

EAST HERTS COUNCIL

ENVIRONMENT SCRUTINY COMMITTEE – 3 MARCH 2009

REPORT BY THE DIRECTOR OF CUSTOMER AND COMMUNITY SERVICES

ENVIRONMENT SCRUTINY HEALTHCHECK – OCTOBER TO DECEMBER 2008

WARD (S) AFFECTED: All

'D' RECOMMENDATION – that performance be scrutinised the Executive be informed of any recommendations.

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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 October 2008 to December 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 October 2008

to December 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 December 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 3 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-named East Herts Performance Indicators (EHPI).
- 3.5 **Appendix 'A'** (pages 8. 6 - 8.14) 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 so that all performance in 'red' are listed first.
- Appendix 'B'** (page 8.15 - 8.17) Shows the complete set of performance indicators which are reported to Members ordered by Corporate Priority.
- Appendix 'C'** (pages 8.18 - 8.19) 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 8.20 - 8.33) is a list of definitions and guidance notes for national indicators and local indicators that used to be best value performance indicators.

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 204 – Planning appeals allowed**, was 'Red' for December 2008. Target not achieved. Only one decision was made against the authority 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.
- 4.2 **EHPI 2.23(188) – Planning decisions delegated to officers**, was 'Green' for December 2008. Since the last report only November performance was slightly below the target of 92% achieving 119 out of 132 applications delegated equating to a performance of 90%. The decision making route is established by the Council's Constitution.
- 4.3 Performance in the following indicators were 'Green', which means that targets are either being met or exceeded between October 2008 to December 2008. They are:
- EHPI 2.10(3) – Building sites: 3 month re-inspections
  - EHPI 2.2(45) – Waste: missed collections per 100,000 collections of household waste.

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

## Pride in East Herts

### Performance analysis

- 4.4 **EHPI 218b - Abandoned Vehicles - % removed within 24 hours of required time.** Performance was 'Red' for December 2008; however performance did improve when the new contractor REDCORN started on 29 December 2008. It is now anticipated that performance will improve significantly in this area.
- 4.5 Performance in the following indicators were 'Green', which means that targets are either being met or exceeded between October 2008 to December 2008. They are;
- EHPI 2.4(47) – Fly-tips: Removal
  - EHPI 218a – Abandoned vehicles - % investigated within 24 hours.
- 4.6 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

- 4.7 **EHPI 7.0 - % pre NTO PCN challenges responded to within 10 days.** Performance was 'Red' for December 2008 due to a temporary hiatus of staff leave, public holidays, absences and members of staff being deployed to steward Jackson Square car park. Although performance did not meet the target for October 2008 it did significantly improve achieving 66% compared to September 2008 at 15%. Further improvement is predicted for the final quarter.

4.8 Performance in the following indicators were 'Green', which means that targets are either being met or exceeded between October 2008 to December 2008. They are;

- EHPI 6.8 - Turnaround of Pre NTO PCN challenges.
- EHPI 6.9 - Turnaround of PCN Representations.
- EHPI 7.1 - % PCN Representations responded to within 28 days.

#### 5.0 Consultation

5.1 Performance monitoring discussions have taken place between, Chief Executive, Directors and Heads of Service.

#### 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

9.1 There are no risk implications.

#### Background Papers

None.

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