

EAST HERTS COUNCIL

ENVIRONMENT SCRUTINY COMMITTEE – 23 FEBRUARY 2016

REPORT BY THE DIRECTOR OF FINANCE AND SUPPORT SERVICES

ENVIRONMENT SCRUTINY HEALTHCHECK – OCTOBER 2015 TO  
DECEMBER 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 October 2015 to December 2015.
- 10 out of the 15 Environment Scrutiny committee’s basket of performance indicators are either on target or exceeding their targets as at December 2015/Quarter 3 for 2015. The remaining five performance indicators are trend only.
- 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. Two indicators have maintained the same level of performance, seven have declined.

**RECOMMENDATION FOR ENVIRONMENT SCRUTINY:**

**The Executive be advised that Environment Scrutiny Committee has considered:**

<b>(A)</b>	<b>the reported performance for the period October 2015 to December 2015 and the report be approve.</b>
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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 December 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 3 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.
- 1.5 Please note a new performance management framework for East Herts, based on measuring progress against the new corporate strategic plan (being discussed at Joint Scrutiny 9<sup>th</sup> Feb) will be in place from 1 April 2016.

## 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. Five indicators are showing an improvement and one indicator has stayed the same as the previous period. The remaining four indicators show a decline in performance.

**Table One:**

<b>Performance Indicator Short Name</b>	<b>Performance Status (RAG)</b>	<b>Movement since last reported</b>
<b>EHPI 157a</b> – Processing of planning applications: Major applications	<b>Green</b>	<b>Improved</b>
<b>EHPI 157b</b> – Processing of planning applications: Minor applications	<b>Green</b>	<b>Improved</b>
<b>EHPI 157c</b> – Processing of planning applications: Other applications	<b>Green</b>	<b>Improved</b>
<b>EHPI 2.23</b> – Planning decisions delegated to officers	<b>Green</b>	<b>Improved</b>
<b>EHPI 2.2</b> – Waste: missed collections per 100,000 collections of household	<b>Green</b>	<b>Improved</b>
<b>EHPI 2.1e</b> – Planning Enforcement: Service of formal Notices	<b>Green</b>	<b>Stayed the same</b>
<b>EHPI 2.1d</b> – Planning Enforcement: Initial Site Inspections	<b>Green</b>	<b>Declined</b>
<b>EHPI 2.4</b> – Fly-tips: removal.	<b>Green</b>	<b>Declined</b>
<b>EHPI 7.2</b> – Turnaround of PCN Challenges and Representations	<b>Green</b>	<b>Declined</b>
<b>EHPI 7.3</b> – Percentage of appeals to the traffic penalty tribunal against the number of PCNs issued	<b>Green</b>	<b>Declined</b>

## 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:**

<b>Indicator (Trend only)</b>
There has been an increase in <b>EHPI 191</b> (Residual household waste per household) since October however this is expected as this is a cumulative indicator. The lower the performance the better, hence a declining short term trend for this quarter.
Household waste has remained the same for <b>EHPI 192</b> (Percentage of household waste sent for reuse, recycling and composting) since October.
There has been a decrease in <b>EHPI 2.5</b> (Total waste collected by the district (kg per household) since Quarter 2. Hence an improving short term trend for this quarter.
There has been a slight increase in <b>EHPI 2.6</b> (Percentage of residual waste (refuse) sent for disposal) since Quarter 2. Hence a declining short term trend for this quarter.
There were higher volumes of planning appeals in December but the number of appeals allowed has increased when compared to November for <b>EHPI 204</b> (Planning appeals allowed). Hence a declining short term trend for this quarter.

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

**Table Three:**

<b>Service and Indicator</b>	<b>Commentary</b>
<b>EHPI 2.5</b> – Total waste collected by the district (kg per household) <b>EHPI 2.6</b> – Percentage of residual waste (refuse) sent for disposal	This is a rolling quarter from September to November as data is reported one month in arrears. The reason for the declining long term trend is because 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.

2.4 Members should note that some performance indicators showing a declining long term trend did not get included in the table above as they were either only performing marginally off/below the long term average or this was the first time the indicator was below the long term average.

### 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:

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

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