

EAST HERTS COUNCIL

ENVIRONMENT SCRUTINY COMMITTEE – 10 NOVEMBER 2015

REPORT BY THE DIRECTOR OF FINANCE AND SUPPORT SERVICES

ENVIRONMENT SCRUTINY HEALTHCHECK – JULY 2015 TO
SEPTEMBER 2015

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 July 2015 to September 2015.
- Overall 8 out of the 15 Environment Scrutiny committee’s basket of performance indicators are either on target or exceeding their targets as at September 2015/Quarter 2 for 2015. One indicator was ‘Amber’ and one did not have any performance data available to analyse. The remaining five performance indicators are trend only.
- Overall for the short term trend six indicators out of the 15 performance indicators in Environment Scrutiny’s basket are showing an improvement when performance is compared to the previous period. One indicator had maintained the same level of performance and seven have declined. Lastly one indicator did not have any performance data to analyse (**EHPI 2.1e – Planning Enforcement: Service of formal notices**) as no notices were served in September 2015.

RECOMMENDATION FOR ENVIRONMENT SCRUTINY COMMITTEE:

That the Executive be advised that Environment Scrutiny Committee has considered:

(A) and notes the reported performance for the period July 2015 to September 2015; and

(B) the report be approved.

1.0 Background

- 1.1 The council uses performance indicators and targets to help monitor progress against key objectives, understand how it is impacting upon the lives of residents and help inform decisions about directing resources to areas of need. East Herts Council's performance management framework was reviewed by Members in 2013 to make it more streamlined and more closely aligned with the objectives and priorities set out in the Corporate Plan. In 2015/16 there are 73 performance indicators, of which 15 are monitored within the year by Environment Scrutiny Committee.
- 1.2 The report contains a breakdown of the following information by each service area:
- An overview of performance, in particular where there have been issues and remedial actions taken during the period.
 - The indicators where data is collected monthly, with performance for September 2015 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 the full set of performance indicators that are reported on a monthly or quarterly basis to this committee. Essential Reference Paper B has been sorted by status e.g. all performance indicators that are 'red' are listed first etc. **Essential Reference Paper 'C'** Provides guidance notes and definitions for the performance indicators relating to Environment Scrutiny Committee.

2.0 **Performance analysis**

2.1 **SHORT TERM TREND ANALYSIS**

Table one shows movement in performance when compared to the last reporting period for the measures where there is a RAG status. Four indicators are showing an improvement and one indicator has stayed the same as the previous period. Four indicators show a

decline in performance and one indicator did not have any performance data to analyse (**EHPI 2.1e – Planning Enforcement: Service of formal notices**) as no notices were served in September 2015.

Table One:

Performance Indicator Short Name	Performance Status (RAG)	Movement since last reported
EHPI 2.1d – Planning Enforcement: Initial Site Inspections	Green	Improved
EHPI 2.4 – Fly-tips: removal.	Green	Improved
EHPI 7.2 – Turnaround of PCN Challenges and Representations	Green	Improved
EHPI 157a – Processing of planning applications: Major applications	Green	Improved
EHPI 7.3 - Percentage of appeals to the traffic penalty tribunal against the number of PCNs issued	Green	Stayed the same
EHPI 157b – Processing of planning applications: Minor applications	Green	Declined
EHPI 2.23 - Planning decisions delegated to officers	Green	Declined
EHPI 2.2 – Waste: missed collections per 100,000 collections of household	Green	Declined
EHPI 157c – Processing of planning applications: Other applications	Amber	Declined
EHPI 2.1e – Planning Enforcement: Service of formal Notices	N/A due to no notices served in September 2015	N/A due to no notices served in previous month

2.2 TREND ONLY PERFORMANCE INDICATORS

Table two shows movement in performance when compared to the

last reporting period for the measures where no targets have been set, e.g. only trend data is analysed.

Table Two:

Indicator (Trend only)
There has been a slight decrease in EHPI 192 (Percentage of household waste sent for reuse, recycling and composting) since July.
There were higher volumes of planning appeals in September but the number of appeals allowed has reduced when compared to August for EHPI 204 (Planning appeals allowed)
There has been a slight increase in EHPI 2.5 (Total waste collected by the district (kg per household)) since Quarter 1.
There has been a slight decrease in EHPI 2.6 (Percentage of residual waste (refuse) sent for disposal) since Quarter 1.
EHPI 191 (Percentage of household waste sent for reuse, recycling and composting.) This is a cumulative indicator therefore long term trend is not applicable.

2.3 Long term trend analysis (current value compared to the average performance for the last 12 months or last 4 quarters)

Table Three:

Service and Indicator	Commentary
Planning and Building Control	
EHPI 157c – Processing of planning applications: Other	The reason for the declining trend is due to matters which most often have an impact on the ability to reach a decision within the target timescale include the need to re-consult on revised proposals and where the issues raised by an application are complex and resolution cannot be achieved rapidly. Case Officers and Managers are continuing to review these cases to ensure that early resolution is reached where possible.
EHPI 2.5 – Total waste collected by	This is a rolling quarter from June to August as data is reported one month in arrears. The reason

<p>the district (kg per household)</p> <p>EHPI 2.6 – Percentage of residual waste (refuse) sent for disposal</p>	<p>for the declining long term trend is because DEFRA has yet to update the number of new properties in the district since 1 April 2015 and this has resulted in a slightly higher number of kilograms per household. In addition more waste is being presented at the kerbside as the economy grows and dry recycling (paper) is reducing due to increase use of electronic media.</p>
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2.4 POTENTIAL ISSUES IN FUTURE

Further analysis shows that the following measure is at risk of moving to a 'Red' or 'Amber' status in the future if performance continues to decline based on its current long term trend. It is:

- **EHPI 157c – Processing of planning applications: Other applications.** This indicator is 'Amber' and has had a declining long term trend for the past five consecutive months and is at risk of moving to 'Red'.

Please refer to **Essential Reference Paper 'B'** for the full performance indicator analysis.

PROPOSED CHANGES TO PERFORMANCE INDICATORS

2.5 Please note the following change:

- **EHPI 204 – Planning appeals allowed.** After reviewing this indicator it was established that no clear pattern could be identified in the monthly frequency due to the volatile nature of this indicator and low monthly volume of appeals being made. The service proposed that this indicator be changed from monthly reporting to quarterly reporting as this will address the low monthly volume of appeals and better identify where the seasonal highs and lows are. This change will be applied immediately. So the next update will be reported in December for quarter three.

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:

- 2014/15 Estimates and Future Targets Report – Executive 3 March 2015.

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