

EAST HERTS COUNCIL

ENVIRONMENT SCRUTINY COMMITTEE – 2 DECEMBER 2008

REPORT BY DIRECTOR OF CUSTOMER AND COMMUNITY SERVICES

7. ENVIRONMENT SCRUTINY HEALTH CHECK – FROM APRIL TO SEPTEMBER 2008

WARD (S) AFFECTED: All

'D' RECOMMENDATION – that Members scrutinise performance and Executive be informed of any recommendations.

1.0 Purpose/Summary of Report

1.1 To set out an exception report on the performance of the key indicators that relate to Environment Scrutiny Committee for the period April 2008 to September 2008.

2.0 Contribution to the Council's Corporate Objectives

2.1 For the purpose of this report, performance monitoring relates to the following Council priorities.

Caring about what's built and where

Care for and improve our natural and built environment.

Pride in East Herts

Improve standards of the neighborhood and environmental management in our towns and villages.

Fit for purpose, services fit for you




Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation.



3.0 Background

3.1 This is a performance report relevant to Environment Scrutiny Committee terms of reference covering the period from April 2008 to September 2008.

- 3.2 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.
 - The Indicators where data is collected monthly, with performance for August 2008 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 data available).
- 3.3 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 is able to provide support and training on using the Covalent system if required.
- 3.4 As from 2008/09 Best Value Performance Indicators (BVPI) are no longer required by the government to be monitored and have been replaced with National Indicators (NI). Best Value Performance Indicators and Local Performance Indicators (LPI) which the Council will continue to monitor have been re-titled East Herts Performance Indicators (EHPI).
- 3.5 **Appendix 'A'** (pages 7. 7 - 7. 13) shows the full set of performance indicators that are reported on a monthly and quarterly basis to this committee. Appendix A has been sorted by status e.g. All performance in 'red' are listed first etc.
Appendix 'B' (pages 7. 14 - 7. 16) shows the complete set of performance indicators which are reported to members ordered by Corporate Priority.
Appendix 'C' (pages 7. 17 - 7.18) is a set of guidance notes for the performance indicators detailed in Appendix 'A' and a table with all key definitions and abbreviations.
Appendix 'D' (pages 7. 19 - 7 .32) is a list of Performance Indicator definitions.

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.

4.0 Report – Indicators grouped by Corporate Priority

Caring about what's built and where

Performance analysis

- 4.1 **EHPI 2.10(3) – Building sites: 3 months re-inspections,** Performance on April 2008 was off target, this was due to statutory inspections being prioritised using most of the services staff resources. Performance on May 2008 were just under target achieving 48%, however the following months leading to September 2008 were all performing above target.
- 4.2 **EHPI 2.23(188) – Planning decisions delegated to officers,** In the period from April to September 2008 performance were generally on target. The only exception to this was August 2008 where performance dipped slightly below target at 90% due to additional referrals to enable committee decisions, this has in turn caused a number of delegated decisions drop.
- 4.3 **EHPI 204 – Planning appeals allowed,** Performance in the six months from April to Sept 08 has been below target. 54 planning appeal decisions were made and the appeal was permitted in 24 of these cases, a rate of 44.4%. A full scrutiny of this performance was submitted to the Development Control Committee at its meeting of 19 November. Generally, performance appears to have declined in relation to appeals dealing with minor new residential development (below 10 new dwellings). Previously the Councils decisions have often been upheld in relation to this form of development. However, that, coupled with appeals also granted for major developments (over 10 units) and householder developments has led to the decline in performance in the last six months.

Please refer to **Appendix 'A'** for full details.

Pride in East Herts

Performance analysis

- 4.4 **EHPI 2.2(45) - Waste: missed collections per 100,000 collections of household waste**, Performance on April 2008 was below target due to new garden waste rounds and existing rounds being rescheduled as a result of the scheme being expanded to the remainder of the district in April. The following months from May 2008 to June 2008 were expected to be off target until residents were familiar with the new collections rounds and schedules have settled in. Performance were exceeding target for the months from July 2008 to September 2008.
- 4.5 **EHPI 218a – Abandoned vehicles - % investigated within 24 hrs**, Performance on April 2008 was below target achieving 61.67%, however this figure is not representative of the services performance as there were data input and extraction errors arising on the Mayrise system for that period. The following months from May 2008 to July 2008 performance was on or above the target. There were slight dips in performance for August 2008 to September however, the year to date performance is on target at 75%.
- 4.6 **EHPI 218b - Abandoned Vehicles - % removed within 24 hours of required time**, Performance in the period from April 2008 to September 2008 had been consistently off target. This is due to continuing problems on service delivery with Copart the removal contractor that undertakes vehicle removal as part of a Hertfordshire wide contract. The contract with Copart is currently out to tender with St Albans Council managing this on behalf of the consortium. The new contractor will be in place by the end of the year. This performance needs be viewed in the context that East Herts has on average only one or two vehicles removed each month.
- 4.7 The following National Indicators were introduced for the first time in 2008/09. Therefore a red, amber or green status can not be assigned to them. There is no historic data available so no targets can be set for 2008/09. This is the case with a number of other National Indicators:
- NI 191 – Residual household waste per household.
 - NI 192 - Percentage of household waste sent for reuse, recycling and composting.

Please refer to **Appendix 'A'** for full details.

Fit for purpose

4.8 The following local performance indicators will be included in future reports to this committee. These items have previously been reported to Corporate Business Scrutiny Committee and will continue to be reported there on an exception basis as with all other indicators. This change is to come in line with the terms of reference for this committee:

- 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.

Member interested in these indicators can find more information on either Covalent or detailed in the 11 November 2008 Corporate Business Scrutiny report.

5.0 Consultation

5.1 Performance monitoring discussions have taken place between, Chief Executive, Directors and Heads of Service at the monthly Corporate Healthcheck DMT meetings.

6.0 Legal Implications

6.1 There are no legal implications.

7.0 Financial Implications

7.1 There are no financial implications.

8.0 Human Resource Implications

8.1 Human Resource issues as outlined in the report.

9.0 Risk Management Implications

There are no risk implications.

Background Papers

None

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