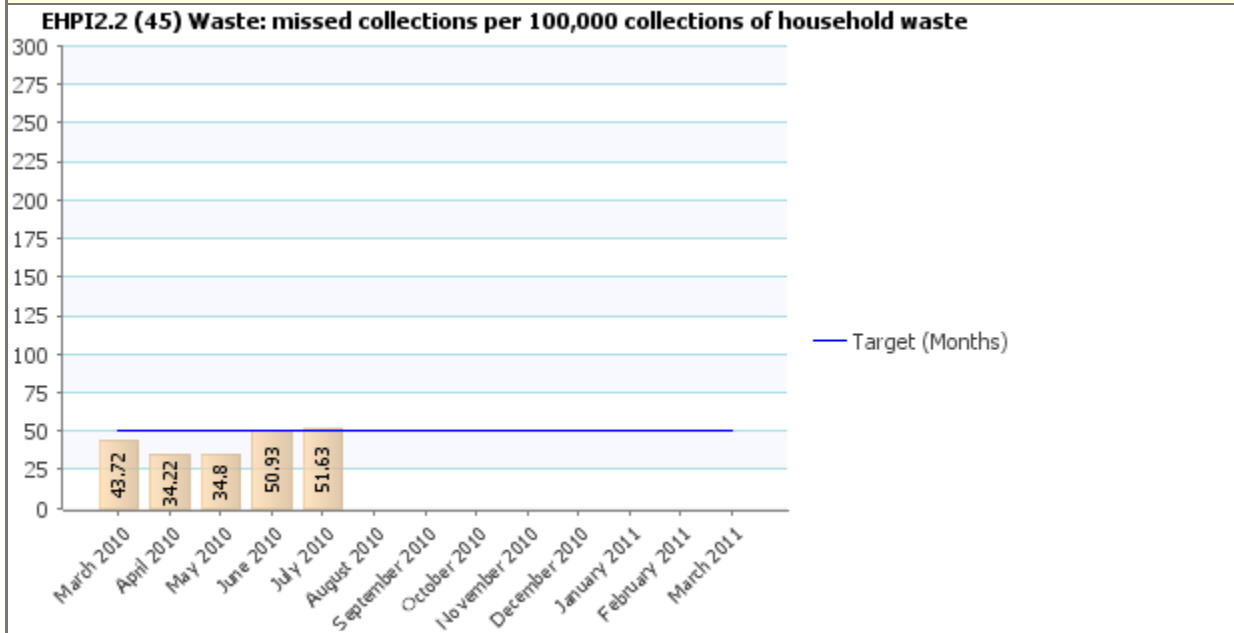




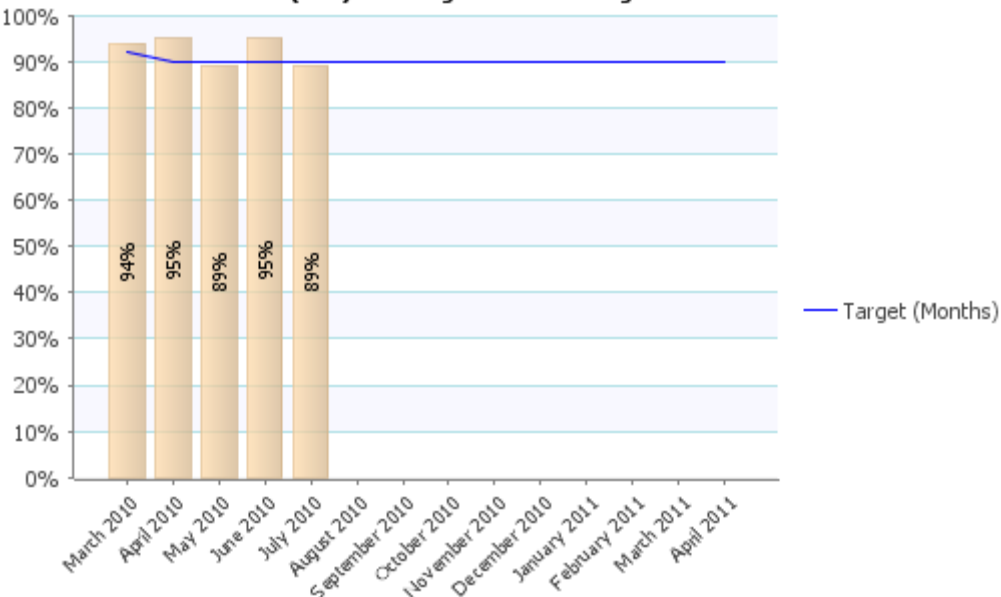

Traffic Light Amber
Description Caring about what's built (and) where

Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 8 June 2010
EHP12.2 (45)	Waste: missed collections per 100,000 collections of household waste		51.63	50		Performance in July above target. Identified under performance by communal/trade crew. Contractor has implemented measures to rectify. Year to date performance at 41.99, well below target of 50.	None



Trend Chart **Performance Gauge**



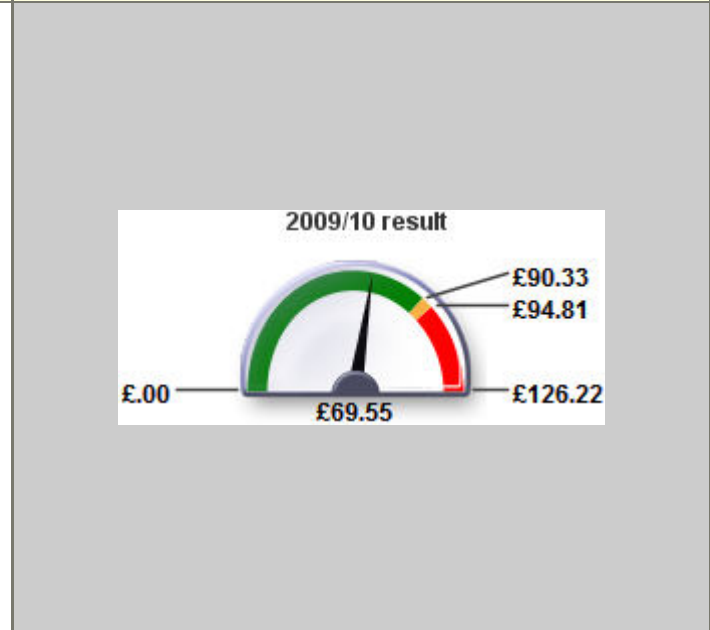
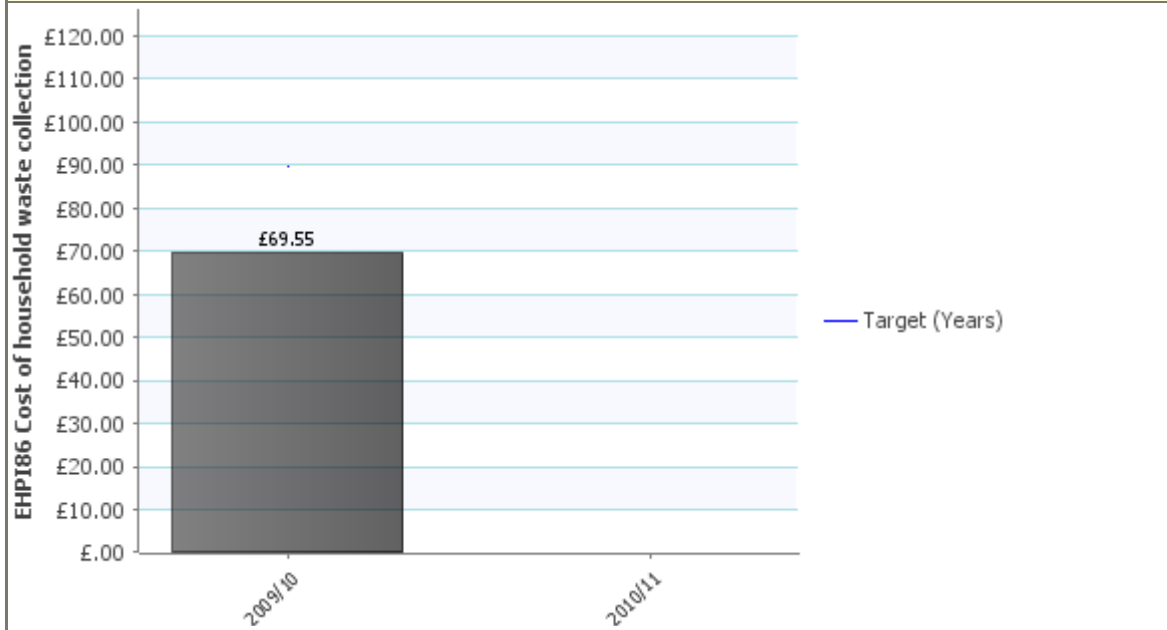
Planning and Building Control																									
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 8 June 2010																		
EHP12.23 (188)	Planning decisions delegated to officers		89%	90%		20 out of 176 decisions decided by committee. Some decision from the 30th June committee were put through in July	None																		
Trend Chart						Performance Gauge																			
<p>EHP12.23 (188) Planning decisions delegated to officers</p>  <table border="1"> <caption>Monthly Performance Data</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>March 2010</td><td>94%</td><td>90%</td></tr> <tr><td>April 2010</td><td>95%</td><td>90%</td></tr> <tr><td>May 2010</td><td>89%</td><td>90%</td></tr> <tr><td>June 2010</td><td>95%</td><td>90%</td></tr> <tr><td>July 2010</td><td>89%</td><td>90%</td></tr> </tbody> </table>						Month	Value (%)	Target (%)	March 2010	94%	90%	April 2010	95%	90%	May 2010	89%	90%	June 2010	95%	90%	July 2010	89%	90%	<p>July 2010 result</p> 	
Month	Value (%)	Target (%)																							
March 2010	94%	90%																							
April 2010	95%	90%																							
May 2010	89%	90%																							
June 2010	95%	90%																							
July 2010	89%	90%																							

Traffic Light Green
Description Caring about what's built (and) where

Financial support services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 8 June 2010
EHP186	Cost of household waste collection		£69.55	£89.44		2009/10 Actual - the cost per household is lower than anticipated as more income has been generated from recycling than was originally anticipated therefore reducing the overall costs.	None

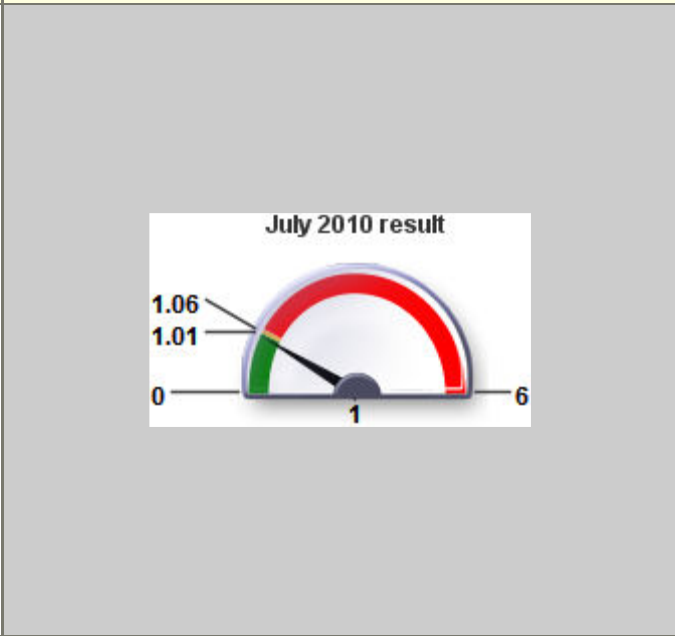
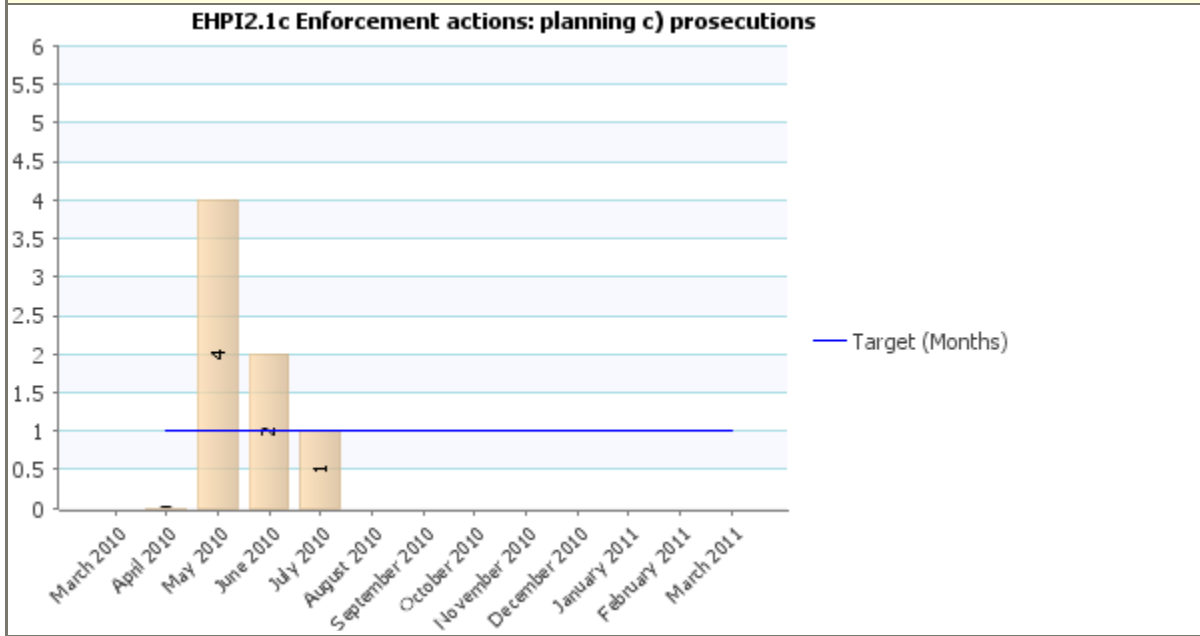
Trend Chart **Performance Gauge**



Planning and Building control



PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 8 June 2010
EHP12.1c	Enforcement actions: planning c) prosecutions		1	1		Performance on target.	None

Trend Chart **Performance Gauge**

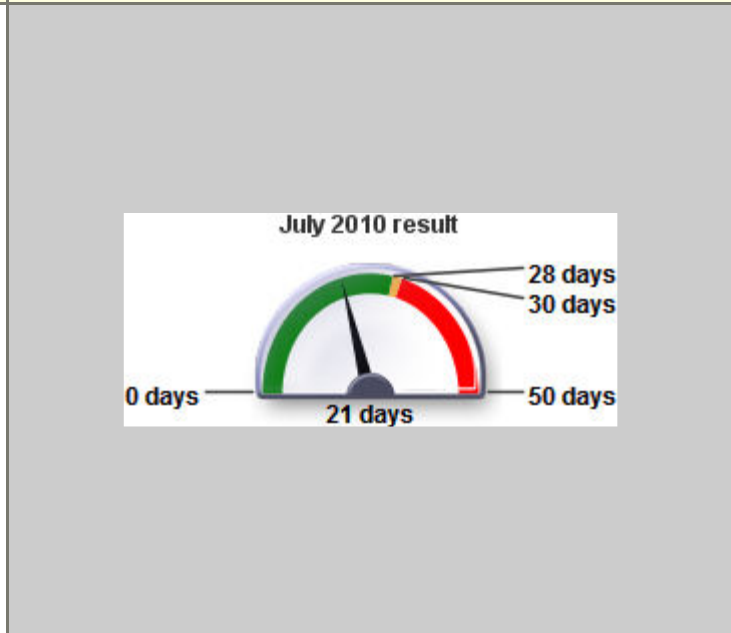
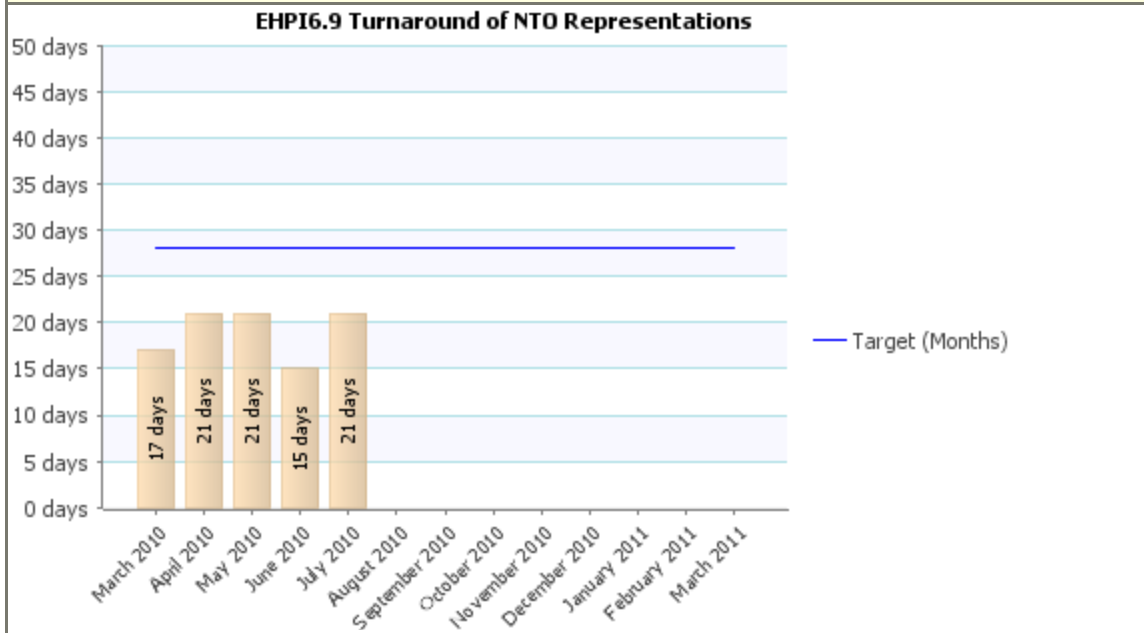


Traffic Light Green
Description Fit for purpose, services fit for you

Parking Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 8 June 2010
EHPI6.9	Turnaround of NTO Representations		21 days	28 days		Performance remains within target.	None



Trend Chart **Performance Gauge**



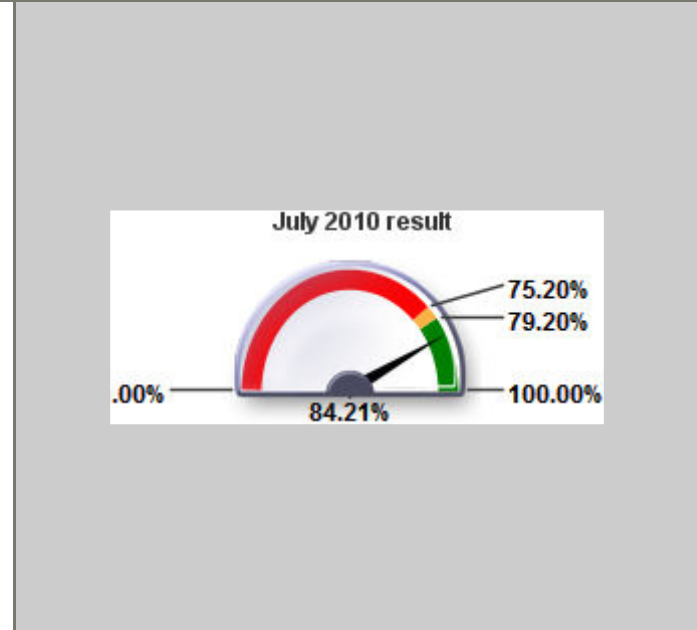
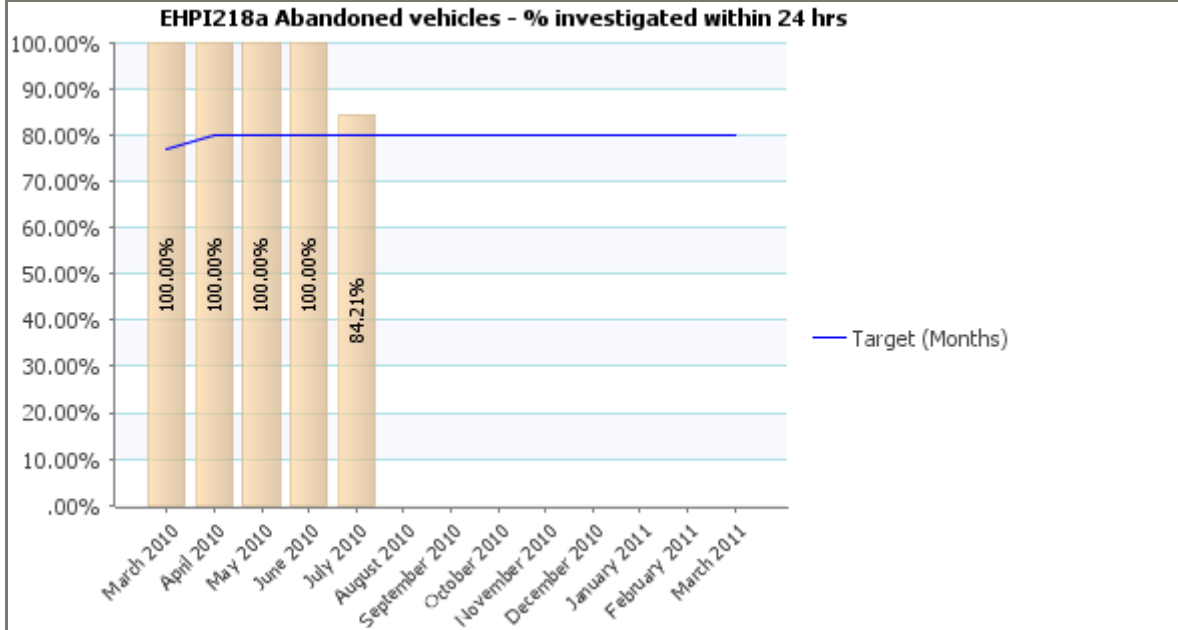
Parking Services																													
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 8 June 2010																						
EHP17.1	Percentage of NTO representations replied to within 28 calendar days		90.00%	90.00%		An improvement on last months 87% This indicator is now within target	None																						
Trend Chart						Performance Gauge																							
<p>EHP17.1 Percentage of NTO representations replied to within 28 calendar days</p> <table border="1"> <caption>Monthly Performance Data</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>March 2010</td><td>99.00%</td></tr> <tr><td>April 2010</td><td>69.00%</td></tr> <tr><td>May 2010</td><td>91.00%</td></tr> <tr><td>June 2010</td><td>87.00%</td></tr> <tr><td>July 2010</td><td>90.00%</td></tr> </tbody> </table>						Month	Percentage	March 2010	99.00%	April 2010	69.00%	May 2010	91.00%	June 2010	87.00%	July 2010	90.00%	<p>July 2010 result</p> <table border="1"> <caption>Performance Gauge Markers</caption> <thead> <tr> <th>Percentage</th> <th>Color</th> </tr> </thead> <tbody> <tr><td>0.00%</td><td>Red</td></tr> <tr><td>84.60%</td><td>Yellow</td></tr> <tr><td>89.10%</td><td>Green</td></tr> <tr><td>100.00%</td><td>Green</td></tr> </tbody> </table>		Percentage	Color	0.00%	Red	84.60%	Yellow	89.10%	Green	100.00%	Green
Month	Percentage																												
March 2010	99.00%																												
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100.00%	Green																												

Traffic Light Green
Description Pride in East Herts



Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 8 June 2010
EHPI218a	Abandoned vehicles - % investigated within 24 hrs		84.21%	80.00%		This is the first month this year when performance has not been 100%, with 3 of the 19 cars requiring inspection not being seen within 24 hours. Nonetheless performance is still above target.	None

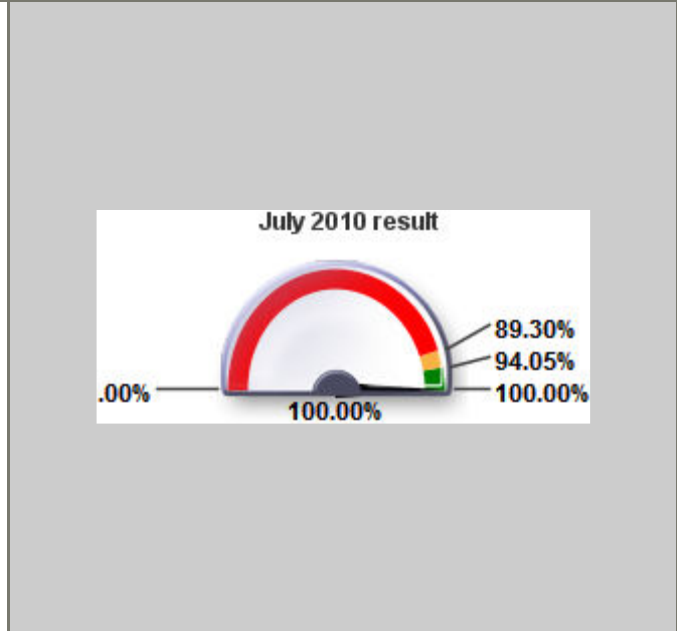
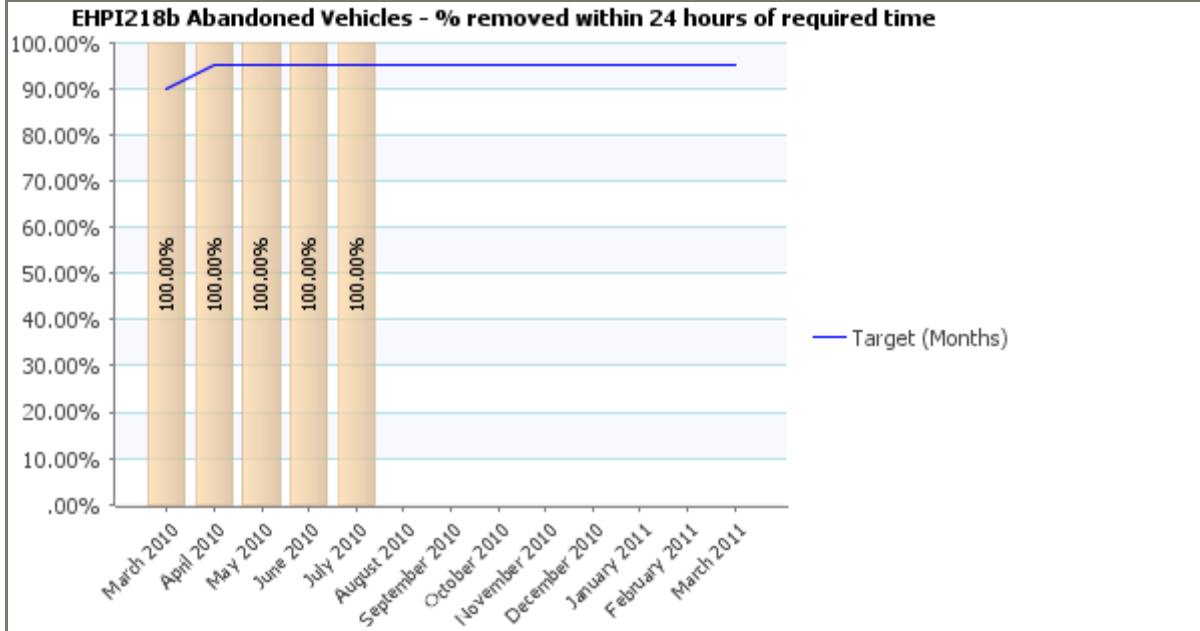
Trend Chart **Performance Gauge**



Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 8 June 2010
EHPI218b	Abandoned Vehicles - % removed within 24 hours of required time		100.00%	95.00%		Performance continues at 100%, although only one car of the 19 inspected required removing.	None

Trend Chart **Performance Gauge**

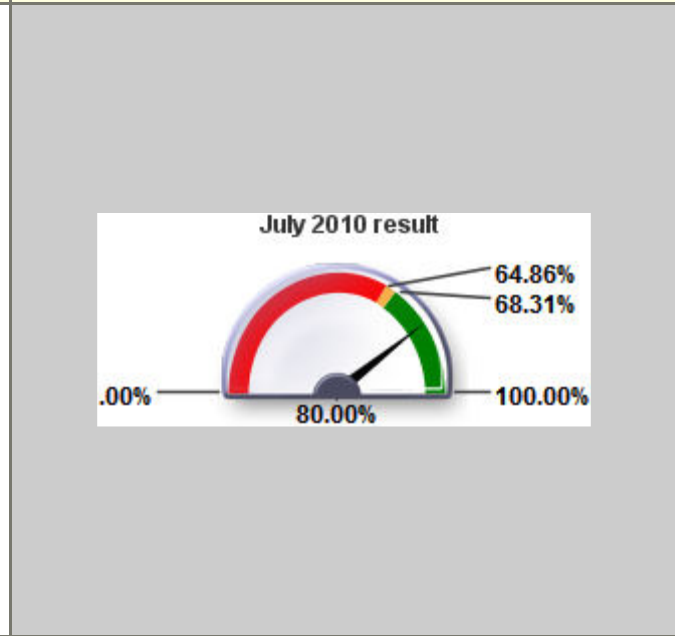
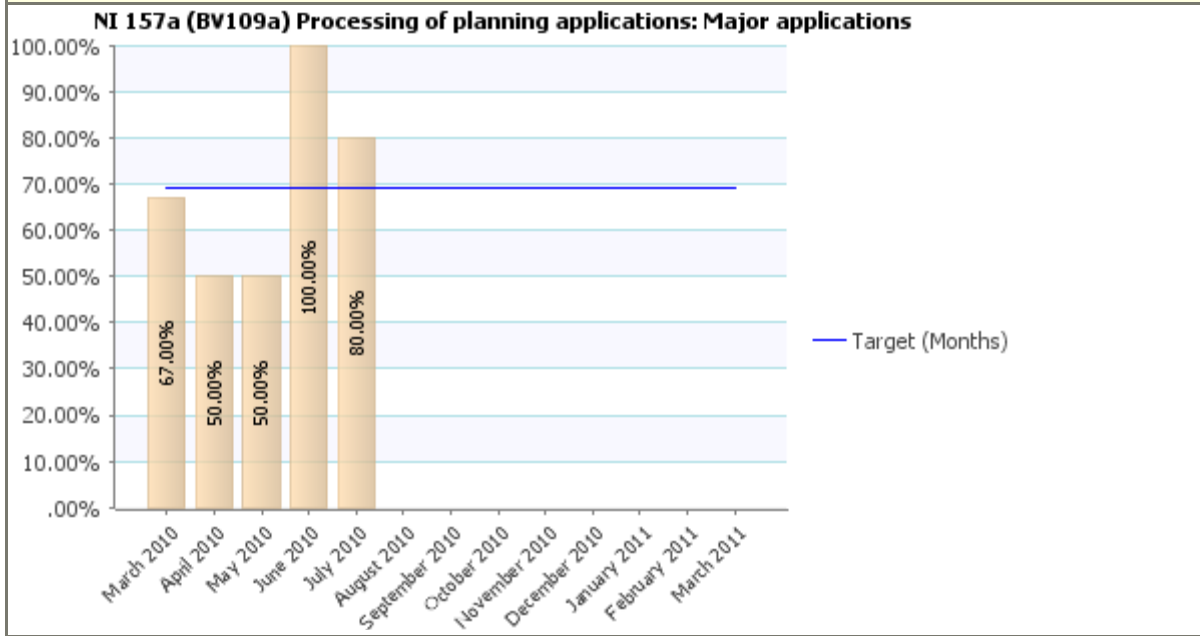


Traffic Light Green
Description Shaping now, shaping the future

Planning and Building Control

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 8 June 2010
NI 157a (BV109a)	Processing of planning applications: Major applications		80.00%	69.00%		Performance exceeding target.	None

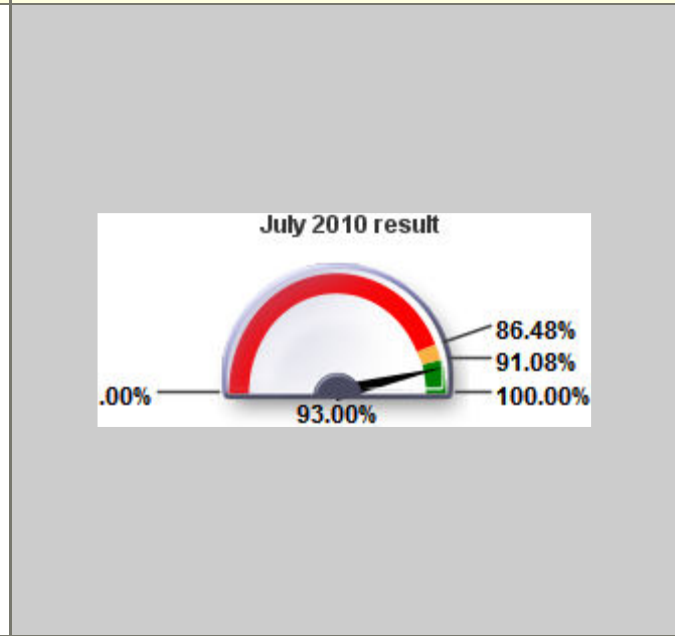
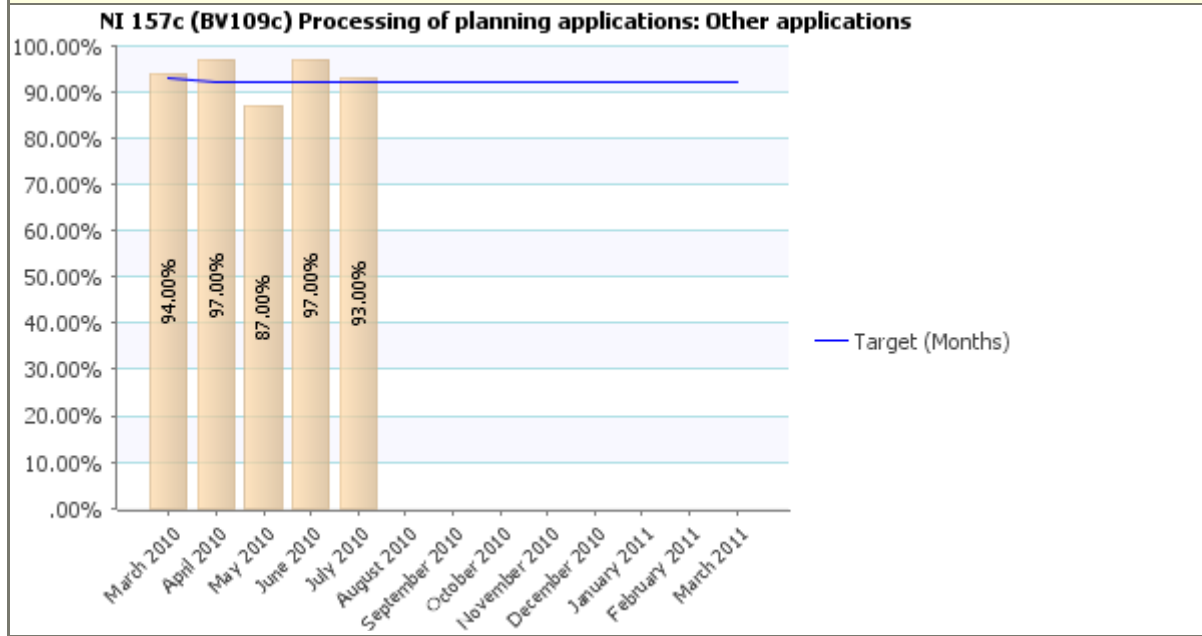
Trend Chart **Performance Gauge**





Planning and Building Control

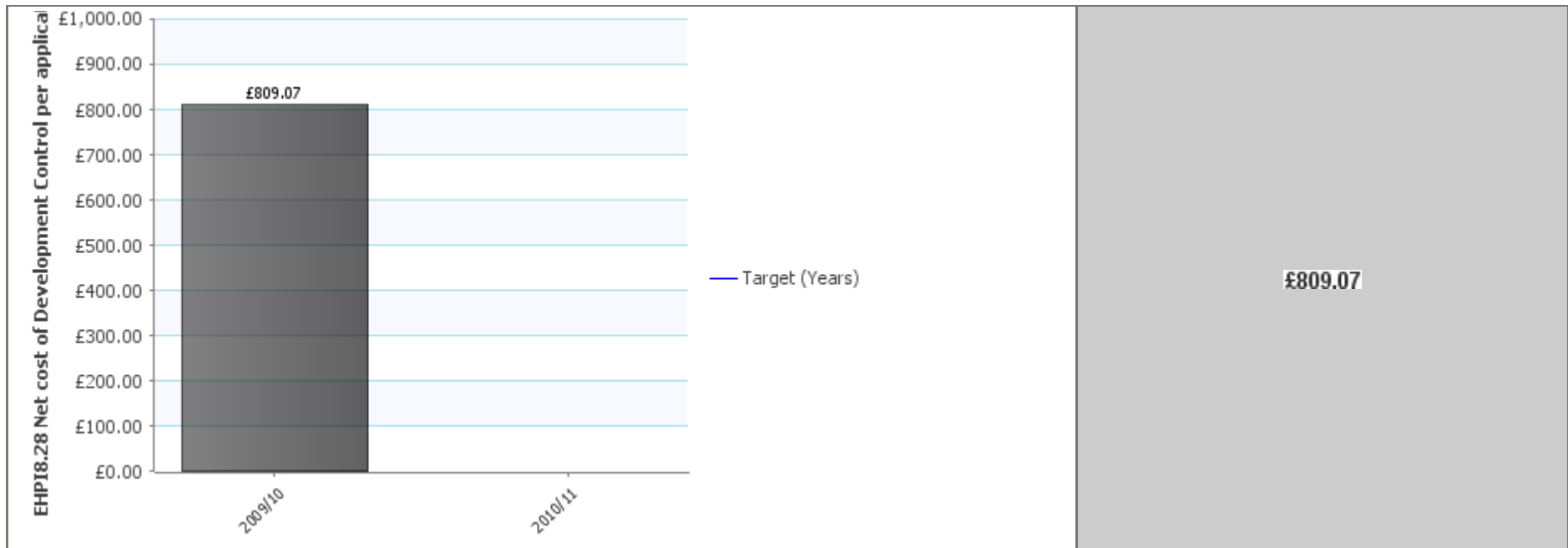
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 8 June 2010
NI 157c (BV109c)	Processing of planning applications: Other applications		93.00%	92.00%		Performance exceeding target.	None



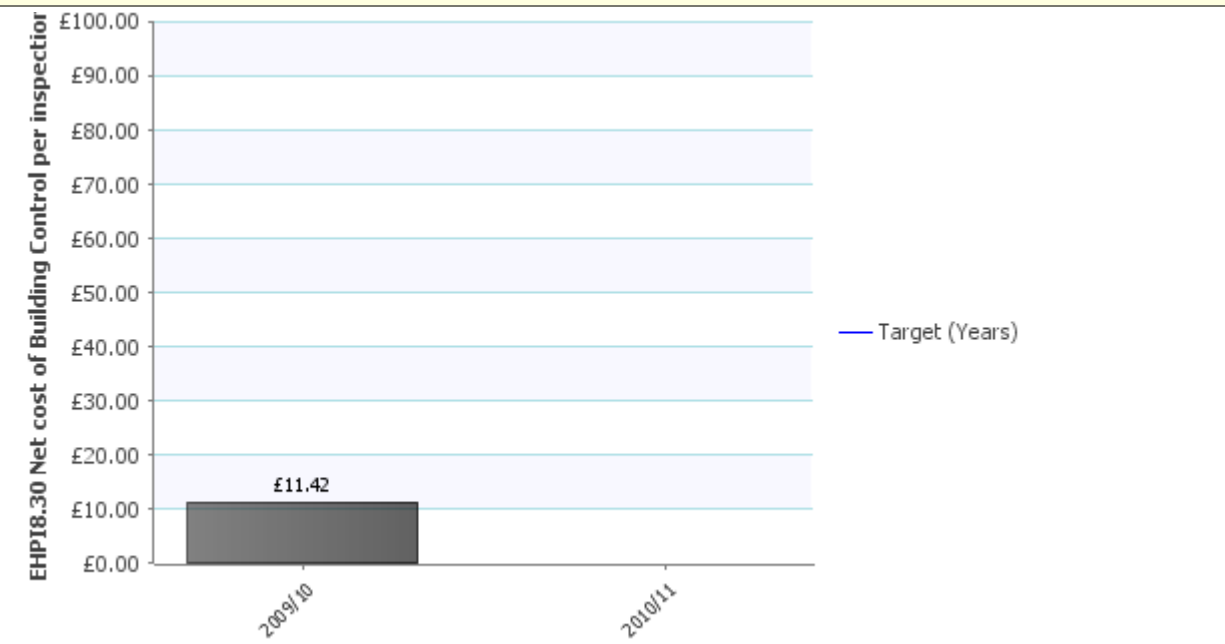
Trend Chart **Performance Gauge**



Traffic Light Data Only							
Description Fit for purpose, services fit for you							
Planning & Building Control							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 8 June 2010
EHP18.28	Net cost of Development Control per application		£809.07			Changes to the reporting of pension costs in 09/10 RO forms have resulted in costs being added to the RO lines used in this measurement. If the 09/10 forms had been compiled as in previous years the unit cost would have been £757.41. The drop of over £200K in customer and client receipts (partially offset by the 8% increase in applications) largely accounts for the rest of the increase in unit cost.	None
Trend Chart						Performance Gauge	

Essential Reference Paper B



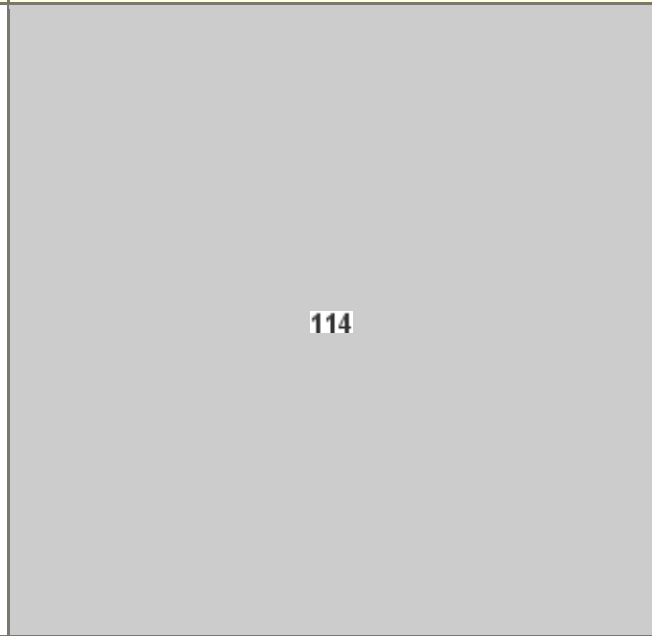
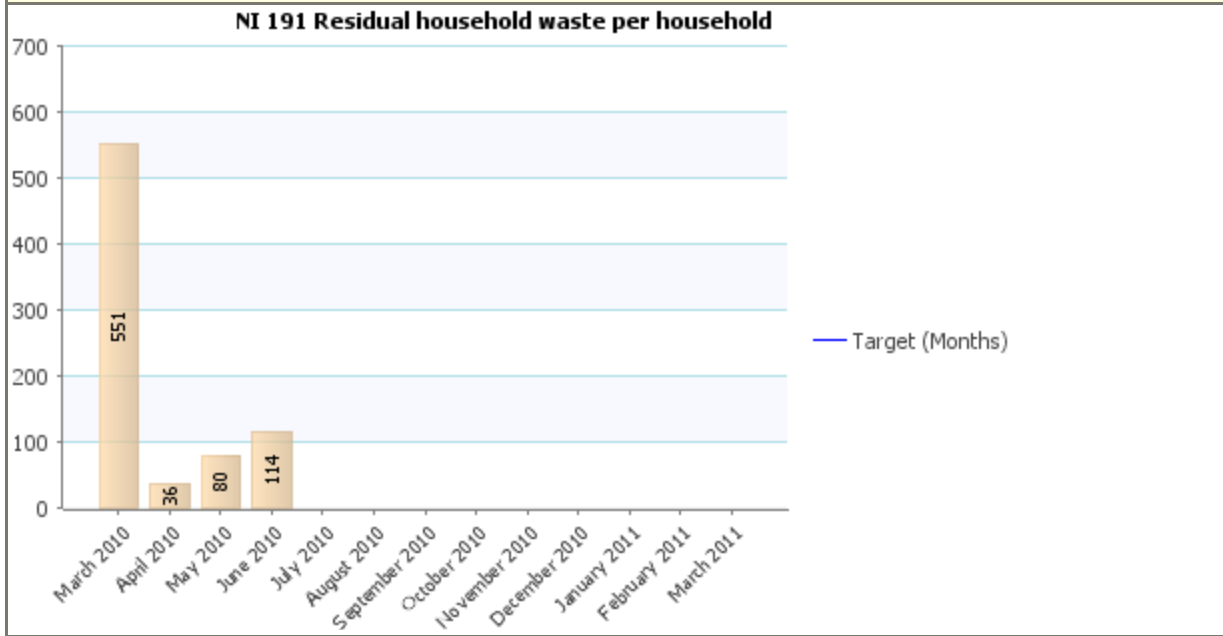
Planning & Building Control													
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 8 June 2010						
EHP18.30	Net cost of Building Control per inspection		£11.42			Improvement from previous year going from £11.89 to £11.42 per inspection.	None						
Trend Chart						Performance Gauge							
 <p>EHP18.30 Net cost of Building Control per inspection</p> <table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Year</th> <th>Net cost of Building Control per inspection (£)</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>£11.42</td> </tr> <tr> <td>2010/11</td> <td>-</td> </tr> </tbody> </table>						Year	Net cost of Building Control per inspection (£)	2009/10	£11.42	2010/11	-	<p>£11.42</p>	
Year	Net cost of Building Control per inspection (£)												
2009/10	£11.42												
2010/11	-												

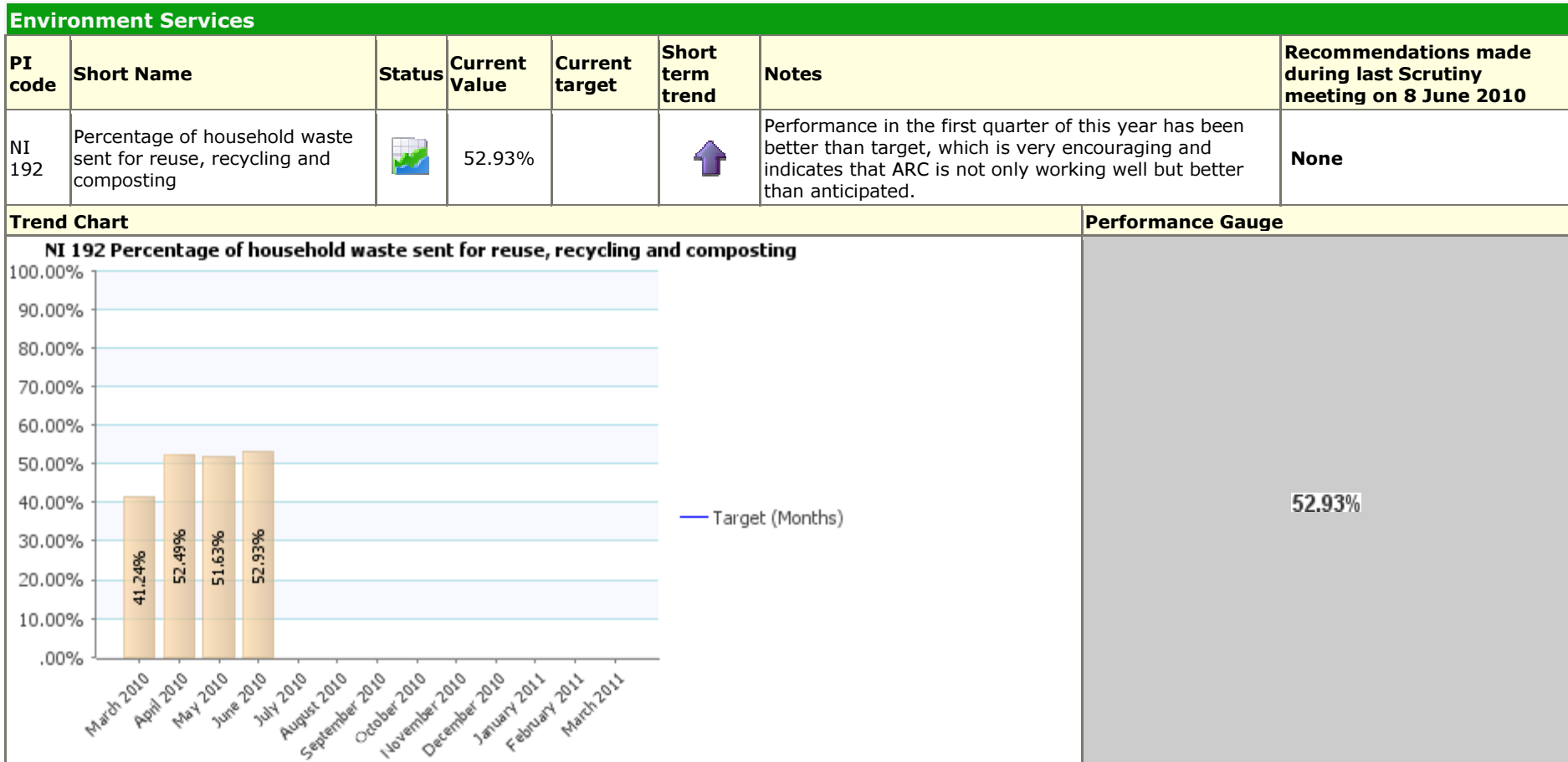
Traffic Light Data Only
Description Pride in East Herts

Environment Services



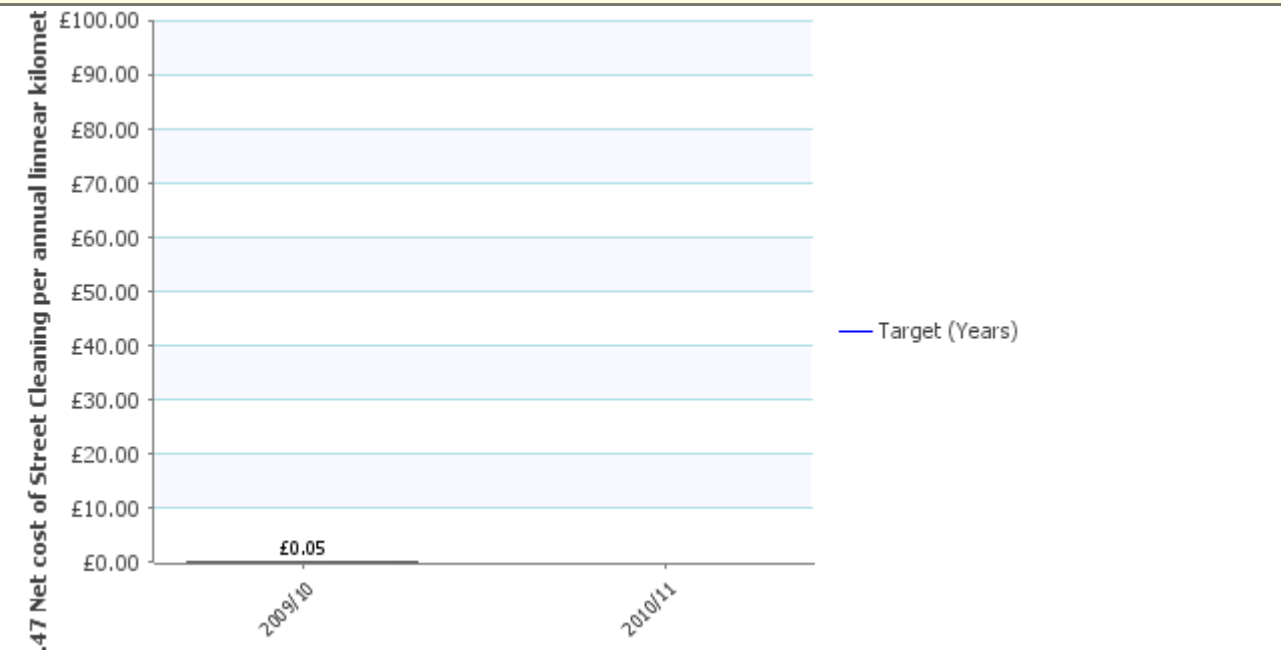
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 8 June 2010
NI 191	Residual household waste per household		114			The amount of waste needing to be disposed off continues to reduce.	None

Trend Chart **Performance Gauge**



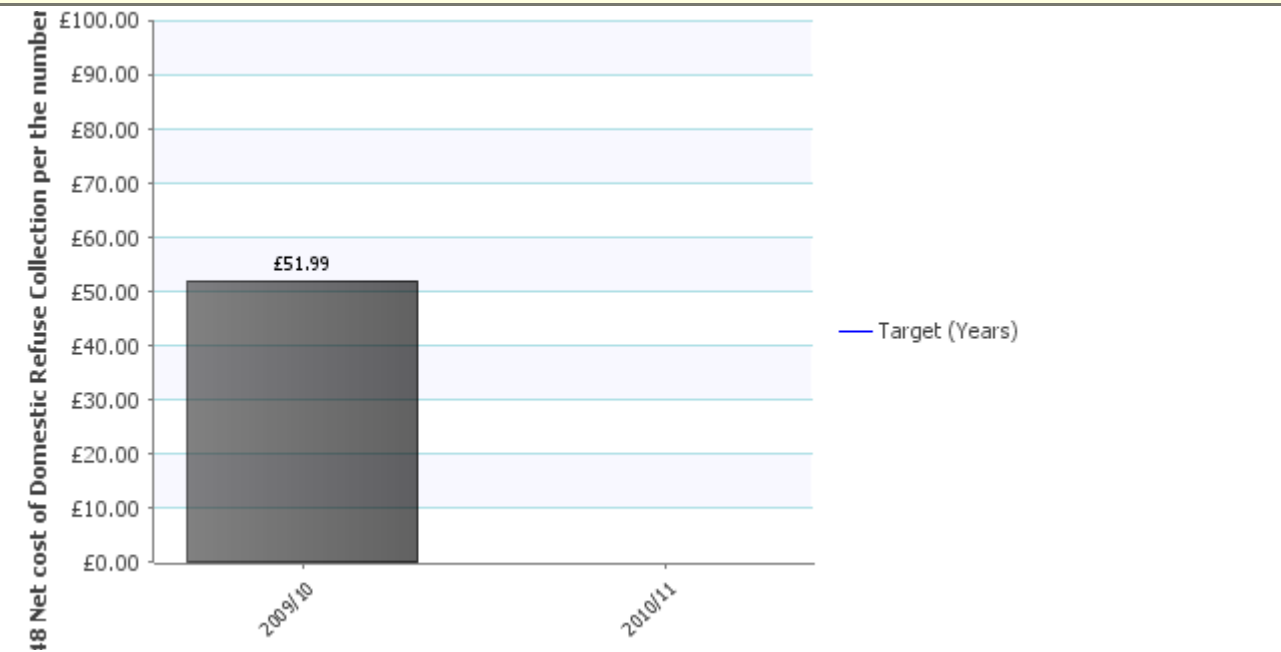






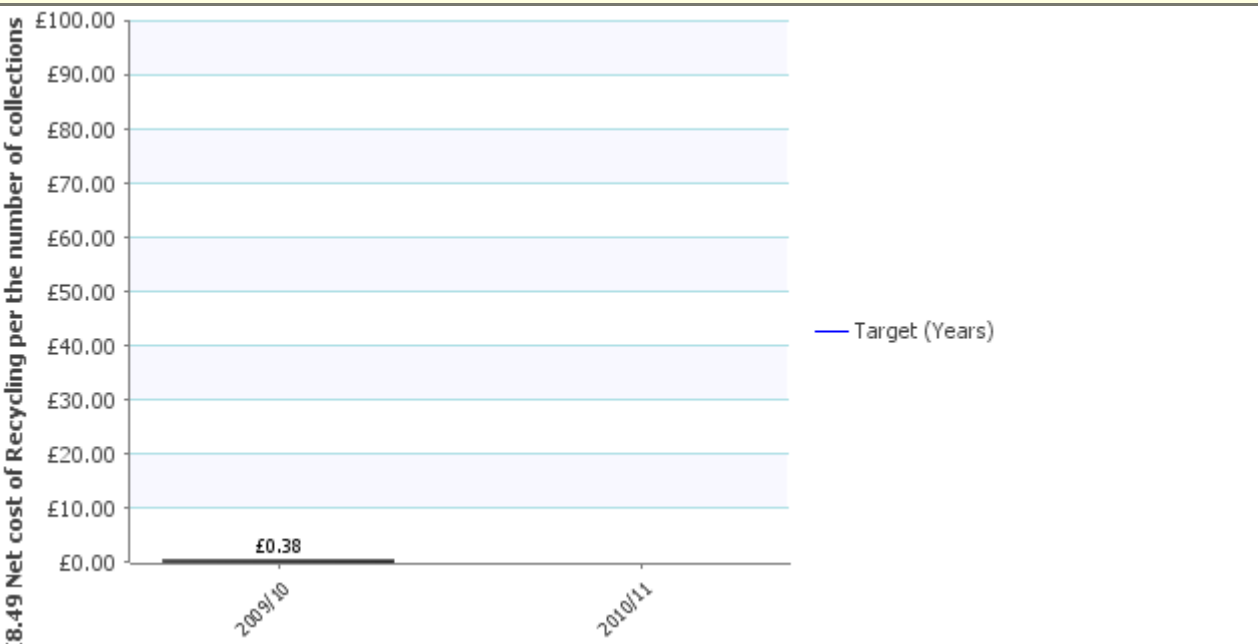
Essential Reference Paper B

Environment Services							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 8 June 2010
EHP18.47	Net cost of Street Cleaning per annual linnear kilometres cleansed		£0.05			The reduction in these costs is due to the renegotiation of the contract associated with contract extension and the implementation of the ARC scheme. This scheme reduced the frequency of collections and hence the resources employed and increased income from the sale of recyclable materials.	None
Trend Chart						Performance Gauge	
 <p>£100.00 £90.00 £80.00 £70.00 £60.00 £50.00 £40.00 £30.00 £20.00 £10.00 £0.00</p> <p>— Target (Years)</p> <p>2009/10 2010/11</p> <p>£0.05</p>						<p>£0.05</p>	

Essential Reference Paper B

Environment Services													
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 8 June 2010						
EHP18.48	Net cost of Domestic Refuse Collection per the number of properties		£51.99			The reduction in these costs is due to the renegotiation of the contract associated with contract extension and the implementation of the ARC scheme. This scheme reduced the frequency of collections and hence the resources employed and increased income from the sale of recyclable materials.	None						
Trend Chart						Performance Gauge							
 <table border="1" style="display: none;"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Year</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>51.99</td> </tr> <tr> <td>2010/11</td> <td>0.00</td> </tr> </tbody> </table>						Year	Value (£)	2009/10	51.99	2010/11	0.00	£51.99	
Year	Value (£)												
2009/10	51.99												
2010/11	0.00												

Essential Reference Paper B

Environment Services							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 8 June 2010
EHP18.49	Net cost of Recycling per the number of collections per annum		£0.38			The reduction in these costs is due to the renegotiation of the contract associated with contract extension and the implementation of the ARC scheme. This scheme reduced the frequency of collections and hence the resources employed and increased income from the sale of recyclable materials.	None
Trend Chart						Performance Gauge	
 <p>I8.49 Net cost of Recycling per the number of collections</p> <p>£100.00 £90.00 £80.00 £70.00 £60.00 £50.00 £40.00 £30.00 £20.00 £10.00 £0.00</p> <p>2009/10 2010/11</p> <p>— Target (Years)</p>						<p>£0.38</p>	