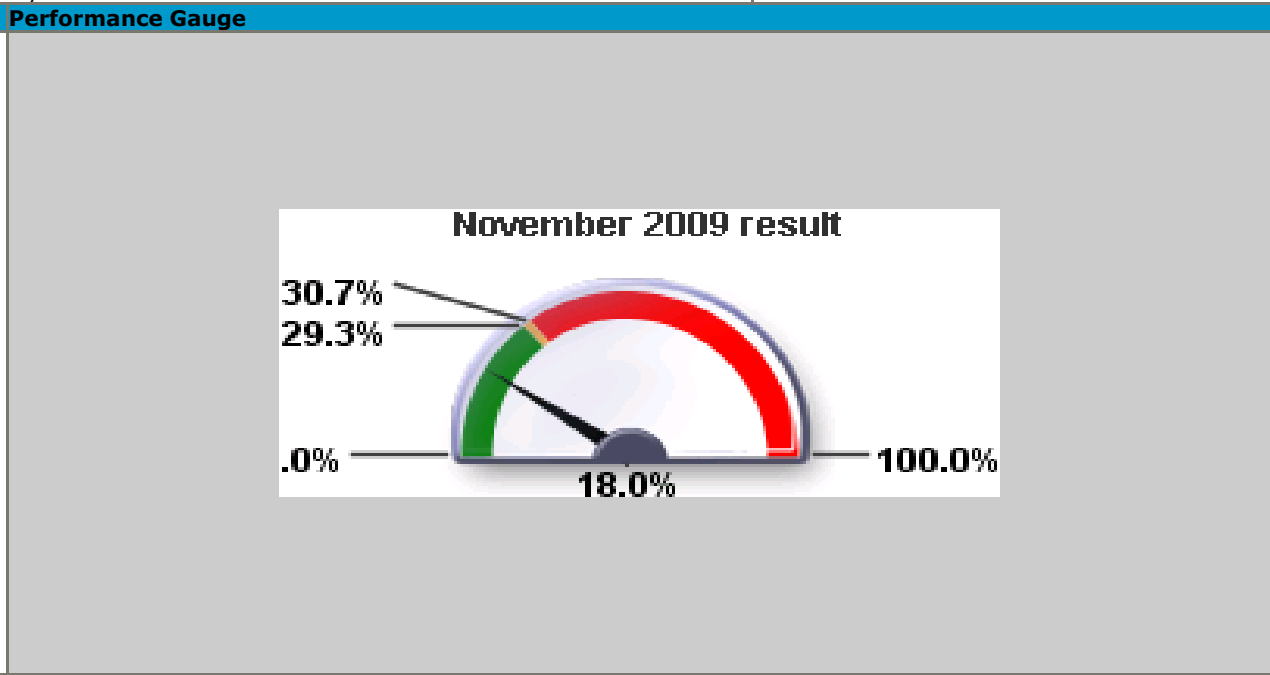
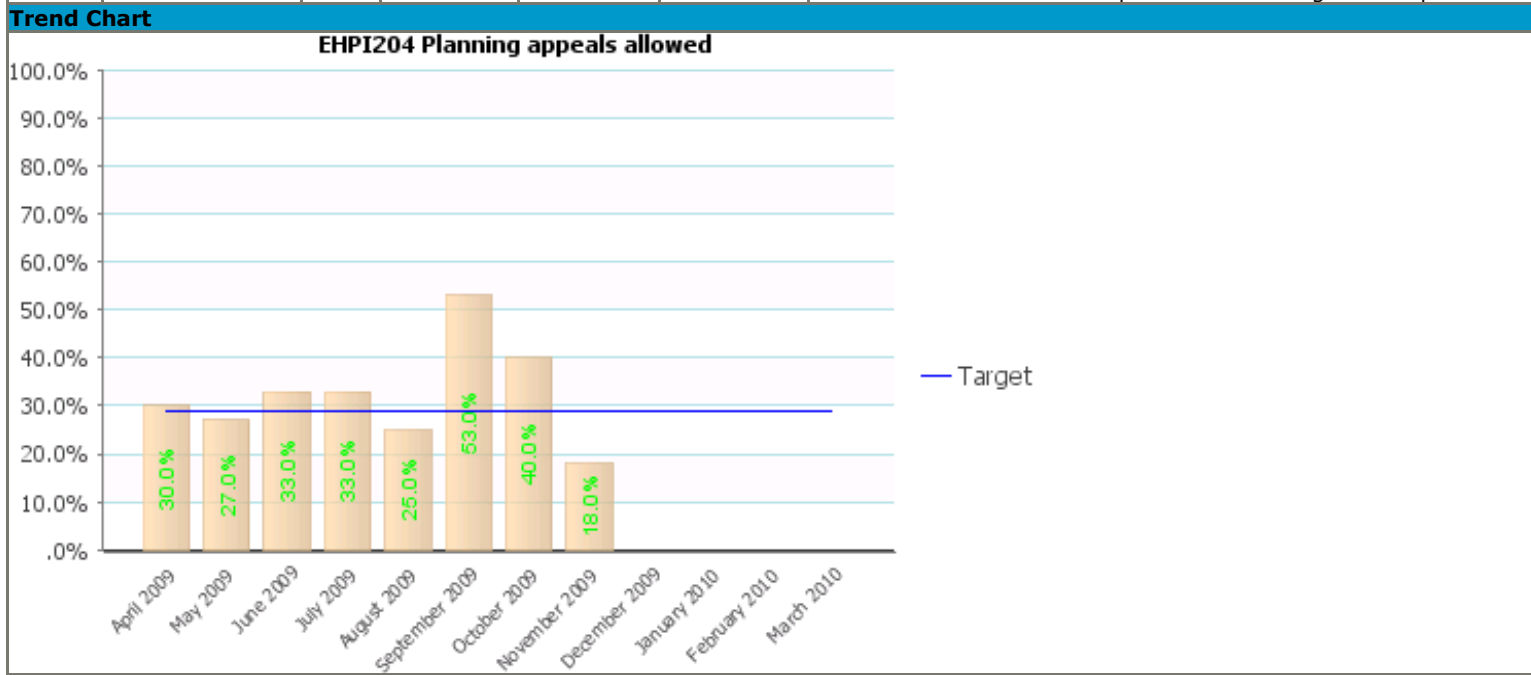


Environment Scrutiny Corporate Healthcheck 2008/09



Traffic Light: Red
Category Description: Caring about what's built (and) where

Planning and Building Control							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting on 2 nd December 2008
EHP1204	Planning appeals allowed		100.0%	29.0%		Only one decision was made by the Planning Inspectorate in December 2008 which exaggerates the normal volatility of this indicator. This decision related to a replacement dwelling refused permission by the Council.	None.



Traffic Light: Red

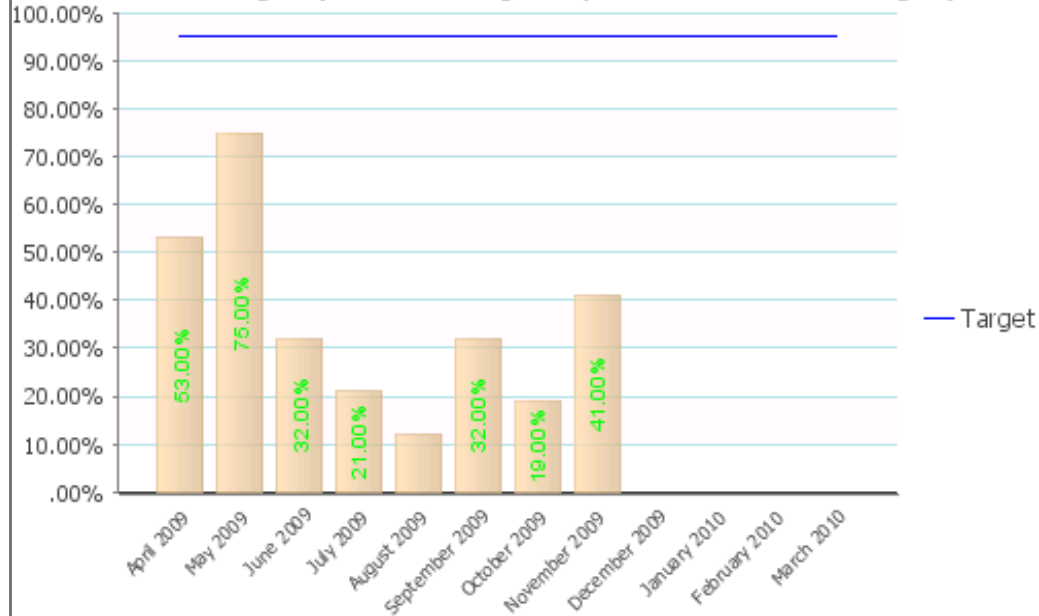
Category Description: Fit for purpose, services fit for you

Parking Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting on 2 nd December 2008
EHPI7.0	% Pre NTO PCN Challenges responded to within 10 days		43.00%	95.00%		Performance is off target due to a combination of staff leave, public holidays and absences. During December members of staff were deployed to steward Jackson Square car park.	None.

Trend Chart

EHPI7.0 Percentage of pre NTO challenges responded to within 10 working days.



Performance Gauge

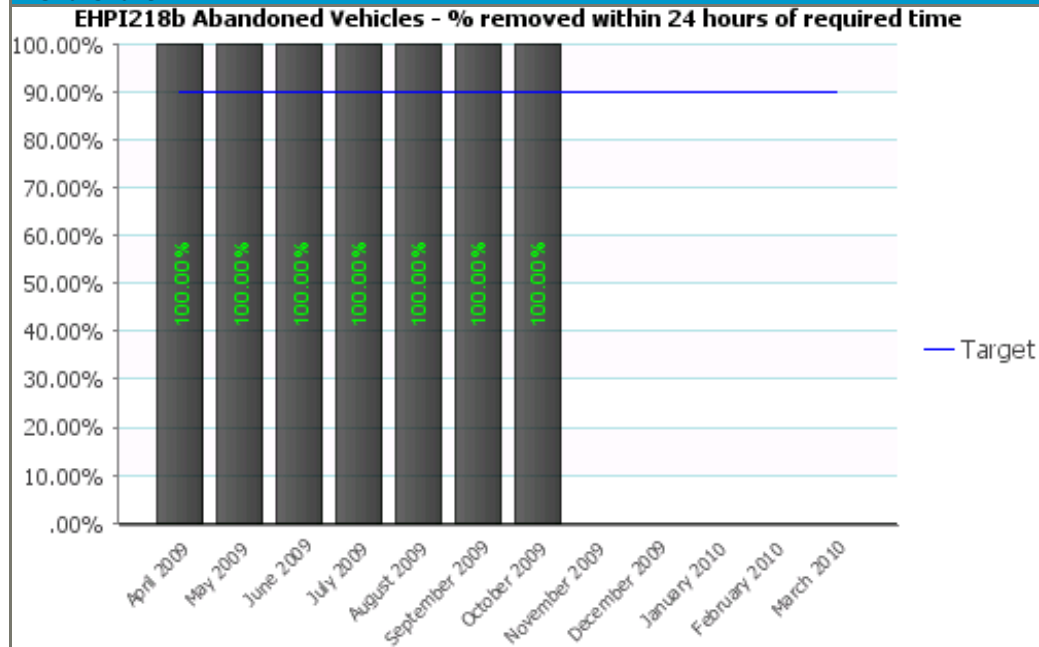


Traffic Light: Red
Category Description: Pride in East Herts

Environmental Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting on 2 nd December 2008
EHPI218b	Abandoned Vehicles - % removed within 24 hours of required time		66.67%	96.00%		The new contractor started on 29 December 2008. It is now anticipated that performance will improve.	None.

Trend Chart



Performance Gauge



Traffic Light: Green

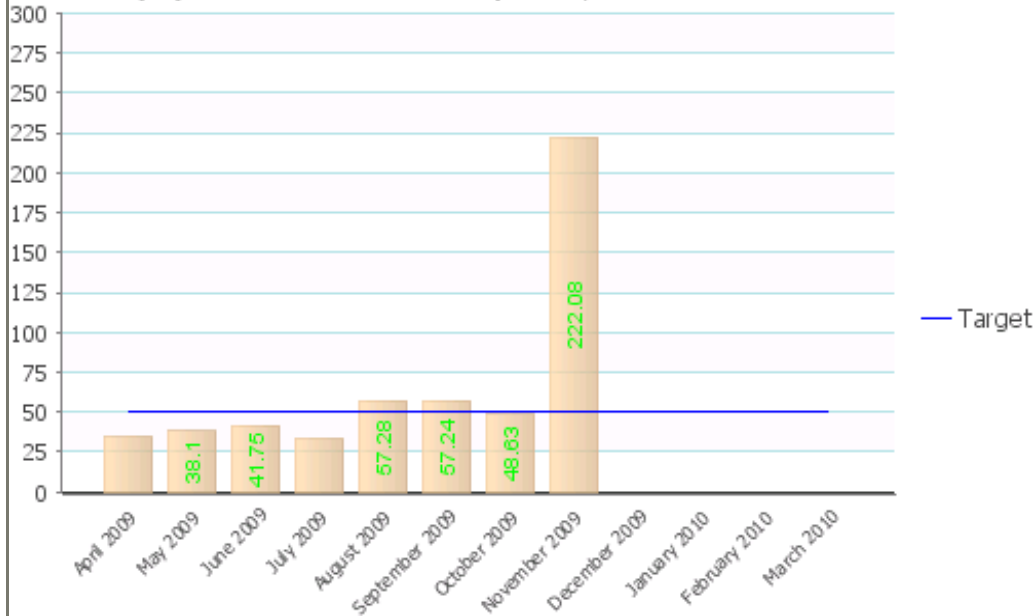
Category Description: Caring about what's built (and) where

Environmental Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting on 2 nd December 2008
EHPI2.2 (45)	Waste: missed collections per 100,000 collections of household waste	✓	33.15	50	↓	Performance continues at a good level, supported by robust contract monitoring and effective systems.	None

Trend Chart

EHPI2.2 (45) Waste: missed collections per 100,000 collections of household waste



Performance Gauge

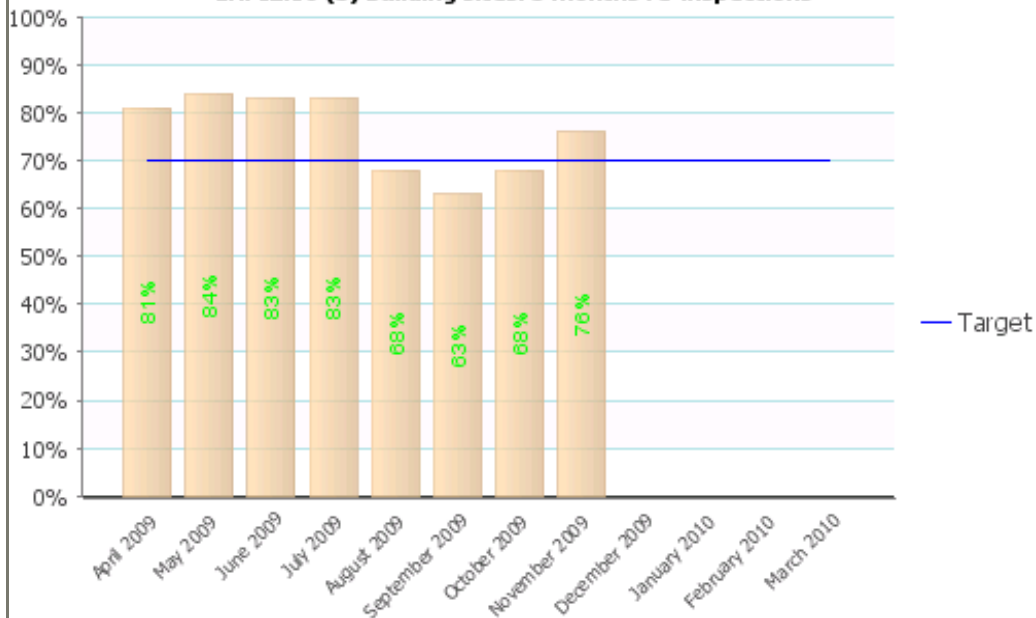


Planning and Building Control

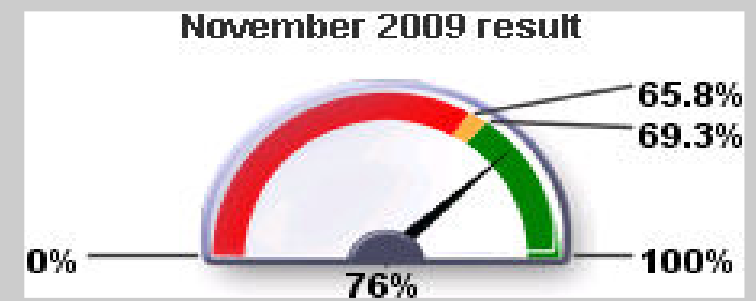
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting on 2 nd December 2008
EHPI2.10 (3)	Building sites: 3 months re-inspections	✓	60%	50%	↓	Performance exceeding target	None

Trend Chart

EHPI2.10 (3) Building sites: 3 months re-inspections



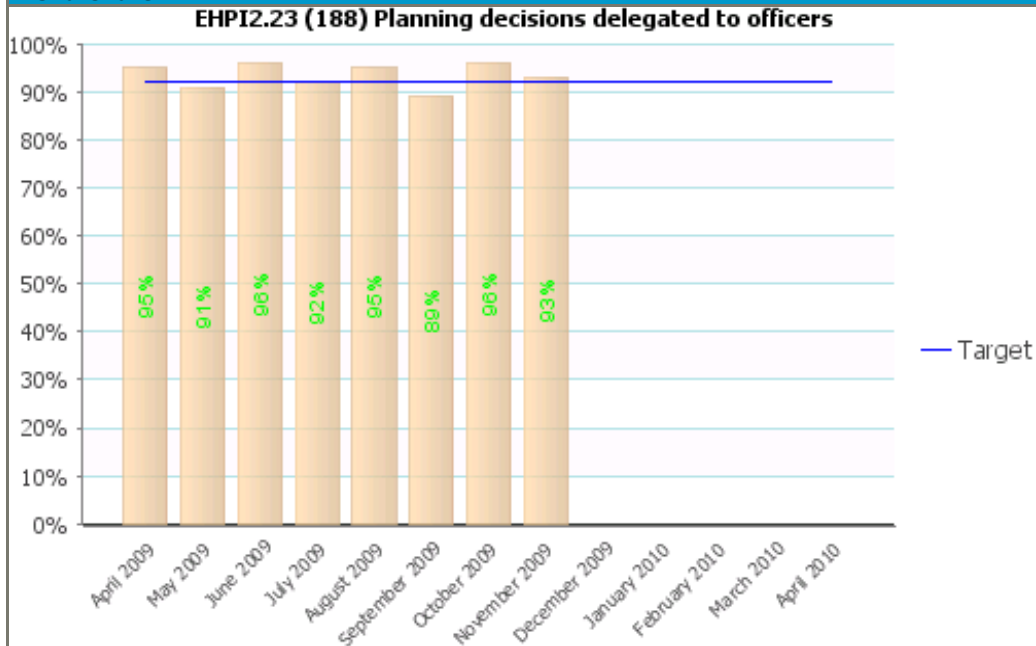
Performance Gauge



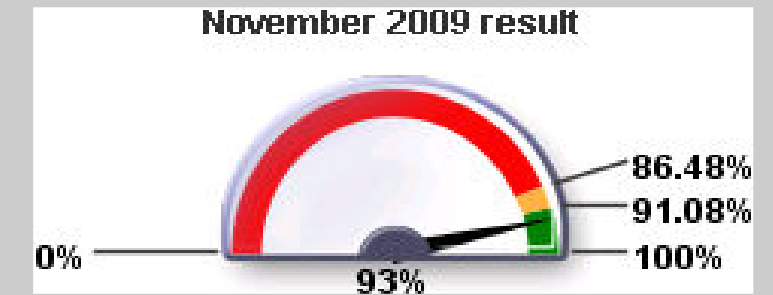
Planning and Building Control

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting on 2 nd December 2008
EHPI2.23 (188)	Planning decisions delegated to officers	✓	93%	92%	↑	Target achieved. 131 applications out of 141 were delegated decisions	None

Trend Chart



Performance Gauge



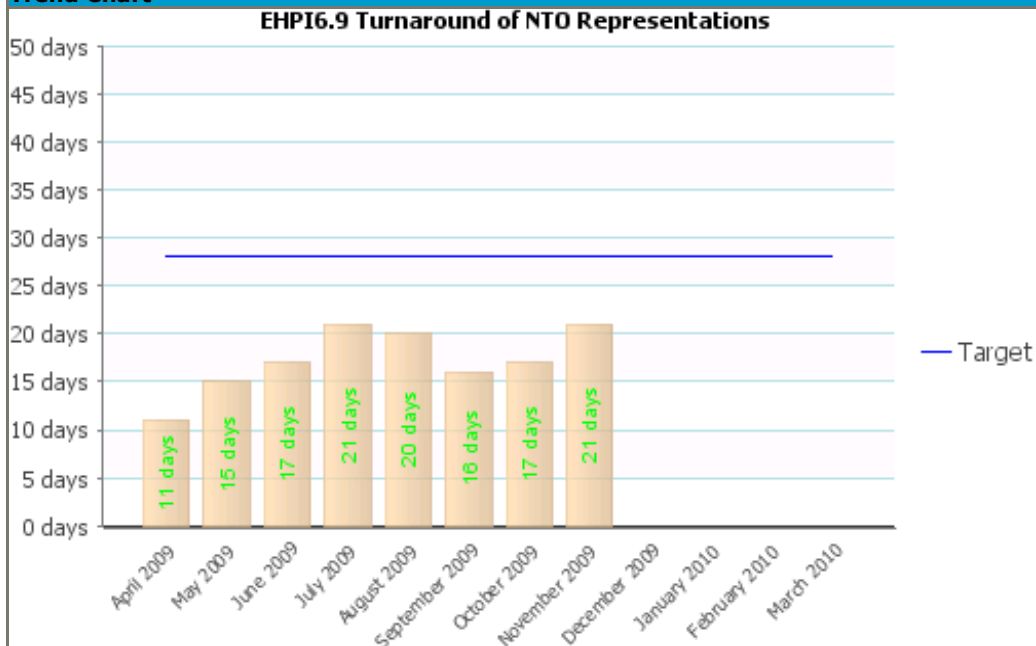
Traffic Light: Green

Category Description: Fit for purpose, services fit for you

Parking Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting on 2 nd December 2008
EHPI6.9	Turnaround of PCN Representations	✓	12 days	28 days	↓	Performance exceeding target	None

Trend Chart

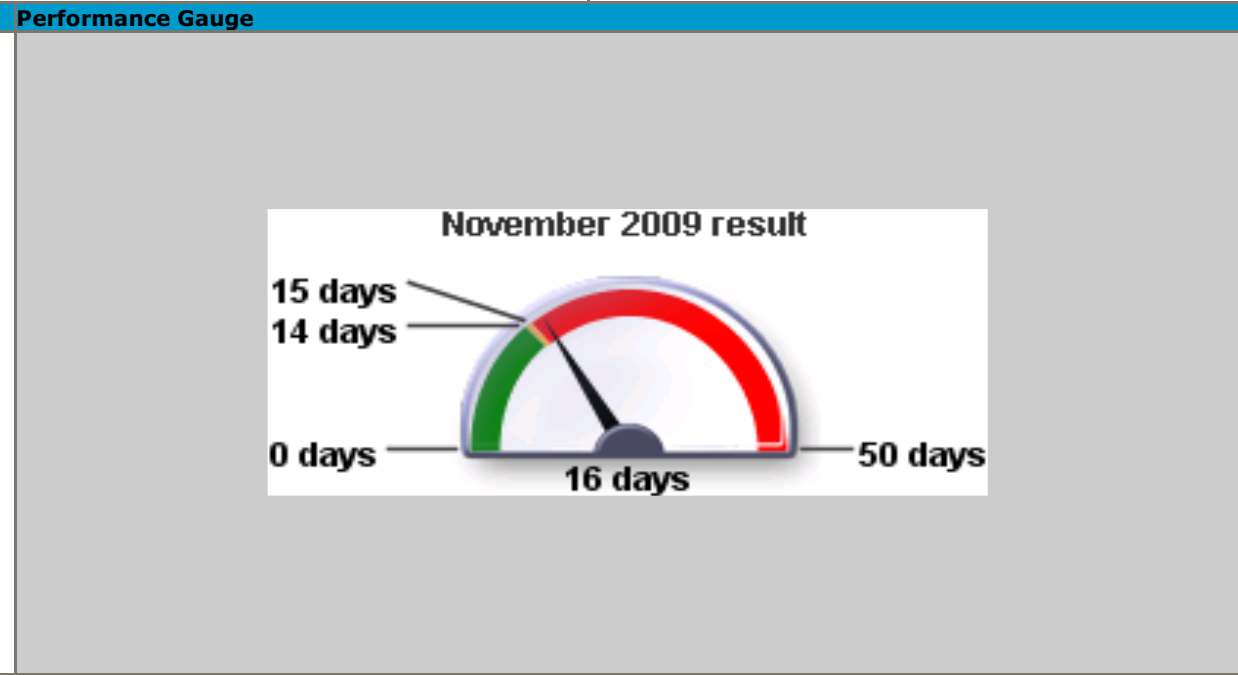
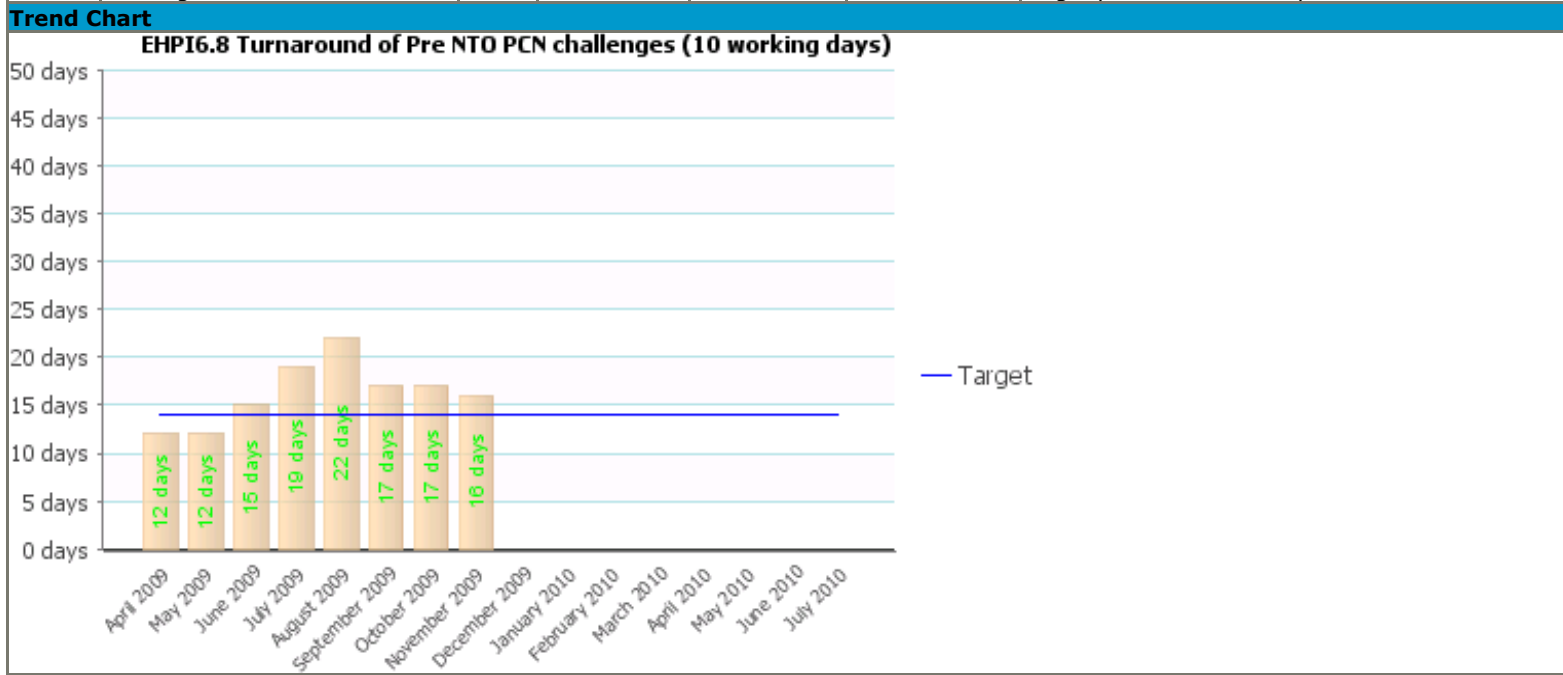


Performance Gauge



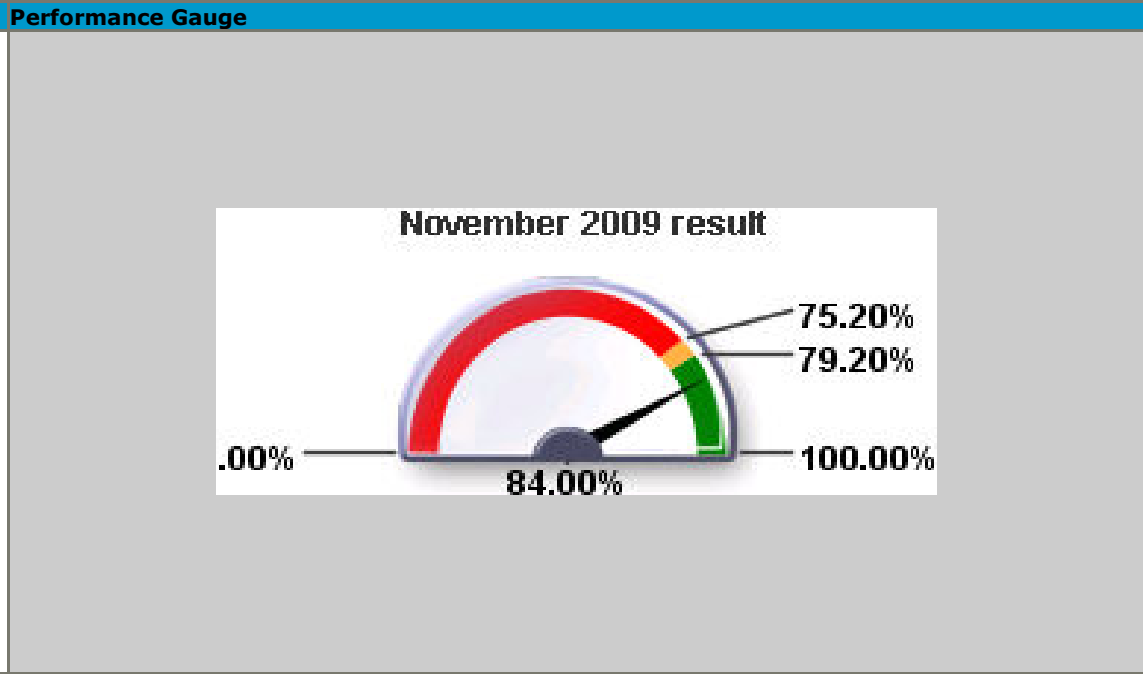
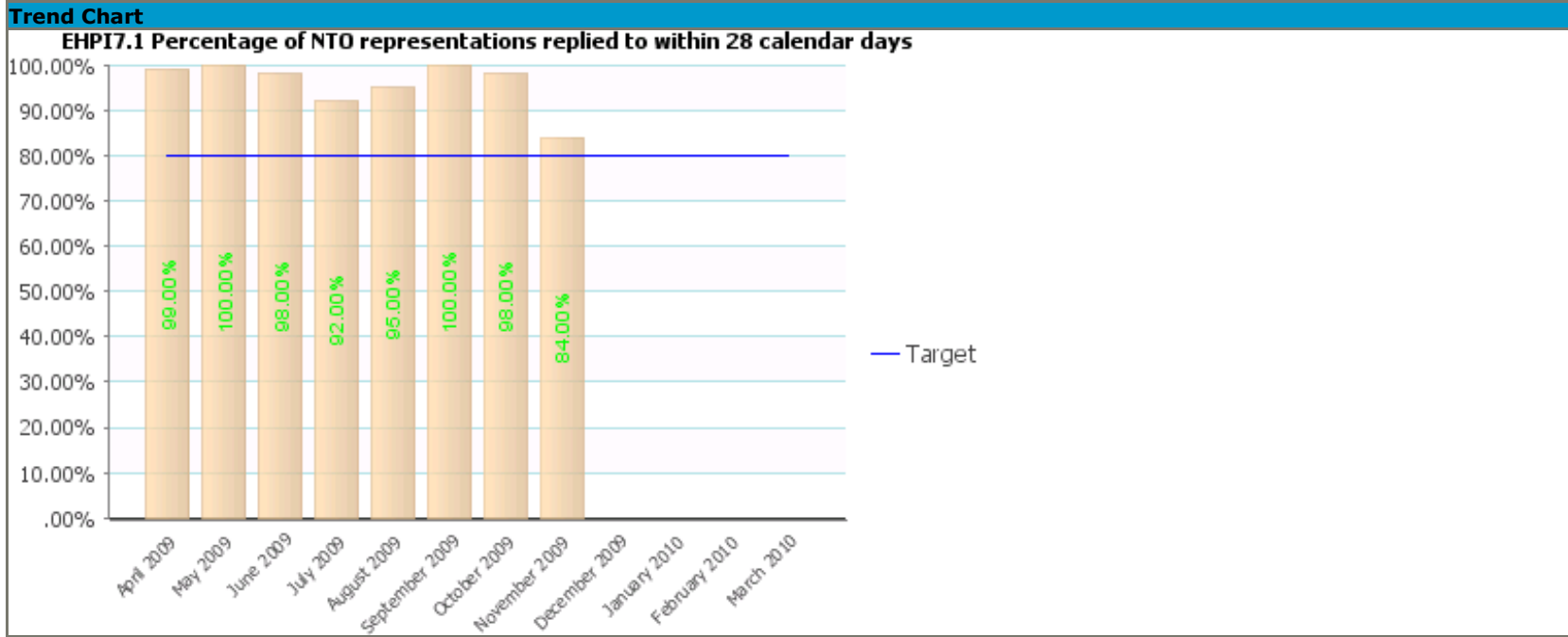
Parking Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting on 2 nd December 2008
EHP16.8	Turnaround of Pre NTO PCN challenges	✓	10 days	10 days	↓	In target but has slipped slightly due to staff absence and public holiday in December. Likely to slip slightly further in January.	None



Parking Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting on 2 nd December 2008
EHP17.1	% PCN Representations responded to within 28 days	✓	98.00%	80.00%	↓	Targeted use of overtime has kept performance within target	None

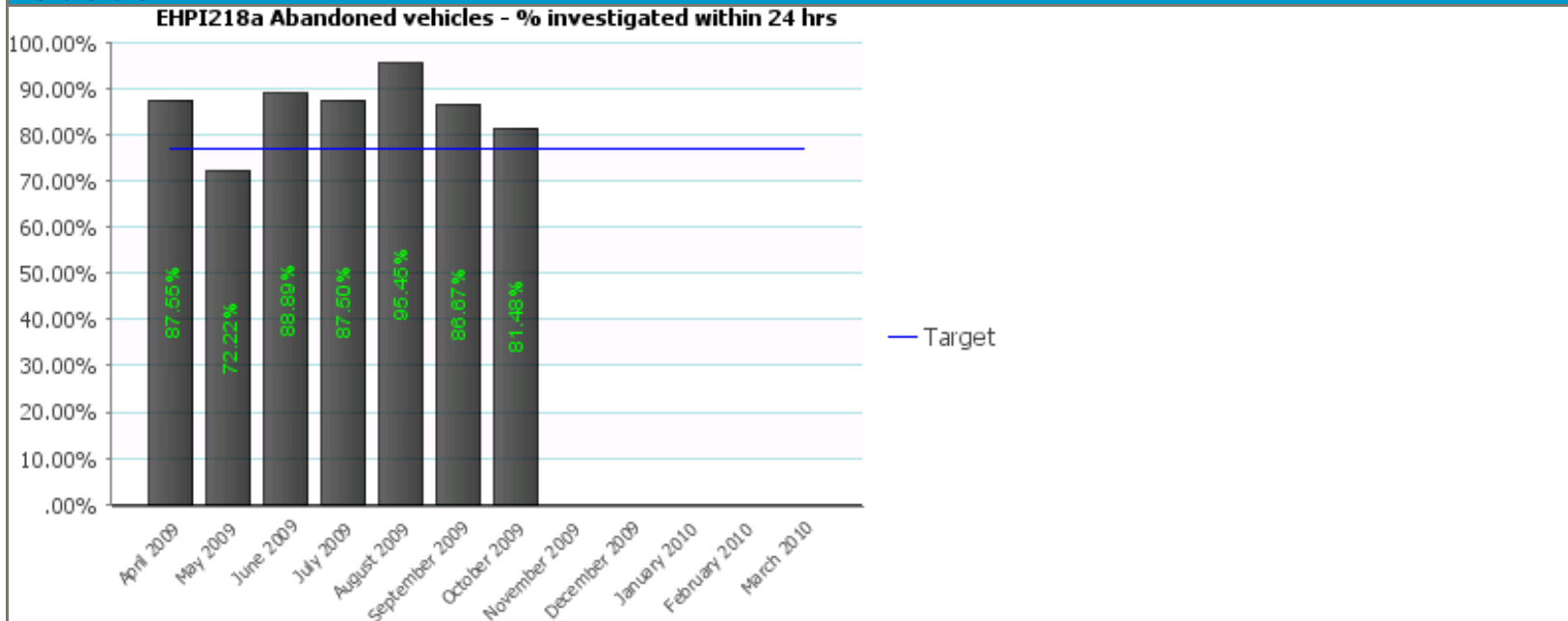


Traffic Light: Green
Category Description: Pride in East Herts

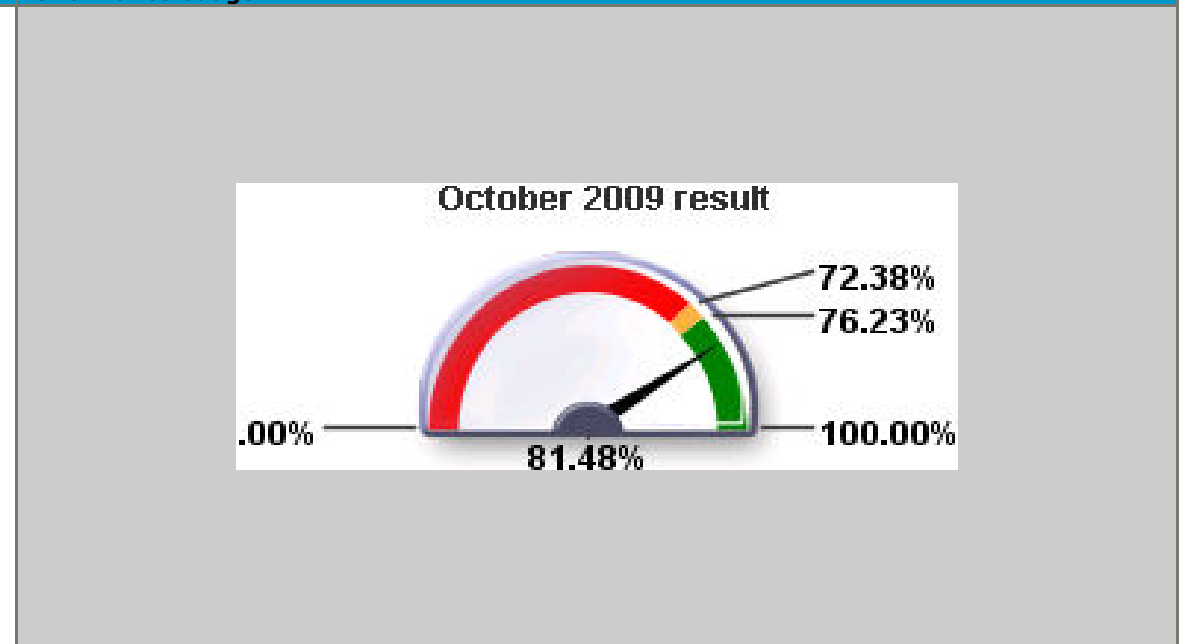
Environmental Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting on 2 nd December 2008
EHPI218a	Abandoned vehicles - % investigated within 24 hrs		80.00%	75.00%		Performance above target as Environmental Inspectors treats this work as a priority.	None

Trend Chart



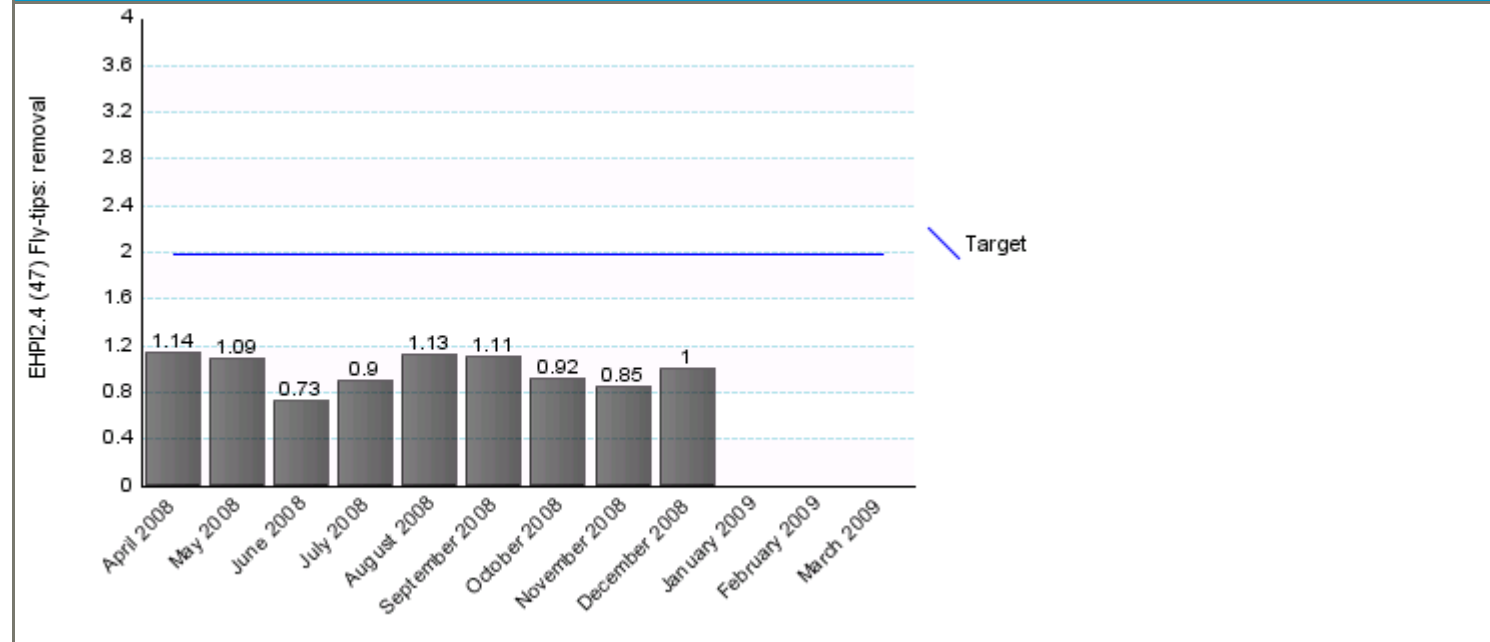
Performance Gauge



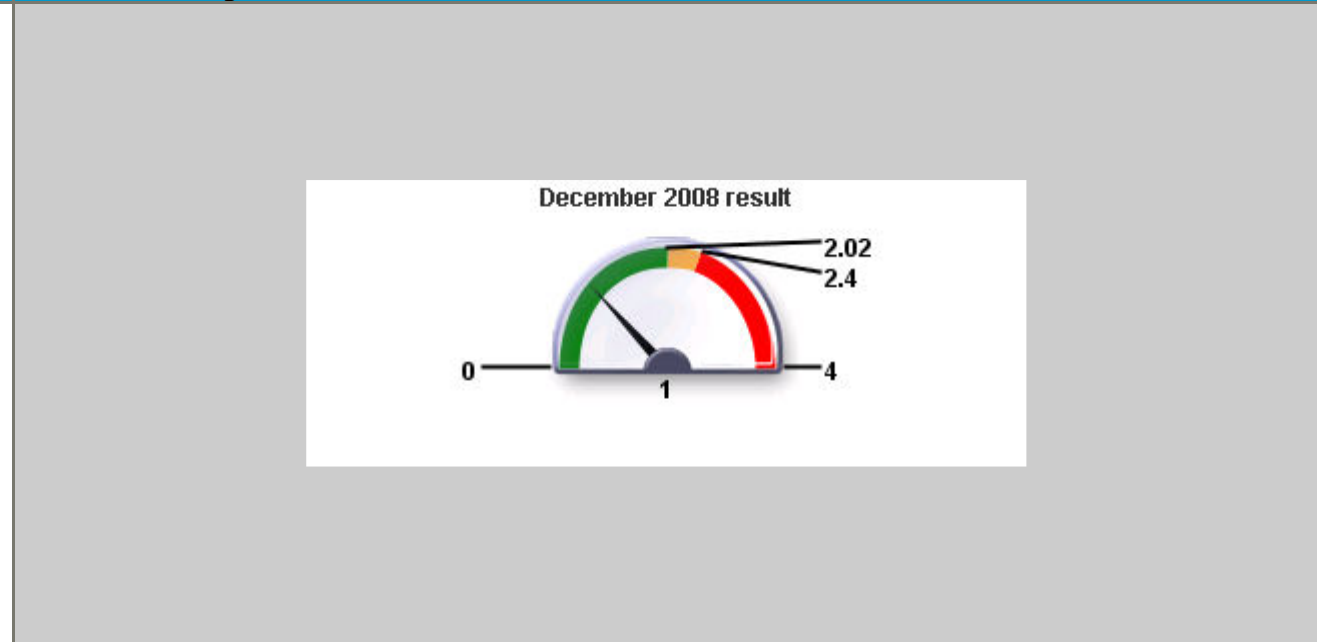
Environmental Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting on 2 nd December 2008
EHPI2.4 (47)	Fly-tips: removal	✓	1	2	↓	Performance continues to better target due to priority allocated by Environmental Inspections Team.	None

Trend Chart



Performance Gauge

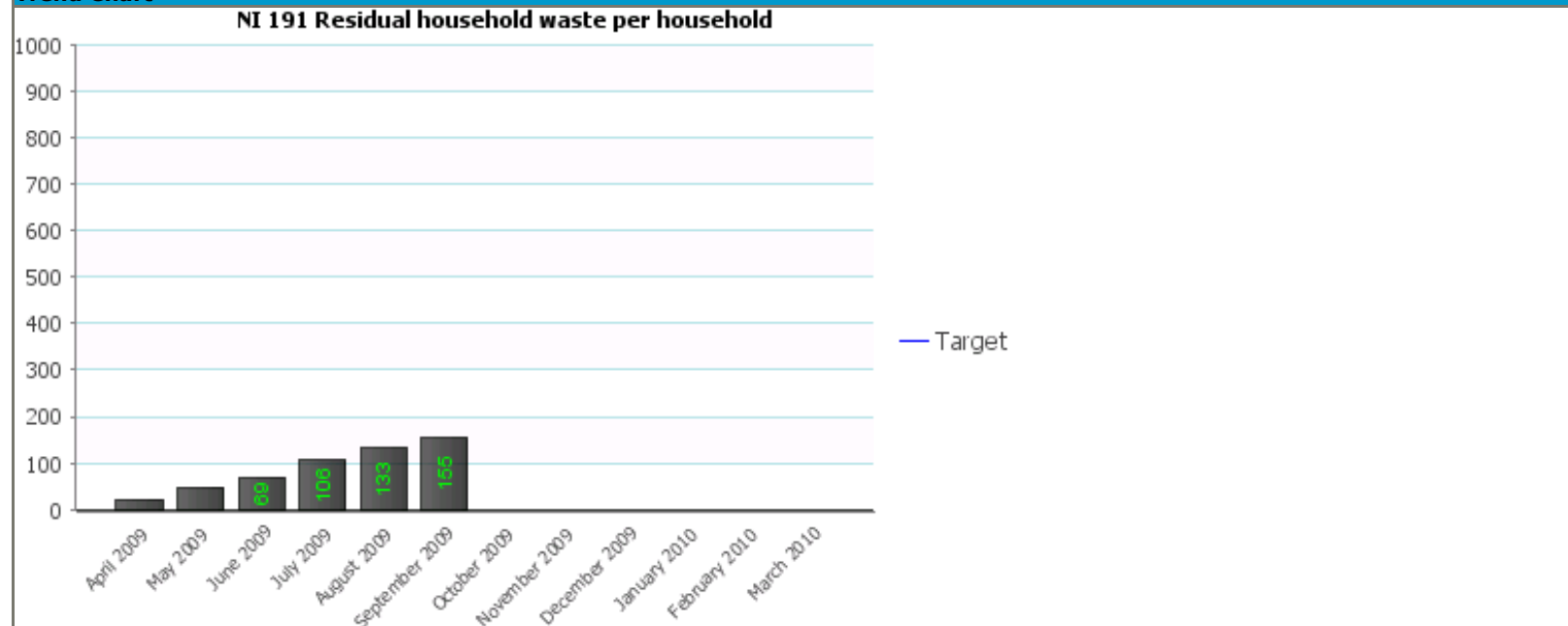


Traffic Light: Unknown

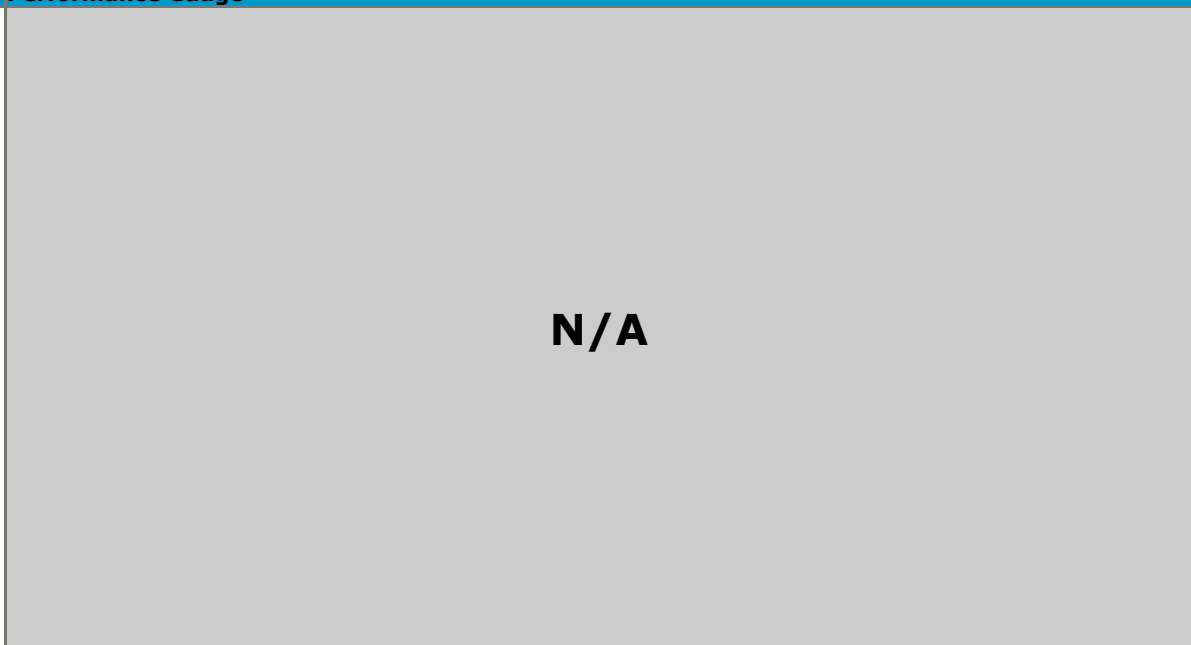
Category Description: Pride in East Herts

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting on 2 nd December 2008
NI 191	Residual household waste per household	?	204	N/A	↓	Collected waste arising continues to be lower (better).	None

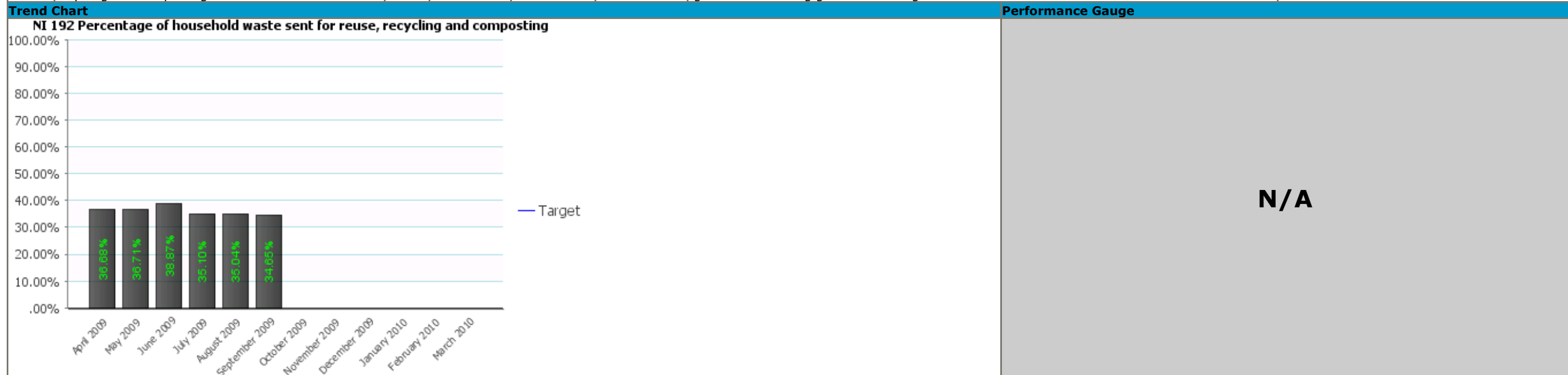
Trend Chart



Performance Gauge



PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting on 2 nd December 2008
NI 192	Percentage of household waste sent for reuse, recycling and composting	?	37.71%	N/A	↓	Performance consistent with service expectations, but lower than last month, due to less garden waste being generated during the winter.	None



PI Status	
	This PI is significantly below target.
	This PI is slightly below target.
	This PI is on target.
	This PI cannot be calculated.
	This PI is a data-only PI.

Long Term Trends	
	The value of this PI has improved in the long term.
	The value of this PI has worsened in the long term.
	The value of this PI has not changed in the long term.

Short Term Trends	
	The value of this PI has improved in the short term.
	The value of this PI has worsened in the short term.
	The value of this PI has not changed in the short term.