





October to December Environment Scrutiny Healthcheck 2015/16

Directorate Customer and Community
Service Area Parking

| <p>PI Code & Short Name</p> | <p>EHPI 7.3 Percentage of appeals to the traffic penalty tribunal against the number of PCNs issued (MINIMISING INDICATOR)</p> | <p>Managed By</p> | <p>Andrew Pulham; Neil Sloper</p> | | | | | | | | | | | | | | | | | | |
|--|--|--|-----------------------------------|------------|-------|------------|-------|------------|-------|------------|-------|------------|-------|------------|-------|------------|-------|------------|-------|------------------------------|--|
| <p>EHPI 7.3 Percentage of appeals to the traffic penalty tribunal against the number of PCNs issued (MINIMISING INDICATOR)</p> | | <p>Short Term Trend Arrow</p> | <p>↓</p> | | | | | | | | | | | | | | | | | | |
| <table border="1"> <caption>Chart Data: Percentage of appeals to the traffic penalty tribunal against the number of PCNs issued</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>0.00%</td> </tr> <tr> <td>Q2 2014/15</td> <td>0.00%</td> </tr> <tr> <td>Q3 2014/15</td> <td>0.00%</td> </tr> <tr> <td>Q4 2014/15</td> <td>0.00%</td> </tr> <tr> <td>Q1 2015/16</td> <td>0.07%</td> </tr> <tr> <td>Q2 2015/16</td> <td>0.07%</td> </tr> <tr> <td>Q3 2015/16</td> <td>0.20%</td> </tr> <tr> <td>Q4 2015/16</td> <td>0.00%</td> </tr> </tbody> </table> | | Quarter | Percentage | Q1 2014/15 | 0.00% | Q2 2014/15 | 0.00% | Q3 2014/15 | 0.00% | Q4 2014/15 | 0.00% | Q1 2015/16 | 0.07% | Q2 2015/16 | 0.07% | Q3 2015/16 | 0.20% | Q4 2015/16 | 0.00% | <p>Long Term Trend Arrow</p> | <p>New indicator for 2015/16 therefore no long term trend can be analysed.</p> |
| Quarter | Percentage | | | | | | | | | | | | | | | | | | | | |
| Q1 2014/15 | 0.00% | | | | | | | | | | | | | | | | | | | | |
| Q2 2014/15 | 0.00% | | | | | | | | | | | | | | | | | | | | |
| Q3 2014/15 | 0.00% | | | | | | | | | | | | | | | | | | | | |
| Q4 2014/15 | 0.00% | | | | | | | | | | | | | | | | | | | | |
| Q1 2015/16 | 0.07% | | | | | | | | | | | | | | | | | | | | |
| Q2 2015/16 | 0.07% | | | | | | | | | | | | | | | | | | | | |
| Q3 2015/16 | 0.20% | | | | | | | | | | | | | | | | | | | | |
| Q4 2015/16 | 0.00% | | | | | | | | | | | | | | | | | | | | |
| | | <p>Traffic Light Icon</p> | <p>🟢</p> | | | | | | | | | | | | | | | | | | |
| <p>Current Value</p> | | <p>0.20%</p> | | | | | | | | | | | | | | | | | | | |
| <p>Current Target</p> | | <p>0.35%</p> | | | | | | | | | | | | | | | | | | | |
| <p>Notes & History Latest Note</p> | | <p>Performance exceeding target. 15 appeals received against a total of 6532 PCNs issued in the third quarter.</p> | | | | | | | | | | | | | | | | | | | |
| <p>Management Response / Action</p> | | <p>No further management response required at this stage.</p> | | | | | | | | | | | | | | | | | | | |

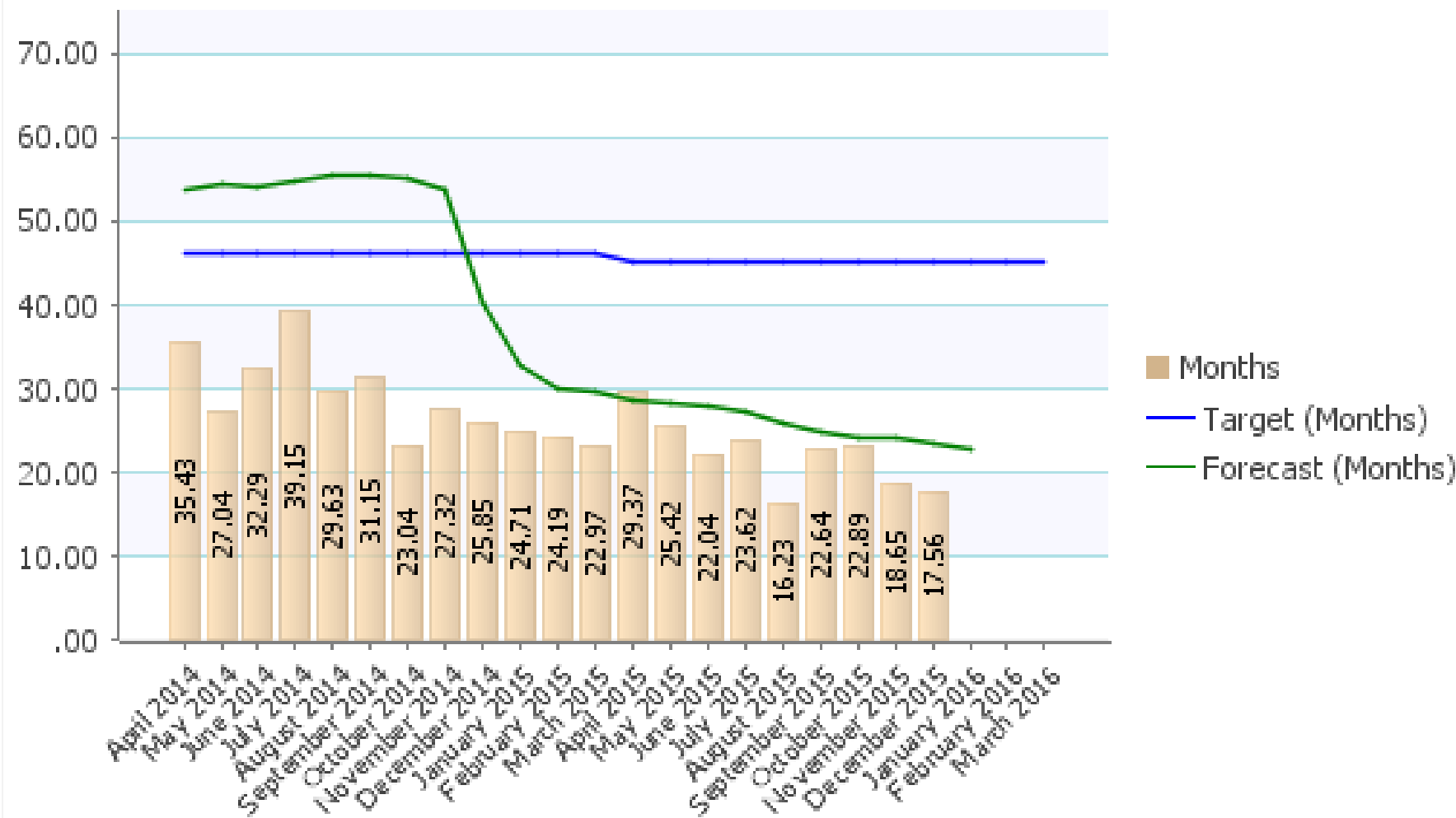
| <p>PI Code & Short Name</p> | <p>EHPI 7.2 Turnaround of PCN Challenges and Representations (MINIMISING INDICATOR)</p> | <p>Managed By</p> | <p>Andrew Pulham; Neil Sloper</p> | | | | | | | | | | | | | | | | | | | | |
|---|---|--|--|------------|----|----------|----|-----------|----|-----------|----|-------------|----|----------------|----|--------------|----|---------------|---|---------------|----|------------------------------|--|
| <p>EHPI 7.2 Turnaround of PCN Challenges and Representations (MINIMISING INDICATOR)</p> | | <p>Short Term Trend Arrow</p> | <p></p> | | | | | | | | | | | | | | | | | | | | |
| <table border="1"> <caption>Turnaround Times Data</caption> <thead> <tr> <th>Month</th> <th>Turnaround (Days)</th> </tr> </thead> <tbody> <tr><td>April 2015</td><td>10</td></tr> <tr><td>May 2015</td><td>14</td></tr> <tr><td>June 2015</td><td>12</td></tr> <tr><td>July 2015</td><td>12</td></tr> <tr><td>August 2015</td><td>14</td></tr> <tr><td>September 2015</td><td>12</td></tr> <tr><td>October 2015</td><td>11</td></tr> <tr><td>November 2015</td><td>7</td></tr> <tr><td>December 2015</td><td>10</td></tr> </tbody> </table> | | Month | Turnaround (Days) | April 2015 | 10 | May 2015 | 14 | June 2015 | 12 | July 2015 | 12 | August 2015 | 14 | September 2015 | 12 | October 2015 | 11 | November 2015 | 7 | December 2015 | 10 | <p>Long Term Trend Arrow</p> | <p>New indicator for 2015/16 therefore no long term trend can be analysed.</p> |
| Month | Turnaround (Days) | | | | | | | | | | | | | | | | | | | | | | |
| April 2015 | 10 | | | | | | | | | | | | | | | | | | | | | | |
| May 2015 | 14 | | | | | | | | | | | | | | | | | | | | | | |
| June 2015 | 12 | | | | | | | | | | | | | | | | | | | | | | |
| July 2015 | 12 | | | | | | | | | | | | | | | | | | | | | | |
| August 2015 | 14 | | | | | | | | | | | | | | | | | | | | | | |
| September 2015 | 12 | | | | | | | | | | | | | | | | | | | | | | |
| October 2015 | 11 | | | | | | | | | | | | | | | | | | | | | | |
| November 2015 | 7 | | | | | | | | | | | | | | | | | | | | | | |
| December 2015 | 10 | | | | | | | | | | | | | | | | | | | | | | |
| | | <p>Traffic Light Icon</p> | <p></p> | | | | | | | | | | | | | | | | | | | | |
| | | <p>Current Value</p> | <p>10 days</p> | | | | | | | | | | | | | | | | | | | | |
| | | <p>Current Target</p> | <p>21 days</p> | | | | | | | | | | | | | | | | | | | | |
| | | <p>Notes & History Latest Note</p> | <p>Performance exceeding target.</p> | | | | | | | | | | | | | | | | | | | | |
| | | <p>Management Response / Action</p> | <p>No further management response required at this stage.</p> | | | | | | | | | | | | | | | | | | | | |

Directorate Customer and Community Services
Service Area Environmental Services and Leisure


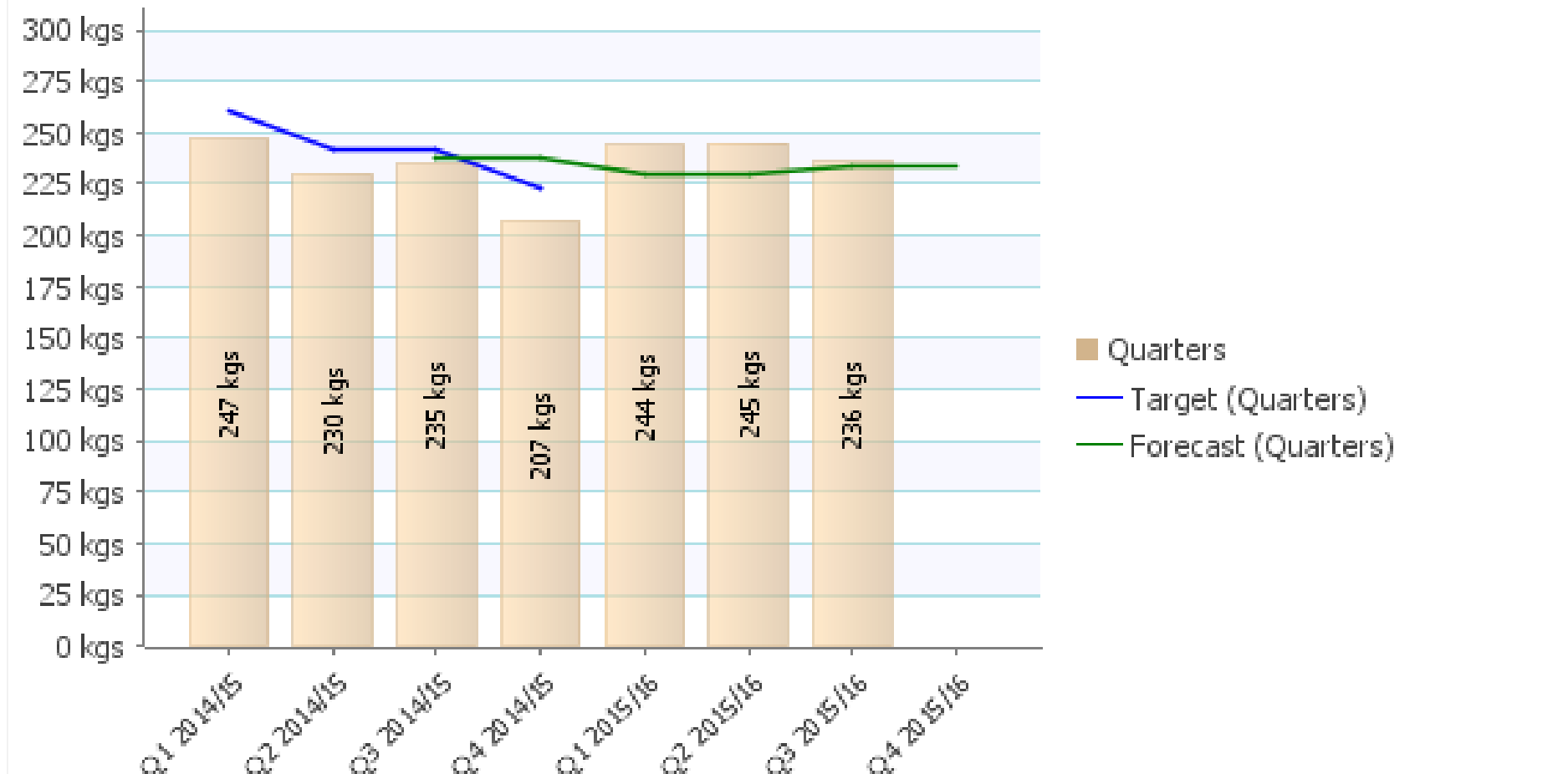

| PI Code & Short Name EHPI 2.4 (47) Fly-tips: removal. (MINIMISING INDICATOR) | Managed By Cliff Cardoza; Karl Chui; | | | | | | | | | | | | | | | | |
|--|---|--------------|------------|------|------------|------|------------|------|------------|------|------------|------|------------|------|------------|------|-------------------------------|
| <p style="text-align: center;">EHPI 2.4 (47) Fly-tips: removal. (MINIMISING INDICATOR)</p> <table border="1"> <caption>EHPI 2.4 (47) Fly-tips: removal. (MINIMISING INDICATOR) Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (days)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>2.17</td> </tr> <tr> <td>Q2 2014/15</td> <td>1.97</td> </tr> <tr> <td>Q3 2014/15</td> <td>1.75</td> </tr> <tr> <td>Q4 2014/15</td> <td>1.48</td> </tr> <tr> <td>Q1 2015/16</td> <td>1.78</td> </tr> <tr> <td>Q2 2015/16</td> <td>1.72</td> </tr> <tr> <td>Q3 2015/16</td> <td>2.00</td> </tr> </tbody> </table> | Quarter | Value (days) | Q1 2014/15 | 2.17 | Q2 2014/15 | 1.97 | Q3 2014/15 | 1.75 | Q4 2014/15 | 1.48 | Q1 2015/16 | 1.78 | Q2 2015/16 | 1.72 | Q3 2015/16 | 2.00 | Short Term Trend Arrow |
| | Quarter | Value (days) | | | | | | | | | | | | | | | |
| | Q1 2014/15 | 2.17 | | | | | | | | | | | | | | | |
| | Q2 2014/15 | 1.97 | | | | | | | | | | | | | | | |
| | Q3 2014/15 | 1.75 | | | | | | | | | | | | | | | |
| | Q4 2014/15 | 1.48 | | | | | | | | | | | | | | | |
| | Q1 2015/16 | 1.78 | | | | | | | | | | | | | | | |
| Q2 2015/16 | 1.72 | | | | | | | | | | | | | | | | |
| Q3 2015/16 | 2.00 | | | | | | | | | | | | | | | | |
| Long Term Trend Arrow | | | | | | | | | | | | | | | | | |
| Traffic Light Icon | | | | | | | | | | | | | | | | | |
| Current Value 2.00 days | | | | | | | | | | | | | | | | | |
| Current Target 2.00 days | | | | | | | | | | | | | | | | | |
| Notes & History Latest Note | Performance is still on target of 2 days, although performance not quite as good as previous quarter due to an increased number of fly tips removed and some larger fly tips which required specialist contractors. | | | | | | | | | | | | | | | | |
| Management Response / Action | No further management response required at this stage. | | | | | | | | | | | | | | | | |

PI Code & Short Name EHCI 2.2 Waste: missed collections per 100,000 collections of household. (MINIMISING INDICATOR)

EHPI 2.2 Waste: missed collections per 100,000 collections of household. (MINIMISING INDICATOR)



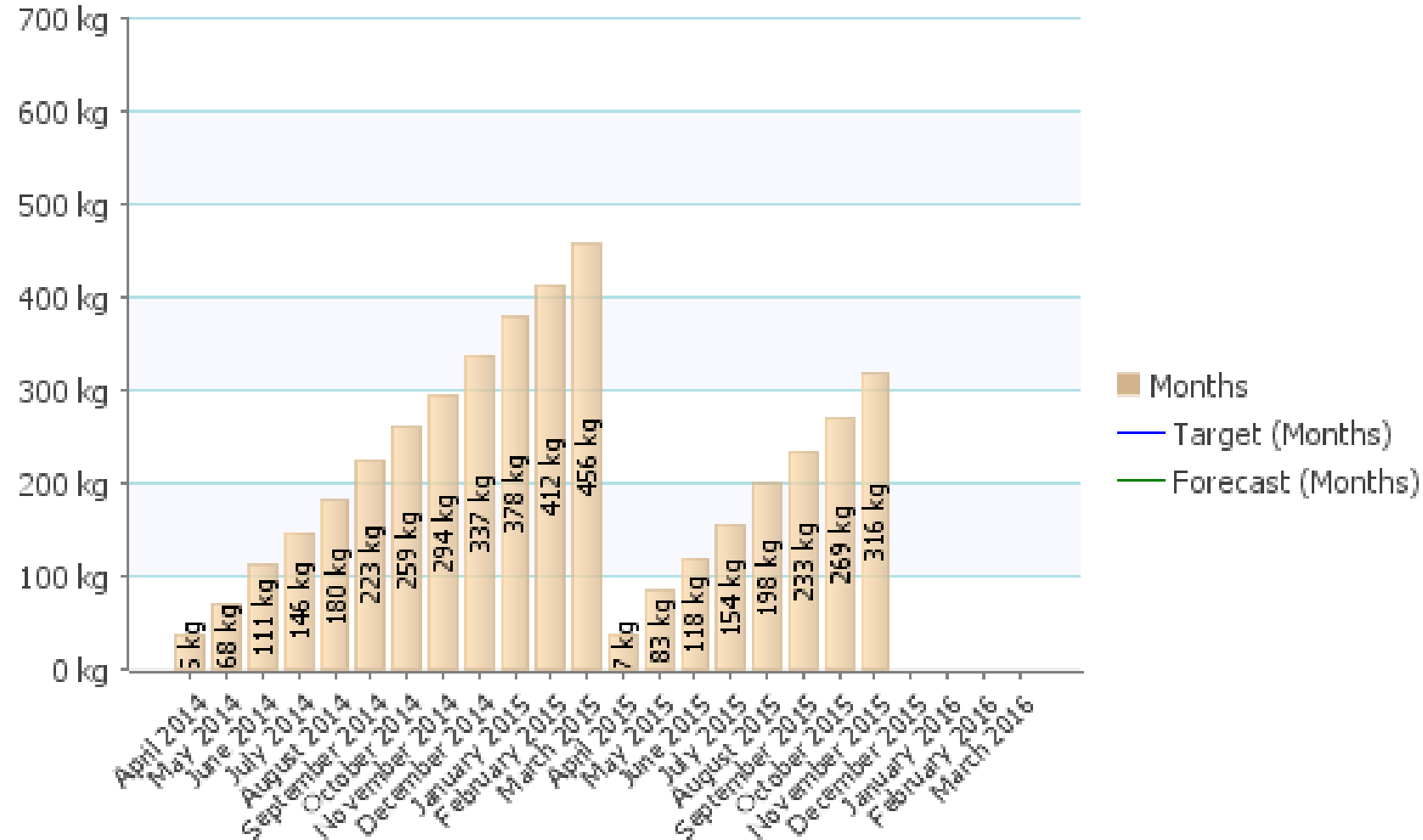
| | |
|------------------------------|---|
| Managed By | Cliff Cardoza; |
| Short Term Trend Arrow | ↑ |
| Long Term Trend Arrow | ↑ |
| Traffic Light Icon | 🟢 |
| Current Value | 17.56 |
| Current Target | 45.00 |
| Notes & History Latest Note | December generally sees missed collections fall. Well below target and also below the previous month. Anticipate an increase for January as a result of Christmas and adjusted collections. |
| Management Response / Action | No further management response required at this stage. |

| | | | |
|---|--|--|--|
| <p>PI Code & Short Name</p> | <p>EHPI 2.5 Total waste collected by the district (kg per household). (MINIMISING INDICATOR)</p> | <p>Managed By</p> | <p>Cliff Cardoza;</p> |
| <p>EHPI 2.5 Total waste collected by the district (kg per household). (MINIMISING INDICATOR)</p> | | <p>Short Term Trend Arrow</p> |  |
|  | | <p>Long Term Trend Arrow</p> |  |
| <p>Legend: ■ Quarters, — Target (Quarters), — Forecast (Quarters)</p> | | <p>Traffic Light Icon</p> | <p>N/A - Trend only indicator</p> |
| | | <p>Current Value</p> | <p>236 kgs</p> |
| | | <p>Current Target</p> | <p>N/A - Trend only indicator</p> |
| | | <p>Notes & History Latest Note</p> | <p>This is a rolling quarter from September to November 2015 as data is reported one month in arrears. More waste is being presented at the kerbside as the economy grows.</p> |
| | | <p>Management Response / Action</p> | <p>No further management response required at this stage.</p> |

| <p>PI Code & Short Name</p> | <p>EHPI 2.6 Percentage of residual waste (refuse) sent for disposal out of the total collected. (MINIMISING INDICATOR)</p> | <p>Managed By</p> | <p>Cliff Cardoza;</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|--|--|------------|--------------|------------|-----|-----|---|------------|-----|-----|---|------------|-----|-----|---|------------|-----|-----|---|------------|-----|---|-----|------------|-----|---|-----|------------|-----|---|-----|------------|---|---|-----|------------------------------|----------|
| <p>EHPI 2.6 Percentage of residual waste (refuse) sent for disposal out of the total collected. (MINIMISING INDICATOR)</p> | | <p>Short Term Trend Arrow</p> | <p>↓</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <table border="1"> <caption>EHPI 2.6 Percentage of residual waste (refuse) sent for disposal out of the total collected. (MINIMISING INDICATOR)</caption> <thead> <tr> <th>Quarter</th> <th>Actual Value (%)</th> <th>Target (%)</th> <th>Forecast (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>45%</td> <td>45%</td> <td>-</td> </tr> <tr> <td>Q2 2014/15</td> <td>47%</td> <td>46%</td> <td>-</td> </tr> <tr> <td>Q3 2014/15</td> <td>47%</td> <td>46%</td> <td>-</td> </tr> <tr> <td>Q4 2014/15</td> <td>49%</td> <td>52%</td> <td>-</td> </tr> <tr> <td>Q1 2015/16</td> <td>50%</td> <td>-</td> <td>47%</td> </tr> <tr> <td>Q2 2015/16</td> <td>49%</td> <td>-</td> <td>48%</td> </tr> <tr> <td>Q3 2015/16</td> <td>50%</td> <td>-</td> <td>49%</td> </tr> <tr> <td>Q4 2015/16</td> <td>-</td> <td>-</td> <td>50%</td> </tr> </tbody> </table> | | Quarter | Actual Value (%) | Target (%) | Forecast (%) | Q1 2014/15 | 45% | 45% | - | Q2 2014/15 | 47% | 46% | - | Q3 2014/15 | 47% | 46% | - | Q4 2014/15 | 49% | 52% | - | Q1 2015/16 | 50% | - | 47% | Q2 2015/16 | 49% | - | 48% | Q3 2015/16 | 50% | - | 49% | Q4 2015/16 | - | - | 50% | <p>Long Term Trend Arrow</p> | <p>↓</p> |
| Quarter | Actual Value (%) | Target (%) | Forecast (%) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q1 2014/15 | 45% | 45% | - | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q2 2014/15 | 47% | 46% | - | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q3 2014/15 | 47% | 46% | - | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q4 2014/15 | 49% | 52% | - | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q1 2015/16 | 50% | - | 47% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q2 2015/16 | 49% | - | 48% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q3 2015/16 | 50% | - | 49% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q4 2015/16 | - | - | 50% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | <p>Traffic Light Icon</p> | <p>N/A - Trend only indicator</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | <p>Current Value</p> | <p>49%</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | <p>Current Target</p> | <p>N/A - Trend only indicator</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | <p>Notes & History Latest Note</p> | <p>This is a rolling period from September to November 2015. Waste is growing as the economy improves and dry recycling (paper) is reducing due to increase use of electronic media.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | <p>Management Response / Action</p> | <p>No further management response required at this stage.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

PI Code & Short Name EHCI 191 Residual household waste per household. (MINIMISING CUMULATIVE INDICATOR)

EHCI 191 Residual household waste per household. (MINIMISING CUMULATIVE INDICATOR)



| | |
|------------------------------|---|
| Managed By | Cliff Cardoza; |
| Short Term Trend Arrow | ↓ |
| Long Term Trend Arrow | ↓ |
| Traffic Light Icon | N/A - Trend only indicator |
| Current Value | 316 kg |
| Current Target | N/A - Trend only indicator |
| Notes & History Latest Note | This indicator is reported one month in arrears. As expected waste continues to be higher than the same period last year due to the improving economic climate and people spending more resulting in more waste being produced. |
| Management Response / Action | No further management response required at this stage. |

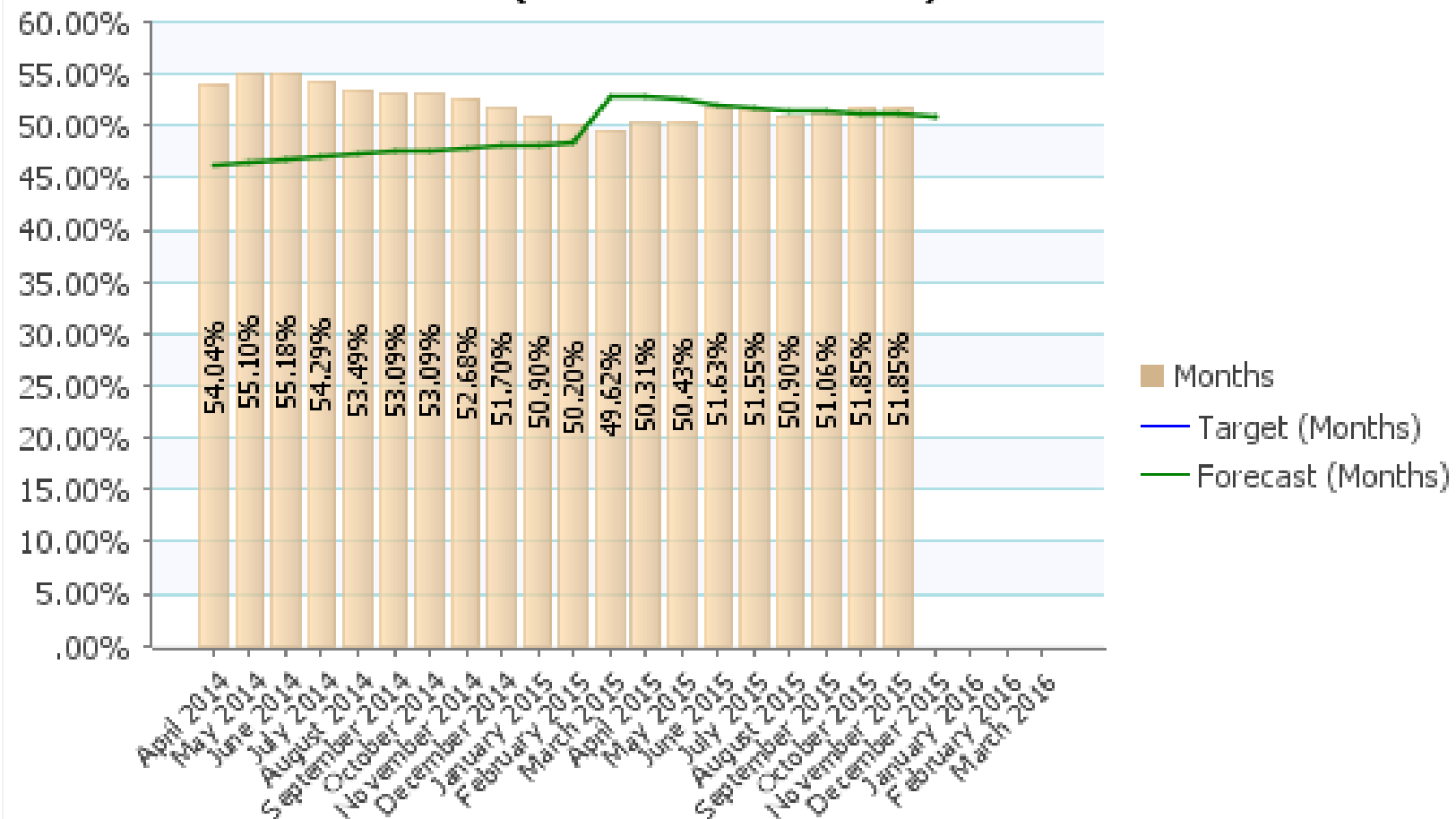
PI Code & Short Name

EHPI 192 Percentage of household waste sent for reuse, recycling and composting. (MAXIMISING INDICATOR)

Managed By

Cliff Cardoza;

EHPI 192 Percentage of household waste sent for reuse, recycling and composting. (MAXIMISING INDICATOR)



Short Term Trend Arrow



Long Term Trend Arrow



Traffic Light Icon

N/A - Trend only indicator

Current Value

51.85%

Current Target

N/A - Trend only indicator

Notes & History Latest Note

No status note has been added.

Management Response / Action

No further management response required at this stage.

Directorate Neighbourhood Services
Service Area Planning and Building Control

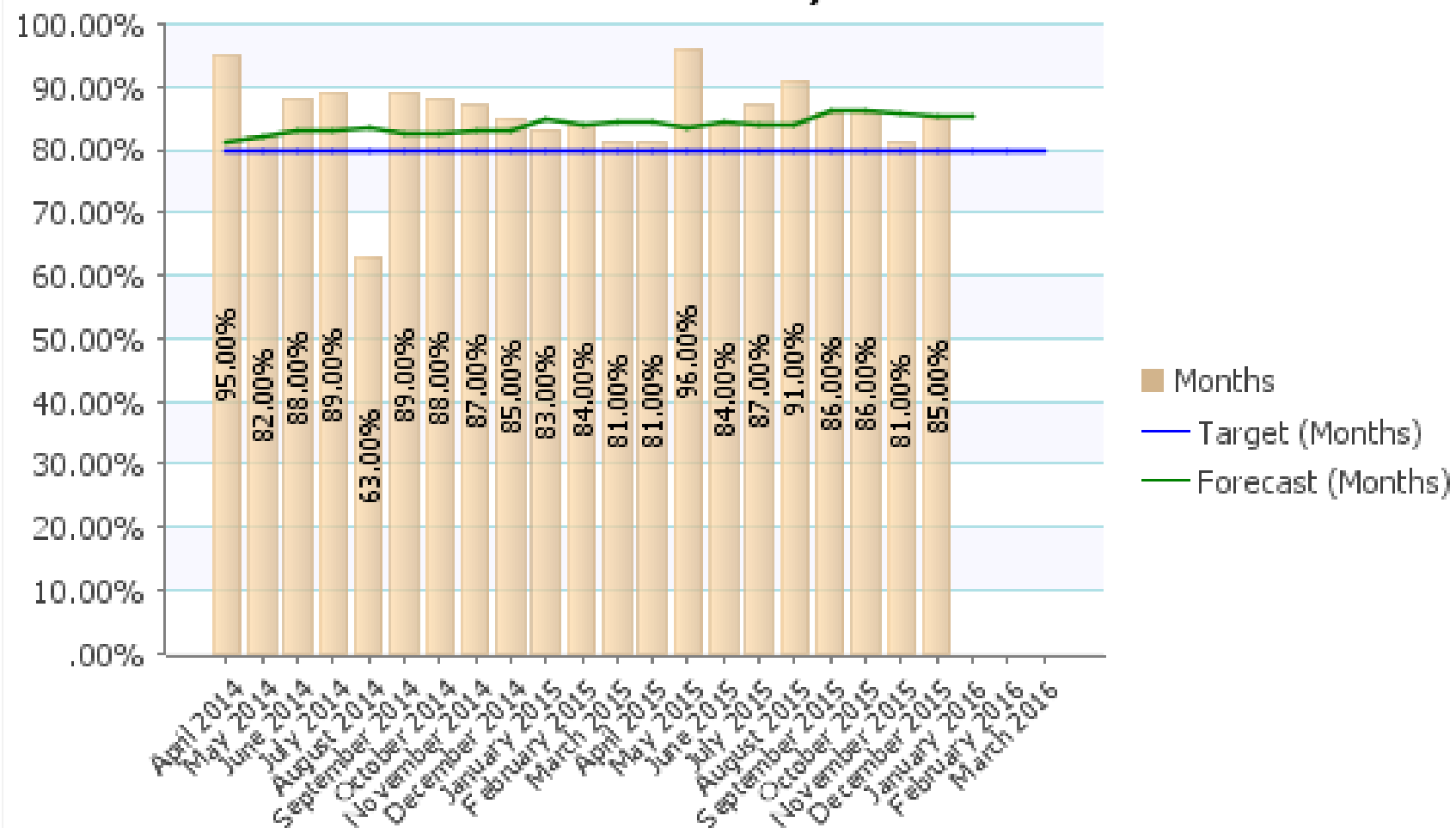
PI Code & Short Name

EHPI 157b Processing of planning applications: Minor applications.
(MAXIMISING INDICATOR)

Managed By

Kevin Steptoe; Alison Young

EHPI 157b Processing of planning applications: Minor applications. (MAXIMISING INDICATOR)



Short Term Trend Arrow



Long Term Trend Arrow



Traffic Light Icon



Current Value

85.00%

Current Target

80.00%

Notes & History Latest Note

Performance exceeding target with 28 out of 33 applications processed on time.

Management Response / Action

Performance in December is only 0.42% off the against the long term trend, therefore no management response required at this stage.

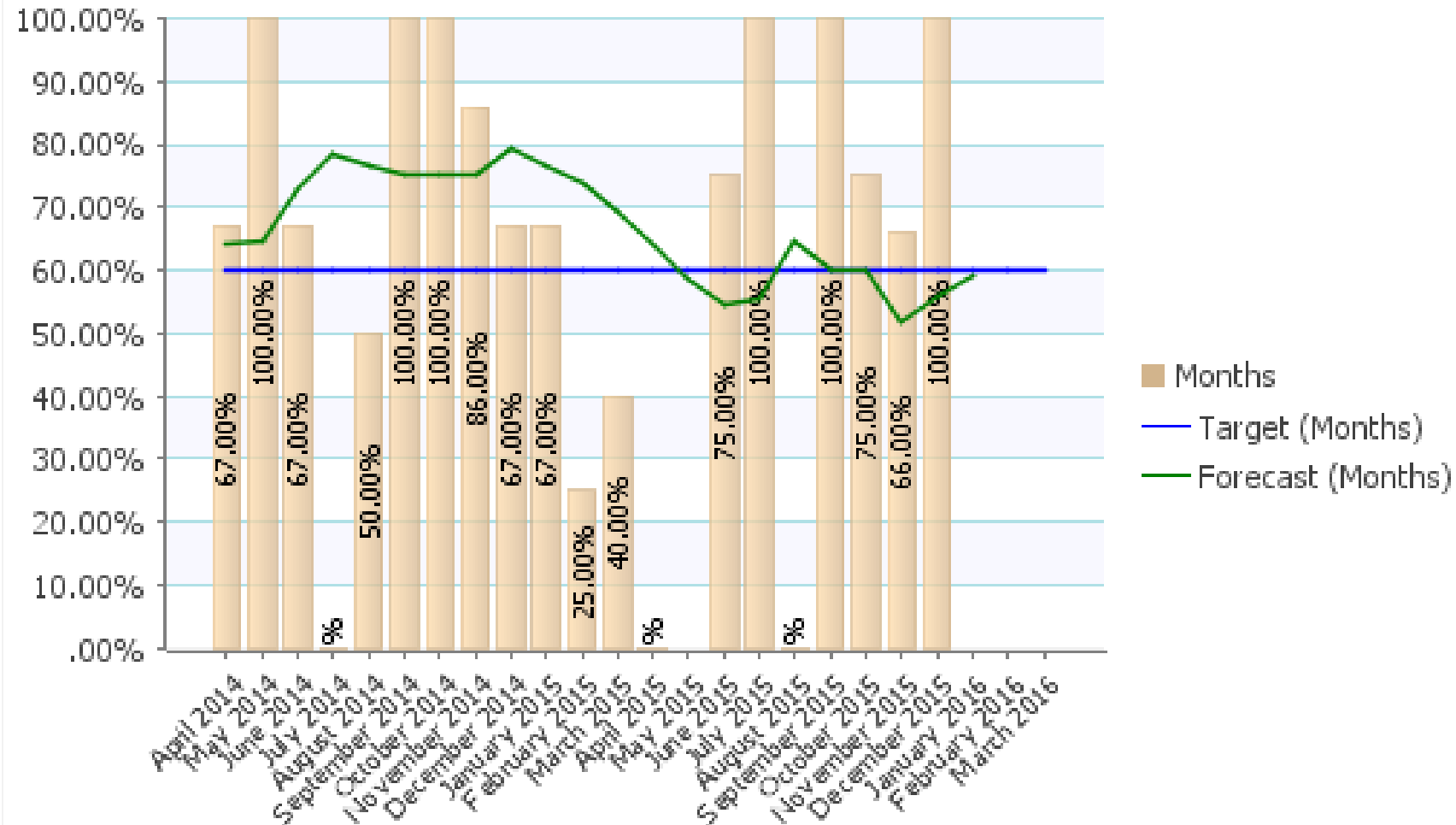
PI Code & Short Name

EHPI 157a Processing of planning applications: Major applications. (MAXIMISING INDICATOR)

Managed By

Kevin Steptoe; Alison Young

EHPI 157a Processing of planning applications: Major applications. (MAXIMISING INDICATOR)



Short Term Trend Arrow



Long Term Trend Arrow



Traffic Light Icon



Current Value

100.00%

Current Target

60.00%

Notes & History Latest Note

Performance is exceeding target with 5 out of 5 applications processed on time.

Management Response / Action

No further management response required at this stage.

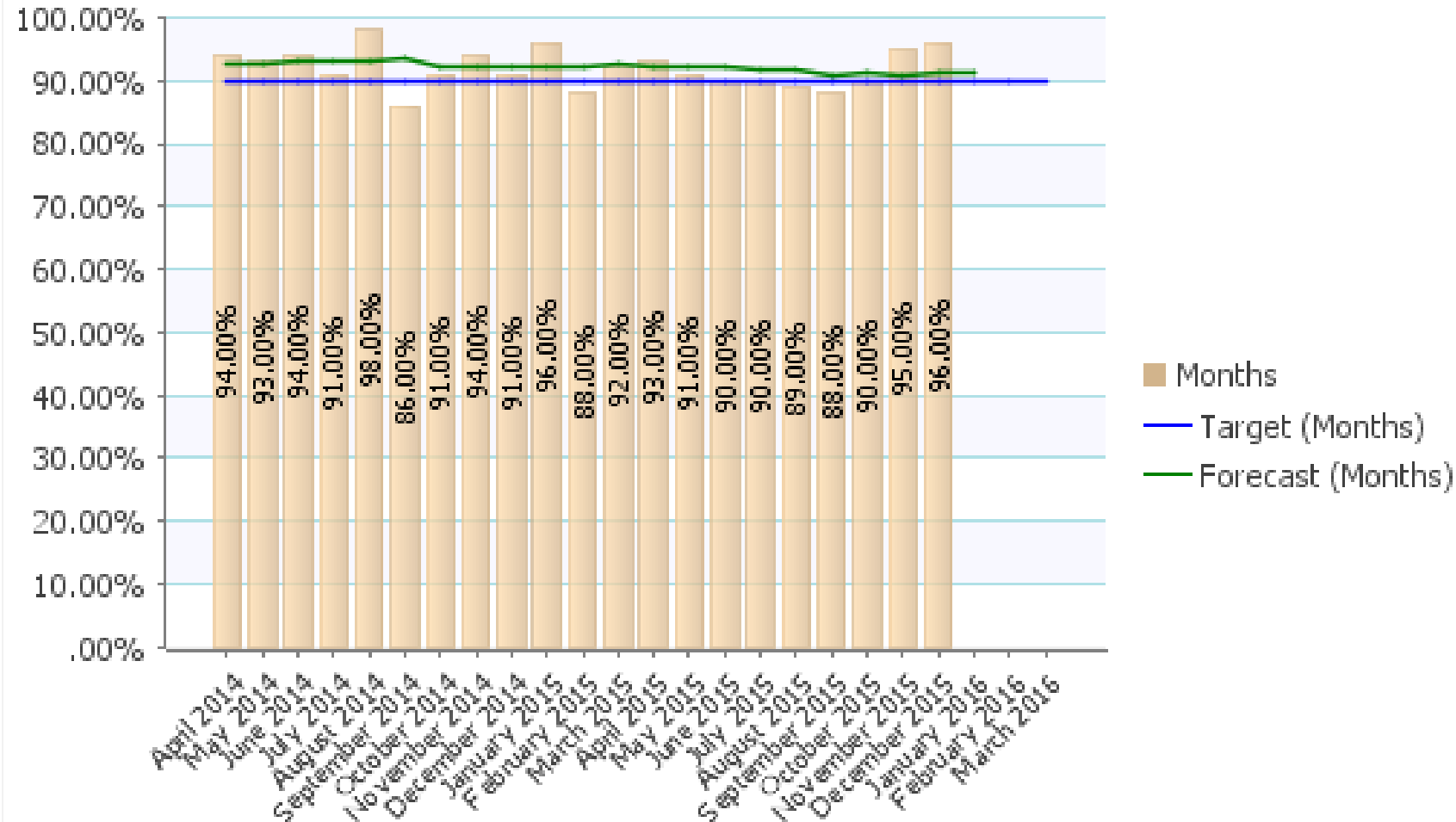
PI Code & Short Name

EHPI 157c Processing of planning applications: Other applications.
(MAXIMISING INDICATOR)

Managed By

Kevin Steptoe; Alison Young

EHPI 157c Processing of planning applications: Other applications. (MAXIMISING INDICATOR)



Short Term Trend Arrow



Long Term Trend Arrow



Traffic Light Icon



Current Value

96.00%

Current Target

90.00%

Notes & History Latest Note

Performance is exceeding target with 129 out of 134 applications processed on time.

Management Response / Action

No further management response required at this stage.

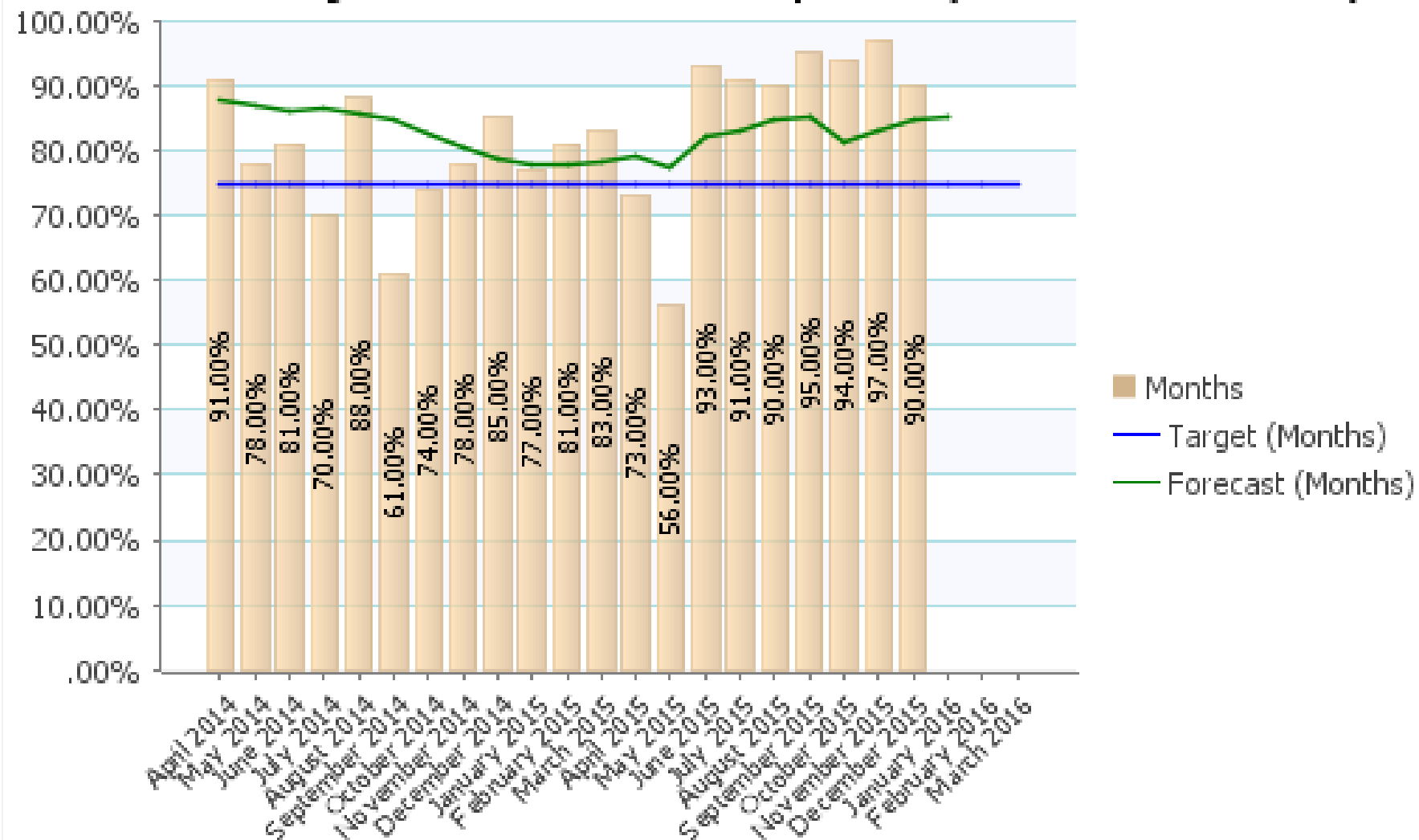
PI Code & Short Name

EHPI 2.1d Planning Enforcement: Initial Site Inspections. (MAXIMISING INDICATOR)

Managed By

Kevin Steptoe

EHPI 2.1d Planning Enforcement: Initial Site Inspections. (MAXIMISING INDICATOR)



Short Term Trend Arrow



Long Term Trend Arrow



Traffic Light Icon



Current Value

90.00%

Current Target


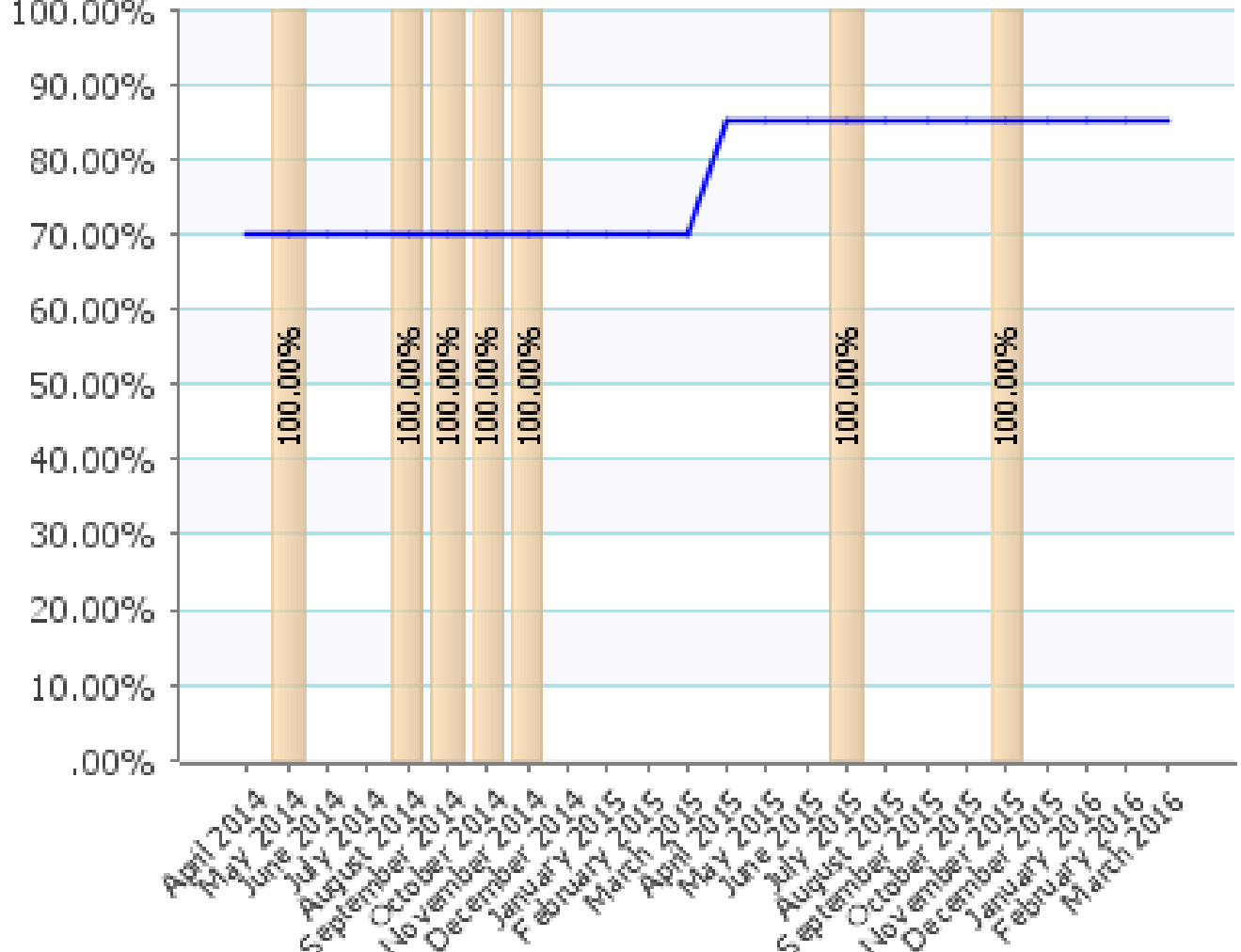


75.00%

Notes & History
Latest Note

Performance exceeding target.

Management
Response / Action

No further management response required at this stage.

| | | | |
|--|--|---|---|
| <p>PI Code & Short Name</p> | <p>EHPI 2.1e Planning Enforcement: Service of formal Notices. (MAXIMISING INDICATOR)</p> | <p>Managed By</p> | <p>Kevin Steptoe</p> |
| <p>EHPI 2.1e Planning Enforcement: Service of formal Notices. (MAXIMISING INDICATOR)</p> | | <p>Short Term Trend Arrow</p> |  |
|  <p>Legend: ■ Months — Target (Months) — Forecast (Months)</p> | | <p>Long Term Trend Arrow</p> |  |
| | | <p>Traffic Light Icon</p> |  |
| | | <p>Current Value</p> | <p>100.00%</p> |
| | | <p>Current Target</p> | <p>85.00%</p> |
| <p>Notes & History Latest Note</p> | | <p>One notice served - within target timescale</p> | |
| <p>Management Response / Action</p> | | <p>No further management response required at this stage.</p> | |

PI Code & Short Name

EHPI 2.23 (188) Planning decisions delegated to officers (MAXIMISING INDICATOR)

Managed By

Kevin Steptoe; Alison Young

Short Term Trend Arrow



Long Term Trend Arrow



Traffic Light Icon



Current Value

97%

Current Target

90%

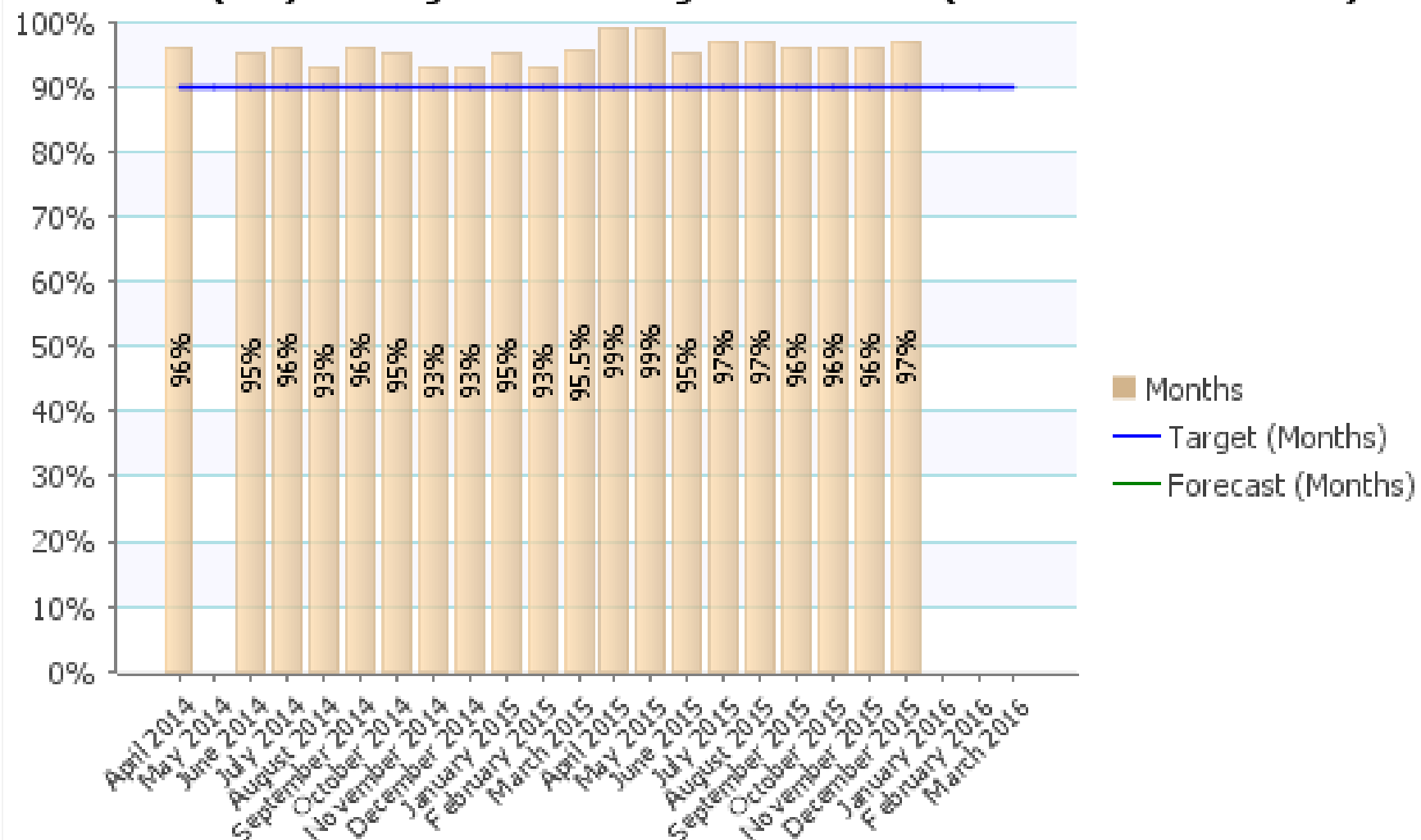
Notes & History Latest Note

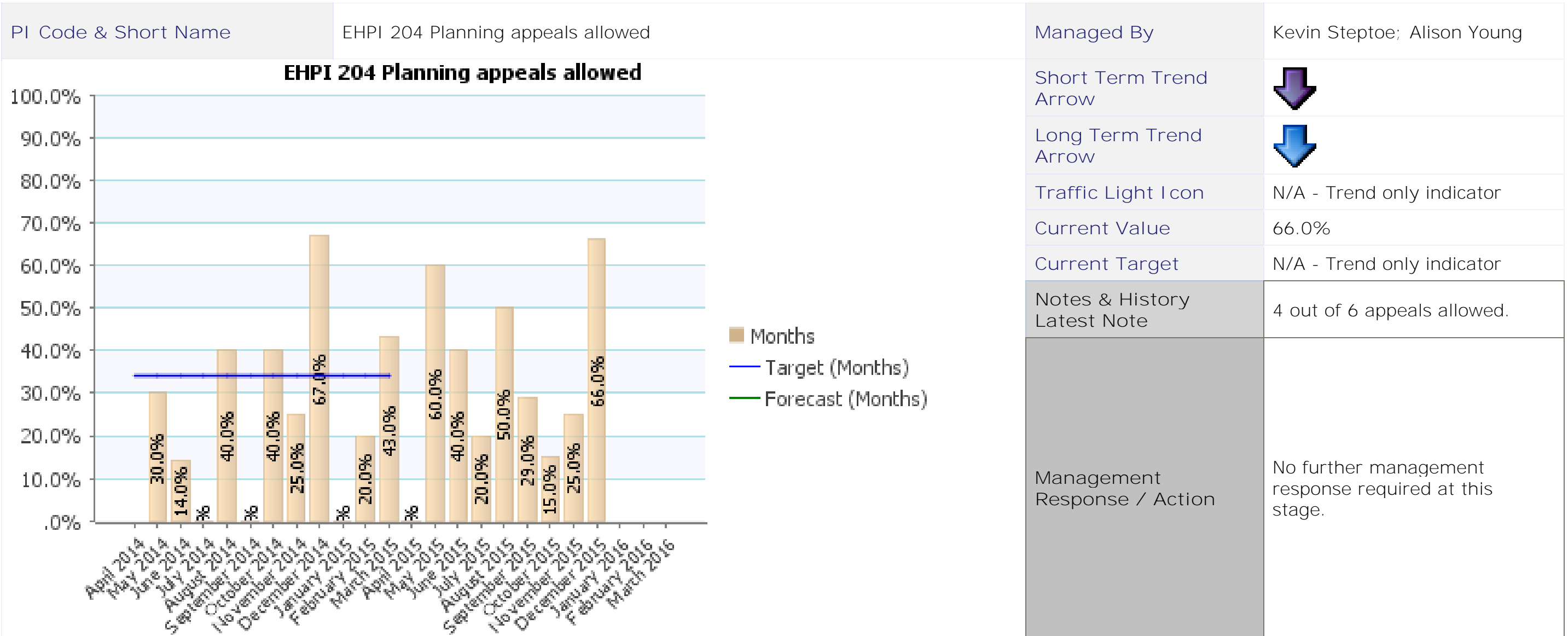
Performance exceeding target. 202 out of 208 decisions delegated.

Management Response / Action

No further management response required at this stage.

EHPI 2.23 (188) Planning decisions delegated to officers (MAXIMISING INDICATOR)





| PI Status | | Long Term Trends | | Short Term Trends | |
|-----------|---------|------------------|---------------|-------------------|---------------|
| | Alert | | Improving | | Improving |
| | Warning | | No Change | | No Change |
| | OK | | Getting Worse | | Getting Worse |