

EAST HERTS COUNCIL

ENVIRONMENT SCRUTINY COMMITTEE – 1 DECEMBER 2009

REPORT BY THE DIRECTOR OF CUSTOMER AND COMMUNITY SERVICES

7. ENVIRONMENT SCRUTINY HEALTH CHECK – AUGUST TO SEPTEMBER 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 for the period August to September 2009.

RECOMMENDATION: that	
(A)	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 August to September 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 September 2009 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 2 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 7.8 - 7.22 shows the full set of performance indicators that are reported on a monthly and quarterly basis to this committee. Essential Reference paper B has been sorted by status, e.g. all performance in ‘red’ have been 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

Caring about what’s built and where

Performance analysis

2.1 **EHPI 204 – Planning appeals allowed.** Performance is currently in ‘Red’ for September 2009. 8 out of a total 15 appeals were allowed in September 2009. The allowed appeals related to new residential schemes at Bonks Hill House, Sawbridgeworth, Upper Green Road, Tewin, The Castle PH, Bishop's Stortford, a gypsy/traveller proposal at The Stables and Bayford. Other allowed appeals were for householder schemes.

- 2.2 **EHPI 2.10(3) – Percentage of building sites re-inspected in less than 3 months.** Performance is currently in ‘Red’ for September 2009. Within the resources available, priority is being given to statutory inspection and plan checking work that are important elements for assessment. It is considered that this is the most suitable priority and therefore the best use of resources for the foreseeable future. Performance was slightly below target for August 2009 having achieved 68%, this was due to staff taking annual leave and loss of an agency surveyor.
- 2.3 Officers recommended that no action be taken in relation to ‘EHPI 2.10(3) – percentage of building sites re-inspected in less than 3 months’ pending assessment of the service through the C3W process.
- 2.4 **EHPI 2.2(45) - Waste: missed collections per 100,000 collections of household waste.** Performance is currently in ‘Red’ for September 2009. Performance is stable compared to August 2009. Changes to round structures in preparation for ARC have adversely affected garden waste collection performance, but year to date performance remains better than target.
- 2.5 Performance in August 2009 was below the target having achieved 57.28; this was due to problem with a rural crew not completing their work. Contract management penalties have been applied and contractor has taken remedial action.
- 2.6 **NI 157b – Processing of planning applications: ‘Minor’ applications.** Performance is currently in ‘Amber’ for September 2009. Decisions were made on 7 applications outside of the target period. Six of these were delayed as a result of reporting to the Development Control Committee. These matters were reported to the committee either because they related to sites on which the committee had taken decisions previously, or the advice given was that a decision other than in accordance with the Councils planning policies was appropriate - which therefore requires the matter to be reported to the committee.
- 2.7 **NI 157c – Processing of planning applications: Other applications.** Performance is currently in ‘Amber’ for September 2009. The delay in a number of the 'other' application decisions was a result of decision making by the committee. Items were reported to the committee due to referral or as the proposals were supported, but contrary to planning policy.

- 2.8 There were no applications made in the June 2009 period so no performance data has been recorded.
- 2.9 **EHPI 2.23(188) – Planning decisions delegated to officers.**
Performance is currently in 'Amber' for September 2009. The target was not met because 20 out of a total 177 decisions required a committee decision. The constitution requires that certain types of application must be determined by the committee rather than an officer. This performance indicator is adversely affected when planning applications of certain types increase and/or referrals are requested. Officers, in consultation with the committee chairman, try to keep referrals to a minimum.
- 2.10 Performance in the following indicators were 'Green', which means that targets are either being met or exceeded between August 2009 to September 2009. They are:
- NI 157a - Processing of planning applications: Major applications.

Please refer to **Essential Reference Paper 'B'** on pages 7.8 - 7.22 for full details.

Pride in East Herts

Performance analysis

- 2.11 Performance in the following indicators were 'Green', which means that targets are either being met or exceeded between August 2009 to September 2009. They are:
- EHPI 218a - Abandoned Vehicles - % investigated within 24 hours
 - EHPI 218b - Abandoned Vehicles - % removed within 24 hours of required time.
- 2.12 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 7.8 - 7.22 for full details.

Fit for purpose

- 2.13 **EHPI 6.8 - Turnaround of pre NTO PCN challenges.** Performance is currently in 'Red' for September 2009. Performance has improved from last month having achieved 22 days in August 2009 and 17 days in September 2009. However 2 working days were lost due to a power cut and internet line failure.
- 2.14 **EHPI 7.0 - % pre NTO PCN challenges responded to within 10 days.** Performance is currently in 'Red' for September 2009. Performance has improved since last month having achieved 12% in August 2009 and 32% in September 2009. However two days were lost due to a power failure and loss of internet connection.
- 2.15 Performance in the following indicators were 'Green', which means that targets are either being met or exceeded between August to September 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'** on pages 7.8 - 7.22 for full details.

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 7.7.

Background Papers:

- Guidance note available on Environment Scrutiny Corporate Healthcheck May 2009 to July 2009 report (Submitted to committee on 15 September 2009) - Essential Reference Paper D.
- List of Performance Indicator definitions available on Environment Scrutiny Corporate Healthcheck May 2009 to July 2009 report (Submitted to committee on 15 September 2009) - Essential Reference Paper E.

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ESSENTIAL REFERENCE PAPER 'A'

<p>Contribution to the Council's Corporate Priorities/ Objectives:</p>	<p>Promoting prosperity and well-being; providing access and opportunities <i>Enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</i></p> <p>Fit for purpose, services fit for you <i>Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation.</i></p> <p>Pride in East Herts <i>Improve standards of the neighbourhood and environmental management in our towns and villages.</i></p> <p>Caring about what's built and where <i>Care for and improve our natural and built environment.</i></p>
<p>Consultation:</p>	<p>Performance monitoring discussions have taken place between, Chief Executive, Directors and Heads of Service.</p>
<p>Legal:</p>	<p>There are no legal implications.</p>
<p>Financial:</p>	<p>There are no financial implications.</p>
<p>Human Resource:</p>	<p>There are no Human Resource implications.</p>
<p>Risk Management:</p>	<p>There are no Risk implications.</p>