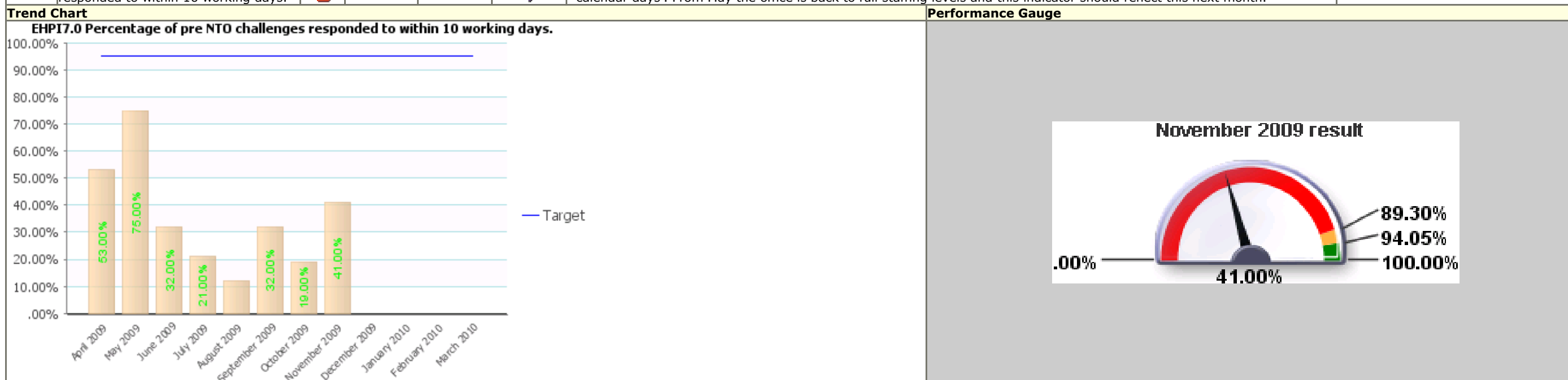






Environment Scrutiny Corporate Healthcheck January 2009 – April 2009

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	Action taken during last Scrutiny meeting on 3 rd March 2009
EHP17.0	Percentage of pre NTO challenges responded to within 10 working days.		53.00%	95.00%		As predicted this indicator remains red due to staff absence in April. This figure is now based on 'working days' rather than 'calendar days'. From May the office is back to full staffing levels and this indicator should reflect this next month.	None.

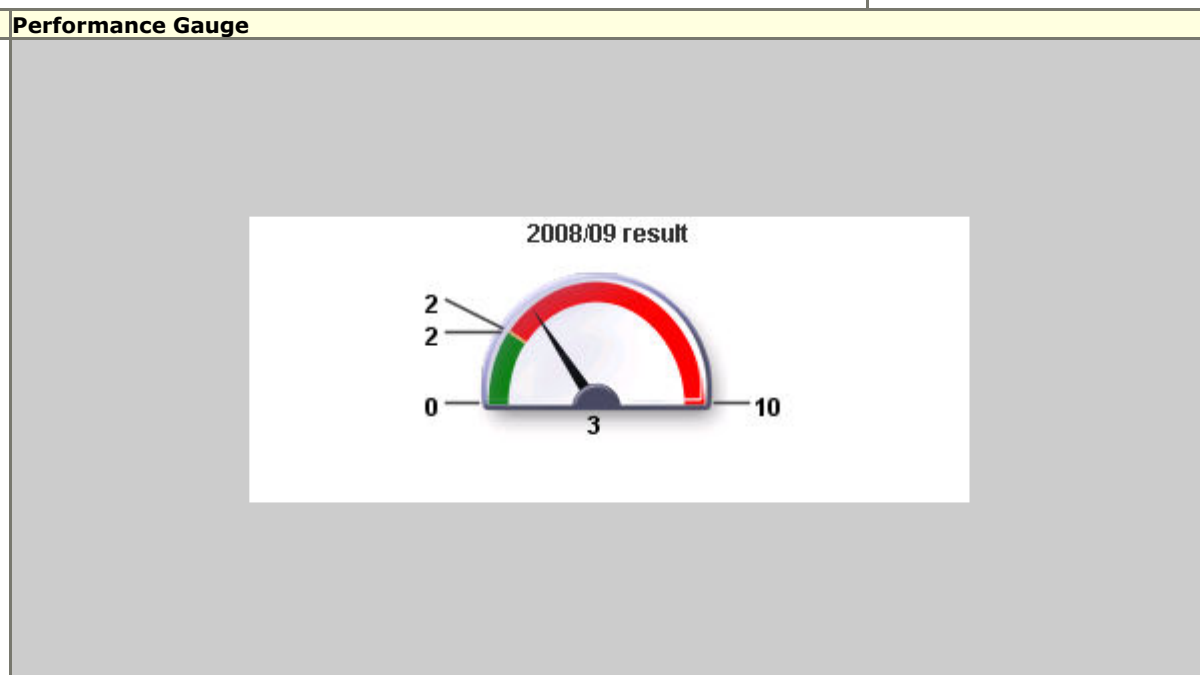
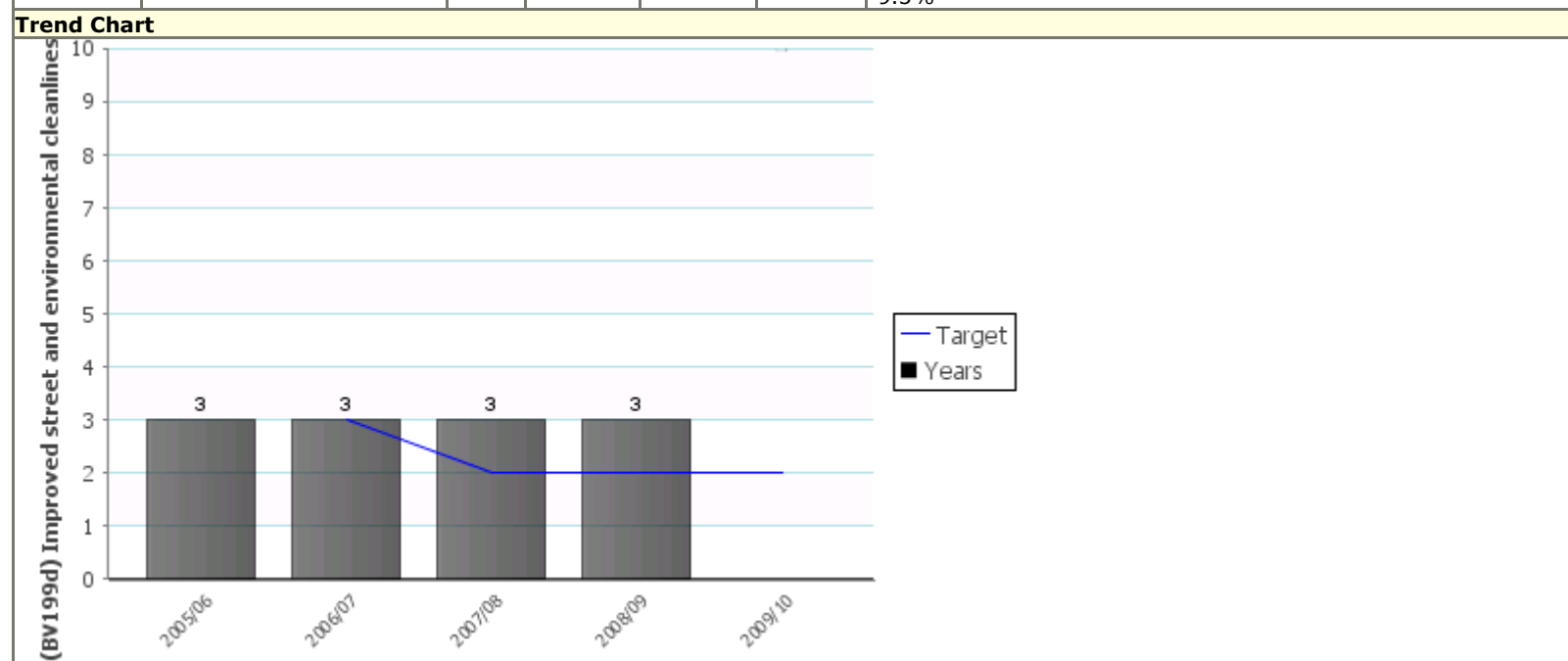


Parking Services							Action taken during last Scrutiny meeting on 3 rd March 2009																		
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes																			
EHP16.8	Turnaround of Pre NTO PCN challenges		12 days	10 days		A dip in the figure as predicted last month. This is now measured in 'working days' and not 'calendar days' as in 2008/09. The backlog was greatly reduced in April but staff absence affected response times. The service is now fully staffed so improvement is expected in May.	None.																		
Trend Chart					Performance Gauge																				
<p>EHP16.8 Turnaround of Pre NTO PCN challenges (10 working days)</p> <table border="1"> <caption>Turnaround Times (Working Days)</caption> <thead> <tr> <th>Month</th> <th>Turnaround (days)</th> </tr> </thead> <tbody> <tr><td>April 2009</td><td>12</td></tr> <tr><td>May 2009</td><td>12</td></tr> <tr><td>June 2009</td><td>15</td></tr> <tr><td>July 2009</td><td>19</td></tr> <tr><td>August 2009</td><td>22</td></tr> <tr><td>September 2009</td><td>17</td></tr> <tr><td>October 2009</td><td>17</td></tr> <tr><td>November 2009</td><td>16</td></tr> </tbody> </table>					Month	Turnaround (days)	April 2009	12	May 2009	12	June 2009	15	July 2009	19	August 2009	22	September 2009	17	October 2009	17	November 2009	16	<p>November 2009 result</p> <p>15 days 14 days 0 days 16 days 50 days</p>		
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July 2009	19																								
August 2009	22																								
September 2009	17																								
October 2009	17																								
November 2009	16																								

Traffic Light: Red
Description: Pride in East Herts

Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting on 3 rd March 2009
NI 196 (BV199d)	Improved street and environmental cleanliness – fly tipping		3	2		2008/09 Outturn - Performance is good or 3, which is below target of Effective or 2. The indicator is calculated by applying weightings dependant on the size of the fly tips and the level of enforcement action taken. Where numbers of particular types of incident or action are low the formula is very sensitive, e.g. tipper lorry loads rose on average from 3.083 to 3.5 per month. The formula would have calculated this as a negative position. Overall, without applying weightings the number of incidents has fallen 4.3% and the number of enforcement actions risen by 9.5%	None.

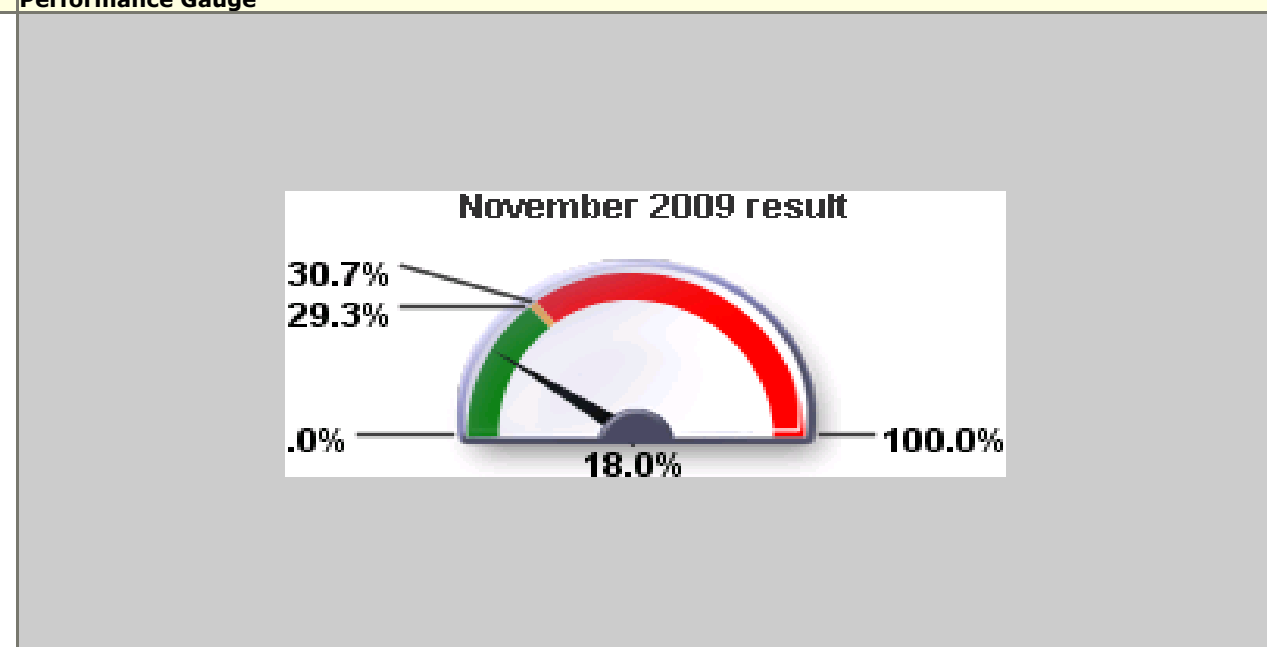
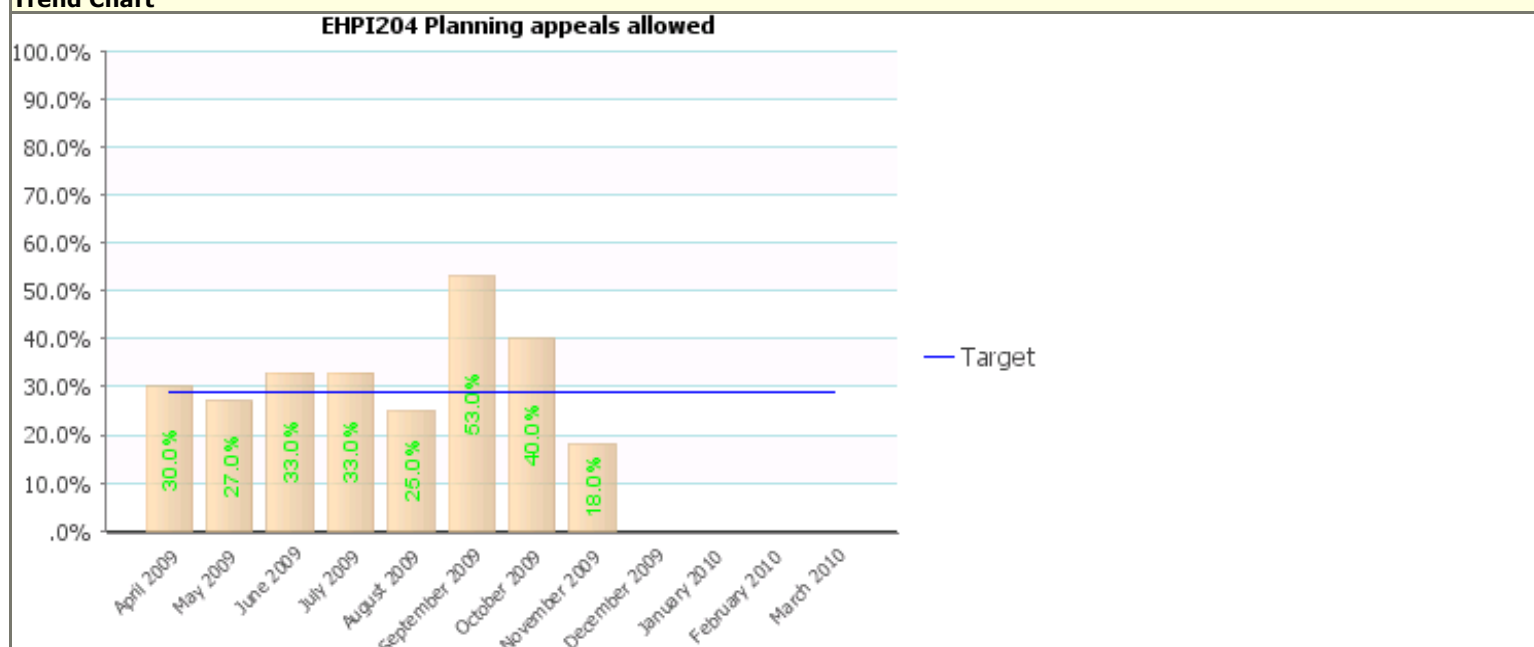


Traffic Light: Amber
Description: Caring about what's built (and) where

Planning and Building Control

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting on 3 rd March 2009
EHP1204	Planning appeals allowed		30.0%	29.0%		Target missed by a narrow margin as 3 out of 10 appeal decisions allowed. Appeals allowed included two householder proposals and the change of use of a retail unit in Hertford from retail to a mixed use.	None.

Trend Chart **Performance Gauge**

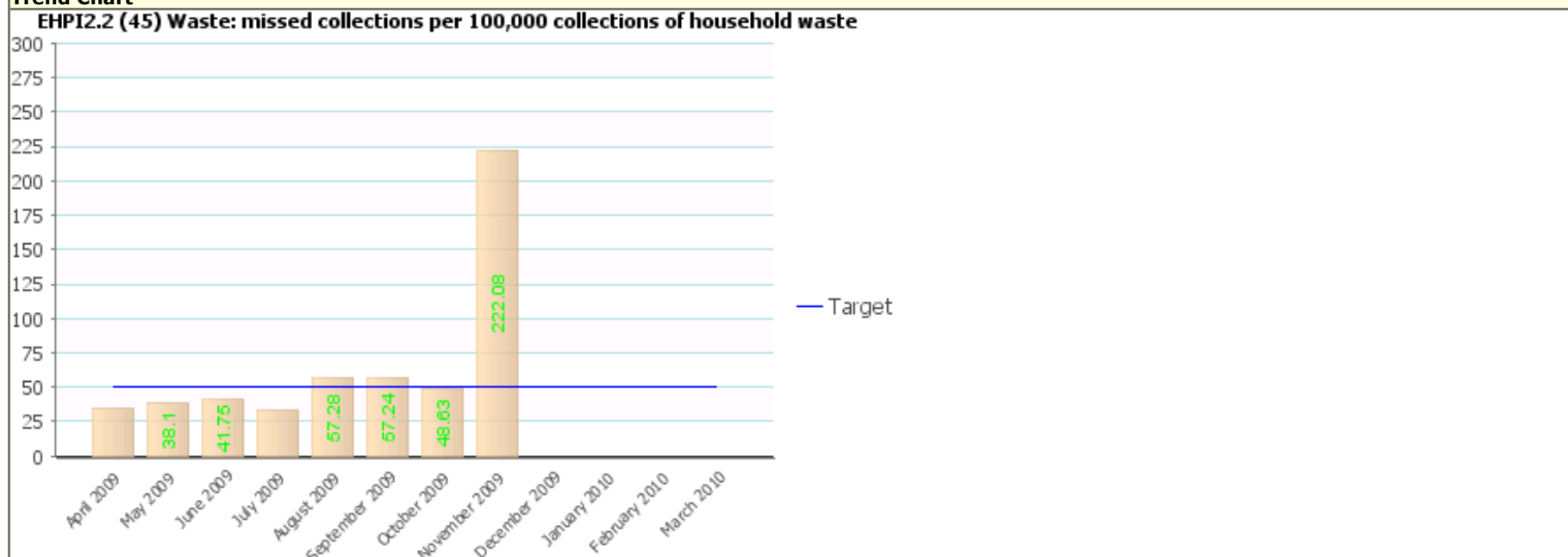


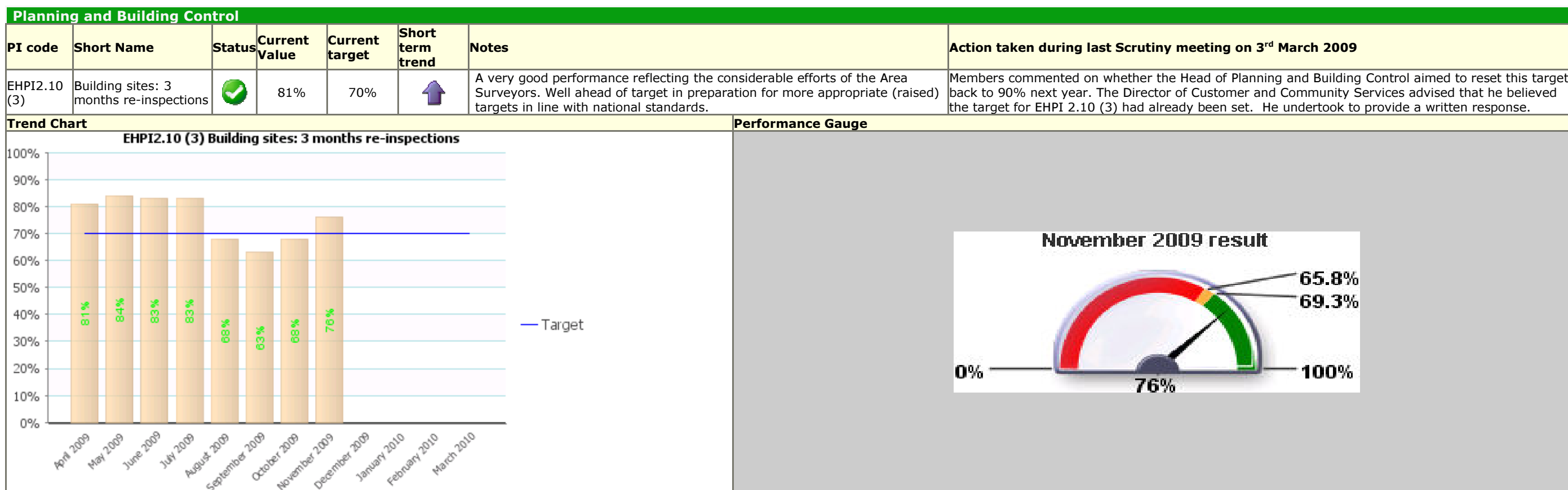
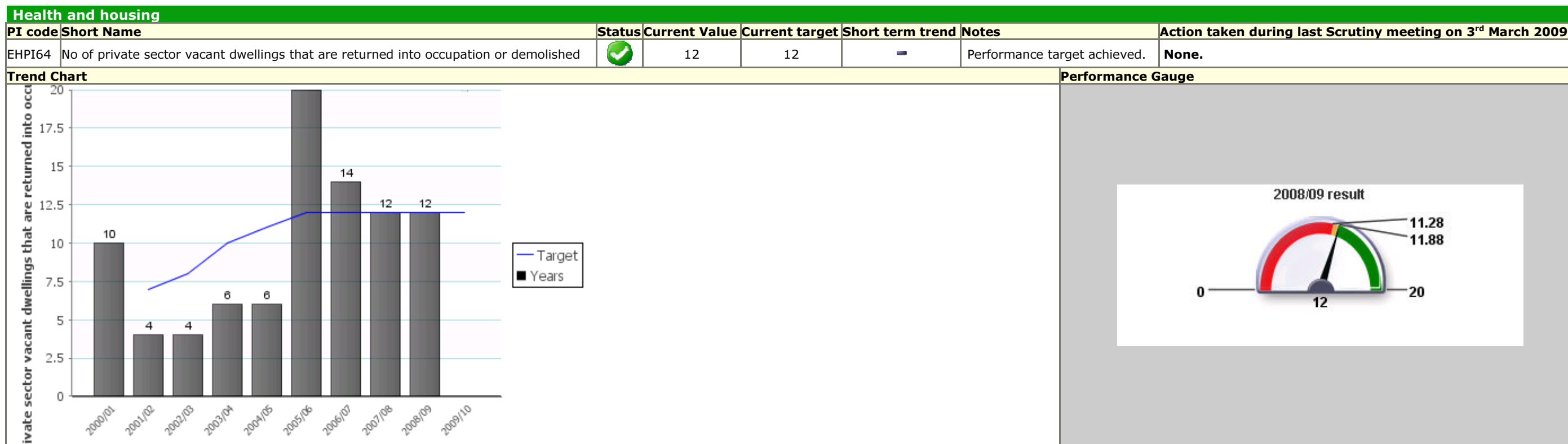
Traffic Light: Green
Description: Caring about what's built (and) where

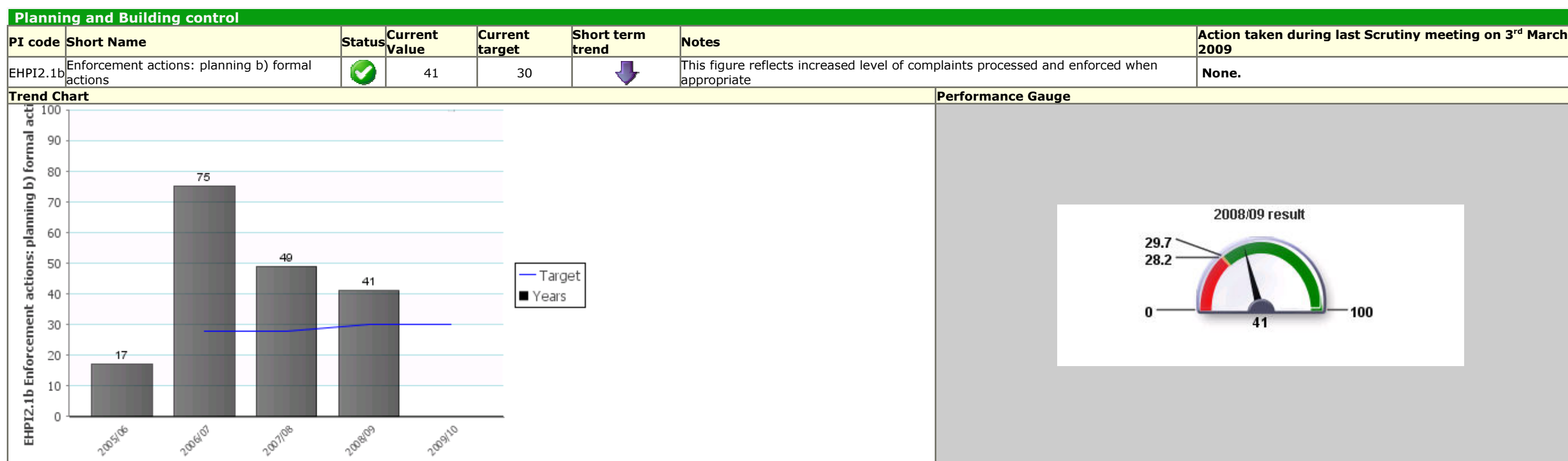
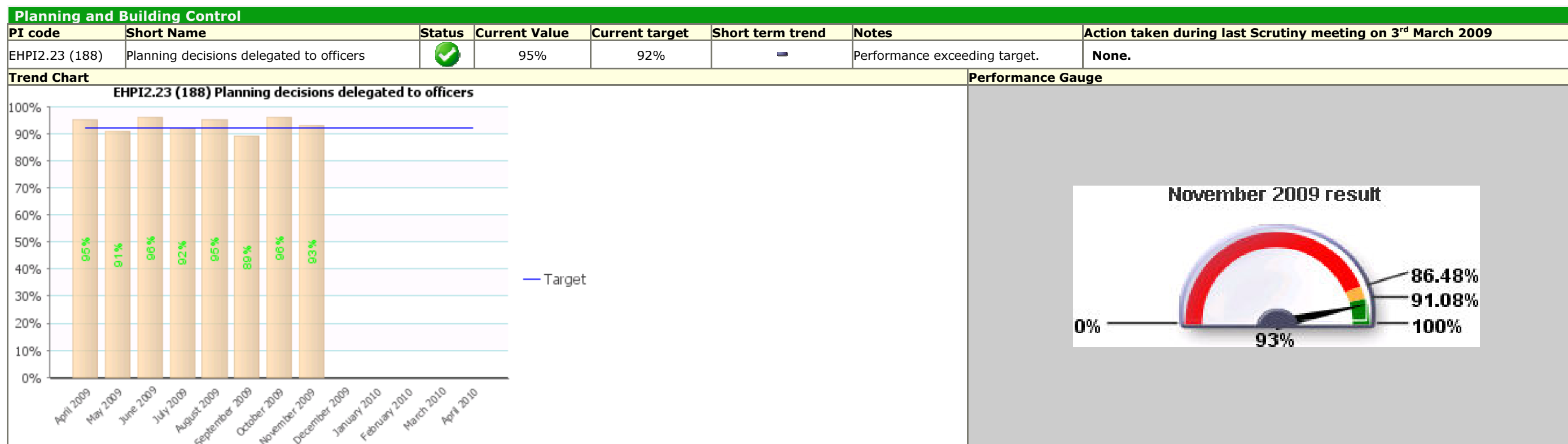
Environment Services

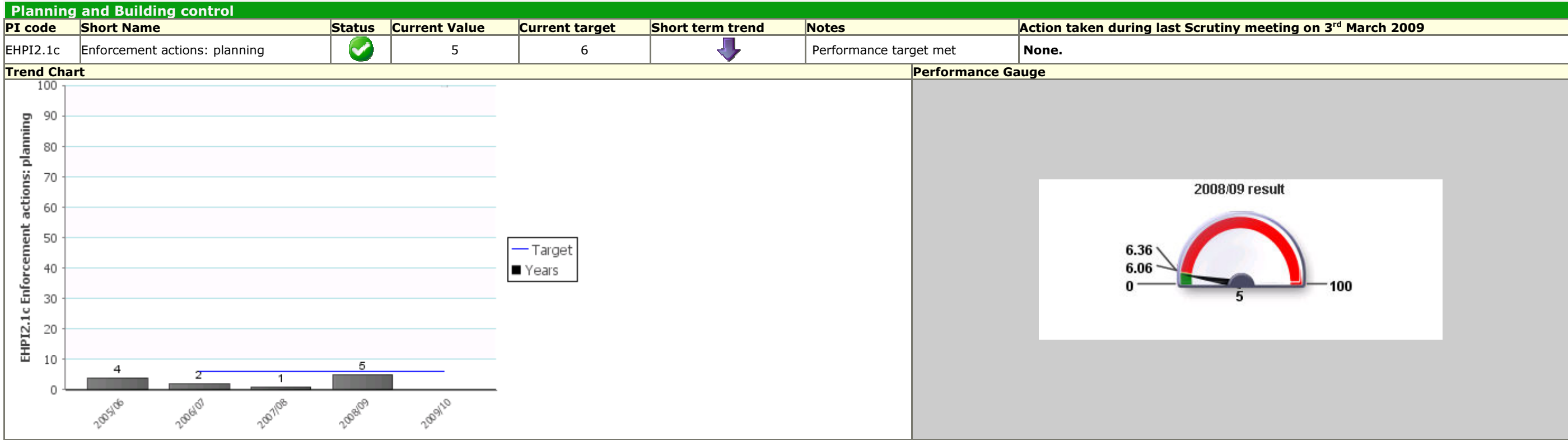
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting on 3 rd March 2009
EHPI2.2 (45)	Waste: missed collections per 100,000 collections of household waste		34.66	50		Performance better than target.	None.

Trend Chart **Performance Gauge**









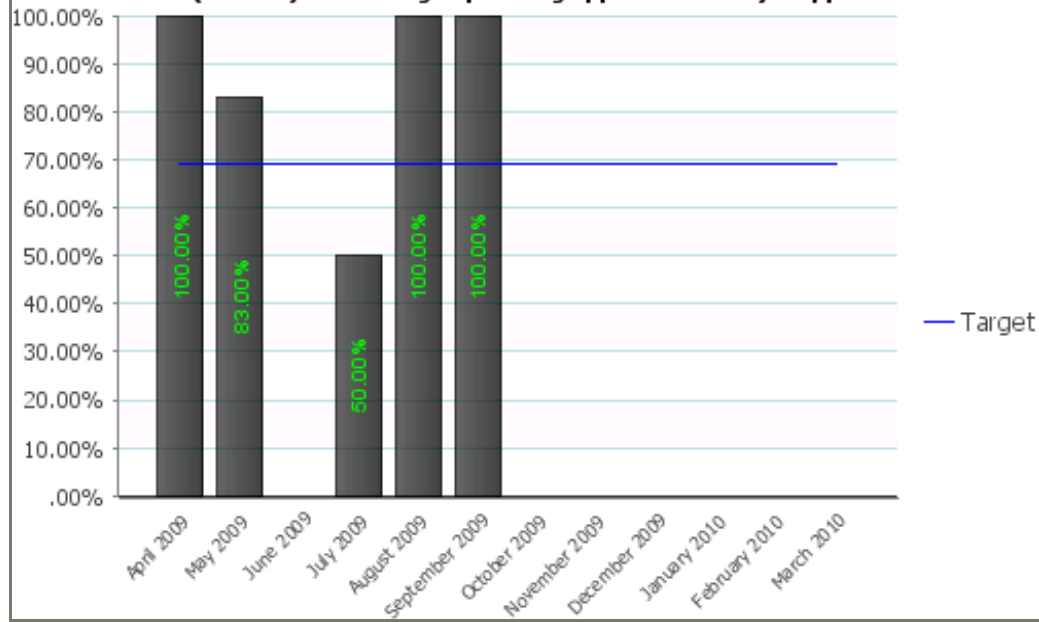
Traffic Light: Green
Description: Caring about what's built (and) where; Shaping now, shaping the future

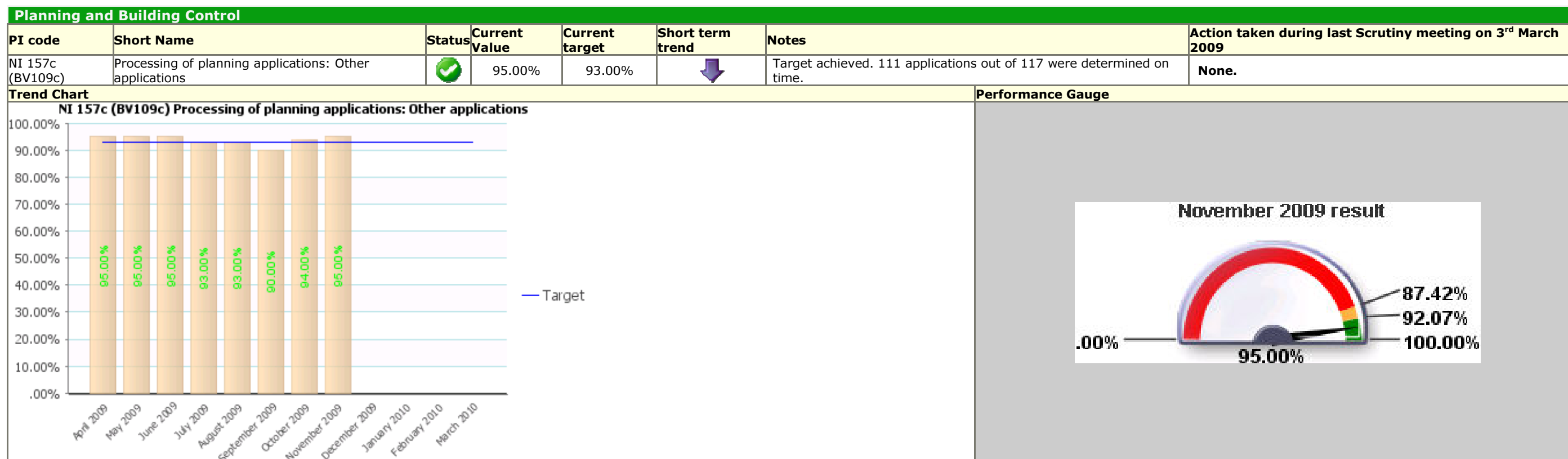
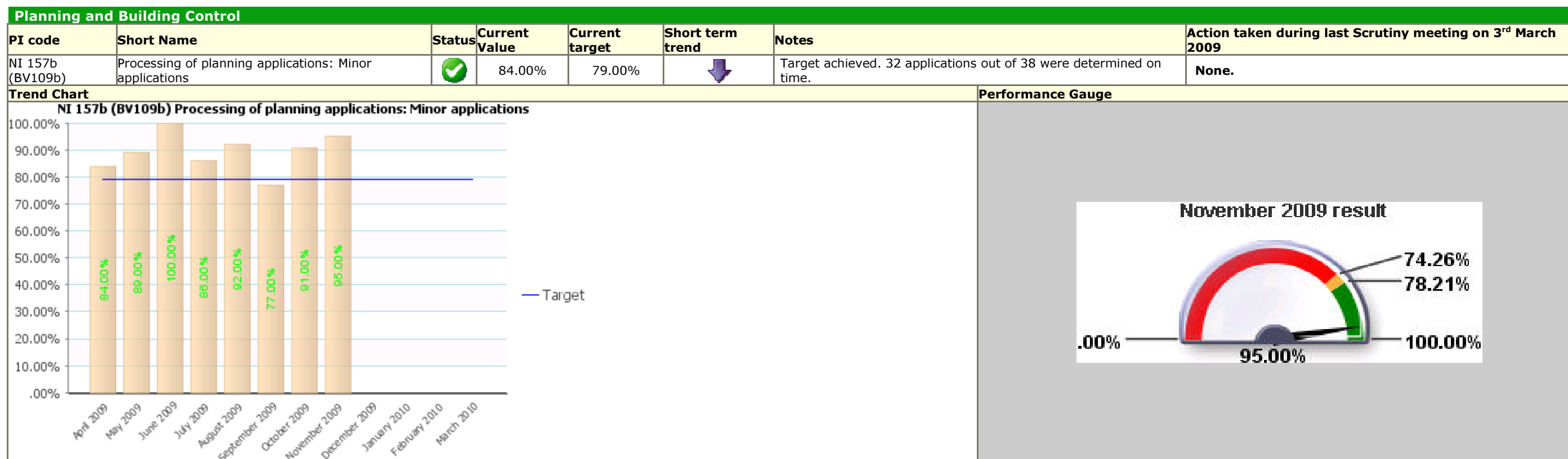
Planning and Building Control

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting on 3 rd March 2009
NI 157a (BV109a)	Processing of planning applications: Major applications		100.00%	69.00%		Target achieved. 3 applications out of 3 were determined on time.	None.

Trend Chart **Performance Gauge**

NI 157a (BV109a) Processing of planning applications: Major applications



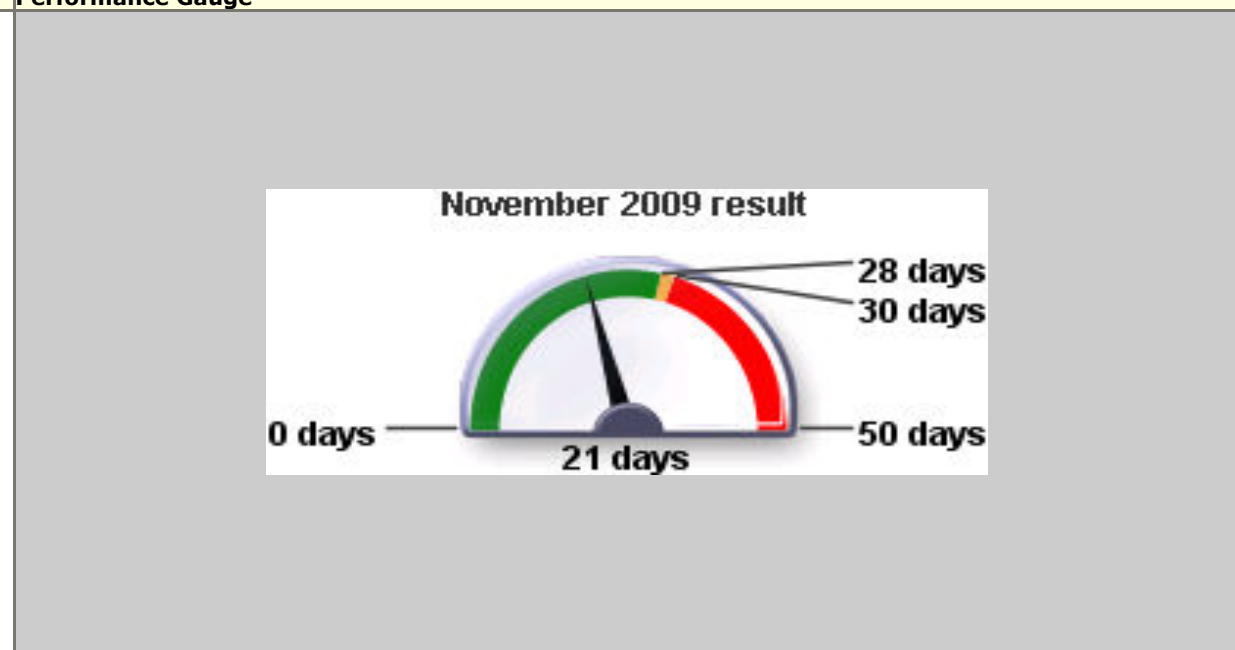
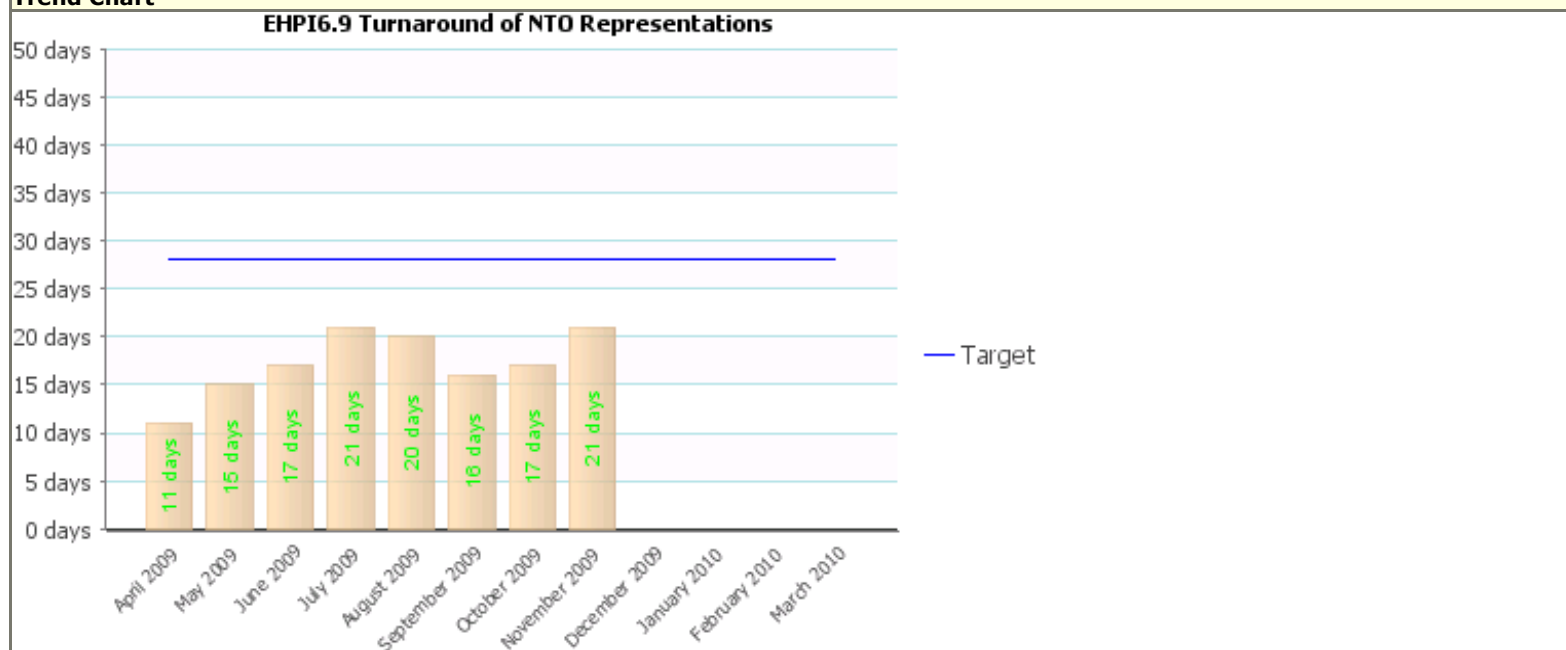


Traffic Light: Green
Description: Fit for purpose, services fit for you

Parking Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting on 3 rd March 2009
EHP16.9	Turnaround of NTO Representations		11 days	28 days		The backlog has been reduced to an average of 8 working days but staff absences in April 2009 have affected response times. However, these remain within the target of 28 calendar days.	None.

Trend Chart **Performance Gauge**

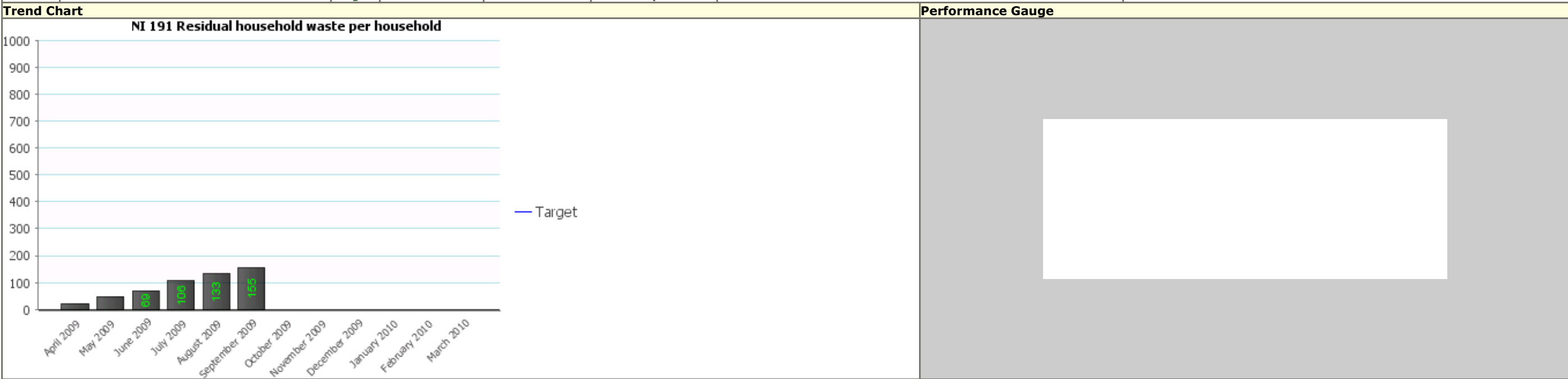


Parking Services																															
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting on 3 rd March 2009																								
EHP17.1	Percentage of NTO representations replied to within 28 calendar days	✓	99.00%	80.00%	↓	The service continues to deliver this PI within the target of 28 calendar days.	None.																								
Trend Chart						Performance Gauge																									
<p>EHP17.1 Percentage of NTO representations replied to within 28 calendar days</p> <table border="1"> <caption>Monthly Performance Data</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>April 2009</td><td>99.00%</td></tr> <tr><td>May 2009</td><td>100.00%</td></tr> <tr><td>June 2009</td><td>98.00%</td></tr> <tr><td>July 2009</td><td>92.00%</td></tr> <tr><td>August 2009</td><td>95.00%</td></tr> <tr><td>September 2009</td><td>100.00%</td></tr> <tr><td>October 2009</td><td>98.00%</td></tr> <tr><td>November 2009</td><td>84.00%</td></tr> </tbody> </table>						Month	Percentage	April 2009	99.00%	May 2009	100.00%	June 2009	98.00%	July 2009	92.00%	August 2009	95.00%	September 2009	100.00%	October 2009	98.00%	November 2009	84.00%	<p>November 2009 result</p> <table border="1"> <caption>Performance Gauge Markers</caption> <thead> <tr> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>0.00%</td></tr> <tr><td>75.20%</td></tr> <tr><td>79.20%</td></tr> <tr><td>84.00%</td></tr> <tr><td>100.00%</td></tr> </tbody> </table>		Percentage	0.00%	75.20%	79.20%	84.00%	100.00%
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Traffic Light: Green
Description: Pride in East Herts

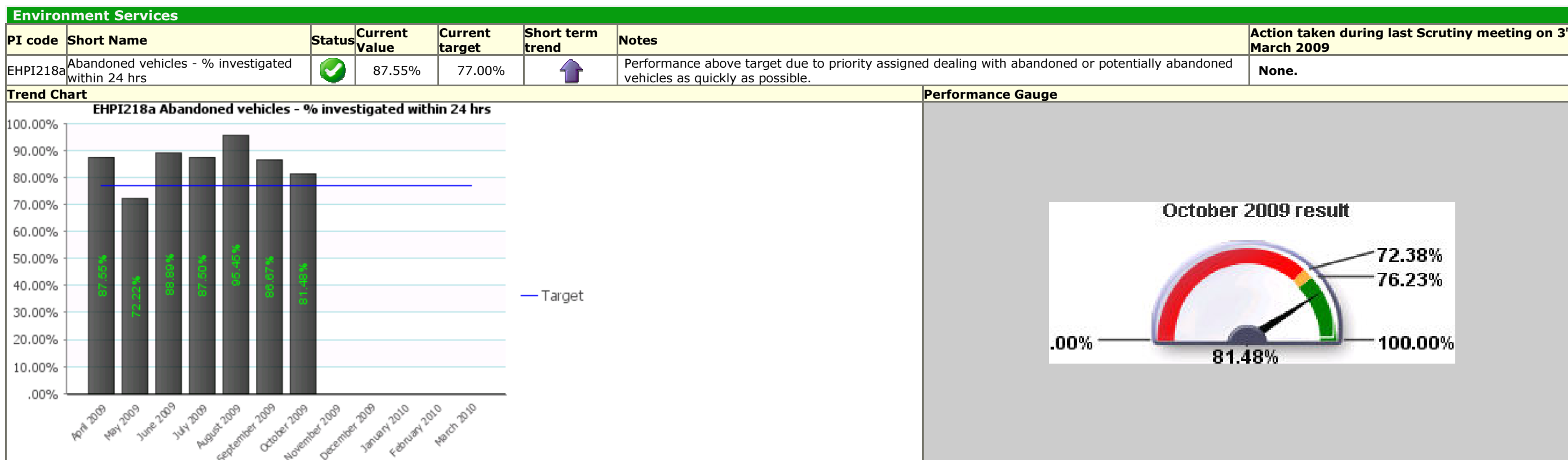
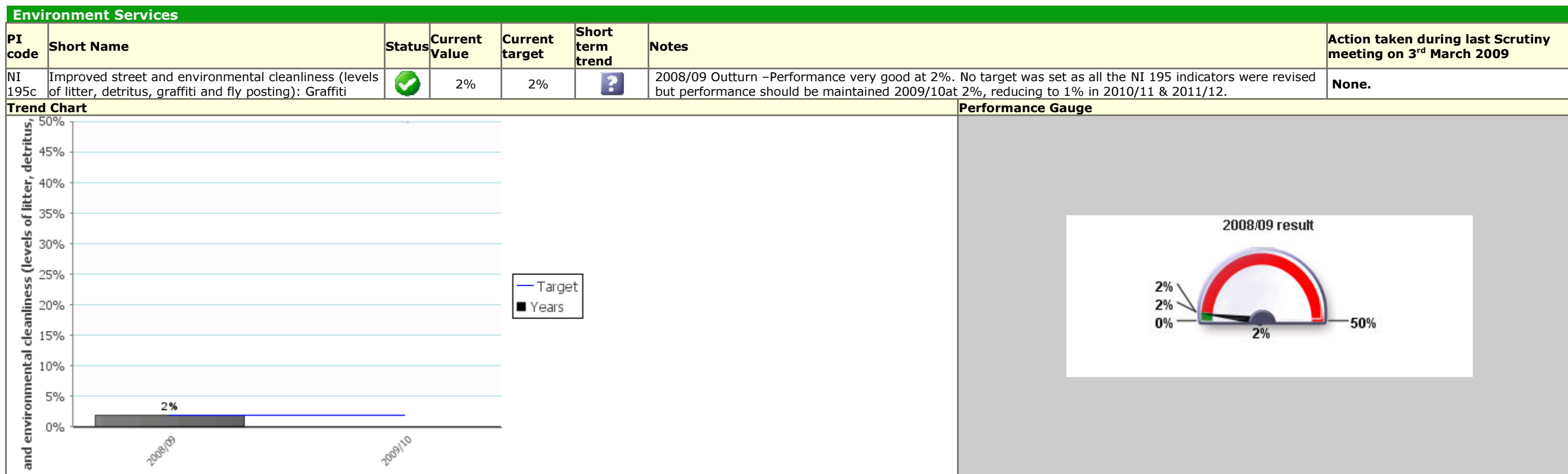
Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting on 3 rd March 2009
NI 191	Residual household waste per household		277	316		Collected waste continues to be better (lower) than target.	None.



Environment Services							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting on 3 rd March 2009
NI 195a	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter		2%	2%		2008/09 Outturn - This indicator was formerly for litter and detritus combined but now is only for litter with a separate one for detritus so no targets were set for this year. Nonetheless a 2% "failure" rate is an excellent result. Targets for 2009/10 onwards should be to maintain this high level of performance at 2%.	None.
Trend Chart						Performance Gauge	
<p>Legend: — Target, ■ Years</p>							

Environment Services							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting on 3 rd March 2009
NI 195b	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus		12%	12%		2008/09 Outturn - This is a new indicator. Detritus was previously merged with litter so no targets were set. Whilst a 12% "failure" rate is a good performance, given the issues of accessing our high speed roads and the miles of un channelled rural lanes in the district, future targets should aim to gradually reduce the rate, with 2009/10 to be set at 11%, 2010/11 10% & 2011/12 9%.	None.
Trend Chart				Performance Gauge			
<p>and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus</p>							

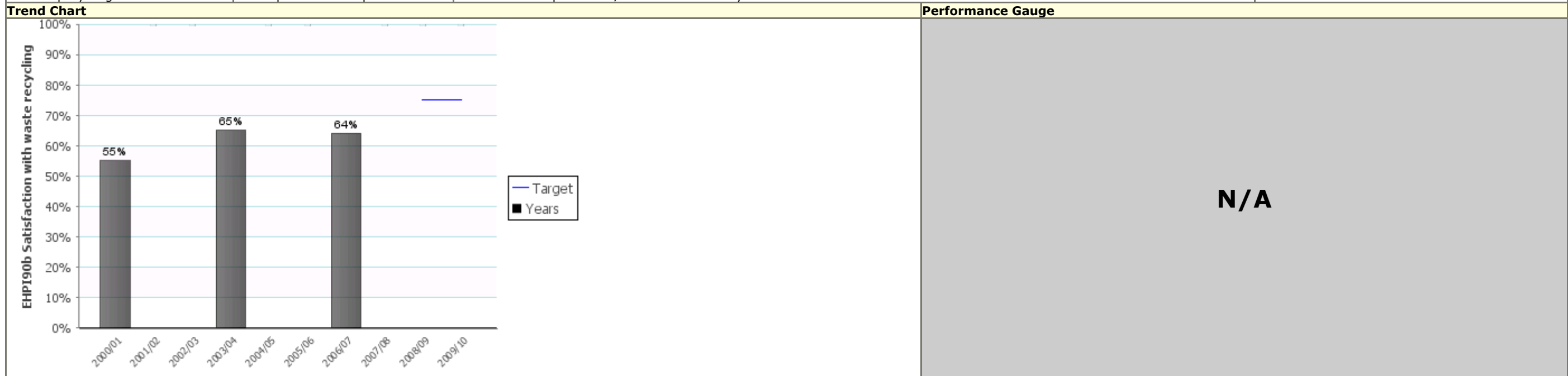


Environment Services																																				
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting on 3 rd March 2009																													
EHPI218b	Abandoned Vehicles - % removed within 24 hours of required time		100.00%	90.00%	▬	Contractor performance continues at the highest level.	None.																													
Trend Chart						Performance Gauge																														
<p>EHPI218b Abandoned Vehicles - % removed within 24 hours of required time</p> <table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Month</th> <th>Current Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2009</td><td>100.00%</td><td>90.00%</td></tr> <tr><td>May 2009</td><td>100.00%</td><td>90.00%</td></tr> <tr><td>June 2009</td><td>100.00%</td><td>90.00%</td></tr> <tr><td>July 2009</td><td>100.00%</td><td>90.00%</td></tr> <tr><td>August 2009</td><td>100.00%</td><td>90.00%</td></tr> <tr><td>September 2009</td><td>100.00%</td><td>90.00%</td></tr> <tr><td>October 2009</td><td>100.00%</td><td>90.00%</td></tr> </tbody> </table>						Month	Current Value	Target	April 2009	100.00%	90.00%	May 2009	100.00%	90.00%	June 2009	100.00%	90.00%	July 2009	100.00%	90.00%	August 2009	100.00%	90.00%	September 2009	100.00%	90.00%	October 2009	100.00%	90.00%	<p>October 2009 result</p> <table border="1"> <caption>Performance Gauge Data</caption> <thead> <tr> <th>Value</th> </tr> </thead> <tbody> <tr><td>0.00%</td></tr> <tr><td>84.60%</td></tr> <tr><td>89.10%</td></tr> <tr><td>100.00%</td></tr> </tbody> </table>		Value	0.00%	84.60%	89.10%	100.00%
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Traffic Light: Unknown
Description: Caring about what's built (and) where

Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting on 3 rd March 2009
EHP190b	Satisfaction with waste recycling	?	N/A	75%	?	No data available for 2008/09 as data is collected on a 3 yearly basis. There is an option to incorporate this into the 2009/10 Residents Survey.	None.



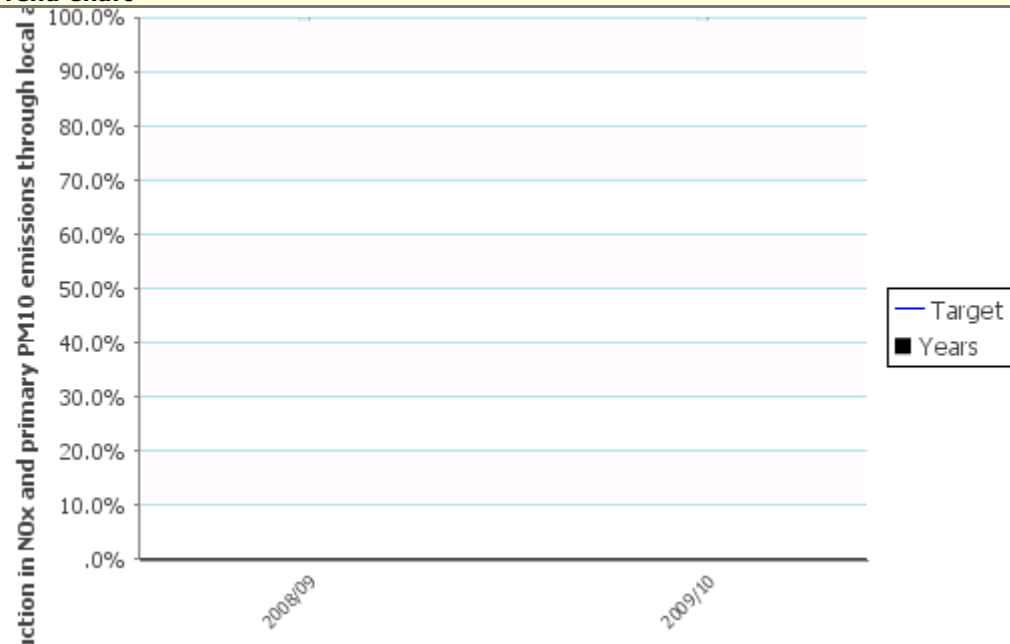
Financial support services																																								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting on 3 rd March 2009																																	
EHP186	Cost of household waste collection	?	N/A	£85.06	?	Outturn performance data for 2008/09 is currently not available; however the data will be available when accounts have been closed in July 2009.	None.																																	
Trend Chart						Performance Gauge																																		
<table border="1"> <caption>EHP186 Cost of household waste collection</caption> <thead> <tr> <th>Year</th> <th>Actual Cost (£)</th> <th>Target (£)</th> </tr> </thead> <tbody> <tr><td>2000/01</td><td>30.79</td><td>30.79</td></tr> <tr><td>2001/02</td><td>33.10</td><td>33.10</td></tr> <tr><td>2002/03</td><td>49.45</td><td>38.00</td></tr> <tr><td>2003/04</td><td>54.55</td><td>54.55</td></tr> <tr><td>2004/05</td><td>62.46</td><td>62.46</td></tr> <tr><td>2005/06</td><td>70.83</td><td>70.83</td></tr> <tr><td>2006/07</td><td>73.90</td><td>73.90</td></tr> <tr><td>2007/08</td><td>72.16</td><td>78.00</td></tr> <tr><td>2008/09</td><td>-</td><td>85.06</td></tr> <tr><td>2009/10</td><td>-</td><td>90.00</td></tr> </tbody> </table>						Year	Actual Cost (£)	Target (£)	2000/01	30.79	30.79	2001/02	33.10	33.10	2002/03	49.45	38.00	2003/04	54.55	54.55	2004/05	62.46	62.46	2005/06	70.83	70.83	2006/07	73.90	73.90	2007/08	72.16	78.00	2008/09	-	85.06	2009/10	-	90.00	N/A	
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Traffic Light: Unknown
Description: Pride in East Herts

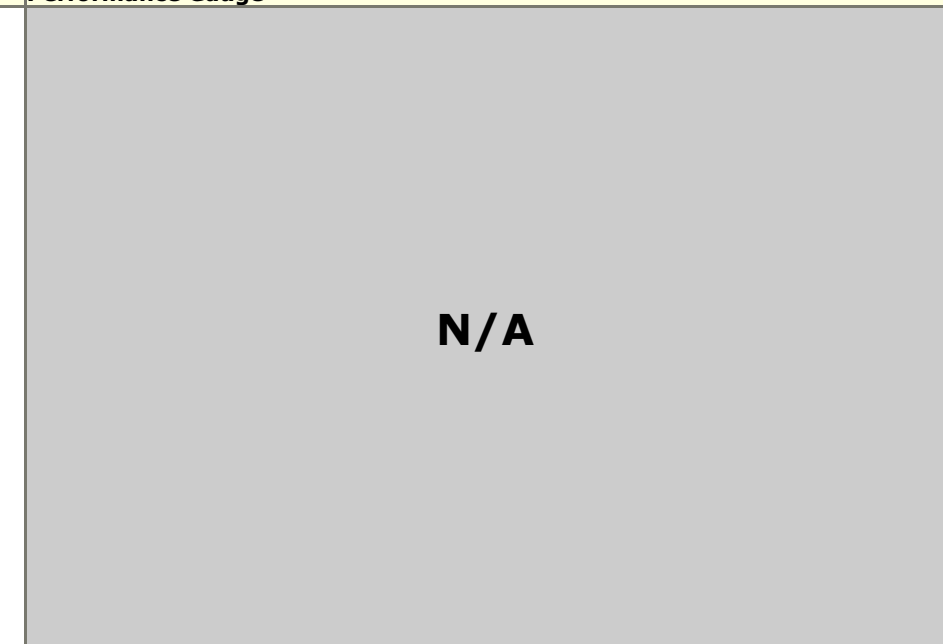
Business Support Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting on 3 rd March 2009
NI 194	Air quality – % reduction in NOx and primary PM10 emissions through local authority's estate and operations	?	N/A	N/A	?	There is currently no data available as this is the first year the indicator was introduced and source data is in the process of being compiled. Guidance from central government on target setting is still to be determined and local target setting will require at least a full year of data for benchmarking.	None.

Trend Chart



Performance Gauge



Business Support Services							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting on 3 rd March 2009
NI 194b	Air quality – % reduction in NOx and primary PM10 emissions through local authority’s estate and operations - Emissions of PM10	?	N/A	N/A	?	There is currently no data available as this is the first year the indicator was introduced and source data is in the process of being compiled. Guidance from central government on target setting is still to be determined and local target setting will require at least a full year of data for benchmarking.	None.
Trend Chart						Performance Gauge	
						N/A	

Environment Services							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting on 3 rd March 2009
NI 185	CO2 reduction from local authority operations	?	N/A	N/A	?	There is currently no data available as this is the first year the indicator was introduced and source data is in the process of being compiled. Guidance from central government on target setting is still to be determined and local target setting will require at least a full year of data for benchmarking.	None.
Trend Chart						Performance Gauge	
<p>NI 185 CO2 reduction from local authority operation</p> <p>100.0% 90.0% 80.0% 70.0% 60.0% 50.0% 40.0% 30.0% 20.0% 10.0% .0%</p> <p>2008/09 2009/10</p> <p>— Target ■ Years</p>						<p>N/A</p>	

Environment Services							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting on 3 rd March 2009
NI 188	Planning to Adapt to Climate Change	?	Level 0	N/A	?	Level 0: baseline has been achieved. The Authority has begun the process of assessing the potential threats and opportunities across its estate and services (for example, flood and coastal resilience plans, emergency planning, community risk registers/strategies etc) and has identified and agreed the next steps to build on that assessment in a systematic and coordinated way.	None.
Trend Chart						Performance Gauge	
						N/A	

Environment Services							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting on 3 rd March 2009
NI 189	Flood and coastal erosion risk management	?	N/A	N/A	?	Data will be provided by the Environment Agency in accordance with their supervisory duty relating to flooding and/or 'strategic overview' for FCERM at the coast. Progress reported each summer for progress over the previous financial year.	None.
Trend Chart						Performance Gauge	
						N/A	

Environment Services													
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting on 3 rd March 2009						
NI 197	Improved Local Biodiversity – proportion of Local Sites where positive conservation management has been or is being implemented	?	18%	N/A	?	Performance outturn is based on the data; No. candidate County Wildlife Sites (CWS) for NI197 score (after exemptions) 524 and No. of CWS in positive conservation management 93 .	None.						
Trend Chart						Performance Gauge							
<p>proportion of Local Sites where positive conservation ma</p> <table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2008/09</td> <td>18%</td> </tr> <tr> <td>2009/10</td> <td>0%</td> </tr> </tbody> </table>						Year	Value	2008/09	18%	2009/10	0%	<p>N/A</p>	
Year	Value												
2008/09	18%												
2009/10	0%												

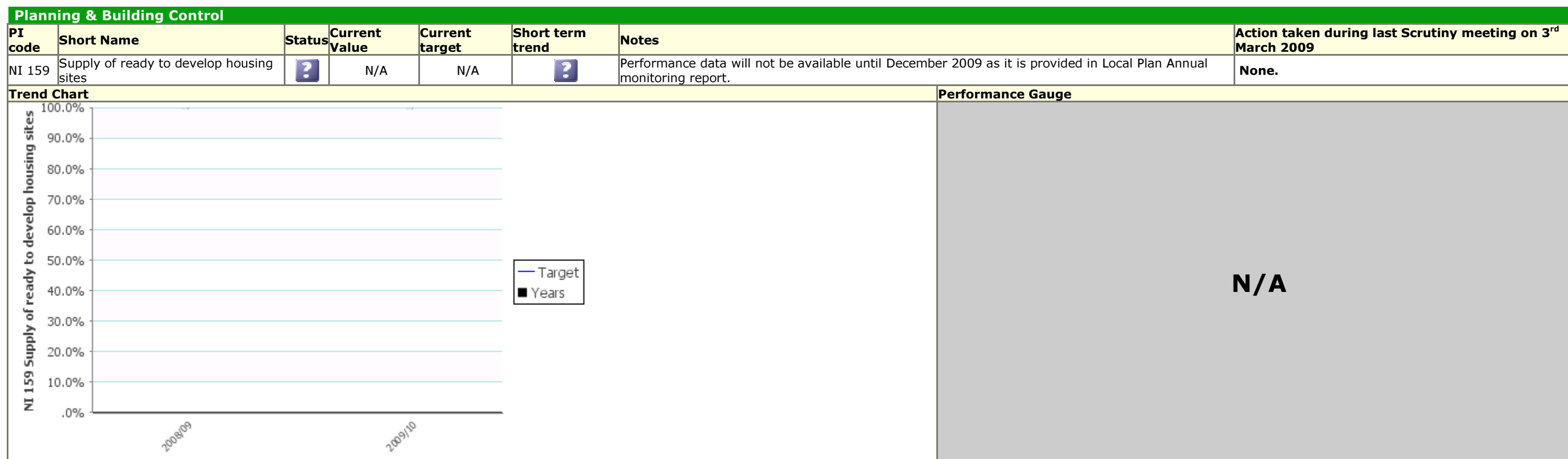
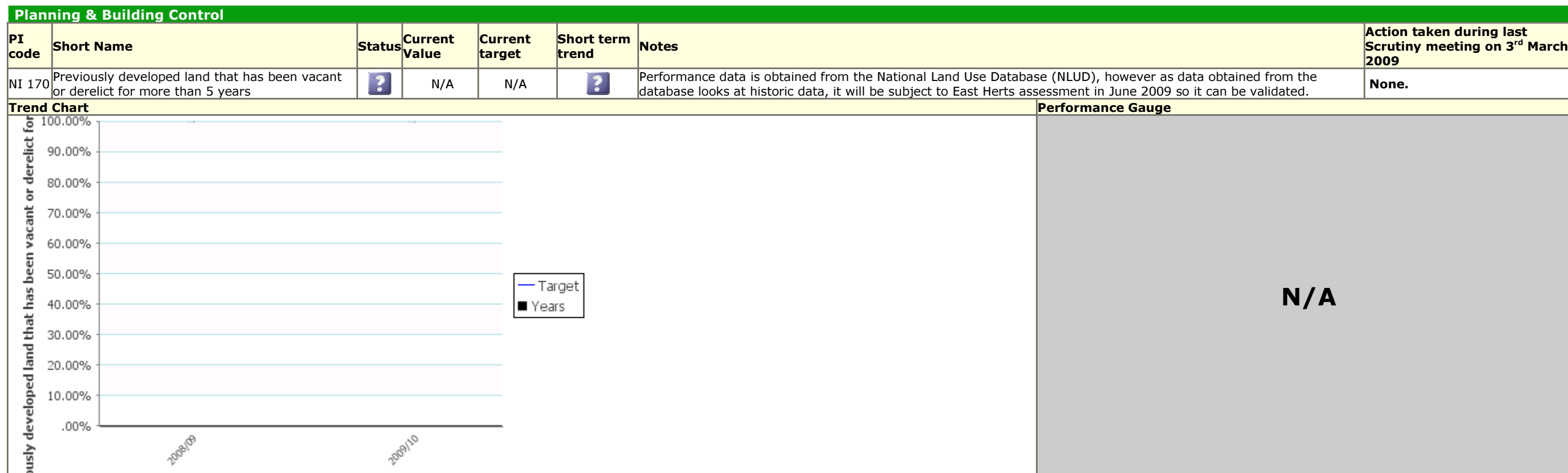
Environment Services																																	
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting on 3 rd March 2009																										
NI 192	Percentage of household waste sent for reuse, recycling and composting	?	34.85%	N/A	↓	2008/09 Outturn Performance slightly below target, however target was set with the expectancy of implementing ARC during this year. ARC was delayed due to non availability of suitable food composting facilities. Given that ARC did not start but performance was only just below the target this is a very encouraging outturn and brings confidence that future targets can be met when ARC is implemented during 2009/10.	None.																										
Trend Chart						Performance Gauge																											
<p>NI 192 Percentage of household waste sent for reuse, recycling and composting</p> <table border="1"> <caption>Monthly Performance Data</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>April 2009</td><td>36.00%</td></tr> <tr><td>May 2009</td><td>36.71%</td></tr> <tr><td>June 2009</td><td>38.67%</td></tr> <tr><td>July 2009</td><td>35.10%</td></tr> <tr><td>August 2009</td><td>35.04%</td></tr> <tr><td>September 2009</td><td>34.85%</td></tr> <tr><td>October 2009</td><td></td></tr> <tr><td>November 2009</td><td></td></tr> <tr><td>December 2009</td><td></td></tr> <tr><td>January 2010</td><td></td></tr> <tr><td>February 2010</td><td></td></tr> <tr><td>March 2010</td><td></td></tr> </tbody> </table>						Month	Percentage	April 2009	36.00%	May 2009	36.71%	June 2009	38.67%	July 2009	35.10%	August 2009	35.04%	September 2009	34.85%	October 2009		November 2009		December 2009		January 2010		February 2010		March 2010		<p>N/A</p>	
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Environment Services																
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting on 3 rd March 2009									
NI 195d	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Fly-posting	?	0%	N/A	?	2008/09 Outturn -Performance of 0% cannot be bettered. No target was set as all the NI 195 indicators were revised but targets should be set for 2009/10 at 1%, and maintained at 1% in 2010/11 & 2011/12.	None.									
Trend Chart						Performance Gauge										
<p>Legend: — Target, ■ Years</p> <table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Year</th> <th>Actual Performance (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2008/09</td> <td>0%</td> <td>1%</td> </tr> <tr> <td>2009/10</td> <td>-</td> <td>1%</td> </tr> </tbody> </table>						Year	Actual Performance (%)	Target (%)	2008/09	0%	1%	2009/10	-	1%	N/A	
Year	Actual Performance (%)	Target (%)														
2008/09	0%	1%														
2009/10	-	1%														

Environment Services/Business Support Services							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting on 3 rd March 2009
NI 186	Per capita reduction in CO2 emissions in the LA area	?	N/A	N/A	?	There is currently no data available as this is the first year the indicator was introduced and source data is in the process of being compiled. Guidance from central government on target setting is still to be determined and local target setting will require at least a full year of data for benchmarking.	None.
Trend Chart						Performance Gauge	
<p>NI 186 Per capita reduction in CO2 emissions in the LA</p> <p>1000.0 900.0 800.0 700.0 600.0 500.0 400.0 300.0 200.0 100.0 .0</p> <p>2008/09 2009/10</p> <p>— Target ■ Years</p>						N/A	

Traffic Light: Unknown
Description: Shaping now, shaping the future

Community & Culture																
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting on 3 rd March 2009									
NI 172	Percentage of small businesses in an area showing employment growth	?	N/A	N/A	?	Data collected through Inter Departmental Business Register- available from ONS at local authority level.										
Trend Chart						Performance Gauge										
<p>Percentage of small businesses in an area showing employment growth</p> <table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Year</th> <th>Target (%)</th> <th>Actual (%)</th> </tr> </thead> <tbody> <tr> <td>2008/09</td> <td>0.0%</td> <td>0.0%</td> </tr> <tr> <td>2009/10</td> <td>0.0%</td> <td>0.0%</td> </tr> </tbody> </table>						Year	Target (%)	Actual (%)	2008/09	0.0%	0.0%	2009/10	0.0%	0.0%	<p>N/A</p>	
Year	Target (%)	Actual (%)														
2008/09	0.0%	0.0%														
2009/10	0.0%	0.0%														



Traffic Light: Unknown

Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting on 3 rd March 2009
NI 193	Percentage of municipal waste land filled	?	N/A	N/A	?	There is currently no data available as this is the first year the indicator was introduced and source data is in the process of being compiled. Guidance from central government on target setting is still to be determined and local target setting will require at least a full year of data for benchmarking.	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.