

EAST HERTS COUNCIL

ENVIRONMENT SCRUTINY COMMITTEE – 15 SEPTEMBER 2009

REPORT BY THE DIRECTOR OF CUSTOMER AND COMMUNITY SERVICES

11. ENVIRONMENT SCRUTINY HEALTH CHECK – MAY TO JULY 2009

WARD(S) AFFECTED: All

Purpose/Summary of Report:

To set out an exception report on the performance of the key indicators that relate to Environment Scrutiny Committee for the period May to July 2009.

**‘D’ RECOMMENDATION that**

<b>(A)</b>	performance be scrutinised and the Executive be informed of any recommendations.
------------	--

---

1.0 Background

1.1 This is a performance report relevant to Environment Scrutiny Committee terms of reference covering the period from May to July 2009.

1.2 While members will have already seen some of this information, this is the first opportunity for it to be presented in this format to Environment Scrutiny Committee.

1.3 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 July 2009 presented in detail (the most up to date available) with previous months summarised in a trend chart.



1.4 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.

- 1.5 **Essential Reference Paper ‘B’** on pages 11.7 - 11.20 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.

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.

## 2.0 Report – Indicators grouped by Corporate Priority

- 2.1 From 2009/10 a number of unit cost performance indicators have been introduced. There are currently no targets set for these indicators and data is available only for information purposes. It is envisaged that overtime trend information will developed, to enable more detailed analysis on the direction of the unit costs to be taken. Below is a table with the unit cost indicators that are relevant to Environment Scrutiny:

Unit cost indicator	2008/09 Outturn
EHPI 8.28 - Net cost of Development Control per application	£731.77
EHPI 30 - Net cost of Building Control per inspection	£11.89
EHPI 47 - Net cost of Street Cleaning per annual linear kilometres cleansed	£0.05
EHPI 48 - Net cost of Domestic Refuse Collection per the number of properties	£55.14
EHPI 49 - Net cost of Recycling per the number of collections per annum	£0.49

## Caring about what's built and where

### Performance analysis

- 2.2 **EHPI 204 – Planning appeals allowed**, was 'Red' for July 2009 with two out of six decisions allowed. A major scheme at Widbury Hill, Ware was 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 a proposed sustainable property at Stocking Pelham.
- 2.3 Performance was off target for June 2009 having achieved 33% with three out of nine appeals allowed. Appeals allowed related to a time-limiting hours condition applied to a commercial building re-use; the change of a shop front and development of four flats above a shop unit and a residential outbuilding. The six dismissed appeals all related to residential extensions or new residential development.
- 2.4 **NI 157a - Processing of planning applications: Major applications**, was 'Red' for the month of July 2009. This was due to two major application decisions that were made. One within target period and the second decision was outside of target period following deferral of matter at Development Control committee.
- 2.5 There were no applications made in the June 2009 period so no performance data has been recorded.
- 2.6 **EHPI 2.23(188) – Planning decisions delegated to officers**, was 'Green' for July 2009. Performance was slightly below target in May 2009, Out of 156 decisions, 14 were committee decisions. The constitution requires that major developments and those contrary to policy (but recommended for approval) be determined by the committee. 12 of the applications were of this nature. 2 applications were referred to the committee as they constituted applications for sites where previous decisions had been made by the committee.
- 2.7 Performance in the following indicators were 'Green', which means that targets are either being met or exceeded between May 2009 to July 2009. They are:
- NI 157b - Processing of planning applications: Minor applications.
  - NI 157c - Processing of planning applications: Other applications.
  - 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 **Essential Reference Paper ‘B’** on pages 11.7 - 11.20 for full details.

## **Pride in East Herts**

### **Performance analysis**

- 2.8 **EHPI 218a – Abandoned vehicles - % investigated within 24 hours**, was ‘Green’ for July 2009. Performance was off target in May 2009. Because of the low volume of reported cases in East Herts performance percentages can be influenced greatly by just 1 or 2 missed vehicle investigations within 24 hours. The service has revised its administrative processes for this services which will lead to better and more consistent performance in subsequent months.
- 2.9 Performance in the following indicators were ‘Green’, which means that targets are either being met or exceeded between May 2009 to July 2009. They are:
- EHPI 218b - Abandoned Vehicles - % removed within 24 hours of required time.
- 2.10 The following National Indicators were introduced for the first time in 2008/09. There is no historic data available so no targets could be set for 2009/10. The service will explore setting new targets after a complete years of data in 2009/10 has been collected for benchmarking:
- NI 191 – Residual household waste per household.
  - NI 192 - Percentage of household waste sent for reuse, recycling and composting.

Please refer to **Essential Reference Paper ‘B’** on pages 11.7 - 11.20 for full details.

### **Fit for purpose**

- 2.11 **EHPI 6.8 – Turnaround of Pre NTO PCN challenges**, was ‘Red’ for July 2009, largely due to annual leave and the higher level of Penalty Charge Notices issued in July (4,144 the highest monthly total since Civil Parking Enforcement). Less leave is planned for August which will allow performance to improve. In June 2009 a failure of the

notice processing system in June led to the loss of nine notice processing "man days" which resulted in a significant dip in performance. The contractor has been defaulted.

2.12 **EHPI 7.0 - % pre NTO PCN challenges responded to within 10 days**, was 'Red' for July 2009 impacted by the same issues as set out at 2.10 above.

2.13 Performance in the following indicators were 'Green', which means that targets are either being met or exceeded between May 2009 to July 2009. They are:

- EHPI 6.9 - Turnaround of PCN Representations.
- EHPI 7.1 - % PCN Representations responded to within 28 days.

Please refer to **Essential Reference Paper 'B'** for full details on pages 11.7 - 11.20.

### 3.0 Implications/Consultation

3.1 Information on any corporate issues and consultation associated with this report can be found within **Essential Reference Paper 'A'** on page 11.6.

#### Background Papers:

The complete set of performance indicators which are reported to members ordered by Corporate Priority.

A set of guidance notes for the performance indicators detailed in Essential Reference Paper B and a table with all key definitions and abbreviations.

A list of definitions and guidance notes for national indicators and local indicators that used to be best value performance indicators.

Contact member: Councillor Terence Milner, Executive Member for Environment and Conservation.

Contact Officer: Ceri Pettit, Head of Strategic Direction (Shared) and Performance Manager – Extn: 2240.  
Lorna Georgiou, Performance and improvement Coordinator – Extn: 2244.  
Karl Chui, Performance Officer – Extn: 2243.  
George A Robertson, Director of Customer and Community Services – Extn: 1410.

Report Author: Karl Chui, Performance Officer, Extn: 2243.