



**Environment Scrutiny Corporate Health Check
2011/12**



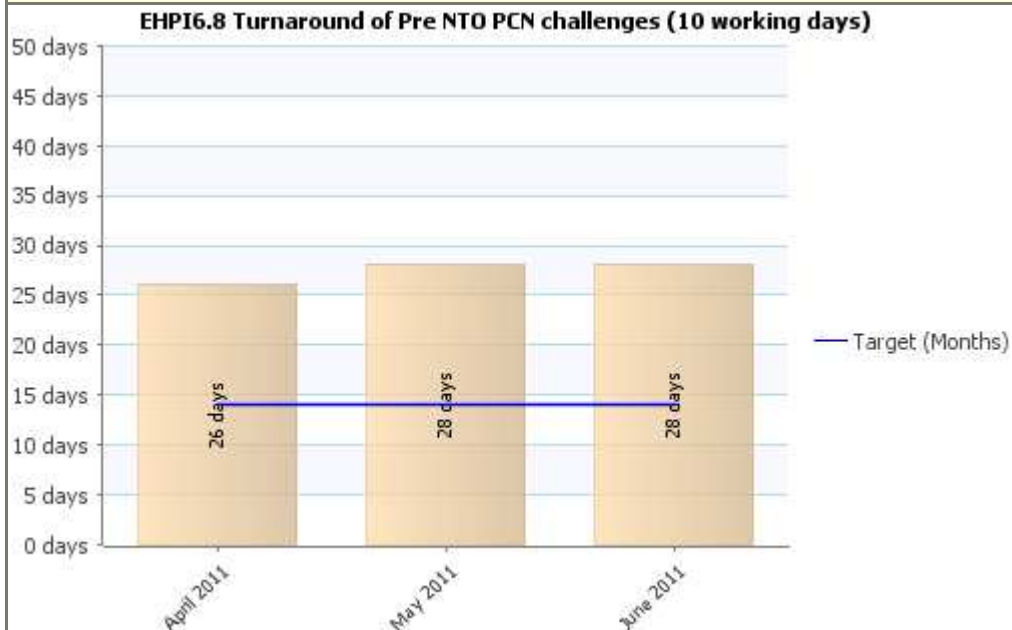
Traffic Light Red

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
EHP16.8	Turnaround of Pre NTO PCN challenges (10 working days)		28 days	14 days		Staff absences due to annual leave and secondment of an officer to the Business Improvement Team continue to effect this PI. Following a business case, arrangements have been put in place to improve this situation.	

Trend Chart





Performance Gauge



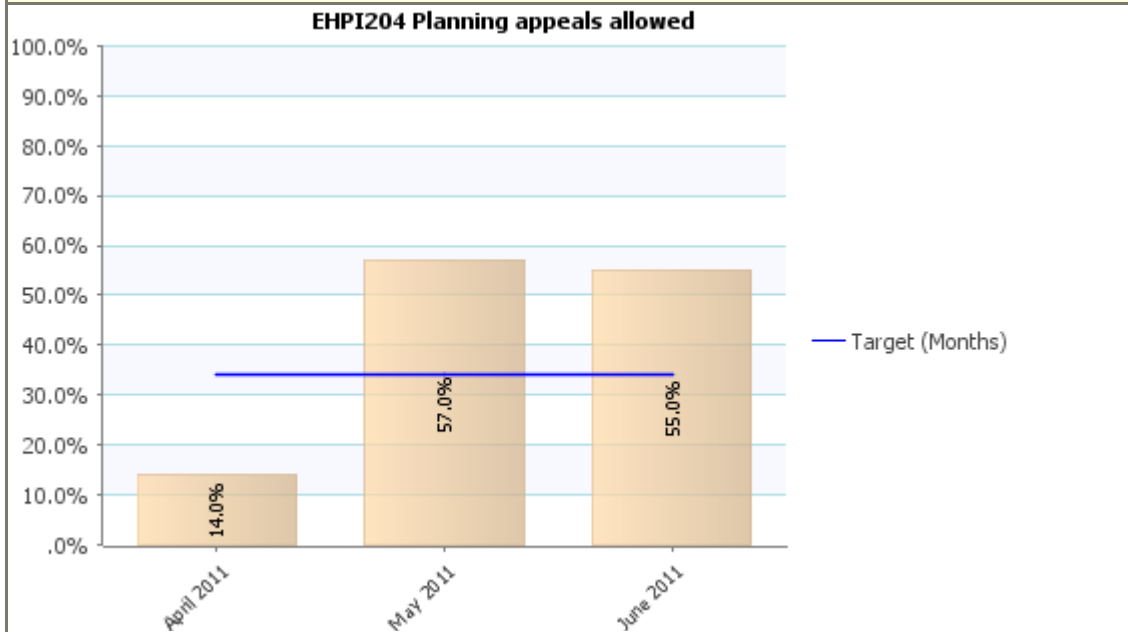
Traffic Light Red

Description Shaping now, shaping the future

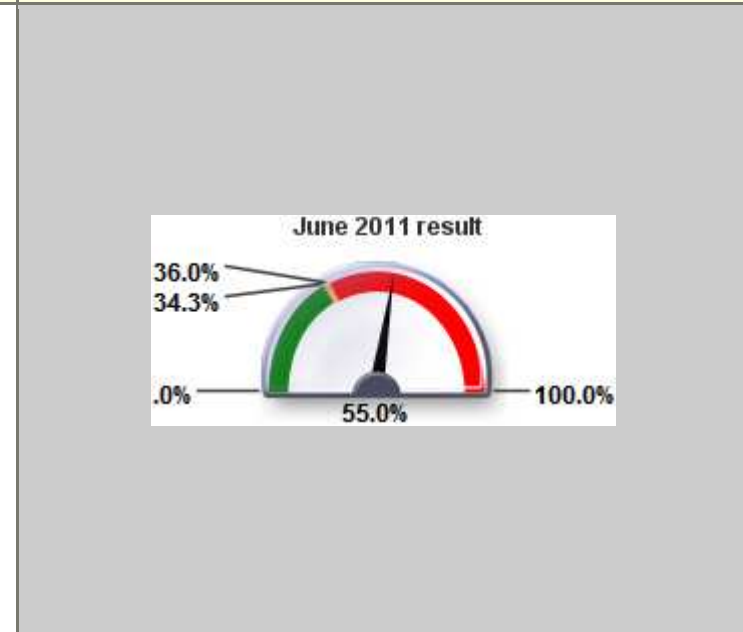
Planning and Building Control

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHPI204	Planning appeals allowed		55.0%	34.0%		5 out of 9 appeals allowed	



Trend Chart



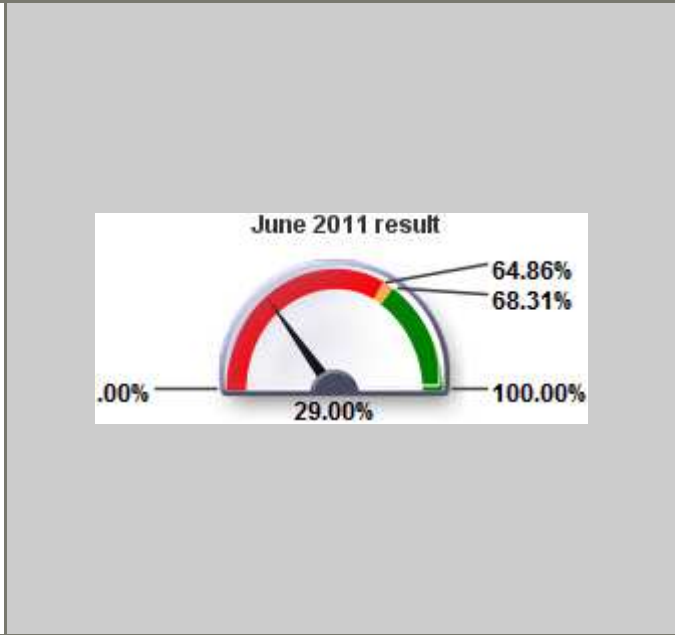
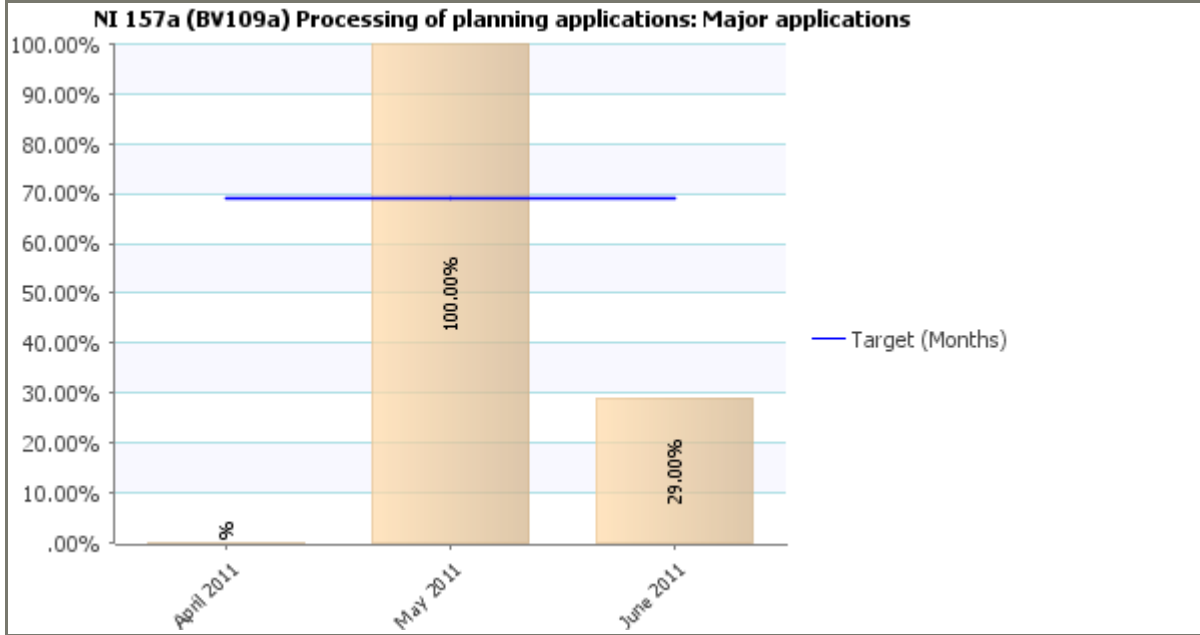
Performance Gauge



Planning and Building Control

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
NI 157a (BV109a)	Processing of planning applications: Major applications		29.00%	69.00%		June 2011: Seven major application decisions were released - two of which were within the target timescale. The reason for the delays in relation to the remaining five were varied. It was necessary in one case to refer the matter to the Secretary of State. One of the proposals required the formulation of a legal agreement. One was subject to independent financial viability assessment and, in the case of an application to vary the proposals for the Sainsbury's development at Hartham, Hertford, there were protracted issues in relation to the impact of the proposals on the historic building to be resolved. These varying reasons lead to poor performance in the month overall.	



Trend Chart **Performance Gauge**



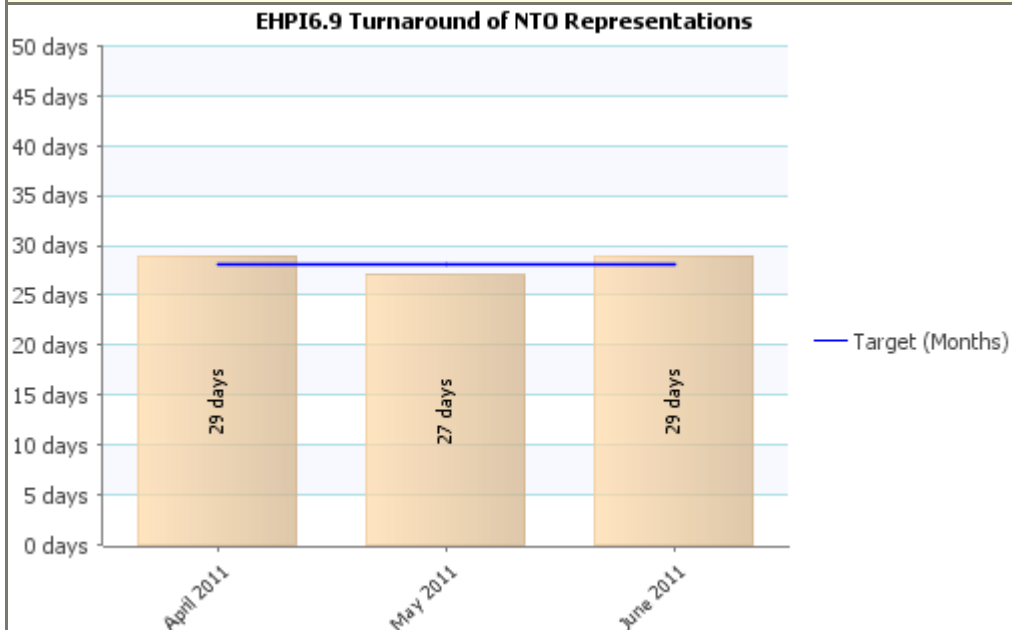
Traffic Light Amber

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
EHPI6.9	Turnaround of NTO Representations		29 days	28 days		PI affected by staff absences due to annual leave and secondment of an officer to the Business Improvement Team continue to effect this PI. Following a business case, arrangements have been put in place to improve this situation	

Trend Chart



Performance Gauge

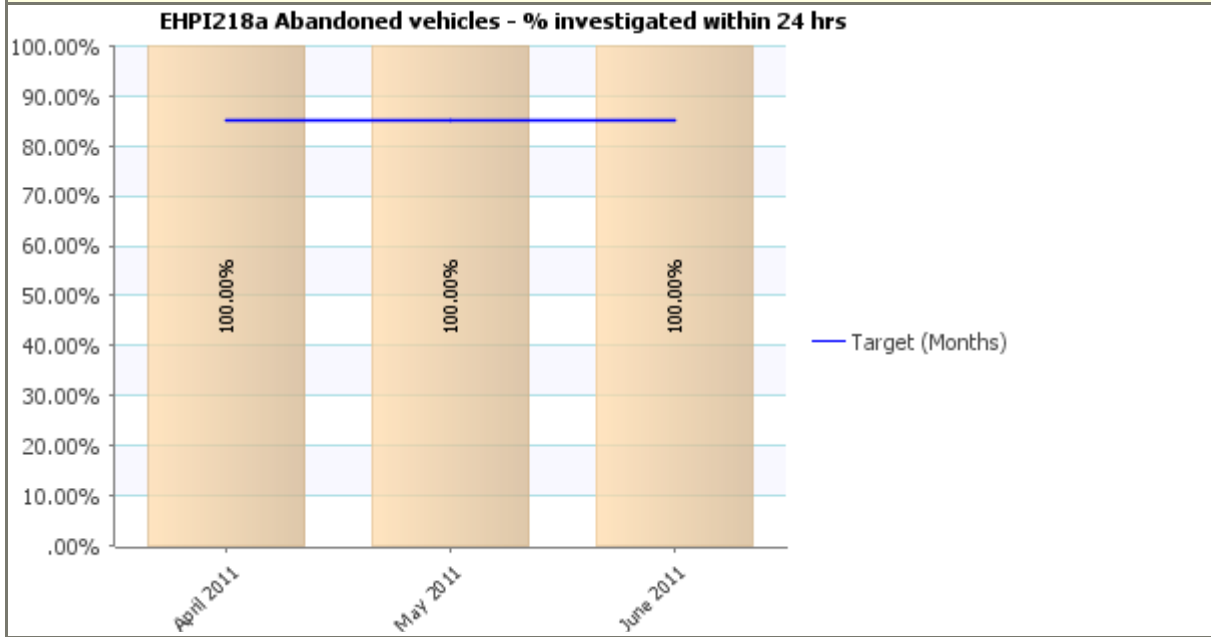


Traffic Light Green
Description Pride in East Herts

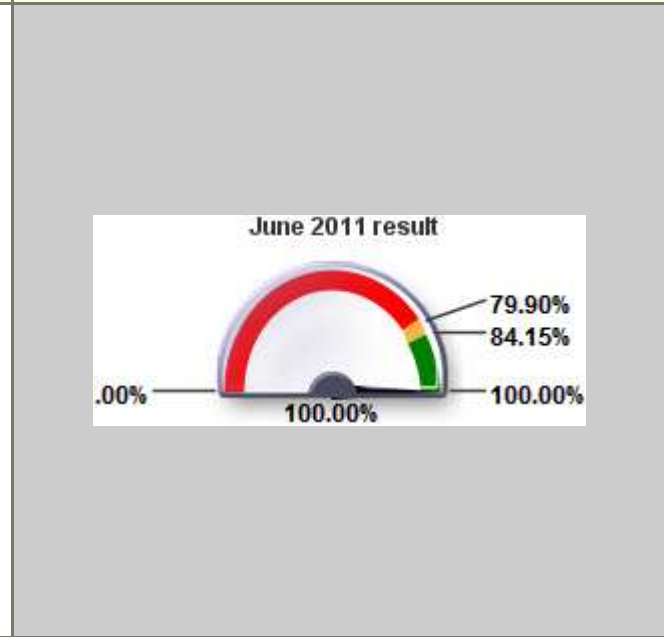
Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHPI218a	Abandoned vehicles - % investigated within 24 hrs		100.00%	85.00%		16 cars were inspected in June all within 24 hours	



Trend Chart



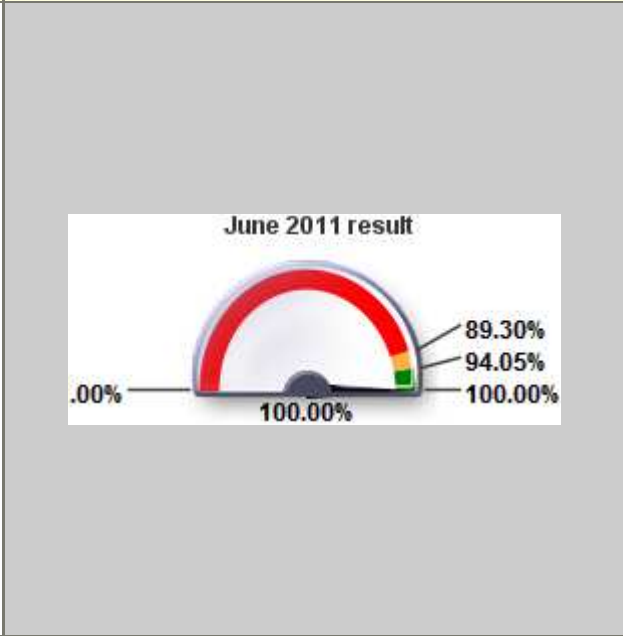
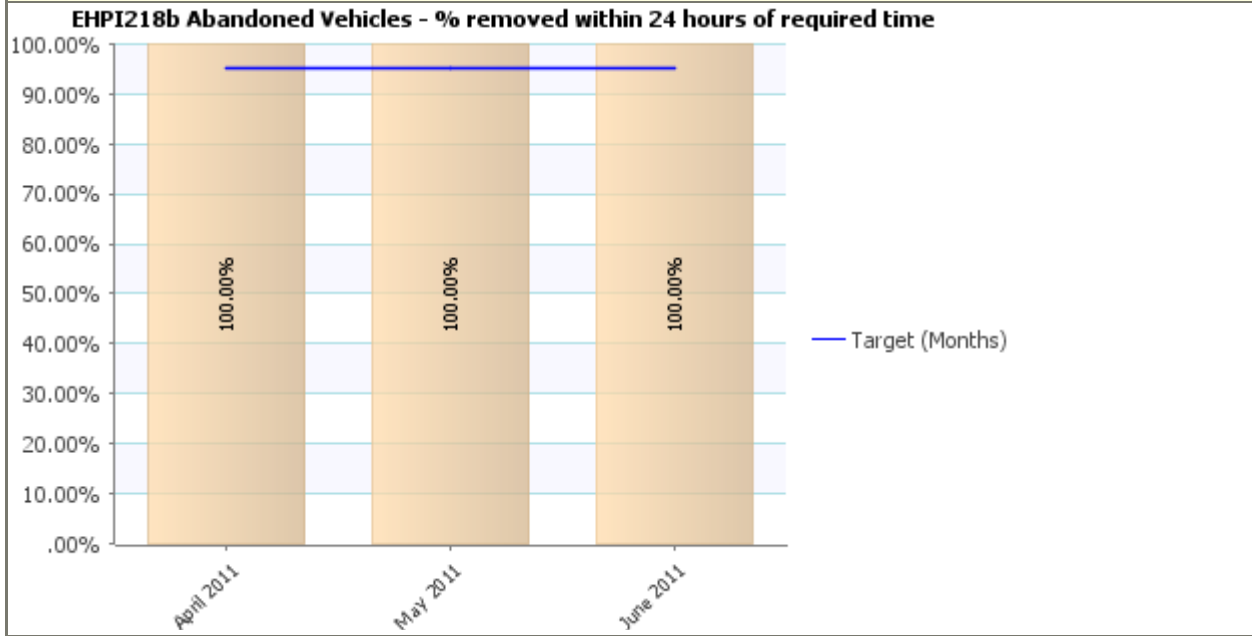
Performance Gauge



Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHPI218b	Abandoned Vehicles - % removed within 24 hours of required time		100.00%	95.00%		no cars were removed this month	

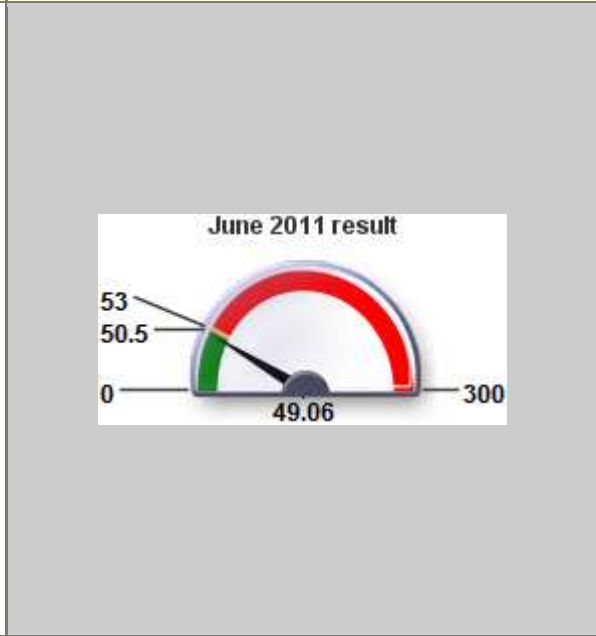
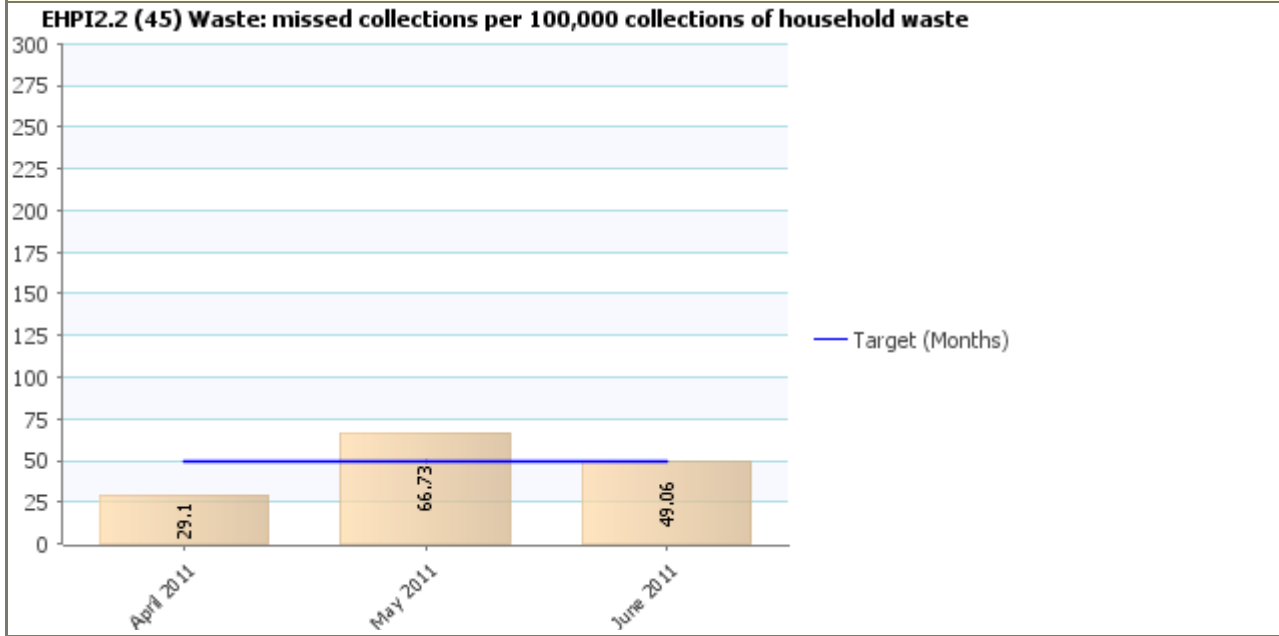
Trend Chart **Performance Gauge**



Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHPI2.2 (45)	Waste: missed collections per 100,000 collections of household waste		49.06	50		Improved performance this month as new contract settles down.	



Trend Chart	Performance Gauge
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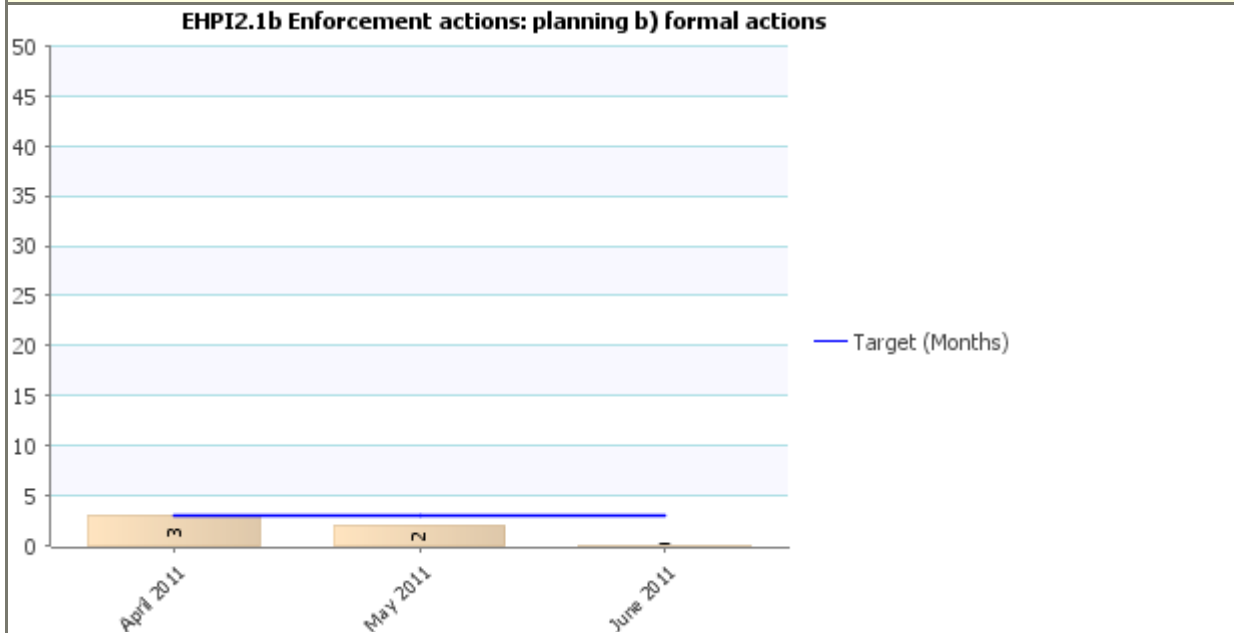
Traffic Light Green

Description Shaping now, shaping the future

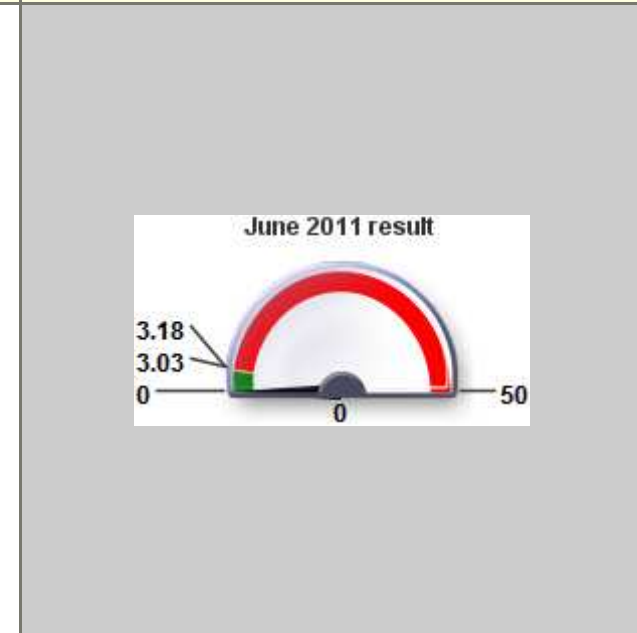
Planning and Building control

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHPI2.1b	Enforcement actions: planning b) formal actions		0	3			



Trend Chart



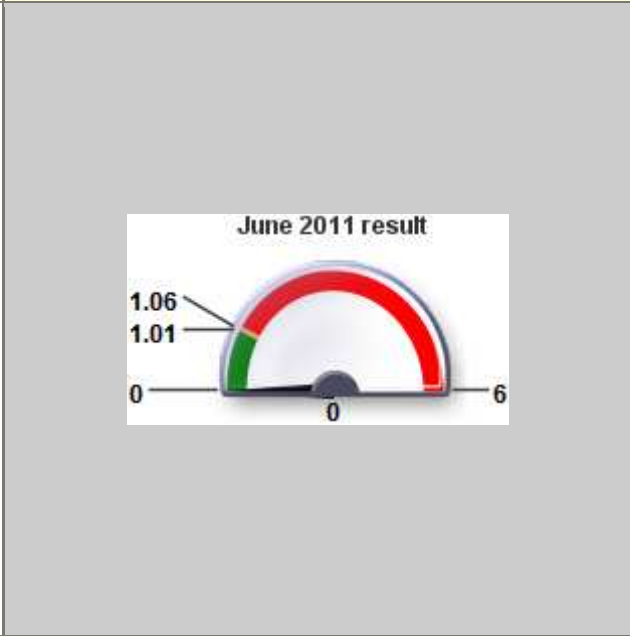
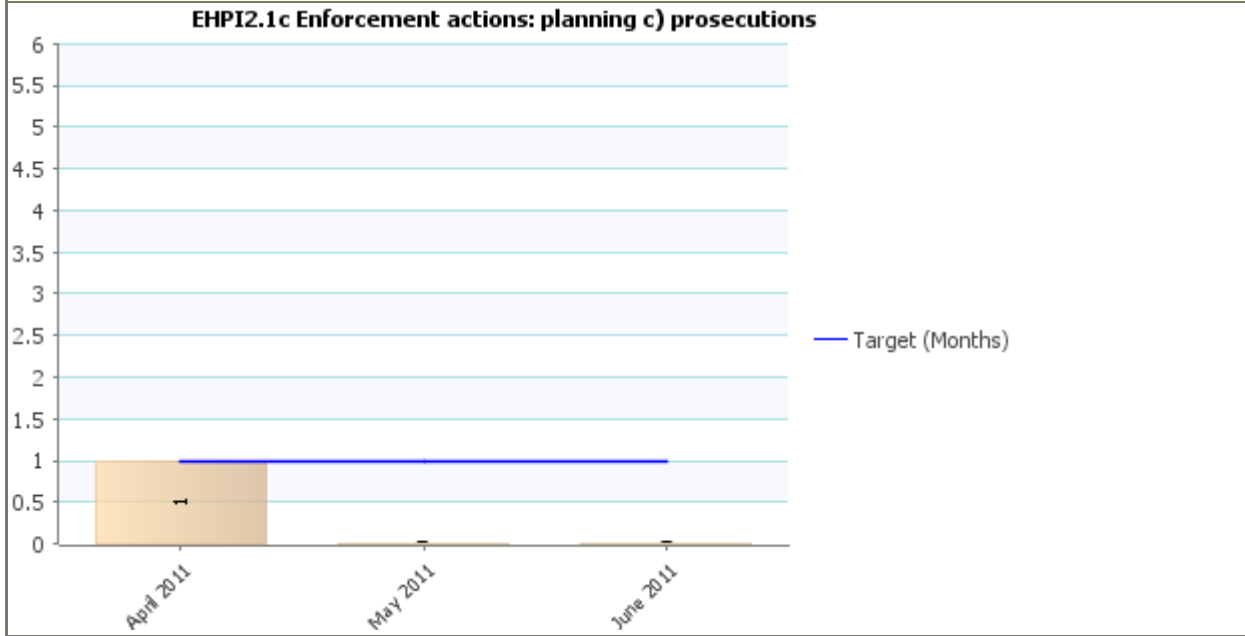
Performance Gauge



Planning and Building control

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHPI2.1c	Enforcement actions: planning c) prosecutions		0	1			

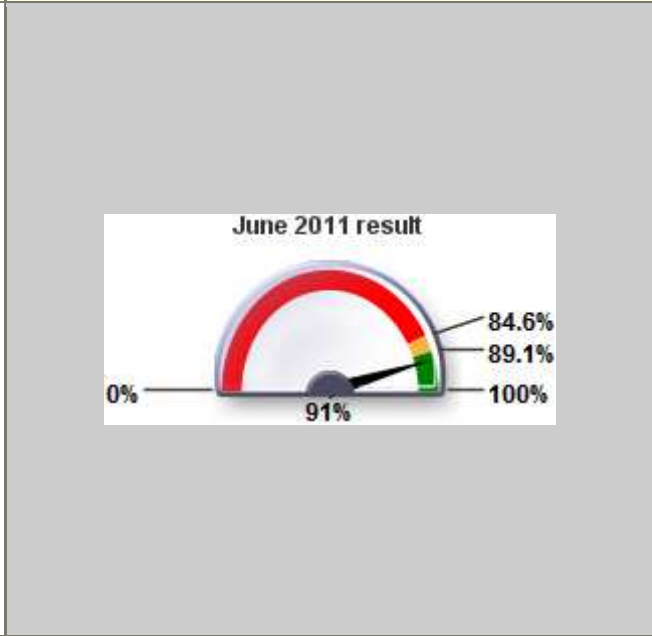
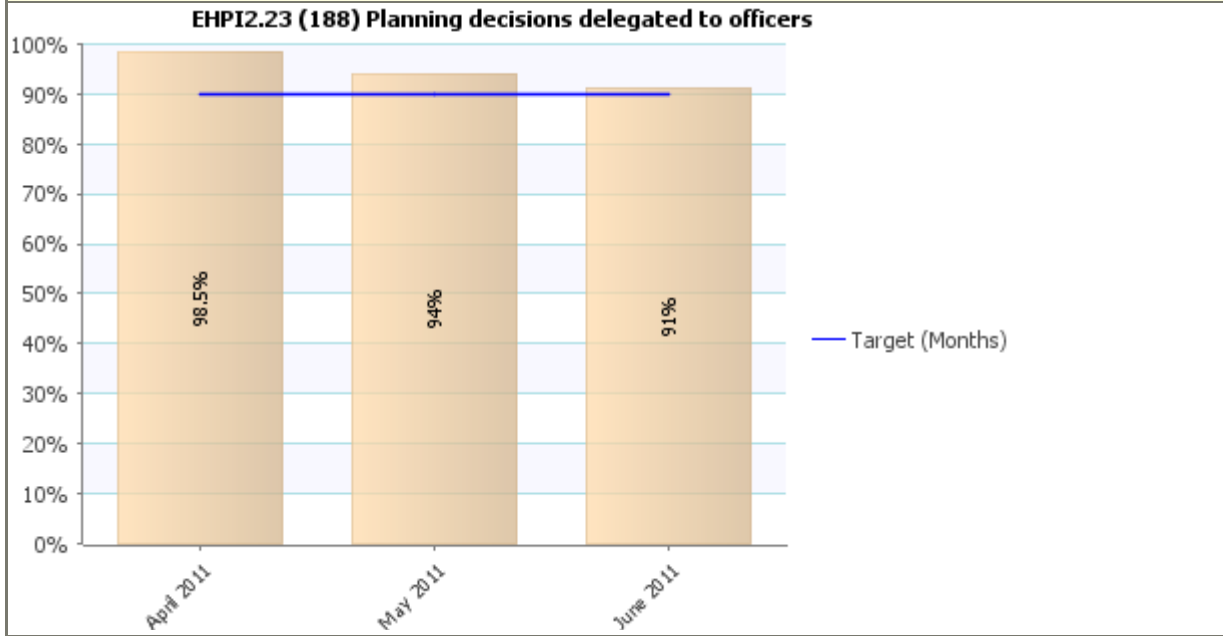
Trend Chart **Performance Gauge**



Planning and Building Control

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHPI2.23 (188)	Planning decisions delegated to officers		91%	90%		17 out of 185 decisions went to committee	

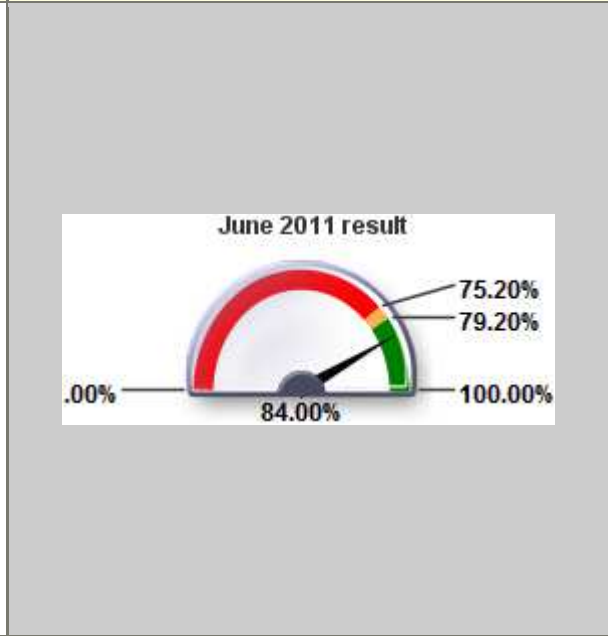
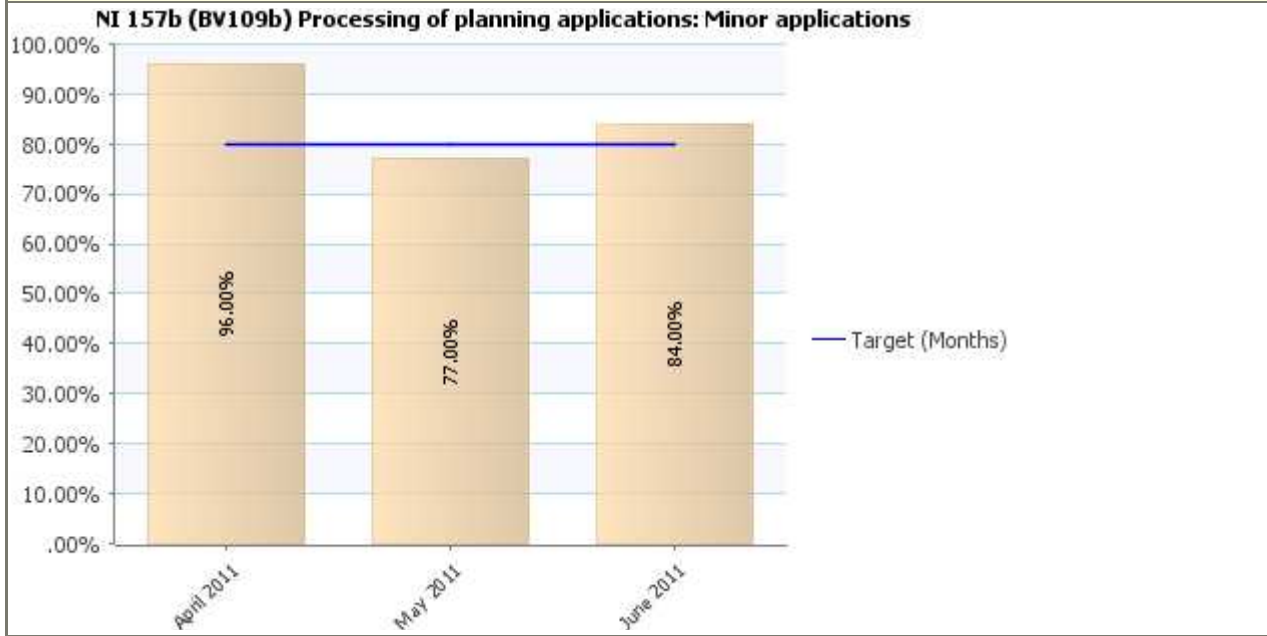
Trend Chart **Performance Gauge**





Planning and Building Control

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
NI 157b (BV109b)	Processing of planning applications: Minor applications	✔	84.00%	80.00%	↑		

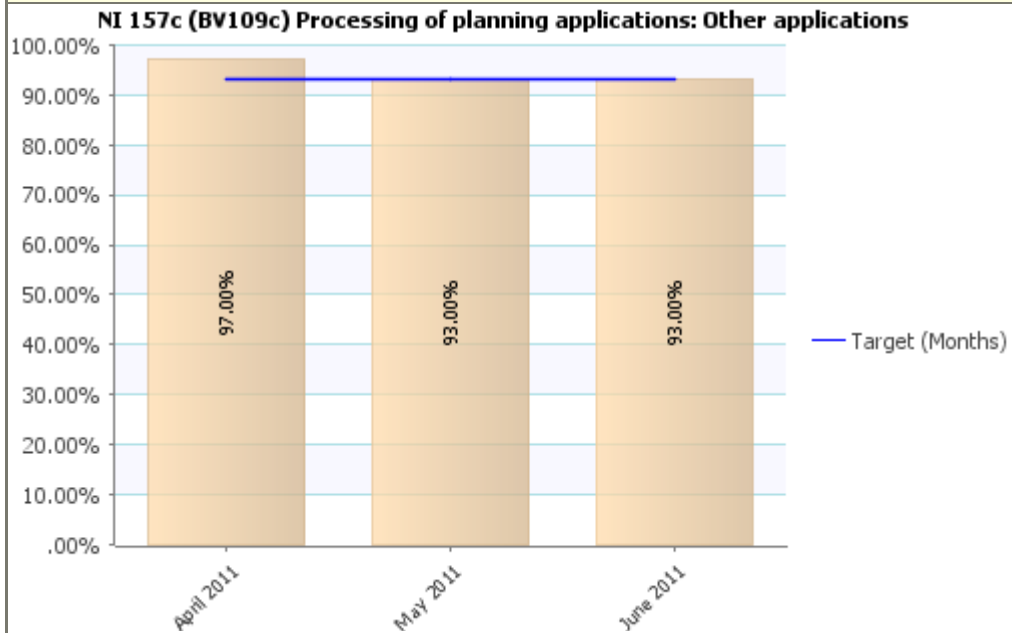
Trend Chart **Performance Gauge**



Planning and Building Control

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
NI 157c (BV109c)	Processing of planning applications: Other applications		93.00%	93.00%			

Trend Chart



Performance Gauge



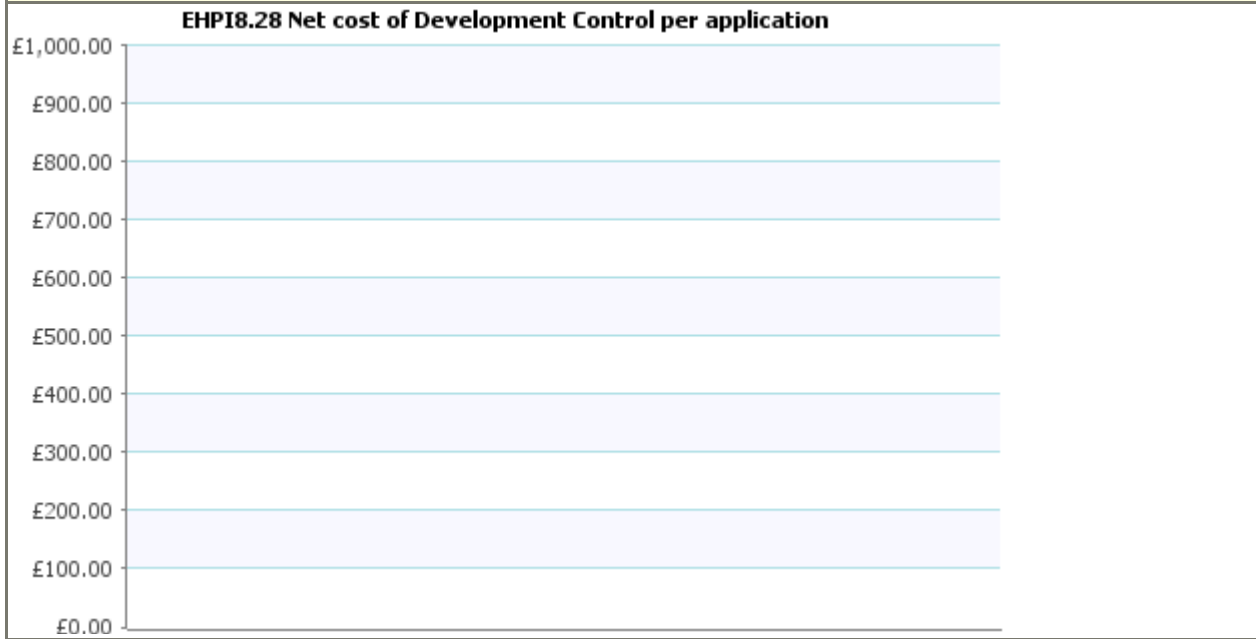
Traffic Light Data Only

Description Fit for purpose, services fit for you

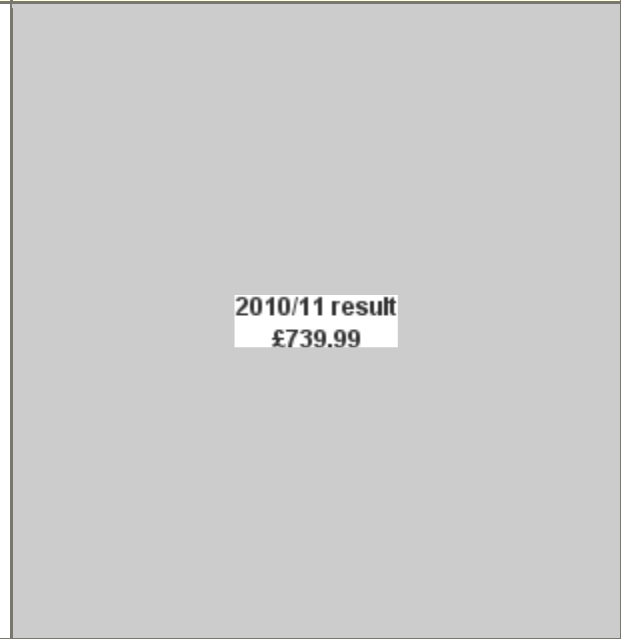
Planning and Building Control

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHP18.28	Net cost of Development Control per application		£739.99				



Trend Chart

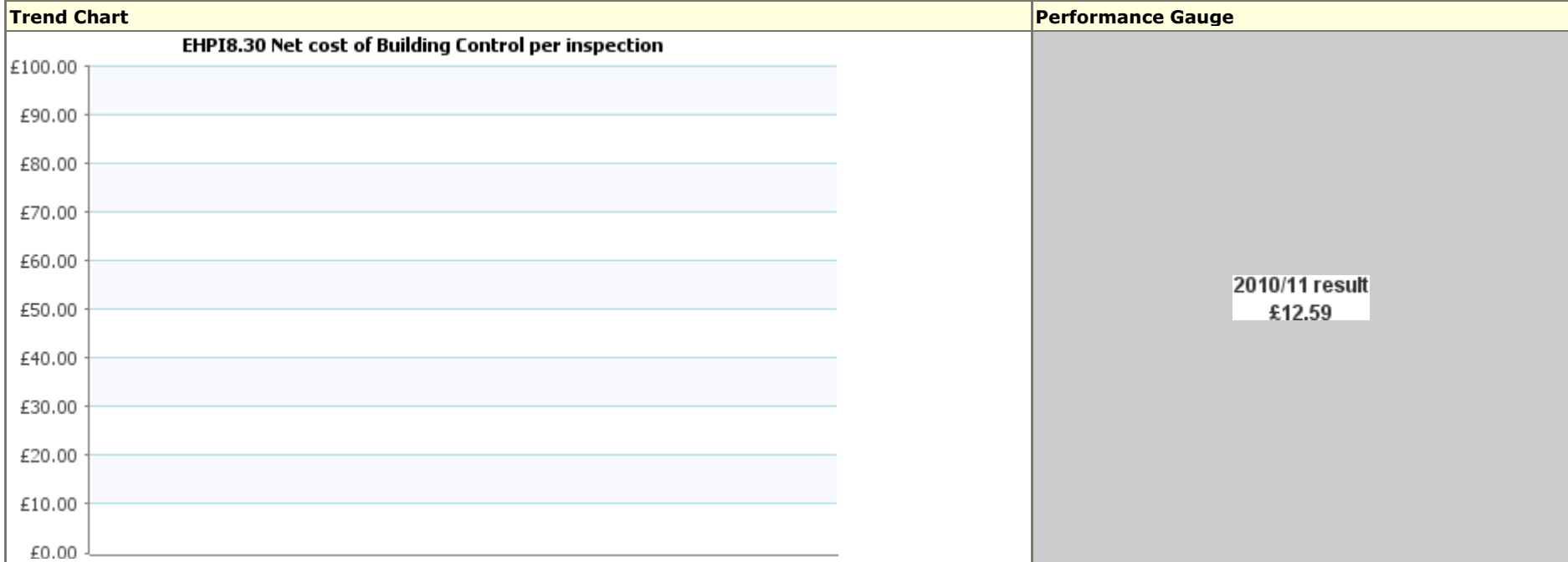


Performance Gauge





Planning and Building Control

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHP18.30	Net cost of Building Control per inspection		£12.59				

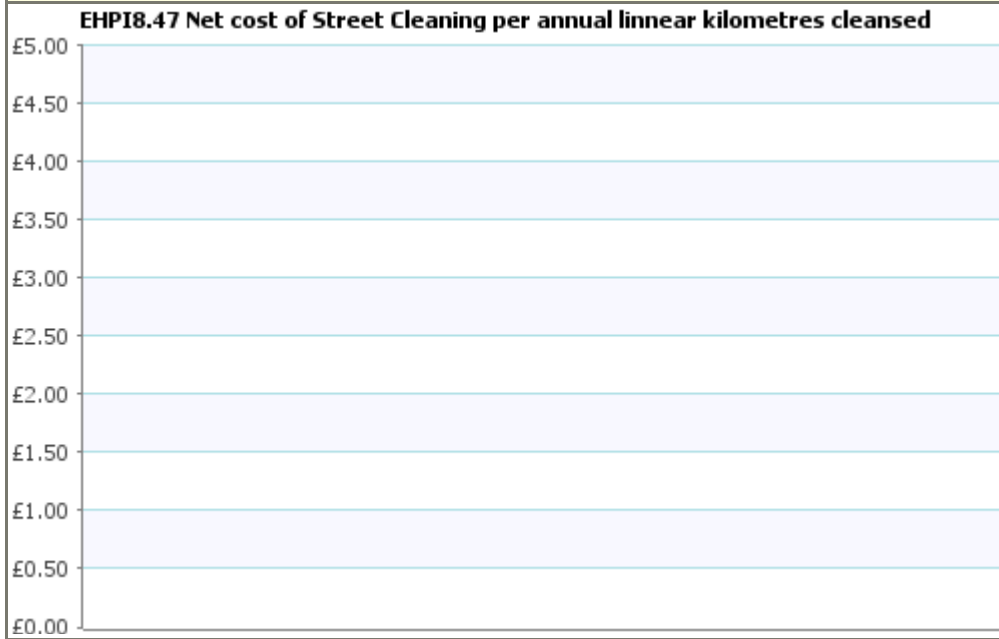


Traffic Light Data Only
Description Pride in East Herts

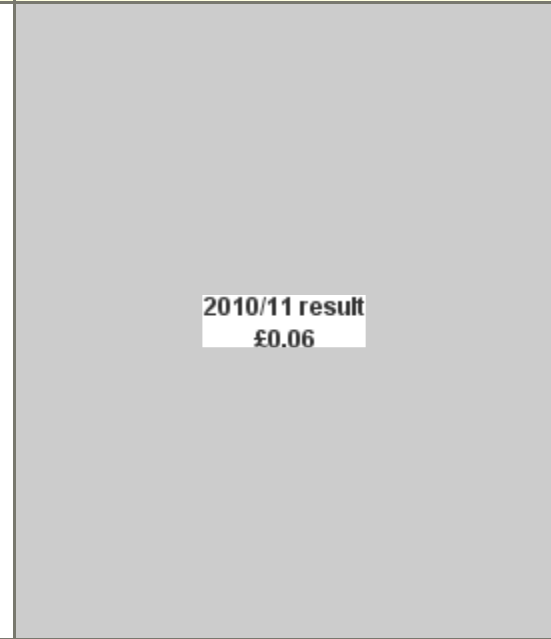
Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHP18.47	Net cost of Street Cleaning per annual linnear kilometres cleansed		£0.06				



Trend Chart



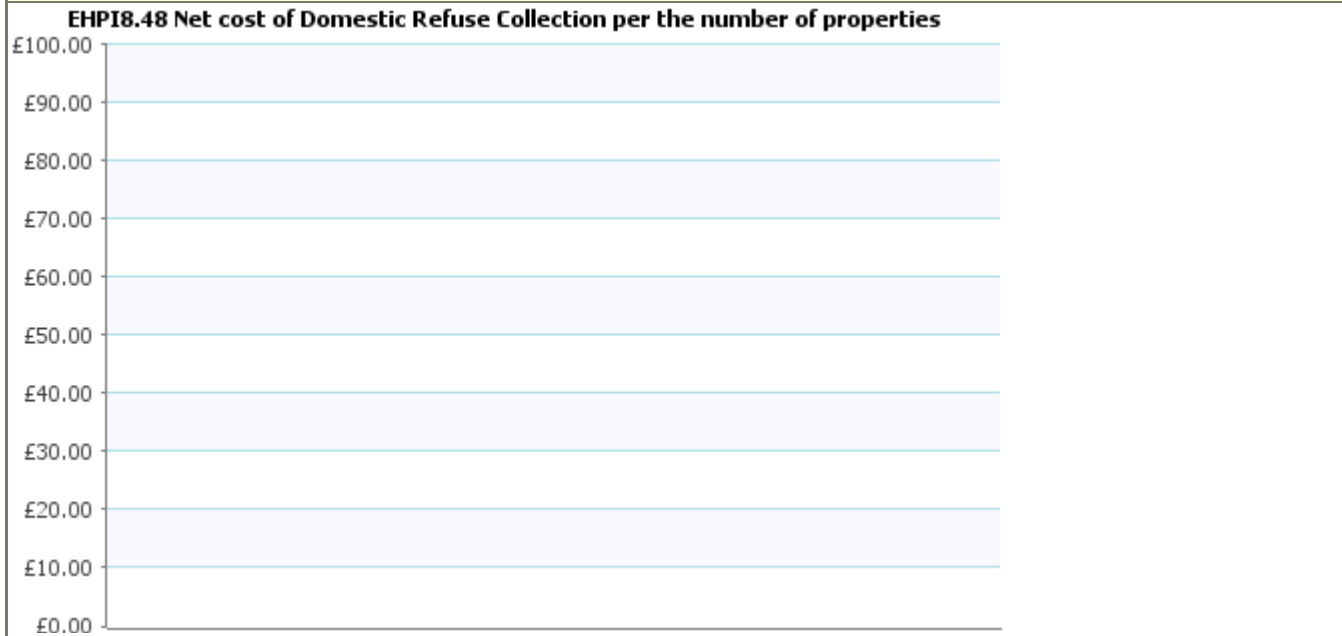
Performance Gauge



Environment Services



PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHP18.48	Net cost of Domestic Refuse Collection per the number of properties		£51.29				

Trend Chart **Performance Gauge**



2010/11 result
£51.29

Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHPI8.49	Net cost of Recycling per the number of collections per annum		£0.25				

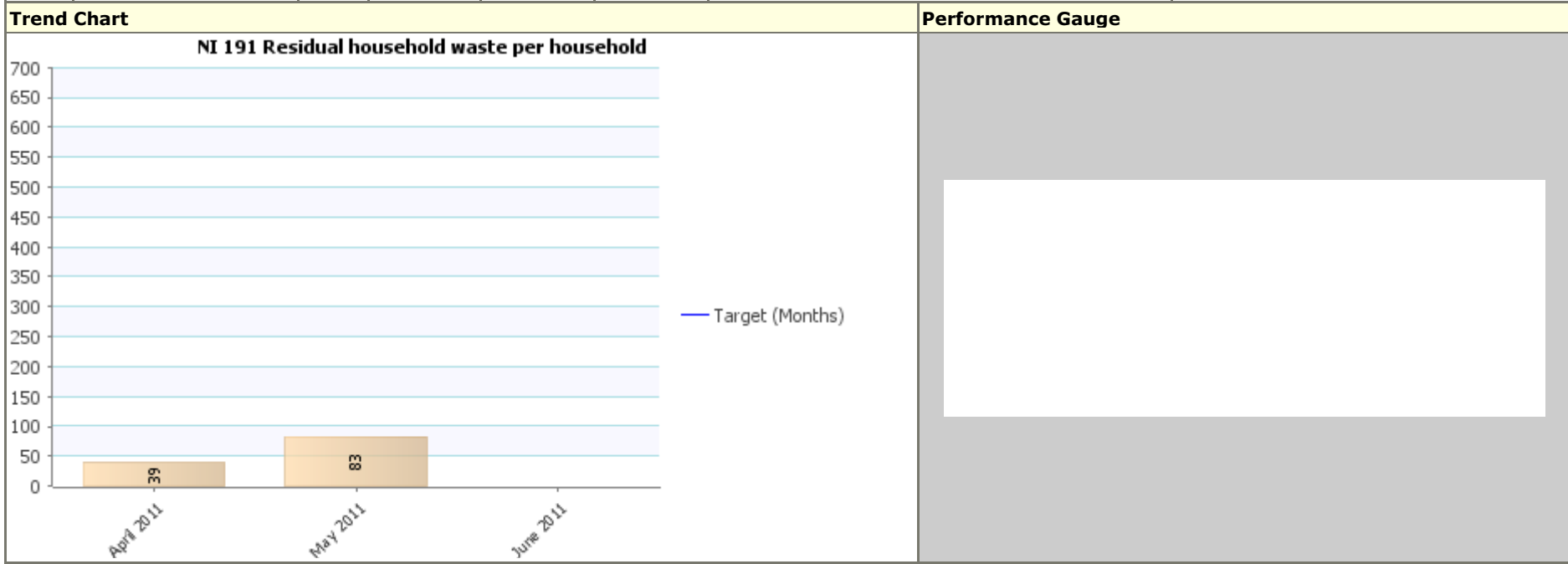
Trend Chart	Performance Gauge
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Traffic Light Unknown
Description Pride in East Herts

Environment Services

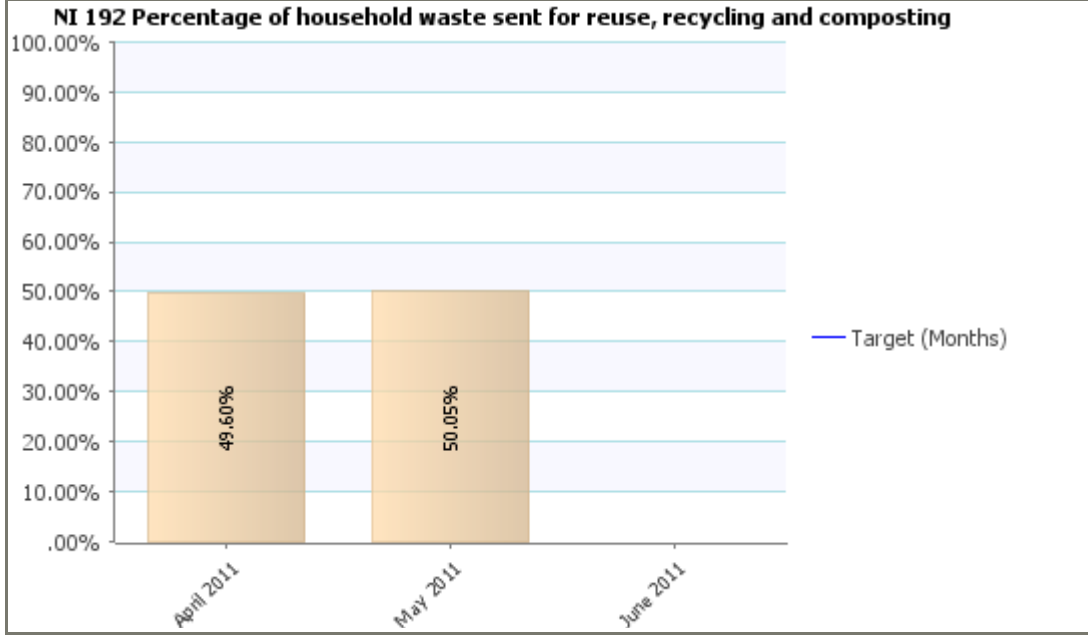
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
NI 191	Residual household waste per household	?	83		↓	Waste collected increased this month compared to April and some 3% up on May 2010.	



Environment Services












PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
NI 192	Percentage of household waste sent for reuse, recycling and composting	?	50.05%		↑	Performance improved in May to take cumulative performance just above annual target. there were increases in both kerbside dry recycling and composting, compared to April, slightly countermanded by an increase in the waste collected.	

Trend Chart



Performance Gauge



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