

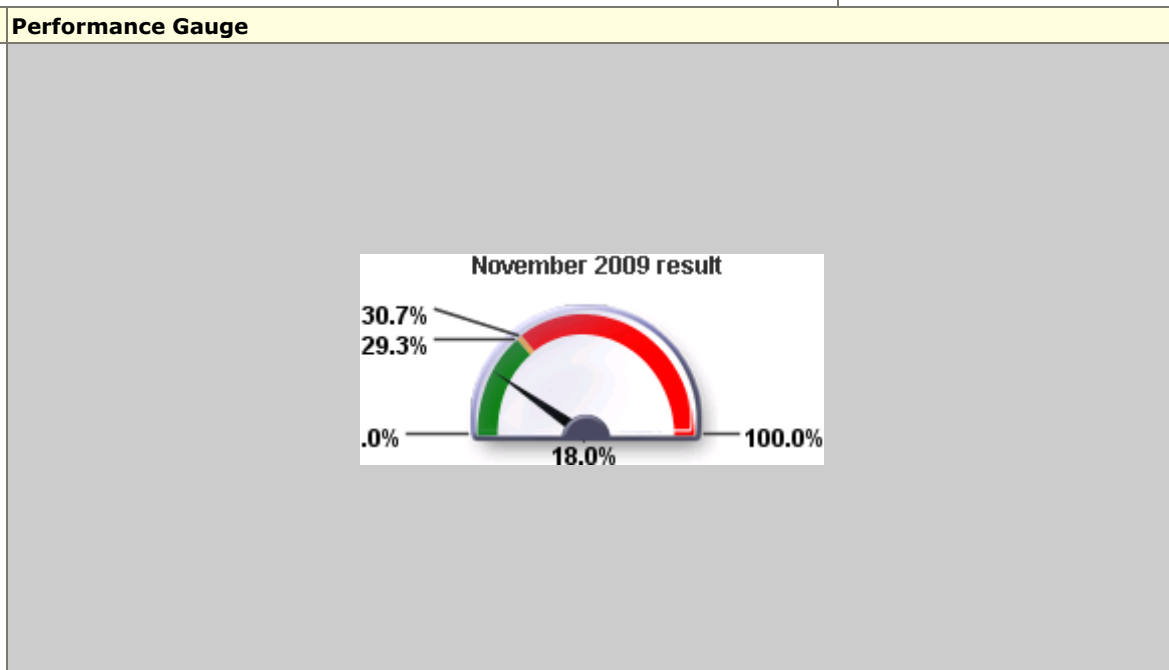
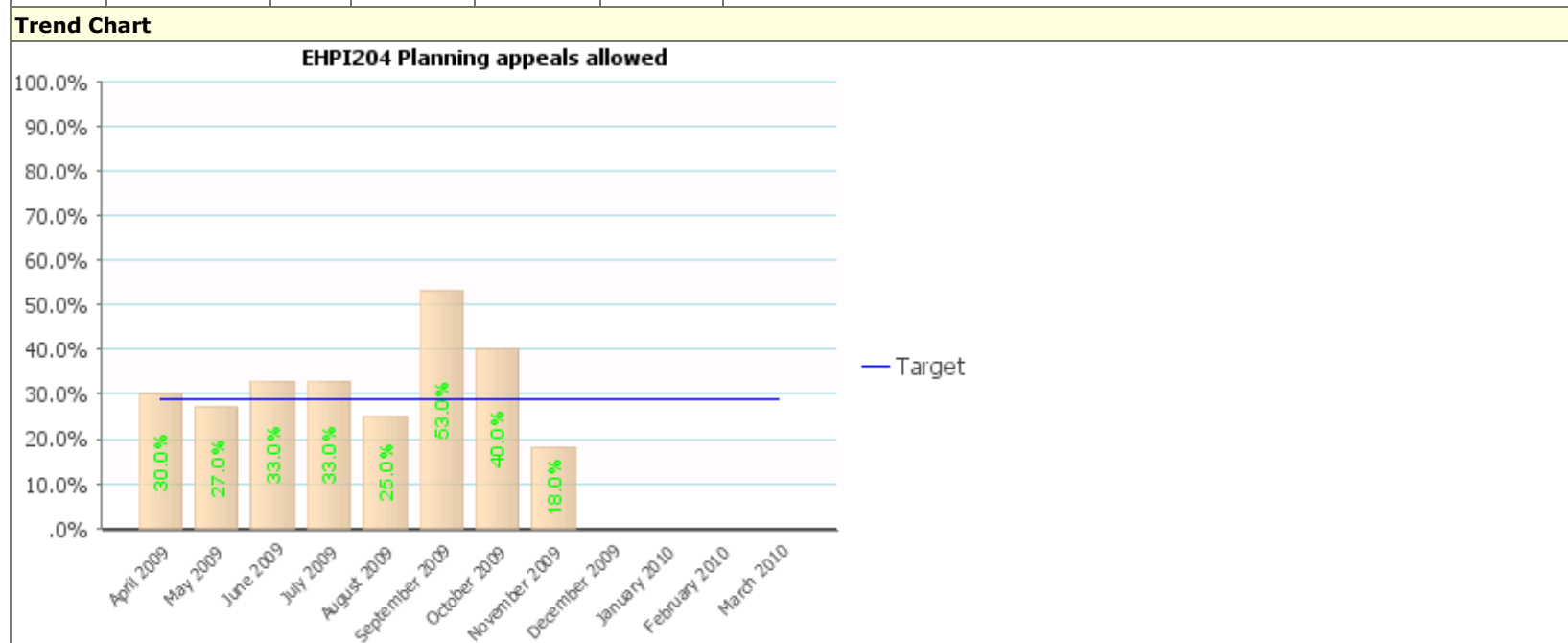


Environment Scrutiny Corporate Healthcheck May - July 2009/10

Traffic Light Red
 Description **Caring about what's built (and) where**
 Description: Caring about what's built (and) where 1

Planning and Building Control

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting on 16 th June 2009
EHPI204	Planning appeals allowed		33.0%	29.0%		July 09: Target not achieved with two out of six decisions allowed. Major scheme at Widbury Hill, Ware permitted (commercial and 76 residential units), reflecting current trend of most significant residential development proposals being supported at appeal. Other permission related to minor householder proposals. Dismissals included two residential proposals at Bishop's Stortford (Maple Avenue and Pryors Close) and proposed sustainable property at Stocking Pelham.	None

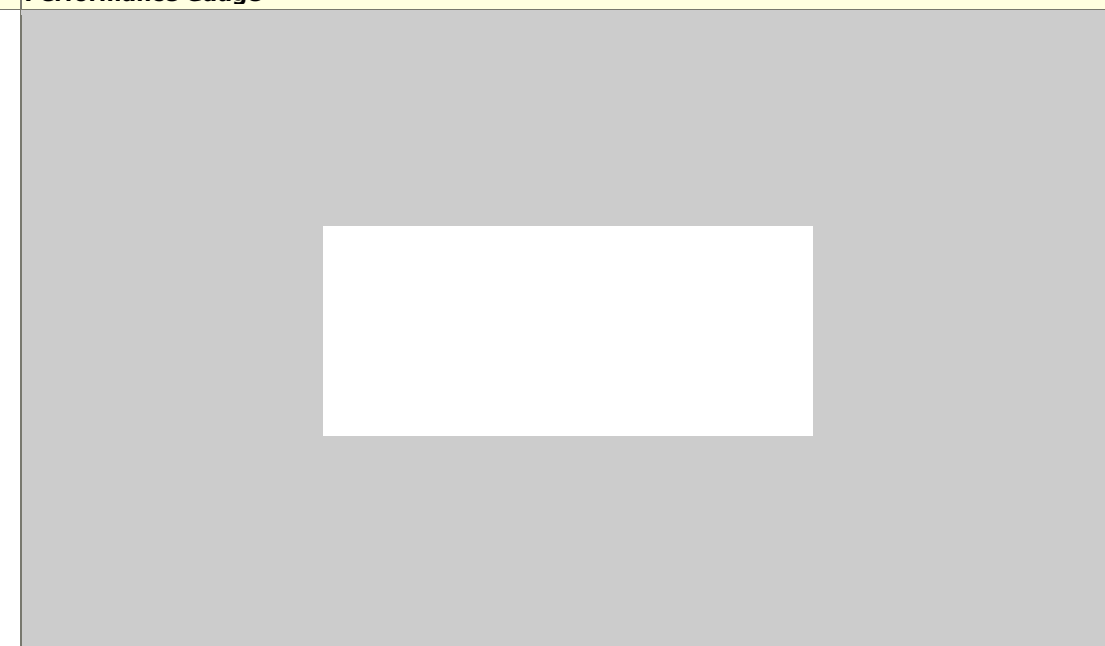
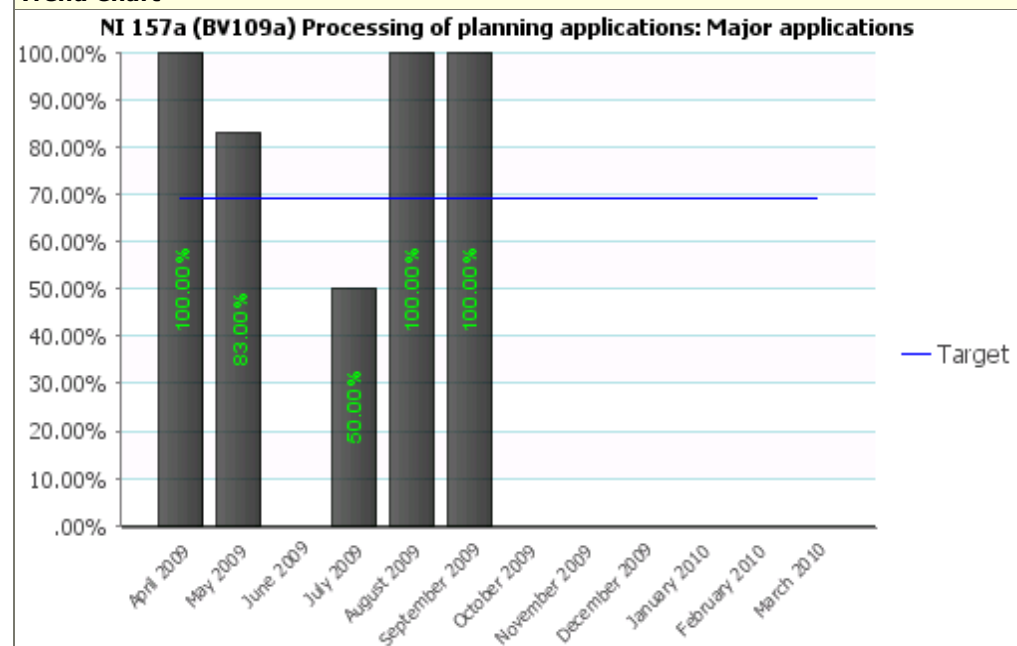


Traffic Light Red
Description Caring about what's built (and) where; Shaping now, shaping the future
 Description: Caring about what's built (and) where; Shaping now, shaping the future 1

Planning and Building Control

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting on 16 th June 2009
NI 157a (BV109a)	Processing of planning applications: Major applications		50.00%	69.00%		July 09: Two major application decisions made. One within target period. Second decision outside of target period following deferral of matter at Development Control committee	None

Trend Chart **Performance Gauge**

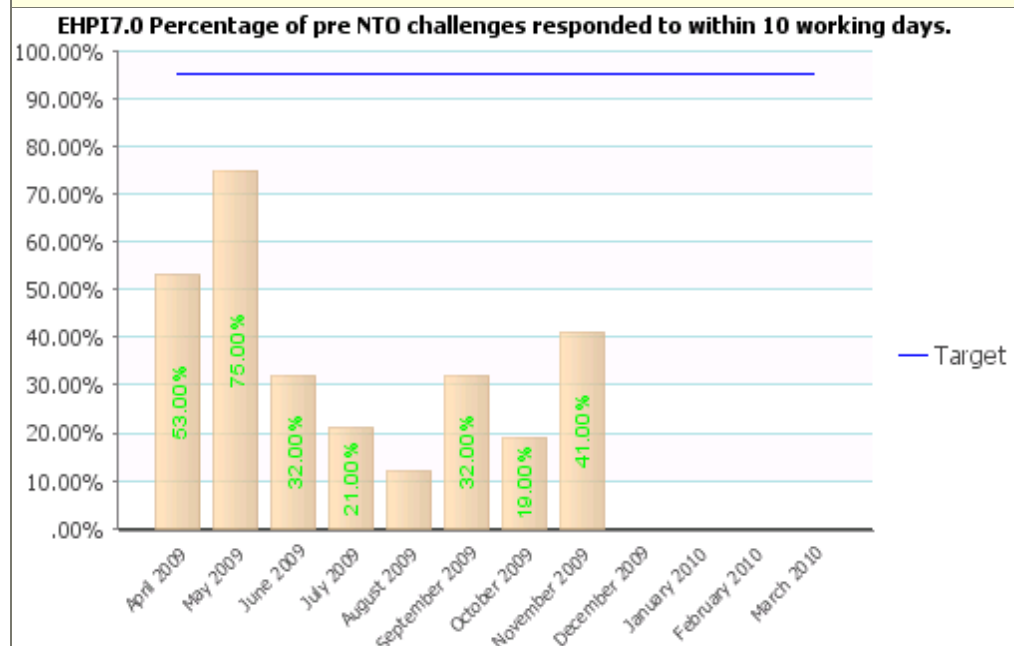




Traffic Light Red
 Description **Fit for purpose, services fit for you**
 Description: Fit for purpose, services fit for you 2

Parking Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting on 16 th June 2009
EHP17.0	Percentage of pre NTO challenges responded to within 10 working days.		21.00%	95.00%		Due to annual leave and the higher level of Penalty Charge Notices issued in July (4,144 the highest monthly total since CPE) response times have fallen. Less leave is planned for August allowing performance to improve.	None

Trend Chart **Performance Gauge**



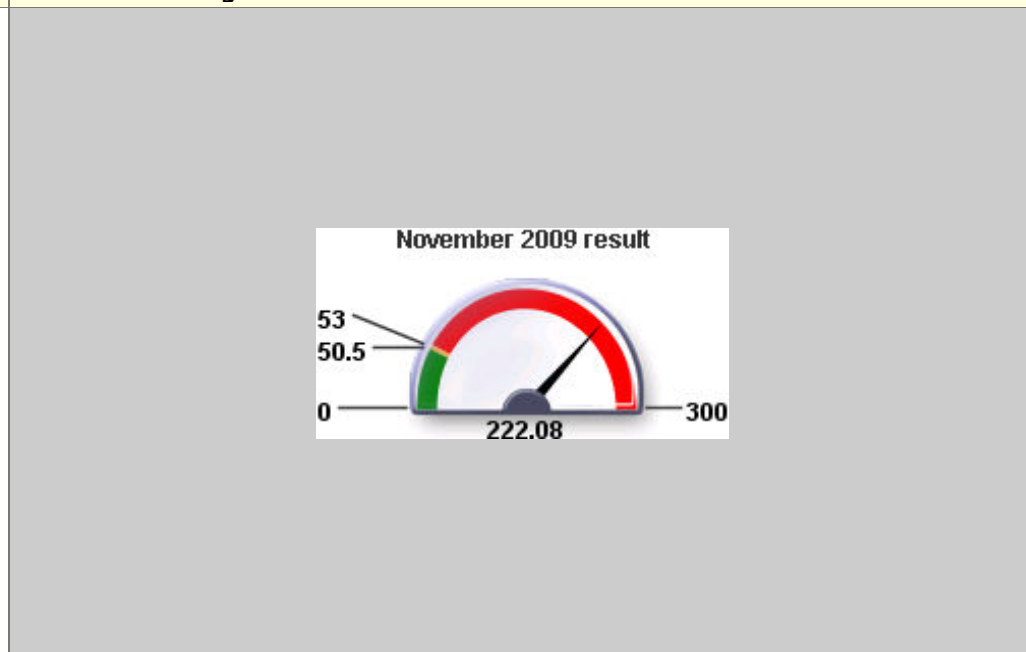
Parking Services																																					
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting on 16 th June 2009																														
EHP16.8	Turnaround of Pre NTO PCN challenges (10 working days)		19 days	14 days		Due to annual leave and the higher level of Penalty Charge Notices issued in July (4,144 the highest monthly total since CPE) response times have fallen. Less leave is planned for August allowing performance to improve.	None																														
Trend Chart				Performance Gauge																																	
<p>EHP16.8 Turnaround of Pre NTO PCN challenges (10 working days)</p> <table border="1"> <caption>Turnaround Times Data</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> <table border="1"> <caption>Performance Gauge Data</caption> <thead> <tr> <th>Value (days)</th> <th>Zone</th> </tr> </thead> <tbody> <tr><td>0</td><td>Green</td></tr> <tr><td>15</td><td>Green</td></tr> <tr><td>16</td><td>Yellow</td></tr> <tr><td>14</td><td>Yellow</td></tr> <tr><td>50</td><td>Red</td></tr> </tbody> </table>				Value (days)	Zone	0	Green	15	Green	16	Yellow	14	Yellow	50	Red
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																																				
Value (days)	Zone																																				
0	Green																																				
15	Green																																				
16	Yellow																																				
14	Yellow																																				
50	Red																																				

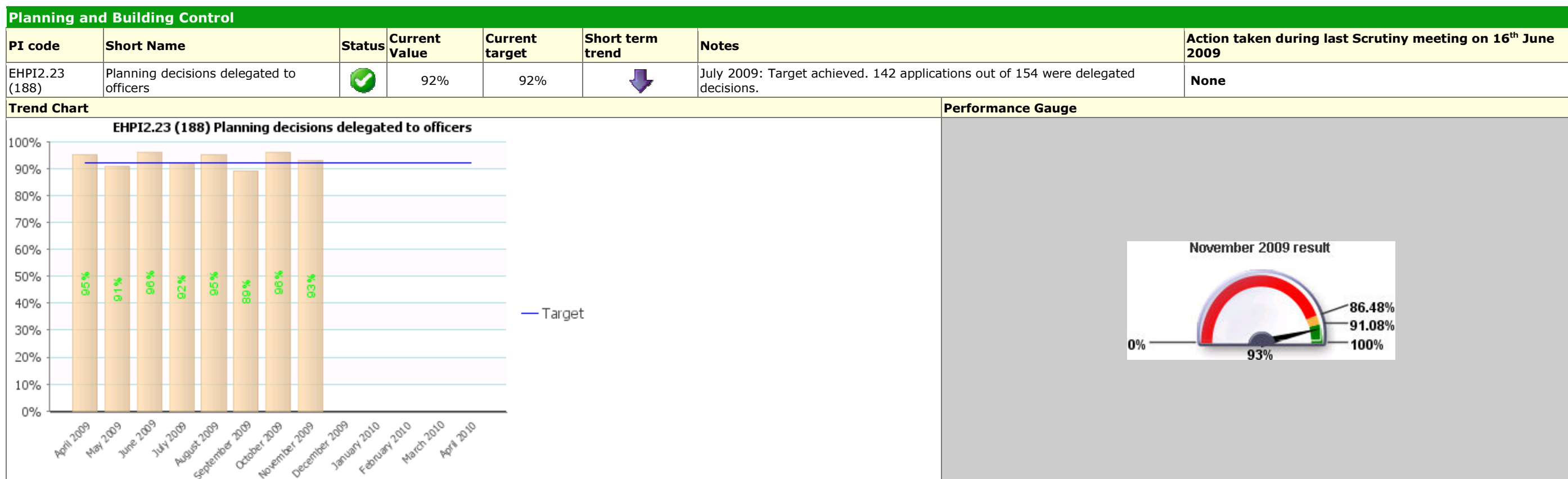
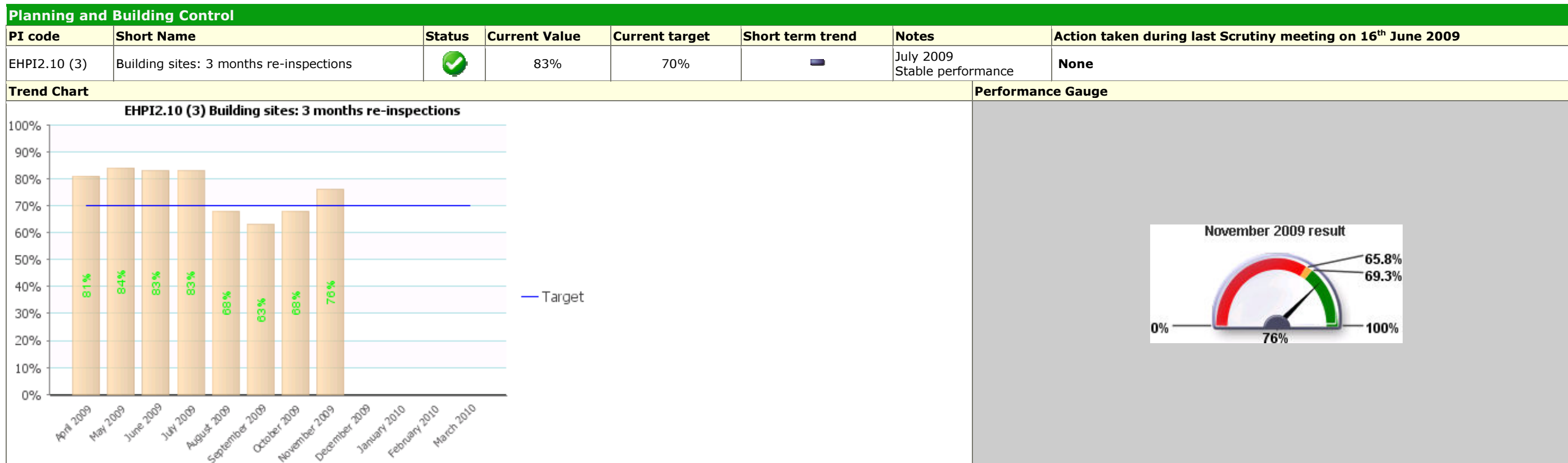
Traffic Light **Green**
 Description **Caring about what's built (and) where**
 Description: Caring about what's built (and) where 3

Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting on 16 th June 2009
EHPI2.2 (45)	Waste: missed collections per 100,000 collections of household waste		33.55	50		Improved performance on refuse and garden waste collections has led to an overall performance improvement this month.	None

Trend Chart **Performance Gauge**



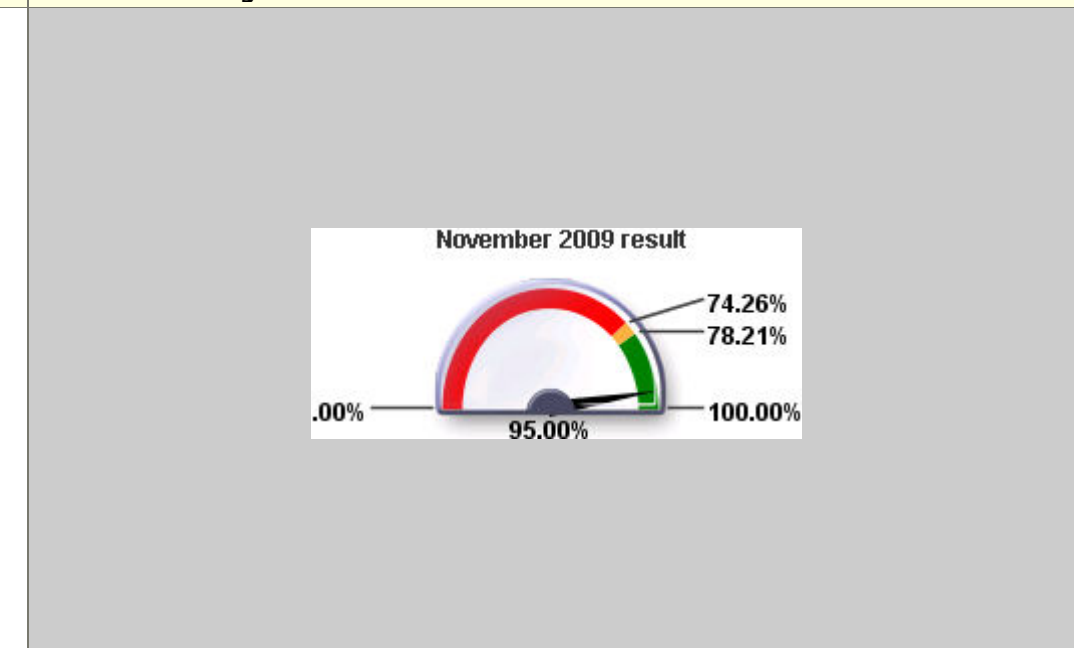
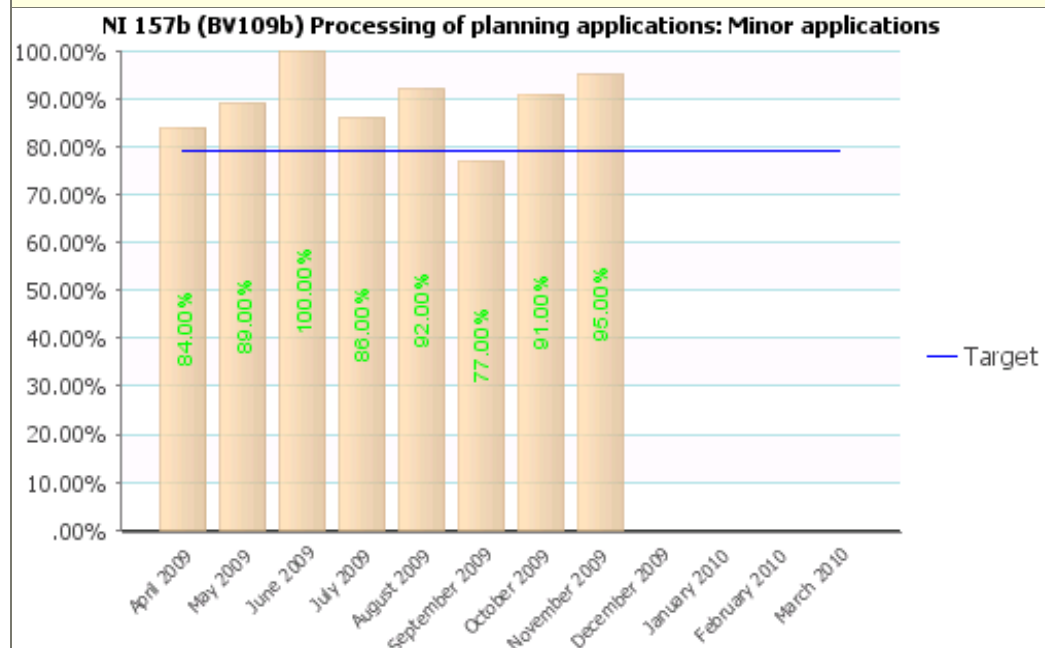


Traffic Light Green
 Description **Caring about what's built (and) where; Shaping now, shaping the future**
 Description: Caring about what's built (and) where; Shaping now, shaping the future 2

Planning and Building Control

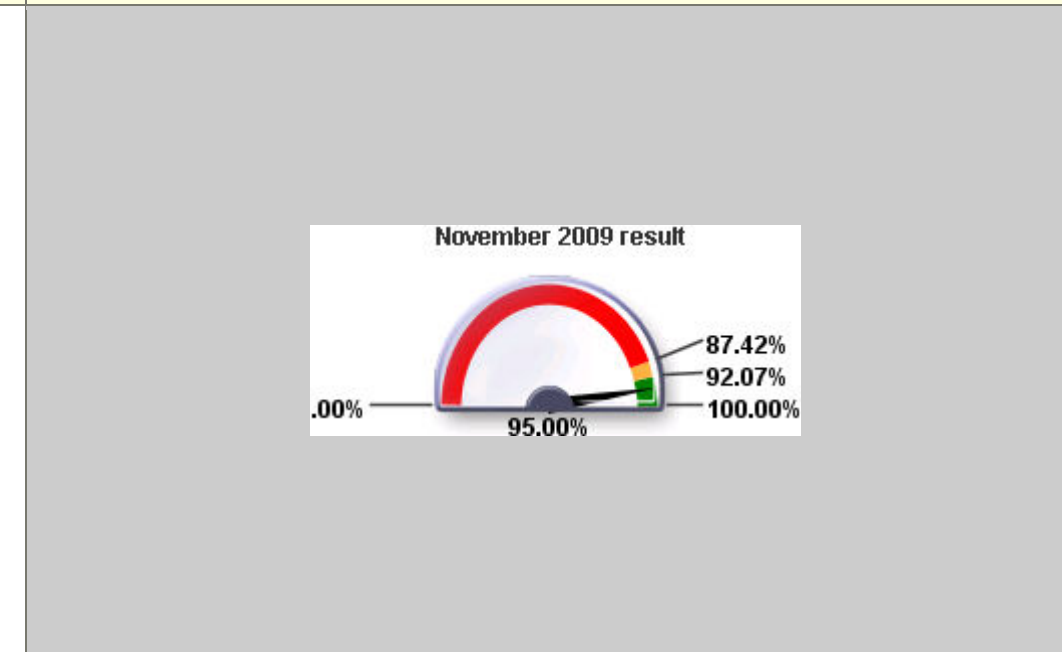
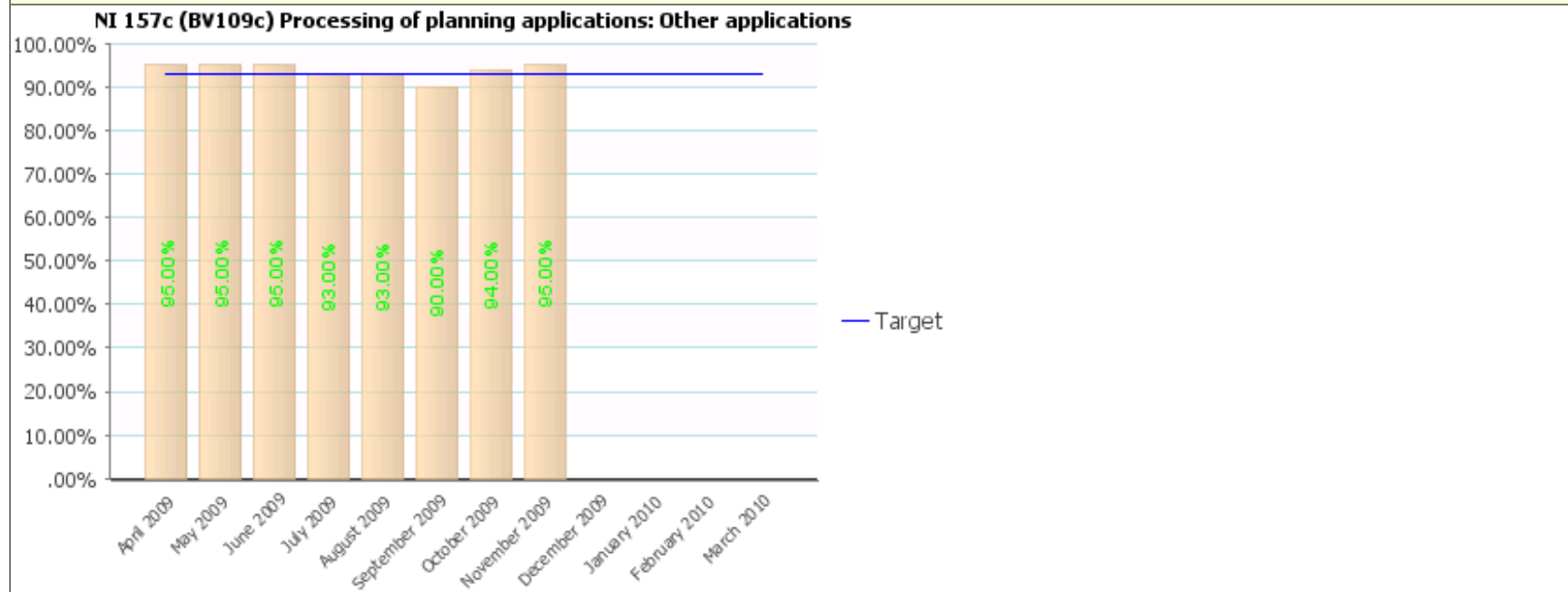
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting on 16 th June 2009
NI 157b (BV109b)	Processing of planning applications: Minor applications		86.00%	79.00%		July 2009: Target achieved. 18 applications out of 21 were determined on time.	None

Trend Chart **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 16 th June 2009
NI 157c (BV109c)	Processing of planning applications: Other applications		93.00%	93.00%		July 2009: Target achieved. 122 applications out of 131 were determined on time.	None

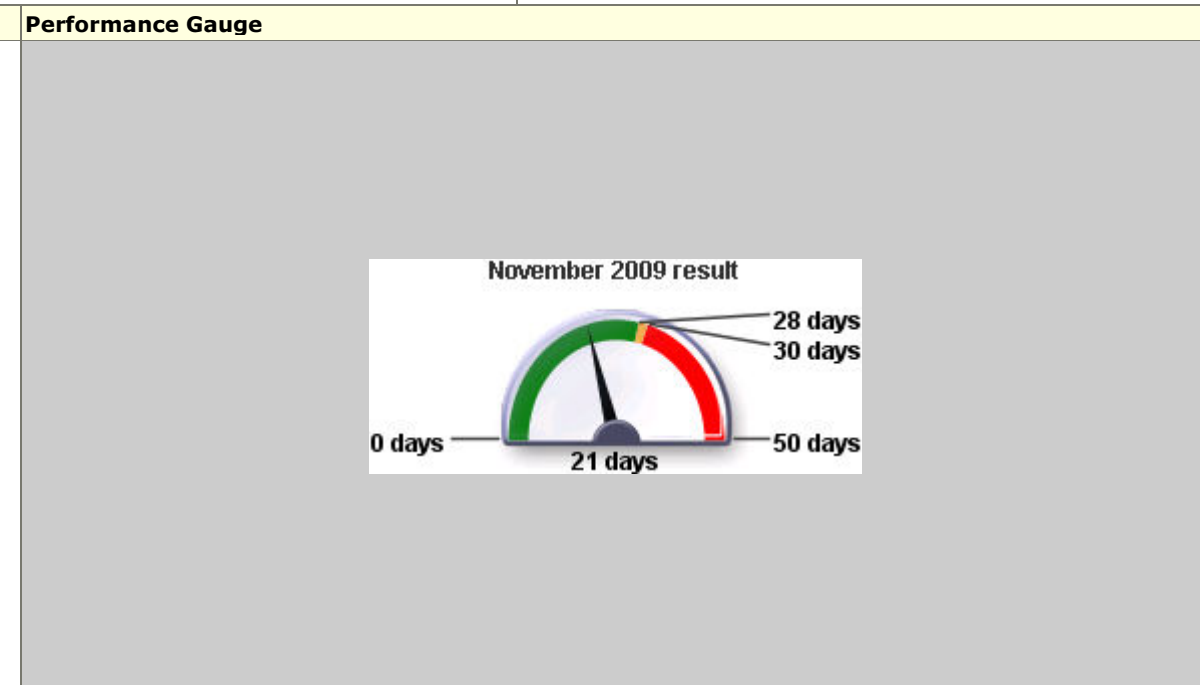
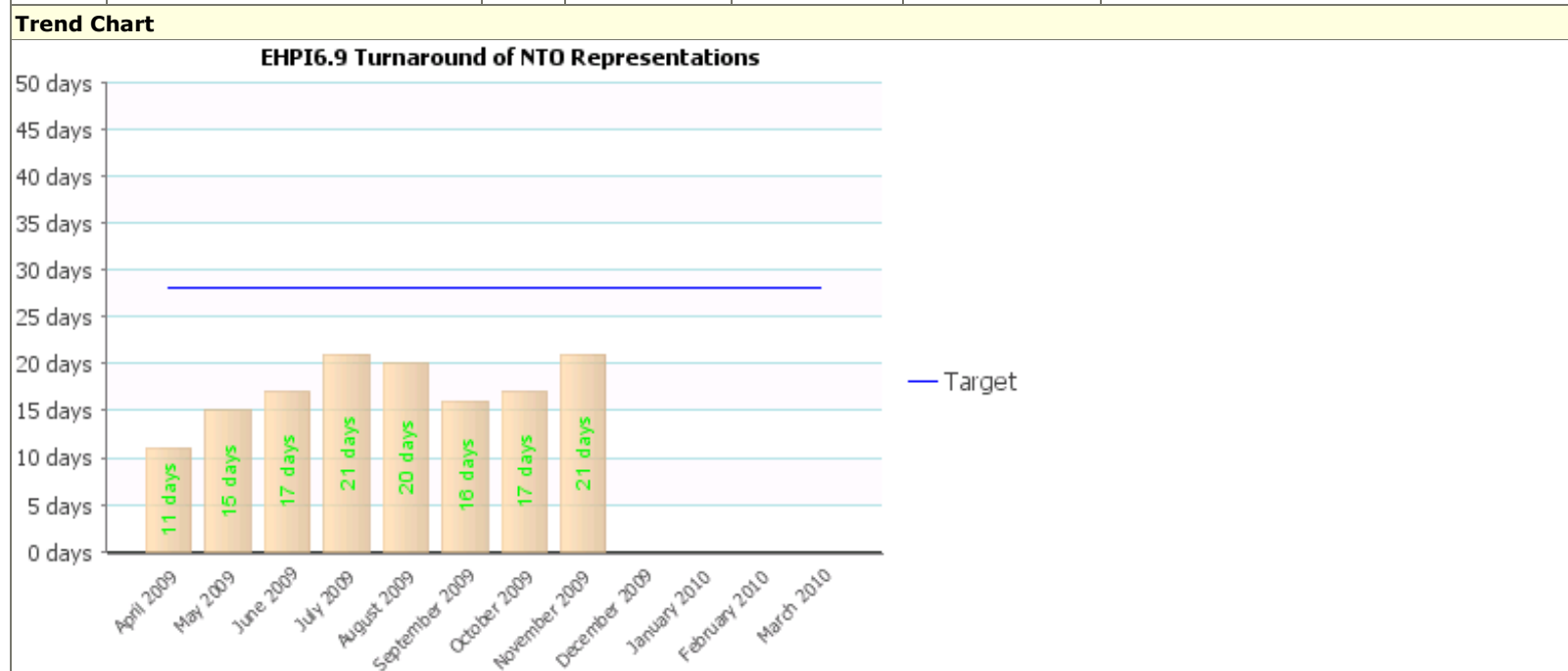
Trend Chart	Performance Gauge
-------------	-------------------



Traffic Light Green
 Description **Fit for purpose, services fit for you**
 Description: Fit for purpose, services fit for you 2

Parking Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting on 16 th June 2009
EHP16.9	Turnaround of NTO Representations		21 days	28 days		A slight dip but PI still remains within internal target and well within statutory target of 56 days.	None



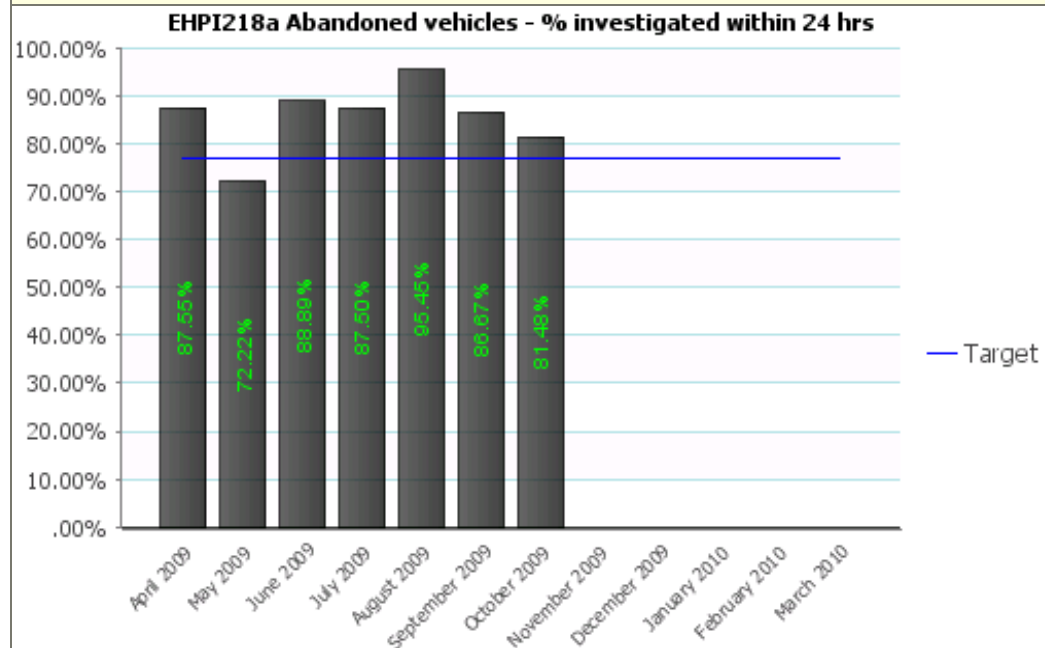
Parking Services																																	
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting on 16 th June 2009																										
EHP17.1	Percentage of NTO representations replied to within 28 calendar days		92.00%	80.00%		A slight dip but this PI still remains well within target	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> <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	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%	December 2009	-	January 2010	-	February 2010	-	March 2010	-	<p>November 2009 result</p>		
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%																																
December 2009	-																																
January 2010	-																																
February 2010	-																																
March 2010	-																																

Traffic Light **Green**
 Description **Pride in East Herts**
 Description: Pride in East Herts 2

Environment Services

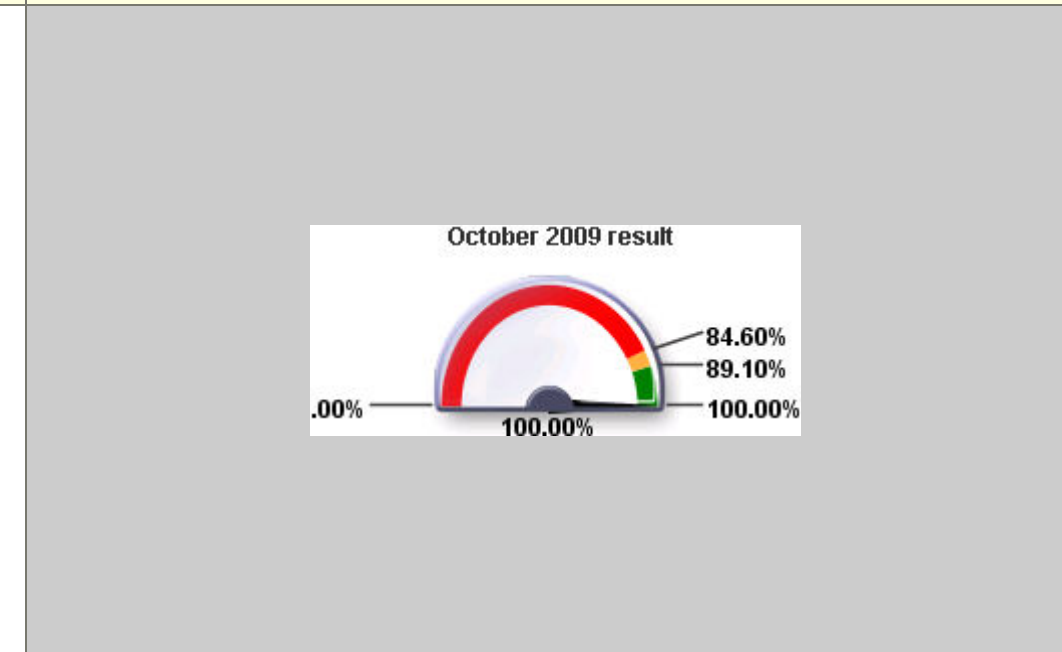
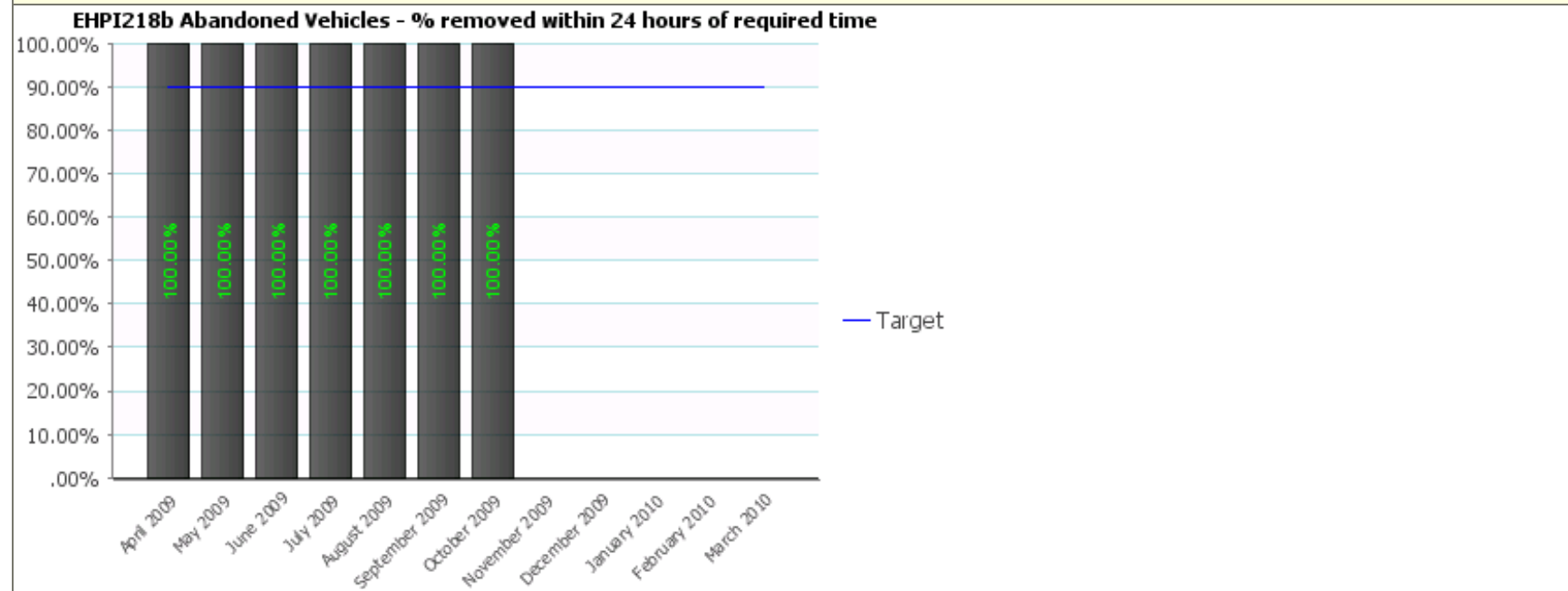
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting on 16 th June 2009
EHPI218a	Abandoned vehicles - % investigated within 24 hrs		87.50%	77.00%		Good performance maintained for July.	None

Trend Chart **Performance Gauge**



Environment Services							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting on 16 th June 2009
EHP1218b	Abandoned Vehicles - % removed within 24 hours of required time		100.00%	90.00%		Only one car removed in July and this within 24 hours of entitlement so 100% record for year so far maintained.	None

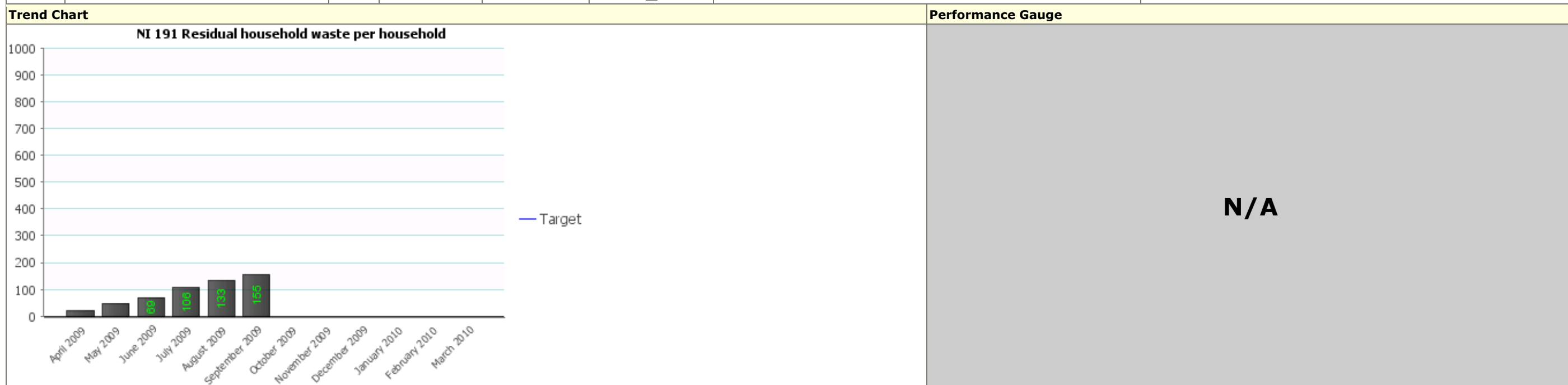
Trend Chart **Performance Gauge**



Traffic Light **Unknown**
 Description **Pride in East Herts**
 Description: Pride in East Herts 2

Environment Services

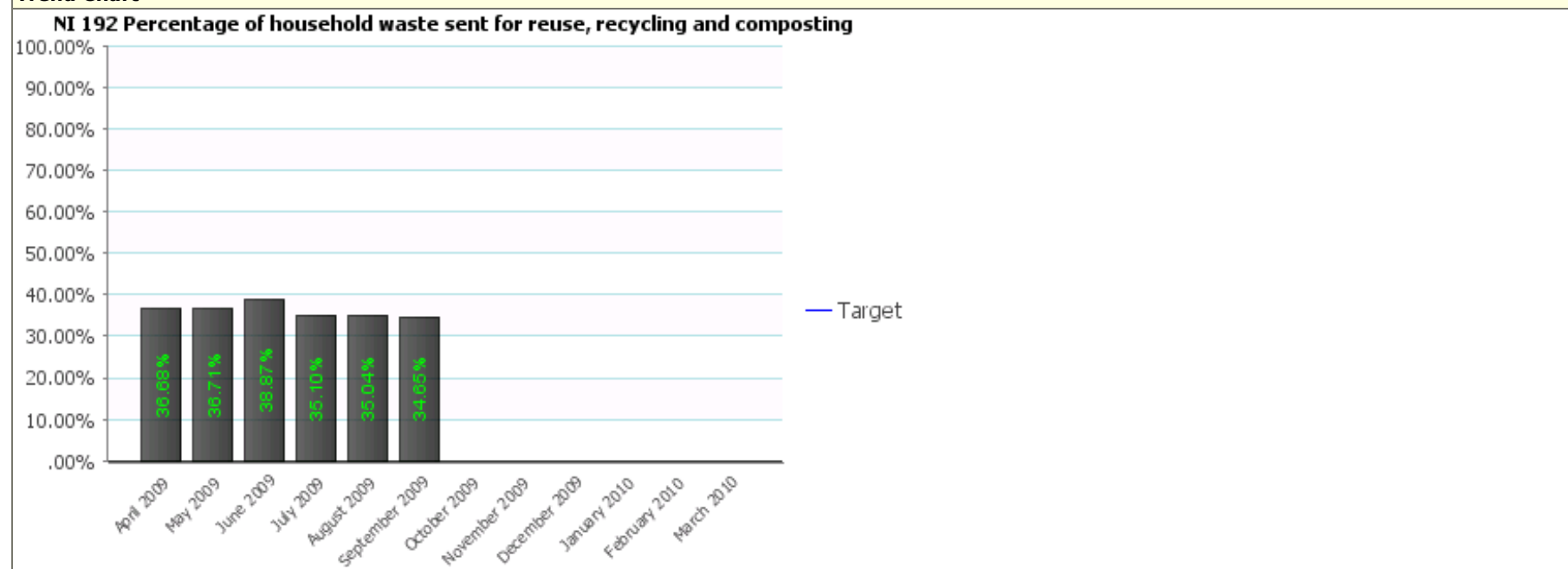
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting on 16 th June 2009
NI 191	Residual household waste per household	?	281	N/A	↑	A performance improvement this month with less waste collected.	None



Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting on 16 th June 2009
NI 192	Percentage of household waste sent for reuse, recycling and composting		38.87%	N/A		Increased tonnage from kerbside collections, in particular paper has improved performance this month.	None

Trend Chart **Performance Gauge**



N/A

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