

EAST HERTS COUNCIL

ENVIRONMENT SCRUTINY COMMITTEE – 16 NOVEMBER 2010

REPORT BY THE DIRECTOR OF CUSTOMER AND COMMUNITY SERVICES

9. ENVIRONMENT SCRUTINY HEALTH CHECK – AUGUST 2010 TO SEPTEMBER 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 August 2010 to September 2010.

**RECOMMENDATION FOR ENVIRONMENT SCRUTINY COMMITTEE:**

<b><u>RECOMMENDATION FOR ENVIRONMENT SCRUTINY COMMITTEE:</u></b>	
<b>(A)</b>	That performance be scrutinised and the Executive be informed of any recommendations.

1.0 Background

1.1 This is a performance report relevant to the Environment Scrutiny terms of reference covering the period August 2010 to September 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 month's Executive Corporate Healthcheck report available on the council website.
- The indicators where data is collected monthly, with performance for September 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 basis to this committee. Essential Reference paper B has been sorted by status e.g. all performance in 'red' were 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 was 'Red' for September 2010. This was due to a high level of workload and reduced staff availability which resulted in a backlog of applications and a temporary suspension of routine 'back-checking' of site inspections.
- 2.2 Performance for the following indicators was 'Green', which means that the targets were either being met or exceeded for September 2010. They are;
- EHPI 2.1b - Enforcement actions: planning b) formal actions.
  - EHPI 2.1c - Enforcement actions: planning c) prosecutions.
  - EHPI 2.2(45) - Number of collections missed per 100,000 collections of household waste.
  - EHPI 2.23(188) – Planning decisions delegated to officers.
  - EHPI 204 – Planning appeals allowed.

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

## **Pride in East Herts**

### **Performance analysis**

- 2.3 **NI 191 - Residual household waste per household (performance data reported one month in arrears – data is cumulative).**  
Performance remains within the services expectations for September 2010 with residents continuing to make good use of the extended recycling facilities.
- 2.4 **NI 192 - Percentage of household waste sent for reuse, recycling and composting (performance data reported one month in arrears).** There was a slight decrease in performance in September 2010 compared to August 2010; however performance is still within the range of what the service expects at this period of the year.
- 2.5 Members are again 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 in order to set targets. This will allow the service to model its performance so that seasonal trends can be considered.
- 2.6 Performance for the following indicators was 'Green', which means that targets were either being met or exceeded for September 2010. 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**

- 2.7 Performance for the following Parking indicators was 'Red', which means the targets had not been met for September 2010. This was due to the combination of high PCN issue and reduced availability of staffing. (See **Essential Reference Paper B** for more details):
- EHPI 6.8 - Turnaround of pre NTO PCN challenges
  - EHPI 6.9 - Turnaround of PCN Representations.

- EHPI 7.0 - % pre NTO PCN challenges responded to within 10 days.
- 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**

- 2.8 **NI 157a – Processing of planning applications: 'Major' applications.** Performance was 'Red' for September because 4 decisions out of a total 9 were made within the required time. All 5 decisions that were delayed were as a result of protracted legal agreement negotiations.
- 2.9 Performance for the following indicators was 'Green', which means that targets were either being met or exceeded for September. They are;
- NI 157b - Processing of planning applications: Minor applications.
  - NI 157c – Processing of planning applications: Other applications.

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

### 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:**

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 Health Check 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'

Contribution to the Council's Corporate Priorities/ Objectives:	<p><b>Promoting prosperity and well-being; providing access and opportunities</b> <i>Enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</i></p> <p><b>Fit for purpose, services fit for you</b> <i>Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation.</i></p> <p><b>Pride in East Herts</b> <i>Improve standards of the neighbourhood and environmental management in our towns and villages.</i></p> <p><b>Caring about what's built and where</b> <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.